

Council, 6 February 2014

Operations Report

Executive summary and recommendations

Introduction

The report sets out the main activities of the Operations Department since the last meeting of Council. It includes statistical information and highlights key work undertaken.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

The resources for the Department are set out in the annual workplan and budget 2013-14.

Financial implications

None

Appendices

Operations Report

Operations Department Management Information Pack

Greg Ross-Sampson, Director of Operations
February 2014

1. Executive Summary

1.1 Registrations

1.1.1 UK Telephone Calls

The team received a total of 18,606 telephone calls, during the period from 1 November to 31 December 2013, which is 3,187 more calls when compared to the same period two years ago and represents a 21% increase in call volumes.

1.1.2 UK Applications

The team registered 3,017 UK applications, during the period from 1 November to 31 December 2013, which is 254 more when compared to the same period last year and represents a 9% increase. A total of 14,813 UK applications have been registered this financial year which exceeds the forecasted end of year figure of 14,181 UK applications, indicated in the 'Registrant Number Forecast 2013 – 18, August 2013'.

1.1.4 Renewals

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast, which has reduced the number of paper renewal forms received.

1.2 Project Management

1.2.1 Project statuses

Of the six current projects four are progressing well and are on course to meet their schedules. Two projects are reporting as red and will not meet their schedules. One project is undergoing initiation.

1.3 Business Process Improvement

1.3.1 Corporate Risk Register

Latest minor changes to EMT in January for publication following sign off in March

1.3.2 ISO27001 & Business Continuity

Risks being remapped to the new Information security standard, evaluating options for electronic Business Continuity plans.

Contents

1. Executive Summary	2
1.1 Registrations	2
1.3 Business Process Improvement.....	2
2. Registration Management: Richard Houghton	5
2.1 Operational Performance 1 November to 31 December 2014	5
2.2 Resource.....	6
2.3 Registration Management Statistics.....	7
3. Project Management Commentary: Claire Reed.....	24
4. Business Process Improvement Commentary: Roy Dunn.....	31
4.1 Quality Management System Changes and Audits.....	31
4.2 Near Miss Reporting	33
4.3 Audits.....	34
4.4 Corporate Risk Register Maintenance	34
4.5 Registrant Number Forecasting	35
4.6 ISO27001 project Information Security Work.....	35
4.7 Business Continuity / Disaster Recovery Planning.....	35
4.8 Information & Reporting Activity	36
5. Facilities Commentary: Stephen Hall	37
5.1 Employees	37
5.2 186 Kennington Park Road	37

5.3 Leak to Basement of 33 Stannary Street.....	37
5.4 Redecoration to areas within 186 Kennington Park Road.....	37

2. Registration Management: Richard Houghton

2.1 Operational Performance 1 November to 31 December 2014

a) Telephone Calls

i) UK Telephone Calls – During the period from 1 November to 31 December 2013 the team received a total of 18,606 telephone calls which is 3,187 more calls when compared to the same period two years ago and represents a 21% increase in call volumes. The team answered 95% of calls received which is the same percentage answered during the same period two years ago.

ii) International Telephone Calls – During the period from 1 November to 31 December 2013 the team received a total of 1,132 telephone calls which is 41 less than the same period last year and represents a 3% decrease in call volumes. The team answered 96% of calls received compared to 95% during the same period last year.

b) Application Processing

i) UK Applications – A total of 2,567 new applications were received which is 185 less when compared to the same period last year and represents a 7% decrease in UK application volumes. The team registered 3,017 UK applications which is 254 more when compared to the same period last year and represents a 9% increase. A total of 14,813 UK applications have been registered this financial year which exceeds the forecasted end of year figure of 14,181, indicated in the 'Registrant Number Forecast 2013 – 18, August 2013'. The team processed 100% of UK applications within our service standard of ten working days. The team processed 100% of readmission applications within our service standard of ten working days.

ii) International Applications – A total of 538 new applications were received which is 181 more when compared to the same period last year and represents a 51% increase in international application

volumes. The team registered 389 applications which is 178 more when compared to the same period last year and represents a 84% increase.

iii) Grandparenting Applications – A total of three grandparenting applications were registered which is 52 less when compared to the same period last year. As at 31 December 2013 only 11 grandparenting applications were outstanding.

c) Emails

i) UK Emails – The team responded to approximately 149 emails per day which is 53 more when compared to the same period two years ago and represents a 55% increase in UK email volumes. The team responded to these on average within two days of receipt which meets our service standard of two working days response time and is the performance achieved during the same period two years ago.

ii) International Emails – The team responded to approximately 12 emails per day which is the same amount when compared to the same period last year. The team responded to these on average within two days of receipt which meets our service standard of two working days response time and is the performance achieved during the same period last year.

d) Continuing Professional Development (CPD) Audit

There were three CPD assessment days held during this period. CPD assessment days are scheduled to take place every month up until July 2014.

e) Registration Renewals

At the start of September 2013, 22,615 biomedical scientists were invited to renew their registration with 96.1% successfully renewing

appropriately and on time. This compares favourably with 2011 when 95.2% of biomedical scientists renewed their registration. A total of 87.8% of biomedical scientists renewed their registration using the online renewal system in 2013.

At the start of December 2013, 29,087 radiographers were invited to renew their registration and registrants have until 28 February 2014 to complete their professional declaration and pay their fee. As at the 17 January 2014 68% of radiographers had renewed their registration.

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast which has reduced the number of paper renewal forms received.

2.2 Resource

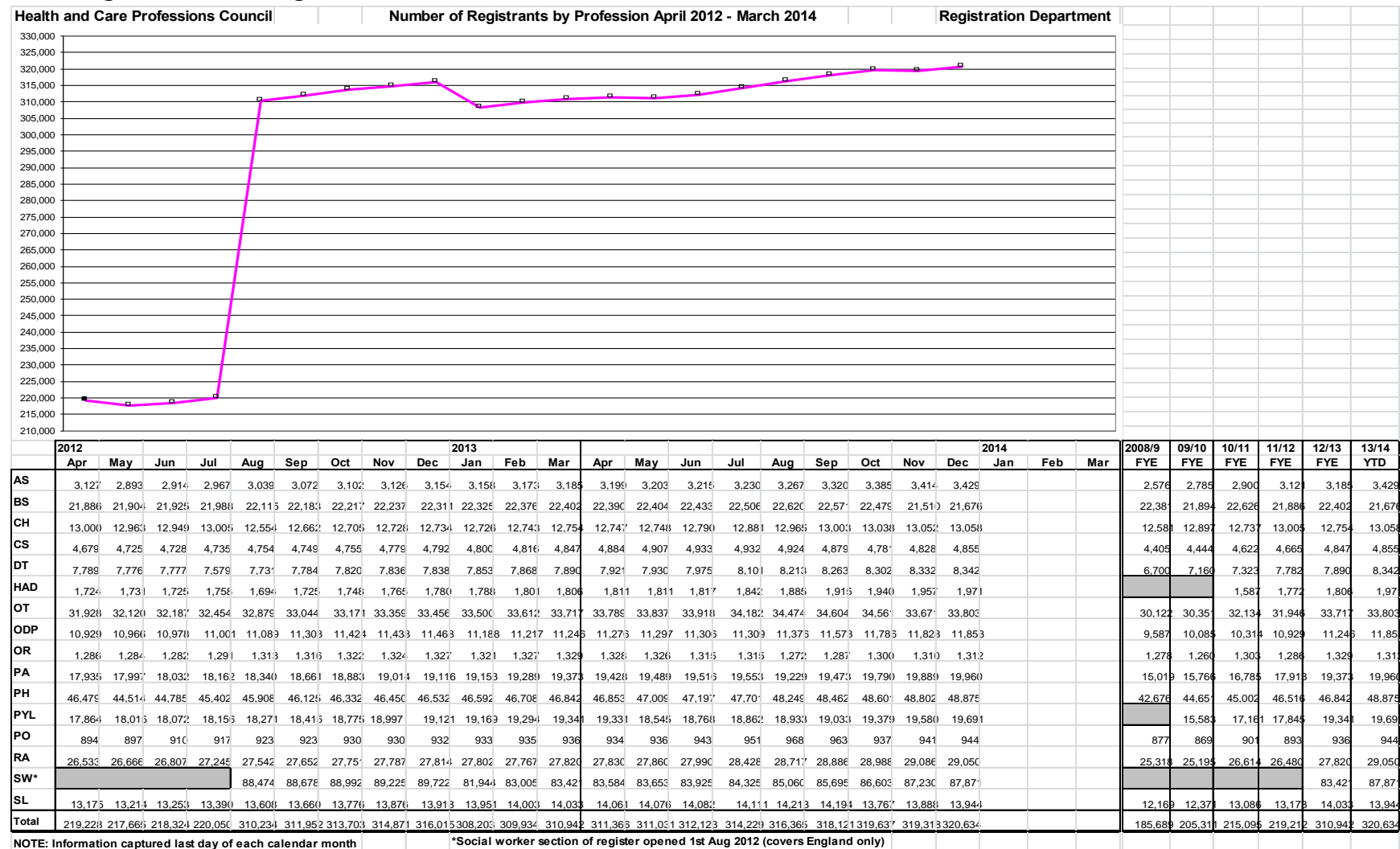
a) Employees

The Department operated within its budgeted headcount during this period.

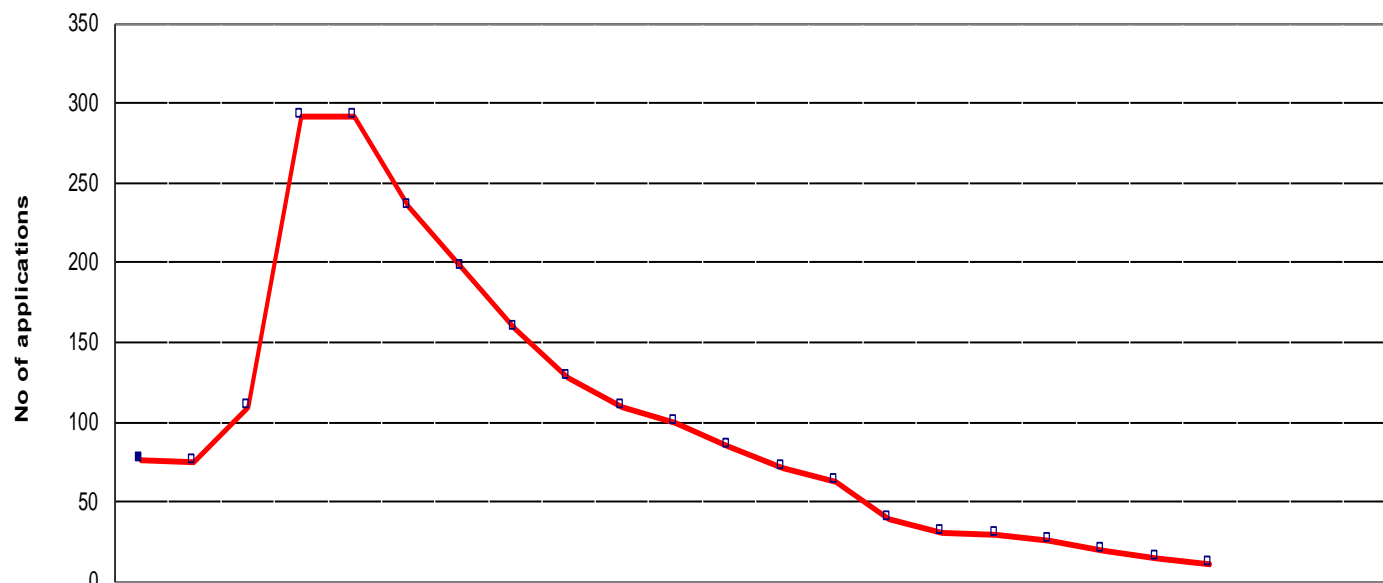
b) Partners

As at the 31 December 2013 the Department had 182 Registration Assessors and 90 CPD Assessors. During this period one new Registration Assessor was recruited and trained. All Registration Assessors have been invited to attend refresher training during this financial year. Currently 114 Registration Assessors have been trained and there is one training day planned before the end of March 2014 with a final training day arranged for May 2014.

2.3 Registration Management Statistics



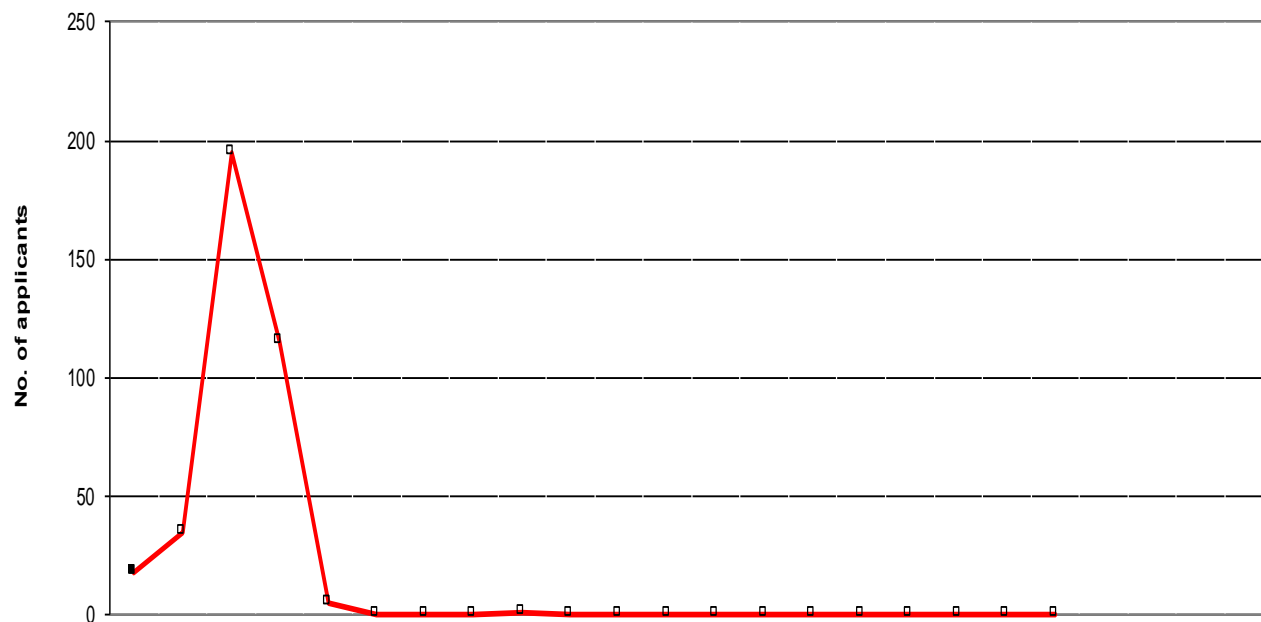
Health and Care Professions Council Grandparent applications workflow process at end of each month April 2012 - March 2014 Registration Department



Current status	2012			2013									2014			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	YTD	
Minimum info	32	31	60	129	28	20	13	12	5	5	3	2	1	1	0	0	0	0	0	0	0					4	28	0
At scrutiny	39	39	45	153	247	182	162	135	107	93	80	64	47	40	31	28	26	22	16	11	8					28	112	25
Pending reg fee	5	5	4	10	16	33	22	12	16	11	16	19	23	22	8	3	3	4	3	3	3					5	14	8
Total	76	75	109	292	291	235	197	159	128	109	99	85	71	63	39	31	29	26	19	14	11					37	155	34
																										Average	Average	Average

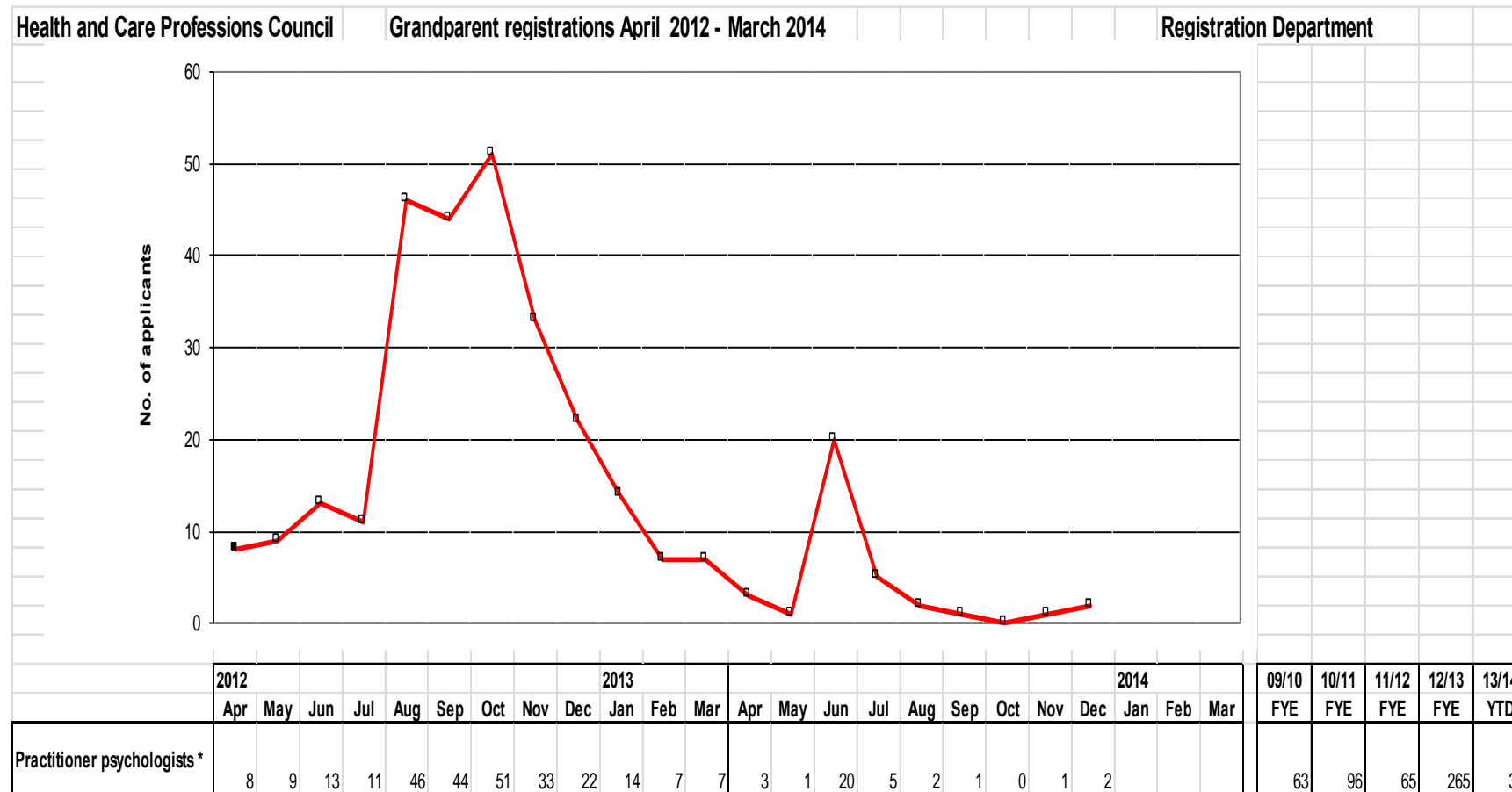
NOTE: Information covers grandparenting applications status progress only
 Represents the current workload within the grandparenting section as at the end of the month
No new forms accepted after delivery of first post 2nd July 2012

Health and Care Professions Council New Grandparent Applications Received April 2012 - March 2014 Registration Department



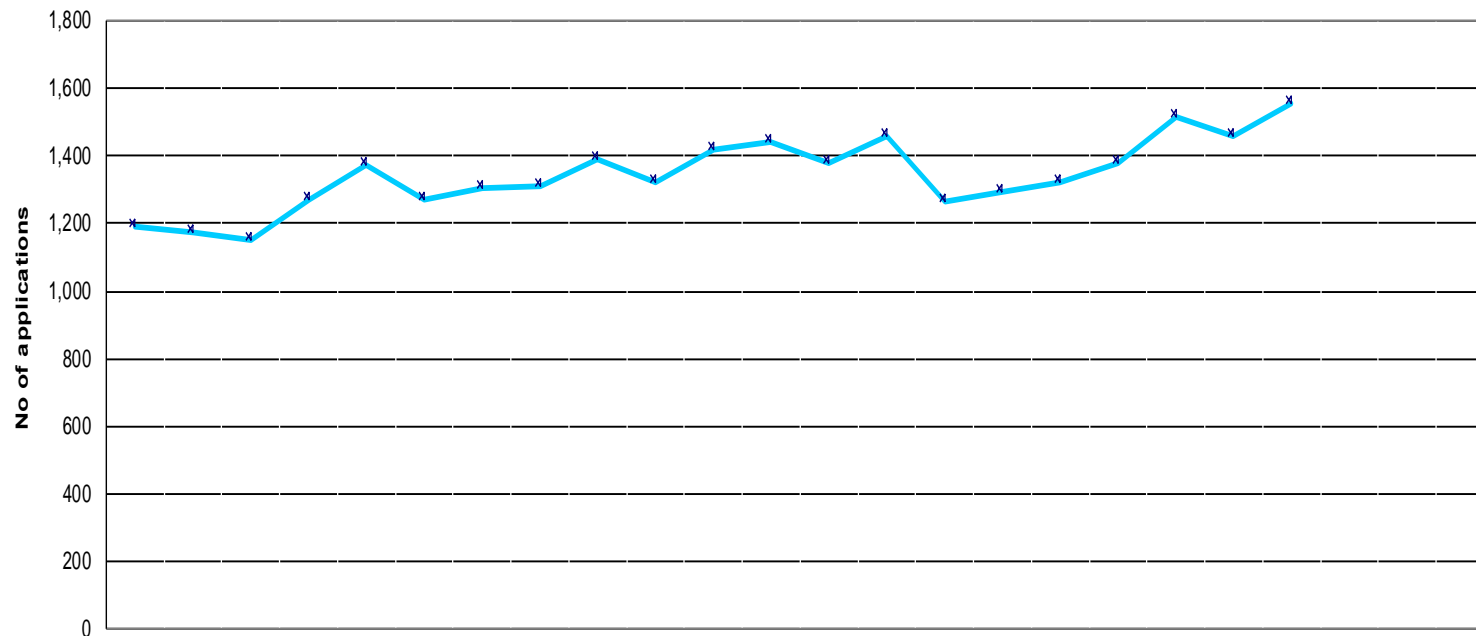
	2012			2013									2014						09/10	10/11	11/12	12/13	13/14										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD				
Practitioner psychologists *	18	35	195	115	5	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	93	170	142	369	0

* Practitioner psychologists section of register opened 1st July 2009
 No new forms accepted after delivery of first post 2nd July 2012



* Practitioner psychologists section of register opened 1st July 2009
 No new forms accepted after delivery of first post 2nd July 2012

Health and Care Professions Council International applications workflow process at end of each month April 2012 - March 2014 Registration Department

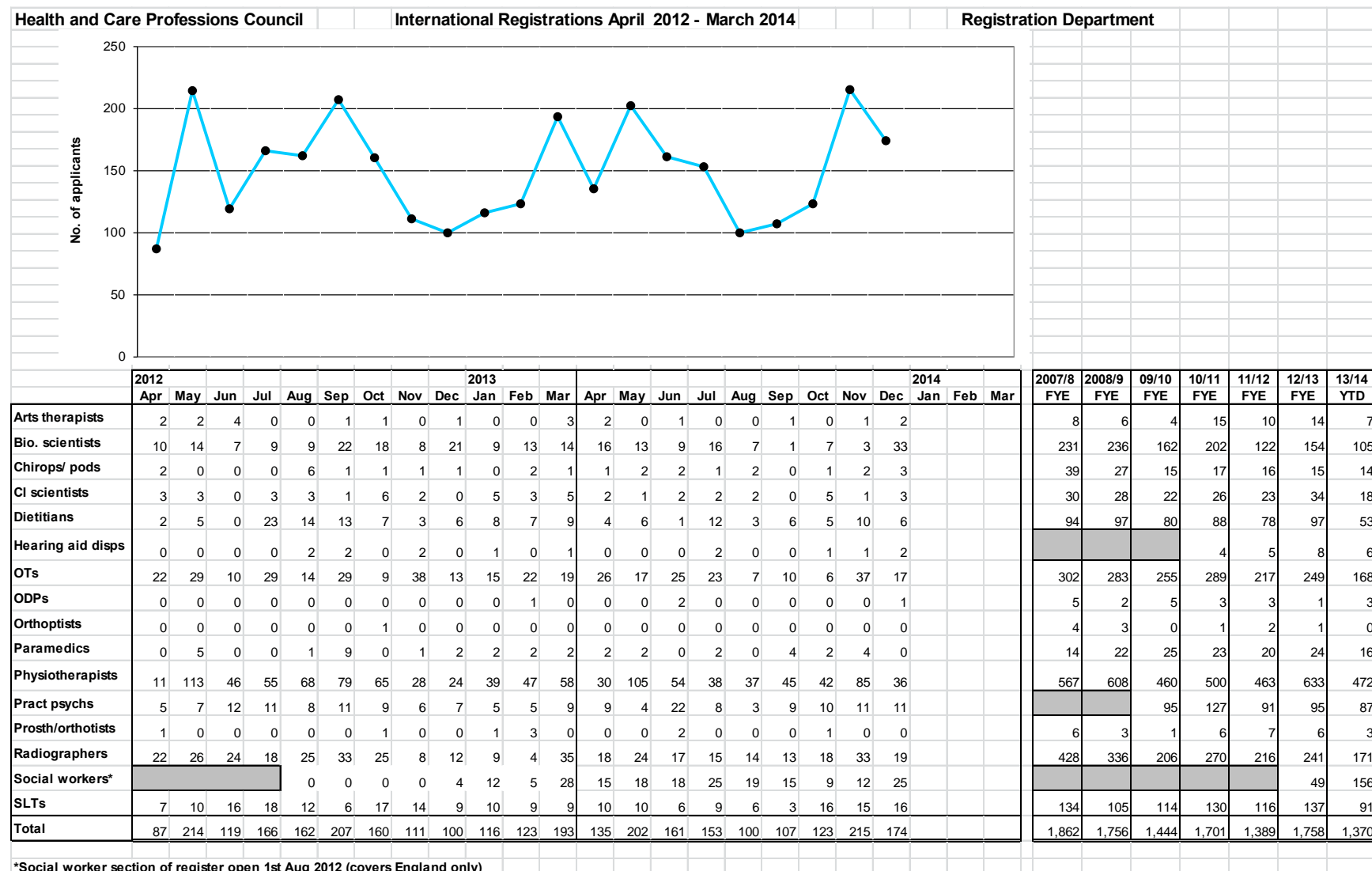


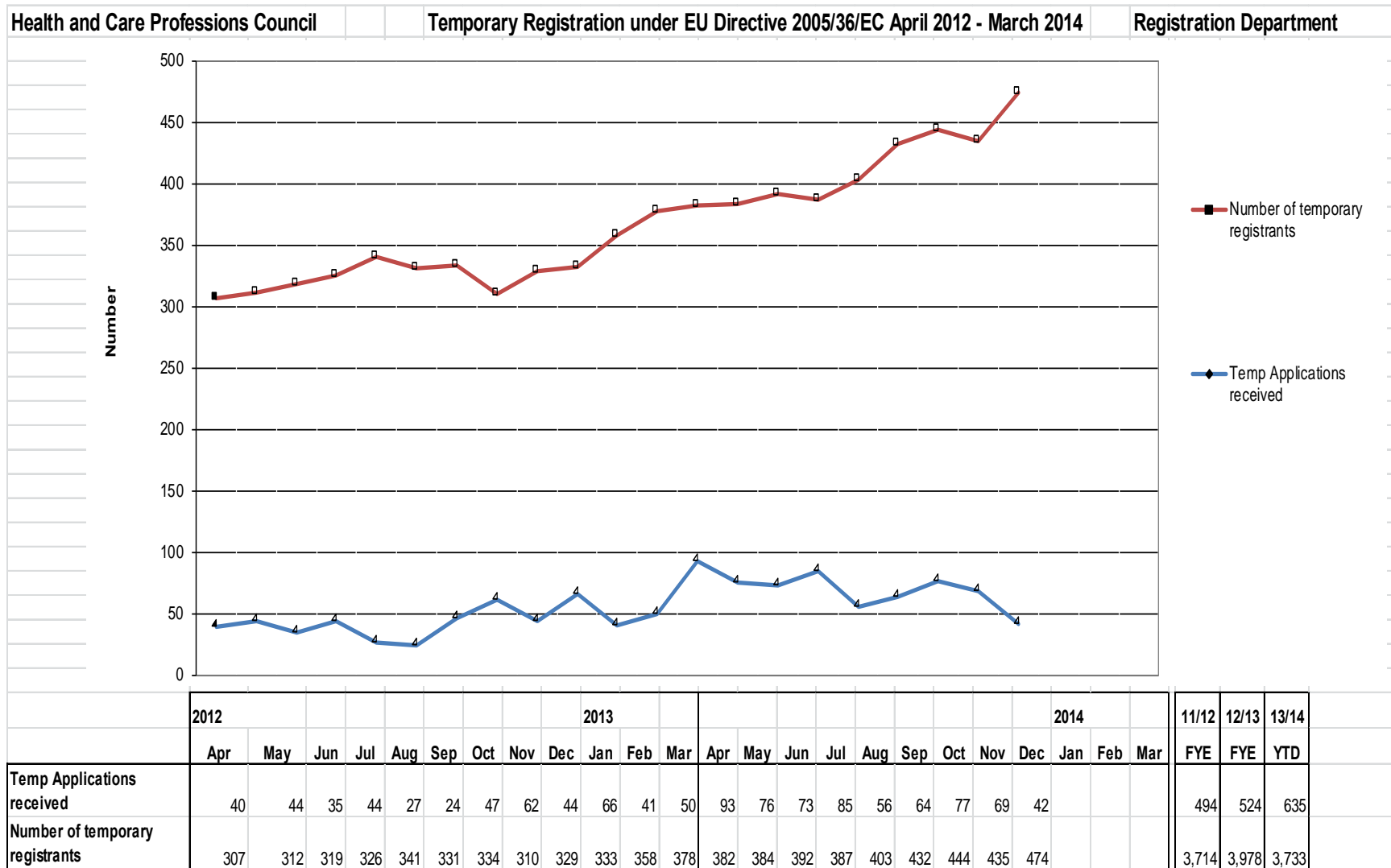
	2012			2013									2014						11/12	12/13	13/14							
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Minimum info	358	399	304	392	316	318	347	365	382	352	357	406	301	355	200	279	286	365	201	139	263				74	358	265	
At scrutiny	586	572	616	661	827	684	730	748	783	732	798	736	782	830	784	768	777	741	1,000	984	937				490	706	845	
Pending reg fee	246	206	231	218	232	268	228	198	226	236	261	298	295	275	279	249	259	272	314	338	353				187	237	293	
Total	1,190	1,177	1,151	1,271	1,375	1,270	1,305	1,311	1,391	1,320	1,416	1,440	1,378	1,460	1,263	1,296	1,322	1,378	1,515	1,461	1,553				751	1,301	1,403	
																										Average		

NOTE: Information covers international applications status progress only

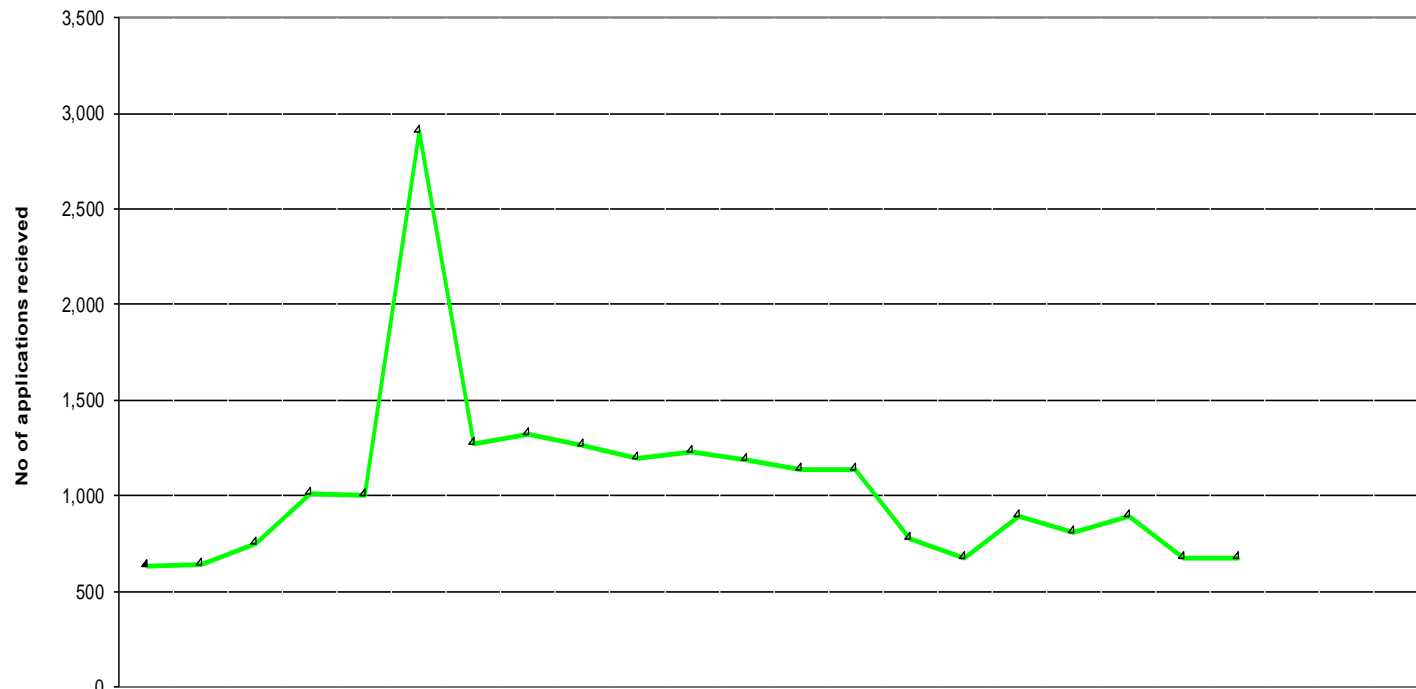
Represents the current workload within the International Department as at the end of the month

Health and Care Professions Council												New International Applications Received April 2012 - March 2014												Registration Department					
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
Arts Therapists	4	2	0	1	2	1	1	0	2	1	0	3	0	0	2	4	1	1	2	2	0			16	12	23	23	17	12
Bio. Scientists	14	32	26	36	20	14	25	6	11	20	17	16	24	18	29	22	16	16	29	37	23			307	290	273	197	237	214
Chirops/ Pods	0	2	2	1	4	1	4	0	2	2	3	2	1	2	2	3	6	3	2	3	1			23	34	25	31	23	23
CI Scientists	8	13	9	14	5	3	4	2	8	4	9	7	5	3	6	8	5	6	9	9	7			50	61	72	74	86	58
Dietitians	16	25	12	13	16	7	12	3	12	7	7	6	22	13	17	16	11	12	12	14	9			132	137	139	148	136	126
Hearing aid disps	2	1	1	2	1	0	1	0	0	1	2	1	4	2	4	11	1	2	3	0	1					6	10	12	28
OTs	17	26	29	29	31	26	41	10	23	32	29	27	28	22	27	25	22	34	34	32	22			404	340	381	306	320	246
ODPs	0	1	1	1	3	3	3	0	2	1	0	0	0	0	0	1	1	3	2	1	1			8	10	9	12	15	9
Orthoptists	1	1	0	1	1	0	1	0	0	0	0	0	0	0	2	0	0	1	0	1	1			3	1	5	4	5	5
Paramedics	5	4	5	5	5	3	8	3	4	4	6	6	7	4	7	6	6	10	5	5	4			46	50	39	40	58	54
Physiotherapists	97	97	73	72	70	48	70	34	85	97	73	63	104	99	80	88	72	71	104	95	49			774	745	796	874	879	762
Pract psychs	23	21	17	27	16	13	9	8	32	16	20	17	17	13	21	21	21	18	22	11	20				156	236	188	219	164
Prosth/Orthotists	0	1	1	1	2	0	2	0	1	1	1	0	1	0	1	0	0	0	0	0	1			9	3	10	10	10	3
Radiographers	29	27	33	37	27	24	29	9	32	33	30	26	40	24	30	43	35	33	52	40	34			364	312	417	397	336	331
Social workers*					113	17	24	10	38	26	33	40	49	45	35	33	24	31	52	47	22							301	338
SLTs	19	11	13	14	15	20	8	8	12	19	15	14	14	16	10	14	19	20	22	22	24			154	173	166	190	168	161
Total	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295	240	261	350	319	219			2,290	2,324	2,597	2,504	2,822	2,534
All received applications, including those that may subsequently be returned, rejected or withdrawn.																													
*Social worker section of register open 1st Aug 2012 (covers England only)																													



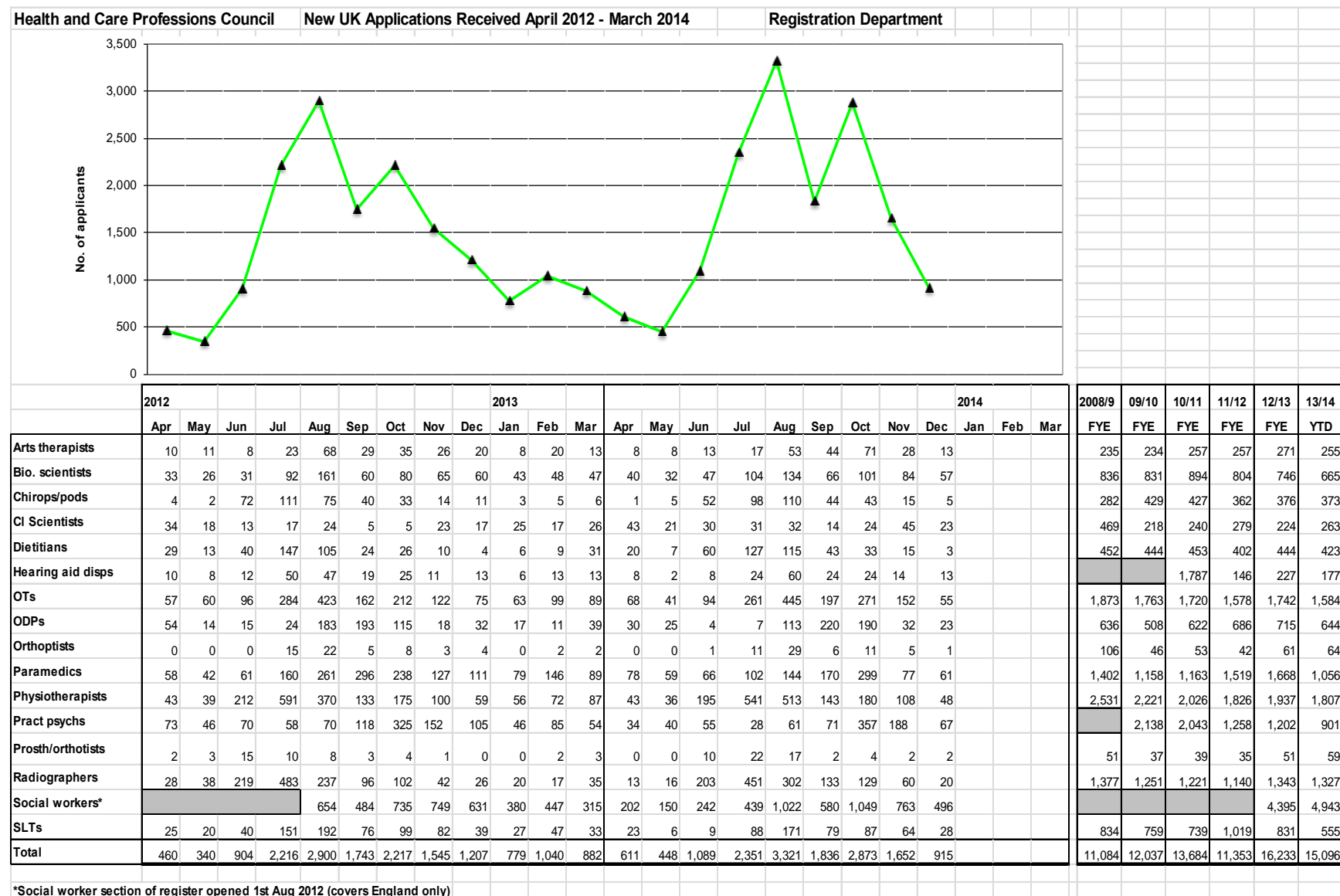


Health and Care Professions Council UK applications workflow process at end of each month April 2012 - March 2014 Registration Department

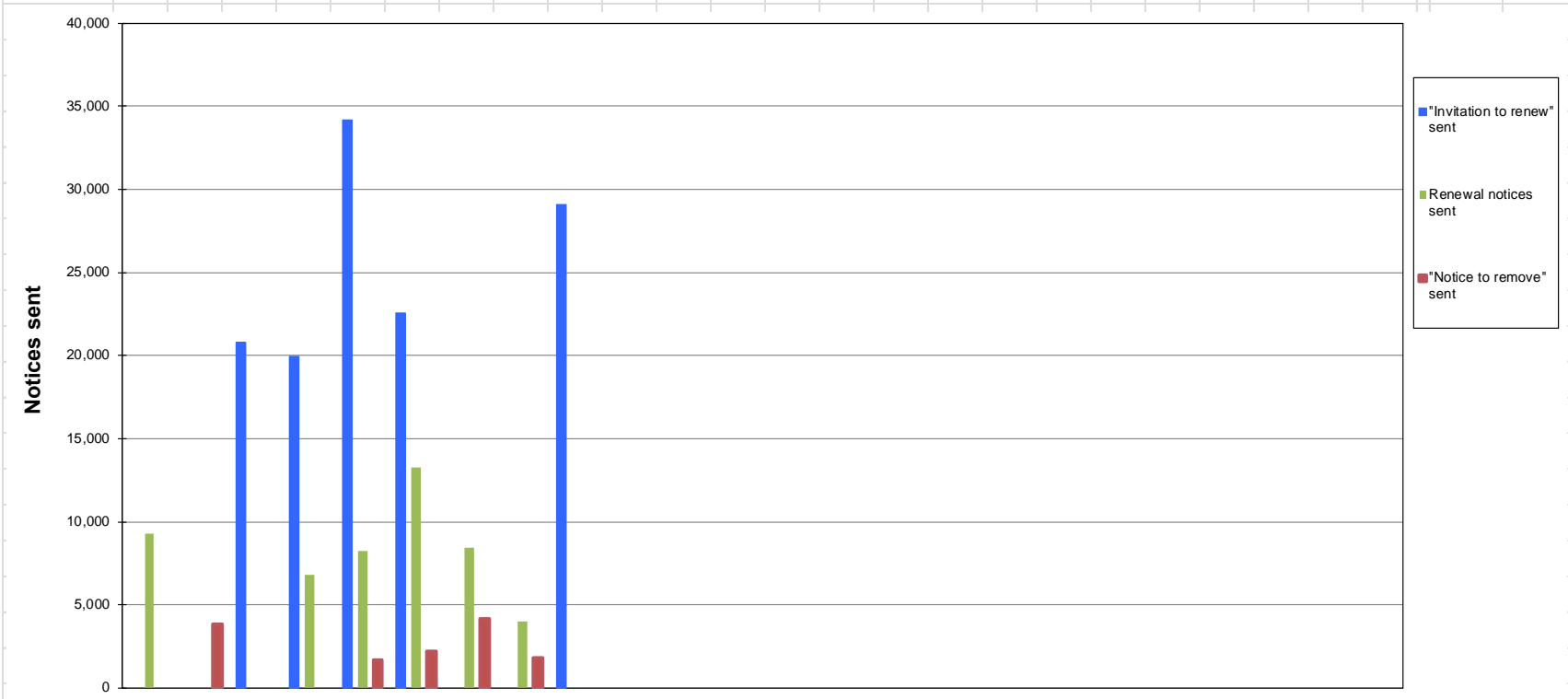


Current status	2012			2013									2014						11/12	12/13	13/14						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	625	636	746	1,000	1,000	2,892	1,266	1,319	1,262	1,190	1,222	1,182	1,134	1,130	778	674	887	802	882	677	676				645	1,195	849
At scrutiny	5	6	5	9	6	10	5	6	4	6	4	5	5	5	0	1	7	4	5	1	1				6	6	3
Pending reg fee	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	6	4	1	1				0	0	1
Total	630	642	752	1,009	1,006	2,903	1,271	1,325	1,266	1,196	1,226	1,187	1,139	1,135	778	676	894	812	891	679	678				651	1,201	854
															Average												

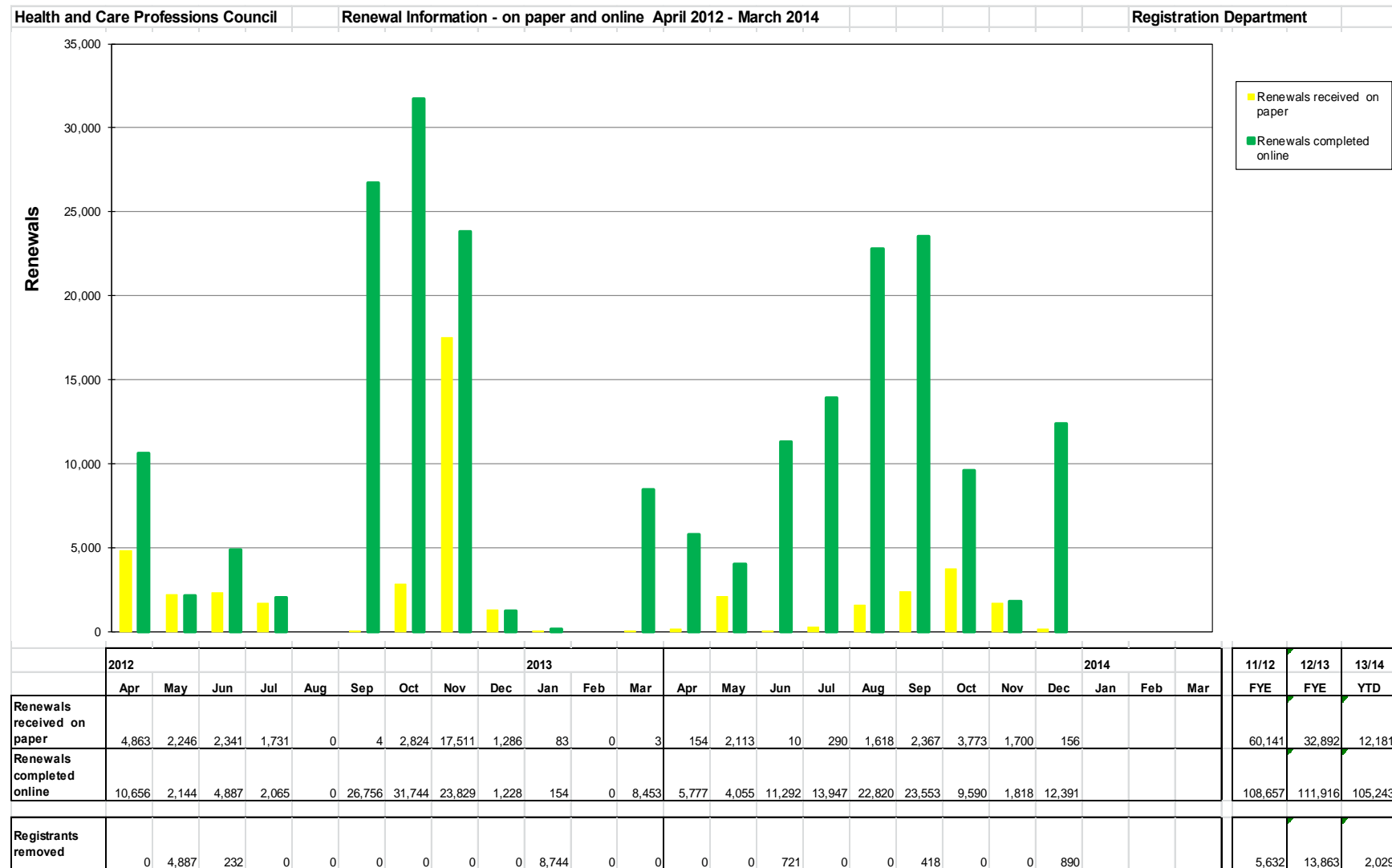
NOTE: Information covers UK applications only
 Represents the current workload within the UK section as at the end of the month



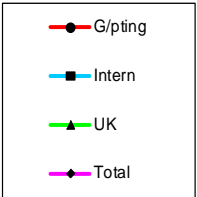
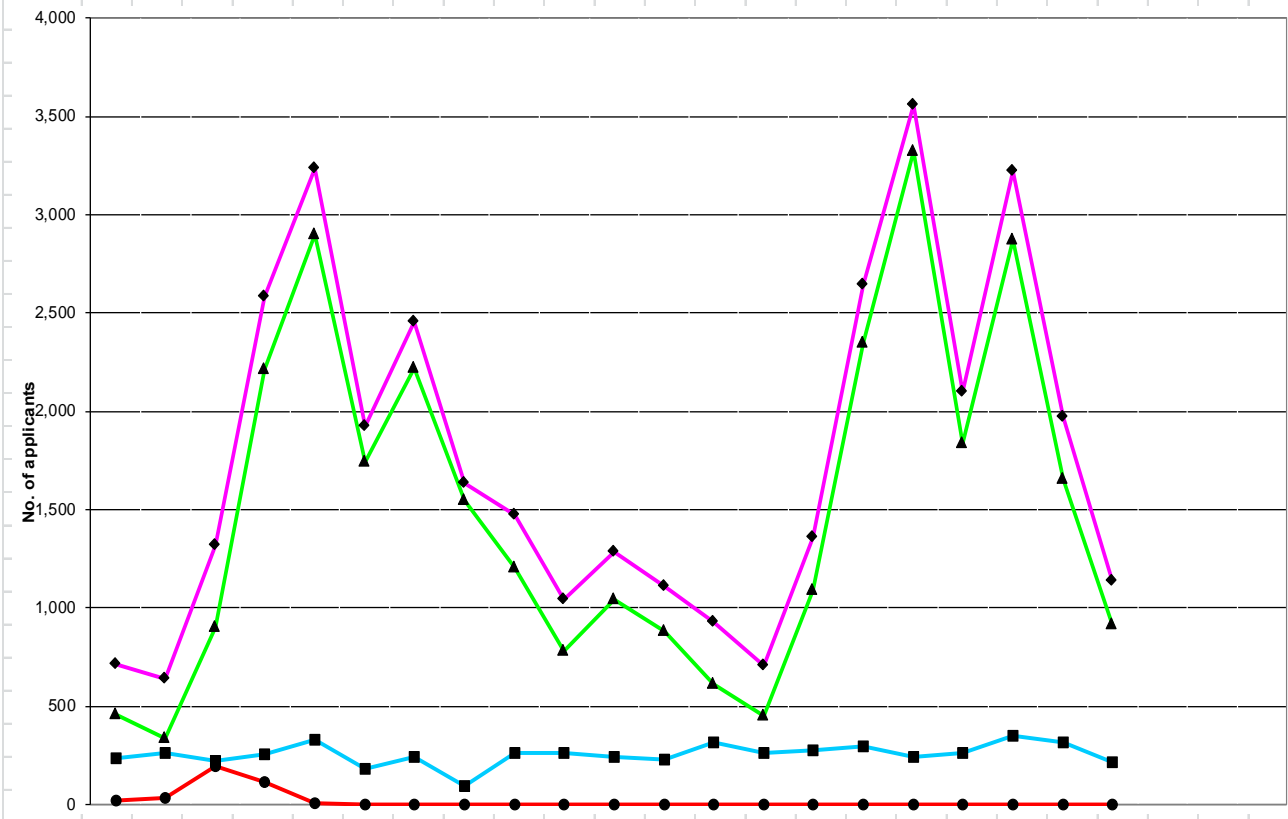
Health and Care Professions Council Renewal Information April 2013 - March 2015 Registration Department



	2013									2014			2015									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	YTD
"Invitation to renew" sent	0	0	20,813	19,960	34,182	22,596	0	0	29,086																126,637
Renewal notices sent	9,273	0	0	6,799	8,216	13,239	8,454	3,981	0																49,962
"Notice to remove" sent	0	3,857	0	0	1,662	2,227	4,144	1,849	0																13,739
Total	9,273	3,857	20,813	26,759	44,060	38,062	12,598	5,830	29,086																190,338



Health and Care Professions Council Application Types Received April 2012 - March 2014 Registration Department

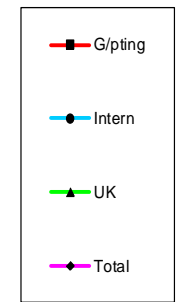
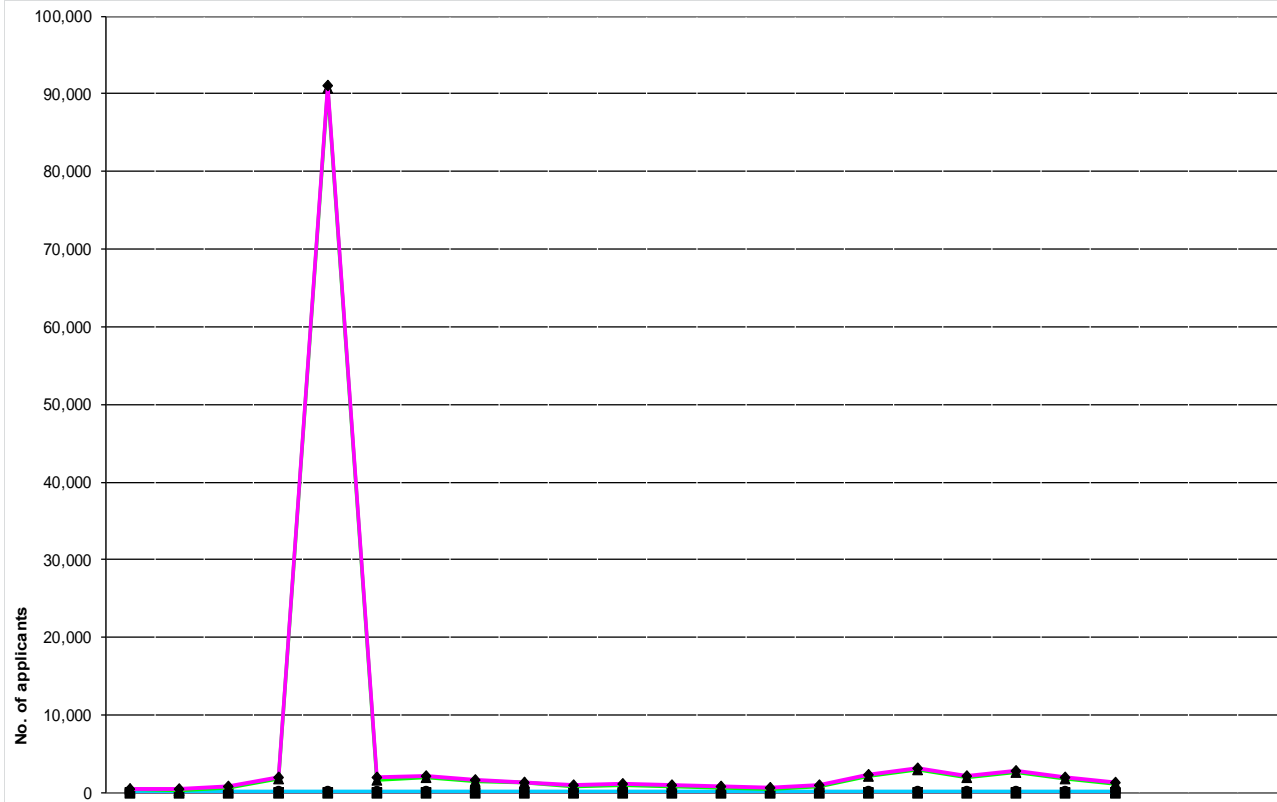


Apps Received	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0			
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295	240	261	350	319	219			
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351	3,321	1,836	2,873	1,652	915			
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	2,646	3,561	2,097	3,223	1,971	1,134			

2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	369	93	170	142	369	0
2,300	2,290	2,324	2,597	2,504	2,822	2,534
8,971	11,084	12,037	13,684	11,353	16,233	15,096
11,271	13,743	14,454	16,451	13,999	19,424	17,630

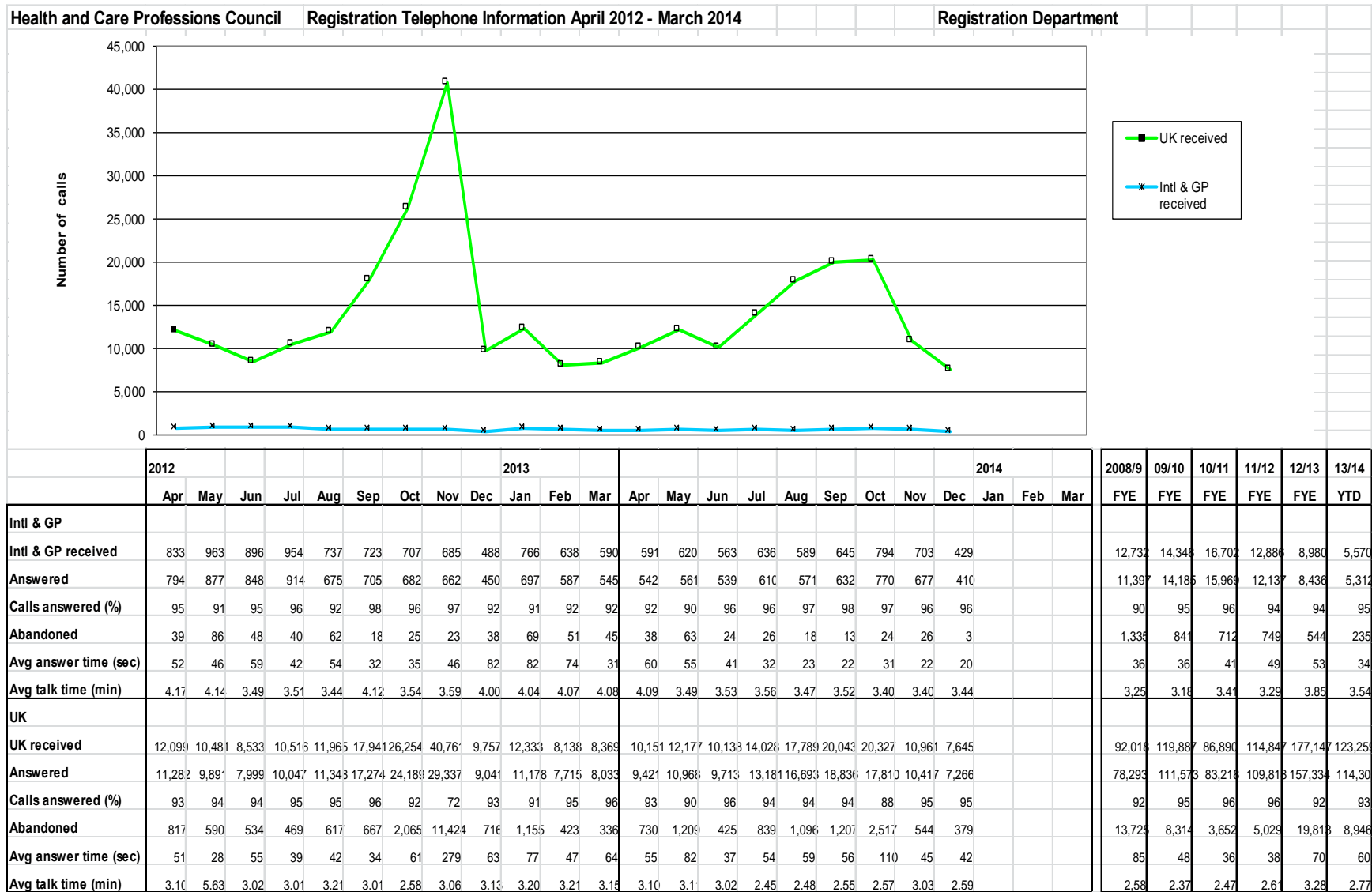
NB The data relates to application forms received, not total fees received.

Health and Care Professions Council New Registrants April 2012 - March 2014 Registration Department

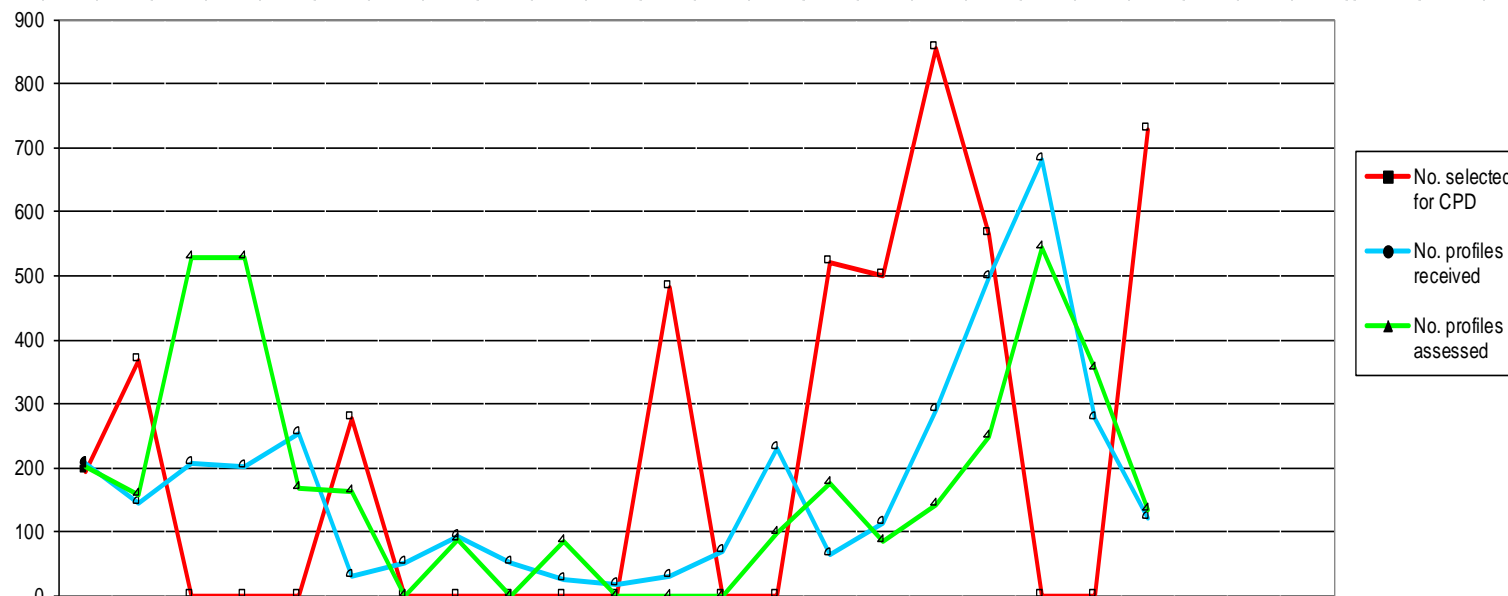


	2012												2013												2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD			
G/pting	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5	2	1	0	1	2				9	0	63	96	65	265	35			
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153	100	107	123	215	174				1,862	1,756	1,444	1,701	1,389	1,758	1,370			
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463	813	2,135	3,009	1,974	2,715	1,855	1,162				8,355	10,774	11,069	11,122	10,675	103,346	14,813			
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666	994	2,293	3,111	2,082	2,838	2,071	1,338				10,226	12,530	12,576	12,919	12,129	105,369	16,218			

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

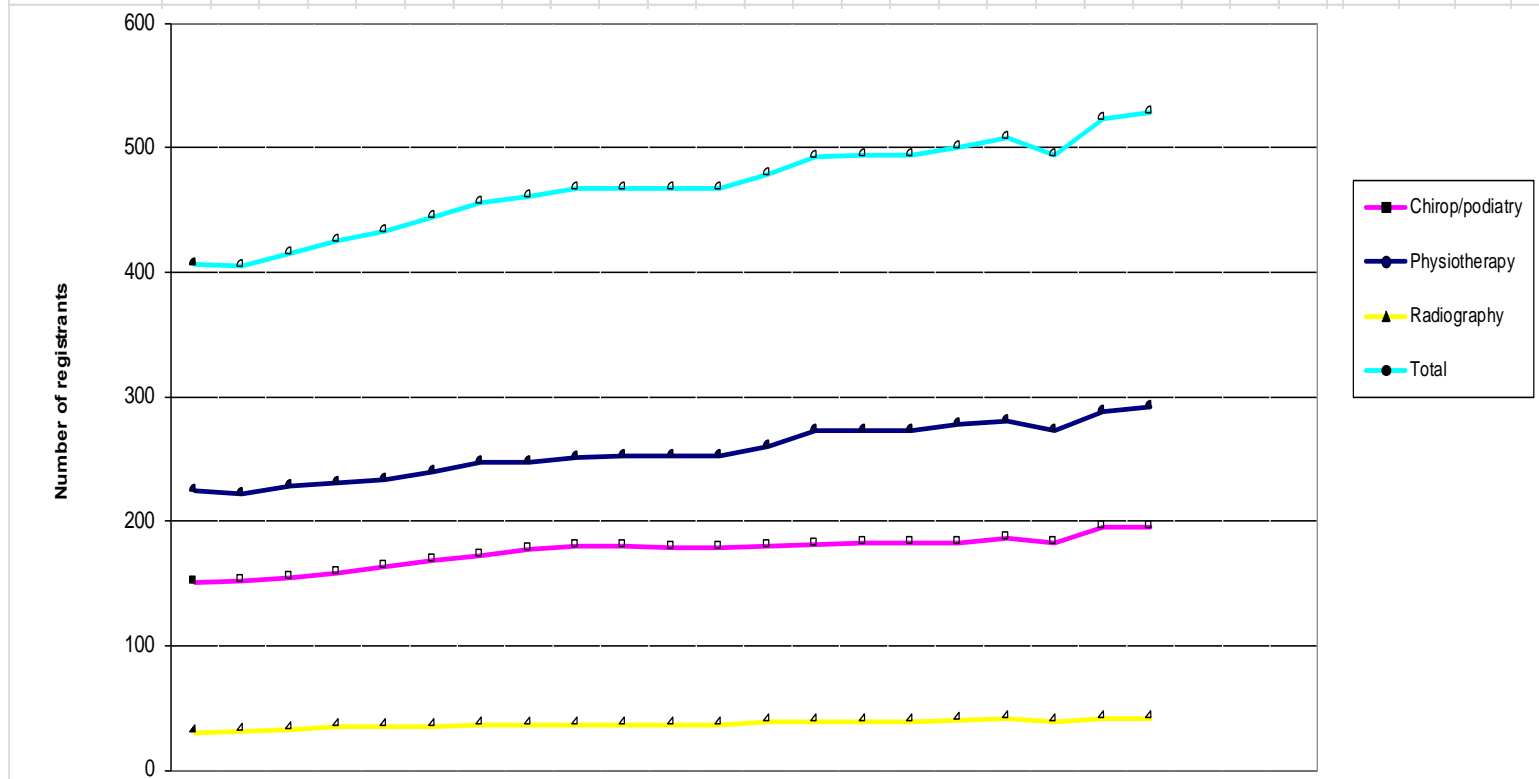


Health and Care Professions Council Continuing Professional Development process April 2012 - March 2014 Registration Department



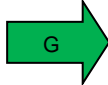
	2012			2013												2014			11/12	12/13	13/14						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
No. selected for CPD	195	368	0	0	0	277	0	0	0	0	0	482	0	0	520	499	855	565	0	0	727				4,258	1,322	3,166
No. profiles received	206	145	206	203	255	30	52	92	51	26	17	32	71	230	65	115	291	498	682	277	121				2,600	1,315	2,350
No. profiles assessed	201	157	528	528	168	163	0	88	0	86	0	0	0	99	177	85	143	250	545	356	135				2,225	1,919	1,790

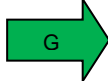
Health and Care Professions Council Number of registrants with supplementary prescribing rights April 2012 - March 2014

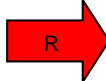


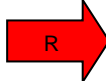
	2012			2013									2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Chiropr/podiatry	151	152	154	159	164	169	173	178	180	180	179	179	180	181	182	182	183	186	182	195	195				40	78	112	129	149	179	195
Physiotherapy	225	222	228	231	234	240	247	247	251	252	253	253	260	273	273	273	278	281	273	288	292				74	109	148	182	224	253	292
Radiography	30	31	33	35	35	35	36	36	36	36	36	36	39	39	39	39	40	41	39	41	41				7	19	20	23	30	36	41
Total	406	405	415	425	433	444	456	461	467	468	468	468	479	493	494	494	501	508	494	524	528				121	206	280	334	403	468	528

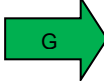
3. Project Management Commentary: Claire Reed

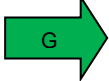
Project Number	Project Name	Project Board	Project Status	
MP63	HR and Partners process and systems review	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous	Current 
Project Description				
A review of all HR and Partner department systems and processes to determine how processes can be adapted for future needs and to determine HCPC requirements for a new system(s), if required.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Review and map current HR and Partners business process and systems as they are now (as is) ▪ Define and map HR and Partners business processes and systems required in the future (to be) ▪ Identify preferred/most feasible option for 'to be' processes and systems ▪ Establish whether the HR and Partners functions share sufficient similarities in processes and requirements to enable them to continue to share the same database(s) and IT systems ▪ Identify preferred supplier for potential new system(s) ▪ Produce business case for the Phase 2 project to build the preferred solution(s) 		<ul style="list-style-type: none"> ▪ The project is progressing well. ▪ All as-is and to-be processes have been drawn up and all requirements have been captured. ▪ The first stage of the Office Journal of the European Union (OJEU) – compliant tender process has commenced. ▪ Responses to the OJEU Pre-Qualification Questionnaire are expected by 19th February 2014. ▪ The project team are preparing for the second stage of the tender process with the aim of identifying a preferred supplier by summer 2014. 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
Initiation: £100,133 Exception Report Sept 2013: £124,105		£120,047	December 2012	Initiation: December 2013 Exception Report Sept 2013: June 2014
Project Number	Project Name	Project Board	Project Status	

MP67	Net Regulate changes 2013	Project sponsor: Finance Director Project lead: Charlotte Milner	Previous	Current 
Project Description				
Implementation of 16 changes to the Net Regulate (Registrations software) system				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Change Request 1: Resending Authentication Codes ▪ Change Request 3: Financial Transaction Reporting ▪ Change Request 10: Online Portal 6pm Deadline ▪ Change Request 11: Watch List Check Functionality ▪ Change Request 12: Amendment to Code 3 on DDIs ▪ Change Request 14: Security Enhancements ▪ Change Request 15: Renewal Declaration Online Portal ▪ Change Request 16: Amendment to cancelled DDIs 		<ul style="list-style-type: none"> ▪ To date there have been 2 releases made into the production environment of Net Regulate which have implemented 3 of the 8 changes ▪ The following changes have passed testing and are ready for release: 1, 3, 11, 12 ▪ Change request 16 is currently being re-tested following a change in requirements. ▪ Once it has passed testing the remaining changes will be released into production ▪ There is a further piece of development work required on the renewal form scanning technology which is currently underway to complete change request 11 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £146,900 Exception Report Dec 2013: £155,900 Exception Report Jan 2014: £165,260	£159,054	April 2013	At Initiation: January 2014 Exception Report Dec 2013: April 2014	

Project Number	Project Name	Project Board	Project Status	
MP67	Professional Indemnity	Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous	Current 
Project Description				
Implementing EU legislative changes requiring registrants to have professional indemnity arrangements				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Produce guidance for registrants in relation to the requirement to have indemnity arrangements as a condition of registration; ▪ Ensure that the new requirement is communicated to all stakeholders; ▪ Make changes to HCPC's processes and systems to ensure the additional requirement for each registrant to have indemnity arrangements in place can be captured at registration and renewal; 		<ul style="list-style-type: none"> ▪ The project is being reported as red as the UK legislation that will bring the changes into force has been delayed, therefore the project will not be able to complete within the original timetable. The project will be re-planned once a steer from the Department of Health has been received and an exception report will be raised for approval by EMT. ▪ Guidance for registrants has been produced ▪ DocXP (registrations renewals scanning software) development work is underway ▪ Net Regulate development work has been undertaken and is awaiting the finalisation of the DocXP changes. ▪ Once the Doc XP work is complete user acceptance testing will be undertaken on both systems ▪ Engagement with professional bodies is ongoing 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £29,550		£17,789	April 2013	At Initiation: April 2014

Project Number	Project Name	Project Board	Project Status	
MP70	186 Kennington Park Road Redevelopment	Project sponsor: Marc Seale Project lead: Steve Hall	Previous	Current 
Project Description				
Planning for 186 Kennington Park Road redevelopment				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ With the input of an appointed team of consultants, fully design a scheme that aligns with the cost requirements of the overall project; ▪ Obtain the local planning authority permissions to allow the project to proceed; ▪ Tender for the contracts to demolish and construct a replacement building at 186 Kennington Park Road. 		<ul style="list-style-type: none"> ▪ Building design has completed the pre planning stage and is due to soon complete the planning permission stage ▪ Surveys are being undertaken to determine the validity of the design ▪ The project is being reported as red as it is currently being re-planned following the pre-planning process. An exception report will be raised for approval by EMT. ▪ 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £534,392	£112,399	March 2013	At Initiation: November 2014	

Project Number	Project Name	Project Board	Project Status	
MP64	Education System Build	Project sponsor: Brendon Edwards Project lead: Paula Lescott	Previous	Current 
Project Description				
Implementation of the recommendations made during the Education systems and process review project previously undertaken				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ Implementation of a new IT system comprising of a combined Microsoft Dynamics and Sharepoint solution, which will replace all current systems in use within the Education Department; ▪ Development and implementation of a full Education data model which is fully supported within the new system, a suite of reporting functions and revised operational business processes; ▪ Maximisation of new technology to provide automation within data and business processes; ▪ Training of end users and IT employees to enable effective use of the new system and business processes, to enable management and administration of the system and to enable development of the system; ▪ Review of the Department structure, teams and roles to align with the new system and business processes 		<ul style="list-style-type: none"> ▪ A discovery phase has been undertaken with the solution suppliers to fully define the technical design. ▪ The project has now moved into the systems build stage and is going through a series of development and test cycles. ▪ Data migration preparation work is ongoing. 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £1,098,117		£450,915	December 2012	At Initiation: April 2015
Project Number	Project Name	Project Board	Project Status	

MP71	Fees Review	Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous	Current 
Project Description				
Review of current registrant fees and implementation of any agreed changes				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ To undertake the financial analysis required to determine whether the organisation needs to raise its registrations fees ▪ If it is deemed necessary, prepare and seek approval from Council for a revised fee structure ▪ Undertake a public consultation with stakeholder groups. ▪ Analyse all consultation responses received and issue a response ▪ Amend and implement required Rules changes. ▪ Amend the fees structure within Net Regulate ▪ Undertake communications with stakeholder ▪ Amend all references to fees in HCPC documentation and on the website. 		<ul style="list-style-type: none"> ▪ The fee change proposal has been drawn up, approved and consulted upon. ▪ The consultation responses have been analysed and a response has been published ▪ The changes to the Rules have been drafted and submitted to the Privy Council for laying ▪ The Rules once approved will be effective from 1st April 2014 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £3,450 Exception report Sept 2013: £7,230	£6,080	May 2013	At Initiation: May 2014	

Uninitiated projects included in the Project management workplan 2013/14

Project name	Comments
In Focus Distribution	This project has been de-scoped to a departmental project run by Communications
Herbal Practitioners	This project has not initiated due to legislative delay. Government decision regarding regulation of this group is expected in July 2015
Web Platform Review	This project has been de-scoped and downgraded to a departmental project run by Communications
Registrations process and systems review	This project has been delayed due to lack of project management resource. It is scheduled to commence in 2014-15
Online renewals review and change of payment provider	This project is undergoing initiation
Finance systems review	This project has been postponed due to Finance department resource availability
Public Health Specialists	This project has not initiated due to legislative delay

4. Business Process Improvement Commentary: Roy Dunn

4.1 Quality Management System Changes and Audits

ISO 9001:2008 is under review, and the proposed 9001:2015 early draft is being examined for impact.

RISK Based Audit from January 2008 onwards	2013										2014		
	March	April	May	June	July	August	September	October	November	December	January	February	March
UK Registrations							NMR37	BSI					
Claire Harkin / Chris French							NMR38		NMR41				
International Registrations/ Grandparenting													
Anna Lubasinska										NMR40			
CPD													
Anna Lubasinska / James Wilson													
Education													
Brendon Edmonds													
Secretariat													
Claire Gascoigne / Louise Hart												NEW Council	
Fitness to Practise													
(Kelly Johnson) Eve Seall, Case Mgmt. Brian James			NMR34		NMR36								
Policy													
Michael Guthrie													
Communications													
Jacqueline Ladds	3rd party												
Quality- Business Proc Improv													
Roy Dunn / Tom Berrie			BSI										
Customer Service													
Louise Hart/Ruth Cooper													
Human Resources – Employees													
Teresa Haskins													

Human Resources – Employees								BSI					
Teresa Haskins													
Human Resources – Partners								BSI					
Hayley Graham													
Facilities/Infrastructure													
Stephen Hall										NMR42			
Information Technology/Infrastructure													
Guy Gaskins													
Finance			BSI		NMR35		NMR38?		NMR39				
Alan Carr													
Project Management													
Claire Reed													
Procurement													
Wangari Farrelly													
Disaster Recovery													
EMT/CDT													
DeepStore Archive													
Europa QP Printers								NMR37					
ServicePoint Scan & Copy													
BSI Audit													
Mazars Audit													
HCPC ISO audit													
Near Miss Reports = NMR#													
PCI-DSS Audit by NGS/NCC													
QMS Major Process Rvw													
As Is output from Project													
3rd Party supplier audit													

Individual audit dates may be moved to accommodate issues outside the Quality department by arrangement.

Items in Light Blue are planned internal audits. Items in Dark Blue are BSI external audits

Items in red refer to Near Miss Reports which are unplanned by their very nature.

Items in yellow refer to work on the QMS processes where changes are planned at department level.

4.2 Near Miss Reporting

REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR34 Social worker student scheme	Sept 2013	Sept 2013	Oct 2013
NMR35 Income calculation error	Aug 2013	Aug 2013	Sept 2013 COMPLETED
NMR36 FTP status maintenance	Sept 2013	Sept 2013	Jan 2014
NMR37 Typographic error on Registration certificates	Oct 2013	Jan 2014	Jan 2014
NMR38 UAT on NetRegulate resulted in updating live records.	In draft		Feb 2014
NMR39 Some Social Worker letters to registrants being removed for non- payment were dispatched from the printers with missing address lines.	Dec 2013	Jan 2014	Feb 2014
NMR40 Claim of Reciprocity agreement with Commission on Dietetic Registration	Dec 2013 – in progress, awaiting information from external party		Feb 2014
NMR41 Letter contained past date for a direct debit payment	In draft Feb 2014	Feb 2014	Feb 2014
NMR42 Exploratory bore holes drilled by contractors damaged a gas main, potentially causing risk of explosion.	Jan 2014	Jan 2014	Jan 2014

4.3 Audits

Archive Audit: The paper archive in the Cheshire mine has been examined, for old or beyond retention period information. 51 of 52 cartons of information have been recommended for destruction based on the current Retention Schedule. As these are Finance documents related to expenses and payroll, they should be securely destroyed as soon as possible. Finance documents are typically destroyed after seven years. One carton relating to the old CPSM Pension scheme has been recommended for retention as of historic interest.

Policy & Standards Audit: Scheduled for September - completed

Registrations Audit: Scheduled for September - completed

Human Resources Audit: Scheduled for September - completed

Partners Audit: Scheduled for September – completed

IT-back up processes: October - completed

4.4 Corporate Risk Register Maintenance

Register iteration	Draft circulated	Collecting updates	EMT sign off	Published
2013 January	Completed	Completed	Completed	Completed
2013 September	Completed	Completed	Completed	Completed
2014 January	In progress	In progress	EMT Jan 2014?	Not yet commenced
2014 September	Not yet commenced	Not yet commenced	Not yet commenced	Not yet commenced

4.5 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council/Cmte
2013 January/Feb (projection for budgeting)	Completed	Completed	Completed	Completed
2013 June (Post Financial Year End)	Completed	Completed	Completed	Completed
2013 August (Update with additional timing information)	Completed	Completed	Completed	Completed
2014 January/Feb		Data collection Jan 2014	Due Jan/Feb EMT	

4.6 ISO27001 project Information Security Work

Item	No of Items	No in Use
Assets	349	323
Asset Owners	15	15
Asset Groups	36	36
Threats	141	102
Vulnerabilities	308	201
Controls*	133*	119
Risk Assessments**	2319	2343**

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 database used by vsRisk, our asset monitoring tools has been upgraded to the latest version. A transition from ISO27001:2005 to 27001:2013 will be produced by the developer, to migrate controls in the next few months.

Work continues in support of the online partner assessment project with the Registrations Department which aims to improve the secure delivery of information to the Partners Department.

ISO27001:2013 and ISO27002:2013 have now been published and copies obtained. The number of controls has been reduced, but the number and organisation of the sections within which they appear has been changed. Some controls are merged, some are now split. Work will continue on producing a comprehensive assessment of where HCPC is as far as asset protection.

Roy Dunn has completed the migration course for the new standard ISO27001:2013 (November 2013)

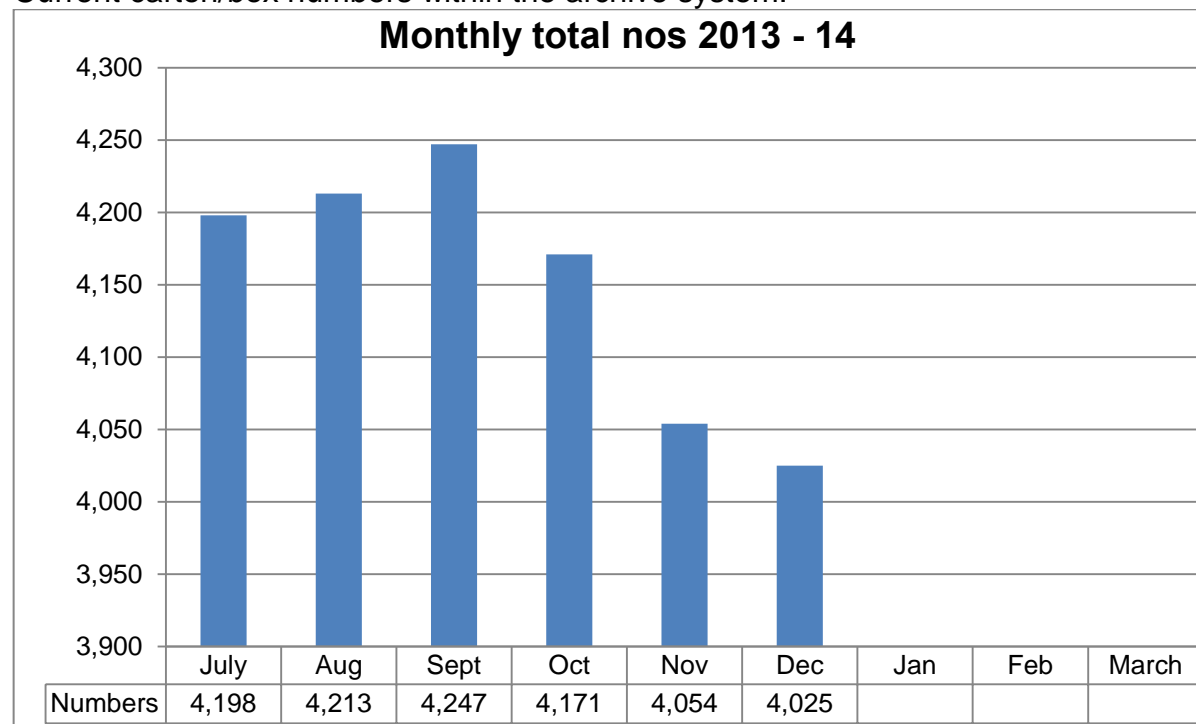
5.7 Business Continuity / Disaster Recovery Planning

Monthly updates to employee contact details circulated as per schedule. A BCM exercise with CDT in November was carried out. A refresh of paper plan material was passed out to all plan recipients in early October 2013. This was the plan against which the exercise was carried out. A representative from Mazars undertook an audit of the business continuity function, including IT provision and data back-up processes. This was reported to Audit Committee in November. A

recommendation to look at other methods of delivering the content is being reviewed.

4.8 Information & Reporting Activity

Current carton/box numbers within the archive system.



Other items

The Centre for Workforce Intelligence and NHS Education for Scotland are both requesting extracts of data to assist them in building models of AHP employees around the UK. It is our practice not to supply personal information other than the content of the public register. However, we may supply anonymized data which includes

gender and year of birth with approximate work location, on some occasions.

Departmental Matters

There are no changes to employees.

5. Facilities Commentary: Stephen Hall

5.1 Employees

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

5.2 186 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.

On Sunday 8 December, whilst trial bore holes were being excavated to ascertain the ground conditions, the contractor fractured the gas supply to the property. As a result of this, a new supply main has been laid and the gas meter has had to be relocated to the front of the property. The supply was reinstated before Christmas 2013. HCPC will be settling the invoices from the gas supply company and a third party contractor for reinstating the supply to the property and will be reclaiming this expenditure back from the contractor who caused the initial damage.

5.3 Leak to Basement of 33 Stannary Street

On Monday 4 November the basement meeting room and stair lobby to 33 Stannary Street were found to be flooded. Investigations would seem to point to rainwater ingress from parts of the building not under the control of HCPC being the cause of the problem. Damage has been incurred to the fixtures and fittings to this area, including the meeting room table. Insurers have been notified and a claim will be lodged. In the meantime, the affected area will have all damaged floor and wall finishes removed to allow the area to dry out pending

approval from insurers to proceed with remedial works to re-fit and redecorate this area.

HCPC's insurers have given approval for the replacement of the damaged base to the meeting room table. The landlord's insurers have now given the go-ahead to carry out the remedial works to reinstate this room and work is scheduled to commence on Monday 27 January.

5.4 Redecoration to areas within 186 Kennington Park Road

Redecoration work has been carried out to areas on the 1st, 2nd and 3rd floors of 186 Kennington Park Road to provide additional meeting room and office space.