

Strategy on a page

Vision for a digitally enabled HCPC

HCPC will excel in the use of digital solutions and ways of working in order to provide effective regulation and prevention, and to provide a straightforward, value-adding experience for the people who rely on our services.

Digital principles

- Benefits driven
- User centred
- Value for money
- Cloud first
- Build (and invest) incrementally
- Standardise
- Keep it simple
- Keep it safe

Key actions



Complete our migration to the cloud



Adopt a digital platforms approach



Improve the user experience



Build our data platform and culture



Develop our digital skills and capabilities



Prepare for regulatory reform

Transformation approach

HCPC
2021-25

Digital
reinvention

Digital
optimisation

Digital
platforms

HCPC will develop its digital platforms and optimise how it delivers its existing services. We will explore discrete opportunities for reinvention to achieve truly transformative change where there is a clear need and an acceptable level of risk and cost.

Corporate Plan digital aims

- Our processes are easily accessible
- Our users have a positive experience
- Our data is accurate, accessible, and useful
- We have effective mechanisms for engaging with all our key stakeholders
- We are responsive to those who contact us
- We have improved our stakeholders' experience and our efficiency
- We have the right skills to drive our future performance