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 – 2013 is progressing.

QMS process updates
A major review of Finance Department processes is continuing with considerable work on the transactions, procurement and tendering areas.

The Projects Department has recently updated its processes. Fitness to Practise processes are in the progress of being updated on the QMS

BSI audit
We continue to work on the technical requirements for the BSI QMS / ISMS package to which we will migrate the HCPC processes. Access has been tested, but population of the system cannot continue until the Quality team has been trained in its use. This will happen over the next few months. This will need to be designed around the BSI audit schedule

Business continuity
There are no major changes other than monthly list updates. Planning for the next test in November is underway.

Information security management
The project for the initial work on ISO27001 has commenced.

The next round of information security training (a CBT package) for all employees, has been rolled out.

The collection of information assets round HCPC continues, and the assets scored for risk. These are populated to the vsRisk system. The timescale has been extended to allow for the impact of the social worker migration and Name Change Project.

Information & data management
Report templates for the 2012 – 2013 Financial Year are in use. Social worker data is successfully reported on by the existing reporting systems, where data is present.

A further set of historic register material has been sent for conservation. Options for capture of microfilm data are being examined.

Risk Register
The London 2012 Olympic & Paralympic games did not have any unpredicted impacts on day-to-day business operations.

The general Risk Register has been updated and will be discussed at this Audit Committee meeting.

The social worker risks have been updated now the profession is using HCPC's systems and processes.

Other activity
Significant work is being carried out to assist the Registrations Department use the new tendering process for the security print contract.