Operations Report to Finance & Resources Committee, 29th July 2010

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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 2010.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 June to 30 June 2010 the team answered a total of 7,352 telephone calls which is 413 less than the same period two years ago.

ii) International Telephone Calls - During the period from 1 June to 30 June 2010 the team answered a total of 1,551 telephone calls which is 148 less than the same period last year.

b) Application Processing

i) UK Applications - A total of 616 new applications were received during this period and 511 individuals were registered, which is 77 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 121 new international applications were received in this period and 104 individuals were registered which is 35 less than the same period last year.
iii) Grandparenting Applications - A total of 23 new grandparenting applications were received in this period and 7 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 three 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 April, 2010 7,164 renewal forms were sent to dietitians. This year a record total of 95.7% successfully renewed their registration for the next two-year cycle, which is an improvement of 4.4% compared to the last renewal period.

At the start of May 2010 1,573 hearing aid dispensers were invited to renew their registration and registrants have until 31 July 2010 to renew their registration. As at 9 July 2010 1,220 registrants had renewed their registration with 65% renewing online.

At the start of May 2010 12,878 chiropodists / podiatrists were invited to renew their registration and registrants have until 31 July 2010 to renew their registration. As at 9 July 2010 10,802 registrants had renewed their registration with 52% renewing online.

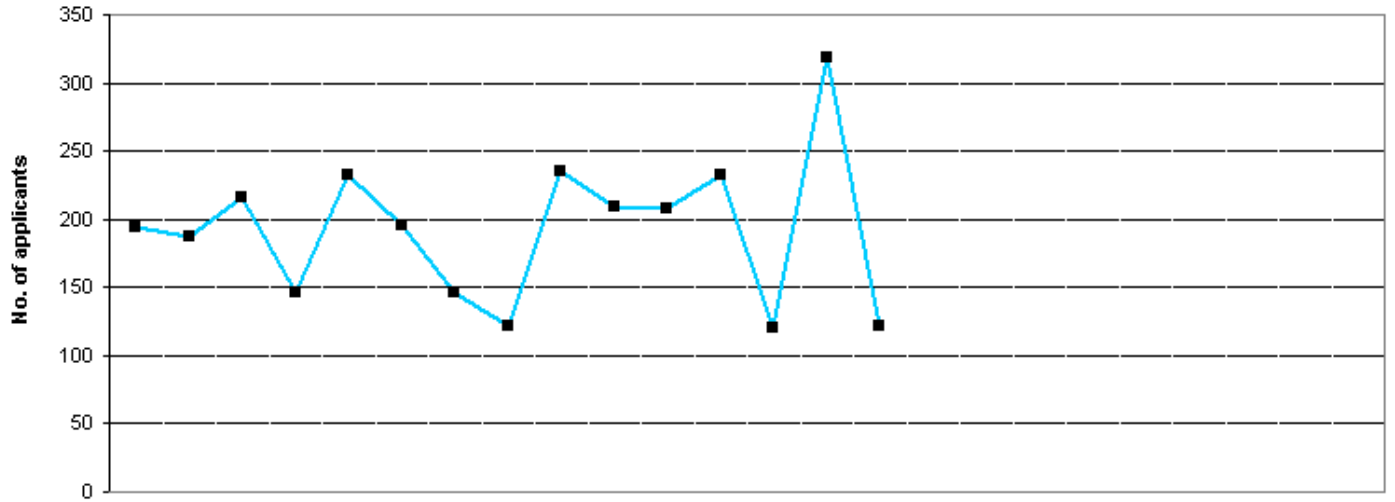
2) Resource

a) Employees

The department is operating within the budgeted headcount.

All new registration employees recruited during the past 12 months have commenced an Institute of Customer Services (ICS) accredited training programme which provides delegates with a foundation in the knowledge, understanding and skills needed to become a Customer Service Professional. The ICS programme is a 20-hour improvement course which is delivered over 2 days and includes the latest industry research on customer service, keeping the registrations teams at the cutting edge of customer service professionalism. The course gives all participants the opportunity to complete a choice of work based assignments that have been customised to meet the specific needs of the Health Professions Council.

Health Professions Council — **New International Applications Received April 2009 - March 2011**

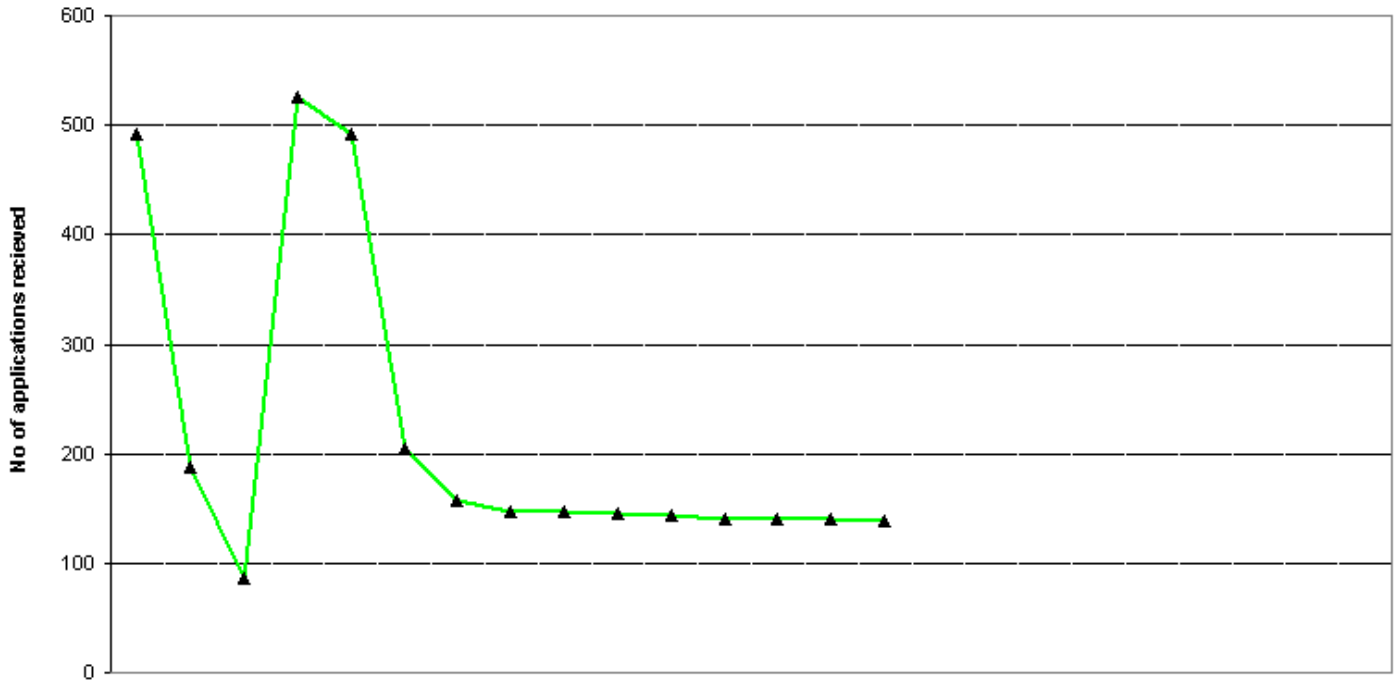


	2009									2010												2011			2008/9	09/10	10/11
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3										16	12	5
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14										307	290	59
Chirops/ Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0										23	34	9
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4										50	61	15
Dietitians	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7										132	137	32
Hearing aid dispsr+													0	0	0												0
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14										404	340	88
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2	0										8	10	2
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0										3	1	1
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3										46	50	10
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38										774	745	166
Pract psychs*				2	11	13	13	16	28	22	21	30	14	27	14											211	55
Prosth/Orthotist s	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1										9	3	1
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17										364	312	85
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6										154	173	31
Total	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121										2,290	2,379	559

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**

Health Professions Council | **Status of UK applications at end of each month April 2009 - March 2011** | **Registration Department**



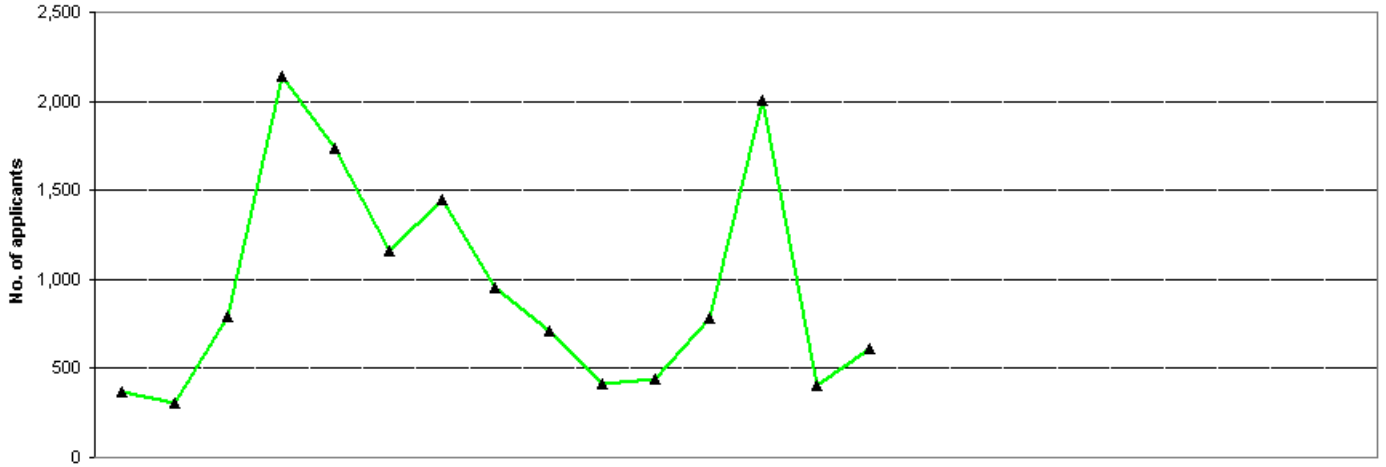
	2009									2010			2011										2005/6	2006/7	2007/8	2008/9	09/10	10/11
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Minimum info	471	152	70	475	487	202	156	145	145	144	141	139	138	139	136										477	279	302	632	227	138
At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

New UK Applications Received April 2009 - March 2011

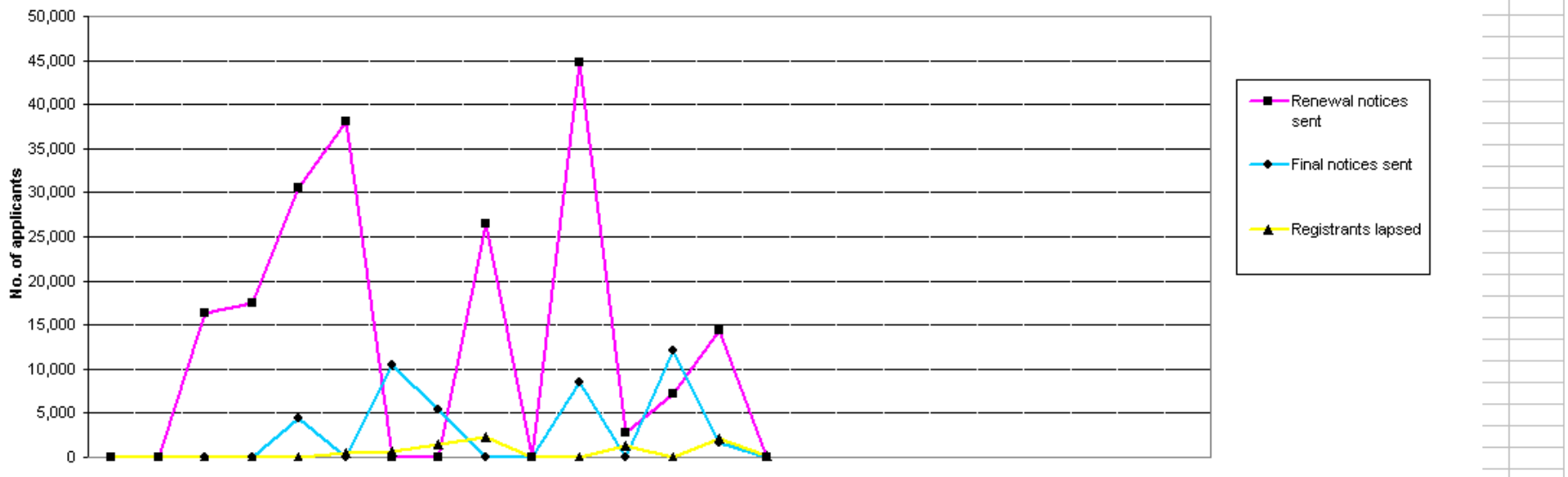


	2009									2010												2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Arts therapists	22	14	23	22	35	24	26	23	14	10	6	15	18	15	14										234	184	170	235	234	47
Bio. scientists	45	44	45	93	106	85	94	88	78	56	46	51	43	50	64										912	690	689	836	831	157
Chirops/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4	15										155	145	167	282	429	20
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18	18										399	341	415	469	218	68
Dietitians	16	8	54	151	60	36	51	13	15	6	2	32	17	10	34										367	331	359	452	444	61
Hearing aid disps+													1,577	2	5															1,584
OTs	55	41	90	318	356	243	231	145	73	46	54	111	44	40	47										1,544	1,327	1,321	1,873	1,763	131
ODPs	34	16	9	16	61	120	121	37	35	19	12	28	38	10	10										754	668	804	636	508	58
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0	1										34	41	41	106	46	1
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69	56										1,247	807	931	1,402	1,158	191
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57	87										2,051	2,120	2,276	2,531	2,221	187
Pract psychs*				15,564	68	92	250	317	256	98	111	160	92	93	117														17,218	302
Prosth/orthotists	1	1	1	1	3	1	12	8	3	4	1	1	1	1	0										46	32	35	51	37	2
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11	124										1,008	1,051	1,108	1,377	1,251	141
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22	24										746	582	655	834	759	70
Total	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616										9,497	8,319	8,971	11,084	27,117	3,020

* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register

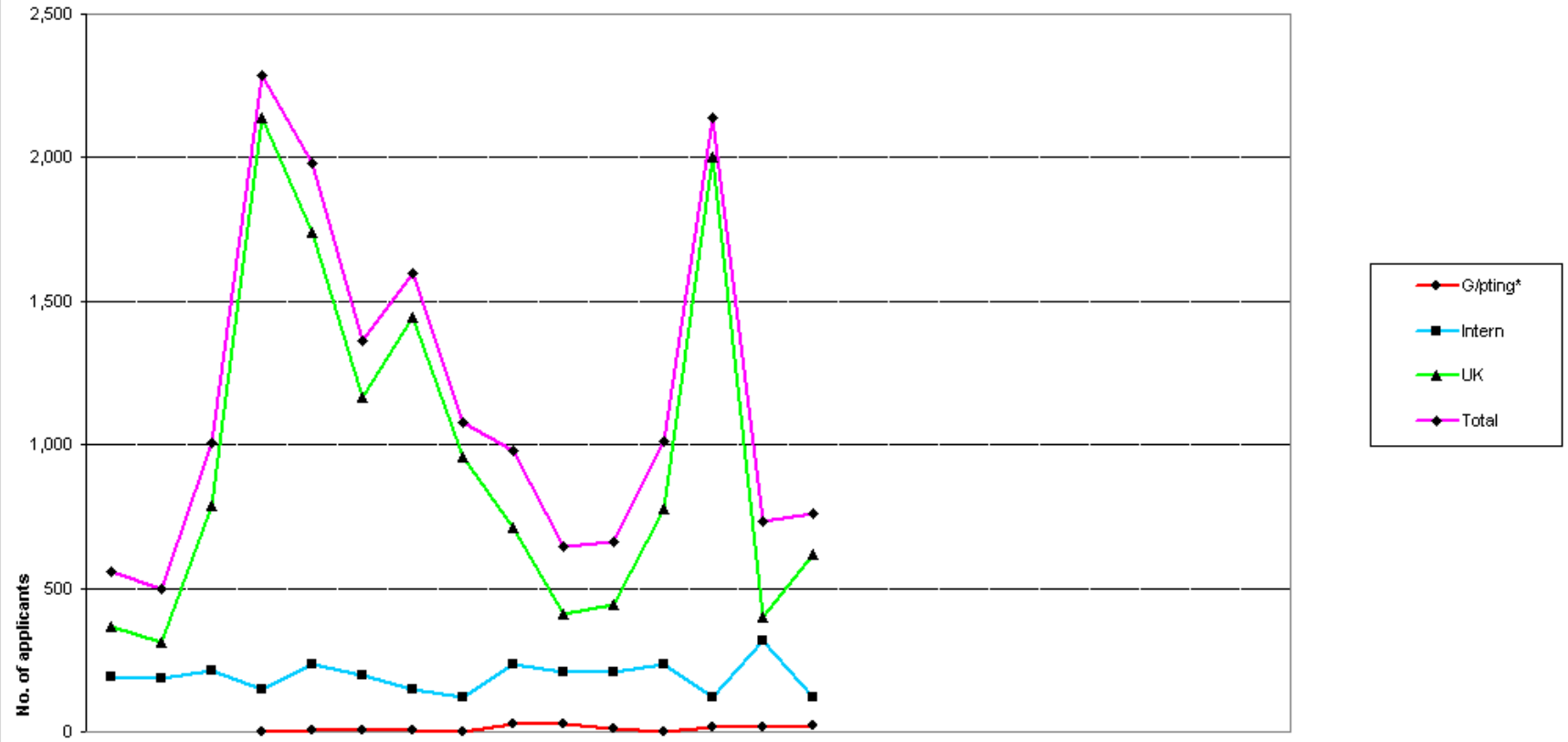
\+ Hearing aid dispensers section of register opened 1st April 2010

Health Professions Council | **Renewal Information April 2009 - March 2011** | **Registration Department**



	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										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										36,261	25,909	50,531	9,546	28,683	13,816
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										178,624	53,620	204,513	38,684	205,253	35,432
Registrants lapsed	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204	162										9,448	5,388	8,885	5,550	6,259	2,366

Health Professions Council | **Application Types Received April 2009 - March 2011** | **Registration Department**

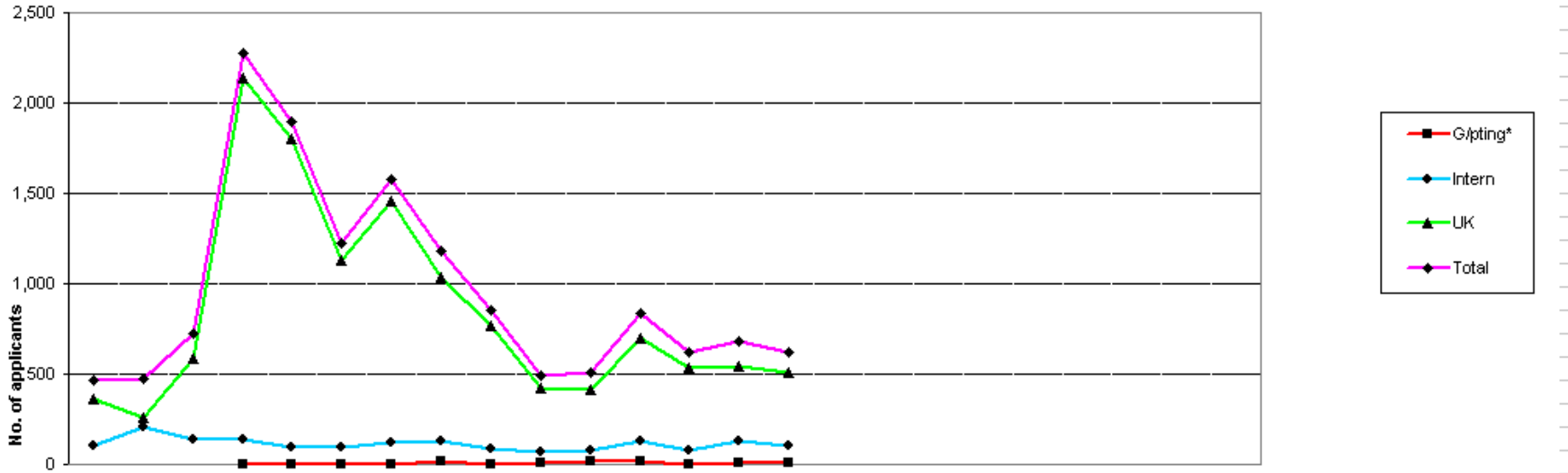


Apps	2009									2010											2011			2005/6	2006/7	2007/8	2008/9	09/10	10/11
Received	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
G/pting*				1	8	5	7	1	30	28	12	1	17	15	23										2,479	20	0	92	93	55
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121										4,626	3,504	2,300	2,290	2,324	559
UK	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616										9,497	8,319	8,971	11,199	11,251	3,020
Total	559	497	1,006	2,287	1,979	1,363	1,597	1,079	978	647	663	1,013	2,139	735	760										16,602	11,843	11,271	13,581	13,668	3,634

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**

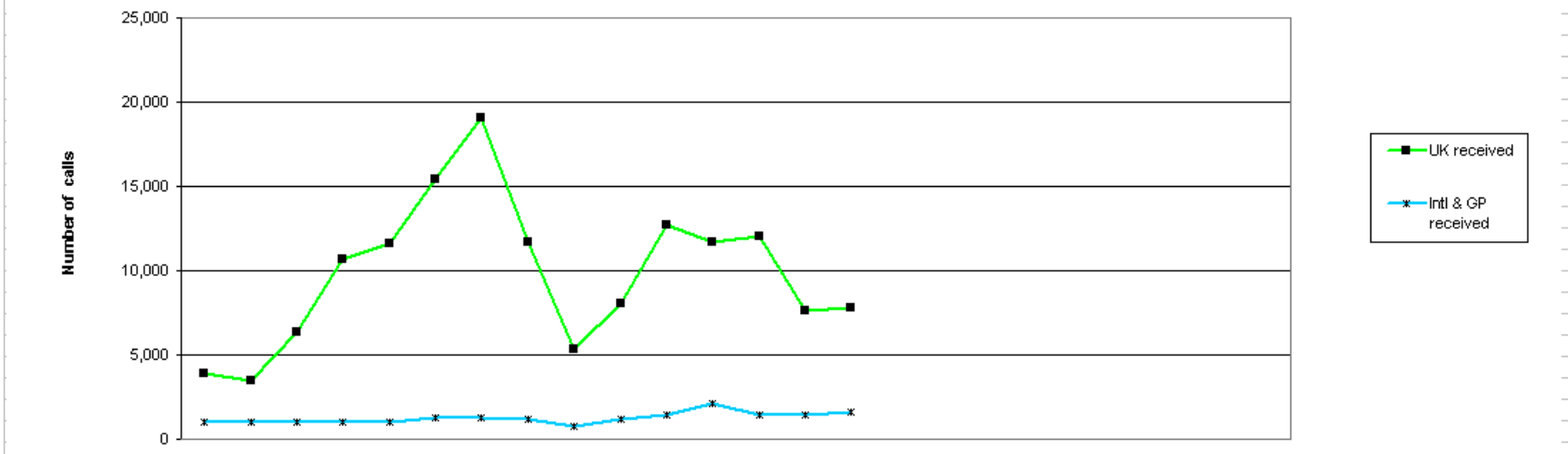
Health Professions Council | **New Registrants April 2009 - March 2011** | **Registration Department**



	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/pting *				0	2	2	2	15	2	8	17	15	4	5	7										2,295	283	9	0	63	16
Intern	102	210	139	134	96	96	119	128	86	67	81	129	80	131	104										3,107	3,172	1,862	1,756	1,387	315
UK	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511										9,474	8,870	8,355	10,774	11,069	1,588
Total	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	622										14,876	12,325	10,226	12,530	12,519	1,919

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

Health Professions Council | **Registration Telephone Information April 2009 - March 2011** | **Registration Department**



	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										40,070	19,612	14,428	12,732	14,348	4,560
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										33,467	17,896	13,388	11,397	14,185	4,269
Calls answered (%)	96	94	98	98	99	96	94	92	94	96	93	88	92	95	94										84	92	93	90	95	94
Adandoned	45	64	23	18	15	52	77	96	52	54	98	247	124	42	100										6,627	1,716	1,040	1,335	841	266
Avg answer time (se	24	21	15	18	20	34	44	54	42	34	52	75	65	56	50										25	14	13	36	36	57
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										2.32	2.64	2.79	3.25	3.18	3.45
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										70,233	72,488	123,967	92,018	119,887	27,427
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										50,518	67,493	91,923	78,293	111,573	25,689
Calls answered (%)	99	99	99	99	98	92	84	87	96	97	94	93	92	95	95										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										10,719	6,335	32,034	13,725	8,314	1,738
Avg answer time (se	14	14	12	21	26	61	118	137	35	32	48	60	62	42	45										64	45	102	85	48	50
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										1.78	2.16	2.65	2.58	2.37	2.52

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	▪ On 15 June 2010, Registration with the Vetting and Barring Scheme (VBS) will be halted to allow the government to remodel the scheme. ▪ Project is on hold at the moment but some elements of the project continue, namely work on the MoU and referrals to the ISA as this requirement was enacted in October 2009 and has not been affected by the Government review of the scheme. ▪ Project Board will assess the situation in September after the Government announces revised Scheme.	Green ⇨	Green ⇨
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	-	Aug 2011	In the process of initiation	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	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-07-13	a	OPT	DCB	Projects Summary F&R 29 July	Final	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
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	▪ Project is progressing as planned. ▪ Currently engaged in work in the following project areas: - Working on the design specification for the HPC content management system (CMS) with the external supplier Charter. We are in the process of reviewing the HPC Design Specification document. - Working on defining paperless office, reporting, and related processes for electronic documents and records management system (EDRMS) with external supplier Deltascheme. At the end of this work we will have design specification document ready for EDRMS which will form a sound foundation for further development work on implementing SharePoint and Kofax solutions. - Working on data migration strategy with external supplier NineFeetTall. The strategy aims to provide us with options on data migration from current databases to (CMS). Initial draft documents are anticipated to be received shortly.	Green	Green

Key:

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(C) = Capex

(O) = Opex

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2010-04-19	b	OPT	AOD	Project summary 27th April	Draft DD: None	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
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	▪ Meeting was held to discus vendors and project options. ▪ Agreed to contact additional vendor (Vodafone) to receive presentation about possible solution.	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	▪ All relevant business cases sent to DSL to receive a quote for work on the project. ▪ DSL needs more developed requirements in order to provide us with a final quote. ▪ We are currently engaged in requirements gathering with Registration and Finance dept (13/14 July) to develop better requirement documents.	n/a	Green ⇨

Key:

Green – Project is due to meet deadline

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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)				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 *Sept 2010*
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 *March 2011* April 2012
MP41	Psychotherapists and Counsellors	Opening of the register for Psychotherapists and Counsellors	Marc Seale	TBD at initiation	-		Postponed		To initiate *March 2011* April 2012
MP42	Dance Therapists	Opening of the register for Dance Therapists	Marc Seale	TBD at initiation	-		Postponed		To initiate *March 2011* April 2012

Key:

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Red – Project has missed deadline

⇧ Status of project has improved since last reporting cycle

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⇩ Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

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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
MP46	Education systems and process review	Review of all processes within the Education department and analysis of technology requirements	Marc Seale	Osama Ammar	£10.8 (O) £130 (C)		Postponed for 1 year		To initiate *July 2010* April 2011
MP47	Partner systems and process review	Review of all processes within the Partners department and analysis of technology requirements	Teresa Haskins	Kathryn Neuschafer	£36(O) £35 (C)		Postponed for 1 year		To initiate *August 2010* April 2011

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(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.

Air Conditioning
Following a power outage on one phase, an air conditioning unit in Park House was found to be faulty and beyond economic repair. This was replaced mid-July, the expenditure being capitalised.

Training
Two members of the Facilities Department attended Customer Service Training in conjunction with colleagues from the Registration Department. The Facilities Manager attended a "Presenting with Impact" course in July and is scheduled to attend a course on Computer Aided Design (CAD) in August.

Building Refurbishments
In August 2010, work is scheduled to take place to carry out the following

- 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 to be take place out of office hours to minimise disruption to the business and stakeholders.

Access Control
The lift within 22-26 Stannary Street has now been successfully incorporated within the access control system but technical issues still remain on the integration of the lift within Park House.

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. Customer Service, and Projects, 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
A Crisis Management process has been developed in conjunction with the Communication Department, as an extension of the Business Continuity plan.

BSI Audit
The latest BSI audit at HPC took place on 8th June 2010. HPC successfully completed the 3 year audit cycle for ISO9001:2008. The audit concluded with a meeting with HPC's Chair, Chief Executive & Register, Director of Operations and Secretary to Council, leading to positive comments about our commitment to ISO Quality in the organisation. We will be working with a new external auditor from October 2010 after 6 years with Lisa Clarke.

Business continuity
A Disaster Recovery exercise took place over 19th – 21st May, with a scenario based on a major road traffic accident closing Kennington Tube station, and subsequently escalating into a 3 month shut down of parts of the Kennington area.
The exercise was more difficult to react to as it was deliberately set up to provide little substantive information until toward the end of the exercise. This more closely emulates reality.

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.

Business Process Improvement will now be maintaining the running five year registrations forecast.

Low level demographic reports across the active register have been created.

Risk Register
A top ten list of risks will be highlighted and additional levels of detail (description and mitigations) will be provided on these key items.

The next iteration of the risk register is in preparation