

## Business Process Improvement: Mr Roy Dunn

### 1. Human resources

There are no changes to long term BPI resources. BPI will move into the combined Quality Assurance team in June 2018.

### 2. Quality Management System (QMS) Quality Assurance, review meetings, internal audits and Near Miss Reports (NMR).

Internal audits around information security were carried out over March & April 2018 in preparation for the BSI audits.

Ad-hoc reports are added to the schedule as required by circumstances, including access to network and buildings as influenced by changes in employees. Tidy Desk audits were carried out and most departments are compliant outside work hours.

#### NMR's

Near Miss Report status at the time of writing;

- NMR64 Access to 405 Kennington Road – a Partner reported accessibility issues with the building. [Now Completed – signed off/closed]
- NMR65 Portal software support and version availability. – Software availability issues may impact existing developments [In progress].
- NMR66 Unauthorised access to 22Stannary Street – A door was not locked when the building was vacated by the cleaners and security guard, not loss or damage has been determined. [Completed - Awaiting sign off]
- NMR67 Core HR internal data exposure – managers carrying out shortlisting were able to see applications not related to the role they were shortlist for.[Partially complete - Awaiting meeting with Core HR]
- NMR68 External supplier failed to print and dispatch CPD invitation letters to one profession [Commenced]

### 3. QMS process updates

A few minor processes have been updated in BPI, FTP Quality Assurance and HCPTS.

Some minor changes to Finance processes were carried out.

The ISO9001 and ISO27001 management stream processes (those not specific to operational departments) were updated in light of the management structure changes, this was a rapid major piece of work that was carried out outside the usual QMS / ISMS schedule.

Progress on planning the move of the Quality Management System, (QMS) Information Security Management System (ISMS) and Complaints Management System (CMS) to a new platform, is underway. Testing of the solution to our requirements are due to start shortly. Development costs are within budget.

Over 600 processes or process links are required to be moved to the new combined Management system hub (QMS,ISMS,CMS) on the new intranet. This will be an entirely manual task. There is a level of risk around getting all the functionality and processes in place between major BSI audits.

An updated Document Control Process is being developed with Secretariat and Communications to produce an effective but unobtrusive set of meta data to appear in all footers for critical documents. This continues to be trialled.

#### **4. BSI audit**

The BSI audit and transition for ISO 9001:2015 was rescheduled by BSI and took place with two auditors on May 10<sup>th</sup>. The audit report is to note at this meeting. See ISO9001 audit report or cover sheet for detail. Next ISO9001 audit is October 2018.

The ISO 27001:2013 information security audit (five – six days) was postponed from April 13<sup>th</sup> 16-20<sup>th</sup> to May 21<sup>st</sup> to 24<sup>th</sup> inclusive 2018, this is a recertification visit. See ISO27001 audit report or cover sheet for detail.

The next ISO 10002:20014 two days audit & recertification is in February 2019.

#### **5. Business continuity**

Shadow Planner / Plan in your Pocket data continues to be refreshed. Partner email contact details have been added. We will look at adding mobile numbers for Partners in the next few months.

The Daisy Uxbridge site (used for office recovery) was closed at the end of March. BPI moved physical assets from Uxbridge to Wapping in March. The plans on Shadow Planner / Plan in your pocket will be refreshed with the new site details, travel arrangements etc. The new management structure will need to be updated also.

A Business Continuity test will be arranged soon after the plan has been updated with the new site and structure.

Northern Line Extension.

No change to this risk at present whilst the work nears completion. An oval shaped subsidence area about 500 yards wide has been detected by satellite in Kennington Park, with possible related effects seen in the local area.

#### **6. Information security management**

EMT updated the information asset register for confidentiality, integrity and availability risk around each major information asset.

ISMS documentation has been updated in light of feedback from the last IT – Governance audit and management structure changes.

Information Security training continues around the organisation. Partners have been sent links to their bespoke package.  
**Information security training – internal.**

### HCPC Departmental completion %ages

	Module 1	Module 2	Module 3	Module 4	Module 5	Module 6
<b>Registrations - 55</b>	98%	98%	98%	98%	98%	89%
<b>FTP - 121</b>	96%	93%	89%	83%	80%	72%
<b>HR/Part - 15</b>	100%	80%	73%	66%	60%	60%
<b>Off Serv - 8</b>	100%	100%	100%	87%	87%	87%
<b>Comms - 15</b>	100%	100%	100%	100%	93%	93%
<b>Chief Exec/Sec - 5</b>	100%	100%	80%	80%	80%	60%
<b>Fin - 9</b>	100%	100%	88%	88%	88%	88%
<b>EDU - 16</b>	100%	100%	100%	100%	100%	94%
<b>Policy - 4</b>	100%	100%	100%	100%	100%	100%
<b>IT - 13</b>	100%	100%	100%	100%	100%	92%
<b>Proj - 2</b>	100%	100%	100%	100%	100%	50%

We will give Partners another month before reporting and chasing up on progress.

### 7. Information & data management

Assessment and destruction of older archive material: the mine visit was postponed due to the requirement to update the QMS & ISMS systems to reflect Management changes.

The Registration department are examining the methods of offsite printing of personal correspondence at an offsite mailing house. These are currently printed in house, inserted in to envelopes, franked and mailed out. Security at these potential offsite locations is under review by BPI. We have carried out similar work before with this suppliers sites.

## **8. Reporting**

The Crystal Reporting system performance is still taking in excess of 9 hours to load from scratch each night. A data warehouse is likely to be a more robust long term approach when the new registration system is operational.

The number of Freedom of Information requests of a statistical nature is stable. Incoming and outgoing numbers of “European” registrants are being questioned by Departments of Health, journalists and academics.

Requests for supporting data for undergraduate thesis are popular over the last few months.

## **9. Risk Registers**

The Strategic Risks determined at the Strategic Risk workshop have been mapped to the next iteration of the Enterprise Risk Register. A workshop next stages is published at this committee meeting.

The next iteration of the Social Work Risk Register is published at this committee meeting. The Chair and Chief Executive of Social work England are now in place.