

Operations Directorate

Report to Finance and Resources Committee
meeting 18 June 2013

Operations Report to Finance & Resources Committee, 18 June 2013
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1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 March to 31 May 2013 the team received a total of 30,697 telephone calls which is 11,321 more calls when compared to the same period two years ago and represents a 58% increase in call volumes. The Department answered 93% of calls received compared to 98% during the same period two years ago.

ii) International Telephone Calls - During the period from 1 March to 31 May 2013 the team received a total of 1,801 telephone calls which is 947 less than the same period last year and represents a 34% decrease in call volumes. The Department answered 91% of calls received compared to 94% during the same period last year.

b) Application Processing

i) UK Applications - A total of 1,941 new applications were received which is 634 more when compared to the same period last year and represents a 48% increase in UK application volumes. The Department registered 2,020 applications which is 792 more when compared to the same period last year and represents a 64% increase. The Department processed 100% of applications within our service standard of ten working days of receipt which is the same performance achieved during the same period last year.

The Department processed 100% of readmission applications within our service standard of ten working days of receipt which is the same performance achieved during the same period last year.

ii) International Applications - A total of 805 new applications were received which is 135 less when compared to the same period last year and represents a 14% decrease in international application volumes. The Department registered 530 applications which is 87

more when compared to the same period last year and represents a 20% increase. The current median time to make an initial decision from receipt of an international application is 60 working days and 41 working days for EEA applications.

iii) Grandparenting Applications – A total of 11 grandparenting applications were registered which is 4 less than the same period last year and represents a 27% decrease.

c) Emails

i) UK Emails - The team received approximately 170 emails per day which is 70 more than the same period two years ago and represents a 70% increase in UK email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time and compares to one day response time which is the performance achieved during the same period two years ago.

ii) International Emails - The team received approximately 12 emails per day which is 3 more than the same period last year and represents a 25% increase in international email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time which is the same response performance achieved when compared to the same period last year.

d) Continuing Professional Development (CPD) Audit

There was one CPD assessment day held during this period and there were two CPD assessor training days held for new registration assessors.

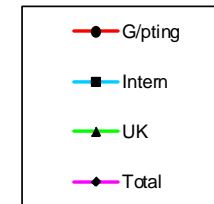
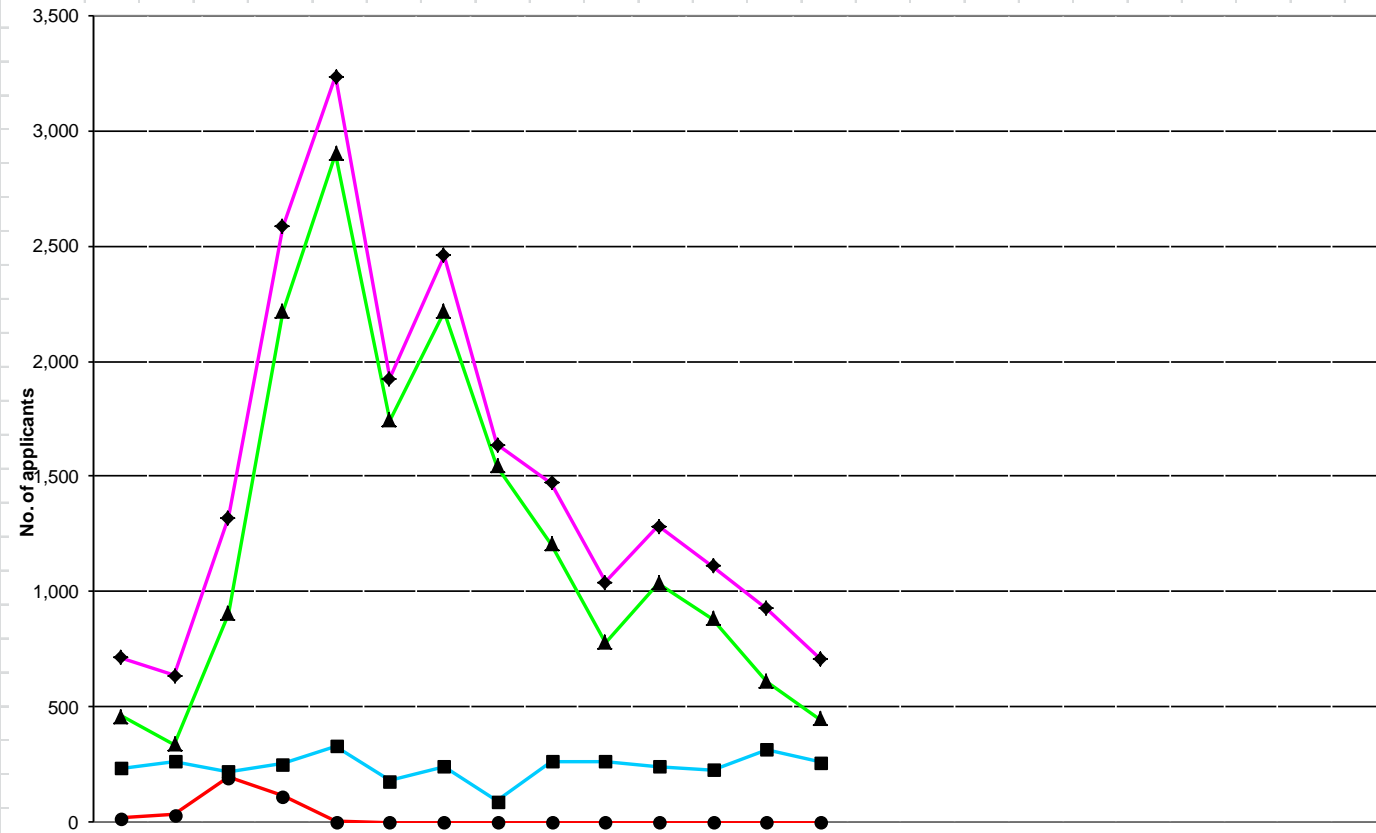
e) Registration Renewals

At the start of March 2013 19,293 practitioner psychologists were invited to renew their registration. This year a record total of 96.3% successfully renewed their registration for the next two- year cycle, which is an improvement of 2.8% compared to the last renewal period.

2. Resource

a) Employees

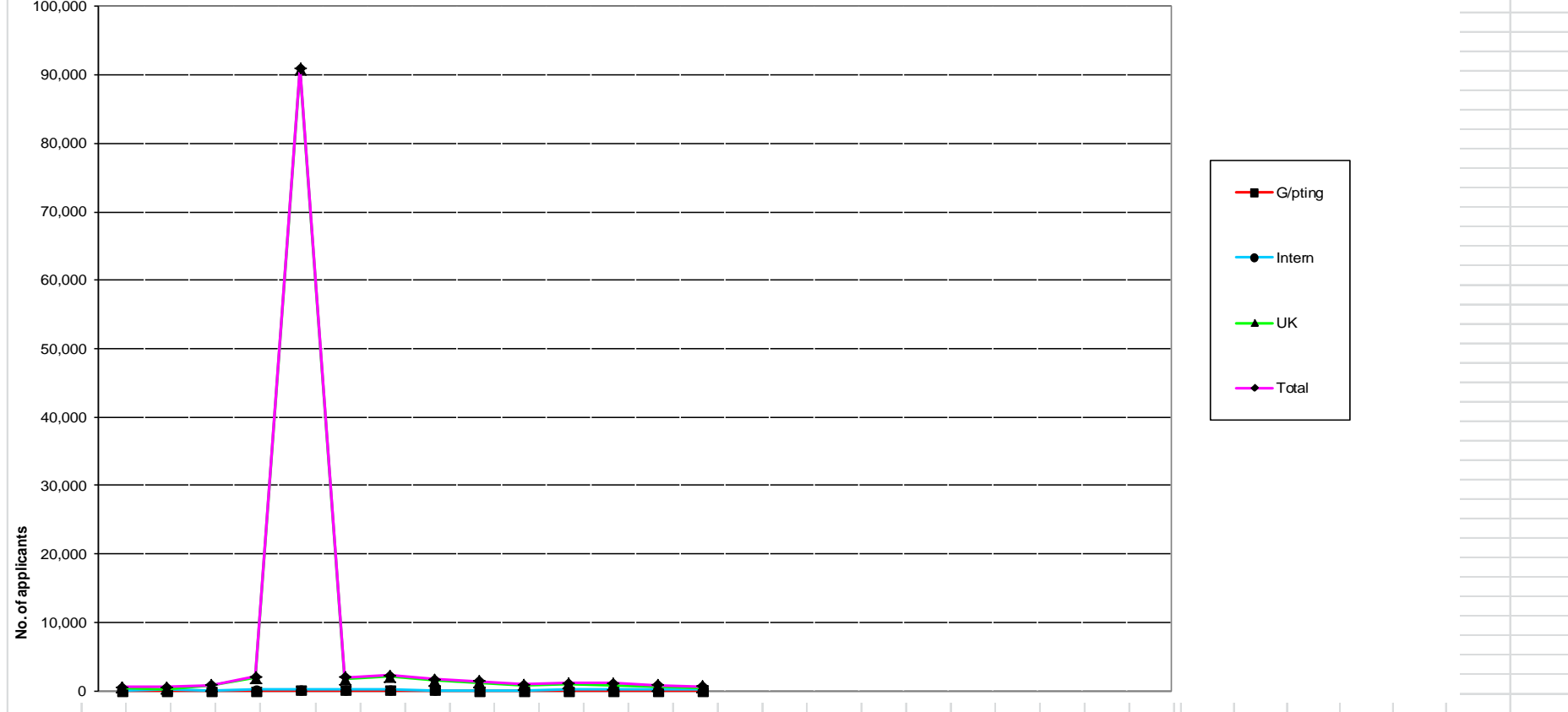
The Registration Department workplan for 2013 – 14 forecasted the need for a registration team of 44 full time employees. To support this on the 13 May 2013 the Department moved from operating with four teams to five smaller teams with a better ratio of Customer Services Managers to team members, which will facilitate better people development support through improved training, coaching and regular 1 to 1's. The Department is operating within the budgeted headcount



Apps Received	2012			2013												2014									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
G/pting	18	35	195	115	5	0	0	0	1	0	0	0	0	0											
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261											
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448											
Total	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110	927	709											

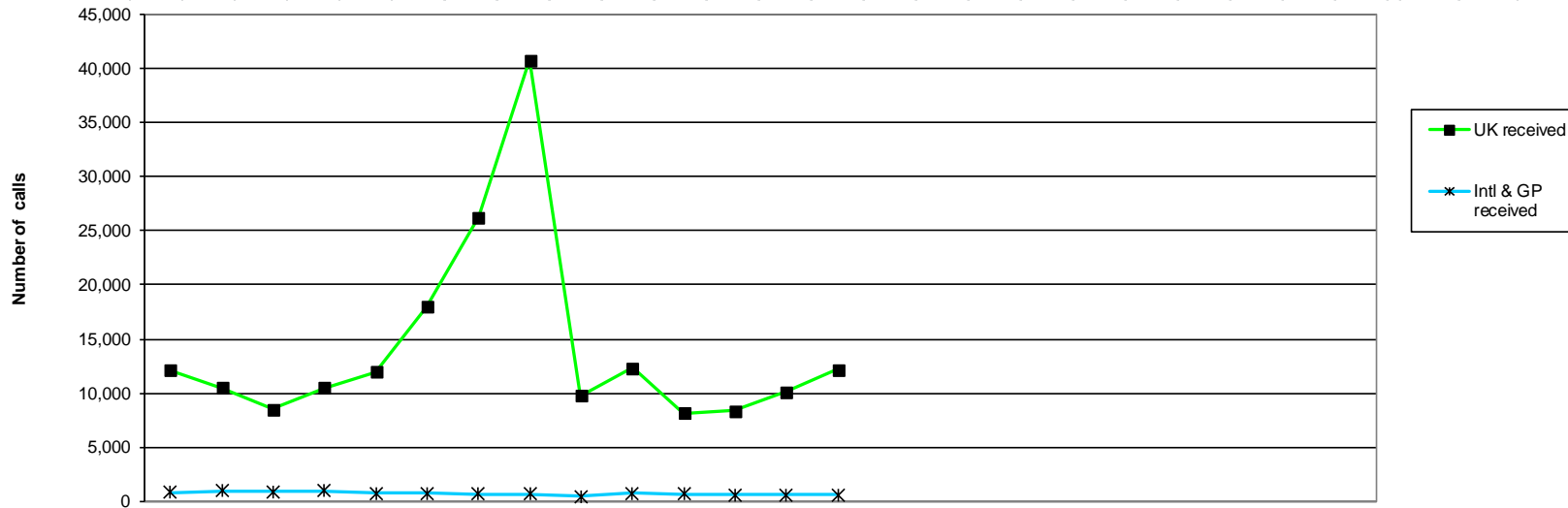
2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	369	93	170	142	369	0
2,300	2,290	2,324	2,597	2,504	2,822	577
8,971	11,084	12,037	13,684	11,353	16,233	1,059
11,271	13,743	14,454	16,451	13,999	19,424	1,636

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



	2012			2013									2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14									
	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
G/pting	8	9	13	11	46	44	51	33	22	14	7	7	3	1											9	0	63	96	65	265	4
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202											1,862	1,756	1,444	1,701	1,389	1,758	337
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463											8,355	10,774	11,069	11,122	10,675	103,346	1,150
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666											10,226	12,530	12,576	12,919	12,129	105,369	1,491

* The inflated figure for UK for August includes the new SW's added on the 1st August 2012












	2012			2013									2014			2008/9	09/10	10/11	11/12	12/13	13/14									
	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	833	963	896	954	737	723	707	685	488	766	638	590	591	620											12,732	14,348	16,702	12,886	8,980	1,210
Answered	794	877	848	914	675	705	682	662	450	697	587	545	542	561											11,397	14,185	15,969	12,137	8,436	1,100
Calls answered (%)	95	91	95	96	92	98	96	97	92	91	92	92	92	90											90	95	96	94	94	91
Abandoned	39	86	48	40	62	18	25	23	38	69	51	45	38	63											1,335	841	712	749	544	100
Avg answer time (sec)	52	46	59	42	54	32	35	46	82	82	74	31	60	55											36	36	41	49	53	58
Avg talk time (min)	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	4.08	4.09	3.49											3.25	3.18	3.41	3.29	3.85	3.79
UK																														
UK received	12,099	10,481	8,533	10,516	11,965	17,941	26,254	40,761	9,757	12,333	8,138	8,369	10,151	12,177											92,018	119,887	86,890	114,847	177,147	22,328
Answered	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	11,173	7,715	8,033	9,421	10,968											78,293	111,573	83,218	109,818	157,334	20,389
Calls answered (%)	93	94	94	95	95	96	92	72	93	91	95	96	93	90											92	95	96	96	92	92
Abandoned	817	590	534	469	617	667	2,065	11,424	716	1,155	423	336	730	1,209											13,725	8,314	3,652	5,029	19,813	1,939
Avg answer time (sec)	51	28	55	39	42	34	61	279	63	77	47	64	55	82											85	48	36	38	70	69
Avg talk time (min)	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	3.20	3.21	3.15	3.10	3.11											2.58	2.37	2.47	2.61	3.28	3.11

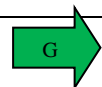
Major Projects: Ms Claire Reed



HCPC Major Projects 2013-14 Scorecard

Finance & Resources Committee 18th June 2013

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP54	New Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in the Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	Dec 2012 Jan 2013	<ul style="list-style-type: none"> ▪ Project End Report agreed by EMT in March 2013. ▪ Project now closed 		Closed
MP57	NetRegulate Changes 2011/12	Implementation of the following Net Regulate changes: 1) Automatic refund process for deregistered registrants; 2) Automation of the Registrant Balance report;	Tim Moore	Charlotte Milner	Oct 2012 Aug 2012 Nov 2012 Jan 2013	<ul style="list-style-type: none"> ▪ Lessons Learned workshop completed ▪ Project End Report agreed by EMT in May 2013. ▪ Project now closed 		Closed
MP62	Automated Re-admissions	Technology and process changes to allow readmissions forms to be processed through DocXP (Increased Equality & Diversity scanning ability from NetReg 2013 project has been moved into scope of this project)	Greg Ross-Sampson	Richard Houghton	Dec 2012 Jan 2013	<ul style="list-style-type: none"> ▪ Lessons Learned workshop completed ▪ Project End Report agreed by EMT in March 2013. ▪ Project now closed 		Closed
MP63	HR & Partners Systems and Process Review	Review of all HR & Partner department systems and processes	Marc Seale	Teresa Haskins	Dec 2013	<ul style="list-style-type: none"> ▪ Business Analysis 'As-Is' stage workshops complete and report complete ▪ Best practice research complete ▪ Work Order 2 for 'To-Be' stage signed ▪ 'To-Be' stage workshops ongoing ▪ HCPC Partner related systems X-Project Working Group established and meetings ongoing ▪ Revision of Project Plan dictates likely need to request project extension. Exception Report to be submitted to EMT in due course once timescales confirmed 		
MP65	Web	Improvements to website and	Jacqueline	Tony Glazier	Jun 2013	<ul style="list-style-type: none"> ▪ Changes to intranet and internet deployed to test 		

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
	Deployments	intranet	Ladds			<p>and testing completed</p> <ul style="list-style-type: none"> All changes deployed to live Project End Report scheduled for presentation to EMT June 		
MP67	NetReg Changes 2013	Implementation of 16 Net Regulate changes	Tim Moore	Charlotte Milner	Jan 2014	<ul style="list-style-type: none"> Project Initiation documents agreed by EMT in April A total of 16 changes including the Security Encryption change included in scope Budgetary estimates received for all changes NetRegulate Programme-wide plan developed 4 deployments expected (June, Jul, Sept and Nov) First deployment testing ongoing. Now scheduled to go live 8 June Second deployment development work ongoing and due to commence testing in June 	N/A	
MP68	Annotation of the Register	Annotation of the Register	Michael Guthrie	Richard Houghton	Sept 2014	<ul style="list-style-type: none"> Project Initiation documents agreed by EMT in May Requirements identified Budgetary estimates received for all changes Decision made to include into scope future annotation requirement of Podiatric Surgery Possibility that legislation delay may mean that project go live date is rescheduled EnergySys and Purple have commenced technology development. NetRegulate testing due to commence 11 June Website and app to deliver into test environment approx. 20 June 	N/A	
MP69	Professional Indemnity	Operationalising requirements for registrants to have professional indemnity	Marc Seale	Louise Hart	Apr 2014	<ul style="list-style-type: none"> Project Initiation documents agreed by EMT in April Requirements identified 		



No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
		insurance and 1 DocXP change				<ul style="list-style-type: none"> ▪ Budgetary estimates received for all changes ▪ Communications Plan to be drafted ▪ HCPC consultation being prepared. Scheduled to commence 10 June ▪ Engagement with professional bodies ongoing 	N/A	
MP70	186 Kennington Park Road Redevelopment	Planning for 186 Kennington Park Road redevelopment	Marc Seale	Steve Hall	Nov 2014	<ul style="list-style-type: none"> ▪ Project Initiation documents agreed by EMT in March ▪ Revised design and cost models developed after initial pre-planning meeting with Local Authority ▪ Architects finalising initial designs and Cost Consultants finalising initial cost model ▪ Additional pre-planning meeting with Local Authority planned for June ▪ Communications planning ongoing ▪ Project Plan review ongoing ▪ Exception Report for EMT's attention will be required to extend project end date and budget phasing once Project Plan review is complete ▪ HCPC reviewing funding options ▪ Procurement Strategy agreed. Procurement for Client Advisor and Services Survey to commence ▪ Contract with Architect in negotiation ▪ Statement of Need and other Stage A and B reports in development 	N/A	
MP71	Fees Review	Consideration of current Registrant fees and making any changes that may be agreed	Marc Seale	Michael Guthrie	Apr 2014	<ul style="list-style-type: none"> ▪ Project Initiation documents agreed by EMT in May ▪ Project Plan developed. Planned go live of 1 April 2014 ▪ Requirements gathering completed 	N/A	

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP64	Education System Build	Implementation of recommendations from Phase 1	Brendon Edmonds	Paula Lescott	TBD	<ul style="list-style-type: none"> ▪ Project Initiation workshops with suppliers ongoing ▪ Exception report agreed by EMT to extend Initiation stage. ▪ Project Initiation documents now scheduled to be presented to EMT August ▪ Discovery workshops complete ▪ Proof of Concept workshops commenced ▪ Change Request from supplier to schedule additional discovery days has been agreed ▪ Technical Design workshops scheduled to commence June 	N/A	Initiation
MP66	FTP Changes 2012-13	Improvements to CMS	Kelly Johnson	Brian James	TBD	<ul style="list-style-type: none"> ▪ High level requirements gathering complete. Original list of 62 changes reduced to 15 ▪ Requirements scheduled to be submitted to third party in June ▪ Third party to provide HCPC with proposal which will inform initiation documents ▪ Project Initiation documents now scheduled to be presented to EMT July. Risk of delay due to supplier availability ▪ Investigations into cost/benefit of CMS version upgrade ongoing 	N/A	Initiation
MP72	InFocus Distribution		Jacqueline Ladds	Jonathan Jones	TBD	<ul style="list-style-type: none"> ▪ Initiation commenced ▪ Project Initiation Documents scheduled to be presented EMT July 	N/A	Initiation
MP59	Herbal Practitioners	Onboarding of Herbal Practitioners to HCPC Register	Marc Seale	Michael Guthrie	TBD	<ul style="list-style-type: none"> ▪ Not expected to commence before Jan 2014 	N/A	Start Up

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MPxx	Web Platform Review		Jacqueline Ladds	Tony Glazier	TBD	▪ Due to begin initiating Jun 2013		Start Up
MPxx	Registration Process & System Review		Marc Seale	Greg Ross-Sampson	TBD	▪ Due to begin initiating Oct 2013		Start Up
MPxx	Online Renewals Review & Change of Payment Provider		TBD	TBD	TBD	▪ Due to begin initiating Oct 2013		Start Up
MPxx	Finance Systems Review		Tim Moore	Charlotte Milner	TBD	▪ Due to begin initiating Jan 2014		Start Up
MPxx	Public Health Professionals		TBD	TBD	TBD	▪ Due to begin initiating Sept 2014		Start Up
MPxx	HR & Partners System Build		Marc Seale	Teresa Haskins	TBD	▪ Will not begin initiating this year due to planned extension to Phase 1 project		Start Up

Key:

Green (G) – Project is due to meet deadline

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

Red (R) – 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

1. Employees

There are five permanent employees including the Facilities Manager. Services we provide include reception, building maintenance, postroom, health & safety and building project management.

2. First Aid training

John Dongahy, member of Council, provided training to our First Aiders on 27 March on the use of defibrillators. We would like to record our thanks for this highly informative session

3. 186 Kennington Park Road

Work is continuing with our architects and cost consultants to agree on a scheme in relation to redevelopment of this property. In the meantime, various uses are being made of the building for meeting rooms, temporary offices and storage.

4. 33 Stannary Street

Landlord approval has been sought and obtained to install air-conditioning into the premises we lease in 33 Stannary Street, along with the installation of a dedicated fibre optic link to this property.

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to BPI. Roy Dunn completed the British Computer Society "Practitioner Certificate in Information Risk Management" course and exam. This is relevant to the ISO27001 Information Security project.

2. Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2013 – 14 is starting.

No further NMR's (nonconformance incidents) have been declared.

3. QMS process updates

A major review of the International Registrations process is about to begin. There are likely to be some changes to the tendering & procurement processes over the next few months.

4. BSI audit

BSI completed the final audit of the current three year cycle on 2 May. This included an audit of the Finance Department, a complete review of the Quality Management System, management review and strategic issues. We have been recommended for continued registration to ISO9001:2008. It is likely that the 2008 iteration of the standard will be replaced in 2015. The nature of the changes are rumoured to be quite wide-ranging.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

5. Business continuity

Each department has been updating the appropriate area of the plan, for a final paper only version to be circulated shortly.

6. Information security management

We are researching the next information security training CBT package for all employees, with the Secretariat. We are also evaluating the possibility of using a CBT package to train Partners on information security.

Asset owners are validating the information assets register for HCPC, and the threats and vulnerabilities are being examined. The use of vsRisk system continues. Below is a statistical snapshot.

Item	No of Items	No in Use
Assets	340	313
Asset Owners	15	15
Asset Groups	36	36
Threats	141	101
Vulnerabilities	308	201
Controls*	133*	116
Risk Assessments**	2231	2245**

Controls* = 133 standard ISO27002 controls possible

Risk Assessments** = second assessment on a single asset reflected in "No in Use" greater than "No of Items".

The individual policy items, to implement the ISO27002 controls, are being developed. These must be concluded before the internal and external ISO27001 audit processes are undertaken.

Work on developing a secure web delivery method for confidential content for various parts of the organization continues, with an existing supplier. Initial contracts for a period of testing are being discussed.

7. Information & data management

The BPI Department is finalising the implementation of legal advice regarding the retention of paper applications and renewal notices within the Registrations Department. Where an electronic or film copy of an application exists, the paper original will be securely destroyed. There is no requirement for the longterm retention of renewal notices on paper.

We continue to receive statistical Freedom of Information requests.

8. Reporting

The latest registrations forecast has been updated following the financial year end, and is circulated as a separate paper. The Five Year Plan has been updated following the update of the Registrations forecast.

9. Risk Register

The next iteration of the Risk Register will be created over the summer and presented first to Audit Committee.

10. Other activity

The tendering process for the security print contract was deferred following a decision to change requirements. This project can recommence now that the Procurement Manager is in post