

Operations Report to Finance & Resources Committee, 17th March 2011

Contents

<u>Department</u>	<u>Page</u>
Registration Department – Richard Houghton	2
Project Management – Denis Risman	9
Facilities Management – Steve Hall	11
Business Improvement – Roy Dunn	12

Registration Department – Richard Houghton

Summary

This paper provides an update from the Registration Department for the period 1 January 2011 to 28 February 2011.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 January 2011 to 28 February 2011 the team answered a total of 9,457 telephone calls which is 666 more than the same period two years ago.

ii) International Telephone Calls - During the period from 1 January 2011 to 28 February 2011 the team answered a total of 2,453 telephone calls which is 25 less than the same period last year.

b) Application Processing

i) UK Applications - A total of 994 new applications were received during this period and 1,023 individuals were registered, which is 190 more 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 380 new international applications were received in this period and 379 individuals

were registered which is 231 more than the same period last year.

iii) Grandparenting Applications – A total of 6 new grandparenting applications were received in this period and 24 individuals were registered which is 1 less than the same period last year.

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

No professions were invited to renew their profession during this period.

2) Resource

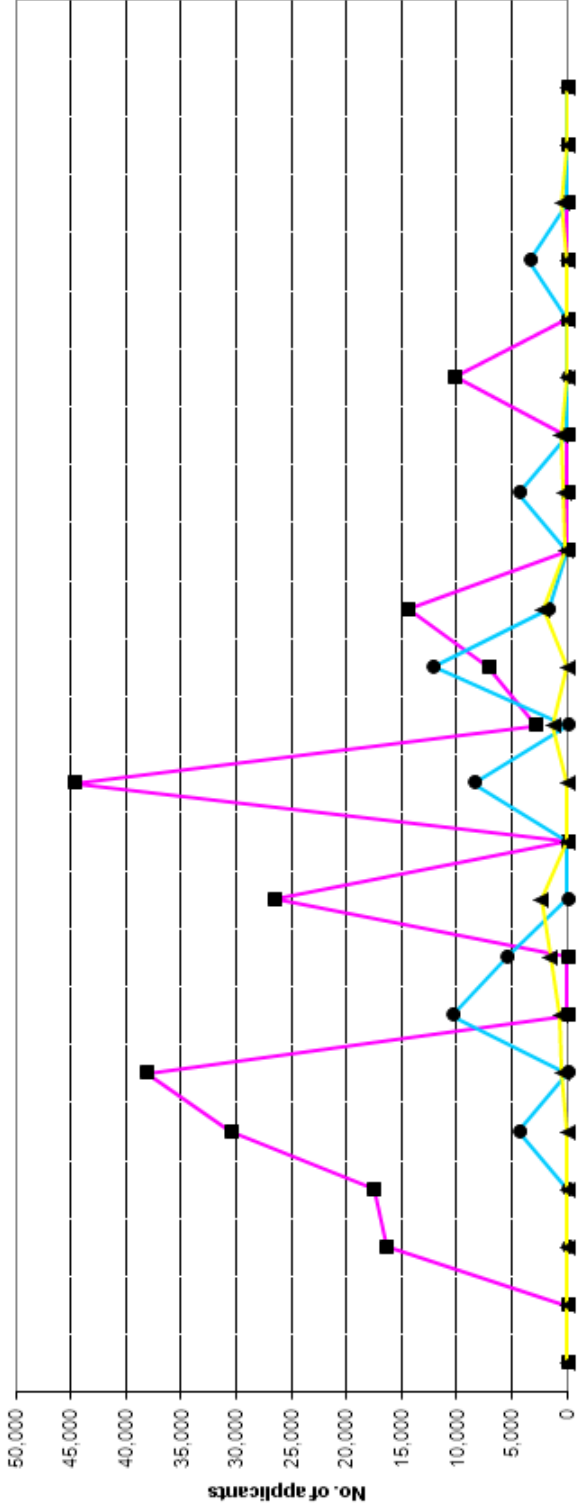
a) Employees

The department is operating within the budgeted headcount.

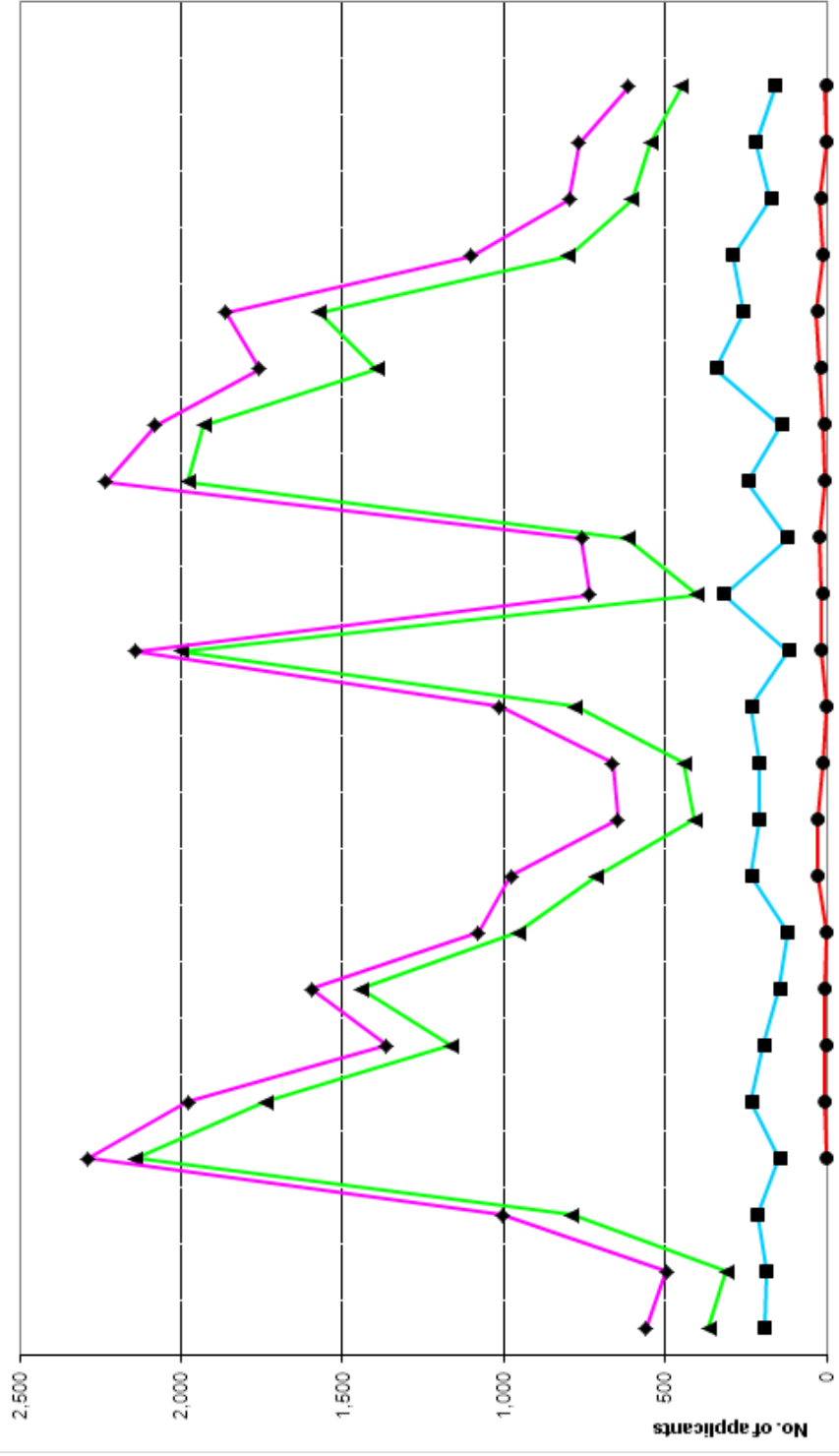
Health Professions Council

Renewal Information April 2009 - March 2011

Registration Department



	2010												2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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	0	10,141	0	0	0	0	0	0
Final notices sent	0	0	0	0	4,391	10,456	5,396	0	0	8,440	0	12,116	1,700	0	4,335	0	0	0	0	3,409	0	0	0	0
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	4,650	565	10,141	0	3,409	0	0	0	0
Registrants lapsed	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204	162	315	565	0	0	0	0	465	0	0
2005/6	FYE	178,624	53,620	204,513	38,684	205,253	53,31																	
2006/7	FYE	25,909	50,531	9,546	28,683	21,56																		
2007/8	FYE	153,982	29,138	176,570	31,75																			
2008/9	FYE	5,550	8,885	6,259	3,7																			
2009/10	FYE	9,448	5,388	8,885	6,259	3,7																		
2010/11	FYE	9,448	5,388	8,885	6,259	3,7																		



Apps Received	2009												2010												2011			
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Gisting*	1	8	5	7	1	30	28	12	1	17	15	23	6	10	20	31	11	21	11	21	2	2	4					
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259	291	174	220	160					
UK	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449					
Total	559	497	1,006	2,287	1,979	1,363	1,597	1,079	978	647	663	1,013	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613					

2005/6	2006/7	2007/8	2008/9	2009/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	92	93	160
4,626	3,504	2,300	2,290	2,324	2,393
9,497	8,319	8,971	11,084	11,251	12,291
16,602	11,843	11,271	13,466	13,668	14,844

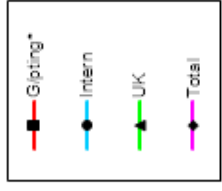
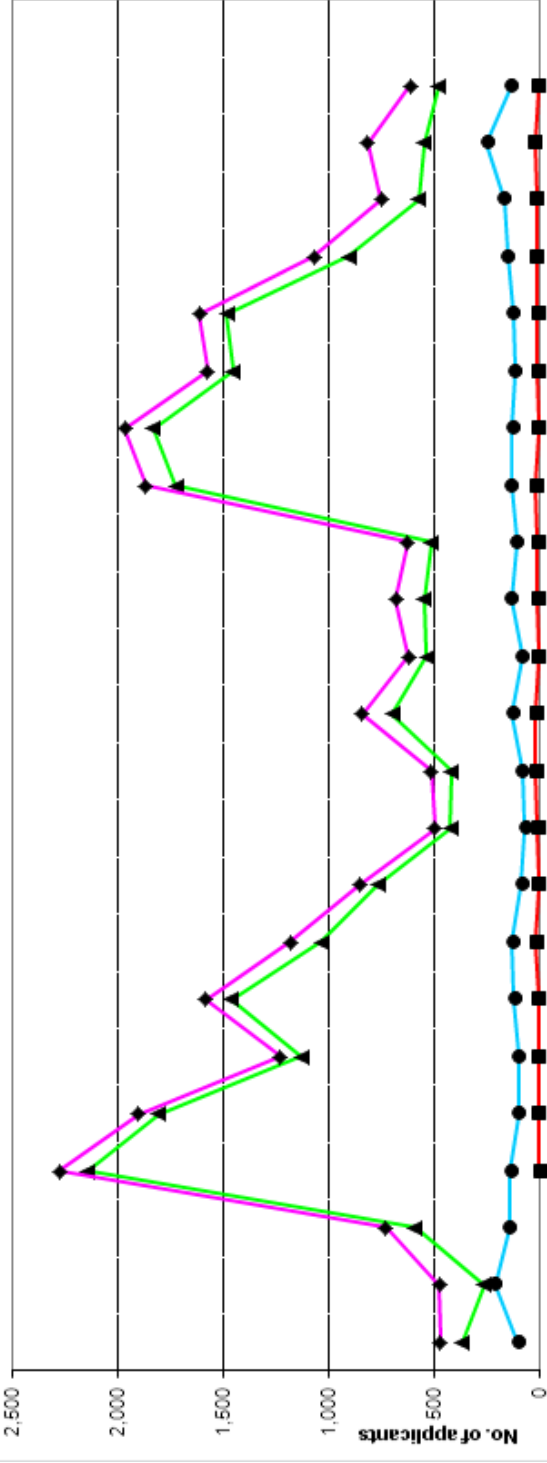
NB The data relates to application forms received, not total fees received.

* 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											
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Giptin n*	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Intern	102	210	139	134	96	96	119	128	86	67	81	129	80	131	104	130	129	113	121	150	166	247	132	102	210	139	134	96	96	119	128	86	67	81	129	
UK	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511	1,720	1,829	1,450	1,482	904	570	547	476	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	
Total	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	622	1,884	1,962	1,570	1,611	1,066	746	814	612	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	

2005/6	2006/7	2007/8	2008/9	2009/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	95
3,107	3,172	1,862	1,756	1,387	1,503
9,474	8,870	8,355	10,774	11,069	10,566
14,876	12,325	10,226	12,530	12,519	12,164

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

Project Management – Denis Risman

HPC Major Projects 2010/11 Scorecard – In Progress

No.	Project Name	Project Description	Project Sponsor	Project Lead	Budget* 2010/11	Project End Date	Commentary	Previous 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)	Sep 2011	<ul style="list-style-type: none"> ▪ Project is on track. ▪ Testing strategy approved. ▪ NineFeetTall test/migration manager engaged. ▪ SharePoint, Kofax, FTP Web Service have been deployed in to HPC UAT environment. ▪ Anticipated delivery of Charter CMS end of March. ▪ Draft Training Strategy is under review. ▪ Approach on preparing scripts in process. ▪ Project was on track at the last reporting cycle but since then several previously unidentified issues materialised and pushed this project into amber. ▪ Core finance users have flagged up operational issues with proposed solution. ▪ Issues preventing on-time delivery are related to our external supplier i.e. issues of transfer of all phone lines to be hosted in proposed solution, internal transfer of calls and moving to secure mode when fee payment is in question, ability of going to secure mode by using dedicated telephone function. ▪ Project is most likely to miss the 31 March deadline. Delivery date depends on how external supplier solves issues identified. ▪ UAT finished. ▪ Preparation of training material in progress. ▪ Project anticipated to finish (go live) as soon as training is finished in mid March. 		
MP45	Credit card automation	Review of credit card handling process to ensure compliance with PCI / DSS legislation	Marc Seale	Gary Butler	£50 (O)	Mar 2011	<ul style="list-style-type: none"> ▪ Core finance users have flagged up operational issues with proposed solution. ▪ Issues preventing on-time delivery are related to our external supplier i.e. issues of transfer of all phone lines to be hosted in proposed solution, internal transfer of calls and moving to secure mode when fee payment is in question, ability of going to secure mode by using dedicated telephone function. ▪ Project is most likely to miss the 31 March deadline. Delivery date depends on how external supplier solves issues identified. 		
MP50	Net Regulate changes 2010-11	Net Regulate changes	Greg Ross-Sampson	Richard Houghton	£12.5 (O) £112 (C)	Mar 2011	<ul style="list-style-type: none"> ▪ UAT finished. ▪ Preparation of training material in progress. ▪ Project anticipated to finish (go live) as soon as training is finished in mid March. 		
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	£338	Royal Assent Nov 2011 Apr 2012	<ul style="list-style-type: none"> ▪ Project is progressing and plan is being updated. ▪ Meetings with Directors to streamline the budget are in progress. ▪ Functional requirement meeting for re-coding NetRegulate is scheduled for 18 March. Following this we can task DSL with re-coding 		

MP51	Project 186			Marc Seale	Steve Hall	TBD	Aug 2011	and spend the budget allocated for the development.		
MP48	Registrant Communications Preferences	Purchase of additional premises for HPC business	Greg Ross Sampson	Richard Houghton	£12.8 (O) £35 (C)	Apr 2011	<ul style="list-style-type: none"> Reply by Evangelical Alliance re our offer by mid March. Work on this project is on-going. UAT finished. Preparation of training material in progress. Project anticipated to finish (go live) as soon as training is finished in mid March. 			
MP53	Enhancements of on-line Register	To make on-line information and search more accessible and to bring hpccheck in line with corporate visual identity	Jacqueline Ladds	Tony Glazier	£50	Apr 2011	<ul style="list-style-type: none"> UAT approach has been agreed and UAT scripts have been drafted and need to be reviewed and agreed. Progress was good until several issues related to web service development arose at one of our supplier. This is being dealt with currently. This will push the delivery of the project into financial year 2011-2012. n/a 			
MP	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	TBC	TBC				N/A

* All amounts in £000's [(C) = Capex; (O) = Opex]

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

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.

Health & Safety

No Health & Safety incidents since last report.

Office Churn

On Saturday 5th March, 26 employees were moved to new locations within Park House. The Departments impacted by the move were Fitness to Practise and Operations.

The move, managed jointly by Facilities and the IT Department, was completed successfully and all re-located employees were able to work from the start of business on Monday, 7th March.

Business Process Improvement – Roy Dunn

Human Resources

No changes.

The Business Process Improvement area will have moved from the Mezzanine floor to a part of Park House with the Operations Director in early March.

Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2010-11 is running. The new archive has had a preliminary audit and will be given a more thorough examination in early March following postponement due to weather conditions.

Tom Berrie has audited additional key suppliers, including Europa Quality Print and will continue this function.

QMS process updates

Project prioritisation processes are being reviewed with the IT, Operations and Chief Executive.

Some processes are being moved to “companywide” processes under the Chief Executive’s control.

BSI Audit

The next ISO9001:2008 audit will be on 5th April with our new auditor, John Doyle, looking at International Registrations, the whole Quality Management System function at HPC, plus workplace and IT provision.

Business continuity

No changes currently other than monthly list updates. Planning for the 2011 three day exercise is on-going.

An exchange of ancillary banking items in the HPC war boxes has taken place to following the move from NatWest Bank to Lloyds Bank.

Further changes will be required when the debit/credit card charging Sematone PCI-DSS compliant solution is rolled out to the business.

Information security management

Customisation for our cross organisation Information Security training solution has been delivered. Approximately 25 persons have undertaken the training to date. Pass marks of 70-100% are being achieved.

An interactive All Employee Meeting presentation on Information Security was delivered on 23rd February. This also introduced the online training solution. A low level competition highlighted some key elements of the Information Security standard.

A new Information Asset Classification policy (ISO27001

deliverable) has been signed off by EMT. This is being shared with the FTP department to develop their internal document classification.

Information & data management

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

BPI and the registrations department have looked at possible scanning and presentation systems to speed up CPD and International / Grandparenting assessment processes. Security of the system is of course highly important. A trial of the system in house with CPD assessors was successful.

Trial restoration of historic hard copy registers is underway since early February. Documents are currently being cleaned and neutralised, before rebinding.

Risk Register

The February 2011 update to the risk register is being circulated to the Audit Committee.

Specific risks around implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review "and are included in the current published version.