

Operations Directorate Management Information Pack

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February 2016

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Health and Care Professions Council**Operations Directorate**

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1. Executive Summary

1.1 Registration - 1 November 2015 to 31 December 2015

As forecasted, the team received fewer UK applications and telephone calls, as well as UK email queries during this period. The team achieved all of the department's service standards, with the exception of UK and international email responses. The team responded to 96.2% of UK emails and 95.3% of international emails within two working days, compared to the standard of all emails being answered within two working days. Response times were adversely affected by the increase in volume for international emails and sickness absence.

1.1.1 Telephone Calls

The team experienced an increase of 2,041 more calls than forecasted during this period. The forecast has been normalised against the latest monthly figures and we now expect the figures to follow the forecast trend.

1.1.2 UK Applications

Historically, UK application volumes begin to decrease in the months before Christmas. The figures continue to follow the historical trend, with the team receiving 977 fewer UK applications than forecasted.

1.1.3 International Applications

The number of international applications received during this period are similar to the numbers earlier in the year. This shows the continued stability and strength of the UK economy. All international applications received were acknowledged within two working days.

1.1.4 Registration Renewals

In this period we had two professions renewing their registration. The renewal window for biomedical scientists closed on 30 November 2015, and the renewal window for radiographers will close on 29 February 2016. There continues to be an increase in registrants using the online portal to renew their registration.

During this period:

- 1 project has improved in outlook
- 3 projects have declined in outlook
- 4 projects have remained the same; and
- 1 project has closed

Significant progress has been made on the Telephone credit card automation and hosting change project and project activity has moved from design to focus on delivery of the service.

The Education systems build project has declined in outlook due to, primarily, project management resource issues during the summer coupled with a lack of focus by the primary supplier following the release of the main system. The project is now back on track and progressing well.

The Stakeholder relationship management project has declined in outlook due to further investigatory work being required on the issues identified which relate to integrating the system with the Education system platform.

The HR and Partners systems build project has declined in outlook due to further investigatory work being required to determine the extent of the additional development work required to deliver the Partners systems side of the project.

The 405 Kennington Road Fit Out project is progressing well. The landlord's renovation work is running to plan and is anticipated to complete on 25th November 2015. From this point onwards the focus of the project will switch to concentrate on the installation of all IT equipment, video conferencing facilities, wifi, furniture and building facilities.

There is however a significant issue to occupation of the building. We currently do not have commitment from BT regarding an installation date for the fibre optic cables required to operate the wide area network (WAN). Without the WAN in place, occupation of the building and the commencement of the tribunals in the new building is not possible. Work is continuing to escalate this issue with our supplier.

The opening of the register for Public Health Specialists project has prematurely closed due to a decision by the Department of Health to no longer continue with statutory regulation for this group at this time.

1.3.1 Audits & Processes

We are preparing for our next ISO 9001 and ISO27001 audits in April.

1.3.2 ISO27001 & Business Continuity

We will continue training employees and Partners on information security on an annual basis. Next training package is due February 2016.

Internal and external supplier audits have been carried out.

Our online DR plan “ShadowPlanner” nears completion following an upgrade to the software.

2 Registration Management Commentary

2.1. Operational performance 1 November 2015 to 31 December 2015

a) Telephone calls

i) UK telephone calls – During this period the team received a total of 17,016 telephone calls. This is 1590 less than the same period two years ago, but 1,830 more than forecast. The team answered 98.5% of calls received compared to 95% during the same period two years ago.

ii) International telephone calls – During this period the team received a total of 1,415 telephone calls. This is 313 more than the same period last year and represents a 28% increase in calls. The team answered 99% of calls received compared to 94% during the same period last year.

b) Application processing

i) UK applications

A total of 2,045 UK applications were received during the period which is 32.3% less than forecasted. We received 442 or 17.8% less UK applications compared to the same period last year.

The team registered 2,149 UK applications which is 1,320 or 38% less than forecasted.

The team processed all UK applications within nine working days.

ii) Readmission applications

The team processed all readmission applications within nine working days.

iii) International applications

A total of 987 new international applications were received which is 18.2% more than forecasted. As a result, the operational forecast has been adjusted. This means that we will be forecasting to receive 5,734 new international applications this financial year which is 217 more applications than previously forecast. The forecast will be reviewed every two months.

We received 278 more International applications compared to the same period last year which represents a 39.2% increase.

The team registered 658 applications which is 285 more compared to the same period last year. This is 76.4% more than the same period last year, and 20.1% more than forecast. This is due to resource continuing to be allocated to registering international applications, following the peak period for new UK graduates applying for registration.

The team acknowledged receipt of applications within one working day on average during this period for both European Mutual Recognition (EMR) and Non-EMR applications. The team are currently processing complete Non-EMR applications within 36 working days of receipt and complete EMR applications within 44 working days of receipt.

iv) Visiting European health professional declarations

The team received 111 declarations which is 26 or 30.6% more compared to the same period last year. The number of registered visiting European health professionals for the same period last year has increased by 3.1% to 371, which is 14 more than the forecast of 357.

c) Emails

i) UK Emails – A total of 5,559 emails were received which is 270 or 5.1% more than in 2013. The team responded to 68.5% of UK emails within one working day and 96.2% within two working days.

ii) International emails – A total of 2,380 emails were received which is 1,814 or 320.5% more during the same period last year. Our website had an update in October with the international email address promoted more clearly. This ensured all international related queries were directed to this inbox rather than the UK inbox. The team responded to 64.5% of these emails within one working day and 95.3% within two working days.

Due to the substantial increase in volumes of international emails, resource was moved from answering emails received in the UK inbox to the international inbox. The increase in volumes, and sickness absence attributed to the number of emails that were processed outside of service level.

d) Continuing Professional Development (CPD) audit

A total of 440 CPD profiles were received during this period and all profiles were acknowledged within five working days. All complete CPD profiles are being processed within 60 working days of receipt.

During this period four assessment days were held. A total of 754 CPD profiles were assessed of which 15 CPD profiles were sent to assessors to be assessed electronically.

e) Registration renewals

The renewal window for biomedical scientists closed on 30 November 2015 with 96.4% successfully renewing their registration.

This compares favourably with 2013 when 96.1% of biomedical scientists renewed their registration. Of those who successfully renewed, 93.9% renewed their registration using the online portal. This compares favourably with 2013 where 87.8% of biomedical scientists renewed their registration using the online portal, an increase of 6.1%.

At the beginning of December 2015, 31,064 radiographers were invited to renew their registration. 43.3% of radiographers successfully renewed by 31 December 2015. Their renewal window will close on 29 February 2016.

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

f) Postal correspondence

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

2.2 Resource**Employees**

During the period we successfully recruited a Registration Quality Assurance Advisor. Training has also been provided to employees as part of our multi-skilling training programme.

The Registration Appeals Team started processing all new Registration Appeals as from the 11 January 2016.

The department operated within its budgeted headcount during this period.

2.3 Registration department service standards:

- a) The Registration Department aims to answer 95% of all telephone calls.
- b) i) 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**.
- ii) The Registration Department aims to process all **complete** readmission applications within ten working days.
- iii) 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.

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

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

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

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

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

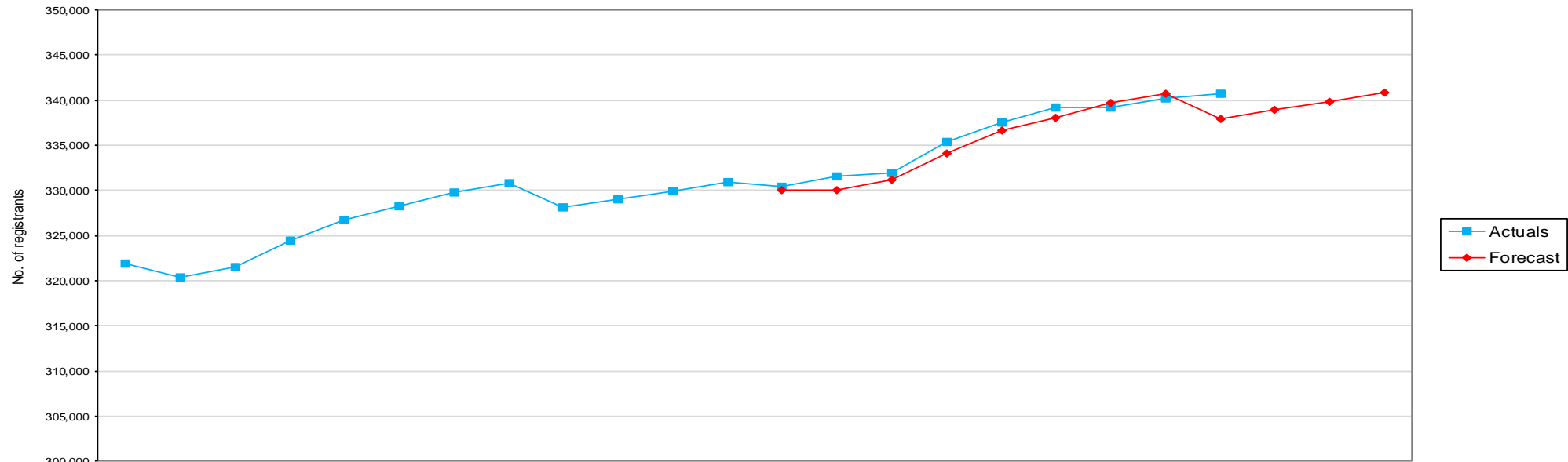
2.4 Registration Management Statistics

Health and Care Professions Council

Number of Registrants by Profession April 2014 - March 2016

Operations Directorate

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
Arts therapists	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	3,646	3,672	3,715	3,759	3,814	3,841	3,865				3,450	3,620	3,865
Bio. scientists	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	22,665	22,798	22,871	22,870	22,773	22,551	21,942				21,904	22,640	21,942
Chirops/ pods	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	12,921	13,042	13,100	13,141	13,161	13,172	13,160				13,017	12,911	13,160
CI scientists	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	5,341	5,340	5,337	5,298	5,182	5,287	5,327				4,942	5,296	5,327
Dietitians	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	8,598	8,763	8,863	8,917	8,945	8,962	8,959				8,381	8,528	8,959
Hearing aid disps	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	2,184	2,212	2,257	2,295	2,325	2,338	2,373				2,010	2,151	2,373
OTs	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	36,219	36,650	36,911	36,966	35,581	35,891	36,035				34,154	36,128	36,035
ODPs	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	12,241	12,288	12,397	12,588	12,751	12,756	12,787				11,880	12,182	12,787
Orthoptists	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	1,377	1,379	1,396	1,376	1,380	1,383	1,385				1,316	1,379	1,385
Paramedics	20,130	20,156	20,226	20,279	20,349	20,625	20,761	20,878	20,986	21,014	21,101	21,185	21,271	21,313	21,384	21,473	21,485	21,526	21,756	21,871	21,992				20,097	21,185	21,992
Physiotherapists	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	49,883	50,668	51,044	51,268	51,383	51,542	51,632				48,868	49,685	51,632
Pract psychs	19,952	19,989	20,038	20,088	20,158	20,288	20,607	20,774	20,859	20,920	20,973	20,996	20,963	20,889	20,416	20,529	20,577	20,724	21,115	21,221	21,296				19,919	20,996	21,296
Prosth/orthotists	949	950	972	987	996	998	998	999	1,008	1,009	1,012	1,011	1,012	1,011	1,016	1,040	1,046	1,039	1,004	1,007	1,009				948	1,011	1,009
Radiographers	28,111	28,159	28,446	29,049	29,232	29,337	29,433	29,504	29,695	29,675	29,711	29,786	29,812	29,841	30,044	30,694	30,859	30,994	31,109	31,196	31,177				28,060	29,786	31,177
Social workers	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	89,033	89,671	90,434	91,143	92,025	92,183	92,700				88,946	88,397	92,700
SLTs	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	15,044	15,191	15,313	15,279	14,908	15,018	15,077				14,129	14,992	15,077
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	332,012	335,410	337,605	339,183	339,212	340,219	340,716				322,021	330,887	340,716
Forecast													330,012	330,035	331,149	334,174	336,617	338,102	339,673	340,747	337,976	338,942	339,859	340,814			340,814

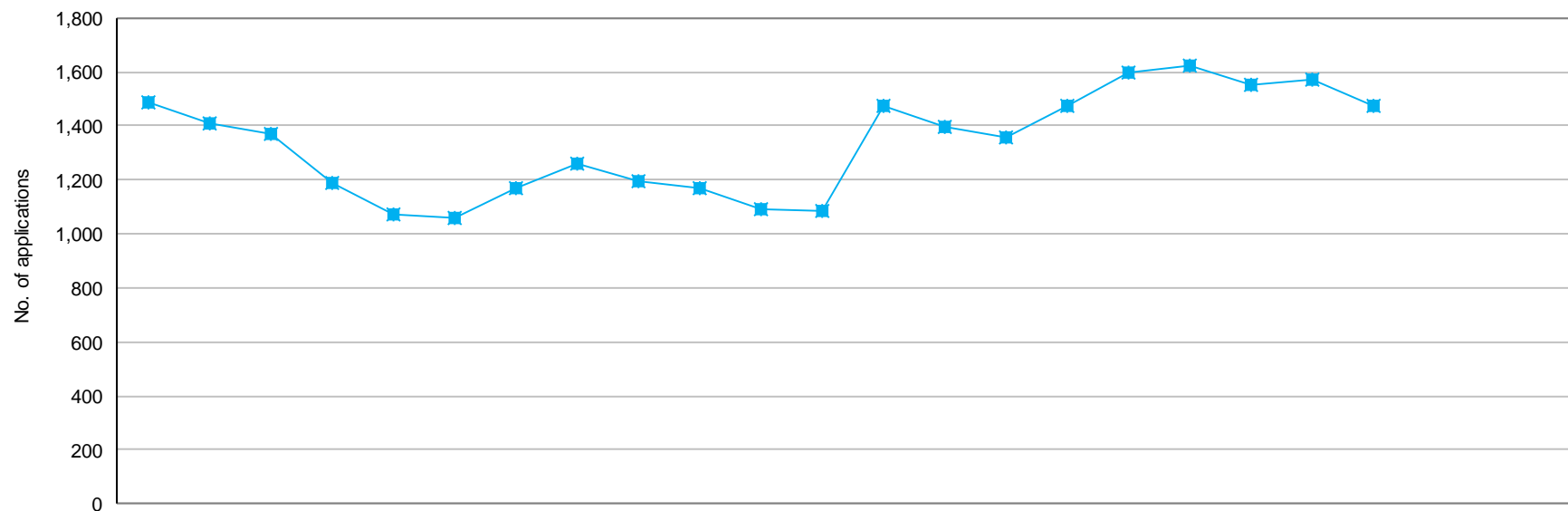
NOTE: Information captured on the last day of each calendar month
Forecast is based on the average percentage difference in number of registrants from 10/11 - 14/15

Health and Care Professions Council

Operations Directorate

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

Registration Department

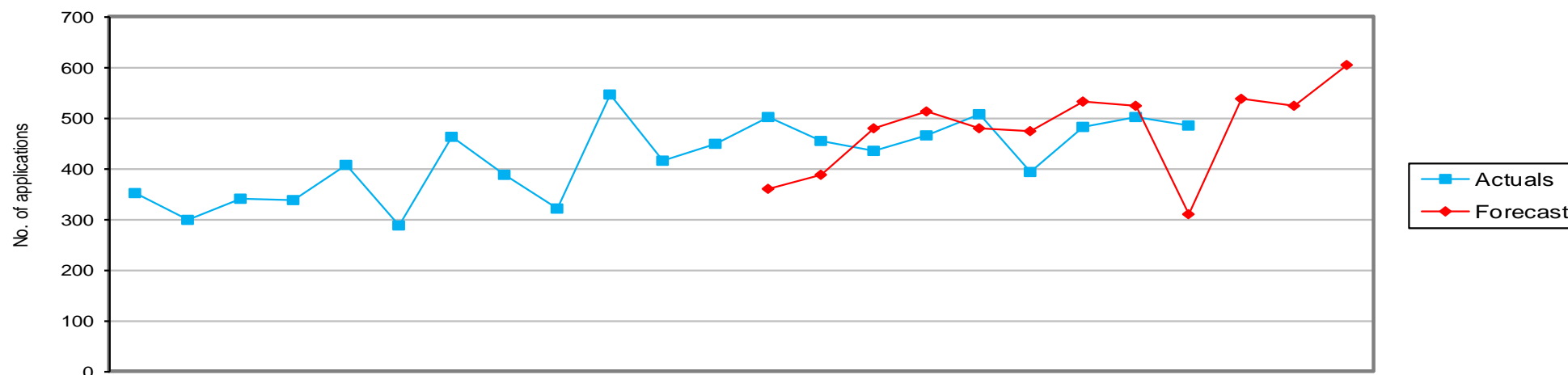


Current status	2014			2015									2016									13/14	14/15	15/16			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	354	319	122	147	101	98	140	197	80	79	60	141	251	351	309	533	533	451	310	295	337				258	141	337
At scrutiny	730	785	909	738	743	728	805	783	876	827	799	739	1,000	809	838	739	877	933	957	928	881				848	739	881
Pending reg fee	406	307	337	305	225	234	221	281	238	260	234	203	223	235	213	200	187	241	283	346	253				321	203	253
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	1,360	1,472	1,597	1,625	1,550	1,569	1,471				1,427	1,083	1,471

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

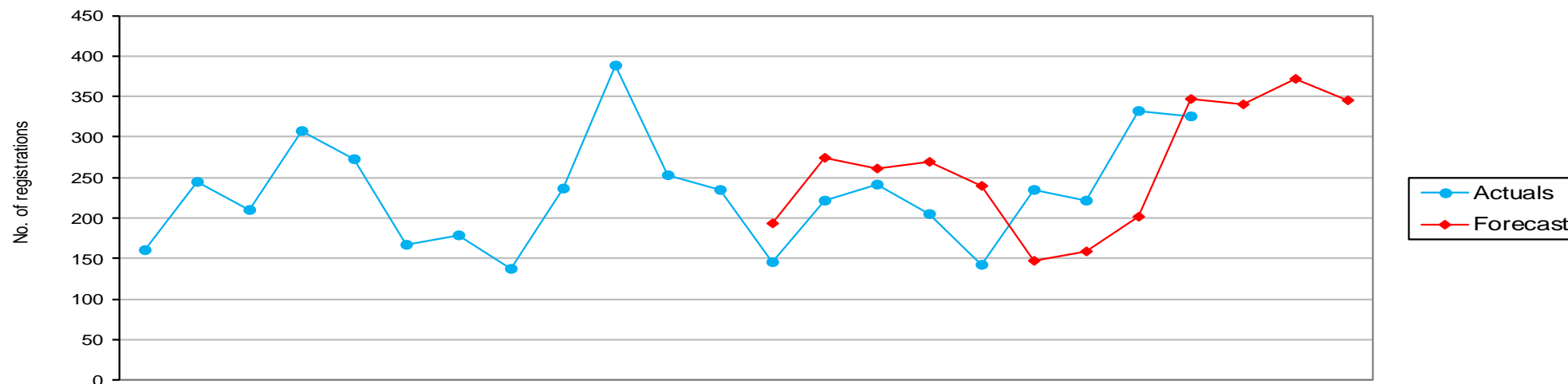
Health and Care Professions Council
New International Applications Received April 2014 - March 2016

Operations Directorate
Registration Department



	2014			2015										2016										13/14 FYE	14/15 FYE	15/16 YTD	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb				Mar
Arts Therapists	4	2	2	0	3	0	2	0	2	1	0	4	0	0	2	2	6	4	1	4	1	17	20	20			
Bio. Scientists	16	21	24	35	31	33	46	33	22	35	25	32	32	28	29	31	56	35	36	31	39	288	353	317			
Chirops/ Pods	2	3	3	4	5	2	7	8	0	6	5	4	5	9	8	8	8	6	2	4	7	32	49	57			
CI Scientists	10	7	9	8	7	3	10	10	8	8	9	4	9	3	8	9	9	9	8	12	90	93	76				
Dietitians	17	16	16	8	20	6	15	18	8	18	22	19	23	22	31	21	21	15	21	21	16	185	183	191			
Hearing aid disp	2	3	3	3	3	2	1	8	0	2	1	3	7	8	3	7	1	1	3	3	2	33	31	35			
OTs	41	32	34	28	47	28	37	38	24	53	29	27	40	42	44	36	39	36	44	40	25	350	418	346			
ODPs	1	2	2	0	1	0	10	4	2	1	3	4	3	1	0	0	3	1	0	0	0	12	30	8			
Orthoptists	0	0	0	0	0	0	1	1	0	1	1	0	0	0	1	0	1	0	0	0	1	6	4	3			
Paramedics	9	4	9	10	9	8	20	14	42	81	21	29	40	40	26	24	28	16	23	49	115	78	256	361			
Physiotherapists	101	102	117	88	114	77	112	106	72	119	125	140	126	108	109	131	126	98	126	139	107	1,051	1,273	1,070			
Pract psychs	26	20	22	36	25	23	41	21	22	22	22	27	34	37	34	40	39	28	39	32	26	254	307	309			
Prostn/Ortnotists	0	1	0	1	2	1	1	0	1	6	1	4	2	0	1	0	1	1	1	2	1	5	18	9			
Radiographers	51	43	43	38	45	40	64	54	56	87	74	67	80	69	57	67	61	59	79	87	74	453	662	633			
Social workers	56	32	44	62	68	47	73	51	51	79	59	59	82	71	58	67	84	65	70	56	43	501	681	596			
SLTs	16	10	13	17	27	17	24	23	10	27	19	27	20	17	25	24	26	19	28	27	15	219	230	201			
Total	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509	393	482	503	484	3,574	4,608	4,232			
Forecast													360	388	481	512	480	475	533	524	311	539	525	606			5,734

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



	2014			2015									2016									13/14 FYE	14/15 FYE	15/16 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar
Arts therapists	0	0	2	1	1	2	2	1	2	1	2	1	0	0	2	0	1	1	0	2	0	8	15	6			
Bio. scientists	27	9	19	17	18	18	13	5	27	31	22	23	10	17	14	15	10	12	13	2	50	157	229	143			
Chirops/ pods	1	1	2	0	6	5	2	0	1	3	2	1	2	5	0	0	4	5	4	6	3	20	24	29			
CI scientists	5	4	0	7	3	1	7	1	3	4	3	7	4	5	2	2	2	0	4	7	2	30	45	28			
Dietitians	7	6	1	32	15	11	3	4	10	18	8	7	2	8	6	12	10	11	10	11	13	85	122	83			
Hearing aid disps	0	0	2	1	10	1	0	0	0	6	2	1	0	1	0	1	2	4	2	5	2	13	23	17			
OTs	23	24	20	37	29	11	11	17	25	30	26	18	17	10	21	14	12	17	11	66	26	259	271	194			
ODPs	1	0	3	0	0	0	0	0	1	2	2	1	0	2	2	0	4	2	0	0	2	4	10	12			
Orthoptists	1	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3	2			
Paramedics	5	2	10	3	2	3	2	2	4	70	41	21	28	18	26	18	5	33	8	14	51	27	165	201			
Physiotherapists	6	140	61	102	77	55	62	45	51	70	59	63	18	91	68	63	42	67	62	94	54	613	791	559			
Pract psychs	11	5	16	15	20	13	14	11	9	20	9	7	5	0	24	4	6	12	14	13	14	129	150	92			
Prosth/orthotists	0	0	1	0	1	1	0	0	0	1	2	0	1	0	0	1	1	0	4	1	0	4	6	8			
Radiographers	33	14	34	42	36	21	23	29	31	53	33	41	28	30	39	36	17	39	43	57	19	269	390	308			
Social workers	33	26	24	38	38	21	16	9	64	55	33	34	18	23	23	25	23	27	23	25	72	232	391	259			
SLTs	8	13	15	12	16	4	23	13	8	24	9	10	10	12	15	14	4	5	23	29	18	144	155	130			
Total	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143	235	221	332	326	1,994	2,790	2,071			
Forecast													193	275	261	270	240	147	158	201	347	341	372	345			3,150

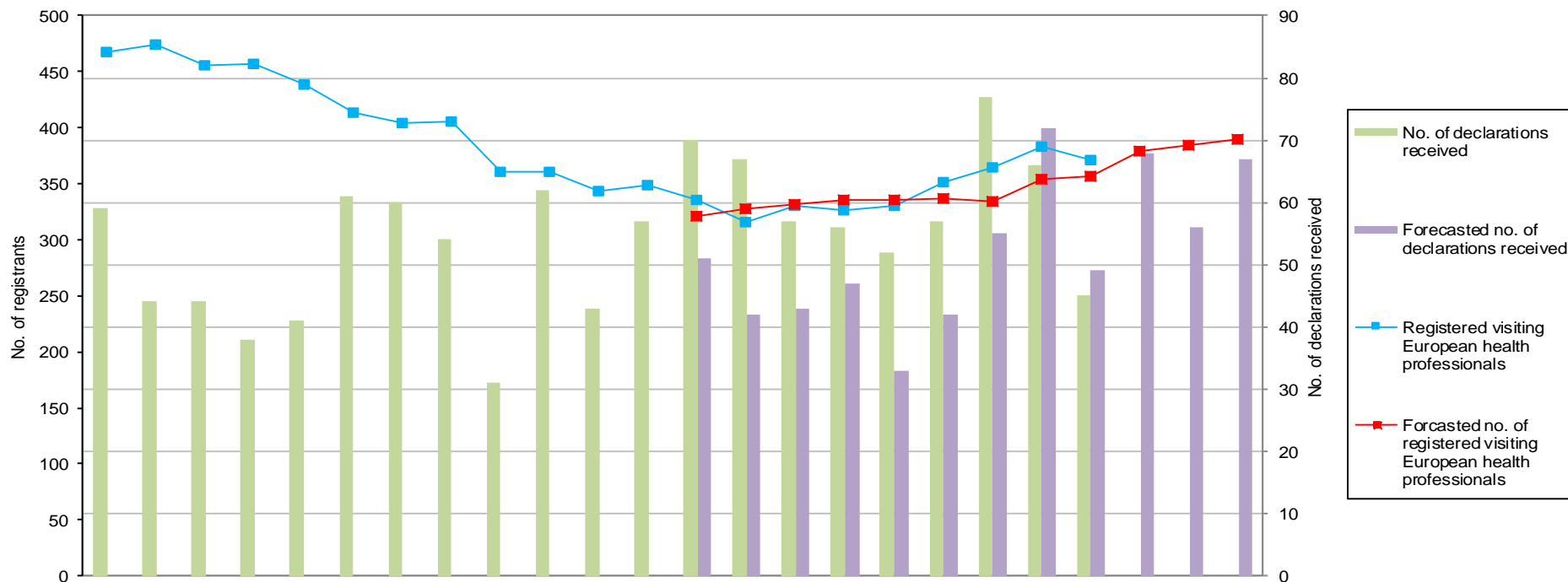
NOTE: Forecast is based on the average number of INT applications registered each month from 10/11 - 14/15, normalised against the latest monthly actuals available
Social worker section of register opened 1 Aug 2012 (covers England only)

Health and Care Professions Council

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

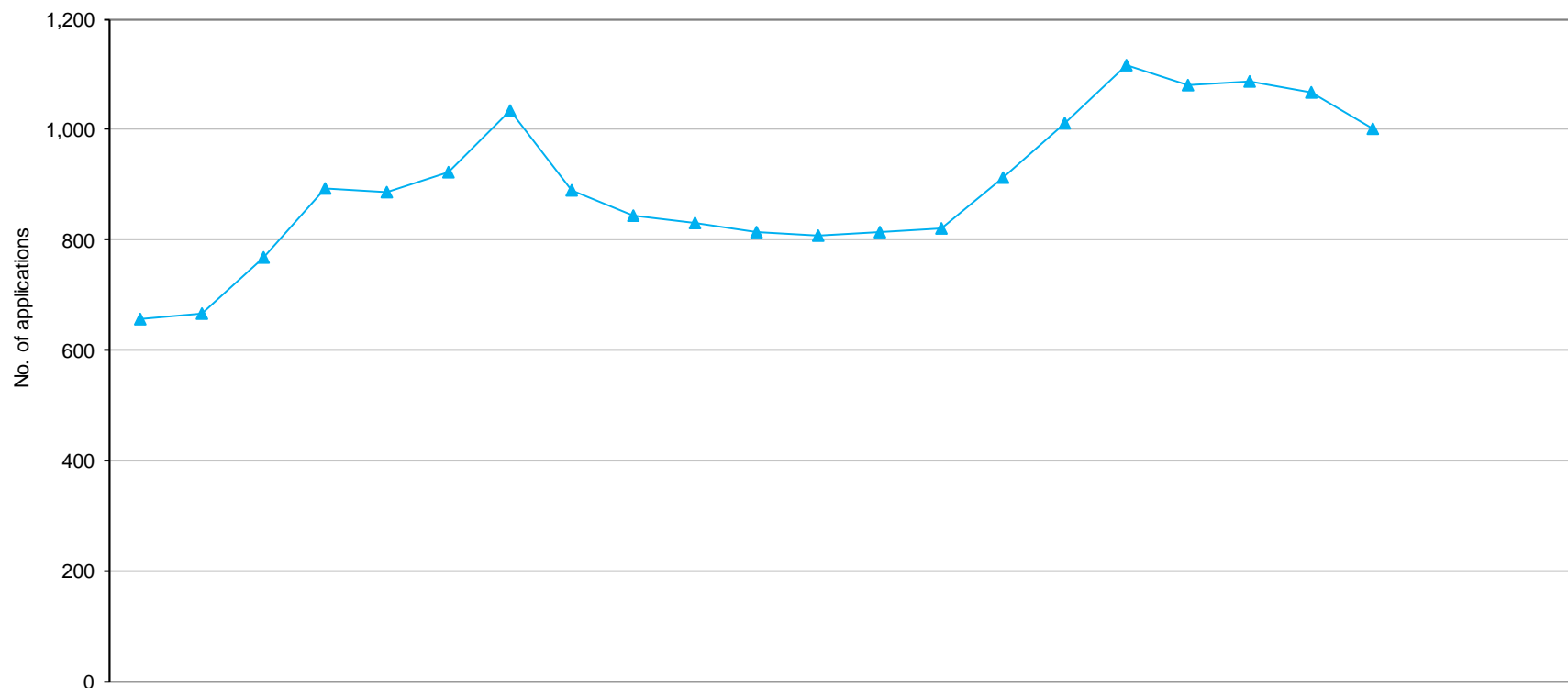
Registration Department

Operations Directorate



	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
No. of declarations received	59	44	44	38	41	61	60	54	31	62	43	57	70	67	57	56	52	57	77	66	45				875	594	547
Registered visiting European health professionals	467	474	456	457	438	413	404	405	360	360	344	349	335	316	330	326	330	352	364	383	371				456	349	371
Forecasted no. of declarations received													51	42	43	47	33	42	55	72	49	68	56	67			625
Forecasted no. of registered visiting European health professionals													322	327	331	335	336	336	335	354	357	379	385	390			390

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



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
Minimum info	656	665	764	886	878	917	1,028	887	841	831	808	802	813	819	912	1,000	1,097	1,075	1,077	1,057	994				801	802	994
At scrutiny	0	0	2	2	4	2	1	1	0	0	2	3	0	0	0	1	0	0	3	1	2				2	3	2
Pending reg fee	1	1	2	4	5	3	5	2	4	1	4	3	1	1	1	9	19	5	6	8	6				2	3	6
Total	657	666	768	892	887	922	1,034	890	845	832	814	808	814	820	913	1,010	1,116	1,080	1,086	1,066	1,002				805	808	1,002

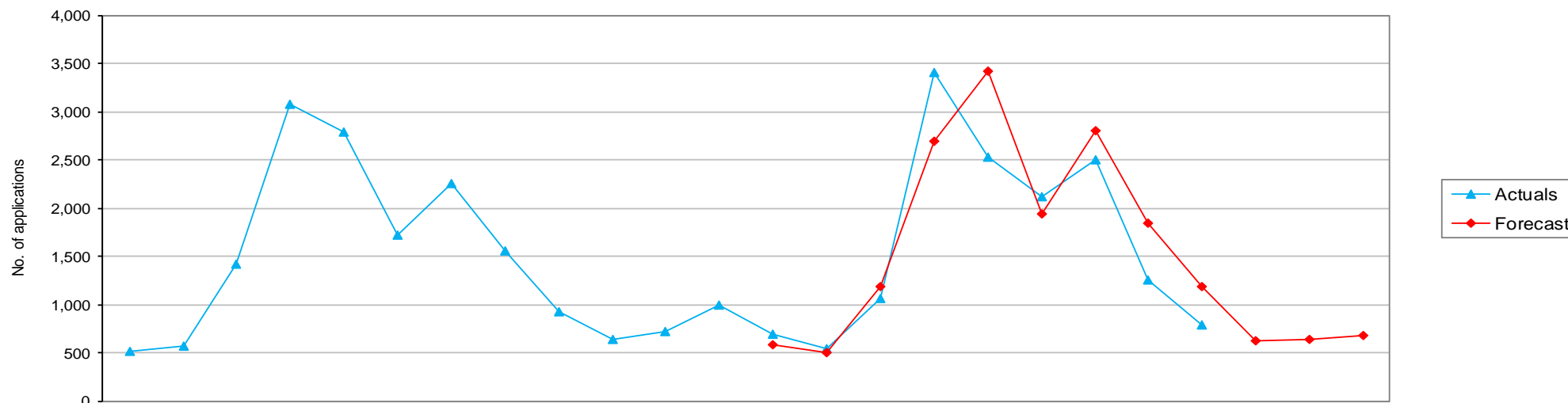
NOTE: Information covers UK applications status progress only
 Represents the current workload within the UK section as at the end of the month

Health and Care Professions Council

New UK Applications Received April 2014 - March 2016

Operations Directorate

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
Arts therapists	20	8	8	30	69	48	47	55	15	14	8	18	12	7	10	30	52	46	56	42	13				293	340	268
Bio. scientists	44	48	60	125	134	64	91	88	42	40	55	57	37	46	53	126	110	86	87	59	69				839	848	673
Chirops/pods	2	6	96	120	64	41	33	13	5	3	4	6	3	4	50	160	53	39	28	7	4				389	393	348
CI Scientists	31	21	23	10	35	11	39	88	41	21	8	49	17	16	10	15	16	17	11	108	32				343	377	242
Dietitians	20	15	71	118	67	24	29	16	4	7	9	20	33	13	48	153	82	38	20	8	3				457	400	398
Hearing aid disps	4	14	12	31	48	26	17	23	22	13	6	18	10	6	12	34	50	32	28	11	31				211	234	214
OTs	47	41	164	329	347	161	232	154	61	40	68	89	66	40	62	419	329	164	259	93	46				1,816	1,733	1,478
ODPs	30	29	4	36	155	145	112	34	32	17	16	31	31	22	23	48	128	196	153	19	27				706	641	647
Orthoptists	1	0	1	21	26	8	6	2	3	2	1	1	0	0	1	12	33	8	5	2	1				71	72	62
Paramedics	38	37	83	70	160	250	170	113	63	23	71	95	65	40	102	116	174	296	229	86	78				1,221	1,173	1,186
Physiotherapists	17	30	197	697	336	113	137	104	42	41	61	100	36	27	118	752	341	156	140	83	56				1,992	1,875	1,709
Pract psychs	33	49	40	42	66	135	323	158	68	45	49	69	50	37	47	54	35	139	387	104	63				1,083	1,077	916
Prosth/orthotists	3	0	22	16	8	3	0	1	0	0	1	1	0	0	8	29	5	5	3	1	0				64	55	51
Radiographers	19	49	341	513	175	96	94	38	32	20	20	41	18	35	298	570	190	107	79	24	16				1,406	1,438	1,337
Social workers	191	208	247	736	949	531	826	596	466	320	295	330	303	237	191	699	777	685	902	563	330				6,099	5,695	4,687
SLTs	14	18	49	175	145	60	95	79	29	33	46	71	17	7	25	183	148	104	108	44	22				696	814	658
Total	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	718	996	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791				17,686	17,165	14,874
Forecast													578	494	1,181	2,696	3,412	1,935	2,808	1,838	1,184	618	635	679			18,058

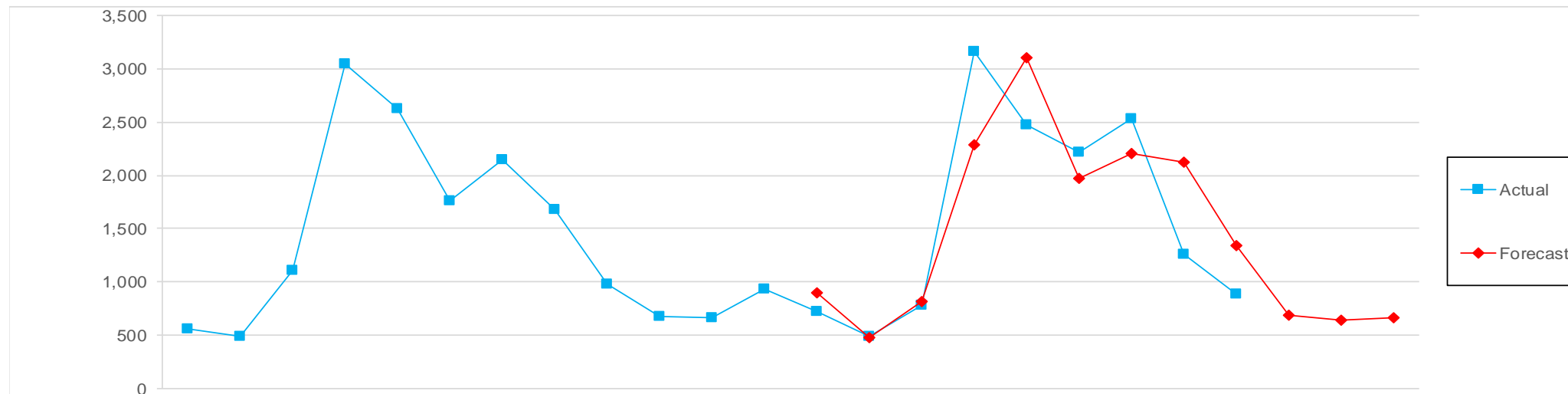
NOTE: Forecast is based on the average number of UK applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available
Social worker section of register opened 1 Aug 2012 (covers England only)

Health and Care Professions Council

New UK Registrations April 2014 - March 2016

Operations Directorate

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
Arts therapists	15	14	11	18	57	51	49	57	21	11	9	16	13	8	5	23	44	43	59	35	20				280	329	250
Bio. scientists	36	41	54	109	110	58	70	89	34	38	49	44	41	40	39	114	92	93	78	51	74				752	732	622
Chirops/pods	4	3	63	130	78	38	32	14	5	4	3	2	5	3	34	156	54	43	32	12	7				376	376	346
CI Scientists	29	22	24	11	33	7	34	89	36	26	9	43	17	15	9	13	19	11	14	94	37				328	363	229
Dietitians	24	13	47	136	69	24	31	21	4	3	10	16	36	13	34	144	89	42	27	8	3				453	398	396
Hearing aid disps	11	10	9	14	54	31	19	18	20	13	6	17	14	7	10	27	45	32	28	11	33				205	222	207
OTs	56	33	100	352	355	156	216	164	73	43	59	94	73	32	33	413	313	186	255	94	57				1,797	1,701	1,456
ODPs	34	28	5	24	70	192	133	50	29	23	5	37	31	9	34	38	103	190	173	29	25				706	630	632
Orthoptists	0	0	1	19	27	5	7	3	1	3	2	1	0	0	1	6	35	11	3	4	2				70	69	62
Paramedics	41	36	79	67	111	279	147	131	78	24	68	76	74	38	95	95	136	325	225	109	76				1,210	1,137	1,173
Physiotherapists	16	22	152	667	372	117	129	113	48	42	57	95	38	15	77	686	378	189	154	84	50				1,960	1,830	1,671
Pract psychs	40	44	44	38	54	117	307	180	61	45	48	73	45	40	37	52	31	126	382	105	63				1,059	1,051	881
Prosth/orthotists	2	1	20	16	8	3	1	1	1	0	1	1	0	0	5	28	7	6	1	3	0				63	55	50
Radiographers	13	18	270	575	179	101	94	50	38	14	20	48	12	12	182	630	225	113	84	33	18				1,385	1,420	1,309
Social workers	222	196	197	696	900	521	790	615	499	351	285	304	301	247	176	573	744	697	908	536	399				5,000	5,576	4,581
SLTs	20	15	32	171	149	56	91	82	31	37	39	70	27	8	13	167	158	111	104	49	28				689	793	665
Total	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	727	487	784	3,165	2,473	2,218	2,527	1,257	892				16,333	16,682	14,530
Forecast													898	480	814	2,282	3,101	1,973	2,206	2,125	1,344	687	637	667			17,214

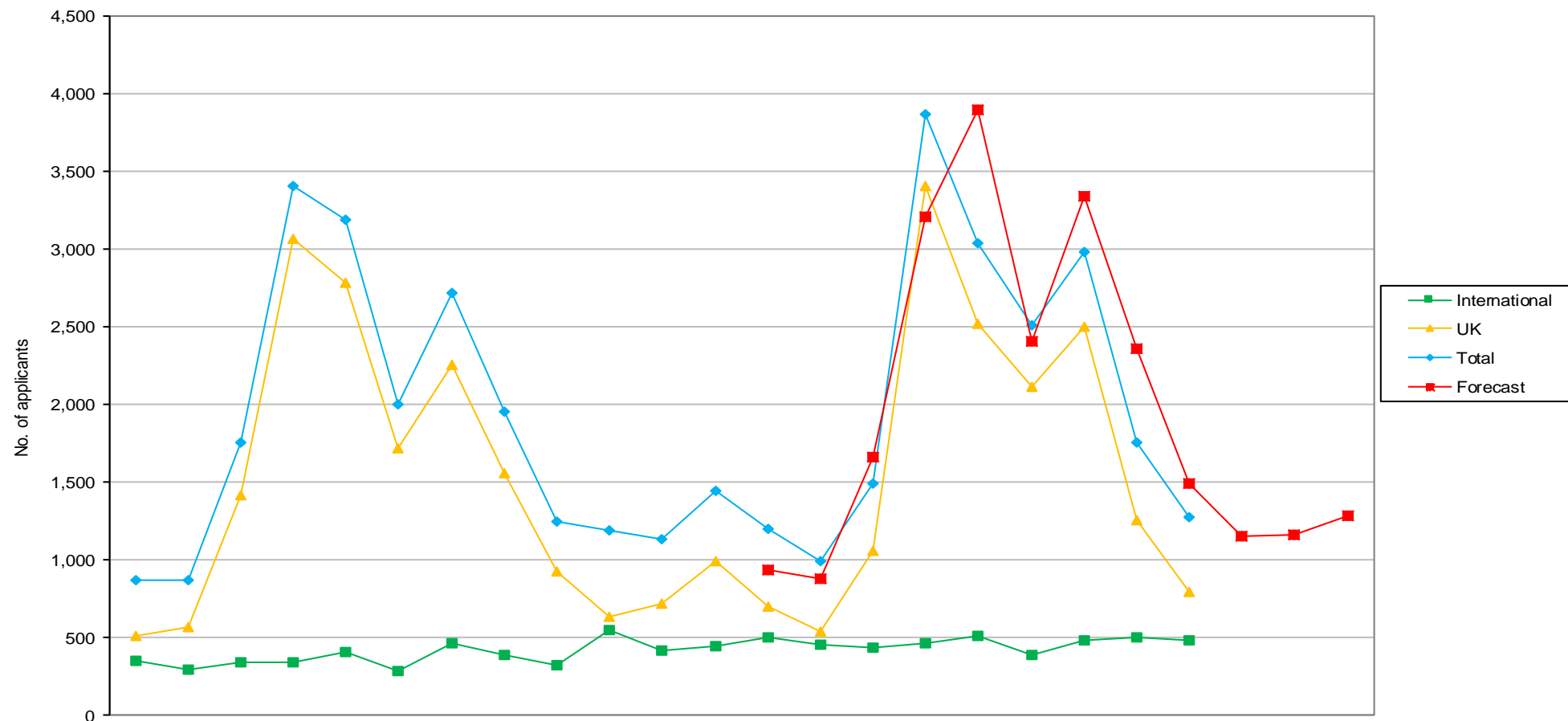
NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 14/15, normalised against the latest monthly actuals available
 Social worker section of register opened 1 Aug 2012 (covers England only)

Health and Care Professions Council

Application Types Received April 2014 - March 2016

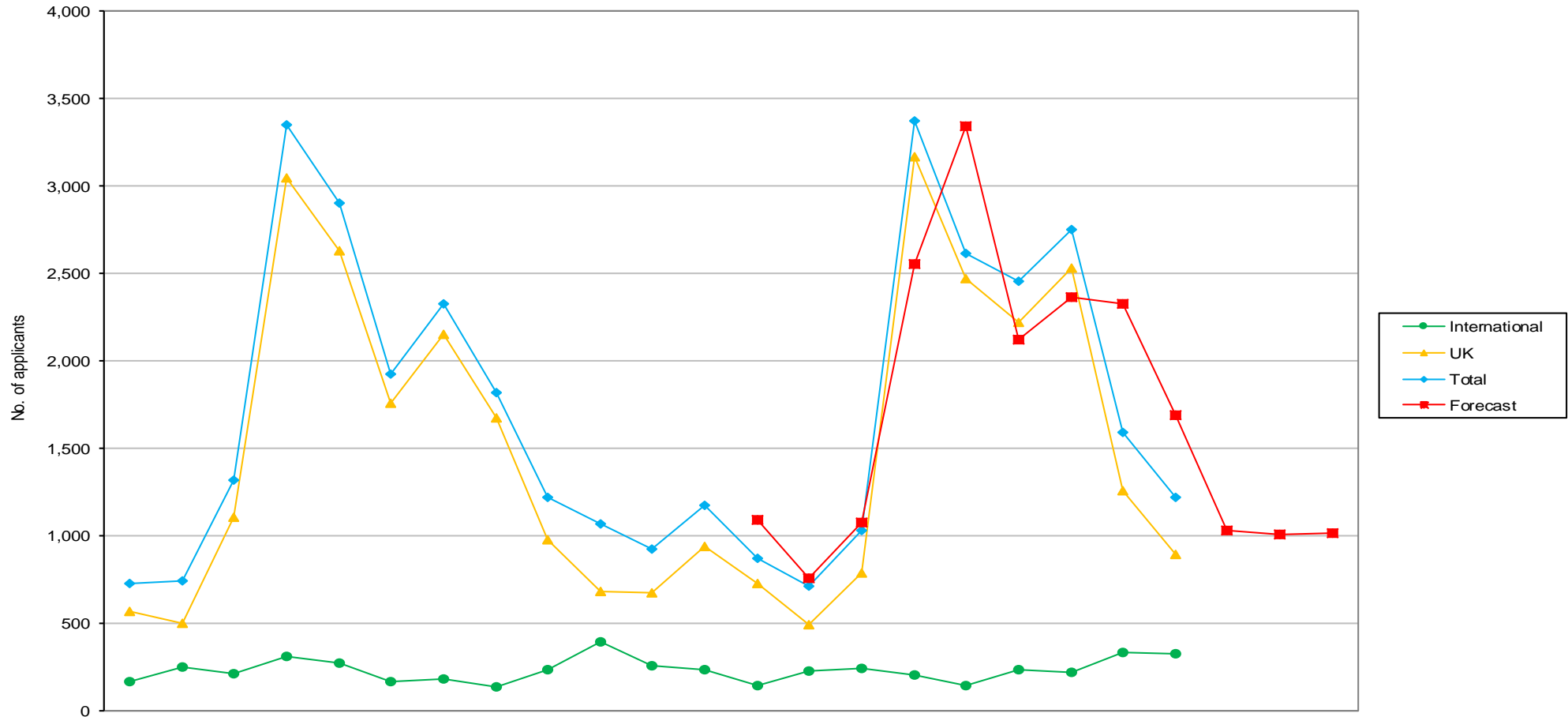
Operations Directorate

Registration Department



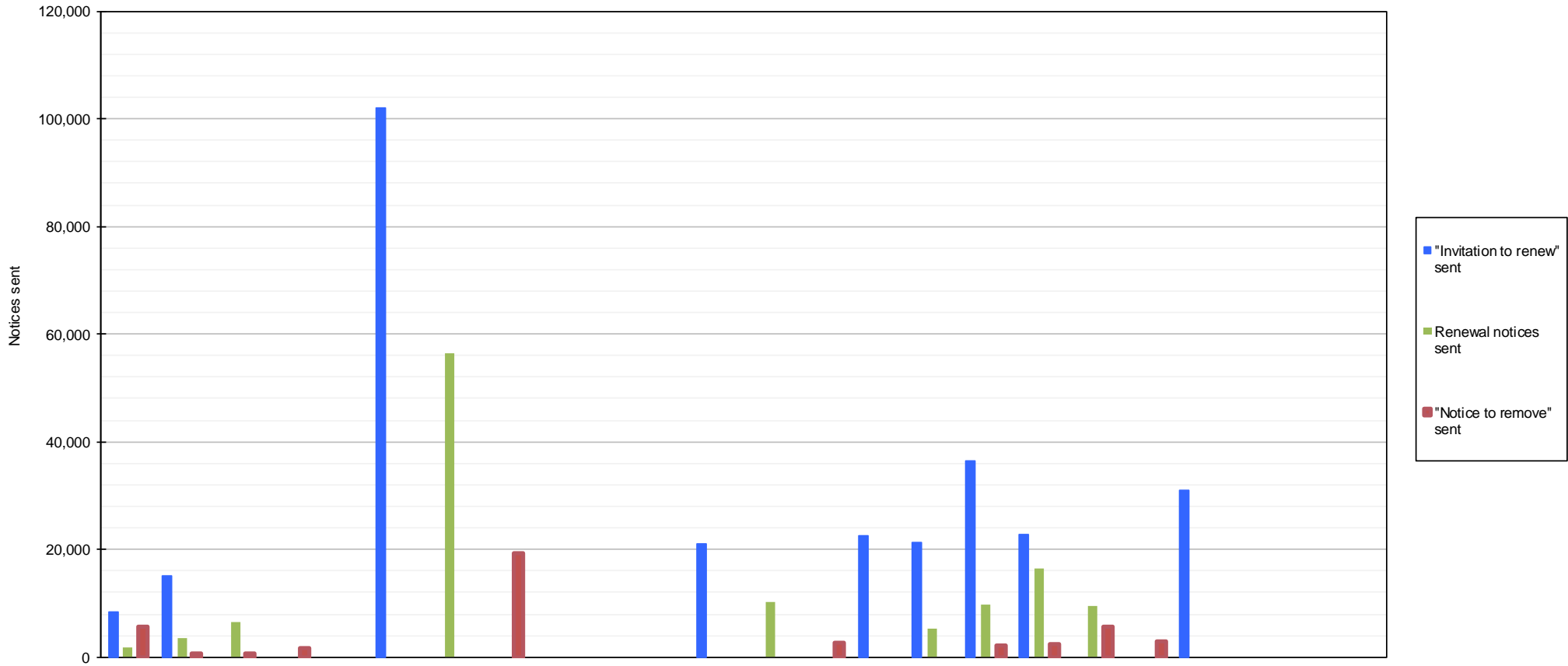
Apps Received	2014													2015													2016													13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
G/pting	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0				
International	352	298	341	338	407	287	464	389	320	546	416	450	503	455	436	467	509	393	482	503	484			503	455	436	467	509	393	482	503	484				3,574	4,608	4,232				
UK	514	573	1,418	3,069	2,784	1,716	2,251	1,562	925	639	718	996	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791			698	537	1,058	3,400	2,523	2,118	2,495	1,254	791				17,686	17,165	14,874				
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	1,494	3,867	3,032	2,511	2,977	1,757	1,275			1,201	992	1,494	3,867	3,032	2,511	2,977	1,757	1,275				21,260	21,775	19,106				
Forecast													938	882	1,662	3,208	3,892	2,410	3,341	2,362	1,495	1,157	1,160	1,285															23,792			

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



	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		
G/pting	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0				38	3	1		
International	161	244	210	307	273	167	179	137	236	388	253	235	145	222	242	205	143	235	221	332	326				1,994	2,790	2,071		
UK	563	496	1,108	3,043	2,626	1,756	2,150	1,677	979	677	670	937	727	487	784	3,165	2,473	2,218	2,527	1,257	892				17,366	16,682	14,530		
Total	725	740	1,318	3,350	2,899	1,923	2,329	1,814	1,216	1,065	924	1,172	872	709	1,026	3,370	2,616	2,454	2,748	1,589	1,218				19,398	19,475	16,602		
Forecast													1,091	755	1,075	2,552	3,341	2,120	2,364	2,326	1,691	1,028	1,009	1,012					20,364

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



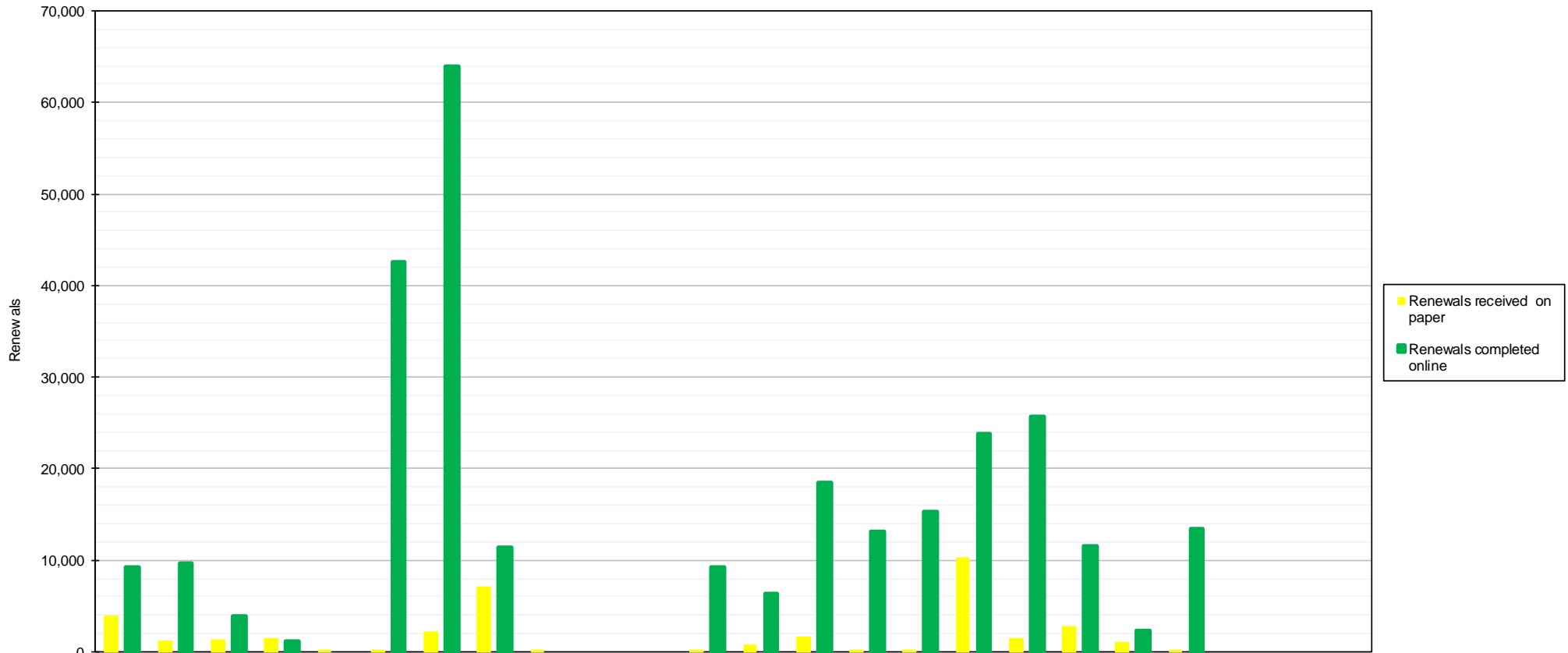
	2014			2015									2016									13/14	14/15	15/16			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
"Invitation to renew" sent	8,370	15,027	0	0	0	102,057	0	0	0	0	0	20,949	0	0	22,645	21,310	36,381	22,667	0	0	30,966				187,413	146,403	133,969
Renewal notices sent	1,800	3,628	6,603	0	0	0	56,487	0	0	0	0	0	10,146	0	0	5,213	9,842	16,452	9,570	0	0				84,427	68,518	51,223
"Notice to remove" sent	5,756	650	770	1,775	0	0	0	19,290	0	0	0	0	0	2,585	0	0	2,141	2,523	5,643	2,840	0				21,793	28,241	15,732
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	22,645	26,523	48,364	41,642	15,213	2,840	30,966				293,633	243,162	200,924

Health and Care Professions Council

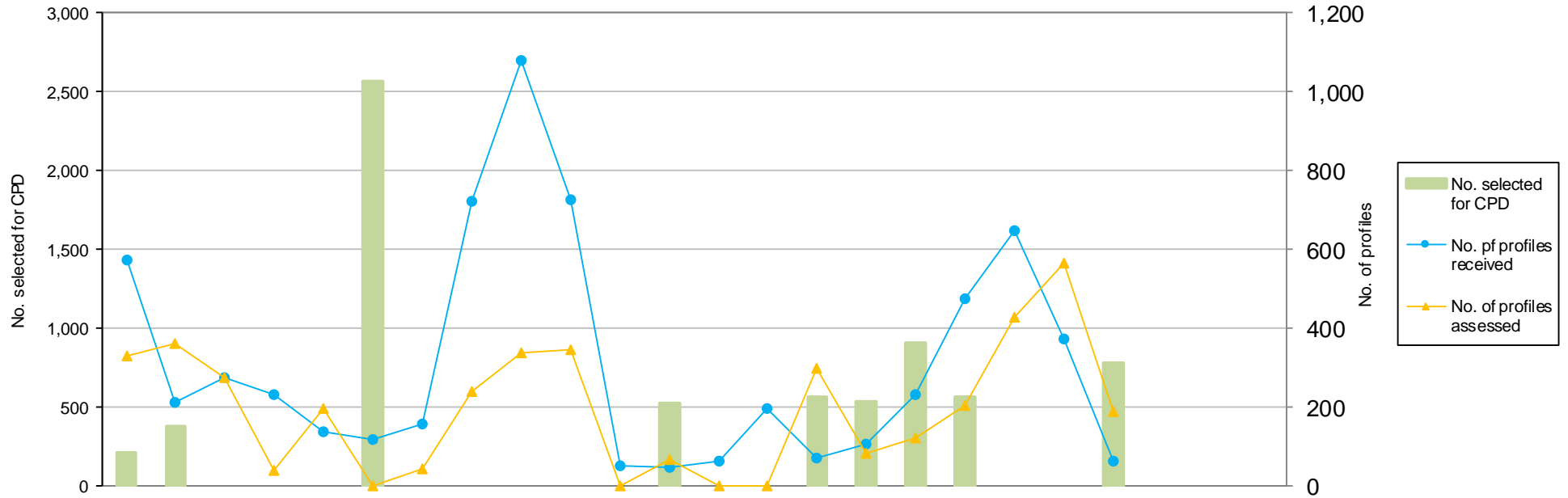
Renewal Information - on paper and online April 2014 - March 2016

Operations Directorate

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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	23	188	10,260	1,467	2,697	969	52				696	1,627	23	188	10,260	1,467	2,697	969	52				16,317	17,159	17,979
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	13,159	15,252	23,791	25,630	11,522	2,289	13,362				6,411	18,415	13,159	15,252	23,791	25,630	11,522	2,289	13,362				155,664	151,484	129,831
Registrants removed	0	1,722	257	290	0	0	0	0	5,644	0	0	0	0	0	658	0	0	440	762	1,250	812				0	0	658	0	0	440	762	1,250	812				3,769	7,913	3,922



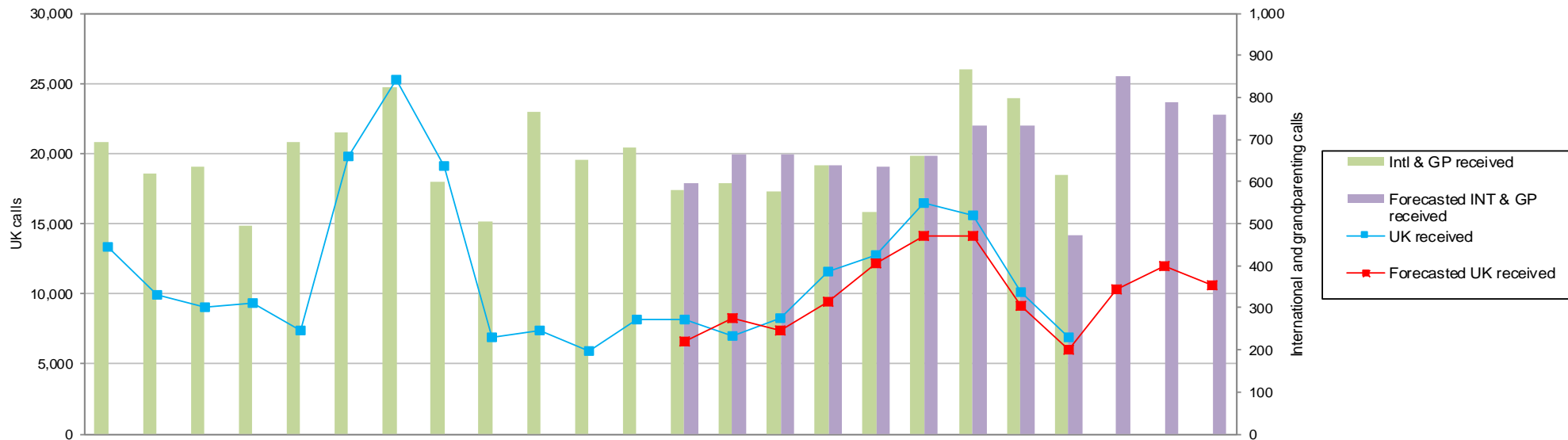
	2014												2015												2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No. selected for CPD	209	376	0	0	0	2,571	0	0	0	0	0	524	0	0	566	533	911	568	0	0	777	0	0	299	82	122	205	427	564	190						
No. of profiles received	573	212	275	232	138	119	159	722	1,079	726	51	49	62	198	70	106	233	474	647	375	65	62	198	70	106	233	474	647	375	65						
No. of profiles assessed	332	360	275	40	198	0	45	240	338	345	0	66	0	0	299	82	122	205	427	564	190	0	0	299	82	122	205	427	564	190						

	13/14	14/15	15/16
	FYE	FYE	YTD
	4,476	3,680	3,355
	3,122	4,335	2,230
	2,443	2,239	1,889

Health and Care Professions Council
Registration Telephone Information April 2014 - March 2016

Registration Department

Operations Directorate



	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			
Intl & GP																														
Intl & GP received	695	619	635	494	694	717	825	598	504	764	650	681	579	595	578	637	527	661	865	799	616				7,644	7,876	5,857			
Answered	654	595	618	466	675	715	750	547	477	748	647	668	575	595	576	634	523	659	859	798	609				7,315	7,560	5,828			
Calls answered (%)	94	96	97	94	97	100	91	91	97	98	99	98	99	100	100	98	99	100	99	99	99				96	96	99			
Abandoned	41	24	17	28	24	2	75	51	27	16	3	13	4	0	2	3	4	2	6	1	7				306	321	29			
Avg answer time (sec)	39	26	13	24	41	18	35	28	25	32	18	21	22	17	17	27	31	30	29	26	37				21	27	26			
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	3.40	3.45	3.58	3.58	4.03	4.03	3.58				3.63	3.67	3.71			
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	8,230	11,541	12,741	16,504	15,586	10,147	6,869				159,745	141,542	96,758			
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	8,103	11,263	12,074	15,737	14,850	9,989	6,794				148,466	134,368	93,768			
Calls answered (%)	89	94	98	97	98	99	89	94	97	99	99	97	99	99	98	98	96	95	95	98	99				93	96	98			
Abandoned	1,418	618	202	240	148	124	2,817	1,059	165	49	55	217	120	62	127	278	497	522	736	158	75				11,274	7,112	2,575			
Avg answer time (sec)	83	48	20	22	21	36	111	46	22	28	28	36	43	35	30	46	87	115	124	55	44				59	42	64			
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	3.03	3.02	3.05	3.15	3.12	3.21	3.11				2.85	3.07	3.11			
Forecasted INT & GP received													597	665	665	639	636	661	732	733	471	851	787	759						8196
Forecasted UK received													6620	8241	7352	9405	12180	14073	14139	9176	6010	10281	11960	10593						120030

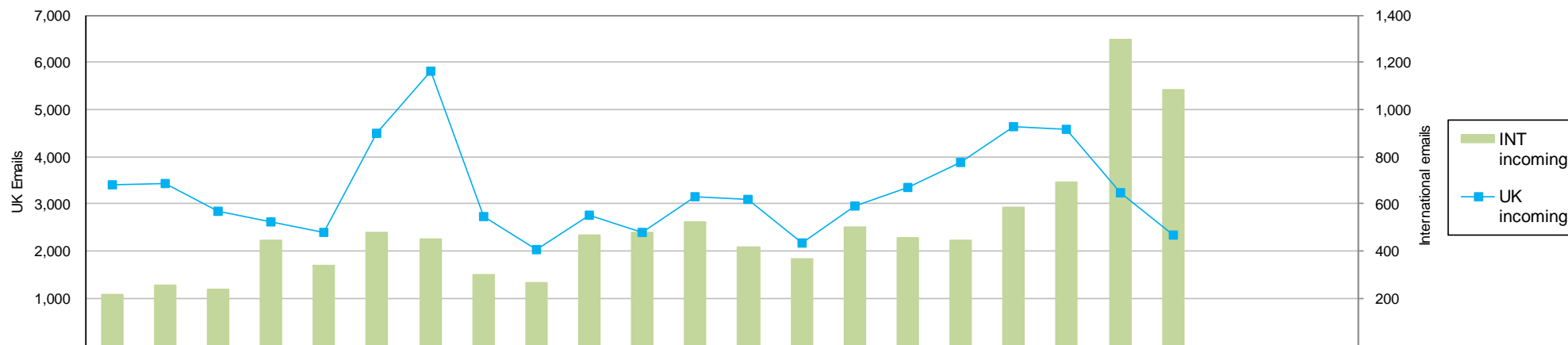
NOTE: Forecast is based on registration cycles, using the average figures between 11/12 and 13/14, less 25%, and normalised against the latest monthly actuals available

Health and Care Professions Council

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

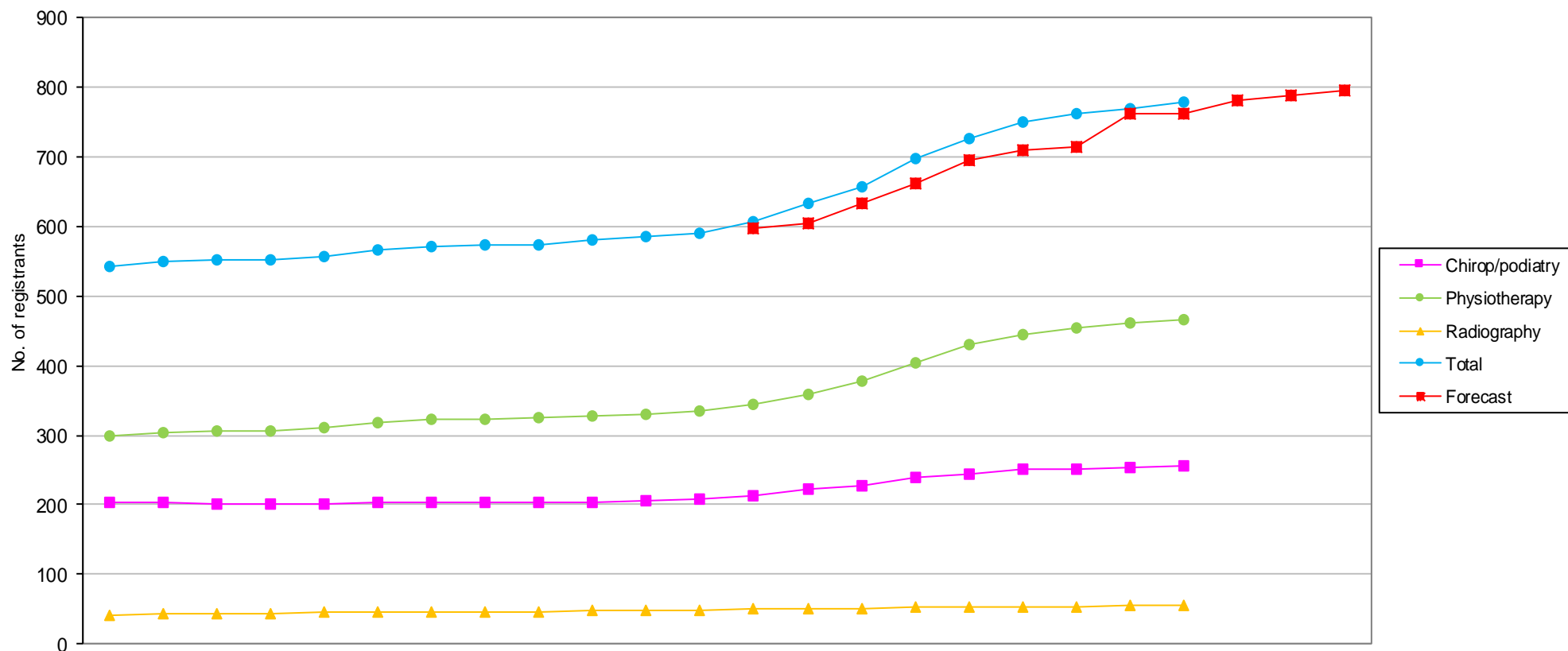
Operations Directorate

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
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	2,968	3,344	3,884	4,637	4,574	3,226	2,333			
INT incoming	213	257	237	448	338	477	451	302	264	469	478	522	419	369	499	458	448	587	693	1,298	1,082			
Average working days	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	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	3,467	3,802	4,332	5,224	5,267	4,524	3,415			

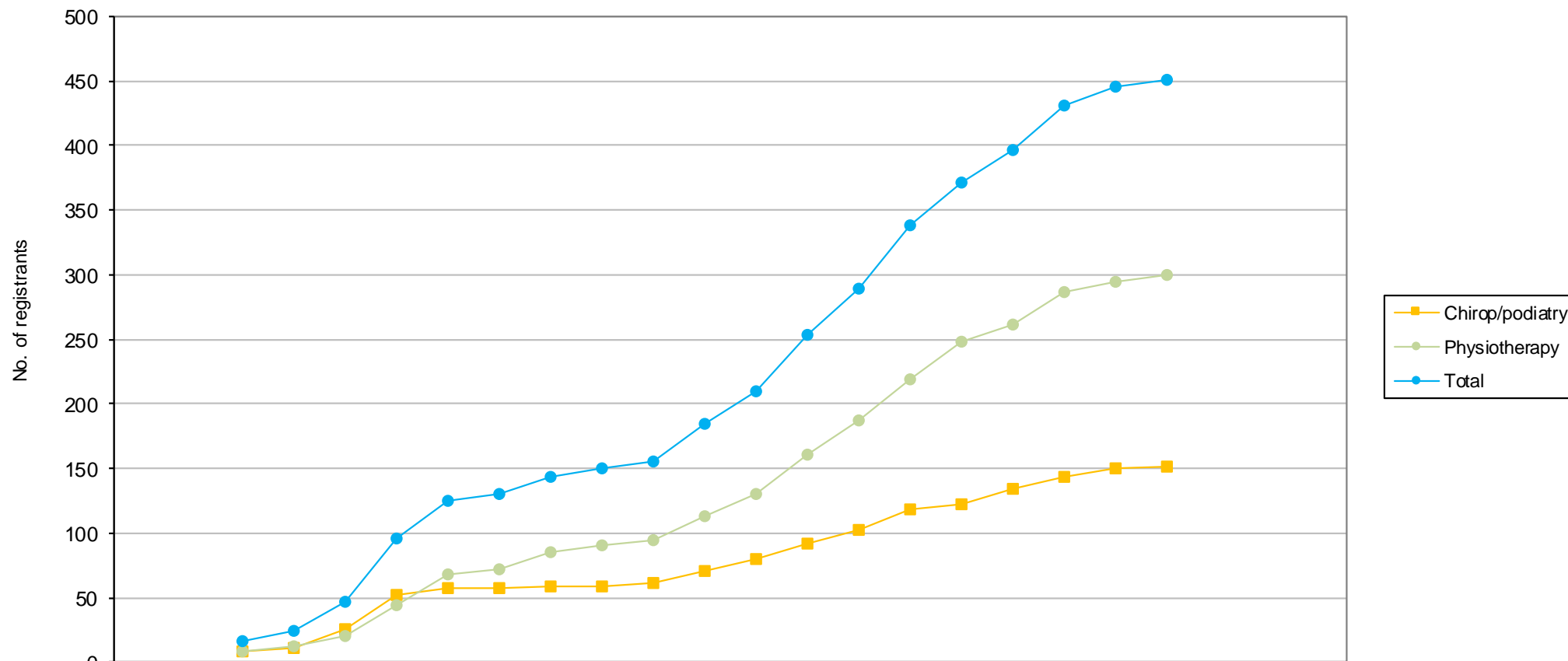
13/14 FYE	14/15 FYE	15/16 YTD
35,733	38,065	30,240
1,951	4,456	5,853
1	1	1
37,684	42,521	36,093



	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
Chiropr/podiatry	203	203	201	201	201	203	203	204	203	204	205	208	213	223	228	240	243	251	252	253	257			
Physiotherapy	298	303	307	307	310	319	322	324	325	328	331	334	344	358	377	404	430	445	455	461	466			
Radiography	42	43	43	43	45	45	46	46	46	48	48	49	50	51	52	54	54	54	54	55	55			
Total	543	549	551	551	556	567	571	574	574	580	584	591	607	632	657	698	727	750	761	769	778			
Forecast													597	604	634	661	695	709	714	761	761	781	787	796

13/14	14/15	15/16
FYE	FYE	YTD
195	208	257
292	334	466
41	49	55
528	591	778
		796



NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 14/15, normalised against the latest monthly actuals available







	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
Chiropr/podiatry			8	11	26	52	57	58	59	59	62	71	80	92	102	119	123	134	144	150	151			
Physiotherapy			8	13	21	44	68	72	85	91	94	113	130	161	187	219	248	262	287	295	300			
Total			16	24	47	96	125	130	144	150	156	184	210	253	289	338	371	396	431	445	451			


13/14	14/15	15/16
FYE	FYE	YTD
0	71	151
0	113	300
0	184	451

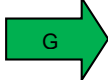
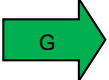
3. Project Management Commentary

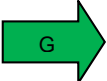
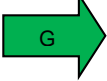
Project Number	Project Name	Project Board		Project Status	
MP64	Education System Build	Project sponsor: Brendon Edmonds Project lead: Matt Nelson		Previous 	Current 
Project Description					
Implementation of the recommendations made during the Education systems and process review project previously 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; 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</p>			<ul style="list-style-type: none"> ▪ The system has now gone live and is in use within the department ▪ The additional functionality identified after go-live has passed testing but technology architectural issues are hampering it from being promoted into production. ▪ The integration with Net Regulate is dependent on a simultaneous technical refresh project being undertaken on Net Regulate which is currently due to go live in March 2016. ▪ Due to these issues the project closure date has been extended to May 2016 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,098,117		£1,081,644	December 2012	At Initiation: April 2015 Sept 2014 Exception report : Oct 2015 Oct 2015 Exception report: Jan 2016 Jan 2016 Exception report: May 2016	


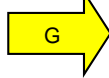
Project Number	Project Name	Project Board	Project Status	
MP 78	HR and Partners systems build	Project sponsor: Marc Seale Project lead: Teresa Haskins	Previous 	Current 
Project Description				
Build of an HR and Partners system.				
Project Scope		Status update		
<ul style="list-style-type: none"> Implementing 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"> The work on this project has been split into two parts – the development of the HR system and the development of the Partners system. The development of the HR system is progressing well. The development work has completed and testing will start shortly. Data clean-up is complete and preparations for training are commencing. The development work on the Partners system will commence in February with testing to begin in the summer. Work on the integration of the Partners system with the Education and FTP case management system will recommence in December. Due to the delays in the development of the Partners system and likely inclusion of a change in payroll provider into the scope of the project, it is being reported as amber and declining as it is unlikely that the project will be able to close in June. 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £644,178	£ 171,714	November 2014	At initiation: June 2016	

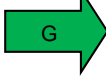
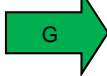
Project Number	Project Name	Project Board	Project Status	
MP 80	Stakeholder Relationship Management system	Project sponsor: Jacqueline Ladds Project lead: Jonathan Jones	Previous 	Current 
Project Description				
To develop an efficient organisation-wide stakeholder relationship management system.				
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 now complete ▪ Due to the issues with installing the system on the Education environment, a decision has been taken to delay the implementation of a technology solution and to concentrate on the business process re-engineering. ▪ The project will be de-scoped accordingly. 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At initiation: £178,789		£20,559	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: Suellen Vassell	Previous 	Current Closed
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"> ▪ All disaster recovery activities passed testing and the project is now closed. 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At initiation: £122,714	£ 86,458	October 2014	At initiation: April 2015 Feb 15 Exception report: September 15 Sept 15 Exception report: December 15 Dec 15 Exception report: January 16	

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 renovation work completed on time, the network was installed before the end of the calendar year and all IT equipment and furniture was installed successfully by the expected go-live date (23rd January 2016). ▪ The building is now operational, hearings are being held and the adjudication team have been relocated. ▪ The project is now going through its closure activities and an end project report will be presented to the February EMT meeting. 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £1,248,218 At Sept 15 Exception report:£ 1,297,880 At Nov 15 Exception report: 1,308,106	£ 1,177,558	May 2015	At Initiation : February 2016	

Project Number	Project Name	Project Board	Project Status	
MP81	Professional Qualifications Directive	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current 
Project Description				
To ensure the HCPC remains compliant with the changing European Directive				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ 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"> ▪ Processes and procedures have generally been amended in anticipation of the publication of the legislation. ▪ The processes are currently bedding in and a number of EPC applications have been received. 		
Project Budget History		Committed spend	Date of Initiation	Project End Date History
At Initiation: £39,100		£913	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"> Dates for all numbers to transfer to the new supplier have been confirmed Discussions are being held to determine the amount of time required to complete the Semafone secure payment configuration. Due to the ambiguity around this task the project is being reported as amber. 		
Project Budget History	Committed spend	Date of Initiation	Project End Date History	
At Initiation: £72,157	£ 59,990	April 2015	At Initiation: Sept 2015 At Sept 15 Exception report: Feb 2016	

Project Number	Project Name	Project Board	Project Status	
MP85	Registrations Transformation and Improvement project	Project sponsor: Marc Seale Project lead: Greg Ross Sampson	Previous 	Current 
Project Description				
The Registrations Transformation and Improvement project will deliver a new operating model for the Registrations department, including processes, systems, and interactions with other areas around the organization.				
Project Scope		Status update		
<ul style="list-style-type: none"> ▪ To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project. ▪ To design and build a new Registrations System which will cater for all processes reviewed and mapped as part of the Registrations Process and Systems Review Project. ▪ To design and build a new Registrations System using Microsoft Dynamics CRM, in accordance with the functional and non-functional requirements gathered during the Registrations Process and Systems Review Project. ▪ To design and build a new Registrations System which is easy and cost effective to change. We want to build a solution where we can quickly competitively tender for suppliers to provide support and to make changes, to ensure value for money. ▪ To implement all new processes with a focus on ensuring that all data continues to be held and accessed in a secure way. This incorporates both technology and working practices. ▪ To increase pro-active Registration-related communication with applicants and registrants, using technology-based automation therefore without significantly increasing the workload of Registration employees. ▪ To improve the customer service experience for applicants and registrants by providing the opportunity to engage with HCPC in a range of ways, including new customer service channels such as SMS and instant messaging. 		<ul style="list-style-type: none"> ▪ High level design principles have been defined and will be fundamental to the procurement process ▪ The procurement process has completed through the G-Cloud and a supplier has been engaged. ▪ The architectural design for the system is currently being determined. ▪ A rules consultation to increase the number of services that we can offer online and to remove the need for a character reference as part of the application process has now closed. 		

<ul style="list-style-type: none"> ▪ To eradicate the vast majority of the physical paper that the Registrations team deals with, by providing online self-services and strongly encouraging all applicants and registrants down the digital-by-default route. ▪ To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received. ▪ To make Registration employees' jobs easier by creating clear and easily accessed work queues which utilise business rules, and giving clear lines of issue escalation. ▪ To better enable Registration employees' work by consolidating all data into one source; a proportion of this data is currently held independently to the legacy registration system. ▪ 			
Project Budget History	Committed spend	Date of Initiation	Project End Date History
At Initiation: £ 3,983,580	£ 84,009	August 2015	At Initiation: May 2020

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
PCI Security Standards compliance	A project to identify, assess and remedy any PCI DSS weaknesses
Establishing the Health & Care Professions Tribunal Service	A project to create a greater degree of independence in the adjudication of fitness to practise cases.

4. Business Process Improvement Commentary

4.1 Quality Management System Changes and Audits

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

The ISO27001 audit schedule has been added to the 9001 schedule to make one document. At some time in the future, HCPC's external ISO auditors, BSI, may conduct ISO9001 and ISO27001 audits simultaneously. This is probably several years off.

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			
	& Dept into Sec UK														
7.5.3	International Registrations														
7.5.3	CPD								BSI						
	Operations								BSI						
	Quality Assurance								BSI						
	Education - A Gorringe										IARA-DC	IARA			
7.5.2	& Dept into Sec														
	Operations														
	NNW														
	Operations SES														
	Communications & Development														
	Quality Assurance														
	Policy & Development														
	Secretariat - L Lake														
	& into Sec														
	Customer Services							IARA-DC	BSI	IARA					
	Information Governance								BSI						
	Council Processes								BSI	NMR57					
6.3	Fitness to Practise- J Barwick	NMR51	BSI						IARA	IARA					
	& Dept into Sec	NMR50	BSI					NMR55							
	Adjudication		BSI												
	Administration		BSI												
	Assurance & Development		BSI												
	Case Support		BSI												
	Case Teams 1-5		BSI	Redaction	Redaction										
	Case Teams 6-7		BSI	Redaction	Redaction										
	Compliance		BSI												
	Investigations		BSI												
4.2.3	Policy - M Guthrie										IARA-DC	IARA			
4.2.4	& Dept Info Sec														

Health and Care Professions Council

Operations Directorate

	Communications - J Ladds & Dept Info Sec Social Media Stakeholders Publishing Web & Digital Internal Comms Events								IARA-DC	IARA				
			BSI											
			BSI											
			BSI											
			BSI		NMR53									
			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													
	Teresa Haskins									IARA-DC			IARA	
	Human Resources – Partners													
6.2	Hayley Graham									IARA-DC			IARA	
	Facilities/Infrastructure		NMR52											
6.2.2	Stephen Hall									IARA-DC			IARA	BSI
	Information Technology													
	Infrastructure									BSI				
	Service Support									BSI				
7.3 & 7.5.4	Finance- A Gillies												IARA-DC	IARA
	Invoicing & Purchase Ledger													BSI
	Management Accounts													BSI
7.3.7 / 7.3	Procurement													BSI
	Transactions													BSI
6.3	Project Management								IARA-DC	BSI			IARA	
	Claire Reed								BSI					

	Disaster Recovery / BCM	Shadow Planner	Shadow Planner	Shadow Pl	IARA-DC		IARA						
7.4.2 / 7.4	EMT/CDT	Shadow Planner	Shadow Planner	Shadow Pl	Flood rpt								
	COUNCIL, CER / EMT								NMR57				BSI
3	DeepStore Archive												
3	Europa QP Printers												
3	ServicePoint Scan & Copy									Paragon			
7.5.5	Eventsforce Events sign up online												
3	Other suppliers												
	ISMS Policy area A5.1-5.1.2 [BPI / CER/ EMT]	BSI Audit-S1		BSI-S2									
	ISMS Roles area A6.1-6.1.5 [BPI & EMT]	BSI Audit-S1		BSI-S2									
	ISMS HR & Responsibility A7-7.3.1 [HR & IT]	BSI Audit-S1		BSI-S2									
	ISMS Assets & Handling A8-8.3.3 [BPI & IT]			BSI-S2									
	ISMS Access Control A9-9.4.5 [IT & HR]	BSI Audit-S1		BSI-S2									
	ISMS Cryptography A10 - 10.1.2 [IT]	BSI Audit-S1		BSI-S2									
	ISMS Physical Security A11-11.2.9 [Fac]			BSI-S2					405KR	405KR			
	ISMS Operations A12-12.7.1 [IT]	BSI Audit-S1		BSI-S2									
	ISMS Communications A13-13.2.4 [IT]	BSI Audit-S1		BSI-S2									
	ISMS Systems Acqst'n Dev & Maint A14 [IT]			BSI-S2									
	ISMS Supplier Relationships A15-15.2.2 [FIN]			BSI-S2									
	ISMS Incident Response A16-16.1.17 [BPI]			BSI-S2									
	ISMS Business Continuity A17-17.2.1 [BPI]			BSI-S2	Flood rpt								
	ISMS Compliance & Redundancies A18 [BPI]			BSI-S2									
	BSI Audit		BSI	Deferred BSI Audit									
	[INTERNAL AUDIT] Grant Thornton												
	HCPC ISO audit or InfoSec IA team												
	Near Miss Reports = NMR#												
	PCI-DSS Audit by NGS/NCC												
	QMS Major Process Rvw												
	As Is output from Project												
	3rd Party supplier audit												
27001 - 9.2	Internal Access Rights Audit (IARA)												
	Internal Access Rights Audit (IARA-DC); Data Collection in departments												
	Employee & Partner InfoSec training 2015												

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

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

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

4.2 Near Miss Reporting

REPORT NUMBER	TARGET DRAFT TO SPONSOR	TARGET DATE TO FINALISE WRITE UP	TARGET DATE TO EMT
NMR55 Redaction quality in FTP bundles	Sept 2015	Sept 2015	January 2016
NMR56 Storage of data on internal general access drives	December 2015	December 2015	January 2016
NMR57 Slight deviation from Council member appointments process	December 2015	January 2016	January 2016 (tabled, postpone to Feb)

4.3 Audits & updated processes

The next ISO9001:2008 two day audit (April 20-21st) will cover Finance Transactions, Invoicing & Purchase Ledger, Management Accounts, Purchasing & supplier evaluation, and Facilities, QMS, key controls, Risk Register, Quality Assurance, Senior Management Interview, Strategic Review. This is the end of a three year cycle, and is the recertification visit.

The new ISO9001:2015 standard has been published. The high level change is that it is more risk based, has tried to remove a level of confusion between Corrective Action and Preventive Action (by removing Preventive Action). This is a more significant update than that which took place in 2008.

As the next ISO9001 audit is a recertification audit, our BSI auditor recommends that we do not attempt to transition to the new version of the standard (ISO9001:2015) until after recertification. The migration test of the Quality Management System and Information Security Management System to a test Microsoft SharePoint based system continues as time allows.

We have updated our Quality Policy to reflect the requirements of the recent ISO9001:2015 version and other related standards.

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	Completed	Completed	Completed
2015 November	Assurance mapping sample	None required	None required	November 2015 target

2016 January	Dec 2015	January 2016	January 2016	March 2016
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
2015 June, brought forward to March 2015	Completed	Completed	Completed	Completed
2015 September update	July 2015	August 2015	Sept 2015	Sept 2015
2016 January early budget version (based on Rf9)	January 2016			
2016 June	April 2016	May 2016	May/June 2016	June 2016

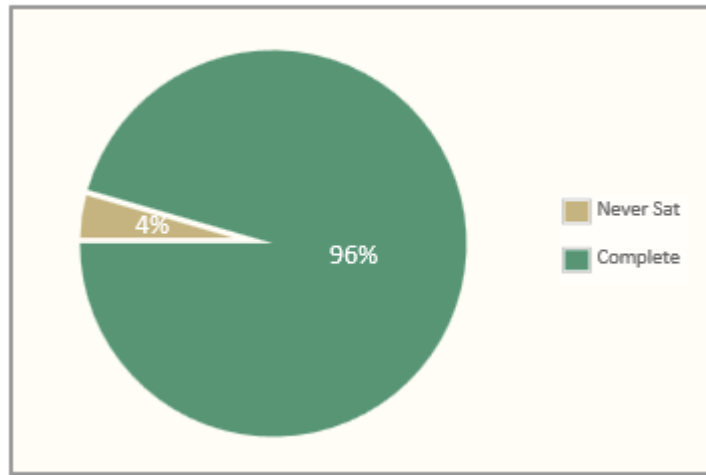
4.6 ISO27001 Information Security Implementation

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

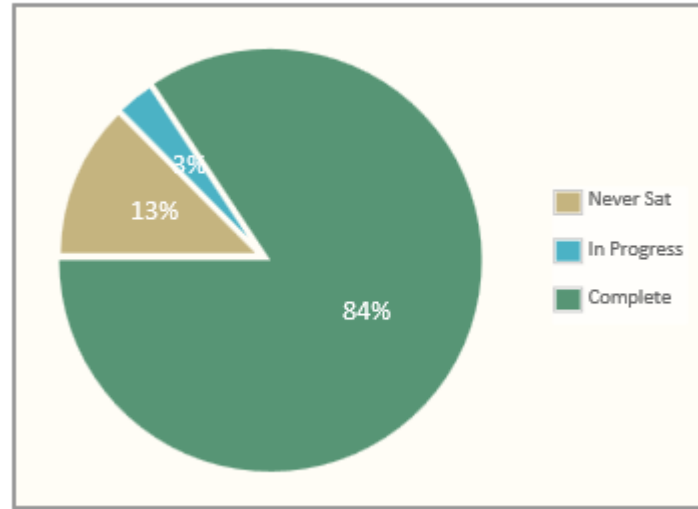
Information Security training is taking place within departments and with HCPC Partners. The majority of employees have completed the training. New employees or contractors make up most of the shortfall. Some Partners have had technical difficulties getting access to the training, due to personal device issues. We are allowing them to undertake the training when they are on site where possible. An ongoing effort continues to enable all to complete the training.

Results of the closing training package are illustrated below. Some Partners will complete the training over the next month.

Information Security Awareness (Employees and Contractors)



Information Security Awareness (Partners)



The next round of information security training will commence in February 2016 with Information Security month, in time for the next ISO27001 audit preparation in April 2016. The new training will be very different to the presentation style training delivered over the last 10 months.

The next Continuing Assessment Visit is has been moved at the request of BSI from April 18-19th, to 26th-27th April 2016

The BPI department audited two external new / potential suppliers in December 2016, Core HR in the Republic of Ireland with a contractor from IT-Governance, and Paragon in Sunderland, the new owner of Service Point, an existing supplier. Paragon already have ISO27001 certification, Core HR are working toward ISO27001 certification.

An initial information security audit of the 405 Kennington Road site has found that it is generally secure, and the separation of those external parties involved or observing hearings being away from Park House and 186 Kennington Park Road has increase overall security.

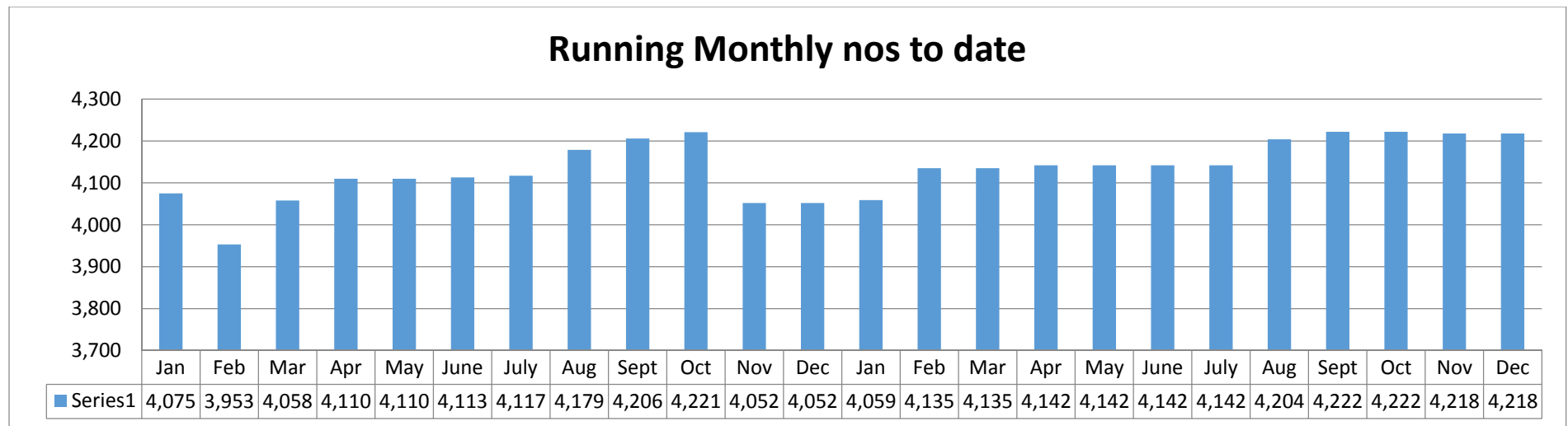
HCPC BPI and Communications dept are developing a comprehensive IS communications plan.

4.7 Business Continuity / Disaster Recovery Planning

The basic Shadow Planner site has been populated with content. A timing difference between Blackberry (O/S 7) and iPhone device download has been investigated and fixed by the supplier. A new version of the software is being pushed out to members of EMT & CDT involved in running the DR plan in early February, and Security controls are being populated in early February, with EMT & CDT training to follow. A Shadow Planner Android version is likely in April 2016.

4.8 Information & Reporting Activity

The graph below shows current carton/box numbers within the archive system, (2014 January to December 2015). Registrations storage is being assessed to validate scanned copies before hard copy destruction. Some items are currently out for inspection by the registration department, at the new Service Point / Paragon secure warehouse.



A further cull is being planned for this financial year, if time allows.

Other items

4.9 Departmental Matters

Kayleigh Birtwistle and Ruth Cooper (Complaints & Customer Service Manager) received basic training on the new ISO9001 standard in December.

5. Facilities Management Report

5.1 Staffing

There are seven permanent employees including the Facilities Manager. Services provided include Reception, Building Maintenance, Post Room, Health & Safety and Building Project Management. One contractor is onsite to cover for one employee on vacation.

5.2 405 Kennington Road

The fit out of the premises was completed on January 22nd, and the FTP Adjudications team moved in over the weekend of 23rd January. The building was operational from the 25th January.

Refurbishment of parts of 186 will continue as a restack progresses.

5.3 Incoming Mail including Special Delivery Volumes

