

Operations Directorate Management Information Pack

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February 2015

1. Executive Summary

1.1 Registration

1.1.1 UK Telephone Calls

The team received a total of 33,307 telephone calls which is 29,544 less calls when compared to the same period two years ago and represents a 47% decrease in call volumes.

1.1.2 UK Applications

The team registered 3,333 UK applications which is 720 less when compared to the same period last year and represents a 17.8% decrease.

1.1.3 International Applications

The team registered 761 applications which is 143 more when compared to the same period last year and represents an 23.1% increase.

1.1.4 UK Emails

The team responded to 141 emails per day which is 86 less when compared to the same period two years ago and represents a 37.9% decrease in UK email volumes.

1.1.5 Registration Renewals

The team renewed the registration of 94.1% of social workers in England and this compares favourably with 2012 when 90.5% of social workers in England renewed their registration.

The team renewed the registration of 97.5% of operating department practitioners and this compares favourably with 2012 when 95.5% of operating department practitioners renewed their registration.

1.3 Business Process Improvement

1.3.1 Audits & Processes

Our external ISO 9001 auditor, BSI, audited Education, HR and Secretariat on 4 November. No non conformances were found.

1.3.2 ISO27001 & Business Continuity

System developments continue at an IS policy level. An external supplier has been selected for the business continuity package.

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2.1. Operational performance 1 November 2014 to 31 January 2015

a) Telephone calls

The Registration Department aims to answer 95% of all telephone calls.

i) UK telephone calls – During the period from 1 November 2014 to 31 January 2015 the team received a total of 33,307 telephone calls which is 29,544 less calls when compared to the same period two years ago and represents a 47% decrease in call volumes. The team answered 96.7% of calls received compared to 85.3% during the same period two years ago.

ii) International telephone calls – During the period from 1 November 2014 to 31 January 2015 the team received a total of 1,866 telephone calls which is 17 more than the same period last year and represents a 0.9% increase in call volumes. The team answered 95.3% of calls received compared to 96% during the same period last year.

b) Application processing

i) UK applications

*The Registration Department aims to respond to all UK application requests within ten working days of receipt. We aim to process all **complete** UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is **incomplete**.*

A total of 3,126 new applications were received which is 501 less when compared to the same period last year and represents a 13.8% decrease in UK application volumes. The team registered 3,333 UK applications which is 720 less when compared to the same period last year and represents a 17.8% decrease. The team processed all UK applications within ten working days.

ii) Readmission applications

*The Registration Department aims to process all **complete** readmission applications within ten working days.*

The team processed all readmission applications within ten working days.

iii) An application to return to practise

*The Registration Department aims to process **complete** applications to return to practise within ten working days.*

The team processed all applications to return to practise within ten working days.

iv) International applications

The Registration Department aims to verify completeness of all International applications and acknowledge receiving the application within five working days of receipt.

*The Registration Department aims to process **complete** applications within 60 working days of receipt.*

A total of 1,255 new applications were received which is 426 more when compared to the same period last year and represents a 51.4% increase in international application volumes. The team registered 761 applications which is 143 more when compared to the same period last year and represents an 23.1% increase.

The team acknowledged receipt of applications within four working days on average during this period for both Non EEA and EEA applications. The team are currently processing Non EEA applications within 30 working days of receipt and EEA applications within 32 working days of receipt.

c) Emails

The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.

i) UK emails - The team responded to 141 emails per day which is 86 less when compared to the same period two years ago and represents a 37.9% decrease in UK email volumes.

The team responded to 98.3% of these within one working day.

ii) International emails – The team responded to 33 emails per day which is 21 more when compared to the same period last year and represents a 175% increase in international email volumes.

The team responded to 99.7% of these within one working day.

d) Continuing Professional Development (CPD) audit

The Registration Department aims to acknowledge receiving the CPD profile application within five working days of receipt.

*The Registration Department aims to process a **complete** CPD profile within 60 working days of receipt.*

A total of 2,527 CPD profiles were received during this period which were acknowledged within five days and all complete CPD profiles were processed within 60 working days of receipt.

There were 7 CPD assessment days held during this period.

e) Registration renewals

The Registration Department aims to renew the registration of a Registrant with active direct debit set up, within ten minutes of the Registrant completing their renewal online account.

*The Registration Department aims to process a **complete** paper renewal form within ten working days of receipt.*

At the start of September 2014 90,074 social workers in England were invited to renew their registration with 94.1% successfully renewing appropriately and on time. This compares favourably with 2012 when 90.5% of social workers in England renewed their registration.

Also, at the start of September 2014 11,983 operating department practitioners were invited to renew their registration with 97.5% successfully renewing appropriately and on time. This compares favourably with 2012 when 95.5% of operating department practitioners renewed their registration.

All complete paper renewal forms have been processed within ten working days of receipt.

f) Postal correspondence

The Registration Department aims to process postal correspondence within ten working days.

The team processed postal correspondence within two working days of receipt, on average.

2. Resource

a) Employees

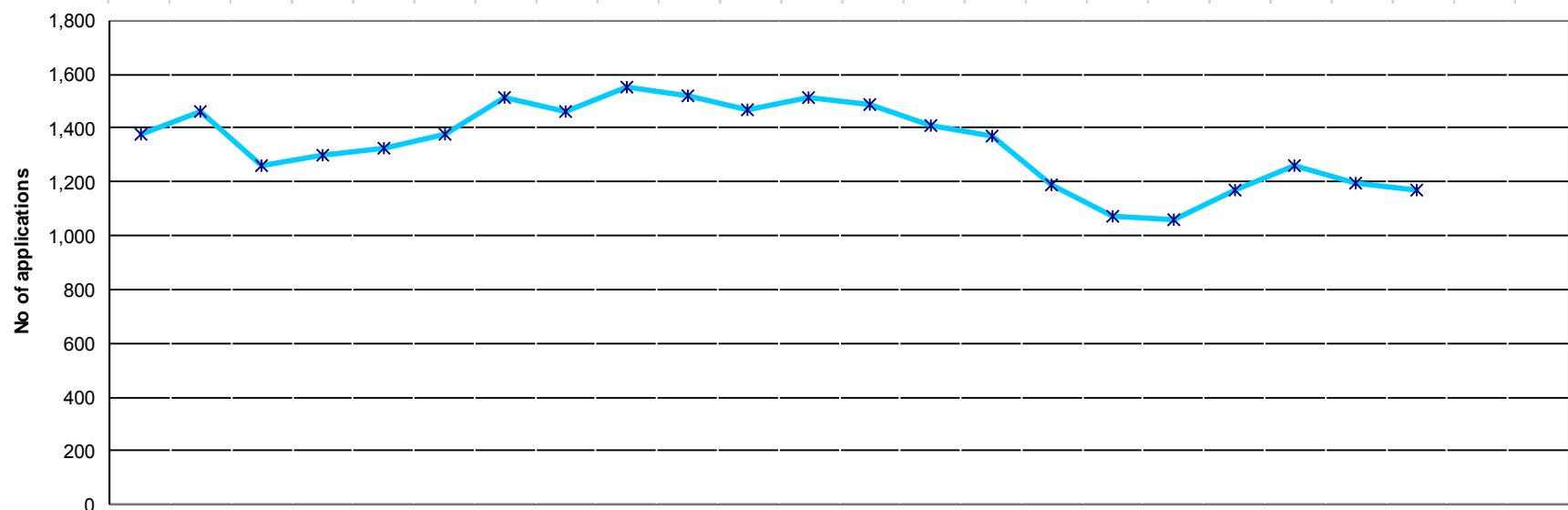
The department operated within its budgeted headcount during this period.

Health and Care Professions Council 2.2 Registration Management Statistics

Health and Care Professions Council																							Number of Registrants by Profession April 2013 - March 2015												Registration Department									
2013			2014										2015									11/12	12/13	13/14	14/15																			
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	YTD																	
AS	3,199	3,203	3,215	3,230	3,267	3,320	3,385	3,444	3,429	3,443	3,447	3,450	3,448	3,192	3,243	3,289	3,357	3,411	3,466	3,522	3,574	3,589		3,121	3,185	3,450	3,589																	
BS	22,390	22,404	22,433	22,506	22,620	22,571	22,479	21,510	21,676	21,777	21,828	21,904	21,926	21,929	21,983	22,096	22,208	22,250	22,282	22,314	22,499	22,551		21,886	22,402	21,904	22,551																	
CH	12,747	12,748	12,790	12,881	12,965	13,003	13,038	13,052	13,058	13,039	13,038	13,017	13,007	12,950	12,950	12,975	12,737	12,797	12,830	12,841	12,932	12,912		13,005	12,754	13,017	12,912																	
CS	4,884	4,907	4,933	4,932	4,924	4,879	4,781	4,828	4,855	4,868	4,884	4,942	4,959	4,988	5,002	5,014	5,047	5,045	5,086	5,169	5,234	5,260		4,665	4,847	4,942	5,260																	
DT	7,921	7,930	7,975	8,101	8,213	8,263	8,302	8,332	8,342	8,351	8,359	8,381	8,368	8,355	8,327	8,233	8,325	8,355	8,396	8,416	8,476	8,494		7,782	7,890	8,381	8,494																	
HAD	1,811	1,811	1,817	1,842	1,885	1,915	1,940	1,957	1,971	1,981	1,994	2,010	2,020	2,021	2,026	2,028	2,002	2,039	2,060	2,079	2,107	2,125		1,772	1,806	2,010	2,125																	
OT	33,789	33,837	33,918	34,182	34,474	34,604	34,561	33,671	33,803	33,926	34,026	34,154	34,203	34,253	34,364	34,753	35,137	35,273	35,438	35,628	35,902	35,963		31,946	33,717	34,154	35,963																	
ODP	11,276	11,297	11,306	11,309	11,376	11,573	11,786	11,828	11,853	11,866	11,861	11,880	11,911	11,896	11,900	11,918	11,984	12,162	12,260	12,271	12,098	12,135		10,929	11,246	11,880	12,135																	
OR	1,328	1,326	1,315	1,315	1,272	1,287	1,300	1,310	1,312	1,317	1,316	1,316	1,316	1,315	1,313	1,332	1,359	1,362	1,369	1,370	1,378	1,375		1,286	1,329	1,316	1,375																	
PA	19,428	19,489	19,516	19,553	19,229	19,473	19,790	19,889	19,960	20,010	20,055	20,097	20,130	20,156	20,226	20,279	20,349	20,625	20,761	20,878	20,986	21,014		17,913	19,373	20,097	21,014																	
PH	46,853	47,009	47,197	47,701	48,249	48,462	48,601	48,802	48,875	48,973	48,942	48,868	48,413	47,115	47,336	48,127	48,585	48,734	48,886	49,042	49,381	49,479		46,516	46,842	48,868	49,479																	
PYL	19,331	18,545	18,768	18,862	18,933	19,033	19,379	19,580	19,691	19,793	19,847	19,919	19,952	19,989	20,038	20,088	20,158	20,288	20,607	20,774	20,859	20,920		17,845	19,341	19,919	20,920																	
PO	934	936	943	951	968	963	937	941	944	946	948	948	949	950	972	987	996	998	998	999	1,008	1,009		893	936	948	1,009																	
RA	27,830	27,860	27,990	28,428	28,717	28,886	28,988	29,086	29,050	28,955	27,858	28,060	28,111	28,159	28,446	29,049	29,232	29,337	29,433	29,504	29,695	29,675		26,480	27,820	28,060	29,675																	
SW	83,584	83,653	83,925	84,325	85,060	85,695	86,603	87,230	87,871	88,474	88,754	88,946	89,100	88,981	89,161	89,881	90,803	91,001	91,217	91,234	87,132	87,655			83,421	88,946	87,655																	
SL	14,061	14,076	14,082	14,111	14,213	14,194	13,767	13,888	13,944	14,016	14,056	14,129	14,150	14,173	14,217	14,392	14,534	14,577	14,691	14,781	14,871	14,914		13,173	14,033	14,129	14,914																	
Total	311,366	311,031	312,123	314,229	316,365	318,121	319,637	319,318	320,634	321,735	321,213	322,021	321,963	320,422	321,504	324,441	326,813	328,254	329,780	330,822	328,132	329,070		219,212	310,942	322,021	329,070																	

NOTE: Information captured last day of each calendar month

Health and Care Professions Council International applications workflow process at end of each month April 2013 - March 2015 Registration Department



Current status	2013												2014												2015												11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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	YTD
Minimum info	301	355	200	279	286	365	201	139	263	258	168	282	354	319	122	147	101	98	140	197	80	79			354	319	122	147	101	98	140	197	80	79			74	358	258	164
At scrutiny	782	830	784	768	777	741	1,000	984	937	894	869	807	730	785	909	738	743	728	805	783	876	827			730	785	909	738	743	728	805	783	876	827			490	706	848	792
Pending reg fee	295	275	279	249	259	272	314	338	353	366	428	425	406	307	337	305	225	234	221	281	238	260			406	307	337	305	225	234	221	281	238	260			187	237	321	281
Total	1,378	1,460	1,263	1,296	1,322	1,378	1,515	1,461	1,553	1,518	1,465	1,514	1,490	1,411	1,368	1,190	1,069	1,060	1,166	1,261	1,194	1,166			1,490	1,411	1,368	1,190	1,069	1,060	1,166	1,261	1,194	1,166			751	1,301	1,427	1,238
Average																																								

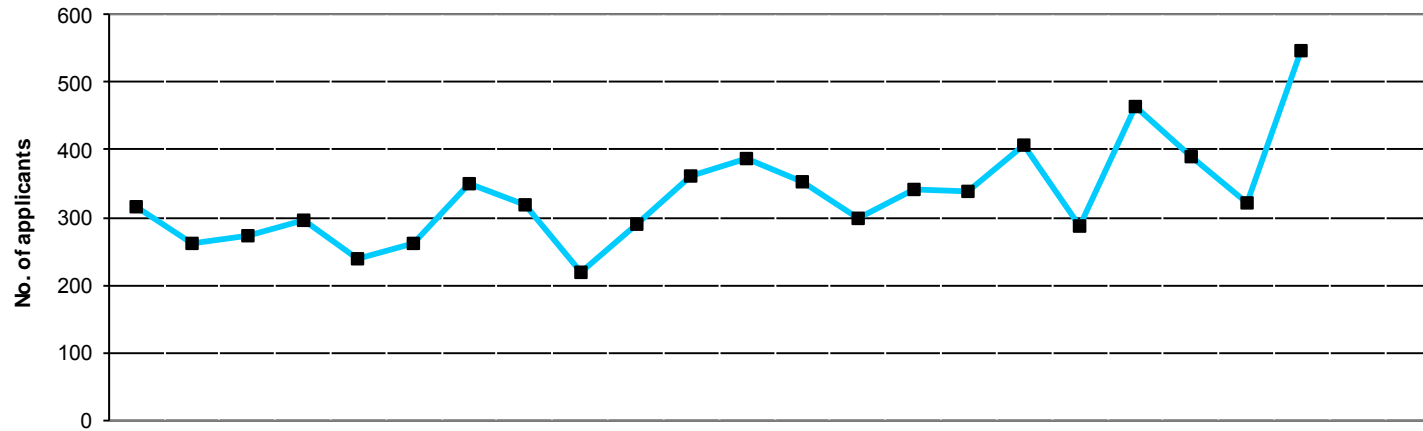
NOTE: Information covers international applications status progress only
 Represents the current workload within the International Department as at the end of the month

Health and Care Professions Council

Operations Directorate

Health and Care Professions Council New International Applications Received April 2013 - March 2015

Registration Department



	2013			2014									2015									2008/9	09/10	10/11	11/12	12/13	13/14	14/15		
	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
Arts Therapists	0	0	2	4	1	1	2	2	0	3	1	1	4	2	2	0	3	0	2	0	2	1	16	12	23	23	17	17	16	
Bio. Scientists	24	18	29	22	16	16	29	37	23	19	29	26	16	21	24	35	31	33	46	33	22	35	307	290	273	197	237	288	296	
Chirops/ Pods	1	2	2	3	6	3	2	3	1	0	2	7	2	3	3	4	5	2	7	8	0	6	23	34	25	31	23	32	40	
CI Scientists	5	3	6	8	5	6	9	9	7	7	12	13	10	7	9	8	7	3	10	10	8	8	50	61	72	74	86	90	80	
Dietitians	22	13	17	16	11	12	12	14	9	23	19	17	17	16	16	8	20	6	15	18	8	18	132	137	139	148	136	185	142	
Hearing aid disps	4	2	4	11	1	2	3	0	1	1	0	4	2	3	3	3	3	2	1	8	0	2			6	10	12	33	27	
OTs	28	22	27	25	22	34	34	32	22	26	41	37	41	32	34	28	47	28	37	38	24	53	404	340	381	306	320	350	362	
ODPs	0	0	0	1	1	3	2	1	1	0	2	1	1	2	2	0	1	0	10	4	2	1	8	10	9	12	15	12	23	
Orthoptists	0	0	2	0	0	1	0	1	1	1	0	0	0	0	0	0	0	0	1	1	0	1	3	1	5	4	5	6	3	
Paramedics	7	4	7	6	6	10	5	5	4	4	9	11	9	4	9	10	9	8	20	14	42	81	46	50	39	40	58	78	206	
Physiotherapists	104	99	80	88	72	71	104	95	49	82	97	110	101	102	117	88	114	77	112	106	72	119	774	745	796	874	879	1,051	1,008	
Pract psychs	17	13	21	21	21	18	22	11	20	21	31	38	26	20	22	36	25	23	41	21	22	22		156	236	188	219	254	258	
Prosth/Orthotists	1	0	1	0	0	0	0	0	1	0	2	0	0	1	0	1	2	1	1	0	1	6	9	3	10	10	10	5	13	
Radiographers	40	24	30	43	35	33	52	40	34	30	45	47	51	43	43	38	45	40	64	54	56	87	364	312	417	397	336	453	521	
Social workers	49	45	35	33	24	31	52	47	22	51	52	60	56	32	44	62	68	47	73	51	51	79					301	501	563	
SLTs	14	16	10	14	19	20	22	22	24	23	20	15	16	10	13	17	27	17	24	23	10	27	154	173	166	190	168	219	184	
Total	316	261	273	295	240	261	350	319	219	291	362	387	352	298	341	338	407	287	464	389	320	546	2,290	2,324	2,597	2,504	2,822	3,574	3,742	

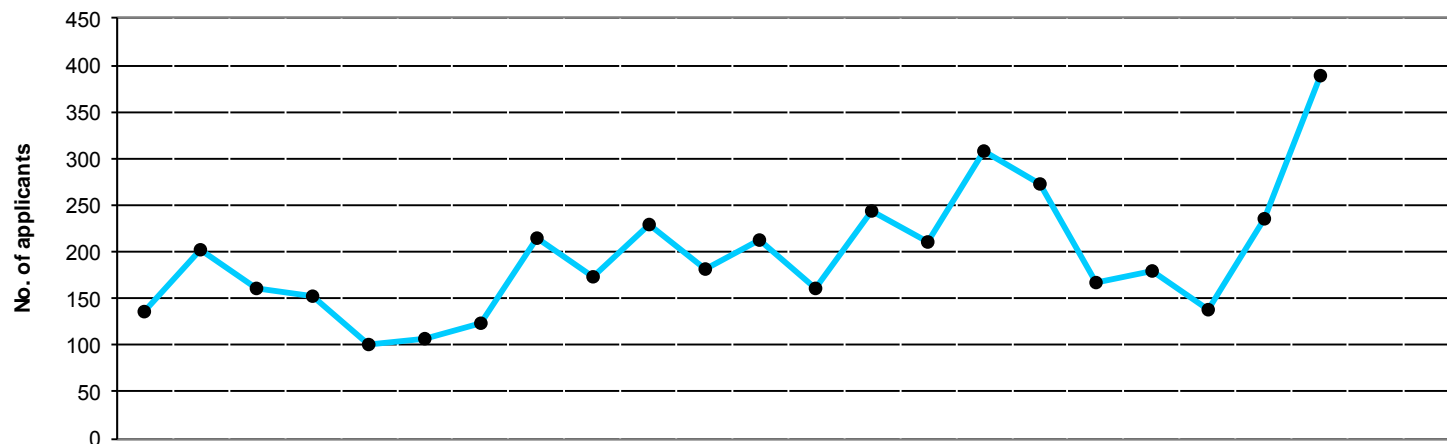
All received applications, including those that may subsequently be returned, rejected or withdrawn.

Health and Care Professions Council

Operations Directorate

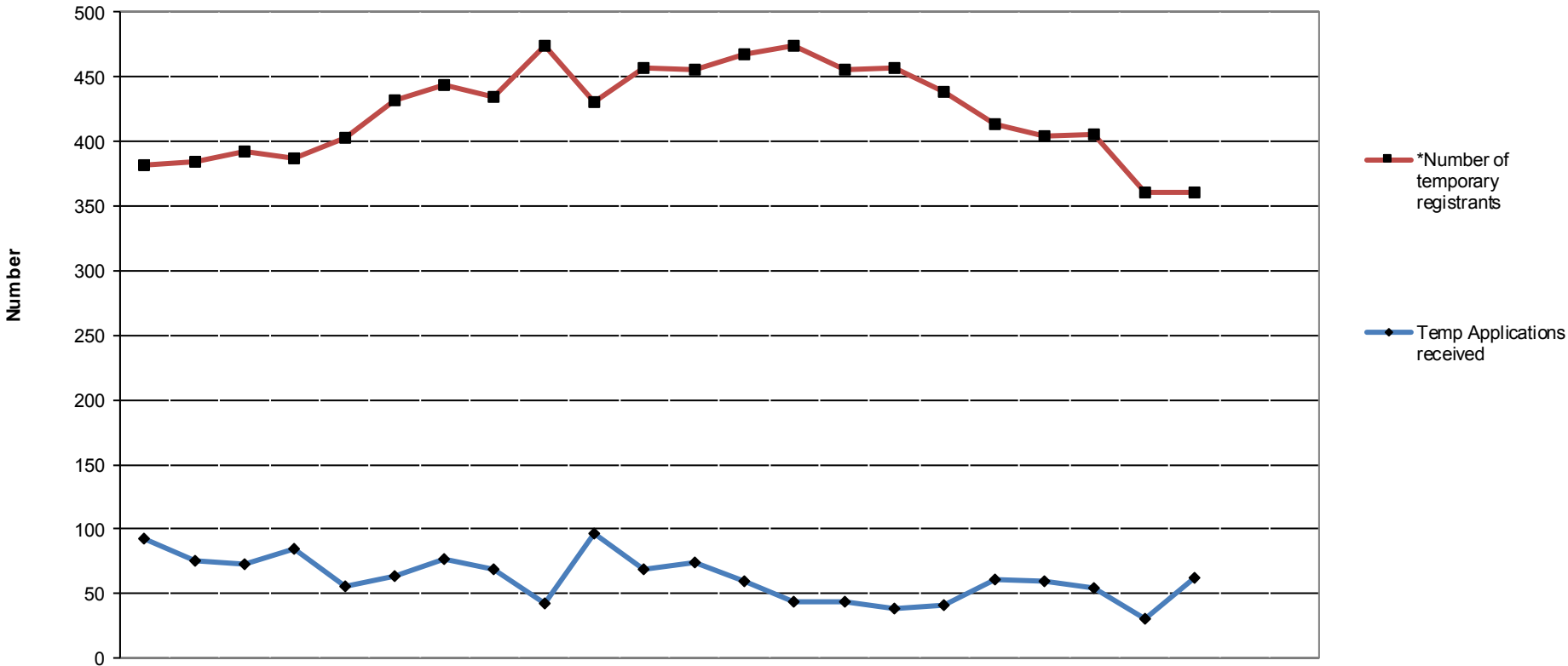
Health and Care Professions Council International Registrations April 2013 - March 2015

Registration Department



	2013			2014									2015									2008/9	09/10	10/11	11/12	12/13	13/14	14/15			
	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
Arts therapists	2	0	1	0	0	1	0	1	2	0	1	0	0	0	2	1	1	2	2	1	2	1			6	4	15	10	14	8	12
Bio. scientists	16	13	9	16	7	1	7	3	33	20	18	14	27	9	19	17	18	18	13	5	27	31			236	162	202	122	154	157	184
Chirops/ pods	1	2	2	1	2	0	1	2	3	3	1	2	1	1	2	0	6	5	2	0	1	3			27	15	17	16	15	20	21
CI scientists	2	1	2	2	2	0	5	1	3	4	3	5	5	4	0	7	3	1	7	1	3	4			28	22	26	23	34	30	35
Dietitians	4	6	1	12	3	6	5	10	6	12	10	10	7	6	1	32	15	11	3	4	10	18			97	80	88	78	97	85	107
Hearing aid disps	0	0	0	2	0	0	1	1	2	4	3	0	0	0	2	1	10	1	0	0	0	6					4	5	8	13	20
OTs	26	17	25	23	7	10	6	37	17	33	28	30	23	24	20	37	29	11	11	17	25	30			283	255	289	217	249	259	227
ODPs	0	0	2	0	0	0	0	0	1	1	0	0	1	0	3	0	0	0	0	0	1	2			2	5	3	3	1	4	7
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0			3	0	1	2	1	0	3
Paramedics	2	2	0	2	0	4	2	4	0	3	5	3	5	2	10	3	2	3	2	2	4	70			22	25	23	20	24	27	103
Physiotherapists	30	105	54	38	37	45	42	85	36	62	50	29	6	140	61	102	77	55	62	45	51	70			608	460	500	463	633	613	669
Pract psychs	9	4	22	8	3	9	10	11	11	24	11	7	11	5	16	15	20	13	14	11	9	20				95	127	91	95	129	134
Prosth/orthotists	0	0	2	0	0	0	1	0	0	0	1	0	0	0	1	0	1	1	0	0	0	1			3	1	6	7	6	4	4
Radiographers	18	24	17	15	14	13	18	33	19	20	6	72	33	14	34	42	36	21	23	29	31	53			336	206	270	216	241	269	316
Social workers*	15	18	18	25	19	15	9	12	25	24	30	22	33	26	24	38	38	21	16	9	64	55							49	232	324
SLTs	10	10	6	9	6	3	16	15	16	19	15	19	8	13	15	12	16	4	23	13	8	24			105	114	130	116	137	144	136
Total	135	202	161	153	100	107	123	215	174	229	182	213	161	244	210	307	273	167	179	137	236	388			1,756	1,444	1,701	1,389	1,758	1,994	2,302

Health and Care Professions Council Temporary Registration under EU Directive 2005/36/EC April 2013 - March 2015 Registration Department

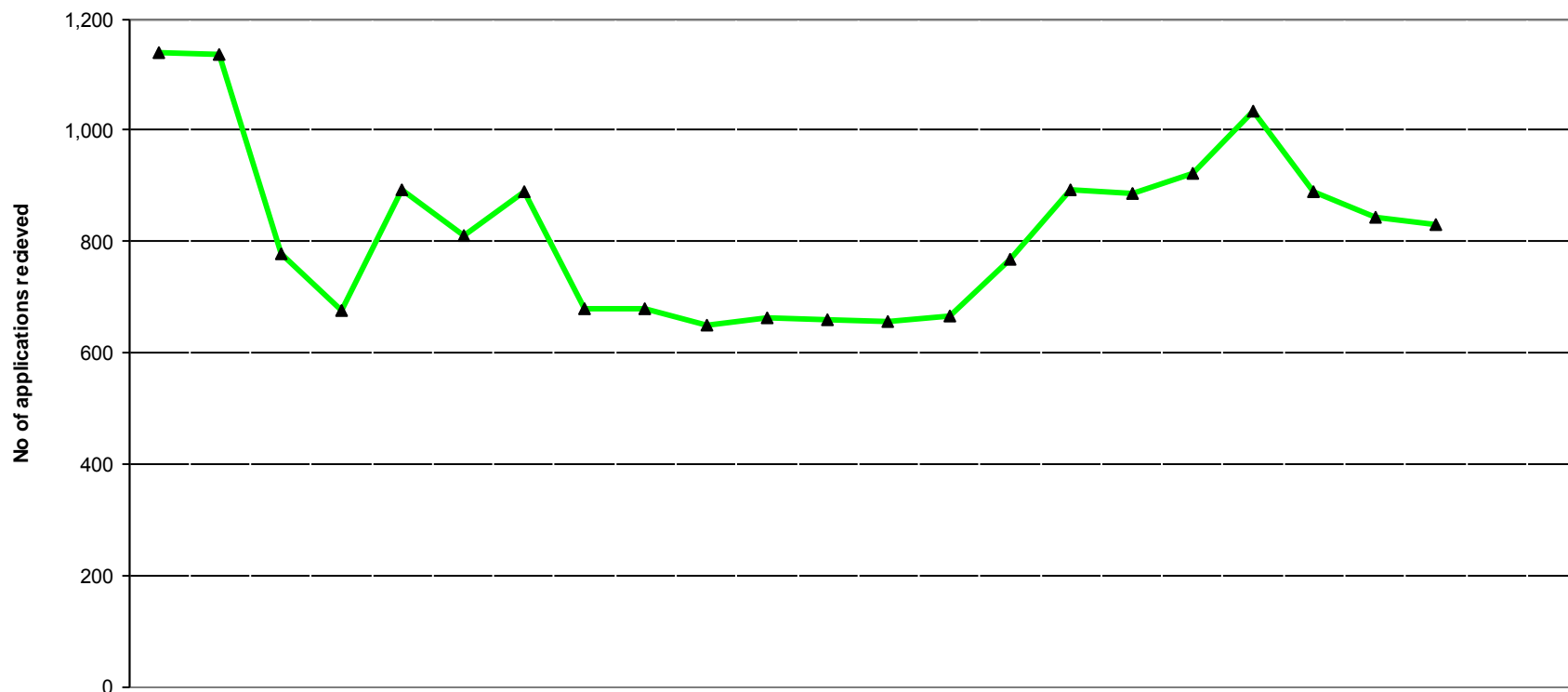


	2013			2014									2015						11/12	12/13	13/14	14/15							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Temp Applications received	93	76	73	85	56	64	77	69	42	97	69	74	59	44	44	38	41	61	60	54	31	62				494	524	875	494
*Number of temporary registrants	382	384	392	387	403	432	444	435	474	431	457	456	467	474	456	457	438	413	404	405	360	360				310	417	423	423

* FYE figure is an average number of registrants for that year

Health and Care Professions Council UK applications workflow process at end of each month April 2013 - March 2015

Registration Department



Current status	2013			2014									2015									12/13	13/14	14/15				
	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	YTD	
Minimum info	1,134	1,130	778	674	887	802	882	677	676	650	661	655	656	665	764	886	878	917	1,028	887	841	831				1,195	801	835
At scrutiny	5	5	0	1	7	4	5	1	1	0	0	0	0	0	2	2	4	2	1	1	0	0				6	2	1
Pending reg fee	0	0	0	1	0	6	4	1	1	1	2	3	1	1	2	4	5	3	5	2	4	1				0	2	3
Total	1,139	1,135	778	676	894	812	891	679	678	651	663	658	657	666	768	892	887	922	1,034	890	845	832				1,201	805	839

NOTE: Information covers UK applications only

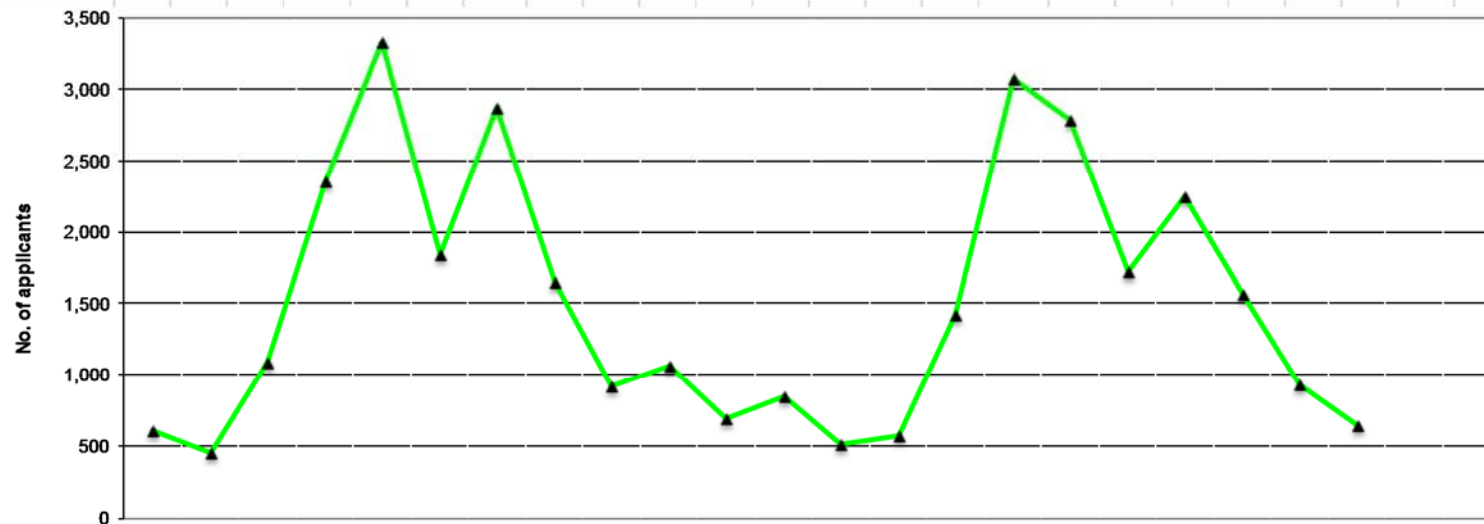
Represents the current workload within the UK section as at the end of the month

Health and Care Professions Council

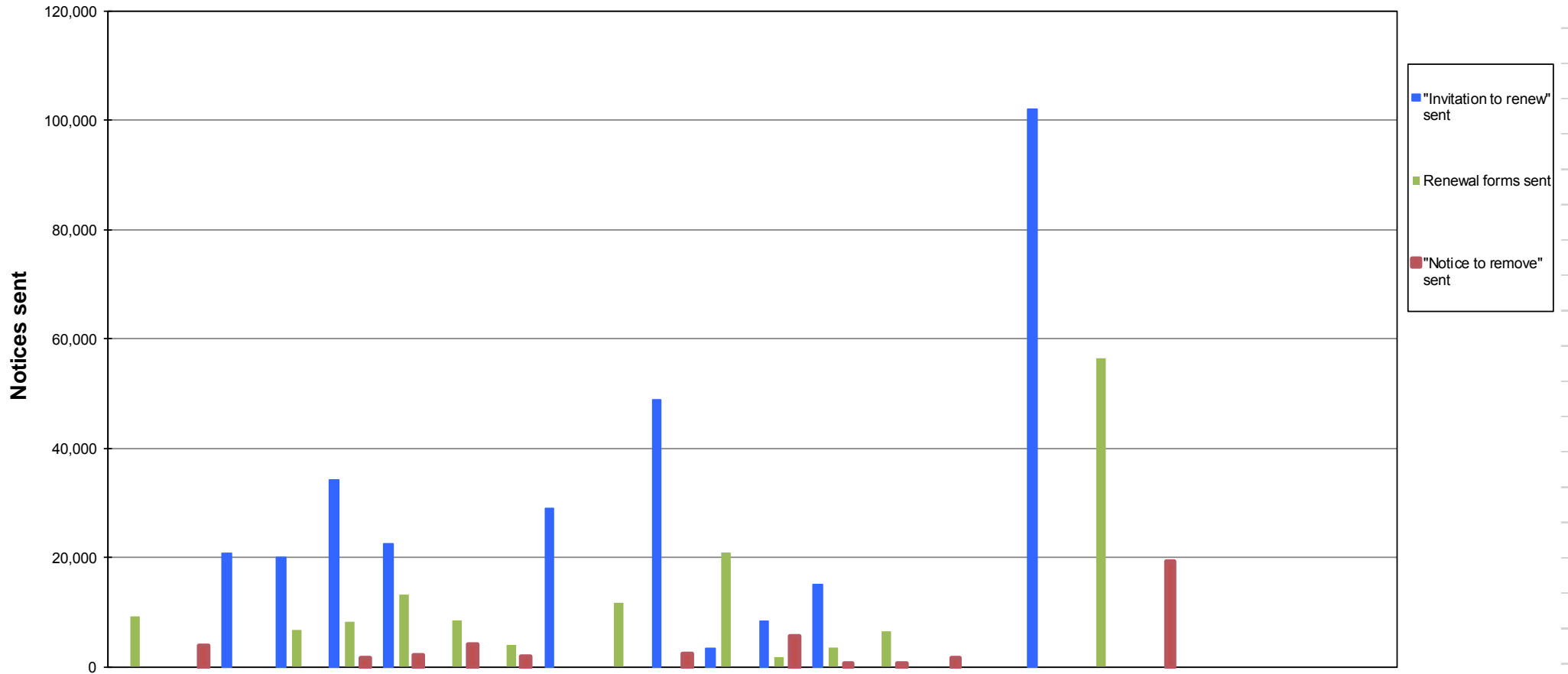
Operations Directorate

Health and Care Professions Council New UK Applications Received April 2013 - March 2015

Registration Department



	2013			2014									2015						09/10	10/11	11/12	12/13	13/14	14/15							
	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	YTD	
Arts therapists	8	8	13	17	53	44	71	28	13	20	9	9	20	8	8	30	69	48	47	55	15	14				234	257	257	271	293	314
Bio. scientists	40	32	47	104	134	66	101	84	57	59	48	67	44	48	60	125	134	64	91	88	42	40				831	894	804	746	839	736
Chirops/pods	1	5	52	98	110	44	43	15	5	6	5	5	2	6	96	120	64	41	33	13	5	3				429	427	362	376	389	383
CI Scientists	43	21	30	31	32	14	24	45	23	17	18	45	31	21	23	10	35	11	39	88	41	21				218	240	279	224	343	320
Dietitians	20	7	60	127	115	43	33	15	3	10	7	17	20	15	71	118	67	24	29	16	4	7				444	453	402	444	457	371
Hearing aid disps	8	2	8	24	60	24	24	14	13	8	15	11	4	14	12	31	48	26	17	23	22	13					1,787	146	227	211	210
OTs	68	41	94	261	445	197	271	152	55	88	68	76	47	41	164	329	347	161	232	154	61	40				1,763	1,720	1,578	1,742	1,816	1,576
ODPs	30	25	4	7	113	220	190	32	23	21	13	28	30	29	4	36	155	145	112	34	32	17				508	622	686	715	706	594
Orthoptists	0	0	1	11	29	6	11	5	1	5	1	1	1	0	1	21	26	8	6	2	3	2				46	53	42	61	71	70
Paramedics	78	59	66	102	144	170	299	77	61	52	65	48	38	37	83	70	160	250	170	113	63	23				1,158	1,163	1,519	1,668	1,221	1,007
Physiotherapists	43	36	195	541	513	143	180	108	48	72	56	57	17	30	197	697	336	113	137	104	42	41				2,221	2,026	1,826	1,937	1,992	1,714
Pract psychs	34	40	55	28	61	71	357	188	67	93	38	51	33	49	40	42	66	135	323	158	68	45				2,138	2,043	1,258	1,202	1,083	959
Prosth/orthotists	0	0	10	22	17	2	4	2	2	1	2	2	3	0	22	16	8	3	0	1	0	0				37	39	35	51	64	53
Radiographers	13	16	203	451	302	133	129	60	20	19	21	39	19	49	341	513	175	96	94	38	32	20				1,251	1,221	1,140	1,343	1,406	1,377
Social workers*	202	150	242	439	1,022	580	1,049	763	496	533	285	338	191	208	247	736	949	531	826	596	466	320							4,395	6,099	5,070
SLTs	23	6	9	88	171	79	87	64	28	56	35	50	14	18	49	175	145	60	95	79	29	33				759	739	1,019	831	696	697
Total	611	448	1,089	2,351	3,321	1,836	2,873	1,652	915	1,060	686	844	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	<i>SNA</i>	<i>SNA</i>		12,037	13,684	11,353	16,233	17,686	15,451

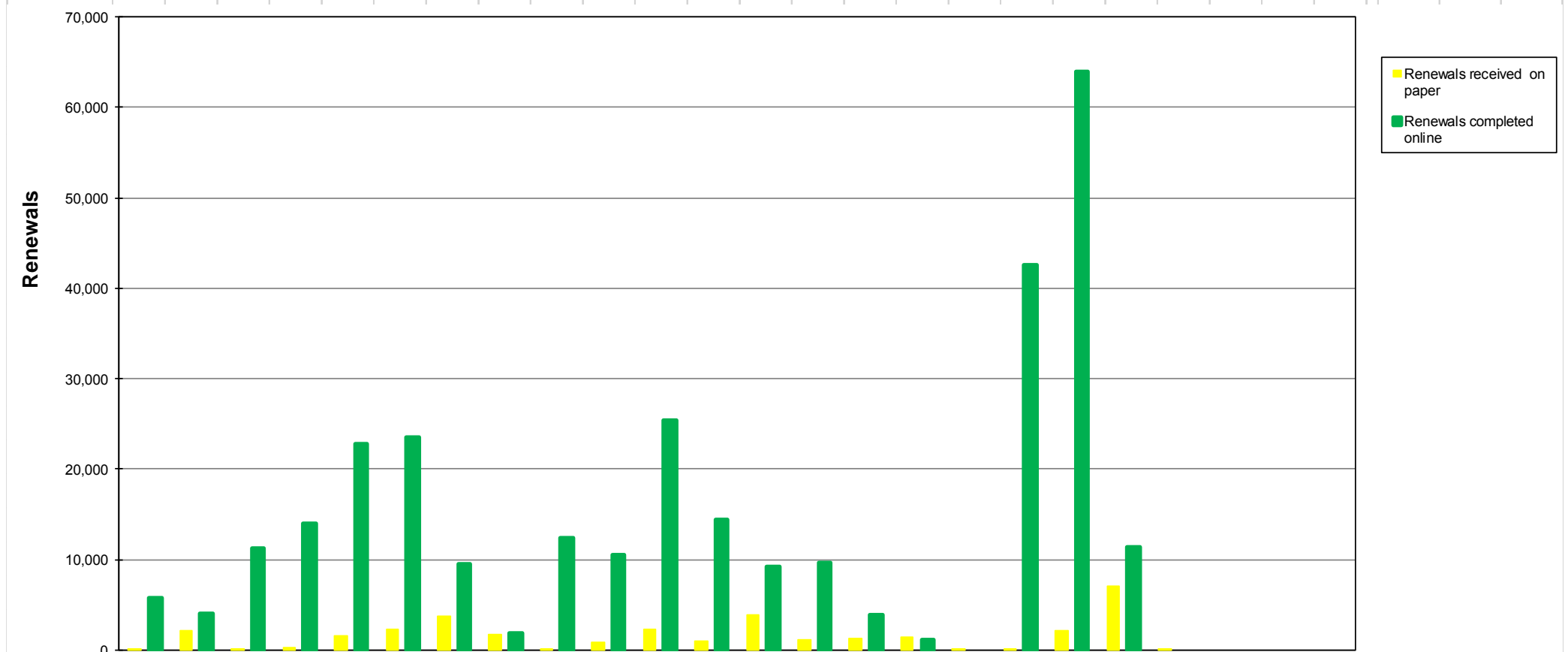


	2013			2014									2015						13/14	14/15						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
"Invitation to renew" sent	0	0	20,813	19,960	34,182	22,596	0	0	29,086	0	48,959	3,447	8,370	15,027	0	0	0	102,057	0	0	0	0			187,413	125,454
Renewal forms sent	9,273	0	0	6,799	8,216	13,239	8,454	3,981	0	11,733	0	20,932	1,800	3,628	6,603	0	0	0	56,487	0	0	0			84,427	68,518
"Notice to remove" sent	0	3,857	0	0	1,662	2,227	4,144	1,849	0	0	2,298	0	5,756	650	770	1,775	0	0	0	19,290	0	0			21,793	28,241
Total	9,273	3,857	20,813	26,759	44,060	38,062	12,598	5,830	29,086	11,733	51,257	24,379	15,926	19,305	7,373	1,775	0	102,057	56,487	19,290	0	0			293,633	222,213

Health and Care Professions Council

Operations Directorate

Health and Care Professions Council Renewal Information - on paper and online April 2013 - March 2015 Registration Department



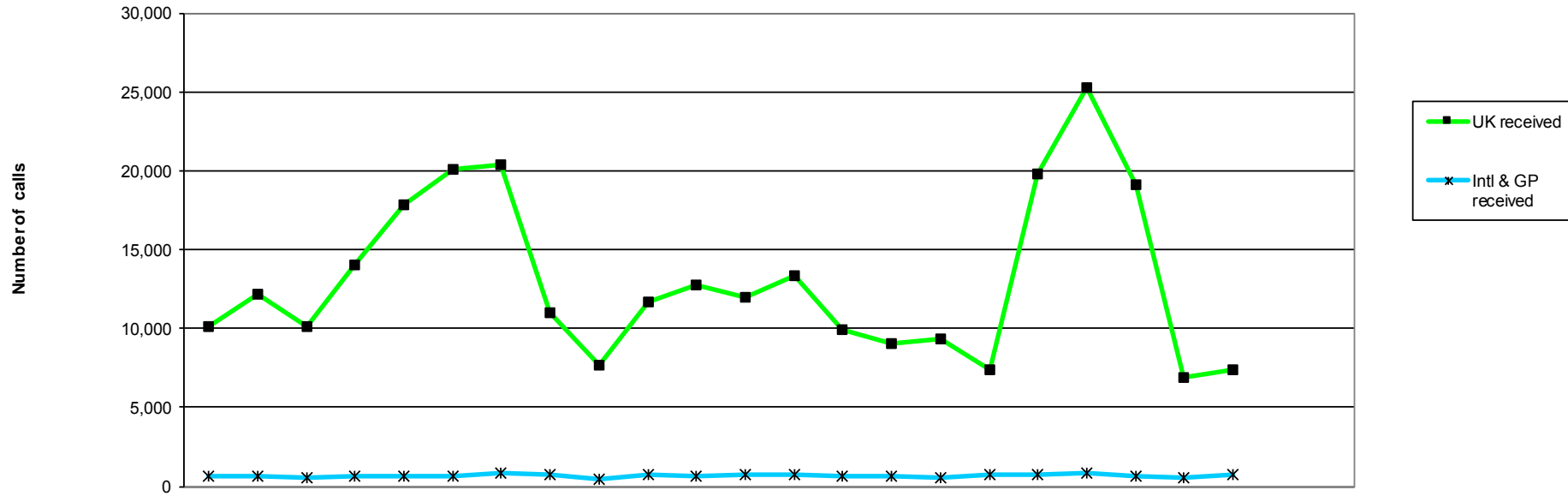
	2013			2014									2015						12/13	13/14	14/15								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Renewals received on paper	154	2,113	10	290	1,618	2,367	3,773	1,700	156	813	2,347	976	3,923	1,181	1,247	1,422	2	78	2,179	7,067	14	0				32,892	16,317	17,113	
Renewals completed online	5,777	4,055	11,292	13,947	22,820	23,553	9,590	1,818	12,391	10,502	25,451	14,468	9,299	9,740	3,933	1,213	0	42,614	63,942	11,470	0	0				111,916	155,664	142,211	
Registrants removed	0	0	721	0	0	418	0	0	890	0	870	870	0	1,722	257	290	0	0	0	0	0	5,644	0				13,863	3,769	7,913

Health and Care Professions Council

Operations Directorate

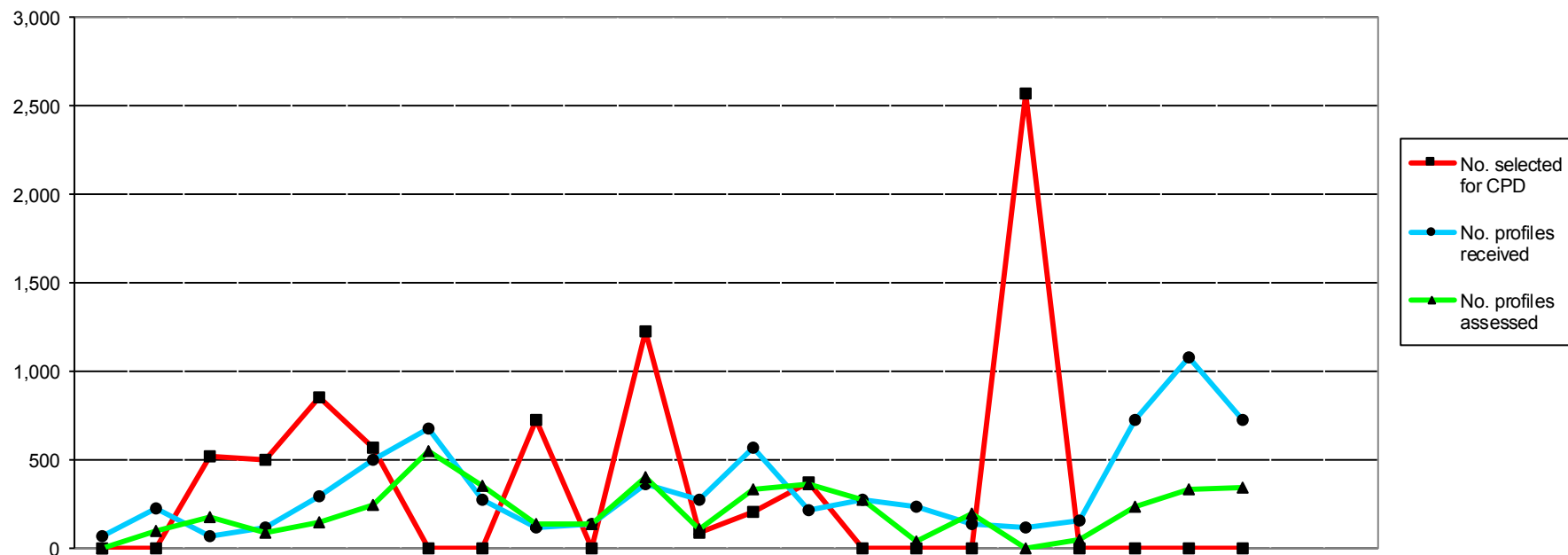
Health and Care Professions Council Registration Telephone Information April 2013 - March 2015

Registration Department



	2013			2014									2015			09/10	10/11	11/12	12/13	13/14	14/15									
	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	YTD
Intl & GP																														
Intl & GP received	591	620	563	636	589	645	794	703	429	717	619	738	695	619	635	494	694	717	825	598	504	764			14,348	16,702	12,886	8,980	7,644	6,545
Answered	542	561	539	610	571	632	770	677	410	690	601	712	654	595	618	466	675	715	750	547	477	748			14,185	15,969	12,137	8,436	7,315	6,245
Calls answered (%)	92	90	96	96	97	98	97	96	96	96	97	96	94	96	97	94	97	100	91	91	97	98			95	96	94	94	96	96
Abandoned	38	63	24	26	18	13	24	26	3	27	18	26	41	24	17	28	24	2	75	51	27	16			841	712	749	544	306	305
Avg answer time (sec)	60	55	41	32	23	22	31	22	20	27	25	24	39	26	13	24	41	18	35	28	25	32			36	41	49	53	21	28
Avg talk time (min)	4.09	3.49	3.53	3.56	3.47	3.52	3.40	3.40	3.44	4.09	4.12	3.44	4.07	3.55	3.47	3.15	3.53	3.55	3.49	4.02	3.59	3.53			3.18	3.41	3.29	3.85	3.63	3.60
UK																														
UK received	10,151	12,177	10,138	14,028	17,789	20,043	20,327	10,961	7,645	11,692	12,782	12,012	13,365	9,932	9,052	9,333	7,356	19,833	25,272	19,092	6,860	7,355			119,887	86,890	114,847	177,147	159,745	127,450
Answered	9,421	10,968	9,713	13,181	16,693	18,836	17,810	10,417	7,266	11,036	11,934	11,191	11,947	9,314	8,850	9,093	7,227	19,628	22,455	18,033	6,695	7,306			111,573	83,218	109,818	157,334	148,466	120,548
Calls answered (%)	93	90	96	94	94	94	88	95	95	94	93	93	89	94	98	97	98	99	89	94	97	99			95	96	96	92	93	95
Abandoned	730	1,209	425	839	1,096	1,207	2,517	544	379	656	851	821	1,418	618	202	240	148	124	2,817	1,059	165	49			8,314	3,652	5,029	19,813	11,274	6,840
Avg answer time (sec)	55	82	37	54	59	56	110	45	42	48	58	56	83	48	20	22	21	36	111	46	22	28			48	36	38	70	59	44
Avg talk time (min)	3.10	3.11	3.02	2.45	2.48	2.55	2.57	3.03	2.59	3.14	3.07	3.04	3.12	3.14	3.05	3.02	2.58	3.03	3.09	3.06	3.29	3.17			2.37	2.47	2.61	3.28	2.85	3.06

Health and Care Professions Council Continuing Professional Development process April 2013 - March 2015 Registration Department



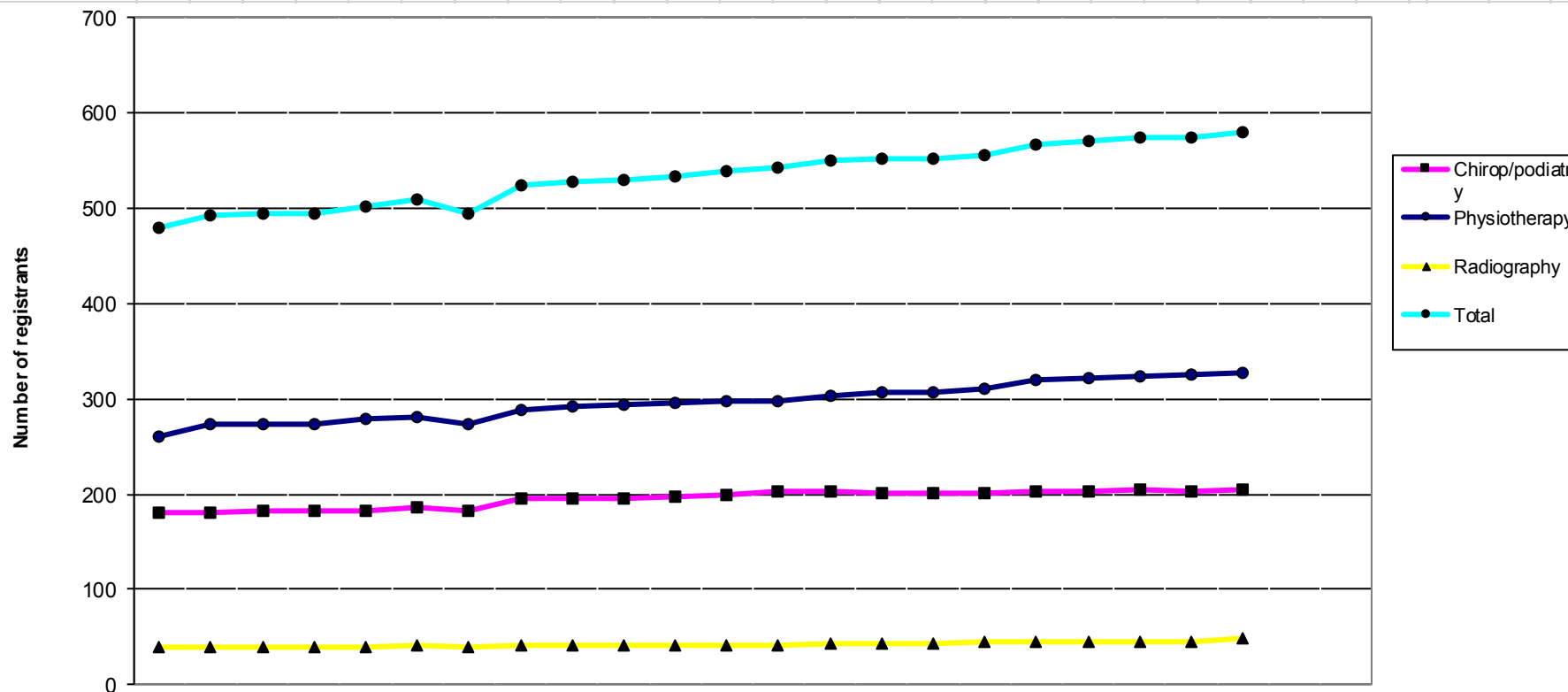
	2013			2014									2015									11/12	12/13	13/14	14/15			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
No. selected for CPD	0	0	520	499	855	565	0	0	727	0	1,224	86	209	376	0	0	0	2,571	0	0	0	0			4,258	1,322	4,476	3,156
No. profiles received	71	230	65	115	291	498	682	277	121	133	361	278	573	212	275	232	138	119	159	722	1,079	726			2,600	1,315	3,122	4,235
No. profiles assessed	0	99	177	85	143	250	545	356	135	137	404	112	332	360	275	40	198	0	45	240	338	345			2,225	1,919	2,443	2,173

Health and Care Professions Council

Operations Directorate

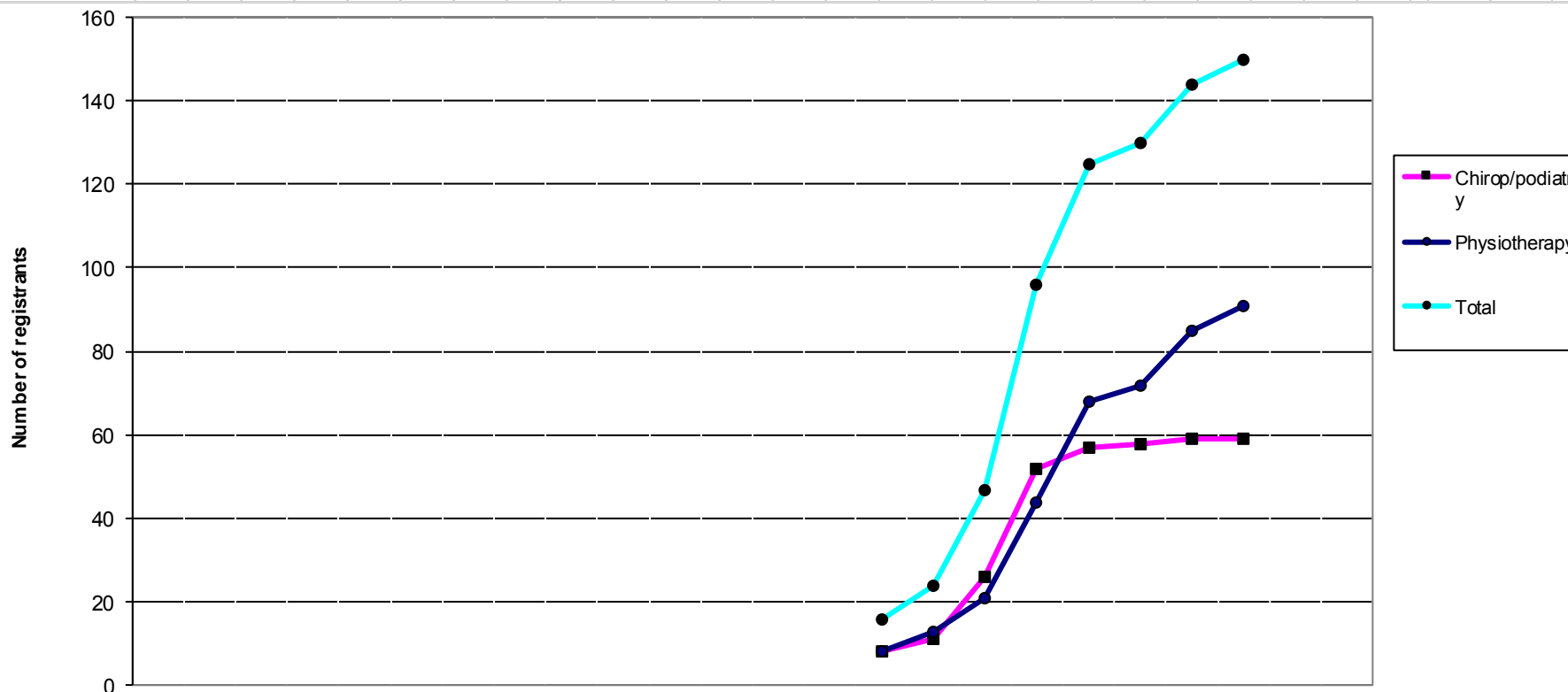
Health and Care Professions Council Number of registrants with supplementary prescribing rights April 2013 - March 2015

Registration Department



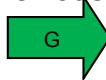
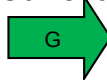
	2013			2014									2015			10/11	11/12	12/13	13/14	14/15									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Chiropr/podiatry	180	181	182	182	183	186	182	195	195	195	197	199	203	203	201	201	201	203	203	204	203	204			129	149	179	199	203
Physiotherapy	260	273	273	273	278	281	273	288	292	294	295	297	298	303	307	307	310	319	322	324	325	328			182	224	253	297	322
Radiography	39	39	39	39	40	41	39	41	41	41	41	42	42	43	43	43	45	45	46	46	46	48			23	30	36	42	46
Total	479	493	494	494	501	508	494	524	528	530	533	538	543	549	551	551	556	567	571	574	574	580			334	403	468	538	571

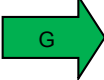
Health and Care Professions Council Number of registrants with independent prescribing rights April 2013 - March 2015






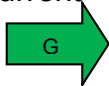
	2013			2014									2015			13/14	14/15										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Chiropr/podiatry															8	11	26	52	57	58	59	59				57	
Physiotherapy															8	13	21	44	68	72	85	91				68	
Total															16	24	47	96	125	130	144	150				0	125


3. Project Management Commentary

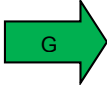

Project Number	Project Name	Project Board	Project Status	
MP70	186 Kennington Park Road Redevelopment	Project sponsor: Marc Seale Project lead: Steve Hall	Previous 	Current 
Project Description				
Planning for 186 Kennington Park Road redevelopment.				
Project Scope		Status update		
<ul style="list-style-type: none"> With the input of an appointed team of consultants, fully design a scheme that aligns with the cost requirements of the overall project; Obtain the local planning authority permissions to allow the project to proceed; Tender for the contracts to demolish and construct a replacement building at 186 Kennington Park Road. 		<ul style="list-style-type: none"> Planning permission has been granted by Lambeth Council 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £534,392	£2,445,710	March 2013	At Initiation: November 2014 Feb 2014 Exception Report: May 2015	

Project Number	Project Name	Project Board		Project Status	
MP63	HR and Partners process and systems review	Project sponsor: Marc Seale Project lead: Teresa Haskins		Previous 	Current Closed
Project Description					
A review of all HR and Partner department systems and processes to determine how processes can be adapted for future needs and to determine HCPC requirements for a new system(s), if required.					
Project Scope			Status update		
<ul style="list-style-type: none"> ▪ Review and map current HR and Partners business process and systems as they are now (as is) ▪ Define and map HR and Partners business processes and systems required in the future (to be) ▪ Identify preferred/most feasible option for 'to be' processes and systems ▪ Establish whether the HR and Partners functions share sufficient similarities in processes and requirements to enable them to continue to share the same database(s) and IT systems ▪ Identify preferred supplier for potential new system(s) ▪ Produce business case for the Phase 2 project to build the preferred solution(s) 			<ul style="list-style-type: none"> ▪ Core HR have been selected as a supplier for the new HR and Partners system ▪ The contract has been agreed and signed and the project closed in November 2014 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History	
Initiation: £100,133 Exception Report Sept 2013: £124,105 Exception Report Mar 2014: £155,569 Exception Report June 2014: £208,139		£173,864	December 2012	Initiation: December 2013 Exception Report Sept 2013: June 2014 Exception Report Mar 2014: Nov 2014	

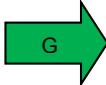
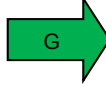
Project Number		Project Name		Project Board		Project Status	
MP64		Education System Build		Project sponsor: Brendon Edmonds Project lead: Paula Lescott		Previous 	Current 
Project Description							
Implementation of the recommendations made during the Education systems and process review project previously undertaken.							
Project Scope				Status update			
<ul style="list-style-type: none"> ▪ Implementation of a new IT system comprising of a combined Microsoft Dynamics and Sharepoint solution, which will replace all current systems in use within the Education Department; ▪ Development and implementation of a full Education data model which is fully supported within the new system, a suite of reporting functions and revised operational business processes; ▪ Maximisation of new technology to provide automation within data and business processes; ▪ Training of end users and IT employees to enable effective use of the new system and business processes, to enable management and administration of the system and to enable development of the system; ▪ Review of the Department structure, teams and roles to align with the new system and business processes 				<ul style="list-style-type: none"> ▪ The build stage of the initial phase of the project has now completed. ▪ The system is now in user acceptance testing and a number of issues have been identified and are being managed. ▪ The first attempt at data migration into the new system was generally successful and preparations are being made to ensure the data is ready for migration into the production ready system ▪ Training on the system will be undertaken at the end of February and the system will go live at the beginning of March 			
Project Budget History		Committed spend		Date of Initiation		Project End Date History	
At Initiation: £1,098,117		£978,580		December 2012		At Initiation: April 2015 Sept 2014 Exception report : October 2015	

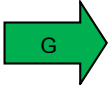
Project Number	Project Name	Project Board	Project Status	
MP71	Fees Review	Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous 	Current 
Project Description				
Review of current registrant fees and implementation of any agreed changes.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ To undertake the financial analysis required to determine whether the organisation needs to raise its registrations fees ▪ If it is deemed necessary, prepare and seek approval from Council for a revised fee structure ▪ Undertake a public consultation with stakeholder groups. ▪ Analyse all consultation responses received and issue a response ▪ Amend and implement required Rules changes. ▪ Amend the fees structure within Net Regulate ▪ Undertake communications with stakeholder ▪ Amend all references to fees in HCPC documentation and on the website. 		<ul style="list-style-type: none"> ▪ Following successful go-live for the new fees structure a bug has been found with the print files that are generated from Net Regulate. ▪ The files are outputting the new fee structure regardless of the structure that is applicable to the individual registrant. ▪ A fix for the bug has been deployed and tested ▪ As the bug will not affect registrants until the fees are raised again and in order to minimise disruption to the business the fix will be deployed at the same time as other developments to the system ▪ The project will therefore not close until March 2015 ▪ The bug fixes are still due to be released prior to March 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £3,450 Exception report Sept 2013: £7,230	£6,080	May 2013	At Initiation: May 2014 Sept 2014 Exception Report: March 2015	

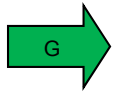
Project Number	Project Name	Project Board	Project Status	
MP72	Online renewals review	Project sponsor: Greg Ross Sampson Project lead: Claire Harkin	Previous 	Current Closed
Project Description				
Review of the online renewals system to improve usability and a review of our online payment providers to reduce costs.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Renaming the authentication code ▪ Changing the activation and authentication codes generating algorithm ▪ Creating the functionality to allow registrants to remove their name from the Register via the online system. ▪ Improve renewal status communication within the system ▪ Create functionality to produce an acknowledgement of payment when a registrant is sent their certificate and card. ▪ Improve work address functionality ▪ Create functionality to allow a registrant to be provided with an option to print out the terms and conditions. ▪ Changing the date of birth formatting ▪ Review card payment costs and implement cost savings ▪ Perform a data clean up on registrant addresses to ensure all registrants have data in all address lines 		<ul style="list-style-type: none"> ▪ Due to a lack of resourcing with the Net Regulate supplier – Energysys – the release of these changes was not possible prior to the Social Workers’ renewal period. ▪ Since the realisation of the benefits associated with the changes was to be made during this period, a decision was made not to go ahead with implementing the changes ▪ However during the review of the payment costs the project was able to negotiate a 43% saving on card transaction fees £53,000 over each 2 year cycle. ▪ The project was closed in November 2014 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History

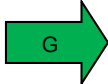
At Initiation: £148,410		£8,472	Apr 2014	At Initiation: March 2015	
Project Number	Project Name		Project Board		Project Status
MP 75	Registrations process and systems review		Project sponsor: Marc Seale Project lead: Greg Ross Sampson		 
Project Description					
Review of the Registrations department's processes and supporting systems.					
Project Scope			Status update		
<ul style="list-style-type: none"> ▪ Re-engineer the Registration processes, to ensure streamlining where commonalities of process occur. ▪ Identify where the touchpoints with the system will be, and identify any manual processes that could be automated within the system. ▪ Write the functional and non-functional requirements, including interfaces with other systems. <ul style="list-style-type: none"> ○ Functional and non-functional requirements will be written with a view to move as many processes online as possible – specifically the application processes, CPD audits, and setting up direct debits. ▪ Produce high level draft operating procedures, to reflect the procedural context of the functional requirements. ▪ Produce a gap analysis between the functional/non-functional requirements, and our current solution. ▪ Determine the scope, write the business case and prepare the tender for Project 2: Design and Build. 			<ul style="list-style-type: none"> ▪ Over the past five months the majority of the business analysis for this project has been completed ▪ The workshops have gone extremely well and very good progress has been made. ▪ However due to an underestimation of the amount of review work of the business analysis that is required and a conflict of Finance resourcing for the Sage and PRS and Registrations projects, the project will be delayed for 2 months and will now close in August 2015 ▪ An exception report will be presented to EMT for approval in February ▪ The delay on this project will however only lead to a one month delay in initiating the build project. 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History	

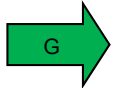
At initiation: £296,278	£216,072	July 2014	At initiation: June 2015
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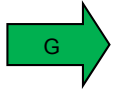
Project Number	Project Name	Project Board	Project Status	
MP 76	Domino to Exchange migration	Project sponsor: Guy Gaskins Project lead: Rick Welsby		
Project Description				
Migration of email service from Lotus Notes to MS Outlook.				
Project Scope		Status update		
<ul style="list-style-type: none"> Migration of the email platform from IBM Domino to Microsoft Office 365. Implementation of functionality to enable an email retention policy to be applied by the business A decision by EMT of the enforcement of email retention in the context of the wider organizational information management standards. Installation of non-telephony Lync (preparing for the future) Staff training on the new technology 		<ul style="list-style-type: none"> LAN2LAN have been appointed as the supplier for this project. Design and planning discussions are being held. 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £116,727	0	September 2014	At initiation: March 2015	

Project Number	Project Name	Project Board	Project Status	
MP 78	HR and Partners systems build	Project sponsor: Marc Seale Project lead: Teresa Haskins	Initiating	
Project Description				
Build of an HR and Partners system.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Implementing improved processes and working practices supported by a new HR and Partners system. ▪ Implementing online recruitment for employee and partner applicants ▪ Improved data integration with Partner user departments Training and operational manuals 		<ul style="list-style-type: none"> ▪ This project has now commenced and configuration planning workshops are being undertaken with the chosen supplier – Core HR 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £644,178	£0	November 2014	At initiation: June 2016	

Project Number	Project Name	Project Board	Project Status	
MP 80	Stakeholder Relationship Management system	Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones	Initiating	
Project Description				
To develop an efficient organisation-wide stakeholder relationship management system.				
Project Scope		Status update		
<u>Requirements gathering</u> <ul style="list-style-type: none"> • Identification and procurement of a business analyst; • Business analyst engagement to facilitate and support requirements gathering for the proposed system; <u>Procurement of supplier</u> <ul style="list-style-type: none"> • Options analysis of potential suppliers for the proposed system; • Identification and tendering of preferred suppliers; <u>Build</u> <ul style="list-style-type: none"> • Information gathering workshops with supplier • System build • Data migration • User acceptance testing • Employee training in the use of system 		<ul style="list-style-type: none"> ▪ The project has been approved for initiation ▪ Procurement of a business analyst for requirements gathering has now commenced 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £178,789	£0	January 2015	At initiation: May 2016	

Project Number	Project Name	Project Board	Project Status	
MP 74	SAGE and PRS upgrade	Project sponsor: Andy Gillies Project lead: Charlotte Avery	Initiating	
Project Description				
Upgrade to SAGE 2013 v2 and from PRS (purchase order processing system) to WAP.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Upgrade the current system to Sage 200 2013 so that it sits on a new Windows operating system; ▪ Correct any known bugs in Sage 200; ▪ Begin utilising the electronic invoice approval process in SAGE ▪ Begin utilising the project accounting module in SAGE to track project budgets and expenditure ▪ Upgrade the current system to WAP so that it sits on a new Windows operating system; ▪ Correct any known bugs in PRS; 		<ul style="list-style-type: none"> ▪ Over the past four months the configuration of the system has been undertaken ▪ User acceptance testing is underway, issues have been identified and are being worked upon ▪ Training to commence at the end of February ▪ Systems will go live at the end of March 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £122,714	£79,506	October 2014	At initiation: April 2015	

Project Number	Project Name	Project Board	Project Status	
MP 79	Net Regulate changes 2014-15	Project sponsor: Andy Gillies Project lead: Chantelle Mayoss	Initiating	
Project Description				
A project to implement 6 changes to Net Regulate to mitigate operational risks				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ CR1 – Outstanding balance and profession reporting ▪ CR2 – Compulsory country codes ▪ CR3 – Including registrants with Caution status in outstanding balance reporting ▪ CR4 – Including Status change date data in Crystal reports ▪ CR6 – Downgrading watchlist user permissions ▪ CR7 – Making email priority setting user-configurable 		<ul style="list-style-type: none"> ▪ The project has initiated and requirements have been gathered ▪ Functional Design Specification documentation is being written by Energysys (Net Regulate supplier) 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £69,403	£10,458	November 2014	At initiation: July 2015	

Project Number	Project Name	Project Board	Project Status	
MP 77	Public Health Specialists	Project sponsor: Marc Seale Project lead: Michael Guthrie	Initiating	
Project Description				
A project to open a part of the register to regulate Public Health Specialists.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Develop and consult on the standards of proficiency required for entry to the register; ▪ Recruit, appoint and train partners; ▪ Amend NetRegulate, FtP case management system and other IT systems; ▪ Make the necessary changes to documentation including publications, website and banners; ▪ Liaise with UKPHR to ensure information is shared regarding their current process for registration, education and FtP; ▪ Communicate with public health specialists, employers, professional bodies and other relevant stakeholders regarding the change 		<ul style="list-style-type: none"> ▪ The project has initiated and we are awaiting confirmation that legislation will be passed prior to General Election 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £402,154	£123,444	January 2015	At initiation: April 2016	

Uninitiated projects included in the Project management workplan 2014/15

Project name	Comments
Direct Debit Review	This project has been closed and the work will be delivered as part of the Registrations process and systems review project
FTP changes	Due to commence initiation in May 2014 – initiation has been delayed due to a dependency on other development work on the FTP system
Professional Qualifications Directive	A project has been approved to go into initiation to determine how the HCPC remains compliant with the changing European Directive
Telephone Credit Card Automation and hosting change	A project to change our telephone credit card processing systems to remain within technology support

4. Business Process Improvement Commentary

4.1 Quality Management System Changes and Audits

ISO 9001:2008 Quality Management System is under review, and the proposed ISO 9001:2015 Quality Management Standard early draft is being examined for impact. Audit by HCPC’s external quality standards auditor, BSI in November 2014 was completed. The ISO9001 audit schedule has been updated to reflect increased audit time by BSI.

ISO9001 clause	RISK Based Audit from January 2008 onwards	2014						2014						2015		29-30th	
		March	April	May	June	July	August	September	October	November	December	January	February	March	April		
					27001			27001									
	Registrations - R Houghton	NMR44															
	UK																
7.5.3	International Registrations		BSI	BSI													
7.5.3	CPD									BSI							
	Operations																
	Quality Assurance																
	Education - A Gorringe																
7.5.2	Operations NNW																
	Operations SES																
	Communications & Development																
	Quality Assurance																
	Policy & Development																
	Secretariat - L Lake																
	Customer Services																
	Information Governance																
	Council Processes																
6.3	Fitness to Practise- K Holder																
	Adjudication																
	Administration																
	Assurance & Development																
	Case Support																
	Case Teams 1-5																
	Case Teams 6-7																
	Compliance																
	Investigations																
4.2.3	Policy - M Guthrie	PII-draft															
4.2.4																	

	Communications - J Ladds		Eventrc																BSI
	Social Media																		
	Stakeholders																		
	Publishing																		
	Web & Digital																		
	Internal Comms																		
	Events																		
8.2.1	Quality- Business Proc Improv	Entropy?	BSI	BSI						Entropy?									BSI
5.5.3	R Dunn / K Birtwistle																		
	Risk Register (BPI)																		
	R Dunn																		
8.2.1	Human Resources – Employees																		
	Teresa Haskins																		BSI
	Human Resources – Partners																		
6.2	Hayley Graham																		
6.2.2	Facilities/Infrastructure		BSI	BSI															
	Stephen Hall						NMR46												
6.3	Information Technology																		
	Infrastructure													IT-BCM					
	Service Support																		
7.3 & 7.5.4	Finance- A Gillies			NMR45															NMR49
	Invoicing & Purchase Ledger																		
	Management Accounts																		
7.3.7 / 7.3	Procurement																		
	Transactions																		
6.3	Project Management																		
	Claire Reed																		
7.4.2 / 7.4	Disaster Recovery																		
	EMT/CDT																		ShadowPlanner?
	DeepStoreArchive	Bow																	
	Europa QP Printers																		
	ServicePointScan & Copy				Batt&Croy		Croydon												Bermondsey
7.5.5	Eventsforce Events sign up online		Website																
	COUNCIL																		NMR48
	BSI Audit		BSI																
	Mazars Audit																		
	HCPC ISO audit																		
	Near Miss Reports = NMR#																		
	PCI-DSS Audit by NGS/NCC																		
	QMS Major Process Rvw																		
	As Is output from Project																		
	3rd Party supplier audit																		

The **ISO 9000** group of quality management system standards is designed to help organisations ensure that they meet the needs of customers and stakeholders whilst satisfying statutory and regulatory requirements related to the product or service provided.

Third-party certification by external auditors (British Standards Institute in our case) provides independent confirmation that HCPC meet the requirements of ISO 9001.

A programme of internal and external audits based around departmental function, across functions, or on a risk based approach is carried out on a rolling basis to maintain quality of service and incremental improvements over time following a Plan – Do –Check – Act cycle.

4.2 Near Miss Reporting

REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR38 UAT on NetRegulate resulted in updating live records. (An additional Bug was reported in Spring 2014 which delayed the report)	Nov 2014	Nov 2014	Jan2015 - complete
NMR47 Employee qualification details released in error	October 2014	Nov 2104	Nov 2014 - complete
NMR49 Supplier sent insecure courier package	Jan 2015	Jan 2015	Jan 2015 - complete

4.3 Audits & updated processes

The latest external ISO 9001 quality management system by BSI Audit took place on 4th November 2014, covering Education, Secretariat, and Staff Development & Training. Purchasing & Supplier validation, and Continual Professional Development (CPD) were deferred due to BSI’s accreditation auditor UKAS, insisting more auditing time is required. UKAS say this is based on the size, and complexity of the organisation.

BSI will update their full cycle audit schedule shortly, using 4 days per year (an increase from 2 days per year). More detail on the latest audit, and the logic behind the increase in audit days will be presented to the Audit Committee. Audits will be on the 29th & 30th April.

It is hoped that future ISO27001 information security audits will be incorporated with the ISO9001 audit work to avoid overlap and excessive external audit requirements.

BSI continue to work on the migration of our existing QMS to the BSI Entropy platform. All processes and supporting documents have been supplied electronically, and the developer and consultant are testing the new platform with our content. The current Quality Management System has been frozen for a short time to allow the migration to be tested. Processes will continue to be developed off line.

4.4 Corporate Risk Register Maintenance

Register iteration	Draft circulated	Collecting updates	EMT sign off	Published
2014 September	Circulated	Completed	Completed	Completed
2015 January	Dec 2014	Dec / Jan 2015 -	Jan 2015 EMT	March 2015 Audit Committee
2015 September	July 2015	Not yet commenced	Not yet commenced	Not yet commenced
2016 January	Dec 2015	Not yet commenced	Not yet commenced	Not yet commenced

Initiatives around various risk assurance enhancements have been tested, including mapping Strategic Objectives to individual risks. This was found to be of no value by the Audit Committee.

4.5 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council
2013 August	Completed	Completed	Completed	Completed
2014 Sept, Brought forward July 2014	Completed	Completed	Completed	Completed
2015 June	April 2015	May 2015	May/June 2015	June 2015
2016 June	April 2016	May 2016	May/June 2016	June 2016

4.6 ISO27001 Information Security Implementation

An Information Security Management System (ISMS) is under construction. Detailed policies are being mapped to existing roles within the organisation. External site audits have continued. We continue to train Partners around information security, and the challenges of working off site. ISO27001 workshops with the IT department are ongoing. Human Resources, Facilities and Procurement have updated their ISO27001 compatible documents where required.

4.7 Business Continuity / Disaster Recovery Planning

An evaluation of electronic Business Continuity Management (BCM) plan delivery methods took place in early July – August 2014. A supplier has been selected. Budget is in place for this option in the current financial year.

An IT BC/DR test took place in late November. No issues were found.

4.8 Information & Reporting Activity

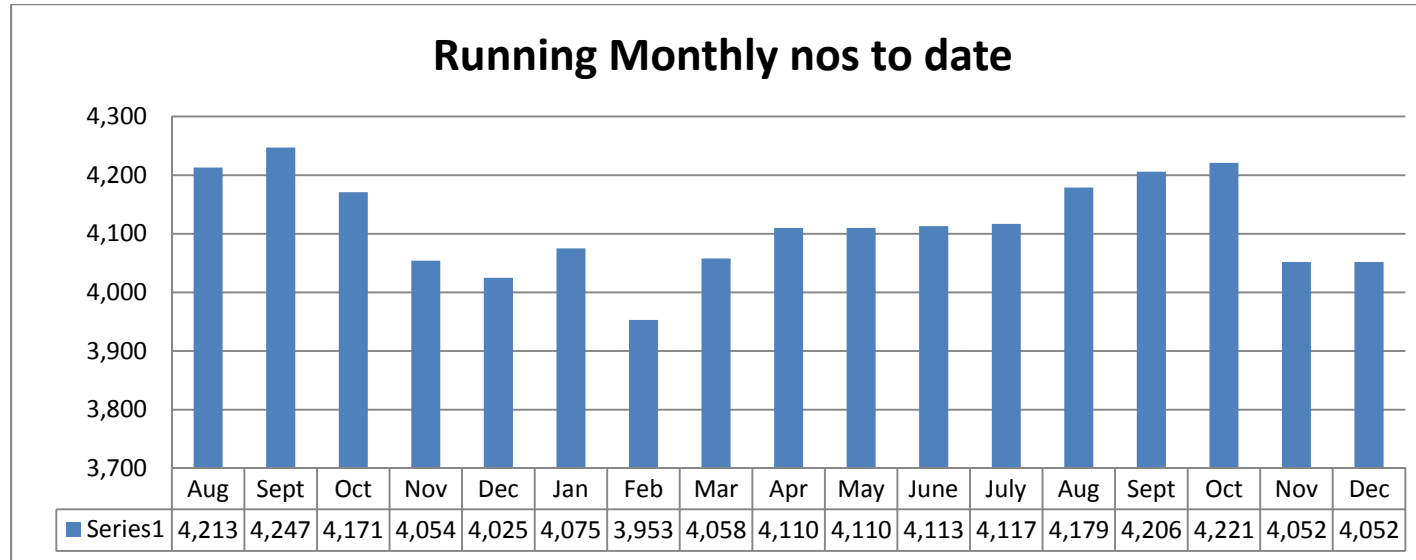
Social Worker renewal activity monitoring has concluded, with a renewal rate of 94.1%, a 3.6% increase on the last cycle.

Data extracts have been produced for a CPD Experience survey by the Policy and Standards department.

The graph below shows current carton/box numbers within the archive system. Registrations storage is being assessed to validate scanned copies before hard copy destruction. There has been a slight increase whilst this is in progress.

A supplier site has been vetted for enhanced information security prior to tests of items being scanned and securely uploaded, for secure browsing by Partners. This test will commence shortly within the registrations department.

Ultimately this trial should lead to a reduction in paper storage requirements over time. A further cull is being planned for the new financial year.



Other items

Information Security Computer Based Training package.

Our supplier has updated content of the selected Information Security Computer Based Training (CBT) package. The voice over script has been finalised prior to recording for roll out to employees, contractors, Council Members and Partners.

4.9 Departmental Matters

The Head of Business Process Improvement and the Quality Compliance Auditor, have been trained in Lean Six Sigma (LSS) and certified to “Green Belt” standard. This LSS methodology will assist in developing compliance and assurance around the organisation, and enable us to be more scientific in our approach to Quality Assurance. This is to ensure that we use the most scientific methods possible, rather than attempting to obtain Six Sigma status.

We continue to be asked to provide a large number on increasingly specific Freedom of Information responses. Questions about European Social Worker applications from Romania are frequently asked, by apparently different sources, although identity of those asking the questions is not always clear.

5. Facilities Management Report

5.1 Staffing

There are five permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management. The Facilities Supervisor retired on 2 January 2015 and their replacement was promoted from within the department. This has resulted in a further vacancy which are currently being recruited for.

5.2 Heating and ventilation

The BMS (Building Management System) that controls the heating and ventilation to the Old Council Chamber failed and was found to be non-repairable. A replacement and upgraded system has been installed which gives greater control over the environment in this area of the building.