

# **Operations Directorate Management Information Pack**

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December 2015

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**Health and Care Professions Council****Operations Directorate**

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## 1. Executive Summary

### 1.1 Registration - 1 September 2015 to 31 October 2015

The team achieved all of the department's service standards during the period, with the exception of UK and international email responses. The team responded to 83.8% of UK emails and 86.9% of international emails within two working days, compared to the standard of all emails being answered within two working days. Response times were adversely affected by staff training and sickness absence.

#### 1.1.1 Telephone Calls

The team experienced an increase of 3,878 more UK calls than forecasted during this period. Queries from occupational therapists and biomedical scientists regarding their renewal, and application updates from international and UK applicants, attributed to this.

#### 1.1.2 UK Applications

As expected, the team received more UK applications in October compared to September. This follows the historical trend of graduates submitting UK applications after the summer break. We expect the number of UK applications to follow the forecast trend for the remainder of the financial year.

#### 1.1.3 International Applications

More resource had been allocated to process international applications as lower numbers of UK applications were received during the period, as forecasted. As a result more international applications were registered during this period. All international applications received were acknowledged within two working days.

#### 1.1.4 Registration Renewals

In this period we had two professions renewing their registration. The window for occupational therapists closed on 31 October. There continues to be an increase in registrants using the online portal to renew their registration.

During this period:

- 1 project has improved in outlook
- 3 projects have declined in outlook
- 4 projects have remained the same; and
- 1 project has closed

Significant progress has been made on the Telephone credit card automation and hosting change project and project activity has moved from design to focus on delivery of the service.

The Education systems build project has declined in outlook due to, primarily, project management resource issues during the summer coupled with a lack of focus by the primary supplier following the release of the main system. The project is now back on track and progressing well.

The Stakeholder relationship management project has declined in outlook due to further investigatory work being required on the issues identified which relate to integrating the system with the Education system platform.

The HR and Partners systems build project has declined in outlook due to further investigatory work being required to determine the extent of the additional development work required to deliver the Partners systems side of the project.

The 405 Kennington Road Fit Out project is progressing well. The landlord's renovation work is running to plan and is anticipated to complete on 25<sup>th</sup> November 2015. From this point onwards the focus of the project will switch to concentrate on the installation of all IT equipment, video conferencing facilities, wifi, furniture and building facilities.

There is however a significant issue to occupation of the building. We currently do not have commitment from BT regarding an installation date for the fibre optic cables required to operate the wide area network (WAN). Without the WAN in place, occupation of the building and the commencement of the tribunals in the new building is not possible. Work is continuing to escalate this issue with our supplier.

The opening of the register for Public Health Specialists project has prematurely closed due to a decision by the Department of Health to no longer continue with statutory regulation for this group at this time.

**1.3.1 Audits & Processes**

Our external ISO 9001 auditor, BSI has audited to the ISO9001:2008 standard. We maintained our certification.

**1.3.2 ISO27001 & Business Continuity**

We are certified to ISO27001:2013. We will continue training employees and Partners on an annual basis. Next training is due February 2016. Our online DR plan “ShadowPlanner” nears completion following an initial test with EMT in October with a simplified version of the current plan.

## 2 Registration Management Commentary

### 2.1. Operational performance 1 September 2015 to 31 October 2015

#### a) Telephone calls

**i) UK telephone calls** – During this period the team received a total of 32,090 telephone calls. This is 8,280 less calls being compared to the same period two years ago, but 3,878 more than forecast. The team answered 95% of calls received compared to 91% during the same period two years ago.

**ii) International telephone calls** – During this period the team received a total of 1,526 telephone calls. This is 16 less than the same period last year and represents a 1% decrease in calls. The team answered 99.5% of calls received compared to 95% during the same period last year.

#### b) Application processing

##### i) UK applications

A total of 4,613 UK applications were received during the period which is 2.7% less than forecasted. We received 646 or 16.3% more UK applications compared to the same period last year.

The team registered 4,745 UK applications which is 566 or 13.5% more than forecasted.

The team processed all UK applications within eight working days.

##### ii) Readmission applications

The team processed all readmission applications within ten working days.

**iii) International applications**

A total of 875 new international applications were received which is 13.2% less than forecasted. As a result, the operational forecast has been adjusted to reflect this downward trend. This means that we will be forecasting to receive 5,517 new international applications this financial year which is 405 less applications than previously forecast. The forecast will be reviewed every two months.

We received 124 more International applications compared to the same period last year which represents a 16.5% increase.

The team registered 456 applications which is 110 more compared to the same period last year. This is 31.8% more than the same period last year, and 49.5% more than forecast. This is due to resource being allocated to registering international applications, following the peak period for new UK graduates applying for registration.

The team acknowledged receipt of applications within two working days on average during this period for both European Mutual Recognition (EMR) and Non-EMR applications. The team are currently processing complete Non-EMR applications within 21 working days of receipt and complete EMR applications within 19 working days of receipt.

**iv) Visiting European health professional declarations**

The team received 134 declarations which is 13 or 10.7% more compared to the same period last year. The number of registered visiting European health professionals for the same period last year has decreased by 9.9% to 364, which is 29 less than the forecast of 335.

**c) Emails**

**i) UK Emails** – A total of 9,211 emails were received which is 39 or 0.4% less than in 2013. The team responded to 81.9% of UK emails within one working day and 83.8% within two working days.

**ii) International emails** – A total of 1,280 emails were received which is 352 or 37.9% more during the same period last year. The team responded to 74.4% of these emails within one working day and 86.9% within two working days.

Due to staff training and sickness absence, there were eight instances during the period where emails were responded to outside of two working days. Resource being allocated to registering international applications, and the highest number of paper renewal forms we have received this year attributed to this.



**d) Continuing Professional Development (CPD) audit**

A total of 1,121 CPD profiles were received during this period and all profiles were acknowledged within five working days. All complete CPD profiles are being processed within 60 working days of receipt.

During this period four assessment days were held, as well as a CPD assessor training day for clinical scientists. A total of 632 CPD profiles were assessed with an additional 2 CPD profiles sent to assessors to be assessed electronically.

**e) Registration renewals**

The renewal window for occupational therapists closed on 31 October with 96.6% successfully renewing their registration.

This compares favourably with 2013 when 96.3% of occupational therapists renewed their registration. Of the occupational therapists who successfully renewed, 92% renewed their registration using the online portal. This compares favourably with 2013 where 88.9% of occupational therapists renewed their registration using the online portal, an increase of 3.1%.

At the beginning of September, 22,667 biomedical scientists were invited to renew their registration. 81.1% of biomedical scientists successfully renewed by 31 October. Their renewal window will close on 30 November.

All complete paper renewal forms were processed within ten working days of receipt.

**f) Postal correspondence**

On average, the team processed postal correspondence within 10 working days of receipt.

## **2.2 Resource**

### **Employees**

Due to promotions in the department, we have successfully recruited four Registration Advisors and an Apprentice Registration Advisor. Training has also been provided to staff on processes where additional resource was required as part of our multi-skilling programme.

The department operated within its budgeted headcount during this period.

**2.3 Registration department service standards:**

a) The Registration Department aims to answer 95% of all telephone calls.

b) i) The Registration Department aims to respond to all UK application requests within ten working days of receipt. We aim to process all **complete** UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is **incomplete**.

ii) The Registration Department aims to process all **complete** readmission applications within ten working days.

iii) The Registration Department aims to verify completeness of all International applications and acknowledge receiving the application within five working days of receipt.

The Registration Department aims to process **complete** applications within 60 working days of receipt.

c) The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.

d) The Registration Department aims to acknowledge receipt of CPD profile applications within five working days.

The Registration Department aims to process all **complete** CPD profile within 60 working days of receipt.

e) The Registration Department aims to renew the registration of a registrant with active direct debit set up, within ten minutes of the registrant completing their renewal online account.

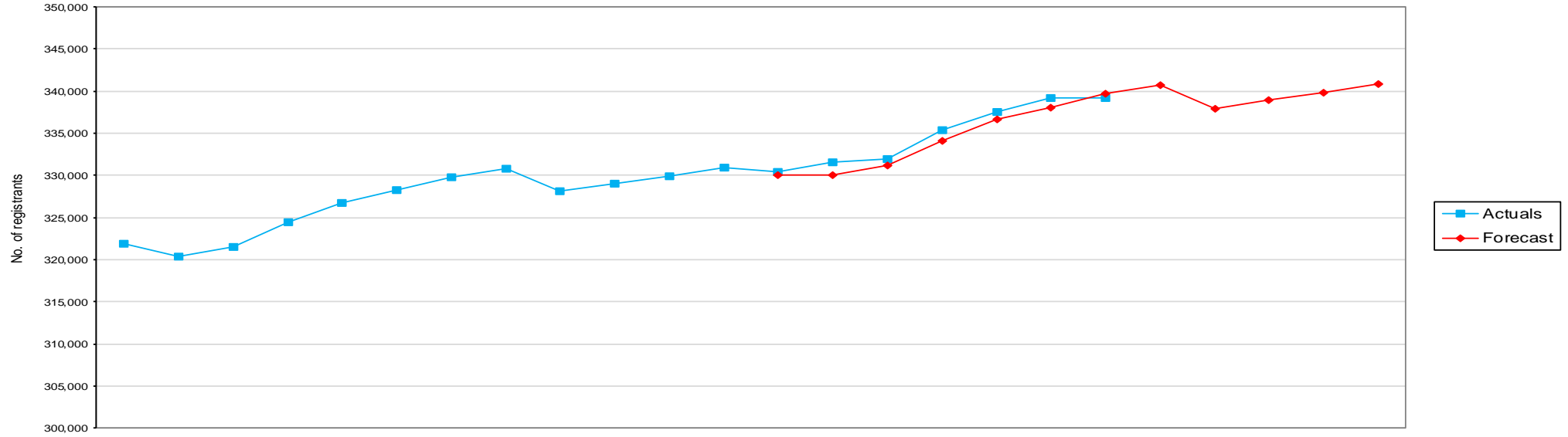
The Registration Department aims to process all **complete** paper renewal form within ten working days of receipt.

f) The Registration Department aims to process postal correspondence within ten working days.

# Health and Care Professions Council 2.4 Registration Management Statistics

Number of Registrants by Profession April 2014 - March 2016

Registration Department



	2014												2015												2016												13/14	14/15	15/16
	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												
<b>Arts therapists</b>	3,448	3,192	3,243	3,289	3,357	3,411	3,466	3,522	3,574	3,589	3,602	3,620	3,004	3,634	3,646	3,672	3,715	3,759	3,814						3,450	3,620	3,814												
<b>Bio. scientists</b>	21,926	21,929	21,983	22,096	22,208	22,250	22,282	22,314	22,499	22,551	22,608	22,640	22,647	22,624	22,665	22,798	22,871	22,870	22,773						21,904	22,640	22,773												
<b>Chirops/ pods</b>	13,007	12,950	12,950	12,975	12,737	12,797	12,830	12,841	12,932	12,912	12,919	12,911	12,905	12,904	12,921	13,042	13,100	13,141	13,161						13,017	12,911	13,161												
<b>CI scientists</b>	4,959	4,988	5,002	5,014	5,047	5,045	5,086	5,169	5,234	5,260	5,262	5,296	5,318	5,336	5,341	5,340	5,337	5,298	5,182						4,942	5,296	5,182												
<b>Dietitians</b>	8,368	8,355	8,327	8,233	8,325	8,355	8,396	8,416	8,476	8,494	8,512	8,528	8,557	8,575	8,598	8,763	8,863	8,917	8,945						8,381	8,528	8,945												
<b>Hearing aid disps</b>	2,020	2,021	2,026	2,028	2,002	2,039	2,060	2,079	2,107	2,125	2,133	2,151	2,165	2,174	2,184	2,212	2,257	2,295	2,325						2,010	2,151	2,325												
<b>OTs</b>	34,203	34,253	34,364	34,753	35,137	35,273	35,438	35,628	35,902	35,963	36,043	36,128	36,138	36,177	36,219	36,650	36,911	36,966	35,581						34,154	36,128	35,581												
<b>ODPs</b>	11,911	11,896	11,900	11,918	11,984	12,162	12,260	12,271	12,098	12,135	12,147	12,182	12,214	12,205	12,241	12,288	12,397	12,588	12,751						11,880	12,182	12,751												
<b>Orthoptists</b>	1,316	1,315	1,313	1,332	1,359	1,362	1,369	1,370	1,378	1,375	1,376	1,379	1,381	1,381	1,377	1,379	1,396	1,376	1,380						1,316	1,379	1,380												
<b>Paramedics</b>	20,130	20,156	20,226	20,279	20,349	20,625	20,761	20,878	20,986	21,014	21,101	21,185	21,271	21,313	21,384	21,473	21,485	21,526	21,756						20,097	21,185	21,756												
<b>Physiotherapists</b>	48,413	47,115	47,336	48,127	48,585	48,734	48,886	49,042	49,381	49,479	49,573	49,685	49,360	49,737	49,883	50,668	51,044	51,268	51,383						48,868	49,685	51,383												
<b>Pract psychs</b>	19,952	19,989	20,038	20,088	20,158	20,288	20,607	20,774	20,859	20,920	20,973	20,996	20,963	20,889	20,416	20,529	20,577	20,724	21,115						19,919	20,996	21,115												
<b>Prosth/orthotists</b>	949	950	972	987	996	998	998	999	1,008	1,009	1,012	1,011	1,012	1,011	1,016	1,040	1,046	1,039	1,004						948	1,011	1,004												
<b>Radiographers</b>	28,111	28,159	28,446	29,049	29,232	29,337	29,433	29,504	29,695	29,675	29,711	29,786	29,812	29,841	30,044	30,694	30,859	30,994	31,109						28,060	29,786	31,109												
<b>Social workers</b>	89,100	88,981	89,161	89,881	90,803	91,001	91,217	91,234	87,132	87,655	88,037	88,397	88,726	88,818	89,033	89,671	90,434	91,143	92,025						88,946	88,397	92,025												
<b>SLTs</b>	14,150	14,173	14,217	14,392	14,534	14,577	14,691	14,781	14,871	14,914	14,951	14,992	15,016	15,027	15,044	15,191	15,313	15,279	14,908						14,129	14,992	14,908												
<b>Total</b>	321,963	320,422	321,504	324,441	326,813	328,254	329,780	330,822	328,132	329,070	329,960	330,887	330,489	331,646	332,012	335,410	337,605	339,183	339,212						322,021	330,887	339,212												
<b>Forecast</b>													330,012	330,035	331,149	334,174	336,617	338,102	339,673	340,747	337,976	338,942	339,859	340,814			340,814												

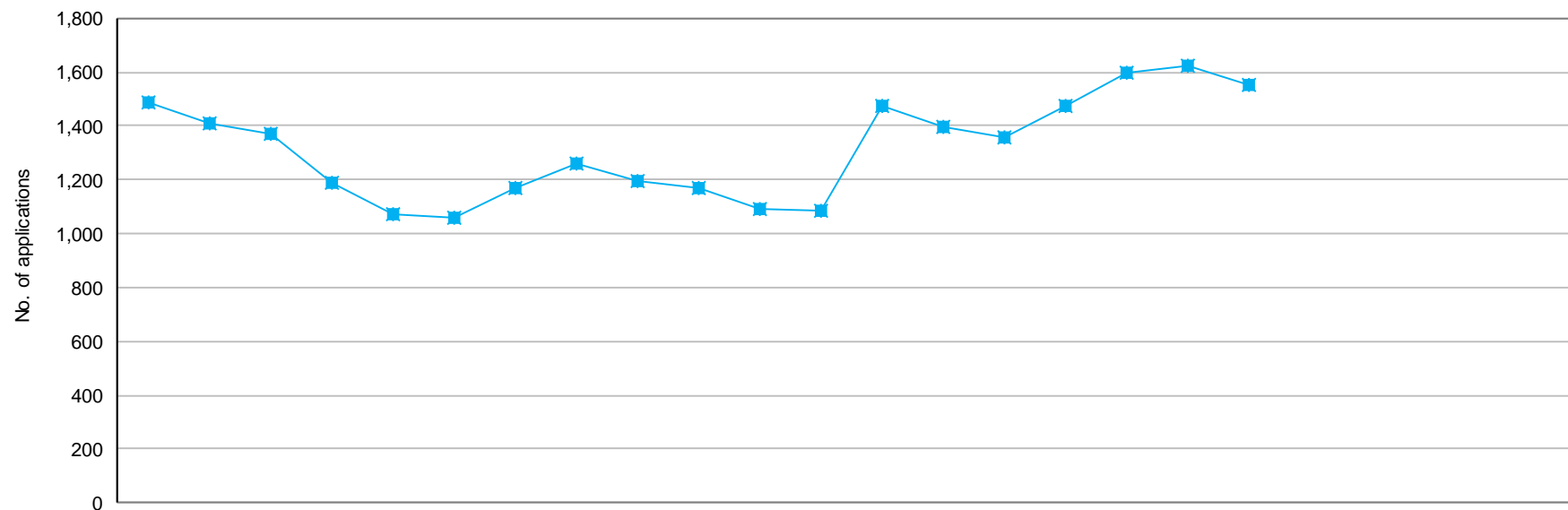
NOTE: Information captured on the last day of each calendar month  
Forecast is based on the average percentage difference in number of registrants from 10/11 - 14/15

# Health and Care Professions Council

International applications workflow process at end of each month April 2014 - March 2016

# Operations Directorate

Registration Department



Current status	2014			2015									2016									13/14	14/15	15/16								
	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	354	319	122	147	101	98	140	197	80	79	60	141	251	351	309	533	533	451	310								258	141	310			
At scrutiny	730	785	909	738	743	728	805	783	876	827	799	739	1,000	809	838	739	877	933	957										848	739	957	
Pending reg fee	406	307	337	305	225	234	221	281	238	260	234	203	223	235	213	200	187	241	283											321	203	283
<b>Total</b>	<b>1,490</b>	<b>1,411</b>	<b>1,368</b>	<b>1,190</b>	<b>1,069</b>	<b>1,060</b>	<b>1,166</b>	<b>1,261</b>	<b>1,194</b>	<b>1,166</b>	<b>1,093</b>	<b>1,083</b>	<b>1,474</b>	<b>1,395</b>	<b>1,360</b>	<b>1,472</b>	<b>1,597</b>	<b>1,625</b>	<b>1,550</b>											<b>1,427</b>	<b>1,083</b>	<b>1,550</b>

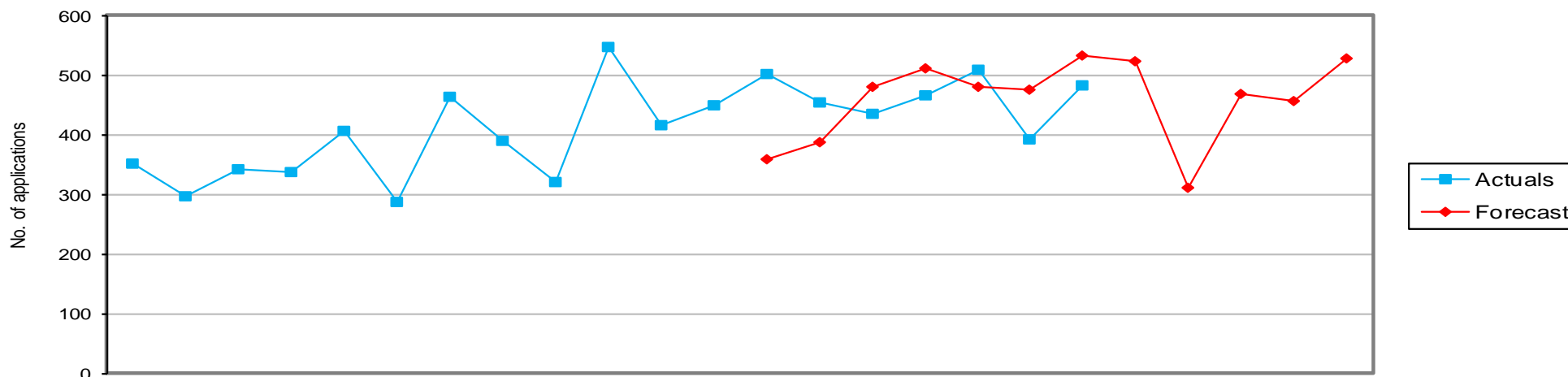
NOTE: Information covers international applications status progress only  
 Represents the current workload within the international section as at the end of the month

# Health and Care Professions Council

New International Applications Received April 2014 - March 2016

# Operations Directorate

Registration Department

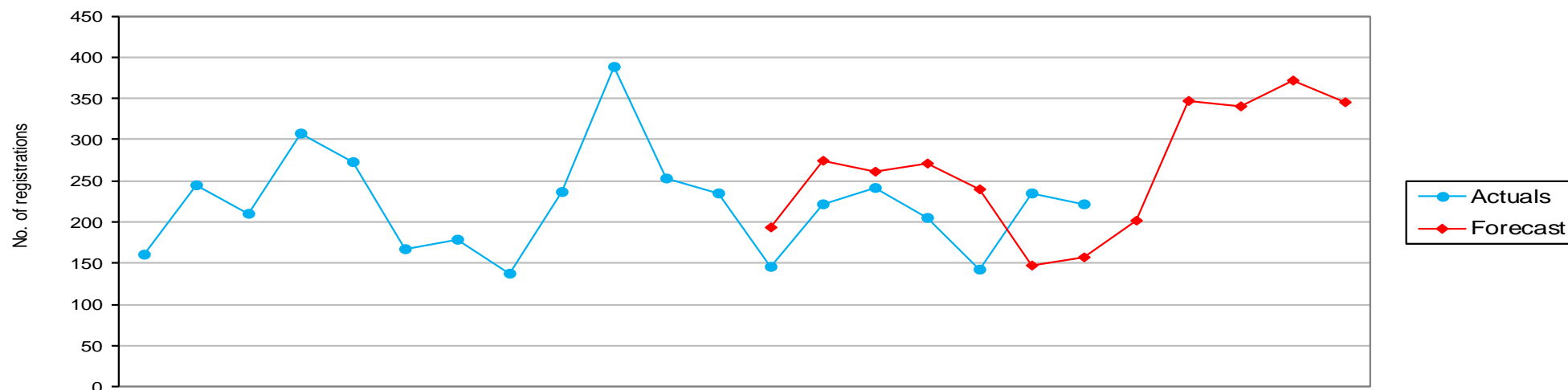


	2014			2015									2016									13/14 FYE	14/15 FYE	15/16 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb
<b>Arts Therapists</b>	4	2	2	0	3	0	2	0	2	1	0	4	0	0	2	2	6	4	1				17	20	15	
<b>Bio. Scientists</b>	16	21	24	35	31	33	46	33	22	35	25	32	32	28	29	31	56	35	36				288	353	247	
<b>Chirops/ Pods</b>	2	3	3	4	5	2	7	8	0	6	5	4	5	9	8	8	8	6	2				32	49	46	
<b>CI Scientists</b>	10	7	9	8	7	3	10	10	8	8	9	4	9	3	8	9	9	9	9				90	93	56	
<b>Dietitians</b>	17	16	16	8	20	6	15	18	8	18	22	19	23	22	31	21	21	15	21				185	183	154	
<b>Hearing aid disp</b>	2	3	3	3	3	2	1	8	0	2	1	3	7	8	3	7	1	1	3				33	31	30	
<b>OTs</b>	41	32	34	28	47	28	37	38	24	53	29	27	40	42	44	36	39	36	44				350	418	281	
<b>ODPs</b>	1	2	2	0	1	0	10	4	2	1	3	4	3	1	0	0	3	1	0				12	30	8	
<b>Orthoptists</b>	0	0	0	0	0	0	1	1	0	1	1	0	0	0	1	0	1	0	0				6	4	2	
<b>Paramedics</b>	9	4	9	10	9	8	20	14	42	81	21	29	40	40	26	24	28	16	23				78	256	197	
<b>Physiotherapists</b>	101	102	117	88	114	77	112	106	72	119	125	140	126	108	109	131	126	98	126				1,051	1,273	824	
<b>Pract psychs</b>	26	20	22	36	25	23	41	21	22	22	22	27	34	37	34	40	39	28	39				254	307	251	
<b>Prostn/Ortnotists</b>	0	1	0	1	2	1	1	0	1	6	1	4	2	0	1	0	1	1	1				5	18	6	
<b>Radiographers</b>	51	43	43	38	45	40	64	54	56	87	74	67	80	69	57	67	61	59	79				453	662	472	
<b>Social workers</b>	56	32	44	62	68	47	73	51	51	79	59	59	82	71	58	67	84	65	70				501	681	497	
<b>SLTs</b>	16	10	13	17	27	17	24	23	10	27	19	27	20	17	25	24	26	19	28				219	230	159	
<b>Total</b>	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509	393	482				3,574	4,608	3,245	
<b>Forecast</b>													360	388	481	512	480	475	533	524	311	469	457	527		5,517

NOTE: All received applications, including those that may subsequently be returned, rejected or withdrawn.  
Forecast is based on the average number of INT applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available

**Health and Care Professions Council**  
International Registrations April 2014 - March 2016

**Operations Directorate**  
Registration Department



	2014			2015									2016						13/14 FYE	14/15 FYE	15/16 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov	Dec	Jan	Feb	Mar
<b>Arts therapists</b>	0	0	2	1	1	2	2	1	2	1	2	1	0	0	2	0	1	1	0	8	15	4					
<b>Bio. scientists</b>	27	9	19	17	18	18	13	5	27	31	22	23	10	17	14	15	10	12	13	157	229	91					
<b>Chirops/ pods</b>	1	1	2	0	6	5	2	0	1	3	2	1	2	5	0	0	4	5	4	20	24	20					
<b>CI scientists</b>	5	4	0	7	3	1	7	1	3	4	3	7	4	5	2	2	2	0	4	30	45	19					
<b>Dietitians</b>	7	6	1	32	15	11	3	4	10	18	8	7	2	8	6	12	10	11	10	85	122	59					
<b>Hearing aid disps</b>	0	0	2	1	10	1	0	0	0	6	2	1	0	1	0	1	2	4	2	13	23	10					
<b>OTs</b>	23	24	20	37	29	11	11	17	25	30	26	18	17	10	21	14	12	17	11	259	271	102					
<b>ODPs</b>	1	0	3	0	0	0	0	0	1	2	2	1	0	2	2	0	4	2	0	4	10	10					
<b>Orthoptists</b>	1	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	3	2					
<b>Paramedics</b>	5	2	10	3	2	3	2	2	4	70	41	21	28	18	26	18	5	33	8	27	165	136					
<b>Physiotherapists</b>	6	140	61	102	77	55	62	45	51	70	59	63	18	91	68	63	42	67	62	613	791	411					
<b>Pract psychs</b>	11	5	16	15	20	13	14	11	9	20	9	7	5	0	24	4	6	12	14	129	150	65					
<b>Prosth/orthotists</b>	0	0	1	0	1	1	0	0	0	1	2	0	1	0	0	1	1	0	4	4	6	7					
<b>Radiographers</b>	33	14	34	42	36	21	23	29	31	53	33	41	28	30	39	36	17	39	43	269	390	232					
<b>Social workers</b>	33	26	24	38	38	21	16	9	64	55	33	34	18	23	23	25	23	27	23	232	391	162					
<b>SLTs</b>	8	13	15	12	16	4	23	13	8	24	9	10	10	12	15	14	4	5	23	144	155	83					
<b>Total</b>	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143	235	221	1,994	2,790	1,413					
<b>Forecast</b>													193	275	261	270	240	147	158	201	347	341	372	345			3,150

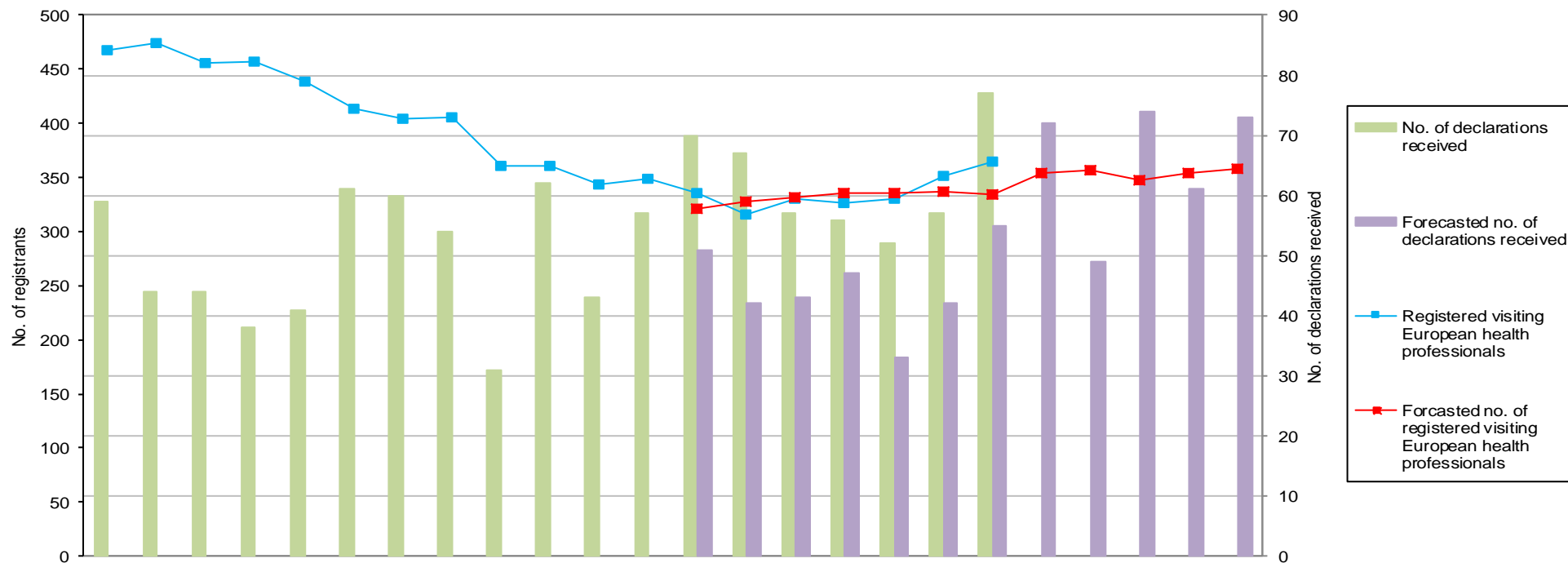
NOTE: Forecast is based on the average number of INT applications registered each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
Social worker section of register opened 1 Aug 2012 (covers England only)

# Health and Care Professions Council

Register of visiting European health professionals under EU Directive 2005/36/EC April 2014 - March 2016

Registration Department

# Operations Directorate



	2014			2015									2016									13/14	14/15	15/16					
	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		
<b>No. of declarations received</b>	59	44	44	38	41	61	60	54	31	62	43	57	70	67	57	56	52	57	77								875	594	436
<b>Registered visiting European health professionals</b>	467	474	456	457	438	413	404	405	360	360	344	349	335	316	330	326	330	352	364								456	349	364
<b>Forecasted no. of declarations received</b>													51	42	43	47	33	42	55	72	49	74	61	73					
<b>Forecasted no. of registered visiting European health professionals</b>													322	327	331	335	336	336	335	354	357	348	354	358					

NOTE: Forecast is based on the average percentage increase or decrease on a monthly basis, using the actual figures between the period 11/12 - 14/15, normalised against the monthly actuals available

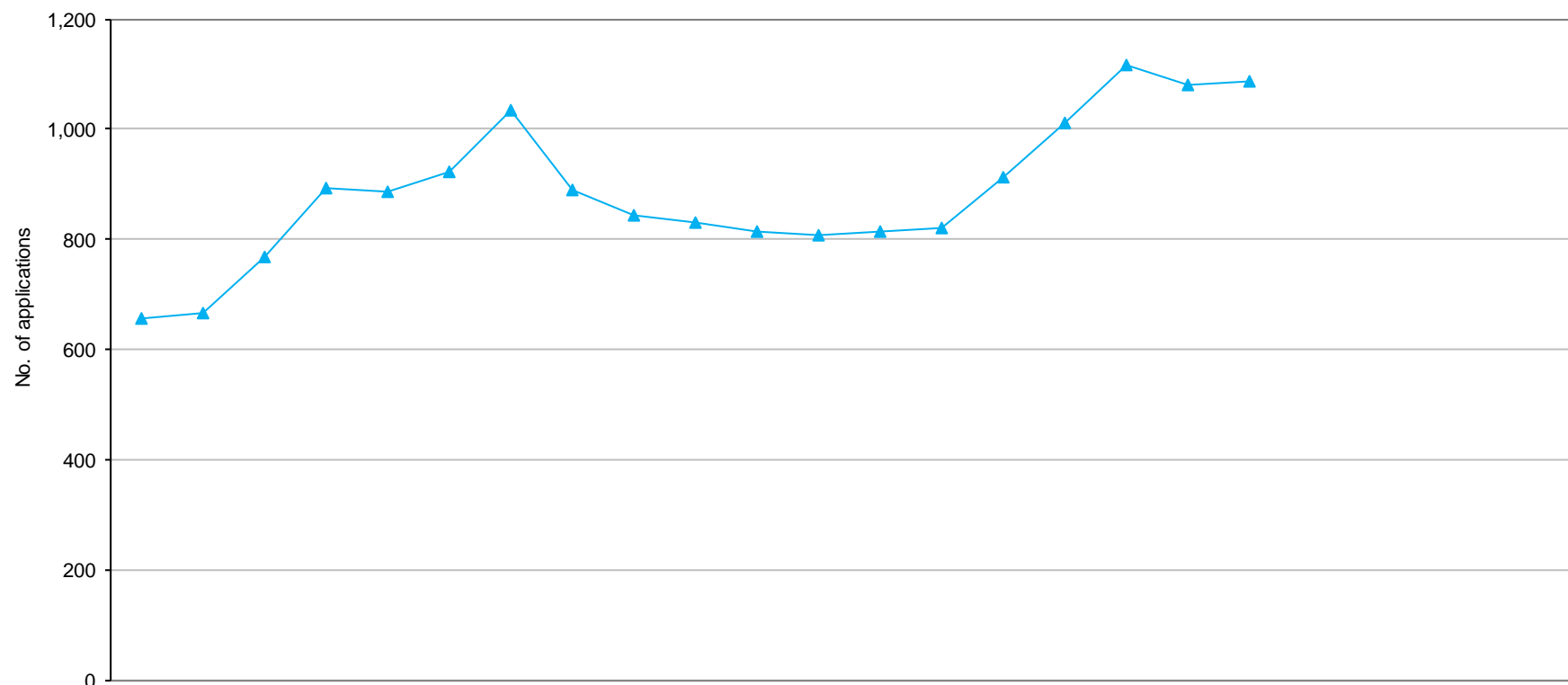


# Health and Care Professions Council

UK applications workflow process at end of each month April 2014 - March 2016

# Operations Directorate

Registration Department



Current status	2014			2015									2016									13/14	14/15	15/16					
	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	656	665	764	886	878	917	1,028	887	841	831	808	802	813	819	912	1,000	1,097	1,075	1,077								801	802	1,077
At scrutiny	0	0	2	2	4	2	1	1	0	0	2	3	0	0	0	1	0	0	3								2	3	3
Pending reg fee	1	1	2	4	5	3	5	2	4	1	4	3	1	1	1	9	19	5	6								2	3	6
<b>Total</b>	<b>657</b>	<b>666</b>	<b>768</b>	<b>892</b>	<b>887</b>	<b>922</b>	<b>1,034</b>	<b>890</b>	<b>845</b>	<b>832</b>	<b>814</b>	<b>808</b>	<b>814</b>	<b>820</b>	<b>913</b>	<b>1,010</b>	<b>1,116</b>	<b>1,080</b>	<b>1,086</b>								<b>805</b>	<b>808</b>	<b>1,086</b>

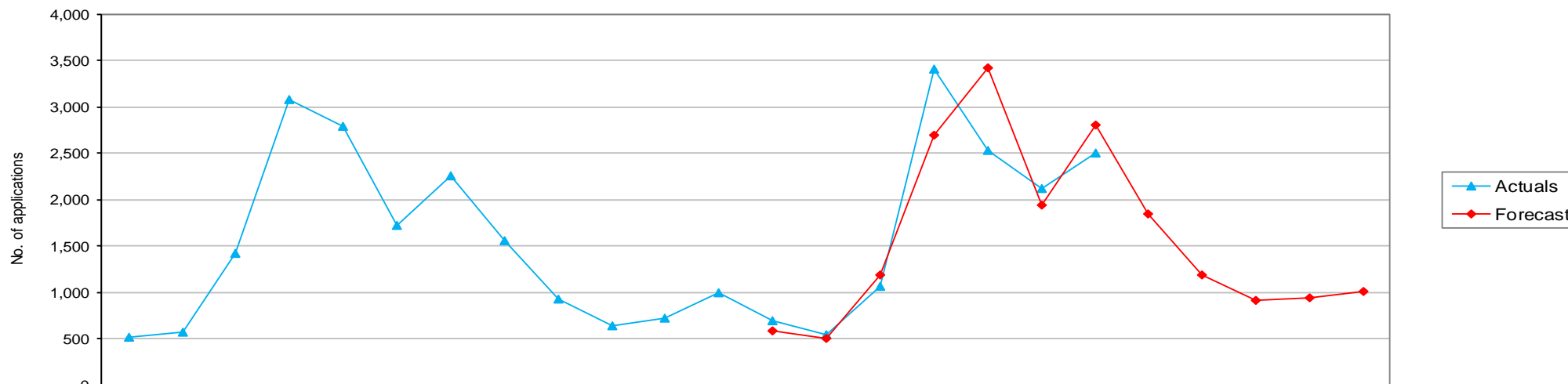
NOTE: Information covers UK applications status progress only  
Represents the current workload within the UK section as at the end of the month

# Health and Care Professions Council

New UK Applications Received April 2014 - March 2016

# Operations Directorate

Registration Department



	2014			2015									2016									13/14 FYE	14/15 FYE	15/16 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb
<b>Arts therapists</b>	20	8	8	30	69	48	47	55	15	14	8	18	12	7	10	30	52	46	56				293	340	213	
<b>Bio. scientists</b>	44	48	60	125	134	64	91	88	42	40	55	57	37	46	53	126	110	86	87				839	848	545	
<b>Chirops/pods</b>	2	6	96	120	64	41	33	13	5	3	4	6	3	4	50	160	53	39	28				389	393	337	
<b>CI Scientists</b>	31	21	23	10	35	11	39	88	41	21	8	49	17	16	10	15	16	17	11				343	377	102	
<b>Dietitians</b>	20	15	71	118	67	24	29	16	4	7	9	20	33	13	48	153	82	38	20				457	400	387	
<b>Hearing aid disps</b>	4	14	12	31	48	26	17	23	22	13	6	18	10	6	12	34	50	32	28				211	234	172	
<b>OTs</b>	47	41	164	329	347	161	232	154	61	40	68	89	66	40	62	419	329	164	259				1,816	1,733	1,339	
<b>ODPs</b>	30	29	4	36	155	145	112	34	32	17	16	31	31	22	23	48	128	196	153				706	641	601	
<b>Orthoptists</b>	1	0	1	21	26	8	6	2	3	2	1	1	0	0	1	12	33	8	5				71	72	59	
<b>Paramedics</b>	38	37	83	70	160	250	170	113	63	23	71	95	65	40	102	116	174	296	229				1,221	1,173	1,022	
<b>Physiotherapists</b>	17	30	197	697	336	113	137	104	42	41	61	100	36	27	118	752	341	156	140				1,992	1,875	1,570	
<b>Pract psychs</b>	33	49	40	42	66	135	323	158	68	45	49	69	50	37	47	54	35	139	387				1,083	1,077	749	
<b>Prosth/orthotists</b>	3	0	22	16	8	3	0	1	0	0	1	1	0	0	8	29	5	5	3				64	55	50	
<b>Radiographers</b>	19	49	341	513	175	96	94	38	32	20	20	41	18	35	298	570	190	107	79				1,406	1,438	1,297	
<b>Social workers</b>	191	208	247	736	949	531	826	596	466	320	295	330	303	237	191	699	777	685	902				6,099	5,695	3,794	
<b>SLTs</b>	14	18	49	175	145	60	95	79	29	33	46	71	17	7	25	183	148	104	108				696	814	592	
<b>Total</b>	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	718	996	698	537	1,058	3,400	2,523	2,118	2,495				17,686	17,165	12,829	
<b>Forecast</b>													578	494	1,181	2,696	3,412	1,935	2,808	1,838	1,184	913	939	1,003		18,981

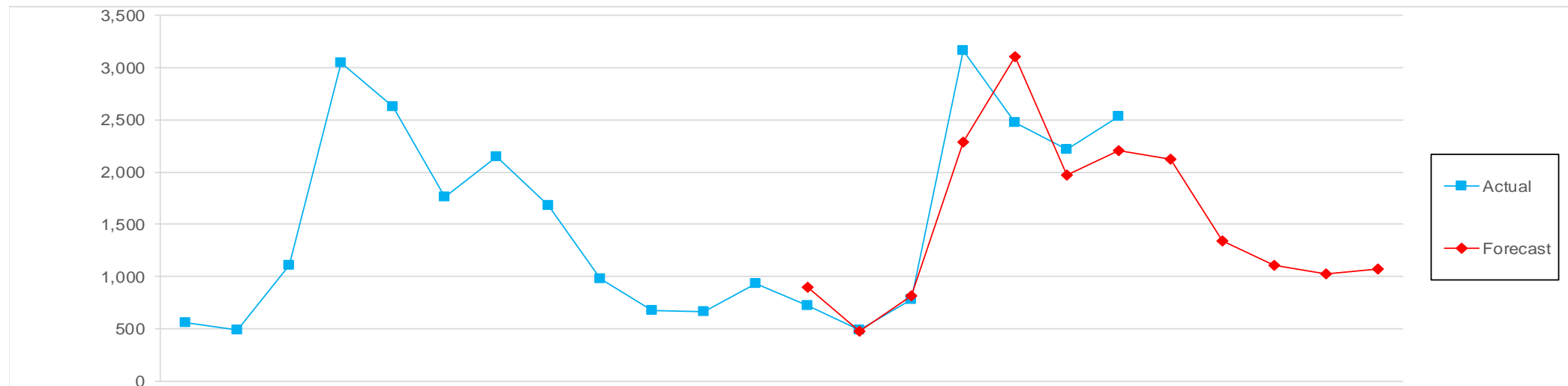
NOTE: Forecast is based on the average number of UK applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
 Social worker section of register opened 1 Aug 2012 (covers England only)

# Health and Care Professions Council

New UK Registrations April 2014 - March 2016

# Operations Directorate

Registration Department



	2014			2015									2016												13/14	14/15	15/16			
	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			
<b>Arts therapists</b>	15	14	11	18	57	51	49	57	21	11	9	16	13	8	5	23	44	43	59								280	329	195	
<b>Bio. scientists</b>	36	41	54	109	110	58	70	89	34	38	49	44	41	40	39	114	92	93	78									752	732	497
<b>Chirops/pods</b>	4	3	63	130	78	38	32	14	5	4	3	2	5	3	34	156	54	43	32									376	376	327
<b>CI Scientists</b>	29	22	24	11	33	7	34	89	36	26	9	43	17	15	9	13	19	11	14									328	363	98
<b>Dietitians</b>	24	13	47	136	69	24	31	21	4	3	10	16	36	13	34	144	89	42	27									453	398	385
<b>Hearing aid disps</b>	11	10	9	14	54	31	19	18	20	13	6	17	14	7	10	27	45	32	28									205	222	163
<b>OTs</b>	56	33	100	352	355	156	216	164	73	43	59	94	73	32	33	413	313	186	255									1,797	1,701	1,305
<b>ODPs</b>	34	28	5	24	70	192	133	50	29	23	5	37	31	9	34	38	103	190	173									706	630	578
<b>Orthoptists</b>	0	0	1	19	27	5	7	3	1	3	2	1	0	0	1	6	35	11	3									70	69	56
<b>Paramedics</b>	41	36	79	67	111	279	147	131	78	24	68	76	74	38	95	95	136	325	225									1,210	1,137	988
<b>Physiotherapists</b>	16	22	152	667	372	117	129	113	48	42	57	95	38	15	77	686	378	189	154									1,960	1,830	1,537
<b>Pract psychs</b>	40	44	44	38	54	117	307	180	61	45	48	73	45	40	37	52	31	126	382									1,059	1,051	713
<b>Prosth/orthotists</b>	2	1	20	16	8	3	1	1	1	0	1	1	0	0	5	28	7	6	1									63	55	47
<b>Radiographers</b>	13	18	270	575	179	101	94	50	38	14	20	48	12	12	182	630	225	113	84									1,385	1,420	1,258
<b>Social workers</b>	222	196	197	696	900	521	790	615	499	351	285	304	301	247	176	573	744	697	908									5,000	5,576	3,646
<b>SLTs</b>	20	15	32	171	149	56	91	82	31	37	39	70	27	8	13	167	158	111	104									689	793	588
<b>Total</b>	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	727	487	784	3,165	2,473	2,218	2,527									16,333	16,682	12,381
<b>Forecast</b>													898	480	814	2,282	3,101	1,973	2,206	2,125	1,344	1,108	1,024	1,076						18,431

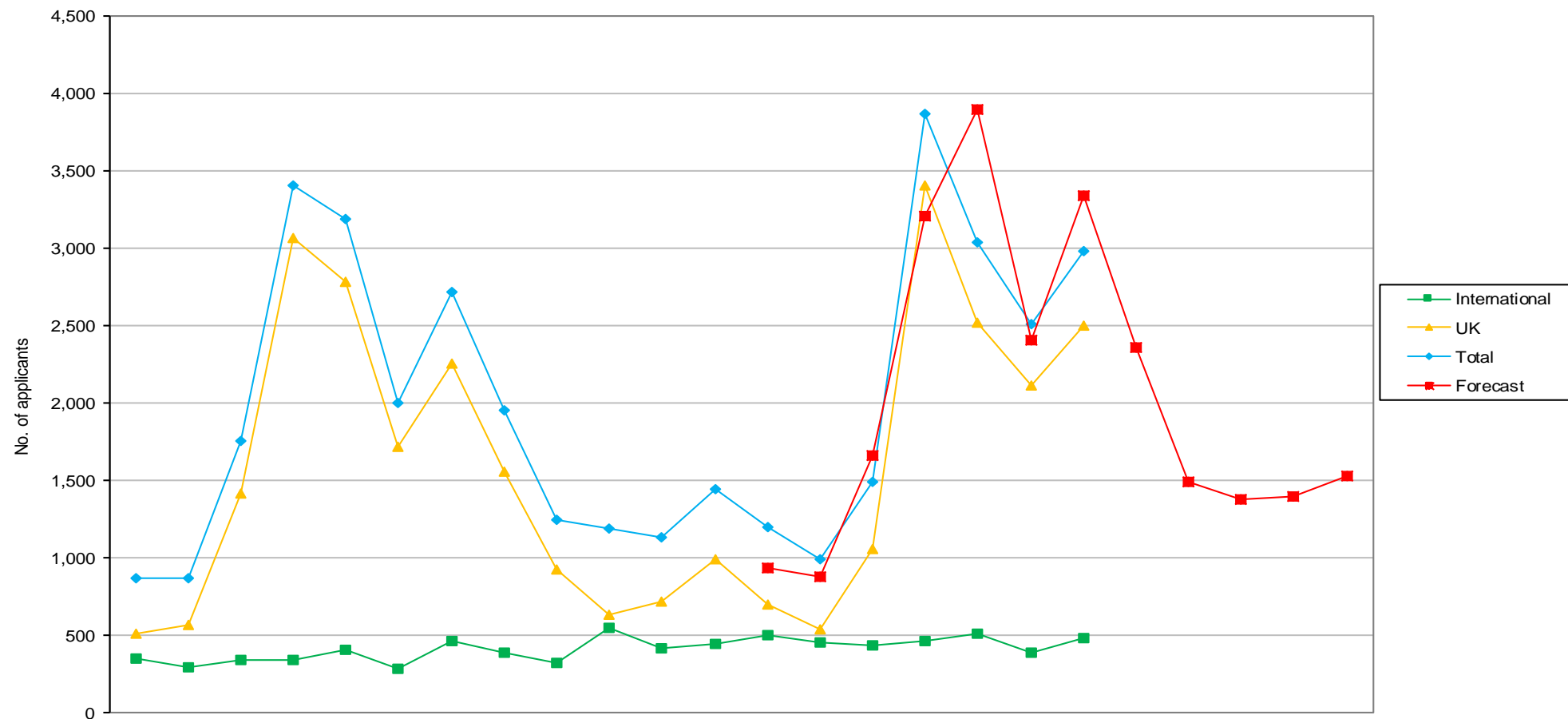
NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
Social worker section of register opened 1 Aug 2012 (covers England only)

# Health and Care Professions Council

Application Types Received April 2014 - March 2016

# Operations Directorate

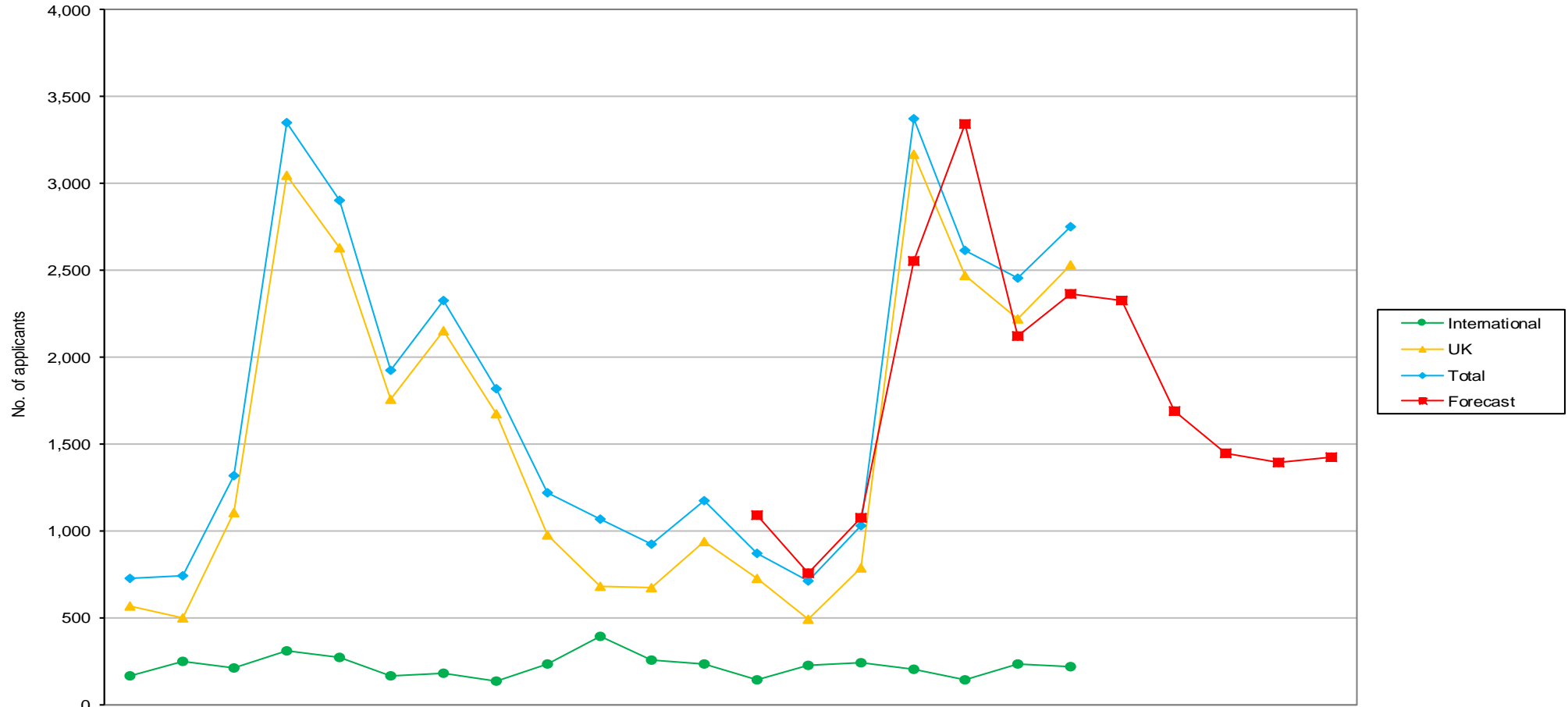
Registration Department



Apps Received	2014												2015												2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
International	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509	393	482																	
UK	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	718	996	698	537	1,058	3,400	2,523	2,118	2,495																	
<b>Total</b>	<b>866</b>	<b>871</b>	<b>1,759</b>	<b>3,407</b>	<b>3,191</b>	<b>2,003</b>	<b>2,715</b>	<b>1,951</b>	<b>1,245</b>	<b>1,187</b>	<b>1,134</b>	<b>1,446</b>	<b>1,201</b>	<b>992</b>	<b>1,494</b>	<b>3,867</b>	<b>3,032</b>	<b>2,511</b>	<b>2,977</b>																	
Forecast																																				

13/14	14/15	15/16
FYE	FYE	YTD
0	2	0
3,574	4,608	3,245
17,686	17,165	12,829
21,260	21,775	16,074
		24,498

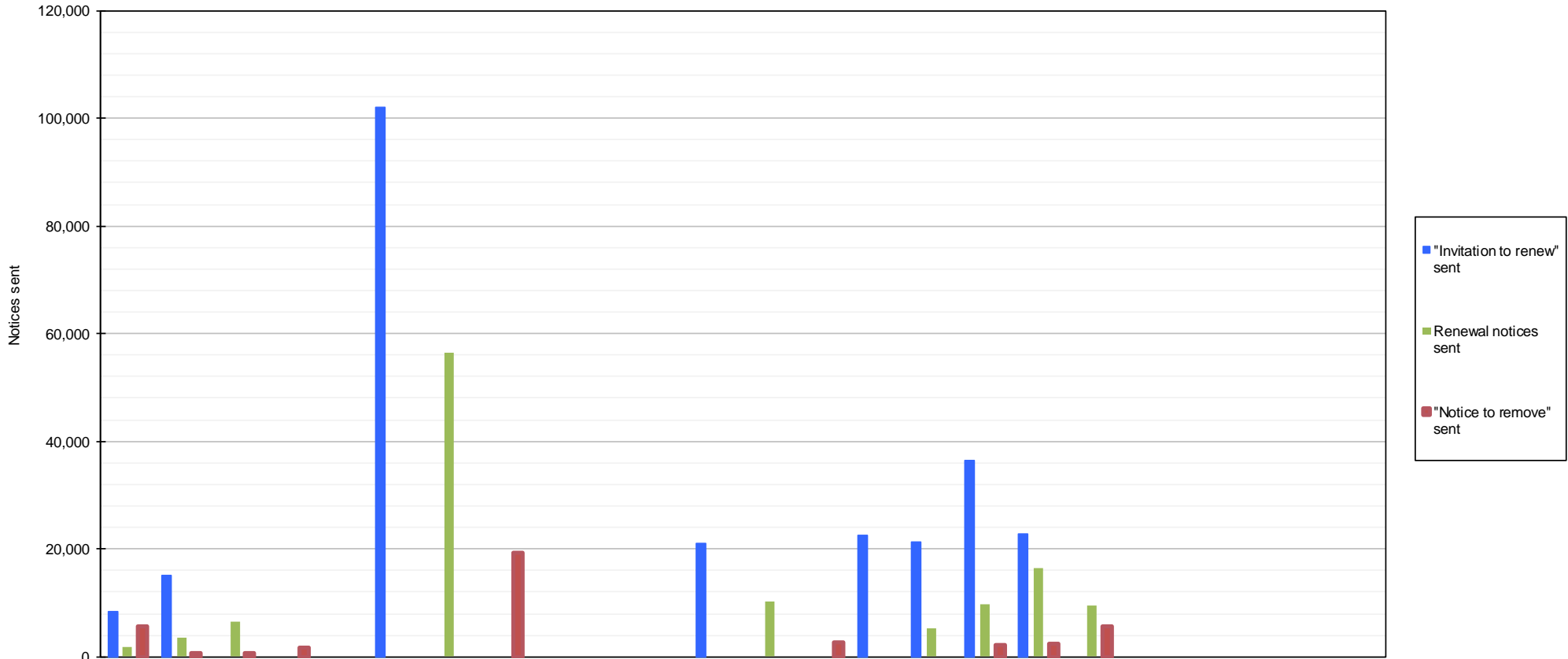
NOTE: The data relates to application forms received, not total fees received  
 Forecast is the combined forecast of international applications received and UK applications received



	2014			2015									2016											
	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>G/pting</b>	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0					
<b>International</b>	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143	235	221					
<b>UK</b>	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	727	487	784	3,165	2,473	2,218	2,527					
<b>Total</b>	725	740	1,318	3,350	2,899	1,923	2,329	1,814	1,216	1,065	924	1,172	872	709	1,026	3,370	2,616	2,454	2,748					
<b>Forecast</b>													1,091	755	1,075	2,552	3,341	2,120	2,364	2,326	1,691	1,449	1,396	1,421

13/14	14/15	15/16
FYE	FYE	YTD
38	3	1
1,994	2,790	1,413
17,366	16,682	12,381
19,398	19,475	13,795
		21,581

NOTE: Forecast is the combined forecast of international applications registered and UK applications registered



	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
"Invitation to renew" sent	8,370	15,027	0	0	0	102,057	0	0	0	0	0	20,949	0	0	22,645	21,310	36,381	22,667	0					
Renewal notices sent	1,800	3,628	6,603	0	0	0	56,487	0	0	0	0	0	10,146	0	0	5,213	9,842	16,452	9,570					
"Notice to remove" sent	5,756	650	770	1,775	0	0	0	19,290	0	0	0	0	0	2,585	0	0	2,141	2,523	5,643					
<b>Total</b>	<b>15,926</b>	<b>19,305</b>	<b>7,373</b>	<b>1,775</b>	<b>0</b>	<b>102,057</b>	<b>56,487</b>	<b>19,290</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20,949</b>	<b>10,146</b>	<b>2,585</b>	<b>22,645</b>	<b>26,523</b>	<b>48,364</b>	<b>41,642</b>	<b>15,213</b>					

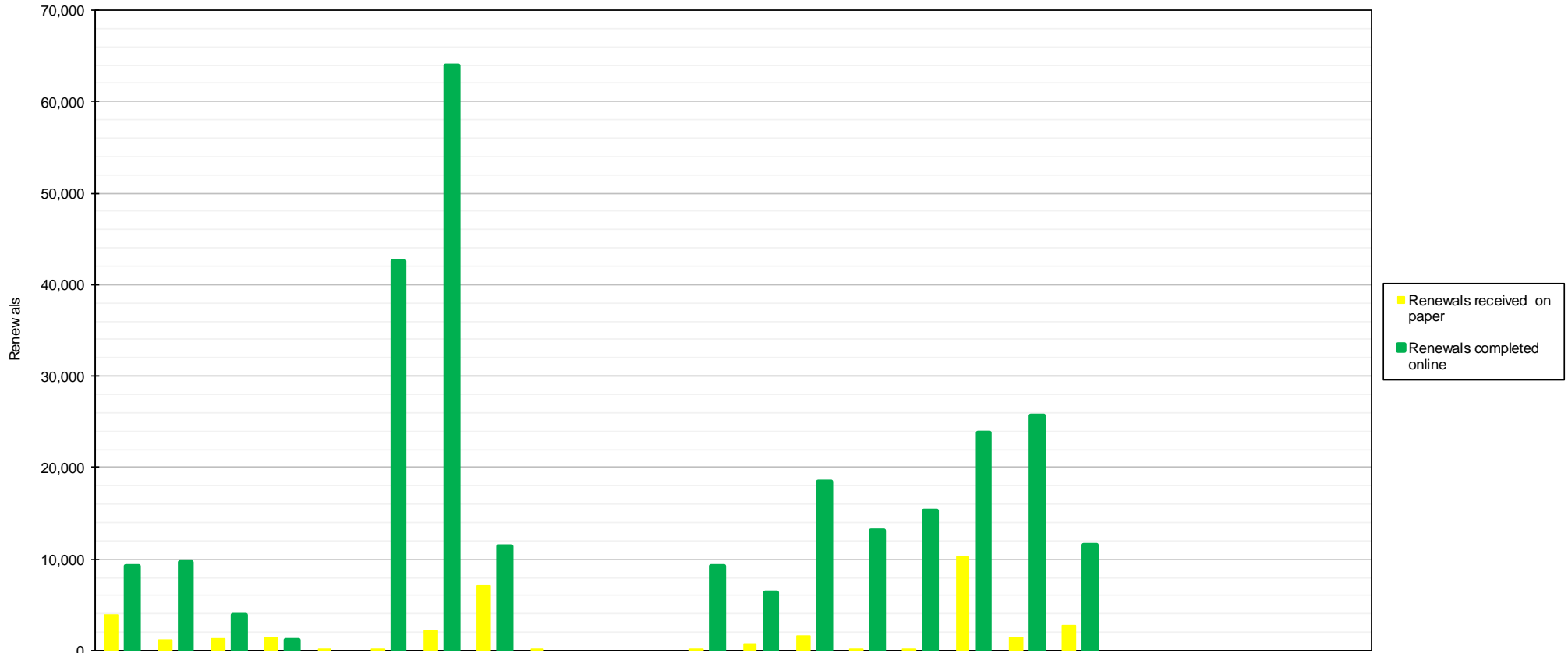
13/14 FYE	14/15 FYE	15/16 YTD
187,413	146,403	103,003
84,427	68,518	51,223
21,793	28,241	12,892
<b>293,633</b>	<b>243,162</b>	<b>167,118</b>

# Health and Care Professions Council

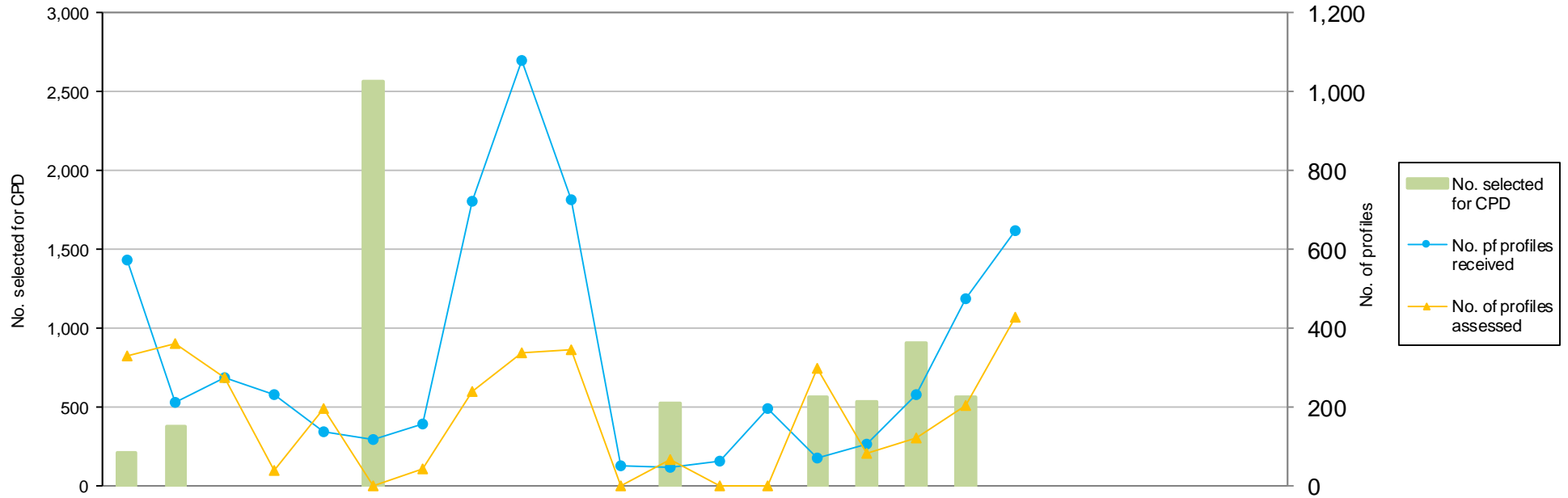
Renewal Information - on paper and online April 2014 - March 2016

# Operations Directorate

Registration Department



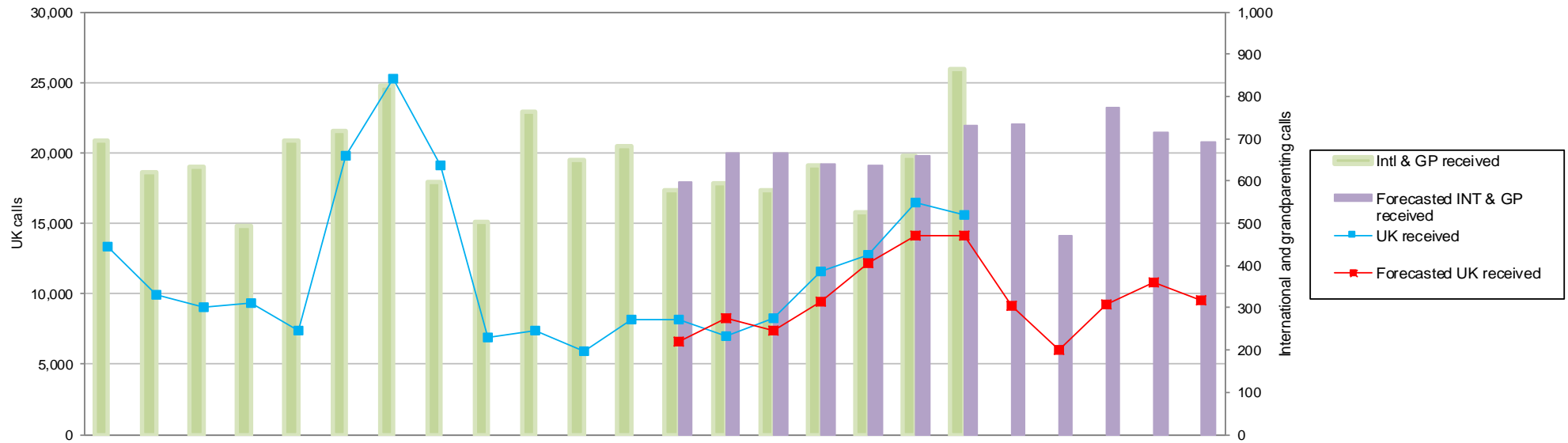
	2014												2015												2016												13/14	14/15	15/16			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
<b>Renewals received on paper</b>	3,923	1,181	1,247	1,422	2	78	2,179	7,067	14	0	0	46	696	1,627	23	188	10,260	1,467	2,697																					16,317	17,159	16,958
<b>Renewals completed online</b>	9,299	9,740	3,933	1,213	0	42,614	63,942	11,470	0	0	0	9,273	6,411	18,415	13,159	15,252	23,791	25,630	11,522																					155,664	151,484	114,180
<b>Registrants removed</b>	0	1,722	257	290	0	0	0	0	5,644	0	0	0	0	0	658	0	0	440	762																				3,769	7,913	1,860	



	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>No. selected for CPD</b>	209	376	0	0	0	2,571	0	0	0	0	0	524	0	0	566	533	911	568	0					
<b>No. pf profiles received</b>	573	212	275	232	138	119	159	722	1,079	726	51	49	62	198	70	106	233	474	647					
<b>No. of profiles assessed</b>	332	360	275	40	198	0	45	240	338	345	0	66	0	0	299	82	122	205	427					

	13/14	14/15	15/16
	FYE	FYE	YTD
	4,476	3,680	2,578
	3,122	4,335	1,790
	2,443	2,239	1,135





	2014			2015									2016									13/14	14/15	15/16				
	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	
<b>Intl &amp; GP</b>																												
<b>Intl &amp; GP received</b>	695	619	635	494	694	717	825	598	504	764	650	681	579	595	578	637	527	661	865							7,644	7,876	4,442
<b>Answered</b>	654	595	618	466	675	715	750	547	477	748	647	668	575	595	576	634	523	659	859							7,315	7,560	4,421
<b>Calls answered (%)</b>	94	96	97	94	97	100	91	91	97	98	99	98	99	100	100	98	99	100	99							96	96	99
<b>Abandoned</b>	41	24	17	28	24	2	75	51	27	16	3	13	4	0	2	3	4	2	6							306	321	21
<b>Avg answer time (sec)</b>	39	26	13	24	41	18	35	28	25	32	18	21	22	17	17	27	31	30	29							21	27	25
<b>Avg talk time (min)</b>	4.07	3.55	3.47	3.15	3.53	3.55	3.49	4.02	3.59	3.53	4.07	4.01	4.12	3.59	3.40	3.45	3.58	3.58	4.03							3.63	3.67	3.68
<b>UK</b>																												
<b>UK received</b>	13,365	9,932	9,052	9,333	7,356	19,833	25,272	19,092	6,860	7,355	5,926	8,166	8,198	6,942	8,230	11,541	12,741	16,504	15,586							159,745	141,542	79,742
<b>Answered</b>	11,947	9,314	8,850	9,093	7,227	19,628	22,455	18,033	6,695	7,306	5,871	7,949	8,078	6,880	8,103	11,263	12,074	15,737	14,850							148,466	134,368	76,985
<b>Calls answered (%)</b>	89	94	98	97	98	99	89	94	97	99	99	97	99	99	98	98	96	95	95							93	96	97
<b>Abandoned</b>	1,418	618	202	240	148	124	2,817	1,059	165	49	55	217	120	62	127	278	497	522	736							11,274	7,112	2,342
<b>Avg answer time (sec)</b>	83	48	20	22	21	36	111	46	22	28	28	36	43	35	30	46	87	115	124							59	42	69
<b>Avg talk time (min)</b>	3.12	3.14	3.05	3.02	2.58	3.03	3.09	3.06	3.29	3.17	3.14	3.12	3.07	3.21	3.03	3.02	3.05	3.15	3.12							2.85	3.07	3.09
<b>Forecasted INT &amp; GP received</b>													597	665	665	639	636	661	732	733	471	774	716	691				
<b>Forecasted UK received</b>													6620	8241	7352	9405	12180	14073	14139	9176	6010	9263	10775	9544				
																											7980	
																											116778	

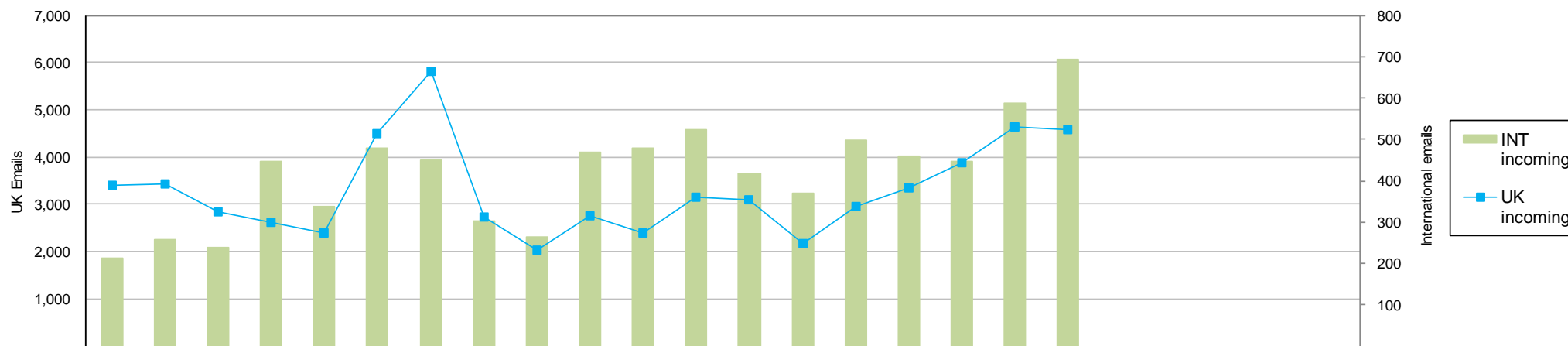
NOTE: Forecast is based on registration cycles, using the average figures between 11/12 and 13/14, less 25%, and normalised against the latest monthly actuals available

# Health and Care Professions Council

UK and international emails received at end of each month April 2014 - March 2016

# Operations Directorate

Registration Department

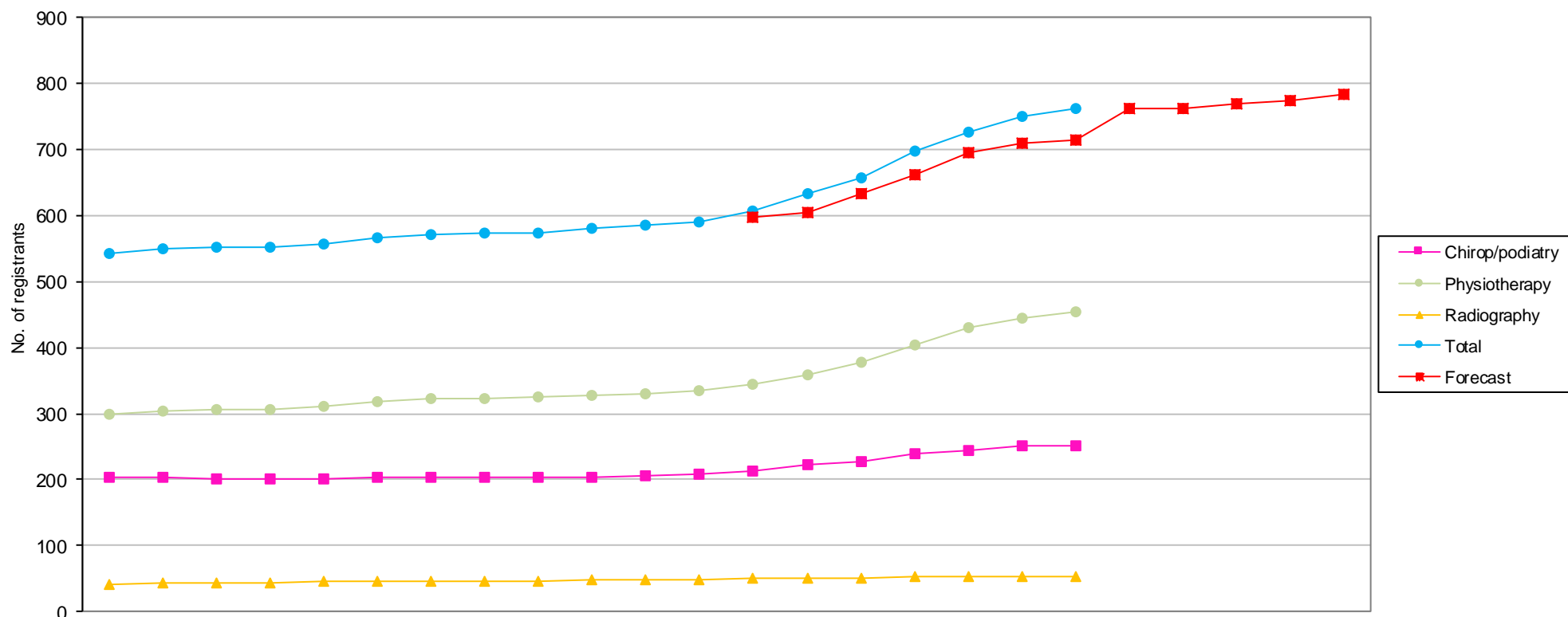


Current status	2014			2015									2016												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
UK incoming	3,411	3,424	2,846	2,621	2,405	4,495	5,821	2,726	2,019	2,746	2,396	3,155	3,090	2,184	2,968	3,344	3,884	4,637	4,574						
INT incoming	213	257	237	448	338	477	451	302	264	469	478	522	419	369	499	458	448	587	693						
Average working days	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2						
Total incoming	3,624	3,681	3,083	3,069	2,743	4,972	6,272	3,028	2,283	3,215	2,874	3,677	3,509	2,553	3,467	3,802	4,332	5,224	5,267						

13/14 FYE	14/15 FYE	15/16 YTD
35,733	38,065	24,681
1,951	4,456	3,473
1	1	1
37,684	42,521	28,154

Number of registrants with supplementary prescribing rights April 2014 - March 2016

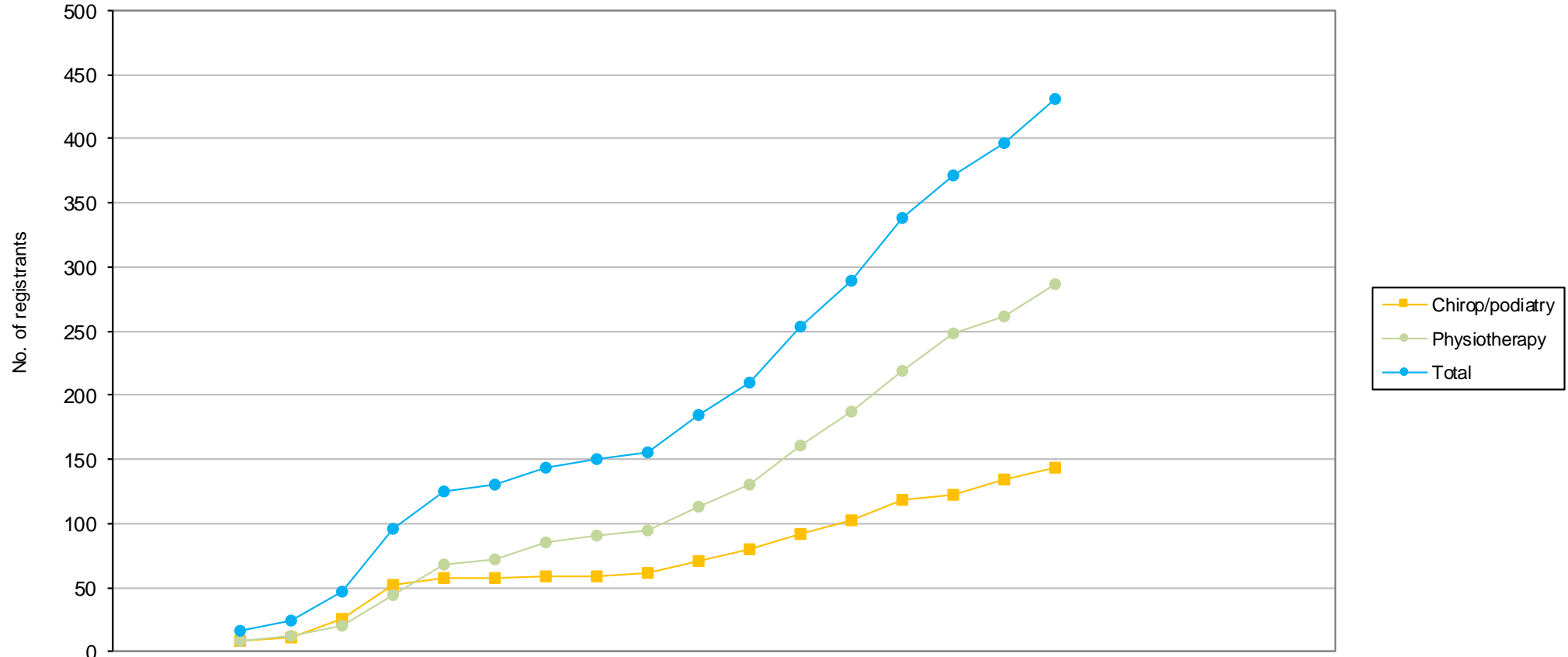
Registration Department



	2014			2015									2016												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Chiropr/podiatry</b>	203	203	201	201	201	203	203	204	203	204	205	208	213	223	228	240	243	251	252						
<b>Physiotherapy</b>	298	303	307	307	310	319	322	324	325	328	331	334	344	358	377	404	430	445	455						
<b>Radiography</b>	42	43	43	43	45	45	46	46	46	48	48	49	50	51	52	54	54	54	54						
<b>Total</b>	543	549	551	551	556	567	571	574	574	580	584	591	607	632	657	698	727	750	761						
<b>Forecast</b>													597	604	634	661	695	709	714	761	761	769	775	784	

13/14	14/15	15/16
FYE	FYE	YTD
195	208	252
292	334	455
41	49	54
528	591	761
		784

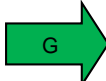

NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 14/15, normalised against the latest monthly actuals available

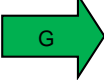





	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Chiropr/podiatry</b>			8	11	26	52	57	58	59	59	62	71	80	92	102	119	123	134	144					
<b>Physiotherapy</b>			8	13	21	44	68	72	85	91	94	113	130	161	187	219	248	262	287					
<b>Total</b>			16	24	47	96	125	130	144	150	156	184	210	253	289	338	371	396	431					



13/14	14/15	15/16
FYE	FYE	YTD
0	71	144
0	113	287
0	184	431

### 3. Project Management Commentary

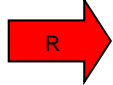
Project Number	Project Name	Project Board	Project Status	
MP64	Education System Build	Project sponsor: Brendon Edmonds Project lead: Matt Nelson	Previous 	Current 
Project Description				
Implementation of the recommendations made during the Education systems and process review project previously undertaken				
Project Scope		Status update		
<p>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;</p> <p>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;</p> <p>Maximisation of new technology to provide automation within data and business processes;</p> <p>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;</p> <p>Review of the Department structure, teams and roles to align with the new system and business processes</p>		<ul style="list-style-type: none"> <li>▪ The system has now gone live and is in use within the department</li> <li>▪ The additional functionality identified after go-live has now been developed and is being tested</li> <li>▪ The integration with Net Regulate and the HCPC website has been built and is being tested.</li> <li>▪ A go live date for the integration with the website and the additional functionality is currently being set.</li> <li>▪ The go live date for the Net Regulate integration will be dependent on a simultaneous technical refresh project being undertaken on Net Regulate.</li> <li>▪ Due to resourcing and supplier issues over the summer, the project lost some impetus and an exception report was approved by EMT to extend the project out until January 2016</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,098,117	£1,063,214	December 2012	At Initiation: April 2015 Sept 2014 Exception report : Oct 2015 Oct 2015 Exception report: Jan 2016	

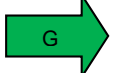
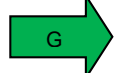
Project Number	Project Name	Project Board	Project Status	
MP 78	HR and Partners systems build	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous 	Current 
Project Description				
Build of an HR and Partners system.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ Implementing improved processes and working practices supported by a new HR and Partners system.</li> <li>▪ Implementing online recruitment for employee and partner applicants</li> <li>▪ Improved data integration with Partner user departments</li> <li>▪ Training and operational manuals</li> </ul>		<ul style="list-style-type: none"> <li>▪ The work on this project has been split into two parts – the development of the HR system and the development of the Partners system.</li> <li>▪ The development of the HR system is progressing well. The development work will be completed in the upcoming weeks and testing will start in the new year. Data clean-up is progressing well and preparations for training are commencing.</li> <li>▪ Further investigatory work has been undertaken on the Partners system development and is putting the closure date of the project at risk; therefore the project is being reported as declining.</li> <li>▪ Work on the integration of the Partners system with the Education and FTP case management system will recommence in December.</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £644,178	£ 67,860	November 2014	At initiation: June 2016	

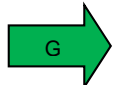
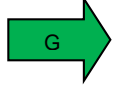
Project Number	Project Name	Project Board	Project Status	
MP 80	Stakeholder Relationship Management system	Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones	Previous 	Current 
Project Description				
To develop an efficient organisation-wide stakeholder relationship management system.				
Project Scope		Status update		
<u>Requirements gathering</u> <ul style="list-style-type: none"> <li>• Identification and procurement of a business analyst;</li> <li>• Business analyst engagement to facilitate and support requirements gathering for the proposed system;</li> </ul> <u>Procurement of supplier</u> <ul style="list-style-type: none"> <li>• Options analysis of potential suppliers for the proposed system;</li> <li>• Identification and tendering of preferred suppliers;</li> </ul> <u>Build</u> <ul style="list-style-type: none"> <li>• Information gathering workshops with supplier</li> <li>• System build</li> <li>• Data migration</li> <li>• User acceptance testing</li> <li>• Employee training in the use of system</li> </ul>		<ul style="list-style-type: none"> <li>▪ Requirements gathering is now complete</li> <li>▪ An issue has been raised with the potential installation of this system on the same platform as the Education system.</li> <li>▪ Initial investigations have resulted in a cost estimate that cannot currently be confirmed.</li> <li>▪ The project is currently determining whether to undertake further investigatory work.</li> </ul>		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At initiation: £178,789		£19,794	January 2015	At initiation: May 2016


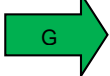
Project Number	Project Name	Project Board	Project Status	
MP 74	SAGE and PRS upgrade	Project sponsor: Andy Gillies Project lead: Suellen Vassell	Previous 	Current 
Project Description				
Upgrade to SAGE 2013 v2 and from PRS (purchase order processing system) to WAP.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ Upgrade the current system to Sage 200 2013 so that it sits on a new Windows operating system;</li> <li>▪ Correct any known bugs in Sage 200;</li> <li>▪ Begin utilising the electronic invoice approval process in SAGE</li> <li>▪ Begin utilising the project accounting module in SAGE to track project budgets and expenditure</li> <li>▪ Upgrade the current system to WAP so that it sits on a new Windows operating system;</li> <li>▪ Correct any known bugs in PRS;</li> </ul>		<ul style="list-style-type: none"> <li>▪ A number of Disaster recovery activities are still outstanding and are currently being undertaken</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £122,714	£ 85,803	October 2014	At initiation: April 2015 Feb 15 Exception report: September 15 Sept 15 Exception report: December 15	

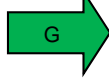


Project Number	Project Name	Project Board	Project Status	
MP 77	Public Health Specialists	Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous 	Current Closed
Project Description				
A project to open a part of the register to regulate Public Health Specialists.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ Develop and consult on the standards of proficiency required for entry to the register;</li> <li>▪ Recruit, appoint and train partners;</li> <li>▪ Amend NetRegulate, FtP case management system and other IT systems;</li> <li>▪ Make the necessary changes to documentation including publications, website and banners;</li> <li>▪ Liaise with UKPHR to ensure information is shared regarding their current process for registration, education and FtP;</li> <li>▪ Communicate with public health specialists, employers, professional bodies and other relevant stakeholders regarding the change</li> </ul>		<ul style="list-style-type: none"> <li>▪ A decision by the Department of Health has been taken to no longer continue with opening the register for Public Health Specialists at this time.</li> <li>▪ The project has therefore closed.</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £402,154	£123,444	January 2015	At initiation: April 2016	

Project Number	Project Name	Project Board	Project Status	
MP84	405 Kennington Road Fit out	Project sponsor: Marc Seale Project lead: Steve Hall	Previous 	Current 
Project Description				
To manage the fit out of the new HCPC premises at 405 Kennington Road				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ To create:                             <ul style="list-style-type: none"> <li>• A dedicated, modern, high-quality site for the holding of tribunals including separate waiting and working areas for the various participants in FTP tribunals</li> <li>• Local office space for the HCPC hearings team that is clearly separated from participants in the tribunals on a site that is accessible for all HCPC employees.</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>▪ The renovation of the building is due to complete week commencing 23<sup>rd</sup> November 2015</li> <li>▪ The HCPC fit out work is progressing well, however we still have no confirmation as to when the Wide Area Network (WAN - fibre optic cables) will be installed by BT and Virgin.</li> <li>▪ Without the WAN installed the building cannot be occupied.</li> <li>▪ All other work is progressing well</li> </ul>		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £1,248,218 At Sept 15 Exception report:£ 1,297,880		£ 1,162,331	May 2015	At Initiation : February 2016

Project Number	Project Name	Project Board		Project Status	
MP81	Professional Qualifications Directive	Project sponsor: Marc Seale Project lead: Greg Ross Sampson		Previous 	Current 
Project Description					
To ensure the HCPC remains compliant with the changing European Directive					
Project Scope			Status update		
<ul style="list-style-type: none"> <li>▪ Determine how HCPC will meet the requirements to process applications for EPCs;</li> <li>▪ Amend HCPC processes and potentially systems to allow the introduction of the EPC;</li> <li>▪ Determine how HCPC will adhere to the Directive's requirement to participate in the alert mechanism;</li> <li>▪ Potentially amend HCPC processes and systems to participate in the alert mechanism;</li> <li>▪ Develop an EU wide intelligence model for education and training requirements for each of our regulated professions in other Member States but focussing on physiotherapists in the first instance;</li> <li>▪ Amend HCPC processes and systems to meet the new temporary mobility requirements;</li> <li>▪ Amend HCPC processes and systems to meet the new general system requirements.</li> </ul>			<ul style="list-style-type: none"> <li>▪ Processes and procedures have generally been amended in anticipation of the publication of the legislation.</li> <li>▪ Work continues to determine whether there is any requirement to change HCPC technology.</li> </ul>		
Project Budget History		Committed spend	Date of Initiation	Project End Date History	
At Initiation: £39,100		£0	May 2015	At Initiation: March 2016	

Project Number	Project Name	Project Board	Project Status	
MP82	Telephone Credit Card Automation and hosting change	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current 
Project Description				
To change our telephone credit card processing systems to remain within technology support				
Project Scope		Status update		
<p>To ensure that all credit and debit card payments made to the HCPC are compliant with PCI DSS requirements, whilst maintaining the following principles:</p> <ul style="list-style-type: none"> <li>Maintain or reduce the workload for registration advisors and finance,</li> <li>Maintain quality of service and appropriate level of compliance during the transition between services,</li> <li>Minimising the risk of fraud accusations against HCPC employees, since callers will know they have not heard any credit/debit card details,</li> <li>No PCI DSS data to traverse HCPC infrastructure,</li> <li>Minimise the telephony call charges by moving telephone provider if necessary (prevent cross network charges),</li> <li>Maintain freedom to switch between payment service providers,</li> <li>Achieve the transfer to a new telephone application and (if necessary) hosting provider by 29 September 2015, or ideally sooner</li> </ul>		<ul style="list-style-type: none"> <li>An exception report was approved by EMT in September to extend the project closure date to February 2016.</li> <li>Significant progress has been made on the project</li> <li>All contract negotiations have now completed</li> <li>All design work has been completed</li> <li>A decision to change HCPC 0845 numbers to 0300 numbers has been taken and the resulting communication activities are being planned</li> <li>Delivery of the new telecoms solution is planned for January 2016</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £72,157	£ 57,820	April 2015	At Initiation: Sept 2015 At Sept 15 Exception report: Feb 2016	

Project Number	Project Name	Project Board	Project Status	
MP85	Registrations Transformation and Improvement project	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous	Current 
Project Description				
The Registrations Transformation and Improvement project will deliver a new operating model for the Registrations department, including processes, systems, and interactions with other areas around the organization.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project.</li> <li>▪ To design and build a new Registrations System which will cater for all processes reviewed and mapped as part of the Registrations Process and Systems Review Project.</li> <li>▪ To design and build a new Registrations System using Microsoft Dynamics CRM, in accordance with the functional and non-functional requirements gathered during the Registrations Process and Systems Review Project.</li> <li>▪ To design and build a new Registrations System which is easy and cost effective to change. We want to build a solution where we can quickly competitively tender for suppliers to provide support and to make changes, to ensure value for money.</li> <li>▪ To implement all new processes with a focus on ensuring that all data continues to be held and accessed in a secure way. This incorporates both technology and working practices.</li> <li>▪ To increase pro-active Registration-related communication with applicants and registrants, using technology-based automation therefore without significantly increasing the workload of Registration employees.</li> <li>▪ To improve the customer service experience for applicants and registrants by providing the opportunity to engage with HCPC in a range of ways, including new customer service channels such as SMS and instant messaging.</li> </ul>		<ul style="list-style-type: none"> <li>▪ High level design principles are being defined and will be fundamental to the procurement process</li> <li>▪ A rules consultation commenced on October 2015 to increase the number of services that we can offer online and to remove the need for a character reference as part of the application process.</li> <li>▪ Procurement activities will commence once the design principles have been finalised.</li> </ul>		

<ul style="list-style-type: none"> <li>▪ To eradicate the vast majority of the physical paper that the Registrations team deals with, by providing online self-services and strongly encouraging all applicants and registrants down the digital-by-default route.</li> <li>▪ To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received.</li> <li>▪ To make Registration employees' jobs easier by creating clear and easily accessed work queues which utilise business rules, and giving clear lines of issue escalation.</li> <li>▪ To better enable Registration employees' work by consolidating all data into one source; a proportion of this data is currently held independently to the legacy registration system.</li> <li>▪</li> </ul>			
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £ 3,983,580	£ 71,320	August 2015	At Initiation: May 2020

Project name	Comments
FTP changes	Due to commence initiation in May 2014 – initiation has been delayed due to a dependency on other development work on the FTP system
PCI Security Standards compliance	A project to identify, assess and remedy any PCI DSS weaknesses
Establishing the Health & Care Professions Tribunal Service	A project to create a greater degree of independence in the adjudication of fitness to practise cases.

### 4. Business Process Improvement Commentary

#### 4.1 Quality Management System Changes and Audits

The ISO 9001:2015 Quality Management System Standard was released in September 2015. The new version of the standard is more risk focused, and Preventive Action part of the standard has been removed. The different clauses more closely align with the ISO27001 standard, and all new standards should follow the same overall organisation

The ISO27001 audit schedule has been added to the 9001 schedule to make one document. At some time in the future, HCPC's external ISO auditors, BSI, may conduct ISO9001 and ISO27001 audits simultaneously. This is probably several years off.

ISO9001 clause	RISK Based Audit from January 2008 onwards	2015								2016					
		March	April	May	June	July	August	September	October	November	December	January	February	March	April
	<b>Chief Executive &amp; Registrar's Dept</b>				IARA-DC	→ IARA									
	<b>Registrations - R Houghton</b>										IARA-DC		IARA		
	& Dept into Sec														
7.5.3	International Registrations														
7.5.3	CPD									BSI					
	Operations									BSI					
	Quality Assurance									BSI					
	<b>Education - A Gorringe</b>											IARA-DC		IARA	
7.5.2	& Dept into Sec														
	Operations														
	Operations SES														
	Communications & Development														
	Quality Assurance														
	Policy & Development														
	<b>Secretariat - L Lake</b>														
	& into Sec														
	Customer Services									IARA-DC	BSI	→ IARA			
	Information Governance										BSI				
	Council Processes										BSI				
6.3	<b>Fitness to Practise- J Barwick</b>	NMR51	BSI									IARA			
	& Dept into Sec	NMR50	BSI												
	Adjudication		BSI												
	Administration		BSI												
	Assurance & Development		BSI												
	Case Support		BSI												
	Case Teams 1-5		BSI	Redaction	Redaction										
	Case Teams 6-7		BSI	Redaction	Redaction										
	Compliance		BSI												
	Investigations		BSI												
4.2.3	<b>Policy - M Guthrie</b>														
4.2.4	& Dept Info Sec										IARA-DC	→ IARA			



	<b>Communications - J Ladds</b> & Dept Info Sec	Social Media							IARA-DC	IARA				
		Stakeholders	BSI											
		Publishing	BSI											
		Web & Digital	BSI											
		Internal Comms	BSI											
		Events	BSI											
8.2.1	<b>Quality- Business Proc Improv</b>	Entropy	BSI	Entropy	Entropy									
5.5.3	R Dunn / K Birtwistle	Entropy	BSI	Entropy	IARA-DC				IARA					
	<b>Risk Register (BPI)</b>				IARA-DC				IARA					BSI
	R Dunn													BSI
8.2.1	<b>Human Resources – Employees</b>													
	Teresa Haskins													
	<b>Human Resources – Partners</b>													
6.2	Hayley Graham									IARA-DC			IARA	
	<b>Facilities/Infrastructure</b>													
6.2.2	Stephen Hall									IARA-DC			IARA	BSI
	<b>Information Technology</b>													
		Infrastructure								BSI				
		Service Support								BSI				
7.3 & 7.5.4	<b>Finance- A Gillies</b>												IARA-DC	IARA
		Invoicing & Purchase Ledger												BSI
		Management Accounts												BSI
7.3.7 / 7.3		Procurement												BSI
		Transactions												BSI
6.3	<b>Project Management</b>								IARA-DC	BSI			IARA	
	Claire Reed								BSI					
	<b>Disaster Recovery / BCM</b>	Shadow Planner	Shadow Planner	Shadow Pl	IARA-DC									
7.4.2 / 7.4	EMT/CDT	Shadow Planner	Shadow Planner	Shadow Pl	Flood rpt									
	<b>COUNCIL, CER / EMT</b>													BSI
3	<b>DeepStore</b>	Archive												
3	<b>Europa QP</b>	Printers												
3	<b>ServicePoint</b>	Scan & Copy												
7.5.5	<b>Eventsforce</b>	Events sign up online												
3	<b>Other suppliers</b>													
	<b>ISMS Policy area A5.1-5.1.2 [BPI / CER/ EMT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Roles area A6.1-6.1.5 [BPI &amp; EMT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS HR &amp; Responsibility A7-7.3.1 [HR &amp; IT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Assets &amp; Handling A8-8.3.3 [BPI &amp; IT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Access Control A9-9.4.5 [IT &amp; HR]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Cryptography A10 - 10.1.2 [IT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Physical Security A11-11.2.9 [Fac]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Operations A12-12.7.1 [IT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Communications A13-13.2.4 [IT]</b>	BSI Audit-S1		BSI-S2										
	<b>ISMS Systems Acqst'n Dev &amp; Maint A14 [IT]</b>			BSI-S2										
	<b>ISMS Supplier Relationships A15-15.2.2 [FIN]</b>			BSI-S2										
	<b>ISMS Incident Response A16-16.1.17 [BPI]</b>			BSI-S2										
	<b>ISMS Business Continuity A17-17.2.1 [BPI]</b>			BSI-S2	Flood rpt									
	<b>ISMS Compliance &amp; Redundancies A18 [BPI]</b>			BSI-S2										

	<b>BSI Audit</b>	BSI	Deferred BSI Audit											
	<b>[INTERNAL AUDIT] Grant Thornton</b>													
	<b>HCPC ISO audit or InfoSec IA team</b>													
	<b>Near Miss Reports = NMR#</b>													
	<b>PCI-DSS Audit by NGS/NCC</b>													
	<b>QMS Major Process Rvw</b>													
		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.												

The **ISO 9000** group of quality management system standards is designed to help organisations ensure that they meet the needs of customers and stakeholders whilst satisfying statutory and regulatory requirements related to the product or service provided.

Third-party certification by external auditors (British Standards Institute, BSI, in our case) provides independent confirmation that HCPC meet the requirements of ISO 9001.

A programme of internal and external audits based around departmental function, across functions or on a risk based approach is carried out on a rolling basis to maintain quality of service and incremental improvements over time following a Plan – Do –Check – Act review cycle.

**4.2 Near Miss Reporting**

<b>REPORT NUMBER</b>	<b>TARGET DRAFT TO SPONSOR</b>	<b>TARGET DATE TO FINALISE WRITE UP</b>	<b>TARGET DATE TO EMT</b>
NMR55 Redaction quality in FTP bundles	Sept 2015	Sept 2015	Sept 2015
NMR56 Storage of data on internal general access drives	December 2015	December 2015	December 2015

**4.3 Audits & updated processes**

The ISO9001:2008 two day audit took place on 22nd & 23rd October. The subject of the audit was

Business Overview: Quality Management System Processes; Projects; Registrations CPD, Operations, Quality Assurance; IT Infrastructure & Service Support ; Secretariat, Customer Services, Information Governance, Council processes. No areas of non conformance were found.

The next audit (April 20-21<sup>st</sup>) will cover Finance Transactions, Invoicing & Purchase Ledger, Management Accounts, Purchasing & supplier evaluation, and Facilities, QMS, key controls;, Risk Register, Quality Assurance, Senior Management Interview, Strategic Review. This is the end of a three year cycle, and is the recertification visit.

The new ISO9001:2015 standard has been published. The high level change is that it is more risk based, has tried to remove a level of confusion between Corrective Action and Preventive Action (by removing Preventive Action). This is a more significant update than that which took place in 2008.

As the next ISO9001 audit is a recertification audit, our BSI auditor recommends that we do not attempt to transition to the new version of the standard (ISO9001:2015) until after recertification. The migration test of the Quality Management System and Information Security Management System to a test Microsoft SharePoint based system continues as time allows.

**4.4 Corporate Risk Register Maintenance**

<b>Register iteration</b>	<b>Draft circulated to EMT</b>	<b>Collecting updates</b>	<b>EMT sign off</b>	<b>Published to Audit Committee</b>
2015 January	Circulated	Completed	Completed	Completed
2015 September	July 2015	Completed	Completed	Completed
2015 November	Assurance mapping sample	None required	None required	November 2015 target
2016 January	Dec 2015	Not yet commenced	Not yet commenced	Not yet commenced
2016 September	July 2015	Not yet commenced	Not yet commenced	Not yet commenced

The Risk Register has been slightly extended to function as the Risk Treatment Plan for ISO27001.

**4.5 Registrant Number Forecasting**

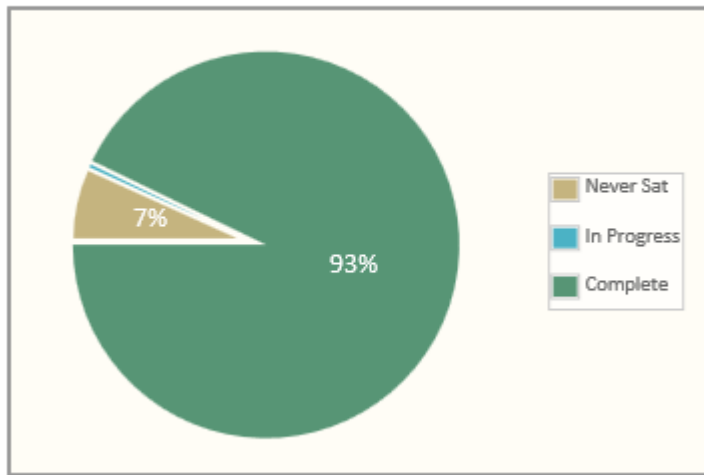
<b>Forecast iteration</b>	<b>Draft circulated</b>	<b>Collecting updates</b>	<b>EMT sign off</b>	<b>Published to Council</b>
2015 June, brought forward to March 2015	Completed	Completed	Completed	Completed
2015 September update	July 2015	August 2015	Sept 2015	Sept 2015
2016 June	April 2016	May 2016	May/June 2016	June 2016

**4.6 ISO27001 Information Security Implementation**

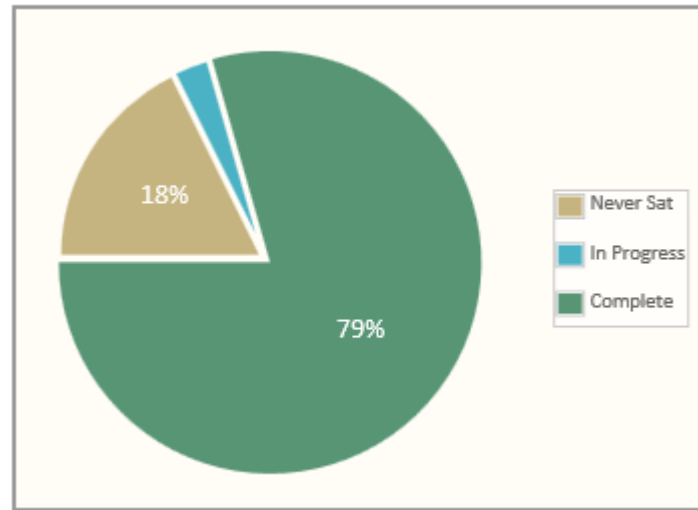
Internal audits based around ISO9001:2008 and ISO27001:2013 continue around the organisation. Audits have been combined where possible to lower the impact of repeat auditing on departmental resources.

Information Security training is taking place within departments and with HCPC Partners. The majority of employees have completed the training. New employees or contractors make up most of the shortfall. Some Partners and Council members have had technical difficulties getting access to the training, due to personal device issues. An ongoing effort continues to enable all to complete the training. We are sourcing the next round of training for February 2016 roll out to the business, in time for the next ISO27001 audit preparation.

Information Security Awareness (Employees and Contractors)



Information Security Awareness (Partners)



The next Continuing Assessment Visit is due for April 18-19<sup>th</sup> 2016

HCPC BPI and Communications dept are developing a comprehensive IS communications plan.

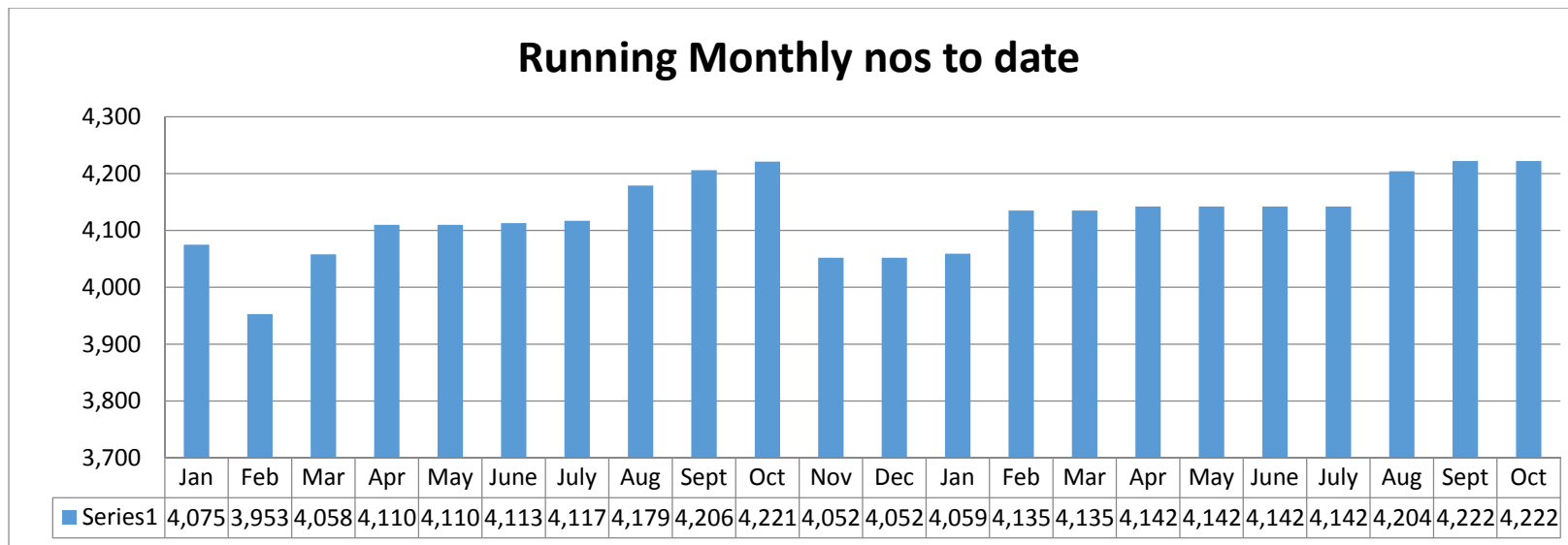
**4.7 Business Continuity / Disaster Recovery Planning**

The basic Shadow Planner site has been populated with content. Adjustments to the way telephone and email addresses allow their direct use from smart phones such as Blackberry or iPhone. A demonstration to EMT at the Council awayday, illustrated download of the application and plan content over weak mobile signals (3G), suggesting emergency redistribution in a city area would be possible.

A timing difference between Blackberry and iPhone device download is being investigated by the supplier. This may be mitigated by release of the new Blackberry / Android devices in November 2015, and a Shadow Planner Android version in December/January.

**4.8 Information & Reporting Activity**

The graph below shows current carton/box numbers within the archive system, (2014 January to October 2015). Registrations storage is being assessed to validate scanned copies before hard copy destruction. There has been a slight increase whilst this is in progress.



A further cull is being planned for this financial year.

**Other items**

**4.9 Departmental Matters**

Kayleigh Birtwistle & Roy Dunn will receive basic training on the new ISO9001 standard in December.

### 5. Facilities Management Report

#### 5.1 Staffing

There are seven permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management.

#### 5.2 405 Kennington Road

The fit out to the above premises, carried out on HCPC’s behalf by the landlord’s main contractor, commenced on 22 July and the projected completion date is 25 November. The landlords have reported that at the time of writing, the contractor is on programme to meet this date. Once practical completion has been achieved, work will then commence to install the furniture, IT equipment, etc.

#### 5.3 Incoming Mail including Special Delivery Volumes

