Operations Directorate Management Information Pack

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May 2014

1. Executive Summary

1.1 Registrations

1.1.1 UK Telephone Calls

The team received a total of 12,012 telephone calls which is 3,277 more calls when compared to the same period two years ago and represents a 38% increase in call volumes.

1.1.4 Renewals

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast, which has reduced the number of paper renewal forms received.

1.2 Project Management

1.2.1 Project statuses

Of the six current projects four are progressing well and are on course to meet their schedules. Two projects are reporting as red and will not meet their schedules. One project is undergoing initiation.

1.3 Business Process Improvement

1.3.1 Audits & Processes

BSI Audit 28th April 2014 on International Registrations, Workplace and Infrastructure, plus Quality Management System

1.3.2 ISO27001 & Business Continuity

System developments continue at an IS policy and database level.

Registration Management Commentary

1. Operational Performance 1 March to 31 March 2014

a) Telephone Calls

i) UK Telephone Calls – During the period from 1 March to 31 March 2014 the team received a total of 12,012 telephone calls which is 3,277 more calls when compared to the same period two years ago and represents a 38% increase in call volumes. The team answered 93% of calls received compared to 96% during the same period two years ago.

ii) International Telephone Calls – During the period from 1 March to 31 March 2014 the team received a total of 738 telephone calls which is 148 more than the same period last year and represents a 25% increase in call volumes. The team answered 96% of calls received compared to 92% during the same period last year.

b) Application Processing

i) UK Applications – A total of 844 new applications were received which is 38 less when compared to the same period last year and represents a 4% decrease in UK application volumes. The team registered 806 UK applications which is 64 less when compared to the same period last year and represents a 7% decrease. A total of 17,366 UK applications have been registered this financial year which exceeds the forecasted end of year figure of 14,181, indicated in the 'Registrant Number Forecast 2013 – 18, August 2013'. The team processed 100% of UK applications within our service standard of ten working days. The team processed 100% of readmission applications within our service standard of ten working days.

ii) International Applications – A total of 387 new applications were received which is 159 more when compared to the same period last year and represents a 70% increase in international application volumes. The team registered 213 applications which is 20 more when compared to the same period last year and represents a 10% increase.

iii) Grandparenting Applications – A total of two grandparenting applications were registered which is five less when compared to the same period last year. As at 31 March 2014 only six grandparenting applications were outstanding.

c) Emails

i) UK Emails – The team responded to approximately 195 emails per day which is 62 more when compared to the same period two years ago and represents a 47% increase in UK email volumes. The team responded to these on average within one day of receipt which meets our service standard of two working days response time and compares to two days response time, which is the performance achieved during the same period two years ago.

ii) International Emails – The team responded to approximately 21 emails per day which is nine more when compared to the same period two years ago and represents a 75% increase in international email volumes. The team responded to these on average within one day of receipt which meets our service standard of two working days response time and compares to two days response time, which is the performance achieved during the same period last year.

d) Continuing Professional Development (CPD) Audit

At the start of February 2014 1,224 physiotherapists were selected for CPD audit. As at the 22 April 2014, 133 CPD profiles have been assessed with 109 meeting our standards for CPD and requests for further information being requested from the remaining 24 registrants whose profiles were assessed. A further 521 CPD profiles have been received from physiotherapists selected for CPD audit and are currently awaiting assessment. Also, as at the 22 April 2014 there have been 119 requests to defer the current audit with a further 34 physiotherapists selected for CPD audit requesting to deregister voluntarily.

At the beginning of March 2014 86 arts therapists were selected for CPD audit. As at the 22 April 2014 12 CPD profiles have been received and are awaiting assessment.

At the start of April 2014, 209 dietitians were selected for CPD audit. As at the 22 April 2014 one profile has been received and is currently awaiting assessment.

The majority of CPD profiles arrive towards the end of the three month renewal period which explains why only a relatively small number of profiles have been received from arts therapists and dietitians.

There was one CPD assessment day held during this period. CPD assessment days are now scheduled to take place every two weeks up until July 2014.

e) Registration Renewals

At the start of February 2014 48,959 physiotherapists were invited to renew their registration and registrants have until 30 April 2014 to complete their professional declaration and pay their fee. As at the 22 April 2014 90% of physiotherapists have renewed their registration.

At the beginning of March 2014 3,447 arts therapists were invited to renew their registration and registrants have until 31 May 2014 to complete their professional declaration and pay their fee. As at the 22 April 2014 50% of arts therapists have renewed their registration.

At the start of April 2014 8,357 dietitians were invited to renew their registration and registrants have until 30 June 2014 to complete their professional declaration and pay their fee. As at the 22 April 2014 38% of dietitians have renewed their registration.

The percentage of registrants renewing online this financial year is 89.6% rather than 80% as forecast which has reduced the number of paper renewal forms received.

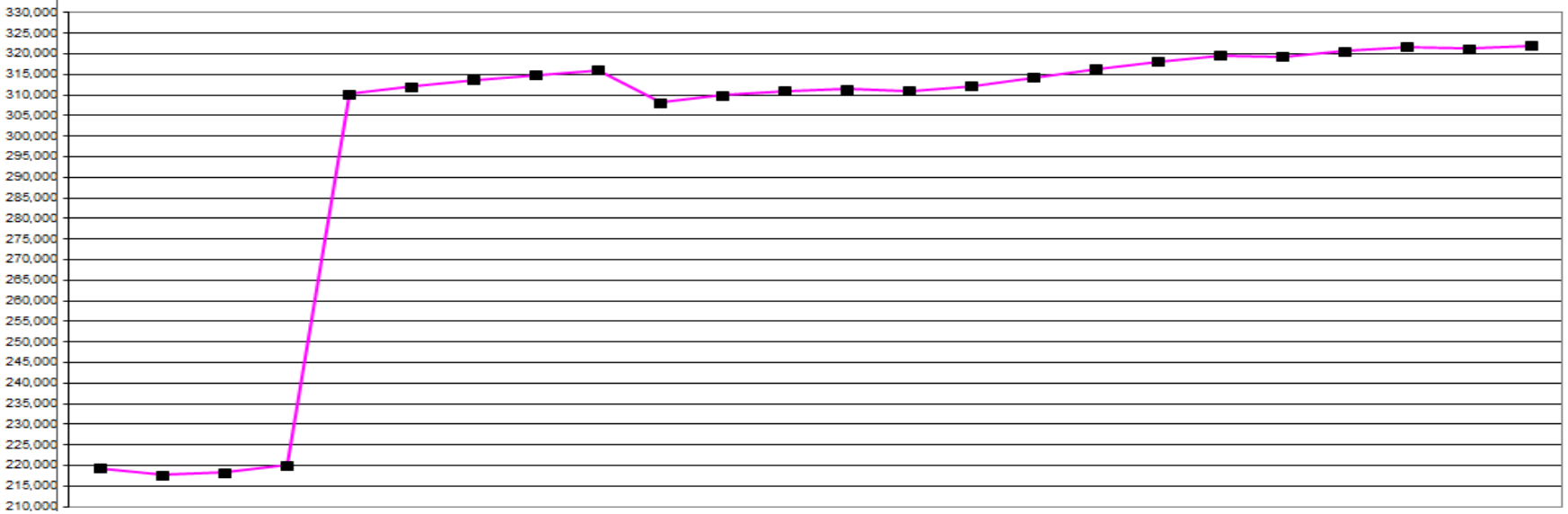
2. Resources

a) Employees

The department operated within its budgeted headcount during this period.

Registration Management Statistics

Health and Care Professions Council | **Number of Registrants by Profession April 2012 - March 2014** | **Registration Department**

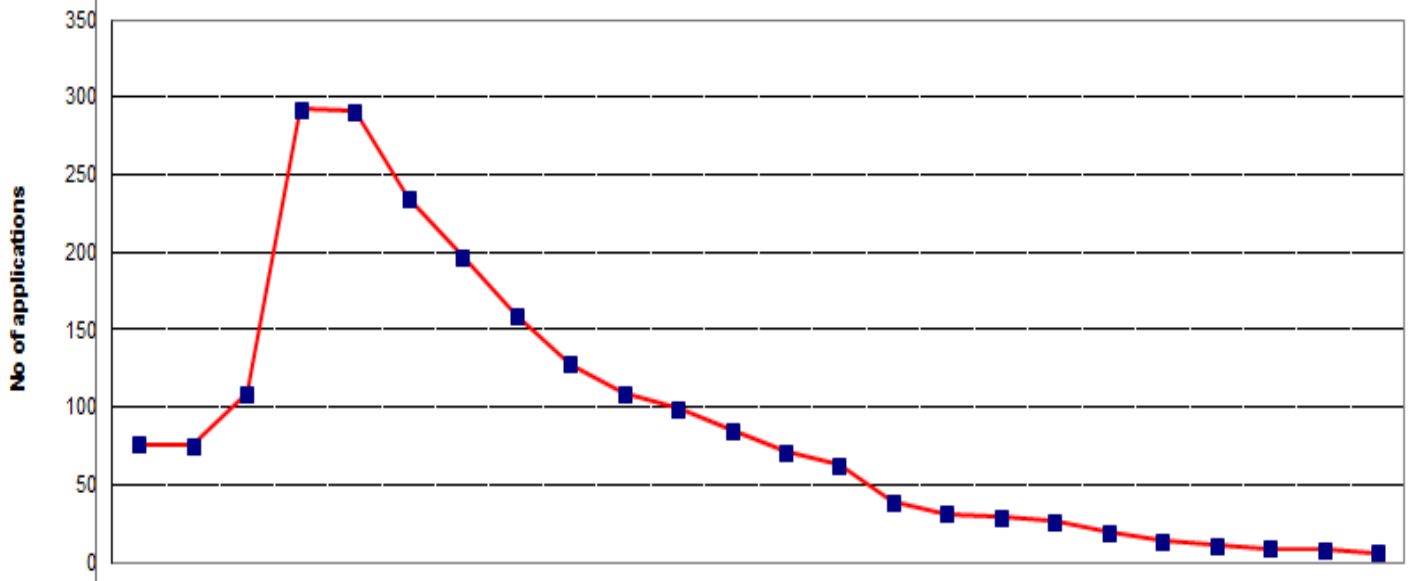


	2012									2013										2014				2008/9	09/10	10/11	11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
AS	3,127	2,893	2,914	2,967	3,039	3,072	3,102	3,126	3,154	3,158	3,173	3,185	3,199	3,203	3,215	3,230	3,267	3,320	3,385	3,414	3,429	3,443	3,447	3,450	2,576	2,785	2,900	3,121	3,185	3,450
BS	21,886	21,904	21,925	21,988	22,115	22,163	22,217	22,237	22,311	22,325	22,376	22,402	22,390	22,404	22,433	22,506	22,620	22,571	22,479	21,510	21,676	21,777	21,828	21,904	22,381	21,894	22,626	21,886	22,402	21,904
CH	13,000	12,963	12,949	13,005	12,554	12,662	12,705	12,728	12,734	12,726	12,743	12,754	12,747	12,748	12,730	12,881	12,965	13,003	13,038	13,052	13,058	13,039	13,038	13,017	12,581	12,837	12,737	13,005	12,754	13,017
CS	4,679	4,725	4,728	4,735	4,754	4,749	4,755	4,779	4,792	4,800	4,816	4,847	4,884	4,907	4,933	4,932	4,924	4,879	4,781	4,828	4,855	4,868	4,884	4,942	4,405	4,444	4,622	4,665	4,847	4,942
DT	7,789	7,776	7,777	7,579	7,731	7,784	7,820	7,836	7,838	7,853	7,868	7,890	7,921	7,930	7,975	8,101	8,213	8,263	8,302	8,332	8,342	8,351	8,359	8,381	6,700	7,160	7,323	7,782	7,890	8,381
HAD	1,724	1,731	1,725	1,758	1,634	1,725	1,748	1,765	1,780	1,788	1,801	1,806	1,811	1,811	1,817	1,842	1,885	1,915	1,940	1,957	1,971	1,981	1,994	2,010			1,587	1,772	1,806	2,010
OT	31,928	32,120	32,187	32,454	32,879	33,044	33,171	33,353	33,456	33,500	33,612	33,717	33,789	33,837	33,918	34,182	34,474	34,604	34,561	33,671	33,803	33,926	34,026	34,154	30,122	30,351	32,134	31,946	33,717	34,154
ODP	10,329	10,366	10,378	11,001	11,089	11,303	11,424	11,438	11,468	11,188	11,217	11,246	11,276	11,297	11,306	11,309	11,376	11,573	11,786	11,828	11,853	11,866	11,861	11,880	9,587	10,085	10,314	10,929	11,246	11,880
OR	1,286	1,284	1,282	1,291	1,313	1,316	1,322	1,324	1,327	1,321	1,327	1,329	1,328	1,326	1,315	1,315	1,272	1,287	1,300	1,310	1,312	1,317	1,316	1,316	1,278	1,260	1,303	1,286	1,329	1,316
PA	17,935	17,997	18,032	18,162	18,340	18,661	18,883	19,014	19,116	19,153	19,283	19,373	19,428	19,483	19,516	19,553	19,223	19,473	19,790	19,883	19,960	20,010	20,055	20,037	15,013	15,766	16,785	17,313	19,373	20,037
PH	46,479	44,514	44,785	45,402	45,908	46,125	46,332	46,450	46,532	46,532	46,708	46,842	46,853	47,009	47,197	47,701	48,243	48,462	48,601	48,802	48,875	48,973	48,942	48,868	42,676	44,651	45,002	46,516	46,842	48,868
PYL	17,864	18,015	18,072	18,156	18,271	18,415	18,775	18,937	19,121	19,169	19,234	19,341	19,331	18,545	18,768	18,862	18,933	19,033	19,379	19,580	19,631	19,793	19,847	19,319		15,583	17,161	17,845	19,341	19,319
PO	834	837	810	817	823	823	830	830	832	833	835	836	834	836	843	851	868	863	837	841	844	846	848	848	877	868	901	893	836	848
RA	26,533	26,666	26,807	27,245	27,542	27,652	27,751	27,787	27,814	27,802	27,767	27,820	27,830	27,860	27,930	28,428	28,717	28,886	28,988	29,086	29,050	28,955	27,858	28,060	25,318	25,195	26,614	26,480	27,820	28,060
SW*					88,474	88,678	88,992	89,225	89,722	81,944	83,005	83,421	83,584	83,653	83,925	84,325	85,060	85,695	86,603	87,230	87,871	88,474	88,754	88,946						83,421	88,946
SL	13,175	13,214	13,253	13,330	13,608	13,660	13,776	13,876	13,918	13,951	14,003	14,033	14,061	14,076	14,082	14,111	14,213	14,194	13,767	13,888	13,944	14,016	14,056	14,129	12,163	12,371	13,086	13,173	14,033	14,129
Total	219,228	217,665	218,324	220,050	310,234	311,352	313,703	314,871	316,015	308,203	309,934	310,342	311,366	311,031	312,123	314,229	316,365	318,121	313,637	313,318	320,634	321,735	321,213	322,021	185,683	205,311	215,095	219,212	310,342	322,021

NOTE: Information captured last day of each calendar month

*Social worker section of register opened 1st Aug 2012 (covers England only)

Health and Care Professions Council Grandparent applications workflow process at end of each month April 2012 - March 2014 Registration Department



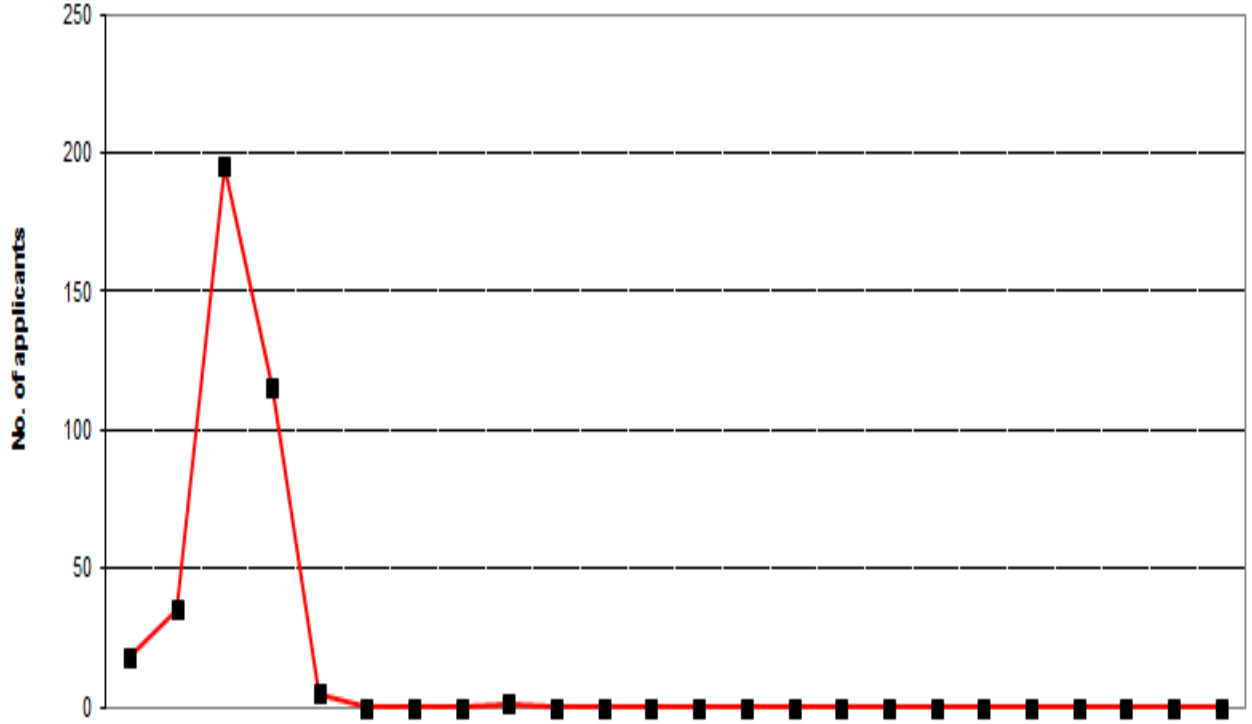
	2012									2013			2014											11/12	12/13	13/14
Current status	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	32	31	60	129	28	20	13	12	5	5	3	2	1	1	0	0	0	0	0	0	0	0	0	0	4	28	0
At scrutiny	39	39	45	153	247	182	162	135	107	93	80	64	47	40	31	28	26	22	16	11	8	5	6	5	28	112	20
Pending reg fee	5	5	4	10	16	33	22	12	16	11	16	19	23	22	8	3	3	4	3	3	3	4	2	1	5	14	7
Total	76	75	109	292	291	235	197	159	128	109	99	85	71	63	39	31	29	26	19	14	11	9	8	6	37	155	27
																									Average	Average	Average

NOTE: Information covers grandparenting applications status progress only

Represents the current workload within the grandparenting section as at the end of the month

No new forms accepted after delivery of first post 2nd July 2012

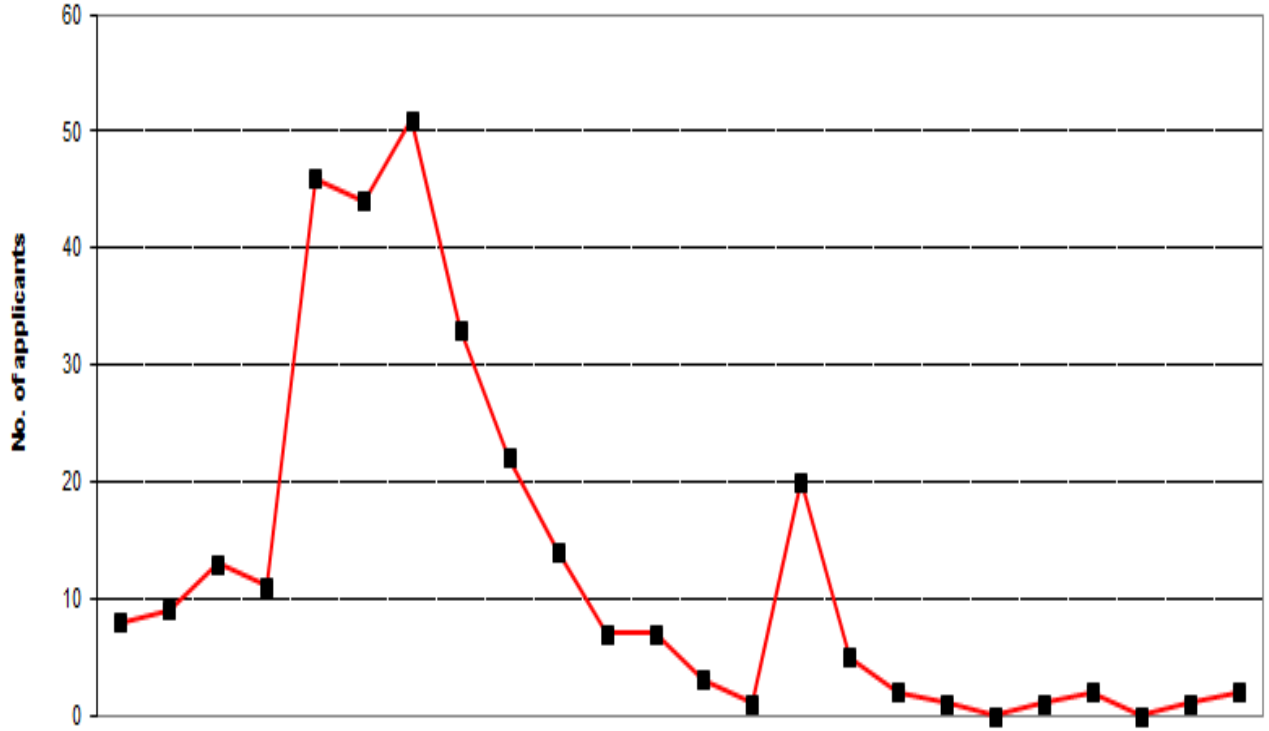
Health and Care Professions Council New Grandparent Applications Received April 2012 - March 2014 Registration Department



	2012									2013			2014											09/10	10/11	11/12	12/13	13/14
	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	YTD
Practitioner psychologists *	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	93	170	142	369	0

* Practitioner psychologists section of register opened 1st July 2009
No new forms accepted after delivery of first post 2nd July 2012

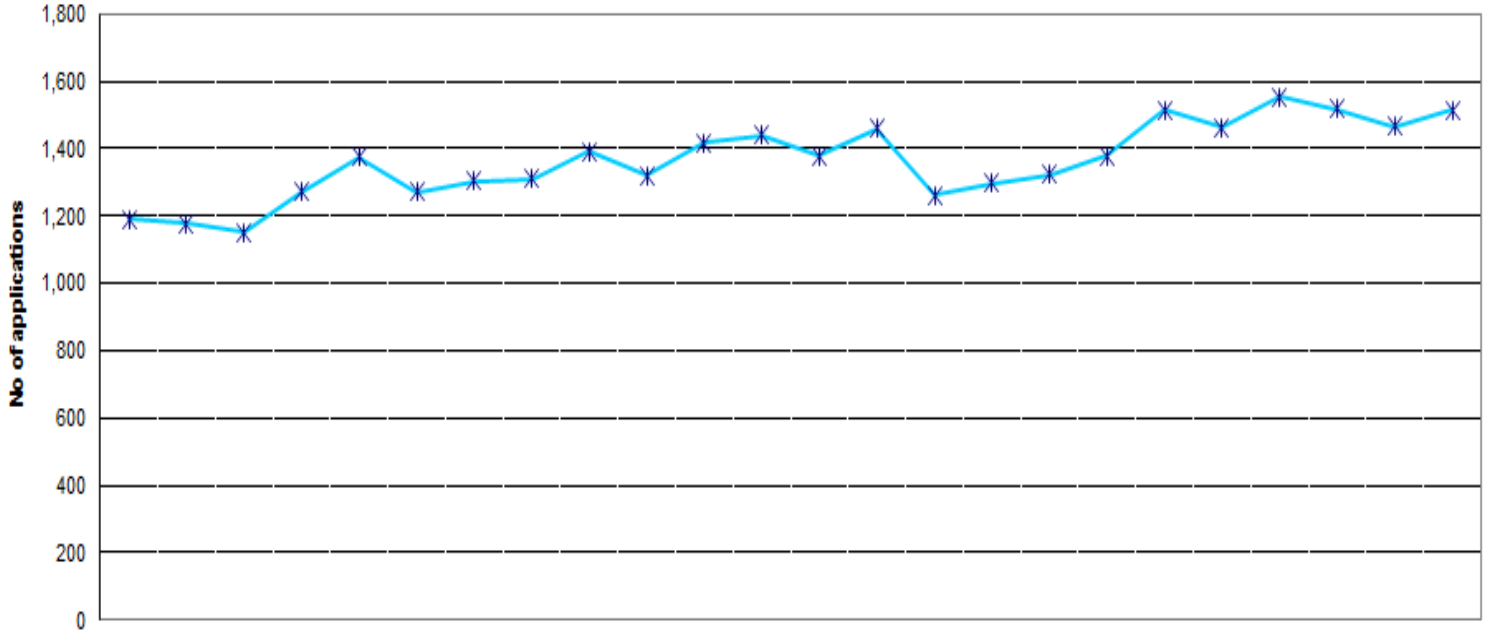
Health and Care Professions Council Grandparent registrations April 2012 - March 2014 Registration Department



	2012									2013			2014											09/10	10/11	11/12	12/13	13/14
	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	YTD
Practitioner psychologists *	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5	2	1	0	1	2	0	1	2	63	96	65	265	38

* Practitioner psychologists section of register opened 1st July 2009
No new forms accepted after delivery of first post 2nd July 2012

Health and Care Professions Council International applications workflow process at end of each month April 2012 - March 201 Registration Department

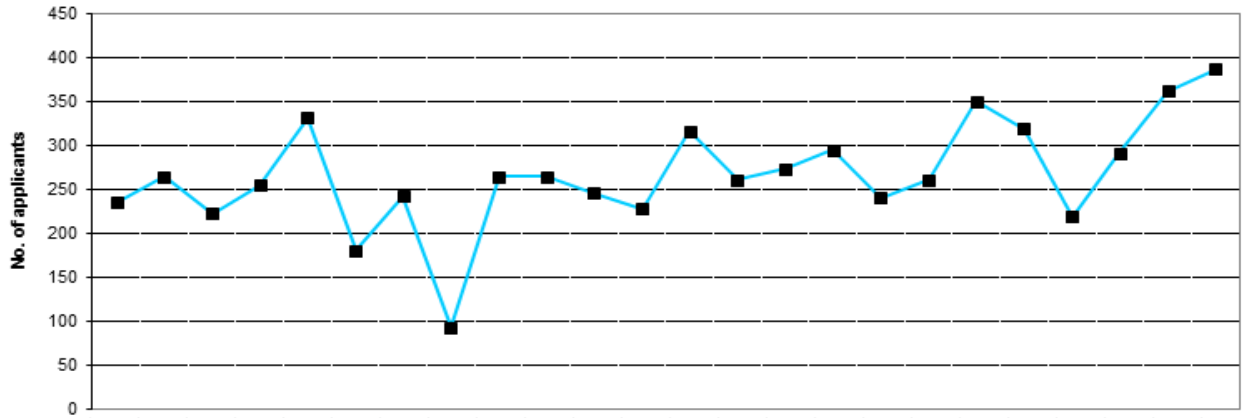


	2012									2013			2014												11/12	12/13	13/14
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	358	399	304	392	316	318	347	365	382	352	357	406	301	355	200	279	286	365	201	139	263	258	168	282	74	358	258
At scrutiny	586	572	616	661	827	684	730	748	783	732	798	736	782	830	784	768	777	741	1,000	984	937	894	869	807	490	706	848
Pending reg fee	246	206	231	218	232	268	228	198	226	236	261	298	295	275	279	249	259	272	314	338	353	366	428	425	187	237	321
Total	1,190	1,177	1,151	1,271	1,375	1,270	1,305	1,311	1,391	1,320	1,416	1,440	1,378	1,460	1,263	1,296	1,322	1,378	1,515	1,461	1,553	1,518	1,465	1,514	751	1,301	1,427
																										Average	

NOTE: Information covers international applications status progress only

Represents the current workload within the International Department as at the end of the month

Health and Care Professions Council | **New International Applications Received April 2012 - March 2014** | **Registration Department**

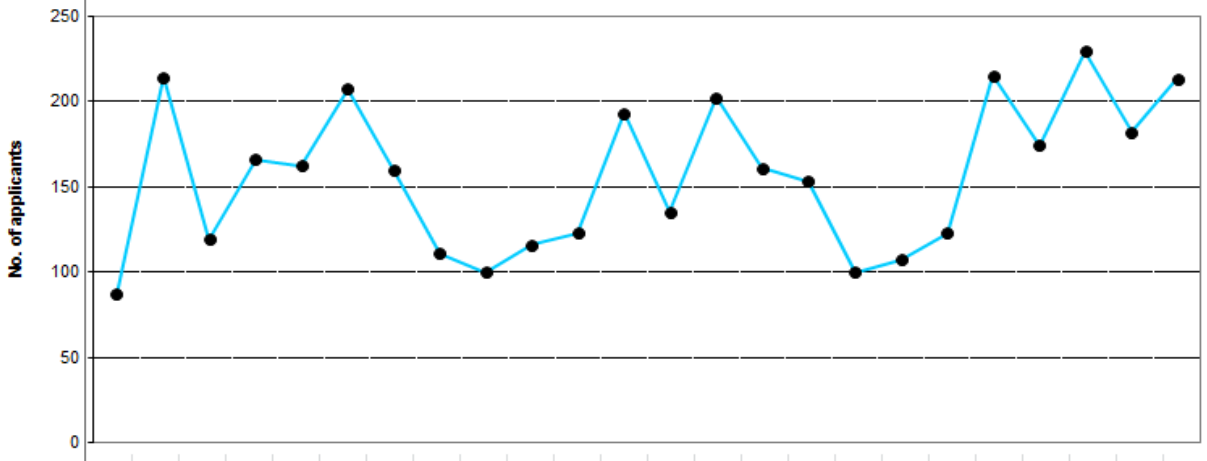


	2012									2013											2014			2008/9	09/10	10/11	11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Arts Therapists	4	2	0	1	2	1	1	0	2	1	0	3	0	0	2	4	1	1	2	2	0	3	1	1	16	12	23	23	17	17
Bio. Scientists	14	32	26	36	20	14	25	6	11	20	17	16	24	18	29	22	16	16	29	37	23	19	29	26	307	290	273	197	237	288
Chirops/ Pods	0	2	2	1	4	1	4	0	2	2	3	2	1	2	2	3	6	3	2	3	1	0	2	7	23	34	25	31	23	32
CI Scientists	8	13	9	14	5	3	4	2	8	4	9	7	5	3	6	8	5	6	9	9	7	7	12	13	50	61	72	74	86	90
Dietitians	16	25	12	13	16	7	12	3	12	7	7	6	22	13	17	16	11	12	12	14	9	23	19	17	132	137	139	148	136	185
Hearing aid disps	2	1	1	2	1	0	1	0	0	1	2	1	4	2	4	11	1	2	3	0	1	1	0	4			6	10	12	33
OTs	17	26	29	29	31	26	41	10	23	32	29	27	28	22	27	25	22	34	34	32	22	26	41	37	404	340	381	306	320	350
ODPs	0	1	1	1	3	3	3	0	2	1	0	0	0	0	0	1	1	3	2	1	1	0	2	1	8	10	9	12	15	12
Orthoptists	1	1	0	1	1	0	1	0	0	0	0	0	0	0	2	0	0	1	0	1	1	1	0	0	3	1	5	4	5	6
Paramedics	5	4	5	5	5	3	8	3	4	4	6	6	7	4	7	6	6	10	5	5	4	4	9	11	46	50	39	40	58	78
Physiotherapists	97	97	73	72	70	48	70	34	85	97	73	63	104	99	80	88	72	71	104	95	49	82	97	110	774	745	796	874	879	1,051
Pract psychs	23	21	17	27	16	13	9	8	32	16	20	17	17	13	21	21	21	18	22	11	20	21	31	38		156	236	188	219	254
Prosth/Orthotists	0	1	1	1	2	0	2	0	1	1	1	0	1	0	1	0	0	0	0	0	1	0	2	0	9	3	10	10	10	5
Radiographers	29	27	33	37	27	24	29	9	32	33	30	26	40	24	30	43	35	33	52	40	34	30	45	47	364	312	417	397	336	453
Social workers*					113	17	24	10	38	26	33	40	49	45	35	33	24	31	52	47	22	51	52	60					301	501
SLTs	19	11	13	14	15	20	8	8	12	19	15	14	14	16	10	14	19	20	22	22	24	23	20	15	154	173	166	190	168	219
Total	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295	240	261	350	319	219	291	362	387	2,290	2,324	2,597	2,504	2,822	3,574

All received applications, including those that may subsequently be returned, rejected or withdrawn.

*Social worker section of register open 1st Aug 2012 (covers England only)

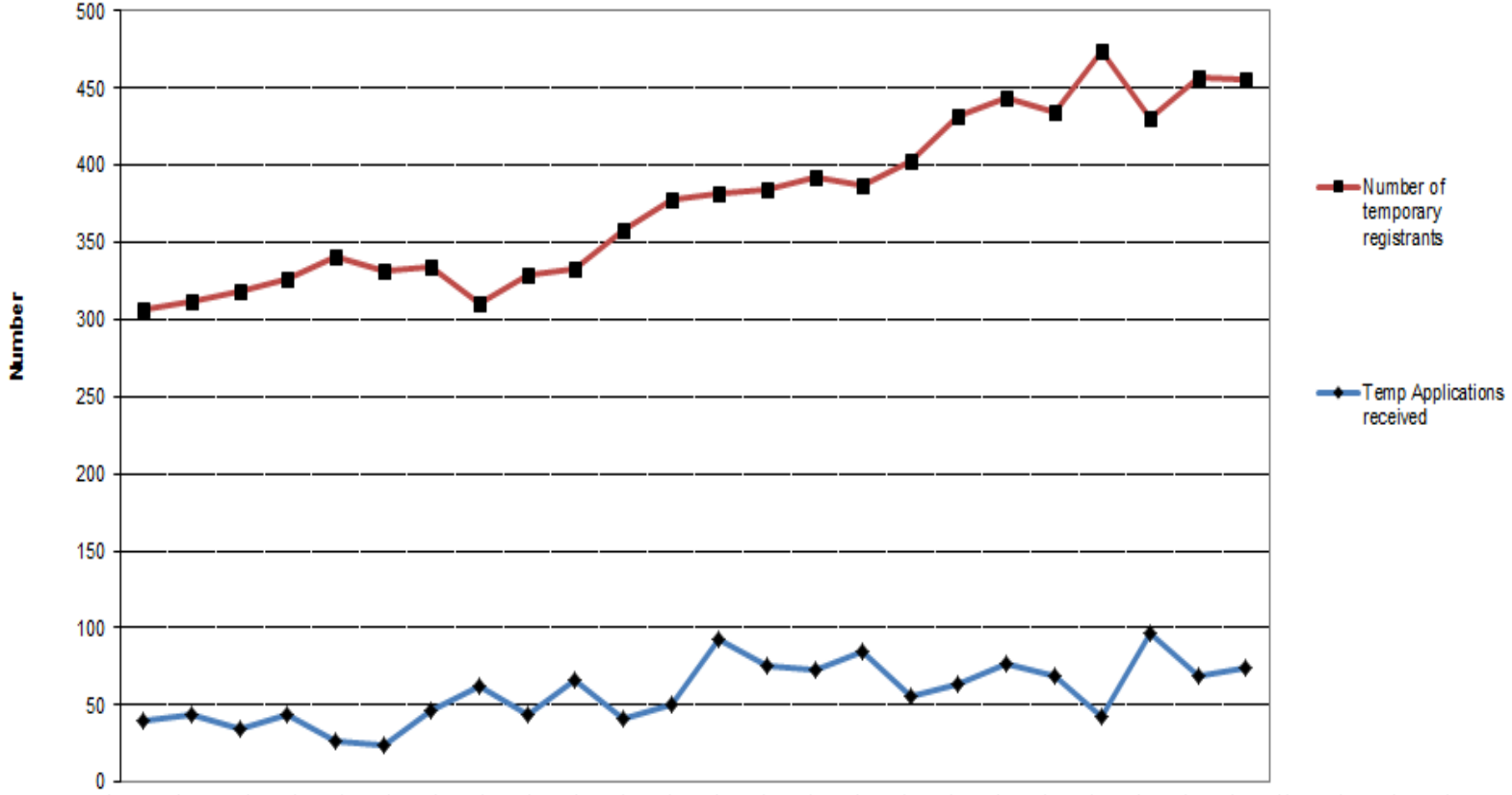
Health and Care Professions Council | International Registrations April 2012 - March 2014 | Registration Department



	2012									2013											2014			2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	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	YTD
Arts therapists	2	2	4	0	0	1	1	0	1	0	0	3	2	0	1	0	0	1	0	1	2	0	1	0	8	6	4	15	10	14	8
Bio. scientists	10	14	7	9	9	22	18	8	21	9	13	14	16	13	9	16	7	1	7	3	33	20	18	14	231	236	162	202	122	154	157
Chirops/ pods	2	0	0	0	6	1	1	1	1	0	2	1	1	2	2	1	2	0	1	2	3	3	1	2	39	27	15	17	16	15	20
CI scientists	3	3	0	3	3	1	6	2	0	5	3	5	2	1	2	2	2	0	5	1	3	4	3	5	30	28	22	26	23	34	30
Dietitians	2	5	0	23	14	13	7	3	6	8	7	9	4	6	1	12	3	6	5	10	6	12	10	10	94	97	80	88	78	97	85
Hearing aid dispo	0	0	0	0	2	2	0	2	0	1	0	1	0	0	0	2	0	0	1	1	2	4	3	0				4	5	8	13
OTs	22	29	10	29	14	29	9	38	13	15	22	19	26	17	25	23	7	10	6	37	17	33	28	30	302	283	255	289	217	249	259
ODPs	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	1	1	0	0	5	2	5	3	3	1	4
Orthoptists	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3	0	1	2	1	0
Paramedics	0	5	0	0	1	9	0	1	2	2	2	2	2	2	0	2	0	4	2	4	0	3	5	3	14	22	25	23	20	24	27
Physiotherapists	11	113	46	55	68	79	65	28	24	39	47	58	30	105	54	38	37	45	42	85	36	62	50	29	567	608	460	500	463	633	613
Pract psychs	5	7	12	11	8	11	9	6	7	5	5	9	9	4	22	8	3	9	10	11	11	24	11	7			95	127	91	95	129
Prosth/orthotists	1	0	0	0	0	0	1	0	0	1	3	0	0	0	2	0	0	0	1	0	0	0	1	0	6	3	1	6	7	6	4
Radiographers	22	26	24	18	25	33	25	8	12	9	4	35	18	24	17	15	14	13	18	33	19	20	6	72	428	336	206	270	216	241	269
Social workers*					0	0	0	0	4	12	5	28	15	18	18	25	19	15	9	12	25	24	30	22						49	232
SLTs	7	10	16	18	12	6	17	14	9	10	9	9	10	10	6	9	6	3	16	15	16	19	15	19	134	105	114	130	116	137	144
Total	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153	100	107	123	215	174	229	182	213	1,862	1,756	1,444	1,701	1,389	1,758	1,994

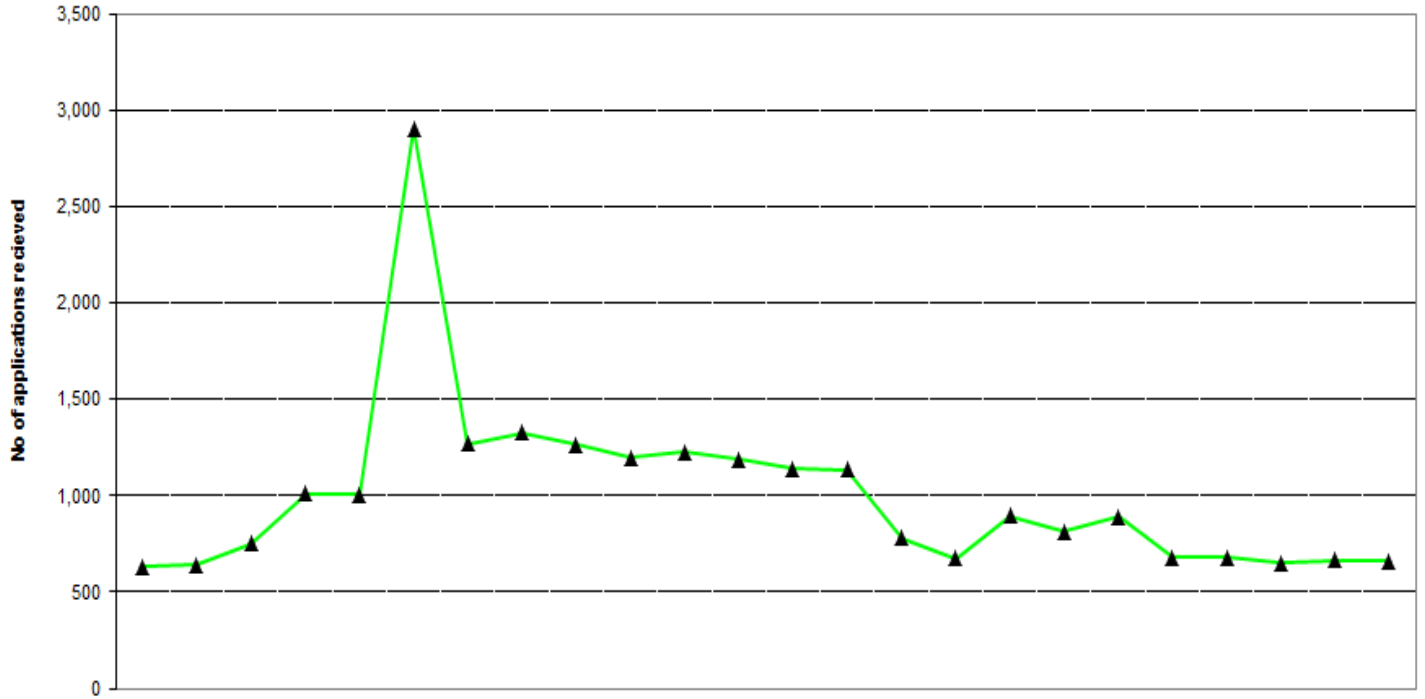
*Social worker section of register open 1st Aug 2012 (covers England only)

Health and Care Professions Council | Temporary Registration under EU Directive 2005/36/EC April 2012 - March 2014 | Registration Department



	2012									2013											2014			11/12	12/13	13/14
	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
Temp Applications received	40	44	35	44	27	24	47	62	44	66	41	50	93	76	73	85	56	64	77	69	42	97	69	74	494	524	875
Number of temporary registrants	307	312	319	326	341	331	334	310	329	333	358	378	382	384	392	387	403	432	444	435	474	431	457	456	3,714	3,978	5,077

Health and Care Professions Council | UK applications workflow process at end of each month April 2012 - March 2014 | Registration Department

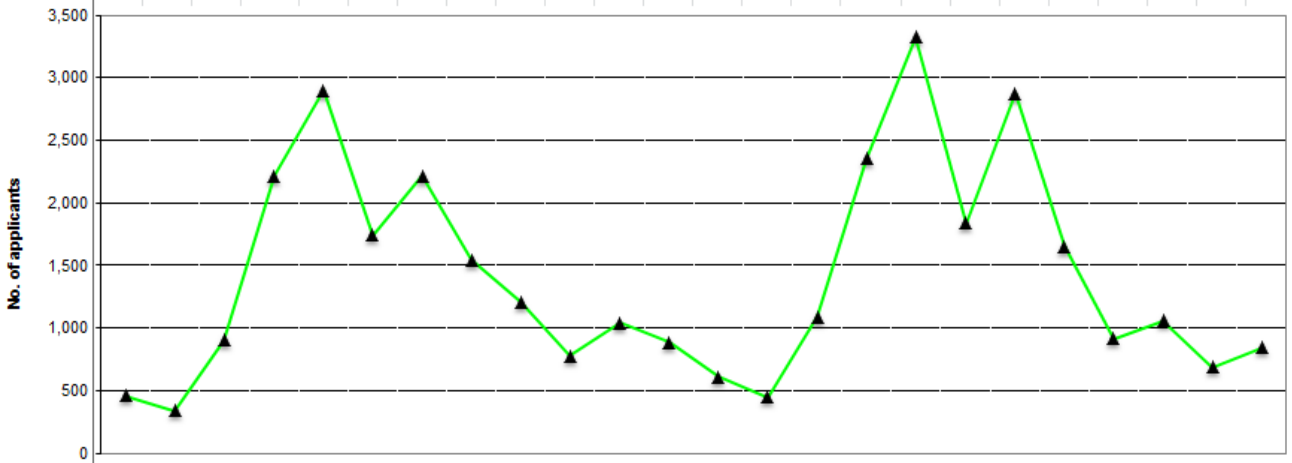


	2012									2013										2014			11/12	12/13	13/14
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	625	636	746	1,000	1,000	2,892	1,266	1,319	1,262	1,190	1,222	1,182	1,134	1,130	778	674	887	802	882	677	676	650	661	655	645	1,195	801
At scrutiny	5	6	5	9	6	10	5	6	4	6	4	5	5	5	0	1	7	4	5	1	1	0	0	0	6	6	2
Pending reg fee	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	6	4	1	1	1	2	3	0	0	2
Total	630	642	752	1,009	1,006	2,903	1,271	1,325	1,266	1,196	1,226	1,187	1,139	1,135	778	676	894	812	891	679	678	651	663	658	651	1,201	805
																									Average		

NOTE: Information covers UK applications only

Represents the current workload within the UK section as at the end of the month

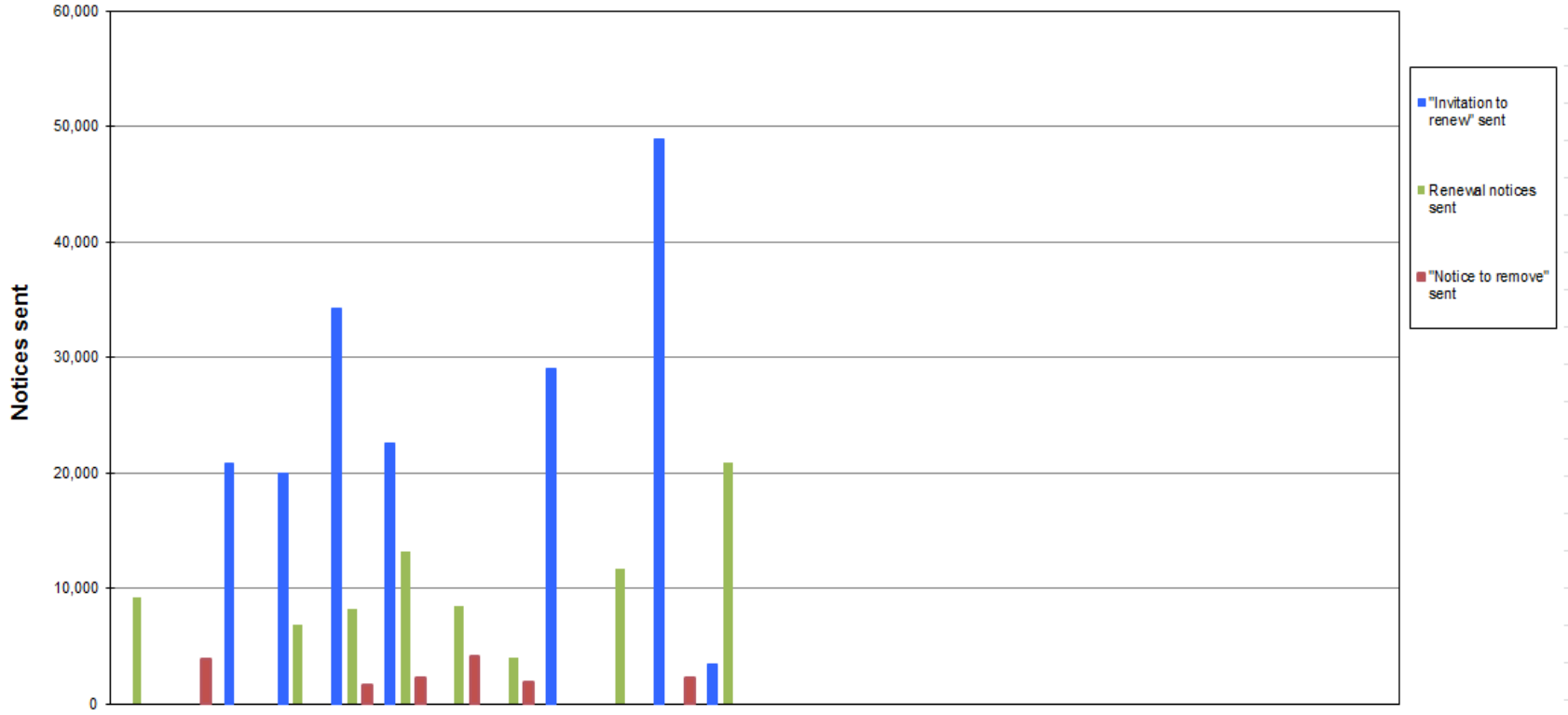
Health and Care Professions Council | New UK Applications Received April 2012 - March 2014 | Registration Department



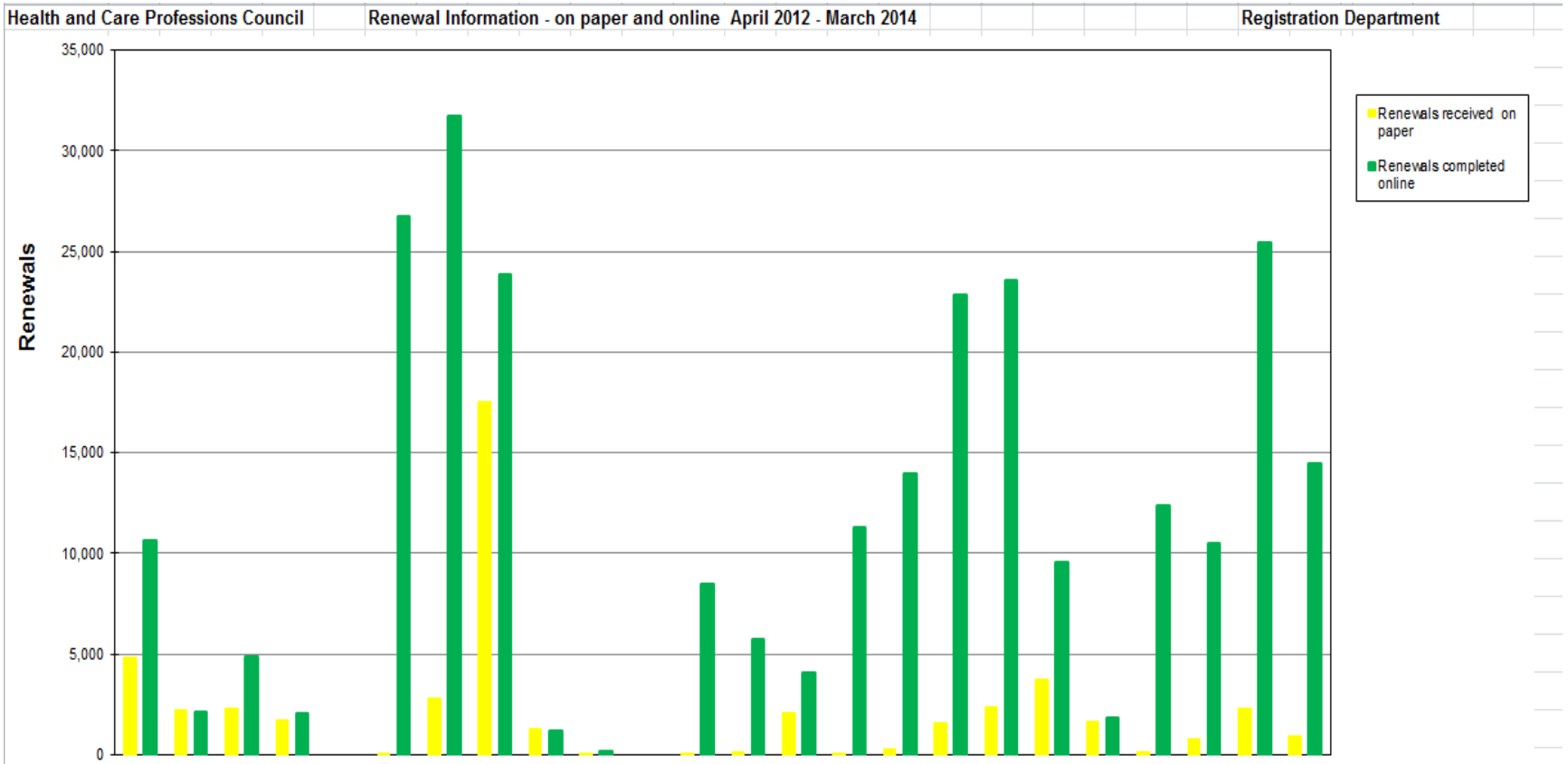
	2012									2013										2014			2008/9	09/10	10/11	11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Arts therapists	10	11	8	23	68	29	35	26	20	8	20	13	8	8	13	17	53	44	71	28	13	20	9	9	235	234	257	257	271	293
Bio. scientists	33	26	31	92	161	60	80	65	60	43	48	47	40	32	47	104	134	66	101	84	57	59	48	67	836	831	894	804	746	839
Chirops/pods	4	2	72	111	75	40	33	14	11	3	5	6	1	5	52	98	110	44	43	15	5	6	5	5	282	429	427	362	376	389
CI Scientists	34	18	13	17	24	5	5	23	17	25	17	26	43	21	30	31	32	14	24	45	23	17	18	45	469	218	240	279	224	343
Dietitians	29	13	40	147	105	24	26	10	4	6	9	31	20	7	60	127	115	43	33	15	3	10	7	17	452	444	453	402	444	457
Hearing aid disps	10	8	12	50	47	19	25	11	13	6	13	13	8	2	8	24	60	24	24	14	13	8	15	11			1,787	146	227	211
OTs	57	60	96	284	423	162	212	122	75	63	99	89	68	41	94	261	445	197	271	152	55	88	68	76	1,873	1,763	1,720	1,578	1,742	1,816
ODPs	54	14	15	24	183	193	115	18	32	17	11	39	30	25	4	7	113	220	190	32	23	21	13	28	636	508	622	686	715	706
Orthoptists	0	0	0	15	22	5	8	3	4	0	2	2	0	0	1	11	29	6	11	5	1	5	1	1	106	46	53	42	61	71
Paramedics	58	42	61	160	261	296	238	127	111	79	146	89	78	59	66	102	144	170	299	77	61	52	65	48	1,402	1,158	1,163	1,519	1,668	1,221
Physiotherapists	43	39	212	591	370	133	175	100	59	56	72	87	43	36	195	541	513	143	180	108	48	72	56	57	2,531	2,221	2,026	1,826	1,937	1,992
Pract psychs	73	46	70	58	70	118	325	152	105	46	85	54	34	40	55	28	61	71	357	188	67	93	38	51		2,138	2,043	1,258	1,202	1,083
Prosth/orthotists	2	3	15	10	8	3	4	1	0	0	2	3	0	0	10	22	17	2	4	2	2	1	2	2	51	37	39	35	51	64
Radiographers	28	38	219	483	237	96	102	42	26	20	17	35	13	16	203	451	302	133	129	60	20	19	21	39	1,377	1,251	1,221	1,140	1,343	1,406
Social workers*					654	484	735	749	631	380	447	315	202	150	242	439	1,022	580	1,049	763	496	533	285	338					4,395	6,099
SLTs	25	20	40	151	192	76	99	82	39	27	47	33	23	6	9	88	171	79	87	64	28	56	35	50	834	759	739	1,019	831	696
Total	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351	3,321	1,836	2,873	1,652	915	1,060	686	844	11,084	12,037	13,684	11,353	16,233	17,686

*Social worker section of register opened 1st Aug 2012 (covers England only)

Health and Care Professions Council | Renewal Information April 2013 - March 2015 | Registration Department

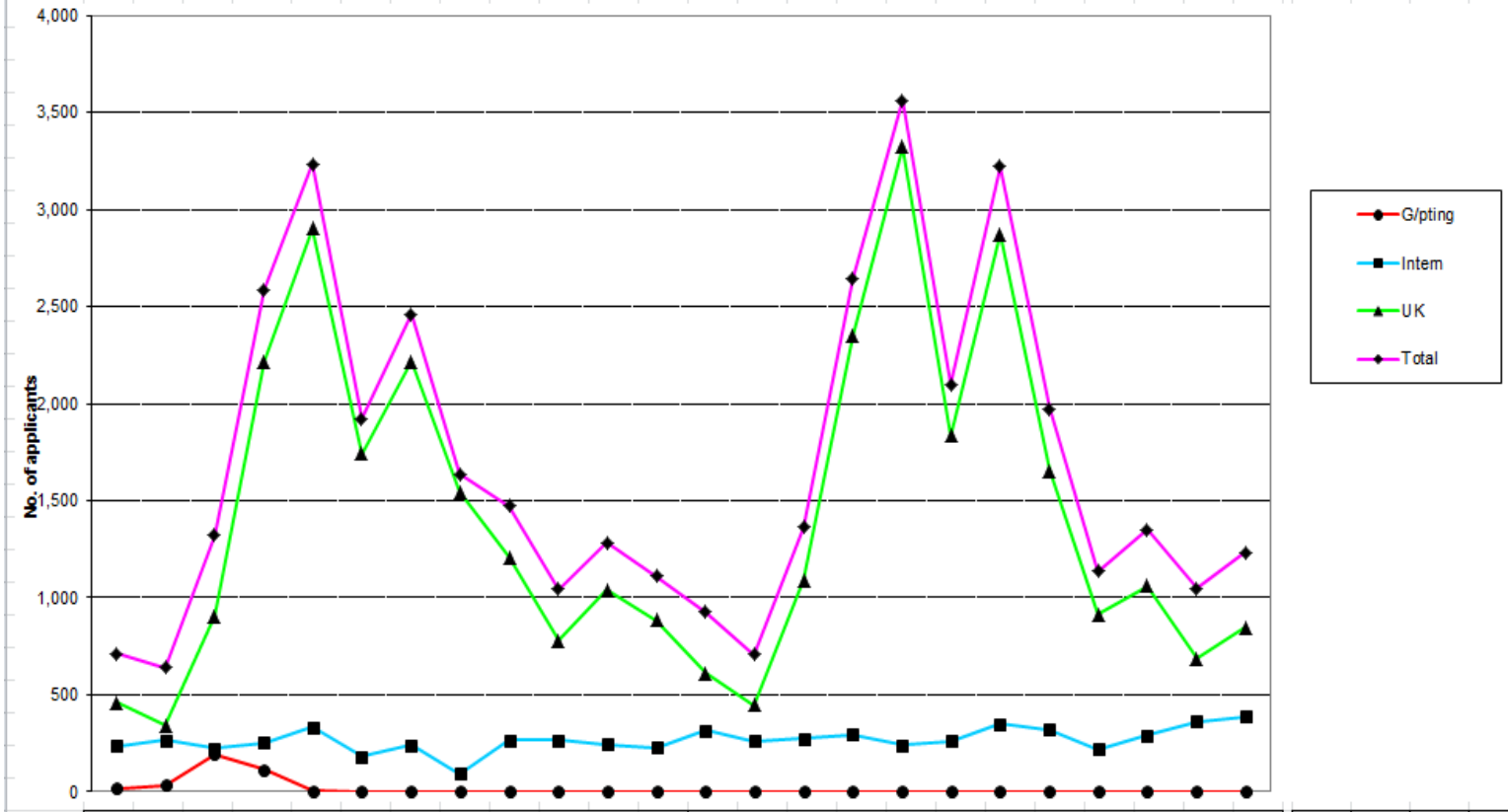


	2013									2014			2015											13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May*	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
"Invitation to renew" sent	0	0	20,813	19,960	34,182	22,596	0	0	29,086	0	48,959	3,447													173,043
Renewal notices sent	9,273	0	0	6,799	8,216	13,239	8,454	3,981	0	11,733	0	20,932													82,627
"Notice to remove" sent	0	3,857	0	0	1,662	2,227	4,144	1,849	0	0	2,298	0													16,037
Total	9,273	3,857	20,813	26,759	44,060	38,062	12,598	5,830	29,086	11,733	51,257	24,379													277,707



	2012									2013			2014											11/12	12/13	13/14
	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	4,863	2,246	2,341	1,731	0	4	2,824	17,511	1,286	83	0	3	154	2,113	10	290	1,618	2,367	3,773	1,700	156	813	2,347	976	60,141	32,892	16,317
Renewals completed online	10,656	2,144	4,887	2,065	0	26,756	31,744	23,829	1,228	154	0	8,453	5,777	4,055	11,292	13,947	22,820	23,553	9,590	1,818	12,391	10,502	25,451	14,468	108,657	111,916	155,664
Registrants removed	0	4,887	232	0	0	0	0	0	0	8,744	0	0	0	0	721	0	0	418	0	0	890	0	870	870	5,632	13,863	3,769

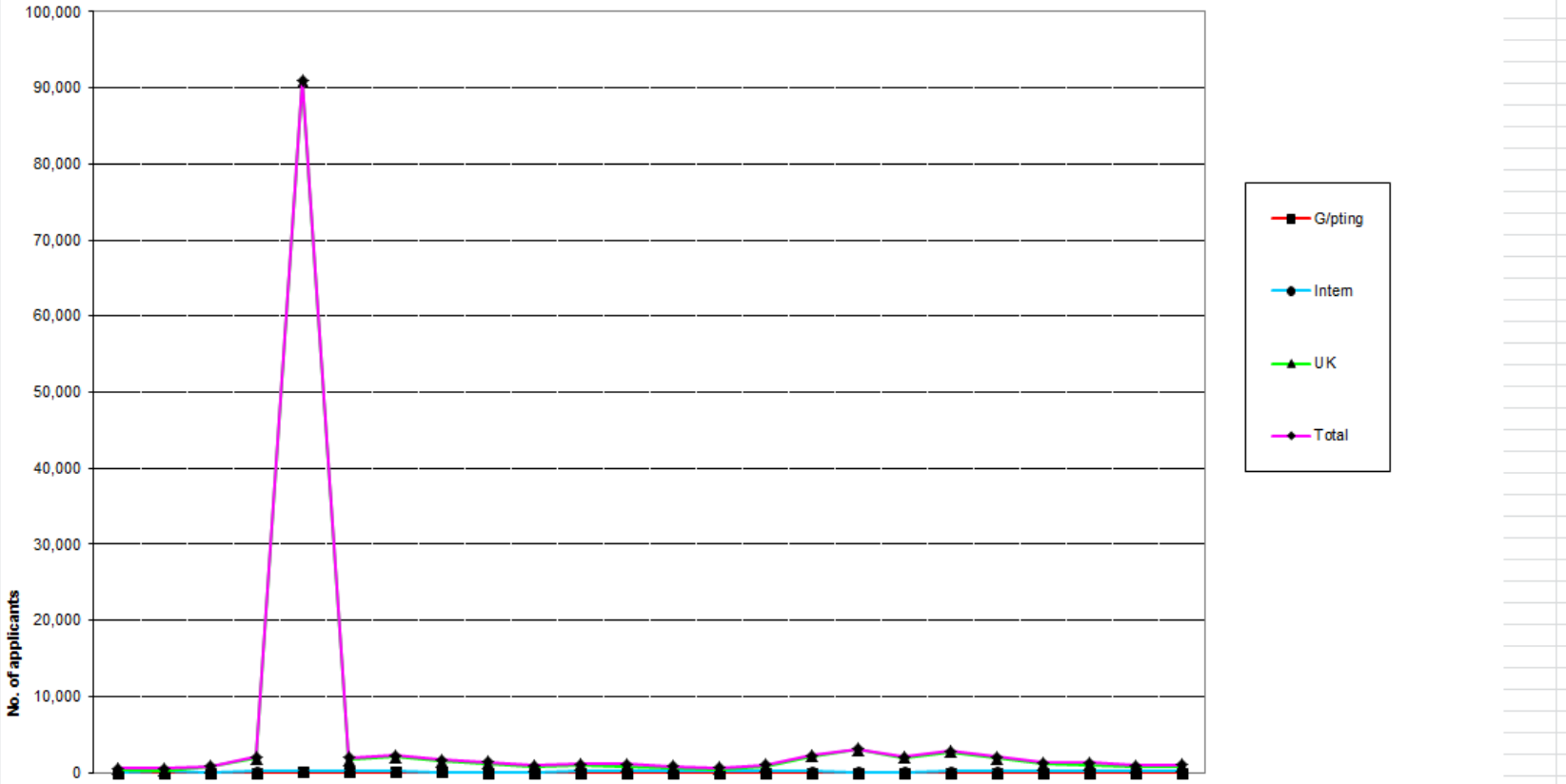
Health and Care Professions Council Application Types Received April 2012 - March 2014 Registration Department



Apps Received	2012 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2013 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2014 Jan	Feb	Mar	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
G/pting	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	369	93	170	142	369	0
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295	240	261	350	319	219	291	362	387	2,300	2,290	2,324	2,597	2,504	2,822	3,574
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351	3,321	1,836	2,873	1,652	915	1,060	686	844	8,971	11,084	12,037	13,684	11,353	16,233	17,686
Total	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110	927	709	1,362	2,646	3,561	2,097	3,223	1,971	1,134	1,351	1,048	1,231	11,271	13,743	14,454	16,451	13,999	19,424	21,260

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

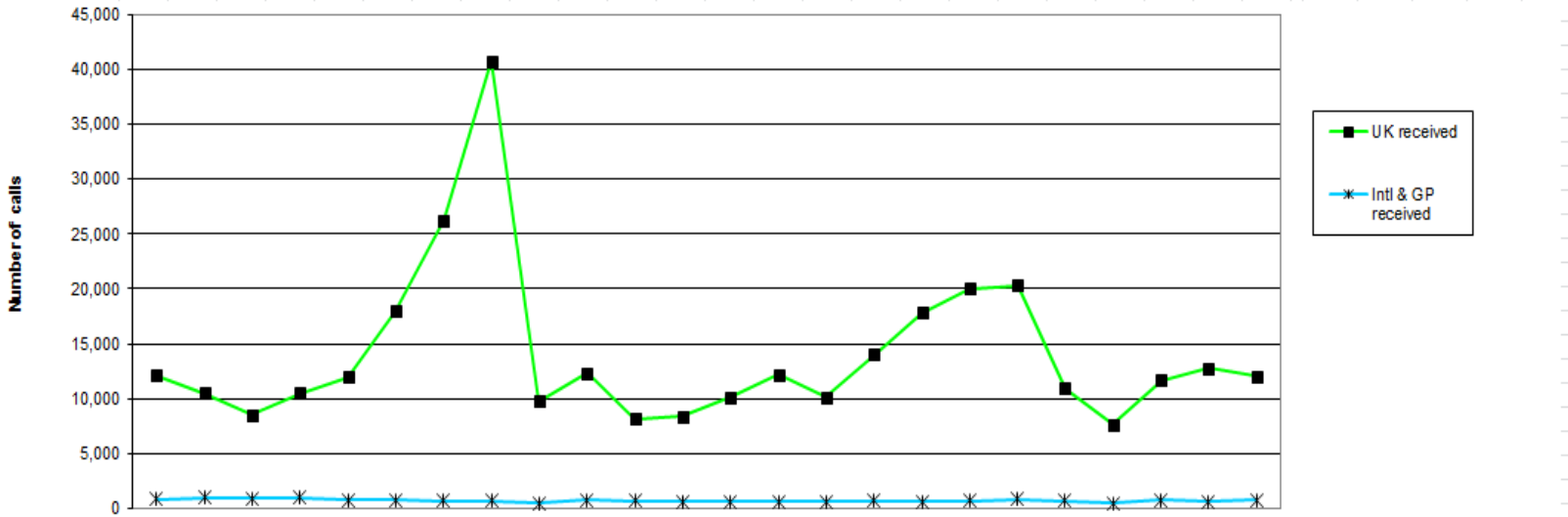
Health and Care Professions Council | New Registrants April 2012 - March 2014 | Registration Department



	2012									2013			2014											2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	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	YTD
G/pting	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5	2	1	0	1	2	0	1	2	9	0	63	96	65	265	38
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153	100	107	123	215	174	229	182	213	1,862	1,756	1,444	1,701	1,389	1,758	1,994
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463	813	2,135	3,009	1,974	2,715	1,855	1,162	1,036	711	806	8,355	10,774	11,069	11,122	10,675	103,346	17,366
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666	994	2,293	3,111	2,082	2,838	2,071	1,338	1,265	894	1,021	10,226	12,530	12,576	12,919	12,129	105,369	19,398

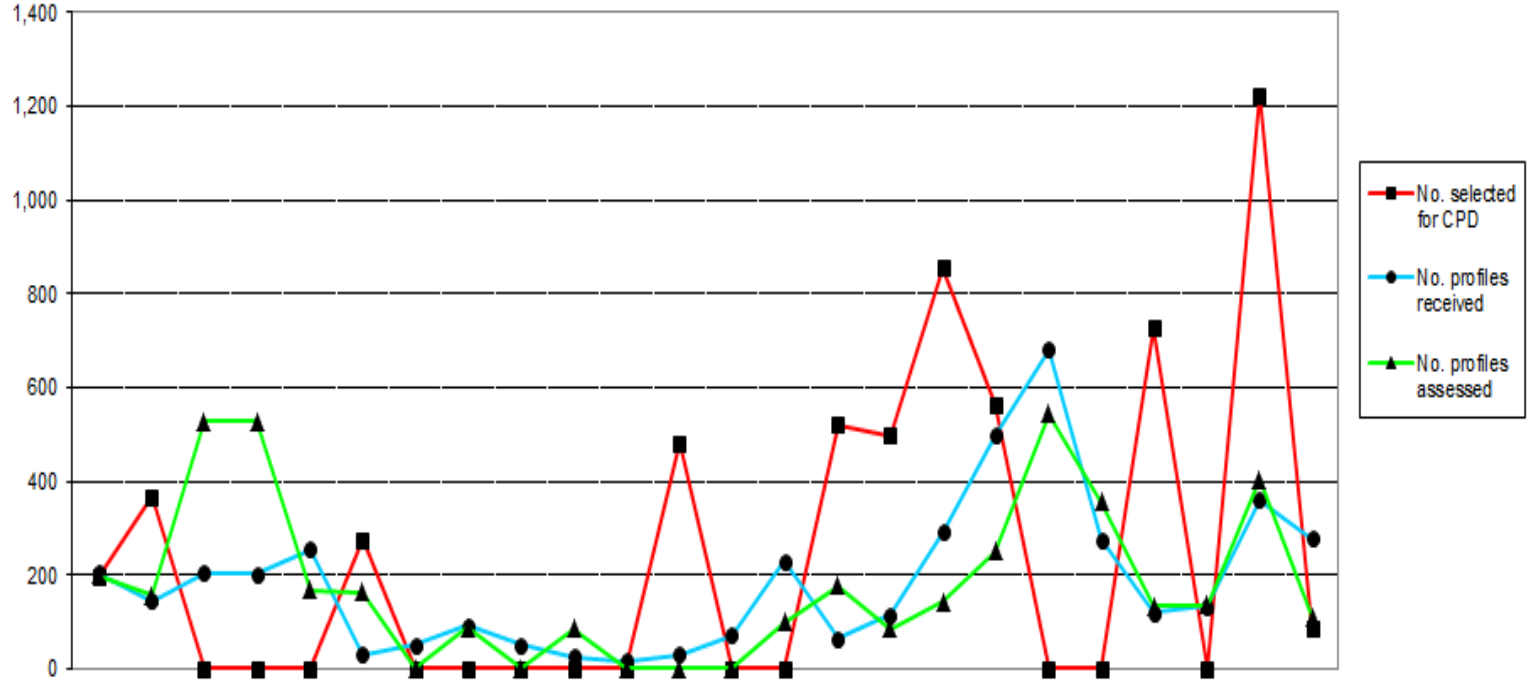
* The inflated figure for UK for August includes the new SW's added on the 1st August 2012

Health and Care Professions Council | Registration Telephone Information April 2012 - March 2014 | Registration Department

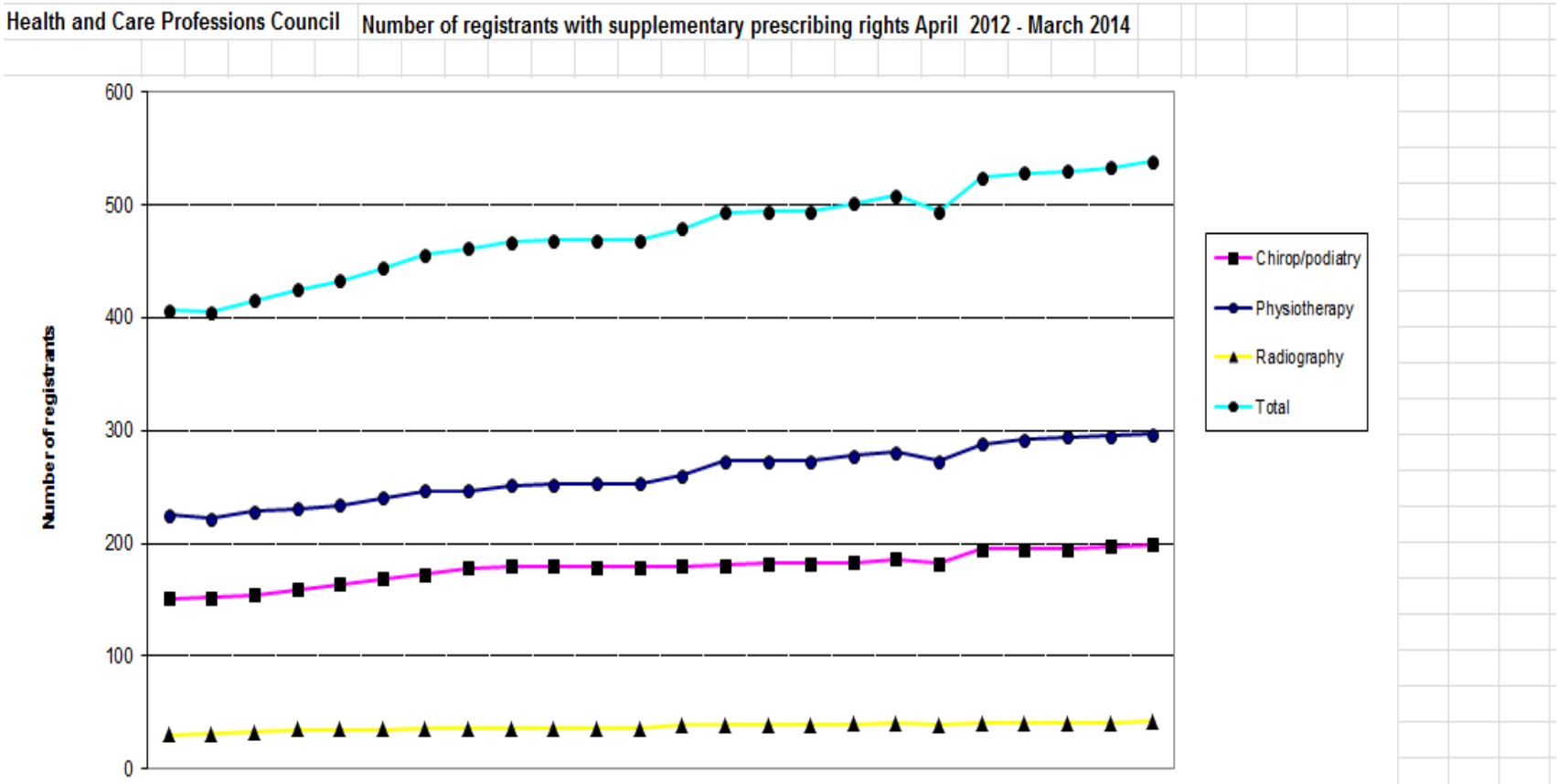


	2012									2013			2014										2008/9	09/10	10/11	11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Intl & GP																														
Intl & GP received	833	963	896	954	737	723	707	685	488	766	638	530	591	620	563	636	589	645	794	703	429	717	619	738	12,732	14,348	16,702	12,886	8,380	7,644
Answered	734	877	848	914	675	705	682	662	450	697	587	545	542	561	539	610	571	632	770	677	410	630	601	712	11,397	14,185	15,969	12,137	8,436	7,315
Calls answered (%)	95	91	95	96	92	98	96	97	92	91	92	92	92	90	96	96	97	98	97	96	96	96	97	96	90	95	96	94	94	96
Abandoned	39	86	48	40	62	18	25	23	38	69	51	45	38	63	24	26	18	13	24	26	3	27	18	26	1,335	841	712	749	544	306
Avg answer time (se	52	46	59	42	54	32	35	46	82	82	74	31	60	55	41	32	23	22	31	22	20	27	25	24	36	36	41	49	53	32
Avg talk time (min)	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	4.08	4.09	3.49	3.53	3.56	3.47	3.52	3.40	3.40	3.44	4.09	4.12	3.44	3.25	3.18	3.41	3.29	3.85	3.63
UK																														
UK received	12,099	10,481	8,533	10,516	11,365	17,341	26,254	40,761	9,757	12,333	8,138	8,369	10,151	12,177	10,138	14,028	17,789	20,043	20,327	10,361	7,645	11,632	12,782	12,012	92,018	119,887	86,890	114,847	177,147	153,745
Answered	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	11,178	7,715	8,033	9,421	10,368	9,713	13,161	16,693	18,836	17,810	10,417	7,266	11,036	11,934	11,191	78,293	111,573	83,218	103,818	157,334	148,466
Calls answered (%)	93	94	94	95	95	96	92	72	93	91	95	96	93	90	96	94	94	94	88	95	95	94	93	93	92	95	96	96	92	93
Abandoned	817	590	534	469	617	667	2,065	11,424	716	1,155	423	336	730	1,209	425	833	1,096	1,207	2,517	544	379	656	851	821	13,725	8,314	3,652	5,029	19,813	11,274
Avg answer time (se	51	28	55	39	42	34	61	279	63	77	47	64	55	82	37	54	53	56	110	45	42	48	58	56	85	48	36	38	70	53
Avg talk time (min)	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	3.20	3.21	3.15	3.10	3.11	3.02	2.45	2.48	2.55	2.57	3.03	2.53	3.14	3.07	3.04	2.58	2.37	2.47	2.61	3.28	2.85

Health and Care Professions Council | Continuing Professional Development process April 2012 - March 2014 | Registration Department

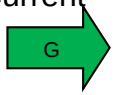


	2012									2013			2014											11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
No. selected for CPD	195	368	0	0	0	277	0	0	0	0	0	482	0	0	520	499	855	565	0	0	727	0	1,224	86	4,258	1,322	4,476
No. profiles received	206	145	206	203	255	30	52	92	51	26	17	32	71	230	65	115	291	498	682	277	121	133	361	278	2,600	1,315	3,122
No. profiles assessed	201	157	528	528	168	163	0	88	0	86	0	0	0	99	177	85	143	250	545	356	135	137	404	112	2,225	1,919	2,443



	2012									2013			2014										2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	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	YTD
Chirop/podiatry	151	152	154	159	164	169	173	178	180	180	179	179	180	181	182	182	183	186	182	195	195	195	197	199	40	78	112	129	149	179	195
Physiotherapy	225	222	228	231	234	240	247	247	251	252	253	253	260	273	273	273	278	281	273	288	292	294	295	297	74	109	148	182	224	253	292
Radiography	30	31	33	35	35	35	36	36	36	36	36	36	39	39	39	39	40	41	39	41	41	41	41	42	7	19	20	23	30	36	41
Total	406	405	415	425	433	444	456	461	467	468	468	468	479	493	494	494	501	508	494	524	528	530	533	538	121	206	280	334	403	468	528

3. Project Management Commentary

Project Number	Project Name	Project Board	Project Status	
MP63	HR and Partners process and systems review	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous	Current 

Project Description
A review of all HR and Partner department systems and processes to determine how processes can be adapted for future needs and to determine HCPC requirements for a new system(s), if required.

Project Scope	Status update
▪ Review and map current HR and Partners business process and systems as they are now (as is) ▪ Define and map HR and Partners business processes and systems required in the future (to be) ▪ Identify preferred/most feasible option for 'to be' processes and systems ▪ Establish whether the HR and Partners functions share sufficient similarities in processes and requirements to enable them to continue to share the same database(s) and IT systems ▪ Identify preferred supplier for potential new system(s) ▪ Produce business case for the Phase 2 project to build the preferred solution(s)	▪ The exception report was approved by EMT; therefore the end date of the project has been updated. ▪ The ITT documentation and contract have been signed off and issued to the four suppliers that were successful through the pre-qualification stage. ▪ Responses are due to be submitted by the end of May and tender interviews will be conducted in August

Project Budget History	Committed spend	Date of Initiation	Project End Date History

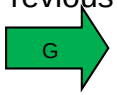
Initiation: £100,133 Exception Report Sept 2013: £124,105 Exception Report Mar 2014: £155,569	£120,047	December 2012	Initiation: December 2013 Exception Report Sept 2013: June 2014 Exception Report Mar 2014: Nov 2014

Project Number	Project Name	Project Board	Project Status	
MP67	Net Regulate changes 2013	Project sponsor: Finance Director Project lead: Charlotte Milner	Previous G	Current R

Project Description
Implementation of 16 changes to the Net Regulate (Registrations software) system

Project Scope	Status update
▪ Change Request 1: Resending Authentication Codes ▪ Change Request 3: Financial Transaction Reporting ▪ Change Request 10: Online Portal 6pm Deadline ▪ Change Request 11: Watch List Check Functionality ▪ Change Request 12: Amendment to Code 3 on DDIs ▪ Change Request 14: Security Enhancements ▪ Change Request 15: Renewal Declaration Online Portal ▪ Change Request 16: Amendment to cancelled DDIs	▪ All technology changes have now been completed and have passed testing. ▪ Due to sharing a production release with the Professional Indemnity project in order to minimise costs, the project will be delayed by one month to allow further testing to be undertaken on the Professional Indemnity technology change. ▪ An Exception report has been raised and submitted for approval to EMT.

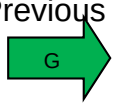
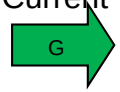
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £146,900 Exception Report Dec 2013: £155,900 Exception Report Jan 2014: £165,260 Exception Report Feb 2014: £167,100	£160,926	April 2013	At Initiation: January 2014 Exception Report Dec 2013: April 2014

Project Number	Project Name	Project Board	Project Status	
MP67	Professional Indemnity	Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous 	Current

Project Description
Implementing EU legislative changes requiring registrants to have professional indemnity cover

Project Scope	Status update
▪ Produce guidance for registrants in relation to the requirement to have indemnity cover as a condition of registration; ▪ Ensure that the new requirement is communicated to all stakeholders; ▪ Make changes to HCPC's processes and systems to ensure the additional requirement for each registrant to have indemnity cover in place can be captured at registration and renewal;	▪ Due to the delays in legislation being implemented and the majority of the preparatory activity being completed, the process go-live is being de-scoped from the project. ▪ The Registrations and Policy and Standards departments will jointly manage the go-live process as part of business as usual. ▪ Engagement with professional bodies is ongoing ▪ User acceptance testing has failed on this project. The suppliers are rectifying the issue and testing will recommence shortly. ▪ It is anticipated that all changes will be in production by the end of May. ▪ Due to this the project will miss its forecast end date of April and will need to close in May. ▪ An exception report has been raised and submitted for approval by EMT.

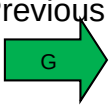
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £29,550	£17,789	April 2013	At Initiation: April 2014

Project Number	Project Name	Project Board	Project Status	
MP70	186 Kennington Park Road Redevelopment	Project sponsor: Marc Seale Project lead: Steve Hall	Previous 	Current 

Project Description
Planning for 186 Kennington Park Road redevelopment

Project Scope	Status update
▪ With the input of an appointed team of consultants, fully design a scheme that aligns with the cost requirements of the overall project; ▪ Obtain the local planning authority permissions to allow the project to proceed; ▪ Tender for the contracts to demolish and construct a replacement building at 186 Kennington Park Road.	▪ Planning permission is anticipated to enter planning stage with the local authority in August. ▪ Surveys are being undertaken to inform the design of the building. ▪ A tender is being undertaken to appoint a mechanical engineer.

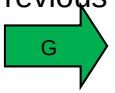
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £534,392	£112,399	March 2013	At Initiation: November 2014 Feb 2014 Exception Report: May 2015

Project Number	Project Name	Project Board	Project Status	
MP64	Education System Build	Project sponsor: Brendon Edwards Project lead: Paula Lescott	Previous 	Current

Project Description
Implementation of the recommendations made during the Education systems and process review project previously undertaken

Project Scope	Status update
▪ 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; ▪ 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; ▪ Maximisation of new technology to provide automation within data and business processes; ▪ 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; ▪ Review of the Department structure, teams and roles to align with the new system and business processes	▪ A discovery phase has been undertaken with the solution suppliers to fully define the technical design. ▪ The project has now moved into the systems build stage and is going through a series of development and test cycles. ▪ Data migration preparation work is ongoing.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £1,098,117	£450,915	December 2012	At Initiation: April 2015

Project Number	Project Name	Project Board	Project Status	
MP71	Fees Review	Project sponsor: Marc Seale Project lead: Michael Guthrie	Previous 	Current

Project Description
Review of current registrant fees and implementation of any agreed changes

Project Scope	Status update
▪ To undertake the financial analysis required to determine whether the organisation needs to raise its registrations fees ▪ If it is deemed necessary, prepare and seek approval from Council for a revised fee structure ▪ Undertake a public consultation with stakeholder groups. ▪ Analyse all consultation responses received and issue a response ▪ Amend and implement required Rules changes. ▪ Amend the fees structure within Net Regulate ▪ Undertake communications with stakeholder ▪ Amend all references to fees in HCPC documentation and on the website.	▪ Following successful go-live for the new fees structure a bug has been found with the print files that are generated from Net Regulate. ▪ The files are outputting the new fee structure regardless of the structure that is applicable to the individual registrant. ▪ A fix is being undertaken by Energysys, the Net Regulate supplier and is expected to be in testing at the beginning of May.

Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £3,450 Exception report Sept 2013: £7,230	£6,080	May 2013	At Initiation: May 2014

Uninitiated projects included in the Project management workplan 2014/15

Project name	Comments
Registrations process and systems review	Due to commence initiation in May 2014
Online renewals review and change of payment provider	This project is undergoing initiation
HR and Partners systems build	Due to commence initiation in October 2014
Stakeholder contact management system	Due to commence initiation in September 2014
SAGE & PRS upgrade	Due to commence initiation in July 2014
Domino to Exchange migration	Due to commence initiation in July 2014
Direct Debit Review	Due to commence initiation in May 2014
FTP changes	Due to commence initiation in May 2014
Net Regulate changes	Due to commence initiation in November 2014

4. Business Process Improvement Commentary

4.1 Quality Management System Changes and Audits

ISO 9001:2008 is under review, and the proposed 9001:2015 early draft is being examined for impact. Audit by BSI in April 2014 planned.

RISK Based Audit from January 2008 onwards	2014									2014	2015			
	March	April	May	June	July	August	September	October	November	December	January	February	March	
				27001			27001							
UK Registrations	NMR44													BSI
Claire Harkin / Chris French														
International Registrations/ Grandparenting		BSI												
Anna Lubasinska / Chris French														
CPD								BSI						
Anna Lubasinska / James Wilson														
Education								BSI						
Abigail Gorringe														
Secretariat								BSI						
Claire Gascoigne / Louise Hart														
Fitness to Practise														BSI
Kelly Holder / Brian James														
Policy	PII-draft													
Michael Guthrie														
Communications		Evntfrc												
Jacqueline Ladds														
Quality- Business Proc Improv		BSI												BSI
Roy Dunn / TBC														
Customer Service														
Louise Hart/Ruth Cooper														
Human Resources – Employees								BSI						
Teresa Haskins														

Human Resources – Partners														
Hayley Graham														
Facilities/Infrastructure		BSI												
Stephen Hall														
Information Technology/Infrastructure														
Guy Gaskins/Rick Welsby														
Finance														
Andy Gillies														
Project Management														BSI
Claire Reed														
Procurement								BSI						
Wangari Farrelly														
Disaster Recovery														
EMT/CDT														
DeepStore**Archive**	Bow													
Europa QP **Printers**														
ServicePoint**Scan & Copy**				Batt&OldSt										
Eventsforce **Events sign up online**														

BSI Audit	
Mazars Audit	Individual audit dates may be moved to accommodate issues outside the Quality department by arrangement.
HCPC ISO audit	Items in Light Blue are planned internal audits. Items in Dark Blue are BSI external audits
Near Miss Reports = NMR#	
PCI-DSS Audit by NGS/NCC	Items in red refer to Near Miss Reports which are unplanned by their very nature.
QMS Major Process Rvw	Items in yellow refer to work on the QMS processes where changes are planned at department level.
As Is output from Project	
3rd Party supplier audit	

4.2 Near Miss Reporting

REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR38 UAT on NetRegulate resulted in updating live records.	In draft	May 2014	May 2014
NMR39 Some Social Worker letters to registrants being removed for non- payment were dispatched from the printers with missing address lines.	Dec 2013	Jan 2014	COMPLETED
NMR40 Claim of Reciprocity agreement with Commission on Dietetic Registration	Dec 2013 – in progress, awaiting information from external party	April 2014 (currently with sponsor)	May 2014
NMR41 Letter contained past date for a direct debit payment	In draft Feb 2014	April 2014	May 2014
NMR42 Exploratory bore holes drilled by contractors damaged a gas main, potentially causing risk of explosion.	Jan 2014	Jan 2014	COMPLETED Jan 2014
NMR43 Registration Advisor errors	April 2014	April 2014 (currently with sponsor)	May 2014
NMR44 Fee rise impact on new PH or AS registrants	May 2014	June 2014	June 2014

4.3 Audits & updated processes

The schedule for the next series of ISO9001 audits is being developed. See 4.1 Tests of encryption are to be trialled within the Registrations department (CPD). Draft processes have been developed.

The "Commons Health Committee process" has been completed. Processes related to direct debit failure and subsequent removal have been updated in the Registrations IT system, and these changes must be updated to the QMS. The Council Member Appointments process has been updated. The Professional Indemnity Insurance process has been drafted for Policy.

Minor updates to some Facilities processes have been carried out. BSI have restarted the migration of our existing QMS to the BSI Entropy platform.

An Aspirant Professions process has been drafted for external use by the Chief Executive

Facilities Audit Move process: March 2014 – completed
Facilities H&S Induction: March 2014 – completed
Facilities confidential disposal: April 2014 – completed
Facilities Water utility failure incident March 2014 – completed
Registrations (International) Audit: April 2014 – completed
Registrations Trial Clear Desk audit: April 2014 - completed
IT-Help desk processes: March/April2014 – completed
Possible temporary Archive inspection site – East London vs Cheshire mine – March 2014 Completed
Communications events database: April 2014 – in draft

4.4 Corporate Risk Register Maintenance

Register iteration	Draft circulated	Collecting updates	EMT sign off	Published
2013 January	Completed	Completed	Completed	Completed
2013 September	Completed	Completed	Completed	Completed
2014 January	Completed	Completed	Completed	Completed
2014 September	Due June/July 2014	Not yet commenced	Not yet commenced	Due September

4.5 Registrant Number Forecasting

Forecast iteration	Draft circulated	Collecting updates	EMT sign off	Published to Council/Cmte
2013 Feb (projection for budgeting)	Completed	Completed	Completed	Completed
2013 June	Completed	Completed	Completed	Completed
2013 August (Update with additional timing information)	Completed	Completed	Completed	Completed
2014 January/Feb / March		Data collection Jan 2014	Updating to **FAST** standard	September 2014

4.6 ISO27001 project Information Security Work

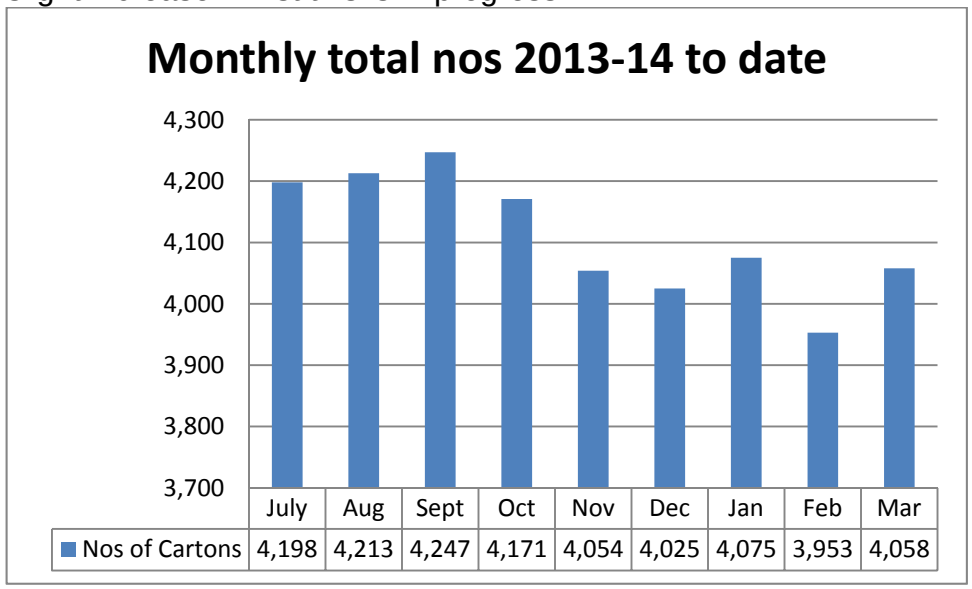
An Information Security Management System (ISMS) is under construction. Detailed policies are being mapped to existing roles within the organisation. On going mapping of existing processes to the policy set is required to be completed before assessment by BSI for the initial part of certification.

4.7 Business Continuity / Disaster Recovery Planning

An evaluation of electronic delivery methods will be undertaken in early May 2014.

4.8 Information & Reporting Activity

The graph below shows current carton/box numbers within the archive system. Registrations storage is being assessed to validate scanned copies exist before hard copy destruction. There has been a slight increase whilst this is in progress.



Other items

A small group of CDT is about to start looking at the content required for this financial years information security training for employees and contractors, partners and members. Although the overall message is the same, we attempt to vary the delivery mechanism each year, to prevent those undertaking the training from becoming jaded.

4.9 Departmental Matters

Following the retirement of the Information Services Manager, a new role (Quality Compliance Auditor) has been created and Kayleigh Birtwistle has been selected from an internal pool of candidates. She will commence work with BPI in late May 2014.

A Business Analyst will be recruited into the Operations area in the new financial year.

5. Facilities Management Commentary

5.1 Staffing

There are six permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management. A further fixed term contract post of Receptionist has been recruited for with an estimated commencement date early in May 2014.

5.2 Office Moves

Planning has commenced for a further round of Office moves. These are scheduled to take place early in June 2014. The Departments moving are Human Resources and Fitness to Practise

5.3 Redecoration to areas within 186 Kennington Park Road

Redecoration work has been carried out to a further area on the 2nd Floor of 186 Kennington Park Road, joining to 2 small rooms to provide a larger meeting room suitable for Fitness to Practise hearings. Following feedback on adverse temperatures in this area and another on the 1st Floor used for ICP, air conditioning has also been installed in these areas.

It is also planned to use a large meeting room on the 2nd Floor of this building for Office Space and this planned usage will commence around the time of the office moves scheduled for early June 2014.