

Operations Directorate Management Information Pack

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June 2015

1. Executive Summary

1.1 Registration - 1 April 2015 to 31 May 2015

1.1.1 UK Telephone Calls

The team received a total of 15,140 telephone calls which is 7,188 less calls when compared to the same period two years ago and represents a 32.1% decrease in call volumes.

1.1.2 UK Applications

The team registered 1,214 UK applications which is 155 less when compared to the same period last year and represents a 14.6% decrease.

1.1.3 International Applications

A total of 958 new applications were received which is 308 more when compared to the same period last year and represents a 47.4% increase in international application volumes.

1.1.4 UK Emails

The team responded to an average of 161 emails per day which is 29 less when compared to the same period two years ago and represents a 15.3% decrease in UK email volumes.

1.1.5 Registration Renewals

At the start of March 2015, 20,949 practitioner psychologists were invited to renew their registration with 96.9% successfully renewing appropriately and on time, comparing favourably with 2013 when 96.3% of practitioner psychologists renewed their registration.

1.3 Business Process Improvement

1.3.1 Audits & Processes

Our external ISO 9001 auditor, BSI, has audited to the ISO9001 and ISO27001 standards.

1.3.2 ISO27001 & Business Continuity

The final IS policy level documents have been finalised. The Pre-Certification, and BSI Stage 1 and Stage 2 certification assessments have been completed. We have been certified to ISO27001:2013

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2 Registration Management Commentary

2.1. Operational performance 1 April 2015 to 31 May 2015

a) Telephone calls

The Registration Department aims to answer 95% of all telephone calls.

i) UK telephone calls – During this period the team received a total of 15,140 telephone calls which is 7,188 less calls when compared to the same period two years ago and represents a 32.1% decrease in call volumes. The team answered 99% of calls received compared to 91.5% during the same period two years ago.

ii) International telephone calls – During this period the team received a total of 1,174 telephone calls which is 140 less than the same period last year and represents a 10.7% decrease in call volumes. The team answered 99.5% of calls received compared to 95% during the same period last year.

b) Application processing

i) UK applications

*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**.*

A total of 1,235 new applications were received which represents a 15.2% increase compared with the forecast for the same period. We received 148 more new applications when compared to the same period last year which represents a 13.6% increase in UK application volumes.

Although we have received more applications than we have forecasted over the last 2 months, this is not expected to continue.

The team registered 1,214 UK applications which represents an 11.9% decrease compared with the forecast for the same period. We registered 155 less when compared to the same period last year and represents a 14.6% decrease.

The team processed all UK applications within ten working days.

ii) Readmission applications

*The Registration Department aims to process all **complete** readmission applications within ten working days.*

The team processed all readmission applications within ten working days.

iii) International applications

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.*

A total of 958 new applications were received which represents a 28.1% increase compared with the forecast for the same period. We adjusted the operational forecast against the last two monthly results. This means that we will be forecasting 2,667 more applications by year end rather than the previous forecast of 3,621 applications. The forecast will be reviewed every two months.

We received 308 more new applications when compared to the same period last year which represents a 47.4% increase in international application volumes.

Although we have shown an upward trend in the upcoming months, due to an influx of applications in the last 2 months, this may not continue.

The team registered 367 applications which is 38 less applications when compared to the same period last year. This represents a 9.4% decrease compared to the same period last year, and a 41.2% decrease compared to the forecast.

The team acknowledged receipt of applications within five working days on average during this period for both Non EEA and EEA applications. The team are currently processing Non EEA applications within 24 working days of receipt and EEA applications within 20 working days of receipt.

iv) Visiting European health professional declarations

The team received 137 declarations which is 34 more compared to the same period last year, and represents a 33% increase. The average number of visiting European health professionals for the same period last year has decreased by 30.8%. The average number of visiting European health professionals during this period is 326, which is 2 less than the forecast of 324 representing a difference of 0.62%.

c) Emails

The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.

i) UK Emails - The team responded to an average of 161 emails per day which is 29 less when compared to the same period two years ago and represents a 15.3% decrease in UK email volumes.

The team responded to 68.33% of UK emails within one working day and 94.1% within two working days.

Due to staff training on this process, an unexpected spike in emails received, sickness absence and annual leave, 5.9% of emails were responded to outside of two working days.

ii) International emails – The team responded to an average of 34 emails per day which is 20 more when compared to the same period last year and represents a 142.9% increase in international email volumes. The team responded to 88.57% of these within one working day.

d) Continuing Professional Development (CPD) audit

The Registration Department aims to acknowledge receiving the CPD profile application within five working days of receipt.

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

A total of 260 CPD profiles were received during this period which were acknowledged within five working days, and all complete CPD profiles were processed within 60 working days of receipt.

There were no assessment days during this period, however 119 CPD profiles were assessed electronically by assessors.

e) Registration renewals

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 a **complete** paper renewal form within ten working days of receipt.*

At the beginning of March 2015, 20,949 practitioner psychologists were invited to renew their registration with 96.9% successfully renewing appropriately and on time, comparing favourably with 2013 when 96.3% of practitioner psychologists renewed their registration.

Of the practitioner psychologists who successfully renewed, 91.9% renewed their registration using the online portal. This compares favourably with 2013 where 87.6% of practitioner psychologists renewed their registration using the online portal, an increase of 4.3%.

All complete paper renewal forms were processed within ten working days of receipt.

f) Postal correspondence

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

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

2. Resource

a) Employees

The department operated within its budgeted headcount during this period.

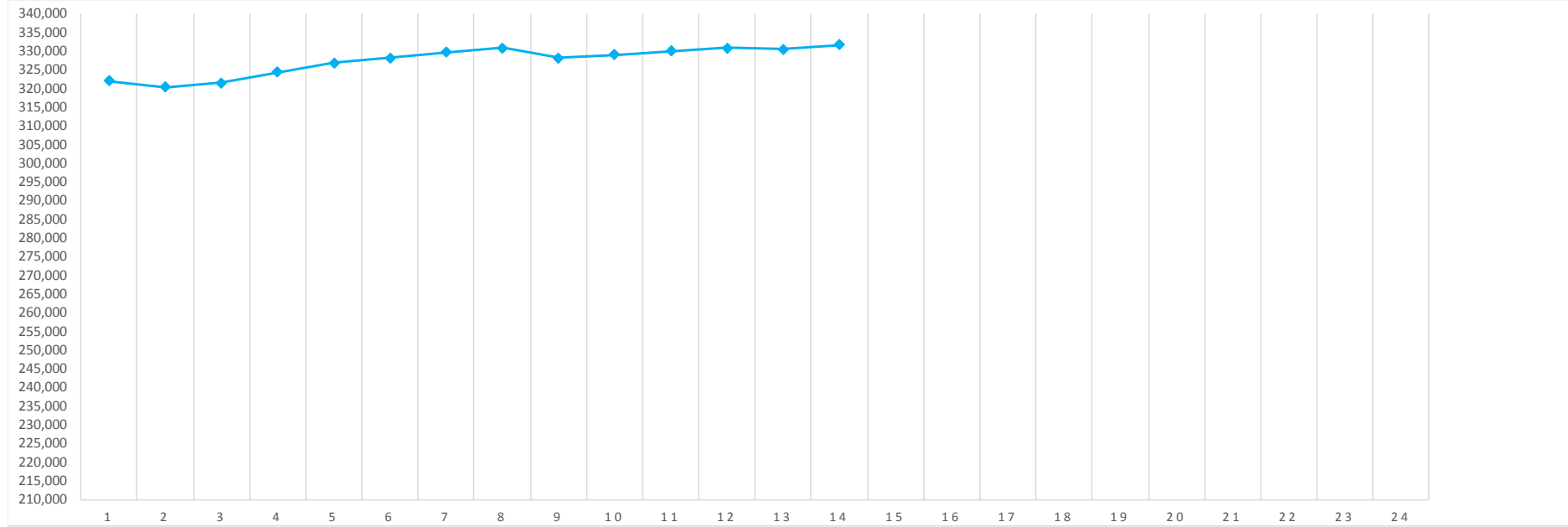
2.2 Registration Management Statistics

Health and Care Professions Council

Operations Directorate

Number of Registrants by Profession April 2014 - March 2016

Registration Department



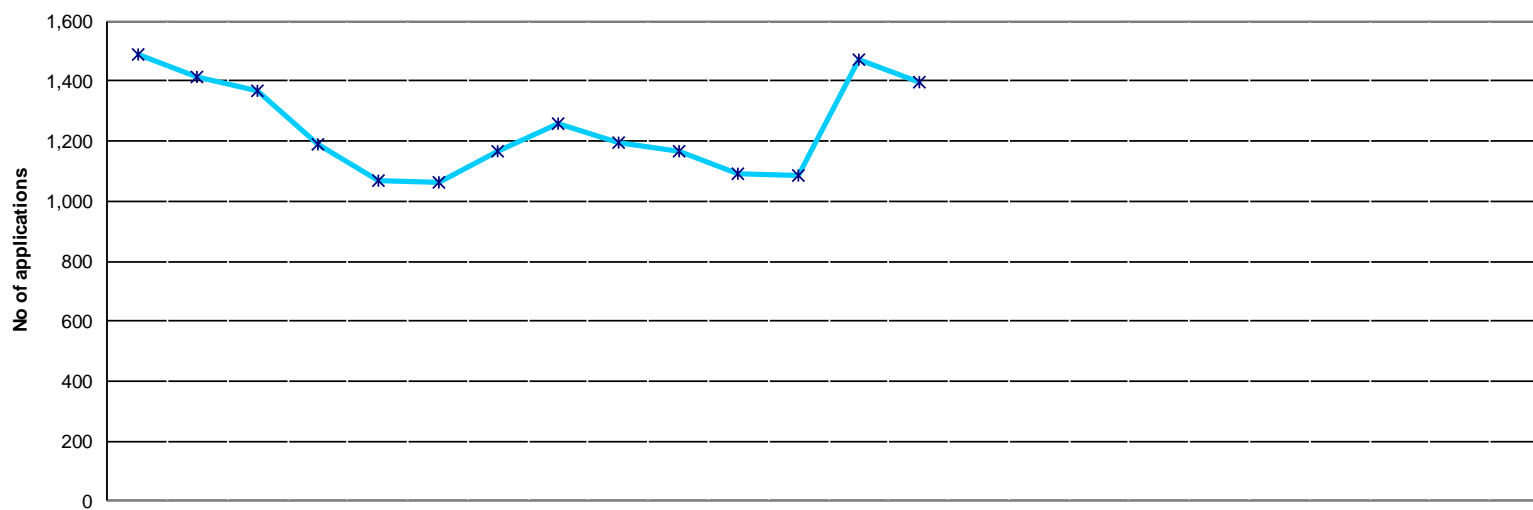
| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | | | | | |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | |
| AS | 3,448 | 3,192 | 3,243 | 3,289 | 3,357 | 3,411 | 3,466 | 3,522 | 3,574 | 3,589 | 3,602 | 3,620 | 3,004 | 3,634 | | | | | | | | | | | | |
| BS | 21,926 | 21,929 | 21,983 | 22,096 | 22,208 | 22,250 | 22,282 | 22,314 | 22,499 | 22,551 | 22,608 | 22,640 | 22,647 | 22,624 | | | | | | | | | | | | |
| CH | 13,007 | 12,950 | 12,950 | 12,975 | 12,737 | 12,797 | 12,830 | 12,841 | 12,932 | 12,912 | 12,919 | 12,911 | 12,905 | 12,904 | | | | | | | | | | | | |
| CS | 4,959 | 4,988 | 5,002 | 5,014 | 5,047 | 5,045 | 5,086 | 5,169 | 5,234 | 5,260 | 5,262 | 5,296 | 5,318 | 5,336 | | | | | | | | | | | | |
| DT | 8,368 | 8,355 | 8,327 | 8,233 | 8,325 | 8,355 | 8,396 | 8,416 | 8,476 | 8,494 | 8,512 | 8,528 | 8,557 | 8,575 | | | | | | | | | | | | |
| HAD | 2,020 | 2,021 | 2,026 | 2,028 | 2,002 | 2,039 | 2,060 | 2,079 | 2,107 | 2,125 | 2,133 | 2,151 | 2,165 | 2,174 | | | | | | | | | | | | |
| OT | 34,203 | 34,253 | 34,364 | 34,753 | 35,137 | 35,273 | 35,438 | 35,628 | 35,902 | 35,963 | 36,043 | 36,128 | 36,138 | 36,177 | | | | | | | | | | | | |
| ODP | 11,911 | 11,896 | 11,900 | 11,918 | 11,984 | 12,162 | 12,260 | 12,271 | 12,098 | 12,135 | 12,147 | 12,182 | 12,214 | 12,205 | | | | | | | | | | | | |
| OR | 1,316 | 1,315 | 1,313 | 1,332 | 1,359 | 1,362 | 1,369 | 1,370 | 1,378 | 1,375 | 1,376 | 1,379 | 1,381 | 1,381 | | | | | | | | | | | | |
| PA | 20,130 | 20,166 | 20,226 | 20,279 | 20,349 | 20,625 | 20,761 | 20,878 | 20,986 | 21,014 | 21,101 | 21,185 | 21,271 | 21,313 | | | | | | | | | | | | |
| PH | 48,413 | 47,115 | 47,336 | 48,127 | 48,585 | 48,734 | 48,886 | 49,042 | 49,381 | 49,479 | 49,573 | 49,685 | 49,360 | 49,737 | | | | | | | | | | | | |
| PYL | 19,952 | 19,989 | 20,038 | 20,088 | 20,168 | 20,288 | 20,607 | 20,774 | 20,859 | 20,920 | 20,973 | 20,996 | 20,963 | 20,889 | | | | | | | | | | | | |
| PO | 949 | 950 | 972 | 987 | 996 | 998 | 998 | 999 | 1,008 | 1,009 | 1,012 | 1,011 | 1,012 | 1,011 | | | | | | | | | | | | |
| RA | 28,111 | 28,169 | 28,446 | 29,049 | 29,232 | 29,337 | 29,433 | 29,504 | 29,695 | 29,675 | 29,711 | 29,786 | 29,812 | 29,841 | | | | | | | | | | | | |
| SW* | 89,100 | 88,981 | 89,161 | 89,881 | 90,803 | 91,001 | 91,217 | 91,234 | 87,132 | 87,655 | 88,037 | 88,397 | 88,726 | 88,818 | | | | | | | | | | | | |
| SL | 14,150 | 14,173 | 14,217 | 14,392 | 14,534 | 14,577 | 14,691 | 14,781 | 14,871 | 14,914 | 14,951 | 14,992 | 15,016 | 15,027 | | | | | | | | | | | | |
| Total | 321,963 | 320,422 | 321,504 | 324,441 | 326,813 | 328,254 | 329,780 | 330,822 | 328,132 | 329,070 | 329,960 | 330,887 | 330,489 | 331,646 | | | | | | | | | | | | |

| 13/14 FYE | 14/15 FYE | 15/16 YTD |
|----------------|----------------|----------------|
| 3,450 | 3,620 | 3,634 |
| 21,904 | 22,640 | 22,624 |
| 13,017 | 12,911 | 12,904 |
| 4,942 | 5,296 | 5,336 |
| 8,381 | 8,528 | 8,575 |
| 2,010 | 2,151 | 2,174 |
| 34,154 | 36,128 | 36,177 |
| 11,880 | 12,182 | 12,205 |
| 1,316 | 1,379 | 1,381 |
| 20,097 | 21,185 | 21,313 |
| 48,868 | 49,685 | 49,737 |
| 19,919 | 20,996 | 20,889 |
| 948 | 1,011 | 1,011 |
| 28,060 | 29,786 | 29,841 |
| 88,946 | 88,397 | 88,818 |
| 14,129 | 14,992 | 15,027 |
| 322,021 | 330,887 | 331,646 |

NOTE: Information captured last day of each calendar month

International applications workflow process at end of each month April 2014 - March 2016

Registration Department



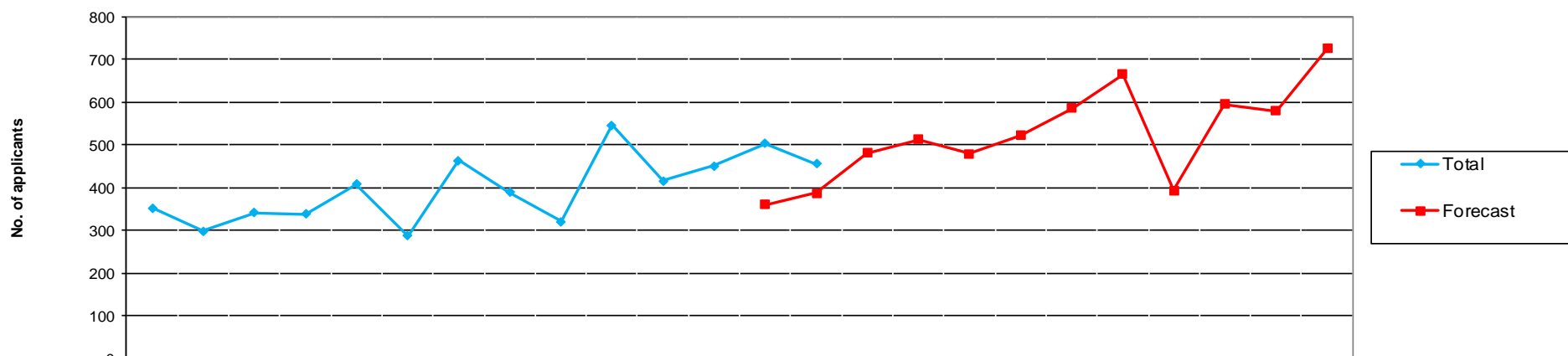
| Current status | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | | | | |
|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Minimum info | 354 | 319 | 122 | 147 | 101 | 98 | 140 | 197 | 80 | 79 | 60 | 141 | 251 | 351 | | | | | | | | | | | |
| At scrutiny | 730 | 785 | 909 | 738 | 743 | 728 | 805 | 783 | 876 | 827 | 799 | 739 | 1,000 | 809 | | | | | | | | | | | |
| Pending reg fee | 406 | 307 | 337 | 305 | 225 | 234 | 221 | 281 | 238 | 260 | 234 | 203 | 223 | 235 | | | | | | | | | | | |
| Total | 1,490 | 1,411 | 1,368 | 1,190 | 1,069 | 1,060 | 1,166 | 1,261 | 1,194 | 1,166 | 1,093 | 1,083 | 1,474 | 1,395 | | | | | | | | | | | |

| 11/12 FYE | 12/13 FYE | 13/14 FYE | 14/15 FYE | 15/16 YTD |
|----------------|--------------|--------------|--------------|--------------|
| 74 | 358 | 258 | 141 | 351 |
| 490 | 706 | 848 | 739 | 809 |
| 187 | 237 | 321 | 203 | 235 |
| 751 | 1,301 | 1,427 | 1,083 | 1,395 |
| Average | | | | |

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

New International Applications Received April 2014 - March 2016

Registration Department



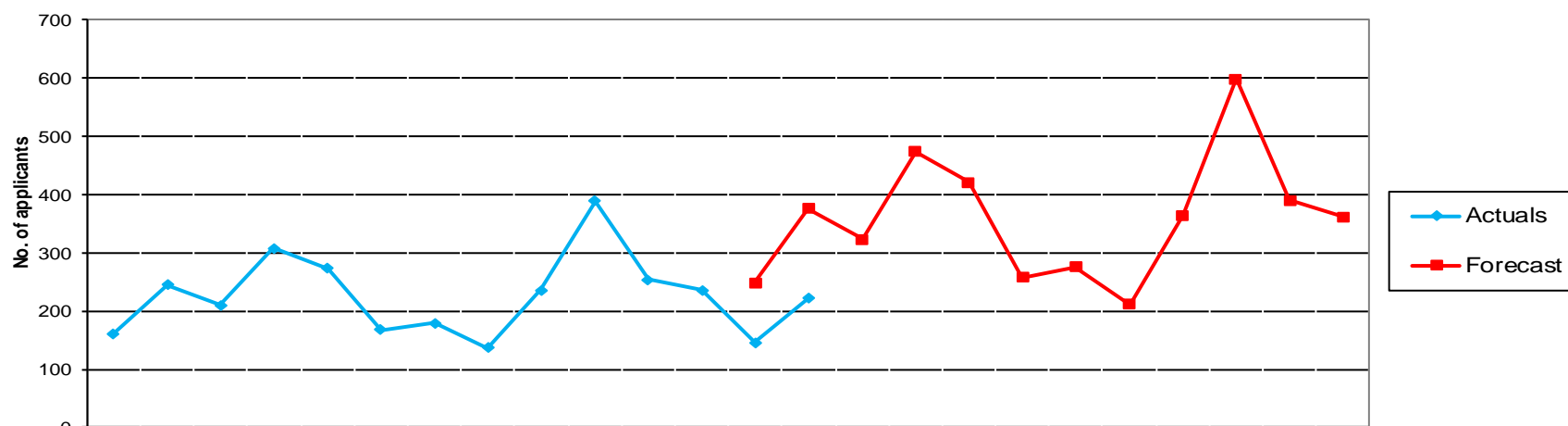
| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | | | | |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|--------------|--------------|--------------|-------------|
| | 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 | 2 | 0 | 3 | 0 | 2 | 0 | 2 | 1 | 0 | 4 | 0 | 0 | | | | | | | | | | | 23 | 23 | 17 | 17 | 20 | 0 |
| Bio. Scientists | 16 | 21 | 24 | 35 | 31 | 33 | 46 | 33 | 22 | 35 | 25 | 32 | 32 | 28 | | | | | | | | | | | 273 | 197 | 237 | 288 | 353 | 60 |
| Chirops/ Pods | 2 | 3 | 3 | 4 | 5 | 2 | 7 | 8 | 0 | 6 | 5 | 4 | 5 | 9 | | | | | | | | | | | 25 | 31 | 23 | 32 | 49 | 14 |
| CI Scientists | 10 | 7 | 9 | 8 | 7 | 3 | 10 | 10 | 8 | 8 | 9 | 4 | 9 | 3 | | | | | | | | | | | 72 | 74 | 86 | 90 | 93 | 12 |
| Dietitians | 17 | 16 | 16 | 8 | 20 | 6 | 15 | 18 | 8 | 18 | 22 | 19 | 23 | 22 | | | | | | | | | | | 139 | 148 | 136 | 185 | 183 | 45 |
| Hearing aid disps | 2 | 3 | 3 | 3 | 3 | 2 | 1 | 8 | 0 | 2 | 1 | 3 | 7 | 8 | | | | | | | | | | | 6 | 10 | 12 | 33 | 31 | 15 |
| OTs | 41 | 32 | 34 | 28 | 47 | 28 | 37 | 38 | 24 | 53 | 29 | 27 | 40 | 42 | | | | | | | | | | | 381 | 306 | 320 | 350 | 418 | 82 |
| ODPs | 1 | 2 | 2 | 0 | 1 | 0 | 10 | 4 | 2 | 1 | 3 | 4 | 3 | 1 | | | | | | | | | | | 9 | 12 | 15 | 12 | 30 | 4 |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | | | | | | | | | | | 5 | 4 | 5 | 6 | 4 | 0 |
| Paramedics | 9 | 4 | 9 | 10 | 9 | 8 | 20 | 14 | 42 | 81 | 21 | 29 | 40 | 40 | | | | | | | | | | | 39 | 40 | 58 | 78 | 256 | 80 |
| Physiotherapists | 101 | 102 | 117 | 88 | 114 | 77 | 112 | 106 | 72 | 119 | 125 | 140 | 126 | 108 | | | | | | | | | | | 796 | 874 | 879 | 1,051 | 1,273 | 234 |
| Pract psychs | 26 | 20 | 22 | 36 | 25 | 23 | 41 | 21 | 22 | 22 | 22 | 27 | 34 | 37 | | | | | | | | | | | 236 | 188 | 219 | 254 | 307 | 71 |
| Prosth/Orthotists | 0 | 1 | 0 | 1 | 2 | 1 | 1 | 0 | 1 | 6 | 1 | 4 | 2 | 0 | | | | | | | | | | | 10 | 10 | 10 | 5 | 18 | 2 |
| Radiographers | 51 | 43 | 43 | 38 | 45 | 40 | 64 | 54 | 56 | 87 | 74 | 67 | 80 | 69 | | | | | | | | | | | 417 | 397 | 336 | 453 | 662 | 149 |
| Social workers | 56 | 32 | 44 | 62 | 68 | 47 | 73 | 51 | 51 | 79 | 59 | 59 | 82 | 71 | | | | | | | | | | | | | 301 | 501 | 681 | 153 |
| SLTs | 16 | 10 | 13 | 17 | 27 | 17 | 24 | 23 | 10 | 27 | 19 | 27 | 20 | 17 | | | | | | | | | | | 166 | 190 | 168 | 219 | 230 | 37 |
| Total | 352 | 298 | 341 | 338 | 407 | 287 | 464 | 389 | 320 | 546 | 416 | 450 | 503 | 455 | | | | | | | | | | | 2,597 | 2,504 | 2,822 | 3,574 | 4,608 | 958 |
| Forecast * | | | | | | | | | | | | | 360 | 388 | 481 | 512 | 480 | 522 | 586 | 665 | 394 | 595 | 580 | 725 | | | | | | 6288 |

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 2014 - March 2016

Registrations Department

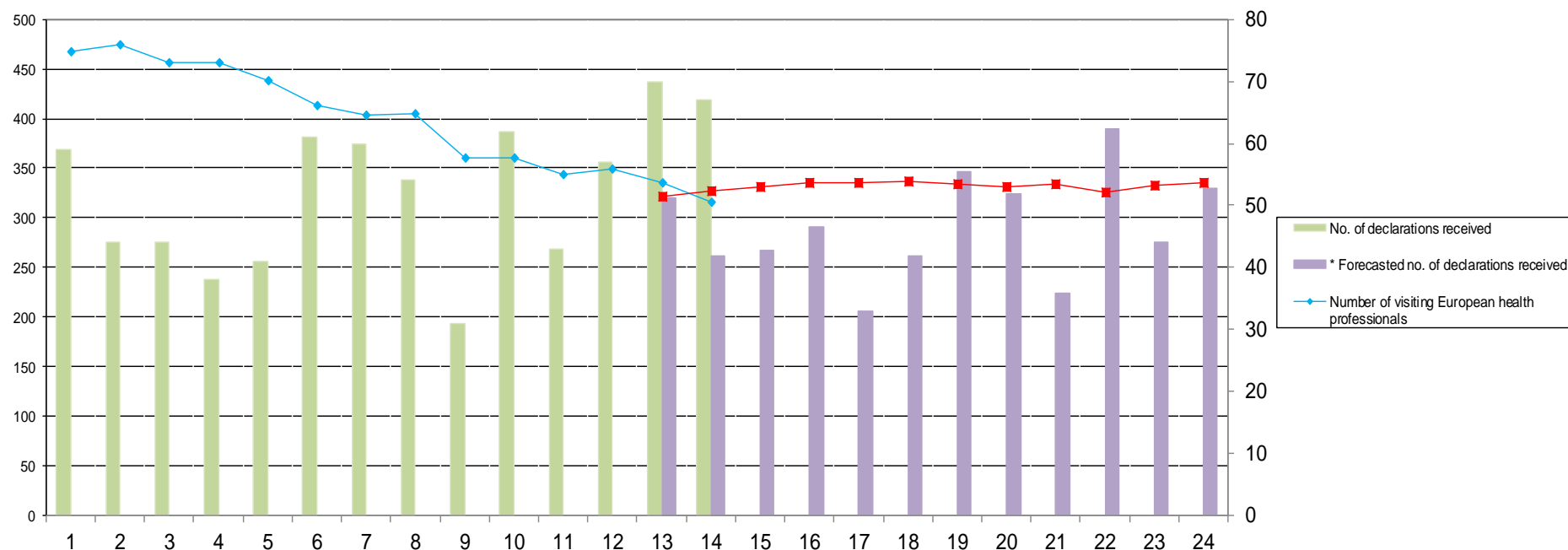


| | 2014 | | | 2015 | | | | | | | | | 2016 | | | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | | | | | | | |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|--------------|--------------|--------------|-------------|
| | 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 | 0 | 0 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 1 | 2 | 1 | 0 | 0 | | | | | | | | | | | 25 | 10 | 22 | 8 | 15 | 0 |
| Bio. scientists | 27 | 9 | 19 | 17 | 18 | 18 | 13 | 5 | 27 | 31 | 22 | 23 | 10 | 17 | | | | | | | | | | | 324 | 122 | 314 | 157 | 229 | 27 |
| Chirops/ pods | 1 | 1 | 2 | 0 | 6 | 5 | 2 | 0 | 1 | 3 | 2 | 1 | 2 | 5 | | | | | | | | | | | 32 | 14 | 36 | 20 | 24 | 7 |
| CI scientists | 5 | 4 | 0 | 7 | 3 | 1 | 7 | 1 | 3 | 4 | 3 | 7 | 4 | 5 | | | | | | | | | | | 50 | 25 | 64 | 30 | 45 | 9 |
| Dietitians | 7 | 6 | 1 | 32 | 15 | 11 | 3 | 4 | 10 | 18 | 8 | 7 | 2 | 8 | | | | | | | | | | | 166 | 78 | 186 | 85 | 122 | 10 |
| Hearing aid disps | 0 | 0 | 2 | 1 | 10 | 1 | 0 | 0 | 0 | 6 | 2 | 1 | 0 | 1 | | | | | | | | | | | 10 | 5 | 21 | 13 | 23 | 1 |
| OTs | 23 | 24 | 20 | 37 | 29 | 11 | 11 | 17 | 25 | 30 | 26 | 18 | 17 | 10 | | | | | | | | | | | 506 | 217 | 511 | 259 | 271 | 27 |
| ODPs | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 2 | 1 | 0 | 2 | | | | | | | | | | | 6 | 3 | 6 | 4 | 10 | 2 |
| Orthoptists | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | | | | | | | | | | | 3 | 2 | 1 | 0 | 3 | 2 |
| Paramedics | 5 | 2 | 10 | 3 | 2 | 3 | 2 | 2 | 4 | 70 | 41 | 21 | 28 | 18 | | | | | | | | | | | 45 | 20 | 51 | 27 | 165 | 46 |
| Physiotherapists | 6 | 140 | 61 | 102 | 77 | 55 | 62 | 45 | 51 | 70 | 59 | 63 | 18 | 91 | | | | | | | | | | | 965 | 464 | 1,254 | 613 | 791 | 109 |
| Pract psychs | 11 | 5 | 16 | 15 | 20 | 13 | 14 | 11 | 9 | 20 | 9 | 7 | 5 | 0 | | | | | | | | | | | 218 | 91 | 225 | 129 | 150 | 5 |
| Prosth/orthotists | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | | | | | | | | | | | 13 | 7 | 10 | 4 | 6 | 1 |
| Radiographers | 33 | 14 | 34 | 42 | 36 | 21 | 23 | 29 | 31 | 53 | 33 | 41 | 28 | 30 | | | | | | | | | | | 486 | 216 | 510 | 269 | 390 | 58 |
| Social workers | 33 | 26 | 24 | 38 | 38 | 21 | 16 | 9 | 64 | 55 | 33 | 34 | 18 | 23 | | | | | | | | | | | | | 284 | 232 | 391 | 41 |
| SLTs | 8 | 13 | 15 | 12 | 16 | 4 | 23 | 13 | 8 | 24 | 9 | 10 | 10 | 12 | | | | | | | | | | | 246 | 116 | 273 | 134 | 155 | 22 |
| Total | 161 | 244 | 210 | 307 | 273 | 167 | 179 | 137 | 236 | 388 | 253 | 235 | 145 | 222 | | | | | | | | | | | 1,705 | 1,390 | 1,784 | 1,984 | 2,790 | 367 |
| Forecast * | | | | | | | | | | | | | 248 | 376 | 323 | 473 | 420 | 257 | 276 | 211 | 363 | 598 | 390 | 362 | | | | | | 4297 |

*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

Register of visiting European health professionals under EU Directive 2005/36/EC April 2014 - March 2016

Registration Department

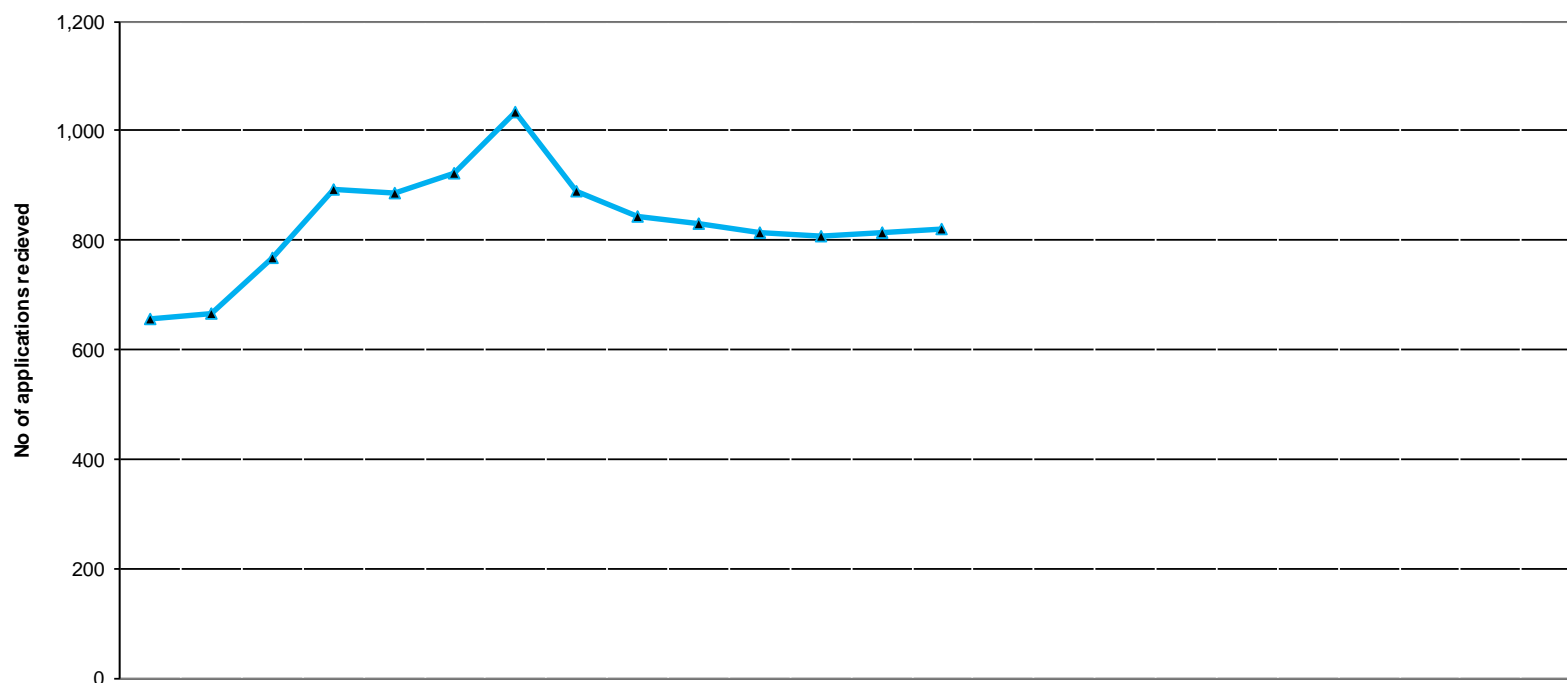


| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | | |
|---|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|-------|-------|-------|-----|-----|-----|
| | 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 | |
| No. of declarations received | | | | | | | | | | | | | 70 | 67 | | | | | | | | | | | 494 | 524 | 875 | 594 | 137 | |
| Number of visiting European health professionals | 467 | 474 | 456 | 457 | 438 | 413 | 404 | 405 | 360 | 360 | 344 | 349 | 335 | 316 | | | | | | | | | | | 3,714 | 3,978 | 5,077 | 411 | 316 | |
| * Forecasted no. of declarations received | | | | | | | | | | | | | 51 | 42 | 43 | 47 | 33 | 42 | 55 | 52 | 36 | 62 | 44 | 53 | | | | | | 560 |
| * Forecasted Number of visiting European health professionals | | | | | | | | | | | | | 322 | 327 | 331 | 335 | 336 | 336 | 335 | 332 | 335 | 326 | 332 | 335 | | | | | | 335 |

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

UK applications workflow process at end of each month April 2014 - March 2016

Registration Department



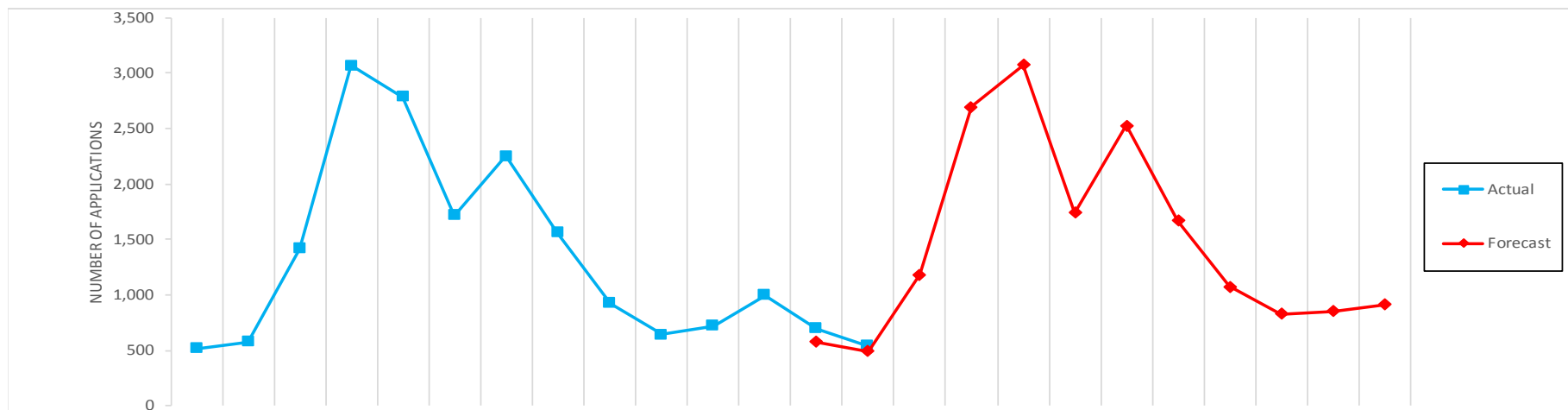
| Current status | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | |
|-----------------|------------|------------|------------|------------|------------|------------|--------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|------------|--------------|------------|------------|------------|
| | 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 |
| Minimum info | 656 | 665 | 764 | 886 | 878 | 917 | 1,028 | 887 | 841 | 831 | 808 | 802 | 813 | 819 | | | | | | | | | | | 645 | 1,195 | 801 | 830 | 819 |
| At scrutiny | 0 | 0 | 2 | 2 | 4 | 2 | 1 | 1 | 0 | 0 | 2 | 3 | 0 | 0 | | | | | | | | | | | 6 | 6 | 2 | 1 | 0 |
| Pending reg fee | 1 | 1 | 2 | 4 | 5 | 3 | 5 | 2 | 4 | 1 | 4 | 3 | 1 | 1 | | | | | | | | | | | 0 | 0 | 2 | 3 | 1 |
| Total | 657 | 666 | 768 | 892 | 887 | 922 | 1,034 | 890 | 845 | 832 | 814 | 808 | 814 | 820 | | | | | | | | | | | 651 | 1,201 | 805 | 835 | 820 |
| Average | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

NOTE: Information covers UK applications only

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

New UK Applications Received April 2014 - March 2016

Registration Department

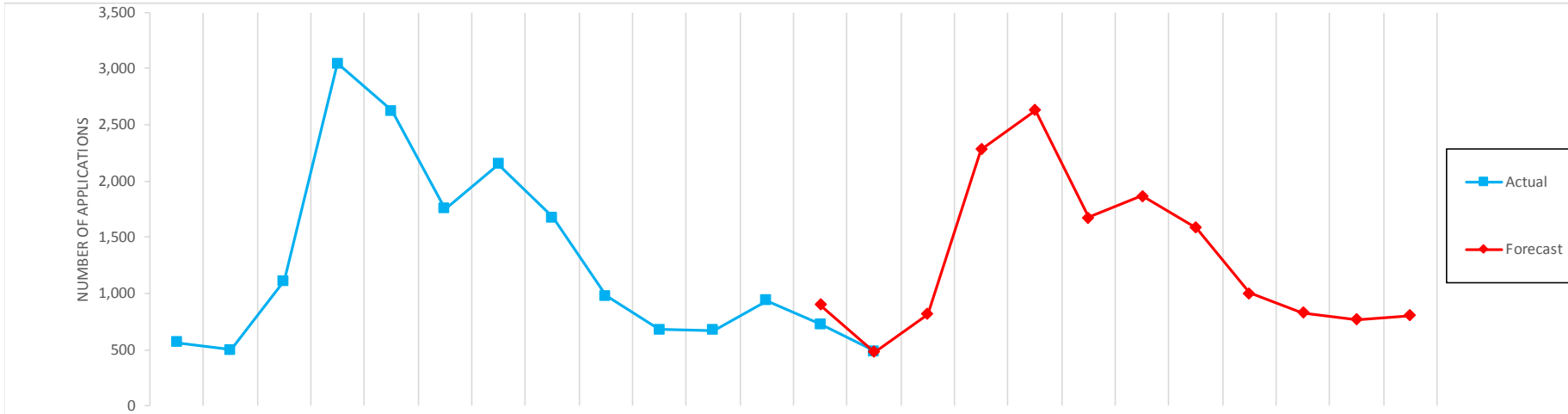


| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | | |
|-------------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|-------|---------------|---------------|---------------|---------------|---------------|--------------|
| | 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 | 20 | 8 | 8 | 30 | 69 | 48 | 47 | 55 | 15 | 14 | 8 | 18 | 12 | 7 | | | | | | | | | | | 257 | 257 | 271 | 293 | 340 | 19 | |
| Bio. scientists | 44 | 48 | 60 | 125 | 134 | 64 | 91 | 88 | 42 | 40 | 55 | 57 | 37 | 46 | | | | | | | | | | | 894 | 804 | 746 | 839 | 848 | 83 | |
| Chirops/pods | 2 | 6 | 96 | 120 | 64 | 41 | 33 | 13 | 5 | 3 | 4 | 6 | 3 | 4 | | | | | | | | | | | 427 | 362 | 376 | 389 | 393 | 7 | |
| CI Scientists | 31 | 21 | 23 | 10 | 35 | 11 | 39 | 88 | 41 | 21 | 8 | 49 | 17 | 16 | | | | | | | | | | | 240 | 279 | 224 | 343 | 377 | 33 | |
| Dietitians | 20 | 15 | 71 | 118 | 67 | 24 | 29 | 16 | 4 | 7 | 9 | 20 | 33 | 13 | | | | | | | | | | | 453 | 402 | 444 | 457 | 400 | 46 | |
| Hearing aid disps | 4 | 14 | 12 | 31 | 48 | 26 | 17 | 23 | 22 | 13 | 6 | 18 | 10 | 6 | | | | | | | | | | | 1,787 | 146 | 227 | 211 | 234 | 16 | |
| OTs | 47 | 41 | 164 | 329 | 347 | 161 | 232 | 154 | 61 | 40 | 68 | 89 | 66 | 40 | | | | | | | | | | | 1,720 | 1,578 | 1,742 | 1,816 | 1,733 | 106 | |
| ODPs | 30 | 29 | 4 | 36 | 155 | 145 | 112 | 34 | 32 | 17 | 16 | 31 | 31 | 22 | | | | | | | | | | | 622 | 686 | 715 | 706 | 641 | 53 | |
| Orthoptists | 1 | 0 | 1 | 21 | 26 | 8 | 6 | 2 | 3 | 2 | 1 | 1 | 0 | 0 | | | | | | | | | | | 53 | 42 | 61 | 71 | 72 | 0 | |
| Paramedics | 38 | 37 | 83 | 70 | 160 | 250 | 170 | 113 | 63 | 23 | 71 | 95 | 65 | 40 | | | | | | | | | | | 1,163 | 1,519 | 1,668 | 1,221 | 1,173 | 105 | |
| Physiotherapists | 17 | 30 | 197 | 697 | 336 | 113 | 137 | 104 | 42 | 41 | 61 | 100 | 36 | 27 | | | | | | | | | | | 2,026 | 1,826 | 1,937 | 1,992 | 1,875 | 63 | |
| Pract psychs | 33 | 49 | 40 | 42 | 66 | 135 | 323 | 158 | 68 | 45 | 49 | 69 | 50 | 37 | | | | | | | | | | | 2,043 | 1,258 | 1,202 | 1,083 | 1,077 | 87 | |
| Prosth/orthotists | 3 | 0 | 22 | 16 | 8 | 3 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | | | | | | | 39 | 35 | 51 | 64 | 55 | 0 | |
| Radiographers | 19 | 49 | 341 | 513 | 175 | 96 | 94 | 38 | 32 | 20 | 20 | 41 | 18 | 35 | | | | | | | | | | | 1,221 | 1,140 | 1,343 | 1,406 | 1,438 | 53 | |
| Social workers | 191 | 208 | 247 | 736 | 949 | 531 | 826 | 596 | 466 | 320 | 295 | 330 | 303 | 237 | | | | | | | | | | | | | 4,395 | 6,099 | 5,695 | | 540 |
| SLTs | 14 | 18 | 49 | 175 | 145 | 60 | 95 | 79 | 29 | 33 | 46 | 71 | 17 | 7 | | | | | | | | | | | 739 | 1,019 | 831 | 696 | 814 | 24 | |
| Total | 514 | 573 | 1,418 | 3,069 | 2,784 | 1,716 | 2,251 | 1,562 | 925 | 639 | 718 | 996 | 698 | 537 | | | | | | | | | | | | 13,684 | 11,353 | 16,233 | 17,686 | 17,165 | 1,235 |
| Forecast * | | | | | | | | | | | | | 578 | 494 | 1181 | 2696 | 3074 | 1743 | 2530 | 1671 | 1077 | 830 | 854 | 912 | | | | | | 17639 | |

*Forecast is based on the average number of UK applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available

New UK Registrations April 2014 - March 2016

Registration Department

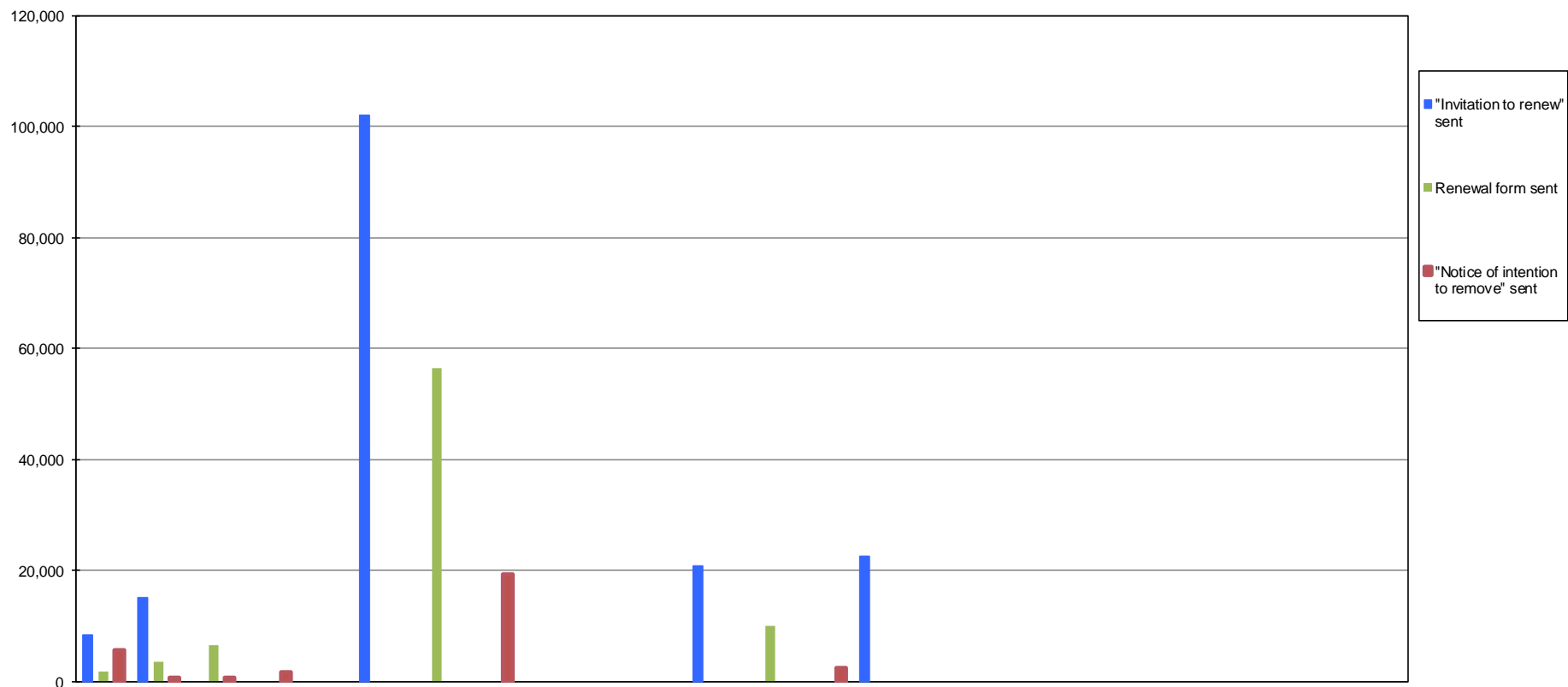


| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | |
|-------------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|------------|-------|-------|-------|-------|-------|---------------|
| | 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 | 15 | 14 | 11 | 18 | 57 | 51 | 49 | 57 | 21 | 11 | 9 | 16 | 13 | 8 | | | | | | | | | | | 248 | 251 | 248 | 280 | 329 | 21 |
| Bio. scientists | 36 | 41 | 54 | 109 | 110 | 58 | 70 | 89 | 34 | 38 | 49 | 44 | 41 | 40 | | | | | | | | | | | 800 | 752 | 687 | 752 | 732 | 81 |
| Chirops/pods | 4 | 3 | 63 | 130 | 78 | 38 | 32 | 14 | 5 | 4 | 3 | 2 | 5 | 3 | | | | | | | | | | | 406 | 369 | 354 | 376 | 376 | 8 |
| CI Scientists | 29 | 22 | 24 | 11 | 33 | 7 | 34 | 89 | 36 | 26 | 9 | 43 | 17 | 15 | | | | | | | | | | | 228 | 271 | 212 | 328 | 363 | 32 |
| Dietitians | 24 | 13 | 47 | 136 | 69 | 24 | 31 | 21 | 4 | 3 | 10 | 16 | 36 | 13 | | | | | | | | | | | 442 | 420 | 422 | 453 | 398 | 49 |
| Hearing aid disps | 11 | 10 | 9 | 14 | 54 | 31 | 19 | 18 | 20 | 13 | 6 | 17 | 14 | 7 | | | | | | | | | | | 1,646 | 151 | 209 | 205 | 222 | 21 |
| OTs | 56 | 33 | 100 | 352 | 355 | 156 | 216 | 164 | 73 | 43 | 59 | 94 | 73 | 32 | | | | | | | | | | | 1,660 | 1,573 | 1,684 | 1,797 | 1,701 | 105 |
| ODPs | 34 | 28 | 5 | 24 | 70 | 192 | 133 | 50 | 29 | 23 | 5 | 37 | 31 | 9 | | | | | | | | | | | 611 | 677 | 683 | 706 | 630 | 40 |
| Orthoptists | 0 | 0 | 1 | 19 | 27 | 5 | 7 | 3 | 1 | 3 | 2 | 1 | 0 | 0 | | | | | | | | | | | 49 | 41 | 58 | 70 | 69 | 0 |
| Paramedics | 41 | 36 | 79 | 67 | 111 | 279 | 147 | 131 | 78 | 24 | 68 | 76 | 74 | 38 | | | | | | | | | | | 1,148 | 1,529 | 1,624 | 1,210 | 1,137 | 112 |
| Physiotherapists | 16 | 22 | 152 | 667 | 372 | 117 | 129 | 113 | 48 | 42 | 57 | 95 | 38 | 15 | | | | | | | | | | | 1,947 | 1,803 | 1,862 | 1,960 | 1,830 | 53 |
| Pract psychs | 40 | 44 | 44 | 38 | 54 | 117 | 307 | 180 | 61 | 45 | 48 | 73 | 45 | 40 | | | | | | | | | | | 1,274 | 1,224 | 1,150 | 1,059 | 1,051 | 85 |
| Prosth/orthotists | 2 | 1 | 20 | 16 | 8 | 3 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | | | | | | | | | | | 36 | 32 | 45 | 63 | 55 | 0 |
| Radiographers | 13 | 18 | 270 | 575 | 179 | 101 | 94 | 50 | 38 | 14 | 20 | 48 | 12 | 12 | | | | | | | | | | | 1,193 | 1,201 | 1,288 | 1,385 | 1,420 | 24 |
| Social workers | 222 | 196 | 197 | 696 | 900 | 521 | 790 | 615 | 499 | 351 | 285 | 304 | 301 | 247 | | | | | | | | | | | | | 3,520 | 5,000 | 5,576 | 548 |
| SLTs | 20 | 15 | 32 | 171 | 149 | 56 | 91 | 82 | 31 | 37 | 39 | 70 | 27 | 8 | | | | | | | | | | | 723 | 725 | 816 | 689 | 793 | 35 |
| Total | 563 | 496 | 1,108 | 3,043 | 2,626 | 1,756 | 2,150 | 1,677 | 979 | 677 | 670 | 937 | 727 | 487 | | | | | | | | | | | | | | | | |
| Forecast * | | | | | | | | | | | | | 898 | 480 | 814 | 2,282 | 2,628 | 1,672 | 1,870 | 1,588 | 1,004 | 828 | 765 | 804 | | | | | | 15,633 |

*Forecast is based on the average number of UK registrations each month from 10/11 - 14/15, normalised against the latest monthly actuals available

Renewal Information April 2014 - March 2016

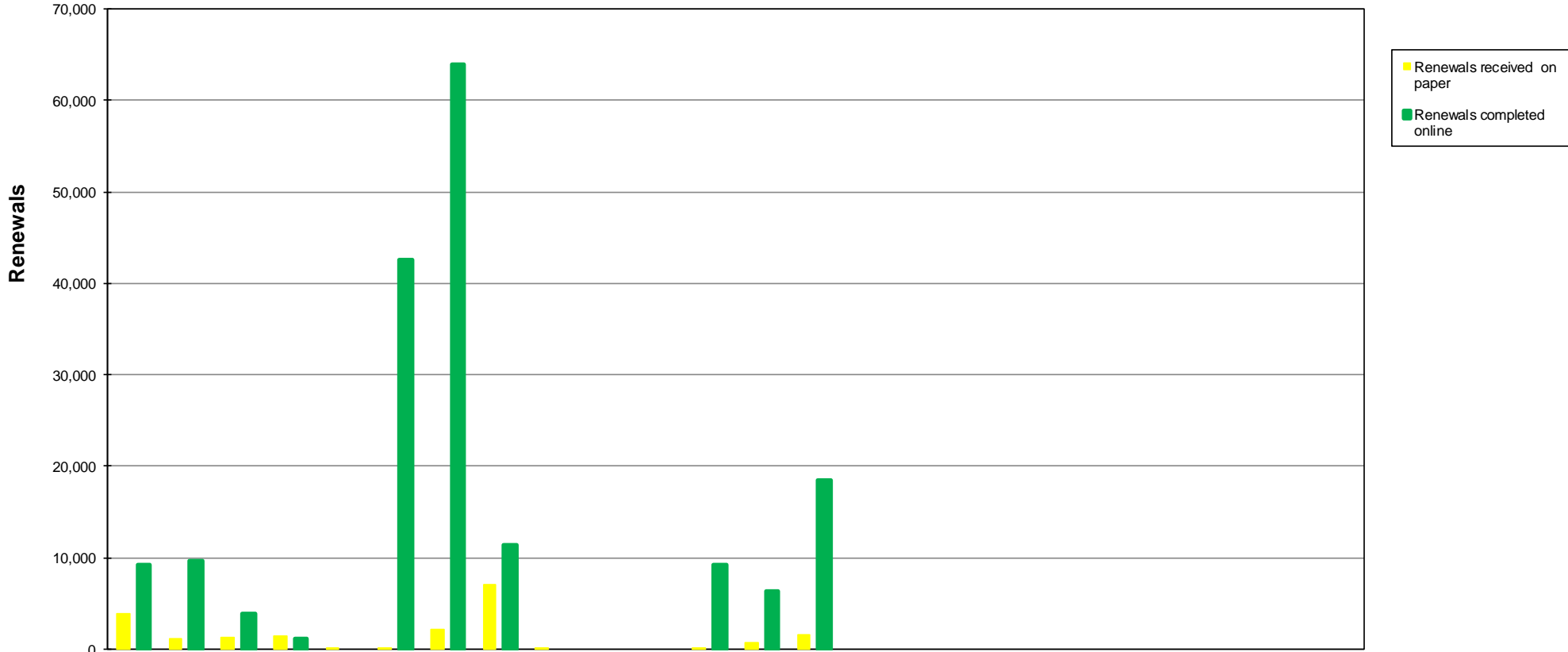
Registration Department



| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | 13/14 | 14/15 | 15/16 | | | | |
|--------------------------------------|---------------|---------------|--------------|--------------|----------|----------------|---------------|---------------|----------|----------|----------|---------------|---------------|--------------|---------------|-----|-----|-----|-----|-----|-----|-------|-------|-------|-----|----------------|----------------|---------------|
| | 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 | 8,370 | 15,027 | 0 | 0 | 0 | 102,057 | 0 | 0 | 0 | 0 | 0 | 20,949 | 0 | 0 | 22,644 | | | | | | | | | | | 146,403 | 146,403 | 22,644 |
| Renewal form sent | 1,800 | 3,628 | 6,603 | 0 | 0 | 0 | 56,487 | 0 | 0 | 0 | 0 | 0 | 10,146 | 0 | 0 | | | | | | | | | | | 78,664 | 78,664 | 10,146 |
| "Notice of intention to remove" sent | 5,756 | 650 | 770 | 1,775 | 0 | 0 | 0 | 19,290 | 0 | 0 | 0 | 0 | 0 | 2,585 | 0 | | | | | | | | | | | 28,241 | 28,241 | 2,585 |
| Total | 15,926 | 19,305 | 7,373 | 1,775 | 0 | 102,057 | 56,487 | 19,290 | 0 | 0 | 0 | 20,949 | 10,146 | 2,585 | 22,644 | | | | | | | | | | | 253,308 | 253,308 | 35,375 |

Renewal Information - on paper and online April 2014 - March 2016

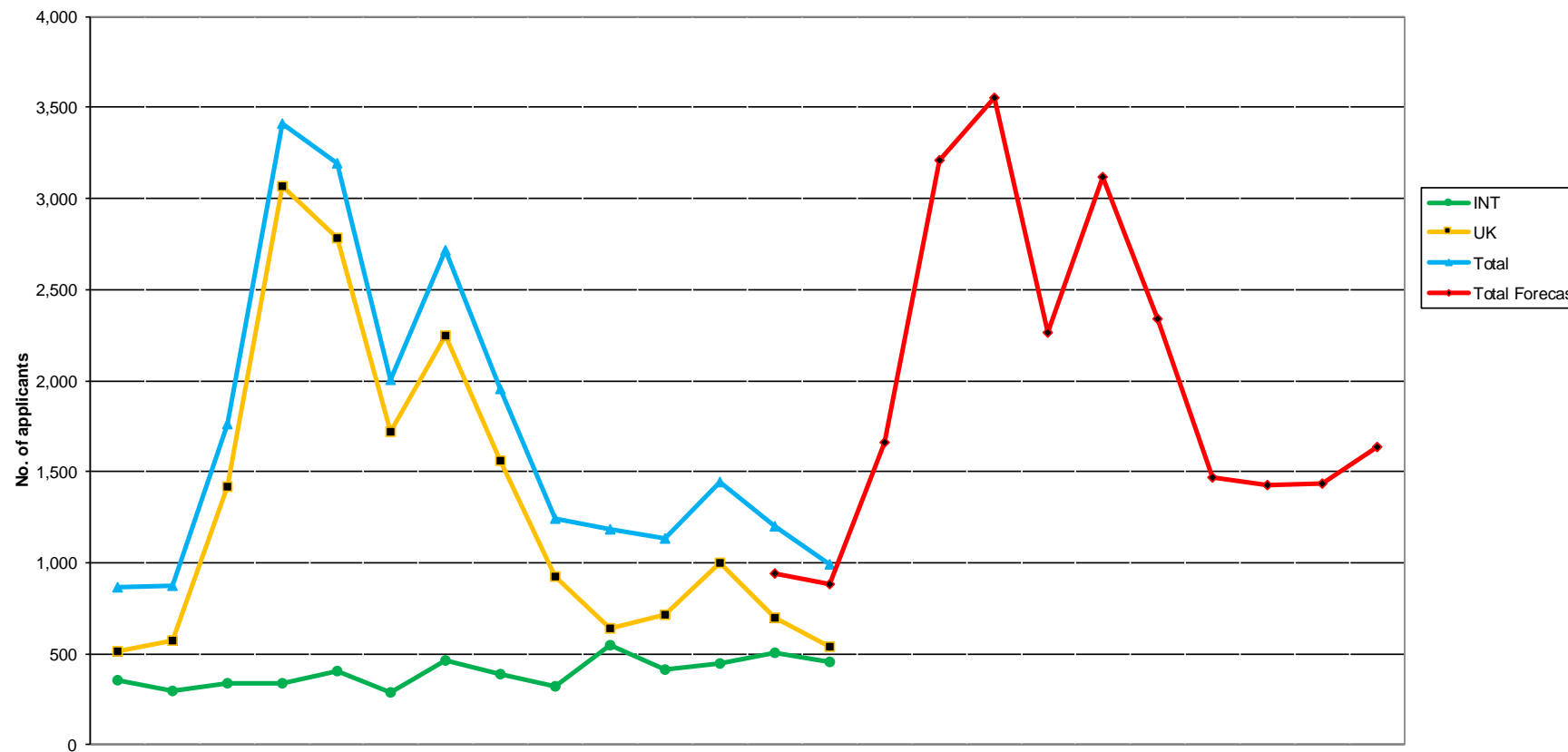
Registration Department



| | 2014 | | | | | | | | | | | | 2015 | | | | | | | | | | | | 2016 | | | | | | | | | | | | 12/13 | 13/14 | 14/15 | 15/16 |
|----------------------------|-------|-------|-------|-------|-----|--------|--------|--------|-------|-----|-----|-------|-------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|---------|---------|---------|--------|
| | 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 | FYE | YTD |
| Renewals received on paper | 3,923 | 1,181 | 1,247 | 1,422 | 2 | 78 | 2,179 | 7,067 | 14 | 0 | 0 | 46 | 696 | 1,627 | | | | | | | | | | | | | | | | | | | | | | | 32,892 | 16,317 | 17,159 | 2,323 |
| Renewals completed online | 9,299 | 9,740 | 3,933 | 1,213 | 0 | 42,614 | 63,942 | 11,470 | 0 | 0 | 0 | 9,273 | 6,411 | 18,415 | | | | | | | | | | | | | | | | | | | | | | | 111,916 | 155,664 | 151,484 | 24,826 |
| Registrants removed | 0 | 1,722 | 257 | 290 | 0 | 0 | 0 | 0 | 5,644 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | 13,863 | 3,769 | 7,913 | 0 | |

Application Types Received April 2014 - March 2016

Registration Department



| Apps Received | 2014 | | 2015 | | | | | | | | | | 2016 | | | | | | | | | | | | |
|-------------------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--|
| | 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 | 2 | 0 | 0 | 0 | 0 | | | | | | | | | | | |
| INT | 352 | 298 | 341 | 338 | 407 | 287 | 464 | 389 | 320 | 546 | 416 | 450 | 503 | 455 | | | | | | | | | | | |
| UK | 514 | 573 | 1,418 | 3,069 | 2,784 | 1,716 | 2,251 | 1,562 | 925 | 639 | 718 | 996 | 698 | 537 | | | | | | | | | | | |
| Total | 866 | 871 | 1,759 | 3,407 | 3,191 | 2,003 | 2,715 | 1,951 | 1,245 | 1,187 | 1,134 | 1,446 | 1,201 | 992 | | | | | | | | | | | |
| Total forecast * | | | | | | | | | | | | | 938 | 882 | 1662 | 3208 | 3554 | 2265 | 3117 | 2336 | 1470 | 1425 | 1433 | 1637 | |

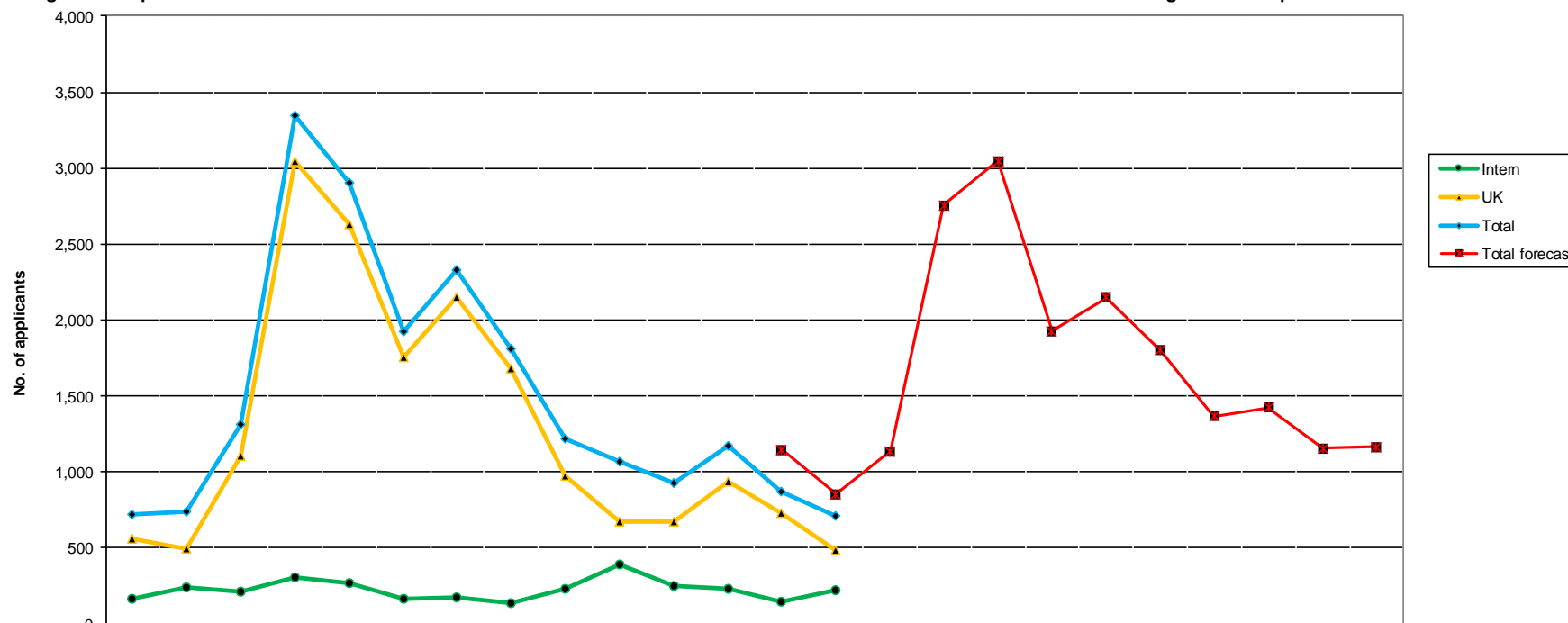
| 10/11 FYE | 11/12 FYE | 12/13 FYE | 13/14 FYE | 14/15 FYE | 15/16 YTD |
|--------------|--------------|--------------|--------------|--------------|--------------|
| 170 | 142 | 369 | 0 | 2 | 0 |
| 2,597 | 2,504 | 2,822 | 3,574 | 4,608 | 958 |
| 13,684 | 11,353 | 16,233 | 17,686 | 17,165 | 1,235 |
| 16,451 | 13,999 | 19,424 | 21,260 | 21,775 | 2,193 |
| | | | | | 23927 |

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

* Total forecast is the combined forecast of international applications received and UK applications received

New Registrants April 2014 - March 2016

Registration Department



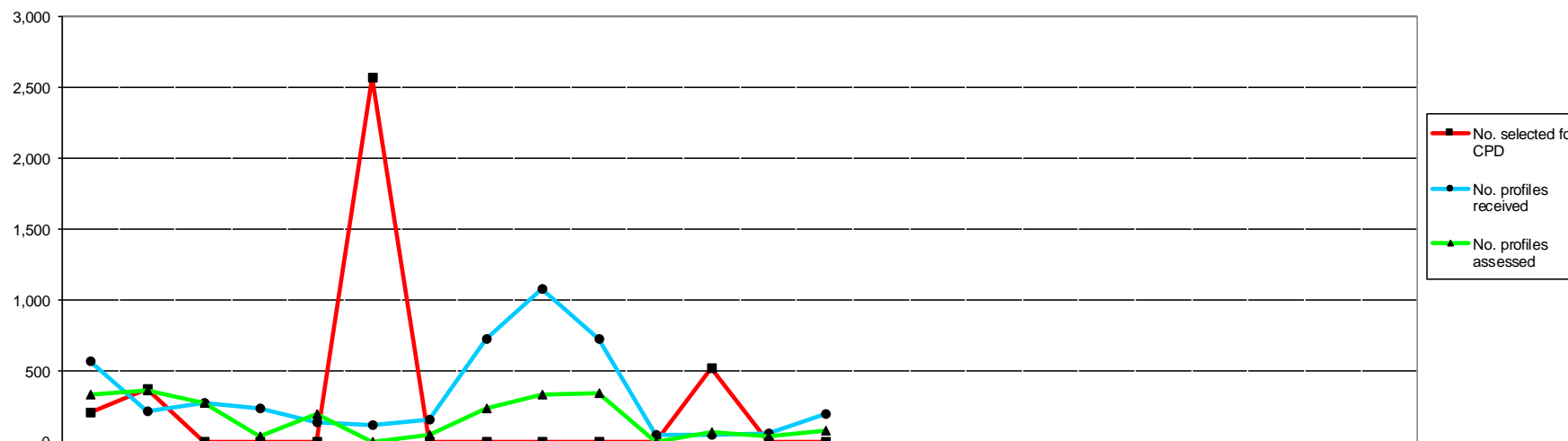
| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | | | | |
|-------------------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--|
| | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | | |
| Intern | 161 | 244 | 210 | 307 | 273 | 167 | 179 | 137 | 236 | 388 | 253 | 235 | 145 | 222 | | | | | | | | | | | |
| UK | 563 | 496 | 1,108 | 3,043 | 2,626 | 1,756 | 2,150 | 1,677 | 979 | 677 | 670 | 937 | 727 | 487 | | | | | | | | | | | |
| Total | 725 | 740 | 1,318 | 3,350 | 2,899 | 1,923 | 2,329 | 1,814 | 1,216 | 1,065 | 924 | 1,172 | 872 | 709 | | | | | | | | | | | |
| Total forecast * | | | | | | | | | | | | | 1,146 | 856 | 1,137 | 2,755 | 3,048 | 1,929 | 2,146 | 1,799 | 1,367 | 1,426 | 1,155 | 1,166 | |

| 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 |
|--------|--------|---------|--------|--------|--------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 96 | 65 | 265 | 38 | 3 | 0 |
| 1,701 | 1,389 | 1,758 | 1,994 | 2,790 | 367 |
| 11,122 | 10,675 | 103,346 | 17,366 | 16,682 | 1,214 |
| 12,919 | 12,129 | 105,369 | 19,398 | 19,475 | 1,581 |
| | | | | | 19,930 |

* Total forecast is the combined forecast of international applications registered and UK applications registered

Continuing Professional Development process April 2014 - March 2016

Registration Department

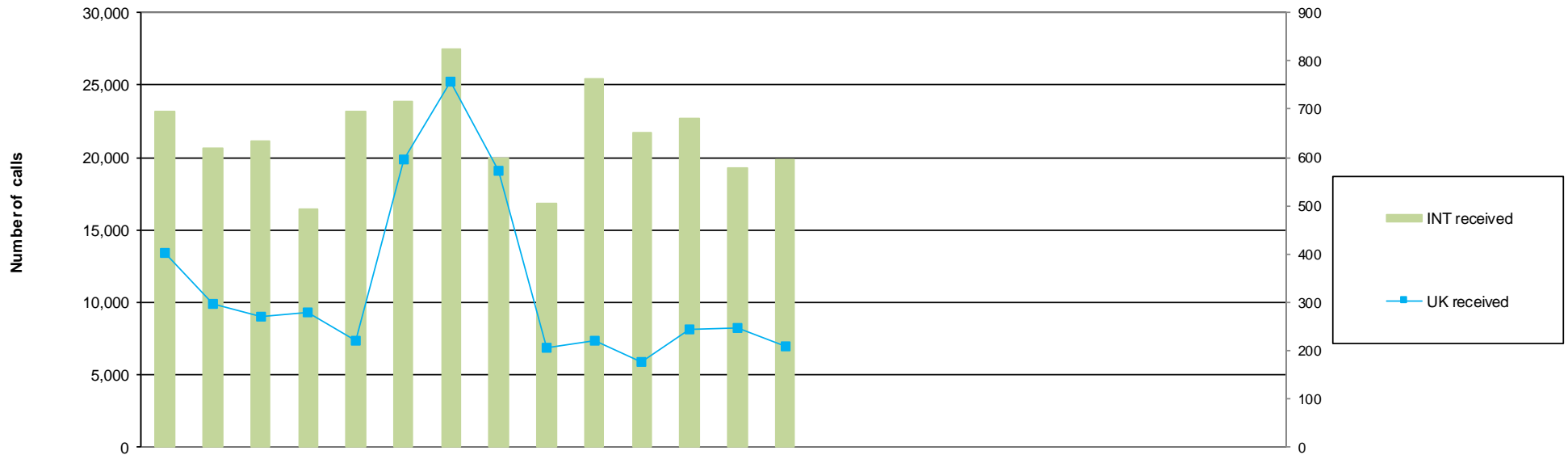


| | 2014 | | | | | | | | | | | | 2015 | | | | | | | | | | | | 2016 | | | | | | | | | | | |
|-----------------------|------|-----|-----|-----|-----|-------|-----|-----|-------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | 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 |
| No. selected for CPD | 209 | 376 | 0 | 0 | 0 | 2,571 | 0 | 0 | 0 | 0 | 0 | 524 | 0 | 0 | | | | | | | | | | | 0 | 0 | | | | | | | | | | |
| No. profiles received | 573 | 212 | 275 | 232 | 138 | 119 | 159 | 722 | 1,079 | 726 | 51 | 49 | 62 | 198 | | | | | | | | | | | 62 | 198 | | | | | | | | | | |
| No. profiles assessed | 332 | 360 | 275 | 40 | 198 | 0 | 45 | 240 | 338 | 345 | 0 | 66 | 41 | 78 | | | | | | | | | | | 41 | 78 | | | | | | | | | | |

| 11/12 | 12/13 | 13/14 | 14/15 | 15/16 |
|-------|-------|-------|-------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 4,258 | 1,322 | 4,476 | 3,680 | 0 |
| 2,600 | 1,315 | 3,122 | 4,335 | 260 |
| 2,225 | 1,919 | 2,443 | 2,239 | 119 |

Registration Telephone Information April 2014 - March 2016

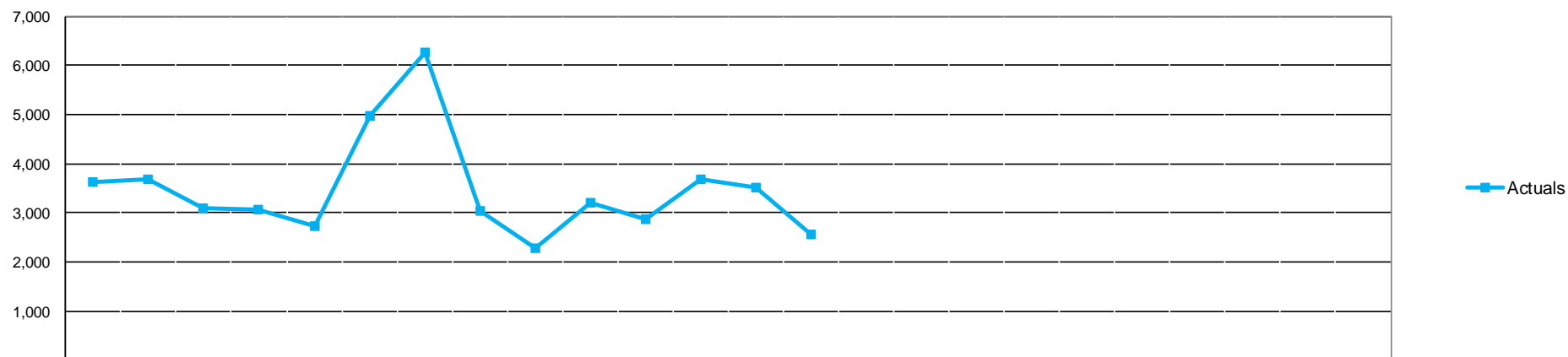
Registration Department



| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | | | | | |
|------------------------------|--------|-------|-------|-------|-------|--------|--------|--------|-------|-------|-------|-------|-------|-------|--------|---------|---------|---------|---------|--------|-------|-------|-------|-------|-----|-----|-----|-----|-----|
| | 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 |
| INT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| INT received | 695 | 619 | 635 | 494 | 694 | 717 | 825 | 598 | 504 | 764 | 650 | 681 | 579 | 595 | 16,702 | 12,886 | 8,980 | 7,644 | 7,876 | 1,174 | | | | | | | | | |
| Answered | 654 | 595 | 618 | 466 | 675 | 715 | 750 | 547 | 477 | 748 | 647 | 668 | 575 | 595 | 15,969 | 12,137 | 8,436 | 7,315 | 7,560 | 1,170 | | | | | | | | | |
| Calls answered (%) | 94 | 96 | 97 | 94 | 97 | 100 | 91 | 91 | 97 | 98 | 99 | 98 | 99 | 100 | 96 | 94 | 94 | 96 | 96 | 100 | | | | | | | | | |
| Abandoned | 41 | 24 | 17 | 28 | 24 | 2 | 75 | 51 | 27 | 16 | 3 | 13 | 4 | 0 | 712 | 749 | 544 | 306 | 321 | 4 | | | | | | | | | |
| Avg answer time (sec) | 39 | 26 | 13 | 24 | 41 | 18 | 35 | 28 | 25 | 32 | 18 | 21 | 22 | 17 | 41 | 49 | 53 | 21 | 27 | 20 | | | | | | | | | |
| Avg talk time (min) | 4.07 | 3.55 | 3.47 | 3.15 | 3.53 | 3.55 | 3.49 | 4.02 | 3.59 | 3.53 | 4.07 | 4.01 | 4.12 | 3.59 | 3.41 | 3.29 | 3.85 | 3.63 | 3.67 | 3.86 | | | | | | | | | |
| UK | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UK received | 13,365 | 9,932 | 9,052 | 9,333 | 7,356 | 19,833 | 25,272 | 19,092 | 6,860 | 7,355 | 5,926 | 8,166 | 8,198 | 6,942 | 86,890 | 114,847 | 177,147 | 159,745 | 141,542 | 15,140 | | | | | | | | | |
| Answered | 11,947 | 9,314 | 8,850 | 9,093 | 7,227 | 19,628 | 22,455 | 18,033 | 6,695 | 7,306 | 5,871 | 7,949 | 8,078 | 6,880 | 83,218 | 109,818 | 157,334 | 148,466 | 134,368 | 14,958 | | | | | | | | | |
| Calls answered (%) | 89 | 94 | 98 | 97 | 98 | 99 | 89 | 94 | 97 | 99 | 99 | 97 | 99 | 99 | 96 | 96 | 92 | 93 | 96 | 99 | | | | | | | | | |
| Abandoned | 1,418 | 618 | 202 | 240 | 148 | 124 | 2,817 | 1,059 | 165 | 49 | 55 | 217 | 120 | 62 | 3,652 | 5,029 | 19,813 | 11,274 | 7,112 | 182 | | | | | | | | | |
| Avg answer time (sec) | 83 | 48 | 20 | 22 | 21 | 36 | 111 | 46 | 22 | 28 | 28 | 36 | 43 | 35 | 36 | 38 | 70 | 59 | 42 | 39 | | | | | | | | | |
| Avg talk time (min) | 3.12 | 3.14 | 3.05 | 3.02 | 2.58 | 3.03 | 3.09 | 3.06 | 3.29 | 3.17 | 3.14 | 3.12 | 3.07 | 3.21 | 2.47 | 2.61 | 3.28 | 2.85 | 3.07 | 3.14 | | | | | | | | | |

UK and international emails received at end of each month April 2014 - March 2016

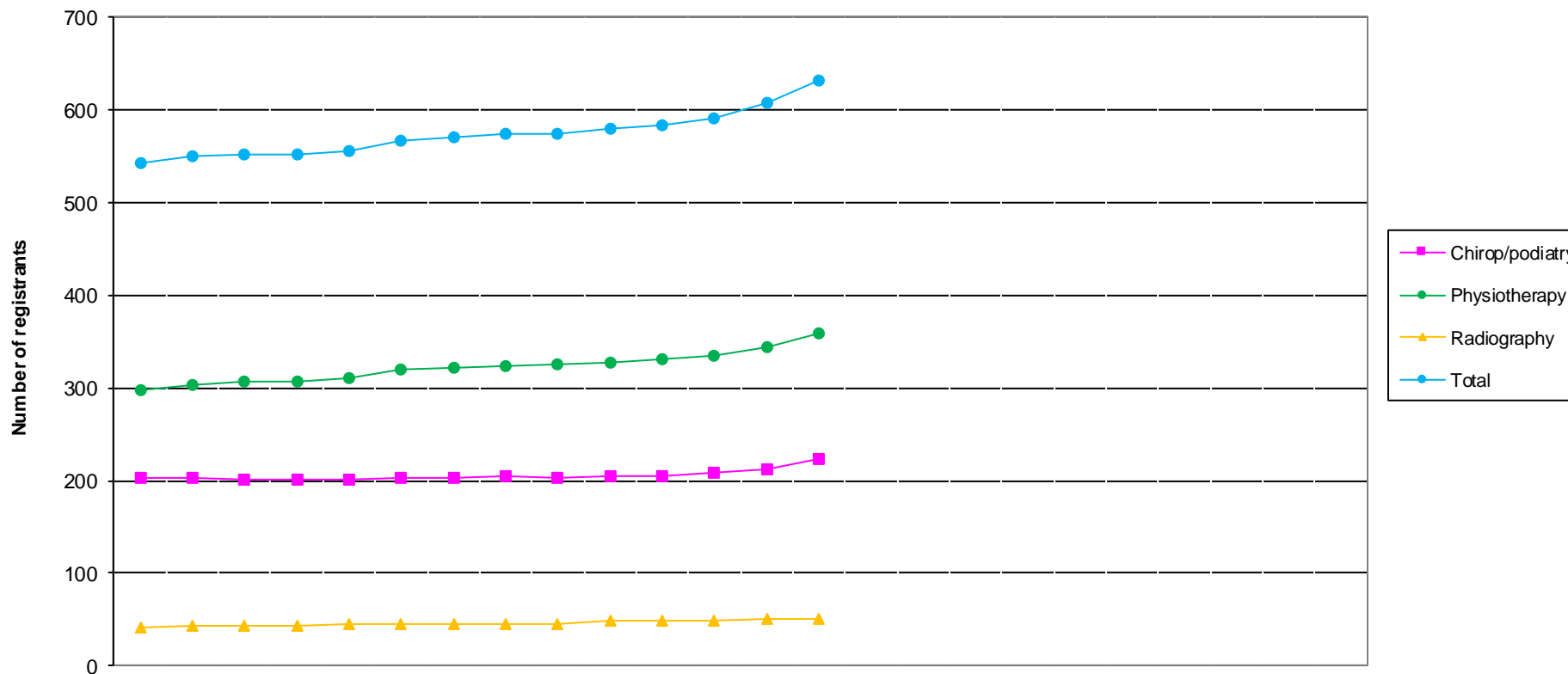
Registration Department



| Current status | 2014 | | 2015 | | | | | | | | | | 2016 | | | | | 13/14 | 14/15 | 15/16 | | | | | | | |
|----------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|-------|-------|-------|-----|-----|-----|-----|--------|--------|-------|
| | 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 | 3,411 | 3,424 | 2,846 | 2,621 | 2,405 | 4,495 | 5,821 | 2,726 | 2,019 | 2,746 | 2,396 | 3,155 | 3,090 | 2,184 | | | | | | | | | | | 35,733 | 38,065 | 5,274 |
| INT incoming | 213 | 257 | 237 | 448 | 338 | 477 | 451 | 302 | 264 | 469 | 478 | 522 | 419 | 369 | | | | | | | | | | | 1,951 | 4,456 | 788 |
| Average working days | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | | | 1 | 1 | 1 |
| Total incoming | 3,624 | 3,681 | 3,083 | 3,069 | 2,743 | 4,972 | 6,272 | 3,028 | 2,283 | 3,215 | 2,874 | 3,677 | 3,509 | 2,553 | | | | | | | | | | | 37,684 | 42,521 | 6,062 |

Number of registrants with supplementary prescribing rights April 2014 - March 2016

Registration Department

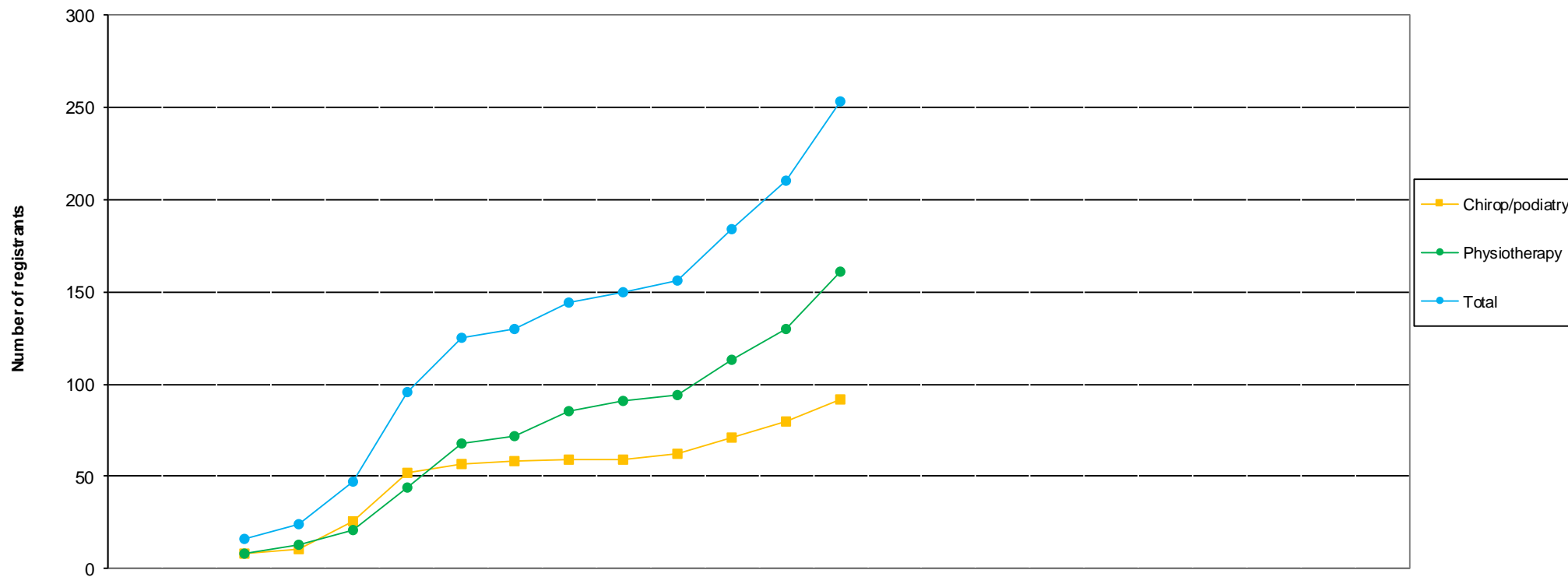


| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | | | | |
|------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Chiropractic/podiatry | 203 | 203 | 201 | 201 | 201 | 203 | 203 | 204 | 203 | 204 | 205 | 208 | 213 | 223 | | | | | | | | | | | |
| Physiotherapy | 298 | 303 | 307 | 307 | 310 | 319 | 322 | 324 | 325 | 328 | 331 | 334 | 344 | 358 | | | | | | | | | | | |
| Radiography | 42 | 43 | 43 | 43 | 45 | 45 | 46 | 46 | 46 | 48 | 48 | 49 | 50 | 51 | | | | | | | | | | | |
| Total | 543 | 549 | 551 | 551 | 556 | 567 | 571 | 574 | 574 | 580 | 584 | 591 | 607 | 632 | | | | | | | | | | | |

| 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 |
|-------|-------|-------|-------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 129 | 149 | 179 | 195 | 208 | 223 |
| 182 | 224 | 253 | 292 | 334 | 358 |
| 23 | 30 | 36 | 41 | 49 | 51 |
| 334 | 403 | 468 | 528 | 591 | 632 |

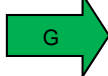
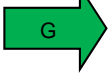
Number of registrants with independent prescribing rights April 2014 - March 2016


Registration Department





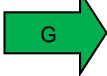
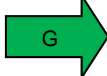
| | 2014 | | | 2015 | | | | | | | | | 2016 | | | | | | | | | 13/14 | 14/15 | 15/16 | | | | |
|------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-------|-------|-------|-----|-----|-----|-----|
| | Apr | 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 | |
| Chiropr/podiatry | | | 8 | 11 | 26 | 52 | 57 | 58 | 59 | 59 | 62 | 71 | 80 | 92 | | | | | | | | | | | | 0 | 71 | 92 |
| Physiotherapy | | | 8 | 13 | 21 | 44 | 68 | 72 | 85 | 91 | 94 | 113 | 130 | 161 | | | | | | | | | | | | 0 | 113 | 161 |
| Total | | | 16 | 24 | 47 | 96 | 125 | 130 | 144 | 150 | 156 | 184 | 210 | 253 | | | | | | | | | | | | 0 | 184 | 253 |

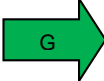

3. Project Management Commentary

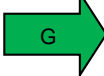

| Project Number | Project Name | Project Board | | Project Status | |
|--|------------------------|---|---|---|--|
| MP64 | Education System Build | Project sponsor: Brendon Edmonds Project lead: Paula Lescott | | Previous  | Current  |
| Project Description | | | | | |
| Implementation of the recommendations made during the Education systems and process review project previously undertaken | | | | | |
| Project Scope | | | Status update | | |
| <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"> The system has now gone live and is in use within the department The focus for the project will now be upon developing additional functionality identified following go live and integrating the system with other major systems within the organisation | | |
| Project Budget History | | Committed spend | Date of Initiation | Project End Date History | |
| At Initiation: £1,098,117 | | £993,690 | December 2012 | At Initiation: April 2015 Sept 2014 Exception report : October 2015 | |



| Project Number | Project Name | Project Board | Project Status | |
|---|------------------|---|---|--|
| MP71 | Fees Review 2013 | Project sponsor: Marc Seale Project lead: Michael Guthrie | Previous  | Current Closed |
| Project Description | | | | |
| Review of current registrant fees and implementation of any agreed changes. | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> ▪ 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. | | <ul style="list-style-type: none"> ▪ 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 for the bug has been released into the system and the project has now closed. | | |
| 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 Sept 2014 Exception Report: March 2015 Mar 2015 Exception Report: May 2015 |



| Project Number | Project Name | Project Board | Project Status | |
|--|------------------------------|--|---|--|
| MP 76 | Domino to Exchange migration | Project sponsor: Guy Gaskins Project lead: Rick Welsby | Previous  | Current  |
| Project Description | | | | |
| Migration of email service from Lotus Notes to MS Outlook. | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> Migration of the email platform from IBM Domino to Microsoft Office 365. Implementation of functionality to enable an email retention policy to be applied by the business A decision by EMT of the enforcement of email retention in the context of the wider organizational information management standards. Installation of non-telephony Lync (preparing for the future) Staff training on the new technology | | <ul style="list-style-type: none"> Systems testing has been undertaken successfully A user pilot has also been extremely successful However an issue has been identified during user testing with one of our core business systems. Therefore the deployment into production could not happen on the date that had been planned The issue is being investigated and once resolved, the deployment will be rescheduled. It is not yet anticipated that the project will over run it's anticipated closure date but until the deployment is rescheduled, this date is at risk. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At initiation: £116,727 | £109,688 | September 2014 | At initiation: March 2015 Feb 15 Exception Report: May 2015 | |



| Project Number | Project Name | Project Board | Project Status | |
|--|--|--|---|--|
| MP 75 | Registrations process and systems review | Project sponsor: Marc Seale Project lead: Greg Ross Sampson | Previous  | Current  |
| Project Description | | | | |
| Review of the Registrations department's processes and supporting systems | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> ▪ Re-engineer the Registration processes, to ensure streamlining where commonalities of process occur. ▪ Identify where the touchpoints with the system will be, and identify any manual processes that could be automated within the system. ▪ Write the functional and non-functional requirements, including interfaces with other systems. <ul style="list-style-type: none"> ○ Functional and non-functional requirements will be written with a view to move as many processes online as possible – specifically the application processes, CPD audits, and setting up direct debits. ▪ Produce high level draft operating procedures ▪ Produce a gap analysis between the functional/non-functional requirements, and our current solution. ▪ Determine the scope, write the business case and prepare the tender for Project 2: Design and Build. | | <ul style="list-style-type: none"> ▪ The summary paper has been written and the business case for the build of the system is underway. ▪ It is anticipated that the build project will be presented for initiation to EMT by the end of July. ▪ If approved the tender process to procure a supplier will commence. | | |
| Project Budget History | | Committed spend | Date of Initiation | Project End Date History |
| At initiation: £296,278 | | £230,042 | July 2014 | At initiation: June 2015 Feb 15 Exception Report: Aug 2015 |



| 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"> ▪ Implementing improved processes and working practices supported by a new HR and Partners system. ▪ Implementing online recruitment for employee and partner applicants ▪ Improved data integration with Partner user departments Training and operational manuals | | <ul style="list-style-type: none"> ▪ It has been confirmed that in order for the Partners' team to use the system bespoke development work will be required. ▪ This is currently being programmed with the suppliers and the impact on the project of this unanticipated work is being assessed, it is possible that the anticipated end date is at risk. ▪ Work continues to clean up the data held in our current systems and preparation work for the data migration is underway. ▪ Scoping work for the integration of the system with other systems within the organisation continues. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At initiation: £644,178 | £47,693 | November 2014 | At initiation: June 2016 | |


| Project Number | Project Name | Project Board | Project Status | |
|--|--|---|---|--|
| MP 80 | Stakeholder Relationship Management system | Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones | Previous  | Current  |
| Project Description | | | | |
| To develop an efficient organisation-wide stakeholder relationship management system. | | | | |
| Project Scope | | Status update | | |
| <u>Requirements gathering</u> <ul style="list-style-type: none"> • Identification and procurement of a business analyst; • Business analyst engagement to facilitate and support requirements gathering for the proposed system; <u>Procurement of supplier</u> <ul style="list-style-type: none"> • Options analysis of potential suppliers for the proposed system; • Identification and tendering of preferred suppliers; <u>Build</u> <ul style="list-style-type: none"> • Information gathering workshops with supplier • System build • Data migration • User acceptance testing • Employee training in the use of system | | <ul style="list-style-type: none"> ▪ Requirements gathering is almost complete and a summary paper is being written. ▪ Due to the number of project team members the logistics of the requirements gathering have taken longer than anticipated and there has been a slip of 2 months. However the end date is not currently at risk. ▪ The project will be returning to EMT in July to seek approval for a build budget and timeline based on more accurate supplier estimates. | | |
| Project Budget History | | Committed spend | Date of Initiation | Project End Date History |
| At initiation: £178,789 | | £11,124 | January 2015 | At initiation: May 2016 |


| Project Number | Project Name | Project Board | Project Status | |
|--|----------------------|--|---|--|
| MP 74 | SAGE and PRS upgrade | Project sponsor: Andy Gillies Project lead: Charlotte Avery | Previous  | Current  |
| Project Description | | | | |
| Upgrade to SAGE 2013 v2 and from PRS (purchase order processing system) to WAP. | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> ▪ Upgrade the current system to Sage 200 2013 so that it sits on a new Windows operating system; ▪ Correct any known bugs in Sage 200; ▪ Begin utilising the electronic invoice approval process in SAGE ▪ Begin utilising the project accounting module in SAGE to track project budgets and expenditure ▪ Upgrade the current system to WAP so that it sits on a new Windows operating system; ▪ Correct any known bugs in PRS; | | <ul style="list-style-type: none"> ▪ Work to introduce electronic invoice approval is progressing well ▪ A module to process Direct debits has been installed and is being tested ▪ Training on electronic invoice approval will start shortly. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At initiation: £122,714 | £85,803 | October 2014 | At initiation: April 2015 Feb 15 Exception Report: September15 | |

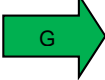
| Project Number | Project Name | Project Board | Project Status | |
|---|------------------------------|--|---|--|
| MP 79 | Net Regulate changes 2014-15 | Project sponsor: Andy Gillies Project lead: Chantelle Mayoss | Previous  | Current  |
| Project Description | | | | |
| A project to implement 6 changes to Net Regulate to mitigate operational risks | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> ▪ CR1 – Outstanding balance and profession reporting ▪ CR2 – Compulsory country codes ▪ CR3 – Including registrants with Caution status in outstanding balance reporting ▪ CR4 – Including Status change date data in Crystal reports ▪ CR6 – Downgrading watchlist user permissions ▪ CR7 – Making email priority setting user-configurable | | <ul style="list-style-type: none"> ▪ Requirements gathering progressed well, however the project has had to be delayed to free up technical resources to enable the changes required to raise the fees. ▪ A revised go live date for this project has not yet been established | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At initiation: £69,403 | £10,458 | November 2014 | At initiation: July 2015 | |

| Project Number | Project Name | Project Board | Project Status | |
|---|---------------------------|--|---|--|
| MP 77 | Public Health Specialists | Project sponsor: Marc Seale Project lead: Michael Guthrie | Previous  | Current  |
| Project Description | | | | |
| A project to open a part of the register to regulate Public Health Specialists. | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> ▪ Develop and consult on the standards of proficiency required for entry to the register; ▪ Recruit, appoint and train partners; ▪ Amend NetRegulate, FtP case management system and other IT systems; ▪ Make the necessary changes to documentation including publications, website and banners; ▪ Liaise with UKPHR to ensure information is shared regarding their current process for registration, education and FtP; ▪ Communicate with public health specialists, employers, professional bodies and other relevant stakeholders regarding the change | | <ul style="list-style-type: none"> ▪ Legislation is awaiting a decision by the new minister ▪ We are awaiting further information from the Department of Health ▪ A revised go live date for this project has not yet been established. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At initiation: £402,154 | £123,444 | January 2015 | At initiation: April 2016 | |

| Project Number | Project Name | Project Board | Project Status | |
|---|------------------|--|---|--|
| MP83 | Fees Review 2015 | 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 | | |
| <ul style="list-style-type: none"> ▪ 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. | | <ul style="list-style-type: none"> ▪ The consultation on the proposed fees rises has been successfully completed and signed off by Council ▪ The legislation has been drafted and laid in both the Westminster and Scottish Parliaments ▪ Presuming that the legislation is not challenged, the fees increases will be effective from 1st August 2015 ▪ The systems changes will be made at the end of July ▪ The changes to the application forms are underway. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At Initiation: £58,650 | £1,496 | Mach 2015 | At Initiation:September 15 | |

| Project Number | Project Name | Project Board | Project Status | |
|---|-----------------------------|---|----------------------------|--|
| MP84 | 405 Kennington Road Fit out | Project sponsor: Marc Seale Project lead: Steve Hall | Previous | Current  |
| Project Description | | | | |
| To manage the fit out of the new HCPC premises at 405 Kennington Road | | | | |
| Project Scope | | Status update | | |
| <ul style="list-style-type: none"> ▪ To create: <ul style="list-style-type: none"> • A dedicated, modern, high-quality site for the holding of tribunals including separate waiting and working areas for the various participants in FTP tribunals • Local office space for the HCPC hearings team that is clearly separated from participants in the tribunals on a site that is accessible for all HCPC employees. | | <ul style="list-style-type: none"> ▪ The project has now initiated and kick off meetings are being held. ▪ Procurement to attain the services and equipment needed will shortly commence. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At Initiation: £1,248,218 | £0 | May 2015 | At Initiation: February 16 | |

| 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"> ▪ Determine how HCPC will meet the requirements to process applications for EPCs; ▪ Amend HCPC processes and potentially systems to allow the introduction of the EPC; ▪ Determine how HCPC will adhere to the Directive’s requirement to participate in the alert mechanism; ▪ Potentially amend HCPC processes and systems to participate in the alert mechanism; ▪ 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; ▪ Amend HCPC processes and systems to meet the new temporary mobility requirements; ▪ Amend HCPC processes and systems to meet the new general system requirements. | | <ul style="list-style-type: none"> ▪ Initial workshops are being held. | | |
| Project Budget History | | Committed spend | Date of Initiation | Project End Date History |
| At Initiation: £39,100 | | £0 | May 2015 | At Initiation: March 2016 |
| Project Number | Project Name | Project Board | Project Status | |

| | | | | |
|--|---|---|-------------------------------|--|
| MP82 | Telephone Credit Card Automation and hosting change | Project sponsor: Marc Seale Project lead: Greg Ross Sampson | Previous | Current  |
| Project Description | | | | |
| To change our telephone credit card processing systems to remain within technology support | | | | |
| Project Scope | | Status update | | |
| <p>To ensure that all credit and debit card payments made to the HCPC are compliant with PCI DSS requirements, whilst maintaining the following principles:</p> <ul style="list-style-type: none"> ▪ Maintain or reduce the workload for registration advisors and finance, ▪ Maintain quality of service and appropriate level of compliance during the transition between services, ▪ Minimising the risk of fraud accusations against HCPC employees, since callers will know they have not heard any credit/debit card details, ▪ No PCI DSS data to traverse HCPC infrastructure, ▪ Minimise the telephony call charges by moving telephone provider if necessary (prevent cross network charges), ▪ Maintain freedom to switch between payment service providers, ▪ Achieve the transfer to a new telephone application and (if necessary) hosting provider by 29 September 2015, or ideally sooner | | <ul style="list-style-type: none"> ▪ The project has initiated ▪ Requirements have been established ▪ A tender process has been successfully run and the preferred supplier selected ▪ Contract discussions are underway. | | |
| Project Budget History | Committed spend | Date of Initiation | Project End Date History | |
| At Initiation: £72,157 | £0 | April 2015 | At Initiation: September 2015 | |

| 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 |
| Registrations system build | Implementing any recommendations from the Registrations process and systems review project |
| PCI Security Standards compliance | A project to identify, assess and remedy any PCI DSS weaknesses |

4. Business Process Improvement Commentary

4.1 Quality Management System Changes and Audits

ISO 9001:2008 Quality Management System is under review, and the proposed ISO 9001:2015 Quality Management Standard is due for release in Autumn 2015. Audit by HCPC’s external quality standards auditor, took place in April 2015. The ISO9001 audit schedule has been updated to reflect increased audit time by BSI. Communications, FTP, and some Registrations processes have been updated.

The ISO27001 audit schedule has been added to the 9001 schedule to make one document. At some time in the future, BSI may audit us for ISO9001 and ISO27001 simultaneously.

| ISO9001 clause | RISK Based Audit from January 2008 onwards | 2015 | | | | | | | | | | 2016 | | | | |
|----------------|---|-------|-------|-----|---------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|--|
| | | March | April | May | June | July | August | September | October | November | December | January | February | March | April | |
| | Chief Executive & Registrar’s Dept | | | | IARA-DC | → | IARA | | | | | | | | | |
| | Registrations - R Houghton | | | | | | | | | | IARA-DC | | IARA | | | |
| | UK | | | | | | | | | | | | | | | |
| 7.5.3 | International Registrations | | | | | | | | | | | | | | | |
| 7.5.3 | CPD | | | | | | | | BSI | | | | | | | |
| | Operations | | | | | | | | BSI | | | | | | | |
| | Quality Assurance | | | | | | | | BSI | | | | | | | |
| 7.5.2 | Education - A Gorringe | | | | | | | | | | IARA-DC | | IARA | | | |
| | Operations NNW | | | | | | | | | | | | | | | |
| | Operations SES | | | | | | | | | | | | | | | |
| | Communications & Development | | | | | | | | | | | | | | | |
| | Quality Assurance | | | | | | | | | | | | | | | |
| | Policy & Development | | | | | | | | | | | | | | | |
| | Secretariat - L Lake | | | | | | | | | | | | | | | |
| | Customer Services | | | | | | | | | | | | | | | |
| | Information Governance | | | | | | | | | | | | | | | |
| | Council Processes | | | | | | | | | | | | | | | |
| 6.3 | Fitness to Practise- J Barwick | | | | | | | | | | | | | | | |
| | Adjudication | NMR51 | BSI | | | | | | | | | | | | | |
| | Administration | NMR50 | BSI | | | | | | | | | | | | | |
| | Assurance & Development | | BSI | | | | | | | | | | | | | |
| | Case Support | | BSI | | | | | | | | | | | | | |
| | Case Teams 1-5 | | BSI | | | | | | | | | | | | | |
| | Case Teams 6-7 | | BSI | | | | | | | | | | | | | |
| | Compliance | | BSI | | | | | | | | | | | | | |
| | Investigations | | BSI | | | | | | | | | | | | | |
| 4.2.3 | Policy - M Guthrie | | | | | | | | | | | | | | | |
| 4.2.4 | | | | | | | | | | | | | | | | |

Health and Care Professions Council

Operations Directorate

| | | | | | | | | | | | | | | | | | | | |
|-------------|--|----------------|----------------|----------------|---------|--|--|------|--|--|---------|-----|--|--|--|--|--|--|------|
| | Communications -J Ladds | | | | | | | | | | | | | | | | | | |
| | Social Media | | BSI | | | | | | | | | | | | | | | | |
| | Stakeholders | | BSI | | | | | | | | | | | | | | | | |
| | Publishing | | BSI | | | | | | | | | | | | | | | | |
| | Web & Digital | | BSI | | | | | | | | | | | | | | | | |
| | Internal Comms | | BSI | | | | | | | | | | | | | | | | |
| | Events | | BSI | | | | | | | | | | | | | | | | |
| 8.2.1 | Quality- Business Proc Improv | Entropy | BSI | Entropy | Entropy | | | | | | | | | | | | | | |
| 5.5.3 | R Dunn / K Birtwistle | Entropy | BSI | Entropy | IARA-DC | | | IARA | | | | | | | | | | | |
| | Risk Register (BPI) | | | | IARA-DC | | | IARA | | | | | | | | | | | BSI |
| | R Dunn | | | | | | | | | | | | | | | | | | BSI |
| 8.2.1 | Human Resources – Employees | | | | | | | | | | IARA-DC | | | | | | | | IARA |
| | Teresa Haskins | | | | | | | | | | | | | | | | | | |
| | Human Resources – Partners | | | | | | | | | | IARA-DC | | | | | | | | IARA |
| 6.2 | Hayley Graham | | | | | | | | | | | | | | | | | | |
| | Facilities/Infrastructure | | NMR52 | | | | | | | | IARA-DC | | | | | | | | IARA |
| 6.2.2 | Stephen Hall | | | | | | | | | | | | | | | | | | |
| | Information Technology | | | | | | | | | | | | | | | | | | |
| | Infrastructure | | | | | | | | | | | | | | | | | | |
| | Service Support | | | | | | | | | | | | | | | | | | |
| 7.3 & 7.5.4 | Finance- A Gillies | | | | | | | | | | | | | | | | | | IARA |
| | Invoicing & Purchase Ledger | | | | | | | | | | | | | | | | | | BSI |
| | Management Accounts | | | | | | | | | | | | | | | | | | BSI |
| 7.3.7 / 7.3 | Procurement | | | | | | | | | | | | | | | | | | BSI |
| | Transactions | | | | | | | | | | | | | | | | | | BSI |
| 6.3 | Project Management | | | | | | | | | | | | | | | | | | |
| | Claire Reed | | | | | | | | | | IARA-DC | BSI | | | | | | | IARA |
| | Disaster Recovery | Shadow Planner | Shadow Planner | Shadow Pl | IARA-DC | | | IARA | | | | | | | | | | | |
| 7.4.2 / 7.4 | EMT/CDT | Shadow Planner | Shadow Planner | Shadow Planner | | | | | | | | | | | | | | | |
| | DeepStoreArchive | | | | | | | | | | | | | | | | | | |
| | Europa QP Printers | | | | | | | | | | | | | | | | | | |
| | ServicePointScan & Copy | | | | | | | | | | | | | | | | | | |
| 7.5.5 | Eventsforce Events sign up online | | | | | | | | | | | | | | | | | | |
| | COUNCIL , CER/EMT | | | | | | | | | | | | | | | | | | BSI |
| | ISMS Policy area A5.1-5.1.2 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Roles area A6.1-6.1.5 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS HR & Responsibility A7-7.3.1 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Assets & Handling A8-8.3.3 | | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Access Control A9-9.4.5 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Cryptography A10 - 10.1.2 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Physical Security A11-11.2.9 | | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Operations A12-12.7.1 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Communications A13-13.2.4 | BSI Audit-S1 | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Systems Acqst'n Dev & Maint A14 | | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Supplier Relationships A15-15.2.2 | | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Incident Response A16-16.1.17 | | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Business Continuity A17-17.2.1 | | | BSI-S2 | | | | | | | | | | | | | | | |
| | ISMS Compliance & Redundancies A18 | | | BSI-S2 | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | |
|-------------|--|-----|--------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | BSI Audit | BSI | Deferred BSI Audit | | | | | | | | | | | | | | | | |
| | Grant Thornton | | | | | | | | | | | | | | | | | | |
| | HCPC ISO audit | | | | | | | | | | | | | | | | | | |
| | 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 | | | | | | | | | | | | | | | | | | |

Individual audit dates may be moved to accommodate issues outside the Quality department by arrangement.
 Items in Light Blue are planned internal audits. Items in Dark Blue are BSI external audits
 Items in red refer to Near Miss Reports which are unplanned by their very nature.
 Items in yellow refer to work on the QMS processes where changes are planned at department level.

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 in our case) provides independent confirmation that HCPC meet the requirements of ISO 9001.

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 cycle.

4.2 Near Miss Reporting

| REPORT NUMBER | TARGET DRAFT TO SPONSOR | TARGET DATE TO FINALISE WRITE UP | TARGET DATE TO EMT |
|--|--------------------------------|---|---------------------------|
| NMR52 A window panel fell from second floor, 186 KPR in windy weather. | Late April 2015 | Mid May 2015 | May 2015 – Completed |
| NMR53 Website update – Education Approved courses list not tested adequately | July 2015 | July 2015 | July 2015 |
| | | | |

4.3 Audits & updated processes

The ISO9001:2008 audit took place on the 29th & 30th April.

Overview: Quality Management System Processes, Communications and Fitness to Practise were audited. An Observation was raised concerning the determination of what could be defined as undue delay in making changes to systems.

The auditor suggested that we are in good shape to update to the ISO9001:2015 standard when it comes out.

The migration to the BSI Entropy system has been postponed due to changes in the access model. We are examining a Microsoft SharePoint based system instead.

4.4 Corporate Risk Register Maintenance

| Register iteration | Draft circulated to EMT | Collecting updates | EMT sign off | Published to Audit Committee |
|--------------------|-------------------------|--------------------|-------------------|------------------------------|
| 2015 January | Circulated | Completed | Completed | Completed |
| 2015 September | July 2015 | About to commenced | Not yet commenced | Not yet commenced |
| 2016 January | Dec 2015 | Not yet commenced | Not yet commenced | Not yet commenced |
| 2016 September | July 2015 | Not yet commenced | Not yet commenced | Not yet commenced |

The Risk Register has been slightly extended to function as the Risk Treatment Plan for ISO27001.

4.5 Registrant Number Forecasting

| Forecast iteration | Draft circulated | Collecting updates | EMT sign off | Published to Council |
|--|------------------|--------------------|---------------|----------------------|
| 2014 Sept, Brought forward July 2014 | Completed | Completed | Completed | Completed |
| 2015 June, brought forward to March 2015 | Completed | Completed | Completed | Completed |
| 2015 September update | July 2015 | August 2015 | August 2015 | September 2015 |
| 2016 June | April 2016 | May 2016 | May/June 2016 | June 2016 |

4.6 ISO27001 Information Security Implementation

Various Information Security awareness activities have taken place around HCPC. These include; Infographics, competitions, team briefings, intranet posts and news stories. These were designed to ensure employees were fully aware of the requirements to achieve ISO27001 certification.

The Stage 1 ISO27001:2013 assessment by BSI took place on the 31st March. Two auditors attended for one day. Considerable examination of the documentation around our alignment to the 27001 standard was examined. A tour of the campus also took place.

There were two Observations;

1. A small amount of packing material in the server room holding a component.

2. There was no evidence that residual high level risks had been specifically signed off by the EMT.

There was one Opportunity for Improvement, around removal of personal waste bins next to desks, in favour of communal bins in central departmental locations

There was one Minor Nonconformity around listing those responsible for delivering objectives, and those responsible for reporting on objectives not being split out in the documentation.

The report recommended that we were ready to go forward to the Stage 2 assessment.

The Stage 2 assessment took place on 20 -22nd May with two auditors on site for 1 ½ days, one auditor for the remaining days. (4 ½ days of audit in total)

Information security awareness sampling was carried out across the organisation, plus audit of specific processes.

Two Observations were raised;

1. The cabling at the back of one network cabinet was seen to be untidy. This remedial work is planned for when the server room is expanded, and a new rack can be purchased.
2. Maintenance records for the air conditioner units in the server room were not immediately available. (These were located on the following day).

Two minor nonconformances were raised.

The previous nonconformity from the Stage 1 assessment had been resolved satisfactorily, but had not been recorded in the improvement log.

The Tidy Desk Policy was found not to be adhered to as some PC's were found without locked screens.

HCPC have been certified as of 12th June 2015, BSI Certificate Number IS 600771. The next Continuing Assessment Visit is due for April 13-14th 2016

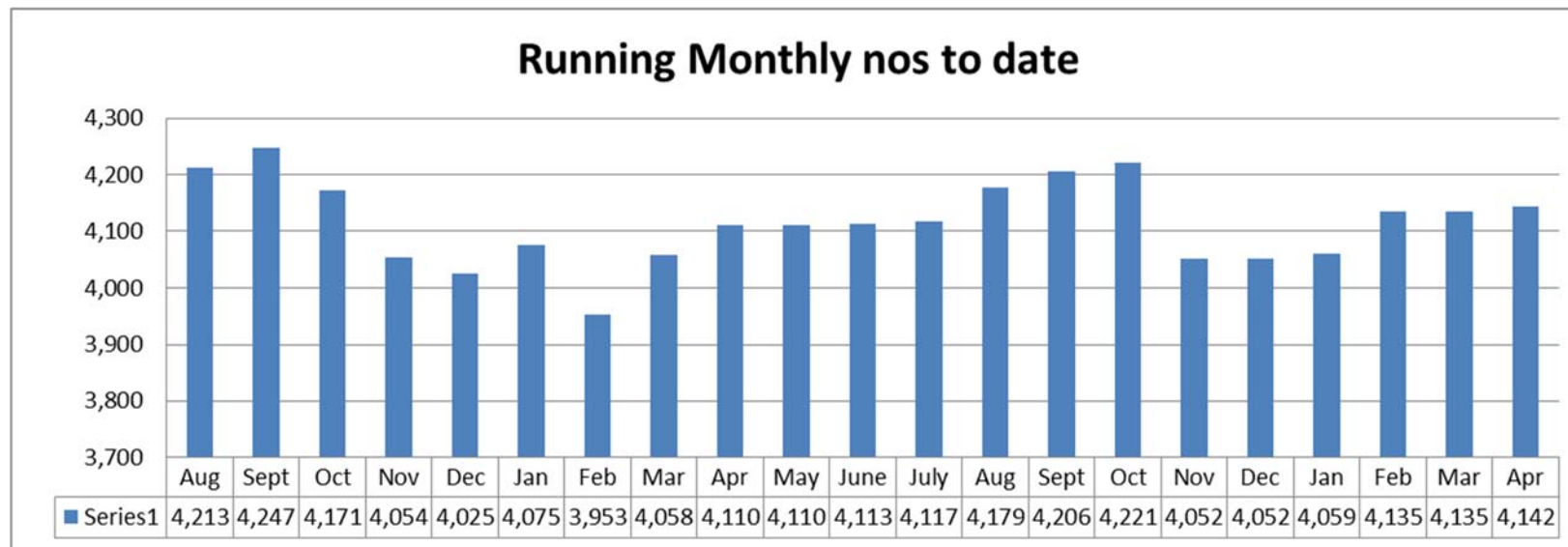
4.7 Business Continuity / Disaster Recovery Planning

An evaluation of electronic Business Continuity Management (BCM) plan delivery methods took place in Summer 2014. A supplier has been selected and PO raised. Extension of the trial material migration will take place over the summer 2015.

4.8 Information & Reporting Activity

Further Data extracts have been produced for a CPD Experience, and other surveys by the Policy and Standards department.

The graph below shows current carton/box numbers within the archive system, (2013 August to March 2015). Registrations storage is being assessed to validate scanned copies before hard copy destruction. There has been a slight increase whilst this is in progress.



A supplier site has been vetted for enhanced information security prior to tests of items being scanned and securely uploaded, for secure browsing by Partners. This test will commence shortly within the registrations department, following a final information security audit by BPI. Confirmation of ISO27001 certification of the supplier sites is awaited.

A further cull is being planned for this financial year.

Other items

Information Security Computer Based Training package.

The supplier completed changes to the package, and invitations have been sent out to all employees and Partners.

7% of employees have completed the package, 3% are in progress in the first week.

10% of Partners have completed the course, 5% are in progress in the first week.

4.9 Departmental Matters

The Quality Compliance Auditor and 11 other colleagues undertook a training course on ISO27001 Internal Auditing. This will assist our effort to improve compliance against the standard, and also provide an additional set of eyes day to day monitoring information security.

5. Facilities Management Report

Staffing

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

Recruitment of a Receptionist has taken place and Claire Travers joined HCPC on 11 May.

Recruitment for a Facilities Officer as the last round of interviews did not produce a suitable candidate so a temporary employee has been engaged on a “temp to permanent” basis

Replacement windows to 20 Stannary Street

These have all now been successfully installed.

Window falling from 186 KPR

On 17 April, a window fell from the 2nd floor of the front elevation to 186 Kennington Park Road. No employees or members of the public were injured. This window has now been replaced and all remedial works to the remaining timber framed windows throughout HCPC premises have now taken place.

405 Kennington Road

The work to finalise the scope of works for the fit out of these premises has concluded and been encompassed within the contract for lease, which has now been signed and exchanged. The landlord is currently tendering for the fit out for the property and initial responses would seem to indicate that the proposed programme is achievable, with practical completion being towards the end of November 2015. Subject to completion of these works, it is anticipated that occupation will take place before Christmas 2015

FTP Bundle Room

A need has been identified for a separate room to prepare FTP Hearing bundles. This will be located on the 2nd Floor of 186 Kennington Park Road and the Facilities department are working closely with both IT and the management team of FTP to bring this to a successful conclusion in the near future.