

## Operations Report to Finance & Resources Committee, 24<sup>th</sup> November 2011

### Contents

<u>Department</u>	<u>Page</u>
Registration Department – Richard Houghton	2
Project Management – Claire Reed	8
Facilities Management – Steve Hall	10
Business Improvement – Roy Dunn	11

## Registration – Richard Houghton

### Summary

This paper provides an update from the Registration Department for the period 1 August to 31 October 2011.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 August to 31 October 2011 the team received a total of 40,958 telephone calls which is 5,172 less calls when compared to the same period two years ago when we opened the Register for practitioner psychologists. The department answered 94% of all those calls received compared to 91% during the same period two years ago.

**ii) International Telephone Calls** - During the period from 1 August 2011 to 31 October 2011 the team answered a total of 3,138 telephone calls which is 1,097 less than the same period last year.

#### b) Application Processing

**i) UK Applications** - A total of 4,367 new applications were received during this period and 4,102 individuals were registered, which is 659 less than the same period last year. Applications took on average eight working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average seven 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 476 new international applications were received in this period and 242 individuals were registered which is 121 less than the same period last year.

**iii) Grandparenting Applications** – A total of 20 new grandparenting applications were received in this period and 10 individuals were registered which is 9 less than the same period last year.

#### 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 within our service standard of 48 hours.

**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 is within our service standard of 48 hours response time.

#### d) Continuing Professional Development (CPD) Audit

We requested a 2.5% audit sample of CPD profiles from:

- Biomedical scientists at the beginning of September 2011.

CPD assessment days are now being held every two weeks.

## **e) Registration Renewals**

At the start of June 2011, 16,938 paramedics were invited to renew their registration with 98.1% successfully renewing and 61% renewing using the online facility.

A total of 96.3% of orthoptists successfully renewed their registration for the next two-year cycle with 65% renewing online.

At the start of July 2011, 13,159 speech and language therapists, 4,704 clinical scientists and 906 prosthetists / orthotists were invited to renew their registration. On the 1 October 2011 94.9% of speech and language therapists had renewed their registration with 65% renewing online, 96.5% of clinical scientists had renewed their registration with 72% renewing online and 94.9% of prosthetists / orthotists had renewed their registration with 60% renewing online.

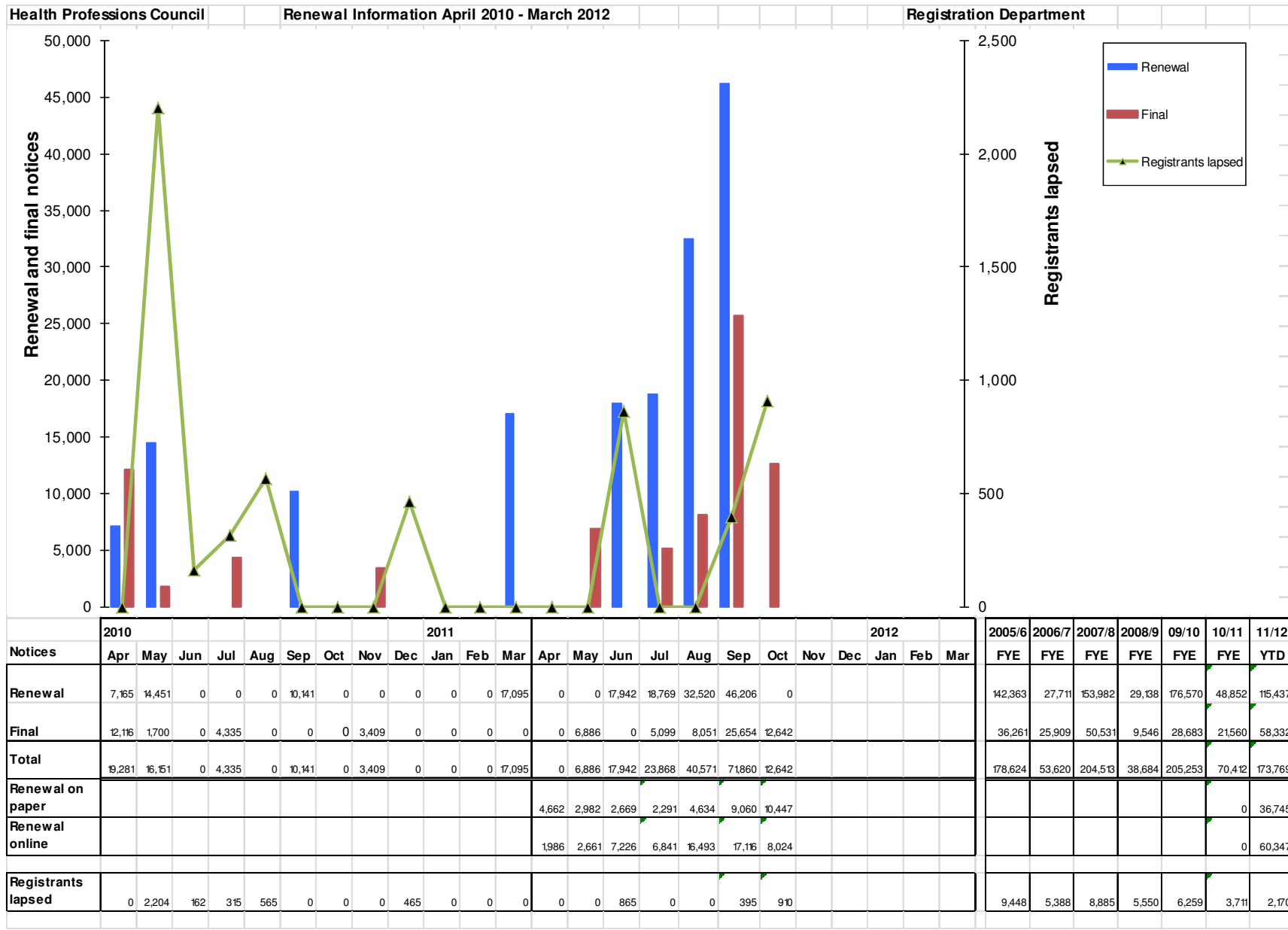
At the start of August 2011, 32,520 occupational therapists were invited to renew their registration with 94.5% successfully renewing and 66% using the online facility.

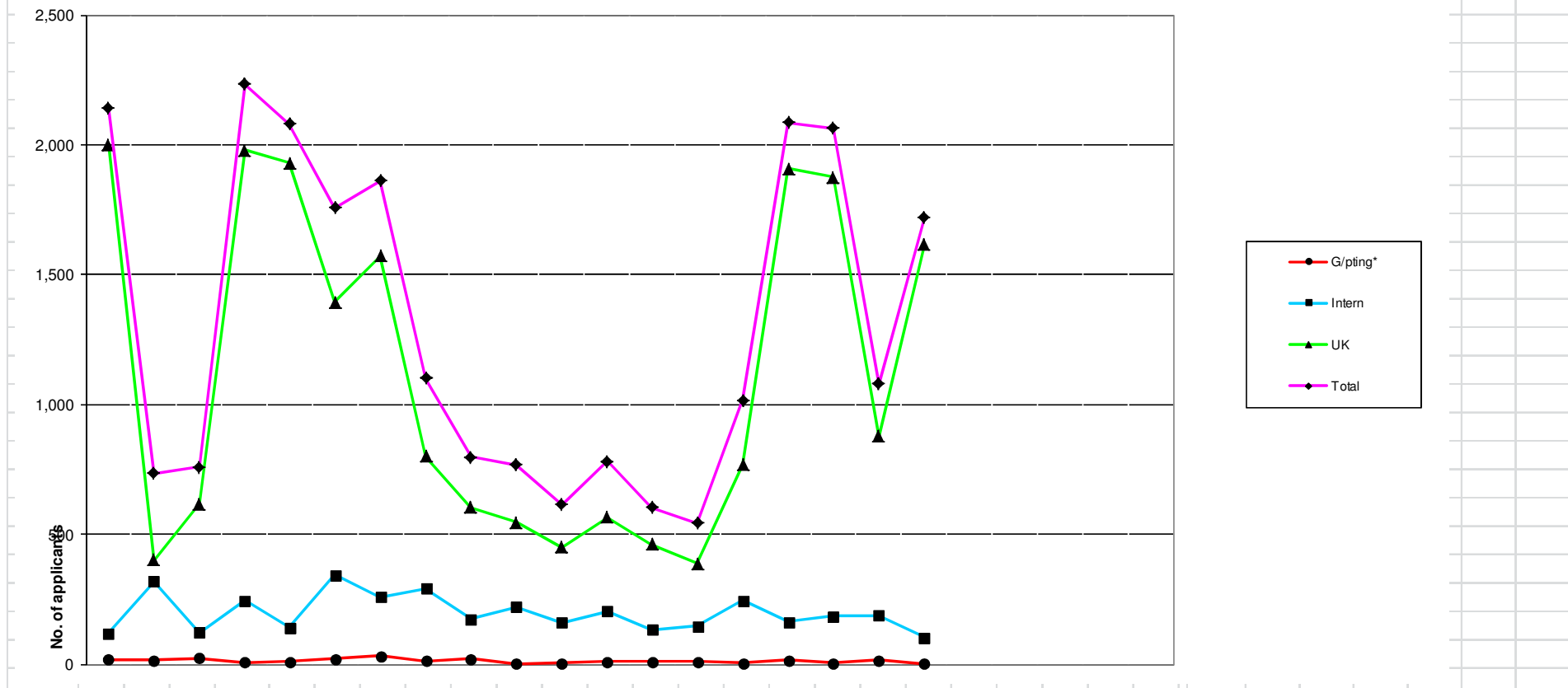
At the start of September 2011 22,835 biomedical scientists were invited to renew their registration and registrants have until 30 November 2011 to renew their registration. As at 7 November 2011 16,949 registrants had renewed their registration with 64% renewing online.

## **2) Resource**

### **a) Employees**

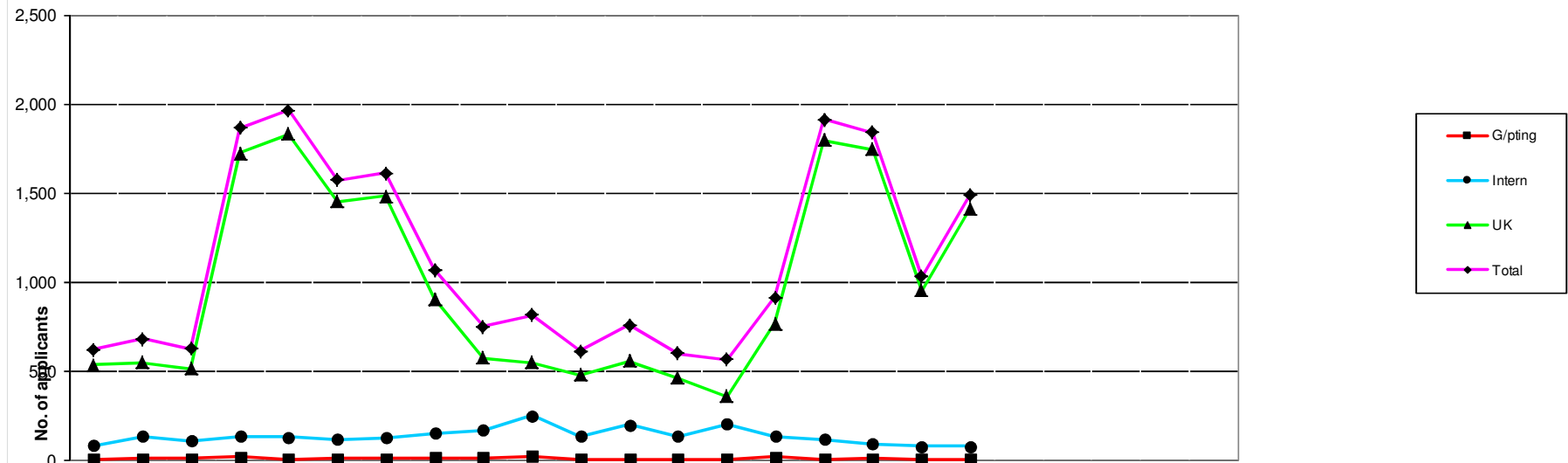
The department is operating within the budgeted headcount.





Apps Received	2010			2011												2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12						
	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	FYE	YTD
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	9	4	16	3	15	2						2,479	20	0	160	93	170	58
Intern	120	318	121	246	140	344	259	291	174	220	160	204	133	147	245	163	186	188	102						4,626	3,504	2,300	2,290	2,324	2,597	1,164
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388	766	1,907	1,876	876	1,615						9,497	8,319	8,971	11,199	11,251	12,857	7,889
<b>Total</b>	<b>2,139</b>	<b>735</b>	<b>760</b>	<b>2,232</b>	<b>2,079</b>	<b>1,758</b>	<b>1,861</b>	<b>1,102</b>	<b>798</b>	<b>767</b>	<b>613</b>	<b>780</b>	<b>603</b>	<b>544</b>	<b>1,015</b>	<b>2,086</b>	<b>2,065</b>	<b>1,079</b>	<b>1,719</b>						<b>16,602</b>	<b>11,843</b>	<b>11,271</b>	<b>13,649</b>	<b>13,668</b>	<b>15,624</b>	<b>9,111</b>

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

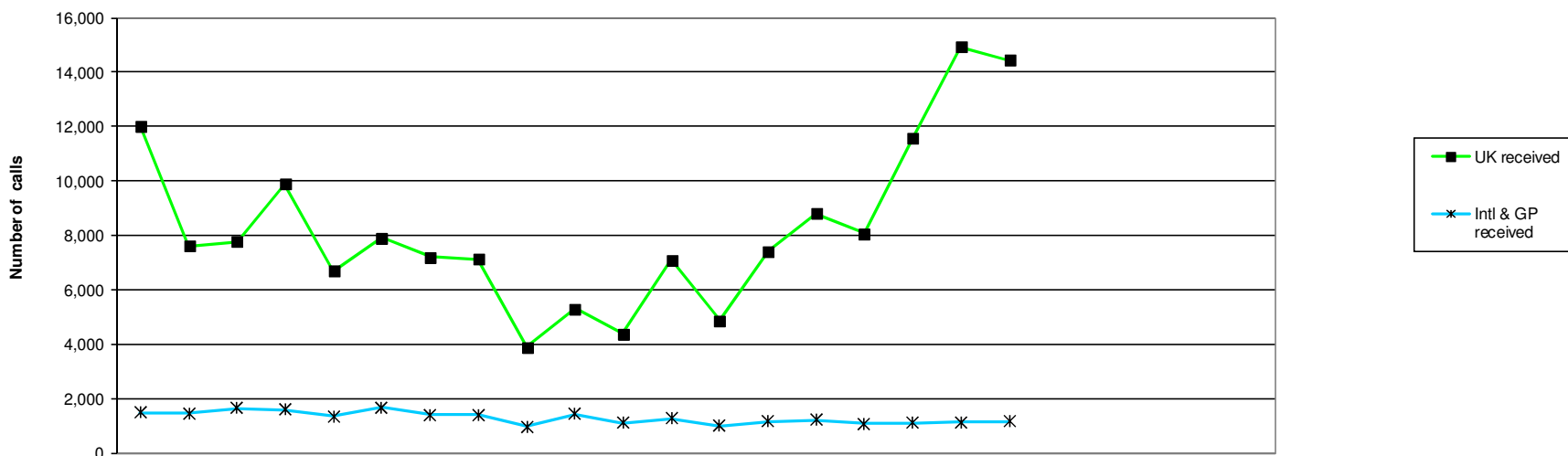


	2010			2011									2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD	
G/pting	4	5	7	14	4	7	8	12	10	20	4	1	3	3	13	3	7	1	2							2,295	283	9	0	63	96	32
Intern	80	131	104	130	129	113	121	150	166	247	132	198	131	201	132	113	90	77	75							3,107	3,172	1,862	1,756	1,387	1,701	819
UK	533	544	511	1,720	1,829	1,450	1,482	904	570	547	476	556	461	357	766	1,794	1,743	950	1,409							9,474	8,870	8,355	10,774	11,069	11,122	7,480
<b>Total</b>	<b>617</b>	<b>680</b>	<b>622</b>	<b>1,864</b>	<b>1,962</b>	<b>1,570</b>	<b>1,611</b>	<b>1,066</b>	<b>746</b>	<b>814</b>	<b>612</b>	<b>755</b>	<b>595</b>	<b>561</b>	<b>911</b>	<b>1,910</b>	<b>1,840</b>	<b>1,028</b>	<b>1,486</b>							<b>14,876</b>	<b>12,325</b>	<b>10,226</b>	<b>12,530</b>	<b>12,519</b>	<b>12,919</b>	<b>8,331</b>

Health Professions Council

Registration Telephone Information April 2010 - March 2012









Registration Department







	2010			2011									2012					2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12										
	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
<b>Intl &amp; GP</b>																																		
<b>Intl &amp; GP received</b>	1471	1438	1651	1584	1348	1667	1396	1395	953	1433	1096	1270	1002	1152	1211	1068	1107	1118	1157									40,070	19,612	14,428	12,732	14,348	16,702	7,815
<b>Answered</b>	1347	1371	1551	1499	1261	1608	1366	1347	925	1382	1071	1241	968	1099	1151	1020	1056	1018	1064									33,467	17,896	13,388	11,397	14,185	15,969	7,376
<b>Calls answered (%)</b>	92	95	94	95	94	97	98	97	97	96	97	98	97	95	95	96	95	94	92									84	92	93	90	95	96	95
<b>Adandoned</b>	124	42	100	85	87	59	30	48	32	51	25	29	34	53	60	48	51	100	93	0	0	0	0	0			6,627	1,716	1,040	1,335	841	712	439	
<b>Avg answer time (sec)</b>	65	56	50	50	54	38	31	32	31	38	25	24	20	36	43	38	45	68	78									25	14	13	36	36	41	47
<b>Avg talk time (min)</b>	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40	3.47	3.23	3.31	2.39	3.41	3.22	3.28	3.33	3.23	3.36									2.32	2.64	2.79	3.25	3.18	3.41	3.17
<b>UK</b>																																		
<b>UK received</b>	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902	5,293	4,386	7,096	4,856	7,424	8,799	8,080	11,597	14,930	14,431									70,233	72,488	123,967	92,018	119,887	86,890	70,117
<b>Answered</b>	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814	5,151	4,306	7,003	4,751	7,221	8,582	7,935	11,114	14,020	13,258									50,518	67,493	91,923	78,293	111,573	83,218	66,881
<b>Calls answered (%)</b>	92	95	95	93	96	97	98	98	98	97	97	99	98	97	97	97	96	94	92									70	93	79	92	95	96	96
<b>Adandoned</b>	953	355	430	678	258	262	180	153	68	142	80	93	105	203	217	145	483	910	1,173	0	0	0	0	0			10,719	6,335	32,034	13,725	8,314	3,652	3,236	
<b>Avg answer time (sec)</b>	62	42	45	59	40	36	29	27	27	29	21	20	23	28	29	29	37	54	69									64	45	102	85	48	36	38
<b>Avg talk time (min)</b>	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47	2.54	2.54	2.58	2.58	2.56	2.39	2.42	2.40	2.47	2.24									1.78	2.16	2.65	2.58	2.37	2.47	2.44

## Major Projects – Claire Reed

### HPC Major Projects 2011/12 Scorecard – In Progress

No.	Project Name	Project Description	Project Sponsor	Project Lead	Budget* 2010/11	Project End Date	Commentary	Previous Status	Status
MP36	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 (C)	Sep 2011 Jan 2012 April 2012	<ul style="list-style-type: none"> <li>A good quality product has been delivered into UAT. However more time than was anticipated was needed to enable connectivity between the component parts.</li> <li>The consequence of this has been that the resulting tasks have needed to be re-planned to ensure a controlled delivery into production.</li> <li>UAT and data migration is progressing well</li> </ul>		
MP45	Credit card automation	Review of credit card handling process to ensure compliance with PCI / DSS legislation	Marc Seale	Gary Butler	£50 (O)	Mar 2011	<ul style="list-style-type: none"> <li>Preparation work for implementation work continues</li> <li>Due to considerations around communicating with external stakeholders the implementation timescale is currently under discussion.</li> </ul>		
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	£338	Nov 2011 Apr 2012 Jul 2012 Sept 2012	<ul style="list-style-type: none"> <li>Further to the announcement by the Department of Health, the project timeline has been extended to September 2012 to allow for the register opening on 1<sup>st</sup> August 2012</li> <li>Preparations continue well. Extensive work on data migration has been undertaken by both organisations. HPC consultations on standards and student registration are underway. Parliamentary briefings have been provided. Partner recruitment is progressing well. Technology development is underway.</li> </ul>		
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	TBD	Aug 2011 Feb 2012	<ul style="list-style-type: none"> <li>Negotiations continue with the Evangelical Alliance</li> </ul>		
MP54	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	TBC	TBC	<ul style="list-style-type: none"> <li>Currently initiating</li> </ul>	N/A	N/A



MP55	Net Regulate Platform Refresh	Project to upgrade Java, Java runtime, Oracle and Solaris	Guy Gaskins	Jason Roth	£36 (C)	Sept 2011	<ul style="list-style-type: none"> <li>Technology has been successfully promoted into production and the project has closed</li> </ul>		Project closed
MP46	Education systems and process review	Review of all education department systems and processes	Abigail Gorringe	Osama Ammar	£39 (O) £110 (C)	May 2012	<ul style="list-style-type: none"> <li>Initial business analysis has been completed and high level recommendations have been agreed.</li> <li>Requirements gathering process is to commence in the middle of November.</li> </ul>		
MP56	Information Security Management system	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	£12 (O)	TBC	<ul style="list-style-type: none"> <li>Currently initiating</li> </ul>	N/A	N/A
MP57	Net Regulate changes 2011/12 Part 1	Implementation of the following Net Regulate changes: 1) Automatic refund process for deregistered registrants 2) Automation of the Registrant balance report 3) Security enhancements	Gary Butler	Charlotte Milner	£49 (C)	TBC	<ul style="list-style-type: none"> <li>Currently initiating</li> </ul>	N/A	N/A
MP58	Online renewals form request	Net Regulate and Internet change to allow registrants to request a renewal form from hpc-uk.org	Greg Ross Sampson	Richard Houghton	£10	April 2012	<ul style="list-style-type: none"> <li>Project has initiated and is awaiting DSL resource to commence technology changes</li> </ul>	N/A	

\* All amounts in £000's [(C) = Capex; (O) = Opex]

Key:

Green (G) – Project is due to meet deadline

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

Red (R) – 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

## Facilities – Steve Hall

### Facilities Management Report

#### **Staffing**

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

#### **33 Stannary Street**

On the 28/29 October the Education, Operations and Partners Departments moved into 33 Stannary Street and were fully operational by midmorning of Monday 31 October. Further office moves took place for the Fitness to Practise Department and the Transactions team from Finance. This resulted in 48 employees being relocated which represents approximately 30% of the current compliment. The Mezzanine has now been designated as a waiting and lunch area for witness attending hearings.

## Business Process Improvement – Roy Dunn

### **Human Resources**

No changes to BPI.

### **Quality Management System (QMS) review meetings and internal audits**

The internal audit schedule for 2011 – 2012 is running. The Education Department has been audited, but their processes are being reviewed in light of the Education processes and systems project. Procurement/suppliers audit and HR were also examined.

### **QMS process updates**

Work plan processes have been reviewed, and an updated Project Re-prioritisation process rolled out.

Enhancements to the QMS underlying processes are in progress, to reflect our more traditional external audit.

### **BSI Audit**

BSI audited the Procurement function, Education processes, HR Staff Development and Training, and the Quality Management System on October 4<sup>th</sup>. The latest Customer service report was examined. Again an intensive days audit was carried out.

Document control, Training records and Management review processes are being enhanced following internal and external audits.

### **Business continuity**

No major changes other than monthly list updates.

A minor business continuity exercise took place with the Communications team on the 17<sup>th</sup> October. A brief report is attached as an appendix to this report.

The Human Resources Department are offering Influenza vaccinations to employees. This will improve our Business Continuity.

### **Information security management**

The full project documentation goes to EMT for sign off at the end of October

Further policy documents (ISO27001 deliverables) are in preparation. Asset lists are in progress, with a view to determining specific risks and mitigations required.

### **Information & data management**

Ongoing work has been provided to quantify payment types relating to historic balances on NetRegulate. Queries prepared by Digital Steps are being run upon request.

All pre April 2011 refunds required have been processed by the Finance Transactions department.

A process for ongoing refunds for lapsed registrants has been prepared.

### **Risk Register**

The Cross Department Team is looking at possible impacts of the London 2012 Olympic on day-to-day business operations.

Employee and key supplier mapping will be compared to published pinch points in the public transport networks and resolution planned where possible.

## Appendix 1

### Communications Department Business Continuity test – 17<sup>th</sup> October 2011

The Director of Communications requested that the Business Process Improvement department assist in an afternoon Business Continuity training session and series of scenario tests. Following initial planning with the Director and Media and Public Relations Manager, the training took place on the 17<sup>th</sup> of October 2011.

The tests were designed to challenge Communications Department members not specifically versed in BCM response, to respond to a range of scenarios that may develop when the lead on Media and Public Relations, and the Director are unavailable.

The process was designed to familiarise members of the department with thinking and writing in appropriate terms, pertaining to Business Continuity.

A presentation on Business Continuity, with relatively recent public examples of good and bad practice was provided to open the discussion.

The testing then commenced.

Templates for responses, which are part of the DR pack were provided as a basis for response, although they require a high degree of tailoring for each scenario.

The attending members of the Communications Department was split into small groups, and defined a high level response to each scenario, indicating the key points to record for each.

Approximately 10 minutes were allowed for each scenario, to highlight the need for a rapid but consistent and supportable response to each event.

## Scenarios

Determine which of the following scenarios is an issue, crisis or disaster. What is the plan of action?

1. Payment problem in registrations and finance, a direct debit payment has been collected twice in one month from the same registrants. Some physiotherapists have been pushed into being overdrawn on their current accounts. Background: BACS had asked for the original file to be resent after the first was corrupted. The request was over the telephone and we do not have proof that it was requested. However Finance know that BACS have procedures in place to prevent duplicate use of files, and the files go down a secure encrypted link - so there should not be any issues. BACS are saying although they do have procedures in place, we should have not sent the file without a written request.
2. A registrant has been accused of murdering a patient, and it is subsequently discovered that on two occasions he has been through the FTP process, but was found as no case to answer by the panel. The Daily Mail is on the doorstep demanding an interview with the Chief Executive, but all EMT are away in Northern Ireland at a Council event.
3. HPC's 22-26 Stannary Street has been damaged by a fire on the Registrations floor. Although Registrations have moved some employees to NDR the Physiotherapists are close to completing the renewal cycle. Several thousand unprocessed renewal forms have been destroyed, as have the special scanners used for the ICR process. Background: The ICR scanners are too expensive to have under the DR contract. They take about 1 month to source/replace.
4. The mezzanine has collapsed over the old council chamber killing two employees, a journalist and leaving a number of parties injured. A number of journalists are in the building waiting to go into the hearing scheduled in the old council

chamber they have alert other media that an incident has happened and now national media are now swarming round the building.

The proposed responses were compared between groups, and then given a brief critical evaluation by Ebony Gayle and Roy Dunn.

Responses were generally consistent, and the main questions raised in determining the response were around the impact and existing mitigations in place for each specific set of circumstances. These details would be known by the business or the DR BCM team involved in the immediate response to any issue.

The level of response was encouraging, and suggests that the Communications team could respond without the Director or Media and Public Relations Manager being on site.