

Operations Report to Finance & Resources Committee, 16th March 2009

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Registrations – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 December 2008 to 31 January 2009.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 December 2008 to 31 January 2009 the team received a total of 8,765 telephone calls which is 350 less than the same period two years ago and 99% of these calls were answered.

ii) International Telephone Calls - During the period from 1 December 2008 to 31 January 2009 the team received a total of 1,764 telephone calls which is 661 less than the same period two years ago and 89% of these calls were answered.

b) Application Processing

i) UK Applications - A total of 898 new applications were received during this period and 837 individuals were registered which is 111 more than the same period last year. Applications took between one to two working days to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took between one to two working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 373 new international applications were received in this period and 259 individuals were registered which is 29 more than the same period last year. 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 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 one days of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit

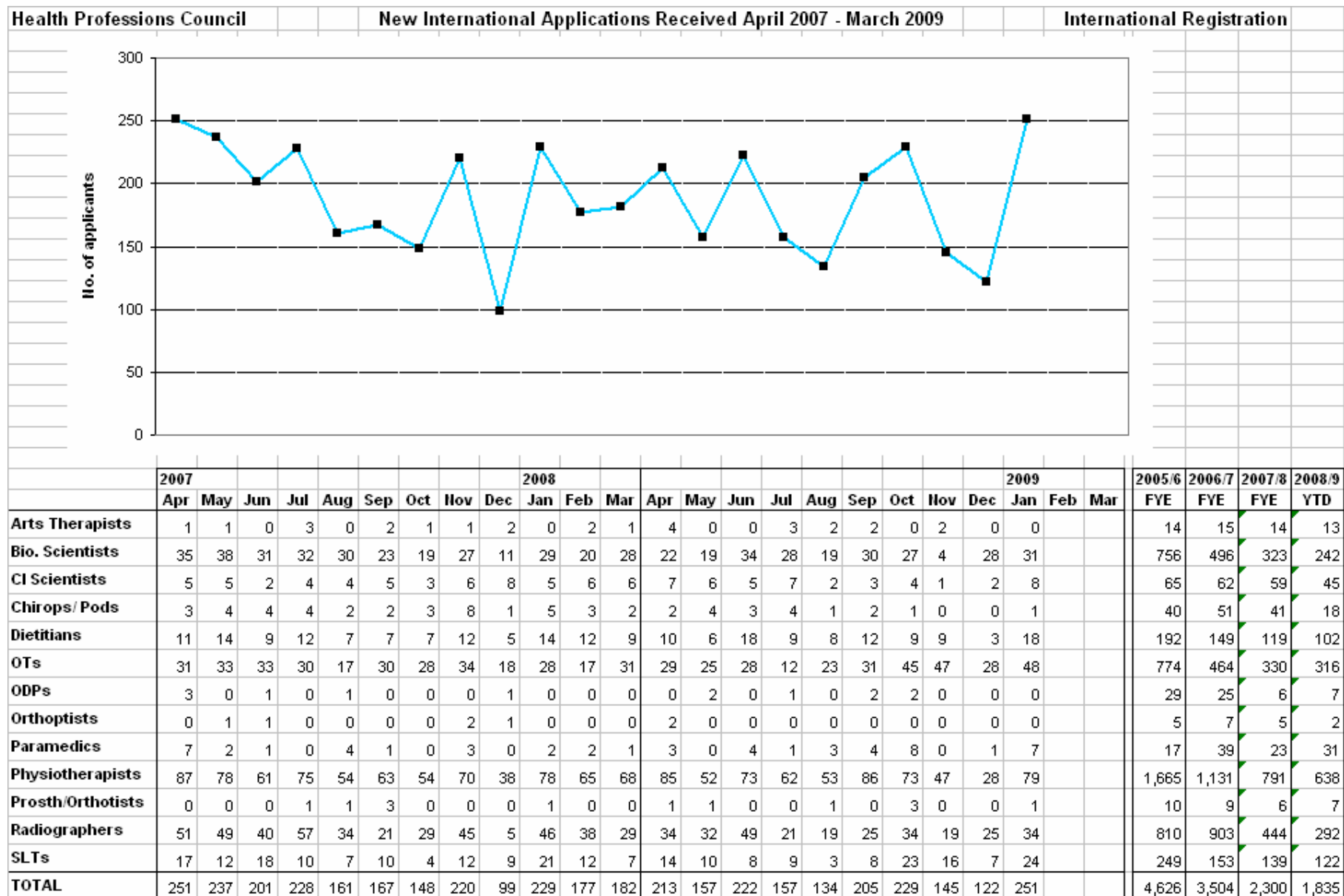
We requested CPD profiles from 5 per cent of operating department practitioners, at the beginning of September 2008.

2) Resource

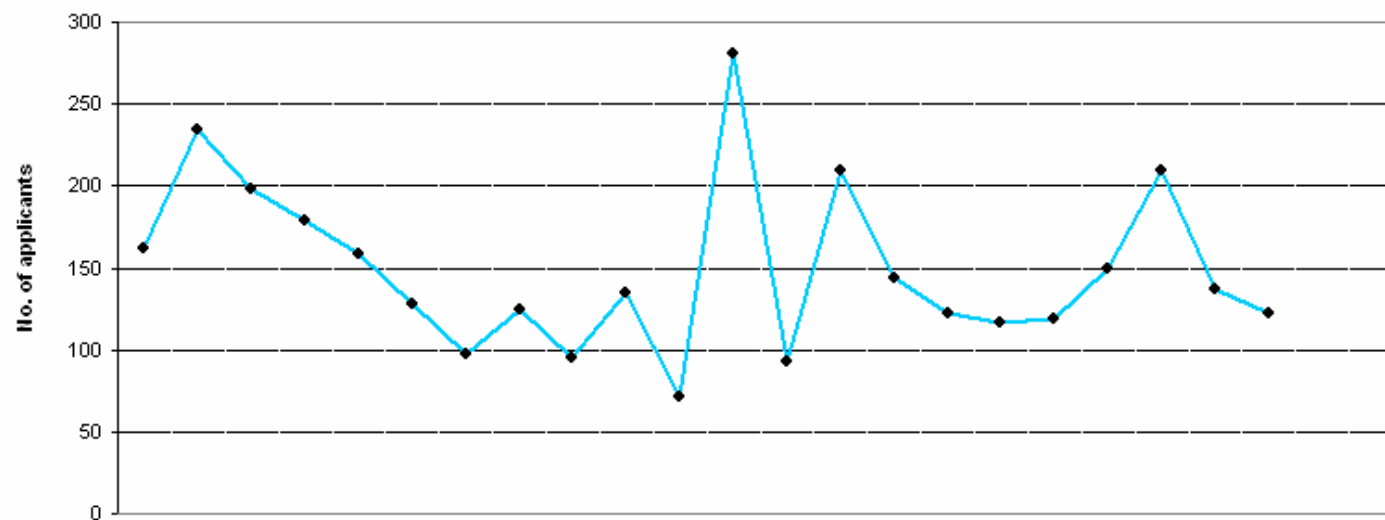
a) Employees

The department is operating within the budgeted headcount. on the 27 January 2009 the department, in conjunction with the Business Improvement Team, undertook a planned disaster

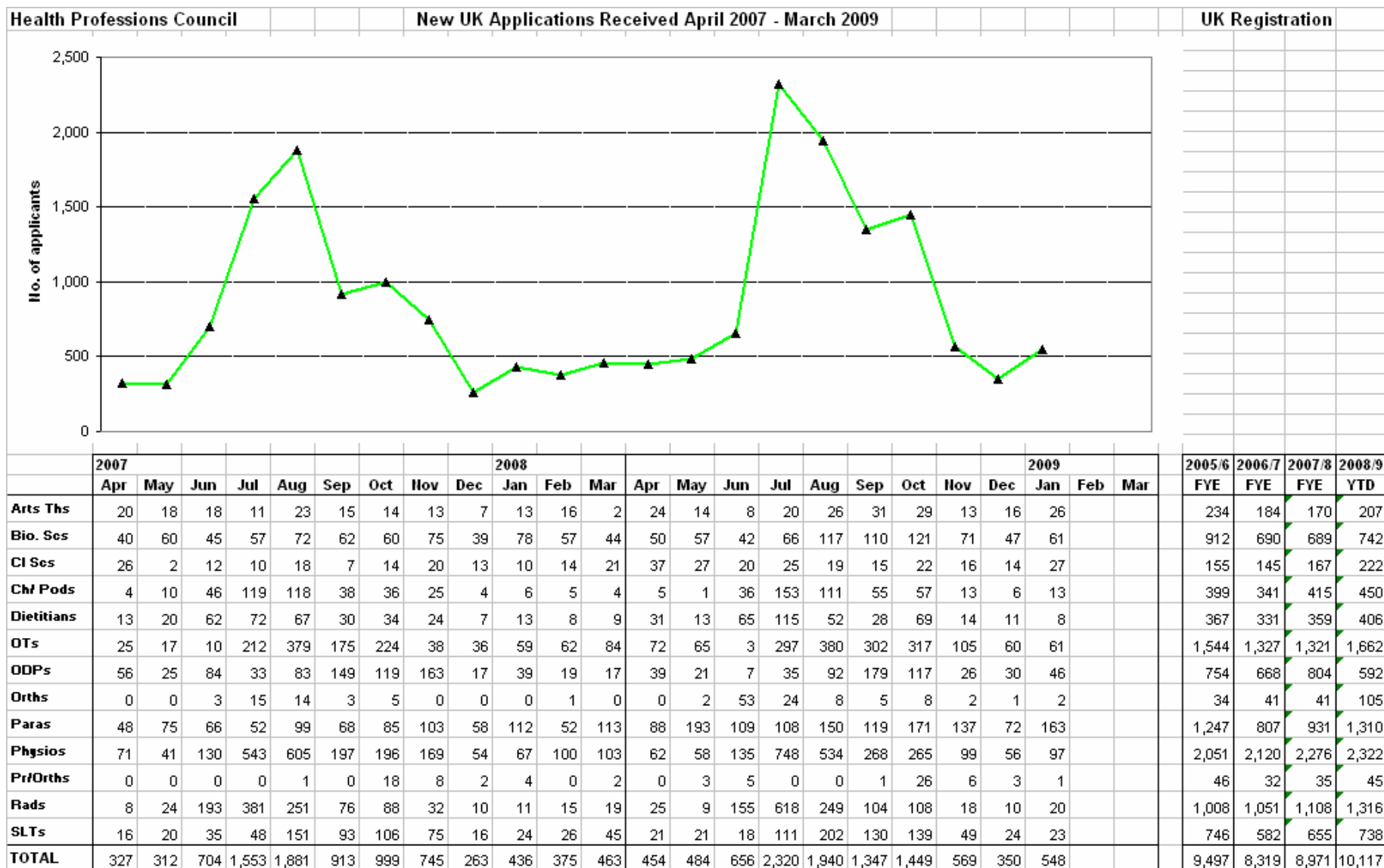
recovery exercise which resulted in some members of the Registration Department testing the services provided at the disaster recovery site to ensure that in the event of a genuine disaster service would still be delivered.



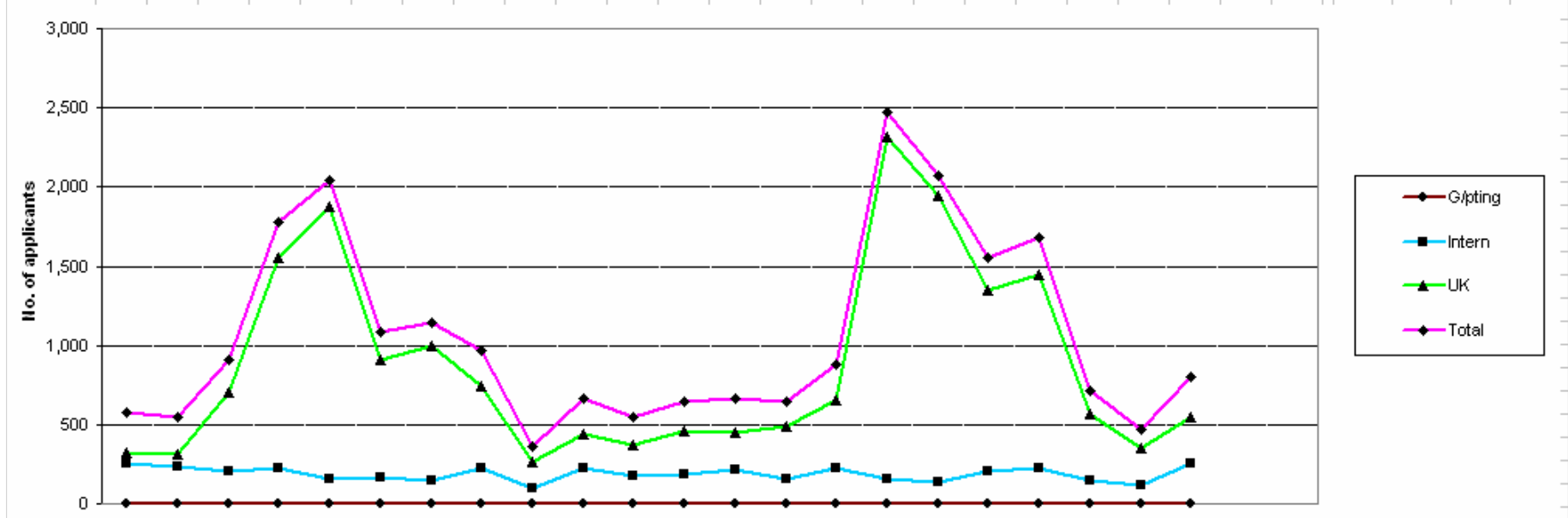
Health Professions Council International Registrations April 2007 - March 2009 International Registration Department



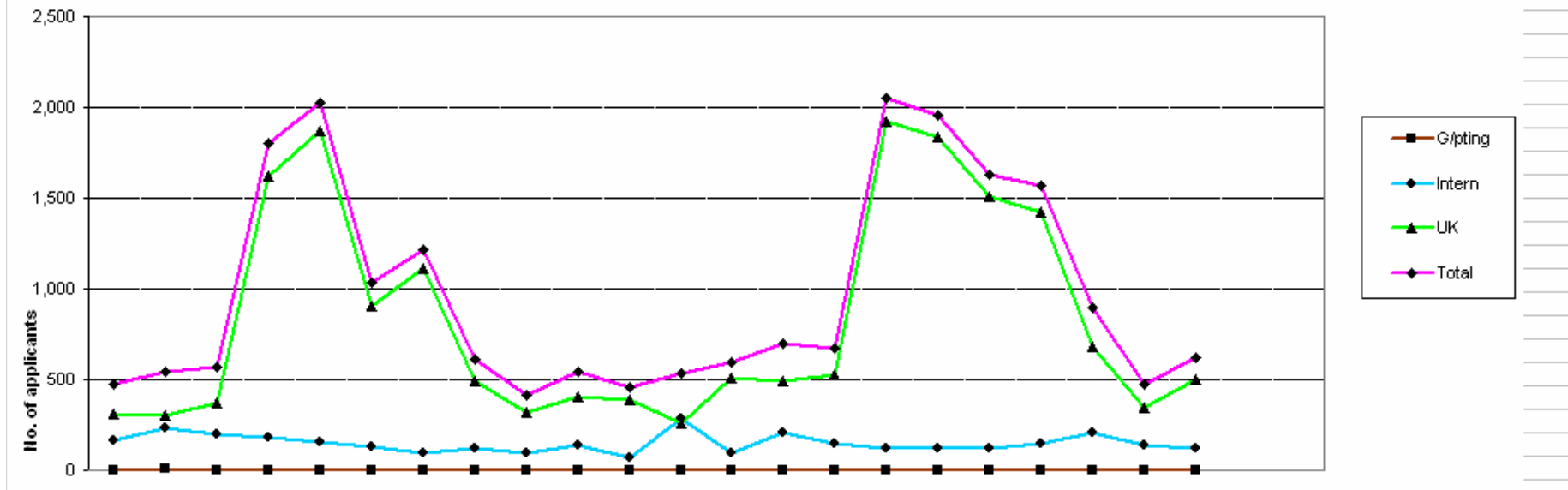
	2007			2008									2009			2005/6	2006/7	2007/8	2008/9									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts therapists	2	0	2	0	0	0	1	0	1	2	0	0	0	0	2	0	0	1	2	0	0	0			3	6	8	5
Bio. scientists	22	22	35	23	19	13	13	3	24	13	16	28	19	16	15	17	21	22	16	22	16	28			417	439	231	192
CI scientists	2	4	2	2	3	0	0	4	1	3	1	8	1	0	3	4	5	1	4	3	1	2			26	35	30	24
Chirops/ pods	7	3	2	3	8	2	2	2	1	5	1	3	1	4	2	1	6	1	4	2	2	0			25	37	39	23
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2	1	2	17	7	9	16	7	3	3			93	138	94	67
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23	28	17	24	19	8	8	41	24	28			615	509	302	220
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0			6	7	5	2
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0			3	3	4	2
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0	0	2	1	1	1	0	5	5	1			6	16	14	16
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8	134	61	31	32	45	51	74	51	28			1,193	985	567	515
Prosth/orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0	0	0	1	0	0	0	1	0	0			6	4	6	2
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31	15	33	22	19	26	33	42	29	25			496	820	428	275
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8	10	6	4	7	5	15	11	6	7			218	173	134	79
TOTAL	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119	150	209	137	122			3,107	3,172	1,862	1,422



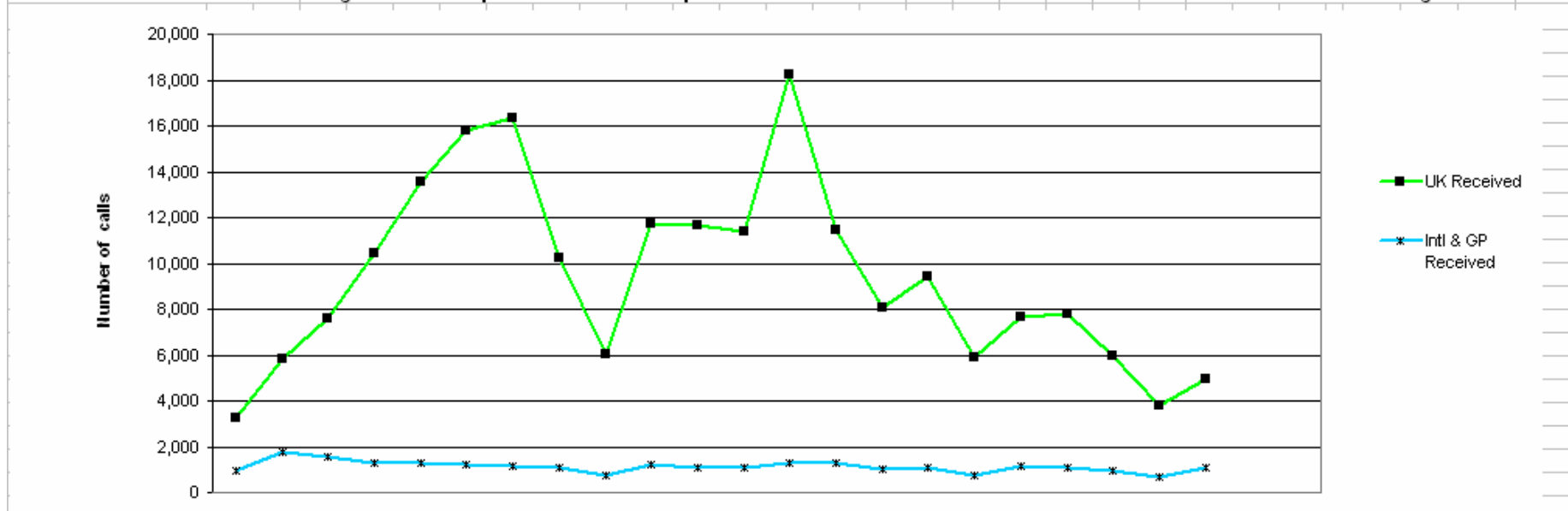
Health Professions Council Application Types Received April 2007 - March 2009 International & UK Registration



	2007			2008									2009			2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun					Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157	134	205	229	145	122	251								
UK	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454	484	656	2,320	1,940	1,347	1,449	569	350	548								
Total	578	549	905	1,781	2,042	1,080	1,147	965	362	665	552	645	667	641	878	2,477	2,074	1,552	1,678	714	472	799								



	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
G/pting	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,295	283	9	0
Intern	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119	150	209	137	122			3,107	3,172	1,862	1,422
UK	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506	493	528	1,926	1,837	1,507	1,422	685	341	496			9,474	8,870	8,355	9,741
Total	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599	702	672	2,048	1,954	1,626	1,572	894	478	618			14,876	12,325	10,226	11,163



	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
Intl & GP																												
Intl & GP Received	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	762	1,180	1,117	971	706	1,058			40,070	19,612	14,428	10,475
Answered	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	725	1,018	1,010	884	599	979			33,467	17,896	13,388	9,324
Calls answered (%)	97	95	95	94	89	87	95	95	92	95	93	86	82	81	95	97	95	86	90	91	85	93			84	92	93	89
Adandoned	25	89	86	71	153	157	54	58	62	65	73	147	238	252	51	31	37	162	107	87	107	79			6,627	1,716	1,040	1,151
Avg answer time (sec)	11	10	8	11	14	14	12	9	9	12	16	24	15	46	33	26	28	47	54	53	36	40			25	14	13	38
Avg talk time (min)	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	3.10	3.21	3.39	3.20	3.27	3.37			2.32	2.64	2.79	3.23
UK																												
UK Received	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	7,680	7,788	5,938	3,806	4,959			70,233	72,488	123,967	83,278
Answered	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	7,517	7,596	5,796	3,780	4,902			50,518	67,493	91,923	69,638
Calls answered (%)	99	96	97	87	73	55	64	83	77	67	82	63	46	81	96	95	96	98	98	98	99	99			70	93	79	91
Adandoned	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	163	192	142	26	57			10,719	6,335	32,034	13,640
Avg answer time (sec)	20	30	21	29	103	161	267	74	75	71	95	272	520	179	52	70	57	18	28	25	17	21			64	45	102	99
Avg talk time (min)	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	2.42	2.40	2.40	2.50	2.39			1.78	2.16	2.65	2.61

HPC Major Projects January FY 2008/9 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul style="list-style-type: none">Project is back to being reported as green as the legislation was laid in Parliament 5th March 09.
MP34	Online applications and renewals Phase 1	<ul style="list-style-type: none">Please see separate update paper

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	Y	£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 01/04/10 29/05/10	
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

HPC Major Projects 2008/9 Scorecard

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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	Complete subject to lessons learned report
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 01/11/09	

Facilities Management – Steve Hall

Staffing

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

22-26 Stannary Street Building Project

The final invoice value for Phase 1 works is still being negotiated on HPC's behalf by Davis Langdon, Cost Consultants and

Quantity Surveyors for the project. Both Planning and Building Control assent has been obtained for Phase 2 and this is project is currently being tendered. Tenders are due back with our consultants on 9 March, 2009. Subject to due diligence and interviews with the contractors, it is anticipated that the contract will be let by 23 March with start date within the first 2 weeks of April.

Business Improvement – Roy Dunn

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2) Resource

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