Operations Report to Finance & Resources Committee, 29th April 2010

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Registration – Richard Houghton

Summary
This paper provides an update from the Registration Department for the period 1 March to 31 March 2010.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 March to 31 March 2010 the team answered a total of 10,797 telephone calls which is 3,621 more than the same period two years ago and represents a 50.5% increase in the number of calls the department handled.

ii) International Telephone Calls - During the period from 1 March to 31 March 2010 the team answered a total of 1,883 telephone calls which is 734 more than the same period last year and represents a 63.9% increase in the number of calls the department handled.

b) Application Processing

i) UK Applications - A total of 779 new applications were received during this period and 694 individuals were registered, which is 141 more than the same period last year. Applications took on average ten working days to process which meets our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average nine working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 233 new international applications were received in this period and 129 individuals were registered which is 70 less than the same period last year. Applications were on average being processed within twelve weeks of receipt which meets our service standard of processing applications within three months of receipt of all documents.

iii) Grandparenting Applications – One new grandparenting application was received in this period and 15 individuals were registered.

c) Emails

i) UK Emails - The team received approximately 100 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 20 emails per day and managed to respond to these on average within two 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 2.5 per cent of arts therapists during this period and assessment days continued to be held.

e) Registration Renewals

At the start of February 2010, 44,714 renewal forms were sent to physiotherapists. As at 14 April 2010 36,732 renewal forms had been returned to and processed by the registration department.

At the start of March 2010, 2,780 renewal forms were sent to arts therapists. As at 14 April 2010 1,459 renewal forms had been returned to and processed by the registration department.

At the start of April 2010 7,153 dietitians were invited to renew their registration and registrants have until 30 June 2010 to renew their registration.

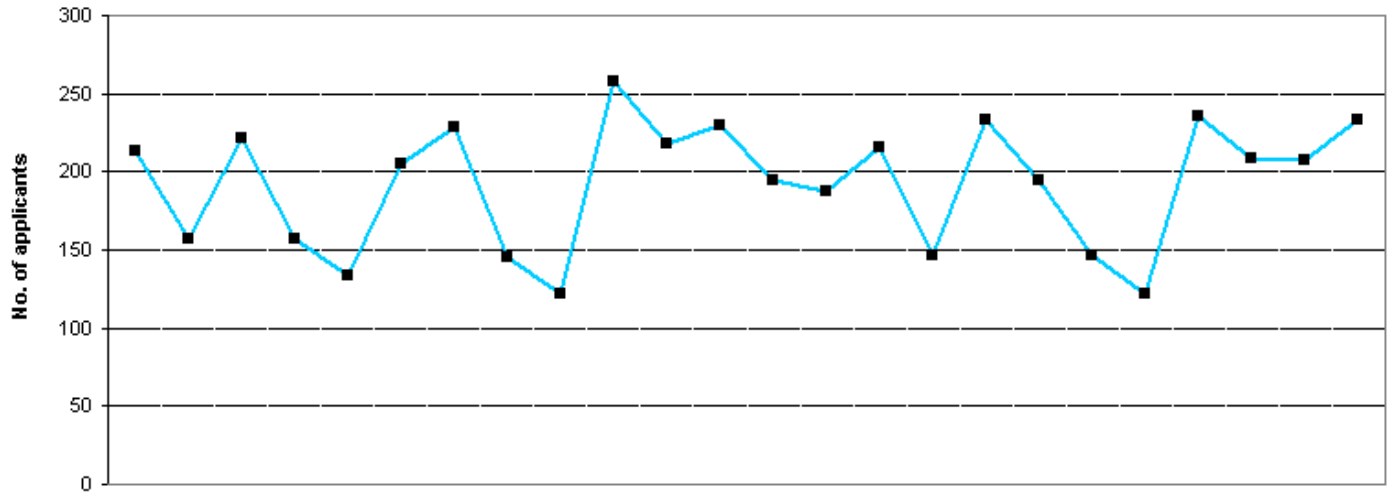
As part of the roll out of the online renewals service all arts therapists and dietitians together with 11,253 physiotherapists receiving a final renewal notice at the beginning of April have been invited to renew their registration online.

2) Resource

a) Employees

The department is operating within the budgeted headcount.

Health Professions Council | **New International Applications Received April 2008 - March 2010** | **Registration Department**

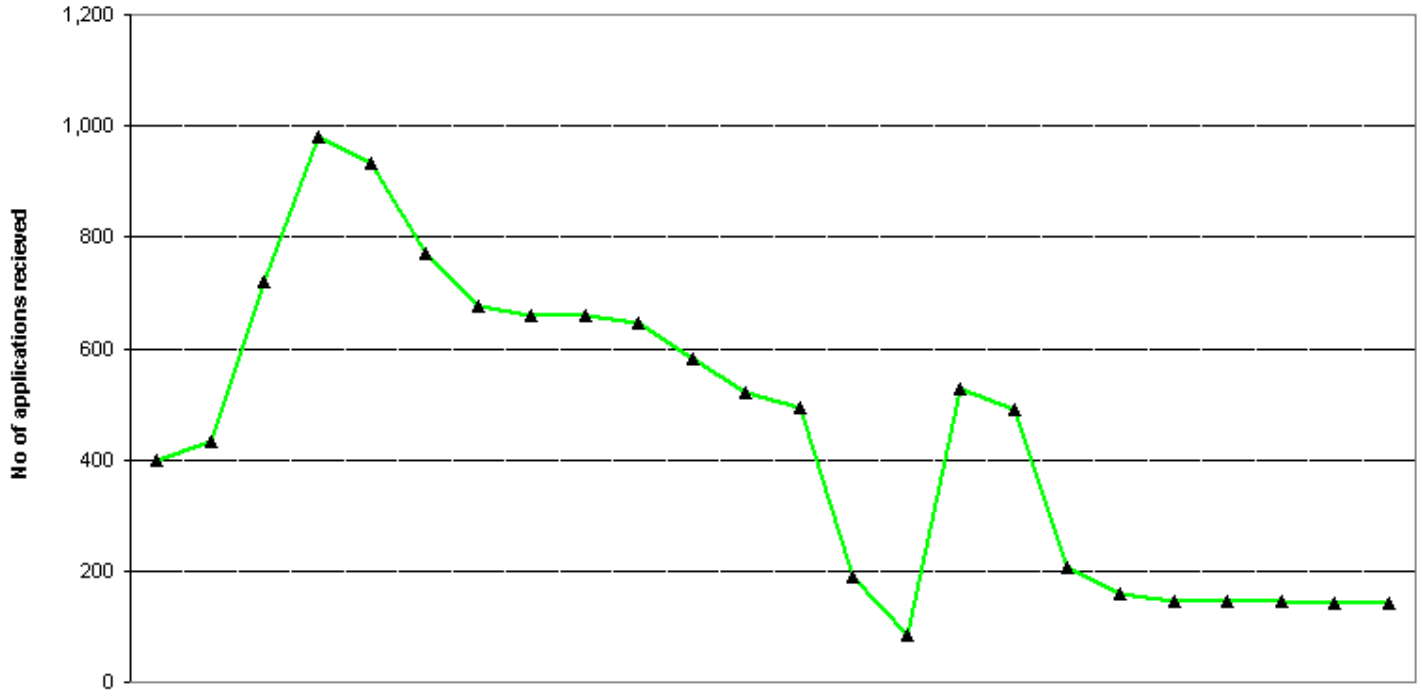


	2008									2009											2010			2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts Therapists	4	0	0	3	2	2	0	2	0	0	2	1	1	1	1	0	0	0	2	0	2	1	0	4	14	15	14	16	12
Bio. Scientists	22	19	34	28	19	30	27	4	28	35	32	29	27	22	28	19	25	35	22	9	29	18	25	31	756	496	323	307	290
Chirops/ Pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	4	4	3	5	0	1	4	7	1	3	40	51	41	23	34
CI Scientists	7	6	5	7	2	3	4	1	2	8	0	5	5	6	5	5	4	5	4	4	5	8	6	4	65	62	59	50	61
Dietitians	10	6	18	9	8	12	9	9	3	19	19	10	20	17	14	12	13	7	5	7	10	10	9	13	192	149	119	132	137
OTs	29	25	28	12	23	31	45	47	28	53	37	46	30	27	24	19	44	33	19	21	40	30	29	24	774	464	330	404	340
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	1	1	2	0	0	0	0	1	1	1	29	25	6	8	10
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	5	7	5	3	1
Paramedics	3	0	4	1	3	4	8	0	1	8	9	5	2	6	7	2	3	2	3	4	3	4	8	6	17	39	23	46	50
Physiotherapists	85	52	73	62	53	86	73	47	28	76	70	69	69	71	74	48	83	50	46	35	63	73	59	74	1,665	1,131	791	774	745
Pract Psychos																2	11	13	13	16	28	22	21	30					156
Prosth/Orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	0	0	0	0	0	0	0	1	0	10	9	6	9	3
Radiographers	34	32	49	21	19	25	34	19	25	33	25	48	25	25	37	29	26	26	23	20	28	23	26	24	810	903	444	364	312
SLTs	14	10	8	9	3	8	23	16	7	24	18	14	11	9	20	5	19	19	9	5	23	12	22	19	249	153	139	154	173
Total	213	157	222	157	134	205	229	145	122	258	218	230	194	187	216	146	233	195	146	122	235	209	208	233	4,626	3,504	2,300	2,290	2,324

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

*** Practitioner psychologists section of register opened 1st July 2009**

Health Professions Council | **Status of UK applications at end of each month April 2008 - March 2010** | **Registration Department**



	2008									2009			2010											2005/6	2006/7	2007/8	2008/9	09/10
	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
Minimum info	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475	487	202	156	145	145	144	141	139	477	279	302	632	227
At scrutiny	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50	2	1	1	1	1	1	1	1	33	84	51	31	11
Pending reg fee	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1	2	2	1	1	1	1	1	1	2	28	6	2	1
Total	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526	491	205	158	147	147	146	143	141	512	391	359	665	239
																									AVERAGE				

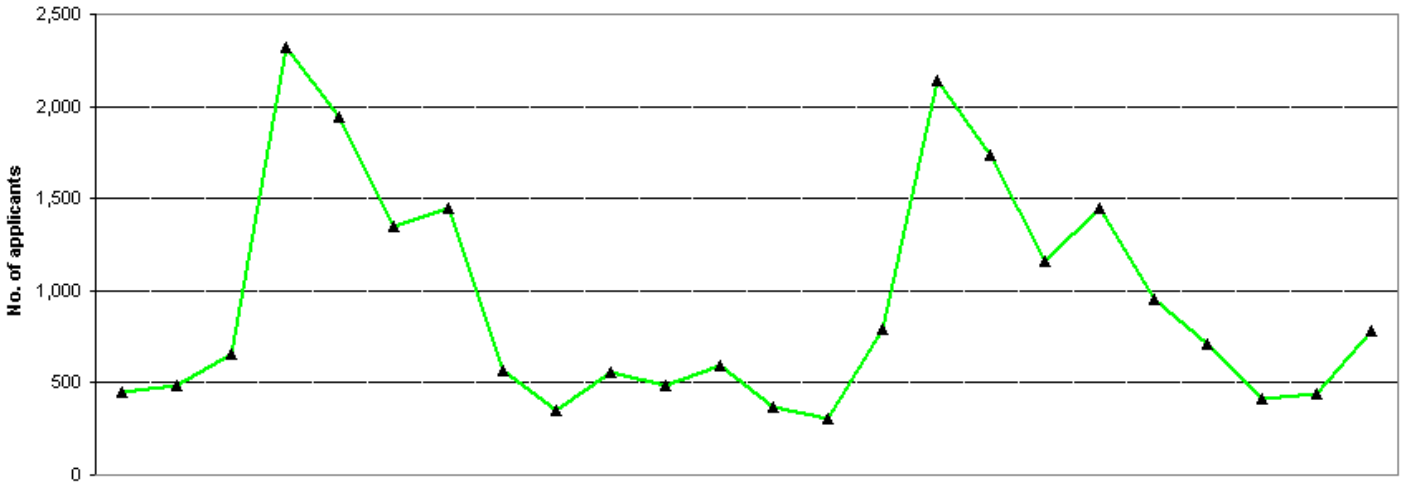
NOTE: Information covers UK applications only

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

Health Professions Council

New UK Applications Received April 2008 - March 2010

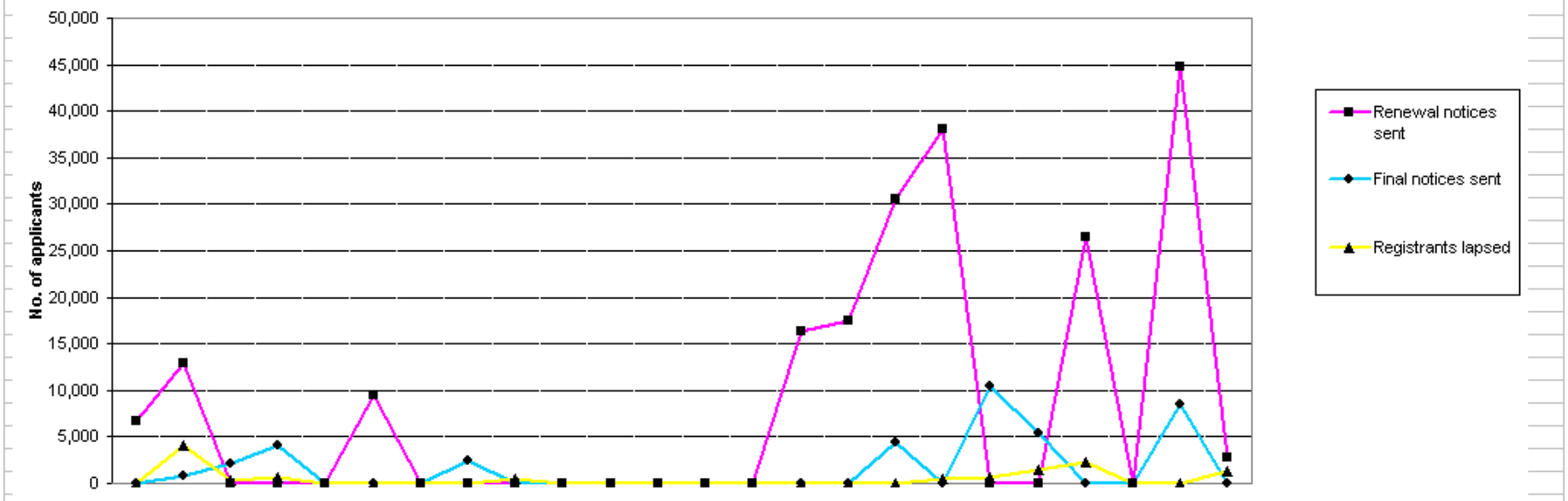
Registration Department



	2008									2009											2010			2005/6	2006/7	2007/8	2008/9	09/10
	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
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22	35	24	26	23	14	10	6	15	234	184	170	235	234
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93	106	85	94	88	78	56	46	51	912	690	689	836	831
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144	89	39	28	19	8	6	10	17	155	145	167	282	429
CI Scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12	18	13	16	16	19	19	18	39	399	341	415	469	218
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151	60	36	51	13	15	6	2	32	367	331	359	452	444
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318	356	243	231	145	73	46	54	111	1,544	1,327	1,321	1,873	1,763
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16	61	120	121	37	35	19	12	28	754	668	804	636	508
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12	11	6	9	4	3	0	0	0	34	41	41	106	46
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110	83	84	202	120	78	50	91	100	1,247	807	931	1,517	1,158
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670	469	200	204	80	76	57	64	127	2,051	2,120	2,276	2,531	2,221
Pract psychos*																15,564	68	92	250	317	256	98	111	160					16,916
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1	3	1	12	8	3	4	1	1	46	32	35	51	37
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480	217	98	100	24	17	8	7	51	1,008	1,051	1,108	1,377	1,251
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111	162	122	100	62	38	31	21	47	746	582	655	834	759
Total	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	9,497	8,319	8,971	11,199	26,815

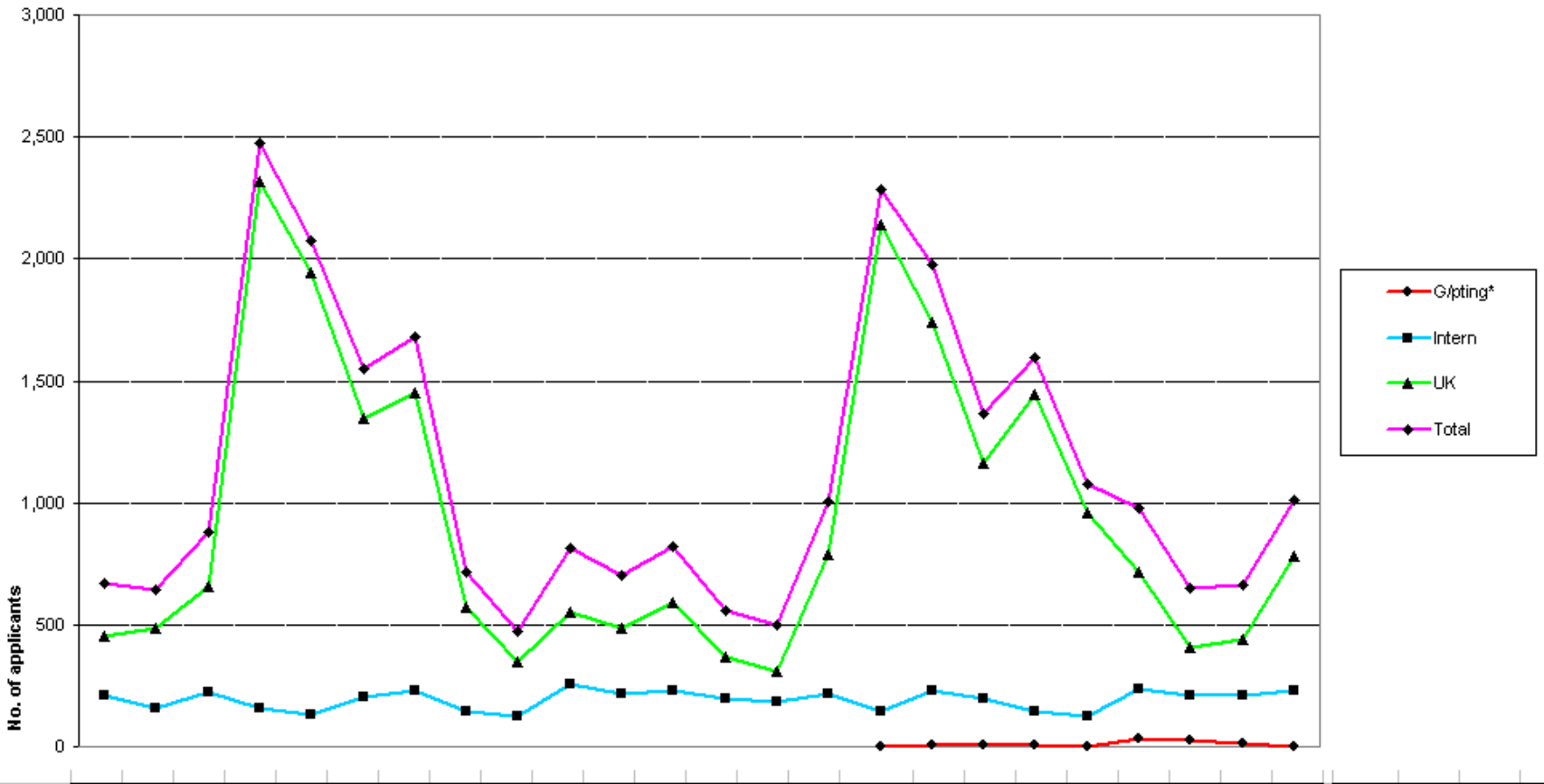
*** Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register**

Health Professions Council | **Renewal Information April 2008 - March 2010** | **Registration Department**



	2008									2009			2010										2005/6	2006/7	2007/8	2008/9	09/10
	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
Renewal notices sent	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	142,363	27,711	153,982	29,138	176,570
Final notices sent	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0	36,261	25,909	50,531	9,546	28,683
Total	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	2,780	178,624	53,620	204,513	38,684	205,253
Registrants lapsed	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	9,448	5,388	8,885	5,550	6,259

Health Professions Council | **Application Types Received April 2008 - March 2010** | **Registration Department**

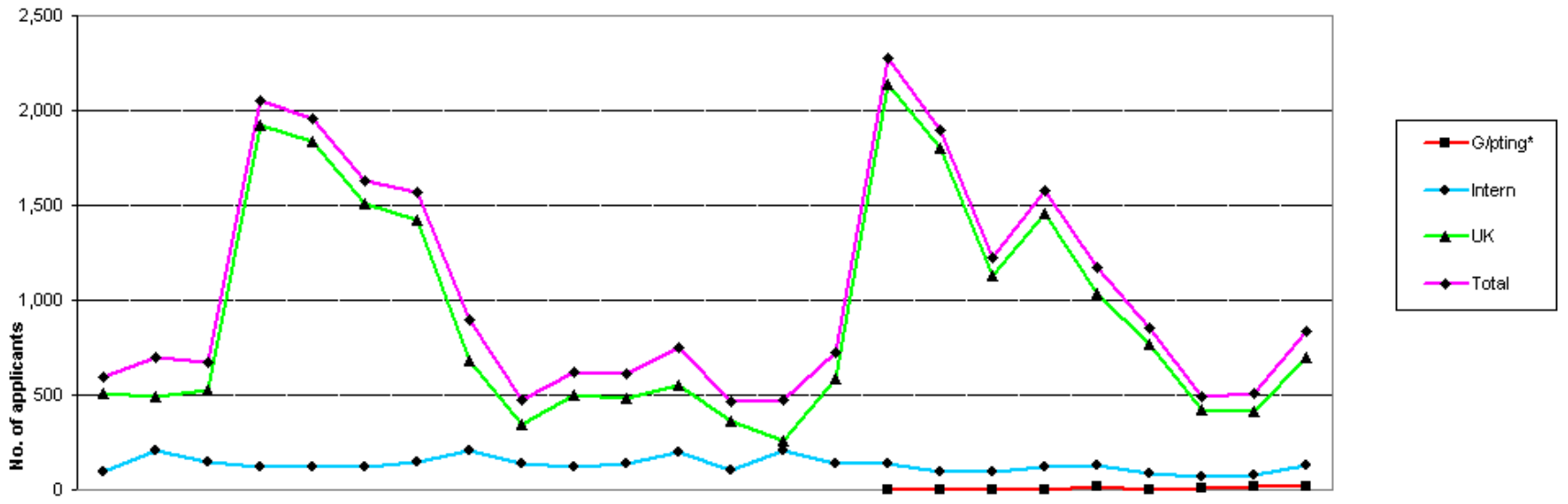


Apps	2008									2009											2010			2005/6	2006/7	2007/8	2008/9	09/10
Received	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
G/pting*																1	8	5	7	1	30	28	12	1	2,479	20	0	0	93
Intern	213	157	222	157	134	205	229	145	122	258	218	230	194	187	216	146	233	195	146	122	235	209	208	233	4,626	3,504	2,300	2,290	2,324
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	9,497	8,319	8,971	11,199	11,251
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	559	497	1,006	2,287	1,979	1,363	1,597	1,079	978	647	663	1,013	16,602	11,843	11,271	13,489	13,668

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

*** No grandparenting applications until practitioner psychologists section of register opened 1st July 2009**

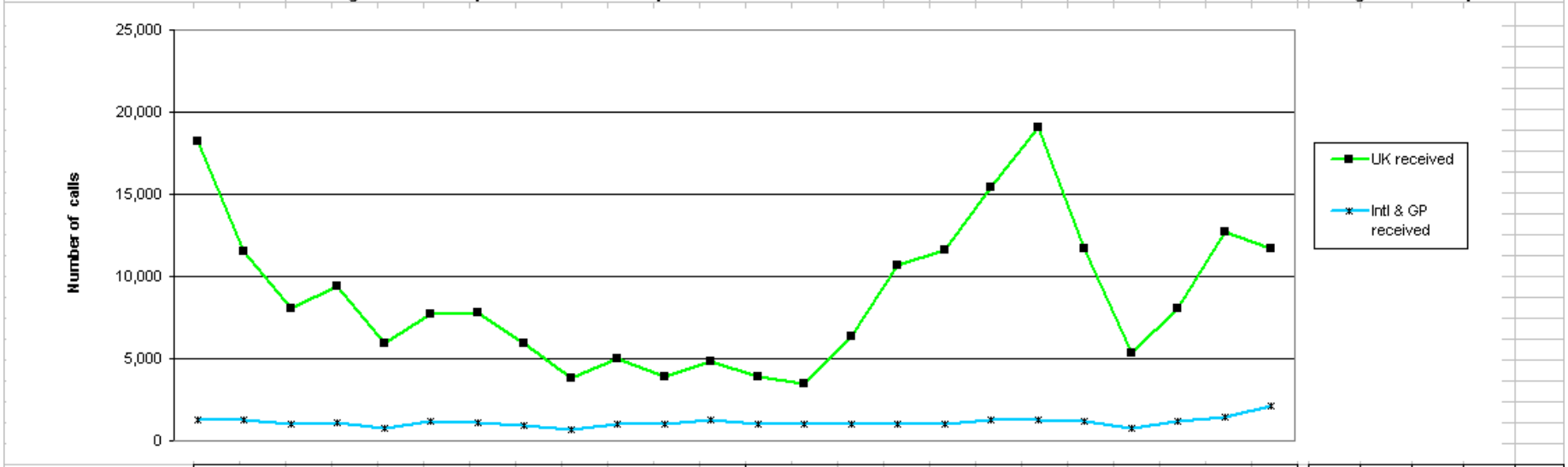
Health Professions Council | **New Registrants April 2008 - March 2010** | **Registration Department**



	2008									2009											2010			2005/6	2006/7	2007/8	2008/9	09/10
	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
G/pting *																0	2	2	2	15	2	8	17	15	2,295	283	9	0	63
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96	96	119	127	86	67	81	129	3,107	3,172	1,862	1,756	1,386
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	9,474	8,870	8,355	10,774	11,069
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	2,274	1,900	1,226	1,580	1,176	851	494	512	838	14,876	12,325	10,226	12,530	12,518

*** No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009**

Health Professions Council | **Registration Telephone Information April 2008 - March 2010** | **Registration Department**



	2008									2009			2010											2005/6	2006/7	2007/8	2008/9	09/10
	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
Intl & GP																													
Intl & GP received	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	1,211	1,419	2,130	40,070	19,612	14,428	12,732	14,348
Answered	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157	1,321	1,883	33,467	17,896	13,388	11,397	14,185
Calls answered (%)	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98	98	99	96	94	92	94	96	93	88	84	92	93	90	95
Adandoned	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23	18	15	52	77	96	52	54	98	247	6,627	1,716	1,040	1,335	841
Avg answer time (sec)	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15	18	20	34	44	54	42	34	52	75	25	14	13	36	36
Avg talk time (min)	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24	3.43	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	2.32	2.64	2.79	3.25	3.18
UK																													
UK received	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918	4,822	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329	8,034	12,693	11,653	70,233	72,488	123,967	92,018	119,887
Answered	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889	4,766	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	50,518	67,493	91,923	78,293	111,573
Calls answered (%)	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99	99	98	92	84	87	96	97	94	93	70	93	79	92	95
Adandoned	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	10,719	6,335	32,034	13,725	8,314
Avg answer time (sec)	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12	21	26	61	118	137	35	32	48	60	64	45	102	85	48
Avg talk time (min)	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41	2.48	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	1.78	2.16	2.65	2.58	2.37

Project Management – Denis Risman

27th April 2010

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status

MP44	Vetting and Barring Scheme Phase 2 - registrants	Operational and technology changes to comply with the requirements of the Independent Safeguarding Authority protecting children and vulnerable adults	Kelly Johnson	Eve Seall	£7 (C)	31/03/11	▪ Project Board is scheduled for 22 April
							▪ Requirements gathering workshops for changes to Net Regulate envisaged for May
							▪ We are waiting for ISA to provide us with a Memorandum of Understanding
							▪ Priorities of the project are as follows:
							  ▪ Change to Net Regulate
							  ▪ Fields Change to Online Renewals front end
							  ▪ Change to Doc XP scanning solution
								G	G

MP35	Registration fee changes 2011	Implementation of updated fees	Marc Seale	Gary Butler	£8 (O)
					£14.5 (C)
						14/03/11	▪ Project Board held 2nd week of April
							▪ Work on 5 Year plan and fees change proposal underway
							▪ Draft proposal expected on 22 April which will allow Policy Department to start working on a consultation paper
							▪ Key milestones are as follows:
							  ▪ Fees rise proposal sign off by EMT 18th May ETC, F&R & Council sign off June & July 2010 Consultation July, August & September
							  ▪ ETC, F&R & Council sign off key decisions Nov & Dec 2010
							  ▪ Rules sent to Privy Council Jan 2011
								G	G

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

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP51	FTP case management system Phase 2 - Build	Implementation of a single case management system for the FTP department	Marc Seale	Kelly Johnson	£62.3 (O) £563		▪ We are in the process of agreeing Terms and Conditions with Charter UK and Deltascheme, including work packages. ▪ We aim to finalise and sign T&Cs by the end of 3rd week of April ▪ Design approach meeting between HPC and external suppliers scheduled for 26 April, but this is dependent on signing T&Cs. ▪ Requirements gathering workshop to define functional design for case management system anticipated to take place in May	G	G
MP38	Transfer of IT hosting provision	Transfer of the HPC IT Continuity and Web services to an alternate supplier	Marc Seale	Guy Gaskins	-	20/04/10	▪ Final task before we close the project is being undertaken i.e. updating disaster recovery procedure. Task is aimed to be completed on 30 April 2010. Lessons learned meeting will be scheduled for mid May ▪ End project report aimed to be completed by the end of May	G	G

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

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* All amounts in £000's

(C) = Capex

(O) = Opex

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-04-19	b	OPT	AOD	Project summary 27th April	Draft	Public
					DD: None	RD: None

HPC Major Projects 2010/11 Scorecard – Preliminary Engagement

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP46	Education systems and process review	Review of all processes within the Education department and analysis of technology requirements	Marc Seale	Osama Ammar	£10.8 (O) £130 (C)		Initial meeting to discuss project's expectation, resources, and requirements is scheduled for 1st week of May.		To initiate July 2010
MP47	Partner systems and process review	Review of all processes within the Partners department and analysis of technology requirements	Teresa Haskins	Kathryn Neuschafer	£36(O) £35 (C)		Initial meeting was held at the end of March to discuss the need to map the business process. Second catch up meeting related to business process mapping was held on 21 April.		To initiate August 2010

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	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-04-19	b	OPT	AOD	Project summary 27th April	Draft DD: None	Public RD: None

HPC Major Projects 2010/11 Scorecard – To Initiate

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP45	Credit card handling outsourcing	Review of credit card handling process to ensure compliance with PCI / DSS legislation	Marc Seale	Gary Butler	£50 (O)				To initiate July 2010
MP48	Registrant publication preferences	Process and technology change implementation project to store & use registrants' publication preferences e.g. Braille, Welsh, Audio etc	Greg Ross Sampson	Richard Houghton	£12.8 (O) £35 (C)				To initiate August 2010
MP50	Net Regulate changes 2010-11	Maximum of 8 Net Regulate changes as approved through the Departmental project prioritisation process			£12.5 (O) £110 (C)				To initiate August 2010
MP49	Sharing information with the Electronic Staff Records scheme	Process and technology change implementation project to share publicly available registrant information with the NHS in England	Marc Seale	Greg Ross Sampson	£12.5(O) £45 (C)				To initiate Sept 2010
MP40	The Outcome to Modernising Scientific Careers	Potential opening of the register for a new profession / s	Marc Seale	TBD at initiation	-				To initiate March 2011
MP41	Psychotherapists and Counsellors	Opening of the register for Psychotherapists and Counsellors	Marc Seale	TBD at initiation	-				To initiate March 2011
MP42	Dance Therapists	Opening of the register for Dance Therapists	Marc Seale	TBD at initiation	-				To initiate March 2011

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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.

Access Control

Access control is now in place throughout the building and was switched on Friday 9 April.

Copiers

Replacement copiers have been identified and ordered. These will replace the devices currently located in Fitness to Practise and the Mezzanine. The new models will be copier/scanner/fax devices

Business Process Improvement – Roy Dunn

Human Resources
No changes.

RD has completed the IT-Governance (ISO 27001) ISMS Master Implementer Certificate in preparation for the commencement of this project.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2010-11 is commencing.

A cross company audit of Starters and Leavers processes is ongoing and will encompass the initial stages of the enhanced door security roll out.

QMS process updates
Updating Secretariat and Registrations processes.

BSI Audit
The next BSI audit at HPC to the ISO9001:2008 standard, will be on 8th June 2010.

Business continuity
Small changes and additions to processes are being made to keep the Disaster Recovery plan current. An update relating to on-line file replication will be required when the ISP migration is completed.

The contract with ICM has been renewed.

Information security management
An on-line Information Security training solution to be used by the whole of HPC has been ordered.

Enhanced internal door security has been rolled out by the Facilities dept in response to information security audits last year.

ISO27001 background work has commenced, and we are looking to start working toward the standard as soon as time and budgets allow in 2010-11.

Initial activity is around determining the criteria for determining acceptable levels of information security risk, and documenting the risks and mitigations in detail that are already in place.

- **Records of key management decisions**
- **Information security policy set, including ISMS policy**
- **ISMS scope**
- **Information security procedures**
- **Controls documentation**
  - ***Risk assessment methods**
  - ***Risk assessment reports**
  - ***Risk treatment plan**
- **ISMS operating procedures**
- **Information security metrics**
  - ***Statement of Applicability**
- **Document control procedure (reused from QMS ISO 9001?)**
- **Records control procedure**
- **Security awareness, training and education records - including test results**
- **Internal ISMS audit plans and procedures**
  - ***Management review plans and reports**
- **Corrective action procedure**
- **Preventive action procedure**

An information risk monitoring tool has been obtained to monitor changes long term, and assist in the annual reassessment of our information security risk profile. This is used in connection with the * items above.

Information & data management

QMS and HPC intranet integration. Post roll out changes have been designed and will be implemented shortly by the developer.

Business Process Improvement will now be maintaining the running five year registrations forecast.

Low level demographic reports across the active register have been created.

The contract with the new Archive supplier Deepstore Ltd, has been signed. The move of the archive has commenced.

Bulk shipment of our archive in 4 dedicated HGV loads is ongoing. The new archive provides greater security of storage in worked out areas of an operational salt mine.

Risk Register

A top ten list of risks will be highlighted and additional levels of detail will be provided on these key items.