

**Agenda Item 12**

**Enclosure 10**

**Health and Care Professions Council  
22 September 2016**

**Operations report**

**To note**

**From Greg Ross Sampson, Director of  
Operations**

# **Operations Directorate Management Information Pack**

Greg Ross-Sampson, Director of Operations  
September 2016

## Contents

1. Executive Summary .....	5
1.2 Project management .....	5
1.3 Business Process Improvement.....	6
1.4 Facilities Management .....	6
2 Registration Management Commentary .....	7
2.1. Operational performance 1 June 2016 to 31 July 2016 .....	7
a) Telephone calls.....	7
b) Application processing.....	7
c) Emails .....	9
d) Continuing Professional Development (CPD) audit .....	9
e) Registration renewals .....	9
f) Postal correspondence .....	10
g) Registration appeals .....	10
2.2 Resource.....	10
2.3 Registration department service standards:.....	11
2.4 Registration Management Statistics .....	11
3. Project Management Commentary .....	34
Education System Build .....	34
HR and Partners systems build .....	35
Professional Qualifications Directive .....	36
Registrations Transformation and Improvement project .....	37
PCI / DSS.....	39

Establishing the new tribunal service project.....	40
FTP changes.....	41
HCPC website review and build project.....	40
FTP Case management system review.....	40
4. Business Process Improvement Commentary.....	41
4.1 Quality Management System Changes and Audits.....	41
4.2 Near Miss Reporting.....	44
4.3 ISO9001 Audits & updated processes.....	44
4.4 ISO10002 Audits & updated processes.....	44
4.5 Corporate Risk Register Maintenance.....	45
4.6 Registrant Number Forecasting.....	45
4.7 ISO27001 Information Security Implementation.....	45
4.8 Business Continuity / Disaster Recovery Planning.....	45
4.9 Information & Reporting Activity.....	47
5. Office Services Report.....	48
5.1. Organisation of Office Services Department.....	49
5.2 Incoming Mail including Special Delivery Volumes 2015 / 2016.....	Í €

## **1. Executive Summary**

### **1.1 Registration - 1 June 2016 to 31 July 2016**

As forecasted, the team received an increase in UK applications received due to the new graduate period. We also saw a lower volume of calls to the department than forecasted. The team achieved all of the department's service standards, with the exception of answering 95% of telephone calls received for UK telephone calls, and UK and international email responses. Response times to emails were adversely affected by the increase in volume for international emails and higher than expected sickness absence. This also affected the service levels of telephone calls.

#### **1.1.1 Telephone Calls**

The team experienced an overall decrease of 1,702 less calls received than we had forecasted during this period.

#### **1.1.2 UK Applications**

The team received 870 less UK applications than forecasted.

#### **1.1.3 International Applications**

The team registered 50.8% more international applications compared to the same period last year, and 61.2% more than forecast.

#### **1.1.4 Registration Renewals**

In this period we had three professions renewing their registration. The renewal window for dietitians closed on 30 June 2016 and the renewal window for chiropodists / podiatrists and hearing aid dispensers closed on 31 July 2016. There was an increase in registrants using the online portal to renew their registration. All renewal forms received were processed within three working days of receipt.

#### **1.1.5 Registration appeals**

The appeals reports now follow the same layout as UK and international applications; current workload, appeals received each month, and decisions reached each month.

## **1.2 Project management**

During this period:

- 1 project has entered closure
- 2 projects have declined in outlook; and
- 3 projects have remained the same; and

The Education project has entered closure following the release of the integration functionality enabling communication between the Education system and both Net Regulate and the HCPC website.

The PCI / DSS credit card standard project has declined in outlook due to lack of availability of the supplier to provide further information on the actions required.

The Professional Qualifications Directive project has declined in outlook due to a lack of clarity relating to EU legislation.

### **1.3 Business Process Improvement**

The next external ISO9001:2008 audit will take place over two days (October 18th & 19th) and will cover Registrations, Secretariat, and Communications. The next major item of interest for the auditor will be how the Strategic Intent maps to the Risk Register.

### **1.4 Facilities Management**

The re-organisation of the Office Service Department continues. The Office Services Manager post has been filled. The post of Reception Manager is due to be advertised in the next 2 months.

## **2 Registration Management Commentary**

### **2.1. Operational performance 1 June 2016 to 31 July 2016**

#### **a) Telephone calls**

During this period there were three professions in renewal. We experienced the incoming call spikes that we typically expect during the end of a renewal period and the registrant's receipt of various renewal notices.

**i) UK telephone calls** – During this period the team received a total of 19,646 telephone calls. This is 1,261 (or 6.9%) more than the same period two years ago, and 1,554 less than forecast. The team answered 94.6% of calls received compared to 97.6% during the same period two years ago.

**ii) International telephone calls** – During this period the team received a total of 1,527 telephone calls. This is 312 more than the same period last year and represents a 25.7% increase in calls. The team answered 98.7% of calls received compared to 99.6% during the same period last year.

#### **b) Application processing**

##### **i) UK applications**

A total of 4,057 UK applications were received during the period which is 870 (or 17.7%) less than forecasted. We received 401 (or 9%) less UK applications compared to the same period last year.

The team registered 3,655 UK applications which is 1,148 (or 23.9 %) less than forecasted.

The team processed all UK applications within ten working days.

##### **ii) Readmission applications**

The team processed all readmission applications within eight working days.

##### **iii) International applications**

A total of 1,057 new international applications were received which is six (or 0.6%) less than forecasted.

We received 154 more international applications compared to the same period last year which represents a 17.1% increase.

The team registered 674 applications which is 227 (or 50.8%) more compared to the same period last year, and 61.2% more than forecast.

The team acknowledged receipt of applications within three working days on average during this period for both European Mutual Recognition (EMR) and Non-EMR applications. The team are currently processing both Non-EMR applications and EMR applications within 32 working days of receipt.

#### **iv) Visiting European health professional declarations**

The team received 60 declarations which is 53 (or 46.9%) less compared to the same period last year. The number of registered visiting European health professionals for the same period last year has increased by 8.6% to 354, which is 11 less than the forecast of 365.

#### **v) European Professional Card (EPC)**

The European Professional Card (EPC) for physiotherapists has been operational since 18 January 2016.

We continue to receive more interest from physiotherapists who either want to go and practise elsewhere in the European Economic Area (EEA), or who wish to come and practise physiotherapy in the UK.

In the period we received:

- 11 EPC applications from those who are registered with us (or have approved UK qualifications) and wish to practise in another European state,
- 18 EPC applications from physiotherapists qualified in other European states who want to establish themselves in the UK and use the protected title,
- And 6 EPC applications from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.

Seven outgoing EPC applications have been successfully transferred to another member state during the period.

From those who want to use the title physiotherapist and establish themselves in the UK, five were returned due to being incomplete, 12 had their qualifications recognised and the rest are ongoing. During the period, 4 EPC applications have been added to the Register of visiting professionals. Please note that these are registered for 18 and not 12 months, when compared to visitors applying via the non-EPC route.



## **c) Emails**

**i) UK Emails** – A total of 5,213 emails were received which is 254 (or 4.7%) less than the same period in 2014. The team responded to 71.7% of UK emails within one working day and 94.0% within two working days.

**ii) International emails** – A total of 2,949 emails were received which is 1,992 or 208.2% more during the same period last year. There continues to be a considerable increase in the number of emails received since the website was updated in October 2015, promoting the international email address more clearly.

The levels of unexpected sickness absence attributed to the number of emails that were processed outside of service level.

## **d) Continuing Professional Development (CPD) audit**

A total of 415 CPD profiles were received during this period and all profiles were acknowledged within one working day. All complete CPD profiles are being processed within 60 working days of receipt.

During this period one assessment day was held and a total of 537 CPD profiles were assessed of which 15 CPD profiles were sent to assessors to be assessed electronically.

## **e) Registration renewals**

The renewal window for dietitians closed on 30 June 2016 with 96.7% successfully renewing their registration.

This is 0.1% more than 2014 when 96.6% of dietitians renewed their registration. Of those who successfully renewed, 95.1% renewed their registration using the online portal. This compares favourably with 2014 where 89.9% of dietitians renewed their registration using the online portal, an increase of 5.2%.

The renewal window for chiropodists / podiatrists closed on 31 July 2016 with 96.7% successfully renewing their registration. This is 0.5% less than 2014 when 97.2% of chiropodists / podiatrists renewed their registration. Of those who successfully renewed, 88.4% renewed their registration using the online portal. This compares favourably with 2014 where 81.7% of chiropodists / podiatrists renewed their registration using the online portal, an increase of 6.7%.

The renewal window for hearing aid dispensers closed on 31 July 2016 with 94.7% successfully renewing their registration. This is 0.3% less than 2014 when 95% of hearing aid dispensers renewed their registration. Of those who successfully renewed, 90.8% renewed their registration using the online portal. This compares favourably with 2014 where 85.6% of hearing aid dispensers

renewed their registration using the online portal, an increase of 5.2%. All complete paper renewal forms were processed within three working days of receipt.

**f) Postal correspondence**

On average, the team processed postal correspondence within seven working days of receipt.

**g) Registration appeals**

During the period the team received six new registration appeals, which is two or 25% less than forecast.

A Registration Appeal Panel considered a total of four appeals, determining that the appeal should be dismissed in three cases and remitted back to the Education and Training Committee in one case.

The registration appeals team actively managed and progressed 17 cases during the reporting period.

**2.2 Resource  
Employees**

During the period we successfully recruited five new Registration Advisors, two of which are on fixed term contracts. These positions backfill vacancies that we had following promotions, leavers, and secondments. Training continues to be provided to employees as part of our multi-skilling training programme.

The department operated within its budgeted headcount during this period.

### 2.3 Registration department service standards:

- a) The Registration Department aims to answer 95% of all telephone calls.
- b) The Registration Department aims to respond to all UK application requests within ten working days of receipt. We aim to process all **complete** UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is **incomplete**.
- c) The Registration Department aims to process all **complete** readmission applications within ten working days.
- d) The Registration Department aims to verify completeness of all International applications and acknowledge receiving the application within five working days of receipt.

The Registration Department aims to process **complete** applications within 60 working days of receipt.

- e) The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.
- f) The Registration Department aims to acknowledge receipt of CPD profile applications within five working days.

The Registration Department aims to process all **complete** CPD profile within 60 working days of receipt.

- g) The Registration Department aims to renew the registration of a registrant with active direct debit set up, within ten minutes of the registrant completing their renewal online account.

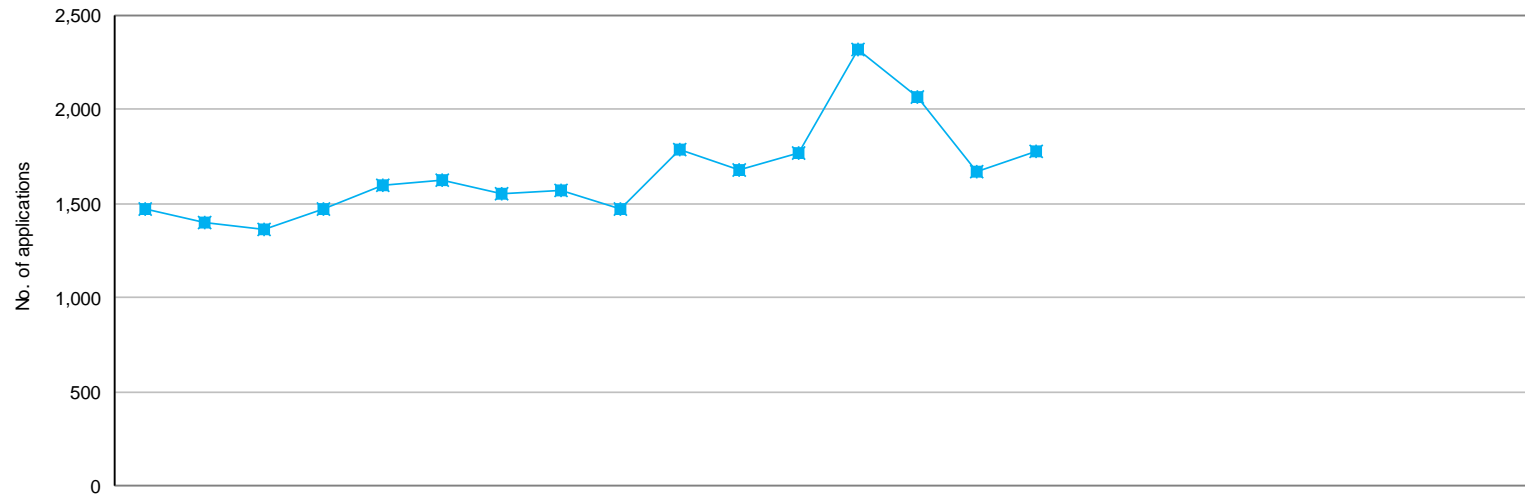
The Registration Department aims to process all **complete** paper renewal form within ten working days of receipt.

- h) The Registration Department aims to process postal correspondence within ten working days.



International applications workflow process at end of each month April 2015 - March 2017

Registration Department

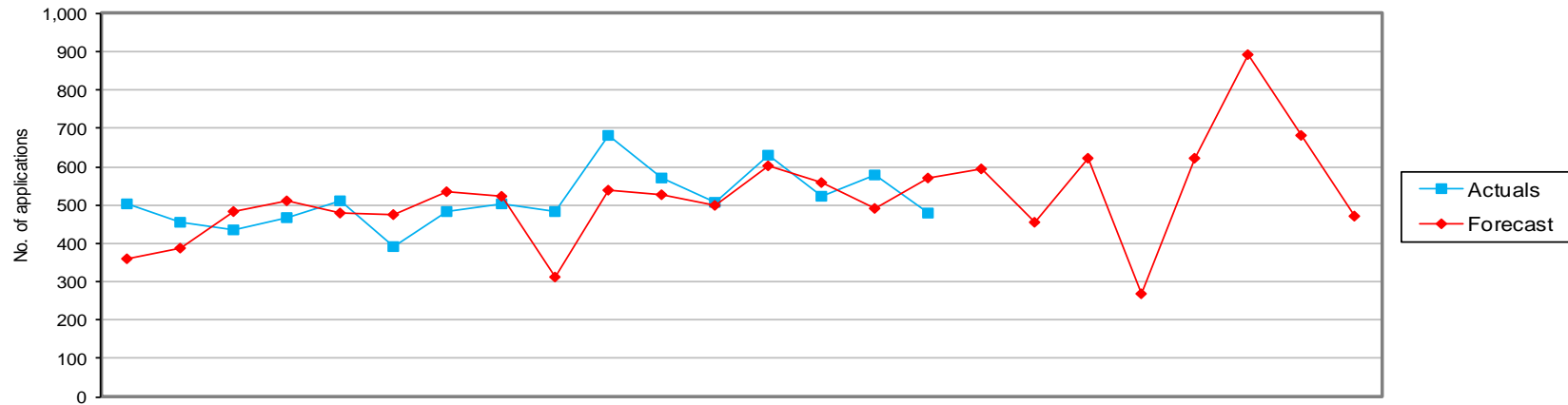


Current status	2015			2016									2017			14/15	15/16	16/17											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Minimum info	251	351	309	533	533	451	310	295	337	542	386	386	551	555	253	237											141	386	237
At scrutiny	1,000	809	838	739	877	933	957	928	881	974	984	1,126	1,419	1,164	1,119	1,258											739	1,126	1,258
Pending reg fee	223	235	213	200	187	241	283	346	253	271	307	252	343	347	301	280											203	252	280
<b>Total</b>	<b>1,474</b>	<b>1,395</b>	<b>1,360</b>	<b>1,472</b>	<b>1,597</b>	<b>1,625</b>	<b>1,550</b>	<b>1,569</b>	<b>1,471</b>	<b>1,787</b>	<b>1,677</b>	<b>1,764</b>	<b>2,313</b>	<b>2,066</b>	<b>1,673</b>	<b>1,775</b>											<b>1,083</b>	<b>1,764</b>	<b>1,775</b>

NOTE: Information covers international applications status progress only.  
Represents the current workload within the international section as at the end of the month.

**New International Applications Received April 2015 - March 2017**

**Registration Department**

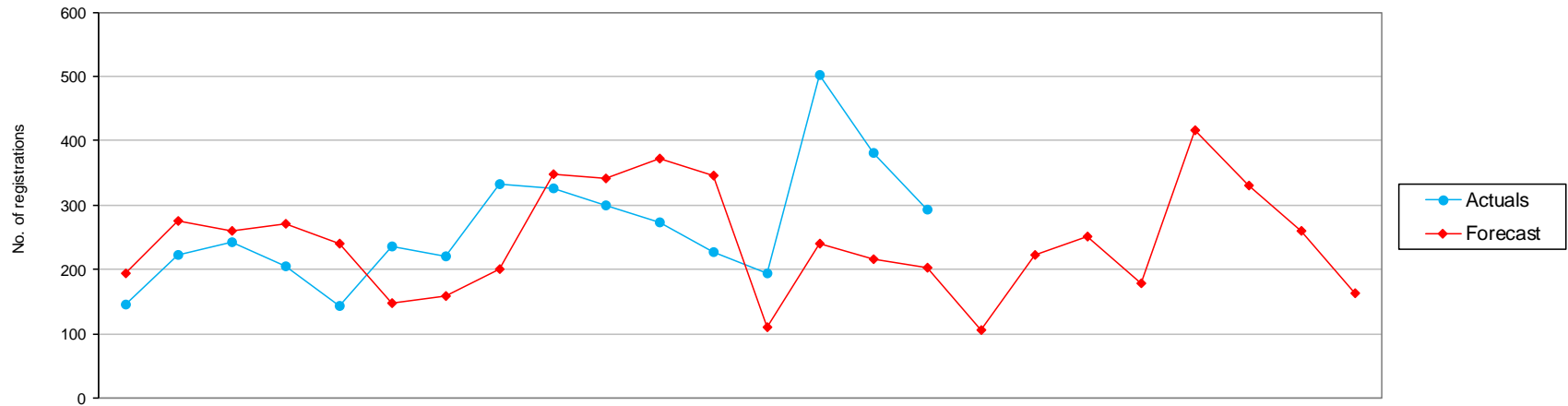


	2015			2016												2017			14/15 FYE	15/16 FYE	16/17 YTD					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov	Dec	Jan	Feb
Arts Therapists	0	0	2	2	6	4	1	4	1	1	0	0	0	1	3	7	20	21	11							
Bio. Scientists	32	28	29	31	56	35	36	31	39	43	30	27	34	37	33	32	353	417	136							
Chirops/ Pods	5	9	8	8	8	6	2	4	7	3	7	7	9	5	3	2	49	74	19							
CI Scientists	9	3	8	9	9	9	9	8	12	9	7	7	9	13	11	11	93	99	44							
Dietitians	23	22	31	21	21	15	21	21	16	39	29	29	44	26	25	21	183	288	116							
Hearing aid disps	7	8	3	7	1	1	3	3	2	2	1	3	3	2	2	1	31	41	8							
OTs	40	42	44	36	39	36	44	40	25	56	47	42	36	32	31	26	418	491	125							
ODPs	3	1	0	0	3	1	0	0	0	0	3	0	2	2	4	0	30	11	8							
Orthoptists	0	0	1	0	1	0	0	0	1	0	1	0	4	0	0	0	4	4	4							
Paramedics	40	40	26	24	28	16	23	49	115	127	41	30	31	44	51	29	256	559	155							
Physiotherapists	126	108	109	131	126	98	126	139	107	171	177	163	207	150	177	117	1,273	1,581	651							
Pract psychs	34	37	34	40	39	28	39	32	26	30	21	38	58	31	40	39	307	398	168							
Prostn/Ortnost	2	0	1	0	1	1	1	2	1	5	2	0	2	0	0	1	18	16	3							
Radiographers	80	69	57	67	61	59	79	87	74	122	114	86	92	69	93	75	662	955	329							
Social workers	82	71	58	67	84	65	70	56	43	65	71	15	79	87	88	100	681	747	354							
SLTs	20	17	25	24	26	19	28	27	15	9	20	59	20	22	16	19	230	289	77							
<b>Total</b>	<b>503</b>	<b>455</b>	<b>436</b>	<b>467</b>	<b>509</b>	<b>393</b>	<b>482</b>	<b>503</b>	<b>484</b>	<b>682</b>	<b>571</b>	<b>506</b>	<b>630</b>	<b>521</b>	<b>577</b>	<b>480</b>	<b>4,608</b>	<b>5,991</b>	<b>2,208</b>							
<b>Forecast</b>	<b>360</b>	<b>388</b>	<b>481</b>	<b>512</b>	<b>480</b>	<b>475</b>	<b>533</b>	<b>524</b>	<b>311</b>	<b>539</b>	<b>525</b>	<b>497</b>	<b>602</b>	<b>557</b>	<b>491</b>	<b>572</b>	<b>594</b>	<b>455</b>	<b>623</b>	<b>267</b>	<b>620</b>	<b>892</b>	<b>683</b>	<b>472</b>	<b>5,625</b>	<b>6,828</b>

NOTE: All received applications, including those that may subsequently be returned, rejected or withdrawn.  
 Forecast is based on the average number of INT applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available

International Registrations April 2015 - March 2017

Registration Department

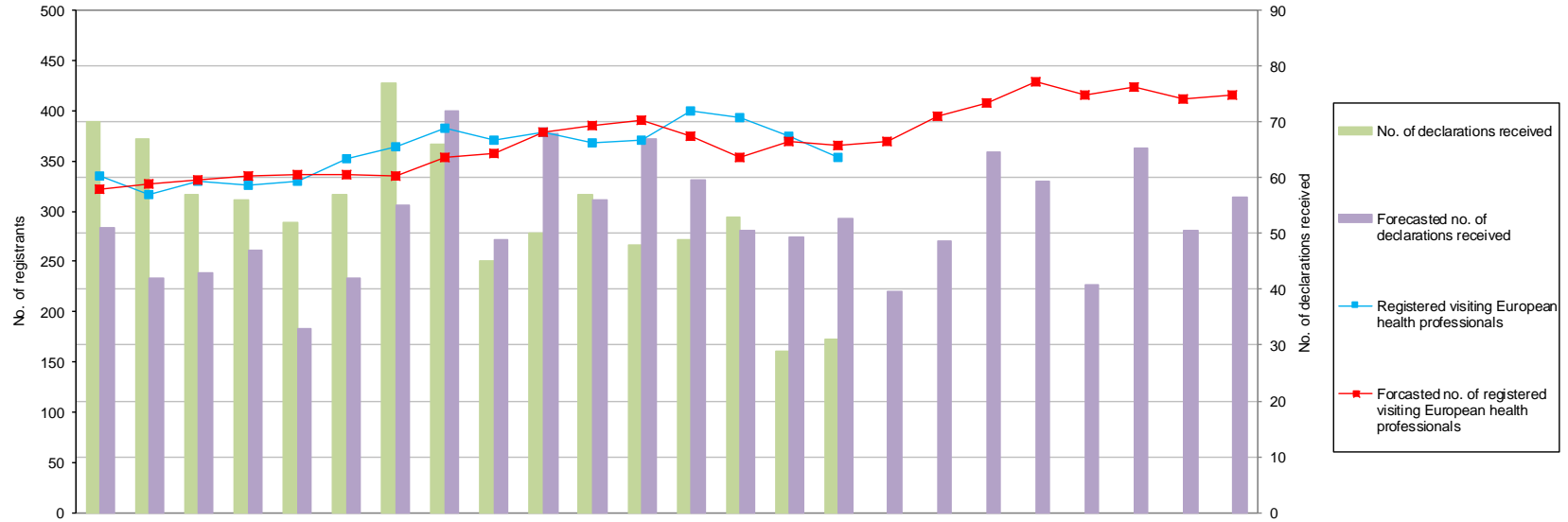


	2015			2016												2017			14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	0	0	2	0	1	1	0	2	0	0	1	0	0	0	4	1									15	7	5
Bio. scientists	10	17	14	15	10	12	13	2	50	26	24	20	22	33	22	11									229	213	88
Chirops/ pods	2	5	0	0	4	5	4	6	3	3	3	2	5	4	1	0									24	37	10
CI scientists	4	5	2	2	2	0	4	7	2	1	3	2	0	5	3	5									45	34	13
Dietitians	2	8	6	12	10	11	10	11	13	6	11	7	6	10	6	41									122	107	63
Hearing aid disps	0	1	0	1	2	4	2	5	2	2	2	0	2	0	0	1									23	21	3
OTs	17	10	21	14	12	17	11	66	26	17	29	15	25	32	32	27									271	255	116
ODPs	0	2	2	0	4	2	0	0	2	0	0	0	1	1	0	0									10	12	2
Orthoptists	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1									3	2	1
Paramedics	28	18	26	18	5	33	8	14	51	100	88	35	22	28	21	24									165	424	95
Physiotherapists	18	91	68	63	42	67	62	94	54	65	36	35	10	208	133	102									791	695	453
Pract psychs	5	0	24	4	6	12	14	13	14	14	17	7	17	9	26	11									150	130	63
Prosth/orthotists	1	0	0	1	1	0	4	1	0	0	0	0	1	0	1	0									6	8	2
Radiographers	28	30	39	36	17	39	43	57	19	21	12	84	45	105	67	33									390	425	250
Social workers	18	23	23	25	23	27	23	25	72	31	33	11	28	52	50	29									391	334	159
SLTs	10	12	15	14	4	5	23	29	18	14	14	9	9	16	14	8									155	167	47
<b>Total</b>	<b>145</b>	<b>222</b>	<b>242</b>	<b>205</b>	<b>143</b>	<b>235</b>	<b>221</b>	<b>332</b>	<b>326</b>	<b>300</b>	<b>273</b>	<b>227</b>	<b>193</b>	<b>503</b>	<b>380</b>	<b>294</b>									<b>2,790</b>	<b>2,871</b>	<b>1,370</b>
<b>Forecast</b>	<b>193</b>	<b>275</b>	<b>261</b>	<b>270</b>	<b>240</b>	<b>147</b>	<b>158</b>	<b>201</b>	<b>347</b>	<b>341</b>	<b>372</b>	<b>345</b>	<b>111</b>	<b>240</b>	<b>216</b>	<b>202</b>	<b>106</b>	<b>224</b>	<b>252</b>	<b>179</b>	<b>416</b>	<b>330</b>	<b>259</b>	<b>163</b>		<b>3,150</b>	<b>2,698</b>

NOTE: Forecast is based on the average number of INT applications registered each month from 10/11 - 14/15, normalised against the latest monthly actuals available  
 Social worker section of the Register opened 1 Aug 2012 (covers England only)

Register of visiting European health professionals under EU Directive 2005/36/EC April 2015 - March 2017

Registration Department

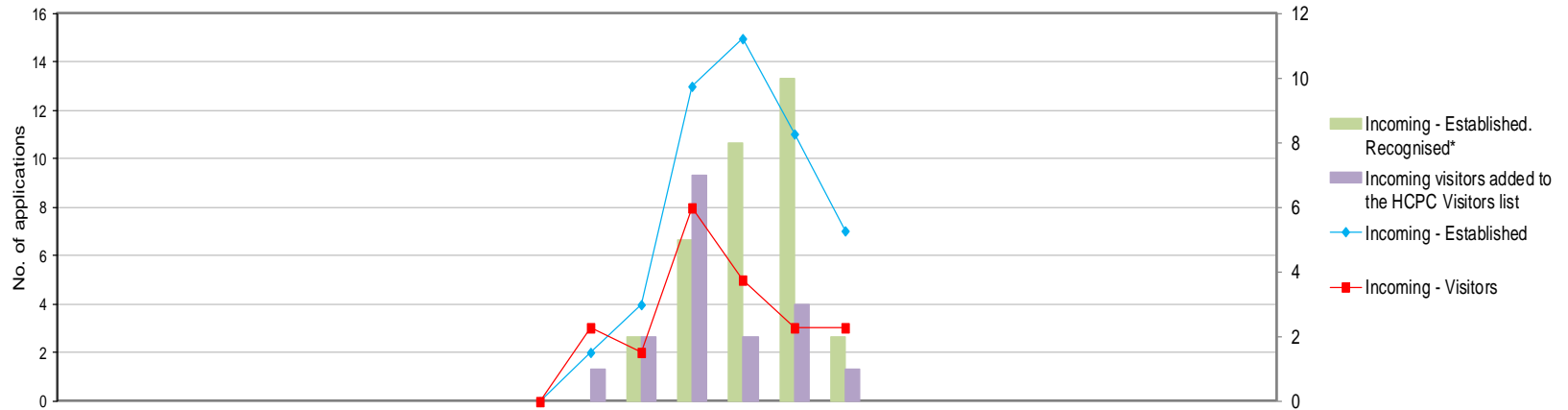


	2015			2016									2017									14/15	15/16	16/17				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
<b>No. of declarations received</b>	70	67	57	56	52	57	77	66	45	50	57	48	49	53	29	31										594	702	162
<b>Registered visiting European health professionals</b>	335	316	330	326	330	352	364	383	371	378	368	371	400	393	375	354										349	368	354
<b>Forecasted no. of declarations received</b>	51	42	43	47	33	42	55	72	49	68	56	67	60	51	49	53	40	49	65	59	41	65	51	57		625	638	
<b>Forecasted no. of registered visiting European health professionals</b>	322	327	331	335	336	336	335	354	357	379	385	390	375	354	370	365	370	394	408	429	416	423	412	416		390	416	

NOTE: Forecast is based on the average percentage increase or decrease on a monthly basis, using the actual figures between the period 11/12 - 14/15, normalised against the monthly actuals available.



European Professional Card (EPC) applications April 2016 - March 2017

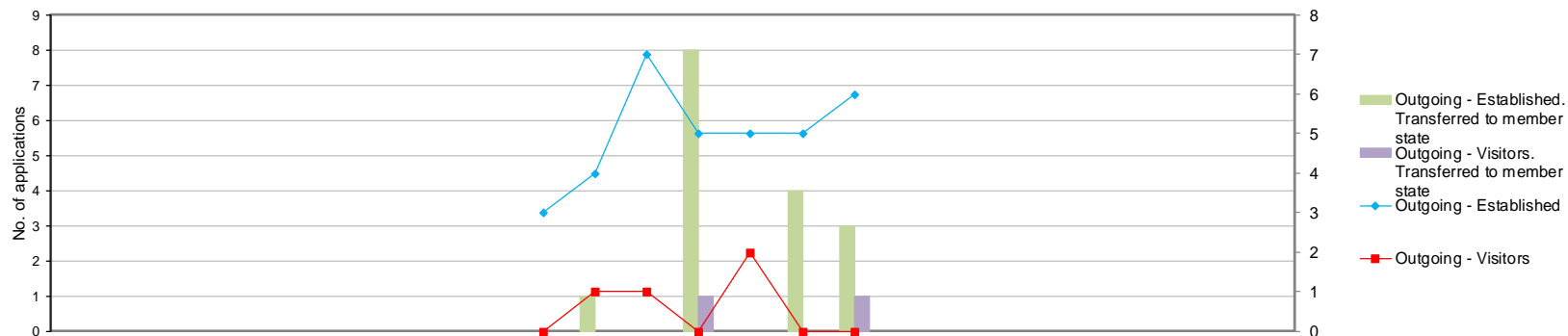


	2015												2016				2017			15/16 FYE	16/17 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			Nov	Dec	Jan
Incoming - Established													0	2	4	13	15	11	7				6	46
Incoming - Visitors													0	3	2	8	5	3	3				5	19
Incoming - Established. Recognised*													0	0	2	5	8	10	2				2	25
Incoming visitors added to the HCPC Visitors list													0	1	2	7	2	3	1				3	13

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016.

\* Applications that have been recognised may not be registered immediately as the registration fee is required. Figure does not include applications where the decision is a period of adaptation.

European Professional Card (EPC) applications April 2016 - March 2017

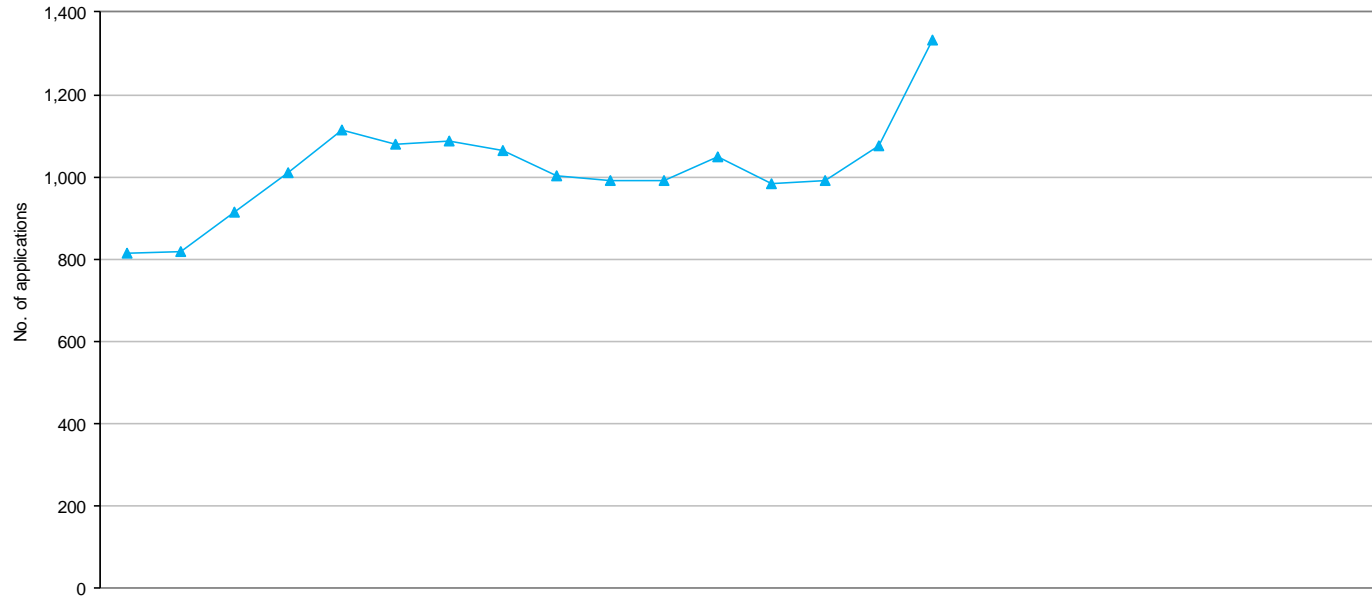


	2015												2016			2017			15/16	16/17					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE
Outgoing - Established													3	4	7	5	5	5	6	14	21				
Outgoing - Visitors													0	1	1	0	2	0	0	2	2				
Outgoing - Established. Transferred to member state													0	1	0	8	0	4	3	1	15				
Outgoing - Visitors. Transferred to member state													0	0	0	1	0	0	1	0	2				

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016. Registration of an outgoing application is completed by the host member state. The HCPC ensures the application is complete before transferring ownership on.

UK applications workflow process at end of each month April 2015 - March 2017

Registration Department

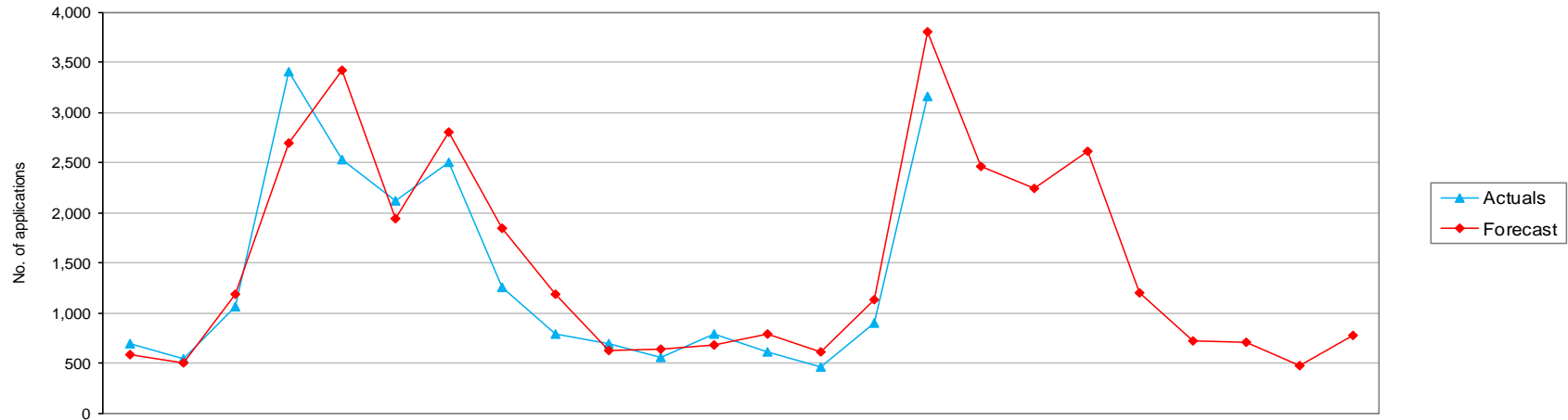


Current status	2015			2016									2017									14/15	15/16	16/17					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Minimum info	813	819	912	1,000	1,097	1,075	1,077	1,057	994	986	986	1,041	975	985	1,068	1,317											802	1,041	1,317
At scrutiny	0	0	0	1	0	0	3	1	2	1	1	1	1	1	1	2											3	1	2
Pending reg fee	1	1	1	9	19	5	6	8	6	5	6	8	6	6	6	12											3	8	12
<b>Total</b>	<b>814</b>	<b>820</b>	<b>913</b>	<b>1,010</b>	<b>1,116</b>	<b>1,080</b>	<b>1,086</b>	<b>1,066</b>	<b>1,002</b>	<b>992</b>	<b>993</b>	<b>1,050</b>	<b>982</b>	<b>992</b>	<b>1,075</b>	<b>1,331</b>											<b>808</b>	<b>1,050</b>	<b>1,331</b>

NOTE: Information covers UK applications status progress only.  
Represents the current workload within the UK section as at the end of the month.

New UK Applications Received April 2015 - March 2017

Registration Department

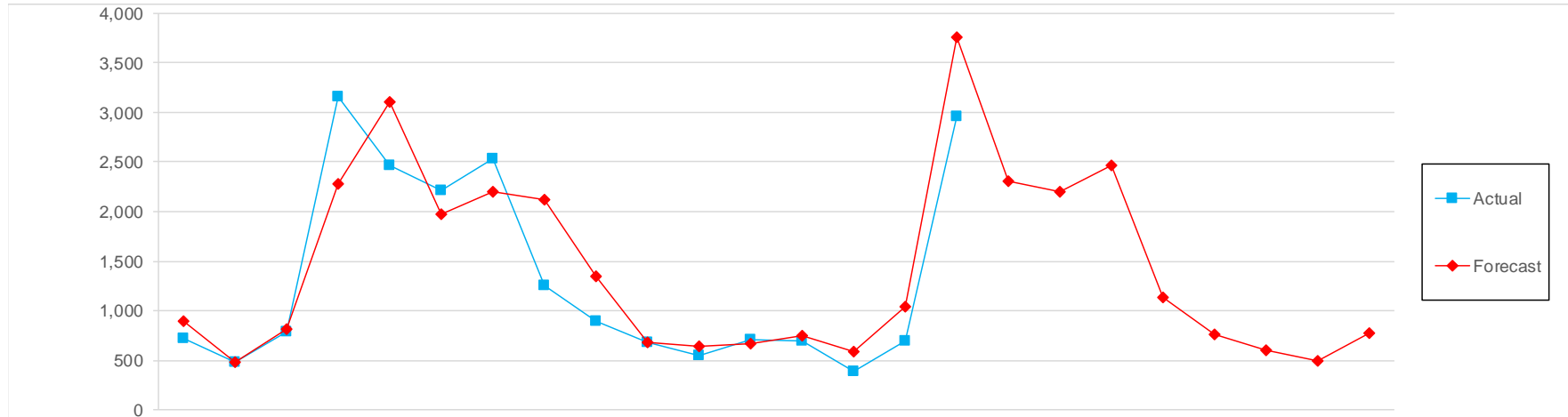


	2015			2016									2017						14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	12	7	10	30	52	46	56	42	13	13	7	16	12	18	8	31									340	304	69
Bio. scientists	37	46	53	126	110	86	87	59	69	58	48	61	49	51	62	107									848	840	269
Chirops/pods	3	4	50	160	53	39	28	7	4	5	2	5	3	0	78	143									393	360	224
CI Scientists	17	16	10	15	16	17	11	108	32	22	17	22	28	14	12	14									377	303	68
Dietitians	33	13	48	153	82	38	20	8	3	9	4	17	35	13	38	143									400	428	229
Hearing aid disps	10	6	12	34	50	32	28	11	31	26	18	20	16	7	6	33									234	278	62
OTs	66	40	62	419	329	164	259	93	46	57	47	81	43	30	49	393									1,733	1,663	515
ODPs	31	22	23	48	128	196	153	19	27	10	7	15	39	13	26	45									641	679	123
Orthoptists	0	0	1	12	33	8	5	2	1	0	0	1	0	0	6	21									72	63	27
Paramedics	65	40	102	116	174	296	229	86	78	56	81	112	85	59	94	125									1,173	1,435	363
Physiotherapists	36	27	118	752	341	156	140	83	56	47	54	71	30	22	111	646									1,875	1,881	809
Pract psychs	50	37	47	54	35	139	387	104	63	60	39	59	36	36	43	48									1,077	1,074	163
Prosth/orthotists	0	0	8	29	5	5	3	1	0	0	0	0	1	0	7	23									55	51	31
Radiographers	18	35	298	570	190	107	79	24	16	16	10	34	14	35	223	649									1,438	1,397	921
Social workers	303	237	191	699	777	685	902	563	330	271	184	232	203	143	116	597									5,695	5,374	1,059
SLTs	17	7	25	183	148	104	108	44	22	46	33	43	19	21	15	145									814	780	200
<b>Total</b>	<b>698</b>	<b>537</b>	<b>1,058</b>	<b>3,400</b>	<b>2,523</b>	<b>2,118</b>	<b>2,495</b>	<b>1,254</b>	<b>791</b>	<b>696</b>	<b>551</b>	<b>789</b>	<b>613</b>	<b>462</b>	<b>894</b>	<b>3,163</b>									<b>17,165</b>	<b>16,910</b>	<b>5,132</b>
<b>Forecast</b>	<b>578</b>	<b>494</b>	<b>1,181</b>	<b>2,696</b>	<b>3,412</b>	<b>1,935</b>	<b>2,808</b>	<b>1,838</b>	<b>1,184</b>	<b>618</b>	<b>635</b>	<b>679</b>	<b>790</b>	<b>608</b>	<b>1,124</b>	<b>3,803</b>	<b>2,453</b>	<b>2,235</b>	<b>2,612</b>	<b>1,196</b>	<b>716</b>	<b>705</b>	<b>478</b>	<b>775</b>		<b>18,058</b>	<b>17,495</b>

NOTE: Forecast is based on the average number of UK applications received each month from 10/11 - 15/16, normalised against the latest monthly actuals available. Social worker section of the Register opened 1 Aug 2012 (covers England only).

New UK Registrations April 2015 - March 2017

Registration Department

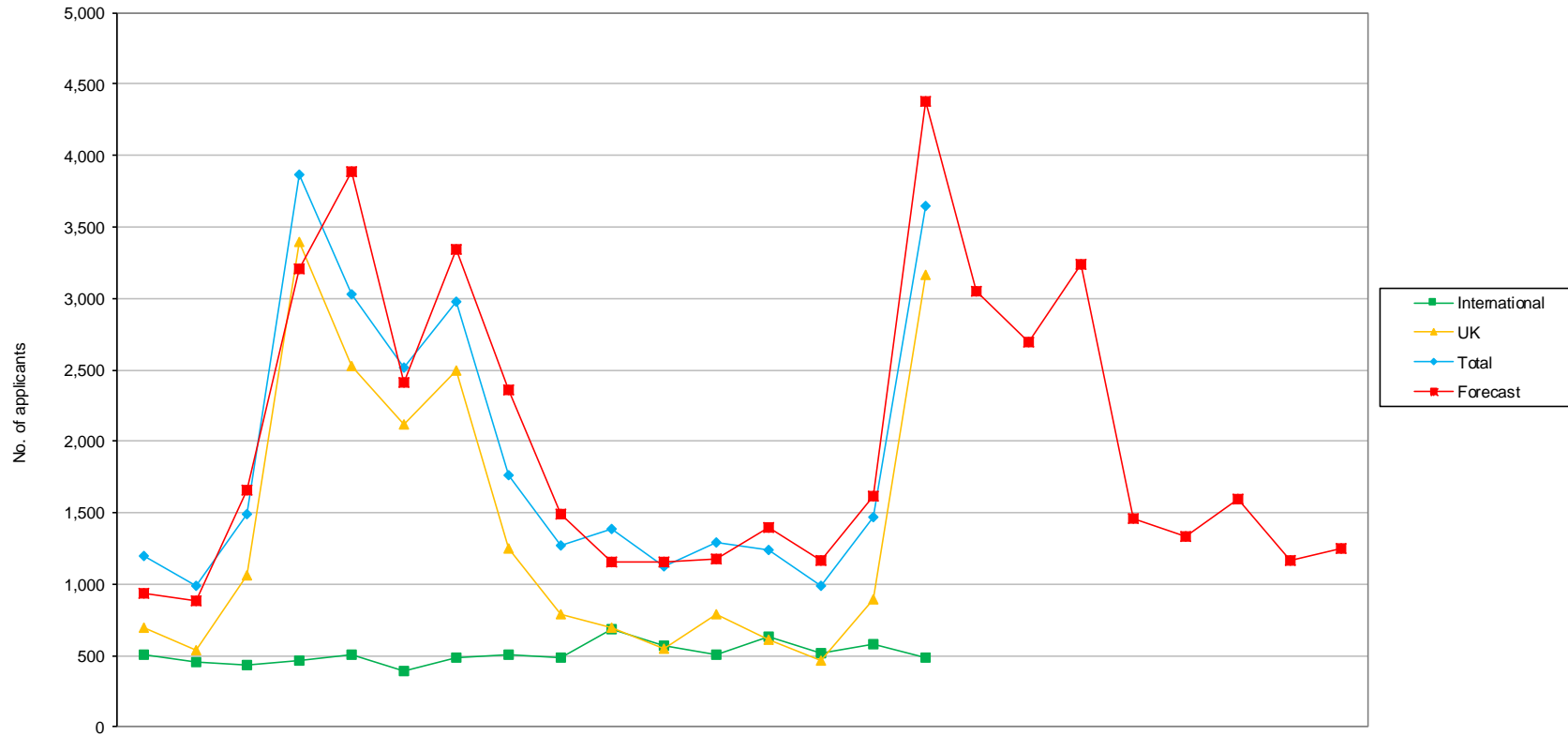


	2015			2016												2017												14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Arts therapists	13	8	5	23	44	43	59	35	20	16	8	13	14	16	7	23									329	287	60			
Bio. scientists	41	40	39	114	92	93	78	51	74	47	53	53	49	40	54	95									732	775	238			
Chirops/pods	5	3	34	156	54	43	32	12	7	4	2	4	6	0	54	146									376	356	206			
CI Scientists	17	15	9	13	19	11	14	94	37	20	17	19	26	13	10	11									363	285	60			
Dietitians	36	13	34	144	89	42	27	8	3	6	6	11	34	7	40	132									398	419	213			
Hearing aid disps	14	7	10	27	45	32	28	11	33	28	18	18	15	5	7	25									222	271	52			
OTs	73	32	33	413	313	186	255	94	57	58	49	79	51	25	42	360									1,701	1,642	478			
ODPs	31	9	34	38	103	190	173	29	25	15	5	21	35	14	23	30									630	673	102			
Orthoptists	0	0	1	6	35	11	3	4	2	0	0	0	0	1	5	21									69	62	27			
Paramedics	74	38	95	95	136	325	225	109	76	35	83	107	108	44	62	146									1,137	1,398	360			
Physiotherapists	38	15	77	686	378	189	154	84	50	52	44	73	38	17	86	588									1,830	1,840	729			
Pract psychs	45	40	37	52	31	126	382	105	63	59	37	50	43	35	33	45									1,051	1,027	156			
Prosth/orthotists	0	0	5	28	7	6	1	3	0	0	0	0	0	0	5	24									55	50	29			
Radiographers	12	12	182	630	225	113	84	33	18	18	11	28	18	9	152	664									1,420	1,366	843			
Social workers	301	247	176	573	744	697	908	536	399	297	166	195	229	136	93	524									5,576	5,239	982			
SLTs	27	8	13	167	158	111	104	49	28	29	49	35	27	19	17	131									793	778	194			
<b>Total</b>	<b>727</b>	<b>487</b>	<b>814</b>	<b>3,165</b>	<b>2,473</b>	<b>2,218</b>	<b>2,527</b>	<b>1,257</b>	<b>892</b>	<b>684</b>	<b>548</b>	<b>706</b>	<b>693</b>	<b>381</b>	<b>690</b>	<b>2,965</b>									<b>16,682</b>	<b>16,468</b>	<b>4,729</b>			
<b>Forecast</b>	<b>898</b>	<b>480</b>	<b>814</b>	<b>2,282</b>	<b>3,101</b>	<b>1,973</b>	<b>2,206</b>	<b>2,125</b>	<b>1,344</b>	<b>687</b>	<b>637</b>	<b>667</b>	<b>741</b>	<b>588</b>	<b>1,043</b>	<b>3,760</b>	<b>2,311</b>	<b>2,205</b>	<b>2,470</b>	<b>1,131</b>	<b>759</b>	<b>601</b>	<b>496</b>	<b>770</b>		<b>17,214</b>	<b>16,875</b>			

NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 15/16, normalised against the latest monthly actuals available.  
 Social worker section of the Register opened 1 Aug 2012 (covers England only).

Application Types Received April 2015 - March 2017

Registration Department



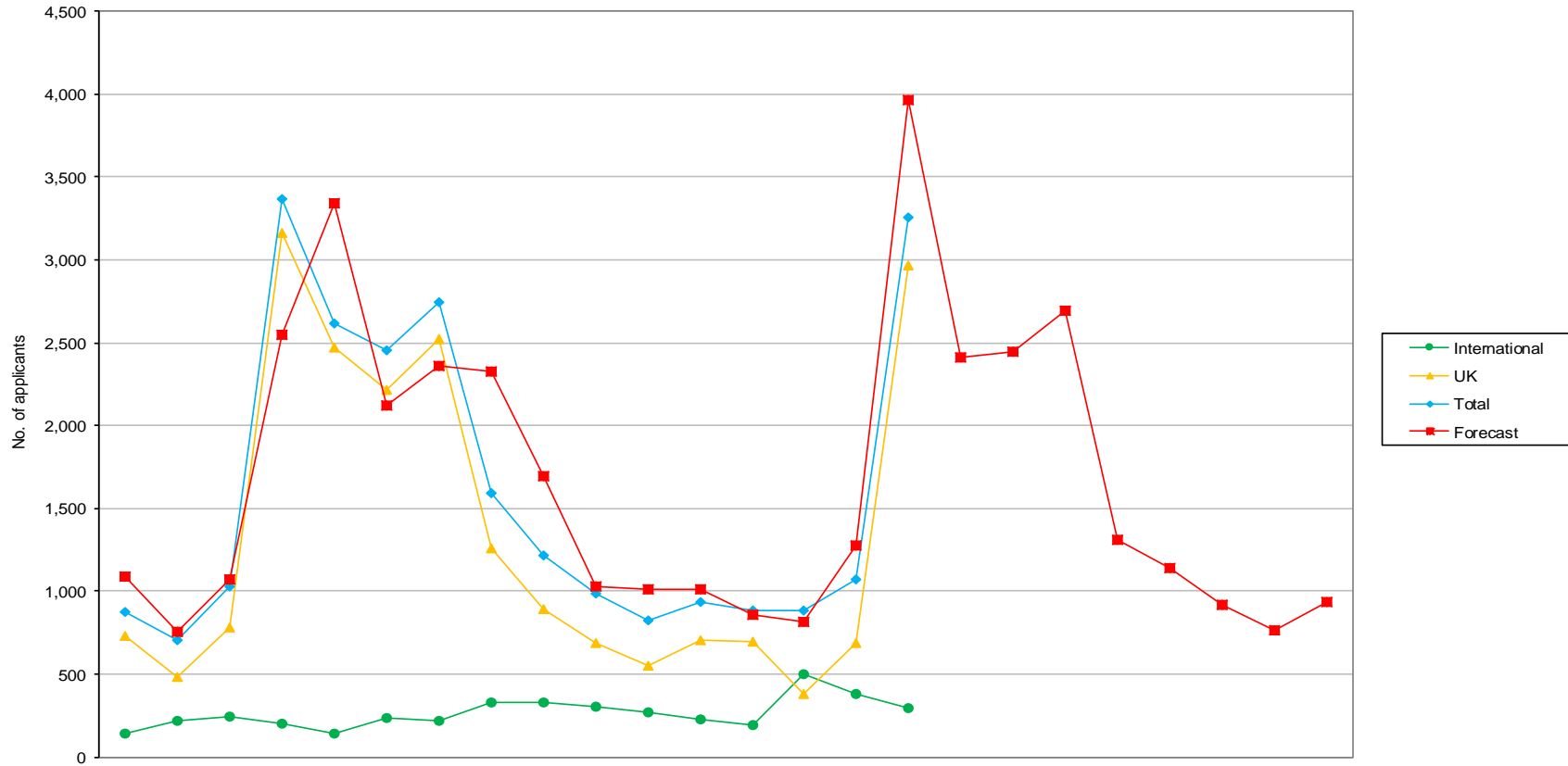
Apps Received	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	503	455	436	467	509	393	482	503	484	682	571	506	630	521	577	480								
UK	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791	696	551	789	613	462	894	3,163								
<b>Total</b>	<b>1,201</b>	<b>992</b>	<b>1,494</b>	<b>3,867</b>	<b>3,032</b>	<b>2,511</b>	<b>2,977</b>	<b>1,757</b>	<b>1,275</b>	<b>1,381</b>	<b>1,122</b>	<b>1,295</b>	<b>1,243</b>	<b>983</b>	<b>1,471</b>	<b>3,643</b>								
<b>Forecast</b>	<b>938</b>	<b>882</b>	<b>1,662</b>	<b>3,208</b>	<b>3,892</b>	<b>2,410</b>	<b>3,341</b>	<b>2,362</b>	<b>1,495</b>	<b>1,157</b>	<b>1,160</b>	<b>1,176</b>	<b>1,392</b>	<b>1,165</b>	<b>1,615</b>	<b>4,375</b>	<b>3,047</b>	<b>2,690</b>	<b>3,235</b>	<b>1,463</b>	<b>1,336</b>	<b>1,597</b>	<b>1,161</b>	<b>1,247</b>

14/15	15/16	16/17
FYE	FYE	YTD
2	0	0
4,608	5,991	2,208
17,165	16,910	5,132
21,775	22,901	7,340
	23,683	24,323

NOTE: The data relates to application forms received, not total fees received.  
 Forecast is the combined forecast of international applications received and UK applications received.

New Registrants April 2015 - March 2017

Registration Department

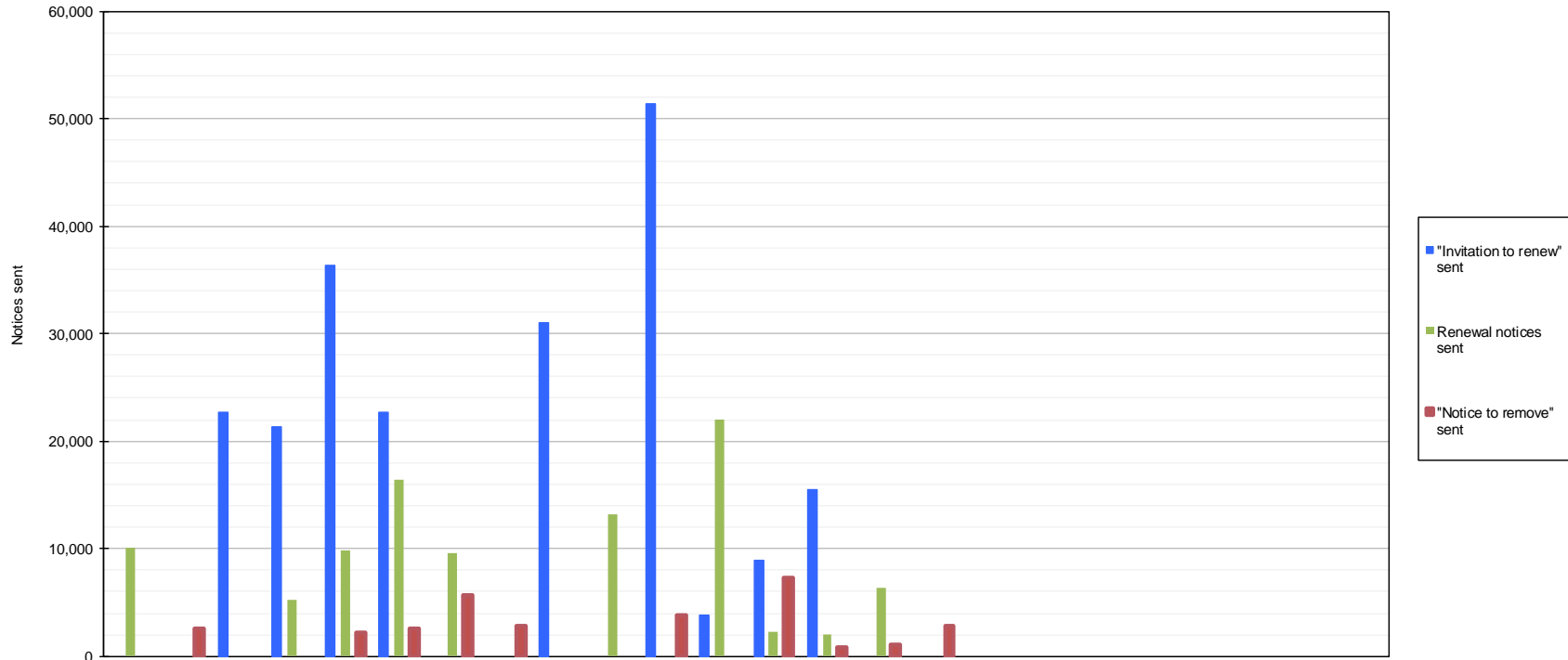


	2015			2016									2017			14/15	15/16	16/17										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
G/pting	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0												
International	145	222	242	205	143	235	221	332	326	300	273	227	193	503	380	294												
UK	727	487	784	3,165	2,473	2,218	2,527	1,257	892	684	548	706	693	381	690	2,965												
Total	872	709	1,026	3,370	2,616	2,454	2,748	1,589	1,218	984	821	933	886	884	1,070	3,259												
Forecast	1,091	755	1,075	2,552	3,341	2,120	2,364	2,326	1,691	1,028	1,009	1,012	859	819	1,279	3,964	2,415	2,446	2,692	1,312	1,137	914	768	935		20,364	19,540	

NOTE: Forecast is the combined forecast of international applications received and UK applications registered.

Renewal Information April 2015 - March 2017

Registration Department

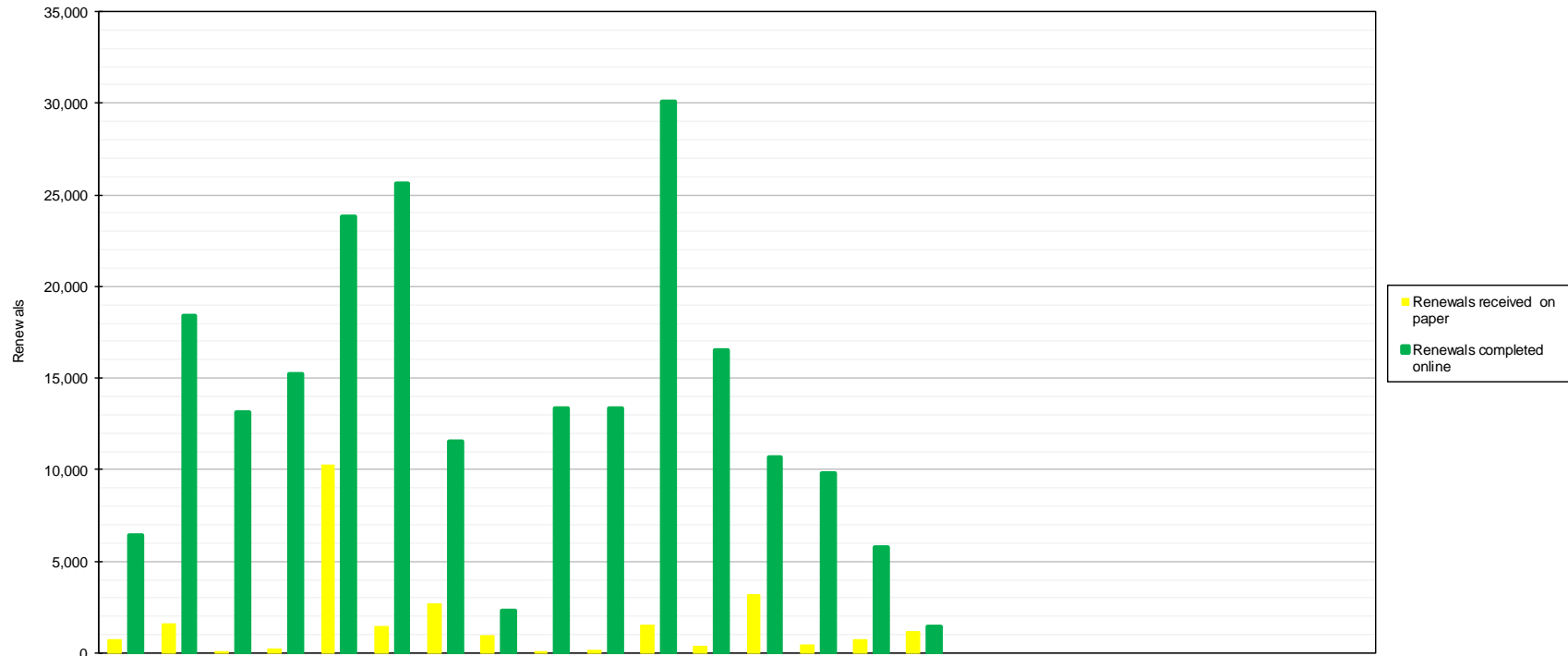


	2015												2016												2017												14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
"Invitation to renew" sent	0	0	22,645	21,310	36,381	22,667	0	0	30,966	0	51,333	3,853	8,916	15,448	0	0																					146,403	189,155	24,364
Renewal notices sent	10,146	0	0	5,213	9,842	16,452	9,570	0	0	13,214	0	21,949	2,301	2,049	6,392	0																					68,518	86,386	10,742
"Notice to remove" sent	0	2,585	0	0	2,141	2,523	5,643	2,840	0	0	3,857	0	7,279	851	1,140	2,831																					28,241	19,589	12,101
<b>Total</b>	10,146	2,585	22,645	26,523	48,364	41,642	15,213	2,840	30,966	13,214	55,190	25,802	18,496	18,348	7,532	2,831																					243,162	295,130	47,207



Renewal Information - on paper and online April 2015 - March 2017

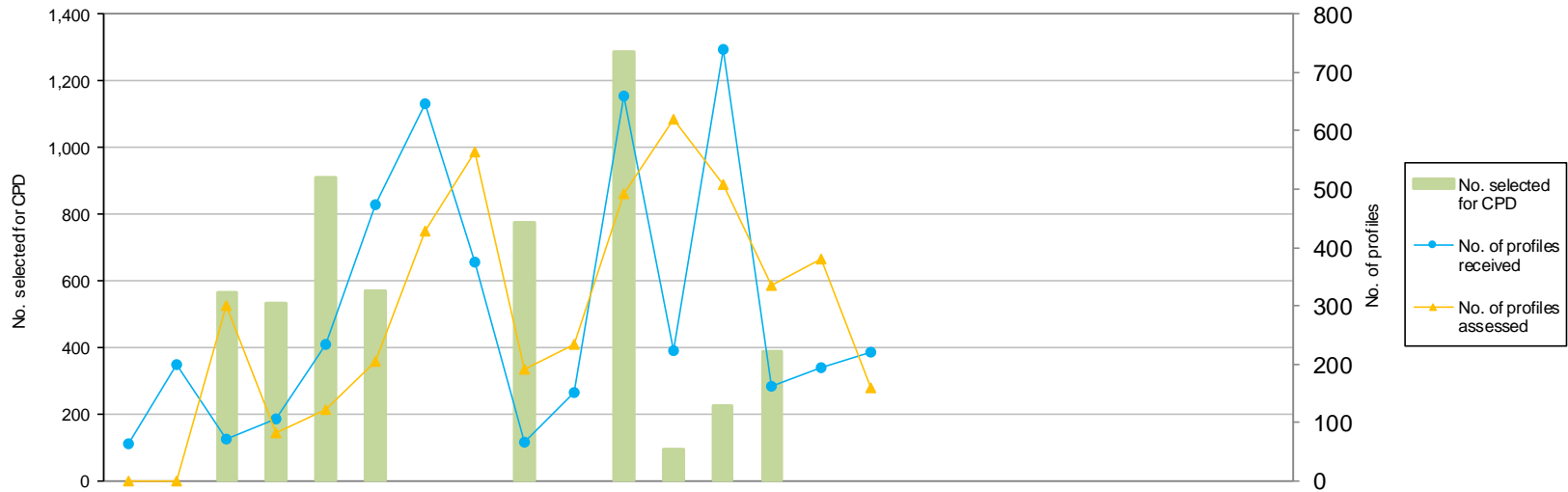
Registration Department



	2015												2016												2017												14/15	15/16	16/17
	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	FYE	FYE	YTD
Renewals received on paper	696	1,627	23	188	10,260	1,467	2,697	969	52	180	1,517	398	3,148	415	739	1,151																					16,317	20,074	5,453
Renewals completed online	6,411	18,415	13,159	15,252	23,791	25,630	11,522	2,289	13,362	13,362	30,070	16,501	10,709	9,834	5,752	1,432																					155,664	189,764	27,727
Registrants removed	0	0	658	0	0	440	762	1,250	812	0	0	848	0	1,498	200	306																					3,769	4,770	2,004

Continuing Professional Development process April 2015 - March 2017

Registration Department

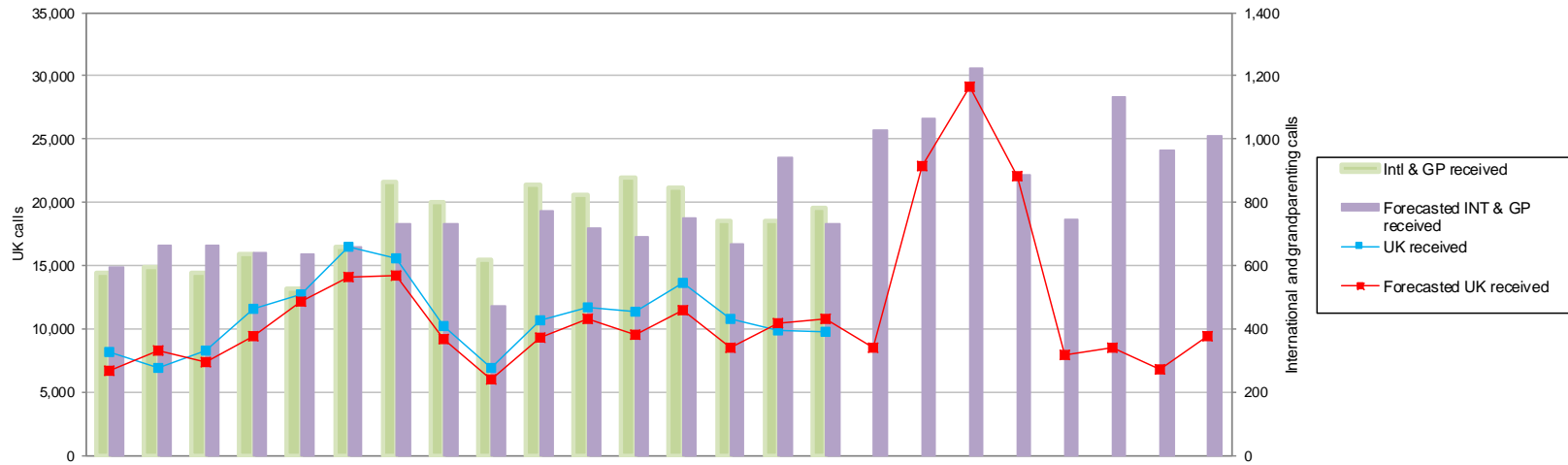


	2015		2016										2017												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
No. selected for CPD	0	0	566	533	911	568	0	0	777	0	1,286	96	223	387	0	0									
No. of profiles received	62	198	70	106	233	474	647	375	65	150	659	223	740	161	194	221									
No. of profiles assessed	0	0	299	82	122	205	427	564	190	235	492	621	509	335	379	158									

14/15 FYE	15/16 FYE	16/17 YTD
3,680	4,737	610
4,335	3,262	1,316
2,239	3,237	1,381

Registration Telephone Information April 2015 - March 2017

Registration Department

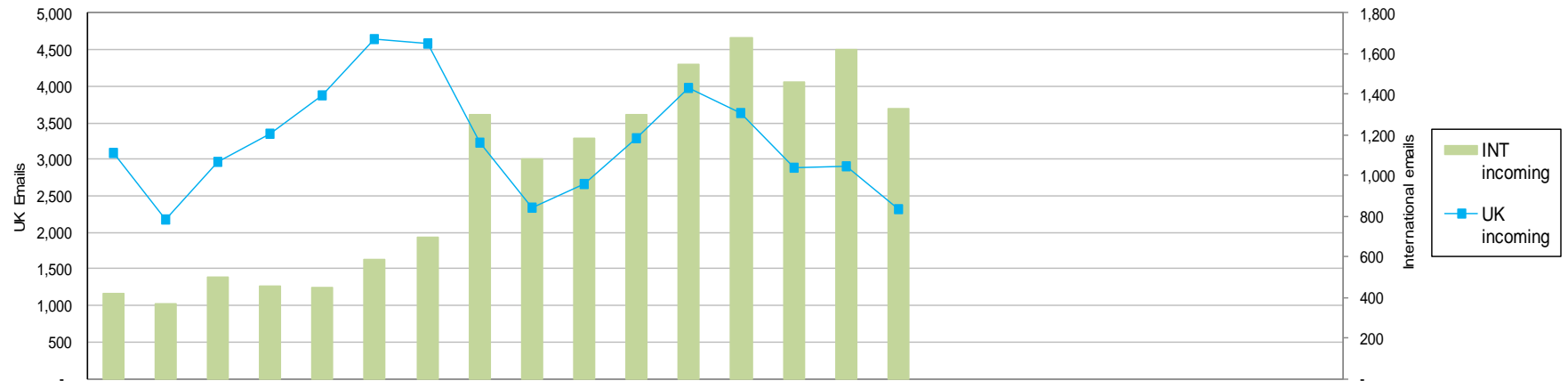


	2015												2016												2017												14/15 FYE	15/16 FYE	16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
<b>Intl &amp; GP</b>																																							
<b>Intl &amp; GP received</b>	579	595	578	637	527	661	865	799	616	853	822	879	845	742	743	784	845	742	743	784	845	742	743	784	7,876	8,411	3,114												
<b>Answered</b>	575	595	576	634	523	659	859	798	609	853	817	682	840	702	737	770	840	702	737	770	840	702	737	770	7,560	8,180	3,049												
<b>Calls answered (%)</b>	99	100	100	98	99	100	99	99	99	100	99	98	99	95	99	98	99	95	99	98	99	95	99	98	96	99	98												
<b>Abandoned</b>	4	0	2	3	4	2	6	1	7	0	5	17	5	40	6	14	5	40	6	14	5	40	6	14	321	51	65												
<b>Avg answer time (sec)</b>	22	17	17	27	31	30	29	26	37	23	32	51	50	44	46	49	50	44	46	49	50	44	46	49	27	29	47												
<b>Avg talk time (min)</b>	4.12	3.59	3.40	3.45	3.58	3.58	4.03	4.03	3.58	4.10	4.03	4.18	4.11	3.56	4.41	4.36	4.11	3.56	4.41	4.36	4.11	3.56	4.41	4.36	3.67	3.81	4.11												
<b>UK</b>																																							
<b>UK received</b>	8,198	6,942	8,230	11,541	12,741	16,504	15,586	10,147	6,869	10,682	11,669	11,328	13,622	10,730	9,860	9,786	13,622	10,730	9,860	9,786	13,622	10,730	9,860	9,786	14,154	13,437	43,998												
<b>Answered</b>	8,078	6,880	8,103	11,263	12,074	15,737	14,850	9,989	6,794	10,570	11,382	11,643	12,380	9,752	9,378	9,202	12,380	9,752	9,378	9,202	12,380	9,752	9,378	9,202	13,468	12,363	40,712												
<b>Calls answered (%)</b>	99	99	98	98	96	95	95	98	99	99	98	95	91	91	95	94	91	91	95	94	91	91	95	94	96	97	93												
<b>Abandoned</b>	120	62	127	278	497	522	736	158	75	112	287	547	1242	978	482	598	1242	978	482	598	1242	978	482	598	7,112	3,521	3,300												
<b>Avg answer time (sec)</b>	43	35	30	46	87	115	124	55	44	41	77	127	169	182	131	132	169	182	131	132	169	182	131	132	42	69	154												
<b>Avg talk time (min)</b>	3.07	3.21	3.03	3.02	3.05	3.15	3.12	3.21	3.11	3.03	3.16	3.21	3.20	3.31	3.32	3.24	3.20	3.31	3.32	3.24	3.20	3.31	3.32	3.24	3.07	3.11	3.27												
<b>Forecasted INT &amp; GP received</b>	597	665	665	639	636	661	732	733	471	774	716	691	751	669	941	734	1,030	1,063	1,224	886	746	1,133	963	1,009		7,980	11,149												
<b>Forecasted UK received</b>	6620	8241	7352	9405	12,180	14,073	14,139	9,176	6,010	9,263	10,775	9,543	11,494	8,542	10,439	10,761	8,483	22,869	29,142	22,015	7,911	8,481	6,833	9,417		116,777	156,387												

NOTE: Forecast is based on registration cycles, using the average figures between 12/13 and 14/15, normalised against the latest monthly actuals available.

UK and international emails received at end of each month April 2015 - March 2017

Registration Department

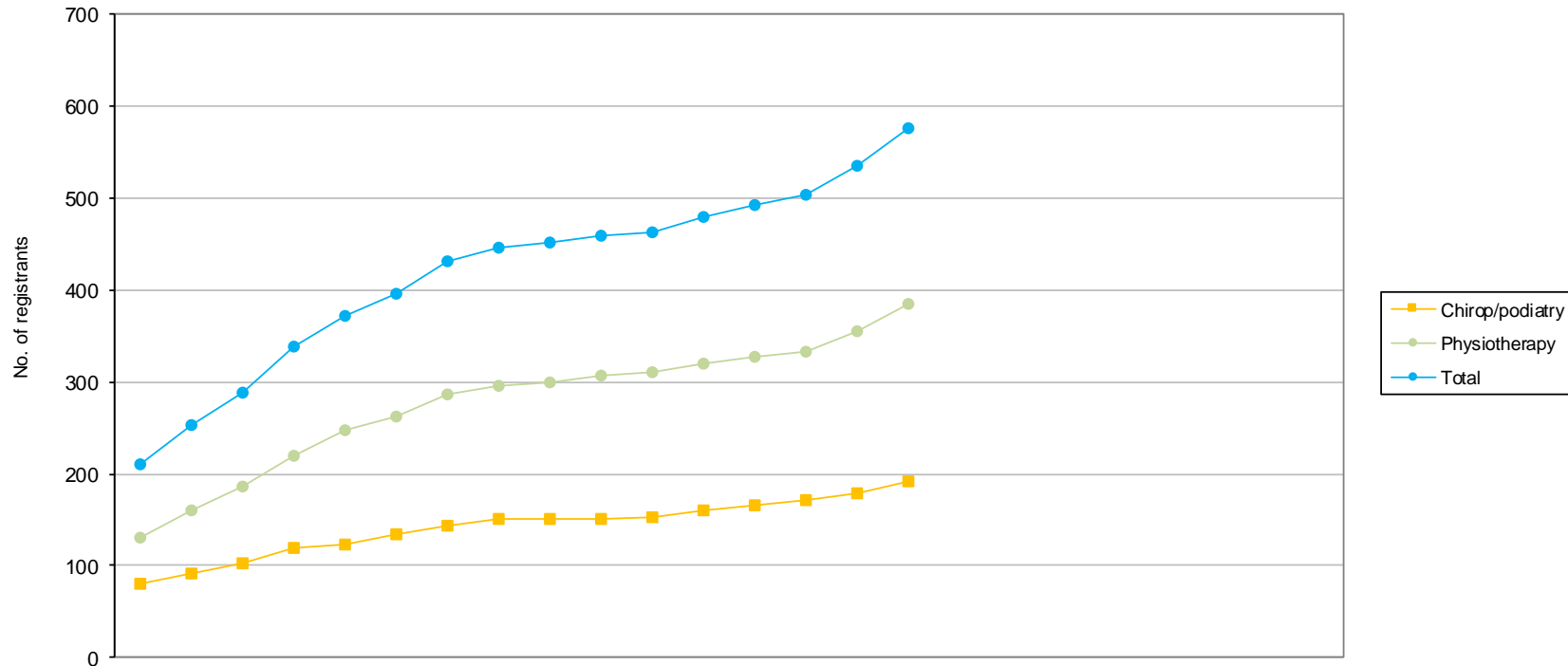


	2015		2016												2017						14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
UK incoming	3,090	2,184	2,968	3,344	3,884	4,637	4,574	3,226	2,333	2,668	3,279	3,970	3,624	2,875	2,903	2,310											38,065	40,157	11,712
INT incoming	419	369	499	458	448	587	693	1,298	1,082	1,184	1,301	1,548	1,676	1,463	1,618	1,331											4,456	9,886	6,088
Average working days	1	1	1	1	1	1	2	1	1	1	1	2	2																
Avg working days UK													1	1	1	1													
Avg working days INT													2	2	2	2													
Total incoming	3,509	2,553	3,467	3,802	4,332	5,224	5,267	4,524	3,415	3,852	4,580	5,518	5,300	4,338	4,521	3,641											42,521	50,043	17,800



Number of registrants with independent prescribing rights April 2015 - March 2017

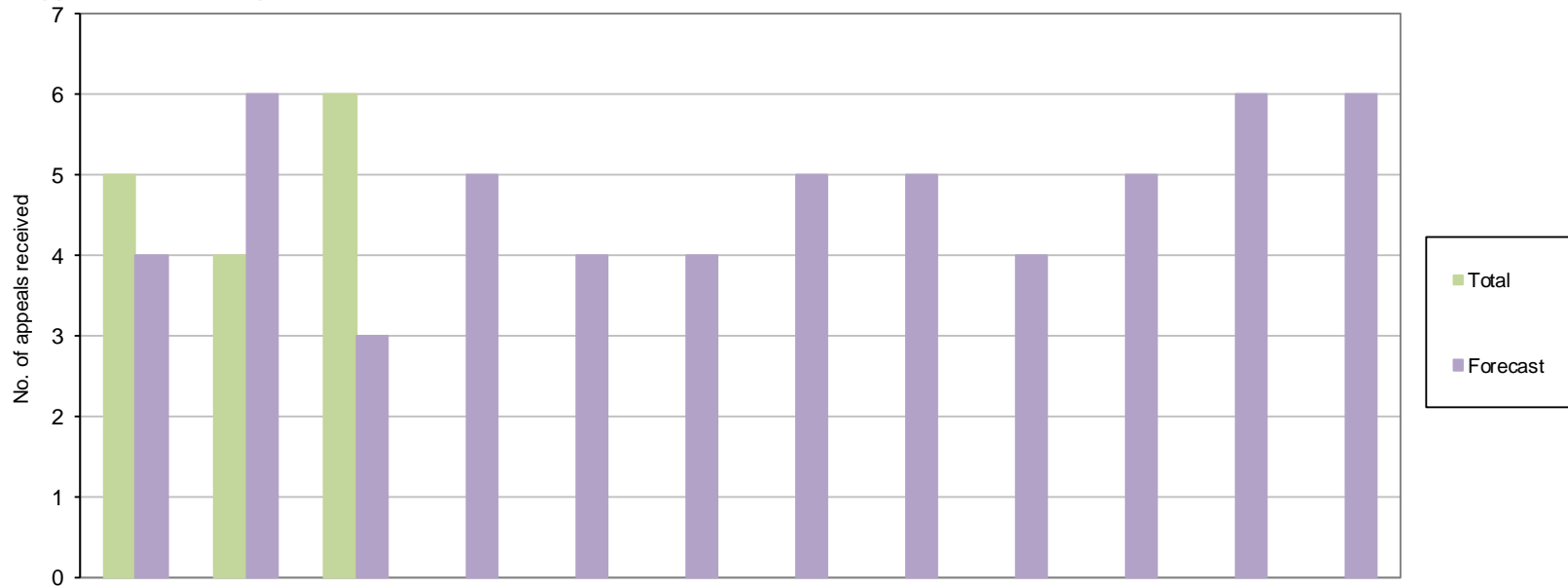
Registration Department



	2015			2016									2017									14/15	15/16	16/17							
	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				
<b>Chirop/podiatry</b>	80	92	102	119	123	134	144	150	151	151	152	160	165	171	179	191											71	160	191		
<b>Physiotherapy</b>	130	161	187	219	248	262	287	295	300	307	311	319	328	332	355	384													113	319	384
<b>Total</b>	210	253	289	338	371	396	431	445	451	458	463	479	493	503	534	575													184	479	575

NOTE: Independent prescribing programmes were approved from August 2013, with the first applications being received in June 2014.

**Registration Appeals Received April 2016 - March 2017**



	2016				2017								16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
EMR (1)	4	2	1	0									7
Non-EMR (2)	1	2	1	0									4
Visitors (3)	0	0	0	0									0
UK (4)	0	0	0	0									0
Returners to practice (5)	0	0	1	0									1
CPD (6)	0	0	0	0									0
Health and Character declarations (7)	0	0	3	0									3
<b>Total</b>	5	4	6	0									15
<b>Forecast</b>	4	6	3	5	4	4	5	5	4	5	6	6	57

NOTE: Forecast is based on the average number of appeals received from 03/04 to 14/15, and will be reviewed every 2 months.

Registration Appeal Decisions April 2016 - March 2017



	2016				2017								16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Adjournd / postponed	0	0	0	0									0
Withdrawn	5	1	4	0									10
Allowed	1	1	0	0									2
Dismissed	3	4	0	3									10
Substitute decision	0	0	0	0									0
Remit to ETC	0	0	0	1									1
Hearings held	4	5	0	4									13




**Registration Appeals Status April 2016 - March 2017**





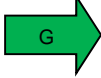

	2016				2017								16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Hearings scheduled	9	4	5	6									24
Awaiting scheduling	5	10	11	5									31
Awaiting further information	1	1	1	2									5
<b>Current active cases</b>	<b>15</b>	<b>15</b>	<b>17</b>	<b>13</b>									<b>13</b>

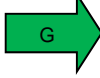
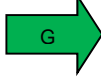
NOTE: Information covers registration appeals status progress only.  
Represents the current workload within the appeals section as at the end of the month.

### 3. Project Management Commentary



Project Number	Project Name	Project Board	Project Status	
MP64	Education System Build	Project sponsor: Brendon Edmonds Project lead: Matt Nelson	Previous 	Current Closing
Project Description				
Implementation of the recommendations made during the Education systems and process review project previously undertaken				
Project Scope		Status update		
<p>Implementation of a new IT system comprising of a combined Microsoft Dynamics and Sharepoint solution, which will replace all current systems in use within the Education Department;</p> <p>Development and implementation of a full Education data model which is fully supported within the new system, a suite of reporting functions and revised operational business processes;</p> <p>Maximisation of new technology to provide automation within data and business processes;</p> <p>Training of end users and IT employees to enable effective use of the new system and business processes, to enable management and administration of the system and to enable development of the system;</p> <p>Review of the Department structure, teams and roles to align with the new system and business processes</p>		<ul style="list-style-type: none"> <li>▪ Both the main system and the additional post go-live functionality have gone live and are in use within the department</li> <li>▪ Integration with the Net Regulate System and the HCPC website has now been completed and the project is going through project closure activities.</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,098,117	£1,055,654	December 2012	At Initiation: April 2015 Sept 2014 Exception report : Oct 2015 Oct 2015 Exception report: Jan 2016 Jan 2016 Exception report: May 2016 May 2016 Exception report: Aug 2016 Aug 2016 Exception report: Oct 2016	



Project Number	Project Name	Project Board	Project Status	
MP 78	HR and Partners systems build	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous 	Current 
Project Description				
Build of an HR and Partners system.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>Implementing improved processes and working practices supported by a new HR and Partners system.</li> <li>Implementing online recruitment for employee and partner applicants</li> <li>Improved data integration with Partner user departments</li> <li>Training and operational manuals</li> </ul>		<ul style="list-style-type: none"> <li>Testing on the HR system and the payroll functionality has now commenced and should be completed by the end of September.</li> <li>Data migration will occur in October and the system will be in use by the end of November.</li> <li>Preparations for testing of the Partners system are underway.</li> <li>Work on the integration of the Partners system with the Education and FTP case management systems are underway.</li> </ul>		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £644,178	£ 253,263	November 2014	At initiation: June 2016 Feb 2016 Exception report: Dec 2016	

Project Number	Project Name	Project Board	Project Status	
MP81	Professional Qualifications Directive	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current 
Project Description				
To ensure the HCPC remains compliant with the changing European Directive				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ Determine how HCPC will meet the requirements to process applications for EPCs;</li> <li>▪ Amend HCPC processes and potentially systems to allow the introduction of the EPC;</li> <li>▪ Determine how HCPC will adhere to the Directive's requirement to participate in the alert mechanism;</li> <li>▪ Potentially amend HCPC processes and systems to participate in the alert mechanism;</li> <li>▪ Develop an EU wide intelligence model for education and training requirements for each of our regulated professions in other Member States but focussing on physiotherapists in the first instance;</li> <li>▪ Amend HCPC processes and systems to meet the new temporary mobility requirements;</li> <li>▪ Amend HCPC processes and systems to meet the new general system requirements.</li> </ul>		<ul style="list-style-type: none"> <li>▪ Given the results of the recent referendum there is great uncertainty around this project.</li> <li>▪ No further information regarding the governing legislation has been received.</li> </ul>		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £39,100		£913	May 2015	At Initiation: March 2016 May 2016 Exception report: October 2016

Project Number	Project Name	Project Board	Project Status	
MP85	Registrations Transformation and Improvement project	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current 
Project Description				
The Registrations Transformation and Improvement project will deliver a new operating model for the Registrations department, including processes, systems, and interactions with other areas around the organization.				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project.</li> <li>▪ To design and build a new Registrations System which will cater for all processes reviewed and mapped as part of the Registrations Process and Systems Review Project.</li> <li>▪ To design and build a new Registrations System using Microsoft Dynamics CRM, in accordance with the functional and non-functional requirements gathered during the Registrations Process and Systems Review Project.</li> <li>▪ To design and build a new Registrations System which is easy and cost effective to change. We want to build a solution where we can quickly competitively tender for suppliers to provide support and to make changes, to ensure value for money.</li> <li>▪ To implement all new processes with a focus on ensuring that all data continues to be held and accessed in a secure way. This incorporates both technology and working practices.</li> <li>▪ To increase pro-active Registration-related communication with applicants and registrants, using technology-based automation therefore without significantly increasing the workload of Registration employees.</li> <li>▪ To improve the customer service experience for applicants and registrants by providing the opportunity to engage with HCPC</li> </ul>		<ul style="list-style-type: none"> <li>▪ High level design principles have been defined.</li> <li>▪ The procurement process has completed through the G-Cloud and a supplier has been engaged.</li> <li>▪ The architectural design for the system has been signed off.</li> <li>▪ Work on the user screens and business logic continues.</li> <li>▪ Development will continue throughout spring and summer and we anticipate undertaking testing towards the end of the calendar year.</li> </ul>		

<p>in a range of ways, including new customer service channels such as SMS and instant messaging.</p> <ul style="list-style-type: none"> <li>▪ To eradicate the vast majority of the physical paper that the Registrations team deals with, by providing online self-services and strongly encouraging all applicants and registrants down the digital-by-default route.</li> <li>▪ To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received.</li> <li>▪ To make Registration employees' jobs easier by creating clear and easily accessed work queues which utilise business rules, and giving clear lines of issue escalation.</li> <li>▪ To better enable Registration employees' work by consolidating all data into one source; a proportion of this data is currently held independently to the legacy registration system.</li> <li>▪</li> </ul>			
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £ 3,983,580	£ 166,320	August 2015	At Initiation: May 2020

Project Number	Project Name	Project Board	Project Status	
MP87	PCI / DSS	Project sponsor: Marc Seale Project lead: Andy Gillies	Previous 	Current 
<b>Project Description</b>				
The PCI / DSS project will undertake and audit to assess our processes around card payment and will implement any recommendations from the audit.				
<b>Project Scope</b>		<b>Status update</b>		
<b>Phase 1</b> <ul style="list-style-type: none"> <li>Appoint a Qualified Security Assessor (QSA) to commission a report suggesting implementation strategies HCPC can employ to meet the baseline Payment Card Industry compliance. Following this will be remediation processes to improve compliance.</li> <li>Validation of a Self-Assessment Questionnaire (SAQ) by PCI consultant after strategies have been implemented.</li> </ul> <b>Phase 2</b> <ul style="list-style-type: none"> <li>Remediated network configuration (if necessary) and possibly re-engaging the QSA to commission a follow-up Report on Compliance confirming HCPC's compliance with the Standard.</li> </ul>		<ul style="list-style-type: none"> <li>The audit report has been received and the scope of the recommendations is being clarified with the auditor.</li> <li>Due to supplier availability, a revised report will not be received from the auditor until mid-October.</li> </ul>		
<b>Project Budget History</b>	<b>Committed spend</b>	<b>Date of Initiation</b>	<b>Project End Date History</b>	
At Initiation: £75,000	£4,016	February 2016	At Initiation: May 2016 May 16 Exception report: December 2016	

Project Number	Project Name	Project Board	Project Status	
MP86	Establishing the new tribunal service project	Project sponsor: Kelly Holder Project lead: Zoe Maguire	Previous 	Current 
Project Description				
The project will establish the Health and Care Professions Tribunal Service (HCPTS).				
Project Scope		Status update		
<ul style="list-style-type: none"> <li>▪ New Corporate identity for the Health and Care Professions Tribunal Service (HCPTS)</li> <li>▪ Recruitment and establishment of the proposed Tribunal Advisory Committee (TAC)</li> <li>▪ Documented policies and agreements for the new tribunal service including:- <ul style="list-style-type: none"> <li>○ An Operational Framework Agreement</li> <li>○ Fitness to Practise Operating Protocol</li> <li>○ Revised Internal Guidance documents including FOGs and Policies</li> <li>○ Revisions to existing Practice Notes</li> </ul> </li> <li>▪ HCPTS website separate to the HCPC website.</li> <li>▪ HCPTS stationery and letterhead</li> <li>▪ New bilingual brochure introducing HCPTS</li> <li>▪ Updates to the existing FTP Case Management system to reflect the new tribunal service</li> <li>▪ Changes to the HCPC website to remove information and search facilities that are now provided by the HCPTS website</li> <li>▪ Revised 'Information for Witnesses' brochure to reflect the new tribunal service</li> </ul>		<ul style="list-style-type: none"> <li>▪ Following the presentation of the papers to Council regarding the establishment of a Tribunal service, work has commenced to fully document process.</li> <li>▪ In addition work on developing a website for the service has also begun.</li> </ul>		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £178,255 (subject to Council approval)		£68,033	February 2016	At Initiation: April 2017 (subject to Council approval)



Project name	Comments
FTP changes	Due to commence initiation in May 2014 – initiation has been delayed due to a dependency on other development work on the FTP system
HCPC website review and build project	A project to review our requirements for our website and to undertake a design and build piece of work to ensure that these requirements are being met.
FTP Case management system review	A project to review our requirements for the FTP case management system.

## 4. Business Process Improvement Commentary

### 4.1 Quality Management System Changes and Audits

The ISO27001 and ISO10002 audit schedules have been added to the 9001 schedule to make one document. The complete audit schedule is below.

ISO9001 clause	RISK Based Audit from January 2008 onwards	2016											
		January	February	March	April	May	June	July	August	September	October	November	December
	<b>Chief Executive &amp; Registrar's Dept</b>												
	<b>Registrations - R Houghton</b>		IARA	BPI								BSI - 9001	
	Renewals/Readmission			BPI								BSI - 9001	
	UK			BPI								BSI - 9001	
7.5.3	International Registrations			BPI	→							BSI - 9001	
	EEA			BPI	→							BSI - 9001	
7.5.3	CPD			BPI								BSI - 9001	
	Operations			BPI								BSI - 9001	
	Quality Assurance			BPI								BSI - 9001	
	<b>Education - A Gorringe</b>		IARA				BPI						
7.5.2	Operations NNiW						BPI						
	Operations SES						BPI						
	Communications & Development						BPI						
	Quality Assurance						BPI						
	Policy & Development						BPI						
	<b>Secretariat - (L Lake:Mat Lv)</b>												
	(J.Ladds) Customer Services ISO10002	Blackmores	Blackmores	BSI - Stage 2: 10002							BPI	BSI - 9001	
	(K Holder) Information Governance										BPI	BSI - 9001	
	(K Holder) Council Processes										BPI	BSI - 9001	
6.3	<b>Fitness to Practise- Kelly Holder</b>												
	Adjudication											BPI	
	Administration											BPI	
	Assurance & Development/Compliance			BPI									
	Case Support		BPI										
	Case Teams 1-5		BPI										
	Case Teams 6(ICP Pilot)-7		BPI										
	Investigations		BPI										
4.2.3	<b>Policy - M Guthrie</b>						BPI						
4.2.4	<b>&amp; Dept Info Sec</b>						BPI						



RISK Based Audit from January 2008 onwards		2016											
		January	February	March	April	May	June	July	August	September	October	November	December
7.4.2 / 7.4	Disaster Recovery / BCM	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	BPI		BPI			BPI	
	EMT/CDT	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner	Shadow Planner						BPI	
	COUNCIL, CER / EMT		BPI	IT GOV	BSI - 9001								
	DeepStore Archive					BPI							
	Europa QP Printers												
	ServicePoint Scan & Copy						BPI						
7.5.5	Eventsforce Events sign up online												
	Other suppliers												
	ISMS Policy area A5.1-5.1.2 [BPI / CER/ EMT]			IT GOV	BSI - 27001								
	ISMS Roles area A6.1-6.1.5 [BPI & EMT]			IT GOV	BSI - 27001								
	ISMS HR & Responsibility A7-7.3.1 [HR & IT]			IT GOV	BSI - 27001								
	ISMS Assets & Handling A8-8.3.3 [BPI & IT]			IT GOV	BSI - 27001				BPI				
	ISMS Access Control A9-9.4.5 [IT & HR]			IT GOV	BSI - 27001								
	ISMS Cryptography A10 - 10.1.2 [IT]				BSI - 27001								
	ISMS Physical Security A11-11.2.9 [Fac]	405KR		IT GOV	BSI - 27001			186KPR					405KR
	ISMS Operations A12-12.7.1 [IT]			IT GOV	BSI - 27001								
	ISMS Communications A13-13.2.4 [IT]			IT GOV	BSI - 27001								
	ISMS Systems Acqst'n Dev & Maint A14 [IT]				BSI - 27001								
	ISMS Supplier Relationships A15-15.2.2 [FIN]			IT GOV	BSI - 27001								
	ISMS Incident Response A16-16.1.17 [BPI]				BSI - 27001								
	ISMS Business Continuity A17-17.2.1 [BPI]				BSI - 27001				BPI				
	ISMS Compliance & Redundancies A18 [BPI]			IT GOV	BSI - 27001								
	BSI Audit												
	[INTERNAL AUDIT] Grant Thornton												
	HCPC ISO audit or InfoSec IA team												
	Near Miss Reports = NMR#												
	PCI-DSS Audit by NGS/NCC												
	QMS Major Process Rvw												
	As Is output from Project												
	3rd Party supplier audit												
27001 - 9.2	Internal Access Rights Audit (IARA)												
	Internal Access Rights Audit (IARA-DC); Data Collection in departments												
	Employee & Partner InfoSec training 2016												

The ISO 9001:2015 Quality Management System Standard was released in September 2015. The new version of the standard is more risk focused, and Preventive Action part of the standard has been removed. The different clauses more closely align with the ISO27001 standard, and all new standards should follow the same overall organisation

The **ISO 9000** group of quality management system standards is designed to help organisations ensure that they meet the needs of customers and stakeholders whilst satisfying statutory and regulatory requirements related to the product or service provided.

Third-party certification by external auditors (British Standards Institute, BSI, in our case) provides independent confirmation that HCPC meet the requirements of ISO 9001; 27001; 10002 standards.

A programme of internal and external audits based around departmental function, across functions or on a risk based approach is carried out on a rolling basis to maintain quality of service and incremental improvements over time following a Plan – Do –Check – Act review cycle.

Scanning and secure print suppliers are being visited over the summer, to provide assurance of rigorous adherence to the standards we require when going through procurement. The destruction of hard disk drives from redundant PC's and laptops, prior to recycling of the remaining hardware components was also audited.

#### 4.2 Near Miss Reporting

REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR59 Suspended Registrant removed in error	July 2016	August 2016	<del>August 2016</del> Sept 2016
NMR60 Suspended Panel member	July 2016	August 2016	August 2016 - Completed

#### 4.3 ISO9001 Audits & updated processes

The next external ISO9001:2008 audit will take place over two days (October 18<sup>th</sup> & 19<sup>th</sup>) and will cover Registrations, Secretariat, and Communications. The next major item of interest for the auditor will be how the Strategic Intent maps to the Risk Register. This has been applied and risks relating to the delivery of the strategic objectives listed.

The new ISO9001:2015 standard will be adopted when time allows, following migration of the Quality Management System and Information Security Management System to a Microsoft SharePoint based system. This is linked to the Intranet SharePoint project.

#### 4.4 ISO10002 Audits & updated processes

HCPC achieved certification to ISO10002:2014 Customer Satisfaction Management system, standard after a relatively rapid project using a combination of internal and external resource since May 2015. The BSI report was presented to the Audit Committee.

#### 4.5 Corporate Risk Register Maintenance

Register iteration	Draft circulated to EMT	Collecting updates	EMT sign off	Published to Audit Committee
2016 September	June 2016	June 2016	August 2016	Sept 2016
2017 January	Dec 2017	Not yet commenced	January 2017	Not yet commenced

The Risk Register has been slightly extended to function as the Risk Treatment Plan for ISO27001. Strategic Objectives are being mapped to individual risks.

#### 4.6 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council
2015 June, brought forward to March 2015	Completed	Completed	Completed	Completed
2015 September update	July 2015	August 2015	Sept 2015	Sept 2015
2016 January early budget version (based on Rf9)	January 2016			
2016 June	April 2016	May/June 2016	May/June/July 2016	July 2016

#### 4.7 ISO27001 Information Security Implementation

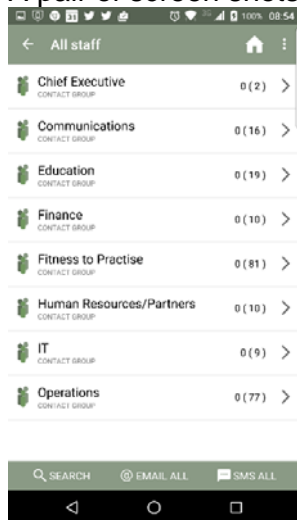
Internal audits based around ISO9001:2008 and ISO27001:2013 continue around the organisation. Audits have been combined where possible to lower the impact of repeat auditing on departmental resources.

Information Security training started in July within the departments. HCPC Partners and Council Members will be trained from the September onwards, on specific modules.

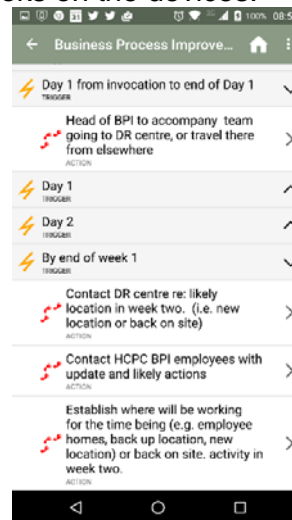
#### 4.8 Business Continuity / Disaster Recovery Planning

The Shadow Planner site is being maintained with content. The Shadow Planner smartphone version (known as "Plan in a Box") has been tested and is fast and user friendly. The IT Department have started supplying the Android devices to use as company phones and access the DR/BCM plan. A draft plan test scenario and testing date have been selected for November 2016.

A pair of screen shots are provided below illustrating how the plan looks on the devices.



Drill down menu to locate contact details.

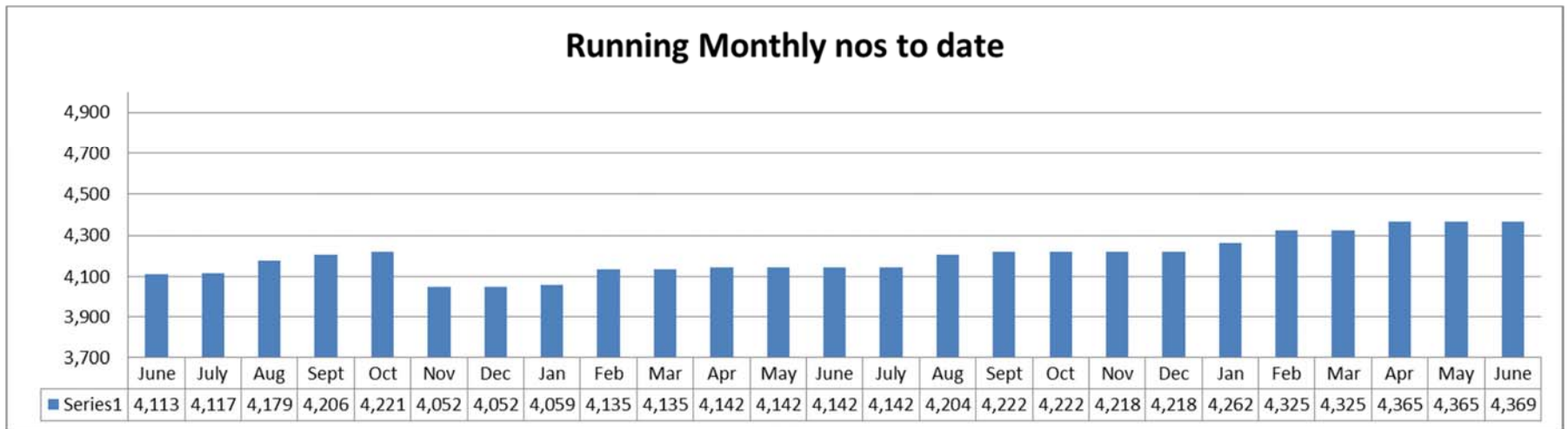


BPI plan detail

As the employees on the DR plan circulation list are provided with the smartphone devices and online plan access we will collect the old red files in as these will become increasingly redundant.

#### 4.9 Information & Reporting Activity

The graph below shows current carton/box numbers within the archive system, (2014 June to June 2016). Registrations storage is being assessed to validate scanned copies before hard copy destruction. Some items are currently out for inspection by the registration department, at the new Service Point / Paragon secure warehouse. Hard copy destruction, following signed off, tested scanning is being considered in the Registrations department. A visit to the mine occurred in May. Content was in good condition. Spot checks on location of cartons were good. FTP, Registration and BPI, checked retention schedule adherence and cataloguing of the archive.





## 5. Office Services Report

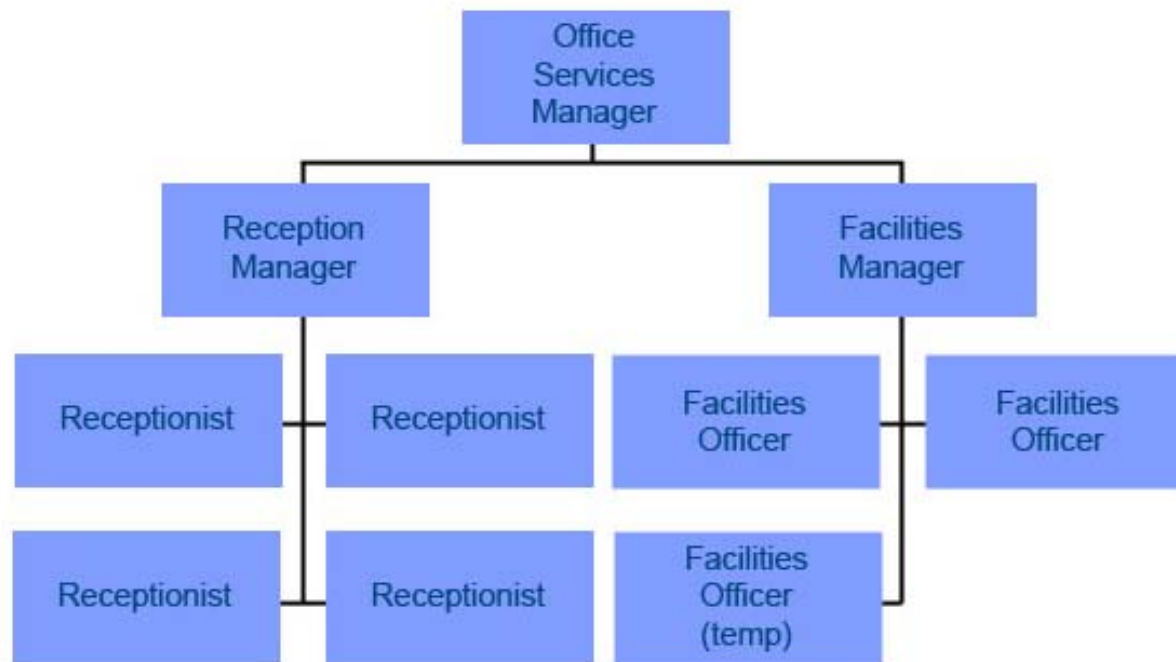
Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management.

### 5.1. Organisation of Office Services Department

The re-organisation of the Office Service Department continues. The Office Services Manager post has been filled by James McMahon. James was an internal candidate who previously worked in IT Department. We have also filled a recent vacancy for one of our two Facilities Officer positions.

The post of Reception Manager is due to be advertised in the next 2 months and is presently vacant.

The current structure of the Office Services Department is as follows:



## 5.2 Incoming Mail including Special Delivery Volumes 2015 / 2016

