

## Operations Report to Finance & Resources Committee, 30<sup>th</sup> July 2009

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## Registration – Richard Houghton

### Summary

This paper provides an update from the Registration Department for the period 1 June to 30 June 2009.

### 1) Operational Performance

#### a) Telephone Calls

The Registration Department answered 99.7% 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 June 2009 to 30 June 2009 the team received a total of 6,334 telephone calls which is 1,288 less than the same period two years ago and 99% of these calls were answered.

**ii) International Telephone Calls** - During the period from 1 June 2009 to 30 June 2009 the team received a total of 1,044 telephone calls which is 45 more than the same period one year ago and 98% of these calls were answered.

#### b) Application Processing

**i) UK Applications** - A total of 791 new applications were received during this period and 588 individuals were registered, which is 60 more than the same period last year. Applications took 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 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 140 new international applications were received in this period and 169 individuals were registered which is 25 more 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.

We requested CPD profiles from 2.5 per cent of paramedics and orthoptists, at the beginning of June 2009.

## **2) Resource**

### **a) Employees**

The department is operating within the budgeted headcount.

### **b) Partners**

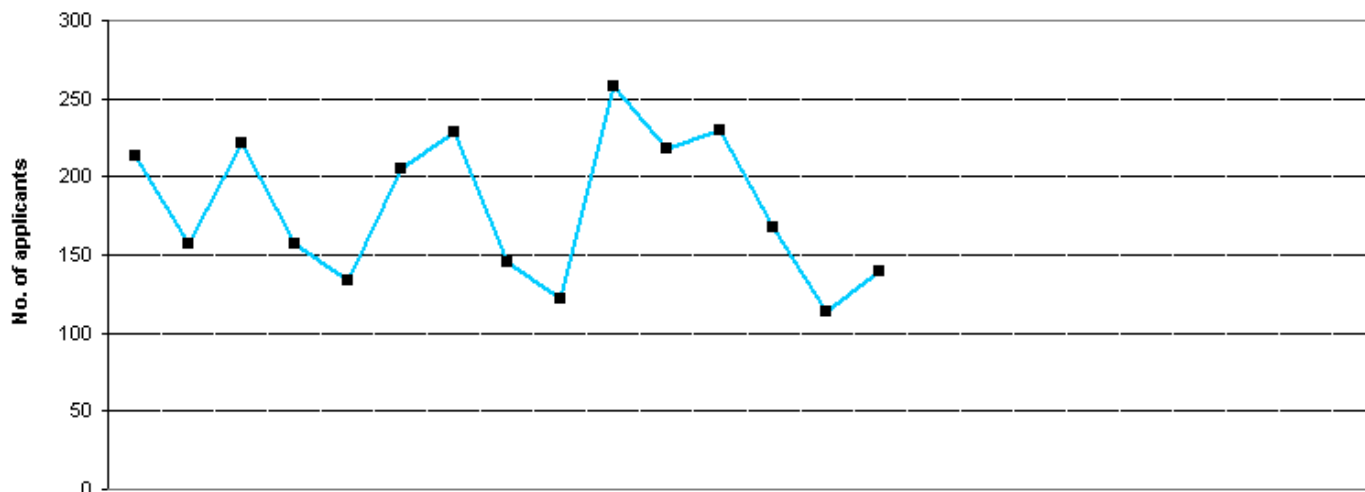
The department has continued to work with the Partner Department to recruit and train Psychologist Registration Assessors. The team also delivered the last of six refresher Registration Assessor training days.

### **c) Registration Renewals**

16,409 renewal forms were sent to paramedics and orthoptists at the beginning of June 2009. As at 13 July 2009 12,809 renewal forms had been returned to HPC.

Renewal forms for speech and language therapists, prosthetists/orthotists and clinical scientists were sent to registrants at the beginning of July 2009.

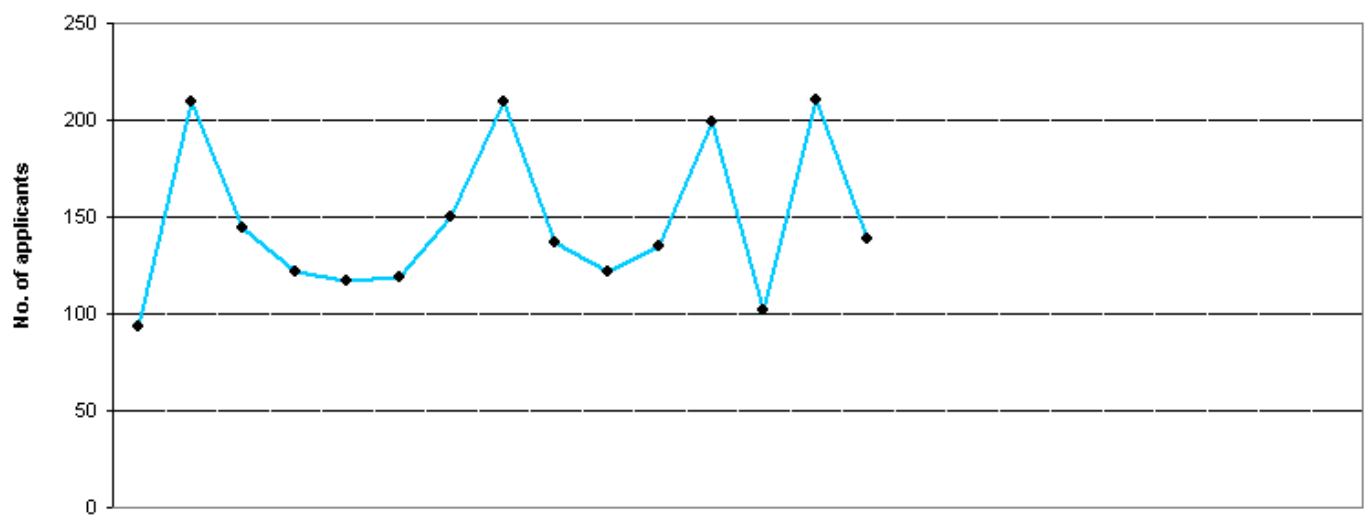
The department has continued to work with the Communications Department to improve the renewal forms return rate and during the period representatives from both departments met with the Royal College of Speech and Language Therapists and the British Association of Prosthetists and Orthotists to discuss how the professional bodies could assist in raising awareness that their professions were in their renewal period.



	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	4	0	0	3	2	2	0	2	0	0	2	1	1	1	0											14	15	14	16	2	
Bio. Scientists	22	19	34	28	19	30	27	4	28	35	32	29	26	12	20											756	496	323	307	58	
Chirops/ Pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	2											40	51	41	23	4	
CI Scientists	7	6	5	7	2	3	4	1	2	8	0	5	5	4	3											65	62	59	50	12	
Dietitians	10	6	18	9	8	12	9	9	3	19	19	10	16	14	5											192	149	119	132	35	
OTs	29	25	28	12	23	31	45	47	28	53	37	46	28	19	14											774	464	330	404	61	
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	1											29	25	6	8	4	
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0											5	7	5	3	0	
Paramedics	3	0	4	1	3	4	8	0	1	8	9	5	2	2	6											17	39	23	46	10	
Physiotherapists	85	52	73	62	53	86	73	47	28	76	70	69	55	43	46											1,665	1,131	791	774	144	
Pract Psychos																															
Prosth/Orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1											10	9	6	9	2	
Radiographers	34	32	49	21	19	25	34	19	25	33	25	48	22	13	26											810	903	444	364	61	
SLTs	14	10	8	9	3	8	23	16	7	24	18	14	9	4	15											249	153	139	154	28	
<b>TOTAL</b>	<b>213</b>	<b>157</b>	<b>222</b>	<b>157</b>	<b>134</b>	<b>205</b>	<b>229</b>	<b>145</b>	<b>122</b>	<b>258</b>	<b>218</b>	<b>230</b>	<b>168</b>	<b>114</b>	<b>139</b>											<b>4,626</b>	<b>3,504</b>	<b>2,300</b>	<b>2,290</b>	<b>421</b>	

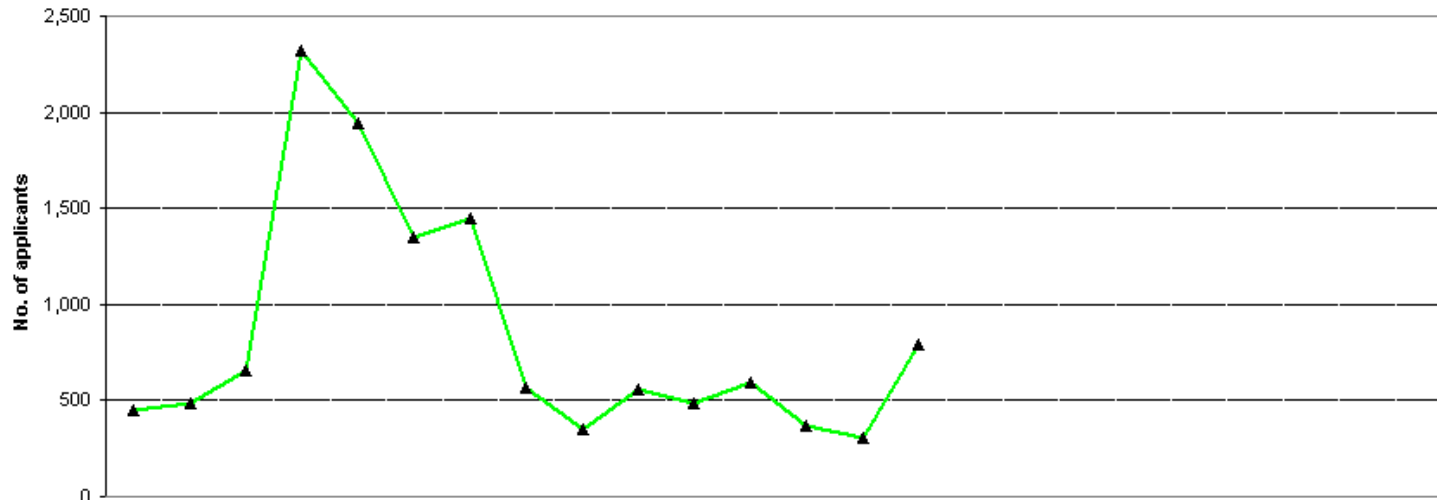
All received applications, including those that may subsequently be returned, rejected or withdrawn.

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



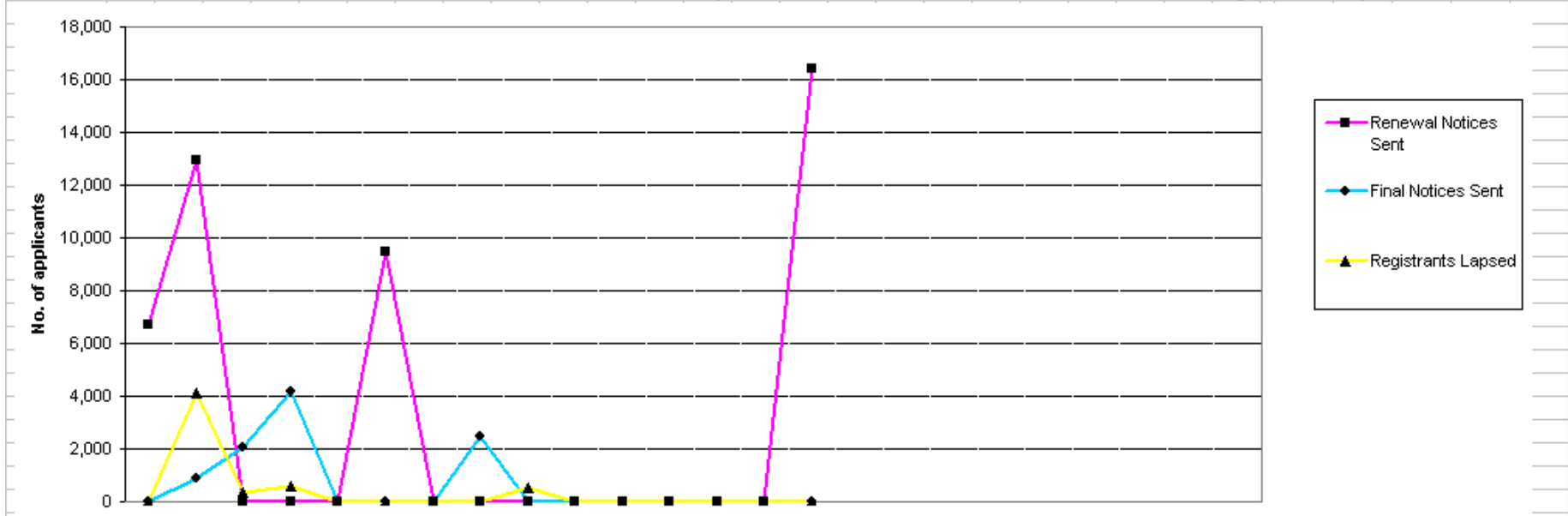
	2008			2009									2010			2005/6	2006/7	2007/8	2008/9	09/10										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
<b>Arts therapists</b>	0	0	2	0	0	1	2	0	0	0	0	1	0	0	0										3	6	8	6	0	
<b>Bio. scientists</b>	19	16	15	17	21	22	16	22	16	28	14	30	8	18	20										417	439	231	236	46	
<b>CI scientists</b>	1	0	3	4	5	1	4	3	1	2	3	1	1	4	3										26	35	30	28	8	
<b>Chirops/pods</b>	1	4	2	1	6	1	4	2	2	0	3	1	0	0	2										25	37	39	27	2	
<b>Dietitians</b>	2	1	2	17	7	9	16	7	3	3	14	16	7	6	5										93	138	94	97	18	
<b>OTs</b>	23	28	17	24	19	8	8	41	24	28	28	35	32	29	14										615	509	302	283	75	
<b>ODPs</b>	0	1	0	0	0	0	0	1	0	0	0	0	0	2	1										6	7	5	2	3	
<b>Orthoptists</b>	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0										3	3	4	3	0	
<b>Paramedics</b>	0	0	2	1	1	1	0	5	5	1	3	3	2	1	6										6	16	14	22	9	
<b>Physiotherapists</b>	8	134	61	31	32	45	51	74	51	28	50	43	12	113	46										1,193	985	567	608	171	
<b>Pract Psychos *</b>																														
<b>Prosth/orthotists</b>	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1										6	4	6	3	1	
<b>Radiographers</b>	31	15	33	22	19	26	33	42	29	25	7	54	31	28	26										496	820	428	336	85	
<b>SLTs</b>	8	10	6	4	7	5	15	11	6	7	13	13	9	9	15										218	173	134	105	33	
<b>TOTAL</b>	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139										3,107	3,172	1,862	1,756	451	

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

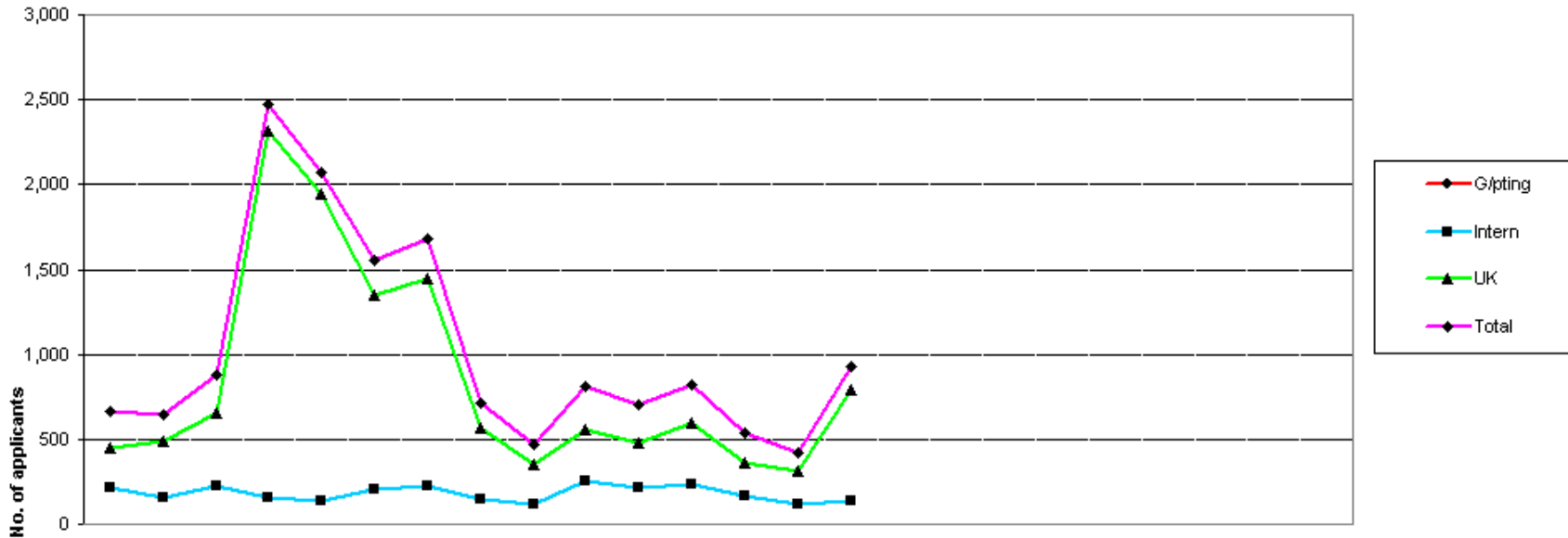


	2008			2009												2010			2005/6	2006/7	2007/8	2008/9								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE		
<b>Arts Therapists</b>	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23											234	184	170	235	
<b>Bio. Scientists</b>	50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

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



	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	
<b>Renewal Notices Sent</b>	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409											142,363	27,711	153,982	29,138	16,409
<b>Final Notices Sent</b>	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0										36,261	25,909	50,531	9,546	0
<b>TOTAL</b>	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409											178,624	53,620	204,513	38,684	16,409
<b>Registrants Lapsed</b>	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0										9,448	5,388	8,885	5,550	0



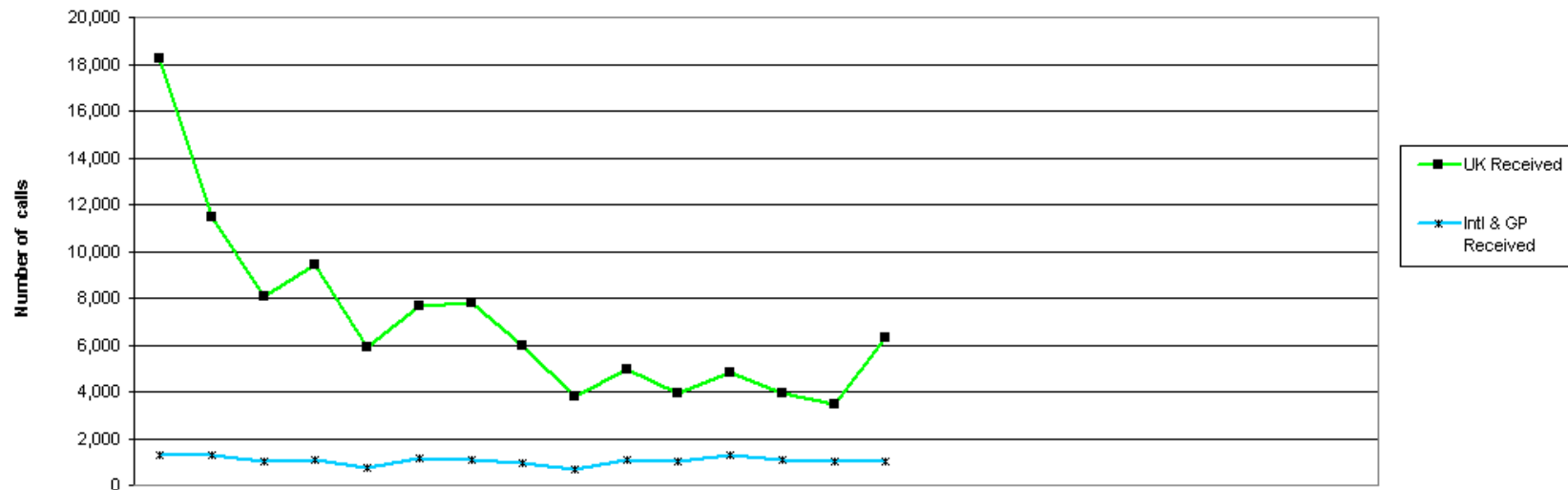
Apps Received	2008			2009												2010			2005/6	2006/7	2007/8	2008/9	09/10							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
G/pting																										2,479	20	0	0	0
Intern	213	157	222	157	134	205	229	145	122	258	218	230	168	114	140										4,626	3,504	2,300	2,290	422	
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	791										9,497	8,319	8,971	11,199	1,466	
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	533	424	931										16,602	11,843	11,271	13,489	1,888	

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







	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
<b>Intl &amp; GP</b>																													
<b>Intl &amp; GP Received</b>	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										40,070	19,612	14,428	12,732	3,144
<b>Answered</b>	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,699										33,467	17,896	13,388	11,397	3,690
<b>Calls answered (%)</b>	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98										84	92	93	90	96
<b>Adandoned</b>	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23										6,627	1,716	1,040	1,335	132
<b>Avg answer time (sec)</b>	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15										25	14	13	36	20
<b>Avg talk time (min)</b>	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										2.32	2.64	2.79	3.25	3.14
<b>UK</b>																													
<b>UK Received</b>	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										70,233	72,488	123,967	92,018	13,722
<b>Answered</b>	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										50,518	67,493	91,923	78,293	13,661
<b>Calls answered (%)</b>	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99										70	93	79	92	99
<b>Adandoned</b>	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26										10,719	6,335	32,034	13,725	61
<b>Avg answer time (sec)</b>	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12										64	45	102	85	13
<b>Avg talk time (min)</b>	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										1.78	2.16	2.65	2.58	2.39

## HPC Major Projects July FY 2009/10 Narrative

No.	Project name	Commentary
MP3	On-boarding of Practitioner Psychologists	<ul style="list-style-type: none"> <li>Register has been opened</li> <li>Registrants will be going into renewal on 1<sup>st</sup> August 09</li> </ul>
MP34	Online Applications and Renewals Phase 1	<ul style="list-style-type: none"> <li>Issues are being encountered with the leased line supplier between Kennington and Slough.</li> <li>Installing the leased line is on the critical path therefore if this task is not completed by 3rd August, delays will be encountered in the project.</li> </ul>
MP36	FTP case management system Phase 1	<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
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	
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	
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 2007-05-31 Ver. a Dept/Cmte OPT Doc Type ADD Title Project summary 2007-8 May

Status Draft DD: None Int. Aud. Public 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	Y	Y	N	£134(C) £11 (O)	30/04/09	
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.

Janet Thompson, Catering Officer, has recently passed NVQ Level 2 in Customer Service.

### 22-26 Stannary Street Building Project

A verbal agreement on the final account for Phase 1 has been reached and we are now awaiting written confirmation of this.

The Phase 2 Project is progressing well and the previously report 1 week delay against the programme has now been retrieved. It is anticipated that they will be complete by the end of September 2009.

### Other building works

The replacement Central Heating Boiler is now being installed and should be commissioned by 24 July. The replacement external windows and doors to the Park House kitchen will be installed during the summer, date yet to be confirmed.

### Health & Safety

The Fire and Safety Team are scheduled to have training in their roles on 4 September 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 ongoing

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

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.

Role descriptions around Information Security and Risk have been obtained via HMRC contacts. Information Risk training materials have been obtained from “Banking” contacts. These will be used as part of the induction process for new employees. Further material is under development.

### BSI Audit

The new ISO 9001:2008 certificate was presented to Anna van der Gaag on the 6<sup>th</sup> July at the first new Council meeting.

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 22<sup>nd</sup> October 2009.

### 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.

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

### Risk Register

Risk owners are being polled for changes to the next iteration of the Risk Register in the Autumn.

More detail is being added to clarify some risks.