Business Process Improvement: Mr Roy Dunn

1. Human resources

No changes to BPI resources.

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

The internal audit schedule for 2016 – 17 is running. Including QMS Document Control Audit; Education; FTP Admin, FTP Adjudication; various Tidy Desk Audits; External Supplier 3rd party audits; HCPC alarms activated by Utilities with statutory access rights; Business Reporting Systems,

Ad-hoc reports are added to the schedule as required by circumstances.

NMR's

No new Near Misses have been declared at the time of writing. NMR59 was finalised in time for the EMT September month end meeting.

3. QMS process updates

Currently no further progress on moving the Quality Management System to a new platform. A manual Document control listing has been created, to fulfil a QMS/ISMS requirement. This results from an internal audit report declaring a non-conformance.

4. BSI audit

The ISO 9001:2008 audit took take place on October 2016, covering Education, Communications, Secretariat departments, and the Quality Management System processes. The report is presented at this meeting.
Two opportunities for improvement were noted.
- one opportunity for improvement around deciding when we consider logging social media comments as complaints
- one opportunity for improvement around maintaining updated versions of internal communications as plan timelines are adjusted, and auditing those plans during the projects

Next BSI audit is January 2017 ISO 10002:2014 Complaints & Customer service Management. This is the annual recertification visit. Then ISO 9001:2008 (two days) and ISO 27001:2013 (two days) in April 2017.

5. Business continuity

Work on the Shadow Planner solution continues. A test using just the "Plan in your pocket" application on Smartphones was carried out on the 14th November. A report will follow. Additions and enhancements to content will continue, including increased detail on how to gain best possible use of our three buildings in future.

All employees could be provided with a web based access, however, we currently plan to use the mobile device access for key Business Continuity involved employees.
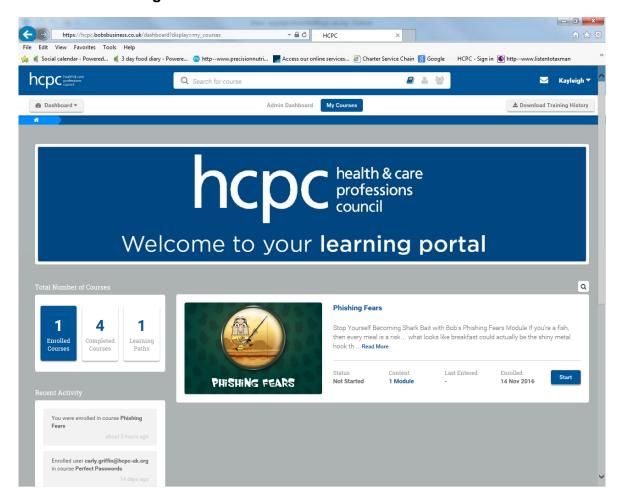
6. Information security management
Information Security awareness activities continue around HCPC.

Module name	Employees	Partners	Council Members
Perfect Passwords	Y - underway	Y- underway	Y- start imminent
Virus Vigilance	Y- underway	Y- underway	Y- start imminent
Keeping it Clear	Y- underway	N	N
Phishing Fears	Y- underway	Y- underway	Y- start imminent
Email Etiquette	Y	N	N
Web woes	Y	N	N
Backing up data	Y- underway	N	N
Identity theft	Y	Y- underway	N
Protected Premises	Y	N	N
Secure printing	Y	N	N
Data Protection	N	N	Y- start imminent
Carefully Classified	Y	N	Y- start imminent
PCI-DSS	Y	Y- underway	N
FOI	N	N	Y- start imminent

Note to Council & Committee members: the invitation is from Bob's Business, not HCPC. This should be received around December 1ˢᵗ. Those members leaving Council will not receive an invitation. Those new member will receive an invitation.

7. Information & data management

Assessment and destruction of older archive material: an update on progress.

The Registration department are examining the option of scanning new application material, placing on hold for three months, and then destroying hard copy when the scanned images have been attached to the application records on NetRegulate. Historic material where the content is poorly defined will need to be indexed as a minimum. Scanning may subsequently be required. Destruction of previously scanned content is awaiting budgetary release.

8. Reporting

The Crystal Reporting system became slow to load overnight after the Social Worker in England and Operating Department Practitioner renewal notices were created at the start of September. Several days' work was carried out by BPI (analysis of changes to NetRegulate records day by day over a several month time frame) IT and an external contractor to amend the extract loading process to allow the daily database processes to complete in time for use. More work will be required in future to increase efficiency and resilience.

The number of Freedom of Information requests of a statistical nature is stable.

9. Risk Register

The next iteration of the Risk Register will published early next year. Work to collect updates will begin in December. A Risk Appetite scenarios discussion paper will go to Council in December to evaluate how a less averse appetite could be applied, and any consequence of such a change.