

Finance and Resources Committee 17 June 2010

Major projects completed in financial year 2009/2010

Executive summary and recommendations

Introduction

The attached paper outlines the major projects that were undertaken during the financial year 2009/2010.

Decision

The Committee is requested to note the document. No decision is required.

Background information

Outlined in attached paper

Resource implications

Outlined in attached paper.

Financial implications

Outlined in attached paper.

Appendices

None

Date of paper

17th June 2010

Major projects completed in financial year 2009/2010

The driving forces behind the projects for 2009/2010 were:

- To implement the statutory projects required by government and Council
- To implement initiatives to improve processes and technology solutions that will enable the organisation to deal with increasing numbers of registrants and Fitness to Practise cases.

2009/10 saw the organisation move away from undertaking a high number of projects that enhance existing systems, to concentrating on a smaller number of projects that involve substantial business process engineering, original systems design and co-ordination of multiple departments.

The main focus of last year was completing the build of the online renewals system. In addition to this, the following projects were also completed, providing the following benefits to the organisation:

	Project Name	Summary	Benefits
1	Online applications and Renewals - (Phase 1)	<p>Giving registrants the ability to apply and renew their registration online.</p> <p>Since going live in February 2010 over 11,292* registrants have chosen to renew electronically.</p> <p>Physiotherapists Total renewed: 95% Online: 6% Deadline: 30 April 2010</p> <p>Arts therapists Total renewed: 94% Online: 27% Deadline : 31 May 2010</p> <p>Dietitians Total renewed: 84.2% Online: 46.8% Deadline: 30 June 2010</p> <p>Hearing aid dispensers Total renewed: 38.1% Online: 85.5% Deadline: 31 July 2010</p>	<ul style="list-style-type: none"> ▪ Registrants have been provided with a self-service environment available outside standard office hours. ▪ Registrants are able to track the progress of their renewal without having to contact the Registrations department. ▪ The online system provides immediate confirmation to registrants with a Direct Debit already set up (75% of total registrant population) that they have renewed.

		<p>Chiropodists Total renewed: 39.3% Online: 84.2% Deadline: 31 July 2010</p> <p><i>* Figures as of 4 June 2010</i></p>	
2	On-boarding of the Practitioner Psychologists	<p>On-boarding of the Practitioner Psychologists onto the HPC register.</p> <p>Practitioner Psychologists were registered with their professional body, the British Psychological Society.</p>	<ul style="list-style-type: none"> ▪ HPC have fulfilled its public commitment to regulate the Practitioner Psychologists. ▪ 15,536 practitioner psychologist transferred onto HPC's register.
3	On-boarding of the Hearing Aid Council	<p>Absorption of the Hearing Aid Council and on-boarding of Hearing aid dispensers onto the HPC register.</p> <p>The hearing aid dispensers were regulated by old legislation under the Department of Business, Enterprise and Regulatory Reform by the Hearing Aid Council. The government wanted to annul this legislation.</p>	<ul style="list-style-type: none"> ▪ HPC have fulfilled its public commitment to regulate Hearing aid dispensers. ▪ 1,577 Hearing aid dispensers transferred onto HPC's register.
4	Vetting and Barring Scheme Phase 1 - applicants	<p>Develop operational and technology changes to comply with the requirements of the Independent Safeguarding Authority protecting children and vulnerable adults.</p>	<ul style="list-style-type: none"> ▪ HPC have complied with new and existing legislative requirements. <p>Operational and technology changes made include :-</p> <ul style="list-style-type: none"> ▪ Adding a new allegation type and associated documentation to the current FTP system ▪ Creating new practise note for FTP panels to deal with "barring allegations."

			<ul style="list-style-type: none"> ▪ Modifying the application form to capture the applicant's vetting and barring registration number ▪ Training provided to Registration & FTP departments on the new VBS scheme and how it effects HPC
5	FTP case management system Phase 1	<p>Analysis of the technology solutions available that would allow the Fitness to Practise (FTP) department to work from a single case management system.</p> <p>The long-term benefits include:-</p> <ul style="list-style-type: none"> ▪ Reduction of risk around data security, data accuracy, reporting accuracy, multiple-area case handling, historical data storage and data corruption in spreadsheets. ▪ Improved workload monitoring, budgetary planning, forecasting and trends analysis and supplier management of external law firms due to improved case duration information. ▪ Improved data management by linking of current cases to historical cases concerning the same registrant and improved ability by case managers to measure case priority. ▪ Increased reliability and trust in all processes ▪ Improved FOI/DPA reporting ▪ Improved customer service ▪ Increased communication of FTP trends ▪ Better performance management of Case Officers / Managers ▪ Reduction of man hours 	<p>The project included the delivery of :-</p> <ul style="list-style-type: none"> ▪ End-to-end analysis of all FTP department processes ▪ Detailed mapping of all FTP department processes ▪ Re-engineering of several processes ▪ Development of high level system requirements ▪ Selection of a delivery vendor

		required to manage cases, schedule cases, report on FTP trends, forecasting, budgeting and resource planning.	
6	Renewals cycle review	<p>Operational review of current renewal cycle dates to assess if there would be a benefit in changing the dates to remove the peaks and troughs in the renewal cycle.</p> <p>The potential benefits included :-</p> <ul style="list-style-type: none"> ▪ Improved customer service ▪ Cost savings i.e. reduce the need to recruit temporary staff to assist with dealing with peaks in workload. ▪ Reduce the registration renewal activity peaks in both the registrations and fitness to practise departments enabling better management of the workload and improving employee motivation with consequent reductions in sickness and improved recruitment and retention. 	<p>Several different cycle options and approaches were developed however, the project team were aware that the online renewals project would have a significant impact on the workload peaks.</p> <p>In the light of this, the project team thought it prudent to postpone any further development work on adjusting the renewal cycles until the impact of the online renewal service is determined.</p>
7	Transfer of IT hosting provision	Transfer of the HPC IT Continuity and Web services to an alternate supplier.	<p>Cost savings in 2010/11 against the 2009/10 budget in two areas:</p> <ul style="list-style-type: none"> ▪ A 46% reduction on hosting costs on a like for like basis ▪ A reduction of total infrastructure required reducing from 11 servers (Star and Online Renewals) to 6 servers.

			<p>The target architecture has:</p> <ul style="list-style-type: none"> ▪ improved resilience of infrastructure by allowing services to fail over to alternative hardware on failure ▪ improved scalability by allowing additional 'virtual' servers to be added into the infrastructure in a reduced time frame as compared to migrating to larger servers ▪ improved the IT continuity provision by not needing to design for applications to access each other between Star and the Online Renewals ISP ▪ reduced the risk of a service failure caused by poor Service Management of the ISP i.e. address issues promptly ▪ improved the security of the IT Continuity provision.
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It should be noted that project teams are made up of members of nearly every department within the organisation and it is only through their work on projects, on top of their day-to-day employment duties, that these projects have been a success.

On a personal level I would like to thank those colleagues for their hard work, dedication and commitment. Without their drive to deliver, these projects would not have been successful.

Greg Ross-Sampson
Director of Operations