Operations Report to Finance & Resources Committee, 23rd April 2009

Contents

Registrations – Richard Houghton

Summary
This paper provides an update from the Registration Department for the period 1 February 2009 to 28 February 2009.

1) Operational Performance

a) Telephone Calls

The Registration Department answered 98.5% of calls within 30 seconds which exceeds our service standard of answering 80% of calls within 30 seconds.

i) UK Telephone Calls - During the period from 1 February 2009 to 28 February 2009 the team received a total of 3,918 telephone calls which is 429 more than the same period two years ago and 99% of these calls were answered.

ii) International Telephone Calls - During the period from 1 February 2009 to 28 February 2009 the team received a total of 1000 telephone calls which is 150 less than the same period two years ago and 92% of these calls were answered.

b) Application Processing

i) UK Applications - A total of 485 new applications were received during this period and 480 individuals were registered, which is 94 more than the same period last year. Applications took between one to two working days to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took between one to two working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 202 new international applications were received in this period and 135 individuals were registered which is 64 more than the same period last year. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

c) Emails

I) UK Emails - The team received approximately 80 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

ii) International Emails - The team received approximately 30/40 emails per day and managed to respond to these within one days of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit
There were no assessment days during February but registration assessors continued to assess profiles that required further information.
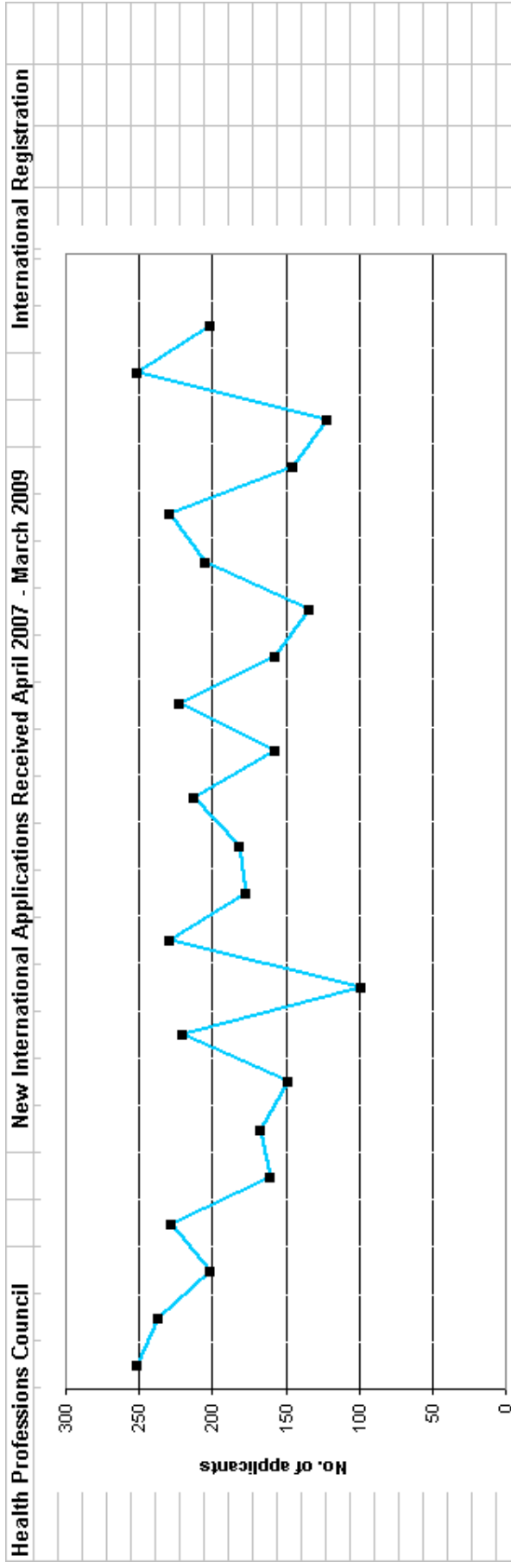
2) Resource

a) Employees

The department is operating within the budgeted headcount.

On the 20 March 2009 the team took part in the Registration Department away day. The day was very successful and registration advisors themselves played an active part in designing and delivering the days activities. The main theme for the away day was to prepare the team for the expected increase in workload over the next 18 months.
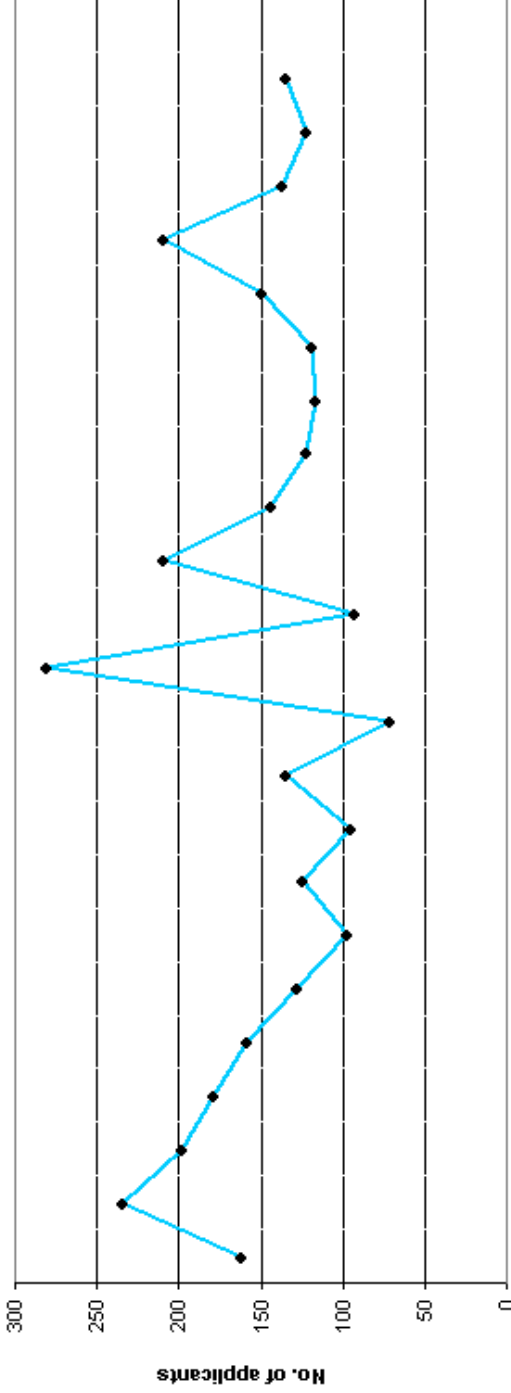
A First Impressions training course was delivered to all those registration advisors who did not attend the course last year and was also attended by some of our colleagues from the Finance Department. First Impressions is a programme run by the Institute of Customer Service (ICS) and gives participants the opportunity to gain a qualification in customer service.

Two new registration advisors have joined the team Melanie Harel and Elisa Dominguez Nunez.

The team delivered training to the recently recruited psychologist registration assessors.
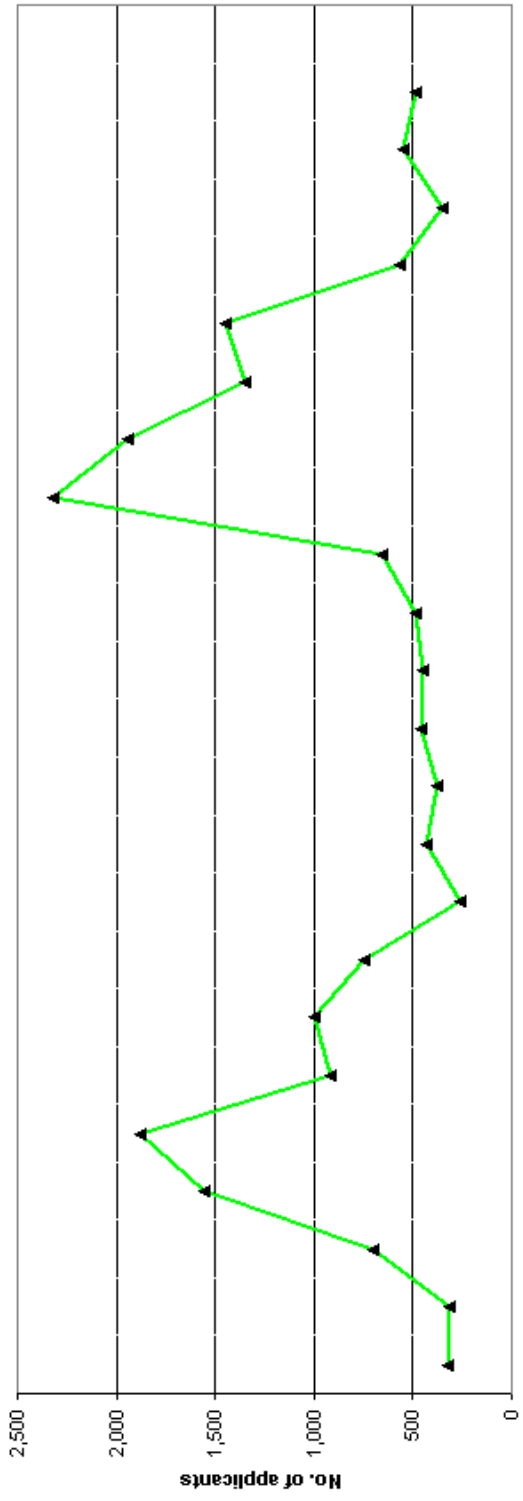
Health Professions Council — New International Applications Received April 2007 - March 2009 — International Registration

	2007									2008												2009			2005/6	2006/7	2007/8	2008/9
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	3	0	2	1	1	2	0	2	1	4	0	0	3	2	2	0	2	0	0	2		14	15	14	15
Bio. Scientists	35	38	31	32	30	23	19	27	11	29	20	28	22	19	34	28	19	30	27	4	28	31	30		756	496	323	272
Cl Scientists	5	5	2	4	4	5	3	6	8	5	6	6	7	6	5	7	2	3	4	1	2	8	0		65	62	59	45
Chirops/Pods	3	4	4	4	2	2	3	8	1	5	3	2	2	4	3	4	1	2	1	0	0	1	3		40	51	41	21
Dietitians	11	14	9	12	7	7	7	12	5	14	12	9	10	6	18	9	8	12	9	0	3	18	16		192	149	119	118
OTs	31	33	33	30	17	30	28	34	18	28	17	31	29	25	28	12	23	31	45	47	28	48	34		774	464	330	350
ODPs	3	0	1	0	1	0	0	0	1	0	0	0	0	2	0	1	0	2	2	0	0	0	0		29	25	6	7
Orthoptists	0	1	1	0	0	0	0	2	1	0	0	0	2	0	0	0	0	0	0	0	0	0	1		5	7	5	3
Paramedics	7	2	1	0	4	1	0	3	0	2	2	1	3	0	4	1	3	4	8	0	1	7	6		17	39	23	37
Physiotherapists	87	78	61	75	54	63	54	70	38	78	65	68	85	52	73	62	53	86	73	47	28	79	67		1,665	1,131	791	705
Prosth/Orthotists	0	0	0	1	1	3	0	0	0	1	0	0	1	1	0	0	1	0	3	0	0	1	2		10	9	6	9
Radiographers	51	49	40	57	34	21	29	45	5	46	38	29	34	32	49	21	19	25	34	19	25	34	25		810	903	444	317
SLTs	17	12	18	10	7	10	4	12	9	21	12	7	14	10	8	9	3	8	23	16	7	24	16		249	153	139	138
TOTAL	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157	134	205	229	145	122	251	202		4,626	3,504	2,300	2,037

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International Registrations April 2007 - March 2009

	2007									2008												2009			2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Arts therapists	2	0	2	0	0	0	1	0	1	2	0	0	0	0	2	0	0	1	2	0	0	0	0	0	3	6	8	5
Bio. scientists	22	22	35	23	19	13	13	3	24	13	16	28	19	16	15	17	21	22	16	22	16	28	14	0	417	439	231	206
CI scientists	2	4	2	2	3	0	0	4	1	3	1	8	1	0	3	4	5	1	4	3	1	2	3	0	26	35	30	27
Chirops/pods	7	3	2	3	8	2	2	2	1	5	1	3	1	4	2	1	6	1	4	2	2	0	3	0	25	37	39	26
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2	1	2	17	7	9	16	7	3	3	14	0	93	138	94	81
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23	28	17	24	19	8	8	41	24	28	28	0	615	509	302	248
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	6	7	5	2
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	3	3	4	2
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0	0	2	1	1	1	0	5	5	1	3	0	6	16	14	19
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8	134	61	31	32	45	51	74	51	28	50	0	1,193	985	567	565
Prosth/orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	6	4	6	2
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31	15	33	22	19	26	33	42	29	25	7	0	496	820	428	282
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8	10	6	4	7	5	15	11	6	7	13	0	218	173	134	92
TOTAL	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119	150	209	137	122	135	0	3,107	3,172	1,862	1,557

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Health Professions Council

New UK Applications Received April 2007 - March 2009

UK Registration

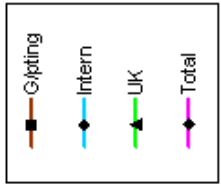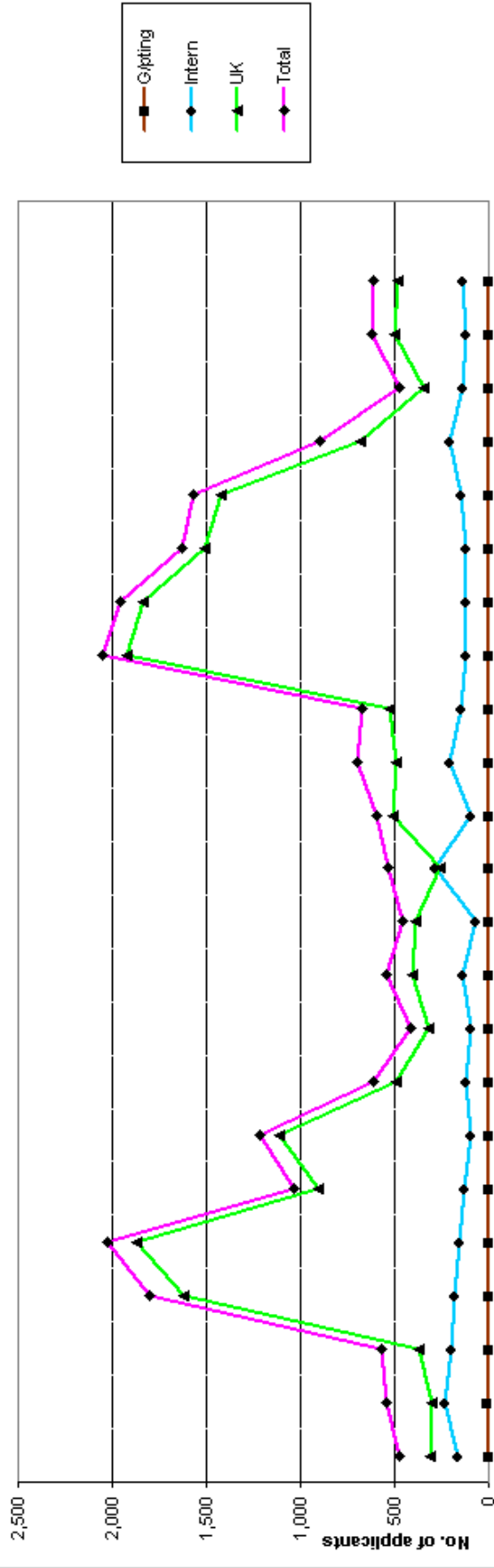|	2007									2008												2009			2005/6	2006/7	2007/8	2008/9
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Ths	20	18	18	11	23	15	14	13	7	13	16	2	24	14	8	20	26	31	29	13	16	26	15		234	184	170	222
Bio. Scs	40	60	45	57	72	62	60	75	39	78	57	44	50	57	42	66	117	110	121	71	47	61	27		912	690	689	769
Cl Scs	26	2	12	10	18	7	14	20	13	10	14	21	37	27	20	25	19	15	22	16	14	27	32		155	145	167	254
Ch/ Pods	4	10	46	119	118	38	36	25	4	6	5	4	5	1	36	153	111	55	57	13	6	13	10		399	341	415	460
Dietitians	13	20	62	72	67	30	34	24	7	13	8	9	31	13	65	115	52	28	69	14	11	8	12		367	331	359	418
OTs	25	17	10	212	379	175	224	38	36	59	62	84	72	65	3	297	380	302	317	105	60	61	108		1,544	1,327	1,321	1,770
ODPs	56	25	84	33	83	149	119	163	17	39	19	17	39	21	7	35	92	179	117	26	30	46	23		754	668	804	615
Orths	0	0	3	15	14	3	5	0	0	0	1	0	0	2	53	24	8	5	8	2	1	2	1		34	41	41	106
Paras	48	75	66	52	99	68	85	103	58	112	52	113	88	193	109	108	150	119	171	137	72	163	92		1,247	807	931	1,402
Physios	71	41	130	543	605	197	196	169	54	67	100	103	62	58	135	748	534	268	265	99	56	97	92		2,051	2,120	2,276	2,414
Prf/Orths	0	0	0	0	1	0	18	8	2	4	0	2	0	3	5	0	0	1	26	6	3	1	5		46	32	35	50
Rads	8	24	193	381	251	76	88	32	10	11	15	19	25	9	155	618	249	104	108	18	10	20	32		1,008	1,051	1,108	1,348
SLTs	16	20	35	48	151	93	106	75	16	24	26	45	21	21	18	111	202	130	139	49	24	23	36		746	582	655	774
TOTAL	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454	484	656	2,320	1,940	1,347	1,449	569	350	548	485		9,497	8,319	8,971	10,602

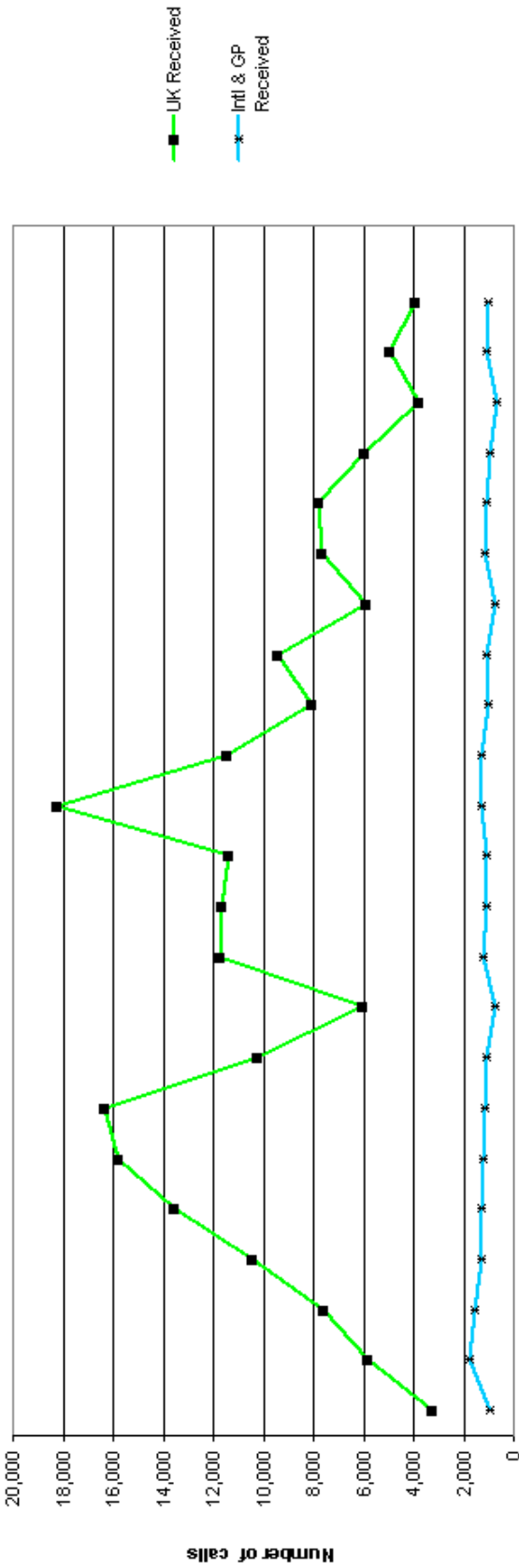# Health Professions Council — Application Types Received April 2007 - March 2009 — International & UK Registration

Legend: G/pting, Intern, UK, Total
Y-axis: No. of applicants (0 – 3,000)

	2007									2008												2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157	134	205	229	145	122	251	202	
UK	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454	484	656	2,320	1,940	1,347	1,449	569	350	548	485	
Total	578	549	905	1,781	2,042	1,080	1,147	965	362	665	552	645	667	641	878	2,477	2,074	1,552	1,678	714	472	799	687	

	2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD
G/pting	2,479	20	0	0
Intern	4,626	3,504	2,300	2,037
UK	9,497	8,319	8,971	10,602
Total	16,602	11,843	11,271	12,639

| | 2007 | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 |
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
G/pting	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,295	283	9	0
Intern	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119	150	209	137	122	135		3,107	3,172	1,862	1,557
UK	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480		9,474	8,870	8,355	10,221
Total	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615		14,876	12,325	10,226	11,778

Number of calls — Legend: UK Received; Intl & GP Received

	2007									2008												2009			2005/6	2006/7	2007/8	2008/9
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Intl & GP																												
Intl & GP Received	968	1,764	1,590	1,259	1,303	1,195	1,162	1,094	730	1,222	1,063	1,078	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000		40,070	19,612	14,428	11,475
Answered	943	1,675	1,504	1,188	1,150	1,038	1,108	1,036	668	1,157	990	931	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924		33,467	17,896	13,388	10,248
Calls answered (%)	97	95	95	94	89	87	95	95	92	95	93	86	82	81	95	97	95	86	90	91	85	93	92		84	92	93	90
Adandoned	25	89	86	71	153	157	54	58	62	65	73	147	238	252	51	31	37	162	107	87	107	79	76		6,627	1,716	1,040	1,227
Avg answer time (sec)	11	10	8	11	14	14	12	9	9	12	16	24	15	46	33	26	28	47	54	53	36	40	22		25	14	13	36
Avg talk time (min)	3.10	2.58	2.43	2.49	2.44	2.53	2.40	2.57	3.29	3.28	3.14	3.20	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24		2.32	2.64	2.79	3.23
UK																												
UK Received	3,248	5,808	7,622	10,448	13,576	15,827	16,371	10,232	6,041	11,752	11,675	11,367	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918		70,233	72,488	123,967	87,196
Answered	3,207	5,598	7,360	9,105	9,924	8,640	10,429	8,460	4,626	7,849	9,549	7,176	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889		50,518	67,493	91,923	73,527
Calls answered (%)	99	96	97	87	73	55	64	83	77	67	82	63	46	81	96	95	96	98	98	91	98	99	99		70	93	79	91
Adandoned	41	210	262	1,343	3,652	7,187	5,342	1,772	1,415	3,893	2,126	4,191	9,913	2,193	293	431	230	163	192	142	26	57	29		10,719	6,335	32,034	13,669
Avg answer time (sec)	20	30	21	29	103	161	267	74	75	71	95	272	520	179	52	70	57	18	28	25	17	21	15		64	45	102	91
Avg talk time (min)	2.02	2.08	2.27	2.19	2.35	3.00	3.06	2.43	3.12	3.05	3.00	3.19	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41		1.78	2.16	2.65	2.59

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HPC Major Projects April FY 2008/9 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	• Legislation has been approved by Scottish Parliament and the House of Commons
MP2	Continuing Professional Development	• This project has now closed
MP30	Registrations fee change 09	• This project has now closed
MP33	FTP Net regulate statuses rationalisation	• This project has now closed

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HPC Major Projects 2008/9 Scorecard

No.	Prior ity	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	Y	Y	Y		30/04/09	Closed
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	Y	£15 (C) £156 (O)	14/12/08 10/02/09 10/07/09 03/09/09	⬆ G
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£15 (C) £19 (O)	01/04/09 01/04/10 29/05/10	⬆ G
MP30	2c	Registration fee change 09	Realignment of registration fee charges	M Seale	S Leicester	Y	Y	NA	£2 (C) £14.5 (O)	15/06/09	Closed
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Complete subject to final invoice

Key:

Green – Project is due to meet deadline

Amber – Indications are that t is probable that project will miss deadline

Red – Project has missed deadline

Date 2007-05-31	Ver. a	Dept/Cmte OPT	Doc Type AOD

Title
Project summary 2007-8 May

⇦ Status of project has improved since last reporting cycle

⇧ Status of project is static since last reporting cycle

⇨ Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

Status
Draft
DD: None

Int. Aud.
Public
RD: None

HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y	£5 (C)	18/07/08	Complete subject to lessons learned report
MP33	3	FTP Net regulate statuses rationalisation	Operational and technology changes to optimise use of registrations system within FTP	M Seale	K Johnson	Y	Y	Y	£64 (C)	30/04/09	Closed
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	Y	£300 (C) £22 (O)	20/03/09 01/11/09	⬆ G

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Facilities Management – Steve Hall

Staffing

There are six permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Catering, Health & Safety, Insurance and Building Project Management.

22-26 Stannary Street Building Project

The final invoice value for Phase 1 works is still being negotiated on HPC's behalf by Davis Langdon, Cost Consultants and Quantity Surveyors for the project.

The Tendering process for Phase 2 has been completed and Parkeray Limited has been appointed to carry out these works. The works on site will commence Mid May and it is anticipated that they will be complete by the end of September 2009.

Insurance

The various Insurances required by HPC (Travel, Public Liability, Legal Expenses, etc) have been renewed. Terms have been agreed and the net result is a 10% saving on premiums with increased cover on various policies.

Business Process Improvement – Roy Dunn

Human Resources
No changes.

Cherise Evans (PA to the Director of Operations) has trained in ISO9001:2000 Internal Auditing.

Roy Dunn has completed the ISEB Certificate in Information Security Management Principles. (CISMP)

Quality Management System (QMS) review meetings and internal audits

A cross organisation Debit & Credit card processing audit has commenced. This tracks the progress of payment requests from receipt in the Post Room, through Registrations, and into Finance. This is part of the ongoing Information Security audit.

Mapping all Facilities processes in greater detail has commenced.

QMS process updates

FTP processes has been recorded in greater detail, and are being updated on the Management System at the request of the Director of FTP.

Internal diagrams for the on-boarding of Psychologists have been created with Registrations and Policy Departments. These will be used by Registration Advisors to answer queries about the most appropriate route to registration for those telephoning in.

Other Information & Data security work across HPC – is ongoing. We are currently looking at matching requirements highlighted by CISMP as best practice.

HMRC Corporate Governance will shortly be providing information concerning roles and responsibilities in their new security organisation. These will be evaluated as potential new best practice.

BSI Audit

The next "external" BSI audit is scheduled for 28th April 2009. This will look at the FTP Department, Quality Management and one other area.

BSI & HPC will evaluate our existing 9001:2000 systems to migrate to 9001:2008 over the next few months. The October Audit date is to be confirmed.

Business Continuity

The Disaster Recovery / Business Continuity plan contact details are being updated on a monthly basis as usual.

The next major testing session is being planned.

Information & Data Management

Planning is taking place around integration of all intranet based information sources, Springfield, QMS and "Intranet".

Report templates are being updated for the new Financial year.

Additional insurance cover for data protection at the paper archive, is still being assessed. This insurance also provides additional protection for the traditional "IT" based information.

The archive stakeholder group have a preferred supplier. Contract negotiation is almost complete. Advice has been obtained from our solicitors on the value to which we should insure against for a paper data loss.

Risk Register

Next update to the Risk Register will be made in the Autumn. The font size for Impact, Likelihood and Risk Score has been increased to aid readability.