# Operations Report to Finance & Resources Committee, 16th March 2009

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# **Registrations – Richard Houghton**

#### Summary

This paper provides an update from the Registration Department for the period 1 December 2008 to 31 January 2009.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls -** During the period from 1 December 2008 to 31 January 2009 the team received a total of 8,765 telephone calls which is 350 less than the same period two years ago and 99% of these calls were answered.

**ii) International Telephone Calls -** During the period from 1 December 2008 to 31 January 2009 the team received a total of 1,764 telephone calls which is 661 less than the same period two years ago and 89% of these calls were answered.

### **b)** Application Processing

i) UK Applications - A total of 898 new applications were received during this period and 837 individuals were registered which is 111 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 373 new international applications were received in this period and 259 individuals were registered which is 29 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

We requested CPD profiles from 5 per cent of operating department practitioners, at the beginning of September 2008.

2) Resource

### a) Employees

The department is operating within the budgeted headcount. on the 27 January 2009 the department, in conjunction with the Business Improvement Team, undertook a planned disaster recovery exercise which resulted in some members of the Registration Department testing the services provided at the disaster recovery site to ensure that in the event of a genuine disaster service would still be delivered.

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Arts Ths Bio. Ses Cl Ses Chł Pods Dietitians OTs ODPs	2007 Apr 20 40 26 4 13 25	18 60 2 10 20 17	18 45 12 46 62 10	11 57 10 119 72 212	23 72 18 118 67 379	15 62 7 38 30 175	14 60 14 36 34 224	13 75 20 25 24 38	Dec 7 39 13 4 7 36	Jan 13 78 10 6 13 59	16 57 14 5 8 62	2 44 21 4 9 84	24 50 37 5 31 72	14 57 27 1 13 65	8 42 20 36 65 3	20 66 25 153 115 297	26 117 19 111 52 380	31 110 15 55 28 302	29 121 22 57 69 317	13 71 16 13 14 105	Dec 16 47 14 6 11 60	Jan 26 61 27 13 8 61	Feb	Mar	FYE 234 912 155 399 367 1,544	FYE 184 690 145 341 331 1,327	FYE 170 689 167 415 359 1,321	YTD 207 742 222 450 406 1,662
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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			33,467	17,896	13,388	9,324
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Adandoned		25	89		71	153	157	54	58	62	65	73	147	238	252	51	31	37	162	107	87	107	79			6,627	1,716	1,040	1,15
Avg answer tim		11	10	8	11	14	14	12	58 9	62 9	65 12	73 16	147 24	238 15	252 46	51 33	31 26	37 28	162 47	107 54	87 53	107 36	79 40			6,627	1,716 14	1,040 13	1,15 38
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Avg answer tim Avg talk time (n UK UK Received	nin)	11 3.10 3,248	10 2.58 5,808	8 2.43 7,622 7,360	11 2.49 10,448	14 2.44 13,576	14 2.53 15,827	12 2.40 16,371	58 9 2.57 10,232	62 9 3.29 6,041	65 12 3.28 11,752	73 16 3.14 11,675	147 24 3.20 11,367 7,176	238 15 3.22 18,235	252 46 3.26 11,490 9,297	51 33 3.25 8,058	31 26 3.03 9,432	37 28 3.10 5,892	162 47 3.21 7,680	107 54 3.39 7,788	87 53 3.20 5,938	107 36 3.27 3,806	79 40 3.37 4,959			6,627 25 2.32 70,233	1,716 14 2.64 72,488 67,493	1,040 13 2.79 123,967 91,923	1,15 38 3.23 83,278
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# HPC Major Projects January FY 2008/9 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul> <li>Project is back to being reported as green as the legislation was laid in Parliament 5<sup>th</sup> March 09.</li> </ul>
MP34	Online applications and renewals Phase 1	Please see separate update paper

# 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	
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 <b>03/09/09</b>	
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 <b>29/05/10</b>	
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	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	SHall	N	N	N		31/01/08 10/03/08	Complete subject to final invoice

# 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	
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	

### 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. Both Planning and Building Control assent has been obtained for Phase 2 and this is project is currently being tendered. Tenders are due back with our consultants on 9 March, 2009. Subject to due diligence and interviews with the contractors, it is anticipated that the contract will be let by 23 March with start date within the first 2 weeks of April.

### Summary

This paper provides an update from the Registration Department for the period 1 December 2008 to 31 January 2009.

### 1) Operational Performance

# a) Telephone Calls

**i) UK Telephone Calls -** During the period from 1 December 2008 to 31 January 2009 the team received a total of 8,765 telephone calls which is 350 less than the same period two years ago and 99% of these calls were answered.

**ii) International Telephone Calls -** During the period from 1 December 2008 to 31 January 2009 the team received a total of 1,764 telephone calls which is 661 less than the same period two years ago and 89% of these calls were answered.

# **b)** Application Processing

i) UK Applications - A total of 898 new applications were received during this period and 837 individuals were registered which is 111 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 373 new international applications were received in this period and 259 individuals

were registered which is 29 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

We requested CPD profiles from 5 per cent of operating department practitioners, at the beginning of September 2008.

# 2) Resource

# a) Employees

The department is operating within the budgeted headcount.

On the 27 January 2009 the department, in conjunction with the Business Improvement Team, undertook a planned disaster recovery exercise which resulted in some members of the Registration Department testing the services provided at the disaster recovery site to ensure that in the event of a genuine disaster service would still be delivered.