



Operations Directorate

Report to Finance and Resources Committee
meeting 18 July 2013

Operations Report to Finance & Resources Committee, 18 July 2013
Contents

<u>Department</u>	<u>Page</u>
Registration – Mr R Houghton	3
Project Management Scorecard – Ms C Reed	8
Facilities Management – Mr S Hall	11
Business Process Improvement – Mr R Dunn	12

Registration: Mr Richard Houghton

1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 June to 30 June 2013 the team received a total of 10,138 telephone calls which is 1,339 more calls when compared to the same period two years ago and represents a 15% increase in call volumes. The Department answered 96% of calls received compared to 97% during the same period two years ago.

ii) International Telephone Calls - During the period from 1 June to 30 June 2013 the team received a total of 563 telephone calls which is 333 less than the same period last year and represents a 37% decrease in call volumes. The Department answered 96% of calls received compared to 95% during the same period last year.

b) Application Processing

i) UK Applications - A total of 1,089 new applications were received which is 185 more when compared to the same period last year and represents a 20% increase in UK application volumes. The Department registered 813 applications which is 102 more when compared to the same period last year and represents a 14% increase. The department processed 100% of applications within our service standard of ten working days of receipt which is the same performance achieved during the same period last year.

The Department processed 100% of readmission applications within our service standard of ten working days of receipt which is the same performance achieved during the same period last year.

ii) International Applications - A total of 273 new applications were received which is 51 more when compared to the same period

last year and represents a 23% increase in international application volumes. The Department registered 161 applications which is 42 more when compared to the same period last year and represents a 35% increase.

iii) Grandparenting Applications – A total of 20 grandparenting applications were registered which is 7 more when compared to the same period last year and represents a 54% increase.

c) Emails

i) UK Emails - The team received approximately 160 emails per day which is 66 more when compared to the same period two years ago and represents a 70% increase in UK email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time and compares to one day response time which is the performance achieved during the same period two years ago.

ii) International Emails - The team received approximately 10 emails per day which is 2 less when compared to the same period last year and represents a 17% decrease in international email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time which is the same response performance achieved when compared to the same period last year.

d) Continuing Professional Development (CPD) Audit

There were 2 CPD assessment days held during this period.

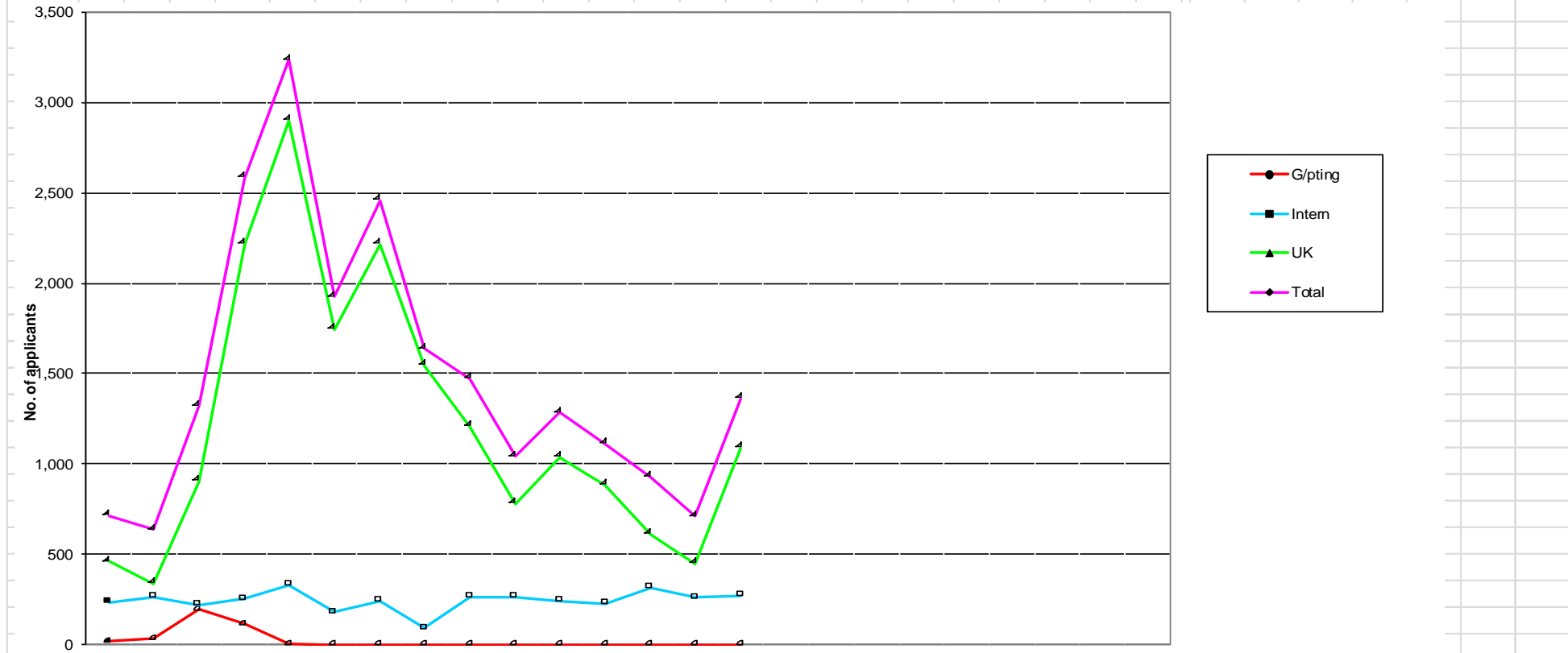
e) Registration Renewals

At the start of June 2013, 19,487 paramedics and 1,326 orthoptists were invited to renew their registration and registrants have until 31

August 2013 to renew their registration. As at 5 July 2013, 11,533 paramedics and 710 orthoptists had renewed their registration.

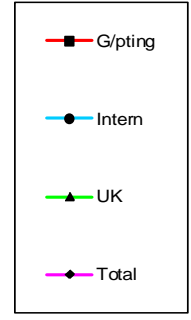
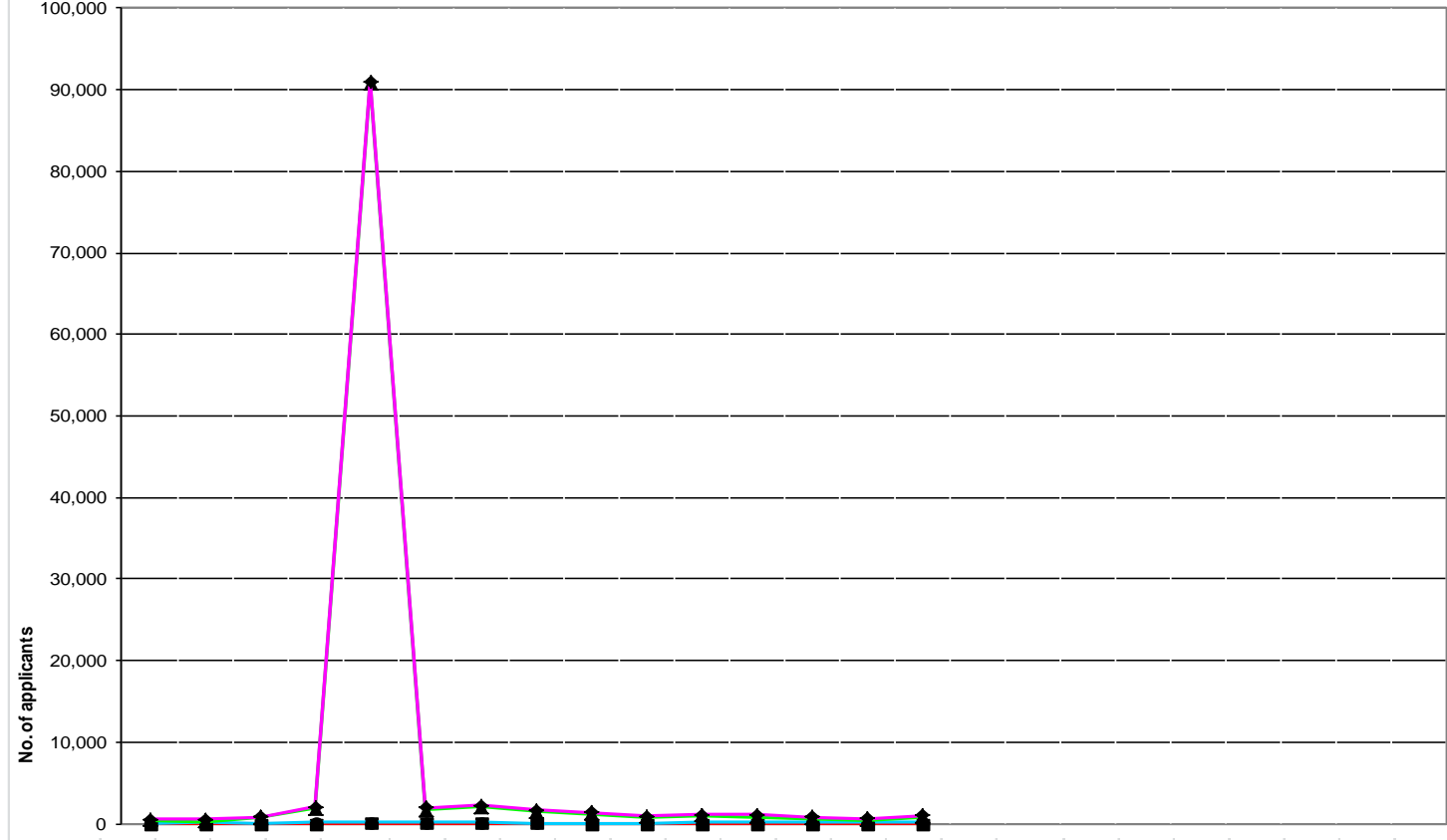
a) Employees

The Department is operating within the budgeted headcount.



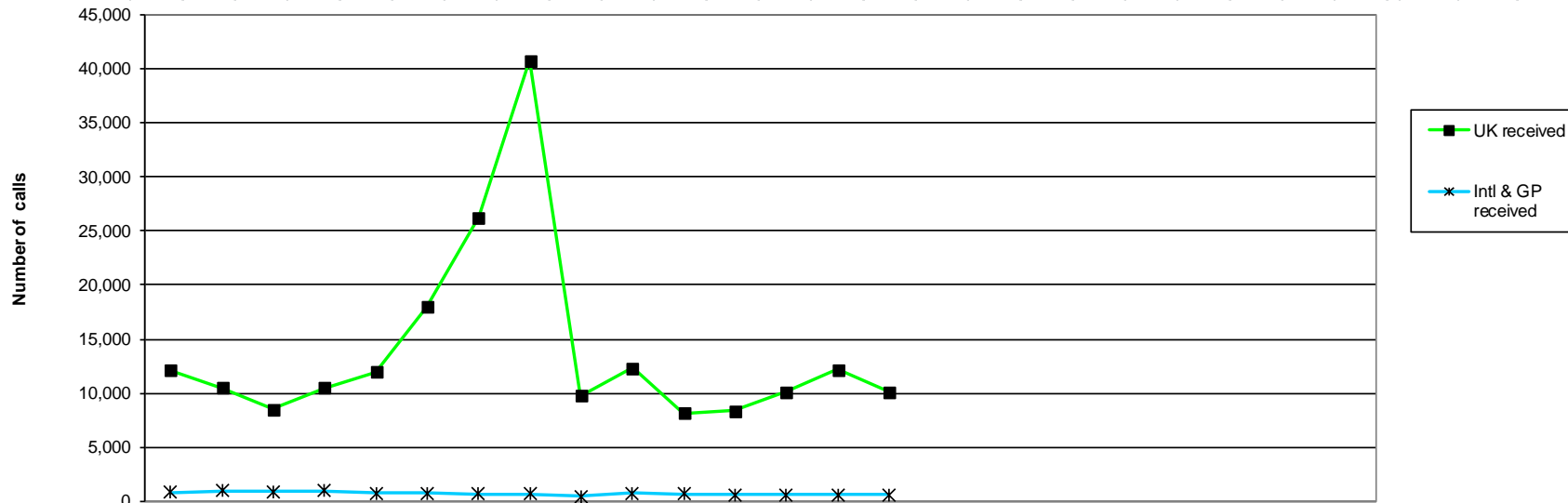
Apps Received	2012			2013									2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
G/pting	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0										0	369	93	170	142	369	0
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273										2,300	2,290	2,324	2,597	2,504	2,822	850
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089										8,971	11,084	12,037	13,684	11,353	16,233	2,148
Total	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110	927	709	1,362										11,271	13,743	14,454	16,451	13,999	19,424	2,998

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



	2012			2013									2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14									
	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	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20										9	0	63	96	65	265	24
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161										1,862	1,756	1,444	1,701	1,389	1,758	498
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463	813										8,355	10,774	11,069	11,122	10,675	103,346	1,963
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666	994										10,226	12,530	12,576	12,919	12,129	105,369	2,485

* The inflated figure for UK for August includes the new SW's added on the 1st August 2012
















	2012			2013									2014			2008/9	09/10	10/11	11/12	12/13	13/14										
	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	YTD	
Intl & GP																															
Intl & GP received	833	963	896	954	737	723	707	685	488	766	638	590	591	620	563											12,732	14,348	16,702	12,886	8,980	1,774
Answered	794	877	848	914	675	705	682	662	450	697	587	545	542	561	539											11,397	14,185	15,969	12,137	8,436	1,642
Calls answered (%)	95	91	95	96	92	98	96	97	92	91	92	92	92	90	96											90	95	96	94	94	93
Abandoned	39	86	48	40	62	18	25	23	38	69	51	45	38	63	24											1,335	841	712	749	544	125
Avg answer time (sec)	52	46	59	42	54	32	35	46	82	82	74	31	60	55	41											36	36	41	49	53	52
Avg talk time (min)	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	4.08	4.09	3.49	3.53											3.25	3.18	3.41	3.29	3.85	3.70
UK																															
UK received	12,099	10,487	8,533	10,516	11,965	17,941	26,254	40,761	9,757	12,333	8,138	8,369	10,151	12,177	10,138											92,018	119,887	86,890	114,847	177,147	32,466
Answered	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	11,173	7,715	8,033	9,421	10,968	9,713											78,293	111,573	83,218	109,818	157,334	30,102
Calls answered (%)	93	94	94	95	95	96	92	72	93	91	95	96	93	90	96											92	95	96	96	92	93
Abandoned	817	590	534	469	617	667	2,065	11,424	716	1,155	423	336	730	1,209	425											13,725	8,314	3,652	5,029	19,813	2,364
Avg answer time (sec)	51	28	55	39	42	34	61	279	63	77	47	64	55	82	37											85	48	36	38	70	58
Avg talk time (min)	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	3.20	3.21	3.15	3.10	3.11	3.02											2.58	2.37	2.47	2.61	3.28	3.08

Major Projects: Ms Claire Reed

HCPC Major Projects 2013/14 Report

Finance & Resources – 18th July 2013

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP63	HR & Partners Systems and Process Review	Review of all HR & Partner department systems and processes	Marc Seale	Teresa Haskins	Dec 2013	<ul style="list-style-type: none"> 'To-Be' workshops have been completed and report is being prepared. Planning for the next stage of the project is commencing Additional procurement requirements will cause the project to exceed the original timetable therefore an exception report will be raised once the next stage has been planned. 		
MP65	Web Deployments	Improvements to website and intranet	Jacqueline Ladds	Tony Glazier	Jun 2013	<ul style="list-style-type: none"> Changes to intranet and internet deployed to test and testing completed All changes deployed to live Project End Report scheduled for presentation to EMT June 		Closed
MP67	NetReg Changes 2013	Implementation of 16 Net Regulate changes	Tim Moore	Charlotte Milner	Jan 2014	<ul style="list-style-type: none"> First deployment has successfully gone live Development and testing work on deployment 2 is underway Scope of the project has been limited to three deployments to allow contingency around statutory changes such as Annotation of the register and Professional Indemnity Insurance 		
MP68	Annotation of the Register	Annotation of the Register	Michael Guthrie	Richard Houghton	Sept 2014	<ul style="list-style-type: none"> All development work has been completed Net Regulate and website testing is complete Mobile device applications testing underway 		
MP69	Professional Indemnity	Operationalising requirements for registrants to have professional indemnity insurance and 1 DocXP change	Marc Seale	Louise Hart	Apr 2014	<ul style="list-style-type: none"> HCPC consultation is underway Engagement with professional bodies ongoing 		

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP70	186 Kennington Park Road Redevelopment	Planning for 186 Kennington Park Road redevelopment	Marc Seale	Steve Hall	Nov 2014	<ul style="list-style-type: none"> ▪ Cost and design review being considered for pre-planning application ▪ Contract with Architect in negotiation ▪ Statement of Need and other Stage A and B reports being signed off ▪ Procurement for Client Advisor and Services Survey to commence ▪ 'Decanting' of 186 KPR to be planned ▪ Review of Project Plan ongoing which is likely to impact on timeline and budget phasing requirements. Exception report to be raised in July 		
MP71	Fees Review	Consideration of current Registrant fees and making any changes that may be agreed	Marc Seale	Michael Guthrie	Apr 2014	<ul style="list-style-type: none"> ▪ Consultation document being considered by Council on 4th July 		
MP64	Education System Build	Implementation of recommendations from Phase 1	Brendon Edmonds	Paula Lescott	TBD	<ul style="list-style-type: none"> ▪ Technical Design workshops underway ▪ Initiation documentation to be presented to EMT in August 	N/A	Initiation
MP66	FTP Changes 2012-13	Improvements to CMS	Kelly Johnson	Brian James	TBD	<ul style="list-style-type: none"> ▪ Requirements have been prepared and are being sent to the supplier for cost and time estimations 	N/A	Initiation
MP72	InFocus Distribution		Jacqueline Ladds	Jonathan Jones	TBD	<ul style="list-style-type: none"> ▪ Initiation commenced ▪ Project Initiation Documents scheduled to be presented EMT in August 	N/A	Initiation
MP59	Herbal Practitioners	Onboarding of Herbal Practitioners to HCPC Register	Marc Seale	Michael Guthrie	TBD	<ul style="list-style-type: none"> ▪ Not expected to commence before Jan 2014 	N/A	Start Up
MPxx	Web Platform Review		Jacqueline Ladds	Tony Glazier	TBD	<ul style="list-style-type: none"> ▪ Initiation commenced 		Start Up
MPxx	Registration Process & System Review		Marc Seale	Greg Ross-Sampson	TBD	<ul style="list-style-type: none"> ▪ Due to begin initiating Oct 2013 		Start Up

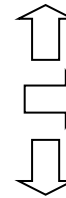
No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MPxx	Online Renewals Review & Change of Payment Provider		TBD	TBD	TBD	<ul style="list-style-type: none"> Due to begin initiating Oct 2013 		Start Up
MPxx	Finance Systems Review		Tim Moore	Charlotte Milner	TBD	<ul style="list-style-type: none"> Due to begin initiating Jan 2014 		Start Up
MPxx	Public Health Professionals		TBD	TBD	TBD	<ul style="list-style-type: none"> Due to begin initiating Sept 2014 		Start Up
MPxx	HR & Partners System Build		Marc Seale	Teresa Haskins	TBD	<ul style="list-style-type: none"> Will not begin initiating this year due to planned extension to Phase 1 project 		Start Up

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

1. Employees

There are five permanent employees including the Facilities Manager. Services provided include reception, building maintenance, post room, health & safety and building project management.

2. 186 Kennington Park Road

Work is continuing in conjunction with architects and cost consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

3. 33 Stannary Street

Work is currently progressing to install air conditioning to the offices HCPC lease within 33 Stannary Street. It is anticipated that this work should finished by 26 July.

An application has been lodged by HCPC's preferred contractor with Lambeth Borough Council to excavate beneath Stannary Street to facilitate the installation of a dedicated fibre optic link.

4. Office Moves

On Saturday 13 July it is planned to relocate the Finance Department to the 1st Floor of 33 Stannary Street. The large meeting room currently located on the 1st Floor of 33 Stannary Street will be relocated to the 1st Floor of 186 Kennington Park Road. Business Improvement will move to the space vacated by the Finance Department.

.

.

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to the BPI structure. We will be relocating to 186 Kennington Park Road building to the floor currently occupied by the Finance Department in mid-July.

2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).

The internal audit schedule for 2013 – 14 is running.

One NMR (non-conformance incident) have been declared. The issue has been rectified, and the report will hopefully be concluded this month.

3. QMS process updates

A review of the international registrations process is about to begin. There are likely to be some changes to the tendering & procurement processes over the next few months.

4. BSI audit

BSI completed the final audit of the current three year cycle on 2nd of May. We have been recommended for continued registration to ISO9001:2008 and the certificate has now been received.

The 2008 iteration of the 9001 standard will be replaced in 2015. The nature of the changes are being examined, and implications for HCPC being estimated.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

5. Business continuity

Each department has been updating the appropriate area of the plan, for a final paper only version to be circulated shortly.

6. Information security management

We are working toward modifying the security training CBT package for all employees, with the Secretariat. Partners will be trained on information security using the CBT package used by employees last year. A few adjustments are being made to reflect their different roles to employees.

Adjustments to how documents are printed around the organisation are being evaluated, and security improvements developed.

Asset owners are validating the information assets register for HCPC, and the threats and vulnerabilities are being examined. The use of vsRisk system continues. Below is the latest statistical snapshot.

Item	No of Items	No in Use
Assets	349	323
Asset Owners	15	15
Asset Groups	36	36
Threats	141	101
Vulnerabilities	308	201
Controls*	133*	119
Risk Assessments**	2316	2336**

Controls* = 133 standard ISO27002 controls possible

Risk Assessments** = second assessment on a single asset reflected in "No in Use" greater than "No of Items".

The individual policy items, to implement the ISO27002 controls, are being developed.

Work on developing a secure web delivery method for confidential content for various parts of the organization continues, with an existing supplier.

7. Information & data management

A paper for Council is being prepared by BPI concerning the implementation of legal advice regarding the retention of paper applications and renewal notices within the Registrations Department. Where an electronic or film copy of an application exists, the paper original will be securely destroyed. There is no requirement for the longterm retention of renewal notices on paper.

Freedom of Information requests of a statistical nature continue.

8. Reporting

Specific reports to assist in the progression of International Applications for registration have been produced.

CPD reporting is being adjusted, for work over the summer.

9. Risk Register

The next iteration of the Risk Register has been circulated for update by risk owners.

10. Other activity

The tendering process for the security print contract has recommenced now that the Procurement Manager is in post.