

Operations Report to Finance & Resources Committee, 6th September 2010

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Registration Department – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 July to 31 July 2010.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 July to 31 July 2010 the team answered a total of 9,205 telephone calls which is 204 more than the same period two years ago.

ii) International Telephone Calls - During the period from 1 July to 31 July 2010 the team answered a total of 1,499 telephone calls which is 518 more than the same period last year.

b) Application Processing

i) UK Applications - A total of 1980 new applications were received during this period and 1,720 individuals were registered, which is 420 less than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) International Applications - A total of 246 new international applications were received in this period and 130 individuals were registered which is 4 less than the same period last year.

iii) Grandparenting Applications – A total of 6 new grandparenting applications were received in this period and 14 individuals were registered.

c) Emails

i) UK Emails - The team received approximately 100 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

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

d) Continuing Professional Development (CPD) Audit Assessment days continued to be held during this period.

e) Registration Renewals

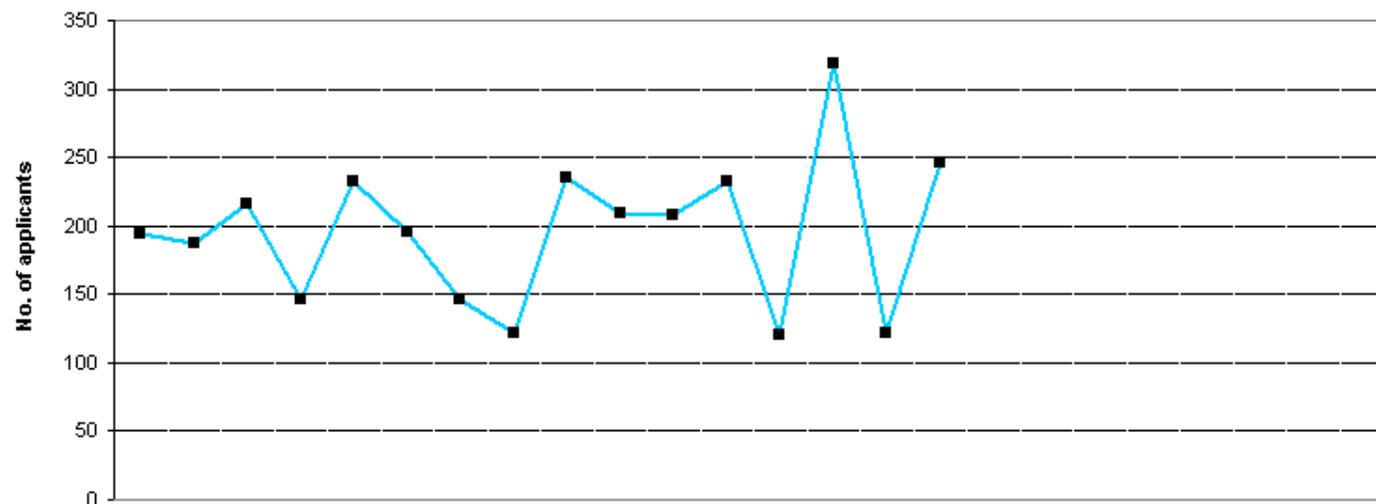
At the start of May 2010, 1,573 renewal forms were sent to hearing aid dispensers. A total of 96.7% successfully renewed their registration for the next two-year cycle with 57% renewing online.

At the start of May 2010, 12,878 renewal forms were sent to chiropodists / podiatrists. This year a record total of 96.1% successfully renewed their registration for the next two-year cycle, which is an improvement of 3.4% compared to the last renewal period. A total of 6,226 registrants renewed online which represents 48% of those registrants invited to renew their registration.

2) Resource

a) Employees

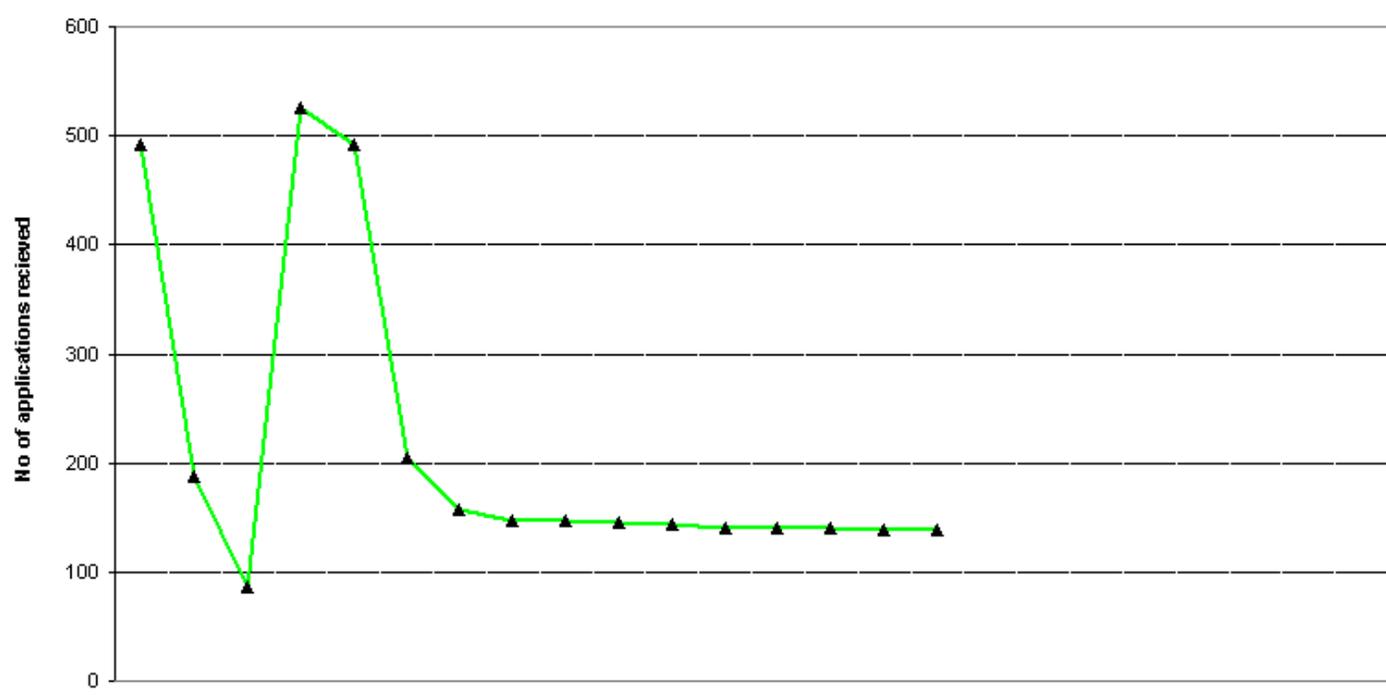
The department is operating within the budgeted headcount.



	2009			2010									2011			2008/9 FYE	09/10 FYE	10/11 YTD													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun				Jul												
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3	4							16	12	9						
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14	31									307	290	90				
Chirops/ Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0	3										23	34	12			
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4	7											50	61	22		
Dietitians hearing aid dispens+	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7	16											132	137	48		
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14	29												404	340	117	
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2	0	2												8	10	4	
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0												3	1	1	
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3	6												46	50	16	
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38	70												774	745	236	
Pract psychs*				2	11	13	13	16	28	22	21	30	14	27	14	24														211	79
Prostn/Ortnotist	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0													9	3	1
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17	43													364	312	128
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6	11													154	173	42
Total	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246													2,290	2,379	805

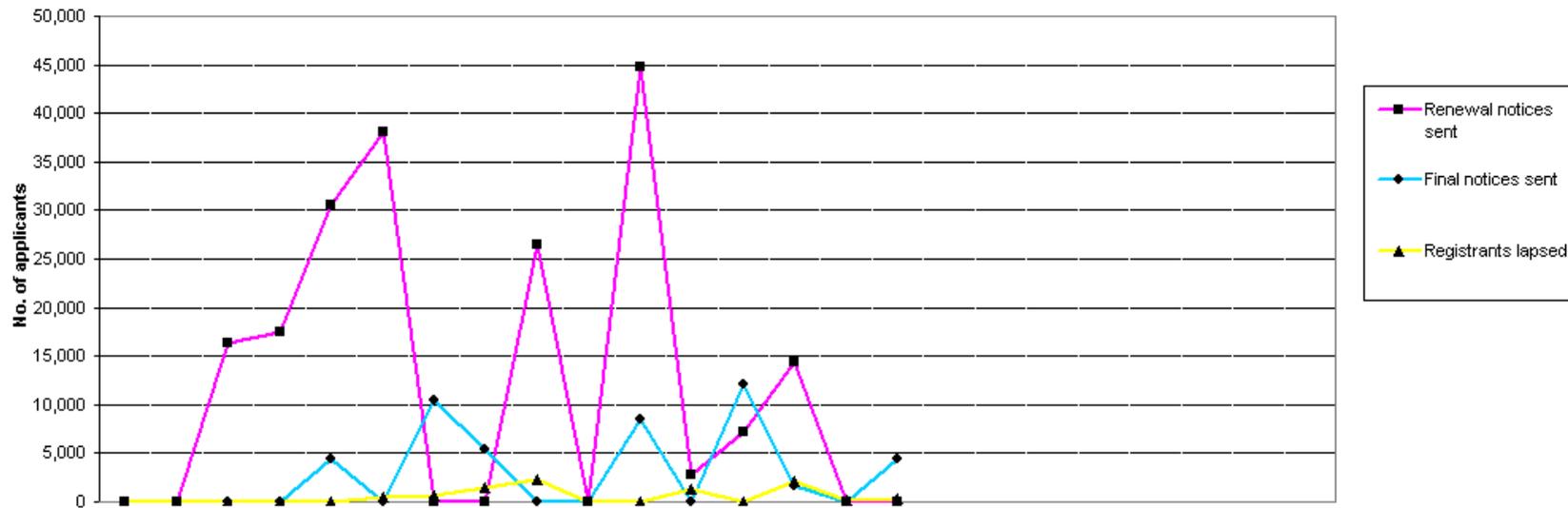
All received applications, including those that may subsequently be returned, rejected or withdrawn.

* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010

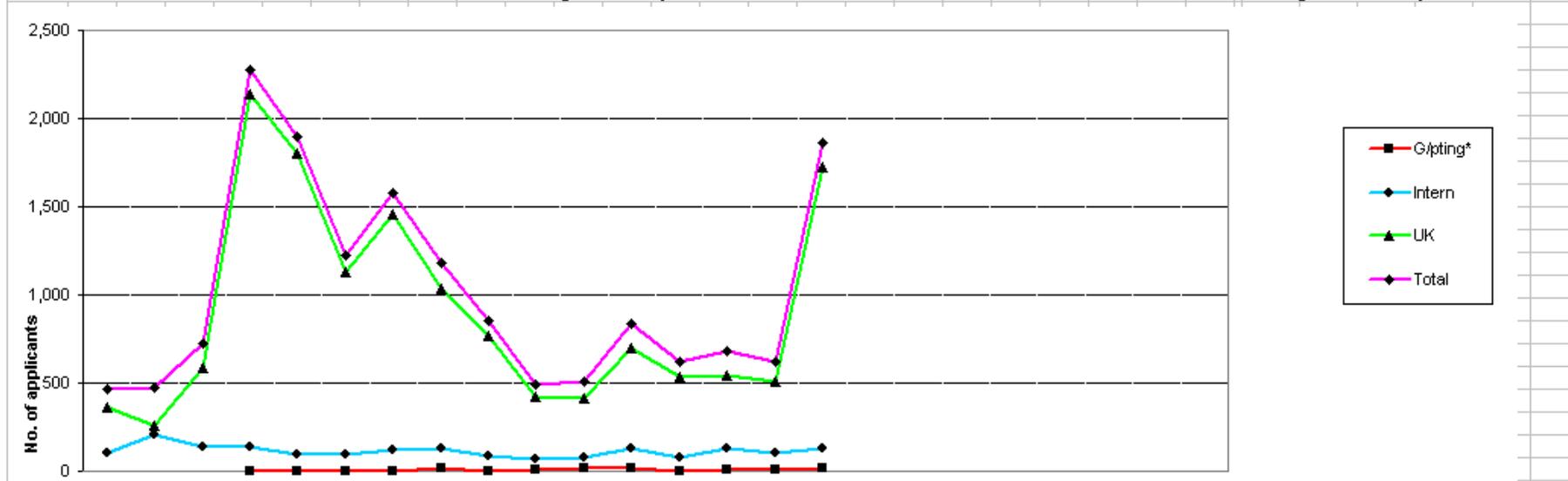


	2009			2010									2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD					
Minimum info	471	152	70	475	487	202	156	145	145	144	141	139	138	139	136	136									477	279	302	632	227	137					
At scrutiny	17	35	15	50	2	1	1	1	1	1	1	1	1	1	1	1									33	84	51	31	11	1					
Pending reg fee	4	1	1	1	2	2	1	1	1	1	1	1	1	1	1	1									2	28	6	2	1	1					
Total	492	188	86	526	491	205	158	147	147	146	143	141	140	141	138	138									512	391	359	665	239	139					
AVERAGE																																			

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

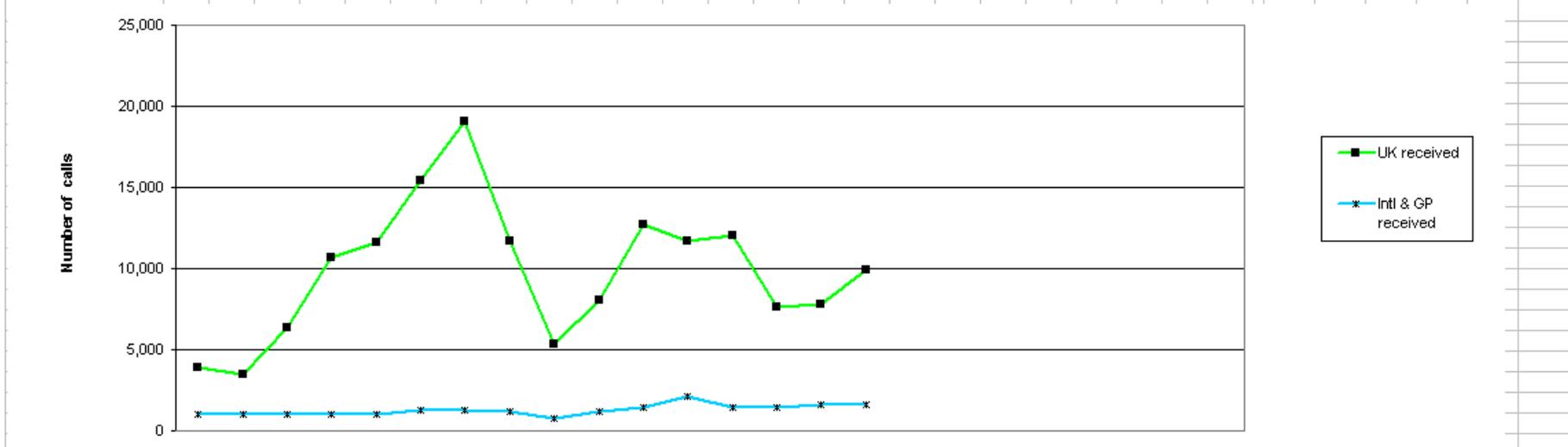


	2009			2010												2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11																								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD																		
Renewal notices sent	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451	0	0															142,363	27,711	153,982	29,138	176,570	21,616												
Final notices sent	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0	12,116	1,700	0	4,335																					36,261	25,909	50,531	9,546	28,683	18,151						
Total	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	4,043	19,281	18,355	162	4,335																						178,624	53,620	204,513	38,684	205,253	39,767					
Registrants lapsed	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204	162	315																											9,448	5,388	8,885	5,550	6,259	2,681



	2009			2010												2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	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	YTD	
G/ptin g*				0	2	2	2	15	2	8	17	15	4	5	7	14										2,295	283	9	0	63	30
Intern	102	210	139	134	96	96	119	128	86	67	81	129	80	131	104	130										3,107	3,172	1,862	1,756	1,387	445
UK	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511	1,720										9,474	8,870	8,355	10,774	11,069	3,308
Total	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	622	1,864										14,876	12,325	10,226	12,530	12,519	3,783

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



	2009			2010									2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11									
	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	YTD
Intl & GP																														
Intl & GP received	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	1,211	1,419	2,130	1,471	1,438	1,651	1,584									40,070	19,612	14,428	12,732	14,348	6,144
Answered	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157	1,321	1,883	1,347	1,371	1,551	1,499									33,467	17,896	13,388	11,397	14,185	5,768
Calls answered (%)	96	94	98	98	99	96	94	92	94	96	93	88	92	95	94	95									84	92	93	90	95	94
Adandoned	45	64	23	18	15	52	77	96	52	54	98	247	124	42	100	85									6,627	1,716	1,040	1,335	841	351
Avg answer time (sec)	24	21	15	18	20	34	44	54	42	34	52	75	65	56	50	50									25	14	13	36	36	55
Avg talk time (min)	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	3.41	3.44	3.49	3.49									2.32	2.64	2.79	3.25	3.18	3.46
UK																														
UK received	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329	8,034	12,693	11,653	12,034	7,611	7,782	9,883									70,233	72,488	123,967	92,018	119,887	37,310
Answered	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	11,081	7,256	7,352	9,205									50,518	67,493	91,923	78,293	111,573	34,894
Calls answered (%)	99	99	99	99	98	92	84	87	96	97	94	93	92	95	95	93									70	93	79	92	95	94
Adandoned	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	953	355	430	678									10,719	6,335	32,034	13,725	8,314	2,416
Avg answer time (sec)	14	14	12	21	26	61	118	137	35	32	48	60	62	42	45	59									64	45	102	85	48	52
Avg talk time (min)	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	2.54	2.54	2.47	2.35									1.78	2.16	2.65	2.58	2.37	2.48

Project Management – Denis Risman

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP44	Vetting and Barring Scheme Phase 2 - registrants	Operational and technology changes to comply with the requirements of the Independent Safeguarding Authority protecting children and vulnerable adults	Kelly Johnson	Eve Seall	£7 (C)	March 2011	<ul style="list-style-type: none"> ▪ On 15 June 2010, Registration with the Vetting and Barring Scheme (VBS) will be halted to allow the government to remodel the scheme. ▪ Project Board will assess the situation in September after the Government announces revised Scheme. 	➡	➡
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	-	Aug 2011	Project plan prepared.	n/a	n/a

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
2010-08-23

Ver.
b

Dept/Cmte
OPT

Doc Type
DCB

Title
Projects Summary F&R 6 Sept

Status
Final
DD: None

Int. Aud.
Public
RD: None

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP36	FTP case management system Phase 2 - Build	Implementation of a single case management system for the FTP department	Marc Seale	Kelly Johnson	£62.3 (O) £563 (C)	Sept 2011	<ul style="list-style-type: none"> Project is progressing as planned. Workshops on requirements for SharePoint 2010, Charter Continuum as well as all related WS on architectural design have been concluded. We are reviewing functional specification documents for SharePoint, Continuum, architectural design documents and data migration strategy documents. The anticipated sign off date for all of these documents is at the end of September, which is also the end of Phase1 of the project. 	Green 	Green 
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	TBD	£337.75	April 2011	<ul style="list-style-type: none"> Project plan is being prepared and will be discussed on 10 Sept at the EMT away day. 	n/a	Green 

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Date	Ver.	Dept/Cmte	Doc Type	Title
2010-04-19	b	OPT	ADD	Project summary 27th April

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

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP45	Credit card automation	Review of credit card handling process to ensure compliance with PCI / DSS legislation	Marc Seale	Gary Butler	£50 (O)	March 2011	<ul style="list-style-type: none"> Project is in the initiation phase. Project Board is going to agree and decide which of the three presented solutions is the best for HPC. 	n/a	Green 
MP50	Net Regulate changes 2010-11	9 Net Regulate changes as approved through the Departmental project prioritisation process as well as EMT re-prioritisation on 6 July 2010.	TBD	TBD	£12.5 (O) £112 (C)	March 2011	<ul style="list-style-type: none"> Project is in the initiation phase. We have received the quote for the planned work from DSL and are in the process of reviewing it. We might potentially scale down the project as the quote is higher than our total allocated project budget. 	n/a	Green 

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HPC Major Projects 2010/11 Scorecard – To Initiate

No.	Project name	Project Description	Project Sponsor	Project Lead	10/11 Budget*	Project end date	Commentary	Prev status	Status
MP48	Registrant publication preferences	Process and technology change implementation project to store & use registrants' publication preferences e.g. Braille, Welsh, Audio etc	Greg Ross Sampson	Richard Houghton	£12.8 (O) £35 (C)		n/a		To initiate August 2010
MP49	Sharing information with the Electronic Staff Records scheme	Process and technology change implementation project to share publicly available registrant information with the NHS in England	Marc Seale	Greg Ross Sampson	£12.5 (O) £45 (C)		Postponed until further notice		To initiate <i>Sept 2010</i>
MP40	The Outcome to Modernising Scientific Careers	Potential opening of the register for a new profession /s	Marc Seale	TBD at initiation	-		Postponed		To initiate <i>March 2011</i> April 2012
MP41	Psychotherapists and Counsellors	Opening of the register for Psychotherapists and Counsellors	Marc Seale	TBD at initiation	-		Postponed		To initiate <i>March 2011</i> April 2012
MP42	Dance Therapists	Opening of the register for Dance Therapists	Marc Seale	TBD at initiation	-		Postponed		To initiate <i>March 2011</i> April 2012

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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 and Building Project Management.

Training

The Facilities Manager attended a course on Computer Aided Design (CAD) in August.

Building Refurbishments

In August 2010, the following works were carried out:

- Refurbishment of the toilets within Park House
- Remedial works to areas within Park House/20 Stannary Street showing evidence of damp penetration
- Redecoration of main staircase and traffic routes within Park House and 20 Stannary Street

All above took place out of office hours, minimising disruption to the business and stakeholders.

Access Control

The lift within Park House has now been successfully integrated within the access control system.

Health & Safety

Following 2 employees being referred to Occupational Health and recommendations from the same, replacement chairs have been sourced and installed.

Business Process Improvement – Roy Dunn

Human Resources

No changes.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. Education and HR, have been audited. The new archive has had a preliminary audit.

Updating the Quality Management System is ongoing, with controls provided by Lotus Notes database functions.

QMS process updates

All Information Technology processes were reviewed at a recent IT planning day. The new processes have been applied to the QMS. Fortunately IT were able to draft their own processes saving significant time. HR Partners are reviewing their processes over the summer.

BSI Audit

We will be working with a new external auditor from October 2010 after 6 years with Lisa Clarke. (This change may in fact be deferred).

Business continuity

No changes currently other than monthly list updates. Preparing to plan Communications exercise.

Information security management

Customisation for our cross organisation Information Security training solution are being designed.

ISO27001 back ground work is progressing.

Information & data management

QMS and HPC intranet integration. Post roll out changes have been designed and have been implemented by the developer.

BPI are looking at possible scanning and presentation systems to speed up CPD and International / Grandparenting assessment processes.

Risk Register

Specific risks around implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review" are being analysed. The next iteration of the general risk register is in preparation for presentation to the Audit Committee at the end of the summer.