Business improvement – Roy Dunn

Human Resources
No changes.

Quality Management System (QMS) review meetings and internal audits

QMS process updates

Project Management has been moved from Company wide processes to Support processes, reflecting its status as an operational department rather than just a process.

Information & Data security work across HPC – is ongoing The Poynter Review on the HMRC data loss has been analysed for lessons we may glean from the review process across government departments. The content is being discussed internally.

The HPC response to CHRE's report on NMC has been evaluated as part of the ISO Risk based audit approach.

BSI Audit

The "external" BSI audit was completed on 23rd October 2008.

HPC successfully maintained its ISO 9001:2000 certification throughout the 2008-9 audit period. HPC were audited twice by BSI in 2008-9, covering the following areas;
- QMS and Review – April & October 2008
- Registrations April 2008

- Secretariat October 2008
- Education October 2008
- Project Management October 2008
- Purchasing & Supplier evaluation, + Partner Management October 2008

Purchasing and Procurement were considered low risk and so a process description and evaluation of the scale of tendering sufficed. As HR partners are critical suppliers, records were examined of the selection, appointment and training process.

The Internal Audit team undertook the following audits in 2008-9
- Registrations
- CPD
- Project Management
- Procurement and tendering
- Secretariat
- Fitness to Practice
- ICR Renewals – [Risk based audit]
- Customer Service

The following will be completed in the next 3 - 4 months
- Facilities – Travel
- Communications
- Information Technology
- Policy

We retain our certification. A copy of the report is attached.

The next BSI Audit dates for 2009 will be circulated shortly.

Business Continuity

The Disaster Recovery / Business Continuity plan has been simplified and re-indexed to improve its usability. The Communications management plan has been enhanced to allow for multiple scenarios for which it may be used.

A test of the Education plan took place in November. No issues were highlighted other than the dependence on mobile computing power.

Further departmental tests are taking place over the next months, Registrations are booked for late January, FTP will be attempted if their work load allows. Details will be provided once testing has been completed.

Information & Data Management

Significant effort has been put into analysing the results of the first CPD audit. This work has been provided to the Education and Training Committee. We are evaluating additional insurance to cover our data protection requirements at the paper archive, due to the reluctance of suppliers to take on our required levels of liability. This insurance would also provide additional protection for the traditional "IT" based information.

The archive stakeholder group are examining the responses as part of the decision making process.

A view will be taken of security and cost to determine the winner of the tender process.

Assessment Report

Health Professions Council

Report Author

Lisa Clarke

Visit Start Date

23/10/2008

Introduction

This report has been compiled by Lisa Clarke and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7093042 Continuing assessment 23/10/2008 1 day(s) No. Employees: 115	FS 83074 BS EN ISO 9001:2000	Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom

The objective of the assessment was to ensure that Health Professions Council continue to operate according to their ISO 9001:2000 compliant quality management system.

Management Summary

The areas assessed during the course of the visit were found to be effective.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

Secretariat

The various processes within secretariat are managed by way of a year calendar. All tasks are entered into the calendar and regular team meetings are held to discuss progress on the items in hand and any forthcoming work.

Monitoring of the work undertaken is informal and based on the experience of the staff within the team.

Education (Approvals & Monitoring)

The Education team number 10 and they are split into two further groups with a regional focus. Their responsibilities include new approvals, annual monitoring and major programme changes by education providers.

Work is managed through a series of electronic checklists which are completed in real time to show what progress has taken place. This also shows the status of tasks in hand. Team meetings are held regularly to discuss progress and ensure that all elements of the process are taking place on time so that timescales can be met as necessary.

Project Management

The project management team support the entire organisation in the implementation of large scale projects which would otherwise have a huge impact on the daily activities of other departments. They work on an annual plan and this is carefully prioritized according to strict criteria.

Each project has a charter which sets out the key information about how the project will be run. A sponsor and lead are also nominated. Again, checklists are used to record key stage actions which also shows the status of work in hand. Regular reviews are held to update the year plan to show progress on a weekly basis.

Purchasing & Supplier Evaluation

Major purchases which may impact on the service provided by the Health Professions Council are generally decided by way of tender. This formalised process ensures the relevant checks and approvals are made and includes ongoing review of service once the tender has been awarded. The tender process has recently taken place for travel services.

Partners are engaged on a contractual basis to assist with evaluation of records/information and assessment visits. There is a strict process to follow to ensure that relevant checks are made and references are gathered. Sampling of this process was undertaken and all necessary records were on file as required.

Any subsequent performance problems/feedback issues will in future be captured through the appraisal process. Clear communication has been organised to ensure that partners are no longer used if the decision has been taken to terminate their contract.

Assessment Participants

On behalf of the organisation:

Name	Position
Mr Roy Dunn	Head of Business Process Improvement
Mr Thomas Berrie	Information Services Manager
Ms Niamh O'Sullivan	Secretary to Council
Ms Abigail Creighton	Director of Education
Mrs Claire Reed	Project Manager
Ms Kathryn Neushafer	Partner Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Lisa Clarke	Team leader

Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom	FS 83074	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/04/2007

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan

Business area/Location		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
Business area/Location	Date (mm/yy):	10/07	04/08	10/08	04/09	10/09	04/10
	Duration (days):	1	1	1	1	1	1
Registrations UK							
Registrations International							
Registrations Grandparenting							
Communications							
Approvals & Monitoring							
Fitness to Practice							
HR/Partner Validation							
Purchasing & supplier evaluation							
Secretariat							
Customer Services							
Finance							
Management System Organisation and Review							
Senior Management Interview							
Preparation for Strategic Review							
Strategic Review							
Staff development and Training							
Policy							

Next Visit Plan

Visit objectives:

The objective of the next visit is to sample from the areas detailed in the 3 year assessment plan to seek evidence of ongoing compliance to the quality system.

Visit scope:

This will be conducted as follows:

Date	Assessor	Time	Area/Process	Clause
	Lisa Clarke	09.30	Opening meeting	
	Lisa Clarke	10.15	Registrations - grandparenting	
	Lisa Clarke	11.15	Fitness to Practice	
	Lisa Clarke	12.30	Lunch	
	Lisa Clarke	13.30	Quality management system organisation and review	
	Lisa Clarke	15.00	Report writing and closing meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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The Carbon Dioxide emissions due to the planning, delivery and administration of this assessment will be fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit www.bsigroup.co.uk/en/Assessment-and-Certification-services/Management-systems/News-and-Events/Carbon-Neutral.

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