



Operations Directorate

Report to Finance and Resources Committee
meeting 10 September 2013

Operations Report to Finance & Resources Committee, 10 September 2013 Contents

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1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls – During the period from 1 July to 31 July 2013 the team received a total of 14,028 telephone calls which is 5,948 more calls than the same period two years ago and represents a 74% increase in call volumes. The Department answered 94% of calls received compared to 97% during the same period two years ago.

ii) International Telephone Calls – During the period from 1 July to 31 July 2013 the team received a total of 636 telephone calls which is 318 less than the same period last year and represents a 33% decrease in call volumes. The Department answered 96% of calls received, which is the same answer rate as the same period last year.

b) Application Processing

i) UK Applications – A total of 2,351 new applications were received which is 135 more when compared to the same period last year and represents a 6% increase in UK application volumes. The Department registered 2,135 applications which is 260 more than the same period last year and represents a 14% increase. The Department processed 100% of applications within ten working days of receipt between 1 July and 17 July 2013, 100 % within eleven working days of receipt between 18 July and 25 July 2013 and 100% within twelve working days between 26 July and 31 July 2013. The service response time was affected by the higher-than-forecast increase in UK telephone calls, UK emails and International applications. However, planned overtime working (weekday evening and weekend) quickly reduced the UK application

response time and as a result applications are now being processed within our service standard of ten working days.

The Department processed 100% of readmission applications within our service standard of ten working days of receipt which is the same performance achieved during the same period last year.

ii) International Applications – total of 295 new applications were received which is 41 more when compared to the same period last year and represents a 16% increase in international application volumes. The Department registered 153 applications which is 13 less than the same period last year and represents a 8% decrease.

iii) Grandparenting Applications – A total of 5 grandparenting applications were registered which is 6 less than the same period last year and represents a 55% decrease.

c) Emails

i) UK Emails – The team responded to approximately 175 emails per day which is 84 than the same period two years ago and represents a 92% increase in UK email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time and compares to one day response time, which is the performance achieved during the same period two years ago.

ii) International Emails – The team responded to approximately 11 emails per day which is 1 more when compared to the same period last year and represents a 10% increase in International email volumes. The team responded to

these on average within one day of receipt which is within our service standard of two working days response time and compares to two days response time, which is performance achieved when compared to the same period last year.

d) Continuing Professional Development (CPD) Audit

There was 1 CPD assessment day held during this period.

e) Registration Renewals

At the start of June 2013, 19,487 paramedics and 1,326 orthoptists were invited to renew their registration and registrants have until 31 August 2013 to renew their registration.

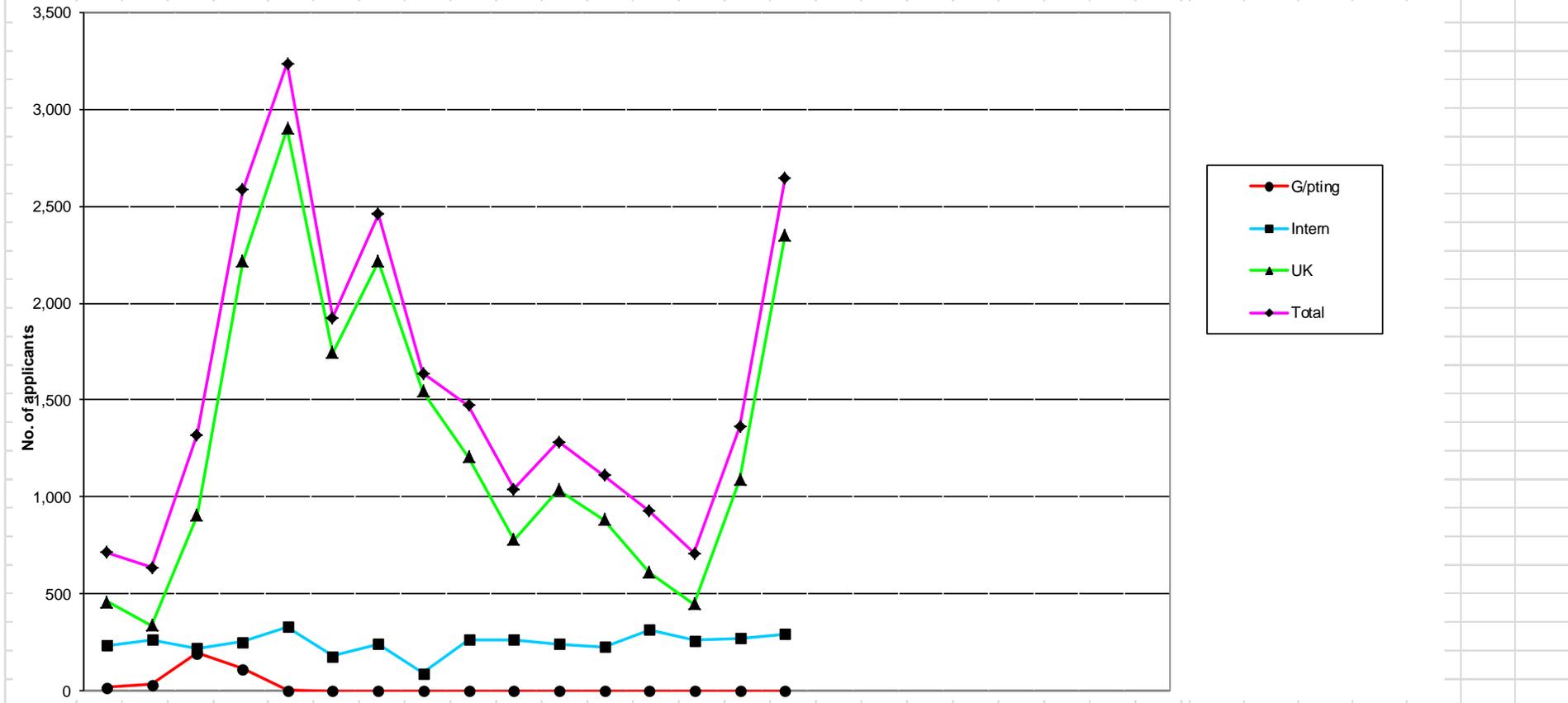
At the start of July 2013, 14,082 speech and language therapists, 943 prosthetists / orthotists and 4,933 clinical scientists were invited to renew their registration and registrants have until 30 September 2013 to renew their registration.

At the start of August 2013, 34,200 occupational therapists were invited to renew their registration and registrants have until 31 October 2013 to renew their registration.

2. Resource

a) Employees

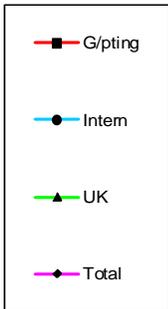
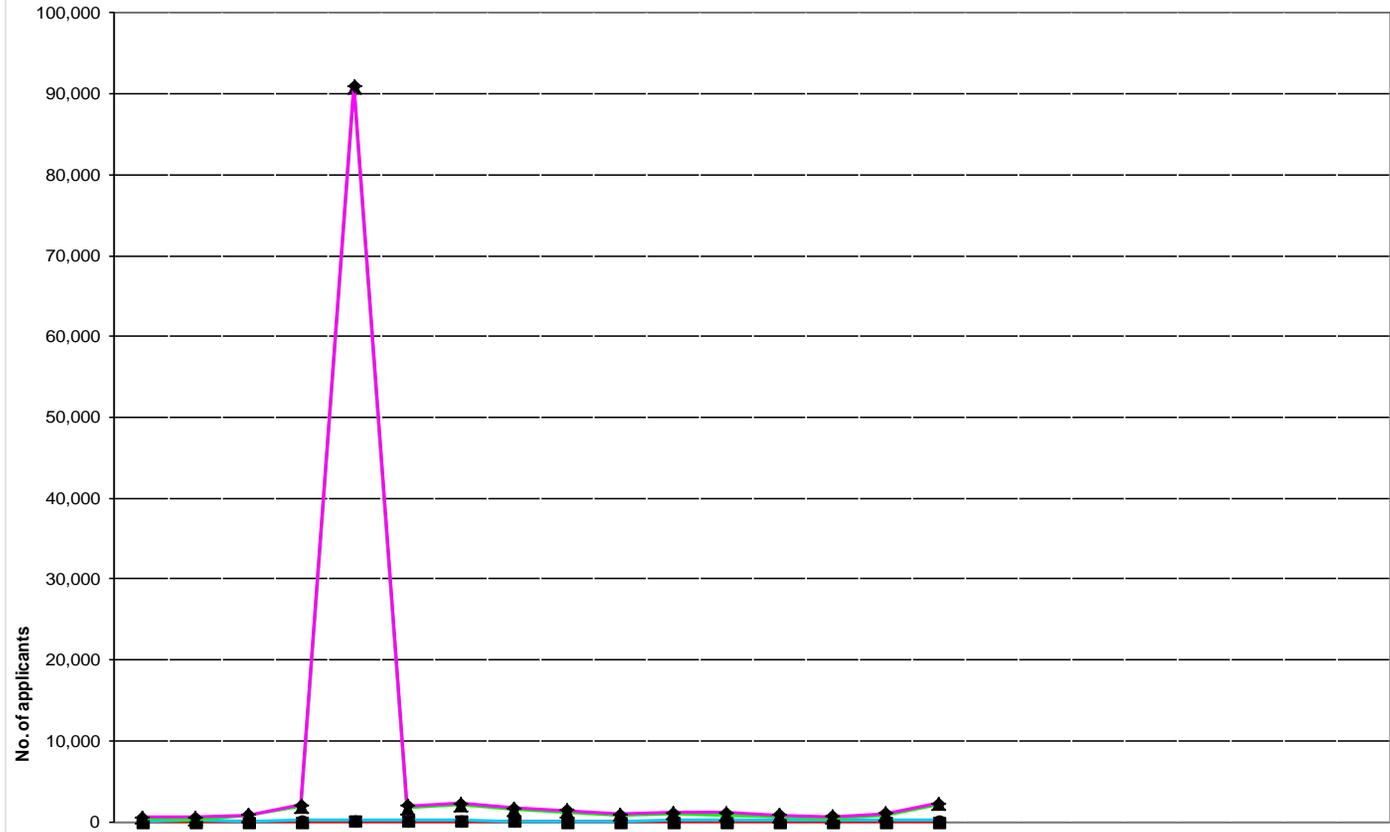
Following a recent recruitment campaign three new replacement registration advisors and one replacement apprentice registration advisor are due to commence employment at HCPC on 2 September 2013. The Department is operating within the budgeted headcount.



Apps Received	2012			2013												2014									
	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	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0									
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295									
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351									
Total	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110	927	709	1,362	2,646									

2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	369	93	170	142	369	0
2,300	2,290	2,324	2,597	2,504	2,822	1,145
8,971	11,084	12,037	13,684	11,353	16,233	4,499
11,271	13,743	14,454	16,451	13,999	19,424	5,644

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



	2012												2013												2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	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	YTD			
G/pting	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5										9	0	63	96	65	265	29		
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153									1,862	1,756	1,444	1,701	1,389	1,758	651			
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463	813	2,135									8,355	10,774	11,069	11,122	10,675	103,346	4,098			
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666	994	2,293									10,226	12,530	12,576	12,919	12,129	105,369	4,778			

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

Major Projects: Ms Claire Reed

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP63	HR & Partners Systems and Process Review	Review of all HR & Partner department systems and processes	Marc Seale	Teresa Haskins	Dec 2013	<p>'To-be' report is under review and due to be signed off</p> <p>Requirements gathering and procurement process have been planned</p> <p>Exception report detailing additional costs and timelines due to extended procurement process to be presented to EMT on 24th September</p>		
MP67	NetReg Changes 2013	Implementation of 16 Net Regulate changes	Finance Director	Charlotte Milner	Jan 2014	<p>Due to extensive bugs being found in the 'DD cancellations' change, this change has had to be de-coupled from deployment 2.</p> <p>The remainder of deployment 2 has been successfully been promoted to the live system.</p> <p>A standalone deployment is now being planned for the 'DD cancellations' change which will have an impact on the overall NetRegulate programme of works for the year</p> <p>The requirements gathering for deployment 3 is underway and the project is still forecast as being able to complete by the end of January 2014</p>		
MP68	Annotation of the Register	Annotation of the Register	Michael Guthrie	Richard Houghton	Sept 2014	<p>All technology development work and testing has been completed</p> <p>One final technology deployment will be undertaken on 28th August 2013</p> <p>Legislation has gone live</p> <p>Lessons learned is scheduled for 3rd September</p>		
MP69	Professional Indemnity	Operationalising requirements for registrants to have professional indemnity	Marc Seale	Louise Hart	Apr 2014	<p>HCPC consultation is underway</p> <p>Engagement with professional bodies ongoing</p>		

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
		insurance and 1 DocXP change						
MP70	186 Kennington Park Road Redevelopment	Planning for 186 Kennington Park Road redevelopment	Marc Seale	Steve Hall	Nov 2014	<p>Cost and design review being considered for pre-planning application</p> <p>Contract with Architect has been signed</p> <p>Statement of Need and other Stage A and B reports have been signed off</p> <p>Review of Project Plan ongoing which is likely to impact on timeline and budget phasing requirements. Exception report to be raised in September</p> <p>Report being presented to this meeting</p>		
MP71	Fees Review	Consideration of current Registrant fees and making any changes that may be agreed	Marc Seale	Michael Guthrie	Apr 2014	<p>Consultation underway</p> <p>Technology testing to commence in August</p>		
MP64	Education System Build	Implementation of recommendations from Phase 1	Brendon Edmonds	Paula Lescott	TBD	<p>Technical Design report has been written and is under review</p> <p>Initiation documentation to be presented to EMT in September</p>	N/A	Initiation
MP66	FTP Changes 2012-13	Improvements to CMS	Kelly Johnson	Brian James	TBD	Awaiting cost and time estimates from supplier	N/A	Initiation
MP72	InFocus Distribution		Jacqueline Ladds	Jonathan Jones	TBD	Project on hold due to Project management resourcing	N/A	On hold
MP59	Herbal Practitioners	Onboarding of Herbal Practitioners to HCPC Register	Marc Seale	Michael Guthrie	TBD	Not expected to commence before Jan 2014	N/A	Start Up
MPxx	Web Platform Review		Jacqueline Ladds	Tony Glazier	TBD	Project on hold due to Project management resourcing		On hold
MPxx	Registration Process & System Review		Marc Seale	Greg Ross-Sampson	TBD	Due to begin initiating Oct 2013		Start Up

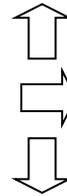
No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MPxx	Online Renewals Review & Change of Payment Provider		TBD	TBD	TBD	Due to begin initiating Oct 2013		Start Up
MPxx	Finance Systems Review		Finance Director	Charlotte Milner	TBD	Due to begin initiating Jan 2014		Start Up
MPxx	Public Health Professionals		TBD	TBD	TBD	Due to begin initiating Sept 2014		Start Up

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

Facilities Management: Mr Stephen Hall

1. Employees

There are five permanent employees including the Facilities Manager. Services provided include reception, building maintenance, postroom, health and safety, and building project management.

2. 186 Kennington Park Road

Work is continuing with architects and cost consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

3. 33 Stannary Street

The air-conditioning has been installed in the offices leased by HCPC within 33 Stannary Street and where commissioned on 23 July. All remedial building works to have been carried out and employees have reported that they are pleased with the final outcome.

In respect of the dedicated fibre-optic link to this building, Lambeth Borough Council has approved the excavation application. Our preferred contractors have now lodged an application for parking suspensions and are providing a traffic management plan to the local authority. They are currently waiting for this next stage of approval before proceeding further.

4. Office Moves

On Saturday 13 July the Finance Department relocated to the first Floor of 33 Stannary Street. The large meeting room located on the first Floor of 33 Stannary Street was relocated to the first Floor of 186 Kennington Park Road. Business Process Improvement moved to the space formally occupied by the Finance Department. The move was successful and all affected

employees were unpacked and working by midday on Monday 15 July.

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to BPI structure. We have relocated to 186 Kennington Park Road, rear building.

2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).

The internal audit schedule for 2013 – 14 is running.

Two further NMR's (nonconformity incidents) have been declared. Three issues are under examination, and the reports will hopefully be concluded in September.

3. QMS process updates

A review of the process for international registrations is about to begin. There are likely to be some changes to the tendering & procurement processes over the next few months. Council member recruitment process and Independent prescribing have been drafted.

4. BSI audit

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

5. Business continuity

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

6. Information security management

We are working toward modifying the security training CBT package for all employees, with the Secretariat. Partners will be trained on information security using the CBT package used by

employees last year. A few adjustments are being made to reflect their different roles to employees.

Adjustments to how documents are printed around the organisation are being evaluated, and security improvements developed.

Asset owners are validating the information assets register for HCPC, and the threats and vulnerabilities are being examined. The use of vsRisk system continues. Below is the latest statistical snapshot.

Item	No of Items	No in Use
Assets	349	323
Asset Owners	16	16
Asset Groups	36	36
Threats	141	102
Vulnerabilities	308	201
Controls*	133*	119
Risk Assessments**	2319	2343**

Controls* = 133 standard ISO27002 controls possible

Risk Assessments** = second assessment on a single asset reflected in "No in Use" greater than "No of Items".

The development of individual policy items, to implement ISO27002 controls, is on-going.

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

7. Information & data management

The paper archive in the Cheshire mine has been examined, for documents containing information that is beyond the required retention period. 51 of the 52 boxes of documents examined have been destroyed based on the current Retention Schedule. The contents of the boxes consisted almost entirely of confidential documents, including much personal data over ten years old. In accordance with requirements for such documents and the data they contained, they were securely destroyed. One carton relating to the old CPSM Pension scheme has been retained for its historic interest.

Freedom of Information requests of a statistical nature continue.

8. Reporting

PSA have requested detail on the origin of non-EEA entitlement International applicants and registrants over the last two years. These have been supplied.

The Department for Business, Innovation & Skills has requested high level demographic information on educational psychologists.

The Centre for Workforce Intelligence and the NES have requested anonymised registrant data to assist in building their plans for future training needs.

9. Risk Register

The next iteration of the Risk Register has been circulated for update by risk owners. This will be presented to Audit Committee in September.

10. Other activity

The tendering process for the security print contract has recommenced now that the Procurement Manager is in post.