

## **Operations Report to Finance & Resources Committee, 19 March 2013**

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## Registration – Richard Houghton

### Summary

This paper provides an update from the Registration Department for the period 1 January to 28 February 2013.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 January to 28 February 2013 the team received a total of 20,471 telephone calls which is 10,792 more calls when compared to the same period two years ago and represents a 111% increase in call volumes. The department answered 93% of calls received compared to 97% during the same period two years ago.

**ii) International Telephone Calls** - During the period from 1 January to 28 February 2013 the team received a total of 1,404 telephone calls which is 905 less than the same period last year. The department answered 91.5% of calls received compared to 94% during the same period last year.

#### b) Application Processing

**i) UK Applications** - A total of 1,819 new applications were received which is 782 more when compared to the same period last year and represents a 75% increase in UK application volumes. The department registered 1,834 applications compared to 1,054 during the same period last year; this represents a 74% increase. Applications took on average nine 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 four 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 509 new applications were received which is 138 more when compared to the same period last year and represents a 37% increase in international application volumes. The department registered 239 applications compared to 240 during the same period last year; this represents a 0.4 % decrease.

**iii) Grandparenting Applications** – A total of 21 grandparenting applications were registered compared to 20 during the same period last year; this represents a 5% increase.

#### c) Emails

**i) UK Emails** - The team received approximately 160 emails per day compared to approximately 100 emails per day during the same period two years ago. The team responded to these on average within two days of receipt which is within our service standard of 48 hours response time.

**ii) International Emails** - The team received approximately 13 emails per day, which represents no change when compared to the same period last year, 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**

There was one CPD assessment day held during this period.

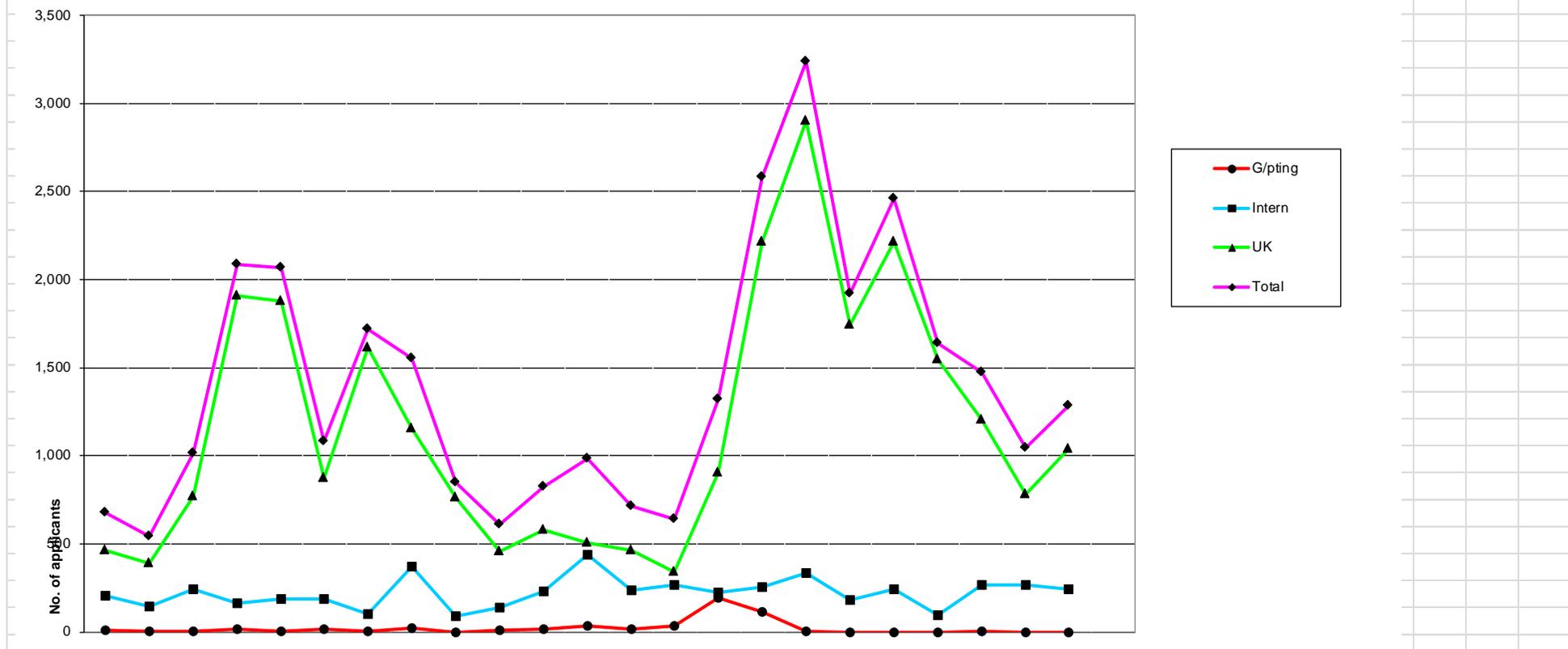
**e) Registration Renewals**

There were no professions invited to renew during this period.

**2) Resource**

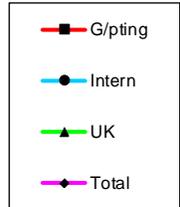
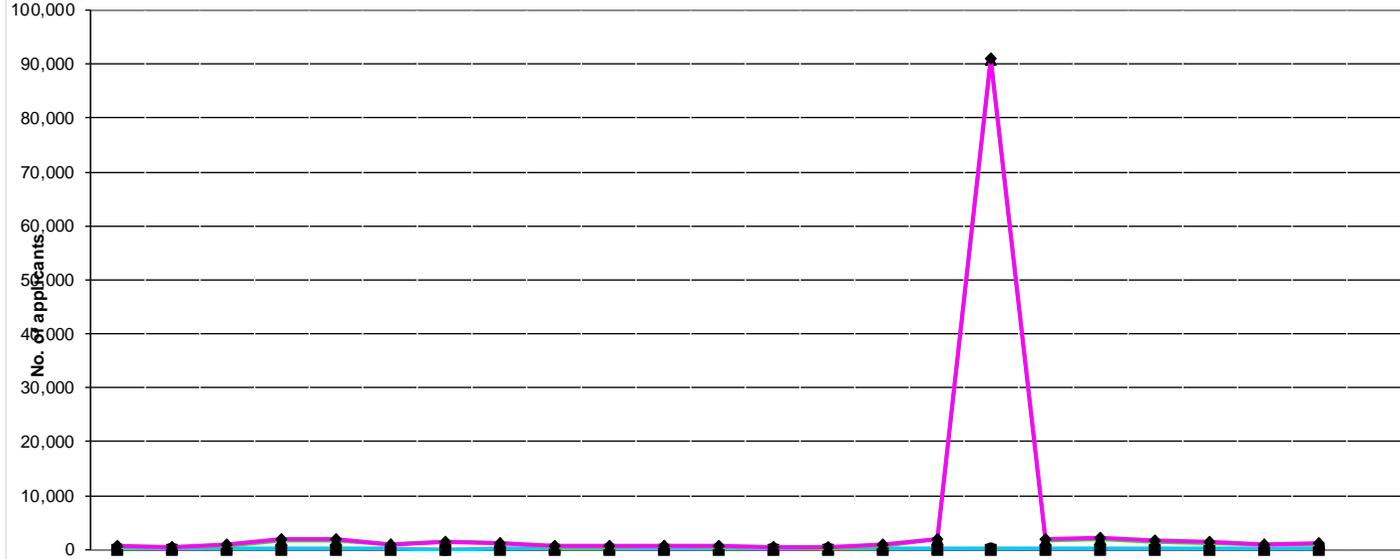
**a) Employees**

The department is operating within the budgeted headcount.



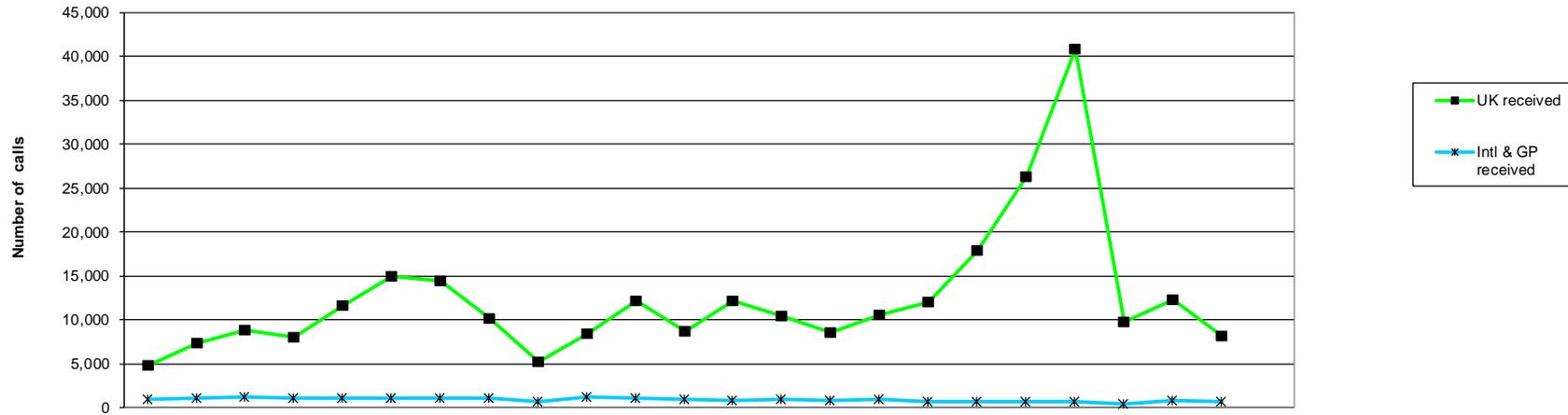
Apps Received	2011			2012												2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE						
G/pting	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0	0	1	0	0	2,479	20	0	106	93	170	142	369
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264	264	245	4,626	3,504	2,300	2,290	2,324	2,597	2,504	2,594
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	9,497	8,319	8,971	11,084	12,037	13,684	11,353	15,351
<b>Total</b>	<b>674</b>	<b>541</b>	<b>1,015</b>	<b>2,086</b>	<b>2,065</b>	<b>1,079</b>	<b>1,719</b>	<b>1,551</b>	<b>850</b>	<b>608</b>	<b>827</b>	<b>984</b>	<b>713</b>	<b>639</b>	<b>1,321</b>	<b>2,585</b>	<b>3,236</b>	<b>1,923</b>	<b>2,459</b>	<b>1,638</b>	<b>1,472</b>	<b>1,043</b>	<b>1,285</b>	<b>16,602</b>	<b>11,843</b>	<b>11,271</b>	<b>13,480</b>	<b>14,454</b>	<b>16,451</b>	<b>13,999</b>	<b>18,314</b>

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



	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	YTD						
<b>G/pting</b>	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22	14	7		2,295	283	9	0	63	96	65	258
<b>Intern</b>	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100	116	123		3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,565
<b>UK</b>	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992		9,474	8,870	8,355	10,774	11,069	11,122	10,675	102,476
<b>Total</b>	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122		14,876	12,325	10,226	12,530	12,576	12,919	12,129	104,299

\* The inflated figure for UK for August includes the new SW's added on the 1st August 2012



	2011												2012												2013			2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 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											
<b>Intl &amp; GP</b>																																			
<b>Intl &amp; GP received</b>	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,175	1,133	952	833	963	896	954	737	723	707	685	488	766	638	40,070	19,612	14,428	12,732	14,348	16,702	12,886	8,390				
<b>Answered</b>	968	1,099	1,151	1,020	1,056	1,013	1,064	997	682	1,096	1,076	910	794	877	848	914	675	705	682	662	450	697	587	33,467	17,896	13,388	11,397	14,185	15,969	12,137	7,891				
<b>Calls answered (%)</b>	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	96	92	98	96	97	92	91	92	84	92	93	90	95	96	94	94				
<b>Abandoned</b>	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	62	18	25	23	38	69	51	6,627	1,716	1,040	1,335	841	712	749	499				
<b>Avg answer time (sec)</b>	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42	54	32	35	46	82	82	74	25	14	13	36	36	41	49	55				
<b>Avg talk time (min)</b>	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	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.83				
<b>UK</b>																																			
<b>UK received</b>	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	10,481	8,533	10,515	11,965	17,941	26,254	40,761	9,757	12,333	8,138	70,233	72,488	123,967	92,018	119,887	86,890	114,847	168,774				
<b>Answered</b>	4,751	7,221	8,582	7,935	11,141	14,020	13,253	9,508	5,176	8,113	11,722	8,418	11,282	9,891	7,999	10,047	11,343	17,274	24,189	29,337	9,041	11,178	7,715	50,518	67,493	91,923	78,293	111,573	83,218	109,813	149,301				
<b>Calls answered (%)</b>	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	95	95	96	92	72	93	91	95	70	93	79	92	95	96	96	92				
<b>Abandoned</b>	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	617	667	2,065	11,424	716	1,155	423	10,719	6,335	32,034	13,725	8,314	3,652	5,029	19,473				
<b>Avg answer time (sec)</b>	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39	42	34	61	279	63	77	47	64	45	102	85	48	36	38	71				
<b>Avg talk time (min)</b>	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	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.15	3.20	3.21	1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.29				

## Major Projects – Robert Silverman

### HCPC Major Projects 2012/13 Scorecard

F&R – 19<sup>th</sup> March 2013

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP46	Education Systems and Process Review	Review of all Education department systems and processes	Abigail Gorringe	Brendon Edmonds	Dec 2012	<ul style="list-style-type: none"> <li>Project End Report presented to EMT and EMT agreed project closure</li> </ul>		Closed
MP54	New Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in the Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	Dec 2012 Jan 2013	<ul style="list-style-type: none"> <li>Agreed that the project will be closed and final domain name changes will be made as business as usual. Associated costs will also be funded from IT budget</li> <li>Project End Report scheduled to be presented to EMT Mar</li> </ul>		
MP57	NetRegulate Changes 2011/12	Implementation of the following Net Regulate changes: <ol style="list-style-type: none"> <li>Automatic refund process for deregistered registrants;</li> <li>Automation of the Registrant Balance report;</li> <li>To implement security enhancements</li> </ol>	Tim Moore	Charlotte Milner	Oct 2012 Aug 2012 Nov 2012 Jan 2013	<ul style="list-style-type: none"> <li>Re-Testing for Security Encryption failed.</li> <li>EMT agreed that Security Encryption will be reviewed as part of NetReg 2013 project allowing this project to close.</li> <li>Lessons Learned workshop scheduled for 6 Mar</li> <li>Project End Report scheduled to be presented to EMT Mar</li> </ul>		
MP62	Automated Re-admissions	Technology and process changes to allow readmissions forms to be processed through DocXP  (Increased Equality & Diversity scanning ability from NetReg 2013 project has been moved into scope of this project)	Greg Ross-Sampson	Richard Houghton	Dec 2012 Jan 2013	<ul style="list-style-type: none"> <li>Initial deployment completed</li> <li>Second deployment completed 4 Mar</li> <li>Lessons Learned workshop scheduled for 5 Mar</li> <li>Project End Report scheduled to be presented to EMT Mar</li> </ul>		
MP63	HR & Partners Systems and Process Review		Marc Seale	Teresa Haskins	Dec 2013	<ul style="list-style-type: none"> <li>Ts and Cs and Work Order 1 signed</li> <li>Business Analysis 'as-is' stage workshops ongoing</li> <li>Best Practice research scheduled for March</li> <li>Progress is as per Project Plan</li> </ul>		
MP65	Web Deployments	Improvements to website and intranet	Jacqueline Ladds	Tony Glazier	Jun 2013	<ul style="list-style-type: none"> <li>Project Initiation documents approved by EMT</li> <li>Suppliers in process of developing changes</li> </ul>	N/A	

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
						<ul style="list-style-type: none"> <li>▪ Progress is as per Project Plan</li> </ul>		
MP64	Education System Build	Implementation of recommendations from Phase 1	Brendon Edmonds	Paula Lescott	TBD	<ul style="list-style-type: none"> <li>▪ Project Initiation workshops with suppliers commenced</li> <li>▪ Project Initiation documents scheduled to be presented to EMT May</li> </ul>	N/A	Initiation
MP66	FTP Changes 2012-13	Improvements to CMS	Kelly Johnson	Brian James	TBD	<ul style="list-style-type: none"> <li>▪ Analysis of proposed CMS Change Requests complete</li> <li>▪ Baseline testing complete</li> <li>▪ High level requirements in process of being identified</li> <li>▪ Project Initiation documents scheduled to be presented EMT Apr</li> </ul>	N/A	Initiation
MP67	NetReg Changes 2013	Implementation of 10 Net Regulate changes and 1 DocXP change	Tim Moore	Charlotte Milner	TBD	<ul style="list-style-type: none"> <li>▪ A total of 11 changes including the Security Encryption change and potentially another NetReg change to be included in scope</li> <li>▪ 2 deployments expected (June and Dec)</li> <li>▪ Project Initiation documents scheduled to be presented EMT Mar</li> </ul>	N/A	Initiation
MP68	Annotation of the Register	Annotation of the Register	Michael Guthrie	Richard Houghton	TBD	<ul style="list-style-type: none"> <li>▪ Project Initiation has commenced</li> <li>▪ High level requirements in process of being identified</li> <li>▪ Project Initiation documents scheduled to be presented Mar 2013</li> </ul>	N/A	Initiation
MP69	Professional Indemnity	Operationalising requirements for registrants to have professional indemnity insurance	Marc Seale	Louise Hart	TBD	<ul style="list-style-type: none"> <li>▪ DH consultation paper released</li> <li>▪ Project Initiation has commenced</li> <li>▪ Project Initiation documents scheduled to be presented EMT Apr</li> </ul>	N/A	Initiation
MP70	Whitefield House Redevelopment	Planning for Whitefield House redevelopment	Marc Seale	Steve Hall	TBD	<ul style="list-style-type: none"> <li>• Project Initiation has commenced</li> <li>• Architects in process of revising initial plans with a view to reducing costs. Results expected 28 Feb</li> <li>▪ Project Initiation documents scheduled to be presented EMT Mar</li> </ul>	N/A	Initiation
MP59	Herbal Practitioners	Onboarding of Herbal Practitioners to HCPC Register	Marc Seale	Michael Guthrie	TBD	<ul style="list-style-type: none"> <li>▪ Not expected to commence before Jan 2014</li> </ul>	N/A	Start Up

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP71	Fees Review	Consideration of current Registrant fees and making any changes that may be agreed	Marc Seale	Michael Guthrie	TBD	<ul style="list-style-type: none"> <li>Agreed to begin initiating project</li> </ul>	N/A	Start Up

\* All amounts in £000's [(C) = Capex; (O) = Opex]

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

**Staffing**

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

**Facilities Department ticketing system**

The Facilities Service Desk was launched on Friday 22 February and is proving successful. Presentations on its introduction and use were given at the all-employee meetings on Wednesday 27 February.

**First Aid training**

John Dongahy, member of Council has agreed to provide training to our First Aiders on 27 March on the use of defibrillators.

**186 Kennington Park Road**

Work is continuing in conjunction with Architects and Cost Consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

## 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.

No further NMR (Non-Conformance) have been declared, three have been completed, one is approval from the sponsor.

### QMS process updates

A major review of Finance Department processes is almost complete.

### BSI audit

The next audit is scheduled for the 2<sup>nd</sup> of May. This will complete the current 3 year audit cycle.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

### Business continuity

Each department has been updating the appropriate area of the plan, for a final paper only version to be produced in March.

### Information security management

The next Information Security training CBT package for all employees, is being researched.

The collection of information assets round HCPC continues, and the assets scored for risk. The use of vsRisk system continues. A statistical snapshot is provided below.

Item	No of Items	No in Use
Assets	258	201
Asset Owners	13	12
Asset Groups	34	35
Threats	138	83
Vulnerabilities	308	172
Controls*	133*	110
Risk Assessments	1540	1491

Controls\* = 133 standard ISO27002 controls possible

The number of assets indicated above will increase or decrease with the change in granularity of the asset list. For instance the desktop PC's used by most employees will be grouped together to avoid too many individual assets being monitored long term. Specialist PC's would be listed separately.

A research report published by ViaSat (April 2012) summarized information from a Freedom of Information request to the Information Commissioners Office (ICO). This report suggests that Human Error is now the single largest cause of information loss in the UK.

Work on developing a secure web delivery method for confidential content for various parts of the business continue, with an existing supplier.

A presentation on the Payment Card Industry Data Security Standard (PCI-DSS) was provided at the last All Employee meeting. We are required to specifically train all employees on what action to take should they locate debit or credit card details. No card details are held on any HCPC computer system, and card payments via telephone or the web are outsourced to specialist providers.

### **Information & data management**

A catalogue of historic documents has been completed. Tom Berrie has produced a small pamphlet on the HCPC campus. Freedom of Information requests of a statistical nature continue.

### **Risk Register**

The next iteration of the Risk Register is presented later at this meeting following meetings held with all risk owners over January and February to update the register where required.

### **Other activity**

The tendering process for the security print contract has been deferred following a decision to change requirements. This project will recommence when the Procurement Manager is in post.

