Operations Report to Finance & Resources Committee, 15th September 2009

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Registration – Richard Houghton

Summary
This paper provides an update from the Registration Department for the period 1 July 2009 to 31 August 2009.

1) Operational Performance

a) Telephone Calls

The Registration Department answered 98.5% of all 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 July 2009 to 31 August 2009 the team received a total of 22,228 telephone calls which is 1,796 less than the same period two years ago and 98.5% of these calls were answered. The team answered 2,750 more calls when compared to the same period two years ago.

ii) International Telephone Calls - During the period from 1 July 2009 to 31 August 2009 the team received a total of 2,009 telephone calls which is 169 more than the same period one year ago and 98.5% of these calls were answered.

b) Application Processing

i) UK Applications - A total of 3,878 new applications were received during this period and 3,653 individuals were registered, which is 110 less than the same period last year. Applications took on average 5 working days to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took on average 5 working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications - A total of 196 new international applications were received in this period and 230 individuals were registered which is 9 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.

iii) Grandparenting Applications – As at the 31 July 2009 the department had received 9 grandparenting applications.

c) Emails

i) UK Emails - The team received approximately 60 emails per day and responded to these on average within one 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 average between one and two days of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit
We requested CPD profiles from 2.5 per cent of clinical scientists, prosthetists & orthotists and speech and language therapists at the beginning of July 2009. There were three

assessment days during this period and 191 paramedic and orthoptist profiles were assessed.

We also requested CPD profiles from 2.5 per cent of occupational therapists at the beginning of August.

2) Resource

a) Employees

The department is operating within the budgeted headcount.

b) Registration Renewals

At the start of June, all registered paramedics and orthoptists were invited to renew their registration for the next two-year cycle. Registrants were given until 31 August 2009 to renew their registration for the 2009/11 registration period. Of the number originally invited to renew registration, 2.6% of paramedics and 4.6% of orthoptists lapsed from the Register.

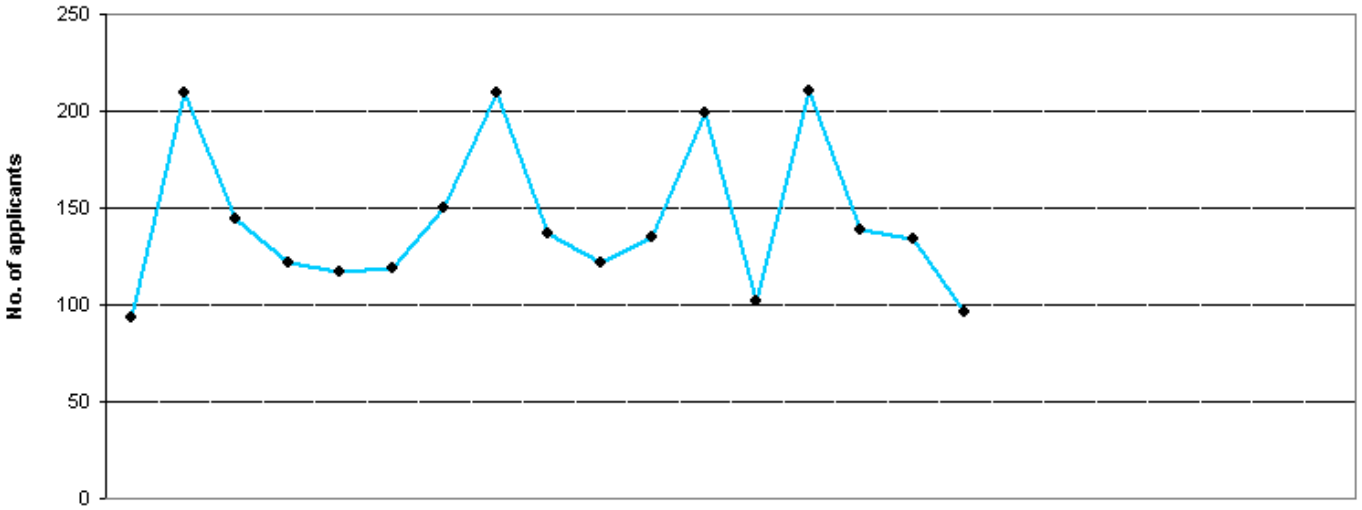
Comparing this to two years ago, the improvement is clear; 6% of paramedics and 7% of orthoptists lapsed in 2007. This improvement is as a result of the new processes the Registration Department has introduced in making every attempt to contact registrants where we have received returned mail containing renewal notices and writing to employers four weeks before lapsing advising them that a registrant has not renewed their registration. We have also worked closely with the Communications Department and the professional bodies to raise awareness of the renewal period.

At the start of July, 17,552 renewal forms were sent to clinical scientists, prosthetists & orthotists and speech and language therapists. As at 1 September 2009 13,891 renewal forms had been returned to HPC.

At the start of August, 30,548 renewal forms were sent to occupational therapists and 15,526 renewal forms to practitioner psychologists. As at 1 September 2009 11,376 renewal forms had been returned to HPC from occupational therapists and 3,662 from practitioner psychologists.

The department has continued to work with the Communications Department to improve the renewal forms return rate and during the period representatives from both departments met with the The British Psychological Society and The College of Occupational Therapists.

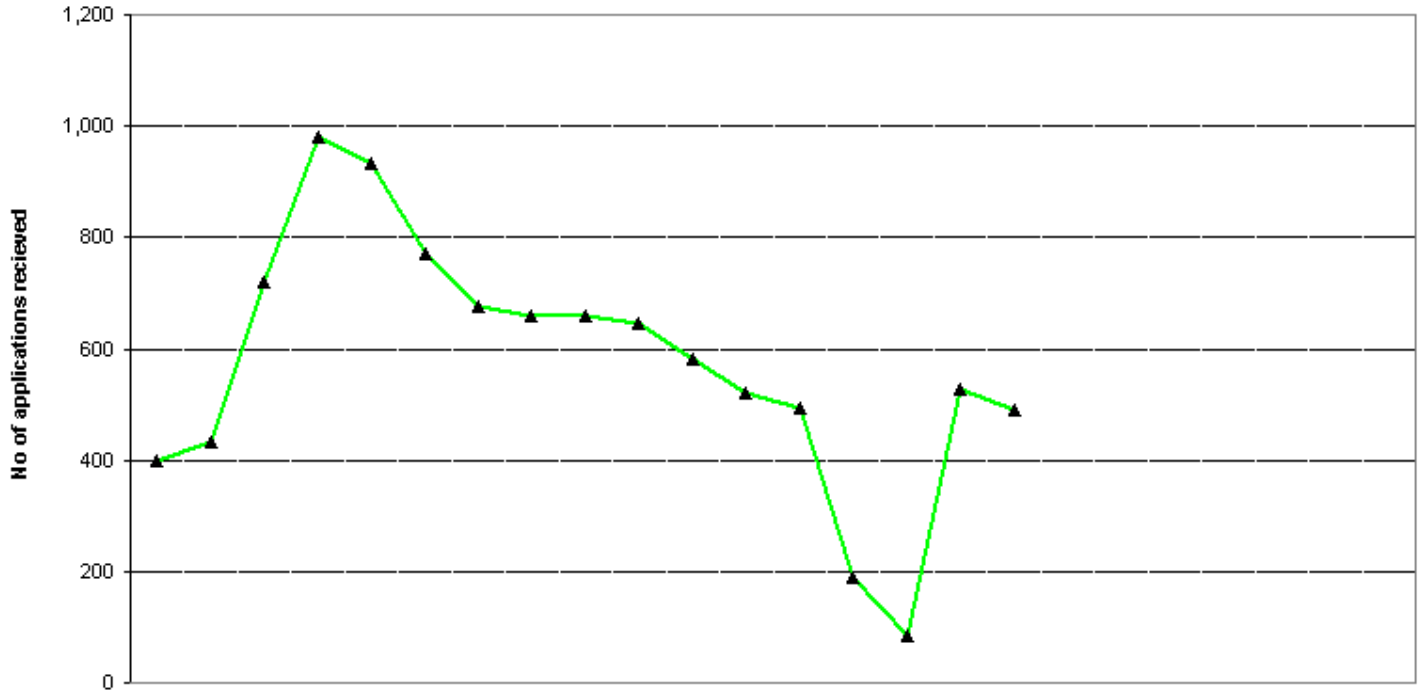
Health Professions Council | **International Registrations April 2008 - March 2010** | **Registration Department**



	2008									2009			2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	0	0	2	0	0	1	2	0	0	0	0	1	0	0	0	0	0								3	6	8	6	0
Bio. scientists	19	16	15	17	21	22	16	22	16	28	14	30	8	18	20	14	11								417	439	231	236	71
CI scientists	1	0	3	4	5	1	4	3	1	2	3	1	1	4	3	1	0								26	35	30	28	9
Chirops/ pods	1	4	2	1	6	1	4	2	2	0	3	1	0	0	2	0	6								25	37	39	27	8
Dietitians	2	1	2	17	7	9	16	7	3	3	14	16	7	6	5	16	9								93	138	94	97	43
OTs	23	28	17	24	19	8	8	41	24	28	28	35	32	29	14	32	16								615	509	302	283	123
ODPs	0	1	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0								6	7	5	2	3
Orthoptists	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0								3	3	4	3	0
Paramedics	0	0	2	1	1	1	0	5	5	1	3	3	2	1	6	0	0								6	16	14	22	9
Physiotherapists	8	134	61	31	32	45	51	74	51	28	50	43	12	113	46	39	38								1,193	985	567	608	248
Pract Psychos *																0	1												1
Prosth/orthotists	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0								6	4	6	3	1
Radiographers	31	15	33	22	19	26	33	42	29	25	7	54	31	28	26	21	11								496	820	428	336	117
SLTs	8	10	6	4	7	5	15	11	6	7	13	13	9	9	15	11	4								218	173	134	105	48
Total	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96								3,107	3,172	1,862	1,756	681

*** Practitioner psychologists section of register opened 1st July 2009**

Health Professions Council | **Status of UK applications at end of each month April 2008 - March 2010** | **Registration Department**



	2008									2009			2010											2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Minimum info	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475	487								477	279	302	632	331
At scrutiny	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50	2								33	84	51	31	24
Pending reg fee	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1	2								2	28	6	2	2
Total	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526	491								512	391	359	665	357
																									AVERAGE				

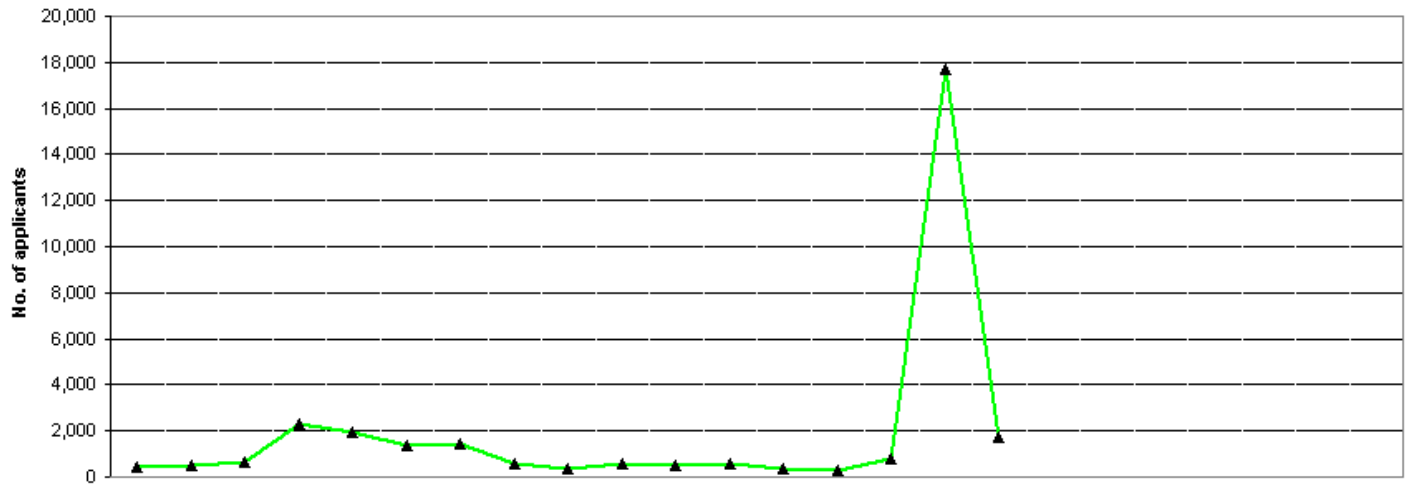
NOTE: Information covers UK applications only

Represents the current workload within the UK section as at the end of the month

Health Professions Council

New UK Applications Received April 2008 - March 2010

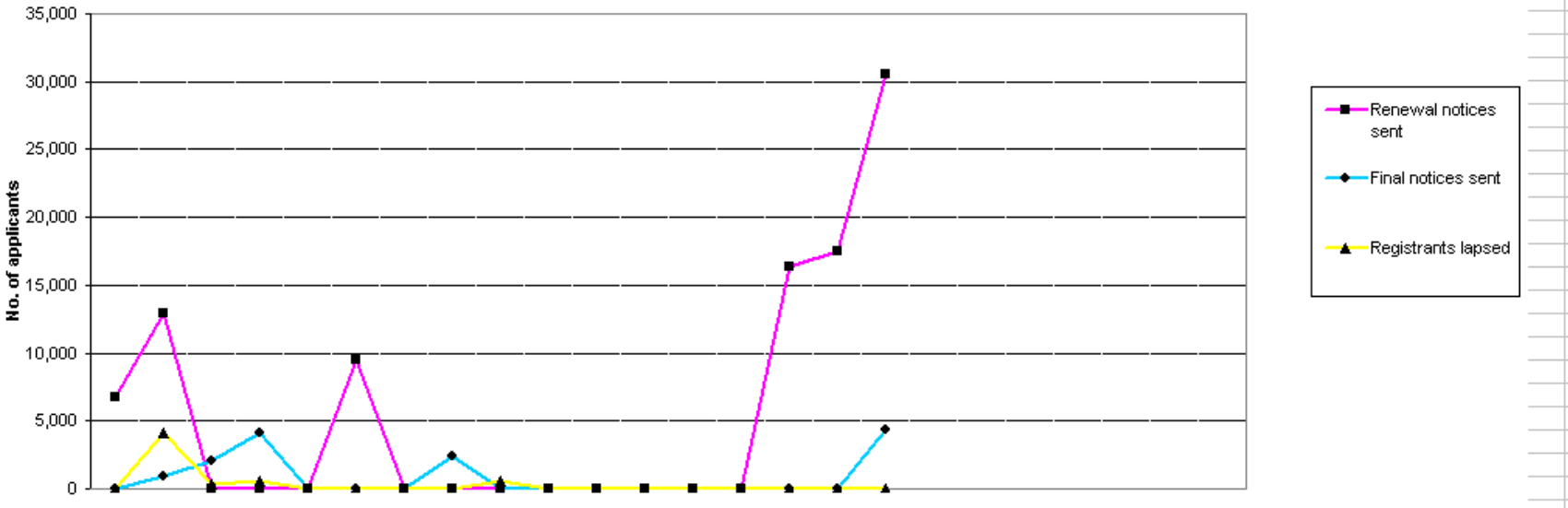
Registration Department



	2008									2009											2010			2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22	35								234	184	170	235	116
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93	106								912	690	689	836	333
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144	89								155	145	167	282	302
CI Scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12	18								399	341	415	469	78
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151	60								367	331	359	452	289
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318	356								1,544	1,327	1,321	1,873	860
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16	61								754	668	804	636	136
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12	11								34	41	41	106	24
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110	83								1,247	807	931	1,517	433
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670	469								2,051	2,120	2,276	2,531	1,413
Pract psychos*																15,564	68												15,632
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1	3								46	32	35	51	7
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480	217								1,008	1,051	1,108	1,377	946
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111	162								746	582	655	834	338
Total	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704	1,738								9,497	8,319	8,971	11,199	20,907

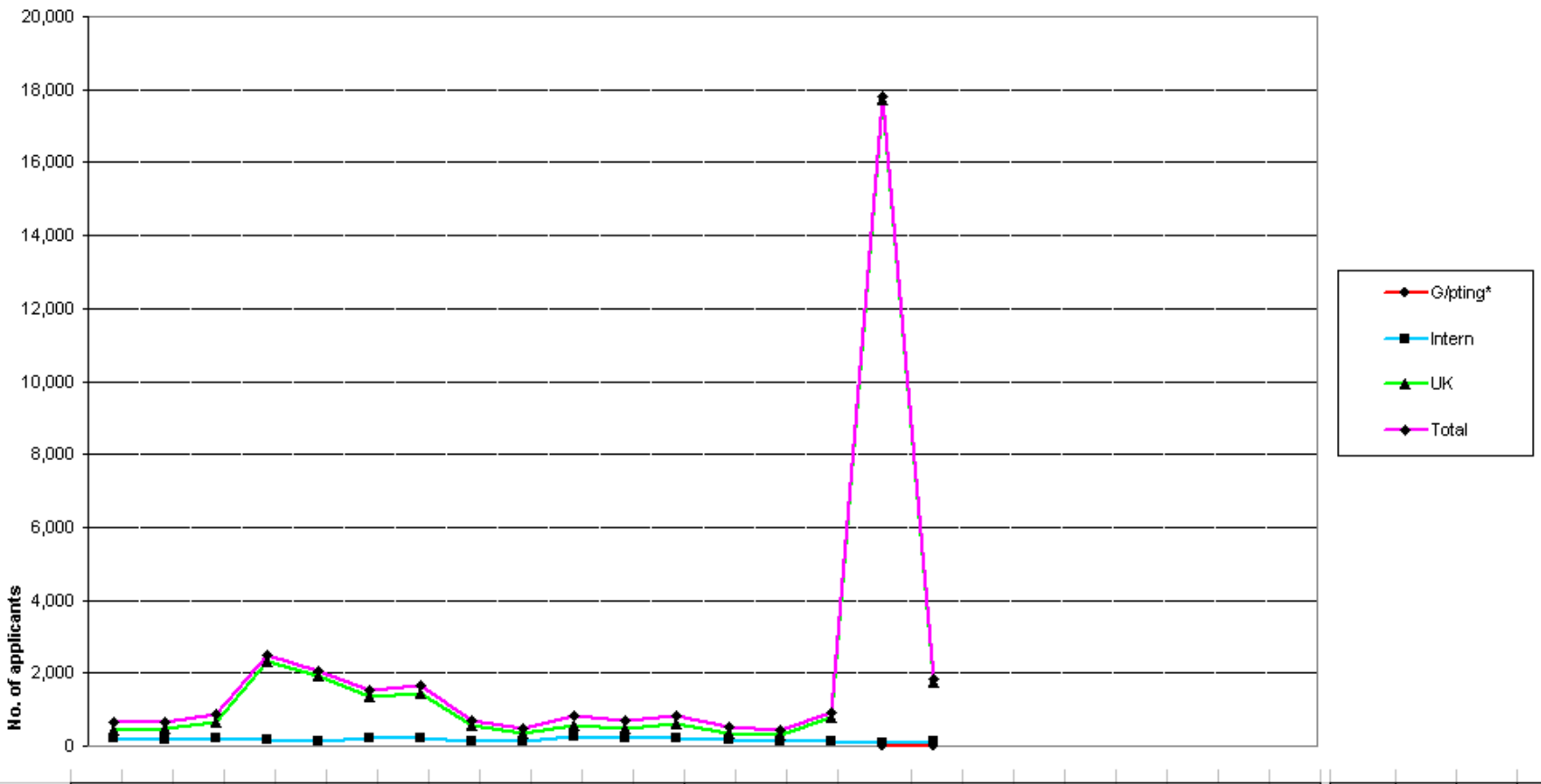
*** Practitioner psychologists section of register opened 1st July 2009**

Health Professions Council | **Renewal Information April 2008 - March 2010** | **Registration Department**



	2008									2009											2010			17,552	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Renewal notices sent	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552	30,548								142,363	27,711	153,982	29,138	64,509
Final notices sent	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	4,391								36,261	25,909	50,531	9,546	4,391
Total	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552	34,939								178,624	53,620	204,513	38,684	68,900
Registrants lapsed	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0	0								9,448	5,388	8,885	5,550	0

Health Professions Council — **Application Types Received April 2008 - March 2010** — **Registration Department**

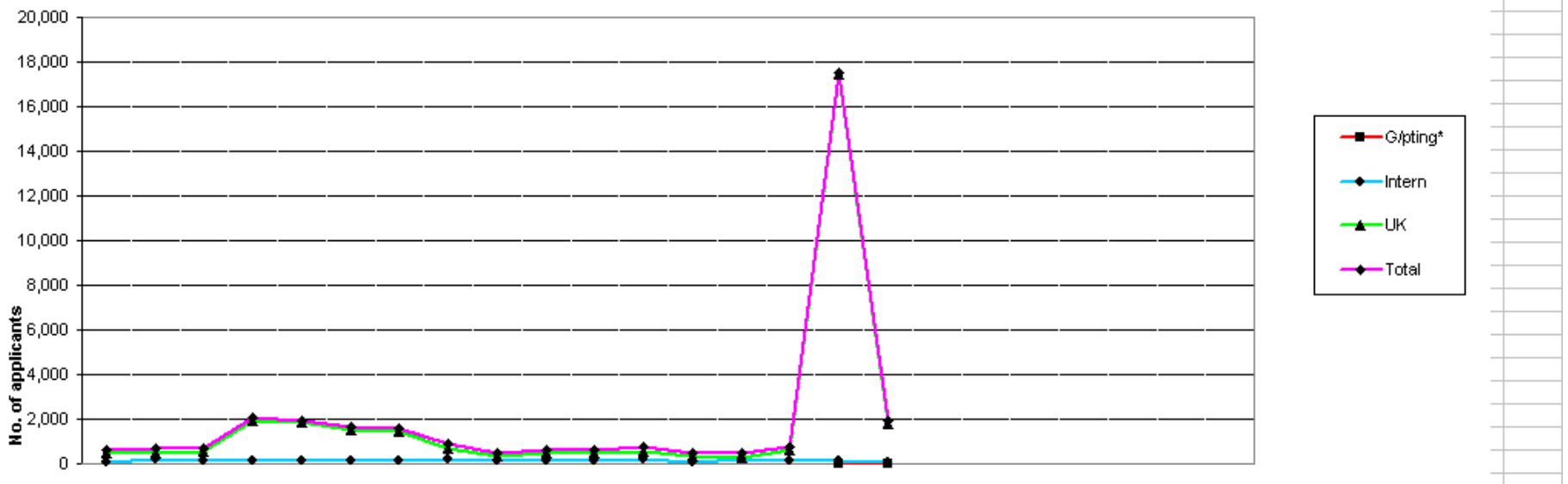


Apps	2008									2009											2010			2005/6	2006/7	2007/8	2008/9	09/10
Received	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
G/pting*																1	8								2,479	20	0	0	9
Intern	213	157	222	157	134	205	229	145	122	258	218	230	168	114	139	85	111								4,626	3,504	2,300	2,290	617
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704	1,738								9,497	8,319	8,971	11,199	20,907
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	533	424	929	17,790	1,857								16,602	11,843	11,271	13,489	21,533

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

*** No grandparenting applications until practitioner psychologists section of register opened 1st July 2009**

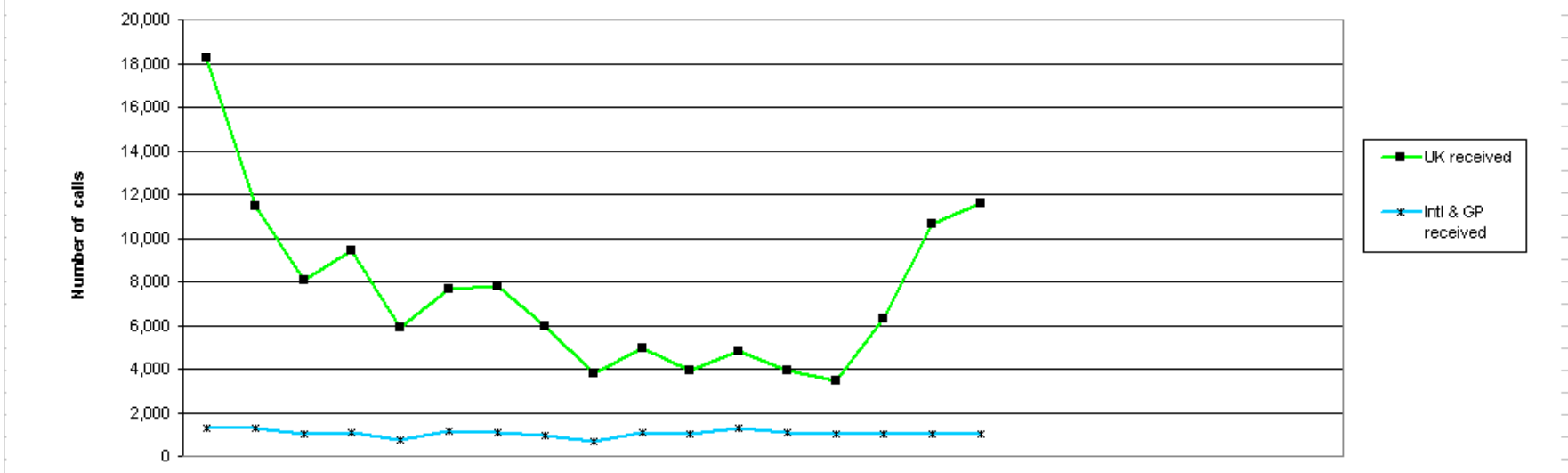
Health Professions Council | **New Registrants April 2008 - March 2010** | **Registration Department**



	2008									2009										2010			2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
G/pting *																0	2								2,295	283	9	0	2
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96								3,107	3,172	1,862	1,756	681
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	17,415	1,802								9,474	8,870	8,355	10,774	20,433
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	17,549	1,900								14,876	12,325	10,226	12,530	21,116

*** No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009**

Health Professions Council | **Registration Telephone Information April 2008 - March 2010** | **Registration Department**



	2008									2009			2010											2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Intl & GP																													
Intl & GP received	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	1,054	1,046	1,044	999	1,010								40,070	19,612	14,428	12,732	5,153
Answered	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,699	981	995								33,467	17,896	13,388	11,397	5,666
Calls answered (%)	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98	98	99								84	92	93	90	97
Adandoned	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23	18	15								6,627	1,716	1,040	1,335	165
Avg answer time (se	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15	18	20								25	14	13	36	20
Avg talk time (min)	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24	3.43	3.14	3.11	3.16	3.17	3.14								2.32	2.64	2.79	3.25	3.14
UK																													
UK received	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918	4,822	3,912	3,476	6,334	10,658	11,570								70,233	72,488	123,967	92,018	35,950
Answered	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889	4,766	3,896	3,457	6,308	10,478	11,301								50,518	67,493	91,923	78,293	35,440
Calls answered (%)	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99	99	98								70	93	79	92	99
Adandoned	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26	180	269								10,719	6,335	32,034	13,725	510
Avg answer time (se	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12	21	26								64	45	102	85	17
Avg talk time (min)	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41	2.48	2.43	2.49	2.25	2.18	2.26								1.78	2.16	2.65	2.58	2.32

HPC Major Projects Sept FY 2009/10 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	▪ Project closed
MP24	Stannary street	▪ Final invoice has been received, project closed
MP34	Online Applications and Renewals Phase 1	▪ Leased line is due to be installed on 5th September ▪ UAT has progressed well however a number of additional requirements have been identified which has required the period to be extended ▪ Issues with the infrastructure build have also been encountered ▪ The combined result of these issues has led to the project being required to be extended by 6 weeks. ▪ Roll date to be extended to November, project closure to be extended to December

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	Project closed
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	G ⇨
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N		31/01/08 10/03/08	Project 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 15/11/09	R ⇩
MP31	2a	Vetting and Barring Scheme Phase 1 – applicants	Operational and technology changes to comply with the requirements of the Independent Safeguarding Authority protecting children and vulnerable adults	Marc Seale	Kelly Johnson	Y	Y	N	£15(C) £28(O)	30/09/10	G ⇨
MP35	2c	Registration fee changes 2011	Implementation of updated fees	Marc Seale	Gary Butler	Y	Y	N	£8 (O)	30/04/10	G ⇨

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

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	Y	Y	N	£134(C) £11 (O)	30/04/09	G
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	G
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 Sept 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.

22-26 Stannary Street Building Project

The Phase 2 Project is progressing well and it is anticipated that the building will be handed over on 7 September, 3 weeks ahead of the Contracted date.
The new furniture will be installed on 14 September and the space will be occupied by Policy and Project Management from 15 September. The Cost Consultants report that the project is on budget.

We now have a signed agreement from the contractors responsible for Phase 1 agreeing to the final account. A final sum of £30,368.12 is due once all outstanding snagging items have been signed off as completed to the satisfaction of HPC's Architects.

Other building works

Following a burglary on 2 August when HPC lost 5 laptop computers, additional access control points will be installed within the premises, with installation expected early in October 2009.

The replacement boiler to Park House has been installed and commissioned along with the replacement windows to the Park House Kitchen.

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 ongoing

The HR Employees processes have been audited and are being refreshed. Information Security arrangements are being evaluated in light of the Poynter Review.

The Finance department will audited in September.

Analysis of Feedback and Customer Service are continuing on a monthly basis.

Mapping Facilities processes in greater detail is continuing.

Mapping Communications processes in greater detail is continuing.

QMS process updates
Information Security parameters are being evaluated to match ISO27001 and CISMP as best practice.

Finance department processes are being reviewed by Gary Butler, prior to any changes.

Information Risk training materials have been obtained from "Banking" contacts. These are be used as part of the induction process for new employees. Further material is under development.

BSI Audit
Risk management, outsourced suppliers and Information Technology are now automatically included in all organisations Quality Management System's scope.

The next audit by BSI will be on 22nd October 2009. This will include Communications, Customer Service, Finance and Grandparenting.

Business Continuity
Updated contact details for the Business Continuity Plan are being circulated to those on the circulation list. Low level plans around pandemic response have been prepared.

Information & Data Management
Continued planning is taking place around integration of all intranet based information sources, Springfield, QMS and "Intranet" in conjunction with Tony Glazier in Communications.

Archive relocation – awaiting finalisation of insurance cover for the archived materials in transit. This is dependant on the outcome of our Poynter response document. An audit of part of the archive is taking place, to improve document security.

Tom Berrie has produced a document on the ethical aspects of CPSM's work. This is being validated before publication.

Risk Register
Risk owners have completed updates to the Risk Register. The latest version is published this month.

Further detail has been added to clarify some risks.