legal services tender

Operations Report to Finance & Resources Committee, 31 January 2013

Contents

Summary
This paper provides an update from the Registration Department for the period 1 November to 31 December 2012.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 November to 31 December 2012 the team received a total of 50,518 telephone calls which is 39,498 more calls when compared to the same period two years ago and represents a 358% increase in call volumes. The department answered 83% of calls received compared to 98% during the same period two years ago.

ii) International Telephone Calls - During the period from 1 November to 31 December 2012 the team received a total of 1,173 telephone calls which is 637 less than the same period last year. The department answered 95% of calls received compared to 94% during the same period last year.

b) Application Processing

i) UK Applications - A total of 2,752 new applications were received during this period, which is 832 more than the same period last year. A total of 2,763 applicants were registered which represents a 68% increase compared to the same period in 2011. Applications took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average 7 working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International Applications -   A total of 357 new international applications were received in this period which is 100 less than the same period last year. A total of 211 applicants were registered which represents a 12% increase compared to the same period in 2011. The current median time to make an initial decision from receipt of an international application is approximately 55 working days which is within our service standard of 65 working days.

iii) Grandparenting Applications – A total of 55 grandparenting applications were registered which is 45 more than the same period last year.

c) Emails

i) UK Emails - The team received approximately 253 emails per day compared to approximately 100 emails per day during the same period two years ago. The team responded to these on average within two days of receipt which is within our service standard of 48 hours response time.

ii) International Emails - The team received approximately 10 emails per day and managed to respond to these on average within two days of receipt which is within our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) Audit

There was one CPD assessment day held during this period.

e) Registration Renewals

At the start of September 2012 88,474 social workers were invited to renew their registration. A total of 90.5% successfully renewed their registration for the next two-year cycle, with 78% of these registrants renewing online.
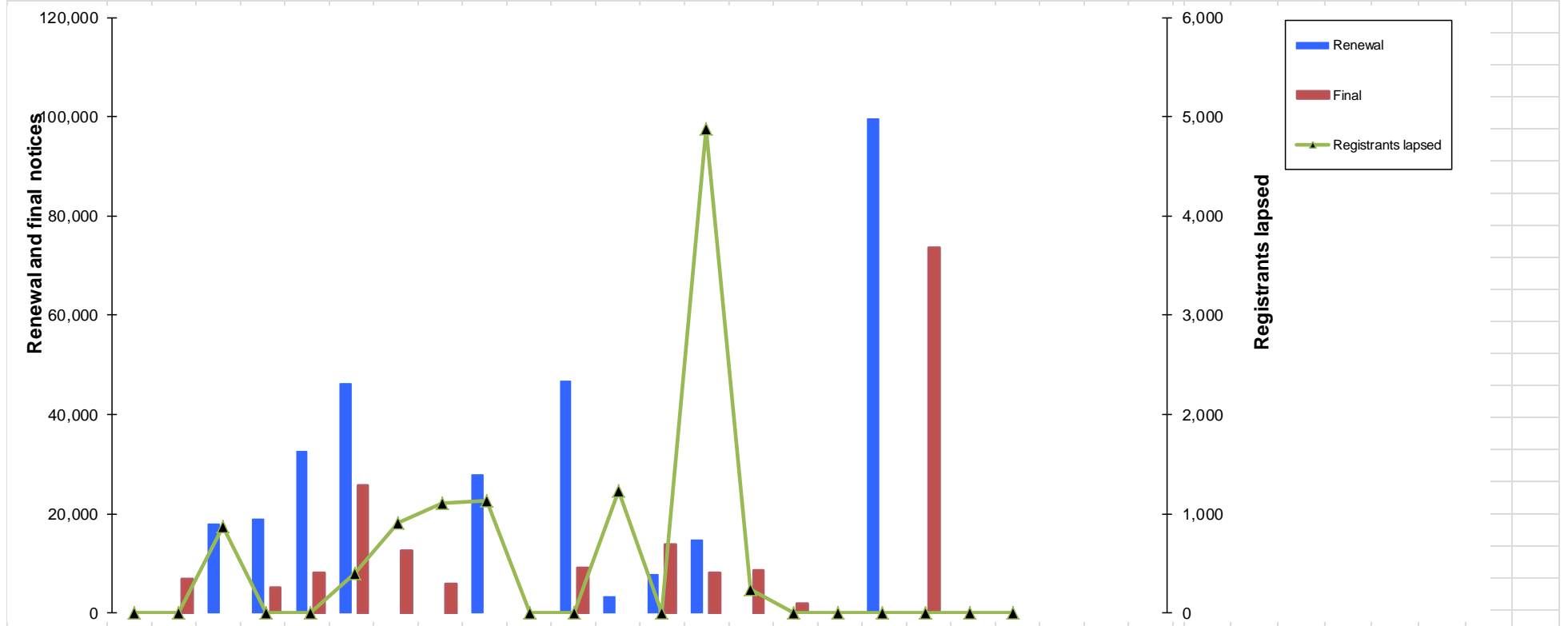
At the start of September 2012 11,089 operating department practitioners were invited to renew their registration. This year a record total of 97.1% successfully renewed their registration for the next two-year cycle. This is an improvement of 1.6% compared to the last renewal period with 67% of these registrants renewing online.
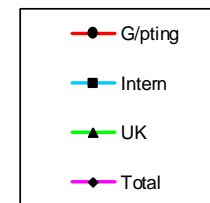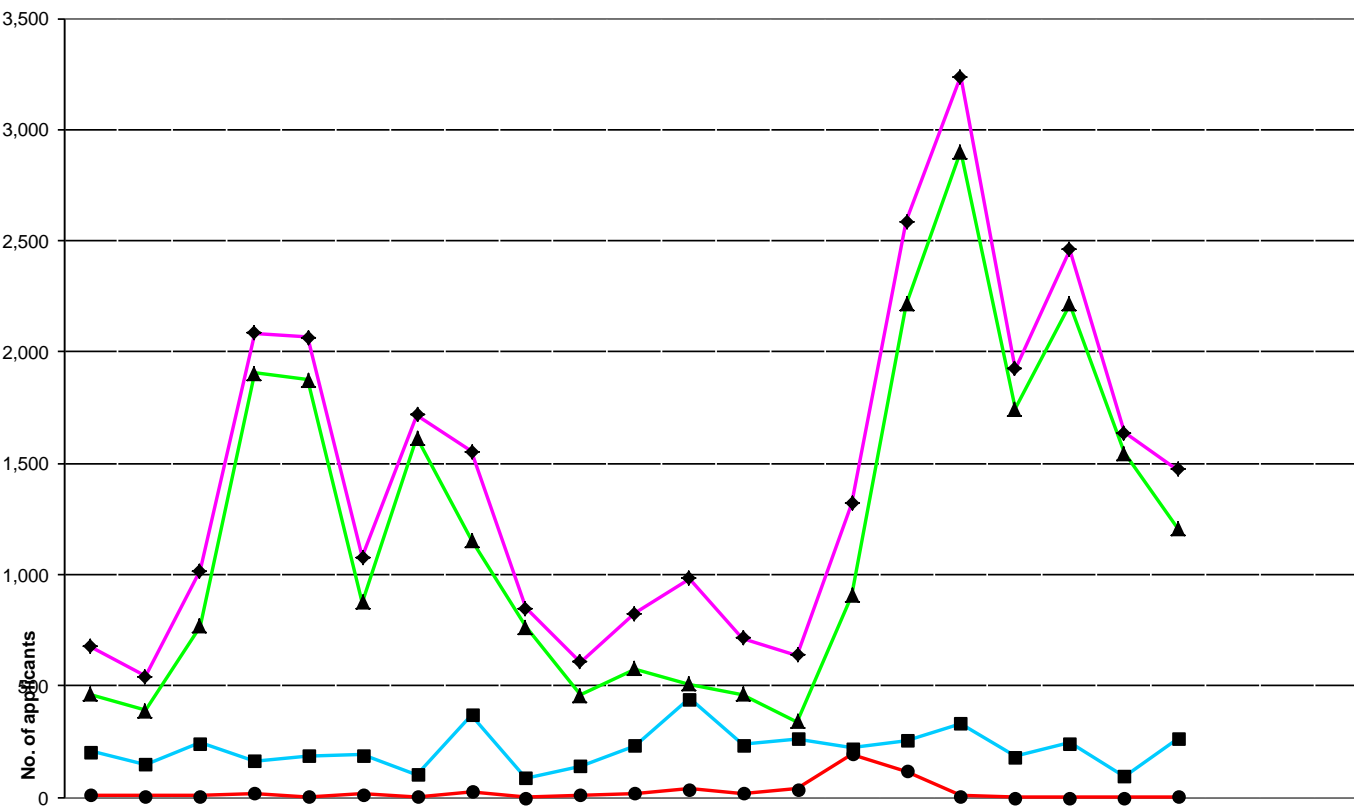
2) Resource

a) Employees

The department is operating within the budgeted headcount.

Notices	2011 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2012 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 Jan	Feb	Mar	2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
Renewal	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	46,689	3,127	7,782	14,736	0	0	0	99,563	0	0	0				142,363	27,711	153,982	29,138	176,570	48,852	192,965	122,081
Final	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872	8,076	8,477	1,889	0	0	73,684	0	0				36,261	25,909	50,531	9,546	28,683	21,560	73,214	105,998
Total	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	55,685	3,127	21,654	22,812	8,477	1,889	0	99,563	73,684	0	0				178,624	53,620	204,513	38,684	205,253	70,412	266,179	228,079
Renewal on paper	4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434	3,095	10,545	4,863	2,246	2,341	1,731	0	4	2,824	17,511	1,286									0	60,141	32,806
Renewal online	1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681	21,371	9,838	10,656	2,144	4,887	2,065	0	26,756	31,744	23,829	1,228									0	108,657	103,309
Registrants lapsed	0	0	865	0	0	395	910	1,106	1,126	0	0	1,230	0	4,887	232	0	0	0	0	0	0				9,448	5,388	8,885	5,550	6,259	3,711	5,632	5,119

4

Health and Care Professions Council — Application Types Received April 2011 - March 2013 — Registration Department

Apps Received	2011									2012													2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	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	FYE	YTD
G/pting	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0	0	1					2,479	20	0	106	93	170	142	369
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264					4,626	3,504	2,300	2,290	2,324	2,597	2,504	2,085
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207					9,497	8,319	8,971	11,084	12,037	13,684	11,353	13,532
Total	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	608	827	984	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472					16,602	11,843	11,271	13,480	14,454	16,451	13,999	15,986

NB The data relates to application forms received, not total fees received.
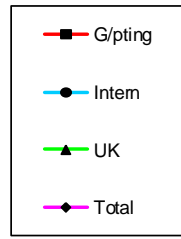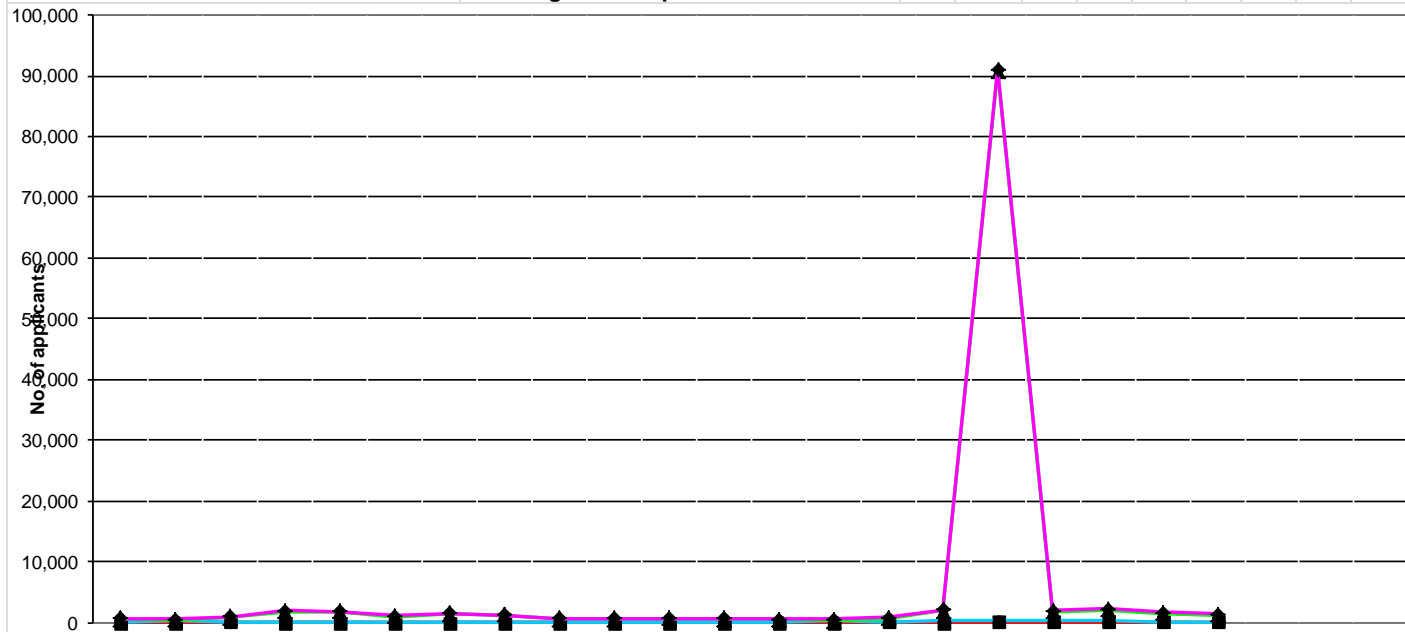
	2011									2012												2013				2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
G/pting	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22				2,295	283	9	0	63	96	65	237
Intern	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100				3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,326
UK	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251				9,474	8,870	8,355	10,774	11,069	11,122	10,675	100,642
Total	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373				14,876	12,325	10,226	12,530	12,576	12,919	12,129	102,205

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

	2011									2012												2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	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	FYE	YTD
Intl & GP																																
Intl & GP received	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833	963	896	954	737	723	707	685	488				40,070	19,612	14,428	12,732	14,348	16,702	12,886	6,986
Answered	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794	877	848	914	675	705	682	662	450				33,467	17,896	13,388	11,397	14,185	15,969	12,137	6,607
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	96	92	98	96	97	92				84	92	93	90	95	96	94	95
Abandoned	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	62	18	25	23	38	0	0	0	6,627	1,716	1,040	1,335	841	712	749	379
Avg answer time (sec)	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42	54	32	35	46	82				25	14	13	36	36	41	49	50
Avg talk time (min)	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	3.56	3.56	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00				2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.78
UK																																
UK received	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	12,200	8,735	12,099	10,481	8,533	10,516	11,965	17,941	26,254	40,761	9,757				70,233	72,488	123,967	92,018	119,887	86,890	114,847	148,307
Answered	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	11,722	8,418	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041				50,518	67,493	91,923	78,293	111,573	83,218	109,818	130,408
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	95	95	96	92	72	93				70	93	79	92	95	96	96	92
Abandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	617	667	2,065	11,424	716	0	0	0	10,719	6,335	32,034	13,725	8,314	3,652	5,029	17,899
Avg answer time (sec)	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39	42	34	61	279	63				64	45	102	85	48	36	38	72
Avg talk time (min)	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	3.03	3.12	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13				1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.31

Major Projects – Robert Silverman

HCPC Major Projects 2012/13 Scorecard   **F&R – 31st January 2013**

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP52	On Boarding of Social Workers	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	Apr 2012 Sept 2012	▪ Financial reconciliations complete ▪ Project End Report approved by EMT	G	Closed
MP56	Information Security Management System	Implementing ISO 27001 information security standard across the organisation	Greg Ross-Sampson	Roy Dunn	Oct 2012 Dec 2012	▪ Lessons Learned completed ▪ Project End Report approved by EMT	A	Closed
MP46	Education Systems and Process Review	Review of all education department systems and processes	Abigail Gorringe	Brendon Edmonds	Dec 2012	▪ Lessons Learned Meeting scheduled for 21 Jan 2013 ▪ Project End Report scheduled to be presented to EMT Feb 2013	G	G
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	▪ Exception report agreed by EMT to extend project end date to Jan 2013 ▪ Domain changes scheduled for Jan 2013 ▪ Project End Report scheduled to be presented to EMT Feb 2013	G	G
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; 3) To implement security enhancements	Tim Moore	Charlotte Milner	Oct 2012 Aug 2012 Nov 2012 Jan 2013	▪ Exception Report agreed by EMT to extend project end date to Jan 2013 ▪ Re-Testing scheduled to complete Jan 2013 ▪ Project End Report scheduled to be presented to EMT Feb 2013	A	G
MP62	Automated Re-admissions	Technology and process changes to allow readmissions forms to be processed through DocXP (Increased Equality & Diversity scanning ability from NetReg 12/13 project has been moved into scope of this project)	Greg Ross-Sampson	Richard Houghton	Dec 2012 Jan 2013	▪ Exception Report agreed by EMT to extend project end date ▪ UAT complete ▪ Deployment complete ▪ Minor issues to be resolved post deployment. Workarounds identified ▪ Project End Report scheduled to be presented to EMT Feb 2013	G	G

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
MP63	HR & Partners Systems and Process Review		Marc Seale	Teresa Haskins	Dec 2013	▪ Specification for business analysis sent to provider ▪ Proposal from third party business analysis agreed ▪ Project Initiation Documents agreed by EMT Dec ▪ Ts and Cs signed by supplier ▪ First Work signed by supplier ▪ Business Analysis Workshops scheduled to commence late Jan	N/A	G
MP64	Education System Build	Implementation of recommendations from Phase 1	Abigail Gorringe	Brendon Edmonds	TBD	▪ Business Case agreed by EMT ▪ Initial meetings with preferred supplier commenced ▪ Contractual Terms & Conditions signed ▪ Initiation documents expected to be presented to EMT May 2013	N/A	Initiation
MP65	Web Deployments		Jacqueline Ladds	Tony Glazier	TBD	▪ Project Initiation Documents expected to be presented to EMT Jan 2013	N/A	Initiation
MP66	FTP Changes 2012-13		Kelly Johnson	Brian James	TBD	▪ Analysis of proposed CMS Change Requests ongoing ▪ Baseline testing scheduled for Jan 2013 ▪ Project Initiation Documents expected to be presented Mar 2013 ▪ Update paper (from Project Lead) scheduled for EMT Jan monthly meeting	N/A	Initiation
MP67	NetReg Changes 2012-13	Implementation of the following Net Regulate changes: 1) Authentication code rationalisation 2) Automatic review of de-registered balances 3) Financial transactions reporting 4) Processing payments amendment	Tim Moore	Charlotte Milner	TBD	▪ EMT agreed to include additional changes in scope of project, rather than having a new 'NetReg Changes 2013-14 project' ▪ Project Initiation Documents estimated to be presented to EMT Feb 2013	N/A	Initiation
MP68	NetReg Changes 2012-13 (Annotation	Annotation of the Register	Michael Guthrie	Richard Houghton	TBD	▪ Initiation expected to commence Jan 2013 ▪ Project Initiation Documents estimated to be	N/A	Initiation

No.	Project Name	Project Description	Project Sponsor	Project Lead	Project End Date	Commentary	Previous Status	Status
	of the Register)					presented to EMT Mar 2013		
MP69	Professional Indemnity		Marc Seale	Louise Hart	TBD	▪ HCPC awaiting DH consultation paper to be released ▪ Project Initiation Documents estimated to be presented to EMT Feb 2013	N/A	Initiation
MP70	Kennington Park Road		Marc Seale	Steve Hall	TBD	• Project Initiation Documents estimated to be presented to EMT Mar 2013	N/A	Initiation
MP59	Herbal Practitioners		Marc Seale	Michael Guthrie	TBD	• Not expected to commence during 2012-13	N/A	Start Up
MP71	Fees Change		TBD	TBD	TBD		N/A	Start Up

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

<u>Key</u>:

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 five permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management.

Christmas period

To support departments involved in the renewal of Social Workers, Facilities opened the building and provided a full service on 27, 28 and 31 December.

Facilities Department ticketing system

Working in conjunction with the IT Department, a Facilities Department ticketing system is being developed and tested. This tool will allow the monitoring of any persistent failures of plant to assist in developing a strategy to overcome issues of this nature as well as enhancing the service delivery to the business.

First Aid training

John Dongahy, member of Council has agreed to provide training to our First Aiders on 27 March on the use of defibrillators.

Business Process Improvement – Roy Dunn

Human resources
There are no changes to BPI.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2012 – 13 is progressing. One further NMR (nonconformity) has been declared, one is almost complete, one is awaiting technical response from contractors.

QMS process updates
A major review of Finance Department processes is on-going, including procurement across the organisation.

The Registrations Department has reviewed and enhanced its process documentation in the application, renewal, readmission and temporary registration processes for EEA applicants.

BSI Entropy system based QMS. Training should take place in early 2013, after difficulties in freeing up dates across the team.

BSI audit
The BSI audit took place on 14 November 2012. Fitness to Practise, Customer Service and the QMS were audited, plus preparation for the strategic review. No nonconformities were found. A copy of the report forms an additional paper.

Business continuity
No major changes other than monthly list updates.

The exercise in November 2012 near Uxbridge concentrated on ensuring the plan content is as up-to-date as possible, and looked for possible changes prior to the plan being made more available via online systems in the next few months.

A short lived issue occurred in early November, affecting availability of pc and phones. A report is attached.

Information security management
The project for ISO 27001 is on-going. Information assets, their vulnerabilities and threats are being recorded, plus the projected risk scores. Upon completion of this lengthy task, a Statement of Applicability will be produced.

Information & data management
The Information Services Manager is planning to call very old documentation back to HCPC offices, so we can visually determine which of the more ancient documentation can be destroyed. Items will be scanned before destruction if of any value.

Additional items
The Tendering and Procurement policy and supporting processes will be finalised when the Procurement Manager is in place. The existing draft policy, which just adds the EEA/OJEU element to existing policies, will be in use until then.

The tender for Registrations printing and distribution is on hold as the requirements are being re-evaluated to improve efficiency, reduce costs, and be more environmentally friendly.