Business Process Improvement: Mr Roy Dunn

1. Human resources
No changes to BPI resources.

2. Quality Management System (QMS) Quality Assurance (QA), review meetings, internal audits and Near Miss Reports (NMR).
The HCPC Quality Assurance Group met for an offsite meeting. This group includes Assurance and Development (FTP) team, Registrations QA team, Education QA team, Information Governance Manager, Complaints Manager. The Project Portfolio Manager and a Policy officer will be included in future.

The aim of the meeting was to start development of an overarching QA framework that incorporates all departmental requirements at a broad high level, including the various ISO standards in use at HCPC.

The group were also introduced to the Improvement Log, a requirement of ISO27001, which will be used across the organisation for all issues where improvement is required, and implementation needs to be tracked.

Marc Seale attended the meeting to discuss regulatory risk and if this differs from what we currently do and if not, how should this be documented.

The internal audit schedule for 2016 – 17 is running, with the following areas being audited:
QMS Document Control Audit; Tidy Desk Audits; Registrations; audits are still outstanding for the HR department as they complete issues from the migration project.

A mock audit visit scheduled on the 13-14 March that will be carried out by IT Governance, who will take us through an ISO27001 audit prior to BSI auditing in April.

Ad-hoc reports are added to the schedule as required by circumstances.

NMR's
No new Near Misses have been declared at the time of writing.

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, due to the internal doc control only intermittently working. This results from an internal audit report declaring a non-conformance.

4. BSI audit
The next ISO 9001:2008 audit will take place on May 10th with two auditors on site for 1 day

Next BSI audit is ISO 27001:2013 (two days) in April 2017, then ISO 9001:2008 (one day, two auditors) and. ISO 9001:2008 in October

5. Business continuity

Following the Shadow Planner / Plan In Your Pocket App test carried out on the 14th November (report at this meeting). Additions and enhancements to content will continue, including increased detail on how to gain best possible use of our three buildings in future. The Registration Department Managers undertook an exercise with Shadow Planner / Plan in Your Pocket and found the application easy to use and noted down changes and updates needed going forward.

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.

Information Security training results to end of February 2017				

Results as of 02/03/2017:

Course	**Users**	**Total**	**Completed**	**Date of enrolment**	**% Completed**
Perfect Passwords	HCPC	266	242	13/07/2016	90
Backing up data	HCPC	266	224	15/08/2016	88
Virus vigilance	HCPC	266	212	12/09/2016	79
Keeping it clear	HCPC	266	197	12/10/2016	77
Phishing fears	HCPC	266	185	14/11/2016	69
Email Etiquette	HCPC	266	160	12/12/2016	60
Web woes	HCPC	266	146	12/01/2017	54
Identity Theft	HCPC	266	114	13/02/2017	42

Course	**Users**	**Total**	**Completed**	**Date of enrolment**	**% Completed**
Carefully classified	Council	12	10	N/A	80
Data protection	Council	12	10	N/A	80
FOI	Council	12	10	N/A	80
Perfect passwords	Council	12	12	N/A	100
Phishing fears	Council	12	10	N/A	80
Virus vigilance	Council	12	10	N/A	80

Course	**Users**	**Total**	**Completed**	**Date of enrolment**	**% Completed**

Identity theft	Partners	501	380	N/A	76
PCI DSS	Partners	501	369	N/A	73
Perfect				N/A	
passwords	Partners	501	407		81
Phishing fears	Partners	501	383	N/A	76
Virus vigilance	Partners	501	333	N/A	66

Completion rate for training throughout the HCPC is 85% over the year. As you can see from the above figures, only one module has succeeded in reaching that target.

Please note, HCPC active users currently equate to 256 employees, with 10 still needing to activate their accounts. These are those who are on learn term absence/sabbatical or maternity leave.

A new supplier will be decided on by April 2017 and new training will be rolled out from May to internal staff members.

NEXT BSI AUDIT TO ISO27001 :2013 Information Security

Date	Assessor	Time	Area/Process – Day 1	Clause
12/04/2017	Kwadwo Anim-Appiah	09:00	Opening Meeting including changes to the management system	
		09:15	Review of previous report/NC Closeout	
		09:30	Performance Monitoring & Measurement / ISMS Objectives / Compliance	9.1, 6.2, A.18
		10:00	ISMS Monitoring and Improvement; Internal Audit; Management Review; Corrective Action / Incident Management	9.2, 9.3, 10, A.16
		11:00	Risk Assessment / Risk Treatment & SOA /Asset Management	6, 8, A.8
		12:00	Supplier Relationships	A.15
		12:45	**Lunch**	
		13:30	Business Continuity	A.17
		14:30	Physical & Environmental Security	A.11
		15:30	Report Write-up (offsite)	
13/04/2017	Kwadwo Anim-Appiah	9:00	Update Meeting	
		9:15	Access Control & Cryptography	A.9
		10:15	Communications Security	A.13
		11:15	System Acquisition, Development and Maintenance	A.14
		12:15	Education Team (Awareness Sampling)	A.7.2.2
		12:45	**Lunch**	

		13:30	Policy & Standards (security awareness sampling)	A.7.2.2
		14:15	Project (Awareness Sampling)	A.7.2.2
		15:15	Report Preparation	
		16:30	Closing Meeting	

Note to Council & Committee members: the invitation is from Bob's Business, not HCPC. This should be received around December 1st.. It is possible to progress from one module to the next from within the training portal. **Please ensure that you "submit" your results via the appropriate button.**

7. Information & data management

Assessment and destruction of older archive material: a mine visit is planned for the end of the month to assess material and audit before destruction proceeds. We are hoping to destroy hundreds of cartons.

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 Crystal Reporting system continues to be problematic with the increased data volumes. Information load from the Registration system to the reporting system takes in excess of 7 hours.

Various external bodies are asking for access to increasingly sensitive data to use in research. This will be carefully managed, The number of Freedom of Information requests of a statistical nature is stable.

9. Risk Register

The next iteration of the Risk Register is published at this committee meeting. High level Risks around the development of the 186 Kennington Park Road building are included. Risks related to the Northern Line extension joining the existing infrastructure beneath the junction of Stannary Street and Ravensdon Street are included for approximately a year.

The contractors have installed monitoring equipment on the Stannary Street and Ravensdon Street junction and to the rear of our building, to monitor potential subsidence related to tunnelling using the same tunnelling method as used in the Heathrow Express project.