

Council, 25 May 2017

Operations Report

Executive summary and recommendations

Introduction

This report provides the Council with an update into the work of the Operations Directorate. Areas from the report to highlight are as follows:

Registration

- Over the period of January, February, March and April 2017:
 - All of the department's service standards were achieved for the period January to April 2017, with the exception of those set for answering telephone calls, responding to UK / International emails and for one day the processing of readmission applications.
 - 1,948 more UK telephone calls were received compared to the same period two years ago.
 - 1,359 international applications were registered which is 366 (or 36.9%) more compared to the same period last year.
 - This renewal window for practitioner psychologists opened on 1 March 2017 and is due to closed on 31 May 2017.

Major Projects

- Over the period of March 2017 to May 2017:
 - Two projects have completed their objectives and will be closing at the May EMT meeting. One project will be submitting an exception report to the May EMT meeting.

Business Process Improvement

- Over the period of February to end April 2017:
 - The Risk Register has been updated and was published to Audit Committee in March.
 - The Social Worker project Risk Register was published to Audit Committee in March. Updating will be required following the Children and Social Work Bill being granted Royal Assent.
 - The FAST Registrant forecast has been updated in February with data to the end of 2016, and will be updated to include end February data early in March to give the most up to date data possible in the budget modelling process.

- BSI Audited to the ISO27001:2015 standard and we remain registered to this standard.
- A further series of Business Continuity exercises will be run with the major departments in the coming financial year, using the Plan In Your Pocket application with Shadow Planner data.

Decision

This paper is to note; no decision is required.

Appendices

Appendix 1: Operations Management Commentary.

Appendix 2: Operations Management Information Pack.

Date of paper

12 May 2017

Operations Directorate – Management Commentary

This report provides an update about the work of the Operations directorate.

Contents

1. Executive summary.....	5
2. Registration.....	6
2.1. General.....	6
2.2. UK telephone calls	6
2.3. International telephone calls	6
2.4. UK applications	6
2.5. International applications	6
2.6. Visiting European health professional declarations	6
2.7. European Professional Card (EPC).....	7
2.8. Readmission applications	7
2.9. UK emails	7
2.10. International emails.....	7
2.11. Continuing Professional Development (CPD) audit	7
2.12. Registration renewals	7
2.13. Postal correspondence	8
2.14. Registration appeals	8
2.15. Employees	8
3. Major Projects	8
4. Business Process Improvement	8
4.1. Near miss reporting.....	9
4.2. ISO9001 audits.....	9
4.3. ISO10002 audits.....	9
4.5. Corporate risk register.....	9
4.6. “Social Worker in England” Risk Register Maintenance	9
4.7. Registrant number forecasting	10
4.8. Information security	10
4.9. Business Continuity / Disaster Recovery (BC/DR)	10
5. Office Services.....	10

1. Executive summary

1.1. Registration

- 1.2.** All of the department's service standards were achieved for the period January to April 2017, with the exception of those set for answering telephone calls, responding to UK / International emails and for one day the processing of readmission applications.
- 1.3.** 9 employees left the organisation and 5 new employees joined. Two of these were previously employed with us on fixed term contracts.
- 1.4.** 1,948 more UK telephone calls were received compared to the same period two years ago.
- 1.5.** 1,359 international applications were registered which is 366 (or 36.9%) more compared to the same period last year
- 1.6.** The renewal window for practitioner psychologists opened on 1 March 2017 and is due to closed on 31 May 2017.

1.7. Major Projects

Two projects have completed their objectives and will be closing at the May EMT meeting. One project will be submitting an exception report to the May EMT meeting.

1.8. Business Process Improvement

- The ISO10002:2014 external audit was carried out, with a recommendation for recertification.
- The ISO27001:2013 external audit was carried out, with a recommendation for on-going certification.
- The registrant numbers forecast has been updated.
- The risk register has been updated.

1.9. Office Services

- Office Services continues to prepare the 186 Kennington Park Road building in readiness for refurbishment.
- There are no longer any employees residing in this office space.

2. Registration

- This section provides an update about the work of the Registration department between January and April 2017.

2.1. General

- During the period there was one profession in renewal, practitioner psychologists. The renewal window opened on 1 March 2017 and will close on 31 May 2017.

2.2. UK telephone calls

- 31,593 telephone calls were received through the UK call queue. This is 1,948 (or 6.6%) more than the same period two years ago, and 873 (or 2.7%) fewer than forecast.
- 94.3% of calls were answered compared to 98.5% during the same period two years ago.

2.3. International telephone calls

- 3,070 telephone calls were received through the international call queue. This is 329 (or 9.7%) fewer than the same period last year.
- 97.9% were answered compared to 93.9% during the same period last year.

2.4. UK applications

- 2,945 UK applications were received during the period which is 296 (or 11.2%) more compared to the same period last year, and 274 (or 10.3%) more than forecast.
- 2,834 UK applications were registered which is 289 (or 11.36%) more than forecast.
- All UK applications were processed within ten working days.

2.5. International applications

- A total of 1,704 new international applications were received which is 314 (or 15.6% fewer) than forecast.
- 685 international applications fewer were received compared to the same period last year, which represents a 28.7% decrease.
- 1,359 applications were registered which is 366 (or 36.9%) more compared to the same period last year, and 39.8% more than forecast.
- The team are currently processing Non-EMR applications within 34 working days of receipt and EMR applications within 35 working days of receipt

2.6. Visiting European health professional declarations

- 100 declarations were received during the period which is 104 (or 51%) fewer compared to the same period last year. At the close of the period there were 178 registered visiting European health professionals, which is 222 (or 55.5%) fewer than the same period last year and 3 fewer than forecast.

2.7. European Professional Card (EPC)

- 17 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 35 EPC applications from physiotherapists were received who qualified in other European states who want to establish themselves in the UK and use the protected title.
- 11 EPC applications were received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.
- 2 outgoing EPC application were successfully transferred to another member state during the period.
- 2 EPC applications have been added to the Register of visiting professionals. Please note that these are registered for 18 and not 12 months, when compared to visitors applying via the non-EPC route.

2.8. Readmission applications

- All readmission applications were processed within 10 working days with the exception of 1 day during January. As planned, overtime was undertaken during the period to manage the increased workload.

2.9. UK emails

- A total of 10,586 emails were received which is 801 (or 7%) fewer than the same period in 2015. All emails were answered with an average of 2 working days.

2.10. International emails

- A total of 6,567 emails were received which is 858 or 15% more compared to the same period last year. There continues to be a considerable increase in the number of emails received since the website was updated in October 2015, promoting the international email address more clearly.

2.11. Continuing Professional Development (CPD) audit

- A total of 269 CPD profiles were received during this period and all profiles were acknowledged within 10 working days. All complete CPD profiles are being processed within 60 working days of receipt.
- During this period seven assessment days were held and 1,458 profiles were assessed on these days. Additionally, 148 profiles were assessed electronically during this period.

2.12. Registration renewals

- The renewal window for practitioner psychologists opened on 1 March 2017 and will close on 31 May 2017.
- There has been an overall increase in registrants using the online portal to renew their registration. A total of 98.2% of practitioner psychologists have renewed their registration using the online system so far.

- All renewal forms received since entering the renewal window have been processed within 10 working days of receipt.

2.13. Postal correspondence

- On average, postal correspondence has been processed within nine working days of receipt.

2.14. Registration appeals

- 16 new registration appeals were received, which is 6 (or 27.3%) fewer than forecast.
- Registration Appeal Panels considered a total of 16 appeals, determining that the appeal should be dismissed in 9 cases, allowed in 4 cases, and remitted back to the Education and Training Committee (ETC) in 1 case. The dates of panels were 26 January, 24 February, 14 March and 27 April 2017.

2.15. Employees

- Nine advisors left the organisation and five were recruited.
- Training continues to be provided to employees as part of our multi-skilling training programme.

3. Major Projects

This section provides an update about the work of the Major Projects section between March and May 2017.

Two projects have completed their objectives and will be closing at the May EMT meeting. One project will be submitting an exception report to the May EMT meeting.

The Tribunal project has put live the Tribunal website, issued all relevant publications and is now running all tribunals under the identity of the HCPTS.

The Net Regulate Changes 2016-17 project has made all relevant changes to the website and Education system and the organisation is therefore now fully equipped to display the annotations on the register as required.

The Registrations Transformation and Improvement project has experienced issues during the testing phase and is therefore requesting further time at the May EMT meeting.

The 186 Kennington Park Road renovation project is requesting approval from Council for the contract for build to be signed as a deed and the agreed programme will commence on 22nd May.

4. Business Process Improvement

- This section provides an update about the work of the Business Process Improvement section between February 2017 and end April 2017.

4.1. Near miss reporting

There are currently two Near Miss reports in progress. NMR62 relates to the treatment of Council members' National Insurance contributions, following a query as to whether contributions should be calculated on a monthly or annual basis. The issue is being followed up with HMRC and Grant Thornton.

NMR63 relates to incorrect tax codes that were used in the April payroll for 6 employees, resulting in underpayments of net pay, which have since been corrected.

4.2. ISO9001 audits

- The next external audit for this standard will be the 9-10 October and will be discussing how to transition to the ISO9001:2015 version of that standard.

4.3. ISO10002 audits

- BSI Audited the Complaints function in January 2017, and we were successfully recommended for recertification. The next audit date will be 1-2 February 2018. The current ISO standard is not UKAS accredited. UKAS accreditation is being investigated for the complimentary BS 8543. We will monitor this on an ongoing basis. UKAS accreditation will possibly result in a multiple year recertification cycle, as used with our other two standards.

4.4. ISO 27001 audits

- BSI Audited the HCPC information security function on 12 & 13th April following a soft audit from IT-Governance in March. The IT-Governance audit covered the entire organization, although concentrated on key areas holding sensitive data, or controlling access to that data. The BSI audit included sampling on the effectiveness of training in specific departments. HCPC passed the audit, with five minor non-conformances. These will be addressed and reported against at the next ISO27001 recertification audit in 2018.

4.5. Corporate risk register

- The corporate risk register has been updated with changes since September 2016. It includes a risk around the Northern Line extension, where tunnelling up to the existing tunnel system is taking place very close to HCPC premises. This risk will exist for approximately 1 year. The risk register will be the subject of a separate paper to Council.

4.6. "Social Worker in England" Risk Register Maintenance

- Work on a Social Worker specific risk register continues.
- The Social Worker project Risk Register was published to Audit Committee in March. Updating will be required following the Children and Social Work Bill being granted Royal Assent. However as Parliament is effectively inactive until after the General Election, planning and implementation of the bill relevant to registration of Social Workers is not yet clear.

4.7. Registrant number forecasting

- The latest iteration of the registrant number forecast in FAST format has been circulated to EMT for budgeting purposes. It is based on “actuals” up to the end of February 2017, to achieve the best estimate possible with actual data rather than estimates of the last quarter position.

4.8. Information security

- Information security training for employee, Partners and Council Members is well underway.
- As of the 11 May 2017 only 76.2% of employees has fully completed their training modules and 81.11% of Partners who have completed theirs. Emails and reminders were sent out on the weekend of 13-14 May and another report will be run on the 19 May, prior to contract expiry on the 31 May 2017.
- The final two candidate systems for the 2017-18 information security training are under examination. We are determining how much customisation is required to deliver the training package suitable for employees, Council Members and Partners.

4.9. Business Continuity / Disaster Recovery (BC/DR)

- Following successful Business Continuity exercises with the Registration department in early February, we are looking to test other major departments throughout this financial year.

5. Office Services

- This section provides an update about the work of Office Services department between January 2017 and April 2017.
- Office services department recently completed air-conditioning and ventilation servicing across all sites and a result from this means the air conditioning units in the I.T Server room (184) have been replaced.
- Framework agreements for services relating to storage, removals, relocation, and disposals has been signed. 186 Kennington Park Road has been cleared for the refurbishment project.
- Auditing of air conditioning and ventilation will be used to assist in arranging framework agreements for these services going forwards.
- Conducted water quality audit and updated the testing schedule across all sites.
- Completed annual Portable Appliance Testing (PAT) across all sites.
- Remediation works to Old Council Chamber completed following minor flooding in April 2017.
- 184 Basement waterproofing to prevent rising damp is complete and minor finishing works in progress.
- Setup of reception, mail and supporting services in relation HCPTS.
- Supporting and assisting the 186 refurbishment project and pre-work packages.
- Currently recruiting for two roles Reception Manager and Facilities Officer.
- Space planning: produced up to date seating floor plans, across all sites.

- Quarterly deep cleaning across all sites has been carried out.

Operations Directorate Management Information Pack

Greg Ross-Sampson, Director of Operations
May 2017

Contents

1. Registration.....	15
Number of registrants by profession	15
International applications workflow.....	16
International applications recieved	17
International registrations	18
Register of visiting European health professionals	19
European professional card (EPC) incoming applications.....	20
European professional card (EPC) outgoing applications	21
UK applications workflow.....	22
UK applications received	23
New UK registrations	24
Application types received.....	25
New registrants.....	26
Renewals information	27
Renewal information	28
Continual profesisonal devleopment	29
Registration telephone information.....	30
UK and international emails received.....	31
Number of registrants with supplementary prescribing rights	32
Registration appeals recieved	34
Registration appeal decisisons.....	35
Regsitration appeals status	36
2. Project Management.....	37
3. Business Process Improvement.....	47
Audit schedule	47

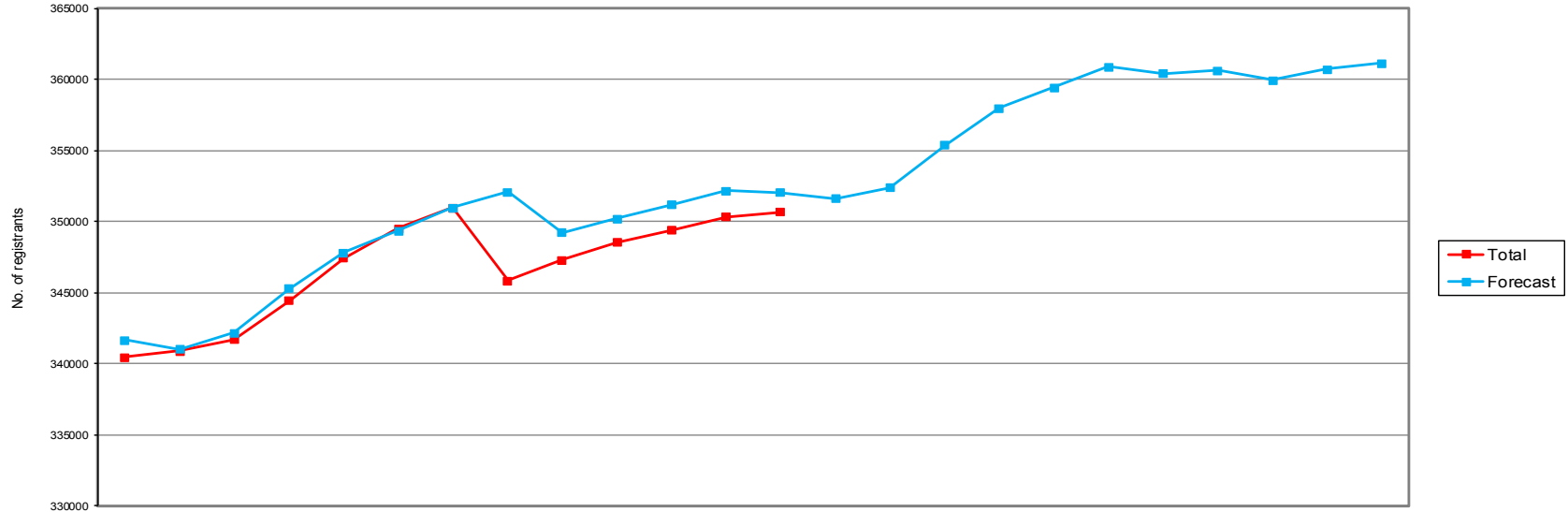
4. Office Services.....	50
Mail service.....	50

1. Registration

Number of registrants by profession

Number of Registrants by Profession April 2016 - March 2018

Registration Department



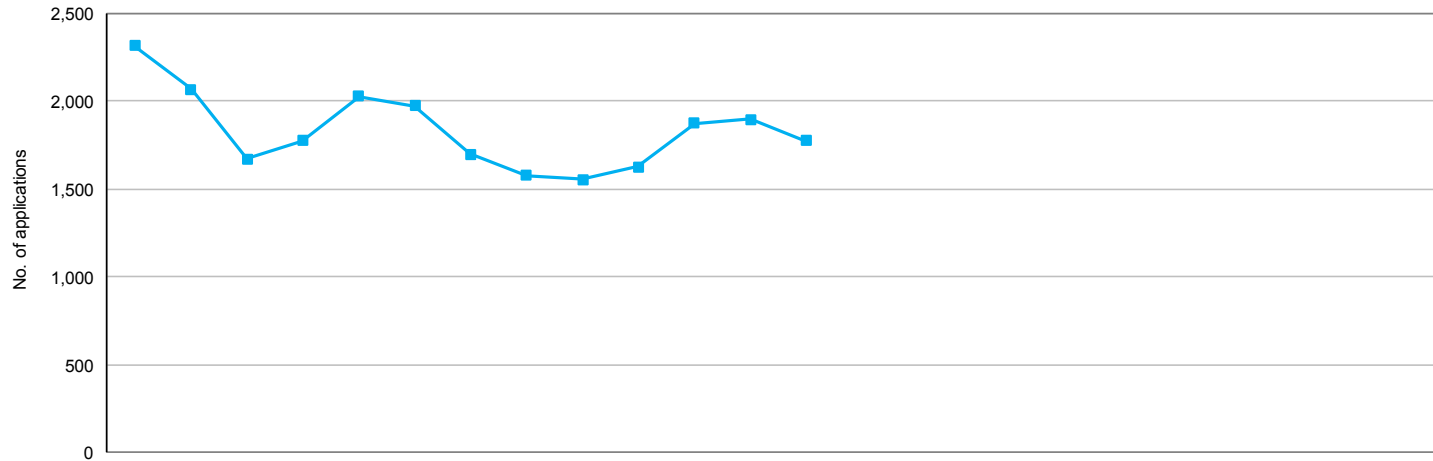
	2016			2017												2018												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Arts therapists	3,887	3,886	3,705	3,741	3,815	3,875	3,922	3,952	3,970	3,997	4,019	4,026	4,040												3,897	4,026	4,040			
Bio. scientists	22,191	22,228	22,305	22,386	22,534	22,626	22,655	22,631	22,708	22,794	22,849	22,902	22,906												22,54	22,902	22,906			
Chirops/pods	13,123	13,098	13,106	13,111	12,842	12,900	12,930	12,936	12,945	12,921	12,930	12,931	12,920												13,121	12,931	12,920			
Cl. Scientists	5,402	5,418	5,432	5,442	5,449	5,452	5,463	5,484	5,559	5,616	5,636	5,663	5,688												5,376	5,663	5,688			
Dietitians	9,004	9,000	8,926	8,828	8,942	8,994	9,013	9,035	9,042	9,069	9,084	9,107	9,120												8,986	9,107	9,120			
Hearing aid disps	2,457	2,458	2,457	2,451	2,412	2,459	2,493	2,518	2,537	2,561	2,580	2,593	2,607												2,442	2,593	2,607			
OTs	36,338	36,388	36,460	36,844	37,303	37,415	37,606	37,749	37,814	37,898	37,986	38,080	38,047												36,272	38,080	38,047			
ODPs	12,836	12,812	12,833	12,856	12,986	13,184	13,232	12,925	12,978	13,018	13,037	13,052	13,082												12,811	13,052	13,082			
Orthoptists	1,383	1,383	1,386	1,406	1,433	1,440	1,447	1,448	1,450	1,452	1,451	1,451	1,448												1,385	1,451	1,448			
Paramedics	22,492	22,553	22,626	22,778	22,941	23,300	23,441	23,519	23,600	23,763	23,877	23,992	24,084												22,380	23,992	24,084			
Physiotherapists	49,793	50,181	50,493	51,199	51,835	52,112	52,299	52,426	52,515	52,631	52,767	52,915	52,906												51,662	52,915	52,906			
Pract psychs	2,1527	2,1551	2,1613	2,1670	2,1750	2,1939	22,239	22,400	22,471	22,554	22,593	22,604	22,544												2,1470	22,604	22,544			
Prosth/orthotists	1,006	1,007	1,013	1,037	1,051	1,054	1,056	1,060	1,062	1,061	1,064	1,063	1,062												1,005	1,063	1,062			
Radiographers	30,317	30,418	30,623	31,292	31,599	31,800	31,843	31,900	31,936	31,966	31,945	32,072	32,112												30,244	32,072	32,112			
Social workers	93,491	93,259	93,444	93,962	94,934	95,328	95,575	90,069	90,901	91,369	91,673	91,944	92,181												93,341	91,944	92,181			
SLTs	15,231	15,262	15,296	15,424	15,594	15,662	15,766	15,810	15,831	15,886	15,910	15,935	15,941												15,199	15,935	15,941			
Total	340,478	340,902	341,718	344,427	347,421	349,540	350,980	345,862	347,319	348,556	349,401	350,330	350,688												341,745	350,330	350,688			
Forecast	341,668	341,028	342,180	345,306	347,830	349,364	350,988	352,097	349,234	350,232	351,180	352,166	352,060	351,638	352,411	355,372	357,966	359,434	360,907	360,402	360,618	359,969	360,725	361,158	340,814	352,166	361,158			

NOTE: Information captured on the last day of each calendar month.
Forecast is based on the average percentage difference in number of registrants from 11/12 - 15/16

International applications workflow

International applications workflow process at end of each month April 2016 - March 2018

Registration Department



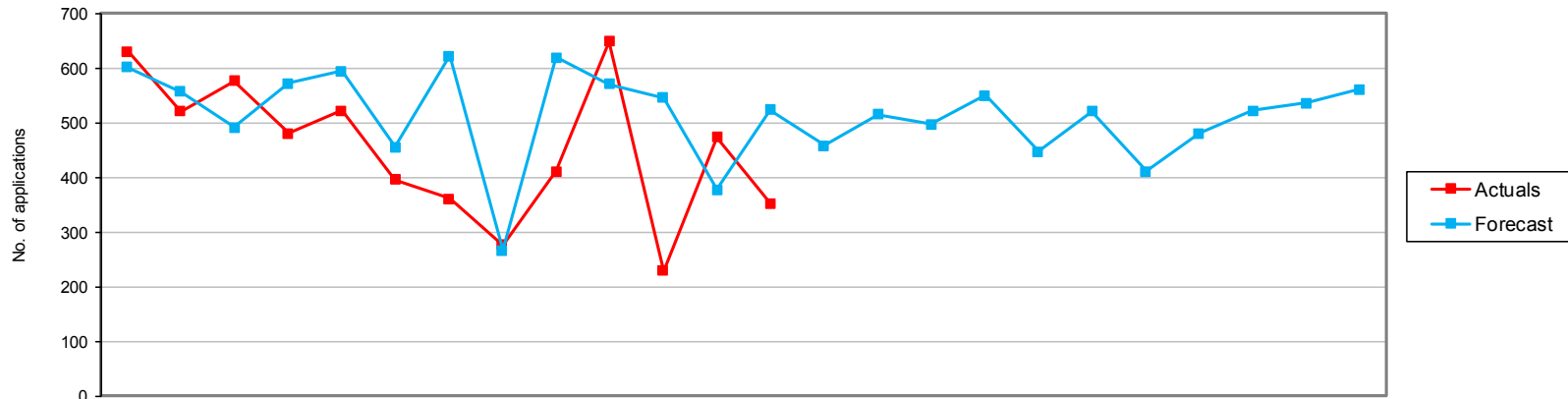
Current status	2016			2017									2018			15/16 FYE	16/17 FYE	17/18 YTD										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun				Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum info	551	555	253	237	161	169	194	198	185	312	237	289	339													386	289	339
At scrutiny	1,419	1,164	1,119	1,258	1,550	1,385	1,109	1,043	1,075	1,000	1,271	1,252	1,062													1,126	1,252	1,062
Pending reg fee	343	347	301	280	315	417	393	336	292	313	366	354	374													252	354	374
Total	2,313	2,066	1,673	1,775	2,026	1,971	1,696	1,577	1,552	1,625	1,874	1,895	1,775													1,764	1,895	1,775

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

International applications received

New International Applications Received April 2016 - March 2018

Registration Department



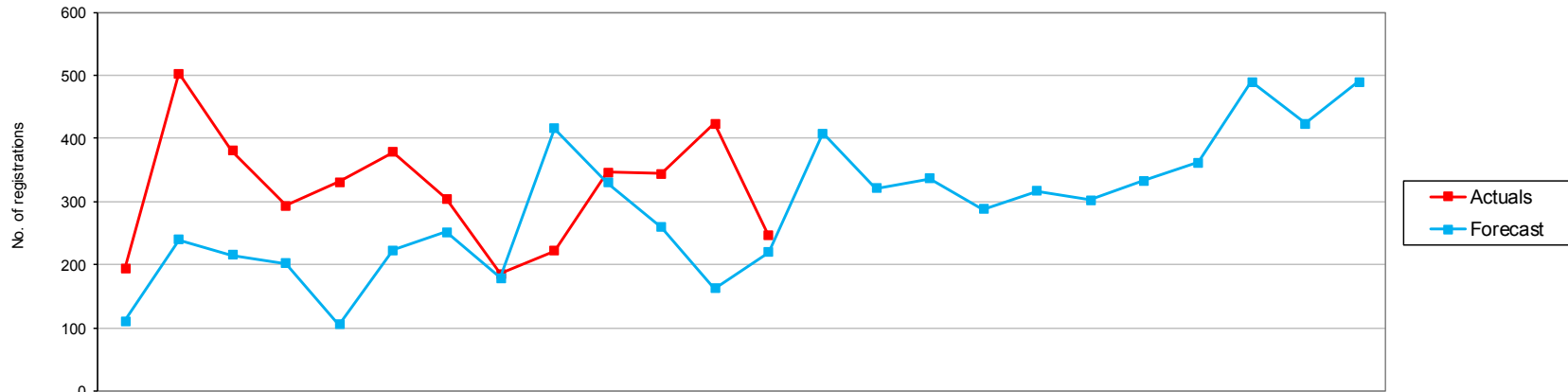
	2016			2017												2018						15/16	16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD				
Arts therapists	0	1	3	7	5	2	5	0	2	9	0	0	1													21	34	1			
Bio. scientists	34	37	33	32	33	26	19	11	26	30	11	38	18														417	330	18		
Chirops/pods	9	5	3	2	4	5	7	3	4	4	0	3	4														74	49	4		
CI Scientists	9	13	11	11	7	3	11	5	4	7	5	10	7														99	96	7		
Dietitians	44	26	25	21	19	18	12	8	14	17	5	27	20														288	236	20		
Hearing aid disps	3	2	2	1	8	1	3	0	5	5	2	3	3														41	35	3		
OTs	36	32	31	26	45	27	35	23	38	61	13	33	19															491	400	19	
ODPs	2	2	4	0	0	0	2	3	0	2	2	2	1															11	19	1	
Orthoptists	4	0	0	0	2	0	1	1	0	0	0	0	0															4	8	0	
Paramedics	31	44	51	29	36	34	28	35	61	71	30	57	16															559	507	16	
Physiotherapists	207	150	177	117	140	113	99	69	92	187	64	128	108															1,581	1,543	108	
Pract psychs	58	31	40	39	40	33	24	21	23	29	15	26	19																398	379	19
Prosth/orthotists	2	0	0	1	1	0	2	1	2	1	1	3	2																16	14	2
Radiographers	92	69	93	75	88	72	61	45	69	118	41	80	73																955	903	73
Social workers	79	87	88	100	76	53	37	38	57	80	33	48	49																747	776	49
SLTs	20	22	16	19	18	9	15	13	14	28	7	16	12																289	197	12
Total	630	521	577	480	522	396	361	276	411	649	229	474	352																5,991	5,526	352
Forecast	602	557	491	572	594	455	623	267	620	571	546	378	523	458	516	497	550	447	521	411	481	523	536	562	5,625	6,276	6,025				

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 11/12 - 15/16, normalised against the latest monthly actuals available

International registrations

International Registrations April 2016 - March 2018

Registration Department



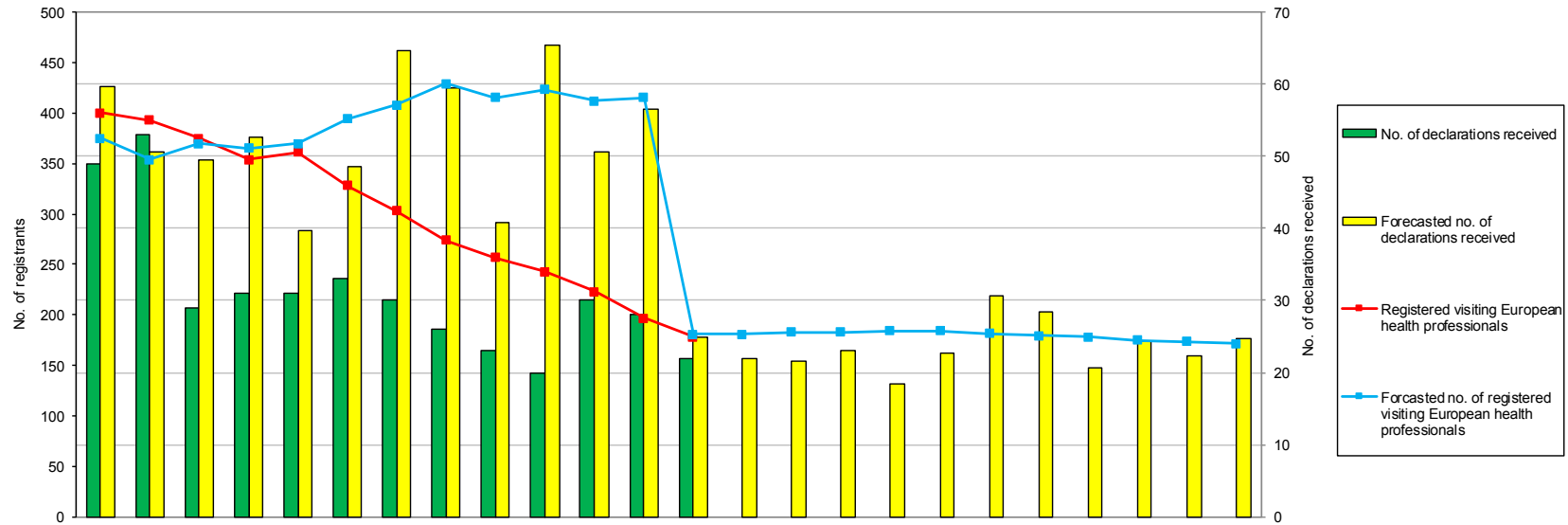
	2016			2017												2018			15/16	16/17	17/18								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Arts therapists	0	0	4	1	0	0	2	0	0	0	3	2	3																
Bio. scientists	22	33	22	11	23	22	17	11	28	21	18	19	15													213	247	15	
Chirops/ pods	5	4	1	0	9	2	2	0	2	6	6	4	2													37	41	2	
CI scientists	0	5	3	5	2	4	3	2	3	7	3	3	3													34	40	3	
Dietitians	6	10	6	41	16	19	6	11	4	21	12	17	12													107	169	12	
Hearing aid disps	2	0	0	1	6	3	1	2	2	1	0	4	2													21	22	2	
OTs	25	32	32	27	33	27	20	33	6	32	31	45	23													255	343	23	
ODPs	1	1	0	0	0	0	0	1	0	2	0	1	0													12	6	0	
Orthoptists	0	0	0	1	0	0	0	0	0	1	0	0	0													2	2	0	
Paramedics	22	28	21	24	14	31	17	12	20	57	48	32	29													424	326	29	
Physiotherapists	10	208	133	102	103	125	106	55	37	75	85	110	42													695	1,149	42	
Pract psychs	17	9	26	11	18	15	19	9	10	18	15	15	3													130	182	3	
Prosth/orthotists	1	0	1	0	3	0	3	0	2	0	2	3	1													8	15	1	
Radiographers	45	105	67	33	59	62	57	30	21	54	53	105	54													425	691	54	
Social workers	28	52	50	29	35	51	36	8	83	38	53	51	46													334	514	46	
SLTs	9	16	14	8	10	17	16	12	4	13	15	12	11													167	146	11	
Total	193	503	380	294	331	378	305	186	222	346	344	423	246													2,871	3,905	246	
Forecast	111	240	216	202	106	224	252	179	416	330	259	163	220	408	321	336	288	317	302	333	362	490	423	489	3,150	2,698	4,289		

NOTE: Forecast is based on the average number of INT applications registered each month from 11/12 - 15/16, normalised against the latest monthly actuals available
Social worker section of the Register opened 1 Aug 2012 (covers England only)

Register of visiting European health professionals

Register of visiting European health professionals under EU Directive 2005/36/EC April 2016 - March 2018

Registration Department

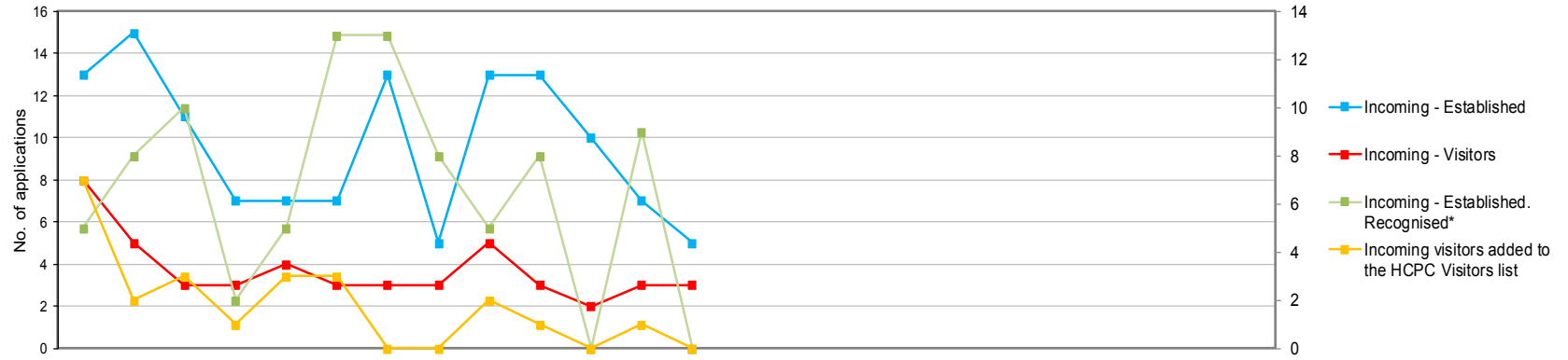


	2016			2017									2018					15/16	16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
No. of declarations received	49	53	29	31	31	33	30	26	23	20	30	28	22												702	383	22
Registered visiting European health professionals	400	393	375	354	361	328	303	274	257	243	223	197	178												371	197	178
Forecasted no. of declarations received	60	51	49	53	40	49	65	59	41	65	51	57	25	22	22	23	18	23	31	28	21	24	22	25	625	638	284
Forecasted no. of registered visiting European health professionals	375	354	370	365	370	394	408	429	416	423	412	416	181	181	183	183	184	184	182	180	178	175	174	171	390	416	171

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.

European professional card (EPC) incoming applications

European Professional Card (EPC) incoming applications April 2016 - March 2018



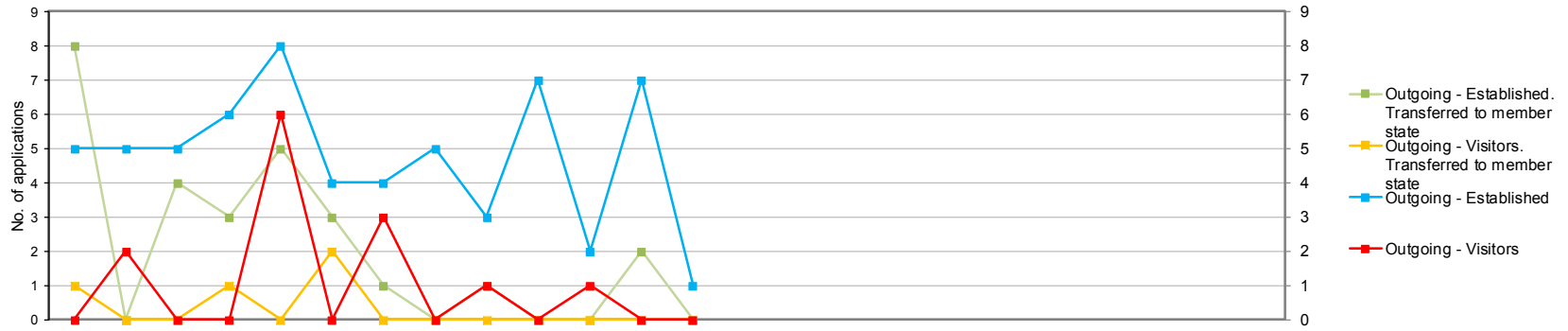
	2016			2017												2018			15/16	16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Incoming - Established	13	15	11	7	7	7	13	5	13	13	10	7	5													6	121	5
Incoming - Visitors	8	5	3	3	4	3	3	3	5	3	2	3	3													5	45	3
Incoming - Established, Recognised*	5	8	10	2	5	13	13	8	5	8	0	9	0													2	86	0
Incoming visitors added to the HCPC Visitors list	7	2	3	1	3	3	0	0	2	1	0	1	0													3	23	0

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016.

* Applications that have been recognised may not be registered immediately as the registration fee is required. Figure does not include applications where the decision is a period of adaptation.

European professional card (EPC) outgoing applications

European Professional Card (EPC) outgoing applications April 2016 - March 2018



	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Outgoing - Established	5	5	5	6	8	4	4	5	3	7	2	7	1												
Outgoing - Visitors	0	2	0	0	6	0	3	0	1	0	1	0	0												
Outgoing - Established. Transferred to member state	8	0	4	3	5	3	1	0	1	0	0	2	0												
Outgoing - Visitors. Transferred to member state	1	0	0	1	0	2	0	0	0	0	0	0	0												

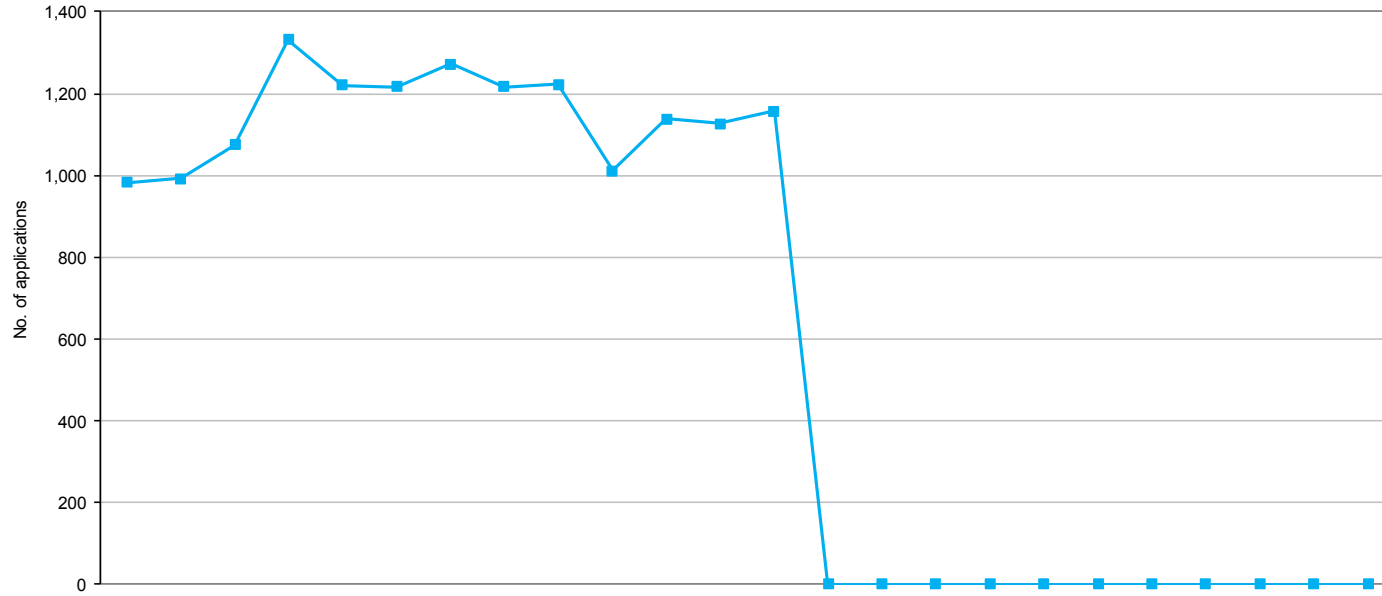
	15/16 FYE	16/17 FYE	17/18 YTD
Outgoing - Established	14	61	1
Outgoing - Visitors	2	13	0
Outgoing - Established. Transferred to member state	1	27	0
Outgoing - Visitors. Transferred to member state	0	4	0

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016. Registration of an outgoing application is completed by the host member state. The HCPC ensures the application is complete before transferring ownership on.

UK applications workflow

UK applications workflow process at end of each month April 2016 - March 2018

Registration Department



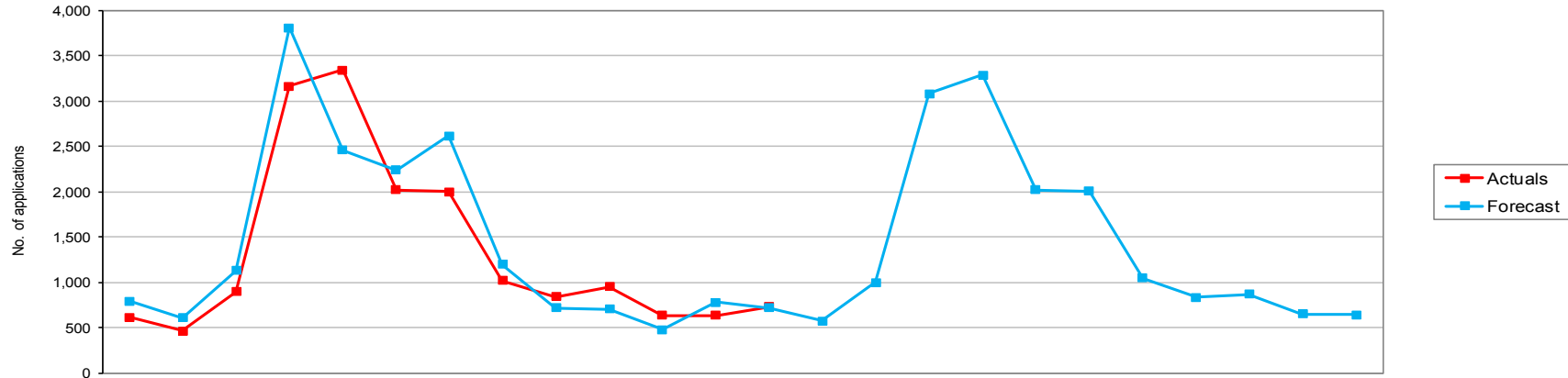
Current status	2016			2017									2018									15/16	16/17	17/18					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Minimum info	975	985	1,068	1,317	1,211	1,207	1,256	1,198	1,207	1,000	1,128	1,111	1,142														1,041	1,111	1,142
At scrutiny		1	1	1	2	1	1	5	1	2	1	1	4	1													1	4	1
Pending reg fee		6	6	6	12	8	9	12	17	14	10	10	12	14													8	12	14
Total	982	992	1,075	1,331	1,220	1,217	1,273	1,216	1,223	1,011	1,139	1,127	1,157	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

UK applications received

New UK Applications Received April 2016 - March 2018

Registration Department



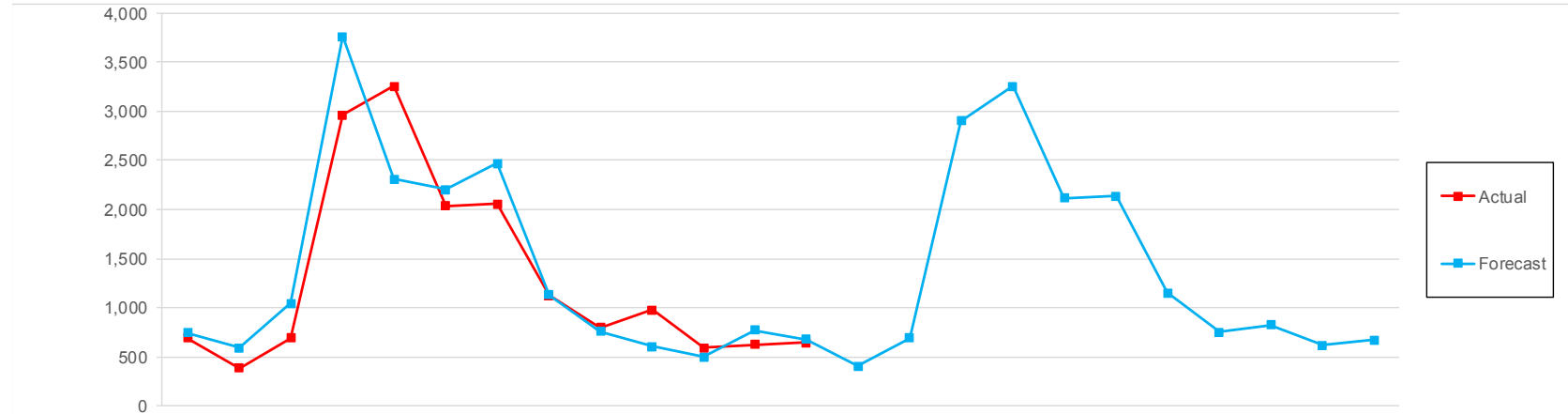
	2016			2017												2018			15/16	16/17	17/18						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	12	18	8	31	73	51	50	33	21	23	13	10	18												304	343	18
Bio. scientists	49	51	62	107	144	68	100	66	48	97	58	51	46												840	901	46
Chirops/pods	3	0	78	143	73	44	17	6	6	8	3	2	2												360	383	2
CI Scientists	28	14	12	14	17	6	13	24	95	40	27	25	23												303	315	23
Dietitians	35	13	38	143	73	24	18	12	6	8	6	11	10												428	387	10
Hearing aid disps	16	7	6	33	65	27	45	18	21	27	13	8	16												278	286	16
OTs	43	30	49	393	439	168	198	91	53	71	69	49	42												1,663	1,653	42
ODPs	39	13	26	45	177	153	97	27	13	25	10	16	51												679	641	51
Orthoptists	0	0	6	21	28	8	6	2	2	2	1	0	0												63	76	0
Paramedics	85	59	94	125	242	274	161	63	94	160	104	94	116												1,435	1,555	116
Physiotherapists	30	22	111	646	480	153	135	65	59	69	79	55	48												1,881	1,904	48
Pract psychs	36	36	43	48	78	156	347	132	76	72	39	37	57												1,074	1,100	57
Prosth/orthotists	1	0	7	23	12	4	1	2	0	1	2	1	0												51	54	0
Radiographers	14	35	223	649	250	104	45	27	21	14	21	22	16												1,397	1,425	16
Social workers	203	143	116	597	1,020	703	646	413	309	281	164	201	270												5,374	4,796	270
SLTs	19	21	15	145	170	73	115	35	13	52	25	51	13												780	734	13
Total	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728												16,910	16,553	728
Forecast	790	608	1,124	3,803	2,453	2,235	2,612	1,196	716	705	478	775	713	571	999	3,076	3,287	2,016	2,006	1,043	834	868	651	644	18,058	17,495	16,708

NOTE: Forecast is based on the average number of UK applications received each month from 11/12 - 16/17, normalised against the latest monthly actuals available.
Social worker section of the Register opened 1 Aug 2012 (covers England only).

New UK registrations

New UK Registrations April 2016 - March 2018

Registration Department



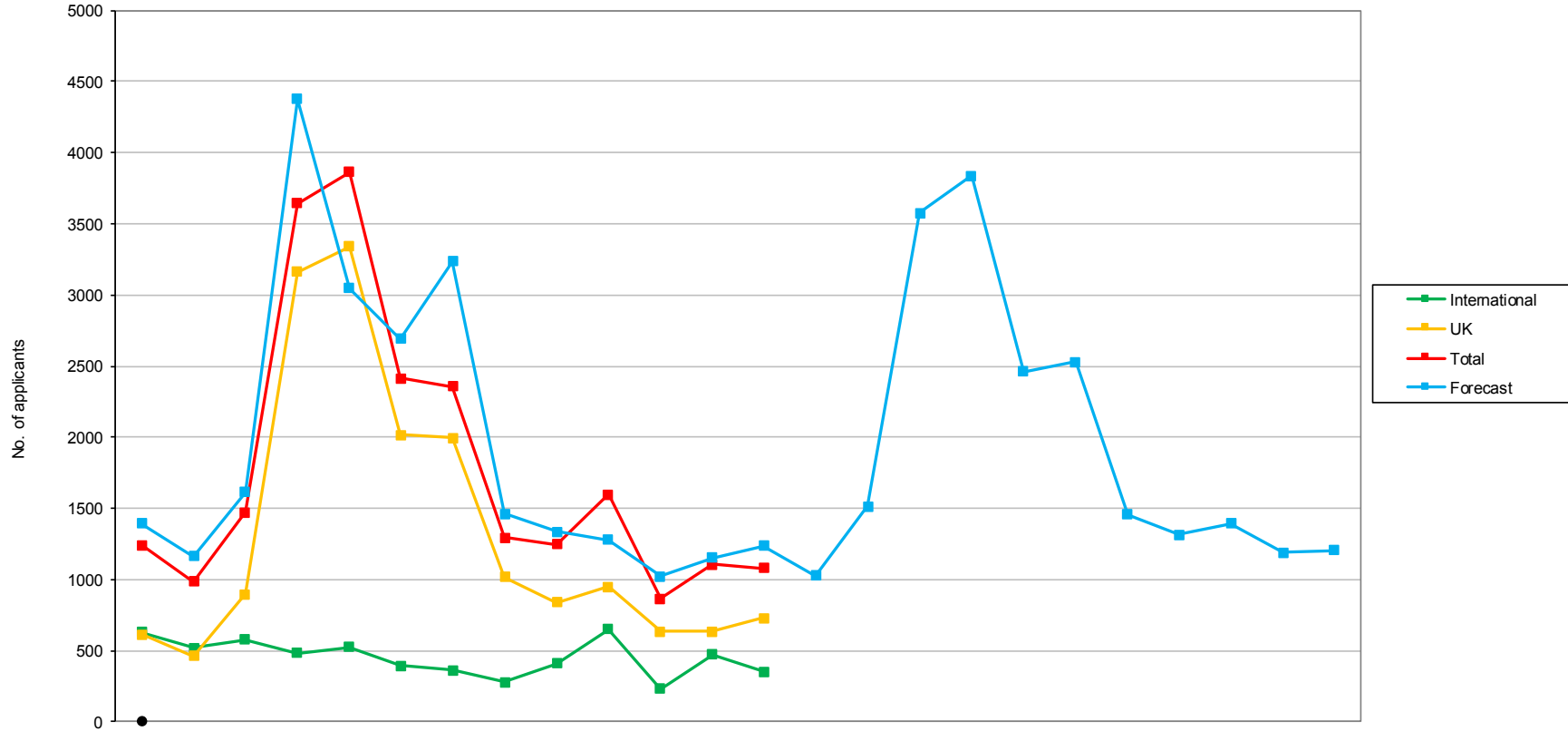
	2016			2017												2018												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Arts therapists	14	16	7	23	68	55	50	30	18	23	18	10	14												287	332	14			
Bio. scientists	49	40	54	95	148	70	83	63	50	76	58	48	42												775	834	42			
Chirops/pods	6	0	54	146	82	36	28	6	7	7	2	2	2												356	376	2			
CI Scientists	26	13	10	11	14	8	11	24	75	51	24	27	26												285	294	26			
Dietitians	34	7	40	132	82	24	27	12	5	8	2	11	3												419	384	3			
Hearing aid disps	15	5	7	25	58	34	37	24	17	25	21	9	13												271	277	13			
OTs	51	25	42	360	442	173	201	105	55	69	57	58	39												1,642	1,638	39			
ODPs	35	14	23	30	132	168	120	35	14	31	7	18	40												673	627	40			
Orthoptists	0	1	5	21	28	8	7	2	2	2	0	0	0												62	76	0			
Paramedics	108	44	62	146	192	303	178	80	70	174	104	85	87												1,398	1,546	87			
Physiotherapists	38	17	86	588	510	145	153	72	57	72	60	59	54												1,840	1,857	54			
Pract psychs	43	35	33	45	66	124	344	173	60	83	35	35	51												1,027	1,076	51			
Prosth/orthotists	0	0	5	24	14	5	0	2	1	0	2	1	0												50	54	0			
Radiographers	18	9	152	664	286	120	44	40	22	17	17	22	14												1,366	1,411	14			
Social workers	229	136	93	524	957	700	655	418	326	289	159	186	247												5,239	4,672	247			
SLTs	27	19	17	131	178	61	120	38	20	50	25	50	13												778	736	13			
Total	693	381	690	2,965	3,257	2,034	2,058	1,124	799	977	591	621	645												16,468	16,190	645			
Forecast	741	588	1,043	3,760	2,311	2,205	2,470	1,131	759	601	496	770	678	407	691	2,903	3,253	2,114	2,135	1,153	749	824	618	668		16,875	16,193			

NOTE: Forecast is based on the average number of UK registrations each month from 11/12 - 16/17, normalised against the latest monthly actuals available.
Social worker section of the Register opened 1 Aug 2012 (covers England only).

Application types received

Application Types Received April 2016 - March 2018

Registration Department



Apps Received	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
International	630	521	577	480	522	396	361	276	411	649	229	474	352												
UK	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728												
Total	1,243	983	1,471	3,643	3,863	2,412	2,355	1,292	1,248	1,599	863	1,107	1,080												
Forecast	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,276	1,024	1,153	1,236	1,029	1,515	3,573	3,837	2,463	2,527	1,454	1,315	1,391	1,187	1,206	

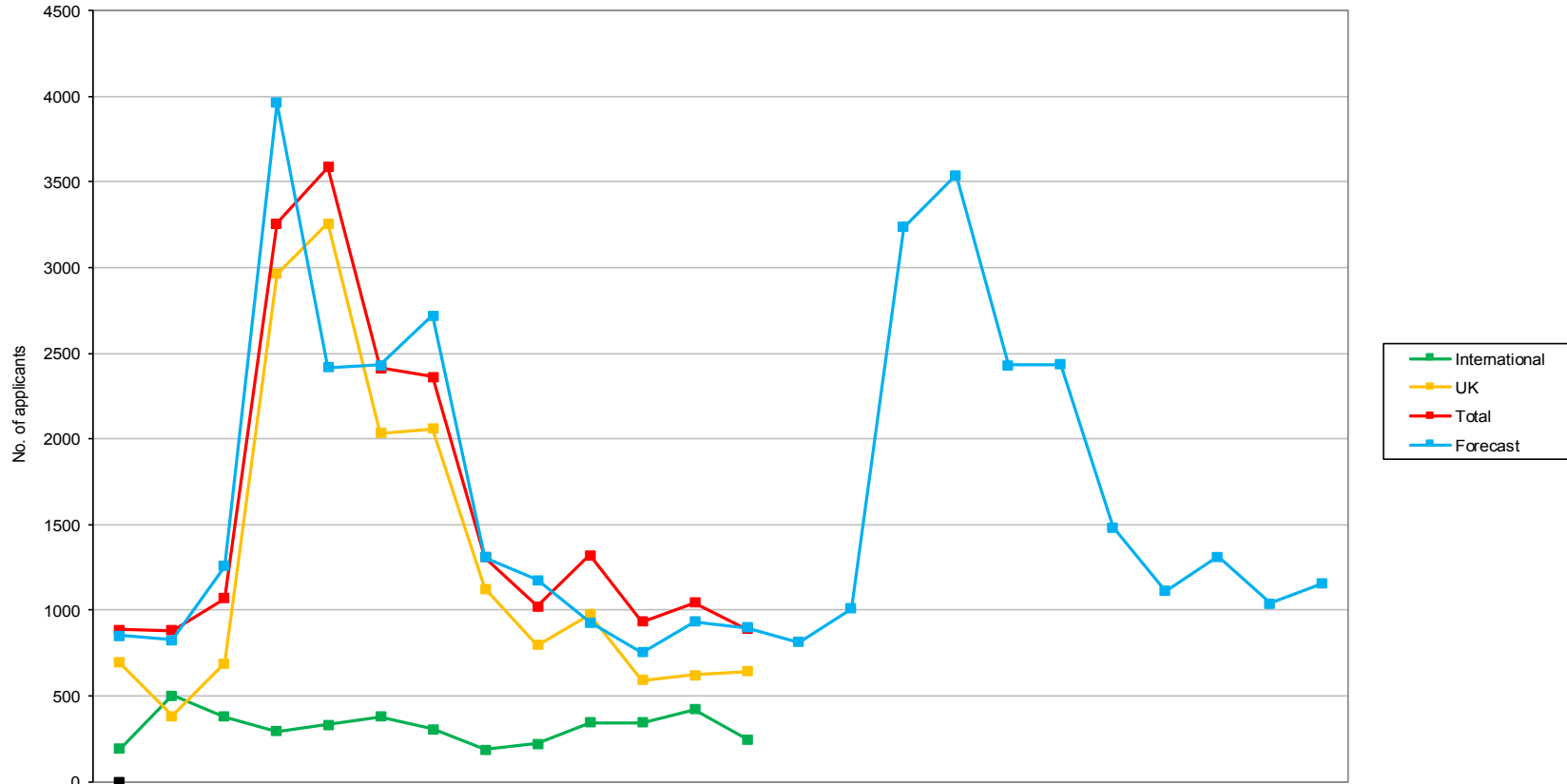
15/16	16/17	17/18
FYE	FYE	YTD
5,991	5,526	352
16,910	16,553	728
22,901	22,079	1,080
23,683	23,771	22,733

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.

New registrants

New Registrants April 2016 - March 2018

Registration Department



	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
International	193	503	380	294	331	378	305	186	222	346	344	423	246												
UK	693	381	690	2,965	3,257	2,034	2,058	1,124	799	977	591	621	645												
Total	886	884	1,070	3,259	3,588	2,412	2,363	1,310	1,021	1,323	935	1,044	891												
Forecast	852	828	1,259	3,962	2,417	2,429	2,722	1,310	1,175	931	755	933	898	815	1,012	3,239	3,541	2,431	2,437	1,486	1,111	1,314	1,041	1,157	

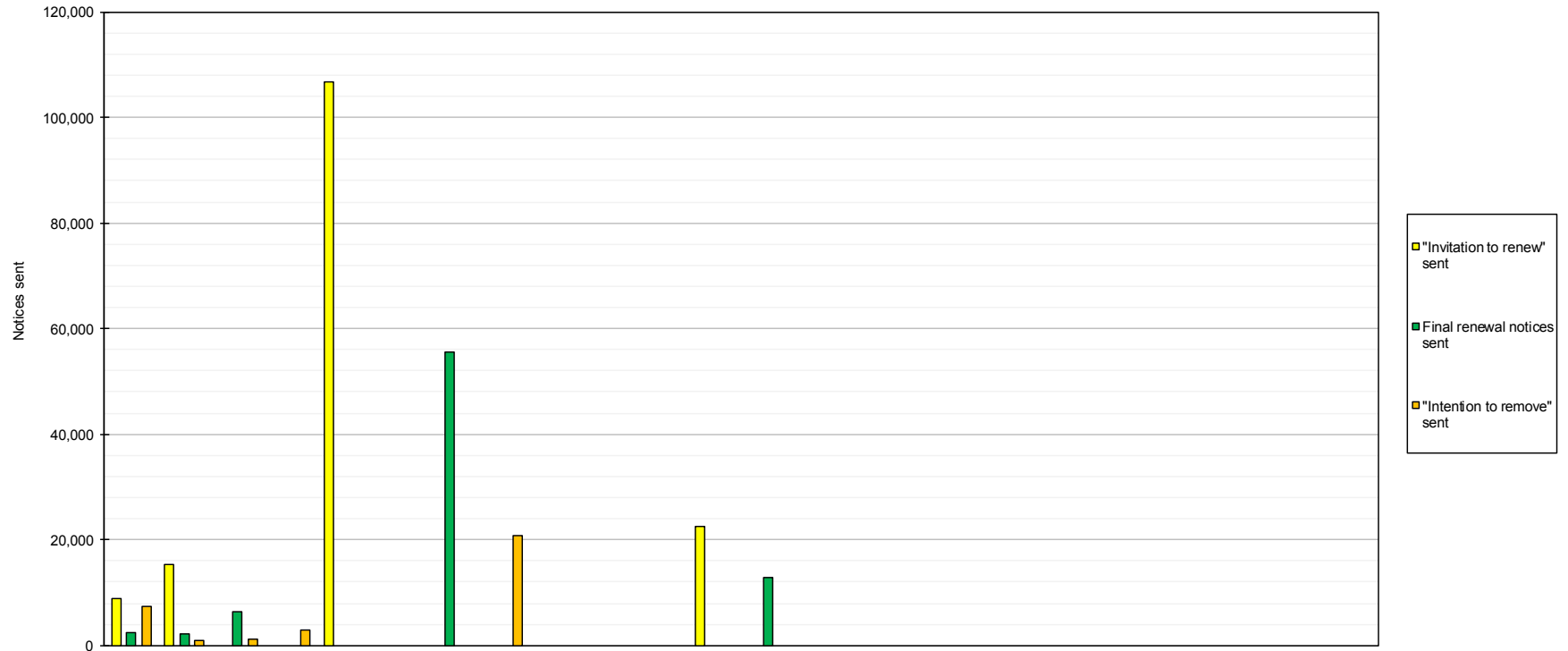
15/16	16/17	17/18
FYE	FYE	YTD
2,871	3,905	246
16,468	16,190	645
19,340	20,095	891
20,364	19,573	20,482

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

Renewals information

Renewal Information April 2016 - March 2018

Registration Department

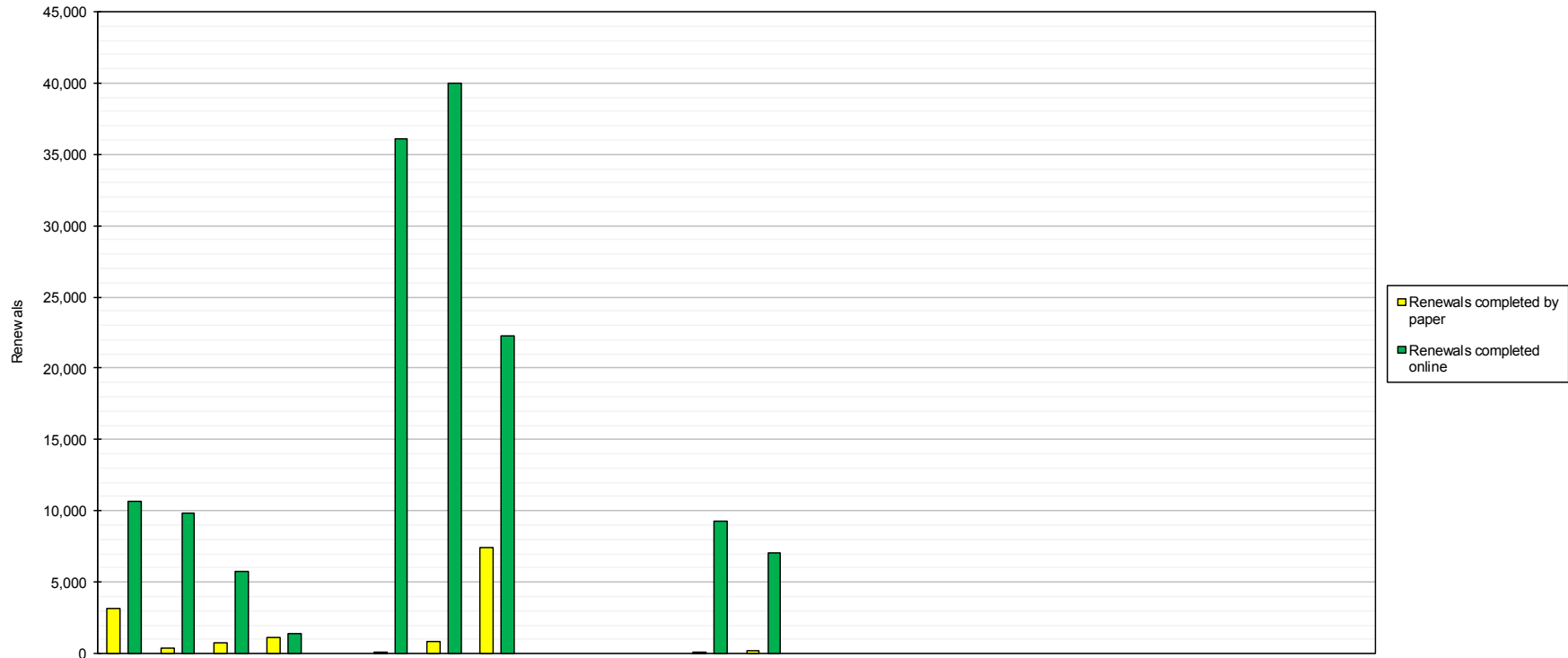


	2016			2017									2018									15/16	16/17	17/18				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
"Invitation to renew" sent	8,916	15,448	0	0	106,797	0	0	0	0	0	0	22,541	0													189,155	153,702	0
Final renewal notices sent	2,301	2,049	6,392	0	0	0	55,469	0	0	0	0	0	12,892													86,386	66,211	12,892
"Intention to remove" sent	7,279	851	1,140	2,831	0	0	0	20,726	0	0	0	0	0													19,589	32,827	0
Total	18,496	18,348	7,532	2,831	106,797	0	55,469	20,726	0	0	0	22,541	12,892													295,130	252,740	12,892

Renewal information

Renewal Information - on paper and online April 2016 - March 2018

Registration Department



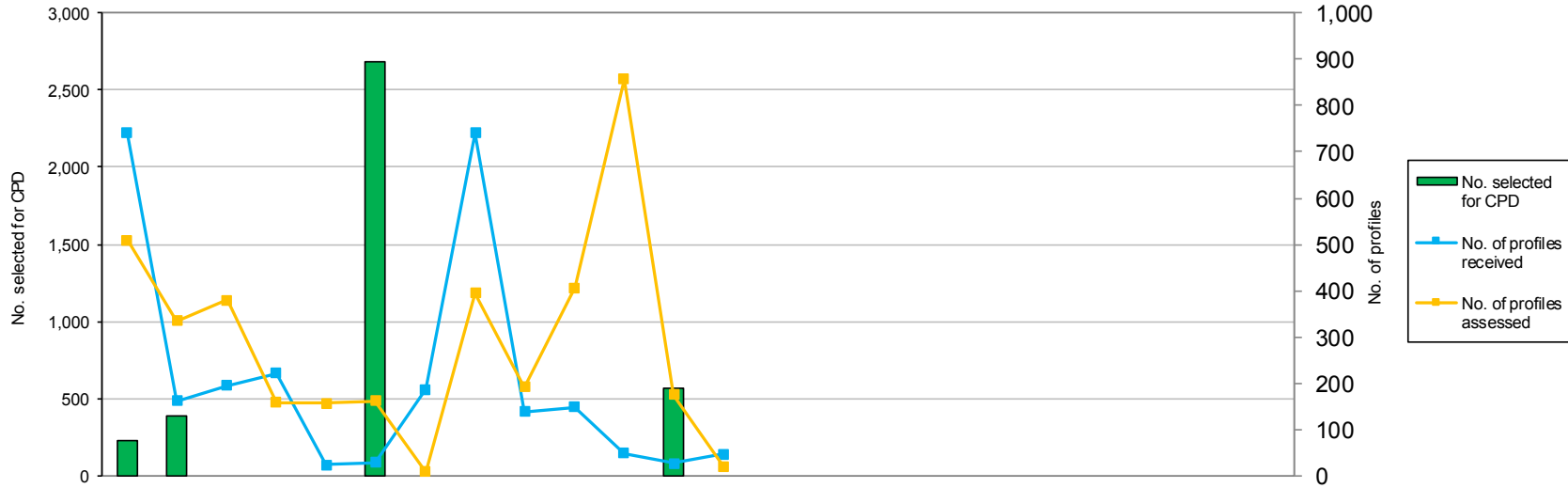
	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Renewals completed by paper	3,148	415	739	1,151	0	117	868	7,413	0	0	0	61	230												
Renewals completed online	10,709	9,834	5,752	1,432	0	36,135	40,035	22,286	0	0	0	9,244	7,058												
Registrants removed	0	1,498	200	306	566	0	0	0	5,163	0	0	0	0												

	15/16 FYE	16/17 FYE	17/18 YTD
Renewals completed by paper	20,074	13,912	230
Renewals completed online	189,764	135,427	7,058
Registrants removed	4,770	7,733	0

Continual profesisonal development

Continuing Professional Development process April 2016 - March 2018

Registration Department



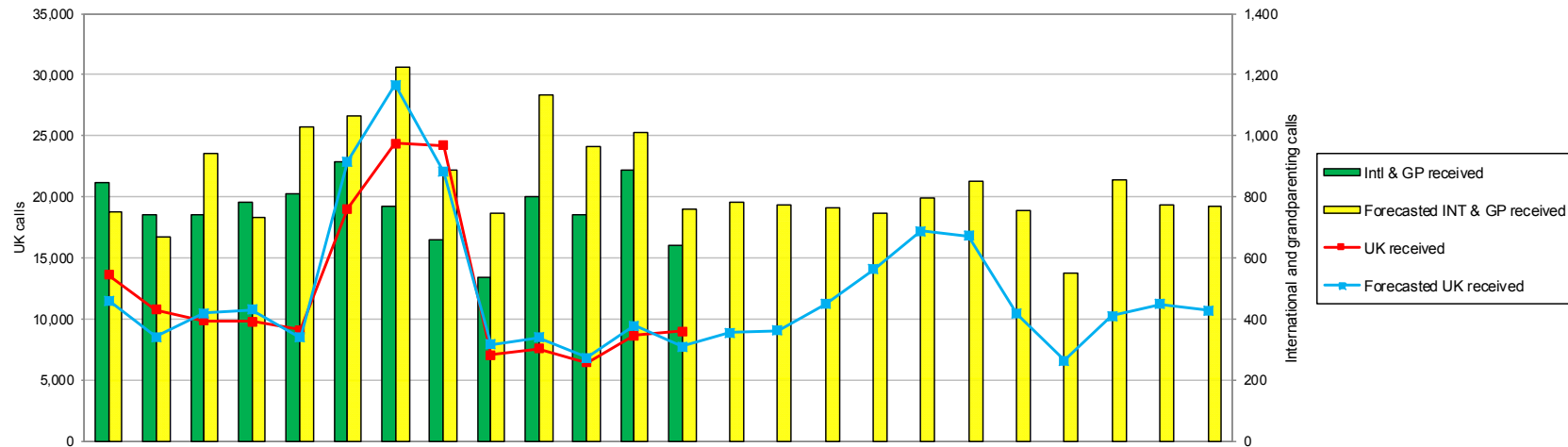
	2016			2017									2018		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No. selected for CPD	223	387	0	0	0	2,687	0	0	0	0	0	564	0		
No. of profiles received	740	161	194	221	23	28	186	740	138	148	49	26	46		
No. of profiles assessed	509	335	379	158	157	161	9	394	191	406	858	175	19		

15/16	16/17	17/18
FYE	FYE	YTD
4,737	3,861	0
3,262	2,654	46
3,237	3,732	19

Registration telephone information

Registration Telephone Information April 2016 - March 2018

Registration Department



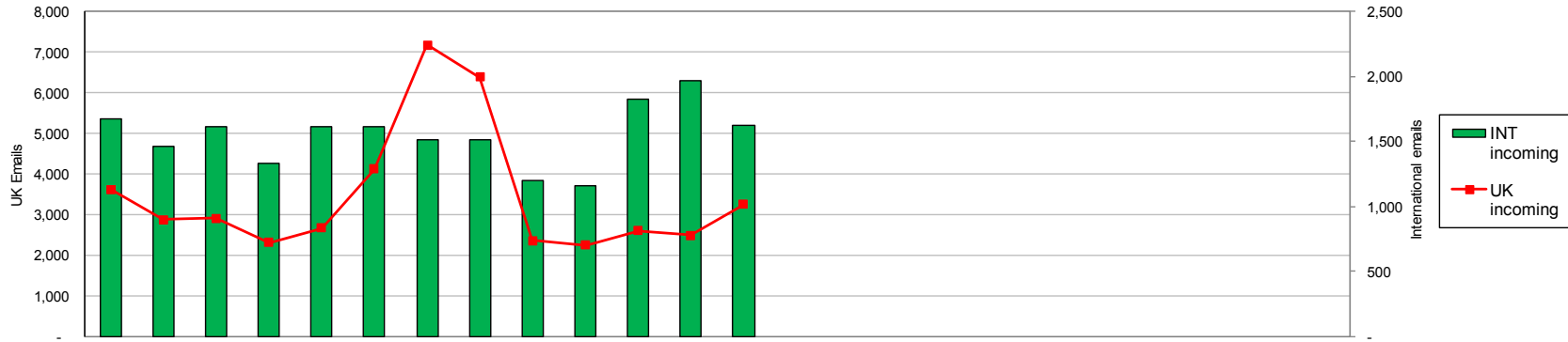
	2016			2017												2018												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Intl & GP																														
Intl & GP received	845	742	743	784	809	914	767	659	535	801	742	886	641														8,411	9,227	641	
Answered	840	702	737	770	800	906	760	653	526	789	725	867	626														8,180	9,075	626	
Calls answered (%)	99	95	99	98	96	99	99	99	98	98	98	98	98														99	176	98	
Abandoned	5	40	6	14	9	8	7	6	9	12	17	19	15														51	52	15	
Avg answer time (sec)	50	44	46	49	40	41	44	44	49	45	79	45	56														29	576	56	
Avg talk time (min)	4.11	3.56	4.41	4.36	4.21	4.42	4.58	4.57	4.46	4.38	4.35	4.13	3.56														3.81	52	3.56	
UK																														
UK received	13,622	10,730	9,860	9,786	9,114	10,003	24,383	24,185	7,061	7,536	6,439	8,640	8,978														130,437	150,359	8,978	
Answered	12,380	9,752	9,378	9,202	8,753	16,691	19,660	19,709	6,854	7,028	6,079	8,246	8,429														127,363	133,732	8,429	
Calls answered (%)	91	91	95	94	97	92	81	82	97	94	95	96	94														97	1,104	94	
Abandoned	1,242	978	482	598	361	2,312	4,723	4,476	207	508	360	394	549														3,521	16,641	549	
Avg answer time (sec)	69	62	61	62	61	372	395	356	79	221	134	97	126														69	2,369	126	
Avg talk time (min)	3.20	3.31	3.32	3.24	3.13	3.16	3.50	3.58	3.49	4.03	3.59	3.43	3.33														3.11	41	3.33	
Forecasted INT & GP received	751	669	941	734	1030	1063	1224	886	746	1,133	963	1,009	758	782	771	762	744	796	853	755	549	855	772	768			7,980	11,149	9,165	
Forecasted UK received	11,994	8,542	10,439	10,761	8,483	22,869	29,142	22,015	7,911	8,481	6,833	9,417	7,735	8,848	9,056	12,116	14,042	17,159	16,781	10,422	6,591	10,250	12,117	10,692			116,777	156,387	134,009	

NOTE: Forecast is based on registration cycles, using the average figures between 12/13 and 16/17, normalised against the latest monthly actuals available.

UK and international emails received

UK and international emails received at end of each month April 2016 - March 2018

Registration Department



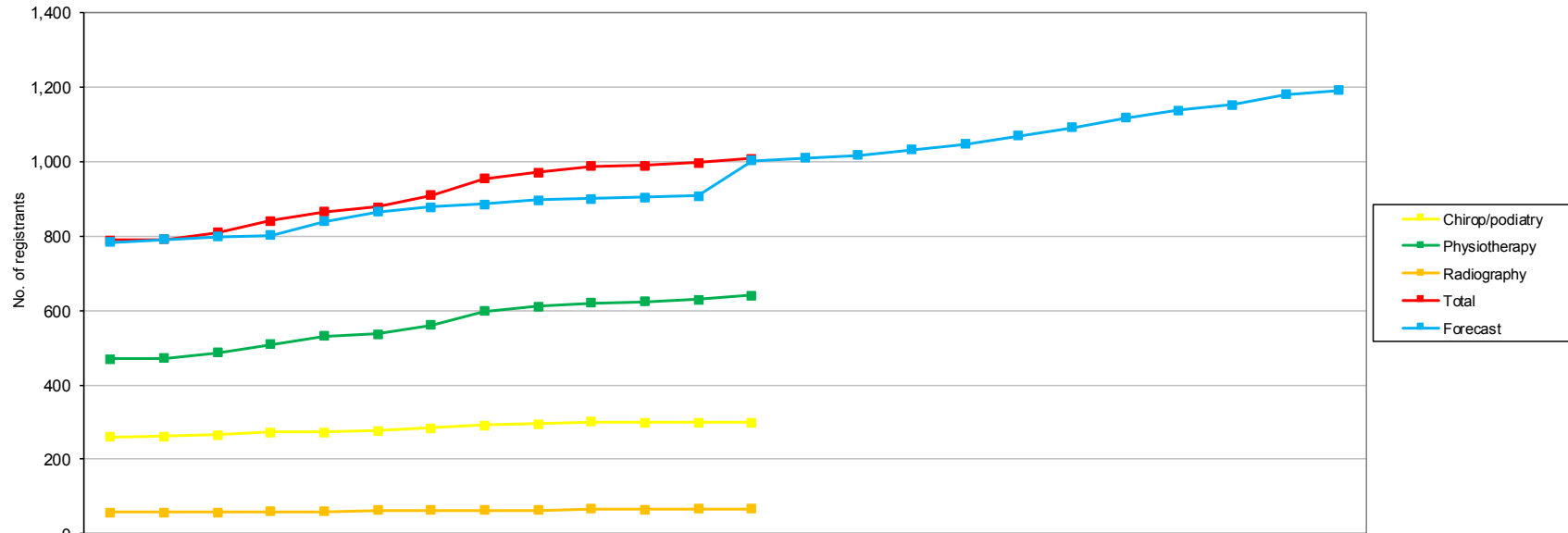
	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
UK incoming	3,624	2,875	2,903	2,310	2,672	4,120	7,185	6,391	2,351	2,247	2,601	2,489	3,249												
INT incoming	1,676	1,463	1,618	1,331	1,609	1,612	1,515	1,517	1,204	1,159	1,822	1,964	1,622												
Average working days																									
Avg working days UK	1	1	1	1	1	1	2	2	1	2	2	2	1												
Avg working days INT	2	2	2	2	2	2	4	2	1	2	2	3	2												
Total incoming	5,300	4,338	4,521	3,641	4,281	5,732	8,700	7,908	3,555	3,406	4,423	4,453	4,871												

15/16 FYE	16/17 FYE	17/18 YTD
40,157	41,768	3,249
9,886	18,490	1,622
1		
	1	1
	2	2
50,043	60,258	4,871

Number of registrants with supplementary prescribing rights

Number of registrants with supplementary prescribing rights April 2016 - March 2018

Registration Department



	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chiropr/podiatry	261	262	266	273	274	276	285	292	296	300	299	299													
Physiotherapy	470	471	486	508	530	537	560	598	610	620	624	630	640												
Radiography	57	57	57	59	60	64	64	64	64	67	66	68	68												
Total	788	790	809	840	864	877	909	954	970	987	989	997	1,007												
Forecast	783	791	798	802	839	865	878	886	896	900	904	907	1,003	1,009	1,016	1,032	1,047	1,069	1,092	1,116	1,138	1,153	1,180	1,191	

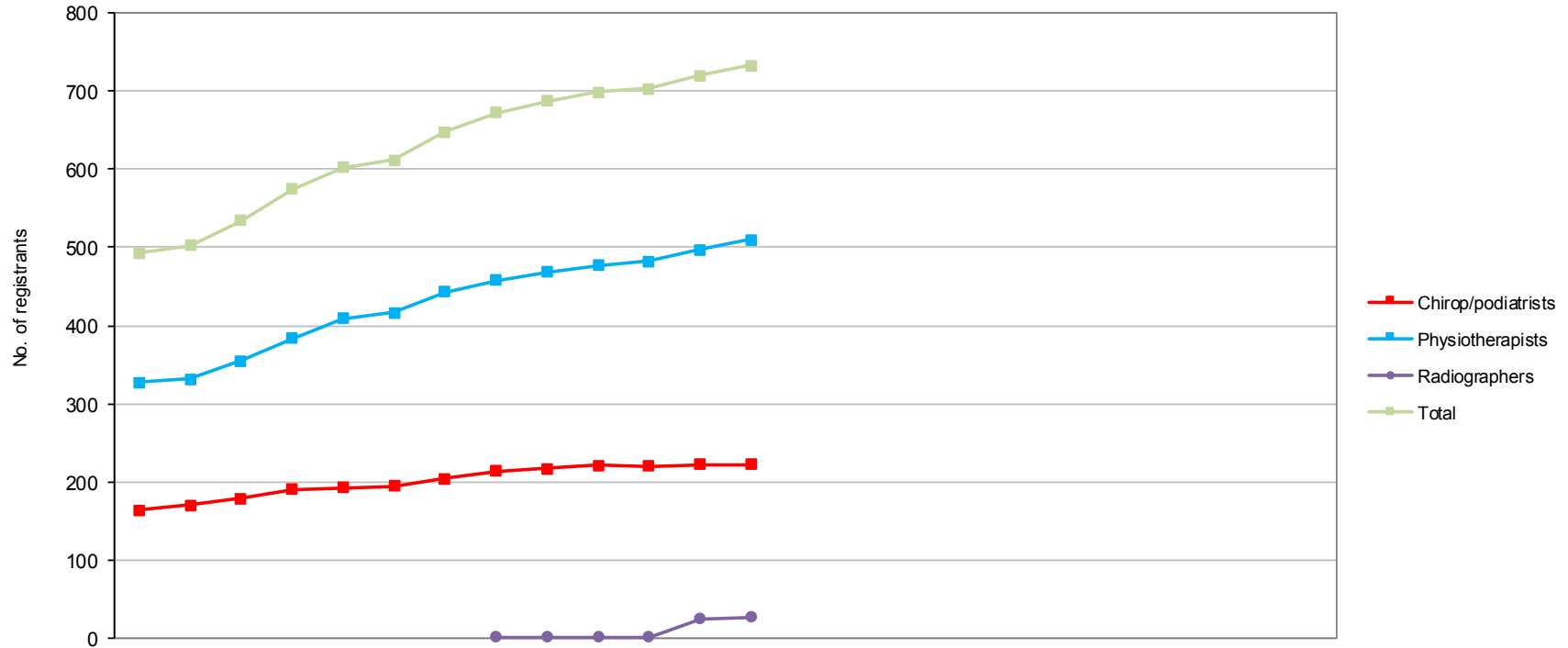
15/16	16/17	17/18
FYE	FYE	YTD
259	299	299
469	630	640
57	68	68
785	997	1,007
796	907	1,191

NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 15/16, normalised against the latest monthly actuals available .

Number of registrants with independent prescribing rights

Number of registrants with independent prescribing rights April 2016 - March 2018

Registration Department



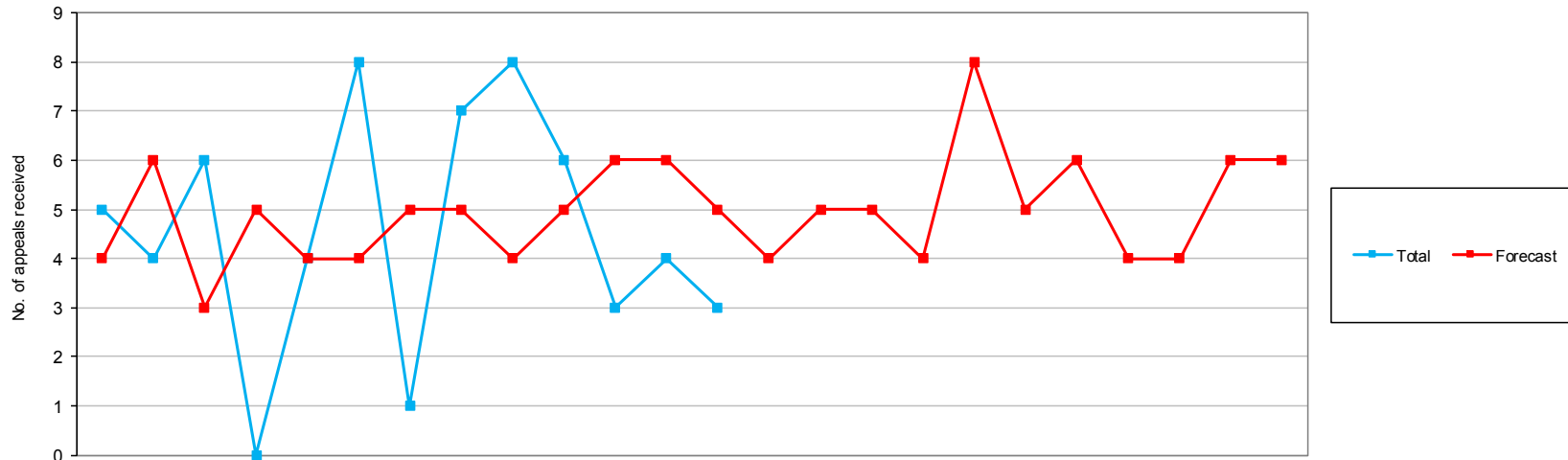
	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chiropractors	165	171	179	191	193	195	205	214	218	222	221	223	223												
Physiotherapists	328	332	355	384	409	417	443	458	469	477	482	497	510												
Radiographers									2	2	2	2	26	28											
Total	493	503	534	575	602	612	648	672	687	699	703	720	733												

15/16	16/17	17/18
FYE	FYE	YTD
160	223	223
319	497	510
	26	28
479	720	733

NOTE: Independent prescribing programmes were approved from August 2013, with the first applications being received in June 2014. Radiographers included due to new independent prescribing rights

Registration appeals recieved

Registration Appeals Received April 2016 - March 2018



	2016			2017									2018						16/17	17/18								
	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	YTD		
EMR (1)	4	2	1	0	4	2	0	3	0	4	1	2	2													28	2	
Non-EMR (2)	1	2	1	0	0	5	0	2	0	1	1	2	1													15	1	
Visitors (3)	0	0	0	0	0	0	0	1	1	0	0	0	0													2	0	
UK (4)	0	0	0	0	0	0	1	0	0	0	0	0	0													1	0	
Returners to practice (5)	0	0	1	0	0	0	0	0	0	0	0	0	0													1	0	
CPD (6)	0	0	0	0	0	0	0	0	0	0	0	0	0													0	0	
Health and Character declarations (7)	0	0	3	0	0	1	0	1	2	1	1	0	0														9	0
Total	5	4	6	0	4	8	1	7	8	6	3	4	3													56	3	
Forecast	4	6	3	5	4	4	5	5	4	5	6	6	5	4	5	5	4	8	5	6	4	4	6	6	57	62		

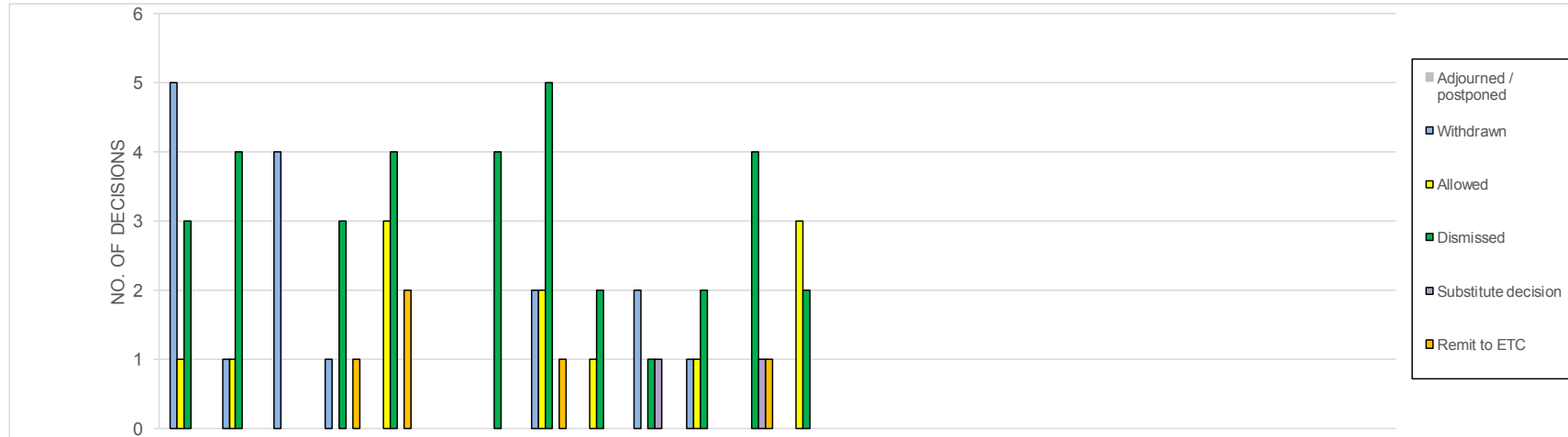
NOTE: Forecast is based on the average number of appeals received from 11/12 to 16/17.

- 1 International applications with European Mutual Recognition (EMR) rights.
- 2 International applications without EMR rights.
- 3 Declarations to be on the Register of visiting health professionals.
- 4 UK applications for registration.
- 5 Applications for readmission to the Register.
- 6 Continuing Professional Development profiles.
- 7 Any application where a positive declaration has been made by the applicant for health and character.

Registration appeal decisions

Registration Appeal Decisions April 2016 - March 2018

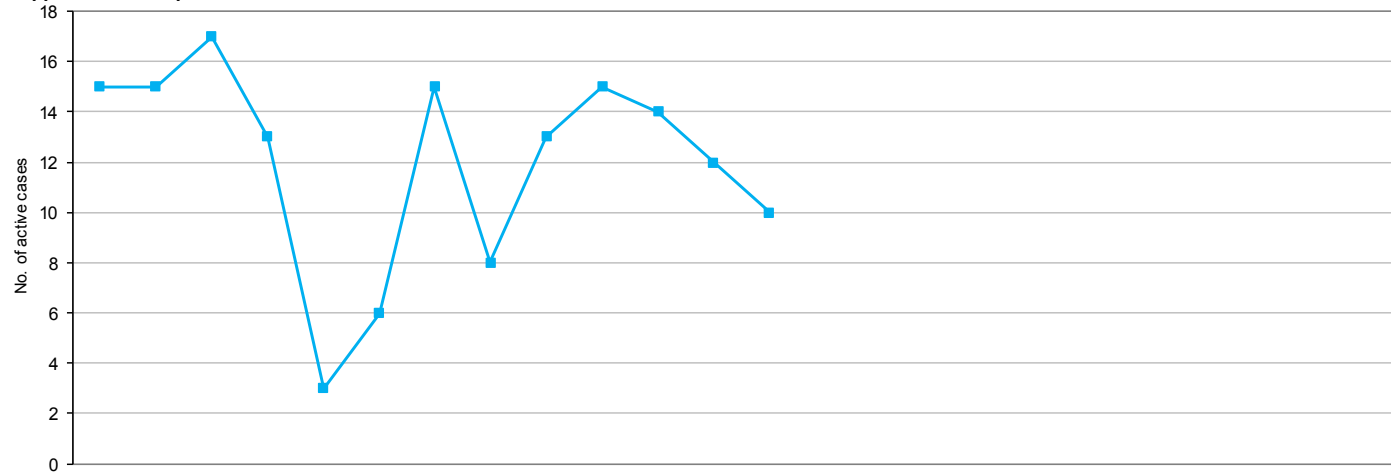
Registration Department



	2016			2017									2018						16/17	17/18						
	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	YTD
Adjournd / postponed	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0
Withdrawn	5	1	4	1	0	0	0	2	0	2	1	0	0												16	0
Allowed	1	1	0	0	3	0	0	2	1	0	1	0	3												9	3
Dismissed	3	4	0	3	4	0	4	5	2	1	2	4	2												32	2
Substitute decision	0	0	0	0	0	0	0	0	0	1	0	1	0												2	0
Remit to ETC	0	0	0	1	2	0	0	1	0	0	0	1	0												5	0
Hearings held	4	5	0	4	9	0	4	8	3	2	3	6	5												48	5

Registration appeals status

Registration Appeals Status April 2016 - March 2018



	2016			2017									2018									16/17 FYE	17/18 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	
Hearings scheduled	9	4	5	6	0	0	10	2	3	4	7	4	4													54	4
Awaiting scheduling	5	10	11	5	1	2	5	6	10	10	7	7	5													79	5
Awaiting further information	1	1	1	2	2	4	0	0	0	1	0	1	1													13	1
Current active cases	15	15	17	13	3	6	15	8	13	15	14	12	10													12	0

NOTE: Information covers registration appeals status progress only.
Represents the current workload within the appeals section as at the end of the month.

2. Project Management

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 78 HR & Partners Systems Build		MS	TH	Nov-14
Project scope	<ul style="list-style-type: none"> ○ Implementing improved processes and working practices supported by a new HR and Partners system. ○ Implementing online recruitment for employee and partner applicants ○ Improved data integration with Partner user departments ○ Training and operational manuals 			
Commentary	<ul style="list-style-type: none"> ○ The HR system has now gone live and is functional, all payroll services are being performed by Core Bureau Service ○ Go-live issues are still being worked on. ○ The Partners system has been configured and the project team is preparing for testing ○ Further investigation is being undertaken as to the scope and timelines of the integration work with the Education system and the FTP Charter system. 			
		Initiation	Exception	Current
Budget	Opex	234,395		244,583
	Capex	409,783		454,317
	Total	644,178		698,900
Time	Delivery Date	HR March 2016 Partners March 2016		HR -Dec 16 Partners - Oct 17
	End Date		Jun-16	Mar-17
	Lapsed Time		578	851
Scope		Baseline	Unchanged	Unchanged

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 85 Registrations transformation and improvement project		MS	GRS	Aug-15
Project scope	<ul style="list-style-type: none"> ○ To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project. ○ 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. ○ 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. ○ 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. ○ 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. ○ To increase pro-active Registration-related communication with applicants and registrants, using technology-based automation therefore without significantly increasing the workload of Registration employees. ○ 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. ○ 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. ○ To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received. ○ 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. ○ 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. 			
Commentary	<ul style="list-style-type: none"> ● Exception Report to be presented at May EMT due to slippage during test phase. ● UAT Cycle 2 commenced on 1st May. ● The environments are being upgraded so that they are all aligned. ● A load testing supplier has been selected and their appointment is currently being confirmed. 			
		Initiation	Exception	Current
Budget	Opex	1,120,091		1,037,534
	Capex	2,863,489		2,928,531
	Total	3,983,580		3,966,065
Time	Delivery Date	Nov-16		May-17
	End Date Phase 1	Feb-17		Sep-17
	End Date Entire project	Sep-20		Sep-20
	Lapsed Time	550		762
Scope		Baseline	Unchanged	Unchanged

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 86 Establishing the Health & Care Professions Tribunal Service		JB	DO	Feb-16
Project scope	<ul style="list-style-type: none"> o New Corporate identity for the Health and Care Professions Tribunal Service (HCPTS) o Recruitment and establishment of the proposed Tribunal Advisory Committee (TAC) o Documented policies and agreements for the new tribunal service including:- <ul style="list-style-type: none"> o An Operational Framework Agreement o Fitness to Practise Operating Protocol o Revised Internal Guidance documents including FOGs and Policies o Revisions to existing Practice Notes o HCPTS website separate to the HCPC website. o HCPTS stationery and letterhead o New bilingual brochure introducing HCPTS o Updates to the existing FTP Case Management system to reflect the new tribunal service o Changes to the HCPC website to remove information and search facilities that are now provided by the HCPTS website o Revised 'Information for Witnesses' brochure to reflect the new tribunal service 			
Commentary	The tribunal service is now live and the project will be closed at the May EMT meeting.			
		Initiation	Exception	Current
Budget	Opex	78,426		78,426
	Capex	99,829		99,829
	Total	178,255		178,255
Time	Delivery Date	Jan-17		Apr-17
	End Date	Apr-17		May-17
	Lapsed Time	425		455
Scope		Baseline	Unchanged	Unchanged

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 87 PCI Security Standards compliance		MS	AG	Feb-16
Project scope	Phase 1 ○ Appoint a Qualified Security Assessor (QSA) to commission a report suggesting implementation strategies HCPC can employ to meet the baseline Payment Card Industry compliance. Following this will be remediation processes to improve compliance. ○ Validation of a Self-Assessment Questionnaire (SAQ) by PCI consultant after strategies have been implemented. Phase 2 ○ Remediated network configuration (if necessary) and possibly re-engaging the QSA to commission a follow-up Report on compliance confirming HCPC's compliance with the Standard			
Commentary	○ Recommendations from the audit report are being implemented			
		Initiation	Exception	Current
Budget	Opex	25,000		25,000
	Capex	50,000		50,000
	Total	75,000		75,000
Time	Delivery Date	Apr-16		Jul-17
	End Date	May-16	Dec-16	Jul-17
	Lapsed Time	90	304	516
Scope		Baseline	Unchanged	Unchanged

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 89 186 Kennington Park Road renovation		MS	GRS	Apr-16
Project scope	<ul style="list-style-type: none"> ○ To provide a modern, efficient and enjoyable working environment for employees and visitors that is equipped with modern office facilities within a budget that is in line with the values of the organisation ○ To provide a building suitable for the purpose of HCPC that is not perceived as extravagant by stakeholders ○ To provide the new environment no later than the end of the 2017/18 financial year 			
Commentary	<ul style="list-style-type: none"> ○ All clarification work has now been completed and our neighbours have provided their permission to commence ○ The contract has been drawn up and Council approval to sign as a deed is being sought at this meeting ○ To avoid any delays with signing the contract, a letter of intent has been issued to the contractors to allow works to commence on 22nd May. 			
		Initiation	Exception	Current
Budget	Opex	644,890		644,890
	Capex	393,107		393,107
	Total	1,037,997		1,037,997
Time	Delivery Date	Apr-17		Sep-17
	End Date	Sep-17		Sep-17
	Lapsed Time	578		518
Scope		Baseline	Unchanged	Unchanged

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 90 HCPC website review and build		JL	TG	Sep-16
Project scope	<ul style="list-style-type: none"> ○ To establish prioritised detailed functional and non-functional requirements. ○ To design, build and deploy new web services in accordance with the functional and non-functional requirements gathered during the requirements phase. ○ To design, build and deploy new web services that are easy and cost effective to support and change; meet the needs of our key external stakeholders; and are in line with HCPC's technical roadmap. ○ To provide content management services and tools that meet the needs of our website administrators ○ Deliver a solution that helps fulfil HCPC's business processes and compliance requirements 			
Commentary	<ul style="list-style-type: none"> ○ A survey of internal and external stakeholders has been undertaken ○ Workshops with interested stakeholders has been held ○ The report of the findings will be presented to EMT in May 			
		Initiation	Exception	Current
Budget	Opex	145,100		145,100
	Capex	698,760		698,760
	Total	843,860		843,860
Time	Delivery Date (Phase 1)	Apr-17		Apr-17
	End Date (Phase 1)	May-17		May-17
	Lapsed Time	455		242
Scope		Baseline	Unchanged	Unchanged

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 88 Net Regulate changes 2016-17		MG	PL	Apr-16
Project scope	<ul style="list-style-type: none"> ○ Establish efficient mechanisms to display the relevant annotations on the HCPC Register, required by the April 1st legislation by the time that registrants could qualify for them. ○ Display additional modality information (Table 2) on the HCPC Register. ○ Update the text displayed for LA and POM annotations for Chiropractors and Podiatrists, in accordance with the outcome of the current consultation. 			
Commentary	<ul style="list-style-type: none"> ○ Education CRM changes have been deployed successfully to the Live environment ○ The changes to the website are in place in the Live system ○ The changes to the check the register app are complete and the new version is available for use by end users. ○ All project activity has been completed and a closure report is being prepared for next EMT 			
		Initiation	Exception	Current
Budget	Opex	1,955		1,955
	Capex	29,354		50,878
	Total	31,309		52,833
Time	Delivery Date	Aug-16		Apr-17
	End Date	Oct-16	Apr-17	May-17
	Lapsed Time	183	365	395
Scope		Baseline	Increased	Increased

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 91 FTP CMS review				
Project scope	A project to review our requirements for the FTP case management system.			
Commentary	Pre Initiation			
		Initiation	Exception	Current
Budget	Opex			
	Capex			
	Total			
Time	Delivery Date			
	End Date			
	Lapsed Time			
Scope				

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 92 Regulation of social workers				
Project scope	A project to prepare for the transfer of social workers (pending legislation)			
Commentary	Pre Start up			
		Initiation	Exception	Current
Budget	Opex			
	Capex			
	Total			
Time	Delivery Date			
	End Date			
	Lapsed Time			
Scope				

Project no. and name		EMT sponsor	Project Lead	Initiation Date
MP 93 Education system changes 2017-18				
Project scope	A regular project to make the small to medium changes required to keep the system current			
Commentary	Pre Initiation			
		Initiation	Exception	Current
Budget	Opex			
	Capex			
	Total			
Time	Delivery Date			
	End Date			
	Lapsed Time			
Scope				

3. Business Process Improvement Audit schedule

ISO9001 clause	RISK Based Audit from January 2008 onwards	2017											
		January	February	March	April	May	June	July	August	September	October	November	December
	Chief Executive & Registrar's Dept												
	Registrations - R Houghton		Tidy Desk-BPI									BPI	
	Renewals/Readmission		Tidy Desk-BPI									BPI	
	UK		Tidy Desk-BPI	BPI	→	BSI - 9001							
7.5.3	International Registrations		Tidy Desk-BPI	BPI	→	BSI - 9001							
	EEA		Tidy Desk-BPI	BPI	→	BSI - 9001							
7.5.3	CPD		Tidy Desk-BPI										BPI
	Operations		Tidy Desk-BPI										BPI
	Quality Assurance	BSI Audit 2 days	Tidy Desk-BPI										BPI
	Education - A Gorringe												
	Operations NNW											BPI	
	Operations SES											BPI	
	Communications & Development											BPI	
	Quality Assurance											BPI	
	Policy & Development											BPI	
	Secretariat - (L Lake:Mat Lv)												
	(J.Ladds) Customer Services ISO10002												
	Ruth Cooper	BSI Audit 2 days	Tidy Desk-BPI										
	Information Governance		Tidy Desk-BPI										
	Council Processes		Tidy Desk-BPI										
6.3	Fitness to Practise- (K Holder:Mat Lv)												
	J Barwick Adjudication		Tidy Desk-BPI										
	Administration		Tidy Desk-BPI										
	Assurance & Development/Compliance	BSI Audit 2 days	Tidy Desk-BPI										
	Case Support		Tidy Desk-BPI										
	Case Teams 1-5												
	Case Teams 6(ICP Pilot)-7												
	Investigations												
4.2.3	Policy - M Guthrie												
4.2.4	& Dept Info Sec												

	Communications -J Ladds		Tidy Desk-BPI																
	Social Media		Tidy Desk-BPI	BPI	→	BSI - 9001													
	Stakeholders		Tidy Desk-BPI	BPI	→	BSI - 9001													
	Publishing		Tidy Desk-BPI	BPI	→	BSI - 9001													
	Web & Digital		Tidy Desk-BPI	BPI	→	BSI - 9001													
	Internal Comms		Tidy Desk-BPI	BPI	→	BSI - 9001													
	Events		Tidy Desk-BPI	BPI	→	BSI - 9001													
8.2.1	Quality- Business Proc Improv		Tidy Desk-BPI																
5.5.3	R Dunn / K Birtwistle		Tidy Desk-BPI																
	ISMS		Tidy Desk-BPI			BSI - 27001 Audit													
	QMS	BSI Audit 2 days	Tidy Desk-BPI	BPI	→	BSI - 9001													
	Risk Register (BPI)		Tidy Desk-BPI																
	R Dunn		Tidy Desk-BPI																
8.2.1	Human Resources – Employees		Tidy Desk-BPI			BPI - CoreHR Infosec				BPI									
	T Haskins Learning & Dev		Tidy Desk-BPI							BSI - 9001	BPI								
	Human Resources – Partners		Tidy Desk-BPI							BPI									
6.2	F Palmer		Tidy Desk-BPI							BPI									
	Office Services (Facilities)/Infrastructure		Tidy Desk-BPI																
6.2.2	J McMahon		Tidy Desk-BPI																
	Information Technology G Gaskins		Tidy Desk-BPI	BPI															
6.3	Infrastructure		Tidy Desk-BPI	BPI	→														
	Service Support		Tidy Desk-BPI	BPI	→														
7.3 & 7.5.4	Finance- A Gillies		Tidy Desk-BPI																BPI
	Invoicing & Purchase Ledger		Tidy Desk-BPI																BPI
	Management Accounts		Tidy Desk-BPI																BPI
7.3.7 / 7.3	Procurement		Tidy Desk-BPI																BPI
	Transactions		Tidy Desk-BPI																BPI
6.3	Project Management		Tidy Desk-BPI																BPI
	C Reed		Tidy Desk-BPI																BPI

	RISK Based Audit from January 2008 onwards		BPI	→	BSI - 9001															
7.4.2 / 7.4	Disaster Recovery / BCM EMT/CDT																			
	COUNCIL, CER / EMT	Registration Dept																		BPI
	DeepStore Archive		BPI																	
	Europa QP Printers																			
	Paragon / ServicePoint Scan & Copy					BPI														
	Xerox 3rd party Secure print (under dev)						BPI													
7.5.5	Eventsforce Events sign up online																			BPI
	Other suppliers																			
	ISMS Policy area A5.1-5.1.2 [BPI/ CER/ EMT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Roles area A6.1-6.1.5 [BPI & EMT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS HR & Responsibility A7-7.3.1 [HR & IT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Assets & Handling A8-8.3.3 [BPI & IT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Access Control A9-9.4.5 [IT & HR]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Cryptography A10 - 10.1.2 [IT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Physical Security A11-11.2.9 [Fac]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Operations A12-12.7.1 [IT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Communications A13-13.2.4 [IT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Systems Acqst'n Dev & Maint A14 [IT]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Supplier Relationships A15-15.2.2 [FIN]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Incident Response A16-16.1.17 [BPI]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Business Continuity A17-17.2.1 [BPI]		IT-Gov soft audit		BSI - 27001 Audit															
	ISMS Compliance & Redundancies A18 [BPI]		IT-Gov soft audit		BSI - 27001 Audit															
	BSI Audit																			
	[INTERNAL AUDIT] Grant Thornton																			
	HPCP ISO audit or InfoSec IA team																			
	Near Miss Reports = NMR#																			
	PCIDSS Audit by NGS/NCC																			
	QMS Major Process Rvw																			
	As Is output from Project																			
	3rd Party supplier audit																			
27001 - 9.2	Internal Access Rights Audit (IARA)																			
	Internal Access Rights Audit (IARA-DC); Data Collection in departments																			
	Employee & Partner InfoSec training 2016 & 2017																			

4. Office Services Mail service

