

**Operations Report to Finance & Resources Committee, 23<sup>rd</sup> June 2009**

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**Summary**

This paper provides an update from the Registration Department for the period 1 March to 31 May 2009.

**1) Operational Performance**

**a) Telephone Calls**

The Registration Department answered 98.8% of calls within 30 seconds which exceeds our service standard of answering 80% of calls within 30 seconds.

**i) UK Telephone Calls** - During the period from 1 March 2009 to 31 May 2009 the team received a total of 12,210 telephone calls which is 561 less than the same period two years ago and 99% of these calls were answered.

**ii) International Telephone Calls** - During the period from 1 March 2009 to 31 May 2009 the team received a total of 3357 telephone calls which is 480 less than the same period two years ago and 94% of these calls were answered.

**b) Application Processing**

**i) UK Applications** - A total of 1268 new applications were received during this period and 1181 individuals were registered, which is 371 less than the same period last year. Applications took less than one working day to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took less than one working day to process which is well within our service standard of processing applications within ten working days of receipt.

**ii) International Applications** - A total of 512 new international applications were received in this period and 511 individuals were registered which is 72 less than the same period last year. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

**c) Emails**

**i) UK Emails** - The team received approximately 60 emails per day and responded to these on the day of receipt which is well within our service standard of five working days.

**ii) International Emails** - The team received approximately 20/30 emails per day and managed to respond to these on the day of receipt which compares favourably with our service standard of five working days response time.

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

There were no assessment days during this period but registration assessors continued to assess profiles that required further information.

## **2) Resource**

### **a) Employees**

The department is operating within the budgeted headcount.

Chantelle Mayoss joined the team as a Team Leader.

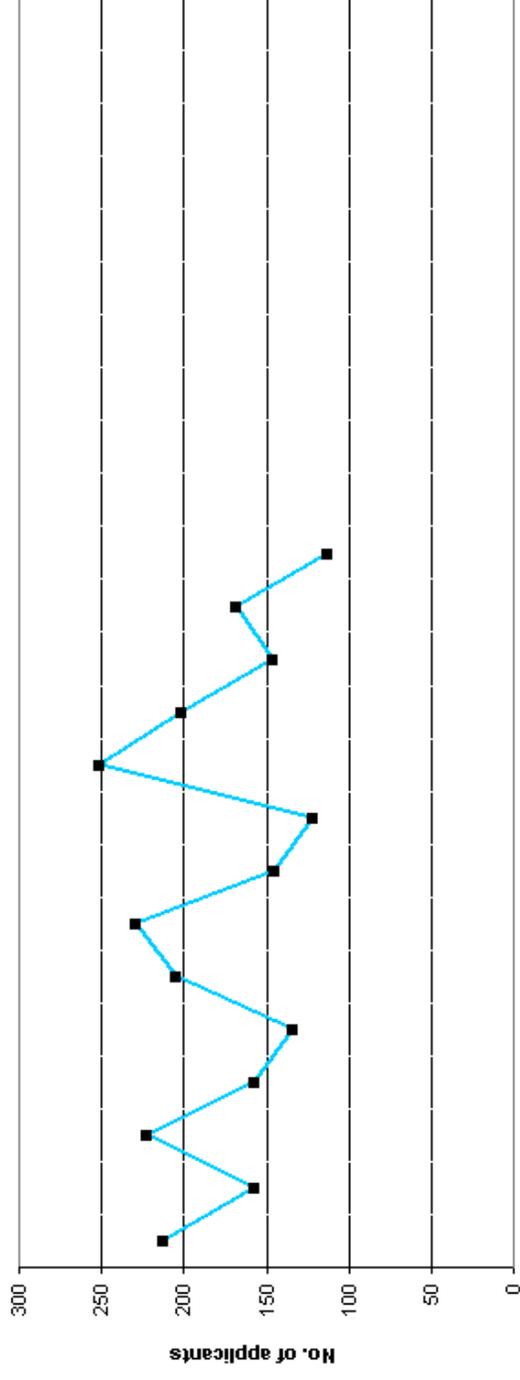
### **b) Partners**

The department has worked with the Partner Department to recruit and train Psychologist Registration Assessors. The team also commenced delivering a series of six refresher Registration Assessor training days to 136 Registration Assessors and also delivered training to seven newly recruited Orthoptist and Paramedic CPD Registration Assessors. The department is currently recruiting CPD Registration Assessors for the next five professions that are due to be audited.

### **c) Registration Renewals**

At the start of June 2009 Paramedics and Orthoptists will be invited to renew their registration. Following feedback from registrants there has been some minor changes to the authentication card which is attached to all new registration certificates. The authentication code has been repositioned on the card so that it is more prominent and the narrative 'HPC's password to talk to you' has been renamed 'HPC's telephone pin code to talk to you'.

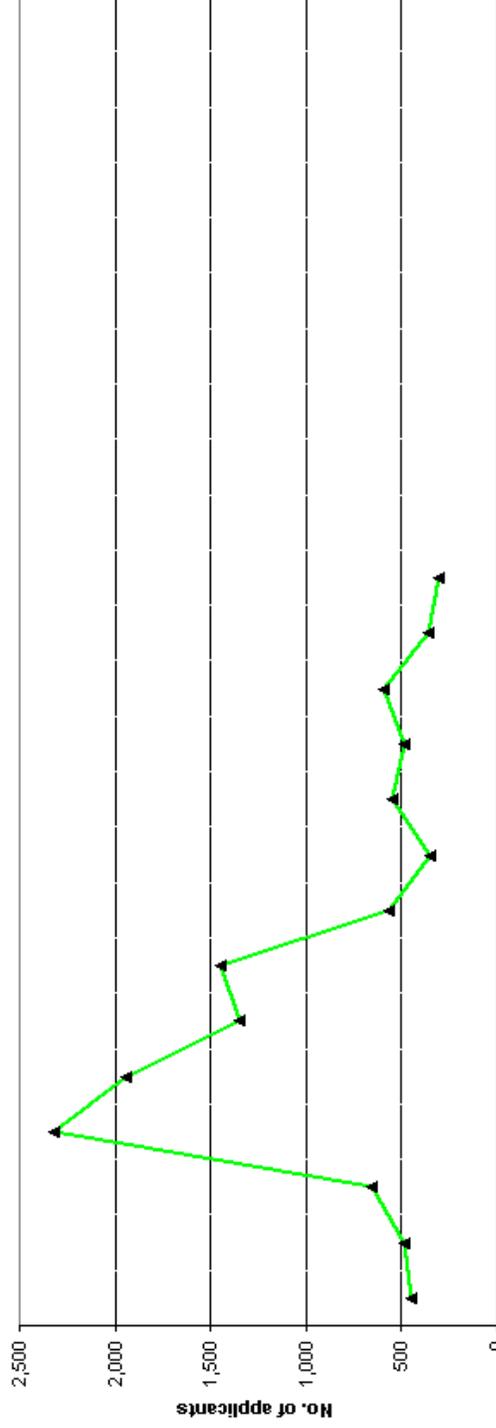
Health Professions Council      New International Applications Received April 2007 - March 2009      International Registration ration



	2008												2009												2010												2005/6		2006/7		2007/8		2008/9		2E-05	
	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	FYE	FYE	FYE	FYE	YTD	YTD		
Arts Therapists	4	0	0	3	2	2	0	2	0	0	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	14	15	14	16	16	16	2	2			
Bio. Scientists	22	19	34	28	19	30	27	4	28	31	30	26	26	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	756	496	323	298	298	38	38	38			
Chiropods/Pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	40	51	41	23	23	2	2	2			
CI Scientists	7	6	5	7	2	3	4	1	2	8	0	4	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	65	62	59	49	49	9	9	9			
Dietitians	10	6	18	9	8	12	9	9	3	18	16	10	16	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	192	149	119	128	128	30	30	30			
OTs	29	25	28	12	23	31	45	47	28	48	34	40	28	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	774	464	330	390	390	47	47	47			
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29	25	6	8	8	3	3	3			
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	7	5	3	3	0	0	0			
Paramedics	3	0	4	1	3	4	8	0	1	7	6	4	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	17	39	23	41	41	4	4	4			
Physiotherapists	85	52	73	62	53	86	73	47	28	79	67	54	55	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	1,665	1,131	791	759	759	97	97	97			
Prosth/Orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	10	9	6	9	9	1	1	1			
Radiographers	34	32	49	21	19	25	34	19	25	34	25	4	22	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	13	810	903	444	321	321	35	35	35			
SLTs	14	10	8	9	3	8	23	16	7	24	16	0	9	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	249	153	139	138	138	13	13	13			
TOTAL	213	157	222	157	134	205	229	145	122	251	202	146	168	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	113	4,626	3,504	2,300	2,183	2,183	281	281	281			



Health Professions Council New UK Applications Received April 2008 - March 2010



UK Registration

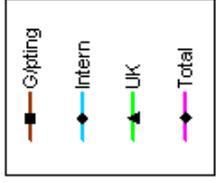
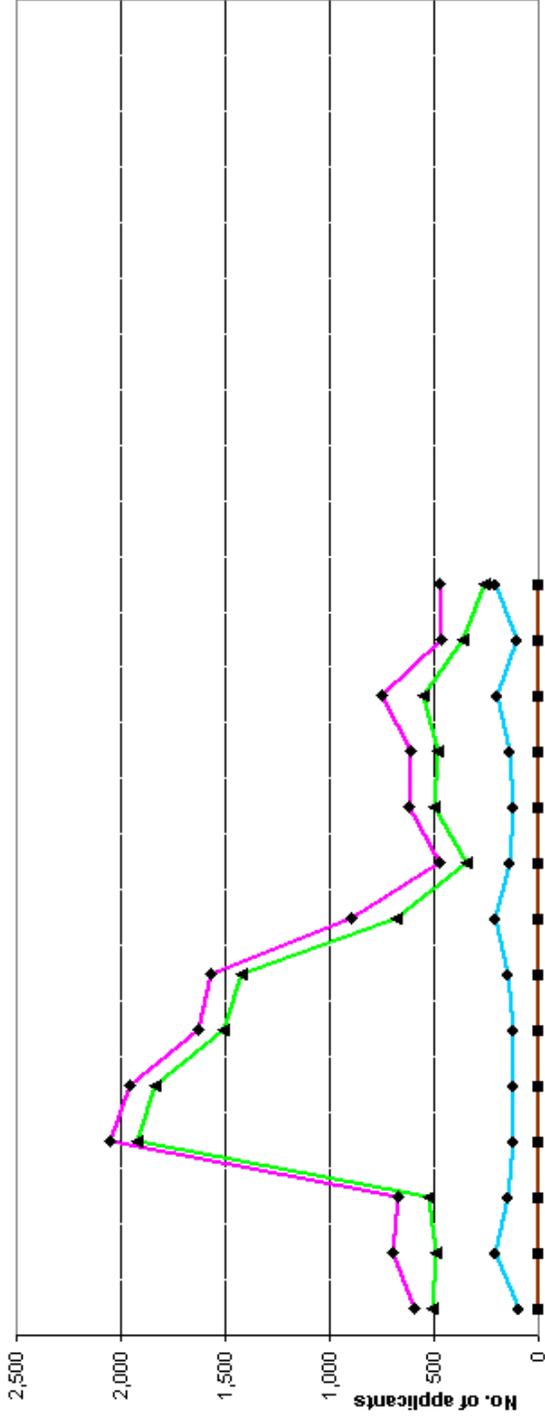
Year	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2005/6	234	184	170	233	36							
2006/7	912	690	689	835	90							
2007/8	155	145	167	282	55							
2008/9	399	341	415	469	10							
2009/10	367	331	359	453	24							
2010	1,544	1,327	1,321	1,873	98							
2011	754	668	804	635	50							
2012	34	41	41	106	0							
2013	1,247	807	931	1,516	147							
2014	2,051	2,120	2,276	2,531	86							
2015	46	32	35	51	2							
2016	1,008	1,051	1,108	1,376	36							
2017	746	582	655	834	37							
2018	9,497	8,319	8,971	11,194	671							

	2008												2009												2010												
	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	
Arts Therapists	24	14	8	20	26	31	29	13	16	26	15	11	22	14	22	14									22	14	22	14									
Bio. Sciences	50	57	42	66	117	110	121	71	47	61	27	66	45	45	45										45	45	45										
Chiropodists	37	27	20	25	19	15	22	16	14	27	32	28	33	22	33										33	22	33										
Chiropractors	5	1	36	153	111	55	57	13	6	13	10	9	6	4	6										6	4	6										
Dietitians	31	13	65	115	52	28	69	14	11	8	12	35	16	8	16										16	8	16										
Occupational Therapists	72	65	3	297	380	302	317	105	60	61	108	103	55	43	55										55	43	55										
Opticians	39	21	7	35	92	179	117	26	30	46	23	20	34	16	34										34	16	34										
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	0										0	0	0										
Paramedics	88	193	109	108	150	119	171	137	72	163	92	114	62	85	62										62	85	62										
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	36	50										50	36	50										
Podiatrists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1										1	1	1										
Radiographers	25	9	155	618	249	104	108	18	10	20	32	28	11	25	11										11	25	11										
Speech and Language Therapists	21	21	18	111	202	130	139	49	24	23	36	60	27	10	27										27	10	27										
TOTAL	454	484	656	2,320	1,940	1,347	1,449	569	350	548	485	592	362	309	362										362	309	362										

Health Professions Council

New Registrants April 2007 - March 2009

International & UK Registration



	2009												2010												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Gipping	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
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210											
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262											
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	488	472											
	2005/6	2006/7	2007/8	2008/9	2009/10																				
	FYE	FYE	FYE	FYE	FYE																				
	2,295	283	9	0	0																				
	3,107	3,172	1,862	1,756	312																				
	9,474	8,870	8,355	10,774	628																				
	14,876	12,325	10,226	12,530	940																				





## HPC Major Projects June FY 2009/10 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul style="list-style-type: none"> <li>• Legislation has been approved by Scottish Parliament, the House of Commons and the House of Lords</li> <li>• Awaiting approval from Privy Council</li> <li>• SET approved</li> <li>• IT systems changes undergoing testing</li> </ul>
MP34	Online Applications and Renewals Phase 1	<ul style="list-style-type: none"> <li>• Delays have been encountered by Digital Steps Ltd in delivering the system into the User Acceptance Testing phase of the project due to the following:                             <ul style="list-style-type: none"> <li>– Issues encountered in setting up the testing environment</li> <li>– More testing issues being found than originally planned for</li> <li>– More HPC initiated scope changes being requested than anticipated</li> </ul> </li> </ul>
MP27	Replacement of Finance system Phase 2	<ul style="list-style-type: none"> <li>• Project closed</li> </ul>
MP31	Vetting and Barring system Phase 1 - applicants	<ul style="list-style-type: none"> <li>• Project has initiated</li> </ul>
MP37	Renewals cycle review	<ul style="list-style-type: none"> <li>• Project has initiated</li> </ul>

# HPC Major Projects 2009/10 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	09/10 Budget*	Due Date	Status
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	Y	£100(C) £144(O)	14/12/08 10/02/09 10/07/09 03/09/09	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	£55(C) £27(O)	01/04/09 01/04/10 29/05/10	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Complete subject to final invoice
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y		18/07/08	Closed
MP34	4	Online Applications and Renewals Phase 1	Providing registrants the ability to renew online	M Seale	G Ross-Sampson	Y	Y	Y	£300 (C) £128(O)	20/03/09 01/11/09	
MP31	2a	Vetting and Barring Scheme Phase 1 – applicants	Operational and technology changes to comply with the requirements of the Safeguarding Authority protecting children and vulnerable adults	Marc Seale	Kelly Johnson	Y	Y	N	£15(C) £28(O)	30/09/10	
MP35	2c	Registration fee changes 2011	Implementation of updated fees	Marc Seale	Simon Leicester				£8 (O)		To be initiated July 09

**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

**Status of project has improved since last reporting cycle**  
  
**Status of project is static since last reporting cycle**  
  
**Status of project has declined since last reporting cycle**

\* All amounts in £000's  
 (C) = Capex  
 (O) = Opex

Date: 2007-06-31    Ver: a    Dept/Cmte: OPT    Doc Type: AOD    Title: Project summary 2007-8 May  
 Status: Int. Aud. Public    Draft: DD: None    RD: None

## HPC Major Projects 2009/10 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	08/09 Budget*	Due Date	Status
MP36	4	FTP case management system Phase 1	Analysis of the technology solutions available that would allow the FTP department to work from a single case management system	Marc Seale	Kelly Johnson				£134(C) £11 (O)		Currently initiating
MP37	4	Renewals cycle review	Operational review of current renewal cycle dates to assess if there would be a benefit in changing the dates to remove the peaks and troughs in the renewal cycle	Greg Ross Sampson	Richard Houghton	Y	Y	N	£12 (C)	28/02/10	
MP38	5	Transfer of IT hosting provision	Transfer of the HPC IT Continuity and Web services to an alternate supplier	Marc Seale	Guy Gaskins				£15(C) £74 (O)		To be initiated August 09

**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



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

\* All amounts in £000's

(C) = Capex

(O) = Opex

## Facilities Management – Steve Hall

### **Staffing**

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

The works have commenced on-site in Mid-May for Phase 2 and the steel framework of the new building is now in place. Please see separate paper for detailed report on these works. It is anticipated that they will be complete by the end of September 2009.

### **22-26 Stannary Street Building Project**

The final invoice value for Phase 1 works is still being negotiated on HPC's behalf by Davis Langdon, Cost Consultants and Quantity Surveyors for the project. (Please see separate paper)

### **Other building works**

Orders have been placed to replace the external windows and doors to the Kitchen of Park House and to replace the Central heating boiler for the same. Work to be carried out during the summer of 2009.

## Business Process Improvement – Roy Dunn

### Human Resources

No changes.

### Quality Management System (QMS) review meetings and internal audits

An internal audit schedule for 2009-10 is underway. It. The HR Partner processes have been audited. A medium scale IT project (PC Refresh) has been audited.

Feedback and Customer Service has been audited again.

Mapping all Facilities processes in greater detail is continuing.

Mapping Communications processes in greater detail has commenced.

### QMS process updates

Risk Management processes have been updated to include changes to the process of updating the register.

A combined feedback & information requests process is being developed to run across the entire organisation as a result of an earlier QMS internal audit. This includes specific statutory process routes, FTP, where we must ensure FTP get earliest possible site of potential new cases.

A "Corrective and Preventive Action process sign off" process has been developed. (Process for process changes checking).

A log of required changes will now be maintained.

Other information & data security work across HPC is ongoing. We are currently looking at matching requirements highlighted by CISMP as best practice.

HMRC Corporate Governance have supplied information on their Corporate Risk Management but not the actual roles required by the Poynter Review. A second Freedom of Information request has been made, and we are awaiting the outcome. The probable Chief Information Security Officer will be tackled at the European Network and Information Security Agency (ENISA) meeting in June. To determine if the Poynter Review is being followed completely. The proposed Risk and Security roles will be evaluated as potential new best practice.

### BSI Audit

BSI audited the Fitness to Practice, and Quality Management Systems organisation and review process on 28<sup>th</sup> April 2009. No nonconformities were reported. We maintain our registration. A copy of the report is attached.

BSI evaluated our existing ISO 9001:2000 systems to determine if upgrading to 9001:2008 was possible. Key changes are around how we use suppliers for delivery of key business services, Risk Management, Environment and customer data. Two minor changes were made on the spot to wording of individual sections, and our Management System has been recommended for approval to the ISO9001:2008 standard. A new certificate has been issued.

The next audit by BSI will be on 22<sup>nd</sup> October 2009.

Cherise Evans attended the BSI Regional Business Forum on ISO9001 and how it can be used to improve businesses.

Roy Dunn attended the BSI Regional Business Forum on Risk Management.

**Business continuity**

A test of HPC's business continuity provision took place on 22<sup>nd</sup> May, with EMT members and CDT members being intercepted as they arrived.

The scenario was based around environmental impact. CPSM at Park House was severely disrupted in the 1970's by a sewerage flood in the basement. This formed the basis for the test.

Systems were rapidly brought into service from the replicated servers at Star. The current DR/Business Continuity plan was followed, and a report on how the test worked will be provided.

On the 20<sup>th</sup> May a group of Registrations and Finance Department employees visited the DR site near Uxbridge to be shown around the types of facilities offered, listen to a presentation on HPC's cover and take part in a quiz on staying or leaving Park House under certain types of scenario.

**Information & data management**

Planning is taking place around integration of all intranet based information sources, Springfield, QMS and "Intranet".

Report templates have been updated for the new Financial year. Advice has been received from our legal advisors, resulting in further negotiation on terms with the preferred supplier.

**Risk Register**

Next update to the Risk Register is being prepared for, and will take place in the Autumn.