

Operations Report to Finance & Resources Committee, 17th June 2010

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Registration – Richard Houghton

Summary

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

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 April to 31 May 2010 the team answered a total of 18,337 telephone calls which is 718 more than the same period two years ago.

ii) International Telephone Calls - During the period from 1 April to 31 May 2010 the team answered a total of 2,718 telephone calls which is 727 more than the same period last year and represents a 36.5% increase in the number of calls the department handled.

b) Application Processing

i) UK Applications - A total of 831 new applications were received during this period and 1,077 individuals were registered, which is 449 more than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) International Applications - A total of 438 new international applications were received in this period and 211 individuals were registered which is 101 less than the same period last year.

iii) Grandparenting Applications – A total of 32 new grandparenting applications were received in this period and 9 individuals were registered.

c) Emails

i) UK Emails - The team received approximately 100 emails per day and responded to these on average within two days 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 three 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 dietitians and chiropodists / podiatrists during this period and assessment days continued to be held.

e) Registration Renewals

At the start of March 2010, 2,780 renewal forms were sent to arts therapists. This year a record total of 94.2% successfully renewed their registration for the next two-year cycle, which is an improvement of 7.2% compared to the last renewal period.

At the start of April 2010, 7,164 renewal forms were sent to dietitians. As at 4 June 2010 6,083 registrants had renewed their registration with 47.3% renewing online.

At the start of May 2010 1,573 hearing aid dispensers were invited to renew their registration and registrants have until 31 July 2010 to renew their registration. As at 4 June 2010 622 registrants had renewed their registration with 85.7% renewing online.

At the start of May 2010 12,878 chiropodists / podiatrists were invited to renew their registration and registrants have until 31 July 2010 to renew their registration. As at 4 June 2010 5,351 registrants had renewed their registration with 83.1% renewing online.

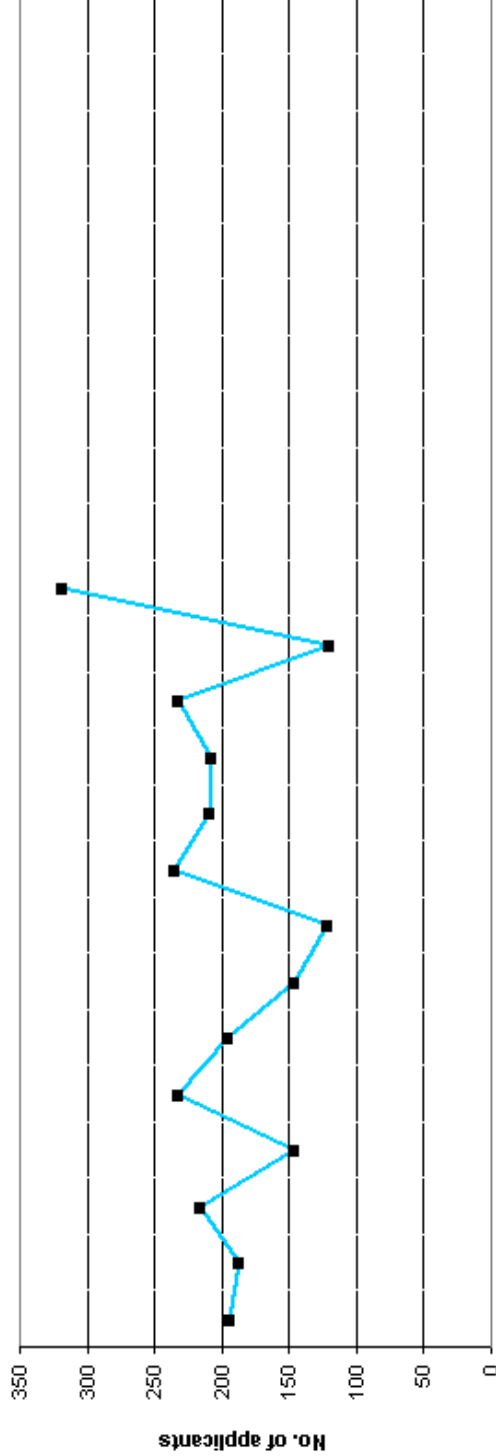
2) Resource

a) Employees

The department is operating within the budgeted headcount.

Health Professions Council

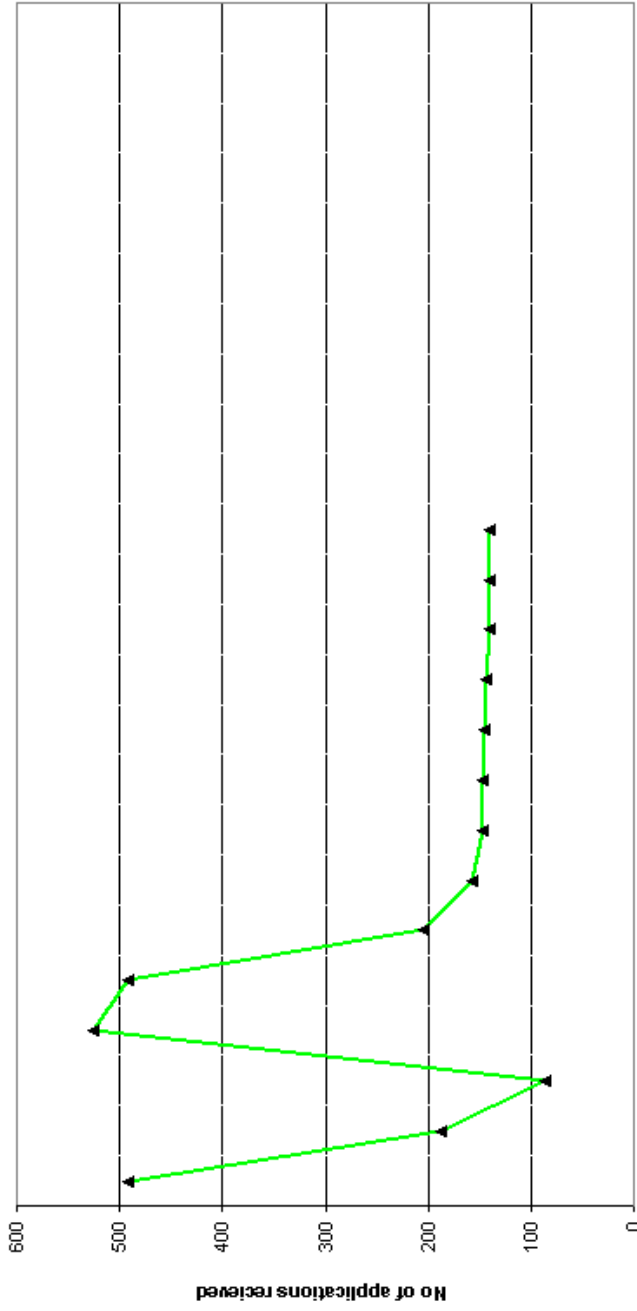
New International Applications Received April 2009 - March 2011



	2009				2010												2011			2008/9	2008/9	10/11						
	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	
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2											16	12	2	
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33											307	290	45	
Chirops/Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7											23	34	9	
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10											50	61	11	
Dietitians nearing aid diens+	20	17	14	12	13	7	5	7	10	10	9	13	9	16											132	137	25	
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54											404	340	74	
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2											8	10	2	
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0											3	1	1	
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4											46	50	7	
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97											774	745	128	
Pract psychs* Prostm/urntonist	0	1	1	0	0	0	0	0	28	22	21	30	14	27												197	197	41
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48											364	312	68	
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18											154	173	25	
Total	194	187	216	146	233	195	146	122	235	209	208	233	120	318											2,290	2,365	438	

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

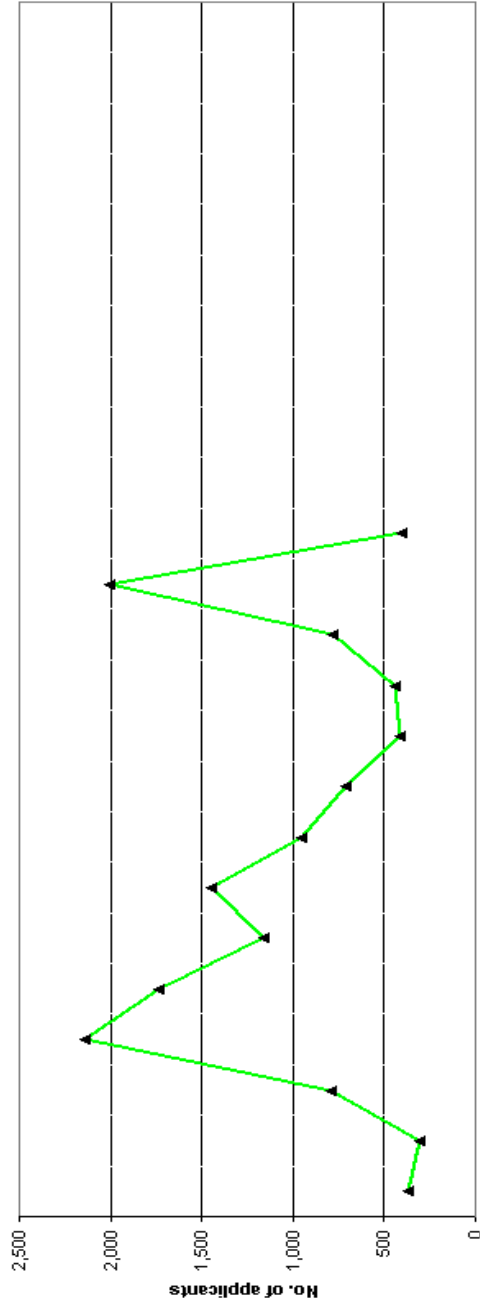
* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



2005/06	2006/07	2007/08	2008/09	09/10	10/11
FYE	477	279	302	632	227
FYE	477	279	302	632	227
FYE	33	84	51	31	11
FYE	2	28	6	2	1
FYE	512	391	359	665	239
FYE	512	391	359	665	239
FYE	AVERAGE				
FYE	141				

	2009					2010					2011													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	471	152	70	475	487	202	156	145	145	144	141	139	138	139										
At scrutiny	17	35	15	50	2	1	1	1	1	1	1	1	1	1										
Pending reg fee	4	1	1	1	2	2	1	1	1	1	1	1	1	1										
Total	492	188	86	526	491	205	158	147	147	146	143	141	140	141										

NOTE: Information covers UK applications only
Represents the current workload within the UK section as at the end of the month



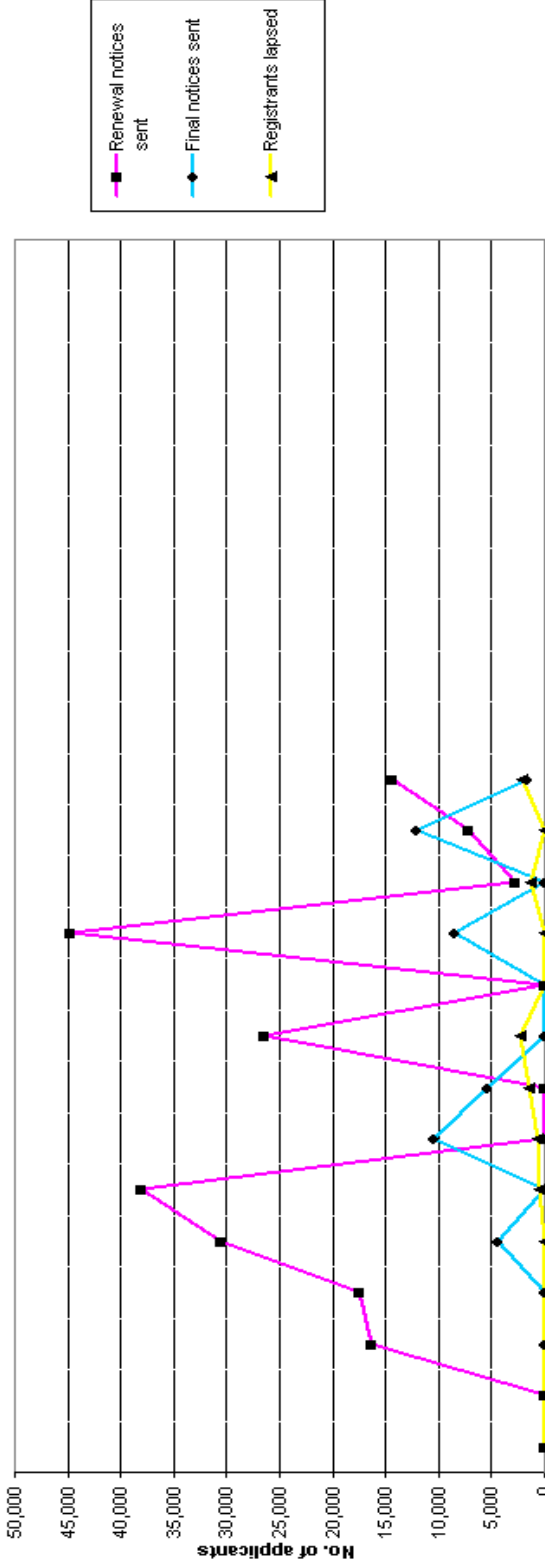
	2009												2010												2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2005/6	2006/7	2007/8	2008/9	09/10	10/11						
Arts therapists	22	14	23	22	35	24	26	23	14	10	6	15	18	15										234	184	170	235	234	33							
Bio. scientists	45	44	45	93	106	85	94	88	78	56	46	51	43	50										912	690	689	836	831	93							
Chirop/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4										155	145	167	282	429	5							
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18										399	341	415	469	218	50							
Dietitians hearing aid dispense+	16	8	54	151	60	36	51	13	15	6	2	32	17	10										367	331	359	452	444	27							
OTs	55	41	90	318	356	243	231	145	73	46	54	111	44	40										1,544	1,327	1,321	1,873	1,763	84							
ODPs	34	16	9	16	61	120	121	37	35	19	12	28	38	10										754	668	804	636	508	48							
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0										34	41	41	106	46	0							
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69										1,247	807	931	1,402	1,158	135							
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57										2,051	2,120	2,276	2,531	2,221	100							
Pract psychs* Prosmornoutst s	1	1	1	1	3	1	12	8	3	4	1	1	1	1										46	32	35	51	37	2							
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11										1,008	1,051	1,108	1,377	1,251	17							
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22										746	562	655	834	759	46							
Total	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402										9,497	8,319	8,971	11,084	10,000	2,404							

* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register
 + Hearing aid dispensers section of register opened 1st April 2010

Health Professions Council

Renewal Information April 2009 - March 2011

Registration Department

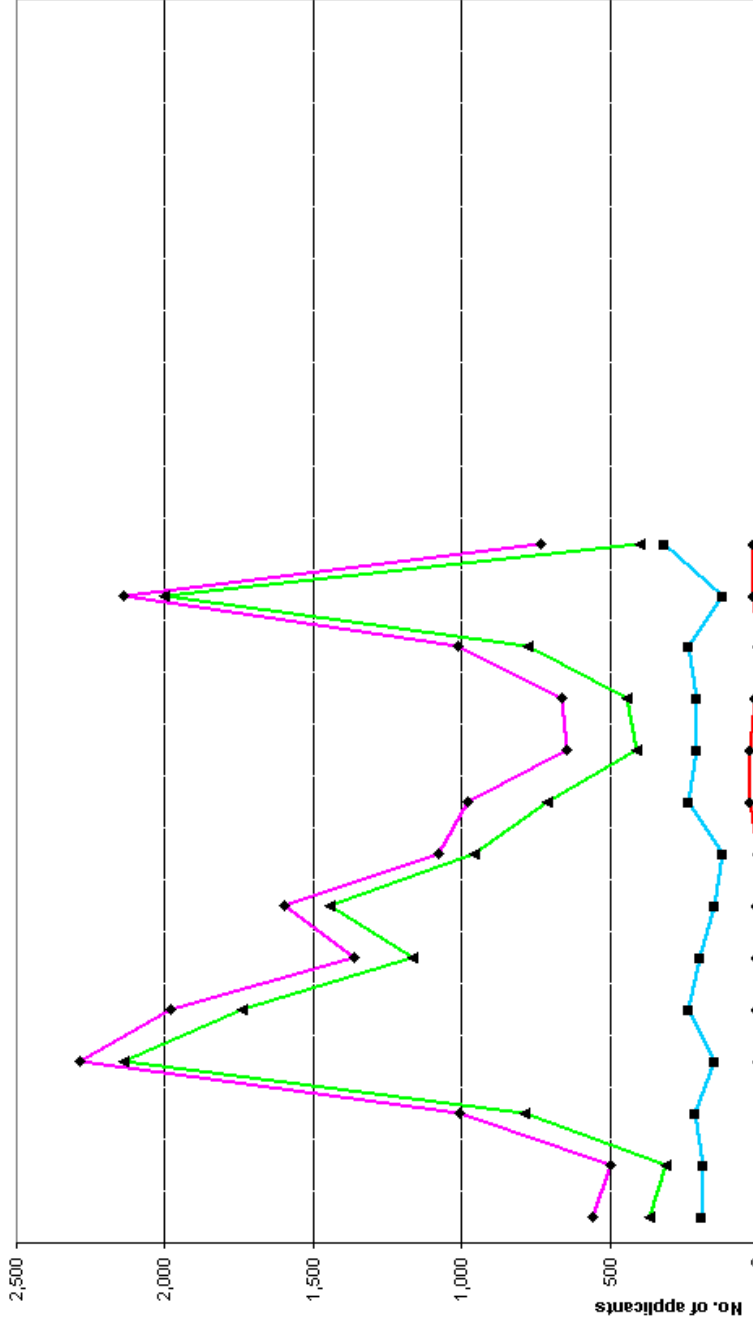


	2009												2010												2011		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Renewal notices sent	0	0	16,403	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451													
Final notices sent	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0	12,116	1,700													
Total	0	0	16,403	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	4,043	19,281	16,355													
Registrants lapsed	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204													
2005/6 FYE	142,363	27,711	163,982	29,138	176,570	21,616																					
2006/7 FYE	36,261	25,909	50,531	9,546	28,683	13,816																					
2007/8 FYE	178,624	53,620	204,513	38,684	205,253	35,432																					
2008/9 FYE	9,448	5,388	8,885	5,550	6,259	2,204																					
2009/10 FYE																											
2010/11 YTD																											

Health Professions Council

Application Types Received April 2009 - March 2011

Registration Department



Year	FYE	2005/6	2006/7	2007/8	2008/9	09/10	10/11
Gipping*	FYE	2,479	20	0	92	93	32
Intern	FYE	4,626	3,504	2,300	2,290	2,324	438
UK	FYE	9,497	8,319	8,971	11,199	11,251	2,404
Total	FYE	16,602	11,843	11,271	13,581	13,668	2,874

Apps Received	2010												2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Gipping*	1	8	5	7	1	30	28	12	1	17	15													
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318										
UK	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402										
Total	559	497	1,006	2,287	1,979	1,363	1,597	1,079	978	647	663	1,013	2,139	735										

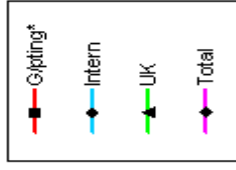
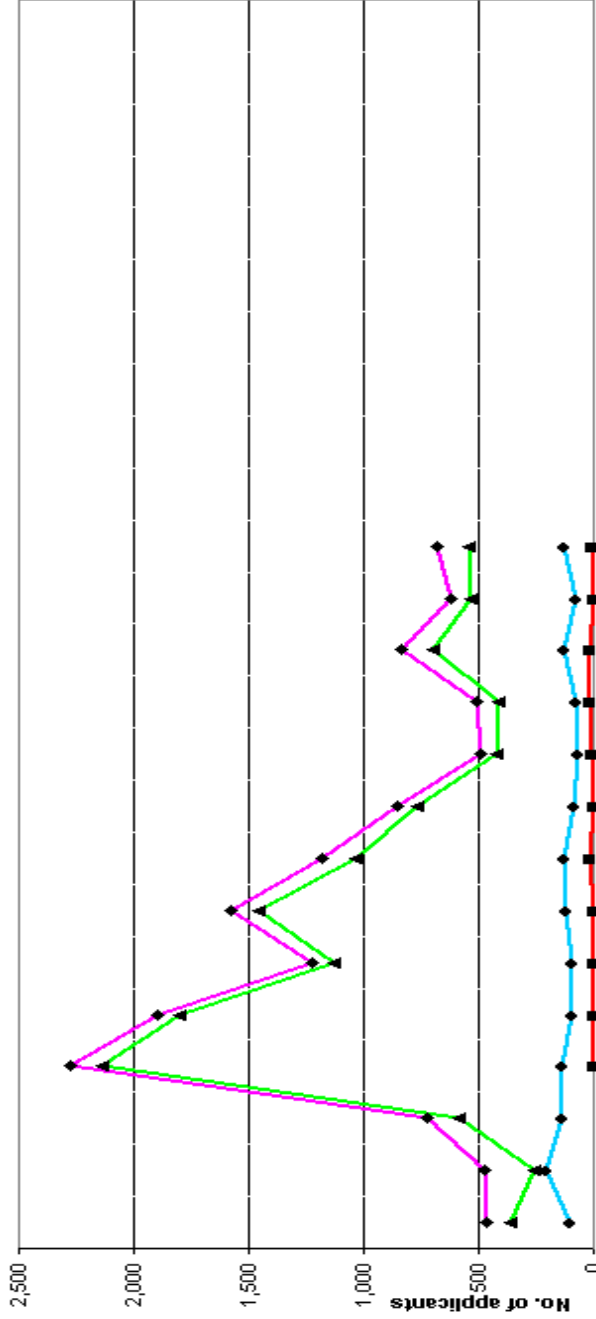
NB The data relates to application forms received, not total fees received.

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

Health Professions Council

New Registrants April 2009 - March 2011

Registration Department

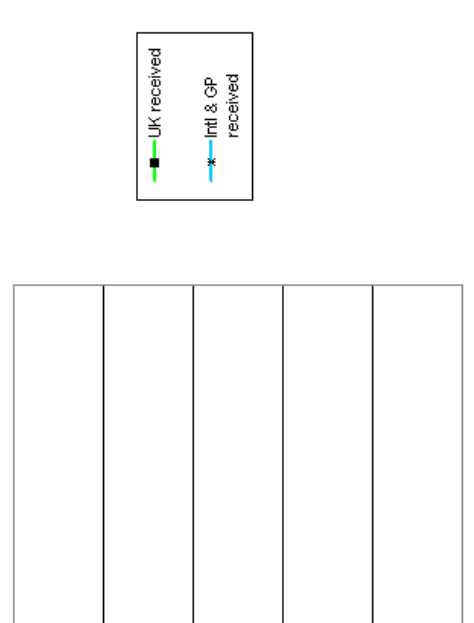


2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	9
3,107	3,172	1,862	1,756	1,387	211
9,474	8,870	8,355	10,774	11,069	1,077
14,876	12,325	10,226	12,530	12,519	1,297

	2009												2010												2011		
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Gipping*	102	210	139	134	96	96	119	128	86	67	81	129	80	131	131	131	131	131	131	131	131	131	131	131	131		
Intern	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	544	544	544	544	544	544	544	544	544	544	544		
UK	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	680	680	680	680	680	680	680	680	680	680	680		
Total	936	1,352	1,454	4,548	3,824	2,554	3,652	2,965	2,100	1,580	1,595	2,621	1,950	2,155	2,155	2,155	2,155	2,155	2,155	2,155	2,155	2,155	2,155	2,155	2,155		

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

Health Professions Council Registration Telephone Information April 2009 - March 2011



Registration Department

	2009		2010												2011										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Intl & GP received	1,054	982	1,699	981	995	1,187	1,163	1,052	746	1,157	1,321	1,883	1,347	1,371											
Called answered (%)	96	94	98	98	99	96	94	92	94	96	93	88	92	95											
Adandoned	45	64	23	18	15	52	77	96	52	54	98	247	124	42											
Avg answer time (sec)	24	21	15	18	20	34	44	54	42	34	52	75	65	56											
Avg talk time (min)	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	3.41	3.44											
UK																									
UK received	3,912	3,476	6,334	10,658	11,570	15,453	19,037	11,668	5,329	8,034	12,693	11,653	12,034	7,611											
Called answered (%)	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	11,081	7,256											
Adandoned	99	99	99	99	98	92	84	87	96	97	94	93	92	95											
Avg answer time (sec)	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	953	355											
Avg talk time (min)	14	14	12	21	26	61	118	137	35	32	48	60	62	42											
Avg talk time (min)	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	2.54	2.54											

Project Management – Denis Risman

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)	March 2011	<ul style="list-style-type: none"> ISA registration number requirement document finalised. Engaging external developer DSL to create a functional design specification document for system (NetRegulate) update. Project is currently on time. 	Green ↑	Green ↑
MP35	Registration fee changes 2011	Implementation of updated fees	Marc Seale	Gary Butler	£8 (O) £14.5 (C)	March 2011	<ul style="list-style-type: none"> The work on 5 Year plan and fees proposal was done according to plan and on time. The project is currently on hold and being assessed in terms of feasibility to continue at a later time. The project was on time before this assessment started. 	Green ↑	Green ↑

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

Date
2010-06-07

Ver.
a

Dept/Cmte
OPT

Title
Projects Summary F&R

Doc Type
DCB

Status
Final
DD: None

Int. Aud.
Public
RD: None



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	Sept 2011	<ul style="list-style-type: none"> Project is progressing well. All legal documents with external vendors signed and we are in the process of preparing an NCC escrow agreement for the software license. Workshops with Charter Ltd on configuring case management system finished at the end of May. External developer is currently in the process of finalising agreed configuration and preparing proposal to HPC about the costs of a build. External developer Deltascheme currently engaged with us in requirements specification gathering activity related to MS SharePoint. 	Green	Green

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

Date
2010-04-19

Ver.
b

Debit/Credit
OPT

Doc Type
A00

Title
Project summary 27th April

Status
Draft

Intr. Aud.
Public

DD: None
RD: None



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 – To Initiate

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP45	Credit card automation	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	Greg Ross Sampson	-	£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

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 stable 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 – To Initiate

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)				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)				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 stable since last reporting cycle



Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

Date
2010-04-19

Ver.
b

Dept/Cmte
OPT

Doc Type
A00

Title
Project summary 27th April

Status
Draft
DD: None

Int. Aud.
Public
RD: None

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.

Copiers

Replacement copiers installed in Fitness to Practise and the Mezzanine. The new models are copier/scanner/fax devices.

Air Conditioning

The air conditioning units in Reception and the IT Office have been replaced as the previous equipment was life expired.

Health & Safety

On 10 May a Fire Drill was carried out, with the building being reported as fully evacuated within 3 minutes. No other actions or outstanding issues relating to this.

Business Process Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. Customer Service, and Projects, have been audited. The new archive has had a preliminary audit.

Updating the Quality Management System is ongoing, with controls provided by Lotus notes database functions.

QMS process updates

Updating Secretariat and Registrations processes has taken place.

BSI Audit

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

Business continuity

A Disaster Recovery exercise took place over 19th – 21st May, with a scenario based on a major road traffic accident closing Kennington Tube station, and subsequently escalating into a 3 month shut down of parts of the Kennington area.

A full set of IT remote access tests were carried out to HPC's NetRegulate, HR, Finance, e-mail, and other systems without any problems.

Information security management

Information Security training solutions are being re-evaluated.

HPC's combined photocopier / printer devices have had internal settings changed to prevent the long term storage of copy/print images being retained on internal hard drives.

HPC's old photocopier hard drives were electronically wiped and shredded by the supplier.

This previously unknown potential security issue was highlighted in the US media, but is not widely known in Europe.

Information & data management

QMS and HPC intranet integration. Post roll out changes have been designed and have been implemented 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.

Bulk shipment of our archive in 5 dedicated HGV loads has been completed. 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 (description and mitigations) will be provided on these key items.