

## Operations Report to Finance & Resources Committee, 21 March 2007

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## Registrations – Richard Houghton

### SUMMARY

This paper provides an update from the UK and International Registration Departments for the period January and February 2007.

### 1) OPERATIONAL PERFORMANCE

#### a) Telephone Calls

i) **UK Department** – During the period from the 1 January to 28 February 2007 the team received a total of 8522 telephone calls, 99% of which were answered which is a tremendous achievement by the team. This is a 15.5% improvement on the same period last year and 100% was actually achieved on a number of days during the period. The team have again continued to improve the 'time to answer' (TTA) all calls, with the average TTA improving from 62 seconds for the same period last year to 17 seconds this year.

ii) **International Department** – During the period from the 1 January to 28 February 2007 the team received a total of 2625 telephone calls, 95% of which were answered. This is a 9.5% improvement on the same period last year. The team have again continued to improve the TTA all calls, with the average TTA improving from 22.5 seconds for the same period last year to 15 seconds this year.

#### b) Application Processing

i) **UK Department** – A total of 741 new applications were received during this period. Applications took on average three working days to process. Applications for readmission were taking an average of two working days to process.

ii) **International Department** – A total of 572 new international applications were received in this period and 491 individuals were registered.

#### c) Emails

**UK Department** – The team are receiving approximately 40/50 emails per day and are managing to respond to these within a couple of hours in most cases.

**International Department** – The team are receiving approximately 30/40 emails per day and are responding to these within 48 hours of receipt.

#### d) Registration Renewal

There was no renewal activity during this period.

### 2) EMPLOYEE RESOURCE

Both teams are currently operating within their budgeted headcount with operational effectiveness improving.

During the period Ben Brown left the International Department and we are currently actively recruiting for a Team Leader within each department and four Registration Officer positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

All registration employees have commenced an Institute of Customer Services (ICS) accredited training programme which provides delegates with a foundation in the knowledge, understanding and skills needed to become a Customer Service Professional. The ICS programme is a 20-hour improvement course which is delivered over 2 days and includes the latest industry research on customer service, keeping the registrations teams at the cutting edge of customer service professionalism. The participant guide includes a choice of work based assignments that have been customised to meet the specific needs of the Health Professions Council.

## Project management – Claire Phillips

Since the last Finance and Resources committee meeting Claire has been facilitating progress on the following projects:

- **Registration fee change.** Finalising the consultation, analysing responses, undertaking the legal processes around Rules changes, Technology development
- **CPD** - Defining business processes, clarifying legal standing, Technology development
- **Intermediate Lapsing** - Technology development, preparing for User Acceptance Testing

- **Updating of Admissions forms** - Finalising changes, gaining legal sign off
- **Online Authentication** - Defining business processes, Technology development

The two projects that have declined since the last report are Updating of Admissions forms and Online LISA authentication, neither of which are anticipated to miss their deadlines. The first experienced some operational issues, which have now been resolved; the second has declined as Technology requirements were updated, which could extend the amount of time required for development.

## HPC Major Projects 2006/7 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	06/07 Budget*	06/07 Spend*	Due Date	Status
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	N	Y	N	£25		30/06/08	
MP3	2b	On-boarding of the Applied Psychologists	On-boarding of the Applied Psychologists	G Ross-Sampson	R Houghton	N	N	N	On hold	On hold	31/12/07	On hold
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	N	N	N	On hold	On hold	01/04/08	On hold
MP5	2b	Equality and Diversity Project	Revision of equality & diversity policies to ensure HPC is pro-actively eliminating discrimination	M Seale	M Guthrie	Y	Y	N	£20	Tech build to be done at a later date	12/04/10	
MP7	2c	Registration fee change	Realignment of registration fee charges	M Seale	S Leicester	N	Y	N	£64		15/06/07	
MP24	2d	Stannery street	Refurbishment of Stannery Street building	M Seale	S Hall	N	N	N	£1M	£300,000	31/10/07	
MP8	3	Fitness to Practise Database	Finalisation of Fitness to Practise database	K Johnson	E Seall	Y	N	N	Internal	Internal	22/09/06	

**Key:**

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline

Date	Ver.	Dept/Cmte	Doc Type	Title
2007-03-08	a	OPT	AOD	F&R Project summary March



Status of project has improved since last reporting cycle

\* All amounts in £000's



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

Status	Int. Aud.
Draft	Public
DD: None	RD: None

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No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	06/07 Budget	06/07 Spend	Due Date	Status
MP11	3	Intermediate Lapsing	LISA enhancement to automate mid-cycle lapsing	S Leicester	S Gillick	Y	Y	Y	£46		04/06/07	
MP13	4	Updating of Admissions forms	All Admissions forms and guidance notes to be updated & to include CPD and Return to Practise information	R Houghton	J Archibald / Huw Bevan	Y	Y	N	Internal	Internal	10/07/07	
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	N	Y	£59		04/06/07	
MP17	5	E-pass list upload	LISA enhancement to allow the electronic verification of passlists	R Houghton	C Harkin	N	N	N	Internal	Internal	30/06/07	
MP20	6	Trust Employee status tracking	LISA enhancement to allow Trusts to flag all employees on the system & check status						£9.1		14/05/07	
MP1	1	Infrastructure improvement	Testing and upgrade of IT infrastructure to ensure that HPC is secure	R Dunn	T Goulbourne	N	N	N	Internal	Internal	26/01/07	Complete
MP9	3	Education database	Improvements to existing Approvals MS Access database	G Ross-Sampson	A Creighton	Y	Y	Y	Internal	Internal	31/10/06	Complete
MP10	3	BACS / IP	Upgrade to allow HPC to continue to accept DD payments	S Leicester	M Cheema	Y	N	Y	£10	£10	01/12/06	Complete
MP12	4	Online Applications Phase I	LISA enhancement to allow applicants to apply & pay online.	G Ross-Sampson	R Houghton	N	N	N	£12	£12	Complete	Complete

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Status of project has declined since last reporting cycle

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## Education – approvals and monitoring – Abigail Creighton

### Approval visits 2006/07

The following visits took place between 1 – 28 February 2007.

Date	Education Provider	Programme	Reason for visit
6 & 7 Feb	University of Derby	MA Art Therapy MA Dramatherapy	QAA Benchmarks
7 & 8 Feb	South Trent ODP Centre	Dip HE Operating Department Practice	New Profession
8 Feb	University of East London	BSc(Hons) Physiotherapy BSc(Hons) Podiatry	Major Change
13 & 14 Feb	Nordoff Robbins Music Therapy Centre	MSc Music Therapy	QAA Benchmarks
14 & 15 Feb	University of Paisley	BSc(Hons) Applied Biomedical Science	New Programme
20 & 21 Feb	Anglia Ruskin University	BSc(Hons) Radiography (Therapeutic) and Radiography (Diagnostic – mixed and FT route)	New Programme and Major Change (mixed route)
21 & 22 Feb	University of Hertfordshire	BSc(Hons) Applied Biomedical Science	New Programme
27 & 28 Feb	University of Huddersfield	Dip HE Operating Department Practice	New Programme
28 Feb	Queen Margaret University College	Pharmacology for Podiatric Medicine	New Programme
28 Feb & 1 Mar	University of Plymouth	Dip HE Operating Department Practice	New Profession & AM

The 2006/07 academic year schedule is now closed. Between September 2006 and July 2007, there are 85 visits, covering 128 programmes. The department has now entered its peak period (Feb – June), with an average of 12 visits per month. With two current vacancies for education officers, the department is stretched to capacity. HPC is attending their first multi-professional approval events in March.

We have had 13 visits cancelled by education providers to date. We have managed to reallocate these slots to education providers on a stand by list, so we will continue to run at capacity for this academic year.

### Annual Monitoring

In February, the department received 17 declaration forms and 23 audit forms. 19 audit forms were considered at the first annual monitoring assessment days. Recommendations from this assessment day are due to be made to the Education and Training Panel in March 2007.

The department has now entered its peak period (Feb – July), with over 200 annual monitoring submissions expected and four annual monitoring assessment days to arrange.

### Minor and Major Changes

In February, the department has received 3 minor/major change submissions. All these submissions are currently being considered by visitors. Recommendations from a number of earlier submissions will be made to the Education and Training Panel in March 2007.

### Communication with Stakeholders

The SETs guidance was finalised in February 2007. Hard copies are currently awaiting distribution to education providers. The department is currently finalising the approvals process supplementary information and is hopeful that it will be published in March/April 2007.

The department are continuing to work on updating the education section of the main HPC website. The main pages on our key operational processes have been updated, so that education providers have a greater pool of resources available to them. We are continuing to work with the Communications Department to change the format of the Register of approved courses, so that potential applicants can search the approved programme list and link directly to education provider websites.

### Employees

Tim Bryant, an Education Administrator, left the HPC on 23 February 2007. A temporary Education Administrator started on 26 February 2007, to cover the interim before a permanent replacement is found. Interviews are scheduled for 22 March 2007.

Interviews were held for a fifth and sixth Education Officers in early March 2007. Two appointments were made; Katherine Lock (the current Team Administrator) was promoted and an external candidate will join the department in early April. .