



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting 10 September 2009

Chief Executive's Report to Council meeting on 10 September 2009 Contents

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Chief Executive – Mr. Marc Seale

1. Completed meetings 1 July to 31 August 2009

| | |
|--|------------|
| National Athletic Trainers' Association | 2 July |
| CLEAR International Congress on Professional and Occupational Regulation | 2-3 July |
| Council for Healthcare Regulatory Excellence | 8 July |
| Northern Ireland Social Care Council | 9 July |
| College of Physiotherapists of Ontario | 13 July |
| Department of Health Legislation Project Board | 15 July |
| Royal College of Speech and Language Therapists | 16 July |
| Council for Healthcare Regulatory Excellence regulators' forum | 16 July |
| Department of Health MSC deliberative event | 27 July |
| Royal Pharmaceutical Society of Great Britain | 27 July |
| Council for Healthcare Regulatory Excellence | 29 July |
| National Allied Health Professional Advisory Board | 30-31 July |
| Department of Health S60 HAD project board | 4 August |
| Department of Health (Leeds) | 5 August |

2. Scheduled meetings

| | |
|---|------------|
| Northern Ireland Office | 2 Sept |
| Northern Ireland Ambulance Service | 2 Sept |
| Healthcare Science Programme Board | 7 Sept |
| NHS Education for Scotland | 8 Sept |
| 'The Future of the NHS' seminar | 9 Sept |
| CLEAR annual conference | 10-12 Sept |
| Hearing Aid Council | 22 Sept |
| Listening Event – Darlington | 23 Sept |
| Listening Event – Scarborough | 24 Sept |
| IBMS Congress | 28 Sept |
| Isle of Man event | 1 Oct |
| Conservative Party Conference | 7 Oct |
| Listening Event – Milton Keynes | 15 Oct |
| Department of Health Legislation Project Board | 16 Oct |
| Scottish Social Services Council | 26 Oct |
| Scottish Government's National Regulation Event | 27-28 Oct |

Business Process Improvement – Mr Roy Dunn

1. Human resources

There are no changes.

2. Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2009-10 is ongoing

The HR employees processes are being audited and refreshed. Information security arrangements are being evaluated in the light of the Poynter Review.

The Finance Department will be audited at the end of August.

Analysis of feedback and the Customer Service section is continuing on a monthly basis.

Mapping the Facilities Department's processes in greater detail is continuing.

Mapping the Communications Department's processes in greater detail is continuing.

3. QMS process updates

Information security parameters are being evaluated to match ISO27001 and CISMP as best practice.

The Finance Department processes are being reviewed by Gary Butler, before any changes are made.

Information risk training materials have been obtained from "banking" contacts. These are to be used as part of the induction process for new employees. Further material is under development.

4. British Standards Institute (BSI) audit

Risk management, outsourced suppliers and information technology are now automatically included in all our Quality Management System's scope.

The next audit by BSI will be on 22 October 2009. This will include the communications, feedback, finance and grandparenting processes.

5. Business continuity

Updated contact details for the business continuity plan are being circulated to those on the circulation list. Low level plans relating to the pandemic response have been prepared.

6. Information & data management

Continued planning is taking place for integration of all intranet based information sources, Springfield, QMS and the "Intranet" in conjunction with Tony Glazier in the Communications Department.

Archive relocation: We are awaiting finalisation of insurance cover for the archived materials in transit. This is dependant on the outcome of our Poynter response document.

Tom Berrie has produced a document on the ethical aspects of CPSM's work. This is being validated before publication.

7. Risk Register

Risk owners have been polled for changes to the next iteration of the Risk Register in the autumn.

More detail has been added to clarify some risks listed.

1. Media and campaigns

Since mid May 2009, the Press and Public Relations Manager has continued to issue a range of press releases and news items, including the launch of consultations on the statutory regulation of dance movement therapists, psychotherapists and counsellors. Releases were also issued on the CHRE annual review of the HPC, the appointment of the new Council and the new Chair, the statutory regulation of practitioner psychologists, the launch of the CPD video and the publication of the standards of entry threshold level and the publication of the Standards of Proficiency for practitioner psychologists among others.

The Press and Public Relations Manager continues to write general HPC update articles for the website and a range of professional journals and writes a regular feature in the bi-monthly publication Complete Nutrition.

The Communications Officer continues to issue media alerts highlighting upcoming Fitness to Practise Hearings to the media and has issued 17 press releases on professionals who have been struck off or suspended between mid May and mid August 2009.

Coverage continues to increase and is monitored daily. All press releases can be viewed on the HPC website in the media and events section and the press coverage reports are uploaded to the Council extranet.

The Press and Public Relations Manager also supports the communications work for organisational activities, particularly implementing a media campaign to announce the opening of the Register for practitioner psychologists, and the development of articles on CPD and registration renewal for the professional press. This work is reported in section 6 below.

2. Public affairs and stakeholder communications

The Policy Manager and Public Affairs and Stakeholder Manager met the following **stakeholders in Edinburgh** over a couple of days:

- The Scottish Government Health Directorates. Met the Regulatory Unit including Catherine Clark, Robert Girvan and Jennifer Dunlop, as well as Audrey Cowie, Professional Adviser, Regulation and Workforce Standards.
- Scottish Independent Advocacy Alliance (SIAA) to discuss joint communication work around public information and older people campaigns.
- Scottish Social Services Council (SSSC) Chief Executive, Carole Wilkinson and Geraldine Doherty. Following this meeting, members of the HPC Executive Team will be visiting the SSSC offices in Dundee in October.
- Joint professional body meeting with Scotland policy officers: Kenryck Lloyd-Jones, Chartered Society of Physiotherapy (CSP) Scotland; Kim Hartley, Royal College of Speech and Language Therapy (RCSLT) Scotland; Maria Murray, The Society and College of Radiographers (SoR); Karen Uttling, The Society of Chiropractors and Podiatrists. Annual update meetings will be held following the success of this format.
- AHP Programme Director for the NHS Education for Scotland (NES)
- Scottish Affairs Officer, General Medical Council (GMC)

Other **meetings with stakeholders** included:

- Department of Health induction in Leeds with the Regulation Unit.
- Welsh Assembly Government meeting with the Chief Scientific Adviser, Deputy Chief Scientific Officer, Therapies Advisor and DHSS HR.
- Director of Allied Health Professions Federation (AHPF), Paul Hitchcock.

- Various Health Hotel fringe meetings and Political Engagement Task Group meetings for the political party conferences in September and October 2009.
- Jan Robinson, Chief Executive and Registrar of the College of Physiotherapists of Ontario as part of the familiarisation day and to discuss communications work.
- Scottish Director for the General Dental Council (GDC) in Glasgow during NHS Scotland conference.
- NHS Education for Scotland (NES) meeting with the Chief Executive, Acting Director of Policy and Standards, Director of Operations, Education Manager and the NES Chair, Chief Executive and various Directors across the organisation.

The Public Affairs and Stakeholder Manager **attended a number of events** including:

- Reform event: 'The future of Health' with Minister of State for Health, Mike O'Brien MP, Shadow Health Minister, Andrew Lansley MP and Liberal Democrat Health Secretary, Norman Lamb MP.
- Independent Healthcare Advisory Services (IHAS) launch event for code of practice for handling complaints.
- Help the Aged and Aged Concern parliamentary reception.

The Public Affairs and Stakeholder Manager has **participated and exhibited at a number of stakeholder conferences** including:

- Council on Licensure Enforcement and Regulation (CLEAR) congress in Dublin with regulators from around the world attending over the two days.
- 'Maximising AHP Potential' conference with Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon, who spoke alongside the Chief Health Professions Officer, Jacqui Lunday. Over 150 delegates visited the HPC's stand.
- NHS Scotland annual conference in Glasgow with over 150 delegates visiting the stand over two days.

The Public Affairs and Stakeholder Manager has continued to support communications work for organisational activities, particularly new professions and registration renewals and this work is reported in section 6 of this report.

3. Web

With the 'practitioner psychologists' part of the Register opening on 1 July and many of our professions renewing, the Web Manager has been working to ensure that relevant and up-to-date information is available on www.hpc-uk.org. This work is part of the communications work for organisation activities and is fully reported in section 6 of this report.

Behind the scenes we have been preparing the website for major infrastructure changes ahead of a change of internet service providers. As part of this migration we are improving the website's resilience and speed, as well as building in flexibility to allow us to maintain the site with little or no disruption to end users.

We have also been improving the website security to ensure that we are less vulnerable to potential attacks from hackers; this is an area which is continually reviewed.

Our redesigned 'Health regulation worldwide' website was also successfully launched in June.

4. Publications

Since the last report the following publications have been produced.

- **Public information materials** have been revised following consultation with Connect (a communication disability charity) and the Plain English Campaign. The leaflet now has the Plain English Campaign Crystal Mark
- Revised editions of **Your guide to our standards for continuing professional development** (A5 'short' guide) and **Continuing professional development and your registration** (A4 'long'

guide), updated to reflect amendment to standard 5 and new audit dates

- **Standards of Proficiency – practitioner psychologists** (published July 2009)
- **Standards of Education and Training** (revised edition published July 2009)
- **Standards of Education and Training guidance – your duties as an education provider** (revised edition published July 2009)
- **HPC In Focus** issue 23 (published Friday 5 June 2009), and issue 24 (published Friday 7 August 2009)
- **HPC Update** (all-employee newsletter) issue 4 published Wednesday 8 July 2009

The Publications Manager is currently working on preparing the following publications.

- **Fitness to practise annual report 2009** (for publication September 2009)
- **Information for witnesses – a guide to giving evidence at fitness-to-practise hearings** (for publication September 2009)
- **Major change – supplementary information for education providers** (for publication October 2009)
- **Guidance on conduct and ethics for students** (for publication October 2009)
- **Review of the first continuing professional development audits** (for publication November 2009)
- **HPC In Focus** 24 (to be published Friday 2 October)
- **HPC Update** (all-employee newsletter), issue 5 to be published Friday 18 September

Longer-term developments include the production of a new 'annual review' style publication which will be a public-facing introduction to the HPC and a summary of the last year's key achievements.

5. Events

Since the last report, the HPC has exhibited and presented at:

- Council on Licensure, Enforcement and Regulation (CLEAR) Congress 2009
- BPS Division of Counselling Psychology

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

- British Association of Sport and Exercise Sciences Annual Conference
- BPS Division of Health Psychology Conference
- Independent Living Scotland
- BPS DCP Faculty of Children and Young People Conference
- British Association of Dramatherapists
- The British Dietetic Association Annual Conference & Exhibition 2009
- Biomedical Science Congress

The HPC will be represented at these events by employees from the Fitness to Practise, Policy and Standards, Registrations and Communications teams. These events continue to provide the opportunity to meet registrants and answer a variety of queries.

Following the success of Naidex in April, the HPC has been invited to be a show partner at the Independent Living Scotland event. In addition to having an exhibition stand, Mark Potter will be presenting in the CPD seminar theatre on both days. This event is expected to attract around 3,000 delegates, including physiotherapists, speech and language therapists and occupational therapists as well as representatives from care homes and members of the public.

Listening Events are planned in Darlington on 23 September and Scarborough on 24 September. Three out of the four sessions due to take place in September are already fully booked with 60 registrants

attending each session. Further Listening Events are planned for October in Milton Keynes and November in Eastbourne.

We are also planning an information event for registrants on the Isle of Man on 1 October. The presentation will include a general introduction to the HPC and detailed information about the cpd audits and will be followed by a Q&A session.

6. Communications work for organisational activities

CPD Audits: The CPD talks programme continues with talks booked until December 2009. 185 talks have now been delivered to more than 11,500 registrants. Recent events have continued to focus on areas not yet reached, for example the South West of England. The CPD presentation is now online and has had more than 4,000 visitors since June with feedback being overwhelmingly positive. This now provides a reliable alternative source of information when a speaker is unavailable. This is also supported by the recently refreshed CPD publications.

Practitioner psychologists: the launch of the opening of the Register to practitioner psychologists was supported by a comprehensive communications campaign.

In response to the media work undertaken, both the Chief Executive and Chair were interviewed for the following radio broadcasts: 73 items of coverage were secured across radio and online giving HPC access to a potential audience of over nine million. The schedule was a strong mix of BBC and commercial stations, with notable coverage secured on larger stations such as BBC SW, BBC Derby, BBC Cornwall, Sunrise Yorkshire and Radio Aire.

In addition to the above, coverage was also secured on numerous regional radio stations across the country based on a pre-recording with the Chair. We also secured print coverage in the Guardian newspaper and on a number of online news websites.

An advertising campaign was also implemented to support the media work and inform practitioners, employers and clients of the change. Adverts were placed in the following publications: The Psychologist – July issue; British Journal of Psychology – August issue; British Journal of Clinical Psychology – September issue; British Journal of Health Psychology – September issue; British Journal of Social Psychology – September issue; British Journal of Educational psychology – Sept issue; Health Service Journal (HSJ) issues: 2 & 16 July; HSJ Online: Advertising during July; Community care issues: 2 & 23 July; Children & Young People Now (C&YPN) issues: 2 & 16 July; C&YPN online: Advertising during July; Health Director- Issues July & Sept

Every effort was made to ensure that prospective registrants had all the information they required from the website, both before and after the Register officially opened. Information was regularly updated and refreshed and new pages added in the months preceding 1 July 2009 and all relevant information and application forms were made available shortly after midnight on 1 July.

We have also been booking stands and talks at all the BPS divisional annual meetings to ensure that we are available to answer questions and provide further information for practitioner psychologists. Representatives from the Registration, Communications and Policy and Standards Departments have attended. We also held an information day for forensic psychologists on 23 July at the BPS offices in London and this was attended by 65 forensic psychologists.

Communicating with prospective registrants: We expect to launch the online student presentation in September to coincide with the new academic year. PowerPoint slides for tutors, student guidance on the standards for conduct, performance and ethics and a student area of the website will also follow in the coming months.

Registration renewals: Since May 2009 members of the Communications Department have been working with the

Registration Department to ensure that the forthcoming renewal of registrants will be as smooth as possible and minimise the number of registrants that lapse off the Register unnecessarily.

We have held meetings with representatives from the following professional bodies before the registration renewal forms are issued:

- College of Paramedics
- British and Irish Orthoptic Society (BIOS)
- Association of Clinical Scientists (ACS)
- Royal College of Speech and Language Therapy (RCSLT)
- British Association of Prosthetists and Orthotists (BAPO)
- British Psychological Society (BPS)
- College of Occupational Therapists (COT)
- Institute of Biomedical Scientists (IBMS)

These meetings have been a resounding success with Chief Executives, Membership Managers and those working in the Communications Department all keen to work together as much as possible.

Articles in professional journals, news items on the website and in newsletters are all methods of communicating that we are using to stress the importance of renewing registration on time. We have also been continually reviewing and updating the information on our website to ensure that the very latest information is clearly available.

Letters and posters have been sent to a range of employers and service managers across the professions, including information sent to every Ambulance Station in the UK. The professional bodies have also distributed letters and posters to email lists of managers. Early results for paramedics and orthoptists returning their registration renewal forms before the deadline are a marked improvement on the last renewal cycle two years ago.

Statutory regulation of psychotherapists and counsellors: we continue to work closely with the Policy and Standards Department and much of our current work has focused on the consultation we are currently running. A press release announcing the consultation has been issued to professional and consumer press. Letters were also sent to key parliamentarians across the UK informing them about the launch of our consultation. This included the Secretary of State for Health, Health (and Shadow) Ministers in Scotland, Wales and Northern Ireland, as well as health committee members, all-party groups on mental health and those who have asked parliamentary questions on relevant areas.

Education – Ms Abigail Gorringe

1. Approval process

In July & August 2009, the Department has worked on the post-visit stage of the approval visits from the 2008-09 academic year. There were no approval visits in this period. It is intended that the majority of approval visits be concluded by the Education and Training Panel decisions made in August and late September 2009.

The Department is in the middle of confirming the schedule of approval visits for the forthcoming 2009-10 academic year. The current schedule is as follows;

| Date | Education provider | Programme(s) |
|------------|------------------------------------|--|
| 30/09/2009 | Birmingham City University | BSc (Hons) Speech & Language Therapy |
| 08/10/2009 | University of Salford | BSc (Hons) Prosthetics & Orthotics |
| 28/10/2009 | University of Liverpool | Pg Dip (Radiotherapy) |
| 04/11/2009 | University of Derby | MA Dramatherapy |
| 10/11/2009 | Association of Clinical Scientists | Certificate of Attainment |
| 24/11/2009 | Institute of Biomedical Science | Certificate of Competence |
| 08/12/2009 | Queen Margaret University | MSc Speech and Language Therapy |
| 09/12/2009 | St George's, University of London | V300 Independent and Supplementary Nurse Prescribing |
| 12/01/2010 | University of Nottingham | Doctorate in Forensic Psychology |
| 04/02/2010 | University of Salford | BSc (Hons) Occupational Therapy |
| 09/02/2010 | University of Wales, Newport | MA Art Psychotherapy MA Music Psychotherapy |

| | | |
|------------|--|--|
| 11/02/2010 | Manchester Metropolitan University | BSc (Hons) Physiotherapy |
| 02/03/2010 | University of Plymouth | Doctorate in Clinical Psychology (DclinPsy) |
| 23/03/2010 | University of Essex | BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy MSc Occupational Therapy |
| 30/03/2010 | Queen Margaret University | MSc Occupational Therapy (Pre-registration) Pg Dip Occupational Therapy |
| 13/04/2010 | University of Wales Institute Cardiff, | BSc (Hons) Applied Biomedical Science |
| 14/04/2010 | Keele University | BSc (Hons) Physiotherapy |
| 20/04/2010 | University of Manchester | Educational and Child Psychology (D.Ed.Ch.Psychol) |
| 21/04/2010 | University of Bristol | Doctorate of Educational Psychology (D.Ed.Psy.) |
| 29/04/2010 | Institute of Psychiatry | Doctorate in Clinical Psychology (DclinPsy) |
| 19/05/2010 | University of the West of England, Bristol | BSc (Hons) Diagnostic Imaging BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy BSc (Hons) Radiotherapy Graduate Diploma Diagnostic Imaging Graduate Diploma Occupational Therapy Graduate Diploma Physiotherapy Graduate Diploma Radiotherapy |
| 22/06/2010 | University of Leeds | Doctor of Clinical Psychology (DClinPsychol) |

2. Annual monitoring process

The Department has worked on a small number of audit submissions received in July 2009, which have been considered by visitors by correspondence. It is intended that the majority of these submissions be concluded by the Education and Training Panel in late September 2009.

3. Major change process

The Department has worked on a standard number of major change notifications and submissions in July & August 2009. The majority of these submissions intend to be concluded by the Education and Training Panel in September 2009 & October 2009.

4. Practitioner psychologists

In July & August 2009, a lot of the Department work has focused on the opening of the practitioner psychologist part of the Register opening. Activities have included:

- Publishing and updating of education specific FAQs on the website;
- Publishing and updating of the lists of approved programmes (current and historic);
- Publishing and updating of the intended mechanisms for approval and monitoring for practitioner psychologists programmes;
- Communication with education providers on the HPC processes and intended mechanisms for approval and monitoring (introductory and detailed mailings);
- Scheduling approval visits in the 2009-10 academic year;
- Data entry of approved programme information into netregulate and website systems;
- Work with the BPS and IT Department to ensure receipt and transfer of data into HPC information systems; and

- Arranging a series of seminars for education providers in autumn 2009.

5. Liaison with stakeholders

Members of the Department have met the following groups in July & August 2009;

- Department of Health (working group on preceptorship);
- Quality Assurance Agency; and
- British Psychological Society.

6. Employees

Ruth Wood has been promoted to Education Officer. She will start her new position in late September 2009. An advertisement to replace her Education Administrator position will be made in September 2009. A new position of PA/Administrator will also be recruited for in September 2009.

1. Employees

There are six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, postroom, catering, health & safety, insurance and building project management.

Janet Thompson, Catering Officer, has recently passed NVQ Level 2 in Customer Service.

2. 22-26 Stannary Street Building Project

A verbal agreement on the final account for Phase 1 has been reached and we are now awaiting written confirmation of this. The Phase 2 Project is progressing well and the previously report one week delay against the programme has now been retrieved. It is anticipated that they will be complete by the end of September 2009.

3. Other building works

The replacement central heating boiler was commissioned in late July and has been installed. The replacement external windows and doors to the Park House kitchen were installed during the summer.

4. Health & Safety

The Fire and Safety Team is to have training in their roles on 4 September 2009.

1. General

Since the last Council meeting, the Finance Department has produced the June 2009 management accounts and is working on the July year-to-date management accounts.

2. Supplier payments

At the end of May, 99% by value of the £719k creditor payments (July Aged Creditor Listing) were in the 30 days or less category.

3. Fee adjustments and income receipts handling

At 18 August, there was no backlog in registrant direct-debit cancellations and amendments against a two-day backlog target. We had no processing backlog on rejected payments/refunds against a two day backlog target and no backlog on mid-cycle lapsing of registrants. The banking of registrant cheques is up-to-date and there is no backlog on credit-card reconciliations against a two day backlog target.

4. Income collection cycle

Direct-debit collections of registrants' fees (which cover about 83% of registrants) are done by the Finance Department, with collections made two months in advance. Clinical scientist, speech and language therapist and prosthetist/orthotist collections occurred in early August. Practitioner psychologist, occupational therapist and physiotherapist collections are scheduled for early September. Most of the income comprises renewal fees collected.

5. Funds under management

At 18 August, the business reserve account balance was £0.3M, earning an interest rate of 0.065% per annum. £0.5M was invested in the Nat West Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 0.48% per annum. The following were invested for one month at fixed rates: £0.5M invested in Barclays money market account earning 0.31%, £1M in Lloyds TSB money market account earning 1.0% and £1m with Nat West earning 0.72%

The investment portfolio (excluding £98k portfolio cash) at the end of July was valued at £1.62M. The investment portfolio value including cash & money market instruments was £1.71M. This compares with £1.64M at end of May 2009.

6. Pensions

In June, there were 57 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the 6 "notional" members.

7. Employee training and levels

There are seven full-time permanent employees in the Department with one additional permanent post to be filled. Temporary employees are periodically hired to cover for employees on annual or sick-leave and to help achieve Finance Department service level targets.

8. Sage system support and development

We have replaced our previous Sage accounting package support vendor with TSG who are getting familiar with our organisational requirements. A small version upgrade to our accounting system is expected in mid September. Sage training is planned for the whole Finance team.

9. Significant Financial Projects/Issues (next few months)

- Since the last Council meeting the Annual Report & Statutory Accounts have been laid before Parliament and have now been published.
- IFRS financial statements to 31 March 2009 are in process of being completed for audit review.
- 2001 fees review project has been initiated.
- Six month re-forecast process is due to start in the next month.
- Annual budget planning (including projects) will begin in the near future.

Fitness to Practise – Ms Kelly Johnson

1. Final hearings

38 cases were concluded in June and July 2009. There were 217 cases awaiting hearing at the end of July 2009.

2. Review hearings

10 review hearings took place in June and July 2009

3. Interim orders

There were 18 interim order hearings in June and July 2009

4. Investigating Committee

At the end of July there were 338 open cases. Of those cases 87 have not yet met the standard of acceptance for allegations.

5. Health and Character

143 declarations were received in June and July 2009 and at the end of July there were 96 open cases.

6. Protection of title

At the end of July there were 48 open protection of title complaints.

7. Registration appeals

There were eight open registration appeal cases at the end of July 2009

8. High Court appeals

There are currently three cases where a registrant has appealed the decision of a panel of the Conduct and Competence Committee. We are currently waiting for dates in two of the cases. One case has been listed for hearing on 16 November 2009

9. CHRE

We are seeking the recovery of costs in relation to an appeal withdrawn by the CHRE

10. Court of Appeal

The appeal in the matter of Stanley Muscat was considered by the Court of Appeal on 29 July 2009. Judgment was reserved and we are expecting a decision in early October.

11. Meetings

Kingsley Napley – six-weekly meeting
Protecting Vulnerable Groups Conference, Glasgow
London Olympic Games Organising Committee
National Offender Management Service
GB Training
Esther McMorris, 9 Feet Tall
CHRE – Learning Points Meeting
British Association of Counsellors and Psychotherapists
College of Paramedics
Jon Dee, PKF
Reading University Statisticians
Ian Todd, Nursing and Midwifery Council

12. Resources

Nick Grassby left the Department on 14 August 2009 to take up a training contract to be a solicitor. Jonathan Dillon, a Case Manager in Case Team 3 will be transferring to Case Team 2 to replace him. We are now recruiting for Jonathan Dillon's replacement and interviews took place on 20 August 2009.

Customer service training begun for the Fitness to Practise Department in July 2009 and will continue through to

September. Case Managers in Case Teams 1 and 2 have had training in advocacy.

Training for new Panel Chairs took place in June 2009 and the final refresher sessions for panel members in this financial year took place in June 2009. The next Legal Assessor review day is scheduled to take place on 5 September 2009.

13. Other

The Department continues to work on the following areas of work:

- Case Management System Research Project
- Expectations of Complainants
- Sanctions Policy and Practice Notes
- Sifting Tools
- Hearings DVD
- Transcription writer services

1. Employee resourcing

Director vacancies

Following formal panel interviews and psychometric testing, Michael Guthrie was appointed to the post of Director of Policy and Standards, with effect from 16 July 2009.

Policy

A new two-year fixed term post of Senior Policy Officer is currently being advertised. Funded from a grant received from the Department of Health, the purpose of this post is to manage a project exploring the revalidation of registrants. Interviews took place on 4 August.

Education

The vacancy of Education Officer is currently being advertised to find a replacement for Anne Shomefun who left the HPC in June. Interviews took place on 12 August.

Projects

Following the resignation of Lola Teidi, interviews were held for the post of Project Manager on 2, 3 and 8 July. Ivan Madeira was appointed and started work on 27 July.

Recruitment is currently in progress for a further two-year fixed term post of Project Manager. This new role is funded by the Department of Health grant and will focus on revalidation.

Registrations

Interviews for Registration Adviser vacancies arising from internal promotions and turnover were held on 22 June and 3 July. Kelly Folar, Sarah Halsey and Jenni Thomson commenced employment on 6 and 13 July.

Communications

Following re-advertisement, interviews for the new post of Communications Officer were held on 22 June and 3 July 2009. Unfortunately no appointment was made, and the post is now being filled on a fixed-term basis by Amy Morgan.

2. Other HR activities

Equality and diversity

There has been a concerted effort in the HR and Partners Departments to update equality and diversity data this month, in preparation for the annual paper to Finance and Resources Committee.

Equality and diversity training for 11 managers and 13 new employees took place in June. Feedback received from the employee training session in particular was extremely positive. A further session for new employees will take place on 3 August.

4. Employee consultation arrangements

Last year the Finance and Resources Committee approved the setting up of an agreement and Employee Consultation Group under the Information and Consultation of Employees (ICE) Regulations. Following approval of the draft agreement by the Executive Management Team, the Employee Consultation Group was launched by the HR Director at the all-employee meeting on 8 July.

Nominations for six employee representatives have now been invited. The next stages will be to run elections if necessary, train representatives and finalise the Group agreement with them.

5. HR statistical information: comparative data

In order to facilitate comparison with national data, the following additions have been made to the HR monthly statistical information provided to the Council and the Finance and Resources Committee:

Sickness absence: the average number of days absence per employee per year is now being recorded in addition to the percentage of working time lost

Employee turnover: both overall employee turnover and voluntary turnover is now being recorded. Voluntary turnover excludes dismissals, expiries of fixed term contracts and retirements, and is therefore a more meaningful measure than overall turnover.

The Council may be interested to note comparative data for employee sickness absence and turnover levels. The national average across all UK economic sectors for 2008 was **8.1** days* per employee. HPC rates are similar to this national average (**7.7** days per employee for 2008/09).

The average voluntary turnover rate across all sectors in 2008 was **13.5%** and the overall turnover rate was **20.9%***. The HPC did not collect accurate voluntary turnover rates before 2009/10, but the overall turnover rate of round 19% is slightly lower than the national average. HR will monitor reasons for leaving and take action to predict and combat any trends. Data from exit interviews will be brought to a future meeting of Finance and Resources Committee, and an employee survey will be conducted in 2010.

Both national and HPC turnover rates are likely to be lower over the next 12 months due to current labour market conditions.

* Source: IRS Employment Review, Issue 920, 4/5/2009

1. Resource

- Anticipated resource levels were maintained, with some weekend work to support the Stannery Street building project.

2. General IT Infrastructure

- The new desktop technology rollout now only has the reception staff computers and one Finance Department computer remaining to be replaced. The replacement of the remaining PCs is being scheduled to support business cycles;
- A report has been produced following the discovery phase of the network segmentation project. A conceptual design has been agreed and now a detailed planning phase will begin;
- The file and print server replacement has been built and we are planning for a reintroduction into the production environment;
- Continuity testing for the network ports for the Stannery Street building project has been completed in preparation for the installation of the new IT infrastructure.

3. Additional planning activities

The following have taken place:

- Visit to a Mitel business continuity seminar for telephony services;
- Planning meetings for the transfer of the website hosting;
- Planning for the Stannery Street IT provision;
- Completed a series of teleconferences and webinars for the selection of an enterprise encryption product to support the network encryption project;

- Home working policy development: the IT and HR Directors have agreed amendments and the document is going through revisions;
- Planning for redeployment of the file and print server at Park House;
- Planning for rollout of the desktop technology refresh project for the Finance Department and remaining specialist PCs;
- Planning for the remaining phases of the Network Segmentation project to separate network traffic for maintainability and security benefits; and
- Planning for implementation of new service desk tool.

4. Projects

Registration system

- Practitioner psychologists: 15,000 records were uploaded onto the Register. The remaining potential duplicates are to follow;
- Online renewals: Final configuration of the environment is now being undertaken. However, we still do not have a delivery date for the leased line installation which is on the project critical path. The web site has been re-architected in readiness for the transfer to the new hosting provider;
- Hearing aid dispensers: We have had a meeting with the Hearing Aid Council (HAC) and their IT providers to agree the process for the transfer of the Register; and
- Fitness to Practise (FTP): The case management system project is following the project plan with several initiation meetings to determine the scope and plan.

HR system

- The starters and leavers database development is complete and awaiting release. The HR team is testing it.

5. Service availability

- The HPC website was unavailable for two hours on 14 July between 11:00 and 13:00. A temporary page was deployed to allow access to the Register, which was available at all times via bookmarks.

The outage was caused by the external penetration testing team inadvertently removing a number of key folders. The cause has been traced to two testing tools being used in conjunction, and procedural changes have now been made to prevent this happening again.

HPC has removed the key vulnerability that allowed the breach and application changes within the web site have been made to address other vulnerabilities identified. The changes are currently undergoing testing and will be deployed after testing has completed successfully.

6. Compliance

- An independent external penetration test was completed during June. We are waiting to receive the report of the outcomes.

1. Recruitment

The full compliment of Continuing Professional Development (CPD) assessors required for the following professions were recruited as follows; two clinical scientists, two prosthetist/orthotists, three speech and language therapists, eight biomedical scientists and nine occupational therapists.

2. Training

Panel member refresher training has been completed. Sixty-seven panel members completed refresher training this year.

Registration assessor refresher training has been completed. One hundred and twenty-two registration assessors underwent refresher training this year.

CPD assessors for the following professions were trained during June and July: clinical scientists, prosthetist/orthotists, speech and language therapists, and biomedical scientists.

3. Appraisals

Partner appraisals are currently being processed for panel chairs and panel members.

4. Partner systems

Investigations are currently in progress to record multiple professional modalities in the partner database and to generate reports with this data.

5. Department update

Kathryn Neuschafer has returned from maternity leave and Deborah Dawkins, who had been acting Partner Manager, is staying in the Partner Department on an extended secondment as Partner Co-ordinator.

Policy and Standards – Mr Michael Guthrie

1. Meetings undertaken

| | |
|--|-----------|
| UK Council for Psychotherapy | 29 June |
| AHP Programme Director, Scotland | 29 June |
| General Medical Council, Scotland | 29 June |
| Scottish professional body officers | 29 June |
| Scottish Social Services Council | 30 June |
| Scottish Government | 30 June |
| Scottish Independent Advocacy Alliance | 30 June |
| International Occupational Therapy Certification Network | 1 July |
| CPD presentation | 2 July |
| Council for Licensure, Enforcement and Regulation (CLEAR) conference, Dublin | 2/3 July |
| National Register of Hypnotherapists and Psychotherapists | 3 July |
| Conference on regulation of Ayurvedic medicine | 10 July |
| Jan Robinson, College of Physiotherapists of Ontario | 13 July |
| Department of Health / Increasing Access to Psychological Therapists (IAPT) Workforce team | 15 July |
| Modernising Allied Health Professional Careers reference group, Department of Health | 20 July |
| Department of Health | 21 July |
| Department of Health | 5 August |
| Association of Comparative Clinical Pathology | 5 August |
| UK Council for Psychotherapy | 6 August |
| Hidden Hearing | 11 August |
| Department for Children, Schools and Families | 13 August |
| Faculty of Homeopaths | 14 August |
| Meeting re clinical associate psychologists (Scotland) | 18 August |
| Counselling and Psychotherapy in Scotland (COSCA) Regulation seminar | 19 August |

| | |
|---|-----------|
| Allied Health Professions Federation | 19 August |
| Society and College of Radiographers | 20 August |
| British Association for Counselling and Psychotherapy | 20 August |
| Department of Health | 21 August |
| Polish psychologists club | 22 August |

2. Consultations

Regulation of psychotherapists and counsellors

We are consulting on the recommendations of the Psychotherapists and Counsellors Professional Liaison Group (PLG). This consultation will run until 16 October 2009. To date, about 200 responses have been received to the consultation.

The Department is continuing to meet and present to stakeholders in the psychotherapy and counselling field.

Regulation of dance movement therapists / psychotherapists

We are consulting on the potential future regulation of dance movement therapists. This consultation will run until 16 October 2009.

Setting the registration cycle for hearing aid dispensers.

We are consulting on setting the registration cycle for hearing aid dispensers, in advance of the proposed transfer of the register of the Hearing Aid Council to the HPC in March 2010. This consultation will run until 16 October 2009.

3. Closed consultations

No consultations have closed since the last Council report.

4. Professional Liaison Groups Psychotherapists and Counsellors

The Professional Liaison Group will reconvene on 18 and 19 November 2009 to consider the threshold level of qualification for entry to the Register and standards of proficiency, in light of the responses to the consultation.

The Council will be asked to consider the responses to the consultation and agree recommendations to the Secretary of State for Health and Ministers in the devolved administrations, at its December 2009 meeting.

5. New professions Hearing aid dispensers

The Department has continued to participate in the cross-department project to register hearing aid dispensers.

The Department has continued to meet stakeholders in the industry to discuss the regulation of hearing aid dispensers. A paper is being prepared for the Fitness to Practise Committee in November 2009, which will discuss the HPC's approach to complaints about consumer issues, including considering how HPC signposts future complainants with complaints about hearing aids which do not fall within the HPC's fitness to practise process.

6. Welsh Language scheme

The HPC is required to publish a Welsh Language Scheme under the Welsh Language Act. The Department is currently working with internal colleagues and the Welsh Language Board (WLB) to prepare a scheme for consultation. Welsh language schemes have to be approved by the WLB prior to consultation and therefore this project has been subject to

delay. The scheme is in an advanced stage of development following further feedback from the WLB and will be brought to a future Council meeting.

7. Health references / requirements

The CHRE recently published a report on the health requirements of the regulators and recommended that the regulators should review their requirements for health references at the point of entry to the Register. This has been the subject of a previous paper discussed by the Education and Training Committee.

The Executive is producing a further paper for the Education and Training Committee's meeting in September 2009 to move this area forward and, subject to approval by the Committee, anticipates bringing a paper with proposals for consultation to the Council's meeting in December 2009.

8. CPD profiles

The Department is continuing to review profiles for practitioner psychologists and dietitians, and liaise with the relevant professional body. Profiles for Radiographers were recently published.

9. Guidance on health and character

This consultation closed on 30 April 2009. A good response was received, with many respondents making very detailed comments on the consultation draft. The Executive has redrafted the guidance in light of the responses received. The Education and Training Committee will be asked to consider the analysis of responses and revised guidance at its September 2009 meeting. Publication is planned in November 2009.

1. Operational performance

a) Telephone calls

The Registration Department answered 99.7% of all calls within 30 seconds, which exceeds our service standard of answering 80% of calls within 30 seconds.

i) UK telephone calls: During the period from 1 June 2009 to 30 June 2009 the team received a total of 6,334 telephone calls, which is 1,288 less than the same period two years ago and 99% of these calls were answered.

ii) International telephone calls: During the period from 1 June 2009 to 30 June 2009 the team received a total of 1,044 telephone calls, which is 45 more than the same period one year ago and 98% of these calls were answered.

b) Application processing

i) UK applications: A total of 790 new applications were received during this period and 588 individuals were registered, which is 60 more than the same period last year. Applications took one working day to process, which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took one working day to process, which is well within our service standard of processing applications within ten working days of receipt.

ii) International applications: A total of 139 new international applications were received in this period and 139 individuals were registered, which is five less than the same period last year. 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.

iii) Grandparenting applications: As at the 31 July 2009, the Department had received 12 grandparenting applications.

c) Emails

i) UK emails: The team received approximately 60 emails per day and responded to these on the day of receipt, which is well within our service standard of five working days.

ii) International emails: The team received approximately 20/30 emails per day and responded to these on the day of receipt, which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) audit

There were no assessment days during this period, but registration assessors continued to assess profiles that required further information.

We requested CPD profiles from 2.5 per cent of paramedics and orthoptists, at the beginning of June 2009.

2. Resource

a) Employees

The Department is operating within the budgeted headcount.

b) Partners

The Department has continued to work with the Partner Department to recruit and train psychologist registration assessors. The team also delivered the last of six refresher registration assessor training days.

c) Registration renewals

16,409 renewal forms were sent to paramedics and orthoptists at the beginning of June 2009. As at 31 July 2009, we sent 3,071 final renewal reminders to paramedics and 311 final renewal reminders to orthoptists. This equates to 20% of the original number invited to renew for paramedics and 24% for orthoptists. This compares favourably with the number of final renewal reminders that we sent two years ago, which was 28% for paramedics and 27% for orthoptists.

Renewal forms for speech and language therapists, prosthetists/orthotists and clinical scientists were sent to registrants at the beginning of July 2009, and to practitioner

psychologists and occupational therapists at the beginning of August 2009.

The Department has continued to work with the Communications Department to improve the return rate of renewal forms, and during the period representatives from both Departments, met the Royal College of Speech and Language Therapists and the British Association of Prosthetists and Orthotists to discuss how the professional bodies could assist in raising awareness that their professions were in their renewal period.

1. Training for Council members

An induction day for new Council members was held on 6 & 7 July 2009.

Positive feedback was received following the induction and the Secretariat will be looking at addressing specific training needs identified within the feedback.

Further “Committee-specific” training has been organised for Council Members throughout the Autumn.

2. Health Professions Council annual report and accounts

The Health Professions Council annual report and accounts 2008-9 were laid in Parliament on 20 July 2009.

3. Council ‘Awayday’ 6 and 7 October 2009

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

4. Education and Training Committee

The recruitment of members for the Education and Training Committee has been ongoing over the summer. Shortlisting of applicants was carried out during August and interviews will be held mid-late September. The interview panel will be made up of the HPC Chair, Anna van der Gaag, the Chair of the Education and Training Committee, Eileen Thornton, and Chris Dearsley, an Independent Assessor for the Appointments Commission.

The new Education and Training Committee will be appointed at the Council meeting in October.

5. Annual meeting

Invitations for the Health Professions Council annual meeting were sent out on 5 August 2009. The annual meeting will be held at 1.30pm on Thursday 10 September 2009.

6. Training for employees

Secretariat awayday: 27/28 August 2009

The Secretary to the Council attended equality and diversity training.

Management Information Pack

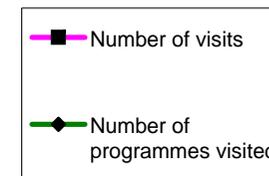
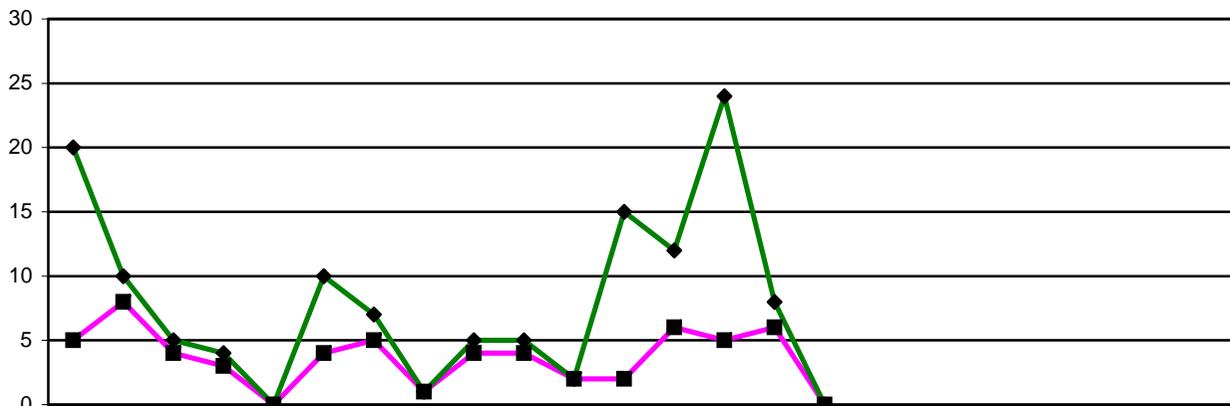
Marc Seale, Chief Executive & Registrar
Figures for April 2009 to July 2009 to Council



hpc health
professions
council

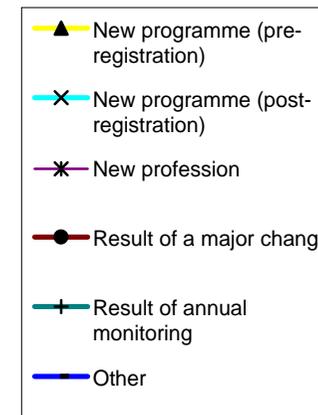
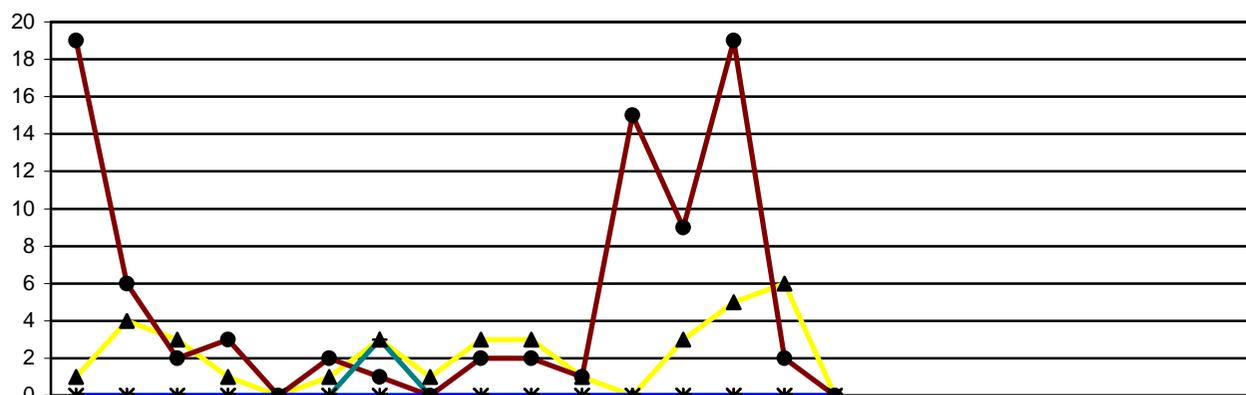
**Management Reporting Information to Council
Health Professions Council
Figures for April to July 2009**

| | | |
|--|--|------------|
| Education | Programme approvals and visits | 2a |
| | Programme monitoring | 2b |
| | Major change submissions | 2c |
| Feedback | Feedback | 3 |
| Finance | Consolidated Income and Expenditure | 4a |
| | Consolidated Income budgeted & actual | 4b |
| | Consolidated expenditure budgeted & actual | 4c |
| | Consolidated Department Monthly Variances | 5 |
| | Consolidated Balance Sheet | 6 |
| | Consolidated Cash Flow Actual and Forecast | 7 |
| Fitness to Practise | Total Cases Considered | 8a |
| | Enquiries and allegations: source | 8b |
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| | | |
| Registration Appeals | Registration Appeals | 11 |
| Protection of Title | Protection of Title | 12 |
| Health and Character | Health and Character Declarations | 13 |
| Human Resources | HR Information | 14 |
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| | Grandparent Registrations | 20 |
| International Registrations | Status of international applications at end of each month | 21 |
| | New International Applications Received | 22 |
| | International Registrations | 23 |
| UK Registrations | Status of UK applications at end of each month | 24 |
| | New UK Applications Received | 25 |
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| Grandparent, International & UK Registrations | Application Types Received | 27 |
| | New Registrants | 28 |
| | Registration Telephone Information | 29 |
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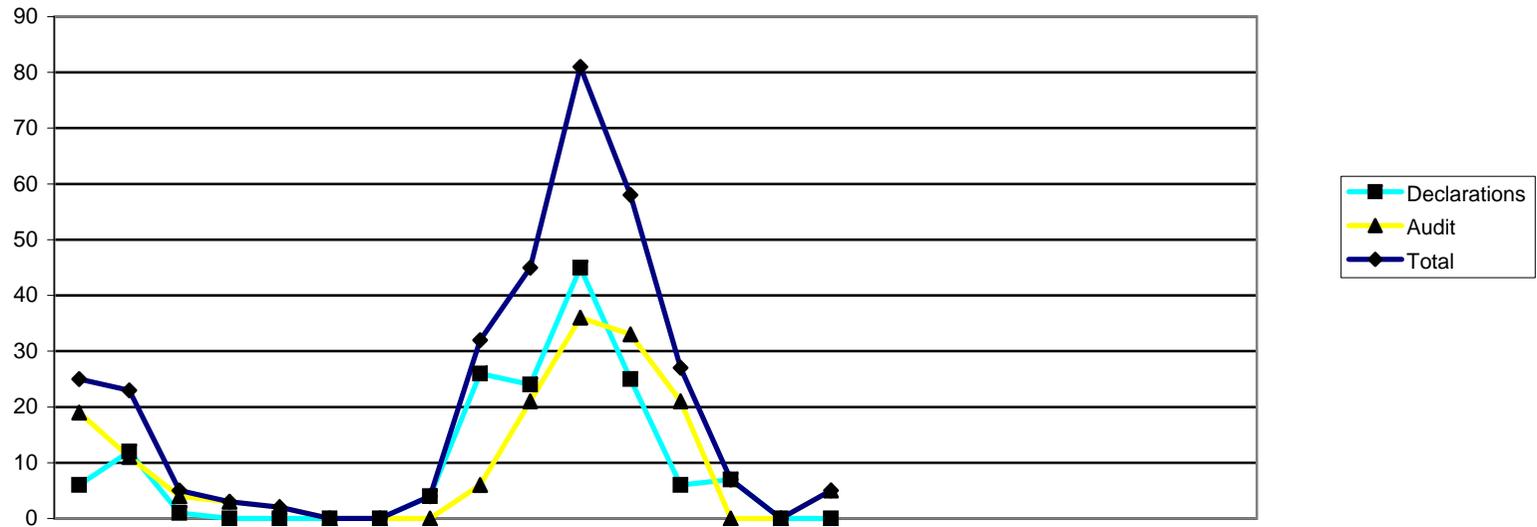
| | 2008 | | | 2009 | | | 2010 | | | | | |
|------------------------------------|------|-----|-----|------|-----|-----|------|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Overview of approval visits | | | | | | | | | | | | |
| Number of visits | 5 | 8 | 4 | 3 | 0 | 4 | 5 | 1 | 4 | 4 | 2 | 2 |
| Number of programmes visited | 20 | 10 | 5 | 4 | 0 | 10 | 7 | 1 | 5 | 5 | 2 | 15 |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 0 | 101 | 63 | 42 | 17 |
| 27 | 117 | 86 | 84 | 44 |



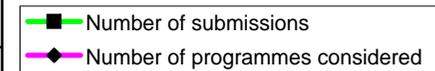
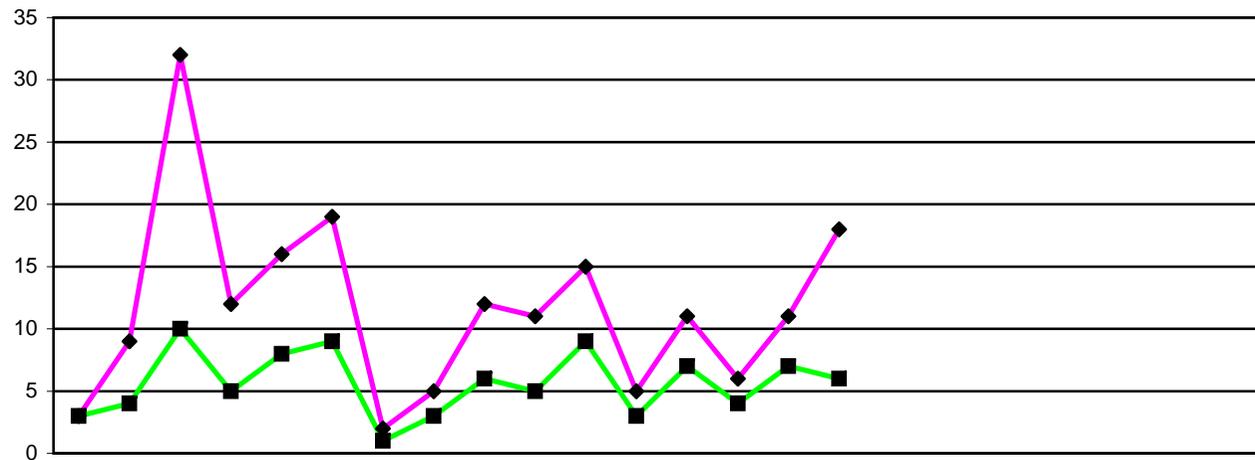
| | 2008 | | | 2009 | | | 2010 | | | | | |
|-------------------------------------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Reason for programme visited | | | | | | | | | | | | |
| New programme (pre-registration) | 1 | 4 | 3 | 1 | 0 | 1 | 3 | 1 | 3 | 3 | 1 | 0 |
| New programme (post-registration) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| New profession | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Result of a major change | 19 | 6 | 2 | 3 | 0 | 2 | 1 | 0 | 2 | 2 | 1 | 15 |
| Result of annual monitoring | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 20 | 10 | 5 | 4 | 0 | 3 | 7 | 1 | 5 | 5 | 2 | 15 |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 0 | 18 | 32 | 21 | 14 |
| 5 | 29 | 0 | 0 | 0 |
| 5 | 16 | 0 | 0 | 0 |
| 5 | 32 | 26 | 53 | 30 |
| 5 | 1 | 3 | 3 | 0 |
| 5 | 21 | 0 | 0 | 0 |
| 25 | 117 | 61 | 77 | 44 |



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | |
|--------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Annual monitoring submissions | | | | | | | | | | | | | | | | | | | | | | | | |
| Declarations | 6 | 12 | 1 | 0 | 0 | 0 | 0 | 4 | 26 | 24 | 45 | 25 | 6 | 7 | 0 | 0 | | | | | | | | |
| Audit | 19 | 11 | 4 | 3 | 2 | 0 | 0 | 0 | 6 | 21 | 36 | 33 | 21 | 0 | 0 | 5 | | | | | | | | |
| Total | 25 | 23 | 5 | 3 | 2 | 0 | 0 | 4 | 32 | 45 | 81 | 58 | 27 | 7 | 0 | 5 | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 113 | 94 | 143 | 143 | 13 |
| 51 | 184 | 135 | 135 | 26 |
| 164 | 278 | 278 | 278 | 39 |

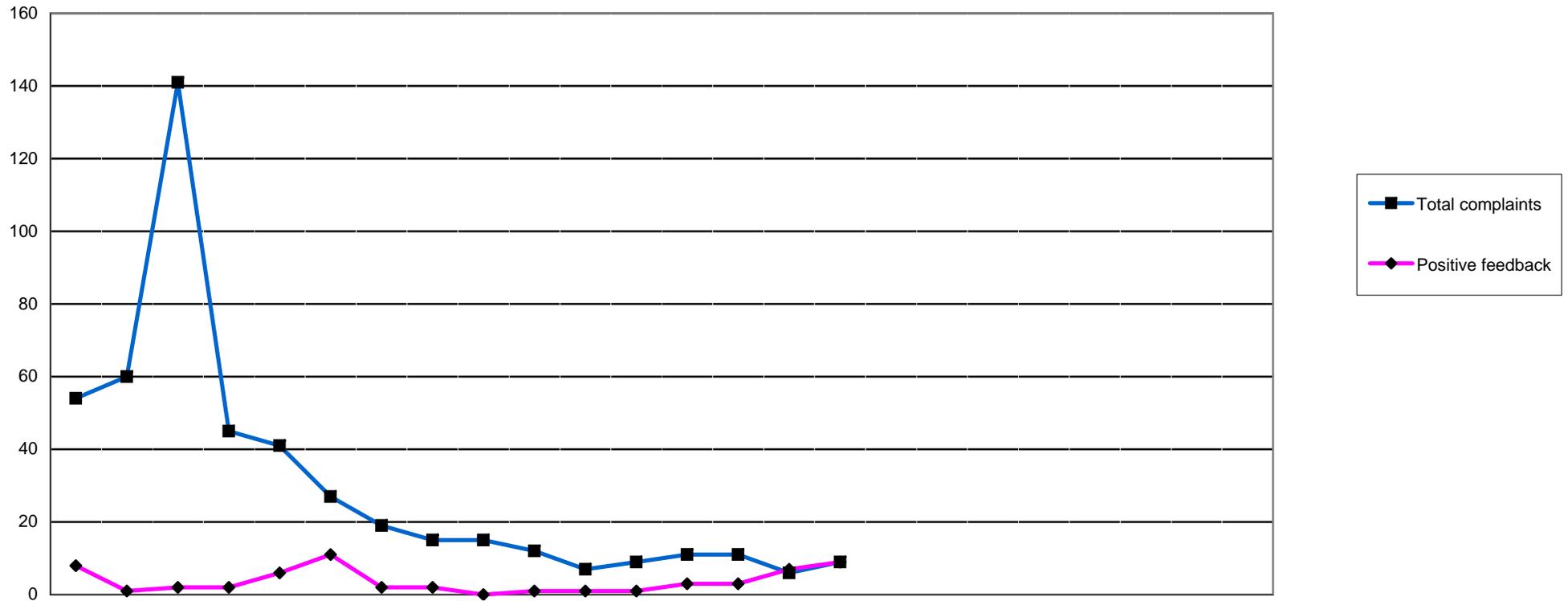


| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | |
|--|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Major change submissions | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of submissions | 3 | 4 | 10 | 5 | 8 | 9 | 1 | 3 | 6 | 5 | 9 | 3 | 7 | 4 | 7 | 6 | | | | | | | | |
| Number of programmes considered | 3 | 9 | 32 | 12 | 16 | 19 | 2 | 5 | 12 | 11 | 15 | 5 | 11 | 6 | 11 | 18 | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 16 | 51 | 62 | 66 | 24 |
| 25 | 97 | 109 | 141 | 46 |

Health Professions Council

Feedback April 2008 to March 2010



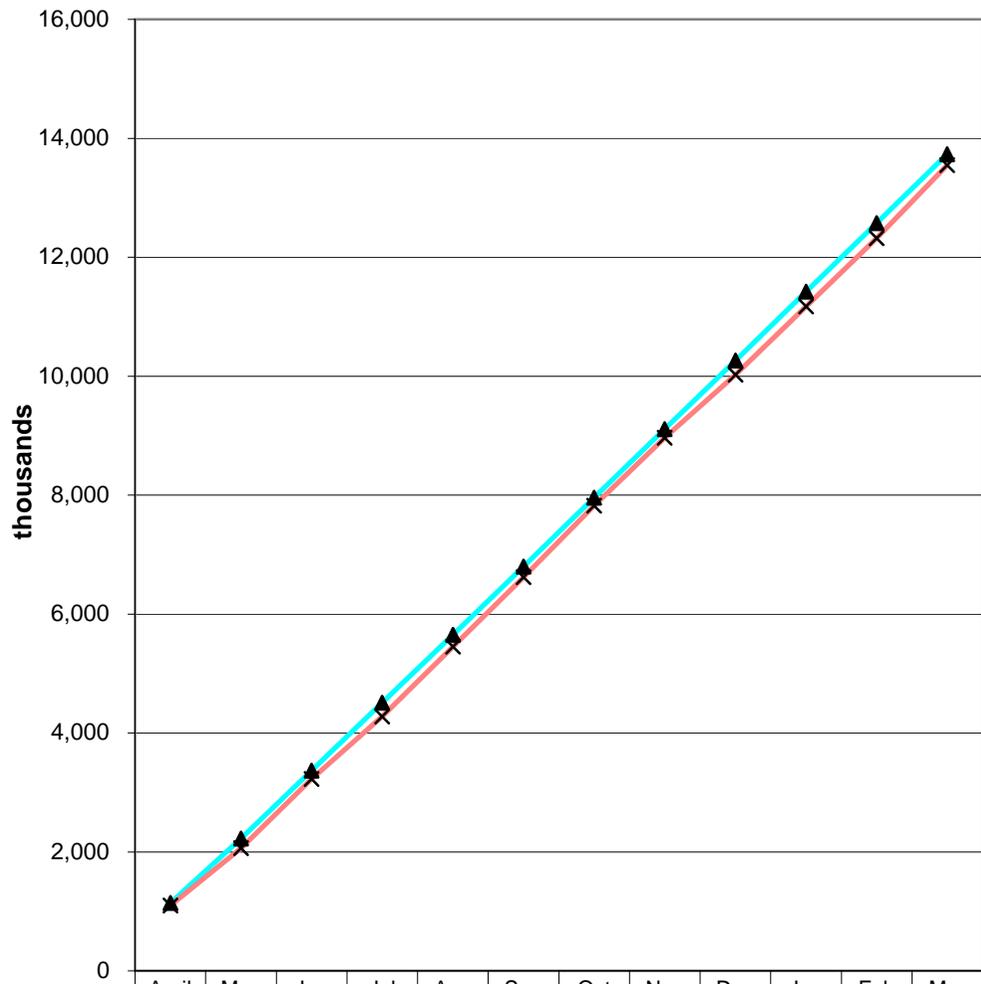
| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | | | |
|--------------------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|----------|----------|-----|--------|--------|--------|--------|-------|-----|-----|-----|------------|------------|------------|------------|-----------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD | |
| Application process | 5 | 7 | 1 | 4 | 3 | 1 | 0 | 0 | 2 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 39 | 23 | 28 | 29 | 0 |
| Registration process | 44 | 47 | 130 | 34 | 34 | 20 | 13 | 11 | 9 | 7 | 5 | 7 | 9 | 6 | 4 | 5 | | | | | | | | | | 169 | 88 | 122 | 361 | 24 |
| External comms | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | | 24 | 6 | 6 | 4 | 1 |
| Responsiveness | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | 6 | 2 | 0 | 0 | 0 |
| Partner management | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 0 | 1 | | | | | | | | | | 0 | 4 | 2 | 4 | 4 |
| Rules/legislation | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | | | | | | | | | | 17 | 11 | 10 | 3 | 3 |
| Other | 4 | 3 | 10 | 6 | 3 | 4 | 5 | 4 | 4 | 0 | 0 | 1 | 0 | 3 | 1 | 1 | | | | | | | | | | 7 | 16 | 18 | 44 | 5 |
| Total complaints | 54 | 60 | 141 | 45 | 41 | 27 | 19 | 15 | 15 | 12 | 7 | 9 | 11 | 11 | 6 | 9 | | | | | | | | | | 262 | 262 | 186 | 445 | 37 |
| Positive feedback | 8 | 1 | 2 | 2 | 6 | 11 | 2 | 2 | 0 | 1 | 1 | 1 | 3 | 3 | 7 | 9 | | | | | | | | | | 187 | 19 | 27 | 37 | 22 |

| | 2009 | | | | 2010 | | | | | | | | Total to YTD £000 | Budget YTD £000 | Variance £000 | Annual Budget £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 | | | | |
| INCOME | | | | | | | | | | | | | | | | |
| Registration Income | 1,142 | 1,138 | 1,176 | 1,227 | | | | | | | | | 4,683 | 4,923 | (239) | 15,559 |
| Cheque/credit card write off | 0 | 0 | (3) | 0 | | | | | | | | | (3) | 0 | (3) | 0 |
| TOTAL INCOME* | 1,142 | 1,138 | 1,173 | 1,227 | | | | | | | | | 4,681 | 4,923 | (242) | 15,559 |
| EXPENDITURE | | | | | | | | | | | | | | | | |
| Chief Executive | 20 | 21 | 27 | 28 | | | | | | | | | 97 | 107 | 11 | 322 |
| Council & Committees | (34) | 96 | 8 | 37 | | | | | | | | | 107 | 165 | 58 | 448 |
| Communications | 28 | 108 | 101 | 101 | | | | | | | | | 339 | 284 | (55) | 1,076 |
| Depreciation | 38 | 26 | 36 | 34 | | | | | | | | | 134 | 151 | 17 | 453 |
| Education | 59 | 77 | 56 | 40 | | | | | | | | | 232 | 264 | 31 | 766 |
| Facilities Management | 53 | 70 | 55 | 65 | | | | | | | | | 244 | 341 | 98 | 912 |
| Finance | (25) | 114 | 95 | 47 | | | | | | | | | 231 | 202 | (29) | 636 |
| Fitness to Practise | 140 | 717 | 440 | 453 | | | | | | | | | 1,750 | 1,791 | 41 | 5,582 |
| Human Resources & Partners | 48 | 83 | 39 | 96 | | | | | | | | | 266 | 362 | 96 | 743 |
| IT Department | (50) | 174 | 110 | 3 | | | | | | | | | 237 | 269 | 32 | 944 |
| Operations Office | 29 | 38 | 33 | 33 | | | | | | | | | 134 | 146 | 12 | 451 |
| Policy & Standards | 25 | 13 | 15 | 17 | | | | | | | | | 71 | 109 | 38 | 417 |
| President | 2 | 5 | 5 | 7 | | | | | | | | | 19 | 16 | (3) | 49 |
| Major Projects | (54) | 42 | 59 | 15 | | | | | | | | | 63 | 151 | 88 | 420 |
| Registration | 49 | 119 | 140 | 134 | | | | | | | | | 441 | 573 | 132 | 2,024 |
| Secretariat | 16 | 23 | 28 | 30 | | | | | | | | | 97 | 97 | 0 | 304 |
| TOTAL EXPENDITURE | 345 | 1,727 | 1,247 | 1,141 | | | | | | | | | 4,460 | 5,026 | 566 | 15,547 |
| OPERATING SURPLUS/(DEFICIT) | 807 | (589) | (74) | 86 | | | | | | | | | 220 | (104) | 324 | 12 |

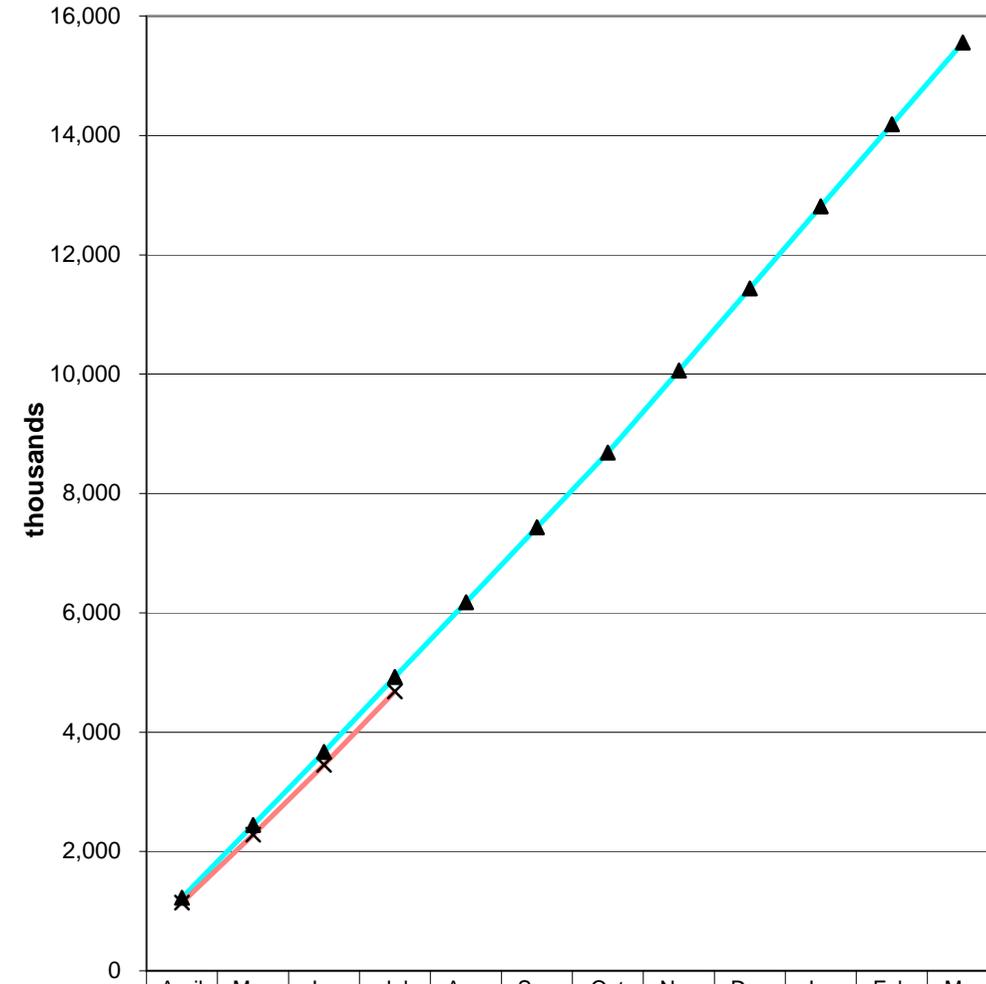
* Total Income is excluding investment income

Note: No accruals have been posted for April

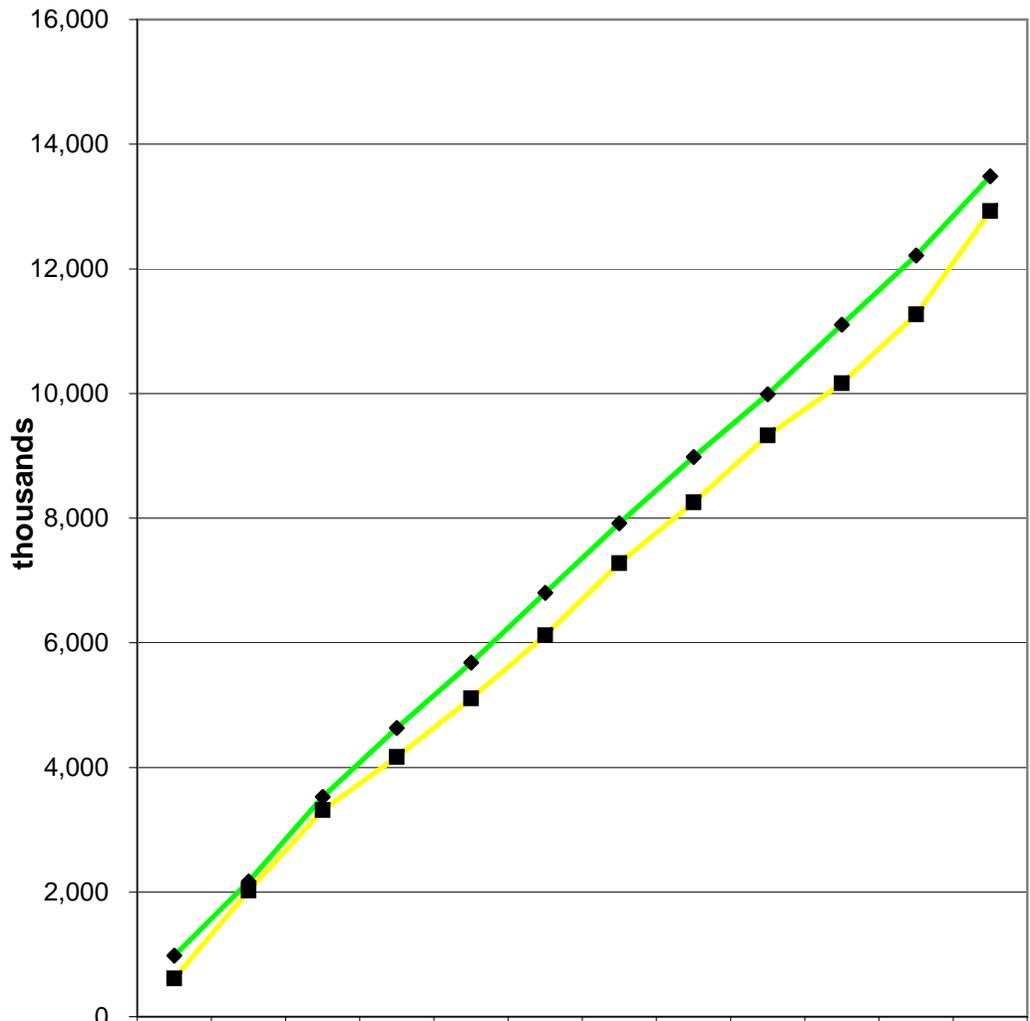
Income 2008/9 budgeted & actual



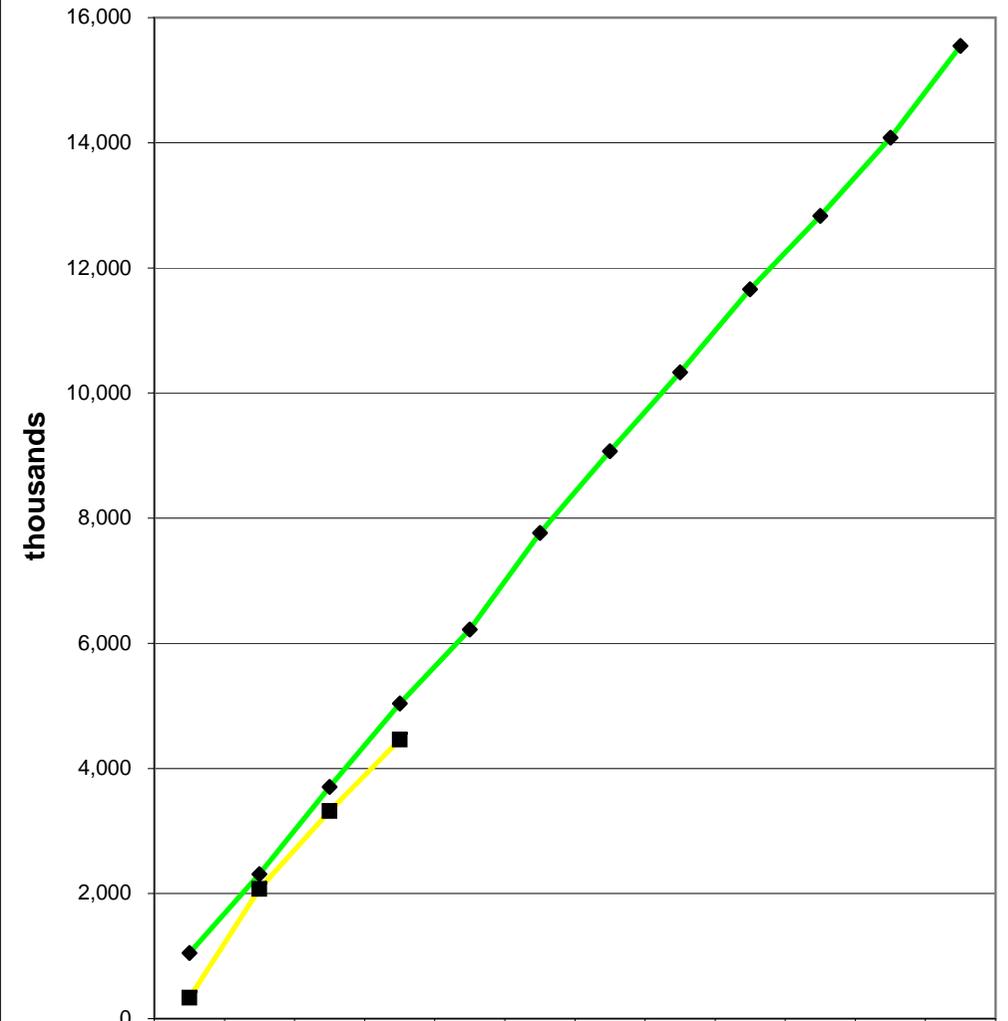
Income 2009/10 budgeted & actual



Expenditure 2008/9 budgeted & actual



Expenditure 2009/10 budgeted & actual



| | 2009 | | | | 2010 | | | | | | | | Total to May £000 | Budget May £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 | | | | | | | | | | | | | | | |
| Chief Executive | 7 | 6 | (1) | (1) | | | | | | | | | 11 | 107 | 97 |
| Council & Committees | 59 | (65) | 17 | 46 | | | | | | | | | 58 | 165 | 107 |
| Communications | 4 | (52) | 1 | (8) | | | | | | | | | (55) | 284 | 339 |
| Depreciation | (38) | 49 | 1 | 4 | | | | | | | | | 17 | 151 | 134 |
| Education | 6 | (10) | 21 | 13 | | | | | | | | | 31 | 264 | 232 |
| Facilities Manangement | 67 | (3) | 15 | 18 | | | | | | | | | 98 | 341 | 244 |
| Finance | 74 | (63) | (44) | 4 | | | | | | | | | (29) | 202 | 231 |
| Fitness to Practise | 293 | (287) | 43 | (8) | | | | | | | | | 41 | 1,791 | 1,750 |
| Human Resources & Partners | (1) | 39 | 95 | (38) | | | | | | | | | 96 | 362 | 266 |
| IT Department | 110 | (113) | (41) | 76 | | | | | | | | | 32 | 269 | 237 |
| Operations Office | 3 | (3) | 4 | 9 | | | | | | | | | 12 | 146 | 134 |
| Policy & Standards | (1) | 17 | 13 | 9 | | | | | | | | | 38 | 109 | 71 |
| President | 2 | (1) | (0) | (3) | | | | | | | | | (3) | 16 | 19 |
| Major Projects | 62 | (27) | 22 | 31 | | | | | | | | | 88 | 151 | 63 |
| Registration | 65 | 28 | 5 | 33 | | | | | | | | | 132 | 573 | 441 |
| Secretariat | 6 | 4 | (4) | (5) | | | | | | | | | 0 | 97 | 97 |
| TOTAL BUDGET VARIANCE | 717 | (480) | 148 | 180 | | | | | | | | | 566 | 5,026 | 4,460 |
| TOTAL MONTHLY BUDGET | 1,052 | 1,258 | 1,396 | 1,320 | | | | | | | | | | | 5,026 |
| TOTAL EXPENDITURE | 345 | 1,727 | 1,247 | 1,141 | | | | | | | | | | | 4,460 |

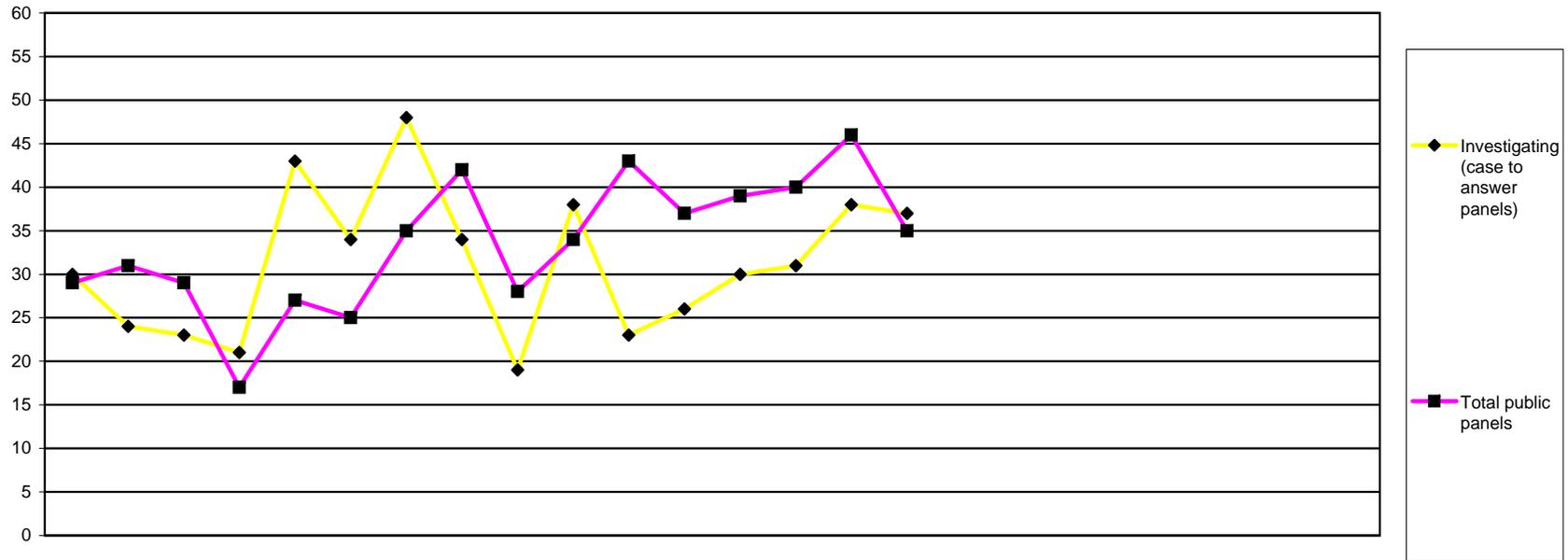
* Total Income is excluding investment income

| | <i>Actual Mar 09 £000</i> | 2009 | | | | | | | | | | 2010 | | | <i>Budget Mar 10 £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 | | |
| Non-current Assets | | | | | | | | | | | | | | | |
| Property, Plant and Machinery | 2,810 | 2,770 | 2,797 | 2,894 | 2,899 | | | | | | | | | 6,179 | |
| Intangible assets | 784 | 727 | 808 | 817 | 871 | | | | | | | | | 1,329 | |
| TOTAL FIXED ASSETS | 3,594 | 3,497 | 3,605 | 3,711 | 3,770 | 0 | 7,508 | |
| CURRENT ASSETS | | | | | | | | | | | | | | | |
| Other current assets | 354 | 432 | 387 | 370 | 365 | | | | | | | | | 182 | |
| Financial assets | 1,347 | 1,450 | 1,502 | 1,533 | 1,616 | | | | | | | | | 1,329 | |
| Bank & Cash | 5,342 | 4,559 | 3,951 | 2,993 | 3,237 | | | | | | | | | 5,052 | |
| | 7,043 | 6,441 | 5,840 | 4,896 | 5,218 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6,563 | |
| CURRENT LIABILITIES | | | | | | | | | | | | | | | |
| Trade and other payables | (945) | (403) | (671) | (513) | (477) | | | | | | | | | (936) | |
| Other Liabilities | (1,670) | (677) | (1,282) | (1,317) | (1,184) | | | | | | | | | (1,787) | |
| Deferred income | (7,106) | (7,058) | (6,229) | (5,599) | (5,976) | | | | | | | | | (8,759) | |
| | (9,721) | (8,138) | (8,182) | (7,429) | (7,637) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | (11,482) | |
| Total assets less liabilities | 916 | 1,800 | 1,263 | 1,178 | 1,351 | 0 | 2,589 | |
| Represented by: | | | | | | | | | | | | | | | |
| Revaluation Reserve | 214 | 214 | 214 | 214 | 214 | | | | | | | | | 652 | |
| Income and expenditure account | 702 | 1,019 | 1,049 | 964 | 1,137 | | | | | | | | | 1,937 | |
| | 916 | 1,233 | 1,263 | 1,178 | 1,351 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2,589 | |

* Balance sheet includes investment income

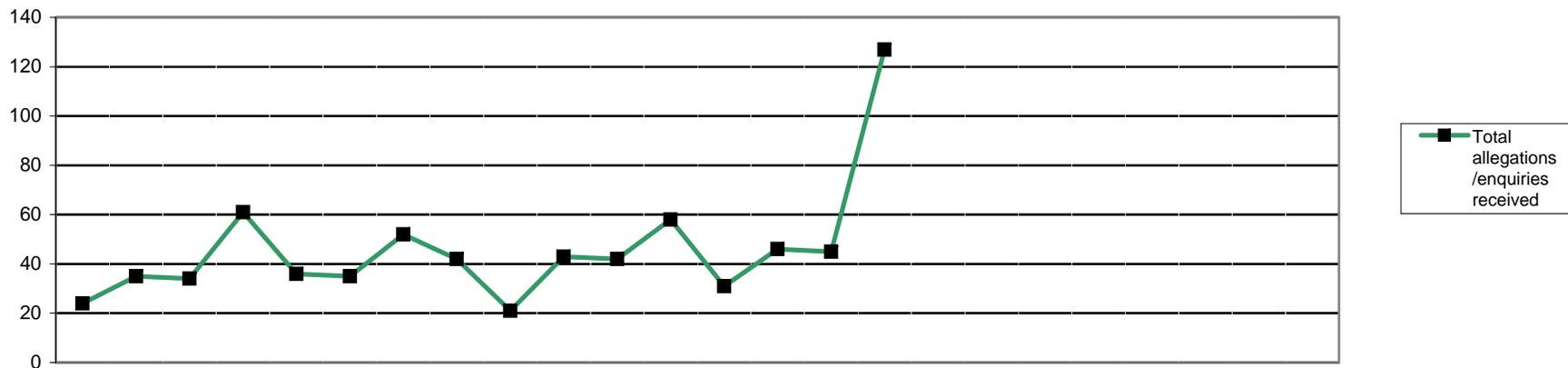
| | Actual Mar 08 £000 | 2009 | | | | | | | | | | | | Total £000 |
|-------------------------------|--------------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| | | April £000 | May £000 | Jun £000 | Jul £000 | Aug £000 | Sep £000 | Oct £000 | Nov £000 | Dec £000 | 2010 | | | |
| | | Jan £000 | Feb £000 | Mar £000 | | | | | | | | | | |
| Opening Balance | 4,434 | 5,341 | 4,556 | 3,951 | 2,993 | 3,236 | 3,236 | 3,236 | 3,236 | 3,236 | 3,236 | 3,236 | 3,236 | |
| Registration Income | 1183 | 1,142 | 1,136 | 1,176 | 1,227 | | | | | | | | | 4,681 |
| Investment Income | 17 | 0 | 7 | 9 | 3 | | | | | | | | | 19 |
| Investment Sales | 5 | 23 | 24 | 29 | 0 | | | | | | | | | 76 |
| Deferred Income Movements | 942 | 48 | (924) | (630) | 378 | | | | | | | | | (1,128) |
| Department of Health funding | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Total Cash Receipts | 2,147 | 1,213 | 243 | 584 | 1,608 | 0 | 3,648 |
| Expenditure | 1621 | 353 | 1,718 | 1,235 | 1,156 | | | | | | | | | 4,462 |
| Depreciation | -33 | (33) | (32) | (36) | (35) | | | | | | | | | (136) |
| Asset disposal / writeoff | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Aged Cred / Accrual Movements | (907) | 1,535 | (873) | 135 | 157 | | | | | | | | | 954 |
| Debtor Movements | 89 | 75 | (42) | (16) | (5) | | | | | | | | | 12 |
| Payments to Creditors | 770 | 1,930 | 771 | 1,318 | 1,273 | 0 | 5,292 |
| Capital Expenditure | 472 | 46 | 30 | 141 | 92 | | | | | | | | | 309 |
| Capital write-off | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Investment Purchases | (2) | 22 | 47 | 83 | 0 | | | | | | | | | 152 |
| Interest payable | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Other Payments | 470 | 68 | 77 | 224 | 92 | 0 | 461 |
| Closing Balance | 5,341 | 4,556 | 3,951 | 2,993 | 3,236 | |

* Cash flow includes investment income

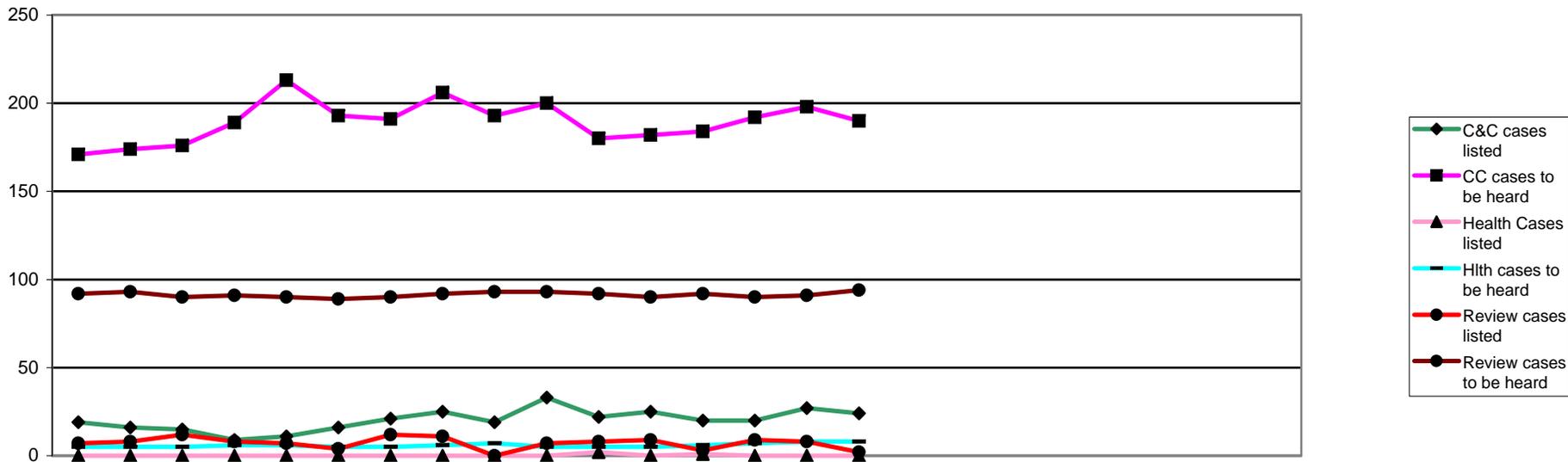


| | | 2008 | | | 2009 | | | | | | | | 2010 | | | | | | 2007/8 | 2008/9 | 09/10 | | | | | | | | |
|---------------------|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|--------|--------|-------|-----|-----|-----|-----|-----|-----|-----|--|
| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | YTD | |
| | Investigating (case to answer panels) | 30 | 24 | 23 | 21 | 43 | 34 | 48 | 34 | 19 | 38 | 23 | 26 | 30 | 31 | 38 | 37 | | | | | | | | | | | | |
| Public Panels | Investigating (incorrect entry) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | | | | | | | | |
| | Conduct & Competence | 17 | 15 | 13 | 8 | 11 | 14 | 17 | 16 | 24 | 25 | 20 | 23 | 20 | 20 | 27 | 24 | | | | | | | | | | | | |
| | Health | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | | | |
| | Review cases | 7 | 9 | 11 | 7 | 7 | 6 | 12 | 11 | 0 | 7 | 6 | 10 | 3 | 9 | 8 | 2 | | | | | | | | | | | | |
| | Interim order (application) | 1 | 2 | 2 | 1 | 5 | 1 | 3 | 4 | 3 | 1 | 4 | 3 | 9 | 2 | 3 | 2 | | | | | | | | | | | | |
| | Interim order (review) | 3 | 5 | 3 | 1 | 11 | 3 | 3 | 11 | 1 | 1 | 11 | 1 | 5 | 8 | 8 | 7 | | | | | | | | | | | | |
| | Total public panels | 29 | 31 | 29 | 17 | 27 | 25 | 35 | 42 | 28 | 34 | 43 | 37 | 39 | 40 | 46 | 35 | | | | | | | | | | | | |
| Total panels | 59 | 55 | 52 | 38 | 77 | 59 | 83 | 76 | 47 | 72 | 66 | 63 | 69 | 71 | 84 | 72 | | | | | | | | | | | | | |

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

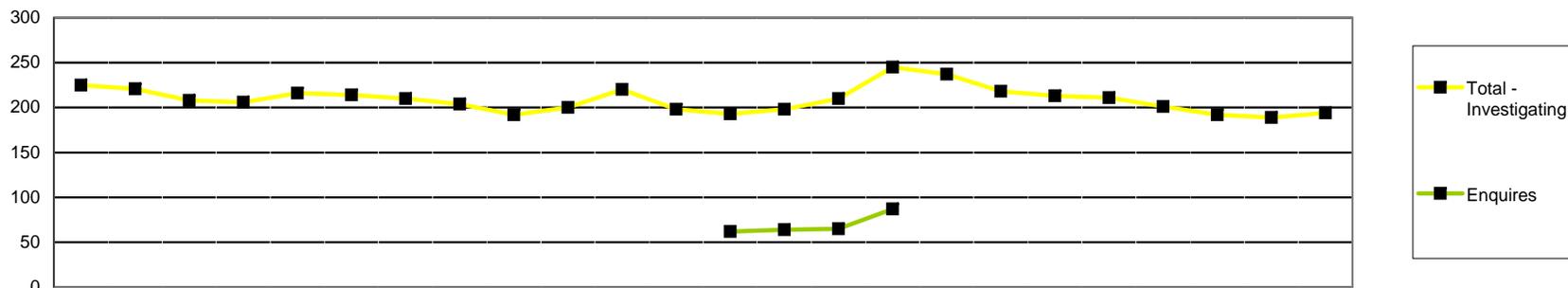


| | | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | |
|----------------------|--------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-------|--------------|-----|-----|-----|-----|
| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD | | |
| Source of enquiry | Total enquiries | 6 | 13 | 7 | 12 | 7 | 16 | 11 | 9 | 9 | 14 | 18 | 20 | 5 | 19 | 17 | 45 | | | | | | | | | | | Not recorded | | | | |
| | Employer | 3 | 3 | 1 | 3 | 2 | 4 | 3 | 6 | 3 | 3 | 9 | 10 | 3 | 9 | 8 | 10 | | | | | | | | | | | | | | | |
| | Public | 3 | 8 | 3 | 5 | 1 | 7 | 1 | 2 | 3 | 3 | 4 | 2 | 0 | 8 | 4 | 30 | | | | | | | | | | | | | | | |
| | Police | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | | | | | | | | | | | | | | | |
| | Professional body | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| | Registrant | 0 | 0 | 1 | 1 | 2 | 1 | 4 | 1 | 2 | 0 | 0 | 7 | 1 | 1 | 1 | 2 | | | | | | | | | | | | | | | |
| | Other | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 4 | 1 | 0 | 0 | 0 | 0 | 2 | | | | | | | | | | | | | | | |
| | Article 22(6)/Anon | 0 | 1 | 0 | 1 | 0 | 3 | 2 | 0 | 0 | 4 | 4 | 0 | 1 | 1 | 2 | 1 | | | | | | | | | | | | | | | |
| Source of allegation | Total allegations | 18 | 22 | 27 | 49 | 29 | 19 | 41 | 33 | 12 | 29 | 24 | 38 | 26 | 27 | 28 | 82 | | | | | | | | | | | 316 | 322 | 315 | 341 | 163 |
| | Employer | 8 | 15 | 18 | 17 | 12 | 8 | 18 | 14 | 4 | 12 | 12 | 11 | 12 | 21 | 12 | 26 | | | | | | | | | | | 113 | 164 | 127 | 149 | 71 |
| | Public | 4 | 2 | 3 | 5 | 10 | 2 | 7 | 11 | 0 | 7 | 5 | 11 | 3 | 1 | 7 | 33 | | | | | | | | | | | 61 | 77 | 76 | 67 | 44 |
| | Police | 3 | 3 | 2 | 6 | 1 | 5 | 3 | 3 | 2 | 0 | 3 | 1 | 3 | 2 | 2 | 4 | | | | | | | | | | | 27 | 31 | 32 | 32 | 11 |
| | Professional body | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 1 | 6 | 1 | 0 |
| | Registrant | 1 | 2 | 2 | 3 | 3 | 1 | 2 | 1 | 2 | 6 | 2 | 5 | 4 | 1 | 1 | 3 | | | | | | | | | | | 30 | 16 | 22 | 30 | 9 |
| | Other | 1 | 0 | 2 | 2 | 3 | 1 | 2 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 6 | | | | | | | | | | | 13 | 7 | 3 | 14 | 8 |
| | Article 22(6)/Anon | 1 | 0 | 0 | 16 | 0 | 1 | 9 | 3 | 4 | 3 | 2 | 9 | 3 | 2 | 5 | 10 | | | | | | | | | | | 57 | 23 | 49 | 48 | 20 |
| Allegation type | Misconduct | 12 | 17 | 21 | 34 | 16 | 11 | 25 | 20 | 4 | 25 | 16 | 22 | 14 | 16 | 13 | 53 | | | | | | | | | | | 205 | 228 | 177 | 223 | 96 |
| | Lack of competence | 2 | 2 | 2 | 8 | 10 | 1 | 4 | 6 | 2 | 0 | 4 | 9 | 6 | 4 | 10 | 15 | | | | | | | | | | | 33 | 44 | 29 | 50 | 35 |
| | Conviction/caution | 4 | 3 | 3 | 4 | 1 | 7 | 10 | 7 | 3 | 0 | 4 | 5 | 5 | 6 | 4 | 12 | | | | | | | | | | | 41 | 41 | 49 | 51 | 27 |
| | Health | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 1 | | | | | | | | | | | 2 | 1 | 1 | 7 | 2 |
| | Other regulator | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 1 | 0 | 2 | 1 | 0 |
| | Incorrect or fraudulent entry | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 2 | 0 | 1 | 1 | 1 | | | | | | | | | | | 33 | 3 | 4 | 6 | 3 |
| | Not classified | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | |
| | Total allegations/enquiries received | 24 | 35 | 34 | 61 | 36 | 35 | 52 | 42 | 21 | 43 | 42 | 58 | 31 | 46 | 45 | 127 | | | | | | | | | | | 314 | 318 | 424 | 483 | 249 |



Page 9 part 1 Panel Hearings Decisions: Conduct and Competence Cases

| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | | | | | | | | |
|---|---------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|--------|--------|--------|--------|-------|-----|-----|-----|-----|-----|-----|-----|----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD | | | | | | |
| Conduct & Competence Committee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C&C cases listed | 19 | 16 | 15 | 9 | 11 | 16 | 21 | 25 | 19 | 33 | 22 | 25 | 20 | 20 | 27 | 24 | | | | | | | | | | | | | | 73 | 119 | 176 | 231 | 91 | |
| Struck off | 4 | 1 | 5 | 4 | 4 | 3 | 5 | 9 | 5 | 11 | 7 | 6 | 0 | 4 | 9 | 2 | | | | | | | | | | | | | | 11 | 26 | 37 | 64 | 15 | |
| Suspended | 1 | 3 | 1 | 1 | 3 | 2 | 2 | 1 | 2 | 2 | 1 | 4 | 4 | 2 | 1 | 3 | | | | | | | | | | | | | | 19 | 19 | 30 | 23 | 10 | |
| Conditions of practice | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 3 | 1 | 1 | 1 | 1 | 2 | 0 | 1 | | | | | | | | | | | | | | 5 | 5 | 7 | 10 | 4 | |
| Caution | 4 | 1 | 2 | 0 | 2 | 2 | 1 | 2 | 4 | 2 | 1 | 3 | 6 | 2 | 3 | 7 | | | | | | | | | | | | | | 8 | 32 | 28 | 24 | 18 | |
| No further action | 0 | 3 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | | | | | | | | | | | | | | 4 | 6 | 4 | 7 | 4 | |
| Not well founded | 4 | 5 | 3 | 1 | 0 | 6 | 3 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 3 | 4 | | | | | | | | | | | | | | | 0 | 19 | 36 | 14 | |
| Adjourned/part heard | 4 | 2 | 2 | 2 | 0 | 0 | 2 | 1 | 3 | 7 | 6 | 6 | 3 | 5 | 10 | 6 | | | | | | | | | | | | | | 22 | 22 | 32 | 35 | 24 | |
| Cancelled | 2 | 1 | 0 | 1 | 0 | 1 | 5 | 1 | 0 | 7 | 1 | 2 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | 0 | 24 | 21 | 0 | 0 | |
| Referred to Health | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | 1 | 0 | 1 | 0 | 0 | |
| Removed - consent | Not available | | | | | | | | | | | | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 1 | | | |
| CC cases to be heard | 171 | 174 | 176 | 189 | 213 | 193 | 191 | 206 | 193 | 200 | 180 | 182 | 184 | 192 | 198 | 190 | | | | | | | | | | | | | | 59 | 59 | 172 | 117 | 764 | |



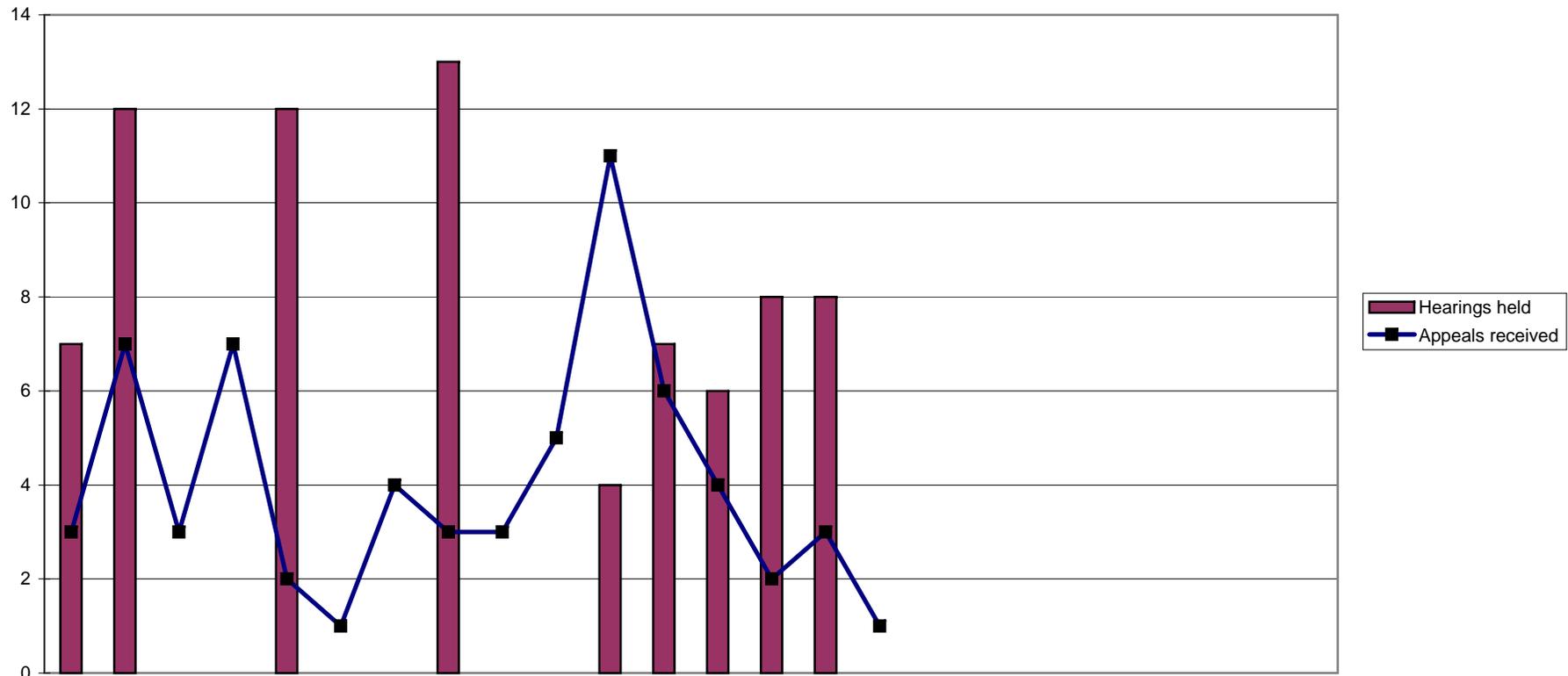
| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 FYE | 09/10 YTD | | |
|------------------------------|---------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|---------------|---------------|---------------|---------------|--------------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | | | | | Jan | Feb |
| Enquires | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | | | | | | | | | | | |
| Biomedical scientists | | | | | | | | | | | | | 2 | 2 | 3 | 2 | | | | | | | | | | | | |
| Chiropodists & podiatrists | | | | | | | | | | | | | 4 | 4 | 2 | 5 | | | | | | | | | | | | |
| Clinical scientists | | | | | | | | | | | | | 1 | 1 | 1 | 1 | | | | | | | | | | | | |
| Dietitians | | | | | | | | | | | | | 6 | 6 | 5 | 5 | | | | | | | | | | | | |
| Occupational therapists | | | | | | | | | | | | | 10 | 15 | 15 | 10 | | | | | | | | | | | | |
| ODPs | Not available | | | | | | | | | | | | 12 | 8 | 8 | 8 | | | | | | | | | | | | |
| Orthoptists | | | | | | | | | | | | | 0 | 0 | 0 | 0 | | | | | | | | | | | | |
| Paramedics | | | | | | | | | | | | | 11 | 13 | 13 | 15 | | | | | | | | | | | | |
| Physiotherapists | | | | | | | | | | | | | 12 | 11 | 12 | 9 | | | | | | | | | | | | |
| Practitioner psychologists* | | | | | | | | | | | | | N/A | N/A | 0 | 26 | | | | | | | | | | | | |
| Prosthetists & orthotists | | | | | | | | | | | | | 1 | 0 | 1 | 0 | | | | | | | | | | | | |
| Radiographers | | | | | | | | | | | | | 2 | 3 | 3 | 3 | | | | | | | | | | | | |
| SLTs | | | | | | | | | | | | | 1 | 1 | 2 | 3 | | | | | | | | | | | | |
| Total - Enquiries | | | | | | | | | | | | | 62 | 64 | 65 | 87 | | | | | 87 | | | | | | | |
| Investigating Panel | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 1 | 3 | 6 | 8 | 7 | 6 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 3 | | | | | | | | | | | | |
| Biomedical scientists | 11 | 12 | 16 | 26 | 27 | 27 | 20 | 17 | 16 | 17 | 13 | 14 | 11 | 10 | 10 | 12 | | | | | | | | | | | | |
| Chiropodists & podiatrists | 17 | 17 | 19 | 27 | 28 | 29 | 34 | 36 | 34 | 28 | 26 | 27 | 25 | 26 | 28 | 28 | | | | | | | | | | | | |
| Clinical scientists | 2 | 3 | 2 | 3 | 4 | 5 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | | | | | | | | | | | | |
| Dietitians | 4 | 2 | 3 | 3 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 3 | | | | | | | | | | | | |
| Occupational therapists | 28 | 23 | 25 | 23 | 26 | 21 | 27 | 30 | 29 | 26 | 27 | 29 | 33 | 33 | 29 | 34 | | | | | | | | | | | | |
| ODPs | 16 | 18 | 20 | 23 | 25 | 22 | 24 | 24 | 23 | 24 | 22 | 26 | 27 | 29 | 20 | 16 | | | | | | | | | | | | |
| Orthoptists | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | |
| Paramedics | 36 | 42 | 43 | 40 | 38 | 41 | 42 | 40 | 34 | 37 | 38 | 35 | 37 | 44 | 50 | 65 | | | | | | | | | | | | |
| Physiotherapists | 40 | 44 | 43 | 52 | 50 | 40 | 37 | 35 | 37 | 33 | 33 | 39 | 46 | 47 | 45 | 43 | | | | | | | | | | | | |
| Practitioner psychologists* | | | | | | | | | | | | | 0 | | | | 19 | | | | | | | | | | | |
| Prosthetists & orthotists | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | | | | |
| Radiographers | 19 | 16 | 15 | 22 | 17 | 15 | 13 | 17 | 16 | 17 | 18 | 12 | 13 | 14 | 13 | 15 | | | | | | | | | | | | |
| SLTs | 16 | 15 | 14 | 15 | 11 | 9 | 8 | 7 | 7 | 5 | 6 | 5 | 4 | 5 | 6 | 6 | | | | | | | | | | | | |
| Total - Investigating | 193 | 198 | 210 | 245 | 237 | 218 | 213 | 211 | 201 | 192 | 189 | 194 | 204 | 216 | 209 | 249 | 158 | 228 | 198 | 194 | 249 | | | | | | | |

* Practitioner psychologists section of register opened 1st July 2009

Page 10b contd Cases Pending: Review Hearings April 2008 - March 2010

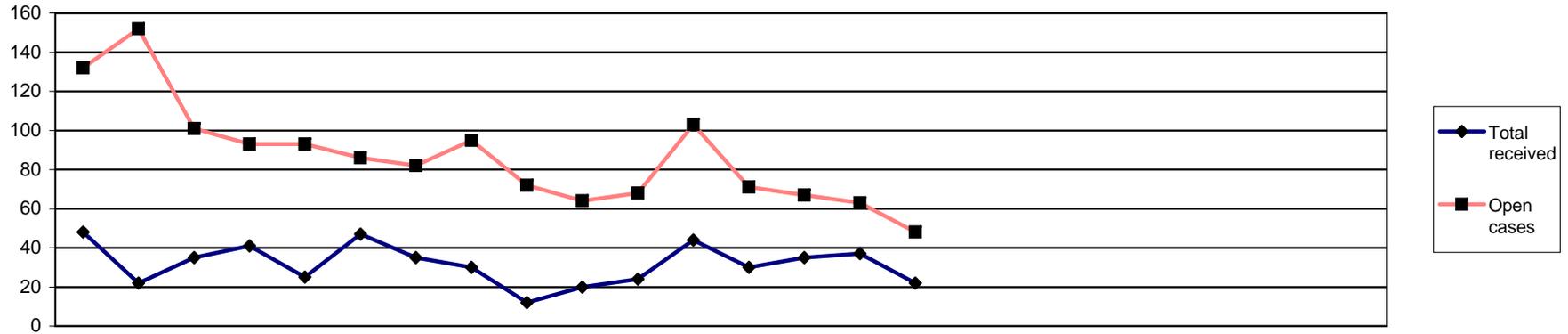
| | 2008 | | | 2009 | | | | | | | | | 2010 | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | | | | |
|-------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------|--------|--------|-------|-----|-----|-----|-----|-----------|-----------|-----------|-----------|-----------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD |
| Review Hearing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| Biomedical scientists | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 5 | | | | | | | | | 5 | 6 | 5 | 4 | 5 |
| Chiropodists & podiatrists | 5 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 6 | 6 | 5 | | | | | | | | | 3 | 5 | 5 | 5 | 5 |
| Clinical scientists | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | | | | | | | | | 1 | 2 | 2 | 2 | 2 |
| Dietitians | 2 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | | | | | | | | | 2 | 4 | 2 | 3 | 3 |
| Occupational therapists | 20 | 21 | 19 | 19 | 18 | 19 | 19 | 19 | 19 | 17 | 17 | 16 | 16 | 15 | 16 | 17 | | | | | | | | | 5 | 10 | 20 | 16 | 17 |
| ODPs | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 4 | 4 | 4 | 6 | 7 | 8 | 8 | 7 | | | | | | | | | 1 | 2 | 3 | 6 | 7 |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 0 | 0 | 0 | 0 | 0 |
| Paramedics | 15 | 15 | 14 | 13 | 14 | 14 | 10 | 10 | 12 | 12 | 12 | 12 | 13 | 11 | 11 | 11 | | | | | | | | | 4 | 9 | 15 | 12 | 11 |
| Physiotherapists | 30 | 30 | 29 | 29 | 29 | 26 | 27 | 25 | 28 | 29 | 28 | 27 | 27 | 27 | 24 | 27 | | | | | | | | | 18 | 23 | 30 | 27 | 27 |
| Practitioner psychologists* | | | | | | | | | | | | | | | | na | | | | | | | | | | | | | na |
| Prosthetists & orthotists | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | 0 | 1 | 1 | 1 | 1 |
| Radiographers | 4 | 4 | 5 | 6 | 5 | 5 | 6 | 7 | 11 | 11 | 11 | 10 | 10 | 10 | 12 | 12 | | | | | | | | | 2 | 3 | 3 | 10 | 12 |
| SLTs | 5 | 5 | 5 | 5 | 5 | 6 | 5 | 5 | 5 | 5 | 6 | 4 | 4 | 4 | 4 | 4 | | | | | | | | | 3 | 4 | 4 | 4 | 4 |
| Total - Review hearing | 92 | 93 | 90 | 90 | 90 | 89 | 85 | 85 | 93 | 93 | 92 | 90 | 92 | 90 | 91 | 94 | | | | | | | | | 44 | 69 | 90 | 90 | 94 |

* Practitioner psychologists section of register opened 1st July 2009



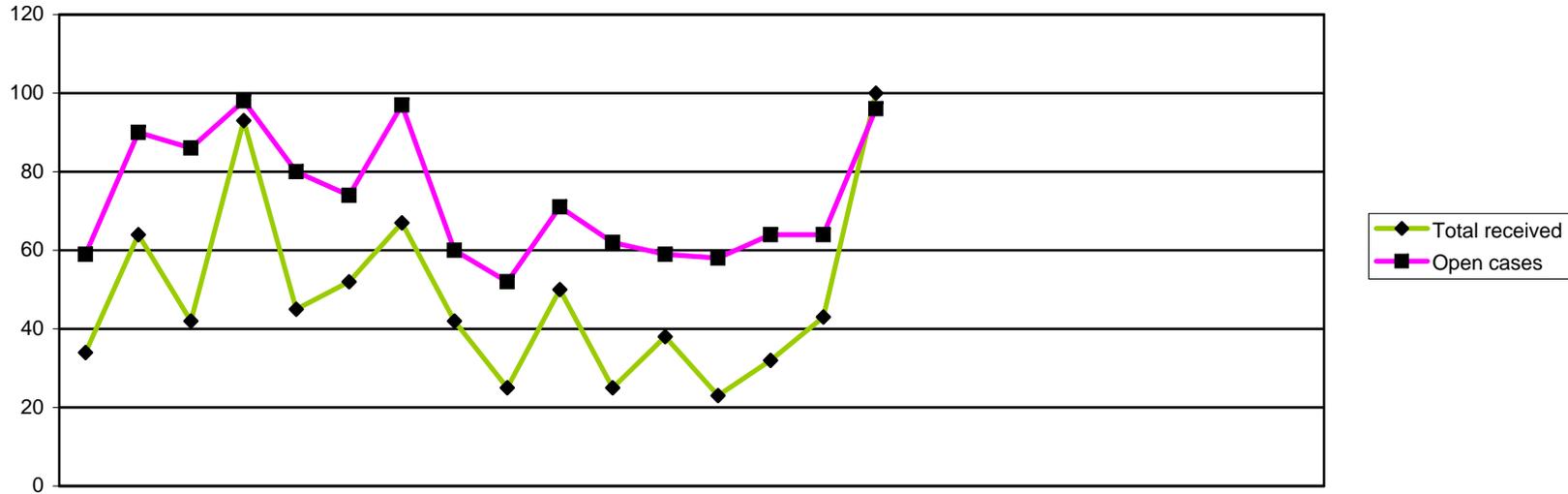
| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | | |
|----------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Appeals received | 3 | 7 | 3 | 7 | 2 | 1 | 4 | 3 | 3 | 5 | 11 | 6 | 4 | 2 | 3 | 1 | | | | | | | | | |
| Reviewed | 7 | 12 | 0 | 0 | 12 | 0 | 0 | 13 | 0 | 0 | 4 | 7 | 8 | 9 | 8 | 0 | | | | | | | | | |
| Hearings held | 7 | 12 | 0 | 0 | 12 | 0 | 0 | 13 | 0 | 0 | 4 | 7 | 6 | 8 | 8 | 0 | | | | | | | | | |
| Adjourned/postponed | 1 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | | | | | | | | | |
| Withdrawn | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Allowed | 4 | 2 | 0 | 0 | 5 | 0 | 0 | 6 | 0 | 0 | 2 | 4 | 1 | 5 | 1 | 0 | | | | | | | | | |
| Dismissed | 2 | 4 | 0 | 0 | 2 | 0 | 0 | 5 | 0 | 0 | 2 | 2 | 0 | 1 | 3 | 0 | | | | | | | | | |
| Substitute decision | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | |
| Remit to ETC | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 5 | 2 | 3 | 0 | | | | | | | | | |
| Current active cases | 20 | 20 | 23 | 24 | 19 | 19 | 23 | 13 | 16 | 21 | 28 | 29 | 22 | 16 | 7 | 9 | | | | | | | | | |

| 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 FYE | 09/10 YTD |
|---------------|---------------|---------------|---------------|--------------|
| 91 | 104 | 41 | 55 | 10 |
| 266 | 90 | 65 | 55 | 25 |
| 266 | 90 | 65 | 55 | 22 |
| 19 | 20 | 10 | 9 | 3 |
| 13 | 16 | 15 | 2 | 0 |
| 128 | 33 | 29 | 23 | 7 |
| 88 | 29 | 31 | 17 | 4 |
| 0 | 0 | 0 | 0 | 1 |
| 31 | 6 | 4 | 7 | 10 |

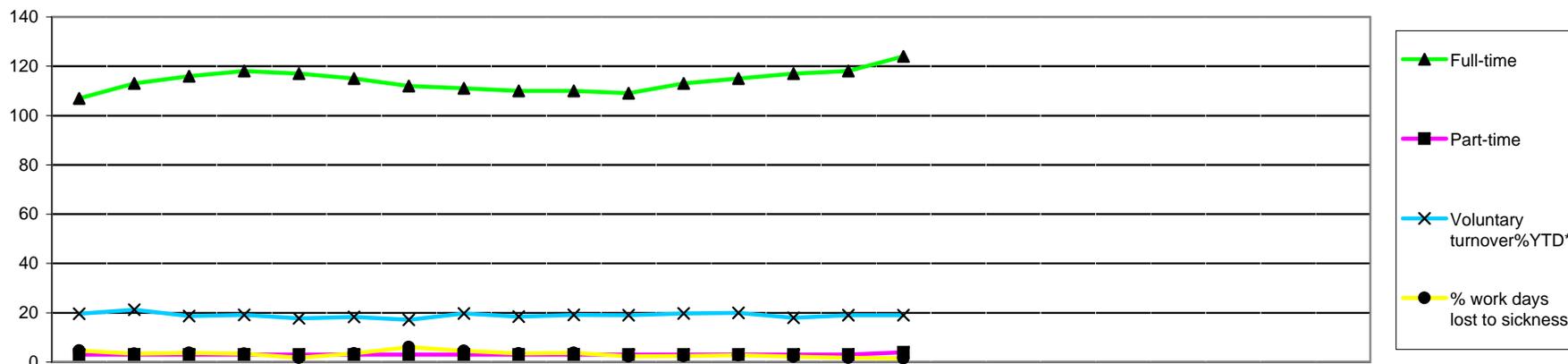


| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | | |
|-----------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Public | 10 | 1 | 4 | 15 | 9 | 4 | 0 | 2 | 2 | 2 | 1 | 6 | 0 | 1 | 13 | 3 | | | | | | | | | |
| Police | 5 | 5 | 3 | 4 | 0 | 8 | 4 | 7 | 2 | 3 | 1 | 2 | 3 | 2 | 4 | 3 | | | | | | | | | |
| HPC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | |
| Anonymous | 5 | 2 | 4 | 6 | 2 | 6 | 9 | 0 | 0 | 3 | 4 | 6 | 2 | 2 | 4 | 1 | | | | | | | | | |
| Professional | 28 | 14 | 24 | 16 | 14 | 29 | 22 | 20 | 8 | 12 | 17 | 29 | 25 | 29 | 16 | 15 | | | | | | | | | |
| Total received | 48 | 22 | 35 | 41 | 25 | 47 | 35 | 30 | 12 | 20 | 24 | 44 | 30 | 35 | 37 | 22 | | | | | | | | | |
| Visits | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | | | | | | |
| Open cases | 132 | 152 | 101 | 93 | 93 | 86 | 82 | 95 | 72 | 64 | 68 | 103 | 71 | 67 | 63 | 48 | | | | | | | | | |

| 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 FYE | 09/10 YTD |
|---------------|---------------|---------------|---------------|--------------|
| 53 | 21 | 42 | 56 | 17 |
| 31 | 38 | 27 | 44 | 12 |
| 10 | 10 | 6 | 3 | 0 |
| 50 | 78 | 38 | 47 | 9 |
| 225 | 137 | 103 | 233 | 85 |
| 369 | 284 | 216 | 383 | 123 |
| | | | 2 | 2 |



| | | 2008 | | | 2009 | | | | | | | 2010 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | | | |
|-----------------------|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|--------|--------|--------|--------|-------|-----|-----|-----|------------|------------|------------|------------|------------|
| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD |
| Received | Renewal | 4 | 14 | 9 | 8 | 2 | 0 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 11 | 9 | | | | | | | | | 36 | 27 | 81 | 43 | 21 |
| | Readmission | 7 | 14 | 15 | 6 | 5 | 8 | 5 | 7 | 9 | 6 | 3 | 9 | 2 | 5 | 3 | 6 | | | | | | | | | 33 | 40 | 34 | 94 | 16 |
| | Admission | 7 | 12 | 8 | 46 | 25 | 30 | 42 | 15 | 10 | 27 | 10 | 16 | 10 | 10 | 15 | 60 | | | | | | | | | 165 | 150 | 158 | 248 | 95 |
| | Self referral | 16 | 24 | 10 | 33 | 13 | 14 | 16 | 18 | 6 | 17 | 12 | 13 | 11 | 16 | 14 | 25 | | | | | | | | | 54 | 86 | 158 | 192 | 66 |
| Total received | | 34 | 64 | 42 | 93 | 45 | 52 | 67 | 42 | 25 | 50 | 25 | 38 | 23 | 32 | 43 | 100 | | | | | | | | | 288 | 303 | 431 | 577 | 198 |
| Considered | Considered by panel | 18 | 34 | 24 | 39 | 40 | 49 | 38 | 55 | 23 | 21 | 35 | 23 | 16 | 21 | 23 | 37 | | | | | | | | | n/a | n/a | 256 | 399 | 97 |
| | Referred to FTP | 0 | 15 | 2 | 2 | 1 | 5 | 4 | 2 | 3 | 1 | 4 | 2 | 2 | 2 | 5 | 6 | | | | | | | | | n/a | n/a | 37 | 41 | 15 |
| | Admission rejected | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | n/a | n/a | 2 | 6 | 1 |
| | Readmission rejected | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 3 | 0 | 1 | 1 | 0 | 3 | 0 | 0 | | | | | | | | | n/a | n/a | 3 | 8 | 3 |
| | Renewal rejected | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | n/a | n/a | 0 | 2 | 0 |
| | Not referred to FTP | 5 | 9 | 4 | 7 | 9 | 5 | 12 | 8 | 4 | 5 | 6 | 8 | 2 | 6 | 4 | 5 | | | | | | | | | n/a | n/a | 34 | 82 | 17 |
| | Admission accepted | 10 | 4 | 7 | 25 | 26 | 31 | 19 | 36 | 11 | 10 | 18 | 7 | 10 | 7 | 11 | 24 | | | | | | | | | n/a | n/a | 150 | 204 | 52 |
| | Readmission accepted | 3 | 6 | 10 | 2 | 2 | 5 | 2 | 7 | 1 | 5 | 3 | 5 | 2 | 2 | 2 | 2 | | | | | | | | | n/a | n/a | 19 | 51 | 8 |
| | Renewal accepted | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | n/a | n/a | 1 | 5 | 1 |
| | Closed before panel | | | | | | | | | | | | | | 6 | 6 | 16 | 28 | | | | | | | | | | | | |
| Open cases | | 59 | 90 | 86 | 98 | 80 | 74 | 97 | 60 | 52 | 71 | 62 | 59 | 58 | 64 | 64 | 96 | | | | | | | | | n/a | n/a | 75 | 75 | 96 |

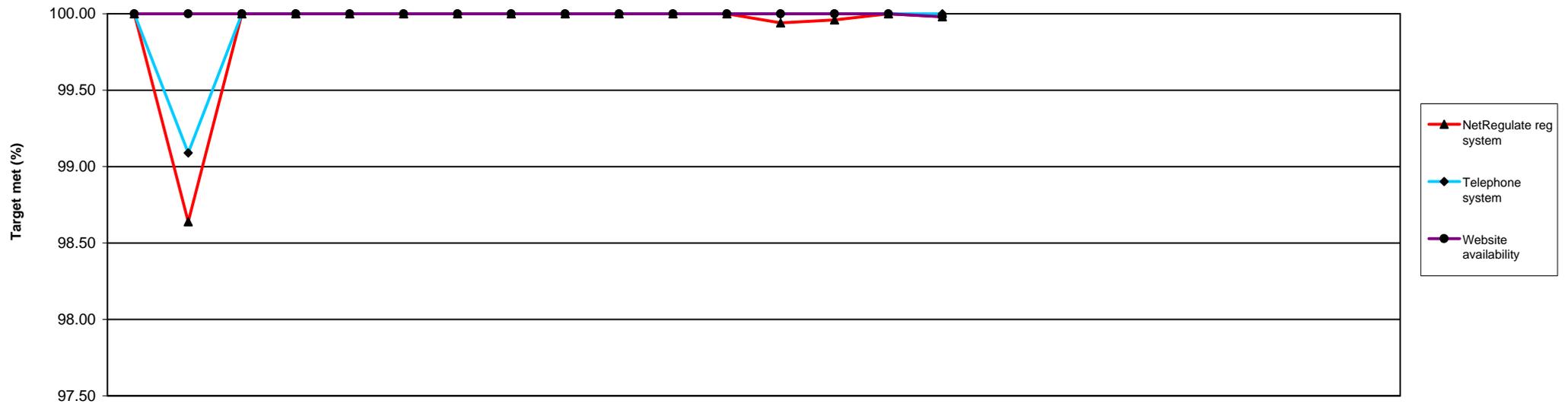


| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | | |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|--------|--------|--------|--------|-------|-----|------------|------------|------------|------------|------------|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD | |
| EMPLOYEES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Budgeted employees | 124 | 124 | 124 | 124 | 124 | 124 | 124 | 124 | 124 | 124 | 124 | 124 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | | | | | 124 | 132 |
| Total employees | 110 | 116 | 119 | 121 | 120 | 118 | 115 | 114 | 113 | 113 | 112 | 116 | 118 | 120 | 121 | 128 | | | | | | | | | 78 | 79 | 107 | 116 | 128 | |
| Full-time | 107 | 113 | 116 | 118 | 117 | 115 | 112 | 111 | 110 | 110 | 109 | 113 | 115 | 117 | 118 | 124 | | | | | | | | | 73 | 75 | 104 | 113 | 124 | |
| Part-time | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | | | | | | | | | 5 | 4 | 3 | 3 | 4 | |
| FTE | 109 | 115 | 118 | 120 | 119 | 117 | 114 | 113 | 112 | 112 | 111 | 112 | 117 | 119 | 120 | 126 | | | | | | | | | 76 | 77 | 106 | 115 | 126 | |
| Permanent | 106 | 110 | 113 | 116 | 116 | 114 | 111 | 111 | 110 | 110 | 109 | 113 | 115 | 116 | 117 | 122 | | | | | | | | | 74 | 78 | 101 | 113 | 122 | |
| Starters (permanent) | 6 | 7 | 4 | 3 | 0 | 0 | 1 | 0 | 4 | 1 | 5 | 5 | 4 | 5 | 1 | 5 | | | | | | | | | 6 | 46 | 42 | 36 | 15 | |
| Leavers (permanent) | 3 | 3 | 1 | 1 | 2 | 2 | 1 | 6 | 0 | 1 | 1 | 1 | 1 | 1 | 2 | 0 | | | | | | | | | 3 | 20 | 17 | 22 | 4 | |
| Voluntary turnover%YTD* | 20 | 21 | 19 | 19 | 18 | 18 | 17 | 20 | 18 | 19 | 19 | 20 | 20 | 18 | 19 | 19 | | | | | | | | | * | 30 | 26 | 19 | 19 | |
| Overall turnover% YTD* | 19 | 20 | 18 | 20 | 18 | 19 | 18 | 21 | 21 | 21 | 21 | 22 | 20 | 18 | 19 | 19 | | | | | | | | | | | | | 20 | 19 |
| Fixed-term contracts | 4 | 6 | 8 | 5 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | 6 | | | | | | | | | 4 | 1 | 5 | 4 | 6 | |
| Starters (fixed-term) | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3 | | | | | | | | | | 1 | 13 | 7 | 3 | |
| Leavers (fixed-term) | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | | 1 | 8 | 3 | 1 | |
| Agency days | 199 | 253 | 69 | 27 | 44 | 58 | 59 | 66 | 75 | 75 | 112 | 112 | 77 | 33 | 34 | 30 | | | | | | | | | 95 | 2590 | 2742 | 1149 | 174 | |
| % work days lost to sickness | 5 | 3 | 4 | 3 | 2 | 3 | 6 | 5 | 4 | 4 | 2 | 2 | 3 | 2 | 2 | 1 | | | | | | | | | * | 4 | 3 | 4 | 2 | |
| Average sick-days YTD | 9 | 8 | 8 | 8 | 7 | 7 | 8 | 8 | 8 | 8 | 7 | 7 | 7 | 7 | 7 | 8 | | | | | | | | | | | | 8 | 7 | |
| Sick-days | 88 | 67 | 76 | 71 | 36 | 70 | 119 | 88 | 68 | 71 | 46 | 48 | 65 | 50 | 46 | 44 | | | | | | | | | 846 | 795 | 777 | 847 | 205 | |
| O.H. Refs | 2 | 1 | 2 | 1 | 4 | 3 | 2 | 3 | 1 | 3 | 4 | 1 | 1 | 0 | 0 | 1 | | | | | | | | | 0 | 18 | 19 | 27 | 2 | |

* **Voluntary turnover:** This figure records voluntary resignations only and excludes leavers due to expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements. Prior to April 2009 only expiries of fixed term contracts were excluded

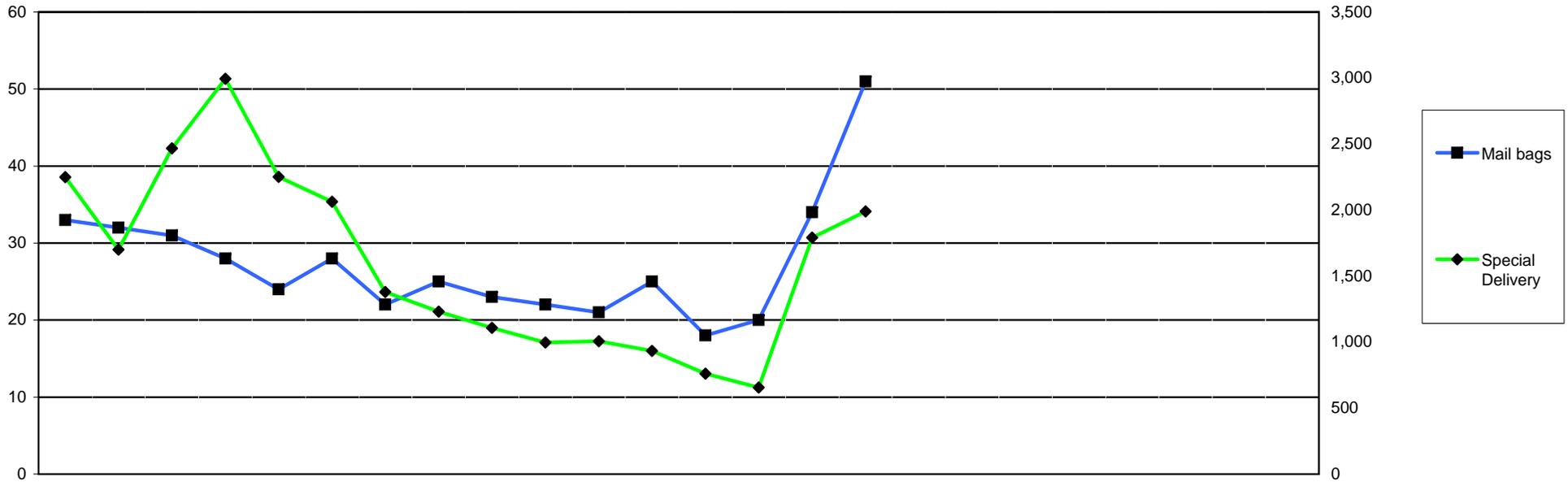
* **Overall turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

FTE: Full-time equivalent **O.H.Refs:** Occupational health referrals



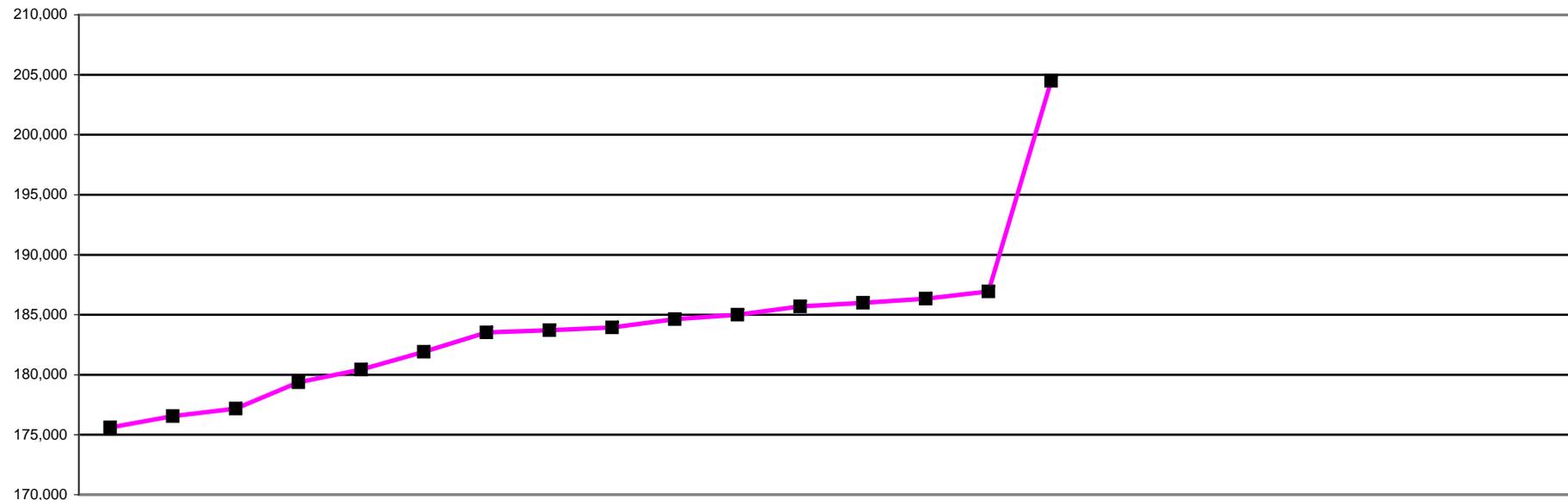
| | 2008 | | 2009 | | | | | | | | | | 2010 | | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-------|--------|--------|--------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD | |
| NetRegulate reg system | 100.00 | 98.64 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 99.94 | 99.96 | 100.00 | 99.98 | | | | | | | | | | 99.90 | 99.99 | 99.87 | 99.89 | 99.97 |
| Telephone system | 100.00 | 99.09 | 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 | | | | | | | | | | 99.90 | 99.99 | 99.83 | 99.92 | 100.00 |
| 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 | 99.98 | | | | | | | | | | 100.00 | 99.99 | 100.00 | 100.00 | 100.00 |

| Performance targets | Uptime |
|------------------------|--------|
| Telephone system | 98.45 |
| NetRegulate reg system | 97.85 |
| Website availability | 98.30 |



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | |
|-------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|-------|-----|------|-----|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|
| | 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 | 33 | 32 | 31 | 28 | 24 | 28 | 22 | 25 | 23 | 22 | 21 | 25 | 18 | 20 | 34 | 51 | | | | | | | | |
| Special Delivery | 2,250 | 1,701 | 2,468 | 2,994 | 2,252 | 2,063 | 1,380 | 1,230 | 1,108 | 997 | 1,006 | 934 | 762 | 656 | 1,791 | 1,989 | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 654 | 341 | 429 | 314 | 123 |
| 13,641 | 10,469 | 19,076 | 20,383 | 5,198 |



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----|-----|-----|-----|-----|--------|--------|--------|-------|-------|----------------|----------------|----------------|----------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | YTD | YTD | | |
| AS | 2,523 | 2,239 | 2,316 | 2,386 | 2,403 | 2,448 | 2,480 | 2,491 | 2,514 | 2,543 | 2,560 | 2,576 | 2,592 | 2,602 | 2,621 | 2,636 | | | | | | | | | | 2,332 | 2,509 | 2,576 | 2,636 | |
| BS | 21,648 | 21,703 | 21,736 | 21,855 | 21,925 | 22,028 | 22,120 | 22,146 | 22,231 | 22,285 | 22,307 | 22,381 | 22,413 | 22,418 | 22,484 | 22,546 | | | | | | | | | | | 22,510 | 21,560 | 22,381 | 22,546 |
| CH | 12,948 | 12,879 | 12,850 | 12,111 | 12,302 | 12,441 | 12,519 | 12,518 | 12,533 | 12,554 | 12,568 | 12,581 | 12,595 | 12,596 | 12,609 | 12,723 | | | | | | | | | | | 12,657 | 13,055 | 12,581 | 12,723 |
| CS | 4,231 | 4,249 | 4,263 | 4,294 | 4,299 | 4,311 | 4,332 | 4,319 | 4,331 | 4,349 | 4,382 | 4,405 | 4,434 | 4,453 | 4,467 | 4,456 | | | | | | | | | | | 4,241 | 4,183 | 4,405 | 4,456 |
| DT | 6,634 | 6,636 | 6,139 | 6,390 | 6,428 | 6,500 | 6,582 | 6,591 | 6,614 | 6,629 | 6,651 | 6,700 | 6,722 | 6,735 | 6,777 | 6,920 | | | | | | | | | | | 6,267 | 6,663 | 6,700 | 6,920 |
| OT | 28,219 | 28,291 | 28,410 | 28,859 | 29,073 | 29,331 | 29,701 | 29,766 | 29,878 | 29,955 | 30,045 | 30,122 | 30,166 | 30,245 | 30,321 | 30,567 | | | | | | | | | | | 28,756 | 28,107 | 30,122 | 30,567 |
| ODP | 9,462 | 9,487 | 9,492 | 9,535 | 9,459 | 9,650 | 9,772 | 9,768 | 9,441 | 9,521 | 9,551 | 9,587 | 9,633 | 9,636 | 9,645 | 9,665 | | | | | | | | | | | 8,801 | 9,458 | 9,587 | 9,665 |
| OR | 1,239 | 1,242 | 1,249 | 1,266 | 1,268 | 1,278 | 1,276 | 1,278 | 1,280 | 1,280 | 1,280 | 1,278 | 1,276 | 1,275 | 1,270 | 1,277 | | | | | | | | | | | 1,291 | 1,239 | 1,278 | 1,277 |
| PA | 13,878 | 14,010 | 14,106 | 14,224 | 14,315 | 14,423 | 14,562 | 14,589 | 14,713 | 14,874 | 14,904 | 15,019 | 15,075 | 15,154 | 15,186 | 15,281 | | | | | | | | | | | 13,183 | 13,703 | 15,019 | 15,281 |
| PH | 38,758 | 39,644 | 40,122 | 41,134 | 41,430 | 41,730 | 42,095 | 42,164 | 42,279 | 42,437 | 42,534 | 42,676 | 42,669 | 42,840 | 42,997 | 43,700 | | | | | | | | | | | 40,587 | 42,490 | 42,676 | 43,700 |
| PYL* | | | | | | | | | | | | | | | | 15,536 | | | | | | | | | | | | | | 15,536 |
| PO | 838 | 839 | 839 | 842 | 842 | 842 | 869 | 867 | 872 | 874 | 877 | 877 | 877 | 874 | 876 | 873 | | | | | | | | | | | 855 | 832 | 877 | 873 |
| RA | 23,816 | 23,884 | 24,182 | 24,806 | 24,907 | 25,053 | 25,173 | 25,174 | 25,198 | 25,229 | 25,222 | 25,318 | 25,357 | 25,338 | 25,494 | 26,001 | | | | | | | | | | | 24,278 | 23,541 | 25,318 | 26,001 |
| SL | 11,426 | 11,445 | 11,468 | 11,669 | 11,776 | 11,877 | 12,038 | 12,050 | 12,052 | 12,107 | 12,127 | 12,169 | 12,195 | 12,186 | 12,203 | 12,304 | | | | | | | | | | | 11,472 | 11,375 | 12,169 | 12,304 |
| Total | 175,620 | 176,548 | 177,172 | 179,371 | 180,427 | 181,912 | 183,519 | 183,721 | 183,936 | 184,637 | 185,008 | 185,689 | 186,004 | 186,352 | 186,950 | 204,485 | | | | | | | | | | | 177,230 | 178,715 | 185,689 | 204,485 |

NOTE: Information captured last day of each calendar month

* Practitioner psychologists section of register opened 1st July 2009



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 09/10 | | | |
|-----------------|------|-----|-----|----------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|----------------|----------|
| | Apr | May | Jun | Jul* | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD |
| Minimum info | | | | 3 | | | | | | | | | | | | | | | | | | | | | 3 |
| At scrutiny | | | | 1 | | | | | | | | | | | | | | | | | | | | | 1 |
| Pending reg fee | | | | 0 | | | | | | | | | | | | | | | | | | | | | 0 |
| Total | | | | 4 | | | | | | | | | | | | | | | | | | | | | 4 |
| | | | | | | | | | | | | | | | | | | | | | | | | AVERAGE | |

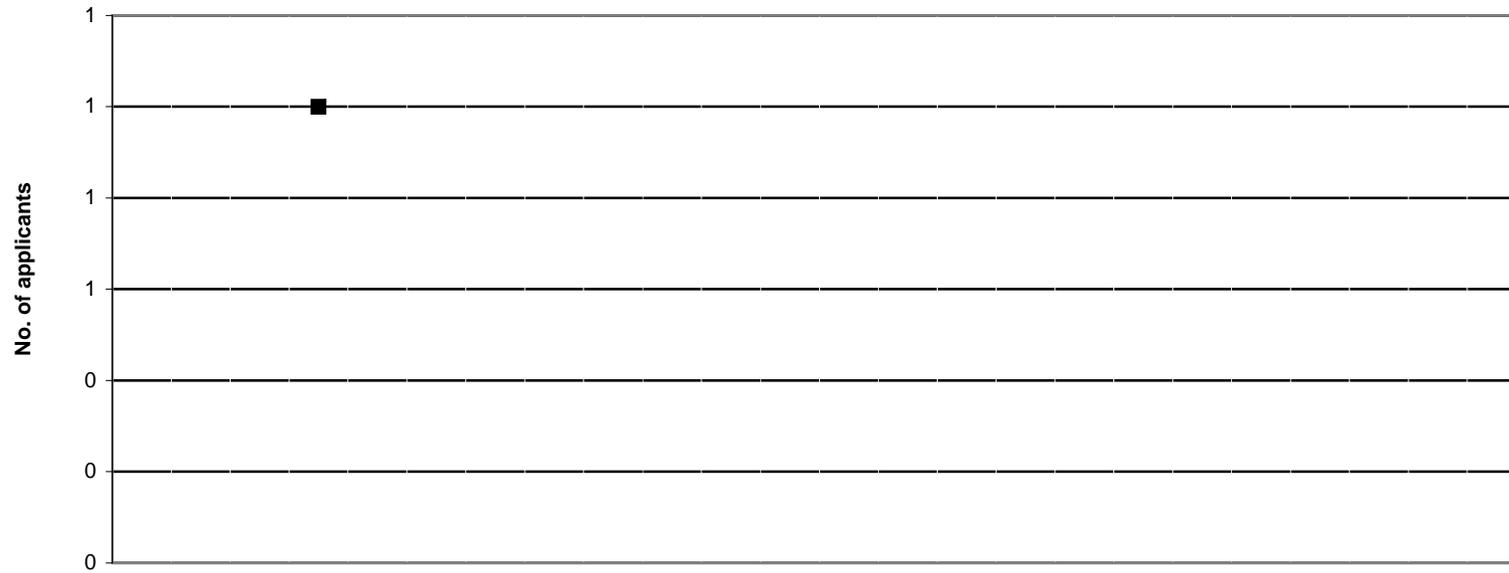
NOTE: Information covers grandparenting applications status progress only

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

NB the practitioner psychologists section of register opened 1st July 2009

Health Professions Council

New Grandparent Applications Received April 2009 - March 2011 Registration Department



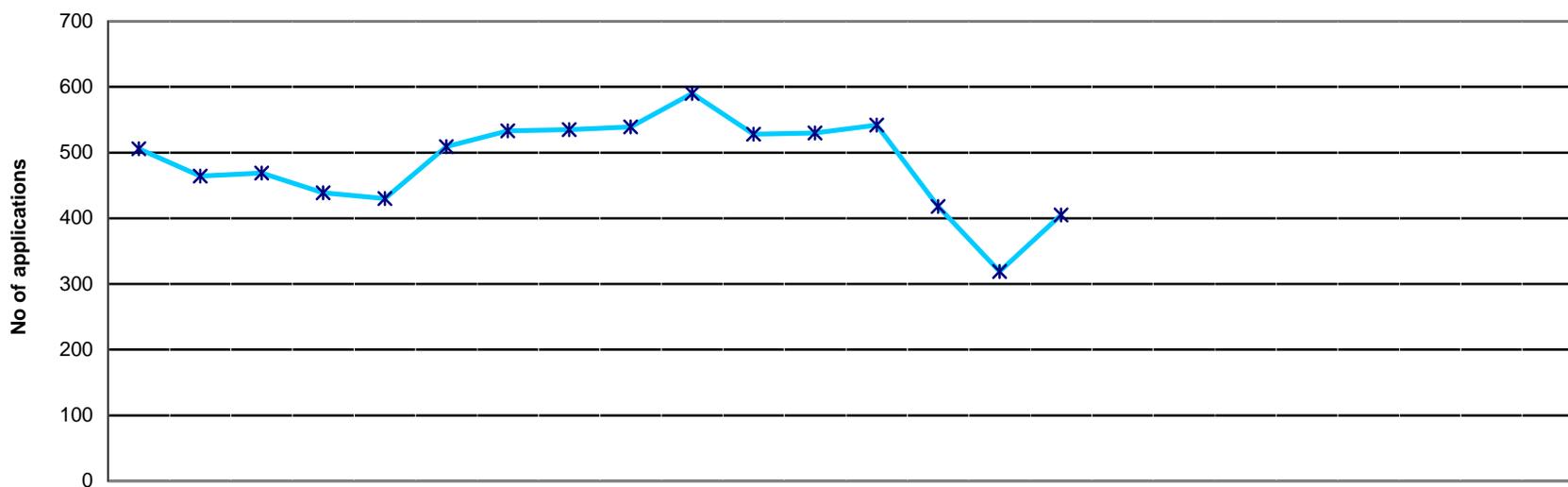
| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 09/10 YTD | | | |
|------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|-----|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | Jan | Feb | Mar |
| Practitioner psychologists * | | | | 1 | | | | | | | | | | | | | | | | | | | | | 1 |
| Total | | | | 1 | | | | | | | | | | | | | | | | | | | | | 1 |

* Practitioner psychologists section of register opened 1st July 2009



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 09/10 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 |
| Practitioner psychologists * | | | | 0 | | | | | | | | | | | | | | | | | | | | | 0 |
| Total | | | | 0 | | | | | | | | | | | | | | | | | | | | | 0 |

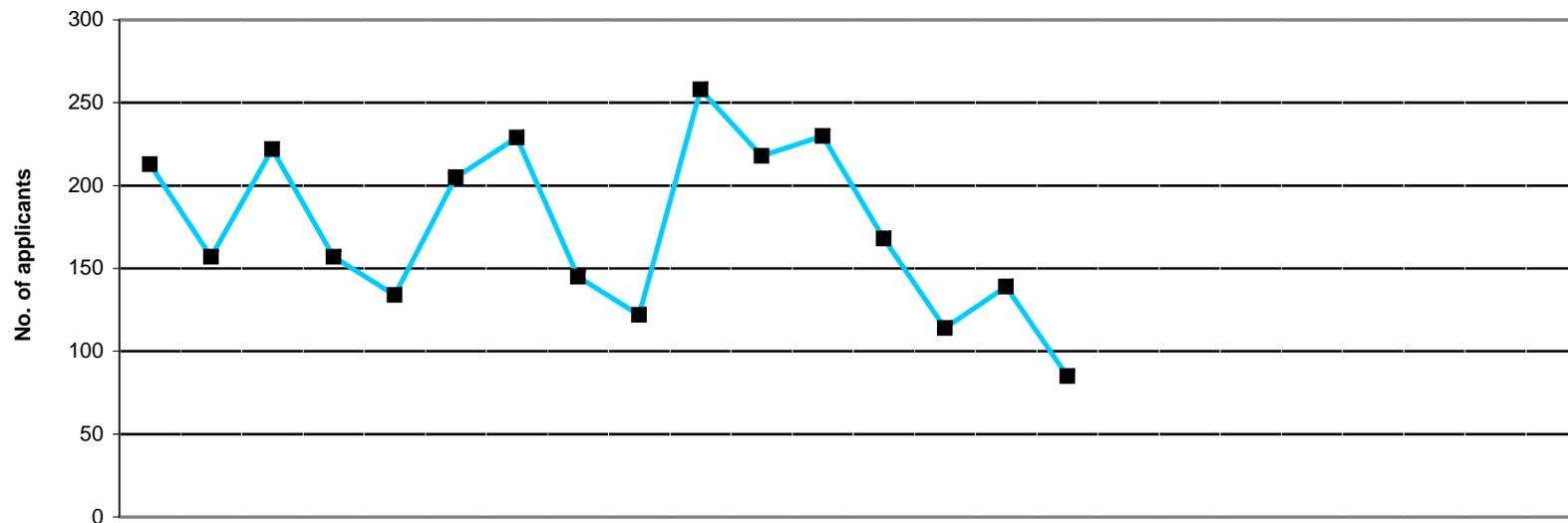
* Practitioner psychologists section of register opened 1st July 2009



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | | |
|------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | 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 | 29 | 36 | 35 | 41 | 41 | 31 | 44 | 45 | 49 | 67 | 68 | 69 | 71 | 72 | 71 | 89 | | | | | | | | | |
| At scrutiny | 356 | 306 | 306 | 274 | 271 | 330 | 333 | 330 | 329 | 334 | 320 | 350 | 308 | 232 | 174 | 208 | | | | | | | | | |
| Pending reg fee | 121 | 122 | 128 | 124 | 118 | 148 | 156 | 160 | 161 | 189 | 140 | 111 | 163 | 114 | 74 | 108 | | | | | | | | | |
| Total | 506 | 464 | 469 | 439 | 430 | 509 | 533 | 535 | 539 | 590 | 528 | 530 | 542 | 418 | 319 | 405 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|----------------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 1,588 | 353 | 6 | 46 | 76 |
| 909 | 816 | 458 | 320 | 231 |
| 411 | 329 | 178 | 140 | 115 |
| 2,908 | 1,498 | 642 | 506 | 421 |
| AVERAGE | | | | |

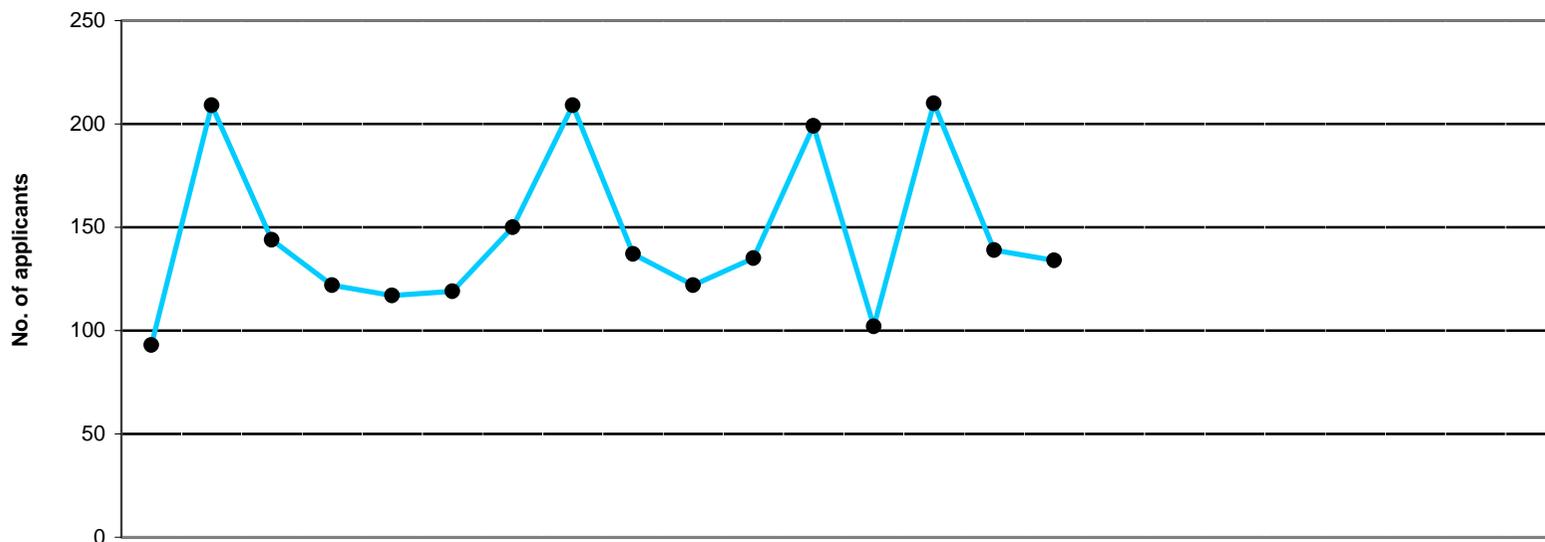
NOTE: Information covers international applications status progress only
 Represents the current workload within the International Department as at the end of the month



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 FYE | 09/10 YTD | | | | | | |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----|-----|---------------|---------------|---------------|---------------|--------------|-----|--------------|--------------|--------------|--------------|------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | | | | | | Oct | Nov | Dec | Jan | Feb | Mar |
| Arts therapists | 4 | 0 | 0 | 3 | 2 | 2 | 0 | 2 | 0 | 0 | 2 | 1 | 1 | 1 | 0 | 0 | | | | | | | | | 14 | 15 | 14 | 16 | 2 |
| Bio. scientists | 22 | 19 | 34 | 28 | 19 | 30 | 27 | 4 | 28 | 35 | 32 | 29 | 26 | 12 | 20 | 14 | | | | | | | | | 756 | 496 | 323 | 307 | 72 |
| Chirops/pods | 2 | 4 | 3 | 4 | 1 | 2 | 1 | 0 | 0 | 1 | 3 | 2 | 1 | 1 | 2 | 4 | | | | | | | | | 40 | 51 | 41 | 23 | 8 |
| CI scientists | 7 | 6 | 5 | 7 | 2 | 3 | 4 | 1 | 2 | 8 | 0 | 5 | 5 | 4 | 3 | 3 | | | | | | | | | 65 | 62 | 59 | 50 | 15 |
| Dietitians | 10 | 6 | 18 | 9 | 8 | 12 | 9 | 9 | 3 | 19 | 19 | 10 | 16 | 14 | 5 | 6 | | | | | | | | | 192 | 149 | 119 | 132 | 41 |
| OTs | 29 | 25 | 28 | 12 | 23 | 31 | 45 | 47 | 28 | 53 | 37 | 46 | 28 | 19 | 14 | 10 | | | | | | | | | 774 | 464 | 330 | 404 | 71 |
| ODPs | 0 | 2 | 0 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 1 | 0 | | | | | | | | | 29 | 25 | 6 | 8 | 4 |
| Orthoptists | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | 5 | 7 | 5 | 3 | 0 |
| Paramedics | 3 | 0 | 4 | 1 | 3 | 4 | 8 | 0 | 1 | 8 | 9 | 5 | 2 | 2 | 6 | 2 | | | | | | | | | 17 | 39 | 23 | 46 | 12 |
| Physiotherapists | 85 | 52 | 73 | 62 | 53 | 86 | 73 | 47 | 28 | 76 | 70 | 69 | 55 | 43 | 46 | 23 | | | | | | | | | 1,665 | 1,131 | 791 | 774 | 167 |
| Pract psychos* | | | | | | | | | | | | | | | | 0 | | | | | | | | | | | | | 0 |
| Prosth/orthotists | 1 | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | | | | | | | | | 10 | 9 | 6 | 9 | 2 |
| Radiographers | 34 | 32 | 49 | 21 | 19 | 25 | 34 | 19 | 25 | 33 | 25 | 48 | 22 | 13 | 26 | 18 | | | | | | | | | 810 | 903 | 444 | 364 | 79 |
| SLTs | 14 | 10 | 8 | 9 | 3 | 8 | 23 | 16 | 7 | 24 | 18 | 14 | 9 | 4 | 15 | 5 | | | | | | | | | 249 | 153 | 139 | 154 | 33 |
| Total | 213 | 157 | 222 | 157 | 134 | 205 | 229 | 145 | 122 | 258 | 218 | 230 | 168 | 114 | 139 | 85 | | | | | | | | | 4,626 | 3,504 | 2,300 | 2,290 | 506 |

All received applications, including those that may subsequently be returned, rejected or withdrawn.

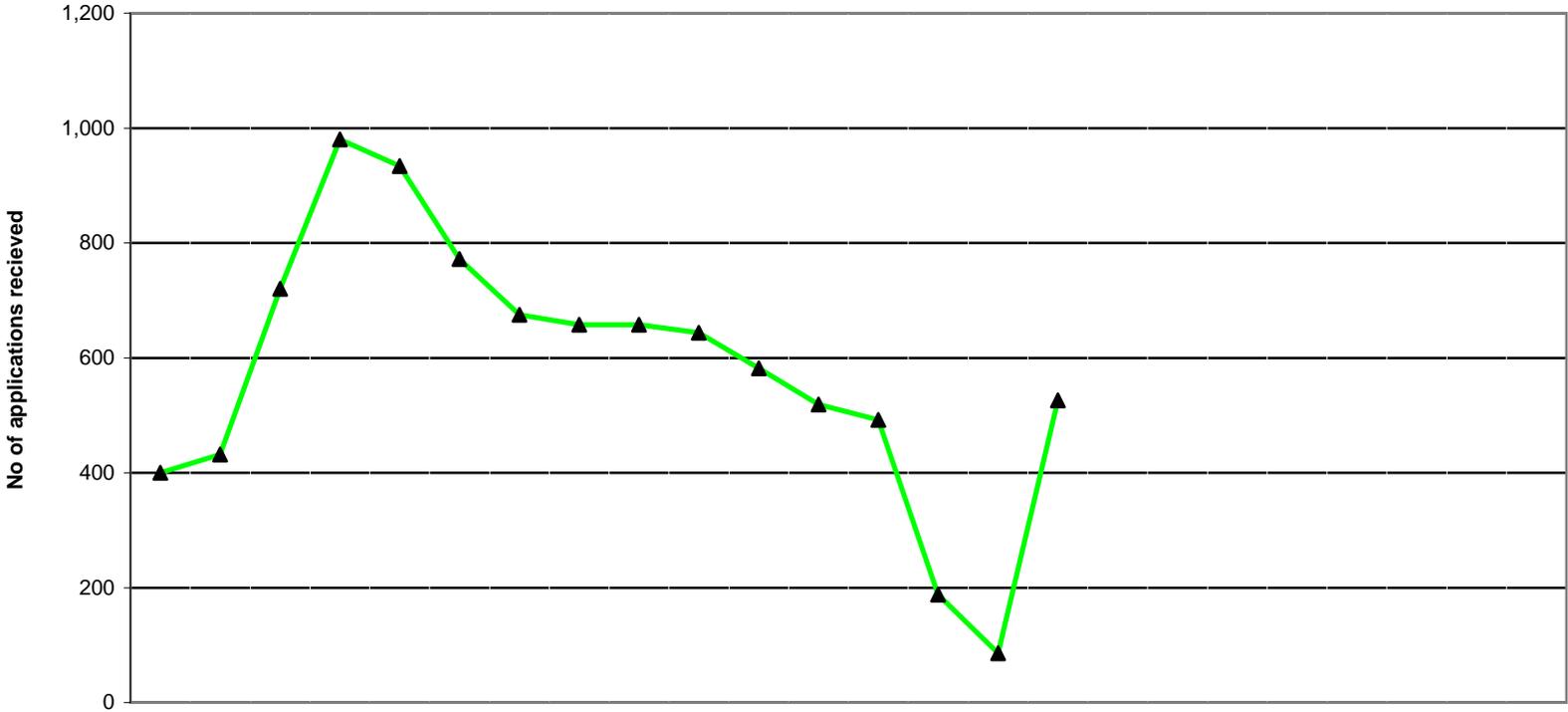
* Practitioner psychologists section of register opened 1st July 2009



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | |
|-------------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Arts therapists | 0 | 0 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | |
| Bio. scientists | 19 | 16 | 15 | 17 | 21 | 22 | 16 | 22 | 16 | 28 | 14 | 30 | 8 | 18 | 20 | 14 | | | | | | | | |
| CI scientists | 1 | 0 | 3 | 4 | 5 | 1 | 4 | 3 | 1 | 2 | 3 | 1 | 1 | 4 | 3 | 1 | | | | | | | | |
| Chirops/ pods | 1 | 4 | 2 | 1 | 6 | 1 | 4 | 2 | 2 | 0 | 3 | 1 | 0 | 0 | 2 | 0 | | | | | | | | |
| Dietitians | 2 | 1 | 2 | 17 | 7 | 9 | 16 | 7 | 3 | 3 | 14 | 16 | 7 | 6 | 5 | 16 | | | | | | | | |
| OTs | 23 | 28 | 17 | 24 | 19 | 8 | 8 | 41 | 24 | 28 | 28 | 35 | 32 | 29 | 14 | 32 | | | | | | | | |
| ODPs | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | | | | | | | | |
| Orthoptists | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | |
| Paramedics | 0 | 0 | 2 | 1 | 1 | 1 | 0 | 5 | 5 | 1 | 3 | 3 | 2 | 1 | 6 | 0 | | | | | | | | |
| Physiotherapists | 8 | 134 | 61 | 31 | 32 | 45 | 51 | 74 | 51 | 28 | 50 | 43 | 12 | 113 | 46 | 39 | | | | | | | | |
| Pract psychos * | | | | | | | | | | | | | | | | 0 | | | | | | | | |
| Prosth/orthotists | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | | | | | | | | |
| Radiographers | 31 | 15 | 33 | 22 | 19 | 26 | 33 | 42 | 29 | 25 | 7 | 54 | 31 | 28 | 26 | 21 | | | | | | | | |
| SLTs | 8 | 10 | 6 | 4 | 7 | 5 | 15 | 11 | 6 | 7 | 13 | 13 | 9 | 9 | 15 | 11 | | | | | | | | |
| Total | 93 | 209 | 144 | 122 | 117 | 119 | 150 | 209 | 137 | 122 | 135 | 199 | 102 | 210 | 139 | 134 | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------------|--------------|--------------|--------------|------------|
| FYE | FYE | FYE | FYE | YTD |
| 3 | 6 | 8 | 6 | 0 |
| 417 | 439 | 231 | 236 | 60 |
| 26 | 35 | 30 | 28 | 9 |
| 25 | 37 | 39 | 27 | 2 |
| 93 | 138 | 94 | 97 | 34 |
| 615 | 509 | 302 | 283 | 107 |
| 6 | 7 | 5 | 2 | 3 |
| 3 | 3 | 4 | 3 | 0 |
| 6 | 16 | 14 | 22 | 9 |
| 1,193 | 985 | 567 | 608 | 210 |
| | | | | 0 |
| 6 | 4 | 6 | 3 | 1 |
| 496 | 820 | 428 | 336 | 106 |
| 218 | 173 | 134 | 105 | 44 |
| 3,107 | 3,172 | 1,862 | 1,756 | 585 |

* Practitioner psychologists section of register opened 1st July 2009

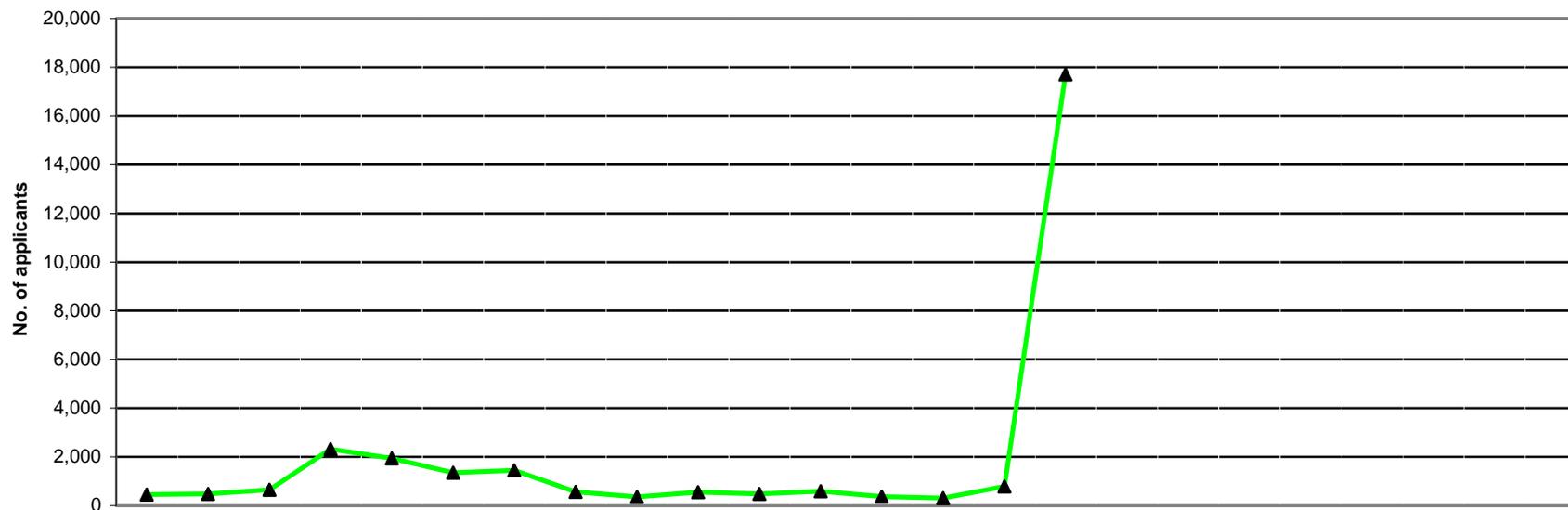


| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | | |
|------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Minimum info | 379 | 401 | 666 | 938 | 871 | 731 | 649 | 635 | 635 | 623 | 558 | 493 | 471 | 152 | 70 | 475 | | | | | | | | | |
| At scrutiny | 18 | 29 | 52 | 40 | 62 | 38 | 25 | 22 | 22 | 19 | 22 | 24 | 17 | 35 | 15 | 50 | | | | | | | | | |
| Pending reg fee | 3 | 2 | 2 | 2 | 1 | 3 | 1 | 1 | 1 | 2 | 2 | 2 | 4 | 1 | 1 | 1 | | | | | | | | | |
| Total | 400 | 432 | 720 | 980 | 934 | 772 | 675 | 658 | 658 | 644 | 582 | 519 | 492 | 188 | 86 | 526 | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|----------------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 477 | 279 | 302 | 632 | 292 |
| 33 | 84 | 51 | 31 | 29 |
| 2 | 28 | 6 | 2 | 2 |
| 512 | 391 | 359 | 665 | 323 |
| AVERAGE | | | | |

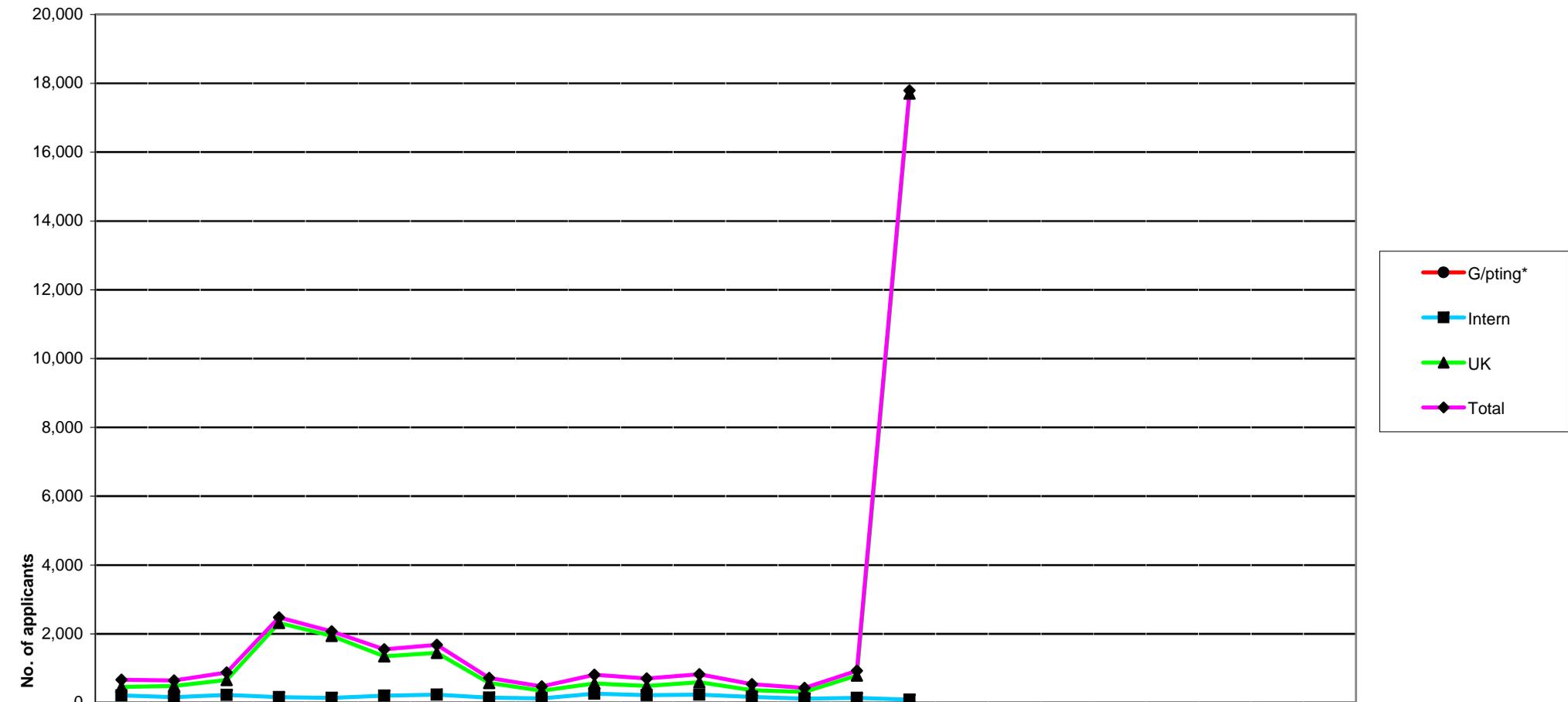
NOTE: Information covers UK applications only
 Represents the current workload within the UK section as at the end of the month

New UK Applications Received April 2008 - March 2010



| | 2008 | | | | | | | | | | | | 2009 | | | | | | | | | | | | 2010 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|-------------------|------------|------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|--------|-----|-----|-----|-----|-----|-----|-----|--------------|--------------|--------------|---------------|---------------|--------|--------|--------|--------|-------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD | | | | | |
| Arts therapists | 24 | 14 | 8 | 20 | 26 | 31 | 29 | 13 | 16 | 27 | 15 | 12 | 22 | 14 | 23 | 22 | | | | | | | | | 234 | 184 | 170 | 235 | 81 | | | | | |
| Bio. scientists | 50 | 57 | 42 | 66 | 117 | 110 | 121 | 71 | 47 | 63 | 27 | 65 | 45 | 44 | 45 | 93 | | | | | | | | | 912 | 690 | 689 | 836 | 227 | | | | | |
| Chirops/pods | 37 | 27 | 20 | 25 | 19 | 15 | 22 | 16 | 14 | 27 | 32 | 28 | 33 | 4 | 32 | 144 | | | | | | | | | 155 | 145 | 167 | 282 | 213 | | | | | |
| CI scientists | 5 | 1 | 36 | 153 | 111 | 55 | 57 | 13 | 6 | 13 | 10 | 9 | 6 | 22 | 20 | 12 | | | | | | | | | 399 | 341 | 415 | 469 | 60 | | | | | |
| Dietitians | 31 | 13 | 65 | 115 | 52 | 28 | 69 | 14 | 11 | 8 | 12 | 34 | 16 | 8 | 54 | 151 | | | | | | | | | 367 | 331 | 359 | 452 | 229 | | | | | |
| OTs | 72 | 65 | 3 | 297 | 380 | 302 | 317 | 105 | 59 | 62 | 107 | 104 | 55 | 41 | 90 | 318 | | | | | | | | | 1,544 | 1,327 | 1,321 | 1,873 | 504 | | | | | |
| ODPs | 39 | 21 | 7 | 35 | 92 | 179 | 117 | 26 | 31 | 47 | 22 | 20 | 34 | 16 | 9 | 16 | | | | | | | | | 754 | 668 | 804 | 636 | 75 | | | | | |
| Orthoptists | 0 | 2 | 53 | 24 | 8 | 5 | 8 | 2 | 1 | 2 | 1 | 0 | 0 | 0 | 1 | 12 | | | | | | | | | 34 | 41 | 41 | 106 | 13 | | | | | |
| Paramedics | 88 | 193 | 109 | 108 | 150 | 119 | 171 | 137 | 72 | 163 | 92 | 115 | 64 | 89 | 87 | 110 | | | | | | | | | 1,247 | 807 | 931 | 1,517 | 350 | | | | | |
| Physiotherapists | 62 | 58 | 135 | 748 | 534 | 268 | 265 | 99 | 56 | 97 | 92 | 117 | 50 | 35 | 189 | 670 | | | | | | | | | 2,051 | 2,120 | 2,276 | 2,531 | 944 | | | | | |
| Pract psychos* | | | | | | | | | | | | | | | | | 15,564 | | | | | | | | | 15,564 | | | | | | | | |
| Prosth/orthotists | 0 | 3 | 5 | 0 | 0 | 1 | 26 | 6 | 3 | 1 | 5 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | 46 | 32 | 35 | 51 | 4 | | | | | |
| Radiographers | 25 | 9 | 155 | 618 | 249 | 104 | 108 | 18 | 10 | 21 | 32 | 28 | 11 | 26 | 212 | 480 | | | | | | | | | 1,008 | 1,051 | 1,108 | 1,377 | 729 | | | | | |
| SLTs | 21 | 21 | 18 | 111 | 202 | 130 | 139 | 49 | 24 | 23 | 36 | 60 | 28 | 10 | 27 | 111 | | | | | | | | | 746 | 582 | 655 | 834 | 176 | | | | | |
| Total | 454 | 484 | 656 | 2,320 | 1,940 | 1,347 | 1,449 | 569 | 350 | 554 | 483 | 593 | 365 | 310 | 790 | 17,704 | | | | | | | | | 9,497 | 8,319 | 8,971 | 11,199 | 19,169 | | | | | |

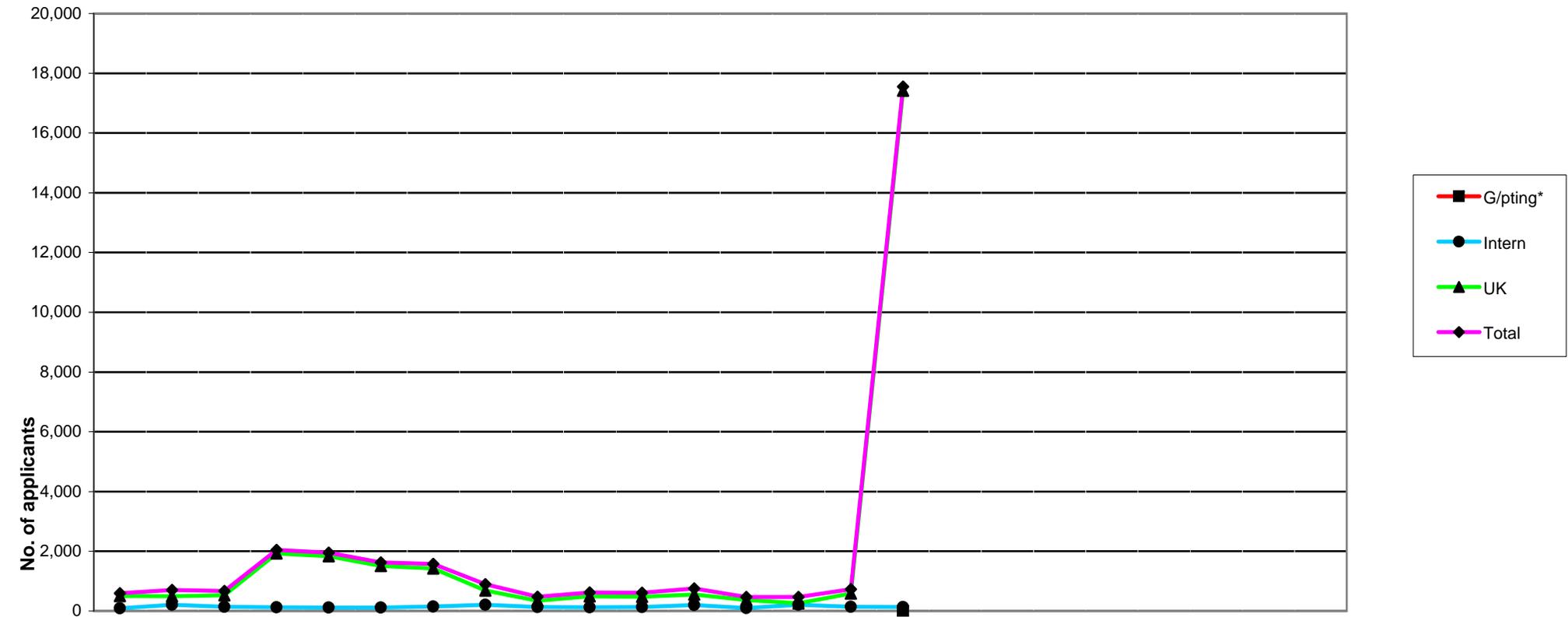
* Practitioner psychologists section of register opened 1st July 2009



| Apps received | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | |
|---------------|------------|------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|-----|-----|--------|--------|--------|--------|-------|---------------|---------------|---------------|---------------|---------------|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul * | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD |
| G/pting* | | | | | | | | | | | | | | | | 1 | | | | | | | | | 2,479 | 20 | 0 | 0 | 1 |
| Intern | 213 | 157 | 222 | 157 | 134 | 205 | 229 | 145 | 122 | 258 | 218 | 230 | 168 | 114 | 139 | 85 | | | | | | | | 4,626 | 3,504 | 2,300 | 2,290 | 506 | |
| UK | 454 | 484 | 656 | 2,320 | 1,940 | 1,347 | 1,449 | 569 | 350 | 554 | 483 | 593 | 365 | 310 | 790 | 17,704 | | | | | | | | 9,497 | 8,319 | 8,971 | 11,199 | 19,169 | |
| Total | 667 | 641 | 878 | 2,477 | 2,074 | 1,552 | 1,678 | 714 | 472 | 812 | 701 | 823 | 533 | 424 | 929 | 17,790 | | | | | | | | 16,602 | 11,843 | 11,271 | 13,489 | 19,676 | |

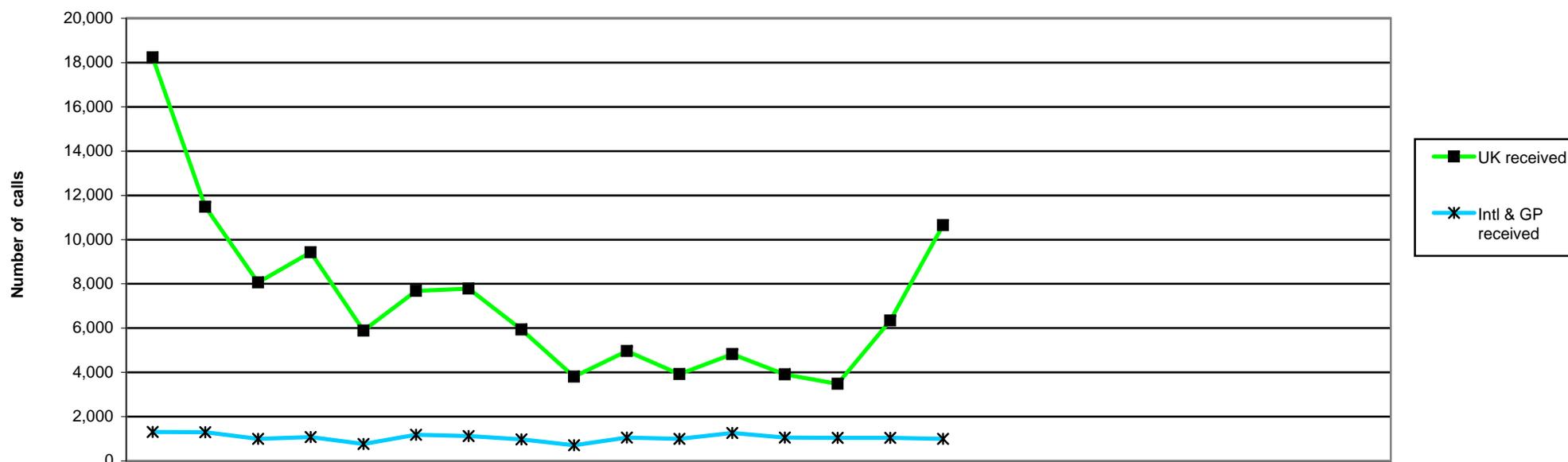
NB The data relates to application forms received, not total fees received.

* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009

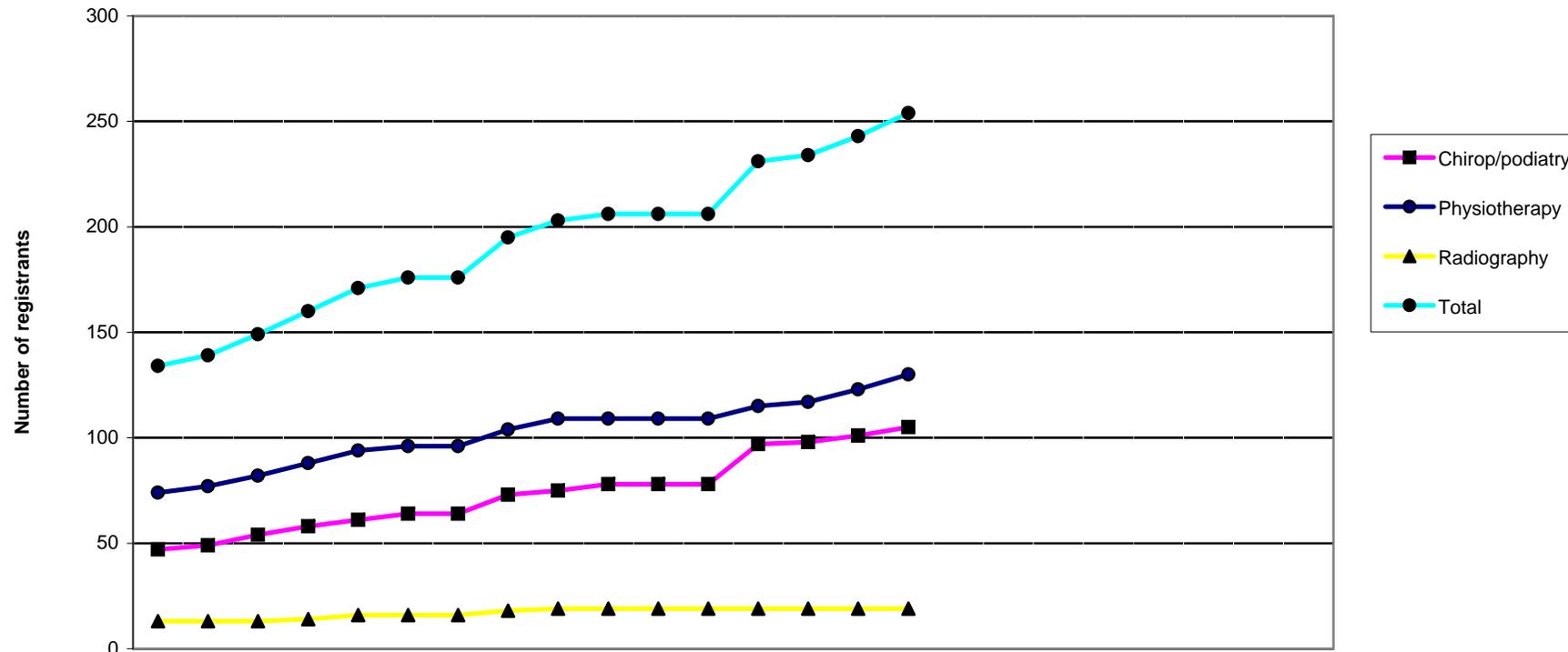


| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | | | | | |
|-----------------|------|-----|-----|-------|-------|-------|-------|-----|-----|-----|-----|-----|------|-----|-----|--------|-----|-----|--------|--------|--------|--------|-------|-----|--------|--------|--------|--------|--------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul * | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE | YTD |
| G/pting* | | | | | | | | | | | | | | | | 0 | | | | | | | | | | | | | |
| Intern | 93 | 209 | 144 | 122 | 117 | 119 | 150 | 209 | 137 | 122 | 135 | 199 | 102 | 210 | 139 | 134 | | | | | | | | | 3,107 | 3,172 | 1,862 | 1,756 | 585 |
| UK | 506 | 493 | 528 | 1,926 | 1,837 | 1,507 | 1,422 | 685 | 341 | 496 | 480 | 553 | 366 | 262 | 588 | 17,415 | | | | | | | | | 9,474 | 8,870 | 8,355 | 10,774 | 18,631 |
| Total | 599 | 702 | 672 | 2,048 | 1,954 | 1,626 | 1,572 | 894 | 478 | 618 | 615 | 752 | 468 | 472 | 727 | 17,549 | | | | | | | | | 14,876 | 12,325 | 10,226 | 12,530 | 19,216 |

* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | | |
|-------------------------------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|-------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYE | FYE | FYE | FYE |
| Intl & GP | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intl & GP received | 1,306 | 1,298 | 999 | 1,078 | 762 | 1,180 | 1,117 | 971 | 706 | 1,058 | 1,000 | 1,257 | 1,054 | 1,046 | 1,044 | 999 | 40,070 | 19,612 | 14,428 | 12,732 | 4,143 | | | | | | | |
| Answered | 1,068 | 1,046 | 948 | 1,047 | 725 | 1,018 | 1,010 | 884 | 599 | 979 | 924 | 1,149 | 1,009 | 982 | 1,699 | 981 | 33,467 | 17,896 | 13,388 | 11,397 | 4,671 | | | | | | | |
| Calls answered (%) | 82 | 81 | 95 | 97 | 95 | 86 | 90 | 91 | 85 | 93 | 92 | 91 | 96 | 94 | 98 | 98 | 84 | 92 | 93 | 90 | 96 | | | | | | | |
| Adandoned | 238 | 252 | 51 | 31 | 37 | 162 | 107 | 87 | 107 | 79 | 76 | 108 | 45 | 64 | 23 | 18 | 6,627 | 1,716 | 1,040 | 1,335 | 150 | | | | | | | |
| Avg answer time (sec) | 15 | 46 | 33 | 26 | 28 | 47 | 54 | 53 | 36 | 40 | 22 | 29 | 24 | 21 | 15 | 18 | 25 | 14 | 13 | 36 | 20 | | | | | | | |
| Avg talk time (min) | 3.22 | 3.26 | 3.25 | 3.03 | 3.10 | 3.21 | 3.39 | 3.20 | 3.27 | 3.37 | 3.24 | 3.43 | 3.14 | 3.11 | 3.16 | 3.17 | 2.32 | 2.64 | 2.79 | 3.25 | 3.15 | | | | | | | |
| UK | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UK received | 18,235 | 11,490 | 8,058 | 9,432 | 5,892 | 7,680 | 7,788 | 5,938 | 3,806 | 4,959 | 3,918 | 4,822 | 3,912 | 3,476 | 6,334 | 10,658 | 70,233 | 72,488 | 123,967 | 92,018 | 24,380 | | | | | | | |
| Answered | 8,322 | 9,297 | 7,765 | 9,001 | 5,662 | 7,517 | 7,596 | 5,796 | 3,780 | 4,902 | 3,889 | 4,766 | 3,896 | 3,457 | 6,308 | 10,478 | 50,518 | 67,493 | 91,923 | 78,293 | 24,139 | | | | | | | |
| Calls answered (%) | 46 | 81 | 96 | 95 | 96 | 98 | 98 | 98 | 99 | 99 | 99 | 99 | 99 | 99 | 99 | 99 | 70 | 93 | 79 | 92 | 99 | | | | | | | |
| Adandoned | 9,913 | 2,193 | 293 | 431 | 230 | 163 | 192 | 142 | 26 | 57 | 29 | 56 | 16 | 19 | 26 | 180 | 10,719 | 6,335 | 32,034 | 13,725 | 241 | | | | | | | |
| Avg answer time (sec) | 520 | 179 | 52 | 70 | 57 | 18 | 28 | 25 | 17 | 21 | 15 | 18 | 14 | 14 | 12 | 21 | 64 | 45 | 102 | 85 | 15 | | | | | | | |
| Avg talk time (min) | 3.28 | 3.16 | 2.47 | 2.34 | 2.52 | 2.42 | 2.40 | 2.40 | 2.50 | 2.39 | 2.41 | 2.48 | 2.43 | 2.49 | 2.25 | 2.18 | 1.78 | 2.16 | 2.65 | 2.58 | 2.34 | | | | | | | |



| | 2008 | | | 2009 | | | | | | | | | 2010 | | | | | | | | | | | | |
|-------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Chiropr/podiatry | 47 | 49 | 54 | 58 | 61 | 64 | 64 | 73 | 75 | 78 | 78 | 78 | 97 | 98 | 101 | 105 | | | | | | | | | |
| Physiotherapy | 74 | 77 | 82 | 88 | 94 | 96 | 96 | 104 | 109 | 109 | 109 | 109 | 115 | 117 | 123 | 130 | | | | | | | | | |
| Radiography | 13 | 13 | 13 | 14 | 16 | 16 | 16 | 18 | 19 | 19 | 19 | 19 | 19 | 19 | 19 | 19 | | | | | | | | | |
| Total | 134 | 139 | 149 | 160 | 171 | 176 | 176 | 195 | 203 | 206 | 206 | 206 | 231 | 234 | 243 | 254 | | | | | | | | | |

| 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|-------|
| FYE | FYE | FYE | YTD |
| 15 | 40 | 78 | 98 |
| 28 | 74 | 109 | 117 |
| 0 | 7 | 19 | 19 |
| 43 | 121 | 206 | 234 |