Operations Report to Finance & Resources Committee, 21st June 2011

Contents

Summary
This paper provides an update from the Registration Department for the period 1 March to 31 May 2011.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 March to 31 May 2011 the team answered a total of 18,975 telephone calls which is 6,856 more than the same period two years ago.

ii) International Telephone Calls - During the period from 1 March to 31 May 2011 the team answered a total of 3,308 telephone calls which is 1,293 less than the same period last year.

b) Application Processing

i) UK Applications - A total of 1,415 new applications were received during this period and 1,374 individuals were registered, which is 397 less than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) International Applications - A total of 484 new international applications were received in this period and 530 individuals were registered which is 190 more than the same period last year.

iii) Grandparenting Applications – A total of 25 new grandparenting applications were received in this period and 4 individuals were registered which is 20 less than the same period last year.

c) Emails

i) UK Emails - The team received approximately 100 emails per day and responded to these on average within one day of receipt which is within our service standard of 48 hours.

ii) International Emails - The team received approximately 20 emails per day and managed to respond to these on average within two days of receipt which meets our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) Audit

The last remaining assessments of operating department practitioner's CPD profiles continued to be performed during this period.

e) Registration Renewals

At the start of March 2011 all registered practitioner psychologists were invited to renew their registration for the next two-year cycle. This year a record total of 93.5% successfully renewed their registration for the next two-year cycle, which is an improvement of 0.7% compared to the last renewal period. A

total of 54.3% of registered practitioner psychologists renewed online.

2) Resource

a) Employees

The department is operating within the budgeted headcount.
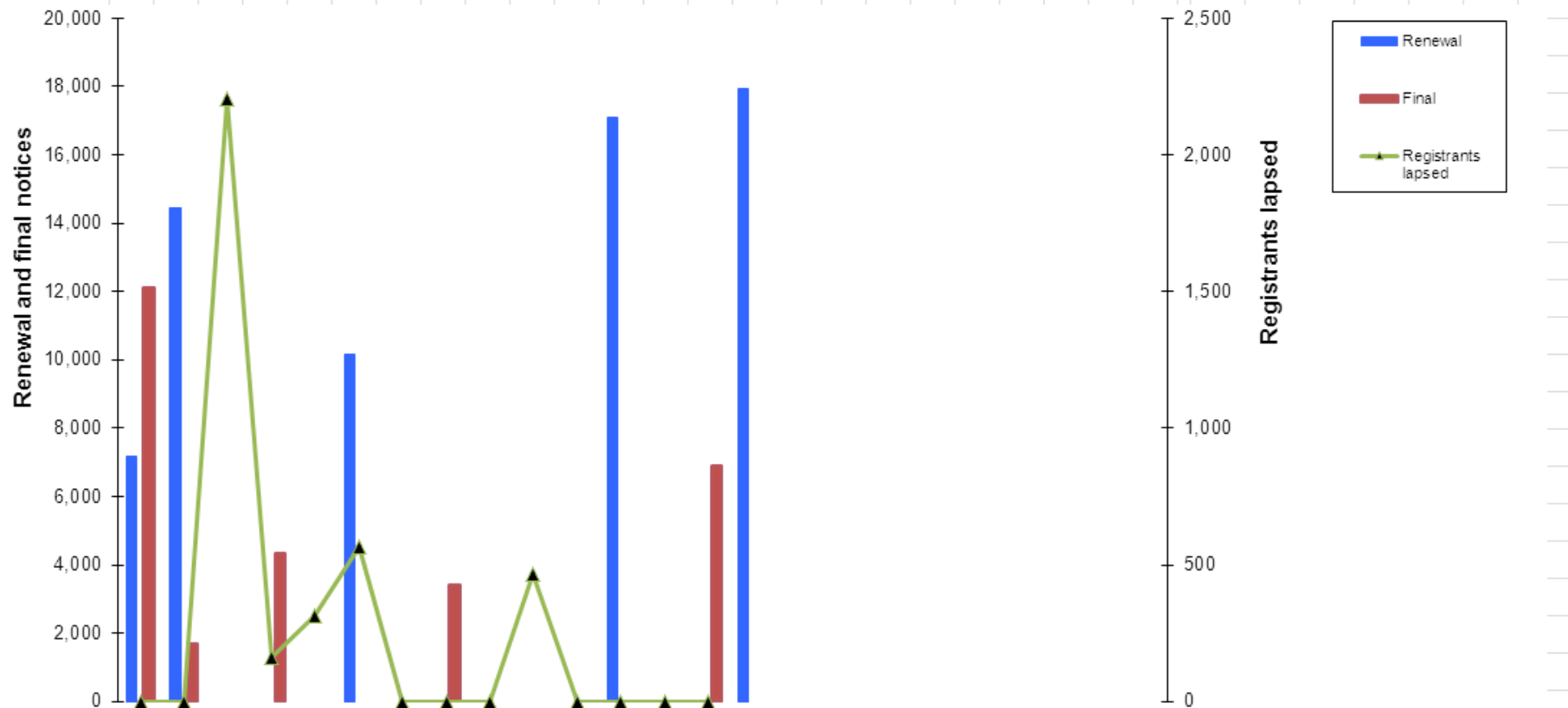
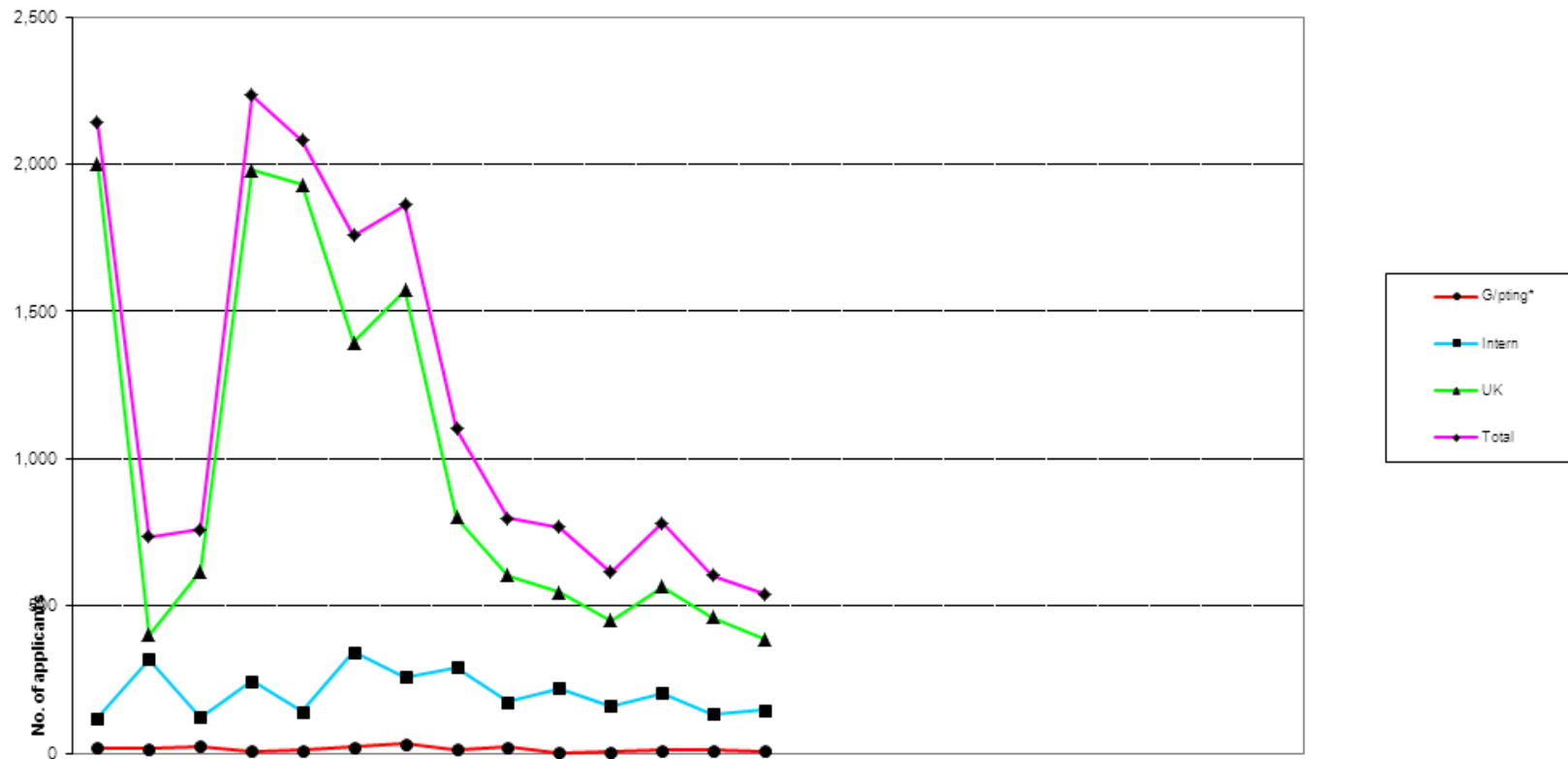| Notices	2010									2011												2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Renewal	7,165	14,451	0	0	0	10,141	0	0	0	0	0	17,095	0	0	17,942										142,363	27,711	153,982	29,138	176,570	48,852	17,942
Final	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0	0	6,886	0										36,261	25,909	50,531	9,546	28,683	21,560	6,886
Total	19,281	16,151	0	4,335	0	10,141	0	3,409	0	0	0	17,095	0	6,886	17,942										178,624	53,620	204,513	38,684	205,253	70,412	24,828
Renewal on paper													4,662	2,982																0	7,644
Renewal online													1,986	2,661																0	4,647
Registrants lapsed	0	2,204	162	315	565	0	0	0	465	0	0	0	0												9,448	5,388	8,885	5,550	6,259	3,711	0

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Application Types Received April 2010 - March 2012

Apps Received	2010									2011						2012											2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 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								
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	6												2,479	20	0	160	93	170	15
Intern	120	318	121	246	140	344	259	291	174	220	160	204	133	147												4,626	3,504	2,300	2,290	2,324	2,597	280
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388												9,497	8,319	8,971	11,199	11,251	12,857	849
Total	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613	780	603	541												16,602	11,843	11,271	13,649	13,668	15,624	1,144

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

	2010								2011													2012					2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				FYE	FYE	FYE	FYE	FYE	FYE	YTD
G/ptinq*	4	5	7	14	4	7	8	12	10	20	4	1	3	0														2,295	283	9	0	63	96	3
Intern	80	131	104	130	129	113	121	150	166	247	132	198	131	201														3,107	3,172	1,862	1,756	1,387	1,701	332
UK	533	544	511	1,720	1,829	1,450	1,482	904	570	547	476	556	461	357														9,474	8,870	8,355	10,774	11,069	11,122	818
Total	617	680	622	1,864	1,962	1,570	1,611	1,066	746	814	612	755	595	558														14,876	12,325	10,226	12,530	12,519	12,919	1,153

	2010									2011														2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			FYE	FYE	FYE	FYE	FYE	FYE	YTD
Intl & GP																																	
Intl & GP received	1,471	1,438	1,651	1,584	1,348	1,667	1,396	1,395	953	1,433	1,096	1,270	1,002	1,152													40,070	19,612	14,428	12,732	14,348	16,702	2,154
Answered	1,347	1,371	1,551	1,499	1,261	1,608	1,366	1,347	925	1,382	1,071	1,241	968	1,099													33,467	17,896	13,388	11,397	14,185	15,969	2,067
Calls answered (%)	92	95	94	95	94	97	98	97	97	96	97	98	97	95													84	92	93	90	95	96	96
Adandoned	124	42	100	85	87	59	30	48	32	51	25	29	34	53													6,627	1,716	1,040	1,335	841	712	87
Avg answer time (se	65	56	50	50	54	38	31	32	31	38	25	24	20	36													25	14	13	36	36	41	28
Avg talk time (min)	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40	3.47	3.23	3.31	2.39	3.41													2.32	2.64	2.79	3.25	3.18	3.41	2.90
UK																																	
UK received	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902	5,293	4,386	7,096	4,856	7,424													70,233	72,488	123,967	92,018	119,887	86,890	12,280
Answered	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814	5,151	4,306	7,003	4,751	7,221													50,518	67,493	91,923	78,293	111,573	83,218	11,972
Calls answered (%)	92	95	95	93	96	97	98	98	98	97	97	99	98	97													70	93	79	92	95	96	98
Adandoned	953	355	430	678	258	262	180	153	68	142	80	93	105	203													10,719	6,335	32,034	13,725	8,314	3,652	308
Avg answer time (se	62	42	45	59	40	36	29	27	27	29	21	20	23	28													64	45	102	85	48	36	26
Avg talk time (min)	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47	2.54	2.54	2.58	2.58	2.56													1.78	2.16	2.65	2.58	2.37	2.47	2.57

HPC Major Projects 2011/12 Scorecard – In Progress

No.	Project Name	Project Description	Project Sponsor	Project Lead	Budget* 2010/11	Project End Date	Commentary	Previous Status	Status
MP36	FTP case management system Phase 2 - Build	Implementation of a single case management system for the FTP department	Marc Seale	Kelly Johnson	£62.3 (O) £563 (C)	Sep 2011 Jan 2012	▪ Project deadline has been extended by four months to ensure the main supplier – Charter - accurately codes the rules required to govern the system. ▪ There has been a knock-on effect on other activities in the project. ▪ Preparations for testing and data migration continue.	G →	R ↓
MP45	Credit card automation	Review of credit card handling process to ensure compliance with PCI / DSS legislation	Marc Seale	Gary Butler	£50 (O)	Mar 2011	▪ Issues with the external supplier have been resolved and a suitable approach has been agreed. ▪ Following an analysis of the paper (rather than telephone) process, workshops are being held to re-engineer the process to ensure compliance. ▪ Project is shortly to be re-planned once an overall solution to the telephone and paper process changes has been agreed.	A ↓	R ↓
MP50	Net Regulate changes 2010-11	Net Regulate changes	Greg Ross-Sampson	Richard Houghton	£12.5 (O) £112 (C)	Mar 2011	▪ Project has completed		
MP52	On Boarding of Social Workers (NP 5.0)	Transferral of regulatory function from GSCC to HPC.	Marc Seale	Greg Ross-Sampson	£338	Nov 2011 Apr 2012 Jul 2012	▪ Department of Health has advised that legislation will not be passed until July 2012 ▪ Preparations are still continuing well and the project plan will be reworked to take into account the delay in legislation	G →	R ↓
MP51	Project 186	Purchase of additional premises for HPC business	Marc Seale	Steve Hall	TBD	Aug 2011	▪ No response from the Evangelical Alliance has yet been received. ▪ Work on this project is on-going.	G →	G →
MP48	Registrant Communications Preferences	Process and technology change implementation project to store & use registrants' publication preferences e.g. Braille,	Greg Ross Sampson	Richard Houghton	£12.8 (O) £35 (C)	Apr 2011	▪ Project has completed		

		Welsh, Audio etc							
MP53	Enhancements of on-line Register	To make on-line information and search more accessible and to bring hpcheck in line with corporate visual identity	Jacqueline Ladds	Tony Glazier	£50	Apr 2011 June 2011	▪ UAT has been completed and deployment is underway.	A	G
MP54	New Organisation's Name – Health and Care Professions Council	Change of name from HPC to HCPC as stipulated in Health and Social Care Bill	Jacqueline Ladds	Jonathan Jones	TBC	TBC	▪ Currently initiating	N/A	N/A
MP55	Net Regulate Platform Refresh	Project to upgrade Java, Java runtime, Oracle and Solaris	Guy Gaskins	Jason Roth	£36 (C)	TBC	▪ Currently initiating	N/A	N/A
MP46	Education systems and process review	Review of all education department systems and processes	Abigail Gorringe	Osama Ammar	£11.3 (O) £136.5 (C)	TBC	▪ Currently initiating	N/A	N/A

* All amounts in £000's [(C) = Capex; (O) = Opex]

Key:
Green (G) – Project is due to meet deadline
Amber (A) – Indications are that it is probable that project will miss deadline
Red (R) – Project has missed deadline

Status of project has improved since last reporting cycle
Status of project is static since last reporting cycle
Status of project has declined since last reporting cycle

Facilities – Steve Hall

Facilities Management Report

Staffing

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

Health & Safety

No Health & Safety incidents since last report.

Water Quality Testing and Risk Assessment

This took place 6 May with no negative reports or actions required

Building refurbishment

Areas within the premises not re-decorated within the last 3 years will be refurbished over the summer months. All work to be carried out at weekends/out of hours to minimise disruption.

Planning permission will be sought to replace some of the windows within Park House, hopefully late summer/early autumn

Business Process Improvement – Roy Dunn

Human Resources
No changes to BPI. The Operations Dept. PA has left the organisation and the replacement (Ruth Cooper) will be trained in ISO9001 auditing

Business Process Improvement and Operations have moved from the Mezzanine floor to a part of Park House.

Quality Management System (QMS) review meetings and internal audits
The internal audit schedule for 2011-12 is running.

QMS process updates
Work plan processes have been reviewed, and an updated Project Re-prioritisation process rolled out.

BSI Audit
The ISO9001:2008 audit took place on 5th April with our new auditor, John Doyle, looking at International Registrations, the whole Quality Management System function at HPC, plus workplace and IT provision. HPC passed the audit. Next external audit is scheduled for October

Business continuity
No changes currently other than monthly list updates.
The 2011 exercise took place on the 27th May at Uxbridge (IT systems) and Sevenoaks (Business Continuity Management). A report will be circulated.

Information security management
Customisation for our cross organisation Information Security training solution have been rolled out to all employees. Approximately 127 persons have undertaken the training to date out of 134.

Further policy documents (ISO27001 deliverables) are in preparation.

Information & data management
Test are being carried out to ensure the migration of the reporting databases from one server and database software version does not introduce any unconstrained variances.

Risk Register
The next update is being prepared for the September 2011 edition prior to being circulated to the Audit Committee.

Specific risks around implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review" and are included in the current published version.