

## Operations Report to Finance & Resources Committee, 18<sup>th</sup> September 2008

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## Registrations – Richard Houghton

### Summary

This paper provides an update from the Registration Department for the period 1 July 2008 to 31 July 2008.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 July 2008 to 31 July 2008 the team received a total of 9,432 telephone calls which is 1,749 more than the same period two years ago and also answered 2,018 more telephone calls when compared to two years ago. The team answered 95% of all telephone calls received.

**ii) International Telephone Calls** - During the period from 1 July 2008 to 31 July 2008 the team received a total of 1,078 telephone calls which is 726 less than the same period two years ago. The team answered 97% of telephone calls received.

#### b) Application Processing

**i) UK Applications** - A total of 2,320 new applications were received during this period which is 767 more than the same period last year and 1,926 individuals were registered which is 302 more than the same period in 2007. Applications took on average six working days to process which is well within our service standard of processing applications within ten working days of receipt. As at the 5 September 2008 the team were processing applications within four working days.

Applications for readmission took an average of five working days to process which is well within our service standard of processing applications within ten working days of receipt. As at the 5 September 2008 the team were processing applications within four working days.

**ii) International Applications** - A total of 157 new international applications were received in this period and 122 individuals were registered. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

#### c) Emails

**i) UK Emails** - The team received approximately 70/80 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

**ii) International Emails** - The team received approximately 30/40 emails per day and managed to respond to these within two days of receipt which compares favourably with our service standard of five working days response time.

#### d) Registration Renewal

At the start of May 2008 12,956 chiropodists / podiatrists were invited to renew their registration. . On 1 August 2008 7.3% of chiropodists / podiatrists lapsed from the Register. This compares favourably with 2006 when 7.5% of chiropodists / podiatrists were lapsed from the Register.

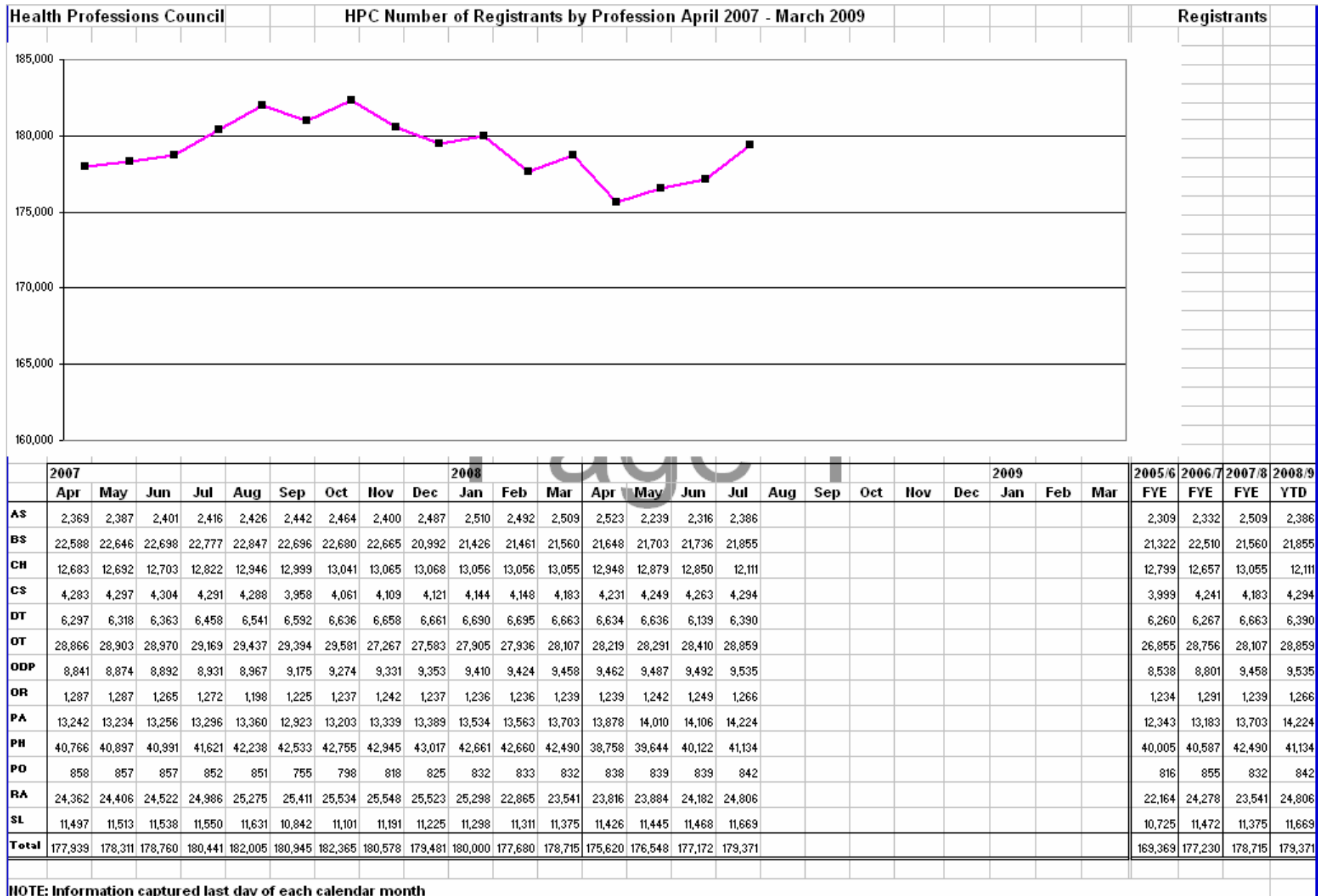
### **e) Continuing Professional Development (CPD) Audit**

At the start of May 2008 650 chiropodists / podiatrists were randomly selected for CPD audit. Currently 421 CPD profiles have been assessed, with the assessment day approach proving to be a success.

### **2) Resource**

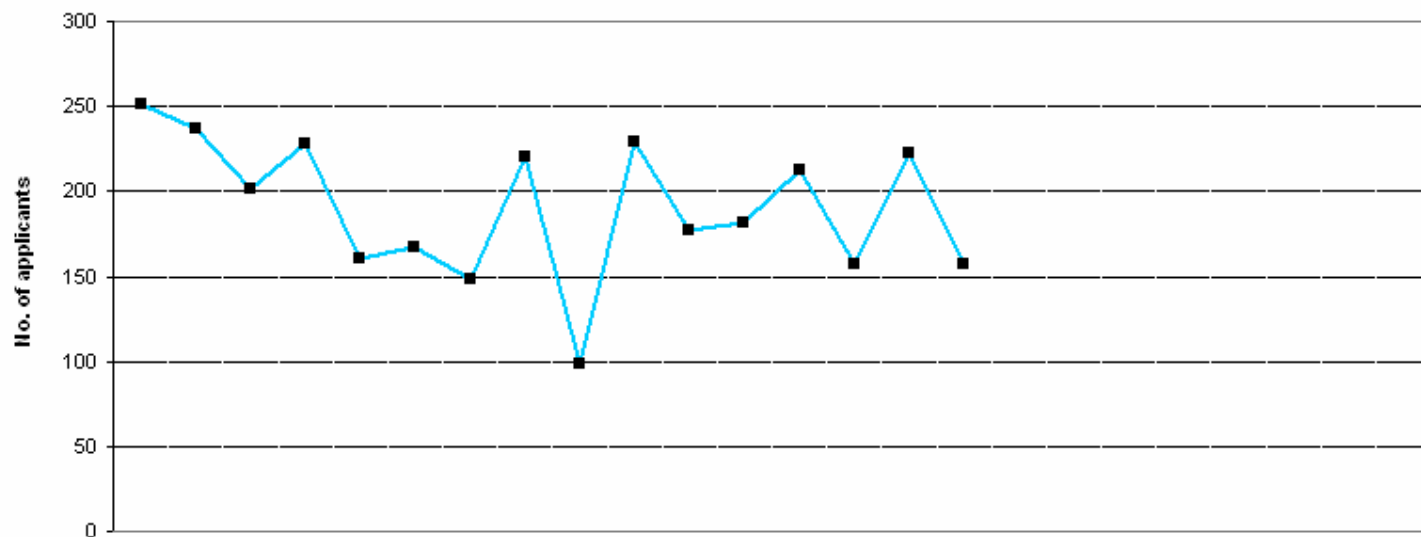
#### **a) Employees**

The department is operating within the budgeted headcount.



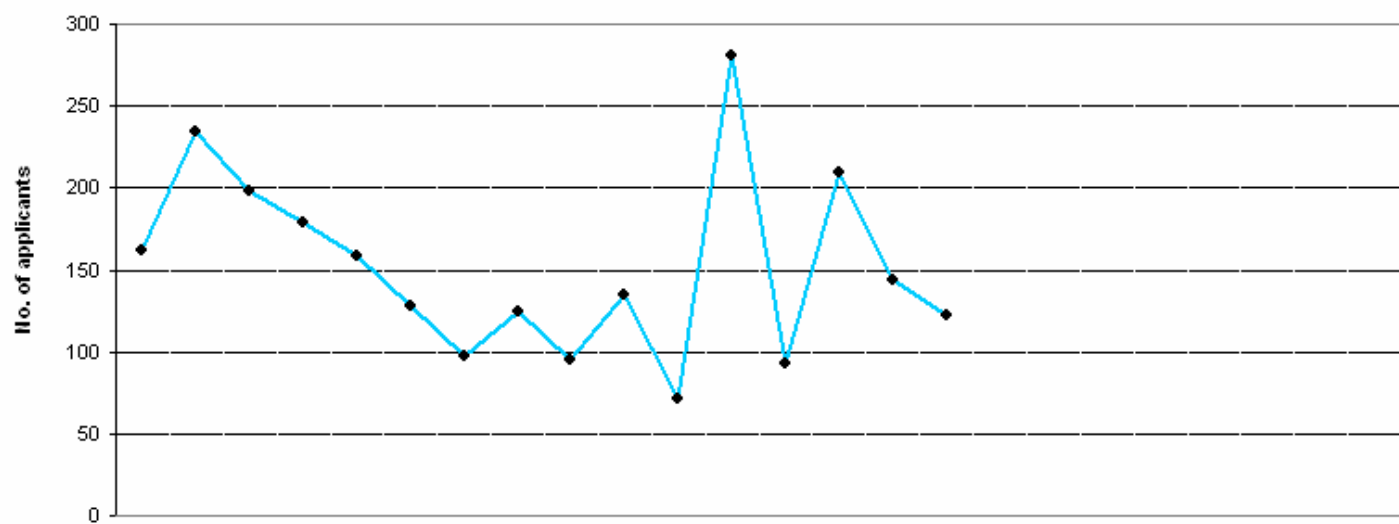


Health Professions Council      New International Applications Received April 2007 - March 2009      International Registration Department

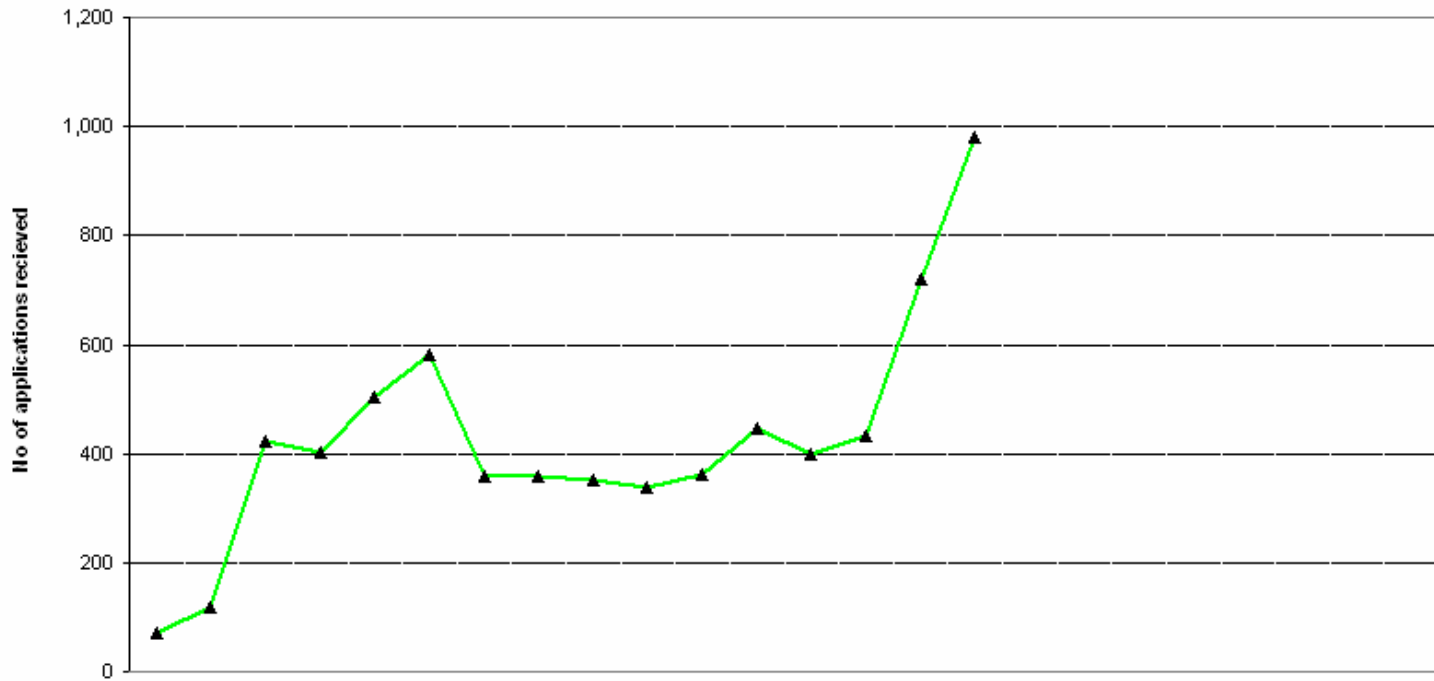


	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Arts Therapists</b>	1	1	0	3	0	2	1	1	2	0	2	1	4	0	0	3									14	15	14	7
<b>Bio. Scientists</b>	35	38	31	32	30	23	19	27	11	29	20	28	22	19	34	28									756	496	323	103
<b>CI Scientists</b>	5	5	2	4	4	5	3	6	8	5	6	6	7	6	5	7									65	62	59	25
<b>Chirops/Pods</b>	3	4	4	4	2	2	3	8	1	5	3	2	2	4	3	4									40	51	41	13
<b>Dietitians</b>	11	14	9	12	7	7	7	12	5	14	12	9	10	6	18	9									192	149	119	43
<b>OTs</b>	31	33	33	30	17	30	28	34	18	28	17	31	29	25	28	12									774	464	330	94
<b>ODPs</b>	3	0	1	0	1	0	0	0	1	0	0	0	0	2	0	1									29	25	6	3
<b>Orthoptists</b>	0	1	1	0	0	0	0	2	1	0	0	0	2	0	0	0									5	7	5	2
<b>Paramedics</b>	7	2	1	0	4	1	0	3	0	2	2	1	3	0	4	1									17	39	23	8
<b>Physiotherapists</b>	87	78	61	75	54	63	54	70	38	78	65	68	85	52	73	62									1,665	1,131	791	272
<b>Prosth/Orthotists</b>	0	0	0	1	1	3	0	0	0	1	0	0	1	1	0	0									10	9	6	2
<b>Radiographers</b>	51	49	40	57	34	21	29	45	5	46	38	29	34	32	49	21									810	903	444	136
<b>SLTs</b>	17	12	18	10	7	10	4	12	9	21	12	7	14	10	8	9									249	153	139	41
<b>TOTAL</b>	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157									4,626	3,504	2,300	749

Health Professions Council      International Registrations April 2007 - March 2009      International Registration Department



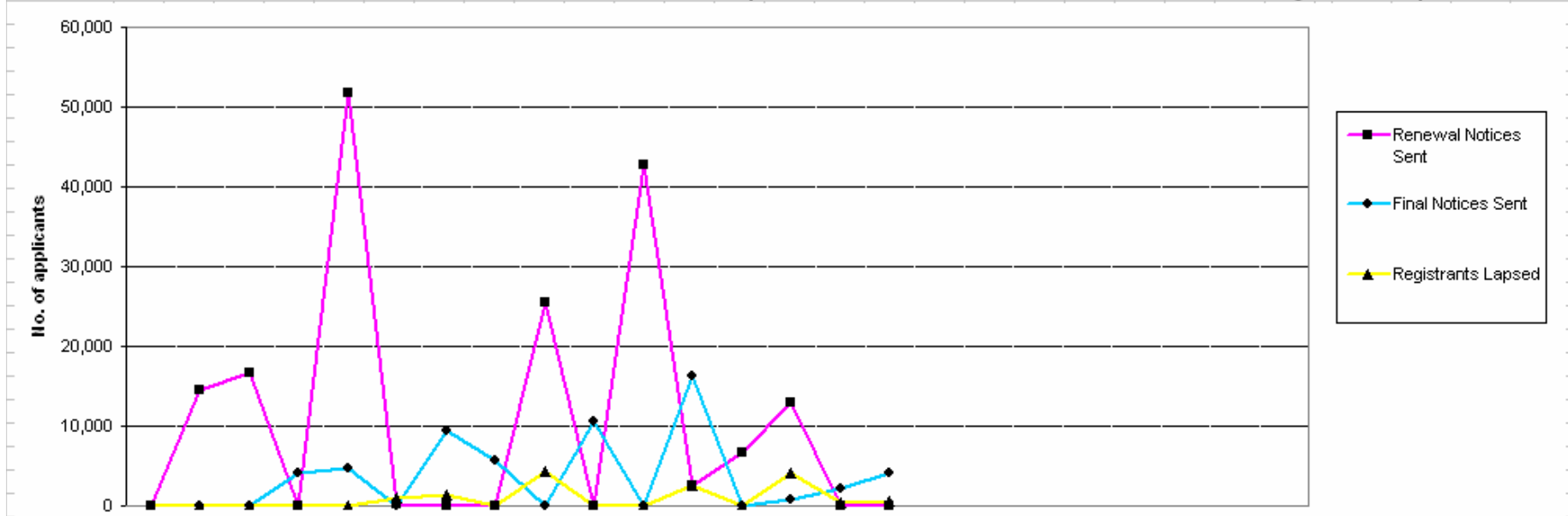
	2007			2008												2009			2005/6	2006/7	2007/8	2008/9								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
<b>Arts Therapists</b>	2	0	2	0	0	0	1	0	1	2	0	0	0	0	2	0										3	6	8	2	
<b>Bio. Scientists</b>	22	22	35	23	19	13	13	3	24	13	16	28	19	16	15	17											417	439	231	67
<b>CI Scientists</b>	2	4	2	2	3	0	0	4	1	3	1	8	1	0	3	4											26	35	30	8
<b>Chirops/ Pods</b>	7	3	2	3	8	2	2	2	1	5	1	3	1	4	2	1											25	37	39	8
<b>Dietitians</b>	6	3	7	15	7	8	7	6	4	10	5	16	2	1	2	17											93	138	94	22
<b>OTs</b>	29	32	23	31	23	15	7	48	16	28	9	41	23	28	17	24											615	509	302	92
<b>ODPs</b>	0	0	1	0	1	1	0	1	0	1	0	0	0	1	0	0											6	7	5	1
<b>Orthoptists</b>	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1	0											3	3	4	1
<b>Paramedics</b>	3	0	2	2	0	1	1	0	3	0	0	2	0	0	2	1											6	16	14	3
<b>Physiotherapists</b>	26	110	62	56	42	42	35	27	28	47	25	67	8	134	61	31											1,193	985	567	234
<b>Prosth/Orthotists</b>	2	0	0	0	1	0	0	2	1	0	0	0	0	0	0	1											6	4	6	1
<b>Radiographers</b>	56	48	45	32	48	39	15	26	10	11	6	92	31	15	33	22											496	820	428	101
<b>SLTs</b>	7	12	16	15	6	4	16	5	6	15	8	24	8	10	6	4											218	173	134	28
<b>TOTAL</b>	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122											3,107	3,172	1,862	568



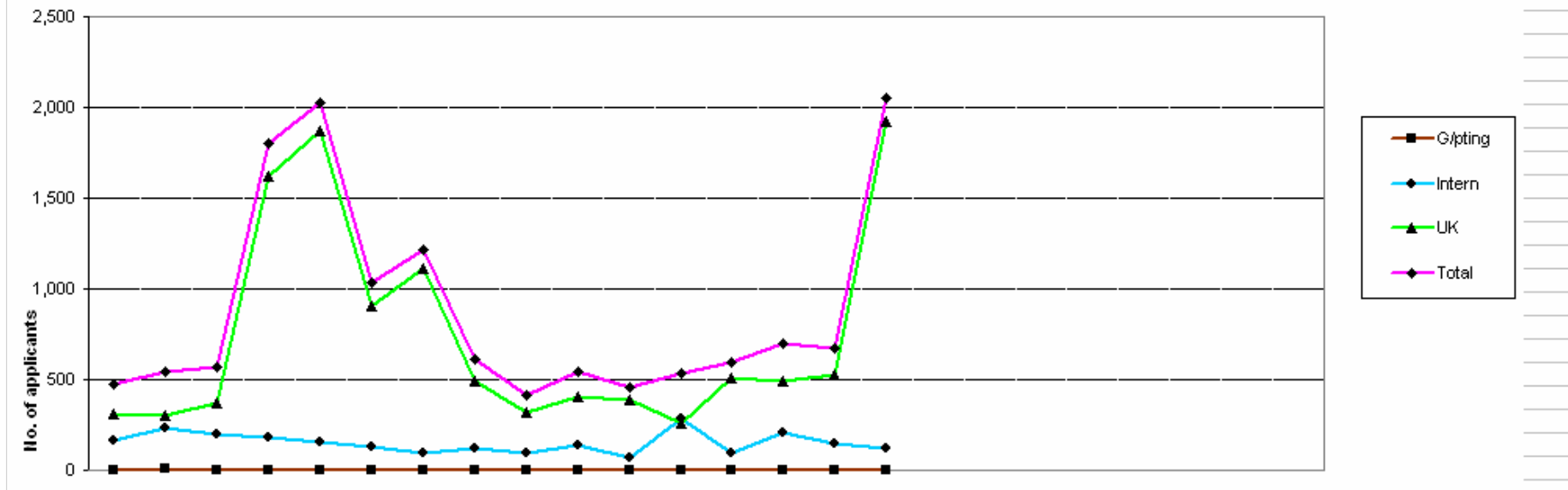
	2007			2008									2009			2005/6	2006/7	2007/8	2008/9									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Minimum Info</b>	49	77	306	337	430	369	332	333	331	309	333	421	379	401	666	938									477	279	302	596
<b>Awaiting Pass List</b>	22	39	105	39	64	205	26	21	19	27	26	19	18	29	52	40									33	84	51	35
<b>Pending Reg. Fee</b>	1	1	13	25	8	8	2	3	2	2	3	5	3	2	2	2									2	28	6	2
<b>TOTAL</b>	72	117	424	401	502	582	360	357	352	338	362	445	400	432	720	980									512	391	359	633
																	<b>AVERAGE</b>											



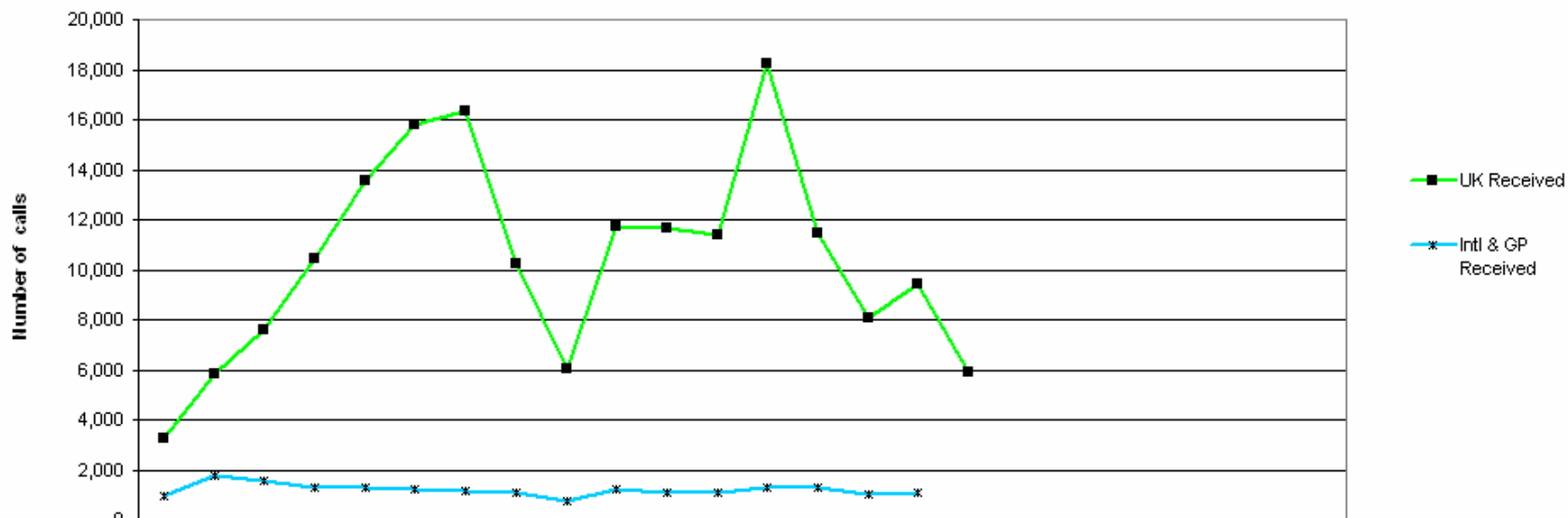




	2007			2008												2009			2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>Renewal Notices Sent</b>	0	14,510	16,704	0	51,782	242	0	0	25,556	0	42,696	2,492	6,718	12,956	0	0										142,363	27,711	153,982	19,674
<b>Final Notices Sent</b>	0	0	0	4,101	4,622	0	9,339	5,605	0	10,592	0	16,272	0	860	2,070	4,157										36,261	25,909	50,531	7,087
<b>TOTAL</b>	0	14,510	16,704	4,101	56,404	242	9,339	5,605	25,556	10,592	42,696	18,764	6,718	13,816	2,070	4,157										178,624	53,620	204,513	26,761
<b>Registrants Lapsed</b>	0	0	0	0	0	894	1,291	0	4,234	0	0	2,466	0	4,101	325	583										9,448	5,388	8,885	5,009

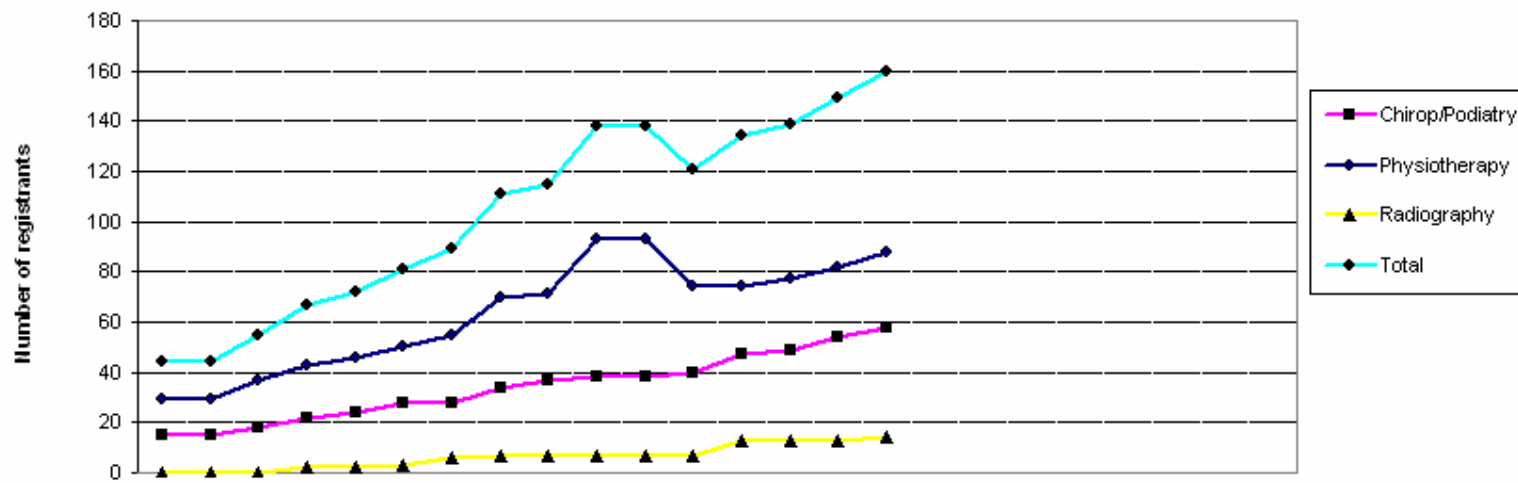


	2007												2008												2009			2005/6	2006/7	2007/8	2008/9	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>G/pting</b>	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0													2,295	283	9	0
<b>Intern</b>	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122													3,107	3,172	1,862	568
<b>UK</b>	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506	493	528	1,926													9,474	8,870	8,355	3,453
<b>Total</b>	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599	702	672	2,048													14,876	12,325	10,226	4,021



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	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
<b>Intl &amp; GP</b>																												
<b>Intl &amp; GP Received</b>	968	1,764	1,590	1,259	1,303	1,195	1,162	1,094	730	1,222	1,063	1,078	1,306	1,298	999	1,078									40,070	19,612	14,428	4,681
<b>Answered</b>	943	1,675	1,504	1,188	1,150	1,038	1,108	1,036	668	1,157	990	931	1,068	1,046	948	1,047									33,467	17,896	13,388	4,109
<b>Calls answered (%)</b>	97	95	95	94	89	87	95	95	92	95	93	86	82	81	95	97									84	92	93	89
<b>Adandoned</b>	25	89	86	71	153	157	54	58	62	65	73	147	238	252	51	31									6,627	1,716	1,040	572
<b>Avg answer time (sec)</b>	11	10	8	11	14	14	12	9	9	12	16	24	15	46	33	26									25	14	13	30
<b>Avg talk time (min)</b>	3.10	2.58	2.43	2.49	2.44	2.53	2.40	2.57	3.29	3.28	3.14	3.20	3.22	3.26	3.25	3.03									2.32	2.64	2.79	3.19
<b>UK</b>																												
<b>UK Received</b>	3,248	5,808	7,622	10,448	13,576	15,827	16,371	10,232	6,041	11,752	11,675	11,367	18,235	11,490	8,058	9,432	5,892								70,233	72,488	123,967	53,107
<b>Answered</b>	3,207	5,598	7,360	9,105	9,924	8,640	10,429	8,460	4,626	7,849	9,549	7,176	8,322	9,297	7,765	9,001	5,662								50,518	67,493	91,923	40,047
<b>Calls answered (%)</b>	99	96	97	87	73	55	64	83	77	67	82	63	46	81	96	95	96								70	93	79	83
<b>Adandoned</b>	41	210	262	1,343	3,652	7,187	5,942	1,772	1,415	3,893	2,126	4,191	9,913	2,193	293	431	230								10,719	6,335	32,034	13,060
<b>Avg answer time (sec)</b>	20	30	21	29	103	161	267	74	75	71	95	272	520	179	52	70	57								64	45	102	176
<b>Avg talk time (min)</b>	2.02	2.08	2.27	2.19	2.35	3.00	3.06	2.43	3.12	3.05	3.00	3.19	3.28	3.16	2.47	2.34	2.52								1.78	2.16	2.65	2.75

**Health Professions Council      Number of registrants with supplementary prescribing rights 2007-9**



	2007			2008												2009			2006/7	2007/8	2008/9							
	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	
<b>Chiropr/Podiatry</b>	15	15	18	22	24	28	28	34	37	38	38	40	47	49	54	58										15	40	61
<b>Physiotherapy</b>	29	29	37	43	46	50	55	70	71	93	93	74	74	77	82	88										28		94
<b>Radiography</b>	0	0	0	2	2	3	6	7	7	7	7	7	13	13	13	14										0	7	16
<b>Total</b>	44	44	55	67	72	81	89	111	115	138	138	121	134	139	149	160										43	47	171

## HPC Major Projects September FY 2008/9 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul style="list-style-type: none"> <li>Due to legislative delays the anticipated go-live date for the Practitioner Psychologists is now 1<sup>st</sup> July 09 with a project completion date of 3<sup>rd</sup> September 09</li> </ul>
MP4	On-boarding of the Hearing Aid Council	<ul style="list-style-type: none"> <li>Due to lack of clarity as to when legislation for hearing aid dispensers will be enacted, this project is being reported as amber and declining</li> </ul>
MP27	Replacement of Finance System Phase 2	<ul style="list-style-type: none"> <li>Due to issues with the usability of both the SAGE and electronic purchase order system and lack of definition of process around the raising of purchase orders, this project has exceeded it's deadline.</li> <li>The cause of the issues and the actions needed to remedy them are currently being analysed and a revised remediation plan will be drawn up shortly.</li> </ul>
MP34	Online applications and renewals Phase 1	<ul style="list-style-type: none"> <li>Greater analysis of the project tasks by our third party suppliers has indicated that the initial indicative deadline of 29<sup>th</sup> March will not be met.</li> <li>A revised deadline is currently under discussion with our suppliers</li> <li>The infrastructure / network subject matter expert supplier has indicated that there may be a risk that our current network supplier will not be able to meet our requirements for this project.</li> </ul>

# HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	Y	Y	Y		30/04/09	
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	N	£15 (C) £156 (O)	14/12/08 10/02/09 10/07/09 03/09/09	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£15 (C) £19 (O)	01/04/09	
MP30	2c	Registration fee change 09	Realignment of registration fee charges	M Seale	S Leicester	Y	Y	NA	£2 (C) £14.5 (O)	15/06/09	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Complete subject to final invoice

**Key:**

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

\* All amounts in £000's

(C) = Capex

(O) = Opex

Date: 2007-05-31    Ver.: a    Dept/Cmte: OPT    Doc Type: ADD    Title: Project summary 2007-8 May

Status: Draft    Int. Aud.: Public  
DD: None    RD: None

# HPC Major Projects 2008/9 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y	£5 (C)	18/07/08	
MP32	2b	Equality and Diversity Phase 2	Implementation of changes to allow HPC to provide demographic statistics of registrants to the DH	G Ross Sampson	R Houghton	Y	Y	Y	£30 (C) £9.5 (O)	28/02/09	
MP33	3	FTP Net regulate statuses rationalisation	Operational and technology changes to optimise use of registrations system within FTP	M Seale	K Johnson	Y	Y	Y	£64 (C)	30/04/09	
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	Y	£300 (C) £22 (O)	20/03/09 30/06/09	

**Key:**

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

\* All amounts in £000's

(C) = Capex

(O) = Opex



## Business Improvement – Roy Dunn

### Human Resources

No changes.

### Quality Management System (QMS) review meetings

Below is a list of recent quality management system reviews:

- Information & Data security / Evaluation of potential new systems review
- Continuing Professional Development (Registrations) has been documented and audited.
- The Projects area has been audited.
- Secretariat has been audited.
- FTP has been audited.

### QMS process updates

The Education section of the QMS is undergoing a refresh as some old processes have been shut down and replaced by new processes.

The Secretariat section of the QMS has been refreshed.

Information & Data security work across HPC – is ongoing. The Poynter Review on the HMRC data loss has been analysed for lessons we may glean from the review process across government departments. The content is being discussed internally. Procurement processes are being updated, along with Purchase Order based processes.

The HPC response to CHRE's report on NMC has been evaluated as part of the ISO Risk based audit approach.

Thomas Berrie has completed training on Internal Audit to ISO:9001-2000. Tom will be assisting in audits going forward.

### Next BSI Audit

The next BSI audit is scheduled for 23rd October 2008. This external audit will review the following areas of the management system, Approvals & Monitoring; Purchasing & Supplier Evaluation; Secretariat; Project Management; Management system organisation & review.

### Business Continuity

Further visits to NDR/ICM have taken place to modify systems restoration processes. The Facilities and Information Services Managers have now also visited the site.

The Communications management plan is being enhanced to allow for multiple scenarios.

IT have produced an overview checklist for resumption of business.

A Chief Executive / Disaster Recovery Co-ordinator checklist has been produced for resumption of business. Blackberry devices are being rolled out to some employees allowing greater flexibility during Business Continuity issues.

## **Information & Data Management**

The Archiving tendering process has received 3 positive responses requiring further discussion with the suppliers, and two suppliers (including the incumbent) have ruled themselves out due to our data protection requirements, and desire not to adhere to our generic contract for suppliers.

A stakeholder group of Registrations, FTP, HR, Secretariat and Finance have been invited to examine the responses as part of the decision making process.

## Education – Approvals and monitoring

### Approval process

The department has completed the last visits of the 2007-08 academic year in July. There have been no visits in August. The 2007-08 academic year saw a total of 38 visits, considering 78 programmes. Of these 78 programmes, 56 programmes (72%) have now completed the approval process. There are 22 programmes (28%) still in the process of meeting their conditions. Where programmes are due to start in late September/October, the department will be working with our partners, to ensure that these programme approvals are considered at the September meeting of the Education and Training Panel.

The department has scheduled 23 visits (covering 36 programmes) in the next academic year. 74% of these visits are within the first six months of the 2008-09 academic year. The schedule until March 2009 is now closed, as we require a six month notice period. There are currently just 6 visits between March – July 2009, but this is likely to increase as all visit requests will have to be accommodated in this time period from now on. A second reminder to education providers will take place in October 2008.

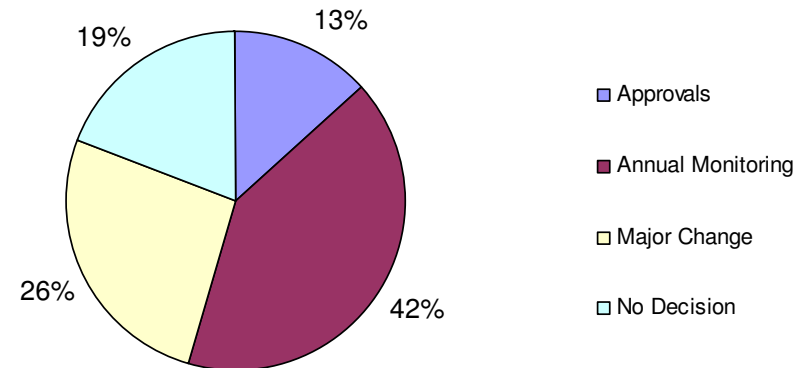
### Annual monitoring process

The department has nearly completed the annual monitoring work in the 2007-08 academic year; there is just one audit submission outstanding. 118 audit submissions have been considered and 139 declaration forms received.

### Major change process

Since March 2008 (when the revised major change process became effective), 68 submissions have been received. In the revised process, there is a notification stage and so not all submissions continue through to the full major change process. Some are filtered out and directed to the approval or annual monitoring process, if more appropriate. The figures below detail the decisions since 1 March 2008.

<u>Process</u>	<u>Number</u>
Annual monitoring	28 (41%)
Approval	9 (13%)
Major change	18 (27%)
Pending	13 (19%)
Total	68



These figures continue to be encouraging as the process was revised to ensure that submissions were dealt with more effectively. Over half of submissions (54%) have avoided using the full major change process since March 2008; which under the former process would have had to be considered resulting in an extra cost and an extra burden on the education provider.

Out of these 18 submissions in the full major change process, 10 (56%) have been concluded.

### **Partners**

The department has successfully trained new occupational therapist (clinicians), paramedic, prosthetist, radiographer and dietitian visitors in August 2008. The department now has 141 trained visitors, which is sufficient for the estimated workload in the forthcoming academic year.

A programme of refresher training for all existing visitors begun in early September. It is hoped that approximately 60 visitors will attend refresher training sessions during this financial year. The remaining visitors will undergo refresher training in the 2009-10 financial year. Verbal feedback to date has been positive about the refresher training sessions.

### **Publications**

The department has begun work on three publications. The 'Approval process – supplementary information for education

providers' and 'Annual monitoring process – supplementary information for education providers' publications are having their content updated and their design brought in line with the new house style and visual identity. The department is planning to have the final publications ready in mid autumn 2008, for mailing out to education providers for the 2008-09 academic year. Initial work has also begun on the third annual report, which will cover the 2007-08 academic year. The final publication should be available in early 2009.

### **Education provider presentations**

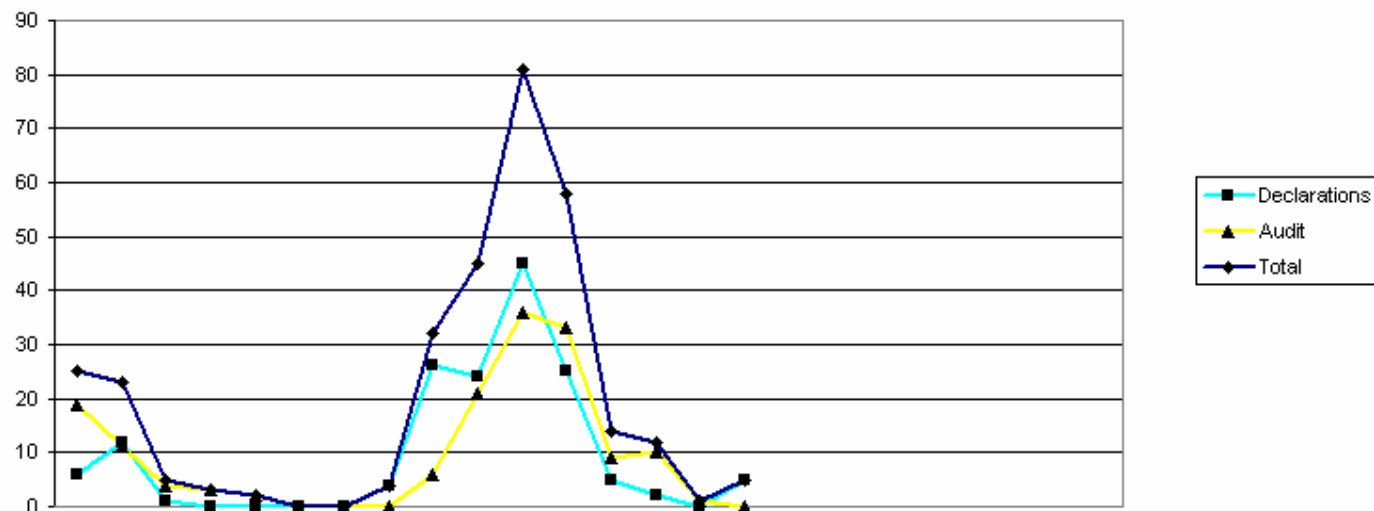
The department has begun work on the series of annual presentations to education providers. Six presentations are planned across the UK between October – December 2008. These presentations will update education providers on developments at HPC and in the Education Department specifically. Unlike previous years, these presentations will also include workshop sessions to allow education providers to discuss and feedback on our standards and processes.

### **Employees**

Katherine Lock (Education Officer) left the HPC on 10 September 2008, after two years within the department. The advertisement for a replacement Education Officer will hopefully go out in October 2008.



Health Professions Council      Programme Monitoring April 2007 - March 2009      Approvals & Monitoring Department

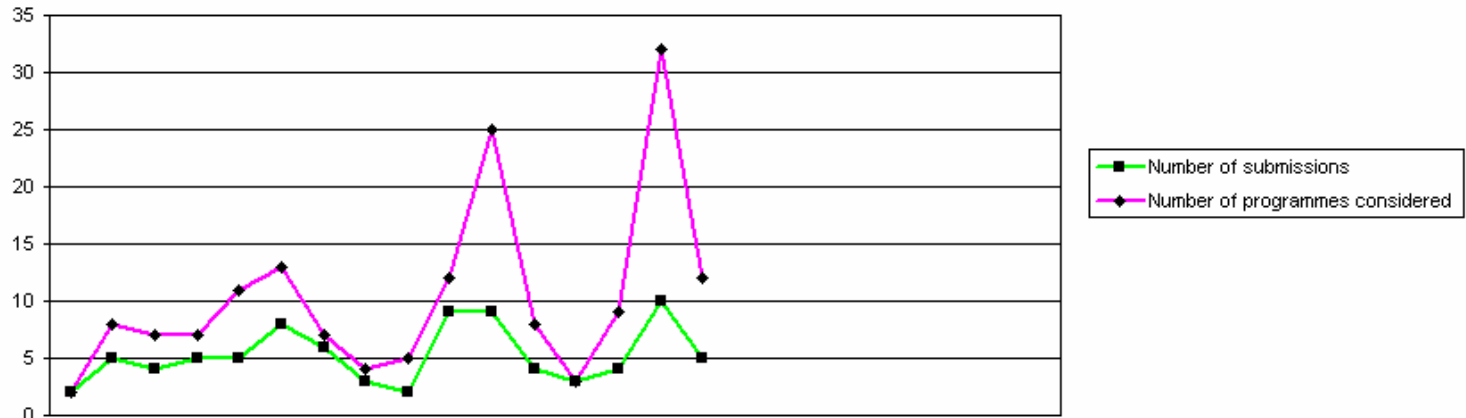


	2007			2008									2009			2005/6	2006/7	2007/8	2008/9										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>Annual monitoring submissions</b>																													
<b>Declarations</b>	6	12	1	0	0	0	0	4	26	24	45	25	5	2	0	5										113	94	143	12
<b>Audit</b>	19	11	4	3	2	0	0	0	6	21	36	33	9	10	1	0										51	184	135	20
<b>Total</b>	25	23	5	3	2	0	0	4	32	45	81	58	14	12	1	5										164	278	278	32

Health Professions Council

Major change submissions April 2007 - March 2009

Approvals & Monitoring Department



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	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
<b>Major change submissions</b>																												
<b>Number of submissions</b>	2	5	4	5	5	8	6	3	2	9	9	4	3	4	10	5									16	51	62	22
<b>Number of programmes considered</b>	2	8	7	7	11	13	7	4	5	12	25	8	3	9	32	12									25	97	109	56