Operations Report to Finance & Resources Committee, 19 June 2012

Contents

Registration – Richard Houghton

Summary
This paper provides an update from the Registration Department for the period 1 February to 30 April 2012.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 February to 30 April 2012 the team received a total of 33,034 telephone calls which is 3,346 less calls when compared to the same period two years ago. The department answered 95% of all those calls received compared to 93% during the same period two years ago.

ii) International Telephone Calls - During the period from 1 February to 30 April 2012 the team received a total of 2,918 telephone calls which is 450 less than the same period last year. The department answered 95% of all those calls received compared to 97% during the same period last year.

b) Application Processing

i) UK Applications - A total of 1,545 new applications were received during this period, which is 69 more than the same period last year. Applications took on average six working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average six working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 896 new international applications were received in this period which is 328 more than the same period last year.

iii) Grandparenting Applications – A total of 72 new grandparenting applications were received in this period which is 49 more than the same period last year.

c) Emails

i) UK Emails - The team received approximately 140 emails per day and responded to these on average within two days of receipt which is within our service standard of 48 hours.

ii) International Emails - The team received approximately 20 emails per day and managed to respond to these on average within two days of receipt which is within our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) Audit

We requested a 2.5% audit sample of CPD profiles from:

- Physiotherapists at the beginning of February 2012;
- Arts therapists at the beginning of March 2012; and
- Dietitians at the beginning of April 2012.

CPD assessment days are being held every two weeks.

e) Registration Renewals

At the start of December 2011 27,712 radiographers were invited to renew their registration. This year a record total of 95.6% successfully renewed their registration for the next two-year cycle, which is an improvement of 0.3% compared to the last renewal period. A total of 19,105 registrants renewed online which represents 69% of those registrants invited to renew.

At the start of February 2012 46,689 physiotherapists were invited to renew their registration. This year a total of 95% successfully renewed their registration for the next two-year cycle, which is a slight decrease of 0.1% compared to the last renewal period. A total of 32,714 registrants renewed online which represents 70% of those registrants invited to renew.

At the start of March 2012 3,127 arts therapists were invited to renew their registration and at the start of April 2012 7,775 dietitians were also invited to renew their registration.
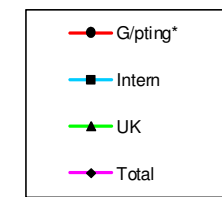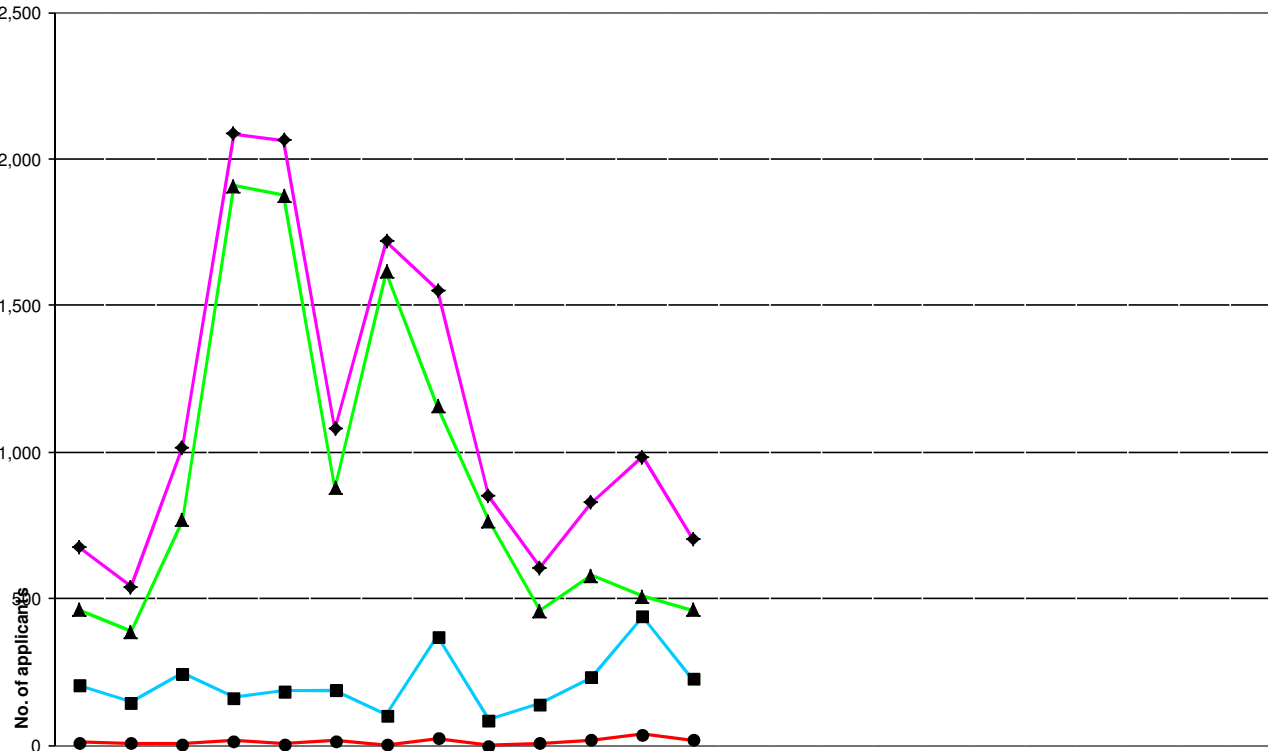
2) Resource

a) Employees

The department is operating within the budgeted headcount.
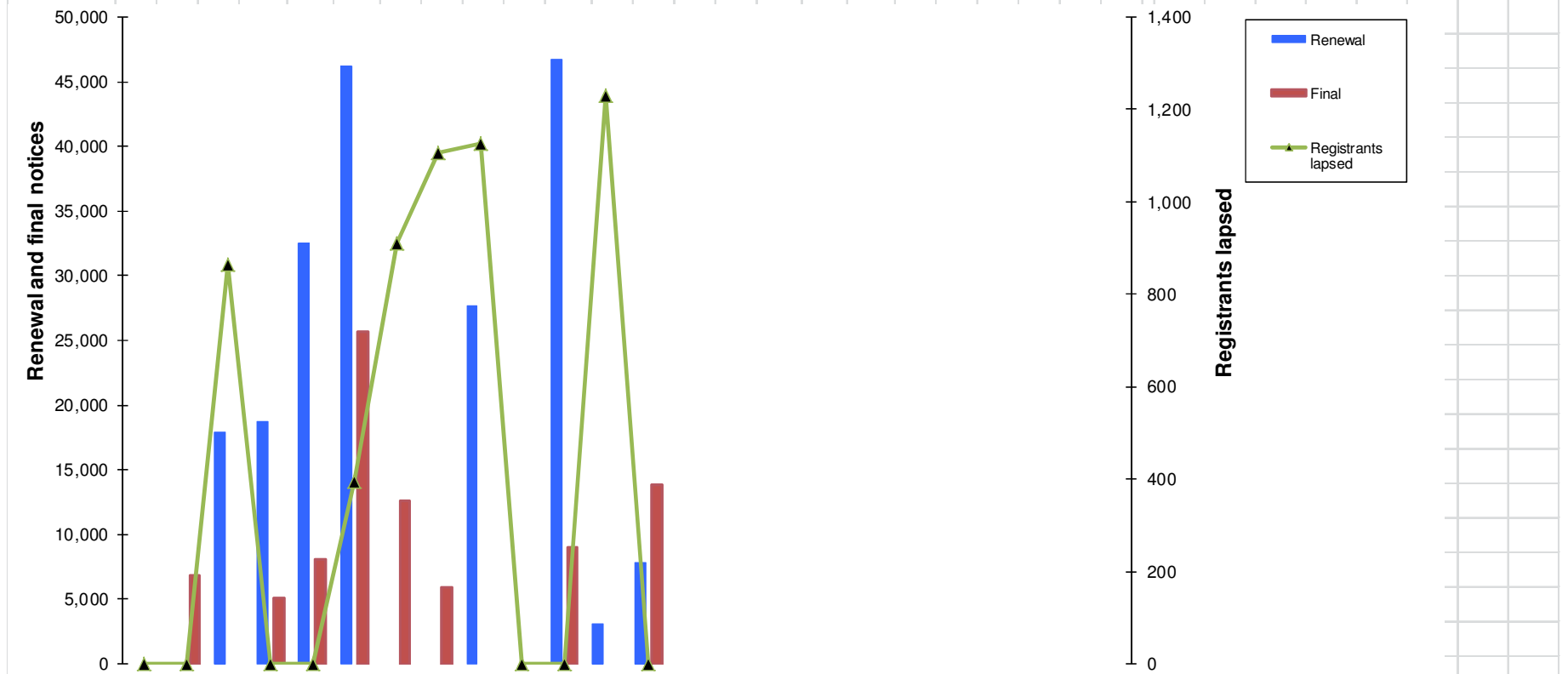
Notices	2011									2012														2013				2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Renewal	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	46,689	3,127	7,782												142,363	27,711	153,982	29,138	176,570	48,852	192,965	7,782
Final	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872												36,261	25,909	50,531	9,546	28,683	21,560	73,214	13,872
Total	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	55,685	3,127	21,654												178,624	53,620	204,513	38,684	205,253	70,412	266,179	21,654
Renewal on paper	4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434	3,095	10,545	4,863																	0	60,141	4,863
Renewal online	1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681	21,371	9,838	10,656																	0	108,657	10,656
Registrants lapsed	0	0	865	0	0	395	910	1,106	1,126	0	0	1,230	0												9,448	5,388	8,885	5,550	6,259	3,711	5,632	0

Apps	2011									2012														2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
Received	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	FYE	FYE	FYE	FYE	YTD
G/pting*	9	6	4	16	3	15	2	24	0	8	18	36	18															2,479	20	0	105	93	170	141	18
Intern	204	147	245	163	186	188	102	371	86	140	231	440	225															4,626	3,504	2,300	2,290	2,324	2,597	2,503	225
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460															9,497	8,319	8,971	11,199	11,251	12,857	11,353	460
Total	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	607	827	983	703															16,602	11,843	11,271	13,594	13,668	15,624	13,997	703

NB The data relates to application forms received, not total fees received.

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	2011									2012												2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	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	FYE	FYE	FYE	FYE	YTD
Intl & GP																																
Intl & GP received	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833												40,070	19,612	14,428	12,732	14,348	16,702	12,886	833
Answered	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794												33,467	17,896	13,388	11,397	14,185	15,969	12,137	794
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95												84	92	93	90	95	96	94	95
Adandoned	34	53	60	48	51	100	93	91	40	80	57	42	39												6,627	1,716	1,040	1,335	841	712	749	39
Avg answer time (se	20	36	43	38	45	68	78	59	50	58	48	48	52												25	14	13	36	36	41	49	52
Avg talk time (min)	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	3.56	3.56	4.17												2.32	2.64	2.79	3.25	3.18	3.41	3.29	4.17
UK																																
UK received	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	12,200	8,735	12,099												70,233	72,488	123,967	92,018	119,887	86,890	114,847	12,099
Answered	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	11,722	8,418	11,282												50,518	67,493	91,923	78,293	111,573	83,218	109,818	11,282
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93												70	93	79	92	95	96	96	93
Adandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817												10,719	6,335	32,034	13,725	8,314	3,652	5,029	817
Avg answer time (se	23	28	29	29	37	54	69	57	23	36	37	34	51												64	45	102	85	48	36	38	51
Avg talk time (min)	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	3.03	3.12	3.10												1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.10

Major Projects – Robert Silverman

HPC Major Projects 2012/13 Scorecard

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP36	FTP case management system Phase 2 - Build	Implementation of a single case management system for the FTP department	Marc Seale	Kelly Johnson	Sep 2011 Jan 2012 April 2012	▪ System went live on Monday 2nd April ▪ Migration clean-up work is completed ▪ Lessons learned meetings have been held ▪ End Project Report to presented at May EMT monthly meeting.	G →	Closed
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	Nov 2011 Apr 2012 Jul 2012 Sept 2012	▪ FTP case review work of GSCC cases continues ▪ Net Regulate UAT 1st round testing complete and deployed to live ▪ Work around the transfer order is ongoing ▪ Partner recruitment is complete ▪ Standards publication being finalised in time for June mailings. ▪ New registration forms have been signed off by Council ▪ Final Data transfer plans being finalised ▪ Student registration decisions to be made by Council in June. Operational planning underway ▪ NetRegulate phase 2 (including Direct Debit migration) testing is underway	G →	G →
MP54	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	Dec 2012	▪ Kick off meetings with the project team have been held and meetings are ongoing ▪ New corporate logo and registrant logo have been agreed ▪ First changes to assets commenced in April and are ongoing ▪ Lan2Lan to commence Lotus Notes changes ▪ IT impacted changes have been prioritised	G →	G →

						▪ Lan2Lan commenced Lotus Notes changes ▪ Testing for NetRegulate & Online Renewals have commenced		
MP46	Education systems and process review (Phase 1)	Review of all education department systems and processes	Abigail Gorringe	Brendon Edmonds	May 2012 Sept 2012	▪ To ensure the quality of the review of the systems and processes, additional time has been allocated to the project. The project will now close in September 2012. This extension takes into consideration the impact of opening the Register for social workers. ▪ Requirements document and planning for tendering completed ▪ Request for proposal sent to shortlisted suppliers and tendering meetings scheduled ▪ Only 2 tenders received out of 7 invites. ▪ Review of options to occur imminently regarding re-tendering due to limited response and may result in approx. 1 month project delay	G →	A ↓
MP56	Information Security Management system	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	Oct 2012	▪ Meetings with the project team have commenced and are ongoing	G →	G →
MP57	Net Regulate changes 2011/12 Part 1	Implementation of the following Net Regulate changes: 1) Automatic refund process for deregistered registrants 2) Automation of the Registrant balance report 3) Security enhancements	Tim Moore	Charlotte Milner	Oct 2012	▪ Registrant balance report deployed to live in April ▪ Testing for Automated refund process commenced ▪ Security enhancements development ongoing ▪ Final deployment schedule for end July and project close out for August	G ↑	G →
MP58	Online renewals form request	Net Regulate and Internet change to allow registrants to request a renewal form from hpc-uk.org	Greg Ross Sampson	Richard Houghton	April 2012	▪ Deployed to live in April. ▪ Use of the system will commenced 1st May ▪ Lessons learned meeting has been held ▪ End Project Report presented at May EMT monthly meeting.	G ↑	Closed
MP61	33 Stannary Street Phase 2 and Evangelical Alliance	Fit- out of additional units in Stannary Street and of a number of rooms in the Evangelical Alliance	Greg Ross-Sampson	Steve Hall	TBD	▪ Project initiation approved at the May monthly EMT. ▪ Project is on schedule	N/A	G →

						▪ Cables laid, door control & alarm installed, technology infrastructure received and decorating in progress.		
MP59	Herbal practitioners		Marc Seale	Michael Guthrie	TBD	▪	N/A	In concept
MP60	Student Registration		Marc Seale	Michael Guthrie	TBD	▪	N/A	In concept
MP62	Education systems and process review Phase 2	Implementation of recommendations from Phase 1	Abigail Gorringe	Brendon Edmonds	TBD	▪	N/A	In concept
MP63	HR & Partners systems and process review		Marc Seale	Teresa Haskins	TBD	▪	N/A	In concept
MP64	Automated re-admissions	Technology and process changes to allow readmissions forms to be processed through DocXP	Greg Ross-Sampson	Richard Houghton	TBD	▪ Project planned to obtain initiation approval at June monthly EMT	N/A	In concept
MP65	Web deployments		Jacqueline Ladds	Tony Glazier	TBD	▪	N/A	In concept
MP66	FTP changes 2012-13		Kelly Johnson	Brian James	TBD	▪	N/A	In concept
MP67	Net Reg changes 2012-13	Implementation of the following Net Regulate changes: 1) Annotation of the Register 2) Net Regulate Platform Refresh Phase 2 testing 3) Authentication code rationalisation 4) Increased E&D 5) Automatic review of de-registered balances 6) Financial transactions reporting 7) Processing payments amendment	TBD		TBD	▪	N/A	In concept

Key:

Green (G) – Project is due to meet deadline

Amber (A) – Indications are that it is probable that project will miss deadline

Red (R) – Project has missed deadline

⇧ 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

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Facilities Management – Steve Hall

Staffing

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

Fitting out of Office Space and Office Moves

On 11 May the Finance and Facilities Departments relocated to 18 Stannary Street, a property currently owned by the Evangelical Alliance. The vacant space has been occupied by the Fitness to Practise Department.

Work has also been progressing on the fitting out of Units 1 & 3, 33 Stannary Street. This has realised a further 33 desks and on Saturday 16 June, this space will be occupied by the Operations, Partners, Communications and Fitness to Practise departments.

The last tranche of these moves will involve the relocation of the IT Department to the space currently occupied by the Communications team and the Fitness to Practise Department expanding into the area currently occupied by IT. There will also be a number of moves within Fitness to Practise.

As a result of this churn, 50% of the current employee compliment will have been relocated.

Business Process Improvement – Roy Dunn

Human resources
There are no changes to BPI.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2012 – 2013 is progressing.

QMS process updates
Secretariat and Communications processes have been reviewed in time for the BSI audit. A major review of Finance Department processes is continuing.

BSI audit
The BSI audit on 13 April, looked at the Registrations Grandparenting, Communications and Secretariat functions. document control, and management review processes were also examined.

We successfully retained our certification. The auditor commented that we had a mature and robust QMS. There will be a full report to the Audit Committee as usual.

We continue to work on the technical requirements for the BSI QMS / ISMS package to which we will migrate the HPC processes.

Business continuity
No major changes other than monthly list updates.
The next full exercise is planned for November 2012.

Information security management
The project for the initial work on ISO27001 has commenced.

The proposed solution for the next round of training for all employees, has been selected and ordered.

The collection of information assets round HPC continues. A specific group of information asset owners will be instructed in asset categorisation, in respect of confidentiality, integrity and availability.

Information & data management
Report templates for 2012 – 2013 Financial Year are now in use.

A further set of historic register material has been sent for conservation. Options for capture of microfilm data are being examined also.

Risk Register
The Cross Department Team continues to evaluate possible impacts of the London 2012 Olympic on day to day business operations.

Maps of predicted travel disruption have been made available to all employees, to enable them to find alternate routes to the office if they so need.

The next general Risk Register will be updated over the summer before the September Audit Committee meeting.