

Chief Executive's Report to Council meeting on 11 September 2008 Contents

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Chief Executive – Mr Marc Seale

1. Completed Meetings 1 July to 31 August 2008

| | |
|---|----------|
| Department of Health (Leeds) | 1 July |
| Registration Council for Clinical Physiologists | 2 July |
| Health Hotel summer reception | 2 July |
| SMAE Institute | 4 July |
| University of Westminster | 4 July |
| Council for Healthcare Regulatory Excellence | 8 July |
| British Psychological Society | 9 July |
| Scottish Government | 14 July |
| Better Regulation Executive | 14 July |
| All Party Parliamentary Group on Deafness | 16 July |
| Department of Health (Leeds) | 18 July |
| UNISON healthcare assistants conference | 22 July |
| Department of Health National Advisory Group re | 24 July |
| White Paper implementation | |
| CHRE seminar on TCM | 28 July |
| Council member meeting (Graham Smith) | 29 July |
| Council member visit (Diane Waller) | 30 July |
| National Audit Office | 1 August |
| BERR/Dept of Health/HAC/HPC meeting | 26 Aug |
| Scottish Forum for Healthcare Science | 27 Aug |
| CHRE | 28 Aug |
| Gavin Lerner, Dept of Health | 28 Aug |
| Harry Cayton, CHRE | 29 Aug |
| RNID | 29 Aug |

| | |
|------------------------------------|------------|
| Davis Langdon | 5 Sept |
| Association of Clinical Scientists | 11 Sept |
| Liberal Democrat Party Conference | 15 Sept |
| Sue Hill, Department of Health | 18 Sept |
| CLEAR annual conference | 25-27 Sept |
| Conservative Party Conference | 29 Sept |

2. Scheduled Meetings

| | |
|---|--------|
| Scottish Govt Regulators Liaison Group | 1 Sept |
| Scottish Govt White Paper Overarching | 1 Sept |
| Implementation Steering Group | |
| IPEM annual conference dinner | 3 Sept |
| Extending Professional Regulation WG | 4 Sept |
| Association for Dance Movement Psychotherapy UK | 5 Sept |

Business improvement – Mr Roy Dunn

1. Human Resources

No changes.

2. Quality Management System (QMS) review meetings

Below is a list of recent quality management system reviews:

- The information and data security, and evaluation of potential new systems have been reviewed
- The continuing professional development (Registrations) initial running of the processes has taken place.
- The Projects area has been reviewed.
- The Secretariat has been reviewed.
- Procurement will be reviewed over the summer.
- Fitness to Practise Department and its processes will be reviewed over the early autumn.

3. QMS process updates

The Education section of the Quality Management System is undergoing a slight refresh as some old processes have been shut down and replaced by new processes.

The Secretariat section of the Quality Management System has been refreshed.

Information and data security work across HPC is ongoing. The Poynter Review on the HMRC data loss has been analysed for lessons which we may glean from the review process across government departments. The content is being discussed internally.

Procurement processes are being updated, along with purchase order based processes.

The HPC response to CHRE's report on the Nursing and Midwifery Council has been evaluated as part of the ISO risk based audit approach.

Tom Berrie has completed training on Internal Audit to ISO:9001-2000. Tom will be assisting in audits going forward.

4. Next British Standards Institute (BSI) audit

The next BSI audit is scheduled for 23 October 2008. This external audit will review the following areas of the management system, approvals and monitoring; purchasing and supplier evaluation; secretariat; project management; management system organisation and review.

5. Business continuity

Further visits to NDR/ICM have taken place to modify systems restoration processes. The Facilities and Information Services Managers have now also visited the site. It is proposed that the site will be routinely visited regularly.

The Communications Department's management plan is being enhanced to allow for multiple scenarios for which it may be used.

The Information Technology Department has produced an overview checklist for resumption of business.

A Chief Executive / Disaster Recovery Co-ordinator checklist has been produced for resumption of business. Blackberry devices are being rolled out to some employees allowing greater flexibility during Business Continuity issues.

6. Information & Data Management

The archiving tendering process has received three positive responses so far requiring further discussion with the suppliers.

A stakeholder group from the Registrations, Fitness to Practise, Human Resources, Secretariat and Finance Departments have been invited to examine the responses as part of the decision making process.

1. Media and campaigns

Since the last report, we have issued 8 fitness to practise press releases on professionals who have been struck off or suspended from the Register.

We have also issued 4 news releases to the media including the call for ideas on statutory regulation of psychotherapists and counsellors, the consultation on the standards of education and training, the joint consultation with the Hearing Aid Council on the standards and qualification entry level for hearing aid audiologists/dispensers, the proposed regulation of complementary and alternative medicines and the recent council elections.

One of the main campaigns for this year is about increasing awareness of HPC among older people. Research has been undertaken and an agency appointed to work with us on this campaign. We are also looking to renew our adverts in Yellow Pages and on Yell.com as well as Google. We are currently planning a joint media campaign with the British Dietetic Society to raise awareness of the protected title.

There continues to be significant interest from registrants requesting copies of our public awareness information.

2. Public affairs and stakeholder communications

Since the last report, the Public Affairs Manager has attended a number of meetings with various stakeholders, including:

- The Welsh Assembly Government Seminar on regulation with presentations from the Department of Health and General Medical Council. Good contact was made with representatives from professional bodies, regulators and those within the NHS. As a result, further meetings in Cardiff

have been lined up for early September with the Head of Policy and Standards. These include meetings with the Welsh officers from various professional bodies, Community Health Councils in Wales, the GMC and the National Leadership and Innovation Agency for Healthcare.

- Visits to Scotland with the Head of Policy and Standards to meet with the Allied Health Professions Forum Scotland, the Scottish Health Council, Counselling and Psychotherapy in Scotland, NHS Education for Scotland, NHS Quality Improvement Scotland and the Robert Gordon University,
- Meeting with the Local Government Association public affairs and policy contact to discuss future work with local authorities and distribution of leaflets and HPC material.

As part of our ongoing work with professional bodies on the renewals process, the Public Affairs Manager met with the following:

- The Chief Executive of the Society and College of Radiographers with the Director of Operations and Customer Service Managers from Registrations.
- Representatives from the Chartered Society of Physiotherapy with the Director of Operations, Customer Service Managers from Registrations and the Head of Policy and Standards.
- The Professional Co-ordinator from the College of Operating Department Practitioners.

The Public Affairs Manager has also been attending Health Hotel meetings, of which the HPC is a member, to prepare for the party conferences in September. The Chief Executive and President also attended a Health Hotel Summer Reception in Parliament with many influential peers and MPs in attendance.

3. Events

Over the next few months the HPC will be attending and exhibiting at the following events:

- Complaints Handling, Patient Feedback and Public Involvement: the new NHS management challenge;
- Primary Care Live;
- The Royal College of General Practitioners Annual National Primary Care Conference;
- A Practical Guide to Handling Resolving and learning from Complaints;
- The Scottish National Party Conference;
- The Chartered Society of Physiotherapists Congress 2008;
- Chief Health Profession Officer's conference; and
- The Society of Chiropractors and Podiatrists Annual Conference.

The HPC will be represented at these events by employees from Fitness to Practise, Policy and Standards, Registrations and the Communications team. These events will provide an excellent opportunity to answer queries, and provide HPC literature to those who would like more information.

The next series of Listening Events will take place on 11 November in Stoke-on-Trent and on 13 November in Lincoln.

4. Publications

Since the last report, the Publications Manager has been working on the following publications.

- Returning to practice, republished in revised house style, June 2008.
- HPC In Focus 17, distributed Friday 6 June.

- Council and Committee meeting dates - calendar for 2008–09, published June 2008.
- Revised SCPEs published and mailed to all registrants, 1 July 2008.
- HPC annual report 2007–08, published July 2008.
- HPC In Focus 18, distributed Friday 1 August.
- Confidentiality – guidance for registrants, published August 2008.

5. CPD Communications

The programme of talks and workshops are now booked until January 2009 with several extended tours of the home countries planned for the autumn. There have now been more than 80 talks delivered to 4,400 Registrants across the UK.

The "long" and "short" guides to CPD were both recently refreshed to improve usability, content and to bring them in-line with HPC house style.

Following the positive responses to the CPD DVD a further 476 have been allocated for the upcoming ODP audit in September. The DVD is also planned to be available from HPC's website as a download from early 2009.

Education – Approvals and Monitoring

1. Approval process

The Department has completed the last visits of the 2007-08 academic year in July. There have been no visits in August. The 2007-08 academic year saw a total of 38 visits, considering 78 programmes. Of these 78 programmes, 56 programmes (72%) have now completed the approval process. There are 22 programmes (28%) still in the process of meeting their conditions. Where programmes are due to start in late September/October, the Department will be working with our partners, to ensure that these programme approvals are considered at the September meeting of the Education and Training Panel.

The Department has scheduled 23 visits (covering 36 programmes) in the next academic year. 74% of these visits are within the first six months of the 2008-09 academic year. The schedule until March 2009 is now closed, as we require a six month notice period. There are currently just 6 visits between March – July 2009, but this is likely to increase as all visit requests will have to be accommodated in this time period from now on. A second reminder to education providers will take place in October 2008.

2. Annual monitoring process

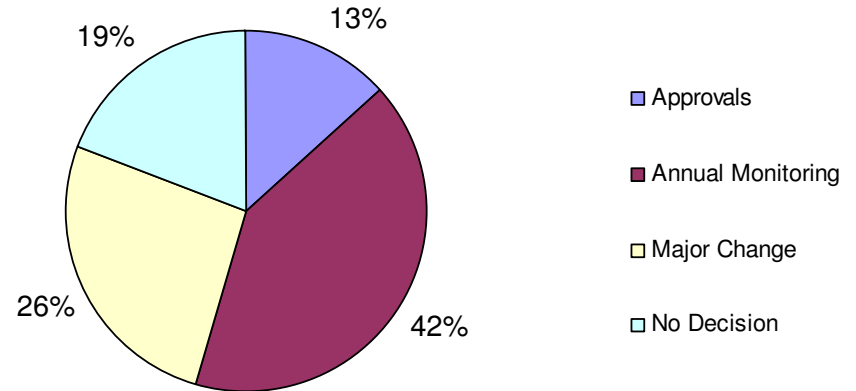
The Department has nearly completed the annual monitoring work in the 2007-08 academic year; there is just one audit submission outstanding. 118 audit submissions have been considered and 139 declaration forms received.

3. Major change process

Since March 2008 (when the revised major change process became effective), 68 submissions have been received. In the revised process, there is a notification stage and so not all

submissions continue through to the full major change process. Some are filtered out and directed to the approval or annual monitoring process, if more appropriate. The figures below detail the decisions since 1 March 2008.

| <u>Process</u> | <u>Number</u> |
|-------------------|---------------|
| Annual monitoring | 28 (41%) |
| Approval | 9 (13%) |
| Major change | 18 (27%) |
| Pending | 13 (19%) |
| Total | 68 |



These figures continue to be encouraging, as the process was revised to ensure that submissions were dealt with more effectively. Over half of submissions (54%) have avoided using the full major change process since March 2008; which under

the former process would have had to be considered, resulting in an extra cost and an extra burden on the education provider.

Out of these 18 submissions in the full major change process, 10 (56%) have been concluded.

4. Partners

The Department has successfully trained new occupational therapist (clinicians), paramedic, prosthetist, radiographer and dietitian visitors in August 2008. The Department now has 141 trained visitors, which is sufficient for the estimated workload in the forthcoming academic year.

5. Employees

Katherine Lock (Education Officer) is leaving the HPC on 10 September 2008, after two years within the Department.

Finance Department

1. General

Since the last meeting, the Finance Department has produced the June Management Accounts.

2. Annual Report process

The 2008 Annual Report was laid in Parliament on 21 July 2008.

3. Council fee rise

A paper will go to a future Council meeting on this. The 2008/09 Budget includes a change in the allowance fee from £300 to £310 per day, backdated to 1 April.

4. Supplier payments

At the end of March, at least 96% by value of the £350k Creditor payments (May Aged Creditor Listing) are in the 30 days or less category.

5. Income collection cycle

Direct debit collections of registrants' fees (cover at least 79% of renewal fees by value) were done by the Finance Department, with collections made two months in advance. Radiographer, paramedic and orthoptist collections occurred in July, and speech and language therapist, clinical scientist and prosthetists and orthotist in August. Most of the income comprises renewal fees collected.

6. Pensions

There are 56 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the "notional" members. Note there are also ex-employees (CPSM & HPC employees during 1994-2007) who

have money remaining in the Flexiplan scheme. The HPC received a letter in early June from Entrust, the Flexiplan profession trustee, advising that they are in the process of obtaining an actuarial valuation of the Flexiplan fund value by approaching the market for pension scheme buy outs and that an Employers' Consultative Committee (ECC) has been formed to represent the interests of the Flexiplan employers going forward. The ECC's aims are to liaise with Entrust, give or withhold agreement on behalf of employers in relation to scheme funding matters, act to identify any s75 debt consequences relating to an effective scheme wind up date and resolve how to distribute any surplus upon wind up. On the HPC's behalf, Sacker and Co, pensions lawyers, are working with Capita Trust Company Ltd ("Capita") to action the winding up of the old CPSM pension scheme. This Scheme is a defined benefit arrangement with Scottish Life, which ceased contributions and commenced winding up with effect from 30 June 1995. A meeting was held on 9 July between the trustees, scheme administrators and HPC's pension's lawyers to progress the outstanding issues.

7. Funds under management

In July the Business Reserve account balance was £603k (just before payments of £368k) earning an interest rate of 2% per annum. A further £4.2M was invested in the Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 5% per annum. NatWest, Barclays and HSBC are active Money Market providers for HPC. The value of our investment portfolio (excluding £193k cash) at the end of May was £1.7M. Regarding the Reserves Policy, three average 2008/09 budgeted months of Operating Expenses totalled £3.37M. At the end of March, the sum of Investments and Working Capital totalled £4.57M.

8. Building rates

On behalf of Lambeth Council, the Valuation Office, an agency of HMRC, made a site visit to HPC premises on 8 July in order to update the records for Council rating purposes. We received a notice of alteration to the Rating List for the premises of 184 Kennington Park Road, 20 Stannary Street and 22-26 Stannary Street altering the “adopted rateable value” from £85,750 to £171,000, effective from 28 May 2008. Applying the nondomestic multiplier, the estimated annual rates expense (yet to be billed) would rise from £40k to £79k (Budget £108k).

9. VAT deregistration

HMRC confirmed that the option to tax would disapply, once the Stannary property was first used after the refurbishment and once the ‘election to waive exemption’ is received. Complications arose because the original VAT notification was discovered to be on Purbrooks’ Worgan Street property, not on their 22-26 Stannary Street property. The Baker Tilly tax advisory department is writing to HMRC on the basis that Stannary Street has always been a taxable property and that it was a genuine mistake in the original Purbrooks documentation.

10. Employee training and levels

Following the June resignation of the Finance Officer, there is a team of seven full-time permanent & fixed term employees in the Finance Department including the Director of Finance and the Procurement Officer. Three Finance Department employees are enrolled in after-hours, parttime professional accountancy qualifications (CIMA, ACCA and CAT) at present. Temporary employees are periodically employed to cover for staff on annual or sick-leave and to help achieve Finance Department service-level targets.

11. Significant financial projects/issues (next few months)

- Employ a replacement Finance Officer
- Online renewals project input (testing)
- Fee change 2009 project input (testing)
- Preparing for IFRS compliance (IFRS reporting at 31-3-09)
- Financial procedures updating
- Five Year Plan
- Annual budget planning including Projects
- 22-26 Stannary Street project Phase 2 (rooftop addition)

12. Procurement report

Work is in progress to update supplier service contracts with assistance from BDB lawyers. Training sessions with supplier managers are to follow in September. The Co-Operative Travel trial ended on 6 August. The Executive Management Team decided in late July to extend the trial for a further three months and additionally to involve 25 partners.

Facilities management report

1. Employees

There is a team of six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, postroom, catering, health and safety (jointly with the Human Resources Department), insurance and building project liaison.

2. 22-26 Stannary Street Building Project

The final CFC invoice value for Phase One is being negotiated on HPC’s behalf by Davis Langdon, the quantity surveyor.

3. Health and safety issues

The implementation of HPC health & safety and fire safety training is to start shortly.

Fitness to practise – Ms Kelly Johnson

1. Decisions

Struck Off

Pamela Jameson, paramedic
Arul Rathina, physiotherapist
Yves Dereix, physiotherapist
Christopher Webster, operating department practitioner

Suspended

June Nottage, radiographer

Not well founded

1 case was not well founded in July

Adjourned/Part Heard

2 cases were adjourned in July

2. High Court appeals

There are currently 4 registrants who have appealed against decisions made by panels of the Conduct and Competence Committee. The appeal of Stanley Muscat has been listed for 20-22 October. We are awaiting dates in the other cases.

3. Investigating Committee

At the end of July there were 245 cases within the remit of the Investigating Committee. 61 new allegations/enquiries were received in July

4. Conduct and Competence Committee

At the end of July there were 180 cases within the remit of the Conduct and Competence Committee

5. Health Committee

At the end of July there were 6 cases within the remit of the Health Committee.

6. Review hearings

At the end of July there were 90 cases which were either subject to a conditions of practice or suspension order.

7. Health and character

90 health and character declaration were received in July. At the end of July there were 98 open health and character cases

8. Protection of title

40 complaints about protection of title were received in July. At the end of July there were 93 open protection of title cases

9. Other information

There is now a freephone telephone numbers for complainants to contact the Fitness to Practise Department regarding their allegation.

Meetings

Diane Hodgson
Ian Todd, Director of Fitness to Practise NMC
Jenni Richards – Counsel for High Court Appeal
Ubiquis (Shorthand Writers)
Unison
Kingsley Napley Professional Regulation Seminar
CHRE Initial Audit Stage Project Meeting
Net Regulate Statutes Project

Training/study

Training took place for the whole team on dealing with people with mental health difficulties or high levels of stress. Two members of the team undertook “Getting Organised” training.

Nine new panel members from various professions including occupational therapists and prosthetists and orthotists, were trained over two days in July.

Resources

Merle McKinley McNair, PA to Kelly Johnson, has left the organisation and arrangements are being made to recruit a replacement. Nadia Auletta is currently filling the position on a temporary basis.

1. Employee resourcing

Jacqueline Ladds, Director of Communications returned from a period of maternity leave on 30 June and the arrangements which had been made to cover her leave ceased.

The Director of Operations post was advertised on 11 June in the Guardian Newspaper. This was previously filled by Greg Ross-Sampson on a contractor basis and was advertised to fill the post on a permanent basis. The interview panel consisted of Anna van der Gaag, Barbara Stuart, Marc Seale and Larissa Foster, and interviews were held on 17 July. Greg Ross-Sampson was successful and has been appointed to the role on a permanent basis.

There is currently a vacancy for a Finance Officer due to the previous Finance Officer leaving the organisation. This was advertised in late August. Tyrone Reid, a contract Customer Services Manager in Registrations has left the organisation. A replacement will be recruited shortly.

We have advertised the role of CPD Communications Manager in the Communications Department as a full-time, permanent post in August. This has previously been filled by Mark Potter, Customer Services Manager, on a secondment basis. However the workload is now such that the role needs to be filled on a longer term basis. Interviews were held on 27 August.

2. Information and Consultation of Employees (ICE) Regulations 2004

Following approval by the Finance and Resources Committee in June to adopt a pre-existing agreement if 25 per cent of employees voted to implement a consulting group, a presentation was given to all employees by the Director of

Human Resources about the ICE Regulations on 8 July. This provided employees with relevant information and gave them a two week period to vote. The votes will then be counted and the agreement progressed from there if enough employees vote to have one.

3. Management of Bond International

The Human Resources Department has spent some time over the past month, with the help of the Director of IT, in managing better the relationship with Bond International, the supplier of the human resources data base (Professional Personnel) and employee HR intranet (HRinfo). This has resulted in better response times by Bond International, fuller investigations into any problems with the databases, and discounted rates on training and licences. It has also resulted in a weekly client meeting via conference call to Bond until the current technical difficulties are ironed out.

4. Employee attitude survey

The employee attitude survey was put out to employees at the end of June for completion. After discussion the EMT agreed that this would be voluntarily completed by employees rather than compulsory, as this would be in keeping with the consultative and positive style of the survey generally. However, managers were asked to encourage strongly employees to complete it. 81 per cent of employees completed the survey. The results are currently being compiled and will be presented to employees and the Finance and Resources Committee in September 2008.

1. Resource

Team resource levels are as anticipated.

2. General IT Infrastructure

- The results of the penetration testing of our infrastructure has been received and actions in place to address issues.
- Disaster recovery provision at the remote data centre is being upgraded to meet capacity requirement.
- Disaster recovery test follow on action – Lotus Notes mail service and applications re-tested and now full client availability have been confirmed.
- The PC lifecycle management software is now working. We are now packaging software and working through teething problems. This will enable more effective management of the PC estate.
- Telephony – the Department is developing new call flow routes for the Registrations team.
- Blackberry rollout has started and training is being planned.

3. Additional planning activities

- Home working policy development;
- iExtensions issue resolution workshop;
- NAO audit session;
- Account management review with BOND the vendor of the HR system to address service issues;
- IT Strategy planning for delivery to July Finance and Resources Committee;
- Selection of a design partner to support the design of the online renewals application; and
- Planning meetings for online renewals, equality and diversity, fitness to practise statuses and Hearing Aid Council data take on projects.

4. Projects

Registration system

- Practitioner psychologists: the preparation for take-on is continuing;
- Online renewals: project meetings are progressing and engagement with third parties to support design concluded. Business flows, functional and non-functional requirements are complete. Usability experts have been engaged and build phase is planned;
- Hearing aid dispensers: a project meeting has been held and a visit to the Hearing Aid Council to assess IT capability;
- Equality and diversity: the requirements are complete, the design agreed and build started; and
- The fitness to practise statuses project has started. Initial functional requirements meetings have been completed.

Finance systems

- Sage 200 – phase 2 has been rolled out.

HR system

- Starters and Leavers database development has started

FTP system

- The development of system to incorporate additional functionality has taken place.

1. Practitioner psychologists

During July we proceeded with the interviews for visitors and registration assessors. At this stage we anticipate that a second round of interviews will need to occur to recruit the required numbers for panel member and visitor.

2. Current recruitment

Visitors

June was a very successful month of recruitment for visitor roles.

Offers of employment have been made across the following professions; operating department practitioner, paramedic, prosthetist/orthotist, radiographer, dietitian and occupational therapist clinician. Two offers were recently made to biomedical scientists for recruitment carried out in July.

CPD assessors

Four operating department practitioner were recently recruited to support the eight recruited previously. It is anticipated that this will adequately cover the operational requirements.

3. Training

Refresher panel chair

All thirteen panel chairs attended the half day training on 27 June 2008.

CPD assessors

Seven operating department practitioners attended the CPD assessor training on 24 June in readiness for the profile assessments.

July and August

Training included training for the new panel members, visitors and registration assessor.

4. Partner re-appointment

31 July marked the end of the two year agreement for a large number of our partners. The Partners Department is therefore in the process of following up on the return of a number of partner contract re-extensions and ensuring partner records and systems are updated.

Policy and standards – Mr Michael Guthrie, Acting Head of Policy

1. Meetings undertaken

| | |
|--|-----------|
| Department of Health Allied Health Professions Officer | 23 June |
| CPD Assessor training | 24 June |
| CPD talk, Newmarket | 27 June |
| Health Professions Crossing Borders spring conference | 30 June |
| Unison | 30 June |
| Department of Health Regulation Branch | 1 July |
| Forensic Science Service | 2 July |
| Allied Health Professions Forum Scotland | 8 July |
| Scottish Health Council | 9 July |
| Counselling and Psychotherapy Scotland | 9 July |
| Department of Health Non-Medical Revalidation working group | 10 July |
| Chair, traditional Chinese medicine working group | 14 July |
| Royal College of Psychiatrists | 17 July |
| Council for Healthcare Regulatory Excellence seminar on the regulation of traditional Chinese Medicine | 28 July |
| Skills for Health | 29 July |
| National Association of Hospital Play Staff | 6 August |
| United Kingdom Council for Psychotherapy | 6 August |
| British Society of Hearing Aid Audiologists | 11 August |
| UK Register of Public Health Specialists | 14 August |
| Robert Gordon University | 19 August |
| NHS Education for Scotland | 20 August |
| NHS Quality Improvement Scotland | 20 August |

2. Consultations

There are currently three open consultations. We are also holding a call for ideas on the regulation of psychotherapists and counsellors (please see next page).

Standards of education and training and standards of education and training guidance

We are consulting on revised standards of education and training and revised guidance. The consultation closes on 14 November 2008.

Standards of proficiency and the threshold level of qualification for entry to the hearing aid audiologists/ dispensers part of the Register

We are consulting the Hearing Aid Council on the standards of proficiency and the threshold level of qualification for hearing aid audiologists / dispensers. The consultation closes on 15 October 2008.

Amendment to the Health Professions Council (Registration and Fees) Rules Order of Council 2003

We are consulting on an amendment to the registration and fees rules to set the registration cycle for hearing aid audiologists / dispensers. The consultation ends on 10 November 2008.

3. Closed consultations

Our fees 2008

This consultation closed on 14 July 2008. The consultation responses are currently being analysed and will be considered by the Finance and Resources Committee and Education and Training Committee in September 2008. The Council will be invited to consider the outcomes of the consultation at its October 2008 meeting.

Amendment to the standards of proficiency for radiographers

This consultation ended on 1 August 2008. It is currently expected that the outcome of this consultation will be considered by the Education and Training Committee at its September 2008 meeting and by the Council at a subsequent meeting.

4. Professional liaison groups (PLG)

Continuing fitness to practise

The group's final report is currently being drafted. This will be considered by the PLG at its final meeting in September 2008, and then by the Council in October 2008.

Psychotherapists and counsellors

A call for ideas on the statutory regulation of psychotherapists and counsellors has been launched. The closing date for responses is 24 October 2008.

Both Council members and external stakeholders have been invited to submit nominations for membership of the group. It is expected that the membership will be finalised by late September 2008.

5. Practitioner psychologists

Policy has continued to participate in the cross-departmental project to bring on board the practitioner psychologists.

The results of the consultations on the Standards of Proficiency and threshold educational level are being analysed and will be considered by the Council at its meeting in December 2008.

6. Hearing aid audiologists

Policy has continued to participate in the cross-departmental project to bring on board hearing aid audiologists / dispensers.

7. Health and character guidance

Work is currently being undertaken to research and draft guidance for education and training providers, students and applicants on criminal convictions.

It is currently expected that a first draft of the guidance will be taken to the Education and Training Committee's meeting in September 2008.

8. Standards of Conduct, Performance and Ethics

The revised Standards of Conduct, Performance and Ethics became effective from 1 July 2008.

The revised standards were sent out to all registrants with a special edition of the HPC Newsletter, 'In Focus'.

Registration – Mr Richard Houghton

1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls: During the period from 1 June 2008 to 30 June 2008 the team received a total of 8,058 telephone calls which is 1,271 more than the same period two years ago and 96% of these calls were answered. The Department achieved a service level performance of 84.6% which compares favourably with our service standard of answering 80% of all telephone calls within 30 seconds.

ii) International Telephone Calls: During the period from 1 June 2008 to 30 June 2008 the team received a total of 999 telephone calls which is 790 less than the same period two years ago and 95% of these calls were answered. The Department achieved a service level performance of 89.5% which compares favourably with our service standard of answering 80% of all telephone calls within 30 seconds.

b) Application Processing

i) UK Applications: A total of 656 new applications were received during this period and 528 individuals were registered which is 158 more than the same period last year. Applications took on average six working days to process which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission took an average of six working days to process which is well within our service standard of processing applications within ten working days of receipt.

ii) International Applications: A total of 222 new international applications were received in this period and 144 individuals were registered. Applications were on average

being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

c) Emails

i) UK emails: The team received approximately 80 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

ii) International emails: The team received approximately 30/40 emails per day and managed to respond to these within two days of receipt which compares favourably with our service standard of five working days response time.

d) Registration renewal

At the start of April 2008 6,718 dietitians were invited to renew their registration. On 1 July 2008 8.7% of dietitians lapsed from the Register. This compares less favourably with 2006 when 8.1% of dietitians were lapsed from the Register.

At the start of May 2008, 12,956 chiropodists / podiatrists were invited to renew their registration. On 1 August 2008, 7.3% of chiropodists / podiatrists lapsed from the Register. This compares favourably with 2006 when 7.5% of chiropodists / podiatrists were lapsed from the Register.

e) Continuing professional development (CPD) audit

At the start of May 2008, 650 chiropodists / podiatrists were randomly selected for CPD audit. As at the 14 August 2008, 429 CPD profiles had been assessed, with the new assessment day approach proving to be a success.

2. Resources

a) Employees

The Department is operating within the budgeted headcount and has successfully advertised and recruited for two Registration Advisor positions. Michael Demissie commenced employment during June 2008 and Anna Lindman started her new role in July 2008.

1. Training for Council members

An induction day for new Council members was held on 9 July 2008.

A training session which covers the Health Professions Order will be offered to new Council members and HPC employees on Wednesday 10 September 2008.

2. Health Professions Council annual report and accounts

The Health Professions Council annual report and accounts 2007-8 were laid in Parliament on 21 July 2008.

3. Council ‘Awayday’ 1 and 2 October 2008

Details of the awayday event which is being held at the Dalmahoy Hotel in Edinburgh have been circulated to members and are available to members on at the members’ extranet at www.hpc-uk.org/extranet.

4. Declaration of members’ interests

Completed forms have been received from all members and have been added to the HPC website.

5. Annual performance and development review

Individual Council members have been contacted regarding their requests for additional training arising from the 2008 members self-appraisal.

6. Annual meeting

Invitations for the Health Professions Council annual meeting were sent out on 31 July 2008. The annual meeting will be held at 2pm on Thursday 11 September 2008.

7. External Meetings

Members of the Secretariat team attended the following meetings:

| | |
|--|-----------|
| Meeting at the Office of the Rail Regulator | 3 July |
| Network Rail – Annual General Meeting | 3 July |
| Corporate Governance meeting with representatives from other regulators | 7 July |
| Code of Practice review at the Institute of Chartered Secretaries and Administrators | 18 August |

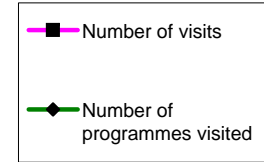
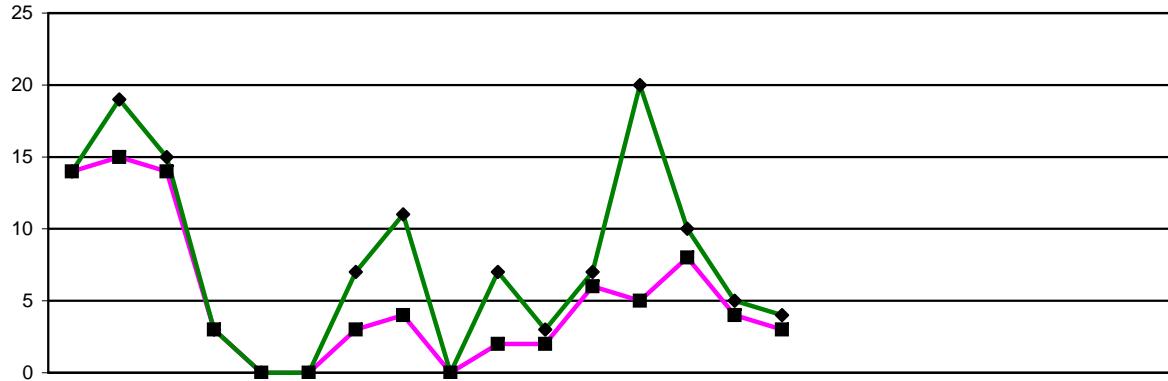
8. Training for employees

The Secretariat awayday was on 5 August 2008

Members of the Secretariat attended the equality and diversity training for HPC employees on 15 August 2008.

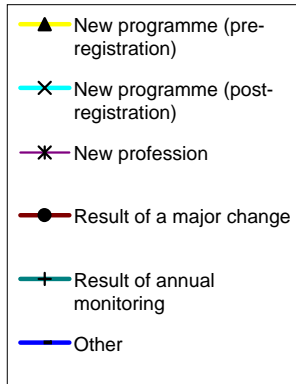
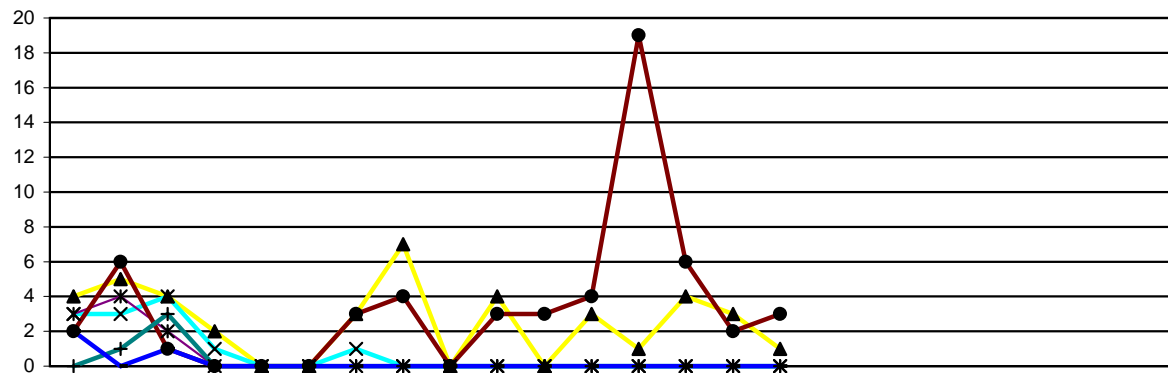
**Management Reporting Information to Council
 Figures for 11 September 2008
 Health Professions Council**

| | | | |
|-----------------------------------|--|---|-----------|
| Approvals and Monitoring | Programme approvals and visits | 2a | |
| | Programme monitoring | 2b | |
| | Major/minor change submissions | 2c | |
| Customer Services | Feedback | 3 | |
| Finance | Consolidated Income and Expenditure | 4 | |
| | Consolidated Department Monthly Variances | 5 | |
| | Consolidated Balance Sheet | 6 | |
| | Consolidated Cash Flow Actual and Forecast | 7 | |
| Fitness to Practise | Allegations and Enquiries | 8a | |
| | Allegations - Health and Conduct and Competence Panel Hearings | 8b | |
| | Source of Allegation | 9 | |
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| | Registration Appeals | 13 | |
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| Human Resources | HR Information | 16 | |
| Information & IT | IT Infrastructure | 17 | |
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| Registration | Registrants | HPC Registrants by Profession | 19 |
| | International Registrations | International Application Status | 20 |
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| | | Renewal Information | 25 |
| | International & UK Registration | Application Types Received | 26 |
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| | | Registration Telephone Information | 28 |
| | | Number of registrants with supplementary prescribing rights | 29 |



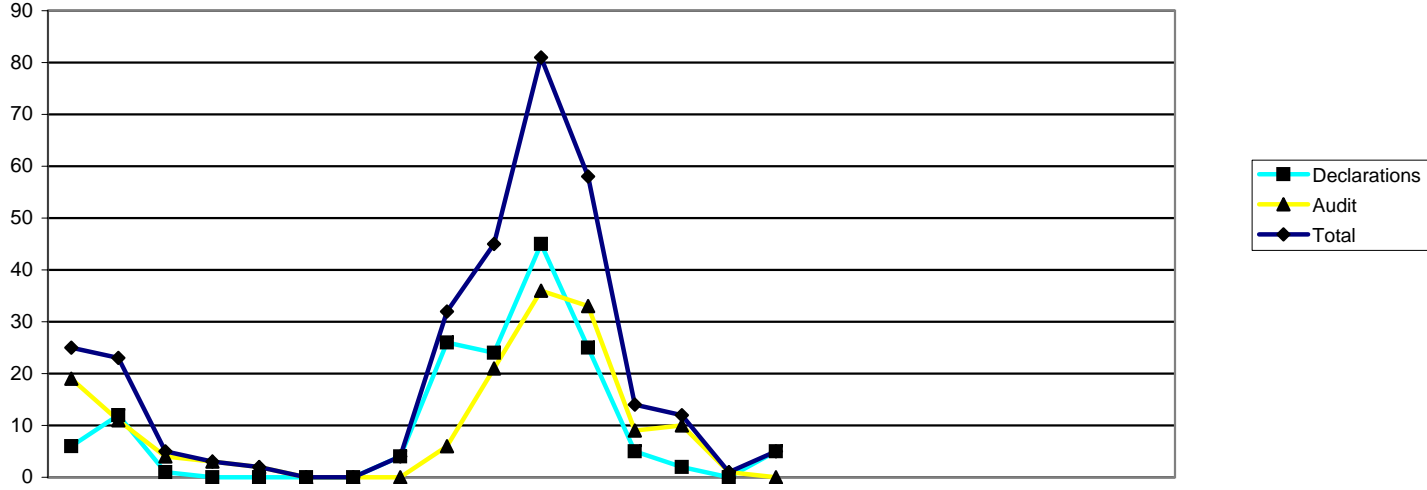
| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Overview of approval visits | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of visits | 14 | 15 | 14 | 3 | 0 | 0 | 3 | 4 | 0 | 2 | 2 | 6 | 5 | 8 | 4 | 3 | | | | | | | | | |
| Number of programmes visited | 14 | 19 | 15 | 3 | 0 | 0 | 7 | 11 | 0 | 7 | 3 | 7 | 20 | 10 | 5 | 4 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 0 | 101 | 63 | 20 |
| 27 | 117 | 86 | 39 |



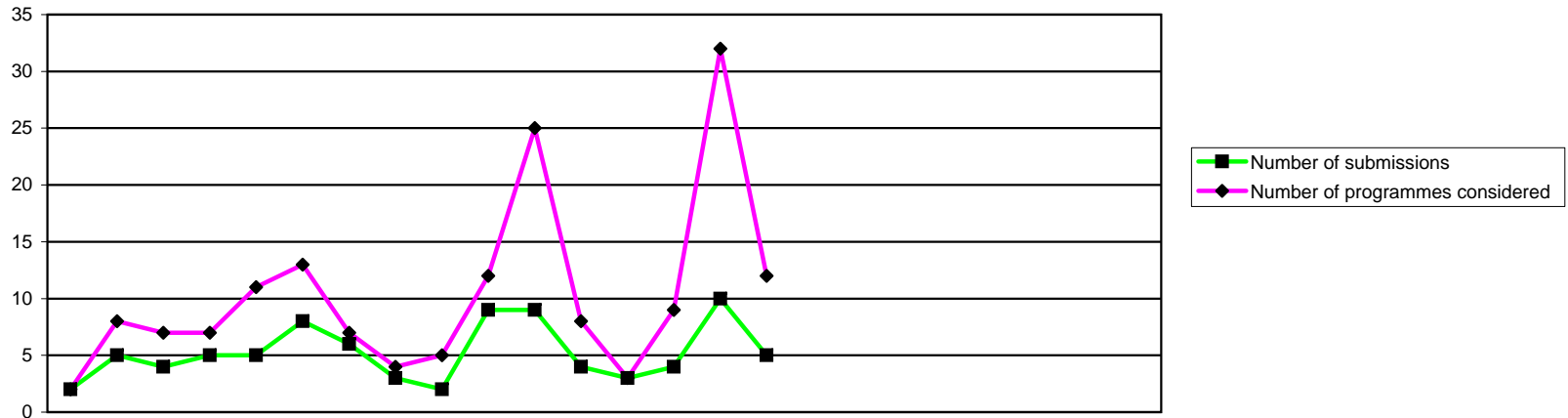
| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|-----------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Reason for programme visited | | | | | | | | | | | | | | | | | | | | | | | | | |
| New programme (pre-registration) | 4 | 5 | 4 | 2 | 0 | 0 | 3 | 7 | 0 | 4 | 0 | 3 | 1 | 4 | 3 | 1 | | | | | | | | | |
| New programme (post-registration) | 3 | 3 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| New profession | 3 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Result of a major change | 2 | 6 | 1 | 0 | 0 | 0 | 3 | 4 | 0 | 3 | 3 | 4 | 19 | 6 | 2 | 3 | | | | | | | | | |
| Result of annual monitoring | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Other | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Total | 14 | 19 | 15 | 3 | 0 | 0 | 7 | 11 | 0 | 7 | 3 | 7 | 20 | 10 | 5 | 4 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 0 | 18 | 32 | 9 |
| 5 | 29 | 12 | 0 |
| 5 | 16 | 9 | 0 |
| 5 | 32 | 26 | 30 |
| 5 | 1 | 4 | 0 |
| 5 | 21 | 3 | 0 |
| 25 | 117 | 86 | 39 |



| Annual monitoring submissions | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|-------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Declarations | 6 | 12 | 1 | 0 | 0 | 0 | 0 | 4 | 26 | 24 | 45 | 25 | 5 | 2 | 0 | 5 | | | | | | | | | |
| Audit | 19 | 11 | 4 | 3 | 2 | 0 | 0 | 0 | 6 | 21 | 36 | 33 | 9 | 10 | 1 | 0 | | | | | | | | | |
| Total | 25 | 23 | 5 | 3 | 2 | 0 | 0 | 4 | 32 | 45 | 81 | 58 | 14 | 12 | 1 | 5 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 113 | 94 | 143 | 12 |
| 51 | 184 | 135 | 20 |
| 164 | 278 | 278 | 32 |

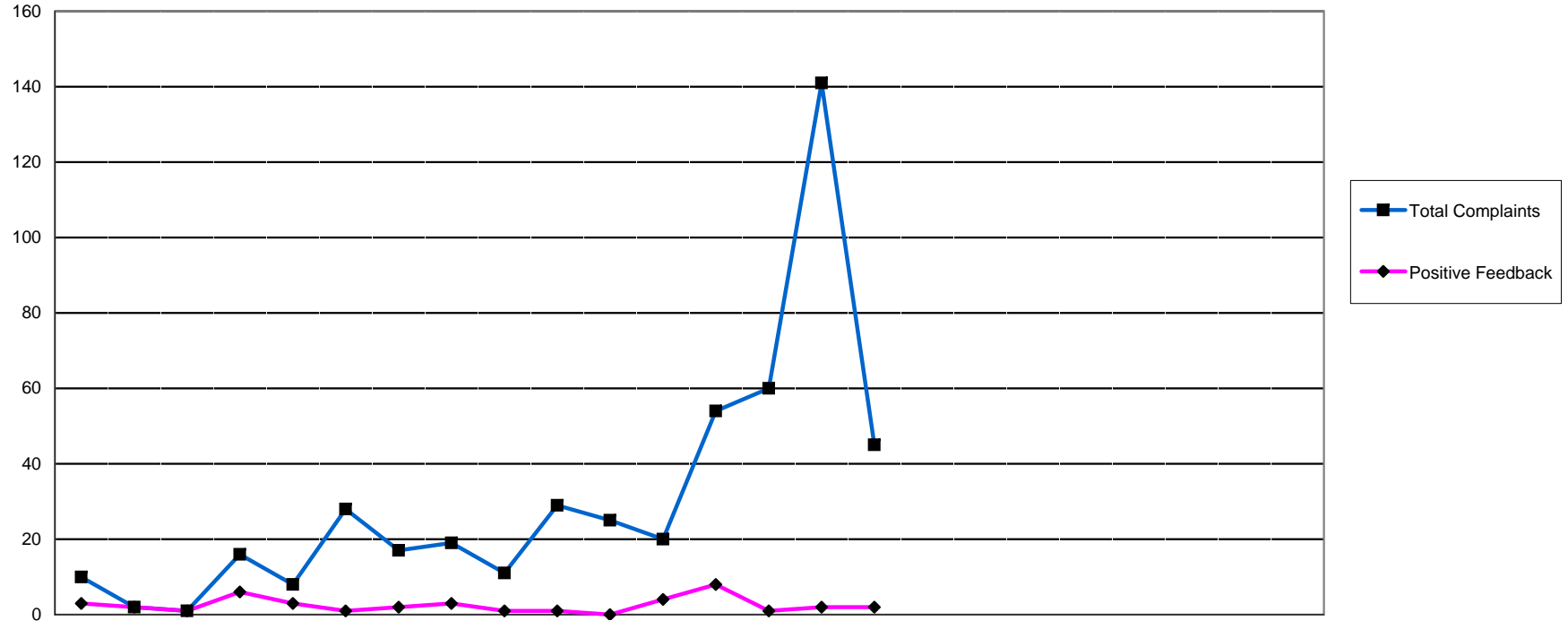


| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | |
|--|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Major change submissions | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of submissions | 2 | 5 | 4 | 5 | 5 | 8 | 6 | 3 | 2 | 9 | 9 | 4 | 3 | 4 | 10 | 5 | | | | | | | | |
| Number of programmes considered | 2 | 8 | 7 | 7 | 11 | 13 | 7 | 4 | 5 | 12 | 25 | 8 | 3 | 9 | 32 | 12 | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 16 | 51 | 62 | 22 |
| 25 | 97 | 109 | 56 |

Health Professions Council

Feedback April 2007 to March 2009



| | 2007 | | | 2008 | | | | | | | | | | | | 2009 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | |
|-------------------------|-----------|----------|----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----|-----|-----|-----|-----|--------|--------|--------|------------|------------|------------|------------|
| | 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 |
| Application process | 2 | 1 | 1 | 4 | 1 | 3 | 1 | 2 | 1 | 1 | 7 | 4 | 5 | 7 | 1 | 4 | | | | | | | | | 39 | 23 | 28 | 17 |
| Registration process | 5 | 0 | 0 | 7 | 1 | 23 | 15 | 15 | 10 | 26 | 12 | 8 | 44 | 47 | 130 | 34 | | | | | | | | | 169 | 88 | 122 | 255 |
| External comms | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 0 | 1 | | | | | | | | | 24 | 6 | 6 | 2 |
| Responsiveness | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 6 | 2 | 0 | 0 |
| Partner management | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | 0 | 4 | 2 | 1 |
| Rules/Legislation | 0 | 1 | 0 | 2 | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | | | | | | | | | 17 | 11 | 10 | 2 |
| Other | 2 | 0 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 2 | 4 | 4 | 4 | 3 | 10 | 6 | | | | | | | | | 7 | 16 | 18 | 23 |
| Total Complaints | 10 | 2 | 1 | 16 | 8 | 28 | 17 | 19 | 11 | 29 | 25 | 20 | 54 | 60 | 141 | 45 | | | | | | | | | 262 | 262 | 186 | 300 |

| | 2007 | 2008 | 2009 | 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|-------------------|------|------|------|--------|--------|--------|--------|
| | Apr | May | Jun | FYE | FYE | FYE | YTD |
| Positive Feedback | 3 | 2 | 1 | 187 | 19 | 27 | 13 |

| | 2008 | | | | 2009 | | | | | | | | Total to | Budget | Variance | Annual |
|------------------------------------|--------------|--------------|--------------|--------------|------|------|------|------|------|------|------|------|--------------|--------------|--------------|---------------|
| | April | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD | YTD | | Budget |
| | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 |
| INCOME | | | | | | | | | | | | | | | | |
| Registration Income | 1,098 | 965 | 1,164 | 1,049 | | | | | | | | | 4,276 | 4,509 | (234) | 13,730 |
| Miscellaneous Income | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 |
| TOTAL INCOME* | 1,098 | 965 | 1,164 | 1,049 | | | | | | | | | 4,276 | 4,509 | (234) | 13,730 |
| EXPENDITURE | | | | | | | | | | | | | | | | |
| Approvals & Monitoring | 40 | 64 | 57 | 29 | | | | | | | | | 190 | 209 | (19) | 661 |
| Chief Executive | 28 | 17 | 29 | 27 | | | | | | | | | 101 | 88 | 13 | 278 |
| Council & Committees | 0 | 18 | 96 | 12 | | | | | | | | | 125 | 162 | (37) | 547 |
| Communications | 22 | 78 | 83 | 79 | | | | | | | | | 262 | 254 | 8 | 1,020 |
| Facilities Management | 92 | 59 | 96 | 102 | | | | | | | | | 349 | 355 | (6) | 910 |
| Finance | 47 | 75 | 50 | 65 | | | | | | | | | 237 | 196 | 40 | 570 |
| Fitness to Practise | 140 | 664 | 474 | 236 | | | | | | | | | 1,515 | 1,709 | (195) | 4,622 |
| Human Resources & Partners | 29 | 66 | 78 | 38 | | | | | | | | | 211 | 279 | (68) | 662 |
| IT Department | 69 | 86 | 74 | 67 | | | | | | | | | 295 | 346 | (51) | 1,137 |
| Operations Office | 27 | 32 | 40 | 34 | | | | | | | | | 133 | 137 | (5) | 375 |
| Policy & Standards | 18 | 19 | 65 | 35 | | | | | | | | | 138 | 155 | (17) | 384 |
| President | 0 | 7 | 6 | 4 | | | | | | | | | 17 | 15 | 2 | 49 |
| Major Projects | 0 | 24 | 3 | 2 | | | | | | | | | 28 | 53 | (25) | 263 |
| Registration | 87 | 174 | 124 | 103 | | | | | | | | | 488 | 581 | (93) | 1,714 |
| Secretariat | 14 | 26 | 20 | 19 | | | | | | | | | 79 | 93 | (14) | 293 |
| TOTAL EXPENDITURE | 613 | 1,409 | 1,294 | 851 | | | | | | | | | 4,167 | 4,634 | (467) | 13,485 |
| OPERATING SURPLUS/(DEFICIT) | 485 | (444) | (130) | 198 | | | | | | | | | 109 | (125) | 234 | 245 |

* Total Income is excluding investment income

Note: No accruals have been posted for April

| | 2008 | | | | 2009 | | | | | | | | Total to July £000 | Budget July £000 | Total Expenditure £000 |
|------------------------------|--------------|--------------|--------------|--------------|------|------|------|------|------|------|------|------|--------------------------|------------------------|------------------------------|
| | April | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | | |
| | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | | | |
| EXPENDITURE | | | | | | | | | | | | | | | |
| Approvals & Monitoring | (7) | 12 | (2) | (22) | | | | | | | | | (19) | 209 | 190 |
| Chief Executive | 8 | (4) | 7 | 1 | | | | | | | | | 13 | 88 | 101 |
| Council, Committees & PLG | (27) | (12) | 39 | (38) | | | | | | | | | (37) | 162 | 125 |
| Communications | (11) | (7) | 17 | 9 | | | | | | | | | 8 | 254 | 262 |
| Facilities Manangement | 28 | (16) | (32) | 13 | | | | | | | | | (6) | 355 | 349 |
| Finance | (18) | 43 | (3) | 18 | | | | | | | | | 40 | 196 | 237 |
| Fitness to Practise | (232) | 159 | 8 | (129) | | | | | | | | | (195) | 1,709 | 1,515 |
| Human Resources & Partners | (2) | 7 | (30) | (43) | | | | | | | | | (68) | 279 | 211 |
| IT Department | 14 | (4) | (33) | (28) | | | | | | | | | (51) | 346 | 295 |
| Operations Office | (12) | (2) | 6 | 4 | | | | | | | | | (5) | 137 | 133 |
| Policy & Standards | (1) | (3) | (24) | 11 | | | | | | | | | (17) | 155 | 138 |
| President | 1 | (2) | 2 | 0 | | | | | | | | | 2 | 15 | 17 |
| Major Projects | (44) | 16 | 2 | 1 | | | | | | | | | (25) | 53 | 28 |
| Registration | (59) | 32 | (20) | (46) | | | | | | | | | (93) | 581 | 488 |
| Secretariat | (4) | 0 | (4) | (6) | | | | | | | | | (14) | 93 | 79 |
| TOTAL BUDGET VARIANCE | (366) | 219 | (67) | (253) | | | | | | | | | (467) | 4,634 | 4,167 |
| TOTAL MONTHLY BUDGET | 979 | 1,190 | 1,361 | 1,104 | | | | | | | | | | | 4,634 |
| TOTAL EXPENDITURE | 613 | 1,409 | 1,294 | 851 | | | | | | | | | | | 4,167 |

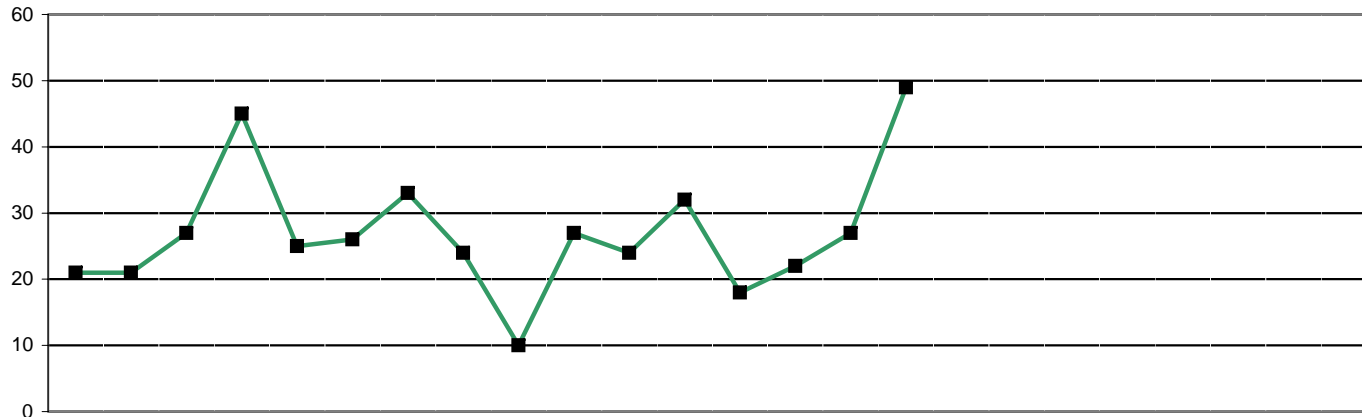
* Total Income is excluding investment income

| | <i>Actual Mar 08 £000</i> | 2008 | | | | | | | | | | 2009 | | | <i>Budget Mar 09 £000</i> |
|--------------------------------|-----------------------------------|---------------|--------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--|-----------------------------------|
| | | April £000 | May £000 | Jun £000 | Jul £000 | Aug £000 | Sep £000 | Oct £000 | Nov £000 | Dec £000 | Jan £000 | Feb £000 | Mar £000 | | |
| FIXED ASSETS | | | | | | | | | | | | | | | |
| Tangible Fixed Assets | 3,756 | 3,933 | 3,891 | 3,903 | 3,889 | | | | | | | | 6,278 | | |
| Investments | 1,528 | 1,710 | 1,715 | 1,604 | 1,554 | | | | | | | | 1,554 | | |
| TOTAL FIXED ASSETS | 5,284 | 5,643 | 5,606 | 5,507 | 5,443 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7,832 | | |
| CURRENT ASSETS | | | | | | | | | | | | | | | |
| Debtors & Prepayments | 213 | 335 | 358 | 283 | 273 | | | | | | | | 353 | | |
| Bank & Cash | 4,899 | 5,098 | 4,308 | 3,786 | 4,579 | | | | | | | | 5,453 | | |
| CURRENT LIABILITIES | | | | | | | | | | | | | | | |
| Creditors and accrued expenses | (2,103) | (1,706) | (1,864) | (1,663) | (1,594) | | | | | | | | (2,363) | | |
| WORKING CAPITAL | 3,009 | 3,727 | 2,802 | 2,406 | 3,258 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,443 | | |
| LOANS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Deferred income | (6,870) | (7,377) | (6,777) | (6,502) | (7,090) | | | | | | | | (7,763) | | |
| NET ASSETS | 1,423 | 1,993 | 1,631 | 1,411 | 1,611 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,512 | | |
| Represented by: | | | | | | | | | | | | | | | |
| Revaluation Reserve | 422 | 422 | 422 | 422 | | | | | | | | | 651 | | |
| Income and expenditure account | 1,001 | 1,571 | 1,209 | 989 | 1,189 | | | | | | | | 2,761 | | |
| | 1,423 | 1,993 | 1,631 | 1,411 | 1,611 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3,412 | | |

* Balance sheet includes investment income

| | Actual Mar 08 £000 | 2008 | | | | | | | | | | | | Total July £000 |
|---------------------------------|--------------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------------|
| | | April £000 | May £000 | Jun £000 | Jul £000 | Aug £000 | Sep £000 | Oct £000 | Nov £000 | Dec £000 | 2009 | | | |
| | | Jan £000 | Feb £000 | Mar £000 | | | | | | | | | | |
| Opening Balance | | 4,898 | 5,098 | 4,307 | 3,785 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | |
| Registration Income | | 1,098 | 1,083 | 1,165 | 1,049 | | | | | | | | | 4,395 |
| Investment Income | | 2 | 1 | 17 | 45 | | | | | | | | | 65 |
| Investment Sales | | 34 | 44 | 38 | 39 | | | | | | | | | 155 |
| Deferred Income Movements | | 509 | (595) | (393) | 589 | | | | | | | | | 110 |
| Department of Health funding | | 0 | 0 | 74 | 0 | | | | | | | | | |
| Bank Loan | | | | | | | | | | | | | | |
| Miscellaneous Income | | | | | | | | | | | | | | 0 |
| Total Cash Receipts | | 1,643 | 533 | 901 | 1,722 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4,799 |
| Expenditure | | 613 | 1,467 | 1,291 | 851 | | | | | | | | | 4,222 |
| Depreciation | | (24) | (25) | (24) | (25) | | | | | | | | | (98) |
| Asset disposal / writeoff | | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Aged Cred / Accrual Movements | | 395 | (53) | 169 | 70 | | | | | | | | | 581 |
| Debtor Movements | | 122 | (80) | (93) | (11) | | | | | | | | | (62) |
| Payments to Creditors | | 1,106 | 1,309 | 1,343 | 885 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4,643 |
| Capital Expenditure | | 201 | (17) | 36 | 11 | | | | | | | | | 231 |
| Capital write-off | | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Investment Purchases | | 136 | 32 | 44 | 32 | | | | | | | | | 244 |
| Loan Repayments | | 0 | 0 | | | | | | | | | | | 0 |
| Other Payments | | 337 | 15 | 80 | 43 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 475 |
| Closing Balance | 4,898 | 5,098 | 4,307 | 3,785 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | |
| Budgeted Closing Balance | | | | | | | | | | | | | | |
| Variance | | 5,098 | 4,307 | 3,785 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | 4,579 | |

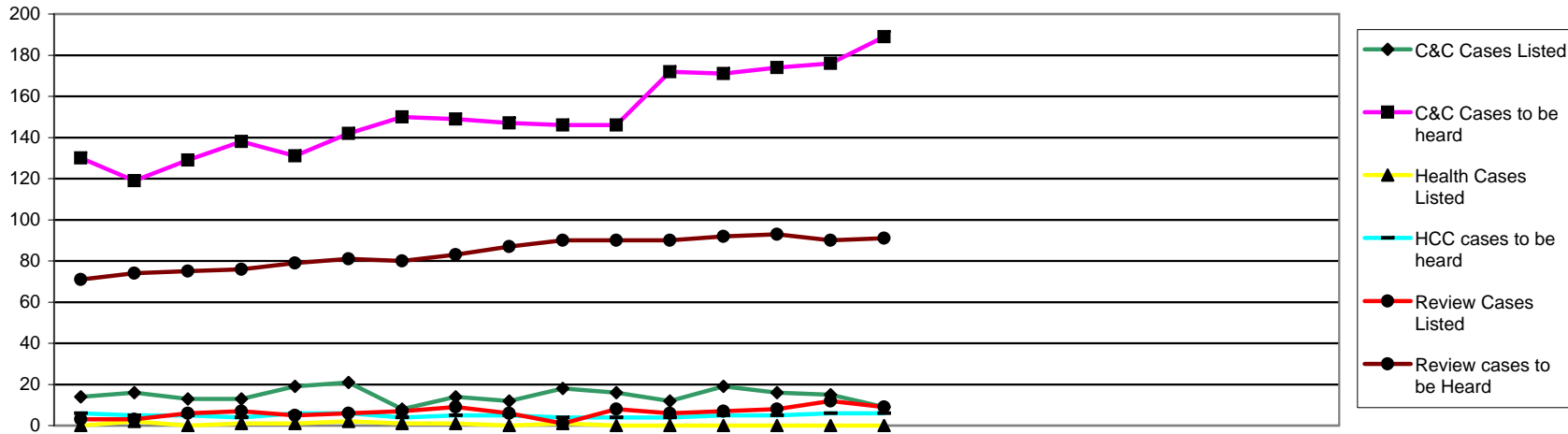
* Cash flow includes investment income



■ Total allegations

| | | 2007 | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|----------------------|-------------------------------|------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Source of enquiry | Total enquiries | 4 | 7 | 6 | 8 | 6 | 6 | 14 | 9 | 7 | 16 | 17 | 9 | 6 | 13 | 7 | 12 | | | | | | | | |
| | Employer | 4 | 1 | 2 | 3 | 3 | 2 | 5 | 4 | 3 | 7 | 5 | 5 | 3 | 3 | 1 | 3 | | | | | | | | |
| | Public | 0 | 2 | 1 | 4 | 1 | 2 | 7 | 0 | 4 | 6 | 4 | 1 | 3 | 8 | 3 | 5 | | | | | | | | |
| | Police | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | | | | | | | | |
| | Professional body | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | | | | | |
| | Registrant | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 3 | 0 | 0 | 6 | 1 | 0 | 0 | 1 | 1 | | | | | | | | |
| | Other | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | | | | | | | | |
| | Article 22(6)/Anon | 0 | 4 | 1 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 2 | 0 | 0 | 1 | 0 | 1 | | | | | | | |
| Source of allegation | Total allegations | 21 | 21 | 27 | 45 | 25 | 26 | 33 | 24 | 10 | 27 | 24 | 32 | 18 | 22 | 27 | 49 | | | | | | | | |
| | Employer | 9 | 6 | 13 | 20 | 12 | 5 | 14 | 6 | 4 | 12 | 12 | 14 | 8 | 15 | 18 | 17 | | | | | | | | |
| | Public | 5 | 4 | 10 | 11 | 6 | 5 | 8 | 6 | 3 | 4 | 2 | 12 | 4 | 2 | 3 | 5 | | | | | | | | |
| | Police | 0 | 4 | 2 | 4 | 3 | 2 | 2 | 4 | 1 | 5 | 2 | 3 | 3 | 3 | 2 | 6 | | | | | | | | |
| | Professional body | 0 | 0 | 0 | 0 | 2 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | |
| | Registrant | 2 | 4 | 1 | 3 | 2 | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | | | | | | | | |
| | Other | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 2 | | | | | | | | |
| | Article 22(6)/Anon | 4 | 3 | 1 | 6 | 0 | 13 | 4 | 6 | 1 | 3 | 6 | 2 | 1 | 0 | 0 | 16 | | | | | | | | |
| Allegation type | Misconduct | 16 | 11 | 17 | 23 | 16 | 17 | 17 | 10 | 9 | 8 | 12 | 21 | 12 | 17 | 21 | 34 | | | | | | | | |
| | Lack of competence | 1 | 0 | 3 | 1 | 3 | 0 | 3 | 3 | 1 | 4 | 5 | 5 | 2 | 2 | 2 | 8 | | | | | | | | |
| | Conviction/caution | 0 | 3 | 2 | 6 | 3 | 8 | 2 | 7 | 0 | 6 | 6 | 6 | 4 | 3 | 3 | 4 | | | | | | | | |
| | Health | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | |
| | Other regulator | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | |
| | Incorrect or fraudulent entry | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | |
| | Not Classified | 2 | 4 | 2 | 1 | 1 | 4 | 6 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 3 | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| | | 109 | 38 |
| Not recorded | | 44 | 10 |
| | | 32 | 19 |
| | | 3 | 2 |
| | | 1 | 2 |
| | | 13 | 2 |
| | | 2 | 1 |
| | | 14 | 2 |
| 314 | 226 | 315 | 116 |
| 113 | 164 | 127 | 58 |
| 61 | 77 | 76 | 14 |
| 27 | 31 | 32 | 14 |
| 0 | 1 | 6 | 0 |
| 30 | 16 | 22 | 8 |
| 13 | 7 | 3 | 5 |
| 57 | 23 | 49 | 17 |
| 205 | 228 | 177 | 84 |
| 33 | 44 | 29 | 14 |
| 41 | 41 | 49 | 14 |
| 2 | 1 | 1 | 1 |
| 1 | 0 | 2 | 0 |
| 33 | 3 | 4 | 0 |
| | | 24 | 3 |



| | | 2007 | | | | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | |
|--------------------------------|------------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-----|-----|-----|----|
| | | 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 | | | | |
| Conduct & Competence Committee | Total Allegations /Enquiries | 23 | 27 | 33 | 53 | 29 | 32 | 47 | 33 | 16 | 43 | 41 | 41 | 24 | 35 | 34 | 61 | | | | | | | | | | | | | | | | | | | | | | | | 314 | 318 | 418 | 154 | |
| | C&C Cases Listed | 14 | 16 | 13 | 13 | 19 | 21 | 8 | 14 | 12 | 18 | 16 | 12 | 19 | 16 | 15 | 9 | | | | | | | | | | | | | | | | | | | | | | | | | 73 | 119 | 176 | 59 |
| | Struck Off | 1 | 2 | 3 | 3 | 5 | 3 | 4 | 5 | 3 | 3 | 2 | 3 | 4 | 1 | 5 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | 11 | 26 | 37 | 14 |
| | Suspended | 4 | 3 | 2 | 1 | 2 | 3 | 1 | 4 | 3 | 3 | 2 | 2 | 1 | 3 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | 19 | 19 | 30 | 6 |
| | Conditions of Practice | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | 5 | 5 | 7 | 1 |
| | Caution | 2 | 6 | 3 | 2 | 2 | 3 | 1 | 1 | 1 | 4 | 3 | 0 | 4 | 1 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | 8 | 32 | 28 | 7 |
| | No Further Action | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | 4 | 6 | 4 | 3 | |
| | Adjourned | 1 | 2 | 2 | 2 | 3 | 4 | 0 | 2 | 3 | 6 | 4 | 3 | 4 | 2 | 2 | 1 | | | | | | | | | | | | | | | | | | | | | | | | 22 | 22 | 32 | 9 | |
| | Cancelled | 3 | 5 | 0 | 3 | 3 | 4 | 3 | 1 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 24 | 4 | |
| | Referred to Health | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | 1 | 0 | 1 | 0 | |
| | Not Found | 2 | 2 | 0 | 2 | 2 | 0 | 1 | 2 | 1 | 1 | 5 | 1 | 4 | 5 | 3 | 1 | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 19 | 13 | |
| C&C Cases to be heard | 130 | 119 | 129 | 138 | 131 | 142 | 150 | 149 | 147 | 146 | 146 | 172 | 171 | 174 | 176 | 189 | | | | | | | | | | | | | | | | | | | | | | | 59 | 59 | 172 | 189 | | | |
| Health Committee | Health Cases Listed | 0 | 2 | 0 | 1 | 1 | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | 8 | 7 | 9 | 0 | | |
| | Suspended | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | 2 | 2 | 5 | 0 | | |
| | Conditions of Practice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | 3 | 1 | 0 | 0 | | |
| | Caution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | |
| | No further action | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | 0 | 1 | 0 | 0 | | |
| | Not Found | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | 1 | | |
| | Adjourned | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | 1 | | |
| | Cancelled | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | 2 | | |
| | Referred to C&C | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | | |
| | HCC cases to be heard | 6 | 5 | 5 | 4 | 6 | 6 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 6 | 6 | | | | | | | | | | | | | | | | | | | | | | | 7 | 7 | 4 | 6 | | |

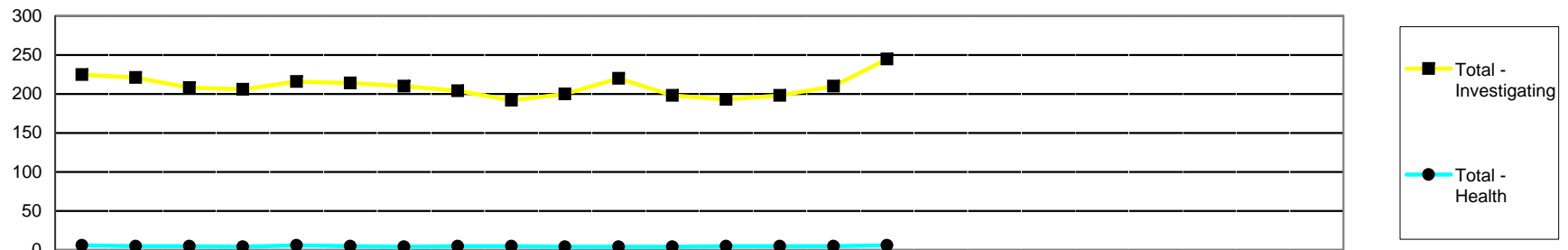
| | | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | |
|-----------------|---------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-----|-----|-----|----|
| | | 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 | |
| Review Hearings | Review Cases Listed | 3 | 3 | 6 | 7 | 5 | 6 | 7 | 9 | 6 | 1 | 8 | 6 | 7 | 8 | 12 | 9 | | | | | | | | | | | 41 | 67 | 36 |
| | Review cases to be Heard | 71 | 74 | 75 | 76 | 79 | 81 | 80 | 83 | 87 | 90 | 90 | 90 | 92 | 93 | 90 | 91 | | | | | | | | | | | 69 | 90 | 91 |
| | Struck Off | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | | 10 | 0 |
| | Suspension continued | 0 | 0 | 3 | 6 | 4 | 4 | 2 | 6 | 5 | 0 | 4 | 3 | 4 | 7 | 5 | 5 | | | | | | | | | | | | 58 | 21 |
| | CPO continued | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | | | | | | | | | | | | 6 | 4 |
| | Suspension revoked | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | | | | 3 | 1 |
| | Suspension revoked conditions imposed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | | 1 | 0 |
| | Suspension revoked caution imposed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | | | 1 | 1 |
| | Conditions revoked | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | | 5 | 0 |
| | Conditions revoked suspension imposed | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | 5 | 0 |
| | Conditions revoked caution imposed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | 1 | 0 |
| | Adjourned | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | | | | | | | | | | | | 5 | 2 |

Health Professions Council

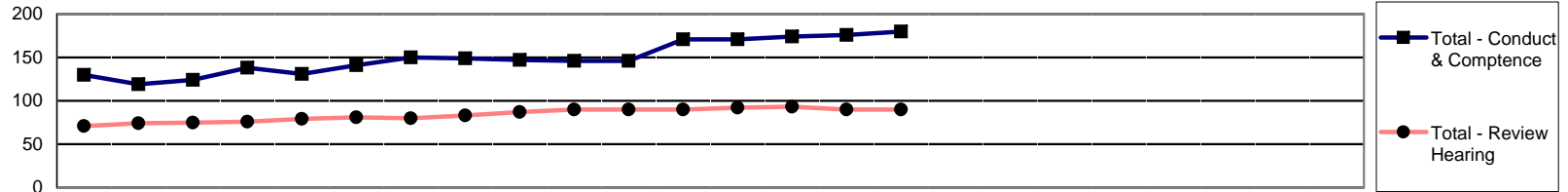
Source of Allegation & Enquiry April 2008 - July 2008

Fitness to Practise Department

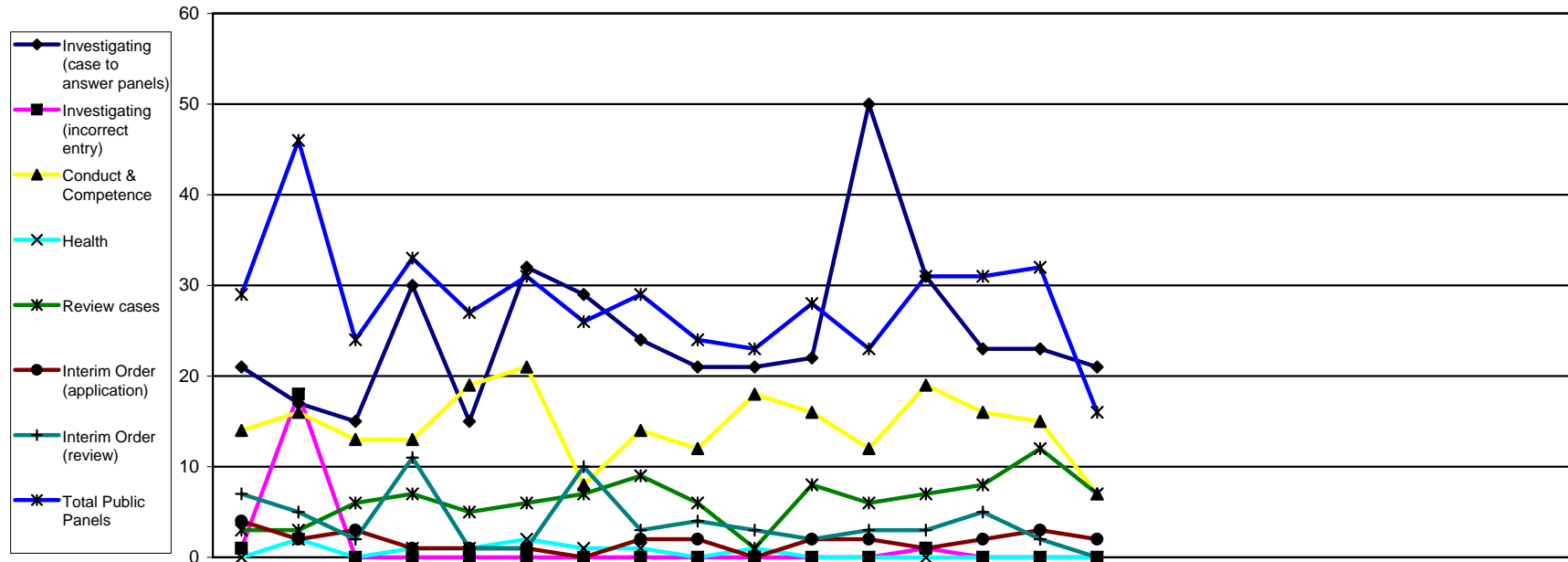
| | Employer | Public | Police | Article 22(6)/ anon | Professional Body | Other | Total 2007/8 | Total to date |
|----------------------------|-----------|-----------|-----------|------------------------|----------------------|-----------|--------------|---------------|
| Arts therapists | 4 | 1 | 0 | 1 | 0 | 1 | 16 | 7 |
| Biomedical scientists | 6 | 0 | 1 | 10 | 0 | 2 | 26 | 19 |
| Chiropodists & podiatrists | 5 | 10 | 2 | 1 | 1 | 3 | 40 | 22 |
| Clinical scientists | 0 | 0 | 0 | 1 | 0 | 1 | 6 | 2 |
| Dietitians | 0 | 1 | 0 | 0 | 0 | 0 | 14 | 1 |
| Occupational therapists | 7 | 3 | 0 | 0 | 0 | 1 | 45 | 11 |
| ODPs | 6 | 0 | 1 | 2 | 0 | 0 | 38 | 9 |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| Paramedics | 15 | 2 | 6 | 2 | 0 | 1 | 94 | 26 |
| Physiotherapists | 16 | 10 | 3 | 1 | 0 | 6 | 85 | 36 |
| Prosthetists & orthotists | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 2 |
| Radiographers | 5 | 3 | 3 | 1 | 0 | 1 | 32 | 13 |
| SLTs | 4 | 2 | 0 | 0 | 0 | 0 | 22 | 6 |
| Total | 69 | 33 | 16 | 19 | 1 | 16 | 424 | 154 |



| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|--------|--------|--------|------------|------------|------------|------------|
| | 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 |
| Investigating Panel | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 3 | 4 | 8 | 9 | 10 | 10 | 10 | 10 | 8 | 8 | 8 | 1 | 1 | 3 | 6 | 8 | | | | | | | | | 2 | 3 | 1 | 8 |
| Biomedical scientists | 10 | 12 | 10 | 13 | 13 | 12 | 12 | 12 | 12 | 13 | 12 | 13 | 11 | 12 | 16 | 26 | | | | | | | | | 5 | 10 | 13 | 26 |
| Chiropodists & podiatrists | 27 | 27 | 26 | 24 | 23 | 24 | 22 | 23 | 21 | 19 | 19 | 18 | 17 | 17 | 19 | 27 | | | | | | | | | 24 | 26 | 18 | 27 |
| Clinical scientists | 4 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 5 | 3 | 2 | 3 | 2 | 3 | | | | | | | | | 3 | 4 | 3 | 3 |
| Dietitians | 7 | 3 | 4 | 5 | 6 | 5 | 5 | 3 | 4 | 6 | 11 | 4 | 4 | 2 | 3 | 3 | | | | | | | | | 1 | 3 | 4 | 3 |
| Occupational therapists | 22 | 24 | 21 | 21 | 22 | 23 | 24 | 27 | 23 | 23 | 23 | 22 | 28 | 23 | 25 | 23 | | | | | | | | | 14 | 19 | 22 | 23 |
| ODPs | 15 | 14 | 15 | 12 | 14 | 10 | 12 | 12 | 11 | 12 | 19 | 18 | 16 | 18 | 20 | 23 | | | | | | | | | 14 | 15 | 18 | 23 |
| Orthoptists | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | 0 | 1 | 1 | 1 |
| Paramedics | 47 | 52 | 45 | 45 | 51 | 50 | 46 | 37 | 37 | 36 | 41 | 40 | 36 | 42 | 43 | 40 | | | | | | | | | 19 | 47 | 40 | 40 |
| Physiotherapists | 50 | 39 | 36 | 36 | 36 | 37 | 37 | 37 | 35 | 39 | 42 | 43 | 40 | 44 | 43 | 52 | | | | | | | | | 50 | 55 | 43 | 52 |
| Prosthetists & orthotists | 3 | 3 | 3 | 5 | 4 | 5 | 5 | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | | | | | | | | | 2 | 3 | 2 | 2 |
| Radiographers | 25 | 28 | 25 | 20 | 18 | 17 | 16 | 20 | 21 | 24 | 23 | 17 | 19 | 16 | 15 | 22 | | | | | | | | | 18 | 32 | 17 | 22 |
| SLTs | 10 | 10 | 10 | 12 | 15 | 16 | 16 | 14 | 14 | 14 | 14 | 16 | 16 | 15 | 14 | 15 | | | | | | | | | 6 | 10 | 16 | 15 |
| Total - Investigating | 225 | 221 | 208 | 206 | 216 | 214 | 210 | 204 | 192 | 200 | 220 | 198 | 193 | 198 | 210 | 245 | | | | | | | | | 158 | 228 | 198 | 245 |
| Health Panel | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 |
| Biomedical scientists | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | 2 | 1 | 0 | 1 |
| Chiropodists & podiatrists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 |
| Clinical scientists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 |
| Dietitians | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 |
| Occupational therapists | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | | | | | | | | | 2 | 2 | 0 | 1 |
| ODPs | 2 | 2 | 2 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 1 | 2 | 0 | 0 |
| Orthoptists | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | 0 | 0 | 1 | 1 |
| Paramedics | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 1 | 0 | 0 |
| Physiotherapists | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 2 | 0 | 0 | 0 |
| Prosthetists & orthotists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 |
| Radiographers | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | 1 | 0 | 2 | 2 |
| SLTs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | 0 | 0 | 1 | 1 |
| Total - Health | 6 | 5 | 5 | 4 | 6 | 5 | 4 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 5 | 6 | | | | | | | | | 8 | 6 | 4 | 6 |

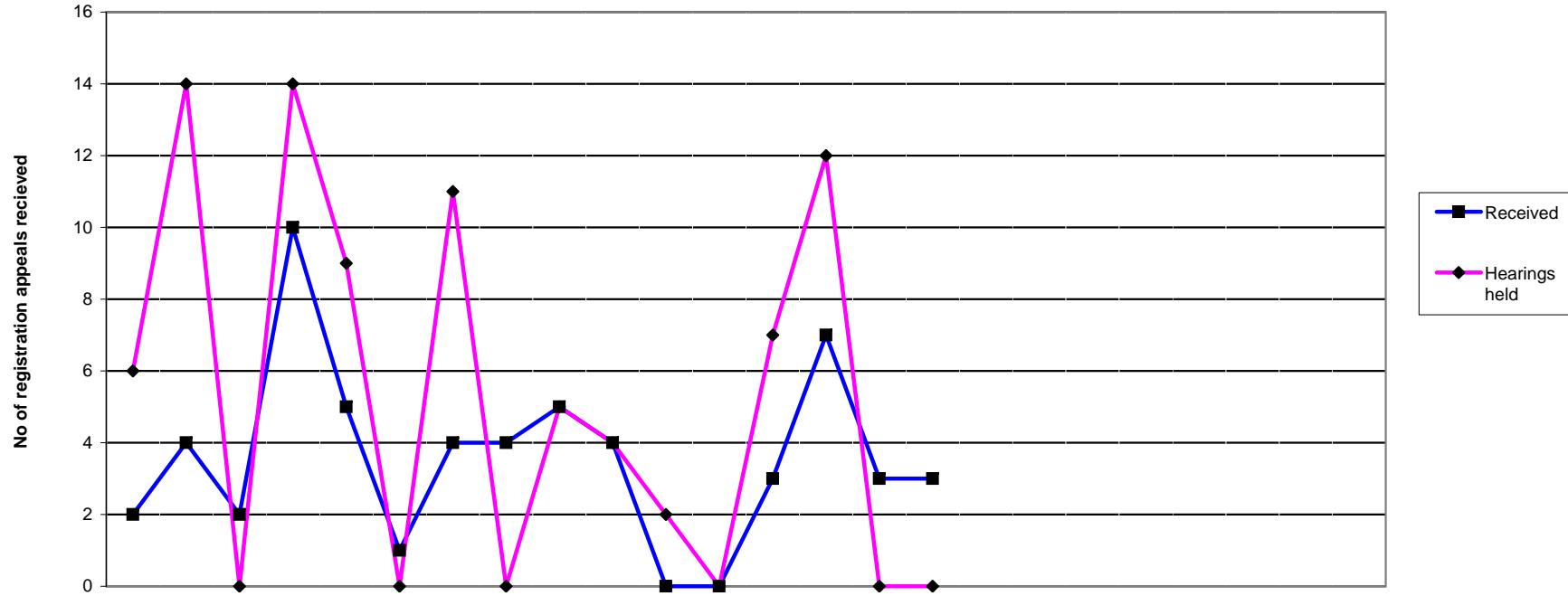


| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | |
|---|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-----|-----|-----|--|--|--|
| | 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 | | | |
| Conduct & Compliance Panel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 8 | 8 | 8 | 8 | 8 | | | | | | | | | | | | | | | |
| Biomedical scientists | 9 | 9 | 9 | 9 | 7 | 8 | 6 | 6 | 6 | 7 | 6 | 7 | 9 | 9 | 10 | 12 | | | | | | | | | | | | | | | |
| Chiropodists & podiatrists | 11 | 11 | 10 | 9 | 8 | 8 | 8 | 8 | 10 | 8 | 8 | 12 | 9 | 11 | 11 | 11 | | | | | | | | | | | | | | | |
| Clinical scientists | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 3 | 3 | 2 | 2 | 3 | 5 | 5 | 6 | 6 | | | | | | | | | | | | | | | |
| Dietitians | 1 | 2 | 3 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | | | | | | | | | | | | | | | |
| Occupational therapists | 17 | 14 | 16 | 20 | 19 | 19 | 19 | 16 | 15 | 14 | 14 | 19 | 17 | 17 | 16 | 19 | | | | | | | | | | | | | | | |
| ODPs | 9 | 7 | 9 | 13 | 12 | 13 | 14 | 15 | 15 | 18 | 17 | 18 | 19 | 20 | 19 | 18 | | | | | | | | | | | | | | | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Paramedics | 39 | 34 | 29 | 31 | 31 | 34 | 39 | 42 | 38 | 40 | 41 | 45 | 44 | 43 | 42 | 46 | | | | | | | | | | | | | | | |
| Physiotherapists | 22 | 17 | 21 | 24 | 23 | 25 | 28 | 25 | 27 | 27 | 28 | 28 | 28 | 29 | 34 | 31 | | | | | | | | | | | | | | | |
| Prosthetists & orthotists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Radiographers | 17 | 20 | 20 | 21 | 20 | 22 | 23 | 24 | 23 | 20 | 19 | 23 | 24 | 22 | 20 | 19 | | | | | | | | | | | | | | | |
| SLTs | 4 | 4 | 5 | 5 | 5 | 6 | 6 | 5 | 5 | 5 | 5 | 4 | 4 | 6 | 7 | 7 | | | | | | | | | | | | | | | |
| Total - Conduct & Compliance | 130 | 119 | 124 | 138 | 131 | 141 | 150 | 149 | 147 | 146 | 146 | 171 | 171 | 174 | 176 | 180 | | | | | | | | | | | | | | | |
| Review Hearing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Biomedical scientists | 6 | 6 | 7 | 7 | 7 | 7 | 7 | 6 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 5 | | | | | | | | | | | | | | | |
| Chiropodists & podiatrists | 5 | 5 | 6 | 6 | 6 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | | | | | | | | | | | | | | | |
| Clinical scientists | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | |
| Dietitians | 4 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | | | | | | | | | | | | | | | |
| Occupational therapists | 11 | 12 | 13 | 14 | 15 | 15 | 13 | 15 | 17 | 20 | 20 | 20 | 20 | 21 | 19 | 19 | | | | | | | | | | | | | | | |
| ODPs | 2 | 2 | 2 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | | | | | | | | | | | | | | | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| Paramedics | 11 | 12 | 12 | 12 | 12 | 15 | 16 | 16 | 17 | 17 | 16 | 15 | 15 | 15 | 14 | 13 | | | | | | | | | | | | | | | |
| Physiotherapists | 22 | 24 | 23 | 23 | 24 | 24 | 24 | 26 | 26 | 27 | 28 | 30 | 30 | 30 | 29 | 29 | | | | | | | | | | | | | | | |
| Prosthetists & orthotists | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | | | | | | | |
| Radiographers | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 6 | | | | | | | | | | | | | | | |
| SLTs | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | | | | | | | | | | | | | | | |
| Total - Review Hearing | 71 | 74 | 75 | 76 | 79 | 81 | 80 | 83 | 87 | 90 | 90 | 90 | 92 | 93 | 90 | 90 | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |



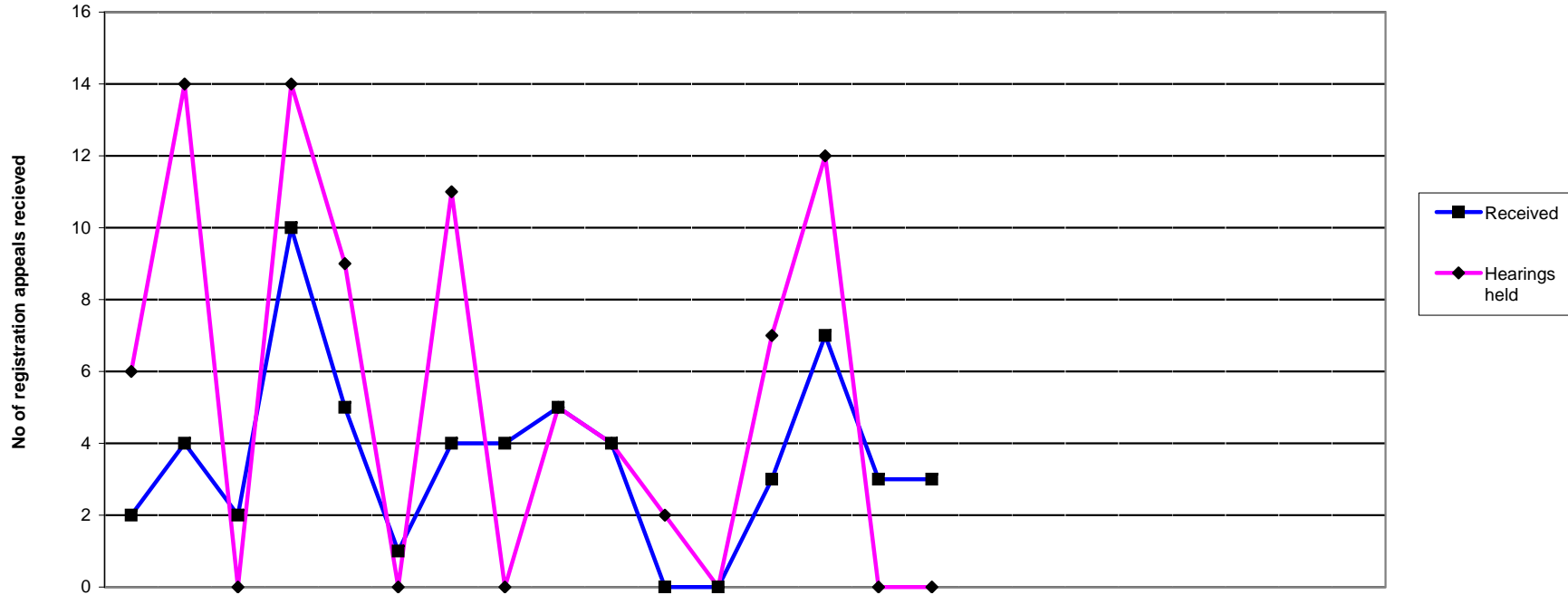
| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | 2007/8 | 2008/9 | | | | | | | |
|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|--------|--------|-----|-----|-----|-----|-----|------------|------------|
| | 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 | YTD | |
| Public Panels | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Investigating (case to answer panels) | 21 | 17 | 15 | 30 | 15 | 32 | 29 | 24 | 21 | 21 | 22 | 50 | 31 | 23 | 23 | 21 | | | | | | | | | | 297 | 98 |
| Investigating (incorrect entry) | 1 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | 19 | 1 |
| Conduct & Competence | 14 | 16 | 13 | 13 | 19 | 21 | 8 | 14 | 12 | 18 | 16 | 12 | 19 | 16 | 15 | 7 | | | | | | | | | | 176 | 57 |
| Health | 0 | 2 | 0 | 1 | 1 | 2 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | 9 | 0 |
| Review cases | 3 | 3 | 6 | 7 | 5 | 6 | 7 | 9 | 6 | 1 | 8 | 6 | 7 | 8 | 12 | 7 | | | | | | | | | | 67 | 34 |
| Interim Order (application) | 4 | 2 | 3 | 1 | 1 | 1 | 0 | 2 | 2 | 0 | 2 | 2 | 1 | 2 | 3 | 2 | | | | | | | | | | 20 | 8 |
| Interim Order (review) | 7 | 5 | 2 | 11 | 1 | 1 | 10 | 3 | 4 | 3 | 2 | 3 | 3 | 5 | 2 | 0 | | | | | | | | | | 52 | 10 |
| Total Public Panels | 29 | 46 | 24 | 33 | 27 | 31 | 26 | 29 | 24 | 23 | 28 | 23 | 31 | 31 | 32 | 16 | | | | | | | | | | 343 | 110 |
| Total Panels | 50 | 63 | 39 | 63 | 42 | 63 | 55 | 53 | 45 | 44 | 50 | 73 | 62 | 54 | 55 | 37 | | | | | | | | | | 640 | 208 |

This table displays how many cases were considered by each type of panel



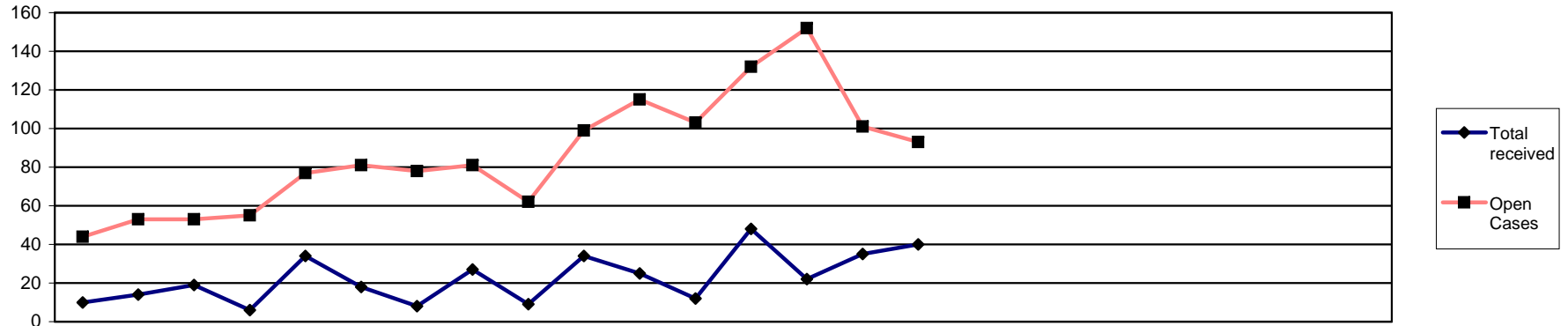
| | 2007 | | | | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | |
|----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | 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 |
| Received | 2 | 4 | 2 | 10 | 5 | 1 | 4 | 4 | 5 | 4 | 0 | 0 | 3 | 7 | 3 | 3 | 3 | 7 | 3 | 3 | | | | | | | | | | | | | | | | |
| Reviewed | 6 | 14 | 0 | 14 | 9 | 0 | 11 | 0 | 5 | 4 | 2 | 0 | 7 | 12 | 0 | 0 | 7 | 12 | 0 | 0 | | | | | | | | | | | | | | | | |
| Hearings held | 6 | 14 | 0 | 14 | 9 | 0 | 11 | 0 | 5 | 4 | 2 | 0 | 7 | 12 | 0 | 0 | 7 | 12 | 0 | 0 | | | | | | | | | | | | | | | | |
| Adjourned/postponed | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 4 | 0 | 1 | 3 | 0 | 0 | 1 | 3 | 0 | 0 | | | | | | | | | | | | | | | | |
| Withdrawn | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 10 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | |
| Allowed | 2 | 9 | 0 | 7 | 3 | 0 | 3 | 0 | 1 | 1 | 3 | 0 | 4 | 2 | 0 | 0 | 4 | 2 | 0 | 0 | | | | | | | | | | | | | | | | |
| Dismissed | 1 | 4 | 0 | 6 | 6 | 0 | 6 | 0 | 3 | 0 | 5 | 0 | 2 | 4 | 0 | 0 | 2 | 4 | 0 | 0 | | | | | | | | | | | | | | | | |
| Remit to ETC | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | | | | | | | | | | | | | | | | |
| Current active cases | 55 | 48 | 50 | 42 | 41 | 42 | 37 | 41 | 39 | 43 | 37 | 27 | 20 | 20 | 23 | 24 | 20 | 20 | 23 | 24 | | | | | | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 91 | 104 | 41 | 16 |
| 266 | 90 | 65 | 19 |
| 266 | 90 | 65 | 19 |
| 19 | 20 | 10 | 4 |
| 13 | 16 | 15 | 1 |
| 128 | 33 | 29 | 6 |
| 88 | 29 | 31 | 6 |
| 31 | 6 | 4 | 2 |



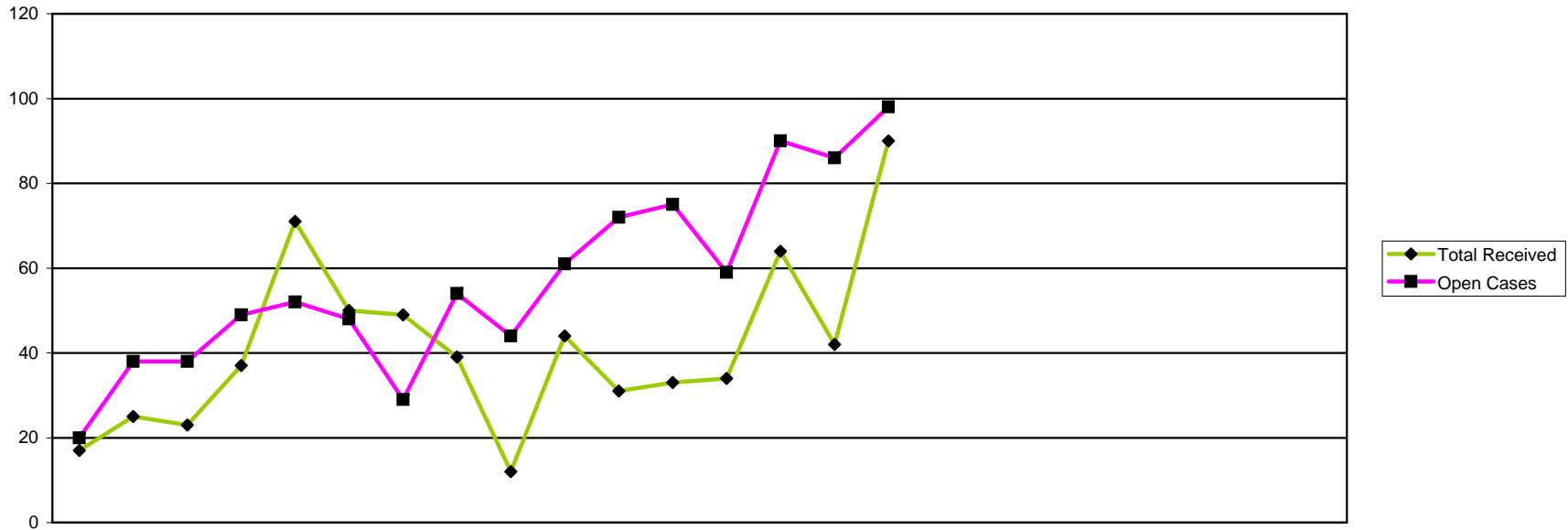
| | 2007 | | | | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | |
|----------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | 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 |
| Received | 2 | 4 | 2 | 10 | 5 | 1 | 4 | 4 | 5 | 4 | 0 | 0 | 3 | 7 | 3 | 3 | 3 | 7 | 3 | 3 | | | | | | | | | | | | | | | | |
| Reviewed | 6 | 14 | 0 | 14 | 9 | 0 | 11 | 0 | 5 | 4 | 2 | 0 | 7 | 12 | 0 | 0 | 7 | 12 | 0 | 0 | | | | | | | | | | | | | | | | |
| Hearings held | 6 | 14 | 0 | 14 | 9 | 0 | 11 | 0 | 5 | 4 | 2 | 0 | 7 | 12 | 0 | 0 | 7 | 12 | 0 | 0 | | | | | | | | | | | | | | | | |
| Adjourned/postponed | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 2 | 4 | 0 | 1 | 3 | 0 | 0 | 1 | 3 | 0 | 0 | | | | | | | | | | | | | | | | |
| Withdrawn | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 10 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | |
| Allowed | 2 | 9 | 0 | 7 | 3 | 0 | 3 | 0 | 1 | 1 | 3 | 0 | 4 | 2 | 0 | 0 | 4 | 2 | 0 | 0 | | | | | | | | | | | | | | | | |
| Dismissed | 1 | 4 | 0 | 6 | 6 | 0 | 6 | 0 | 3 | 0 | 5 | 0 | 2 | 4 | 0 | 0 | 2 | 4 | 0 | 0 | | | | | | | | | | | | | | | | |
| Remit to ETC | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | | | | | | | | | | | | | | | | |
| Current active cases | 55 | 48 | 50 | 42 | 41 | 42 | 37 | 41 | 39 | 43 | 37 | 27 | 20 | 20 | 23 | 24 | 20 | 20 | 23 | 24 | | | | | | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 91 | 104 | 41 | 16 |
| 266 | 90 | 65 | 19 |
| 266 | 90 | 65 | 19 |
| 19 | 20 | 10 | 4 |
| 13 | 16 | 15 | 1 |
| 128 | 33 | 29 | 6 |
| 88 | 29 | 31 | 6 |
| 31 | 6 | 4 | 2 |

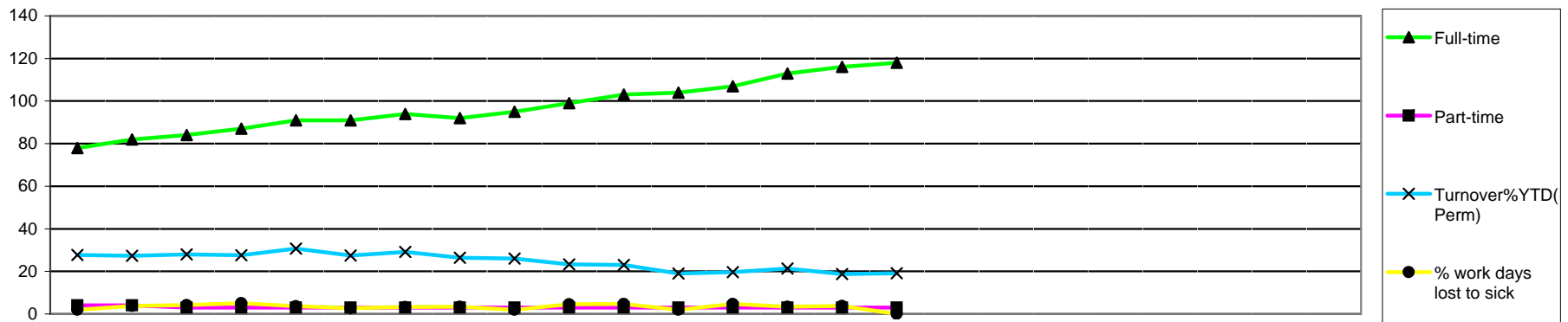


| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|-----------|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Public | 2 | 1 | 3 | 0 | 5 | 4 | 2 | 3 | 0 | 9 | 7 | 6 | 10 | 1 | 4 | 14 | | | | | | | | | |
| Police | 2 | 2 | 2 | 0 | 6 | 0 | 0 | 2 | 1 | 7 | 5 | 0 | 5 | 5 | 3 | 4 | | | | | | | | | |
| HPC | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Anonymous | 3 | 3 | 5 | 3 | 5 | 6 | 1 | 8 | 2 | 1 | 1 | 0 | 5 | 2 | 4 | 5 | | | | | | | | | |
| Professional | 2 | 7 | 9 | 3 | 17 | 8 | 5 | 14 | 5 | 15 | 12 | 6 | 28 | 14 | 24 | 17 | | | | | | | | | |
| Total received | 10 | 14 | 19 | 6 | 34 | 18 | 8 | 27 | 9 | 34 | 25 | 12 | 48 | 22 | 35 | 40 | | | | | | | | | |
| Open Cases | 44 | 53 | 53 | 55 | 77 | 81 | 78 | 81 | 62 | 99 | 115 | 103 | 132 | 152 | 101 | 93 | | | | | | | | | |

| 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 YTD |
|---------------|---------------|---------------|---------------|
| 53 | 21 | 42 | 29 |
| 31 | 38 | 27 | 17 |
| 10 | 10 | 6 | 0 |
| 50 | 78 | 38 | 16 |
| 225 | 137 | 103 | 83 |
| 369 | 284 | 216 | 145 |

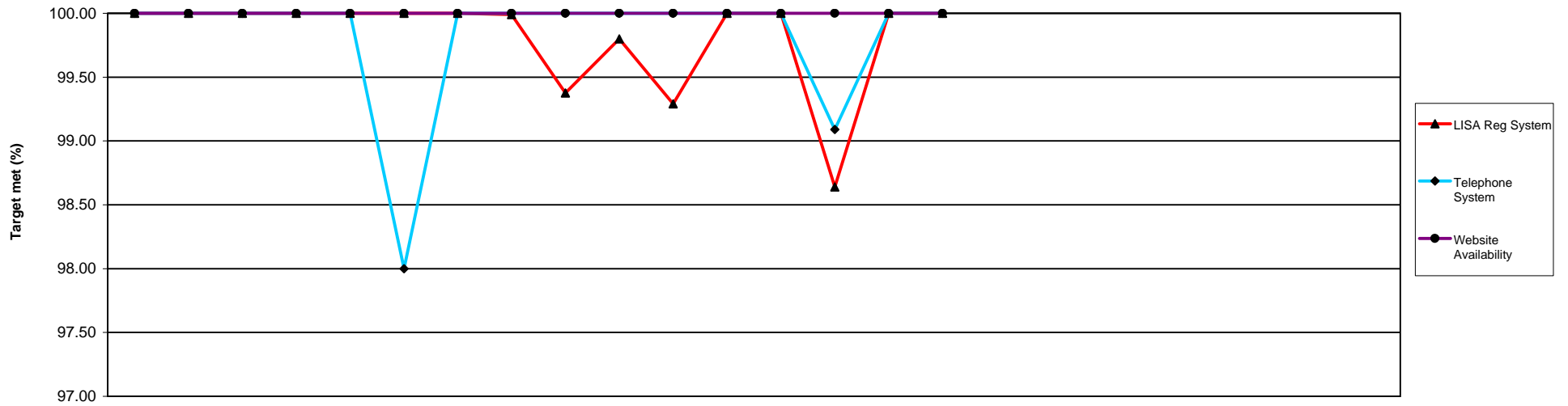


| | | 2007 | | | | 2008 | | | | | | | | 2009 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | |
|-------------------|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|--------|--------|--------|--------|-----|------------|------------|------------|------------|------------|
| | | 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 |
| Received | Renewal | 0 | 0 | 9 | 7 | 12 | 19 | 10 | 10 | 1 | 6 | 3 | 4 | 4 | 14 | 9 | 8 | | | | | | | | | 36 | 27 | 81 | 35 |
| | Readmission | 6 | 2 | 0 | 0 | 1 | 1 | 5 | 1 | 1 | 10 | 4 | 3 | 7 | 14 | 15 | 5 | | | | | | | | | 33 | 40 | 34 | 41 |
| | Admission | 4 | 3 | 6 | 22 | 33 | 15 | 18 | 23 | 6 | 9 | 10 | 9 | 7 | 12 | 8 | 44 | | | | | | | | | 165 | 150 | 158 | 71 |
| | Self Referral | 7 | 20 | 8 | 8 | 25 | 15 | 16 | 5 | 4 | 19 | 14 | 17 | 16 | 24 | 10 | 33 | | | | | | | | | 54 | 86 | 158 | 83 |
| | Total Received | 17 | 25 | 23 | 37 | 71 | 50 | 49 | 39 | 12 | 44 | 31 | 33 | 34 | 64 | 42 | 90 | | | | | | | | | 288 | 303 | 431 | 230 |
| Considered | Considered | 7 | 8 | 9 | 21 | 40 | 30 | 29 | 37 | 17 | 11 | 27 | 20 | 18 | 34 | 24 | 39 | | | | | | | | | n/a | n/a | 256 | 115 |
| | Referred to FTP | 3 | 0 | 2 | 6 | 10 | 3 | 2 | 3 | 2 | 3 | 3 | 0 | 0 | 15 | 2 | 2 | | | | | | | | | n/a | n/a | 37 | 19 |
| | Admission rejected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | | | | | | | | | n/a | n/a | 2 | 0 |
| | Readmission rejected | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | n/a | n/a | 3 | 1 |
| | Renewal Rejected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | n/a | n/a | 0 | 0 |
| | Not Referred to FTP | 0 | 1 | 0 | 2 | 7 | 6 | 5 | 6 | 2 | 0 | 3 | 2 | 5 | 9 | 4 | 7 | | | | | | | | | n/a | n/a | 34 | 25 |
| | Admission accepted | 3 | 4 | 6 | 13 | 23 | 19 | 19 | 24 | 11 | 6 | 7 | 15 | 10 | 4 | 7 | 25 | | | | | | | | | n/a | n/a | 150 | 46 |
| | Readmission accepted | 1 | 2 | 0 | 0 | 0 | 1 | 2 | 4 | 2 | 2 | 4 | 1 | 3 | 6 | 10 | 2 | | | | | | | | | n/a | n/a | 19 | 21 |
| | Renewal accepted | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | | | | | | | | | n/a | n/a | 1 | 3 |
| Open Cases | 20 | 38 | 38 | 49 | 52 | 48 | 29 | 54 | 44 | 61 | 72 | 75 | 59 | 90 | 86 | 98 | | | | | | | | | n/a | n/a | 75 | 333 | |



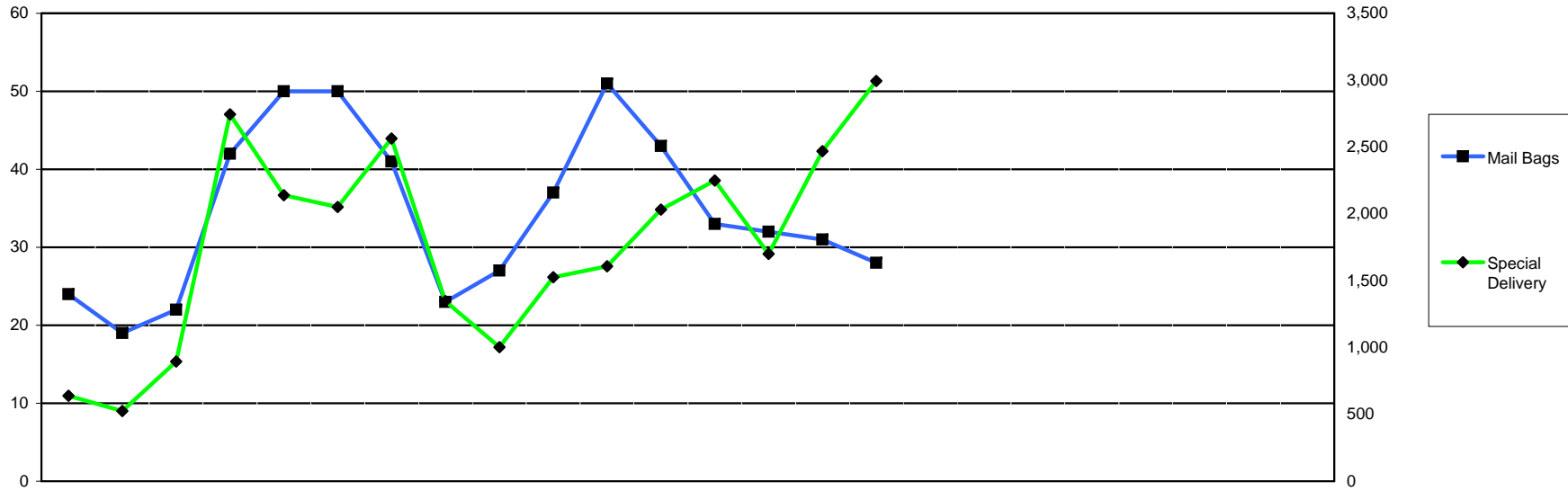
| | 2007 | | | | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|-------|-------|-------|-------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|--|--|--|--|--|--|--|--|--|--|--|--|----|-------|-------|-----|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EMPLOYEES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Employees | 82 | 86 | 87 | 90 | 94 | 94 | 97 | 95 | 98 | 102 | 106 | 107 | 110 | 116 | 119 | 121 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 78 | 79 | 107 | 121 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Full-time | 78 | 82 | 84 | 87 | 91 | 91 | 94 | 92 | 95 | 99 | 103 | 104 | 107 | 113 | 116 | 118 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 73 | 75 | 104 | 118 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Part-time | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 5 | 4 | 3 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FTE | 80 | 84 | 85 | 89 | 93 | 93 | 95.5 | 93.5 | 96.5 | 100.5 | 101.5 | 106 | 109 | 115 | 118 | 120 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 76 | 77 | 105.5 | 120 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Permanent | 79 | 81 | 87 | 79 | 90 | 90 | 93 | 90 | 90 | 96 | 96 | 101 | 106 | 110 | 113 | 116 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 74 | 78 | 101 | 116 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Starters (Permanent) | 5 | 4 | 2 | 5 | 3 | 3 | 4 | 0 | 3 | 4 | 7 | 2 | 6 | 7 | 4 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 6 | 46 | 42 | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leavers (Permanent) | 2 | 1 | 3 | 0 | 3 | 1 | 2 | 3 | 1 | 0 | 1 | 0 | 3 | 3 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 3 | 20 | 17 | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Turnover%YTD(Perm) | 27.71 | 27.27 | 27.97 | 27.57 | 30.7 | 27.41 | 29.18 | 26.37 | 26.09 | 23.32 | 22.97 | 19.03 | 19.65 | 21.28 | 18.72 | 19.14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | * | 30 | 26 | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fixed-Term Contracts | 3 | 3 | 0 | 1 | 4 | 4 | 4 | 5 | 8 | 8 | 7 | 5 | 4 | 6 | 8 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 4 | 1 | 5 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Starters (Fixed-Term) | 1 | 0 | 0 | 1 | 4 | 0 | 0 | 1 | 3 | 1 | 0 | 2 | 0 | 3 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 1 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leavers (Fixed-Term) | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 4 | 1 | 0 | 0 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 1 | 4 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Agency Days | 129 | 169 | 304 | 282 | 353 | 253 | 200 | 251 | 174 | 189 | 192 | 246 | 199 | 253 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 95 | 2,590 | 2,742 | 452 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % work days lost to sick | 2 | 4 | 4 | 5 | 4 | 3 | 3 | 3 | 2 | 5 | 5 | 2 | 5 | 3 | 4 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | * | 4 | 3 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| O.H. Refs | 0 | 1 | 0 | 2 | 2 | 2 | 1 | 3 | 2 | 4 | 1 | 1 | 2 | 1 | 2 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 18 | 19 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CONTRACTORS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Full-time | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Part-time | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FTE | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 2 | 2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Starters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leavers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL C & E | 84 | 88 | 89 | 92 | 96 | 96 | 99 | 97 | 100 | 104 | 108 | 109 | 112 | 118 | 121 | 123 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 80 | 81 | 109 | 123 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

FTE: Full-time equivalent O.H.Refs: Occupational health referrals NOTE: Contractors are NOT included in the total number of employees
 For "FYE" and "YTD" sick-days total is for whole year or year to date
 Fixed-Term Contract employees are not included in the overall turnover figure so it accurately reflects the number of permanent employees leaving
 * Changes to report data requested from April 2006 onwards



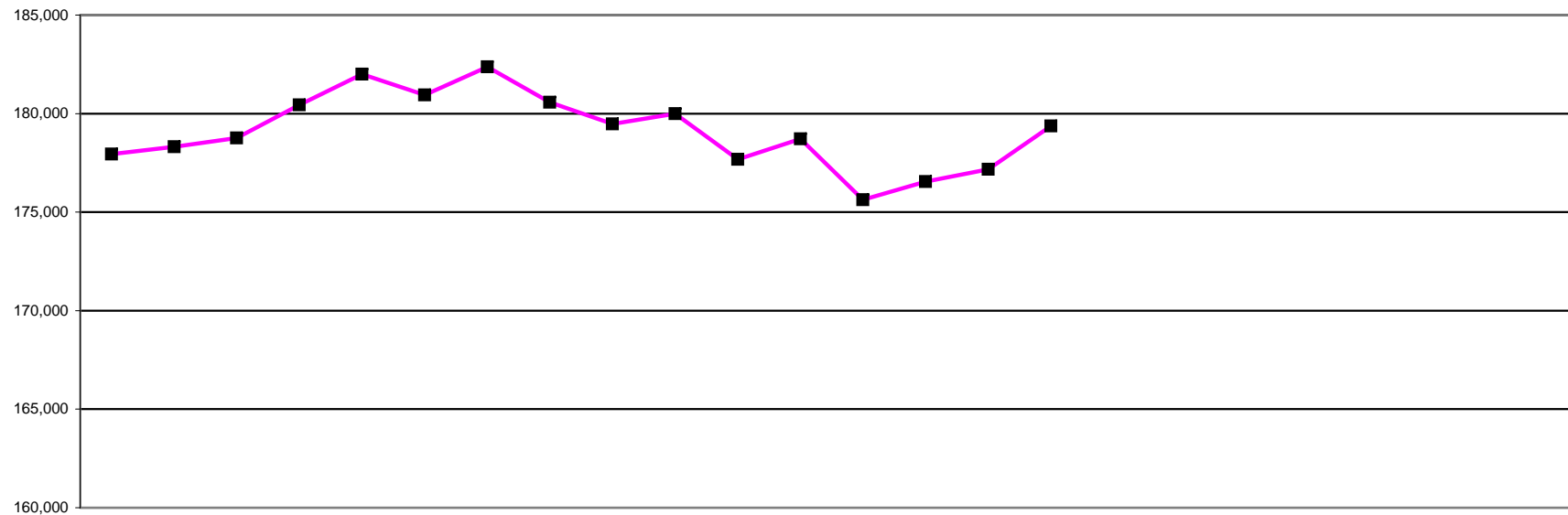
| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | | | | | | |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|-----|-----|-----|--------|--------|--------|--------|-----|-----|-----|-------|-------|-------|-------|--------|-------|--------|--------|
| | 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 | | | | | | | | |
| LISA Reg System | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.99 | 99.38 | 99.80 | 99.29 | 100.00 | 100.00 | 98.64 | 100.00 | 100.00 | | | | | | | | | | | | | 99.90 | 99.99 | 99.87 | 99.66 | | | | |
| Telephone System | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 98.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.09 | 100.00 | 100.00 | | | | | | | | | | | | | | | 99.90 | 99.99 | 99.83 | 99.77 | |
| Website Availability | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | | | | | | | | | | | | | | 100.00 | 99.99 | 100.00 | 100.00 |

| Performance Targets | Uptime |
|----------------------|--------|
| Telephone System | 98.45 |
| LISA Reg System | 97.85 |
| Website Availability | 98.30 |



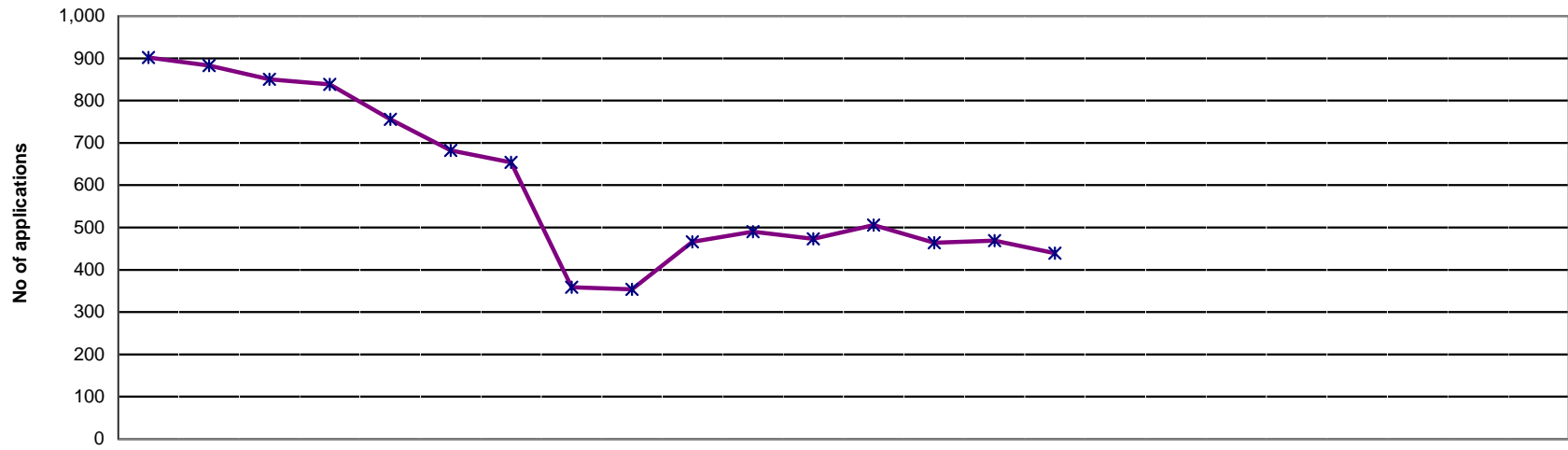
| | 2007 | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | |
|------------------|------|-----|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Mail Bags | 24 | 19 | 22 | 42 | 50 | 50 | 41 | 23 | 27 | 37 | 51 | 43 | 33 | 32 | 31 | 28 | | | | | | | | | |
| Special Delivery | 640 | 526 | 895 | 2,745 | 2,140 | 2,052 | 2,563 | 1,347 | 1,002 | 1,526 | 1,608 | 2,032 | 2,250 | 1,701 | 2,468 | 2,994 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------|--------|--------|--------|
| FYE | FYE | FYE | YTD |
| 654 | 341 | 429 | 124 |
| 13,641 | 10,469 | 19,076 | 9,413 |



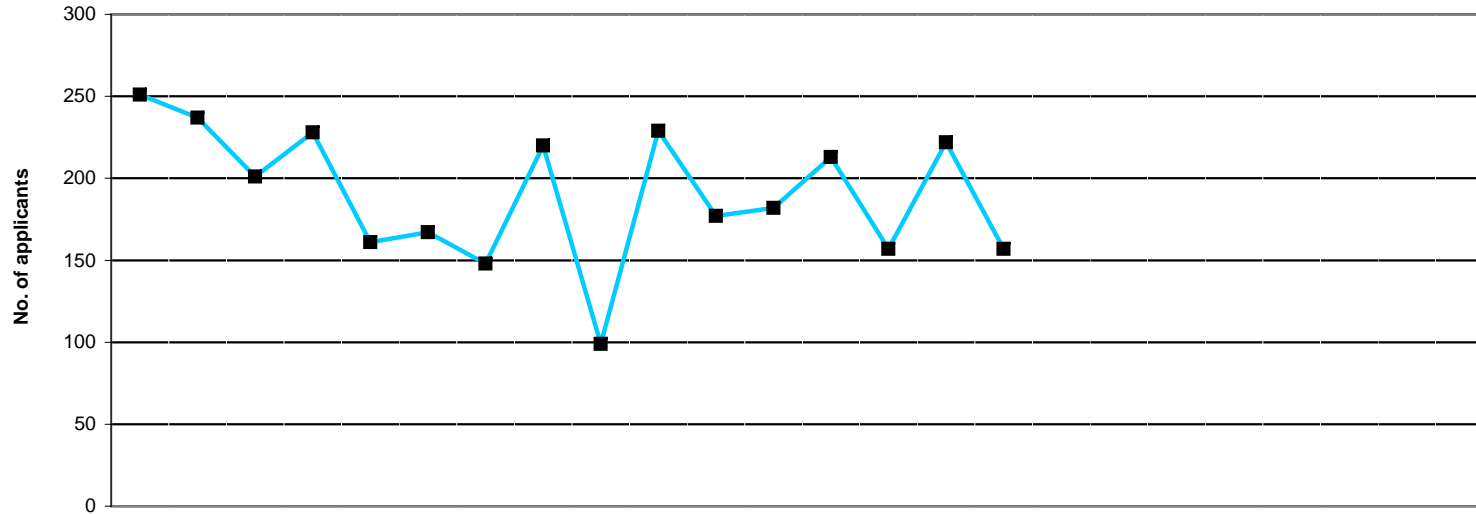
| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 YTD | | | | | |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----|-----|-----|-----|-----|---------------|---------------|---------------|---------------|-------|----------------|----------------|----------------|----------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | | | | Jan | Feb | Mar | | |
| AS | 2,369 | 2,387 | 2,401 | 2,416 | 2,426 | 2,442 | 2,464 | 2,400 | 2,487 | 2,510 | 2,492 | 2,509 | 2,523 | 2,239 | 2,316 | 2,386 | | | | | | | | | | 2,309 | 2,332 | 2,509 | 2,386 | |
| BS | 22,588 | 22,646 | 22,698 | 22,777 | 22,847 | 22,696 | 22,680 | 22,665 | 20,992 | 21,426 | 21,461 | 21,560 | 21,648 | 21,703 | 21,736 | 21,855 | | | | | | | | | | | 21,322 | 22,510 | 21,560 | 21,855 |
| CH | 12,683 | 12,692 | 12,703 | 12,822 | 12,946 | 12,999 | 13,041 | 13,065 | 13,068 | 13,056 | 13,056 | 13,055 | 12,948 | 12,879 | 12,850 | 12,111 | | | | | | | | | | | 12,799 | 12,657 | 13,055 | 12,111 |
| CS | 4,283 | 4,297 | 4,304 | 4,291 | 4,288 | 3,958 | 4,061 | 4,109 | 4,121 | 4,144 | 4,148 | 4,183 | 4,231 | 4,249 | 4,263 | 4,294 | | | | | | | | | | | 3,999 | 4,241 | 4,183 | 4,294 |
| DT | 6,297 | 6,318 | 6,363 | 6,458 | 6,541 | 6,592 | 6,636 | 6,658 | 6,661 | 6,690 | 6,695 | 6,663 | 6,634 | 6,636 | 6,139 | 6,390 | | | | | | | | | | | 6,260 | 6,267 | 6,663 | 6,390 |
| OT | 28,866 | 28,903 | 28,970 | 29,169 | 29,437 | 29,394 | 29,581 | 27,267 | 27,583 | 27,905 | 27,936 | 28,107 | 28,219 | 28,291 | 28,410 | 28,859 | | | | | | | | | | | 26,855 | 28,756 | 28,107 | 28,859 |
| ODP | 8,841 | 8,874 | 8,892 | 8,931 | 8,967 | 9,175 | 9,274 | 9,331 | 9,353 | 9,410 | 9,424 | 9,458 | 9,462 | 9,487 | 9,492 | 9,535 | | | | | | | | | | | 8,538 | 8,801 | 9,458 | 9,535 |
| OR | 1,287 | 1,287 | 1,265 | 1,272 | 1,198 | 1,225 | 1,237 | 1,242 | 1,237 | 1,236 | 1,236 | 1,239 | 1,239 | 1,242 | 1,249 | 1,266 | | | | | | | | | | | 1,234 | 1,291 | 1,239 | 1,266 |
| PA | 13,242 | 13,234 | 13,256 | 13,296 | 13,360 | 12,923 | 13,203 | 13,339 | 13,389 | 13,534 | 13,563 | 13,703 | 13,878 | 14,010 | 14,106 | 14,224 | | | | | | | | | | | 12,343 | 13,183 | 13,703 | 14,224 |
| PH | 40,766 | 40,897 | 40,991 | 41,621 | 42,238 | 42,533 | 42,755 | 42,945 | 43,017 | 42,661 | 42,660 | 42,490 | 38,758 | 39,644 | 40,122 | 41,134 | | | | | | | | | | | 40,005 | 40,587 | 42,490 | 41,134 |
| PO | 858 | 857 | 857 | 852 | 851 | 755 | 798 | 818 | 825 | 832 | 833 | 832 | 838 | 839 | 839 | 842 | | | | | | | | | | | 816 | 855 | 832 | 842 |
| RA | 24,362 | 24,406 | 24,522 | 24,986 | 25,275 | 25,411 | 25,534 | 25,548 | 25,523 | 25,298 | 22,865 | 23,541 | 23,816 | 23,884 | 24,182 | 24,806 | | | | | | | | | | | 22,164 | 24,278 | 23,541 | 24,806 |
| SL | 11,497 | 11,513 | 11,538 | 11,550 | 11,631 | 10,842 | 11,101 | 11,191 | 11,225 | 11,298 | 11,311 | 11,375 | 11,426 | 11,445 | 11,468 | 11,669 | | | | | | | | | | | 10,725 | 11,472 | 11,375 | 11,669 |
| Total | 177,939 | 178,311 | 178,760 | 180,441 | 182,005 | 180,945 | 182,365 | 180,578 | 179,481 | 180,000 | 177,680 | 178,715 | 175,620 | 176,548 | 177,172 | 179,371 | | | | | | | | | | | 169,369 | 177,230 | 178,715 | 179,371 |

NOTE: Information captured last day of each calendar month

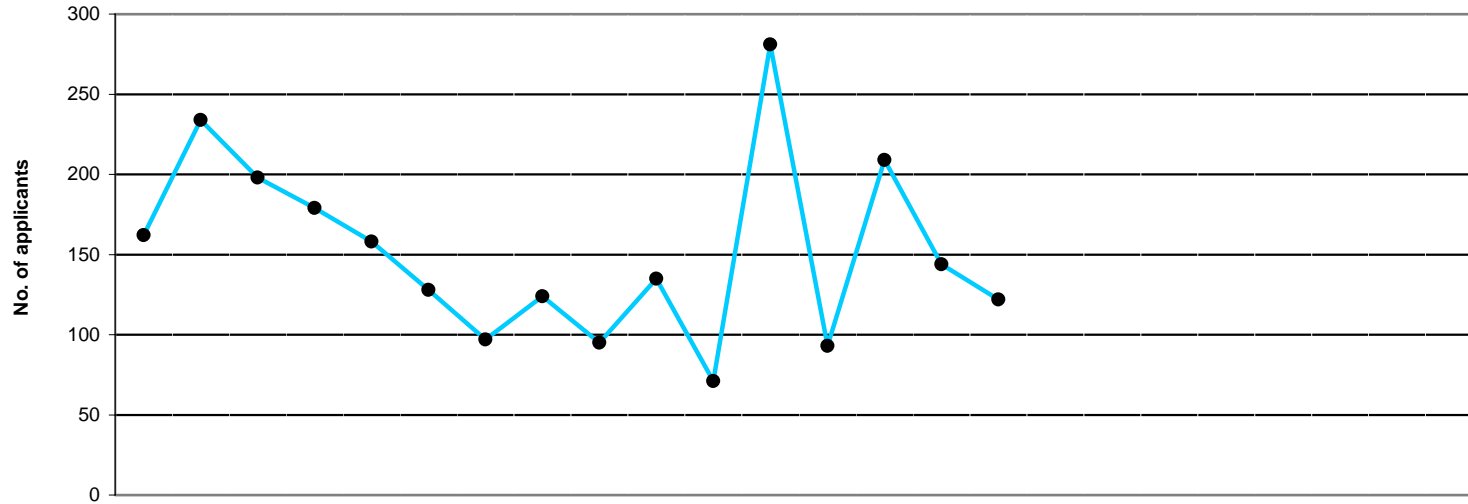


| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | |
|------------------------|----------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-----|-------|-------|-------|-----|-----|
| | 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 | | | |
| Minimum Info | 0 | 11 | 2 | 0 | 2 | 0 | 4 | 0 | 5 | 0 | 26 | 26 | 29 | 36 | 35 | 41 | | | | | | | | | | | 1,588 | 353 | 6 | 35 | |
| At assessment | 660 | 684 | 617 | 622 | 588 | 543 | 540 | 220 | 201 | 282 | 276 | 268 | 356 | 306 | 306 | 274 | | | | | | | | | | | | 909 | 816 | 458 | 311 |
| Pending Reg Fee | 242 | 188 | 231 | 216 | 166 | 139 | 110 | 139 | 148 | 184 | 188 | 179 | 121 | 122 | 128 | 124 | | | | | | | | | | | | 411 | 329 | 178 | 124 |
| Total | 902 | 883 | 850 | 838 | 756 | 682 | 654 | 359 | 354 | 466 | 490 | 473 | 506 | 464 | 469 | 439 | | | | | | | | | | | | 2,908 | 1,498 | 642 | 470 |
| | AVERAGE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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

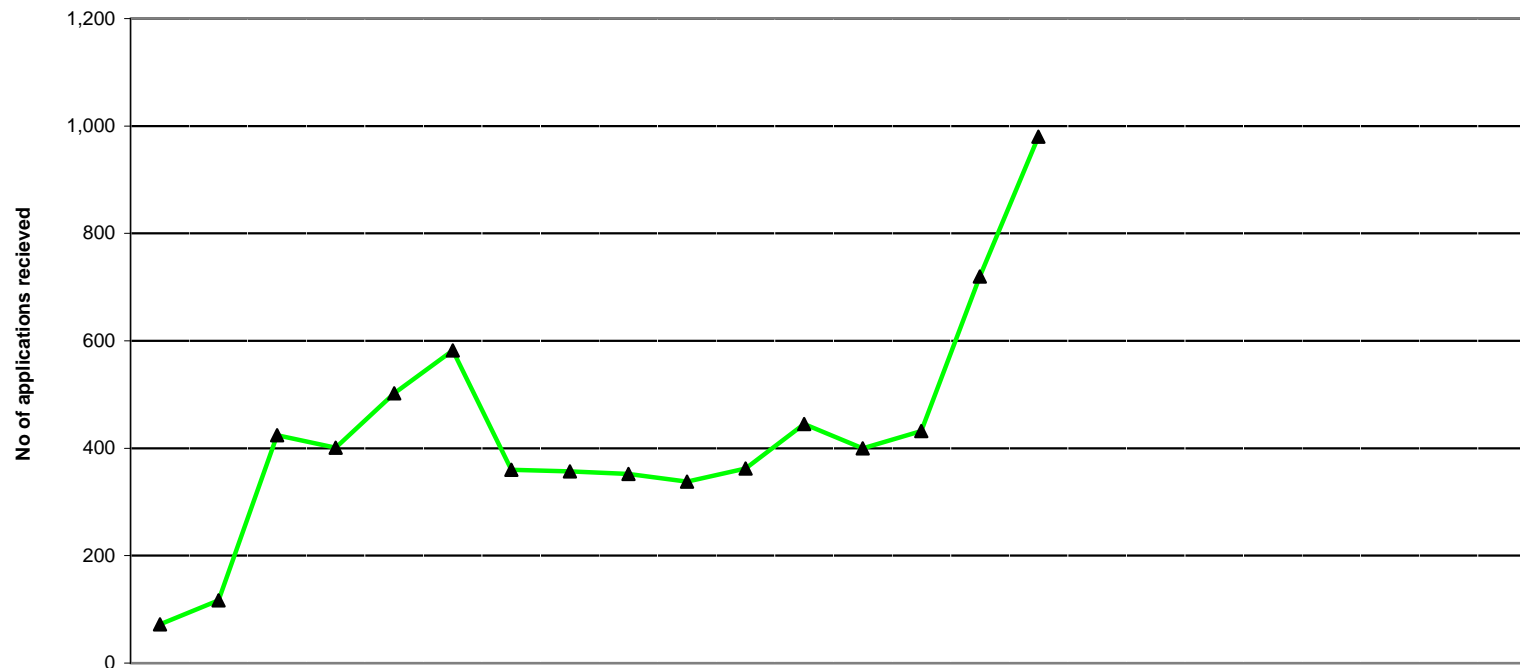


| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|------------|------------|-----|-----|--------|--------|--------|--------|-----|-----|--------------|--------------|--------------|------------|
| | 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 |
| Arts Therapists | 1 | 1 | 0 | 3 | 0 | 2 | 1 | 1 | 2 | 0 | 2 | 1 | 4 | 0 | 0 | 3 | | | | | | | | | 14 | 15 | 14 | 7 |
| Bio. Scientists | 35 | 38 | 31 | 32 | 30 | 23 | 19 | 27 | 11 | 29 | 20 | 28 | 22 | 19 | 34 | 28 | | | | | | | | | 756 | 496 | 323 | 103 |
| CI Scientists | 5 | 5 | 2 | 4 | 4 | 5 | 3 | 6 | 8 | 5 | 6 | 6 | 7 | 6 | 5 | 7 | | | | | | | | | 65 | 62 | 59 | 25 |
| Chirops/ Pods | 3 | 4 | 4 | 4 | 2 | 2 | 3 | 8 | 1 | 5 | 3 | 2 | 2 | 4 | 3 | 4 | | | | | | | | | 40 | 51 | 41 | 13 |
| Dietitians | 11 | 14 | 9 | 12 | 7 | 7 | 7 | 12 | 5 | 14 | 12 | 9 | 10 | 6 | 18 | 9 | | | | | | | | | 192 | 149 | 119 | 43 |
| OTs | 31 | 33 | 33 | 30 | 17 | 30 | 28 | 34 | 18 | 28 | 17 | 31 | 29 | 25 | 28 | 12 | | | | | | | | | 774 | 464 | 330 | 94 |
| ODPs | 3 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | | | | | | | | | 29 | 25 | 6 | 3 |
| Orthoptists | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | | | | | | | | | 5 | 7 | 5 | 2 |
| Paramedics | 7 | 2 | 1 | 0 | 4 | 1 | 0 | 3 | 0 | 2 | 2 | 1 | 3 | 0 | 4 | 1 | | | | | | | | | 17 | 39 | 23 | 8 |
| Physiotherapists | 87 | 78 | 61 | 75 | 54 | 63 | 54 | 70 | 38 | 78 | 65 | 68 | 85 | 52 | 73 | 62 | | | | | | | | | 1,665 | 1,131 | 791 | 272 |
| Prosth/Orthotists | 0 | 0 | 0 | 1 | 1 | 3 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | | | | | 10 | 9 | 6 | 2 |
| Radiographers | 51 | 49 | 40 | 57 | 34 | 21 | 29 | 45 | 5 | 46 | 38 | 29 | 34 | 32 | 49 | 21 | | | | | | | | | 810 | 903 | 444 | 136 |
| SLTs | 17 | 12 | 18 | 10 | 7 | 10 | 4 | 12 | 9 | 21 | 12 | 7 | 14 | 10 | 8 | 9 | | | | | | | | | 249 | 153 | 139 | 41 |
| TOTAL | 251 | 237 | 201 | 228 | 161 | 167 | 148 | 220 | 99 | 229 | 177 | 182 | 213 | 157 | 222 | 157 | | | | | | | | | 4,626 | 3,504 | 2,300 | 749 |



| | 2007 | | | | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | | |
|-------------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|------------|-----------|------------|-----------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | 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 | |
| Arts Therapists | 2 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | |
| Bio. Scientists | 22 | 22 | 35 | 23 | 19 | 13 | 13 | 3 | 24 | 13 | 16 | 28 | 19 | 16 | 15 | 17 | | | | | | | | | | | | | | | | | | | | | |
| CI Scientists | 2 | 4 | 2 | 2 | 3 | 0 | 0 | 4 | 1 | 3 | 1 | 8 | 1 | 0 | 3 | 4 | | | | | | | | | | | | | | | | | | | | | |
| Chirops/ Pods | 7 | 3 | 2 | 3 | 8 | 2 | 2 | 2 | 1 | 5 | 1 | 3 | 1 | 4 | 2 | 1 | | | | | | | | | | | | | | | | | | | | | |
| Dietitians | 6 | 3 | 7 | 15 | 7 | 8 | 7 | 6 | 4 | 10 | 5 | 16 | 2 | 1 | 2 | 17 | | | | | | | | | | | | | | | | | | | | | |
| OTs | 29 | 32 | 23 | 31 | 23 | 15 | 7 | 48 | 16 | 28 | 9 | 41 | 23 | 28 | 17 | 24 | | | | | | | | | | | | | | | | | | | | | |
| ODPs | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | |
| Orthoptists | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | | | | | | | | | | | |
| Paramedics | 3 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 3 | 0 | 0 | 2 | 0 | 0 | 2 | 1 | | | | | | | | | | | | | | | | | | | | | |
| Physiotherapists | 26 | 110 | 62 | 56 | 42 | 42 | 35 | 27 | 28 | 47 | 25 | 67 | 8 | 134 | 61 | 31 | | | | | | | | | | | | | | | | | | | | | |
| Prosth/Orthotists | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | | | | | | | | | | | | | |
| Radiographers | 56 | 48 | 45 | 32 | 48 | 39 | 15 | 26 | 10 | 11 | 6 | 92 | 31 | 15 | 33 | 22 | | | | | | | | | | | | | | | | | | | | | |
| SLTs | 7 | 12 | 16 | 15 | 6 | 4 | 16 | 5 | 6 | 15 | 8 | 24 | 8 | 10 | 6 | 4 | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | 162 | 234 | 198 | 179 | 158 | 128 | 97 | 124 | 95 | 135 | 71 | 281 | 93 | 209 | 144 | 122 | | | | | | | | | | | | | | | | | | | | | |

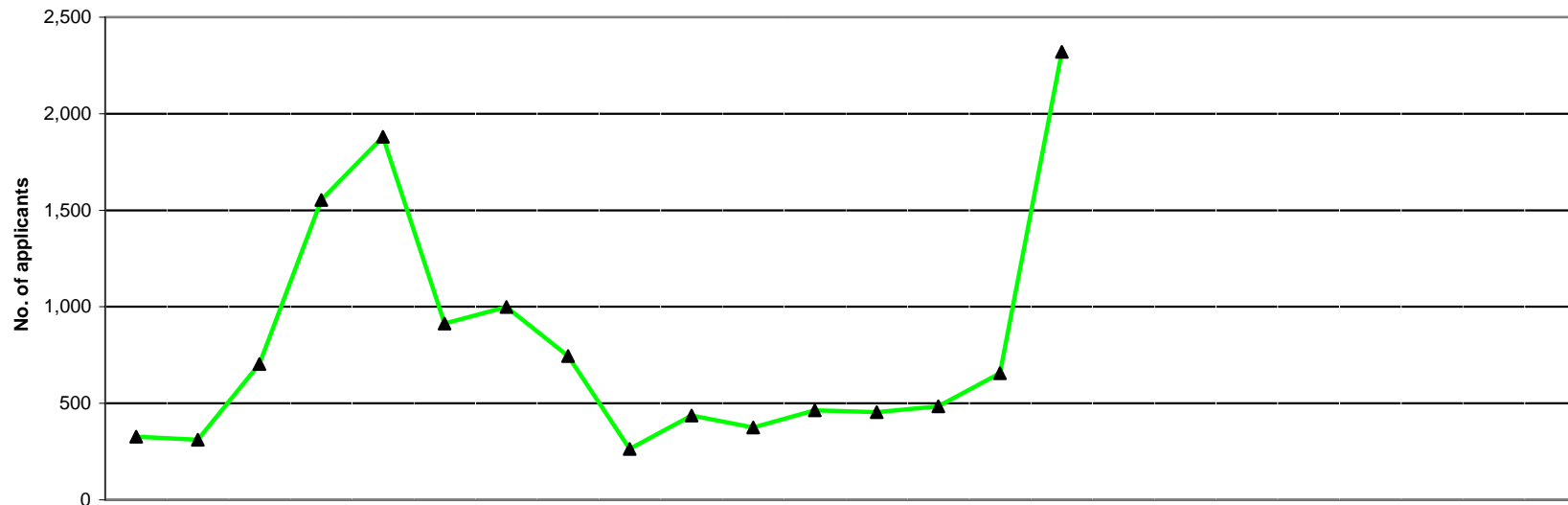
| 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 YTD |
|---------------|---------------|---------------|---------------|
| 3 | 6 | 8 | 2 |
| 417 | 439 | 231 | 67 |
| 26 | 35 | 30 | 8 |
| 25 | 37 | 39 | 8 |
| 93 | 138 | 94 | 22 |
| 615 | 509 | 302 | 92 |
| 6 | 7 | 5 | 1 |
| 3 | 3 | 4 | 1 |
| 6 | 16 | 14 | 3 |
| 1,193 | 985 | 567 | 234 |
| 6 | 4 | 6 | 1 |
| 496 | 820 | 428 | 101 |
| 218 | 173 | 134 | 28 |
| 3,107 | 3,172 | 1,862 | 568 |



| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|--------------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | 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 | 49 | 77 | 306 | 337 | 430 | 369 | 332 | 333 | 331 | 309 | 333 | 421 | 379 | 401 | 666 | 938 | | | | | | | | | |
| Awaiting Pass List | 22 | 39 | 105 | 39 | 64 | 205 | 26 | 21 | 19 | 27 | 26 | 19 | 18 | 29 | 52 | 40 | | | | | | | | | |
| Pending Reg. Fee | 1 | 1 | 13 | 25 | 8 | 8 | 2 | 3 | 2 | 2 | 3 | 5 | 3 | 2 | 2 | 2 | | | | | | | | | |
| TOTAL | 72 | 117 | 424 | 401 | 502 | 582 | 360 | 357 | 352 | 338 | 362 | 445 | 400 | 432 | 720 | 980 | | | | | | | | | |

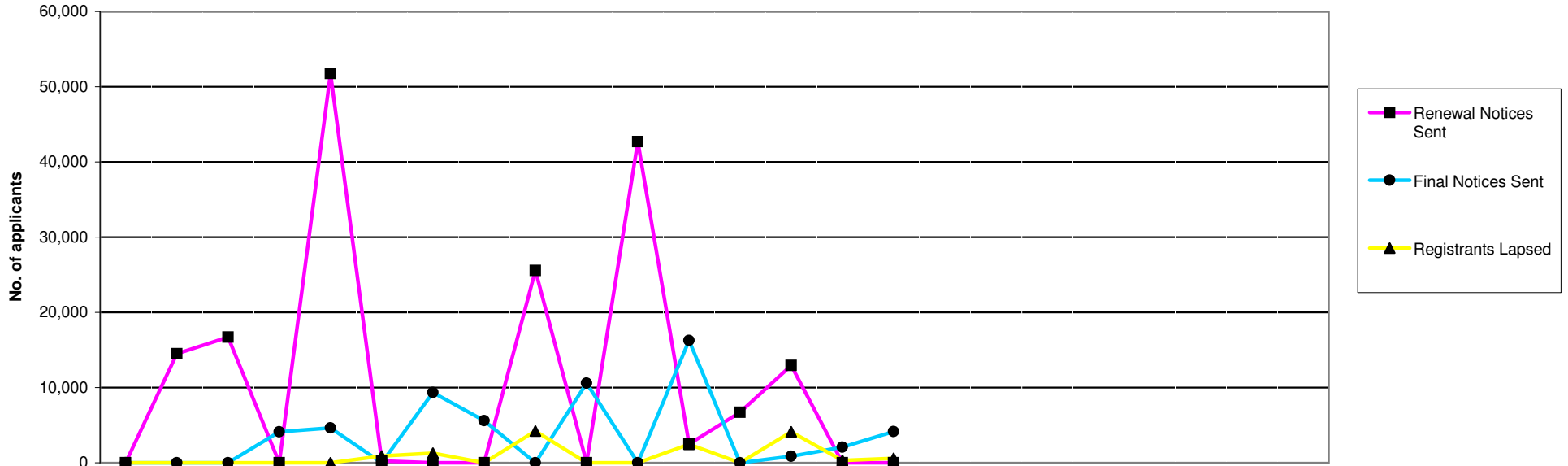
| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|----------------|------------|------------|------------|
| FYE | FYE | FYE | YTD |
| 477 | 279 | 302 | 596 |
| 33 | 84 | 51 | 35 |
| 2 | 28 | 6 | 2 |
| 512 | 391 | 359 | 633 |
| AVERAGE | | | |

NOTE: Information covers UK applications only
 Represents the current workload within the UK Registration Department as at the end of the month



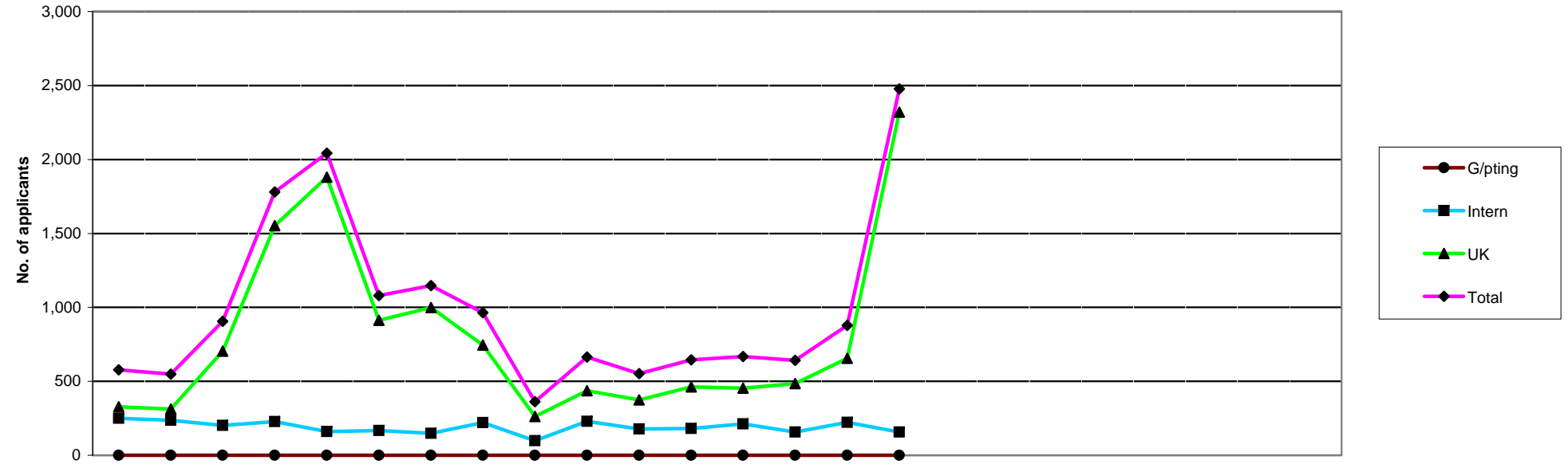
| | 2007 | | | 2008 | | | | | | | | | 2009 | | | | | | | | | | | | |
|--------------|------------|------------|------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | 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 Ths | 20 | 18 | 18 | 11 | 23 | 15 | 14 | 13 | 7 | 13 | 16 | 2 | 24 | 14 | 8 | 20 | | | | | | | | | |
| Bio. Scs | 40 | 60 | 45 | 57 | 72 | 62 | 60 | 75 | 39 | 78 | 57 | 44 | 50 | 57 | 42 | 66 | | | | | | | | | |
| CI Scs | 26 | 2 | 12 | 10 | 18 | 7 | 14 | 20 | 13 | 10 | 14 | 21 | 37 | 27 | 20 | 25 | | | | | | | | | |
| Ch/ Pods | 4 | 10 | 46 | 119 | 118 | 38 | 36 | 25 | 4 | 6 | 5 | 4 | 5 | 1 | 36 | 153 | | | | | | | | | |
| Dietitians | 13 | 20 | 62 | 72 | 67 | 30 | 34 | 24 | 7 | 13 | 8 | 9 | 31 | 13 | 65 | 115 | | | | | | | | | |
| ODPs | 56 | 25 | 84 | 33 | 83 | 149 | 119 | 163 | 17 | 39 | 19 | 17 | 39 | 21 | 7 | 35 | | | | | | | | | |
| OTs | 25 | 17 | 10 | 212 | 379 | 175 | 224 | 38 | 36 | 59 | 62 | 84 | 72 | 65 | 3 | 297 | | | | | | | | | |
| Orths | 0 | 0 | 3 | 15 | 14 | 3 | 5 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 53 | 24 | | | | | | | | | |
| Paras | 48 | 75 | 66 | 52 | 99 | 68 | 85 | 103 | 58 | 112 | 52 | 113 | 88 | 193 | 109 | 108 | | | | | | | | | |
| Physios | 71 | 41 | 130 | 543 | 605 | 197 | 196 | 169 | 54 | 67 | 100 | 103 | 62 | 58 | 135 | 748 | | | | | | | | | |
| Pr/Orths | 0 | 0 | 0 | 0 | 1 | 0 | 18 | 8 | 2 | 4 | 0 | 2 | 0 | 3 | 5 | 0 | | | | | | | | | |
| Rads | 8 | 24 | 193 | 381 | 251 | 76 | 88 | 32 | 10 | 11 | 15 | 19 | 25 | 9 | 155 | 618 | | | | | | | | | |
| SLTs | 16 | 20 | 35 | 48 | 151 | 93 | 106 | 75 | 16 | 24 | 26 | 45 | 21 | 21 | 18 | 111 | | | | | | | | | |
| TOTAL | 327 | 312 | 704 | 1,553 | 1,881 | 913 | 999 | 745 | 263 | 436 | 375 | 463 | 454 | 484 | 656 | 2,320 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 |
|--------------|--------------|--------------|--------------|
| FYE | FYE | FYE | YTD |
| 234 | 184 | 170 | 66 |
| 912 | 690 | 689 | 215 |
| 155 | 145 | 167 | 109 |
| 399 | 341 | 415 | 195 |
| 367 | 331 | 359 | 224 |
| 754 | 668 | 804 | 102 |
| 1,544 | 1,327 | 1,321 | 437 |
| 34 | 41 | 41 | 79 |
| 1,247 | 807 | 931 | 498 |
| 2,051 | 2,120 | 2,276 | 1,003 |
| 46 | 32 | 35 | 8 |
| 1,008 | 1,051 | 1,108 | 807 |
| 746 | 582 | 655 | 171 |
| 9,497 | 8,319 | 8,971 | 3,914 |

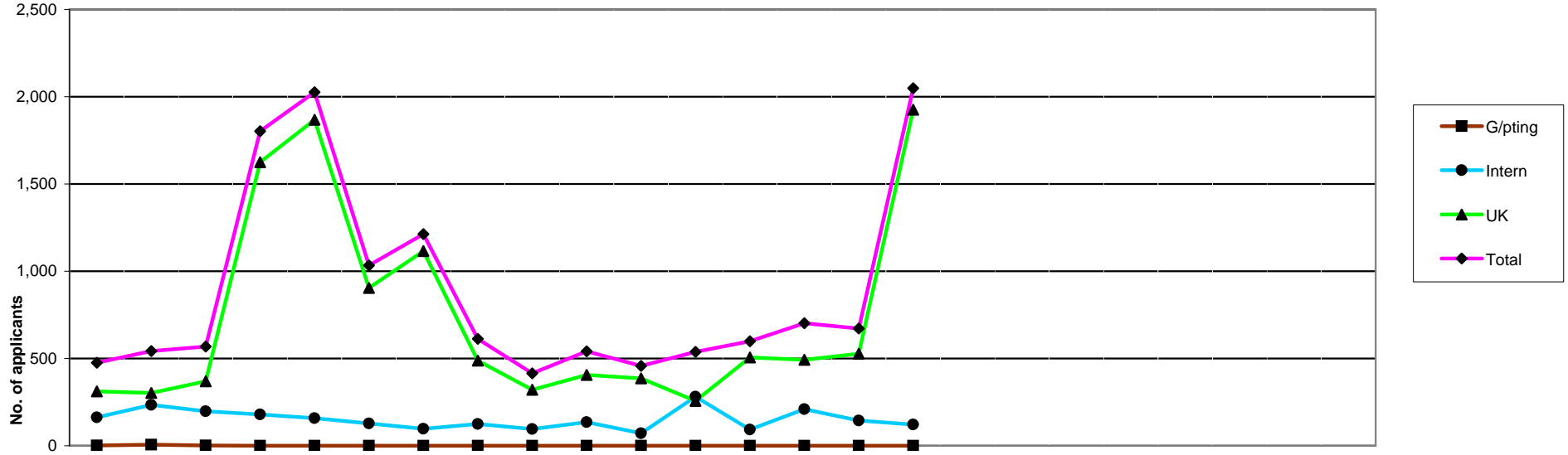


| | 2007 | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | |
|-----------------------------|------|--------|--------|-------|--------|-----|-------|-------|--------|--------|--------|--------|-------|--------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Renewal Notices Sent | 0 | 14,510 | 16,704 | 0 | 51,782 | 242 | 0 | 0 | 25,556 | 0 | 42,696 | 2,492 | 6,718 | 12,956 | 0 | 0 | | | | | | | | | |
| Final Notices Sent | 0 | 0 | 0 | 4,101 | 4,622 | 0 | 9,339 | 5,605 | 0 | 10,592 | 0 | 16,272 | 0 | 860 | 2,070 | 4,157 | | | | | | | | | |
| TOTAL | 0 | 14,510 | 16,704 | 4,101 | 56,404 | 242 | 9,339 | 5,605 | 25,556 | 10,592 | 42,696 | 18,764 | 6,718 | 13,816 | 2,070 | 4,157 | | | | | | | | | |
| Registrants Lapsed | 0 | 0 | 0 | 0 | 0 | 894 | 1,291 | 0 | 4,234 | 0 | 0 | 2,466 | 0 | 4,101 | 325 | 583 | | | | | | | | | |

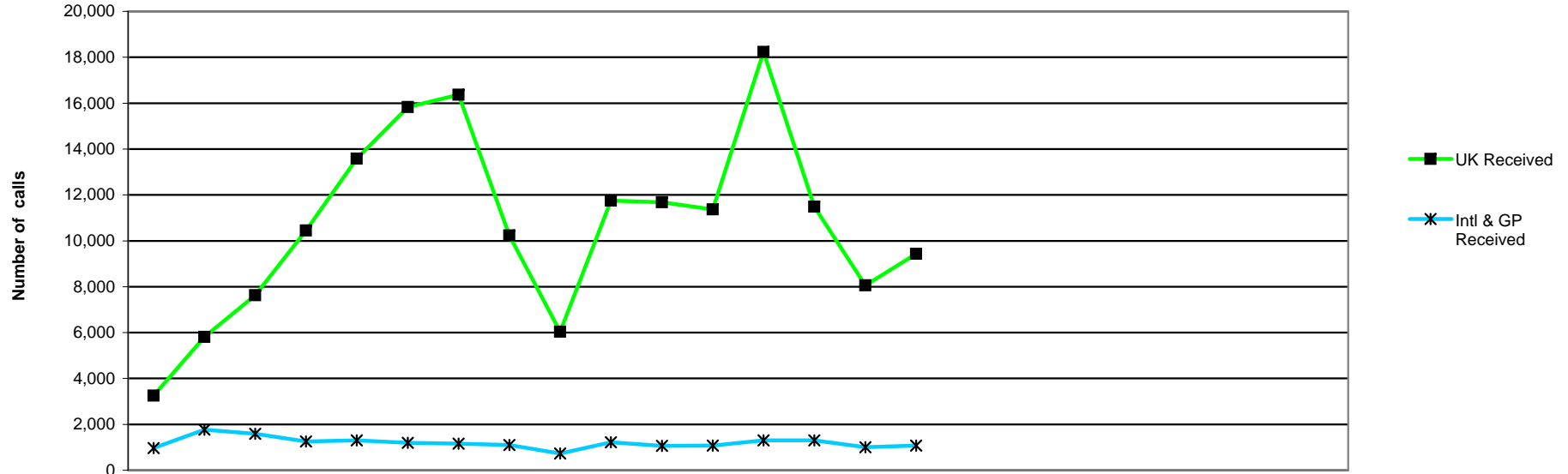
| 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 YTD |
|---------------|---------------|---------------|---------------|
| 142,363 | 27,711 | 153,982 | 19,674 |
| 36,261 | 25,909 | 50,531 | 7,087 |
| 178,624 | 53,620 | 204,513 | 26,761 |
| 9,448 | 5,388 | 8,885 | 5,009 |



| | 2007 | | | 2008 | | | | | | | | | | 2009 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | |
|----------------|------|-----|-----|-------|-------|-------|-------|-----|-----|-----|-----|-----|-----|------|-----|-------|-----|-----|--------|--------|--------|--------|-----|-----|--------|--------|--------|-------|
| | 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 |
| G/pting | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 2,479 | 20 | 0 | 0 |
| Intern | 251 | 237 | 201 | 228 | 161 | 167 | 148 | 220 | 99 | 229 | 177 | 182 | 213 | 157 | 222 | 157 | | | | | | | | | 4,626 | 3,504 | 2,300 | 749 |
| UK | 327 | 312 | 704 | 1,553 | 1,881 | 913 | 999 | 745 | 263 | 436 | 375 | 463 | 454 | 484 | 656 | 2,320 | | | | | | | | | 9,497 | 8,319 | 8,971 | 3,914 |
| Total | 578 | 549 | 905 | 1,781 | 2,042 | 1,080 | 1,147 | 965 | 362 | 665 | 552 | 645 | 667 | 641 | 878 | 2,477 | | | | | | | | | 16,602 | 11,843 | 11,271 | 4,663 |



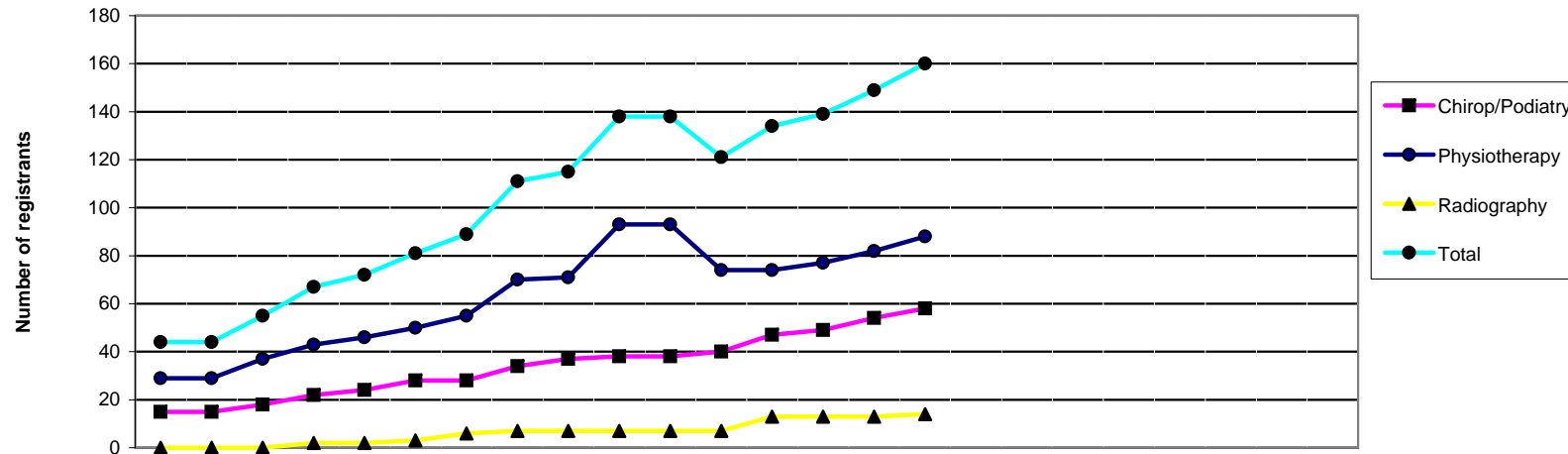
| | 2007 | | | 2008 | | | | | | | | | | | | 2009 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | |
|----------------|------|-----|-----|-------|-------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|--------|--------|--------|--------|--------|--------|--------|-------|---|--|
| | 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 | | |
| G/pting | 2 | 6 | 1 | 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 | |
| Intern | 162 | 234 | 198 | 179 | 158 | 128 | 97 | 124 | 95 | 135 | 71 | 281 | 93 | 209 | 144 | 122 | | | | | | | | | | | | | | |
| UK | 312 | 303 | 370 | 1,624 | 1,868 | 905 | 1,116 | 488 | 320 | 406 | 386 | 257 | 506 | 493 | 528 | 1,926 | | | | | | | | | | | | | | |
| Total | 476 | 543 | 569 | 1,803 | 2,026 | 1,033 | 1,213 | 612 | 415 | 541 | 457 | 538 | 599 | 702 | 672 | 2,048 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | 14,876 | 12,325 | 10,226 | 4,021 | | |



| | 2007 | | | | | | | | | | | | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|-------|-------|-------|--------|--------|--------|--------|--------|-------|--------|--------|--------|--------|--------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|--------|--------|---------|--------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intl & GP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intl & GP Received | 968 | 1,764 | 1,590 | 1,259 | 1,303 | 1,195 | 1,162 | 1,094 | 730 | 1,222 | 1,063 | 1,078 | 1,306 | 1,298 | 999 | 1,078 | | | | | | | | | | | | | | | | | | | | | | | | | 40,070 | 19,612 | 14,428 | 4,681 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Answered | 943 | 1,675 | 1,504 | 1,188 | 1,150 | 1,038 | 1,108 | 1,036 | 668 | 1,157 | 990 | 931 | 1,068 | 1,046 | 948 | 1,047 | | | | | | | | | | | | | | | | | | | | | | | | | 33,467 | 17,896 | 13,388 | 4,109 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Calls answered (%) | 97 | 95 | 95 | 94 | 89 | 87 | 95 | 95 | 92 | 95 | 93 | 86 | 82 | 81 | 95 | 97 | | | | | | | | | | | | | | | | | | | | | | | | | 84 | 92 | 93 | 89 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Adandoned | 25 | 89 | 86 | 71 | 153 | 157 | 54 | 58 | 62 | 65 | 73 | 147 | 238 | 252 | 51 | 31 | | | | | | | | | | | | | | | | | | | | | | | | | 6,627 | 1,716 | 1,040 | 572 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Avg answer time (sec) | 11 | 10 | 8 | 11 | 14 | 14 | 12 | 9 | 9 | 12 | 16 | 24 | 15 | 46 | 33 | 26 | | | | | | | | | | | | | | | | | | | | | | | | | 25 | 14 | 13 | 30 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Avg talk time (min) | 3.10 | 2.58 | 2.43 | 2.49 | 2.44 | 2.53 | 2.40 | 2.57 | 3.29 | 3.28 | 3.14 | 3.20 | 3.22 | 3.26 | 3.25 | 3.03 | | | | | | | | | | | | | | | | | | | | | | | | | 2.32 | 2.64 | 2.79 | 3.19 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UK | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UK Received | 3,248 | 5,808 | 7,622 | 10,448 | 13,576 | 15,827 | 16,371 | 10,232 | 6,041 | 11,752 | 11,675 | 11,367 | 18,235 | 11,490 | 8,058 | 9,432 | | | | | | | | | | | | | | | | | | | | | | | | | 70,233 | 72,488 | 123,967 | 47,215 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Answered | 3,207 | 5,598 | 7,360 | 9,105 | 9,924 | 8,640 | 10,429 | 8,460 | 4,626 | 7,849 | 9,549 | 7,176 | 8,322 | 9,297 | 7,765 | 9,001 | | | | | | | | | | | | | | | | | | | | | | | | | 50,518 | 67,493 | 91,923 | 34,385 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Calls answered (%) | 99 | 96 | 97 | 87 | 73 | 55 | 64 | 83 | 77 | 67 | 82 | 63 | 46 | 81 | 96 | 95 | | | | | | | | | | | | | | | | | | | | | | | | | 70 | 93 | 79 | 80 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Adandoned | 41 | 210 | 262 | 1,343 | 3,652 | 7,187 | 5,942 | 1,772 | 1,415 | 3,893 | 2,126 | 4,191 | 9,913 | 2,193 | 293 | 431 | | | | | | | | | | | | | | | | | | | | | | | | | 10,719 | 6,335 | 32,034 | 12,830 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Avg answer time (sec) | 20 | 30 | 21 | 29 | 103 | 161 | 267 | 74 | 75 | 71 | 95 | 272 | 520 | 179 | 52 | 70 | | | | | | | | | | | | | | | | | | | | | | | | | 64 | 45 | 102 | 205 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Avg talk time (min) | 2.02 | 2.08 | 2.27 | 2.19 | 2.35 | 3.00 | 3.06 | 2.43 | 3.12 | 3.05 | 3.00 | 3.19 | 3.28 | 3.16 | 2.47 | 2.34 | | | | | | | | | | | | | | | | | | | | | | | | | 1.78 | 2.16 | 2.65 | 2.81 | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Health Professions Council

Number of registrants with supplementary prescribing rights 2007-9



| | 2007 | | | 2008 | | | | | | | | | 2009 | | | |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul |
| Chiropr/Podiatry | 15 | 15 | 18 | 22 | 24 | 28 | 28 | 34 | 37 | 38 | 38 | 40 | 47 | 49 | 54 | 58 |
| Physiotherapy | 29 | 29 | 37 | 43 | 46 | 50 | 55 | 70 | 71 | 93 | 93 | 74 | 74 | 77 | 82 | 88 |
| Radiography | 0 | 0 | 0 | 2 | 2 | 3 | 6 | 7 | 7 | 7 | 7 | 7 | 13 | 13 | 13 | 14 |
| Total | 44 | 44 | 55 | 67 | 72 | 81 | 89 | 111 | 115 | 138 | 138 | 121 | 134 | 139 | 149 | 160 |

| 2006/7 | 2007/8 | 2008/9 |
|-----------|-----------|------------|
| FYE | FYE | YTD |
| 15 | 40 | 58 |
| 28 | | 88 |
| 0 | 7 | 14 |
| 43 | 47 | 160 |