Business Process Improvement (BPI) Report- Roy Dunn

1. Human resources

BPI are part of the centralised Quality Assurance Department. A new Quality Compliance Auditor (QCA) has been appointed and will be seconded to Quality Assurance until the end of September 2019. Ewan Shears who has experience in the Registration and Fitness to Practise Departments will start on 12 November. Some activities have been delayed whilst the BPI team has had a reduced headcount.

2. Quality Management System (QMS) Quality Assurance, Information Security Management Systems (ISMS) review meetings, internal audits and Near Miss Reports (NMR).

The Lotus Notes based QMS and ISMS were made ready for the BSI ISO9001 audit in October. The changes there will have to be replicated in the new Sharepoint / FLEX system on the new intranet. This will be undertaken by BPI following internal training.

NMRs

Near Miss Report status at the time of writing;

- NMR65 Portal software support and version availability [report completed]
- NMR66 Unauthorised access to 22 Stannary Street [report completed]
- NMR67 Core HR internal data exposure [awaiting information from Core HR suppliers]
- NMR69 Two undeclared convictions from UK applicants on a course that is no longer running [Potential Near Miss, awaiting further information]
- NMR70 Minor protest outside office [no longer considered a Near Miss, just an incident]
- NMR71 22-26 Stannary Street and 184 Kennington Park Road break in [report commenced]

3. QMS process updates

A few minor processes have been updated in BPI and Communications.

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

4. BSI audit

The BSI ISO9001 audit took place on 8 and 9 October 2018. This covered QMS, and the FTP, Information Technology (IT), HR Partners and Communications Departments. The report is provided as a paper at this meeting. Two Opportunities for Improvement were identified, one around recording verbal sign off in the Publications process, the other around the use of KPIs within the Quality Management System. To address this, BPI are using Effectiveness and Objective Measures in the ISO9001 and 27001 processes to be more consistent across management systems. Recertification of ISO9001 will take place on 9 and 10 April 2019.

The next ISO 27001:2013 information security audit will be on 29 and 30 April 2019.

The next ISO 10002:2014 service complaints management audit and recertification is on 5 and 6 February 2019.

5. Business continuity

The new management structure continues to be updated in the business continuity plan. BPI will try and validate the plan content at the same time.

A Business Continuity test with IT took place at the new site in the Shadwell / Wapping area. A business based scenario was used. IT tested restored systems, and remotely redirected phone lines from Kennington to dedicated desks at the disaster recovery site. A report will follow. The test was successful.

Northern Line Extension.
Work nears completion. No further issues recorded.

6. Information security management

Information Security training continues for Council members and Partners.

Information security training results – Partners

70.4 percent of Partners have completed the information security packages. Those that have not completed it will be asked to undertake the in house developed back up content and question set.

Information security training results – Council members

Eighty percent of Council Members have completed all of the modules. Those that have not completed it will be asked to undertake the in house developed back up content and question set.

Future information security training

Content for the next set of Information security training is being developed and drafted in house to make it more relevant to employees and Partners and reduce costs.

7. Information and data management
Assessment and destruction of older archive material may take place later in the year.

8. Reporting
The Crystal Reporting system was used to populate the Reforcast1 version of the FAST Registration forecast. Values have been validated with the Finance Department.

9. Risk Registers
SMT and risk owners continue to maintain the Enterprise Risk Register.

The next iteration of the Social Work Risk Register is published at this meeting.