Operations Directorate Management Information Pack

Greg Ross-Sampson, Director of Operations

May 2015

1. Executive Summary

1.1 Registration

1.1.1 UK Telephone Calls

The team received a total of 14,092 telephone calls which is 2,415 less calls when compared to the same period two years ago and represents a 14.6% decrease in call volumes.

1.1.2 UK Applications

The team registered 1,607 UK applications which is 90 more when compared to the same period last year and represents a 5.9% increase.

1.1.3 International Applications

A total of 4,608 new international applications have been received this financial year, which exceeds the forecasted end of year figure of 2,044, indicated in the “Registrant numbers forecast 2014 – 19, June 2014”.

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 renewal window opened for practitioner psychologists on the 1 March 2015 and the team renewed the registration of 44.4% of the profession by the 31 March 2015. This compares favourably with 2013 when 38.6% of practitioner psychologists had renewed their registration in the same period.

1.3 Business Process Improvement

1.3.1 Audits & Processes

Our external ISO 9001 auditor, BSI, will be on site for two days in April.

1.3.2 ISO27001 & Business Continuity

System developments continue at an IS policy level. The Pre-Certification audit and BSI Stage 1 audits have been completed.

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2 Registration Management Commentary

2.1. Operational performance 1 February 2015 to 31 March 2015

a) Telephone calls

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

i) UK telephone calls – During the period from 1 February 2015 to 31 March 2015 the team received a total of 14,092 telephone calls which is 2,415 less calls when compared to the same period two years ago and represents a 14.6% decrease in call volumes. The team answered 98% of calls received compared to 95.5% during the same period two years ago.

ii) International telephone calls – During the period from 1 February 2015 to 31 March 2015 the team received a total of 1,331 telephone calls which is 26 less than the same period last year and represents a 1.9% decrease in call volumes. The team answered 98.5% of calls received compared to 96.5% 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 1,714 new applications were received which is 184 more when compared to the same period last year and represents a 12% increase in UK application volumes. The team registered 1,607 UK applications which is 90 more when compared to the same period last year and represents a 5.9% increase.

Due to staff training, sickness absence and vacant positions, 3 applications were processed outside of ten working days on 12 March 2015. The team processed all other UK applications within ten working days. A total of 17,165 new UK applications have been received this financial year, which exceeds the forecasted end of year figure of 16,380, indicated in the “Registrant numbers forecast 2014 - 19, June 2014”.

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) 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 866 new applications were received which is 117 more when compared to the same period last year and represents a 15.6% increase in international application volumes. The team registered 488 applications which is 93 more when compared to the same period last year and represents a 23.5% increase.

A total of 4,608 new international applications have been received this financial year, which exceeds the forecasted end of year figure of 2,044, indicated in the "Registrant numbers forecast 2014 – 19, June 2014".

The team acknowledged receipt of applications within two 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 29 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.

Due to staff training, sickness absence and vacant positions the team responded to 68.4% of these emails within one working day and 96.7% within two working days.

ii) International emails – The team responded to 33 emails per day which is 17 more when compared to the same period last year and represents a 106% increase in international email volumes.

The team responded to 99.3% of these emails 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 acknowledgement.*

A total of 100 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 acknowledgement.

Two CPD assessment days was 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 February 2015 there were no professions in renewal.

At the start of March 2015, practitioner psychologists were invited to renew their registration. By the end of March 2015, 9,319 practitioner psychologists had renewed their registration representing 44.4% of the profession, with 99.5% renewing their registration online. This compares favourably with the end of March 2013 when 38.6% of practitioner psychologists had 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 five working days of receipt, on average.

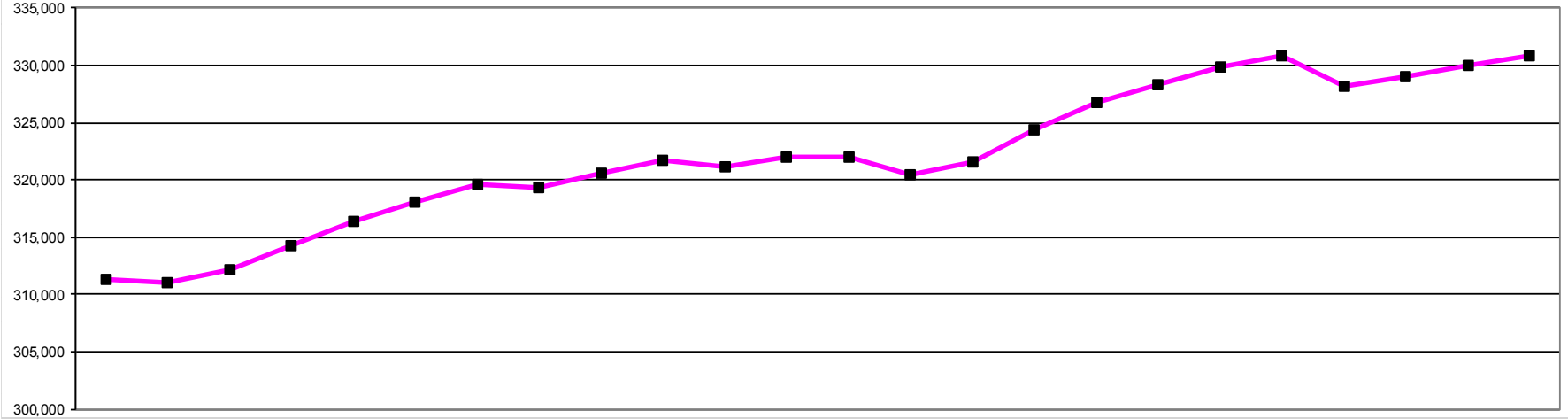
2.2. Resource

a) Employees

Due to promotions and leavers in the department, we had seven full time employee Registration Advisor vacancies and one Apprentice Registration Advisor vacancy during this period. We have successfully recruited six Registration Advisors and are currently training these new employees on processes where we need this additional resource. We currently still have a further three vacancies.

2.3 Registration Management Statistics

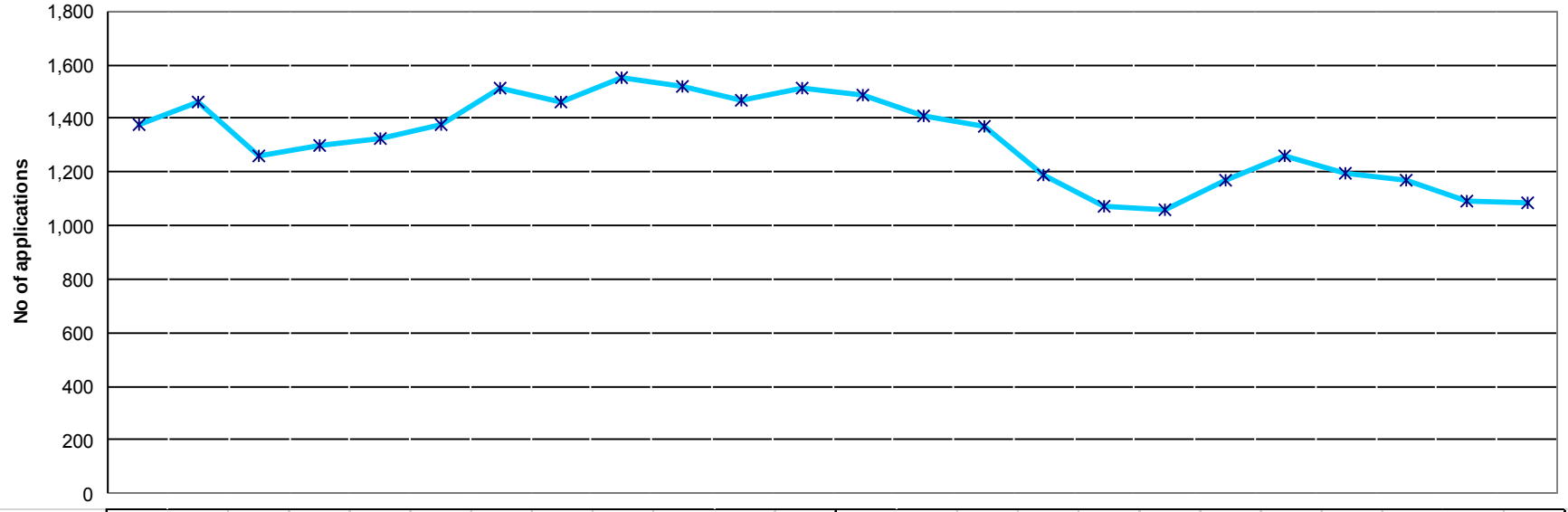
Health and Care Professions Council | **Number of Registrants by Profession April 2013 - March 2015** | **Registration Department**



	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	3,414	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	3,602	3,620	3,121	3,185	3,450	3,620
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	22,608	22,640	21,886	22,402	21,904	22,640
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	12,919	12,911	13,005	12,754	13,017	12,911
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	5,262	5,296	4,665	4,847	4,942	5,296
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	8,512	8,528	7,782	7,890	8,381	8,528
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	2,133	2,151	1,772	1,806	2,010	2,151
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	36,043	36,128	31,946	33,717	34,154	36,128
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	12,147	12,182	10,929	11,246	11,880	12,182
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	1,376	1,379	1,286	1,329	1,316	1,379
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	21,101	21,185	17,913	19,373	20,097	21,185
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	49,573	49,685	46,516	46,842	48,868	49,685
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	20,973	20,996	17,845	19,341	19,919	20,996
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	1,012	1,011	893	936	948	1,011
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	29,711	29,786	26,480	27,820	28,060	29,786
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	88,037	88,397		83,421	88,946	88,397
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	14,951	14,992	13,173	14,033	14,129	14,992
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	329,960	330,887	219,212	310,942	322,021	330,887

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**

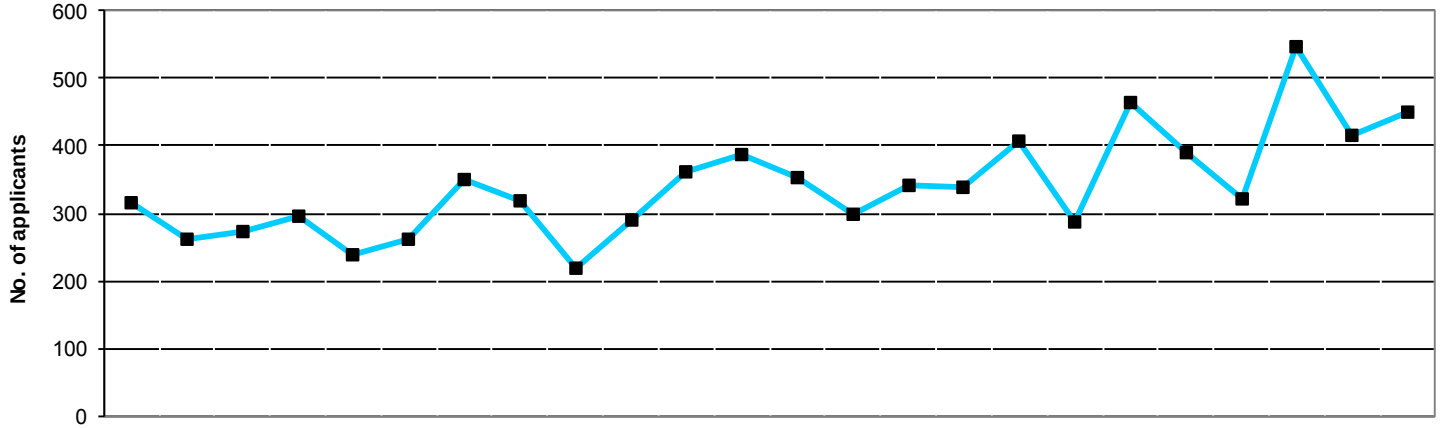


	2013									2014			2015												11/12	12/13	13/14	14/15
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minimum info	301	355	200	279	286	365	201	139	263	258	168	282	354	319	122	147	101	98	140	197	80	79	60	141	74	358	258	153
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	799	739	490	706	848	789
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	234	203	187	237	321	271
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	1,093	1,083	751	1,301	1,427	1,213
																										Average		

NOTE: Information covers international applications status progress only

Represents the current w orkload w ithin the International Department as at the end of the month

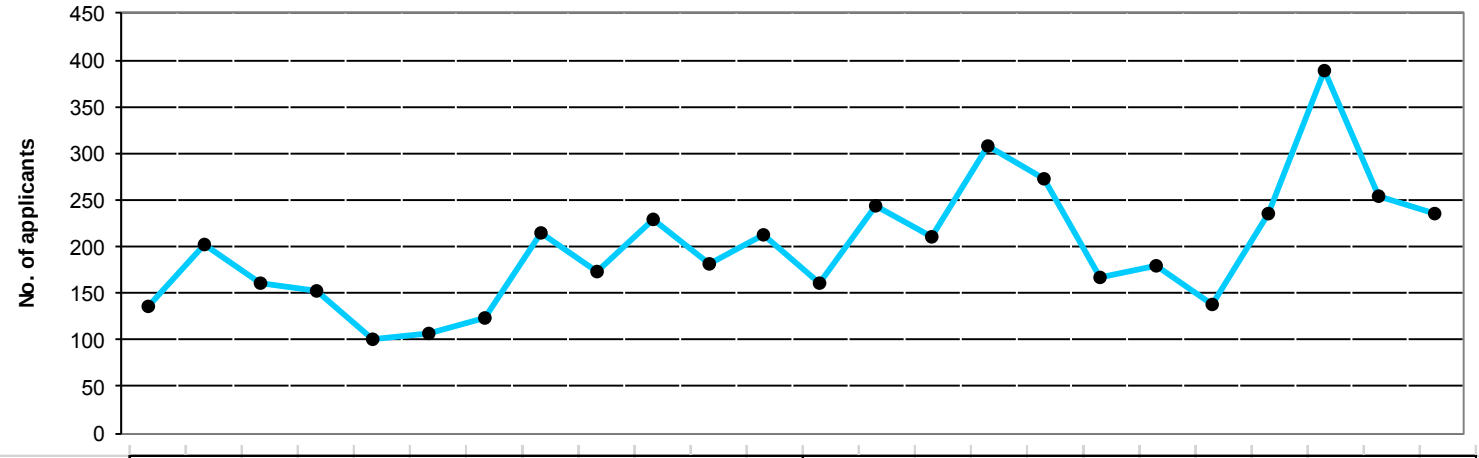
Health and Care Professions Council | **New International Applications Received April 2013 - March 2015** | **Registration Department**



	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	YTD
Arts Therapists	0	0	2	4	1	1	2	2	0	3	1	1	4	2	2	0	3	0	2	0	2	1	0	4	16	12	23	23	17	17	20
Bio. Scientists	24	18	29	22	16	16	29	37	23	19	29	26	16	21	24	35	31	33	46	33	22	35	25	32	307	290	273	197	237	288	353
Chirops/ Pods	1	2	2	3	6	3	2	3	1	0	2	7	2	3	3	4	5	2	7	8	0	6	5	4	23	34	25	31	23	32	49
CI Scientists	5	3	6	8	5	6	9	9	7	7	12	13	10	7	9	8	7	3	10	10	8	8	9	4	50	61	72	74	86	90	93
Dietitians	22	13	17	16	11	12	12	14	9	23	19	17	17	16	16	8	20	6	15	18	8	18	22	19	132	137	139	148	136	185	183
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	1	3			6	10	12	33	31
OTs	28	22	27	25	22	34	34	32	22	26	41	37	41	32	34	28	47	28	37	38	24	53	29	27	404	340	381	306	320	350	418
ODPs	0	0	0	1	1	3	2	1	1	0	2	1	1	2	2	0	1	0	10	4	2	1	3	4	8	10	9	12	15	12	30
Orthoptists	0	0	2	0	0	1	0	1	1	1	0	0	0	0	0	0	0	0	1	1	0	1	1	0	3	1	5	4	5	6	4
Paramedics	7	4	7	6	6	10	5	5	4	4	9	11	9	4	9	10	9	8	20	14	42	81	21	29	46	50	39	40	58	78	256
Physiotherapists	104	99	80	88	72	71	104	95	49	82	97	110	101	102	117	88	114	77	112	106	72	119	125	140	774	745	796	874	879	1,051	1,273
Pract psychs	17	13	21	21	21	18	22	11	20	21	31	38	26	20	22	36	25	23	41	21	22	22	22	27		156	236	188	219	254	307
Prosth/Orthotists	1	0	1	0	0	0	0	0	1	0	2	0	0	1	0	1	2	1	1	0	1	6	1	4	9	3	10	10	10	5	18
Radiographers	40	24	30	43	35	33	52	40	34	30	45	47	51	43	43	38	45	40	64	54	56	87	74	67	364	312	417	397	336	453	662
Social workers	49	45	35	33	24	31	52	47	22	51	52	60	56	32	44	62	68	47	73	51	51	79	59	59					301	501	681
SLTs	14	16	10	14	19	20	22	22	24	23	20	15	16	10	13	17	27	17	24	23	10	27	19	27	154	173	166	190	168	219	230
Total	316	261	273	295	240	261	350	319	219	291	362	387	352	298	341	338	407	287	464	389	320	546	416	450	2,290	2,324	2,597	2,504	2,822	3,574	4,608

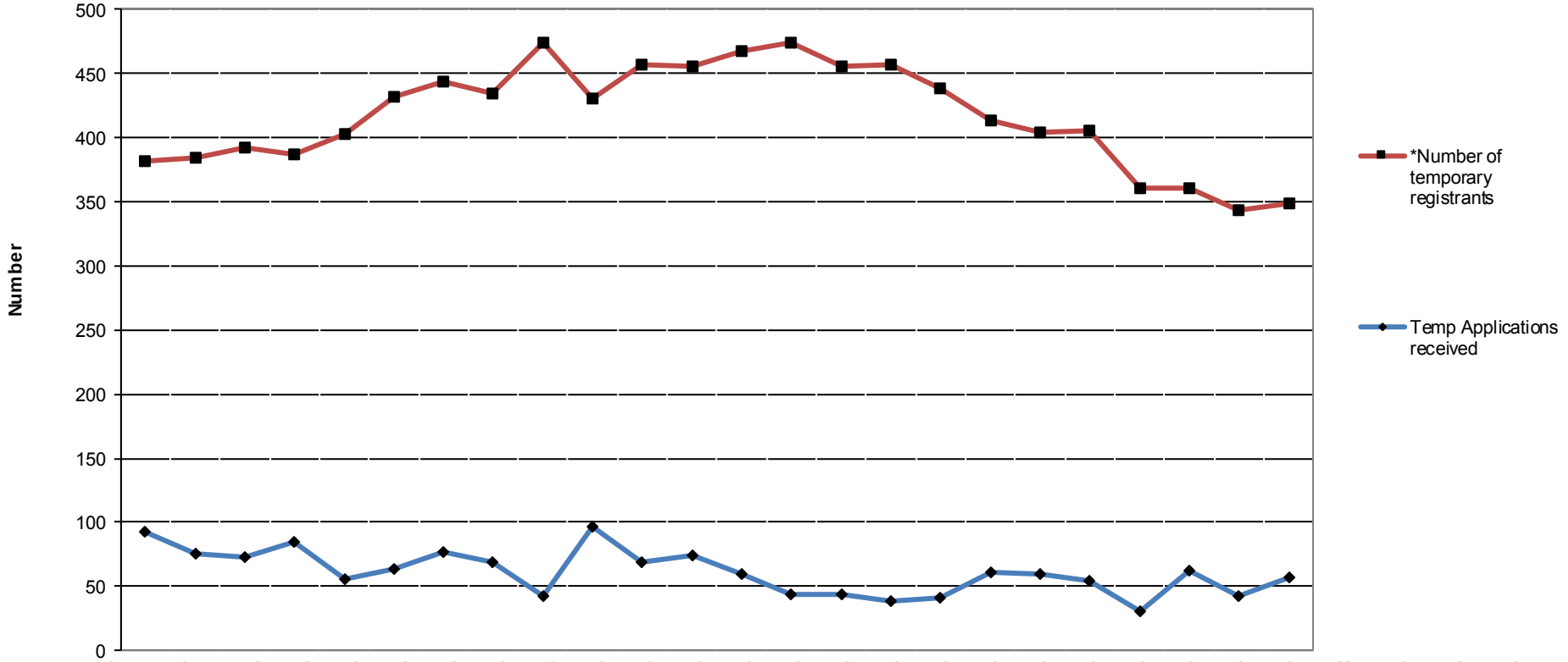
All received applications, including those that may subsequently be returned, rejected or withdrawn.

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	2	1	6	4	15	10	14	8	15
Bio. scientists	16	13	9	16	7	1	7	3	33	20	18	14	27	9	19	17	18	18	13	5	27	31	22	23	236	162	202	122	154	157	229
Chirops/ pods	1	2	2	1	2	0	1	2	3	3	1	2	1	1	2	0	6	5	2	0	1	3	2	1	27	15	17	16	15	20	24
Cl scientists	2	1	2	2	2	0	5	1	3	4	3	5	5	4	0	7	3	1	7	1	3	4	3	7	28	22	26	23	34	30	45
Dietitians	4	6	1	12	3	6	5	10	6	12	10	10	7	6	1	32	15	11	3	4	10	18	8	7	97	80	88	78	97	85	122
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	2	1			4	5	8	13	23
OTs	26	17	25	23	7	10	6	37	17	33	28	30	23	24	20	37	29	11	11	17	25	30	26	18	283	255	289	217	249	259	271
ODPs	0	0	2	0	0	0	0	0	1	1	0	0	1	0	3	0	0	0	0	0	1	2	2	1	2	5	3	3	1	4	10
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	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	41	21	22	25	23	20	24	27	165
Physiotherapists	30	105	54	38	37	45	42	85	36	62	50	29	6	140	61	102	77	55	62	45	51	70	59	63	608	460	500	463	633	613	791
Pract psychs	9	4	22	8	3	9	10	11	11	24	11	7	11	5	16	15	20	13	14	11	9	20	9	7		95	127	91	95	129	150
Prosth/orthotists	0	0	2	0	0	0	1	0	0	0	1	0	0	0	1	0	1	1	0	0	0	1	2	0	3	1	6	7	6	4	6
Radiographers	18	24	17	15	14	13	18	33	19	20	6	72	33	14	34	42	36	21	23	29	31	53	33	41	336	206	270	216	241	269	390
Social workers*	15	18	18	25	19	15	9	12	25	24	30	22	33	26	24	38	38	21	16	9	64	55	33	34					49	232	391
SLTs	10	10	6	9	6	3	16	15	16	19	15	19	8	13	15	12	16	4	23	13	8	24	9	10	105	114	130	116	137	144	155
Total	135	202	161	153	100	107	123	215	174	229	182	213	161	244	210	307	273	167	179	137	236	388	253	235	1,756	1,444	1,701	1,389	1,758	1,994	2,790

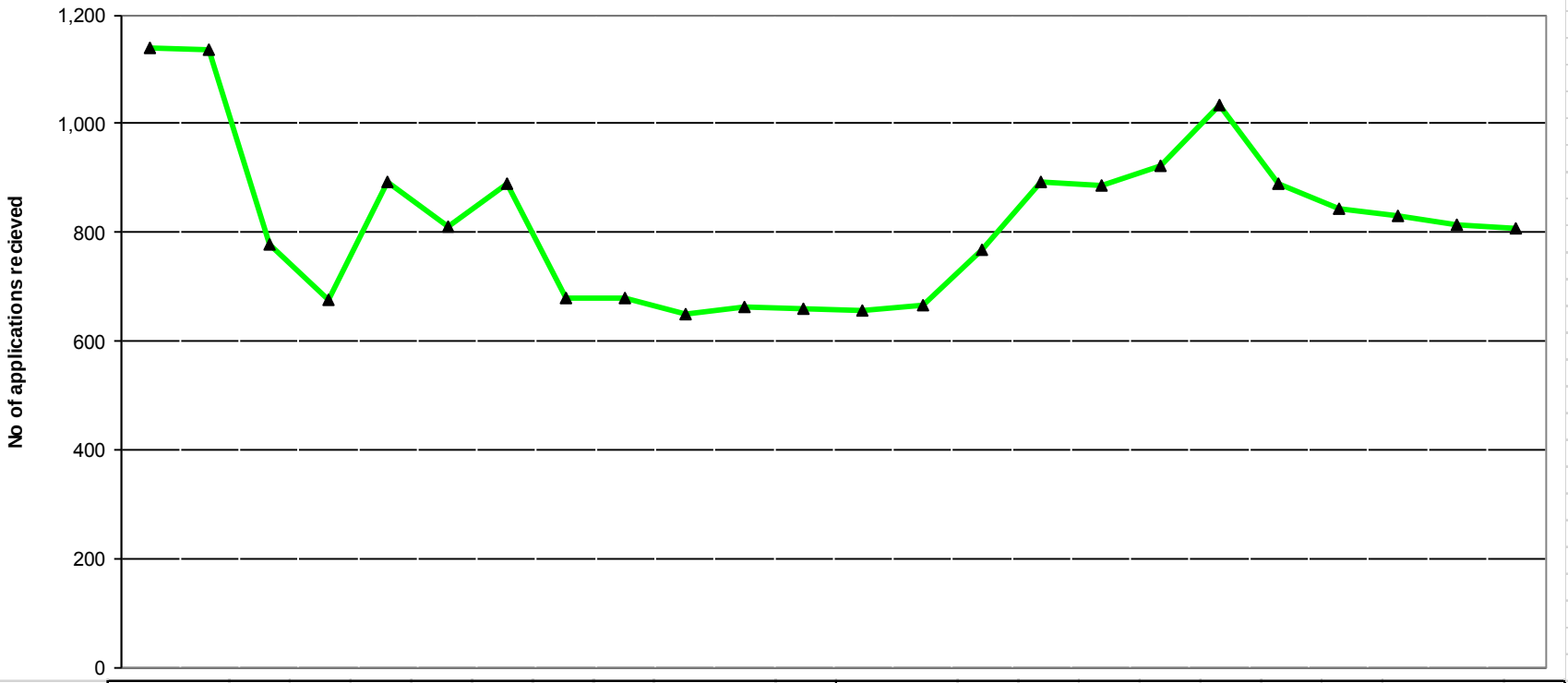
Health and Care Professions Council | **Temporary Registration under EU Directive 2005/36/EC April 2013 - March 2015** | **Registration Department**



	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	43	57	494	524	875	594
***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	344	349	310	417	423	411

* 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

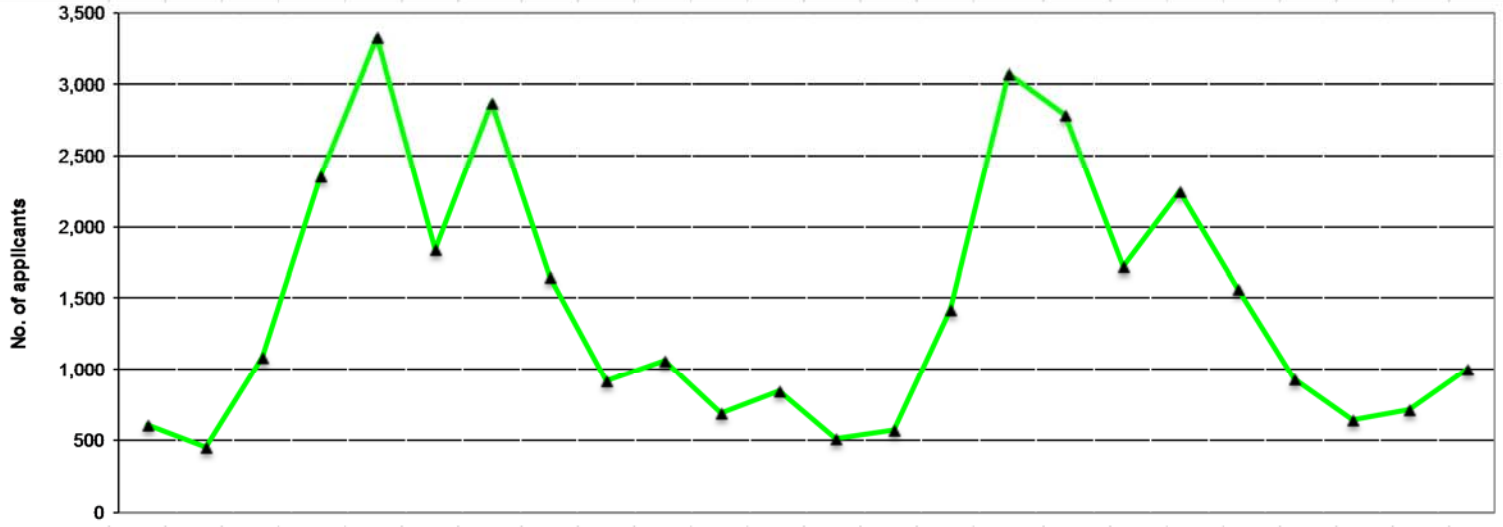


	2013									2014			2015											12/13	13/14	14/15
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	1,134	1,130	778	674	887	802	882	677	676	650	661	655	656	665	764	886	878	917	1,028	887	841	831	808	802	1,195	801	830
At scrutiny	5	5	0	1	7	4	5	1	1	0	0	0	0	0	2	2	4	2	1	1	0	0	2	3	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	4	3	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	814	808	1,201	805	835

NOTE: Information covers UK applications only

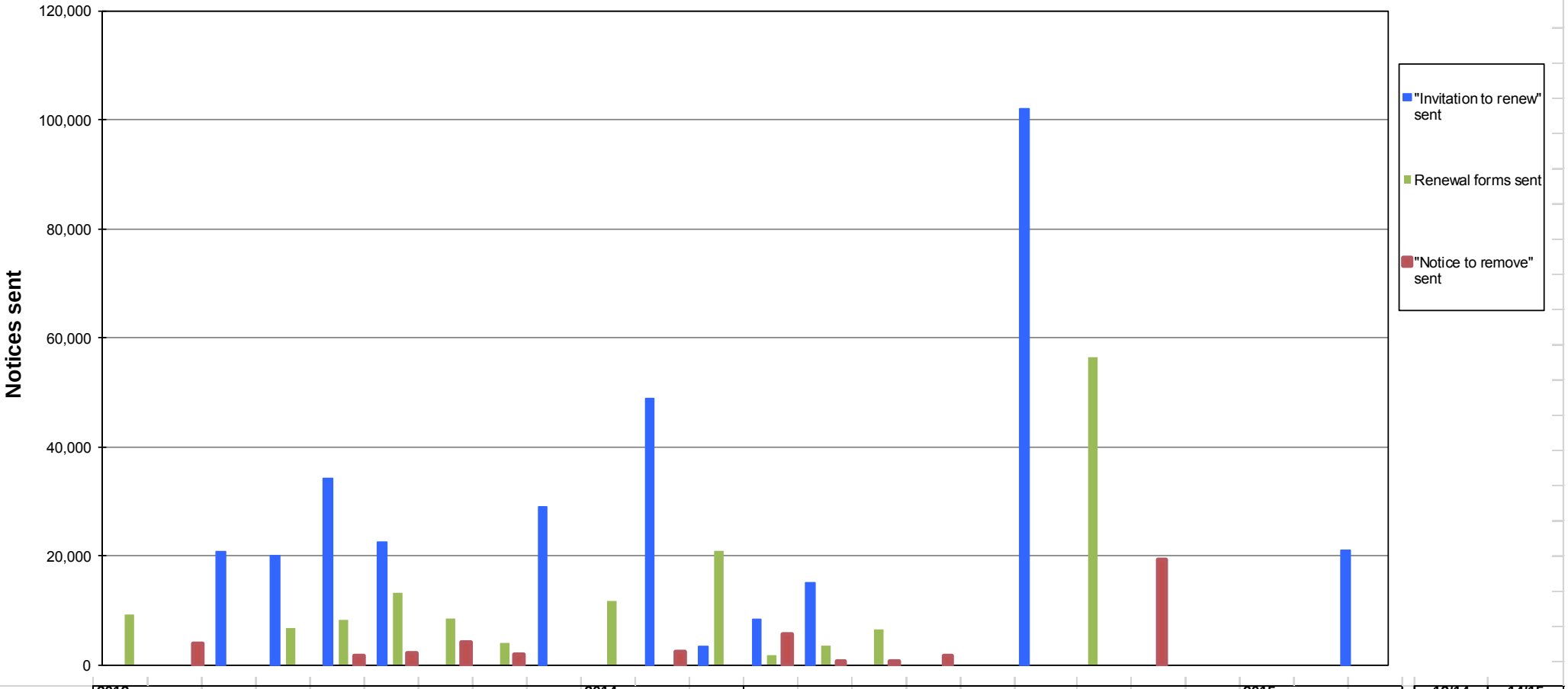
Represents the current w orkload w ithin the UK section as at the end of the month

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



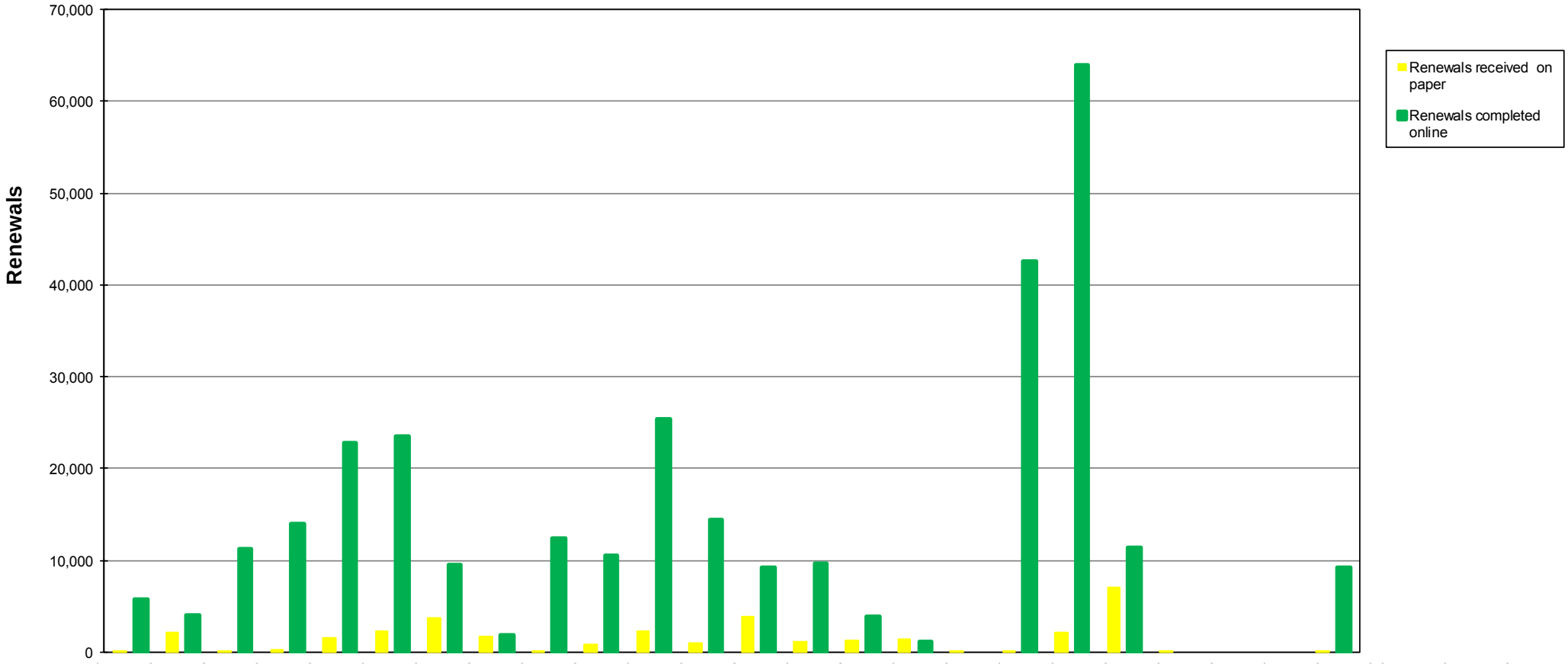
	2013									2014			2015											09/10	10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Arts therapists	8	8	13	17	53	44	71	28	13	20	9	9	20	8	8	30	69	48	47	55	15	14	8	18	234	257	257	271	293	340
Bio. scientists	40	32	47	104	134	66	101	84	57	59	48	67	44	48	60	125	134	64	91	88	42	40	55	57	831	894	804	746	839	848
Chirops/pods	1	5	52	98	110	44	43	15	5	6	5	5	2	6	96	120	64	41	33	13	5	3	4	6	429	427	362	376	389	393
CI Scientists	43	21	30	31	32	14	24	45	23	17	18	45	31	21	23	10	35	11	39	88	41	21	8	49	218	240	279	224	343	377
Dietitians	20	7	60	127	115	43	33	15	3	10	7	17	20	15	71	118	67	24	29	16	4	7	9	20	444	453	402	444	457	400
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	6	18		1,787	146	227	211	234
OTs	68	41	94	261	445	197	271	152	55	88	68	76	47	41	164	329	347	161	232	154	61	40	68	89	1,763	1,720	1,578	1,742	1,816	1,733
ODPs	30	25	4	7	113	220	190	32	23	21	13	28	30	29	4	36	155	145	112	34	32	17	16	31	508	622	686	715	706	641
Orthoptists	0	0	1	11	29	6	11	5	1	5	1	1	1	0	1	21	26	8	6	2	3	2	1	1	46	53	42	61	71	72
Paramedics	78	59	66	102	144	170	299	77	61	52	65	48	38	37	83	70	160	250	170	113	63	23	71	95	1,158	1,163	1,519	1,668	1,221	1,173
Physiotherapists	43	36	195	541	513	143	180	108	48	72	56	57	17	30	197	697	336	113	137	104	42	41	61	100	2,221	2,026	1,826	1,937	1,992	1,875
Pract psychs	34	40	55	28	61	71	357	188	67	93	38	51	33	49	40	42	66	135	323	158	68	45	49	69	2,138	2,043	1,258	1,202	1,083	1,077
Prosth/orthotists	0	0	10	22	17	2	4	2	2	1	2	2	3	0	22	16	8	3	0	1	0	0	1	1	37	39	35	51	64	55
Radiographers	13	16	203	451	302	133	129	60	20	19	21	39	19	49	341	513	175	96	94	38	32	20	20	41	1,251	1,221	1,140	1,343	1,406	1,438
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	295	330				4,395	6,099	5,695
SLTs	23	6	9	88	171	79	87	64	28	56	35	50	14	18	49	175	145	60	95	79	29	33	46	71	759	739	1,019	831	696	814
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	718	996	12,037	13,684	11,353	16,233	17,686	17,165

Health and Care Professions Council | Renewal Information April 2013 - March 2015 | Registration Department



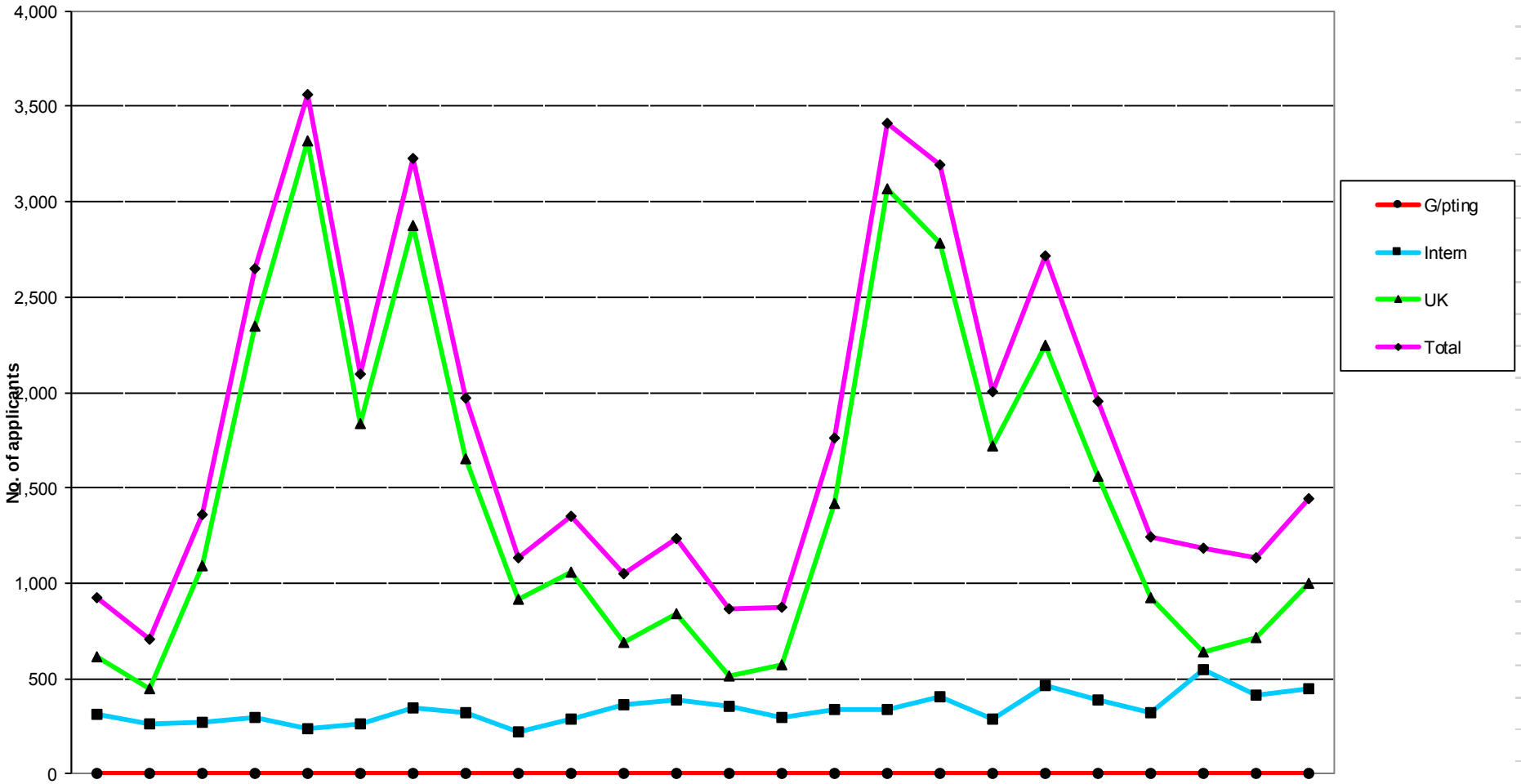
	2013									2014			2015											13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
"Invitation to renew" sent	0	0	20,813	19,960	34,182	22,596	0	0	29,086	0	48,959	3,447	8,370	15,027	0	0	0	102,057	0	0	0	0	0	20,949	187,413	146,403
Renewal 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	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	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	0	20,949	293,633	243,162

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	0	46	32,892	16,317	17,159
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	0	9,273	111,916	155,664	151,484
Registrants removed	0	0	721	0	0	418	0	0	890	0	870	870	0	1,722	257	290	0	0	0	0	5,644	0	0	0	13,863	3,769	7,913

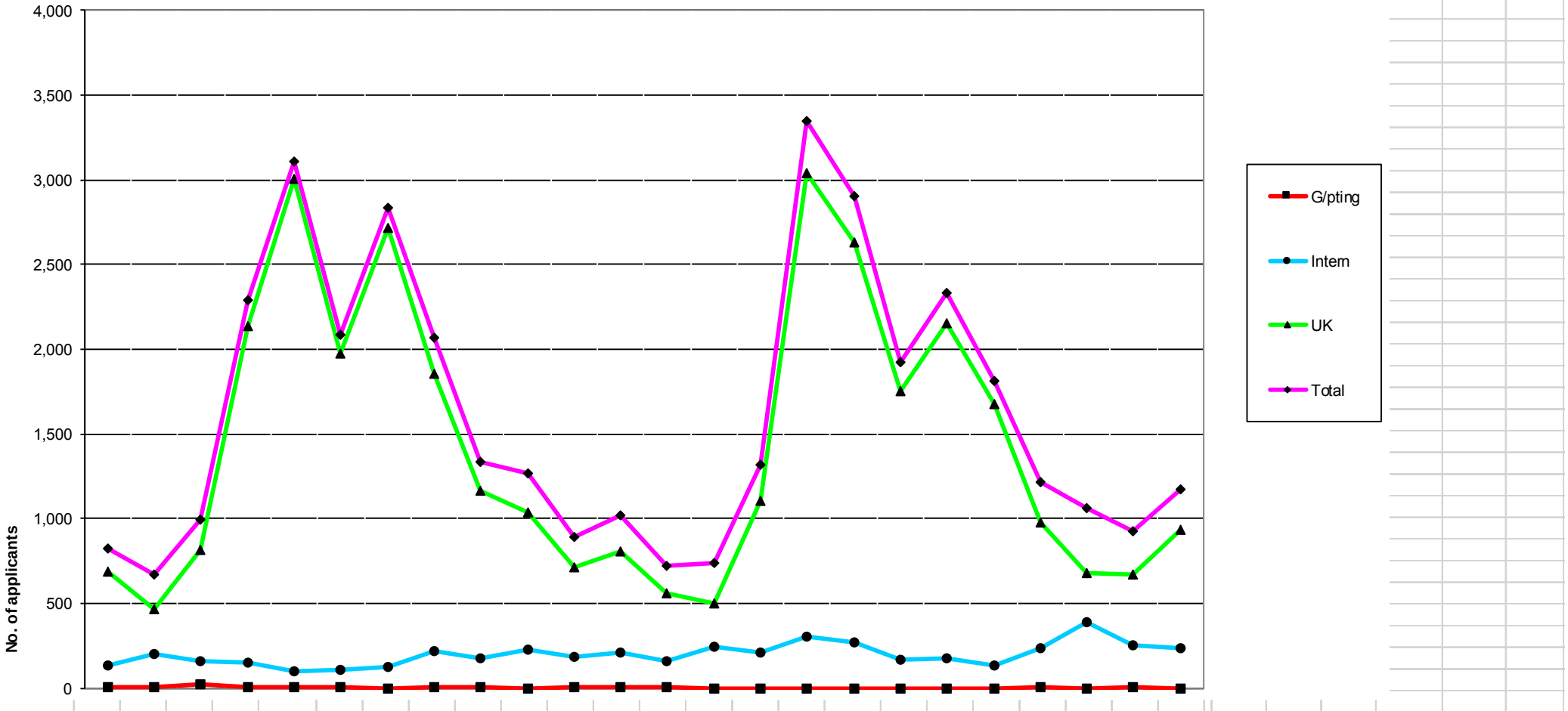
Health and Care Professions Council | Application Types Received April 2013 - March 2015 | Registration Department



Apps Received	2013 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2014 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2015 Jan	Feb	Mar	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	93	170	142	369	0	2
Intern	316	261	273	295	240	261	350	319	219	291	362	387	352	298	341	338	407	287	464	389	320	546	416	450	2,324	2,597	2,504	2,822	3,574	4,608
UK	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	718	996	12,037	13,684	11,353	16,233	17,686	17,165
Total	927	709	1,362	2,646	3,561	2,097	3,223	1,971	1,134	1,351	1,048	1,231	866	871	1,759	3,407	3,191	2,003	2,715	1,951	1,245	1,187	1,134	1,446	14,454	16,451	13,999	19,424	21,260	21,775

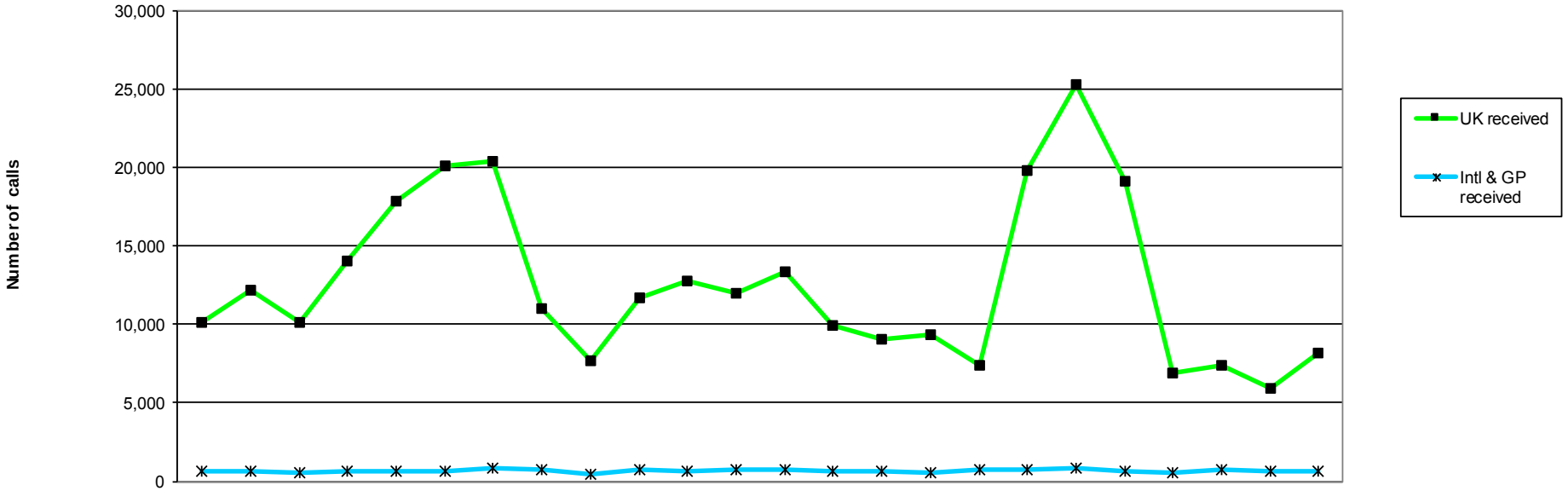
NB The data relates to application forms received, not total fees received.

Health and Care Professions Council | New Registrants April 2013 - March 2015 | Registration Department



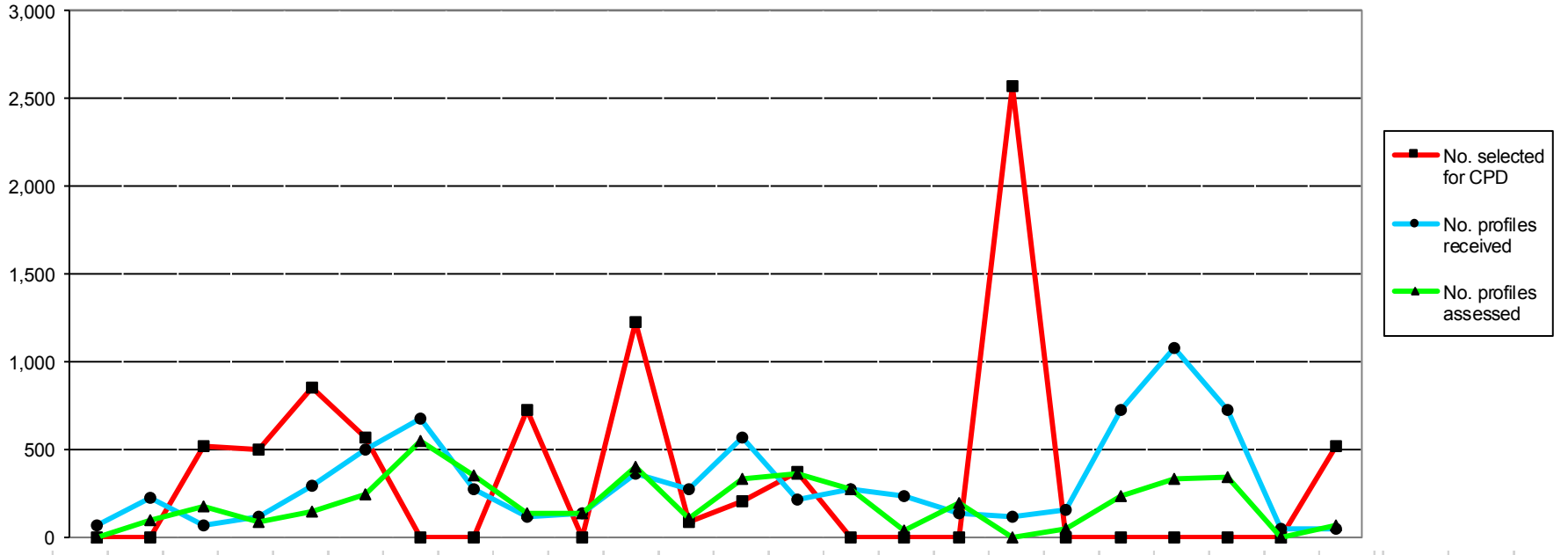
	2013									2014			2015												09/10	10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
G/pting	3	1	20	5	2	1	0	1	2	0	1	2	1	0	0	0	0	0	0	0	1	0	1	0	63	96	65	265	38	3
Intern	135	202	161	153	100	107	123	215	174	229	182	213	161	244	210	307	273	167	179	137	236	388	253	235	1,444	1,701	1,389	1,758	1,994	2,790
UK	687	463	813	2,135	3,009	1,974	2,715	1,855	1,162	1,036	711	806	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	11,069	11,122	10,675	103,346	17,366	16,682
Total	825	666	994	2,293	3,111	2,082	2,838	2,071	1,338	1,265	894	1,021	725	740	1,318	3,350	2,899	1,923	2,329	1,814	1,216	1,065	924	1,172	12,576	12,919	12,129	105,369	19,398	19,475

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



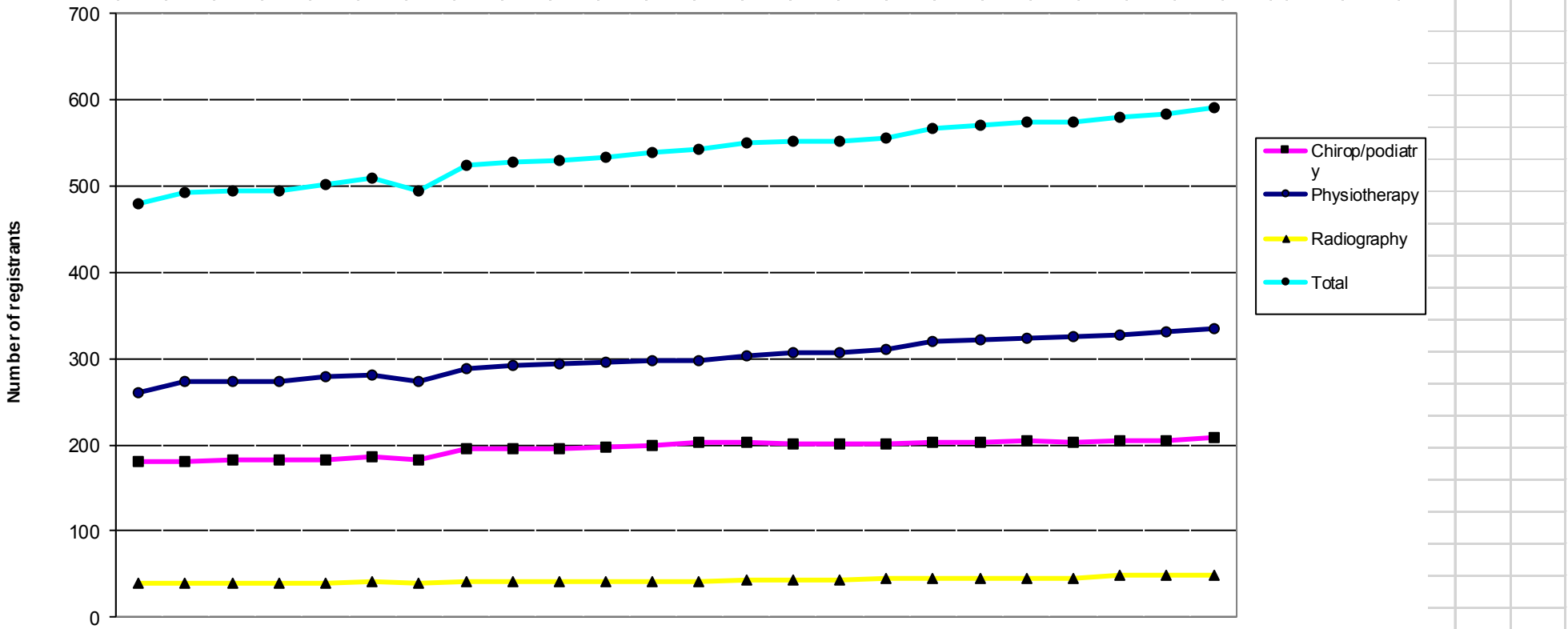
	2013									2014			2015										09/10	10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Intl & GP																														
Intl & GP received	591	620	563	636	589	645	794	703	429	717	619	738	695	619	635	494	694	717	825	598	504	764	650	681	14,348	16,702	12,886	8,980	7,644	7,876
Answered	542	561	539	610	571	632	770	677	410	690	601	712	654	595	618	466	675	715	750	547	477	748	647	668	14,185	15,969	12,137	8,436	7,315	7,560
Calls answered (%)	92	90	96	96	97	98	97	96	96	96	97	96	94	96	97	94	97	100	91	91	97	98	99	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	3	13	841	712	749	544	306	321
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	18	21	36	41	49	53	21	27
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	4.07	4.01	3.18	3.41	3.29	3.85	3.63	3.67
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	5,926	8,166	119,887	86,890	114,847	177,147	159,745	141,542
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	5,871	7,949	111,573	83,218	109,818	157,334	148,466	134,368
Calls answered (%)	93	90	96	94	94	94	88	95	95	94	93	93	89	94	98	97	98	99	89	94	97	99	99	97	95	96	96	92	93	96
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	55	217	8,314	3,652	5,029	19,813	11,274	7,112
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	28	36	48	36	38	70	59	42
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	3.14	3.12	2.37	2.47	2.61	3.28	2.85	3.07

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

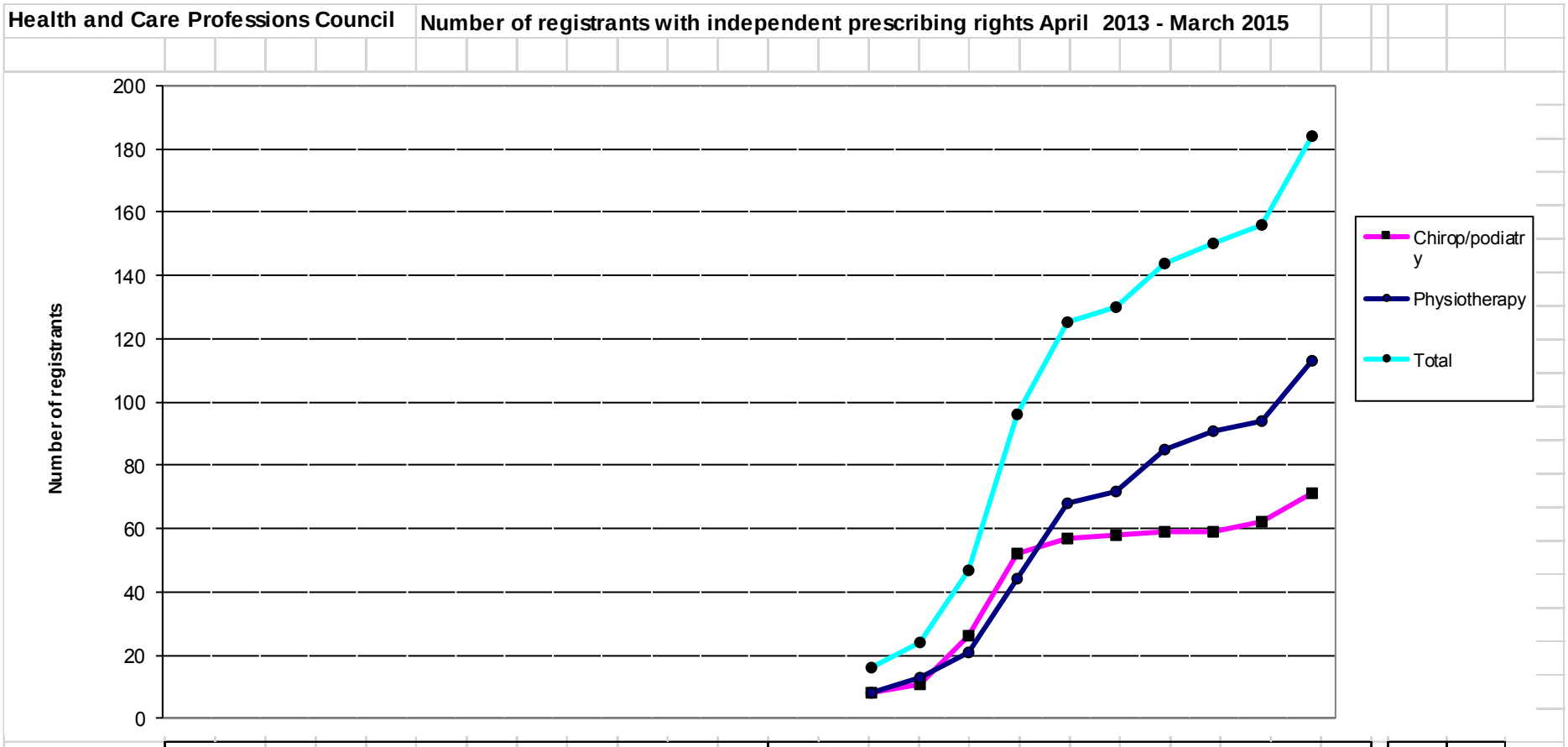


	2013									2014											2015			11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
No. selected for CPD	0	0	520	499	855	565	0	0	727	0	1,224	86	209	376	0	0	0	2,571	0	0	0	0	0	524	4,258	1,322	4,476	3,680
No. profiles received	71	230	65	115	291	498	682	277	121	133	361	278	573	212	275	232	138	119	159	722	1,079	726	51	49	2,600	1,315	3,122	4,335
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	0	66	2,225	1,919	2,443	2,239

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
Chirop/podiatry	180	181	182	182	183	186	182	195	195	195	197	199	203	203	201	201	201	203	203	204	203	204	205	208	129	149	179	199	208
Physiotherapy	260	273	273	273	278	281	273	288	292	294	295	297	298	303	307	307	310	319	322	324	325	328	331	334	182	224	253	297	334
Radiography	39	39	39	39	40	41	39	41	41	41	41	42	42	43	43	43	45	45	46	46	46	48	48	49	23	30	36	42	49
Total	479	493	494	494	501	508	494	524	528	530	533	538	543	549	551	551	556	567	571	574	574	580	584	591	334	403	468	538	591



	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
Chirop/podiatry															8	11	26	52	57	58	59	59	62	71		71
Physiotherapy															8	13	21	44	68	72	85	91	94	113		113
Total															16	24	47	96	125	130	144	150	156	184	0	184

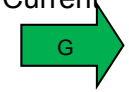
3. Project Management Commentary

Project Number	Project Name	Project Board	Project Status	
MP70	186 Kennington Park Road Redevelopment	Project sponsor: Marc Seale Project lead: Steve Hall	Previous 	Current Closed

Project Description
Planning for 186 Kennington Park Road redevelopment.

Project Scope	Status update
▪ 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.	▪ Planning permission has been granted by Lambeth Council ▪ The project has now closed

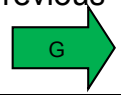
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £534,392	£436,472	March 2013	At Initiation: November 2014 Feb 2014 Exception Report: May 2015

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
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	▪ The system has now gone live and is in use within the department ▪ A number of issues have been identified during the go live process and these are being worked upon with the technology provider ▪ The focus for the project will now be upon integrating the system with other major systems within the organisation

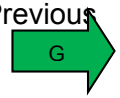
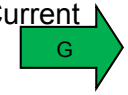
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £1,098,117	£993,690	December 2012	At Initiation: April 2015 Sept 2014 Exception report : October 2015

Project Number	Project Name	Project Board	Project Status	
MP71	Fees Review 2013	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
▪ 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.	▪ 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 other developments were delayed which impacted this release. This release has now been isolated and will be released into the system by the end of May 2015

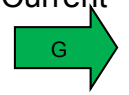
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £3,450 Exception report Sept 2013: £7,230	£6,080	May 2013	At Initiation: May 2014 Sept 2014 Exception Report: March 2015 Mar 2015 Exception Report: May 2015

Project Number	Project Name	Project Board	Project Status	
MP 76	Domino to Exchange migration	Project sponsor: Guy Gaskins Project lead: Rick Welsby	Previous 	Current 

Project Description
Migration of email service from Lotus Notes to MS Outlook.

Project Scope	Status update
▪ 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	▪ Due to initial non-delivery by the IT supplier, Lan to Lan, this project was delayed by 2 months to May 2015. ▪ However since the early stages of the project, work has now progressed well and the majority of the preparation work is complete. ▪ Systems testing is underway and a pilot will be undertaken in the first two weeks of May.

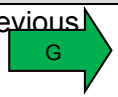
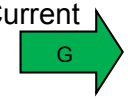
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £116,727	£109,207	September 2014	At initiation: March 2015 Feb 15 Exception Report: May 2015

Project Number	Project Name	Project Board	Project Status	
MP 75	Registrations process and systems review	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous	Current 

Project Description
Review of the Registrations department's processes and supporting systems

Project Scope	Status update
▪ 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. o 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 ▪ 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.	▪ Since July the majority of the business analysis for this project has been completed ▪ The workshops are drawing to a close and an over all review of the revised processes and systems requirements is being undertaken. ▪ Once this is complete and a summary paper has been written, a business case for the build of any new system will be compiled.

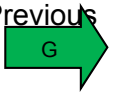
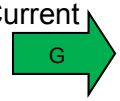
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £296,278	£217,292	July 2014	At initiation: June 2015 Feb 15 Exception Report: Aug 2015

Project Number	Project Name	Project Board	Project Status	
MP 78	HR and Partners systems build	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous 	Current 

Project Description
Build of an HR and Partners system.

Project Scope	Status update
▪ 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	▪ Work has progressed well on this project and the majority of the configuration design workshops have now been completed. ▪ There are some concerns around modifying the system to enable the Partners' team to use the system but a meeting is being held in Cork with the developers to try to resolve any issues. ▪ Work will then commence on building interfaces with other major systems within the organisation to with the transferral of data between departments.

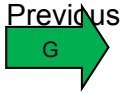
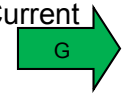
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £644,178	£47,693	November 2014	At initiation: June 2016

Project Number	Project Name	Project Board	Project Status	
MP 80	Stakeholder Relationship Management system	Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones	Previous 	Current 

Project Description
To develop an efficient organisation-wide stakeholder relationship management system.

Project Scope	Status update
<u>Requirements gathering</u> • 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> • Options analysis of potential suppliers for the proposed system; • Identification and tendering of preferred suppliers; <u>Build</u> • Information gathering workshops with supplier • System build • Data migration • User acceptance testing • Employee training in the use of system	▪ A business analyst has been appointed and requirements gathering workshops will shortly commence.

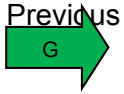
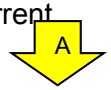
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £178,789	£0	January 2015	At initiation: May 2016

Project Number	Project Name	Project Board	Project Status	
MP 74	SAGE and PRS upgrade	Project sponsor: Andy Gillies Project lead: Charlotte Avery	Previous 	Current 

Project Description
Upgrade to SAGE 2013 v2 and from PRS (purchase order processing system) to WAP.

Project Scope	Status update
▪ 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;	▪ The systems successfully went live at the end of March ▪ To mitigate impact on the business as usual, electronic invoice approval roll-out was delayed until later in the year. ▪ The project will now closed in September 2015

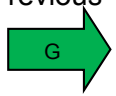
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £122,714	£85,221	October 2014	At initiation: April 2015 Feb 15 Exception Report: September15

Project Number	Project Name	Project Board	Project Status	
MP 79	Net Regulate changes 2014-15	Project sponsor: Andy Gillies Project lead: Chantelle Mayoss	Previous 	Current 

Project Description
A project to implement 6 changes to Net Regulate to mitigate operational risks

Project Scope	Status update
▪ 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	▪ Requirements gathering progressed well, however the project has had to be delayed to free up technical resources to enable the changes required to raise the fees. ▪ A revised go live date for this project has not yet been established

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	Previous 	Current

Project Description
A project to open a part of the register to regulate Public Health Specialists.

Project Scope	Status update
▪ 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	▪ Legislation was not passed prior to the General Election. ▪ It will need to be re-submitted once the new government have been confirmed ▪ A revised go live date for this project has not yet been established.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At initiation: £402,154	£123,444	January 2015	At initiation: April 2016

Project Number	Project Name	Project Board	Project Status	
MP83	Fees Review 2015	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
▪ 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.	▪ The proposal for increasing the fees has been approved by Council ▪ The proposal is out for consultation ▪ The technology changes required are currently being tested.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £58,650	£816	Mach 2015	At Initiation:September 15

Uninitiated projects included in the Project management workplan 2015/16

Project name	Comments
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
Registrations system build	Implementing any recommendations from the Registrations process and systems review project
PCI Security Standards compliance	A project to identify, assess and remedy any PCI DSS weaknesses
405 Kennington Road Fit out	A project to manage the fit out of the new HCPC premises at 405 Kennington Road

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 is due for release in Autumn 2015. Audit by HCPC's external quality standards auditor, will take place in April 2015 was completed. The ISO9001 audit schedule has been updated to reflect increased audit time by BSI. Communications, FTP, and some Registrations processes have been updated.

The ISO27001 audit schedule has been added to the 9001 schedule to make one document. At some time in the future, BSI may audit us for ISO9001 and ISO27001 simultaneously.

ISO9001 clause	RISK Based Audit from January 2008 onwards	2015 March	April	May	June	July	August	September	October	November	2015 December	2016 January	February	March	April
	Registrations - R Houghton														
	UK														
7.5.3	International Registrations		BSI												
7.5.3	CPD								BSI						
	Operations								BSI						
	Quality Assurance								BSI						
	Education - A Gorringe														
7.5.2	Operations NNIW														
	Operations SES														
	Communications & Development														
	Quality Assurance														
	Policy & Development														
	Secretariat - L Lake								BSI						
	Customer Services								BSI						
	Information Governance								BSI						
	Council Processes								BSI						
6.3	**Fitness to Practise- J Barwick**	NMR51	BSI												
	Adjudication	NMR50	BSI												
	Administration		BSI												
	Assurance & Development		BSI												
	Case Support		BSI												
	Case Teams 1-5		BSI												
	Case Teams 6-7		BSI												
	Compliance		BSI												
	Investigations		BSI												
4.2.3	**Policy - M Guthrie**														
4.2.4															

	Communications -J Ladds															
	Social Media		BSI													
	Stakeholders		BSI													
	Publishing		BSI													
	Web & Digital		BSI													
	Internal Comms		BSI													
	Events		BSI													
8.2.1	**Quality- Business Proc Improv**	Entropy	BSI	Entropy	Entropy											
5.5.3	R Dunn / K Birtwistle	Entropy	BSI	Entropy	Entropy											
	Risk Register (BPI)														BSI	
	R Dunn														BSI	
8.2.1	**Human Resources – Employees**															
	Teresa Haskins															
	Human Resources – Partners															
6.2	Hayley Graham															
	Facilities/Infrastructure		NMR52						BSI							
6.2.2	Stephen Hall								BSI							
	Information Technology															
6.3	Infrastructure								BSI							
	Service Support								BSI							
7.3 & 7.5.4	**Finance- A Gillies**														BSI	
	Invoicing & Purchase Ledger														BSI	
	Management Accounts														BSI	
7.3.7 / 7.3	Procurement														BSI	
	Transactions														BSI	
6.3	**Project Management**								BSI							
	Claire Reed								BSI							
	Disaster Recovery	Shadow Planner	Shadow Planner													
7.4.2 / 7.4	EMT/CDT	Shadow Planner	Shadow Planner													
	DeepStore**Archive**															
	Europa QP **Printers**															
	ServicePoint**Scan & Copy**															
7.5.5	Eventsforce **Events sign up online**															
	COUNCIL , CER/EMT														BSI	
	ISMS Policy area A5.1-5.1.2	BSI Audit-S1		BSI-S2												
	ISMS Roles area A6.1-6.1.5	BSI Audit-S1		BSI-S2												
	ISMS HR & Responsibility A7-7.3.1	BSI Audit-S1		BSI-S2												
	ISMS Assets & Handling A8-8.3.3			BSI-S2												Tidy Desk
	ISMS Access Control A9-9.4.5	BSI Audit-S1		BSI-S2												
	ISMS Cryptography A10 - 10.1.2	BSI Audit-S1		BSI-S2												
	ISMS Physical Security A11-11.2.9			BSI-S2												Building
	ISMS Operations A12-12.7.1	BSI Audit-S1		BSI-S2												
	ISMS Communications A13-13.2.4	BSI Audit-S1		BSI-S2												
	ISMS Systems Acqst'n Dev & Maint A14			BSI-S2												
	ISMS Supplier Relationships A15-15.2.2			BSI-S2												
	ISMS Incident Response A16-16.1.17			BSI-S2												
	ISMS Business Continuity A17-17.2.1			BSI-S2												
	ISMS Compliance & Redundancies A18			BSI-S2												

	BSI Audit	BSI	Deferred BSI Audit →
	Grant Thornton	Individual audit dates may be moved to accommodate issues outside the Quality department by arrangement.	
	HCPC ISO audit	Items in Light Blue are planned internal audits. Items in Dark Blue are BSI external audits	
	Near Miss Reports = NMR#	Items in red refer to Near Miss Reports which are unplanned by their very nature.	
	PCI-DSS Audit by NGS/NCC	Items in yellow refer to work on the QMS processes where changes are planned at department level.	
	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
NMR50 An un-redacted bundle was despatched on multiple occasions to parties not entitled to such information.	April 2015	Mid April 2015	April 28 2015
NMR51 A registrant's contact details were updated in error, after concerns were raised by an apparent US service user.	April 2015	Mid April 2015	April 28 2015
NMR52 A window panel fell from second floor, 186 KPR in windy weather.	Late April 2015	Mid May 2015	May 2015

4.3 Audits & updated processes

The latest external ISO 9001 quality management system audit by BSI will commence in April, 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. ISO9001 Audits will be on the 29th & 30th April 2015 unless unexpectedly postponed.

It is hoped that future ISO27001information security audits will be incorporated with the ISO9001 external 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 had been frozen for a short time to allow the migration to be tested. Unfortunately we have had to update processes in the meantime to comply with our external and internal process changes.

4.4 Corporate Risk Register Maintenance

Register iteration	Draft circulated to EMT	Collecting updates	EMT sign off	Published to Audit Committee
2015 January	Circulated	Completed	Completed	Completed
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
2016 September	July 2015	Not yet commenced	Not yet commenced	Not yet commenced

The Risk Register has been slightly extended to function as the Risk Treatment Plan for ISO27001.

4.5 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council
2014 Sept, Brought forward July 2014	Completed	Completed	Completed	Completed
2015 June, brought forward to March 2015	Completed	Completed	Completed	Completed
2015 September update	June 2016	June 2016	June 2016	September 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 continuing under construction. The basic set of required policies, and documents and records have been produced. Essentially these build on existing HCPC processes. Some of these items are confidential, and will not be made public.

An initial Pre-Certification audit (two days) by our third party contractors took place in March, followed by a BSI Stage 1 audit by two auditors at the end of the month. One minor non compliance was determined, concerning the allocation of collecting and reporting

on information security metrics. A remediation plan has been accepted by BSI and actioned. Other lesser importance suggestions were received. These will be implemented over time, if appropriate.

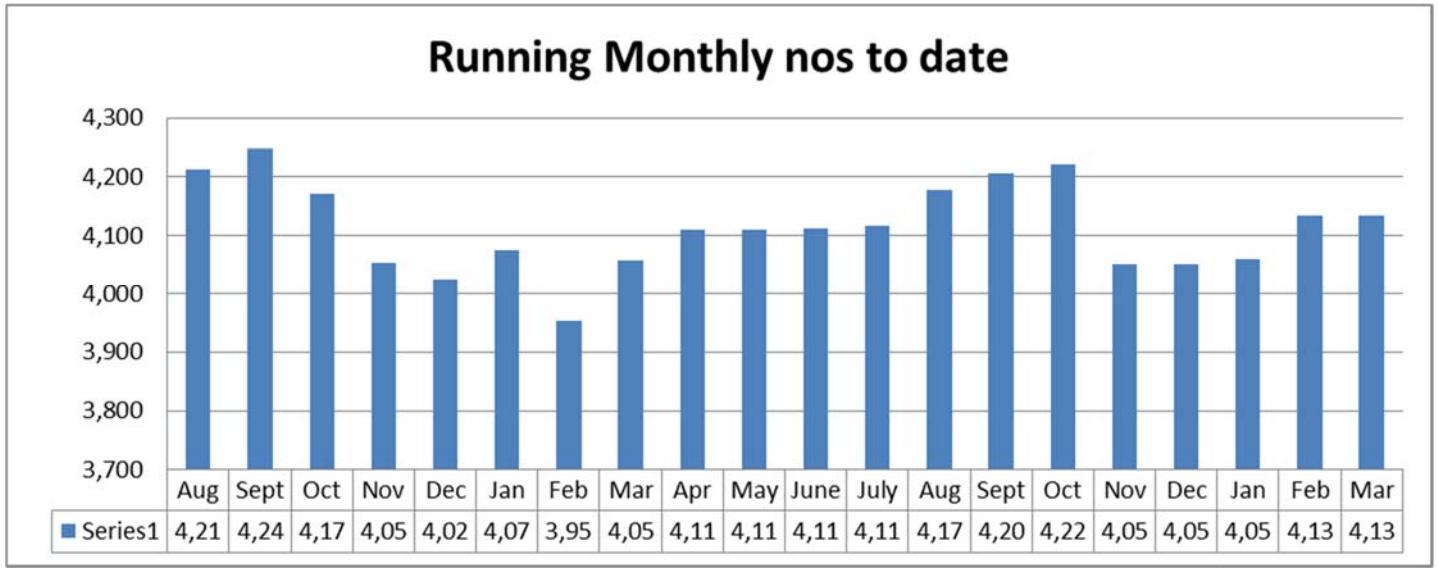
4.7 Business Continuity / Disaster Recovery Planning

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.

4.8 Information & Reporting Activity

Further Data extracts have been produced for a CPD Experience, and other surveys by the Policy and Standards department.

The graph below shows current carton/box numbers within the archive system, (2013 August to March 2015). Registrations storage is being assessed to validate scanned copies before hard copy destruction. There has been a slight increase whilst this is in progress.



	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Series1	4,21	4,24	4,17	4,05	4,02	4,07	3,95	4,05	4,11	4,11	4,11	4,11	4,17	4,20	4,22	4,05	4,05	4,05	4,13	4,13

A supplier site has been vetted for enhanced information security prior to tests of items bei ng scanned and securely uploaded, for secure browsing by Partners. This testwill commence shortly within the registrations department, following a final information security audit by BPI.

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 Quality Compliance Auditor has arranged a training course for herself and 11 other collegues on ISO27001 Internal Auditing. This will take place in early May. This will assist our effort ot improve compliance against the standard.

5. Facilities Management Report

5.1 Staffing

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

Recruitment of a Receptionist to replace an employee promoted to the Fitness to Practise department has concluded and an offer, subject to references has been made.

Recruitment is also continuing for a Facilities Officer as the last round of interviews did not produce a suitable candidate

5.2 Buildings

Replacement windows to 20 Stannary Street

These have all now been successfully installed.

Window falling from 186 KPR

On 17 April, a window fell from the 2nd floor of the front elevation to 186 Kennington Park Road. No employees or members of the public where injured. The window was boarded over and a replacement is being manufactured.

Investigations have shown that the probable cause was a gust of wind that forced a partially open window back against the hinges. The timber, which was examined and was found to be in a sound condition, snapped which caused the window to fall. A replacement window will be constructed and installed as a matter of urgency.

All other timber framed windows on the Kennington Park Road elevation of 186 Kennington Park Road have been examined and as precaution, sealed in the closed position. All other windows throughout HCPC's premises have been checked and found to be in a sound condition. A programme of remedial works will be put into place to ensure no windows can be opened more than a few inches, which will mitigate against any further risk of a repeat incident.

Work is progressing to finalise the scope of fit out to these premises, as these works are encompassed within the lease. It is anticipated that HCPC will be able to communicate to the landlord by the end of April our requirements. Once costings have been provided and agreed, we will be able to instruct our solicitors to proceed with the signing and exchange of the lease for the property.