

1. Human resources

No changes to BPI resources.

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

The internal audit schedule for 2016 – 17 is running.

Ad-hoc reports are added to the schedule as required by circumstances. This includes reports on flooding. (See 5. Business Continuity)

NMR's

Two Near Misses were declared in late June 2016, one around accidental removal of a registrant under FTP status, and the other around the use of a suspended Partner (NMR60). The NMR60 report was delivered to EMT in August 2016. NMR59 will be finalised in time for the September month end meeting.

One near miss concerning air conditioner failure in the server room (NMR58) was closed in May.

3. QMS process updates

Currently no further progress on moving the Quality Management System to a new platform. A manual Document control listing has been created, to fulfil a QMS/ISMS requirement.

4. BSI audit

The next ISO 9001:2008 audit is due to take place in October 2016, covering Registration, Communications and Secretariat departments. Dates are to be confirmed. The audit will need to fit in around Council away day requirements.

5. Business continuity

On the night of 22nd / 23rd June heavy rain resulted in partial flooding of the basement of 184 Kennington Park Road, and damage to 186 Kennington Park Road, with 2.5 tonnes of rainwater trapped on a first floor flat roof.

Whilst the rainfall was excessive, the underlying reason for the flooding was the design of the drainage system for the two buildings, and blockage of drains due to wash off of roof borne detritus and the need for more regular clearing.

The Human Resources department has been relocated to the first floor, rear of 186 / 20 Stannary Street; and two meeting rooms have been taken out of action, whilst repairs are undertaken. The Park House kitchen carpet and lino were also damaged. The repairs required are covered by insurance, and remedial works to improve resilience have been proposed in two flood reports to EMT. Damage was generally superficial, with no damage to network or power cabling located. Carpeting, skirting boards and floor skim were damaged in Park House, whilst fire alarm detectors, carpeting, ceiling tiles and plaster were damaged in 186. One large meeting room is out of use as furniture storage, one small store room has been secured, and is being used for short to medium term storage of HR files.

Work on the Shadow Planner solution continues. Additions and enhancements to content will continue.

The Shadow Planner system is currently available on Blackberry O/S7 and iOS (iPhone) and the Android platform. The HCPC IT department have rolled out test Samsung smartphones to selected users, and Shadow Planner is being trialled on these new corporate devices now. No issues have been detected to date. When testing is complete, the vendors will provide training to those maintaining the departmental information on the Shadow Planner platform.

All employees could be provided with a web based access, however, we currently plan to use the mobile device access for key Business Continuity involved employees.

6. Information security management

Information Security awareness activities continue around HCPC. We have rolled out the Bob's Business CBT package for employees, with two modules in progress (Perfect Passwords and Backing up data). Partners and Council members will be trained from September onwards. Training will consist of multiple modules with short questions to follow up on the topics covered. The topics are listed below. This programme will help prepare employees for the next ISO27001 BSI audit and maintain information security. Different module combinations are supplied for employees, Partners and Council members. Y indicates included for group, N indicates not included for group.

New employees and contractors continue to undertake a PowerPoint delivered training pack and questions, prior to completing their first month in the organisation.

| Module name | Employees | Partners | Council Members |
|-------------------|-----------|----------|-----------------|
| Perfect Passwords | Y | Y | Y |

| | | | |
|----------------------|---|---|---|
| Virus Vigilance | Y | Y | Y |
| Keeping it Clear | Y | N | N |
| Phishing Fears | Y | Y | Y |
| Email Etiquette | Y | N | N |
| Web woes | Y | N | N |
| Backing up data | Y | N | N |
| Identity theft | Y | Y | N |
| Protected Premises | Y | N | N |
| Secure printing | Y | N | N |
| Data Protection | N | N | Y |
| Carefully Classified | Y | N | Y |
| PCI-DSS | Y | Y | N |
| FOI | N | N | Y |

7. Information & data management

Assessment and destruction of older archive material: an update on progress.

The Registration department are examining the option of scanning new application material, placing on hold for three months, and then destroying hard copy when the scanned images have been attached to the application records on NetRegulate. Historic material where the content is poorly defined will need to be indexed as a minimum. Scanning may subsequently be required. Destruction of previously scanned content is awaiting budgetary release.

8. Reporting

The number of Freedom of Information requests of a statistical nature is stable.

9. Risk Register

The latest iteration of the Risk Register is published at this meeting. The BSI audits suggest that we link Strategic Objectives from HCPC's Strategic Intent, to individual risks in the risk register. ISMS based risks are also being flagged with the appropriate clauses from ISO 27001 Annex A