



# **Management Information Pack**

Marc Seale, Chief Executive & Registrar

Report to Council meeting 25 March 2010

## Chief Executive's Report to Council meeting on 25 March 2010 Contents

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**Chief Executive – Mr Marc Seale**

**1. Completed Meetings 1 December 2009 to 28 February 2010**

SMAE Institute	1 Dec
Hearing Aid Council	2 Dec
Scottish Government	7 Dec
British Association for Counselling and Psychotherapy	7 Dec
Scottish Government (Minister)	8 Dec
Institute/Society of Chiropodists & Podiatrists	11 Dec
Dept of Health MSC meeting	14 Dec
Nursing and Midwifery Council	14 Dec
British Association of Dramatherapists	21 Dec
British Chiropody & Podiatry Association	21 Dec
Stephen Smith	23 Dec
UK Council for Psychotherapy	23 Dec
Department of Health	23 Dec
CLEAR	7 - 9 Jan
Bircham Dyson Bell	14 Jan
Susan Kramer MP	18 Jan
Association of Educational Psychologists	19 Jan
Royal College of Speech and Language Therapists	19 Jan
PKF	20 Jan
Confer Conference 'Power and Professionalism: what is the best structure for the regulation of psychotherapy and counselling?'	23 Jan
British Academy of Audiology	25 Jan
QCG	26 Jan
Chief Executives Steering Group	26 Jan
British Psychological Society	27 Jan
British Dietetic Association	27 Jan
College of Operating Department Practitioners	27 Jan
Department of Health	28 Jan
National Audit Office	28 Jan
Department of Health (Leeds)	29 Jan

Listening Event: Exeter	2 Feb
Listening Event: Truro	3 Feb
Bircham Dyson Bell	5 Feb
Dept of Health Allied Health Professions	8 Feb
Professional Advisory Board	
Council for Healthcare Regulatory Excellence	9 Feb
NHS Institute for Innovation and Improvement	9 Feb
Department for Health, Social Services and Public Safety (Belfast)	17 Feb
World Health Professions Conference on Regulation	18-19 Feb
Department of Health	22 Feb
Institute of Biomedical Science	24 Feb
Council for Healthcare Regulatory Excellence	25 Feb

**2. Scheduled Meetings**

Listening Event: Shrewsbury	1 March
Scottish Government	3 March
Society of Radiographers	3 March
General Social Care Council parliamentary reception	3 March
Northern Ireland Office/Queens University Belfast	5 March
Office of the Health Professions Adjudicator	8 March
Dept of Health Professional Standards Programme	8 March
UK Oversight Board	
British Association of Art Therapists	9 March
Dept of Health Allied Health Professions	11 March
Professional Advisory Board	
Chief Executives Steering Group	11 March
General Teaching Council	12 March
Dept of Health Legislation Project Board	16 March
College of Paramedics	17 March
Council for Healthcare Regulatory Excellence	18 March
Regulators Forum	
Isle of Man Government	19 March
Association of Clinical Scientists	22 March

Society of Chiropractors and Podiatrists  
Ontario College of Pharmacists

26 March  
29 March

## Business Process Improvement – Mr Roy Dunn

### 1. Human Resources

No changes.

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

The internal audit schedule for 2009-10 continues.

Plans for 2010-11 financial year have been completed and await budget sign-off.

An audit of the starters and leavers processes is ongoing.

### 3. QMS process updates

Input to various departmental initiatives has taken place to improve the robustness of our processes.

### 4. BSI Audit

The next BSI audit at HPC to the ISO9001:2008 standard, will be on 26 May 2010.

### 5. Business continuity

Small changes and additions to processes are being made to keep the Disaster Recovery Plan current. An update relating to online file replication will be required when the ISP migration is completed. Updates will also be required in ICM's common build. The contract with ICM has been renewed.

### 6. Information & data management

Integration of all intranet based information sources, Springfield, QMS and "Intranet" Phase 1 is completed. Post-rollout further work will be required to implement automated document and change control within the QMS part of the system. Post-rollout changes have been designed and will be implemented shortly.

Initial reports for the online renewals project have been developed by our supplier. Further work will be carried out as the volume of data builds and patterns become apparent in usage.

We will be developing some basic demographic reports over the next few weeks.

We are testing an online information security training solution to be used by the whole of HPC.

ISO27001 background work has commenced, and we are looking to start working toward the standard as soon as time and budgets allow in 2010-11.

The contract with the new archive supplier Deepstore Ltd has been agreed and is being signed. The move of the archive will commence as soon as possible. The new archive provides greater security of storage in worked out areas of an operational saltmine.

### 7. Risk Register

The next version of the Risk Register (February 2010) has been completed and discussed at the Audit Committee. The rate of risk owner presentations to the Audit Committee will be increased.

A top ten list of risks will be highlighted and additional levels of detail will be provided on these key items.

## 1. Media and campaigns

General releases were issued on the following:

- Launch of the consultation on removing the health reference as a requirement for entry to the Register
- Conclusions on the proposed statutory regulation of dance movement therapists
- Conclusion on the proposed statutory regulation of psychotherapist and counsellors.

Joint media campaign: we have made initial contact with the Football Association and are considering a campaign to highlight the importance and benefits of using a registered physiotherapist in football.

We continue to issue weekly media alerts, respond to journalist queries, liaise with media at hearings and since November 2009, 16 fitness to practise press releases have been issued on registrants that have either been suspended or struck off. Press coverage reports are uploaded to the Council extranet.

Preparatory work for the next GP and pharmacy waiting room distribution is underway to coincide with the opening of the Register for private sector hearing aid dispensers. We continue to promote our public information materials to registrants by sending an A5 flyer with each renewal certificate as well as making copies available at all HPC events and external conferences

We held a meeting with Yell.com to discuss options for advertising in the next financial year and we are continuing our Google adwords campaign; these are continually monitored and some minor refinements to wording have been made.

The Press and Public Relations Manager continues to write, issue articles and work with professional body publications to promote a range of issues particularly registration renewals and CPD. Coverage has been achieved in a range of journals including OT News, Dietetics Today, Synergy News, Podiatry Now.

## 2. Public affairs and stakeholder communications

Parliamentary monitoring continues with follow-up where appropriate.

Briefings have been issued to the APPG on deafness and to Peers for the Lords debate on private sector hearing aid dispensers. The Policy and Standards Department has also written a detailed briefing for the Department of Health to give to Ministers.

Employer events were held in Belfast, Glasgow, London and Cardiff. We received good attendance at all the events and positive feedback. The programme included a general presentation and then workshops on CPD and Fitness to Practise.

## 3. Web

The website has been successfully transferred to a new service provider, giving improved performance, security and statistical reporting, as well as integrating the new online registrant portal into the site. Work is now underway to update the homepage and create some more audience specific pages / content.

The new intranet site has been successfully launched, and each department can now contribute to the site with news and work information. The Quality Management System has also been integrated into the new intranet design.

#### 4. Publications

Work has been completed on the production of the SOPs for hearing aid dispensers and the 'guidance on conduct and ethics for students' and 'guidance on health and character' have been published. Minor amendments to the 'How to make a complaint' brochure have been made and uploaded to website.

The Publications Manager has continued to work with the CPD Communications Manager and the Director of Policy and Standards in the production of the 'review of the first CPD audit (due for publication March) and with the Fitness to Practise Department in the production of 'information for witnesses' brochure (due for publication in March)

The following issues of the bi-monthly e-newsletter have been published

- 26, issued Friday 4 December 2009
- 27, issued 5 February 2010

#### 5. Events

Conferences attended have included The Welsh Connection, NES AHP conference in Edinburgh and the Scottish Regulation Event.

We attended the following BPS divisional annual meetings: Clinical Psychologists (December), Occupational Psychologists (January), Educational and Child Psychology (January). We also attended a British Association of Arts Therapists (BAAT) conference and the World Health Professions Conference on Regulation in February.

HPC representatives will be attending the following conferences

- BAPO (March)
- Health and Wellbeing (March)
- The Care Show (March)

We are also booking conferences and exhibitions from April 2010 onwards

Listening events were held in Exeter and Truro in February and Shrewsbury and Swansea in March. Date and venue planning underway for 2010 events

#### 6. Communications work for organisational activities

**Counsellors and psychotherapists:** we continue to monitor media and online coverage, a press release was issued after Council on the conclusions to the PLG work, the blog is updated regularly and HPC representatives attended the 'Psychological therapies in the NHS' conference in London.

**Hearing aid dispensers:** preparations underway including production of website FAQs, artworking the SOPs, drafting joint letters (due March), professional press articles and consumer media planning to announce opening of the Register (1 April)

**Registration renewals:** Radiographers: news items uploaded to website for issue of renewal forms and final notices, liaison with Society of Radiographers to encourage promotion of renewal period, articles submitted to Synergy magazine  
Physiotherapists: meeting held with Chartered Society of Physiotherapists to discuss communications, news item uploaded to website for issue of renewal forms, article submitted to Physiotherapy Frontline.

### 1. Approval process

The Department has spent the last few months preparing for the period of peak approvals activity normally experienced in the coming months. There are currently 43 visits reviewing 88 programmes scheduled from March 2010 until August 2010. There are a number of smallscale multi-professional visits (two professions or modalities being considered at once) and one largescale multi-professional visit covering three professions.

### 2. Annual monitoring process

The Department has spent the last couple of months preparing for the annual monitoring assessment days in the 2009-2010 academic year. The dates for these assessment days are 16 and 17 March, 4 May, 25 May and 15, 16 and 17 June.

The deadlines for this year have been batched to improve efficiency in the process and ensure that internal quality processes have been completed. The deadlines fall at the following times:

Friday 26 February 2010	Wednesday 30 June 2010
Wednesday 31 March 2010	Friday 30 July 2010
Monday 31 May 2010	Tuesday 31 August 2010

Monthly reminders continue to be sent to ensure submission of documentation from education providers.

### 3. Major change process

The Department undertook a review of the major change process in 2009. The purpose of this review was to identify potential enhancements to the process to ensure it continues to be a light touch process for education providers to engage with.

As part of the review the Department recorded continuous improvement points which were identified throughout the last academic year based on feedback from education providers, visitors and from employees within the Department. As a result of the review the operational process has been updated to assure efficiency and clarity of all stages.

Major changes have continued to be received and processed by the Department, though numbers have reduced over the winter period. We anticipate an increase in numbers over the coming months as education providers start to review their programmes in preparation for the coming academic year.

### 4. New professions: Practitioner Psychologists and Hearing Aid Dispensers

The Department has continued to strengthen communications with practitioner psychologists in the last quarter of 2009-2010. This has included further amendments to the FAQs on the education section of the website following the practitioner psychologist seminars in October 2009, and presentations at British Psychological Society (BPS) conferences on 18 and 21 January 2010. The domains linked to the BPS conferences were education and health respectively, and there were approximately 54 attendees. A further conference for counselling domain is planned for 15 March 2010.

All required practitioner psychologists for the 2009-2010 academic year are now in the visit schedule. The Education and Training Committee will be updated on progress in this area via work indicated in the 2010-2011 Education Department workplan.

The Department is currently finalising preparatory work for the opening of the hearing aid dispenser section of the Register.



This work includes communication with affected education providers and arranging a series of visits to education providers to ensure appropriate standards are met.

## **5. Communications with education providers and stakeholders**

The Department circulated the third edition of 'Education Update' in January 2010 [www.hpc-uk.org/education/update/](http://www.hpc-uk.org/education/update/). This included information on health and character and conduct and ethics guidance for students, the annual monitoring deadline reminder and hearing aid dispensers.

The October 2009 edition of the Education Update included a feedback questionnaire for education providers, which was open until the end of November 2009. An analysis of this feedback was presented to the Education and Training Committee in March 2010.

Members of the Department have met the following groups between December 2009 – February 2010:

- British Psychological Society conference
- Scottish Common Core Curriculum Project (Allied Health Professions and Nursing)
- Educational Psychology National forum (Children's Workforce Development Council)
- The Hearing Aid Council
- The Society of Chiropodists & Podiatrists
- Department of Health Modernising Scientific Careers Programme
- Development and Enhancement Group, The Quality Assurance Agency for Higher Education

## **6. Partners**

Following the refresher training sessions held in October 2009, a third two-day refresher training session was held on 2 and 3 December 2009.

A two-day training session for new visitors was held on 14 and 15 January 2010. 18 visitors attended the training, which included practitioner psychologists, hearing aid dispensers and clinical scientists. Feedback from the training was positive, and an analysis of this feedback will be collated and used to further develop the training sessions in future.

## **7. Employees**

The Department's structure has changed significantly following arrangements for the maternity cover of Abigail Gorringer from 12 February – 31 December 2010.

Existing Education Managers Osama Ammar and Tracey Samuel-Smith, have both agreed to manage the Department during this period. However, as 'Acting Director of Education' Osama will have more of an external focus in managing and leading the Department, whilst as 'Acting Head of Education' Tracey will have more of an internal focus. Osama and Tracey will be doing so from 1 January 2010 – 31 December 2010.

Two further positions with the job title 'Acting Education Manager' have been taken on by Paula Lescott and Brendon Edmonds, existing Education Officers. Both positions will report to Osama. Paula's position will have a line management focus, whilst Brendon's will have a work-plan delivery focus. Paula and Brendon will be in these posts from 1 February 2010 – 31 December 2010.

Liz Craig joined the Department on 7 December 2009 as Team PA/Administrator and two new Education Officers, Lewis Roberts and Benjamin Potter, joined the Department on 1 February 2010.

### **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.

### **2. Health & Safety**

The Facilities Manager undertook formal training in early December with a view to obtaining the Institute of Occupational Safety and Health (IOSH) qualification in Managing Safely. This has subsequently been passed.

In March 2010, 12 employees undertook formal training in manual handling. This was considered to be successful and further courses will be run later in the year.

## Finance – Mr Gary Butler

### 1. General

Since the last Council meeting, the Finance Department has produced the management accounts up to January 2010.

### 2. Supplier payments

At the end of January, 95% by value of the £186K Creditor payments (January Aged Creditor Listing) were in the 30 days or less category.

### 3. Fee adjustments and income receipts handling

At the end of January, 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 was no backlog on credit-card reconciliations against a two-day backlog target.

### 4. Income Collection cycle

Direct debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Radiographer, paramedic and orthoptist collections occurred in January. Prosthetist-orthotist, clinical scientist and speech and language therapist collections are scheduled for February. Most of the income comprises of renewal fees collected.

### 5. Funds under Management

At the end of January 2010, the Business Reserve account balance was £0.7M, earning an interest rate of 0.055% per annum. £2.5M 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 3 months (maturing early March 2010) at fixed rates: £0.5M invested in

Barclays money market account earning 0.52% and £1.5M in Lloyds TSB money market account earning 1.1%.

The investment portfolio (excluding £124k portfolio cash) at the end of January was valued at £1.80M. The investment portfolio value including cash & money market instruments was £1.93M. This compares £1.51m at the start of the financial year.

### 6. Pensions

In January, there were 61 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 employee 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 sickleave and to help achieve Finance Department service level targets.

### 8. Sage system support and development

In the draft budget for 2010/11 there are a few Sage accounting system enhancements which have been identified to be implemented in 2010/11 financial year.

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

- Annual budget (including projects) has been prepared in revised draft form.
- 5 Year Plan is currently being updated and will be submitted for review after the budget for 2010/11 has been approved.
- 2011 Fees Project is in review and is dependant on registrant volume assumptions.
- The National Audit Office visited HPC in February and completed a substantive review of the financial accounts

from April to December 2009. This excluded the revenue allocation model which will take place in March 2010. This will enable a faster audit close after year end.

- HPC is currently in the process of transferring 22/26 Stannary Street property from the subsidiary company in preparation of winding-up of 22/26 Stannary Street Limited.

### 1. Final Hearings

66 cases were concluded between November and January 2010. 209 cases have now been concluded since April 2010 which is an 8 per cent increase from the total number of cases that were concluded in 2008-09. At the end of January there were 230 ongoing substantive cases with 97 cases listed for hearing. At the end of January, a further 37 cases were ready to be listed for hearing by the scheduling team.

The mean and median length of time from receipt of case to conclusions is 18 and 17 months respectively which is broadly the same as 2008-09. This figure also includes cases which were part heard or adjourned on a previous occasion. The CMS system will allow us to take this into account in future reporting.

### 2. Review Hearings

31 review hearings took place between November and January 2010. At the end of January, 104 registrants were subject to either a suspension or a conditions of practice order.

### 3. Interim Orders

At the end of January 2010 there were 40 cases that were subject to an interim order. 15 interim order applications were considered between October 2009 and January 2010 with a further 28 applications being reviewed. Applications for interim orders and for reviews of such orders are presented by Case Managers from the case management team.

### 4. Investigating Committee

175 new allegations or enquiries were received between November and January 2010. We have received 622 allegations or enquiries since April 2010 which is a 22% increase from the total number of allegations and enquiries received in 2009-10. At the end of January, there were 361

open allegations or enquiries. 82 of those cases had not yet met the standard of acceptance for allegations. Of the 279 cases within the pre-Investigating Committee remit, 177 cases are between 0 and 4 months old, 67 are between 5 and 8 months old, 20 are between 9 and 12 months old. 114 cases have had notice have had notices of observations sent to the registrant with the other cases being actively managed and investigated.

Of the cases at the pre-Investigating Panel stage at the end of January 2010, the average age of case (from date of the allegation was confirmed to 31 January 2010) is a mean of 4 months and a median of 3 months.

The case to answer rate for the current year is 59 per cent.

### 5. Health and Character

153 health and character declarations on admission, readmission or renewal to the register and through self-referrals by registrants were received between November and January. 110 cases were considered by registration panels with 18 self referrals referred to the fitness to practise process, 1 admission, 3 readmissions and 1 renewal rejected. At the end of January there were 94 open health and character cases. We are anticipating an increase in the number of renewal declarations made through to the end of April as the physiotherapists renew their registration.

### 6. Protection of title

67 complaints about misuse of title were received between November and January. 76 per cent of those complaints were made by other registrants. At the end of January 2010 there were 59 open protection of title complaints.

## 7. Registration Appeals

7 registration appeals were received between November and January. Following feedback received from appeals heard in November, new administrative arrangements have been put in place to improve the effective management of those appeals. 2 days of registration appeal hearings took place in November and December and 11 cases were considered. At the end of January 2010 there were 9 open registration appeal cases with dates listed for hearing in March and April 2010.

## 8. High Court Appeals

There is currently one outstanding High Court Appeal. One case was heard by the High Court in December 2009 and was remitted back to the Conduct and Competence Committee for re-determination as to sanction. In one other case we agreed to dispose of the case via consent and the case was referred back to the Conduct and Competence Committee for re-determination as to sanction. Costs were awarded against the HPC in this case.

Two applications were made to the High Court in November and December for an extension to the interim order that was imposed by a HPC panel. Both applications were granted. A third application is due to take place on 5 March 2010

## 9. Court of Appeal

We are currently seeking the recovery of our costs in the case of Stanley Muscat which was heard by the Court of Appeal in July 2009.

In one other case a registrant has applied for permission to appeal to the Court of Appeal.

## 10. Meetings

Employer Event: Belfast	1 Dec
Employer Event: Glasgow	2 Dec
TRIM demonstration	3 Dec
Business Objects demonstration	4 Dec
[REDACTED]	8 Dec
Sussex Police	16 Dec
FOIA/DPA Meeting	17 Dec
CLEAR Mid Year Meeting	7 Jan
CHRE FTP Forum	13 Jan
Insurance Meeting	14 Jan
Esther McMorris, 9 Feet Tall	14 Jan
ISA/DH Meeting	15 Jan
Association of Educational Psychologists	19 Jan
RCSLT	19 Jan
Panel Member Training	22 Jan
British Dietetic Association	27 Jan
No Fault Compensation Working Group	28 Jan
ACCA	29 Jan
Conference with Counsel	1 Feb
IPSOS MORI	1 Feb
Listening Event: Exeter	2 Feb
Listening Event: Truro	3 Feb
CHRE	9 Feb
Case Management Vendor Meeting	10 Feb
Registration Appeals Training	10 Feb
South East Coast Ambulance Trust	11 Feb
Hearing Aid Council Training	11 Feb
World Health Professions Conference on Regulation	18 Feb
CHRE Performance Review	25 Feb

## 11. Resources

Russell Brown, Lead Case Manager left the Department in early January 2010. Ciara O'Dwyer and Sabrina Adams have

been promoted to Acting Lead Case manager whilst recruitment for Russell's replacement and a new lead case manager post for 2010-11 are appointed. Interviews for the permanent Lead Case Manager posts are due to take place on 4 March 2010.

Victoria Adams and Padideh Dolatshahi, both Case Managers, left the Department to join the Royal Pharmaceutical Society of Great Britain in November 2009 and the Royal College of Nursing at the end of January 2010. Gareth Llewlyn, Sonia Okurwa and Bahar Ala-Eddini joined the team as Case Managers in January. Rachel Bull also moved from the Hearings Team to the Case Management Team in January 2010. We currently have a temporary case support officer assisting us with the administration involved in the management of cases.

## **12. Hearings**

Kabir Siddiqui and Akua Dwomoh-Bonsu joined the hearings team as Hearings Officers in November 2009 to ensure the team are able to clerk the increasing number of hearings. Following Rachel Bull's move to Case Team 3, Eleanor Wilson has been appointed to team as a Scheduling Officer and she joined the department on 15 February 2010.. We currently also have a temporary scheduling officer to aid us in the listing of hearings. Sarah Gourlay joins the Department as new scheduling officer on 1 April 2010.

Anaru Smiler, Lead Hearings Officer is leaving the Department to return to New Zealand on 5 March 2010. We anticipate an individual within the team acting up into his role whilst recruitment is ongoing.

## **13. Administration**

Jameel Anwar's role was extended in November to that of Administration Manager, leading the three Team Administrators within the Department. Cirene Chagas joined as a Team Administrator in January, taking over from a temporary administrator.

## **14. Partners**

We are currently advertising for legal assessors to ensure there enough to cover the amount of hearings that are anticipated to take place in 2010-2011. Interviews for the new legal assessors are scheduled to take place on 9, 10 and 11 March 2010 with a panel comprising of Keith Ross, Kelly Johnson, Alison Abodarham and Jonathan Bracken. Training for new panel members took place in January 2010 and refresher training has been ongoing throughout the year.

## **15. Other**

### **CHRE**

The CHRE audit of the initial stages of HPC's fitness to practise process took place over December 2010. Subject to the date of publication of that report, Council will be asked to consider the HPC's response to that report.



## **1. Employee Resourcing Education**

Abigail Gorringe, Director of Education, started maternity leave from 12 February 2010.

In Abigail's absence the current Education Managers Osama Ammar and Tracey Samuel-Smith will manage and lead the Department. Osama will have more of an external focus (including EMT responsibilities), whilst Tracey will have more of an internal focus.

To support Tracey and Osama, there are two further acting up opportunities for Education Manager positions. These have been offered to two of the current Education Officers, Brendon Edmonds and Paula Lescott.

Following the resignation of Neil Strevett, interviews were held for the vacant post of Education Officer on 5 January. Lewis Roberts has been appointed and starts at the HPC on 1 February.

## **Human Resources**

Sam Ha, HR Co-ordinator, will be going on maternity leave for 12 months from late February. Marche Wilson, currently the Partner Administrator, will move to the HR Department on secondment to cover Sam's absence.

Interviews for the fixed term post of Partner Administrator to cover Marche's secondment were held on 28 January.

## **Policy**

The vacancy of Policy Officer, created by Megan Scott's promotion to Policy Manager in October 2009, was filled by

Alison Dittmer on 11 January following interviews on 11 December.

## **Fitness to Practise**

Four vacancies for Case Managers were filled following interviews in late November. Two of these posts were new, and two were replacements for employees who resigned. Gareth Llewellyn, Sonia Okoruwa and Bahar Ala-Eddini joined the HPC in January. Rachel Bull was promoted from the post of Scheduling Officer.

Interviews were held on 15 December for the post of Fitness to Practise Team Administrator to replace Jameel Anwar who has been promoted to the post of Administration Manager. Cirene Chagas was appointed and took up her post on 28 January 2010.

Recruitment is currently in progress for two Lead Case Manager vacancies (one new post and one resulting from a resignation) and a Scheduling Officer to replace Rachel Bull.

## **Registration**

Interviews were held in late November for a Registration Adviser vacancy arising from Natalie Fraser's move to the Education Department. Kayleigh Birtwistle was appointed and started at the HPC in December.

## **Projects**

Recruitment is in progress for the post of Project Manager following the resignation of Ivan Madeira last year.

## **2. Other HR Activities Training**

Training on running effective Annual Performance Development Reviews for new line managers and managers requiring refresher training was held on 27 January.

### **New Starters Database**

Work with the IT Department to introduce and roll out an electronic system to replace paper based forms for new employees and temporary agency workers is nearing completion.

### **Employee Consultation Group**

The Employee Consultation Group had its second meeting on 7 December. Its next meeting is on 8 March with further meetings scheduled at three-monthly intervals throughout 2010.

### **Review of Pay Process**

As reported to the Council in December, we have been carrying out a review of the pay process and policy with the help of QCG, a specialist remuneration and HR consultancy.

So far the review has identified some issues with the existing pay system, particularly around complexity and transparency. We need to make the system simpler, easier to understand, and more open so that employees and managers can understand how individuals' salaries fit in to the HPC's pay rates for particular jobs.

The Executive Management Team (EMT) believes that changes to the pay system are needed. However, pay is a complex area, and changes cannot be rushed. Therefore, the April 2010 pay review will run as normal, other than the following minor changes:

- Management of the pay ranges is being simplified. This change will improve the efficiency of the process for HR, Finance and line managers but will have no impact on individual salaries.
- For exceptional pay measures, line managers will be required to submit a full written case.

More fundamental changes will be planned and developed over 2010 for implementation from April 2011. The EMT will be discussing the pay system further, and will get input and request approval for further work from the Remuneration Committee on 4 March.

### 1. Recruitment

Shortlisting is currently in progress to fill vacancies for legal assessors and for clinical scientists (clinical physiology) registration assessors.

Interviews are scheduled in February for Continuing Professional Development assessors for arts therapists and dietitians.

### 2. Partner resignations

There were no partner resignations for the month of January.

### 3. Training

Orientation training was undertaken for the following roles in January;

- A single training day was held for registration assessors (RA). There were nine attendees with all RA for hearing aid dispensers in attendance.
- Eighteen visitors attended a two day training course, including hearing aid dispensers and psychologists.
- All recently appointed CPD assessors for physiotherapy attended a one day training course.
- Fourteen panel members attended a two day training session with attendees from hearing aid dispenser and psychology professions.

### 4. Partner Department

The Partner Administrator, Marche Wilson will be taking on the role of Human Resources Team Administrator for twelve months whilst the existing Human Resources Coordinator is on

maternity leave. Hanna Crease commenced in the Partner Department on 22 February for a fixed term to cover Marche Wilson.

## Policy and Standards – Mr Michael Guthrie

### 1. Meetings undertaken

Association of UK regulators in Europe (AURE)	14 Dec	General Dental Council and General Medical Council	18 Feb
Jan Illing and John Mclachlan, University of Durham	16 Dec	World Health Professions Conference on Regulation, Geneva	18/19 Feb
Alliance of Registered Homeopaths	16 Dec	Quality Assurance Agency	22 Feb
Safeguarding vulnerable groups meeting	17 Dec	General Optical Council	22 Feb
British Association for Behavioural and Cognitive Psychotherapies, National Committees Forum	14 Jan	General Chiropractic Council	22 Feb
British Psychological Society Division of Occupational Psychology conference, Brighton	14 Jan	European Association for Behavioural Analysis	22 Feb
Diane Waller, Council member, Brighton	14 Jan	GMC / European Social Research Council seminar	23 Feb
British Association for Counselling and Psychotherapy	18 Jan	Hearing Company / Scrivens, Birmingham	24 Feb
Hidden Hearing	23 Jan	UKIPG Ethics and Trust Conference	25 Feb
CPD talk, Leeds	26 Jan	Council for Healthcare Regulatory Excellence	25 Feb
British Psychological Society	27 Jan	Performance Review meeting	
Department of Health Bands 1-4 training pathways steering group	29 Jan	Association of Independent Hearing Health Professionals (AIHHP), Edinburgh	26 Feb
Joint Healthcare Regulators Equality and Diversity Forum	29 Jan	CPD presentation	1 Mar
Exeter Listening Event	2 Feb	Shrewsbury Listening Event	1 Mar
Truro Listening Event	3 Feb	Swansea Listening Event	2 Mar
Department of Health Age Equality consultation event	3 Feb	Julia Drown, Council member, Oxford	2 Mar
David Ormerod hearing care, Llundudno	5 Feb	Specsavers, Guernsey	3 Mar
CPD presentation	8 Feb	Nursing and Midwifery Council	3 Mar
National AHP Advisory Board	8 Feb	Consumer Direct	3 Mar
Public Concern At Work	9 Feb	Scottish Government Health Directorate,	4 Mar
Department of Health Prescribing Board	10 Feb	Healthcare Support Workers Standards and Codes Workforce, Aberdeen	
General Optical Council, Revalidation stakeholder event, Manchester	10 Feb	Scottish Government Health Directorate, Cross-Professional Fitness to Practise Group, Edinburgh	10 Mar
NCAS Evaluation and Research forum	11 Feb	Psychological Therapies National Occupational Standards launch reception	10 Mar
Royal Pharmaceutical Society of Great Britain	17 Feb	David Oremerod hearing care conference	12 Mar
General Osteopathic Council	17 Feb	CHRE public meeting, Liverpool	12 Mar
		British Association of Hearing Aid Audiologists	13 Mar

conference, Stansted

## **2. Consultations**

### **Removing the health reference as a requirement for entry to the Register**

We are consulting on replacing the health reference requirement for entry to the Register with a self-declaration. The consultation closes on 9 April 2010.

## **3. Closed consultations**

No consultations have closed since the last Council report.

## **4. Professional Liaison Groups Psychotherapists and Counsellors**

The Council is being asked to consider a paper on the next steps for work on the potential regulation of psychotherapists and counsellors at this meeting.

## **5. Hearing aid dispensers**

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

The relevant legislation has now been passed and the Register for hearing aid dispensers will open on 1 April 2010.

The Department has continued to meet with stakeholders in this field, including proactively meeting and presenting to the six biggest employers of hearing aid dispensers and presenting at a range of other meetings and conferences.

## **6. Welsh Language Scheme**

The Welsh Language Scheme was approved by the Council for consultation at its last meeting.

Subject to final approval from the Welsh Language Board, the consultation will take place between April and July 2010.

## **7. Post-registration qualifications**

At its meeting on 10 March 2010, the Education and Training Committee will be asked to consider a paper looking at post-registration qualifications.

Dependent upon the outcome of the Committee's deliberations, it is anticipated that the Council will consider a paper at its July 2010, which may include a proposal to consult on principles for deciding whether the Register should be annotated.

## **8. Review of the threshold level of qualification for entry to the Register**

At its meeting on 10 March 2010, the Education and Training Committee is due to discuss a paper on the threshold level of qualification for entry to the Register (the first standard of the standards of education and training). The Committee will be asked to what changes, if any, should be made to the standard.

It is currently anticipated that the Council will be asked to consider the outcomes of the Committee's discussion at its May 2010 meeting.

## **9. CPD profiles**

The Department is continuing to review profiles and liaise with the relevant professional bodies. A number of draft profiles have recently been received and are at various stages of the drafting and approval process, including:

- Practitioner psychologists
- Dietitians
- Clinical scientists (geneticists)
- Hearing aid dispensers

- Art therapists

### **10. CHRE performance review 2009/10**

The Department has continued to work with colleagues across the organisation to provide information to the CHRE as part of its annual performance review of the regulatory bodies' performance. A meeting was held on 25 February 2010 as part of the review process.

The Executive anticipates bringing a paper to the July 2010 Council meeting following publication of the final performance review report. (This date is subject to change dependent on publication timescales.)

### **11. Generic standards of proficiency**

The Council is due to consider a paper on the outcomes of the first stage of the generic standards of proficiency review at this meeting.

### **12. Revalidation**

The University of Durham has been successfully commissioned to undertake a qualitative and quantitative research study looking at the link between pre-registration education and training and subsequent fitness to practise action.

An update on the revalidation projects will be provided to the Council at its May 2010 meeting, including information on this research. The researchers are due to present to the Council at its July 2010 meeting.

### **13. CHRE reports**

The CHRE recently published a report recommending that the regulators should consider requiring applicants and education

providers to declare the outcomes of disciplinary action during education and training.

A paper is being prepared for the Education and Training Committee's meeting in June 2010.

The CHRE also recently published a report making recommendations about the information which should be available on the regulatory bodies' registers.

A paper is being prepared for the Council's meeting in May 2010.

### **14. Consultation on health psychologists standards of proficiency**

The Council is due to consider a paper at this meeting about a proposal to consult on amending the standards of proficiency for health psychologists.

## 1. Operational Performance

### a) Telephone

**i) UK Telephone Calls:** During the period from 1 November 2009 to 28 February 2010 the team answered a total of 35,019 telephone calls which is 4,535 more than the same period two years ago and represents a 14.9% increase in the number of calls the Department handled.

**ii) International Telephone Calls:** During the period from 1 November 2009 to 28 February 2010 the team answered a total of 4,276 telephone calls which is 890 more than the same period one year ago and represents a 26.3% increase in the number of calls the department handled.

### b) Application Processing

**i) UK Applications:** A total of 2,522 new applications were received during this period and 2,630 individuals were registered, which is 628 more than the same period last year. Applications took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took seven working days to process which is within our service standard of processing applications

**ii) International Applications:** A total of 774 new international applications were received in this period and 361 individuals were registered which is 242 less than the same period last year. Applications were on average being processed within eight to ten weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

**iii) Grandparenting Applications:** A total of 71 new grandparenting applications were received in this period and 42 individuals were registered.

### c) Emails

**i) UK Emails:** The team received approximately 100 emails per day and responded to these on average within two days of receipt which is well within our service standard of five working days.

**ii) International Emails:** The team received approximately 20 emails per day and managed to respond to these on average within two days of receipt which compares favourably with our service standard of five working days response time.

### d) Continuing Professional Development (CPD) Audit

We requested CPD profiles from:

- 2.5 per cent of radiographers at the start of December 2009.
- 2.5 per cent of physiotherapists at the beginning of February 2010.

Assessment days continued to be held throughout the period ten working days of receipt.

### e) Registration Renewals

Three professions successfully renewed their registration during this period; biomedical scientists, practitioner psychologists and radiographers:

#### Biomedical scientists

A total of 96.1% of biomedical scientists successfully renewed their registration for the next two-year cycle, which is an improvement of 4% compared to the last renewal period.

**Practitioner psychologists**

Practitioner psychologists renewed their registration for the first time during this period. An impressive 92.8% renewed successfully.

**Radiographers**

A total of 95.3% of radiographers successfully renewed their registration for the next two-year cycle, which is an improvement of 4.9% compared to the last renewal period.

**Physiotherapists**

At the start of February, 44, 714 physiotherapists were invited to renew their registration and as at 26 February 2010, 17,586 renewal forms had been returned to HPC.

**2. Resource****Employees**

The Department is operating within the budgeted headcount



### **1. Council members' self-assessment**

The Chair has been holding telephone and face-to-face performance and development reviews with members over the last month or so and a paper detailing feedback from the reviews will be submitted to the Council meeting in July.

The Council performance review process has been in place since 2004 and was originally designed for a Council which included a mixture of elected and appointed members. The Secretariat will therefore be undertaking a review of the process itself this year and so as part of this year's process, members' views are sought in order to inform the review.

### **2. Training**

On 10 February, members were invited to attend Registration Appeals training. This was open to all those members who are not members of the Education and Training Committee, since any registration appeal is an appeal against the decision of the Education and Training Committee. The training was well attended and this has helped in increasing the pool of members available to chair registration appeals hearings.

Following the meeting of the Audit Committee on 24 February, training was provided to all members of the Committee. This included a presentation on the role of the Committee and a presentation on internal audit given by PKF.

### **3. October Council Awayday**

Members should have all now received notice of the 2010 Council away day which will be held on 13-14 October at the Hotel Seattle in Brighton.

Unlike previous years, we have decided to book travel for those members that will be flying to the awayday and the Secretariat

team administrator should have contacted you directly in this regard.

### **4. Internal audit**

During January and February, an internal audit was carried out by PKF on corporate governance and risk management and the report was submitted to the Audit Committee on 24 February for consideration. This review focussed largely on the governance in place following the restructuring of Council and the report found that HPC's governance was sound. Some recommendations were made in respect of the Risk Register.

### **5. External Meetings**

UK Interprofessional Group, Corporate Governance Group meeting: 8 February 2010  
Regulators forum on Diversity: 25 January

### **6. Training for Employees**

Members of the Secretariat team attended the following training:

Penningtons Professional regulation seminar: 11 February 2010

Training in Statutory Instrument drafting practice & procedure: 27 and 28 January 2010

Equality Bill symposium: "Tackling Multi-Discrimination" on 10 February 2010

# Management Information Pack

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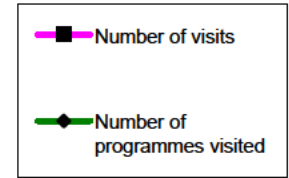
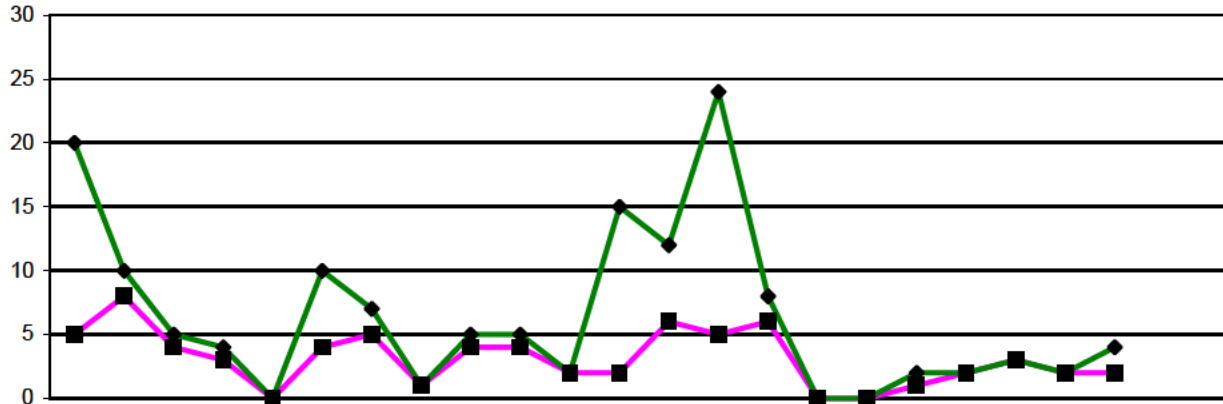
Marc Seale, Chief Executive & Registrar  
Report of figures for April 2009 to January 2010 to  
Council



**hpc** health  
professions  
council

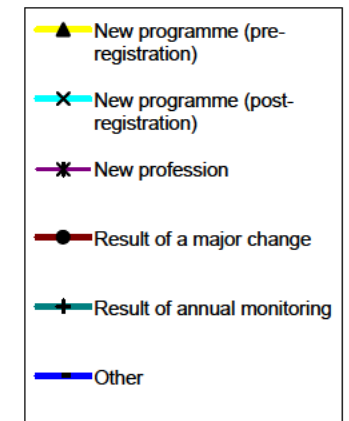
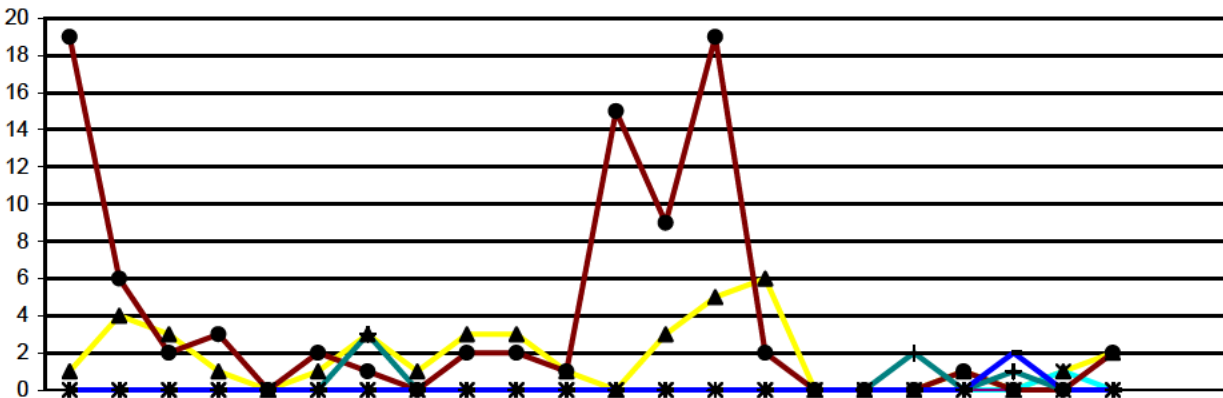
**Management Reporting Information to Council**  
**Health Professions Council**  
**Figures for January 2010**

<b>Education</b>	Programme approvals and visits	<b>2a</b>
	Programme monitoring	<b>2b</b>
	Major change submissions	<b>2c</b>
<b>Feedback</b>	Feedback	<b>3</b>
<b>Finance</b>	Consolidated Income and Expenditure	<b>4a</b>
	Consolidated Income budgeted & actual	<b>4b</b>
	Consolidated expenditure budgeted & actual	<b>4c</b>
	Consolidated Department Monthly Variances	<b>5</b>
	Consolidated statement of financial position	<b>6</b>
	Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Fitness to Practise</b>	Total Cases Considered	<b>8a</b>
	Enquiries and allegations: source	<b>8b</b>
	Panel Hearings, Decisions	<b>9</b>
	Cases Pending: Investigating Committee	<b>10a</b>
	Cases Pending: Conduct and Competence, Health & Review Hearing	<b>10b</b>
<b>Registration Appeals</b>	Registration Appeals	<b>11</b>
<b>Protection of Title</b>	Protection of Title	<b>12</b>
<b>Health and Character</b>	Health and Character Declarations	<b>13</b>
<b>Human Resources</b>	HR Information	<b>14</b>
<b>Information &amp; IT</b>	IT Infrastructure	<b>15</b>
<b>Office Services</b>	Mail Volume	<b>16</b>
<b>Registration</b>	HPC Number of Registrants by Profession	<b>17</b>
<b>Grandparenting Registrations</b>	Status of grandparent applications at end of each month	<b>18</b>
	New Grandparent Applications Received	<b>19</b>
	Grandparent Registrations	<b>20</b>
<b>International Registrations</b>	Status of international applications at end of each month	<b>21</b>
	New International Applications Received	<b>22</b>
	International Registrations	<b>23</b>
<b>UK Registrations</b>	Status of UK applications at end of each month	<b>24</b>
	New UK Applications Received	<b>25</b>
	Renewal Information	<b>26</b>
<b>Grandparent, International &amp; UK Registrations</b>	Application Types Received	<b>27</b>
	New Registrants	<b>28</b>
	Registration Telephone Information	<b>29</b>
	Number of registrants with supplementary prescribing rights	<b>30</b>



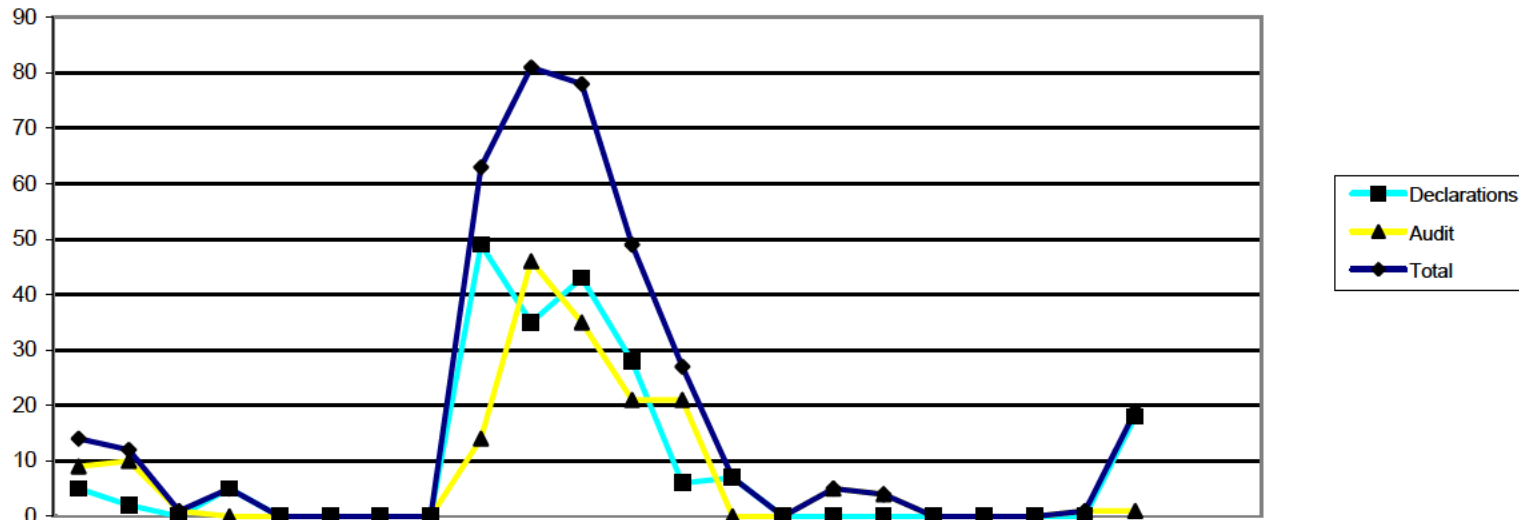
Overview of approval visits	2008			2009						2010														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of visits	5	8	4	3	0	4	5	1	4	4	2	2	6	5	6	0	0	1	2	3	2	2		
Number of programmes visited	20	10	5	4	0	10	7	1	5	5	2	15	12	24	8	0	0	2	2	3	2	4		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
0	101	63	42	27
27	117	86	84	57



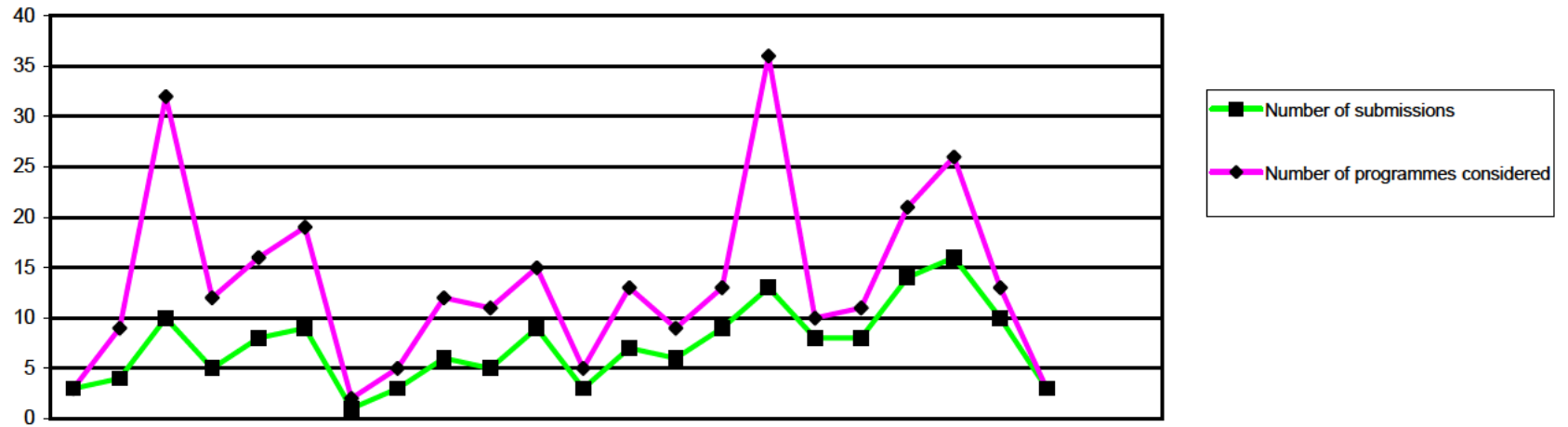
Reason for programme visited	2008			2009						2010														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
New programme (pre-registration)	1	4	3	1	0	1	3	1	3	3	1	0	3	5	6	0	0	0	1	0	1	2		
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0		
New profession	0	0	0	0	0	0	0	0	0	0	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	9	19	2	0	0	0	1	0	0	2		
Result of annual monitoring	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0		
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0		
<b>Total</b>	<b>20</b>	<b>10</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>15</b>	<b>12</b>	<b>24</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
0	18	32	21	18
5	29	0	0	1
5	16	0	0	0
5	32	26	53	33
5	1	3	3	3
5	21	0	0	2
<b>25</b>	<b>117</b>	<b>61</b>	<b>77</b>	<b>57</b>



Annual monitoring submissions	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	
Declarations	5	2	0	5	0	0	0	0	49	35	43	28	6	7	0	0	0	0	0	0	0	18			
Audit	9	10	1	0	0	0	0	0	14	46	35	21	21	0	0	5	4	0	0	0	1	1			
<b>Total</b>	<b>14</b>	<b>12</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>63</b>	<b>81</b>	<b>78</b>	<b>49</b>	<b>27</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>19</b>			

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
113	94	143	167	31
51	184	135	136	32
<b>164</b>	<b>278</b>	<b>278</b>	<b>303</b>	<b>63</b>

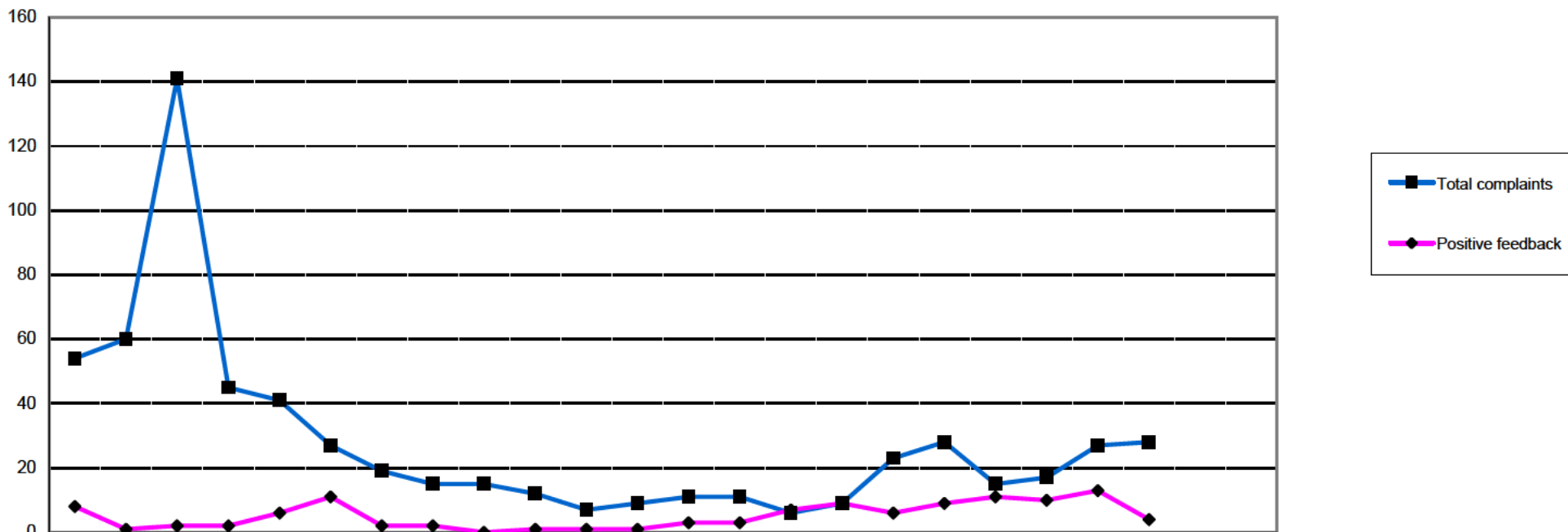


Major change submissions	2008			2009									2010												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of submissions	3	4	10	5	8	9	1	3	6	5	9	3	7	6	9	13	8	8	14	16	10	3			
Number of programmes considered	3	9	32	12	16	19	2	5	12	11	15	5	13	9	13	36	10	11	21	26	13	3			

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
16	51	62	66	94
25	97	109	141	155

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
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	39	23	28	29	0
Registration process	44	47	130	34	34	20	13	11	9	7	5	7	9	6	4	5	17	25	11	13	17	24	169	88	122	361	131	
External comms	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	24	6	6	4	1	
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	6	2	0	0	2	
Partner management	1	0	0	0	0	1	0	0	0	1	0	1	2	1	0	1	0	0	0	0	0	0	0	4	2	4	4	
Rules/legislation	0	2	0	0	0	1	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	1	17	11	10	3	5	
Other	4	3	10	6	3	4	5	4	4	0	0	1	0	3	1	1	4	2	4	4	10	3	7	16	18	44	32	
<b>Total complaints</b>	<b>54</b>	<b>60</b>	<b>141</b>	<b>45</b>	<b>41</b>	<b>27</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>23</b>	<b>28</b>	<b>15</b>	<b>17</b>	<b>27</b>	<b>28</b>	<b>262</b>	<b>262</b>	<b>186</b>	<b>445</b>	<b>175</b>	

	2008	2009	2010	2005/6	2006/7	2007/8	2008/9	09/10																			
<b>Positive feedback</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>187</b>	<b>19</b>	<b>27</b>	<b>37</b>	<b>75</b>

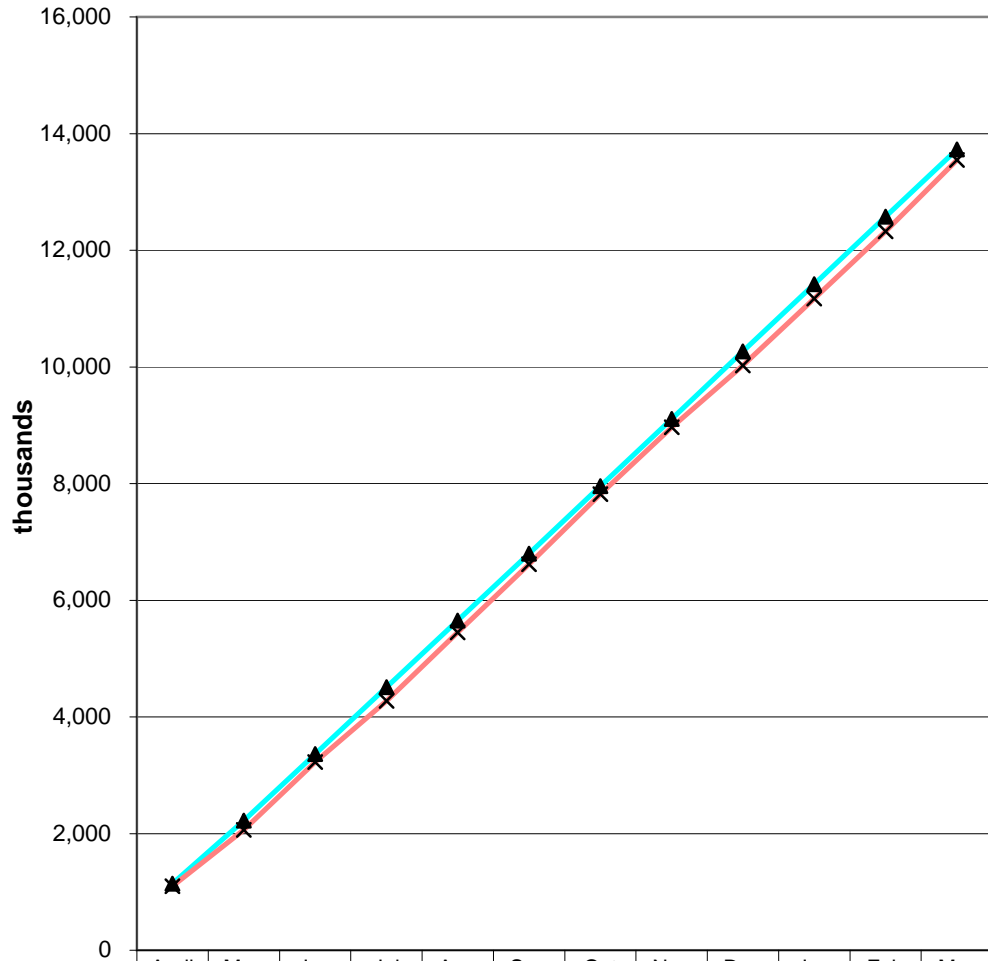
	2009						2010						Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000				
<b>INCOME</b>																
Registration Income	1,142	1,138	1,176	1,227	1,180	1,173	1,351	1,218	1,350	1,293			12,248	12,810	(562)	15,559
Cheque/credit card write off	0	0	(3)	0	0	0	1	0	0	(0)			(2)	0	(2)	0
<b>TOTAL INCOME*</b>	<b>1,142</b>	<b>1,138</b>	<b>1,173</b>	<b>1,227</b>	<b>1,180</b>	<b>1,173</b>	<b>1,351</b>	<b>1,218</b>	<b>1,350</b>	<b>1,293</b>			<b>12,247</b>	<b>12,810</b>	<b>(564)</b>	<b>15,559</b>
<b>EXPENDITURE</b>																
Chief Executive	20	21	27	28	21	31	26	24	23	47			268	269	1	322
Council & Committees	(34)	96	8	37	3	24	45	92	32	1			303	361	58	448
Communications	28	108	101	101	139	84	150	93	131	28			963	854	(110)	1,076
Depreciation	38	26	36	34	38	(11)	28	29	33	30			282	377	96	453
Education	59	77	56	40	41	47	60	51	45	64			541	612	72	766
Facilities Management	53	70	55	65	75	108	65	61	62	73			688	785	97	912
Finance	(25)	114	95	47	38	61	57	51	59	40			537	533	(4)	636
Fitness to Practise	140	717	440	453	509	595	502	437	602	560			4,955	4,624	(332)	5,582
Human Resources & Partners	48	83	39	96	32	48	71	33	79	84			612	654	42	743
IT Department	(50)	174	110	3	68	57	83	61	87	78			671	776	105	944
Operations Office	29	38	33	33	45	43	33	30	46	22			353	366	14	451
Policy & Standards	25	13	15	17	23	28	37	23	6	18			205	314	109	417
President	2	5	5	7	0	6	6	5	5	5			46	41	(5)	49
Major Projects	(54)	42	59	15	6	(8)	92	4	33	30			221	363	142	420
Registration	49	119	140	134	198	128	268	146	152	143			1,476	1,643	167	2,024
Secretariat	16	23	28	30	16	28	22	13	23	15			214	249	35	304
<b>TOTAL EXPENDITURE</b>	<b>345</b>	<b>1,727</b>	<b>1,247</b>	<b>1,141</b>	<b>1,252</b>	<b>1,267</b>	<b>1,544</b>	<b>1,154</b>	<b>1,418</b>	<b>1,237</b>			<b>12,334</b>	<b>12,821</b>	<b>487</b>	<b>15,547</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>797</b>	<b>(589)</b>	<b>(74)</b>	<b>86</b>	<b>(72)</b>	<b>(94)</b>	<b>(193)</b>	<b>64</b>	<b>(68)</b>	<b>56</b>			<b>(87)</b>	<b>(11)</b>	<b>(76)</b>	<b>12</b>

\* Total Income is excluding investment income

Note: No accruals have been posted for April

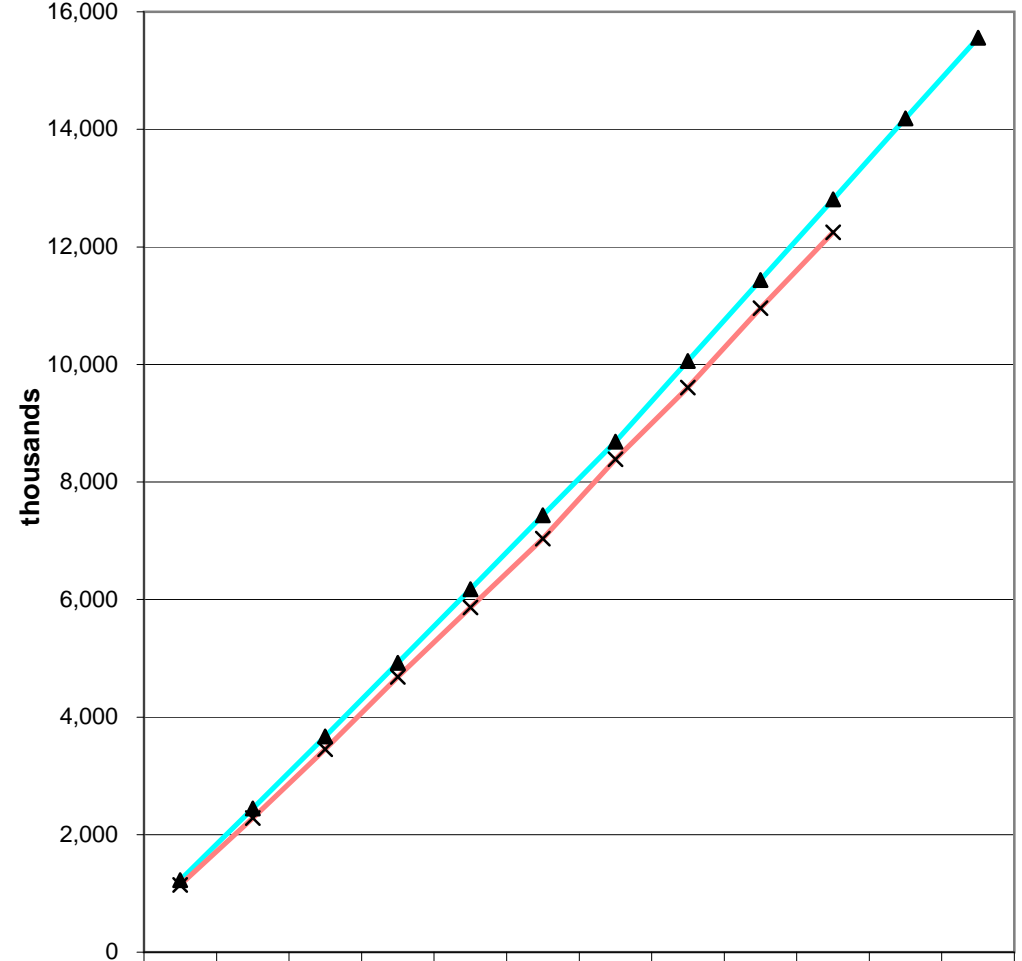


Income 2008/9 budgeted & actual

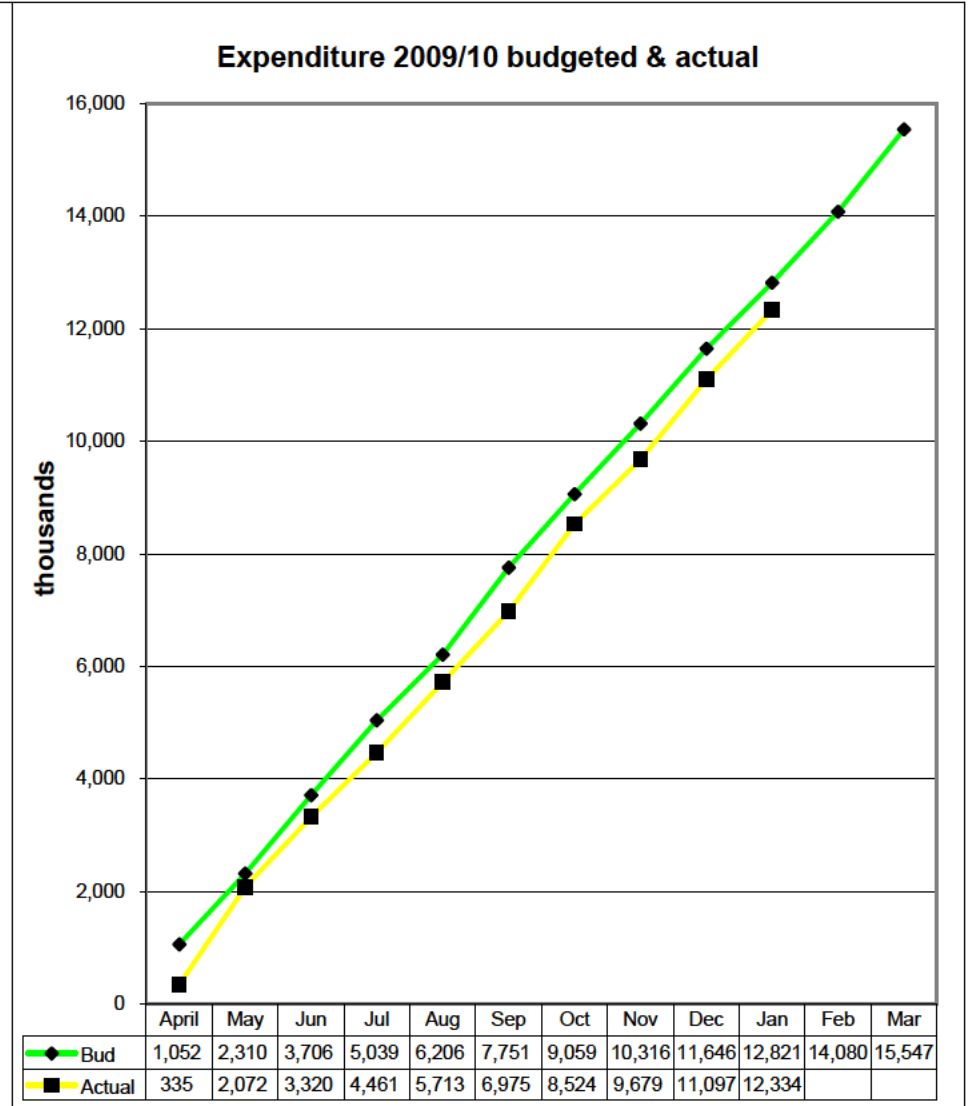
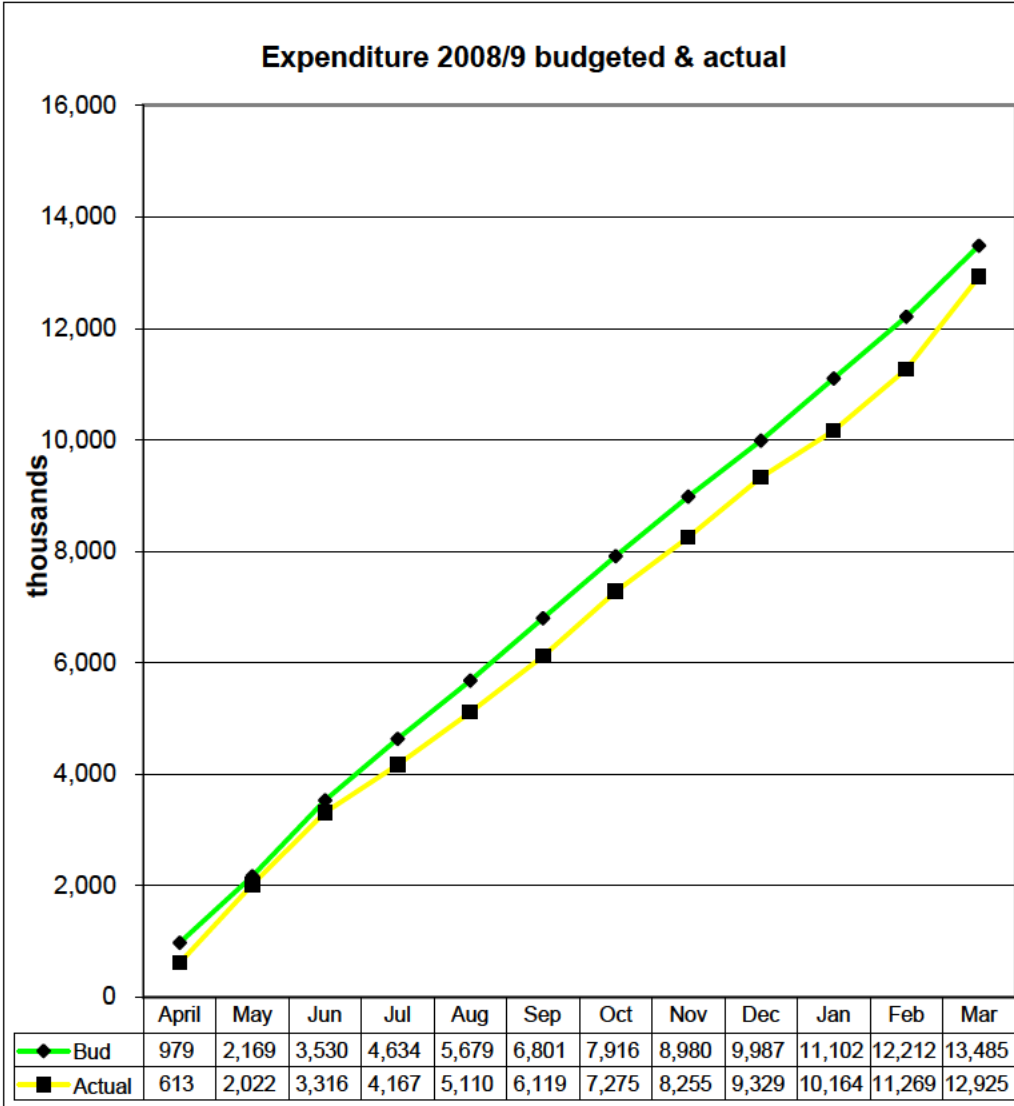


▲ Bud	1,141	2,222	3,366	4,509	5,653	6,799	7,954	9,108	10,264	11,419	12,574	13,730
× Actual	1,098	2,063	3,227	4,276	5,449	6,620	7,820	8,965	10,022	11,170	12,322	13,550

Income 2009/10 budgeted & actual



▲ Bud	1,223	2,446	3,668	4,923	6,177	7,431	8,686	10,060	11,435	12,810	14,185	15,559
× Actual	1,142	2,280	3,454	4,681	5,864	7,034	8,388	9,605	10,955	12,248		



	2009												2010		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Jan	Budget Jan	Total Expenditure
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
<b>EXPENDITURE</b>															
Chief Executive	7	6	(1)	(1)	6	(4)	1	3	4	(20)			1	269	268
Council & Committees	59	(65)	17	46	2	24	27	(54)	(12)	14			58	361	303
Communications	4	(52)	1	(8)	(98)	89	(82)	(4)	36	4			(110)	854	963
Depreciation	(38)	49	1	4	(0)	49	10	9	4	7			96	377	282
Education	6	(10)	21	13	6	5	(1)	9	17	4			72	612	541
Facilities Management	67	(3)	15	18	(0)	(23)	7	10	8	(3)			97	785	688
Finance	74	(63)	(44)	4	13	(7)	(5)	17	(6)	13			(4)	533	537
Fitness to Practise	293	(287)	43	(8)	(50)	(67)	(52)	14	(107)	(109)			(332)	4,624	4,955
Human Resources & Partners	(1)	39	95	(38)	0	23	0	4	(42)	(40)			42	654	612
IT Department	110	(113)	(41)	76	7	36	(9)	30	(3)	12			105	776	671
Operations Office	3	(3)	4	9	(9)	8	3	4	(13)	9			14	366	353
Policy & Standards	(1)	17	13	9	9	36	(4)	1	19	9			109	314	205
President	2	(1)	(0)	(3)	4	(2)	(2)	(1)	(1)	(1)			(5)	41	46
Major Projects	62	(27)	22	31	51	50	(54)	24	(17)	1			142	363	221
Registration	65	28	5	33	(20)	63	(84)	24	21	31			167	1,643	1,476
Secretariat	6	4	(4)	(5)	7	(2)	8	12	3	6			35	249	214
<b>TOTAL BUDGET VARIANCE</b>	<b>717</b>	<b>(480)</b>	<b>148</b>	<b>180</b>	<b>(72)</b>	<b>278</b>	<b>(237)</b>	<b>103</b>	<b>(88)</b>	<b>(62)</b>			<b>487</b>	<b>12,821</b>	<b>12,334</b>
<b>TOTAL MONTHLY BUDGET</b>	<b>1,052</b>	<b>1,258</b>	<b>1,396</b>	<b>1,320</b>	<b>1,180</b>	<b>1,545</b>	<b>1,307</b>	<b>1,257</b>	<b>1,330</b>	<b>1,175</b>					<b>12,821</b>
<b>TOTAL EXPENDITURE</b>	<b>345</b>	<b>1,727</b>	<b>1,247</b>	<b>1,141</b>	<b>1,252</b>	<b>1,267</b>	<b>1,544</b>	<b>1,154</b>	<b>1,418</b>	<b>1,237</b>					<b>12,334</b>

\* Total Income is excluding investment income

	<i>Actual Mar 09 £000</i>	2009											<i>Budget Mar 10 £000</i>	
		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			
<b>Non-current Assets</b>														
Property, Plant and Machinery	2,810	2,770	2,797	2,894	2,899	3,077	3,218	3,214	3,207	3,270	3,263		6,179	
Intangible assets	784	727	808	817	871	877	951	899	948	912	939		1,329	
<b>TOTAL FIXED ASSETS</b>	<b>3,594</b>	<b>3,497</b>	<b>3,605</b>	<b>3,711</b>	<b>3,770</b>	<b>3,954</b>	<b>4,169</b>	<b>4,113</b>	<b>4,155</b>	<b>4,182</b>	<b>4,202</b>	<b>0</b>	<b>0</b>	<b>7,508</b>
<b>CURRENT ASSETS</b>														
Other current assets	354	432	387	370	365	323	298	270	210	174	187		182	
Financial assets	1,347	1,450	1,502	1,533	1,616	1,735	1,807	1,783	1,804	1,807	1,681		1,329	
Bank & Cash	5,342	4,559	3,951	2,993	3,237	3,075	4,846	5,414	5,130	4,316	4,630		5,052	
	7,043	6,441	5,840	4,896	5,218	5,133	6,951	7,467	7,144	6,297	6,498	0	0	6,563
<b>CURRENT LIABILITIES</b>														
Trade and other payables	(945)	(403)	(671)	(513)	(477)	(534)	(506)	(608)	(309)	(135)	(185)		(936)	
Other Liabilities	(1,670)	(677)	(1,282)	(1,317)	(1,184)	(1,212)	(1,342)	(1,261)	(1,280)	(1,462)	(1,276)		(1,787)	
Deferred income	(7,106)	(7,058)	(6,229)	(5,599)	(5,976)	(5,943)	(7,519)	(8,176)	(8,083)	(7,315)	(7,720)		(8,759)	
	(9,721)	(8,138)	(8,182)	(7,429)	(7,637)	(7,689)	(9,367)	(10,045)	(9,672)	(8,912)	(9,181)	0	0	(11,482)
<b>Total assets less liabilities</b>	<b>916</b>	<b>1,800</b>	<b>1,263</b>	<b>1,178</b>	<b>1,351</b>	<b>1,398</b>	<b>1,753</b>	<b>1,535</b>	<b>1,627</b>	<b>1,567</b>	<b>1,519</b>	<b>0</b>	<b>0</b>	<b>2,589</b>
Represented by:														
Revaluation Reserve	214	214	214	214	214	214	214	214	214	214	214		652	
Income and expenditure account	702	712	1,049	964	1,137	1,184	1,539	1,321	1,413	1,353	1,305		1,937	
	916	926	1,263	1,178	1,351	1,398	1,753	1,535	1,627	1,567	1,519	0	0	2,589

\* Balance sheet includes investment income

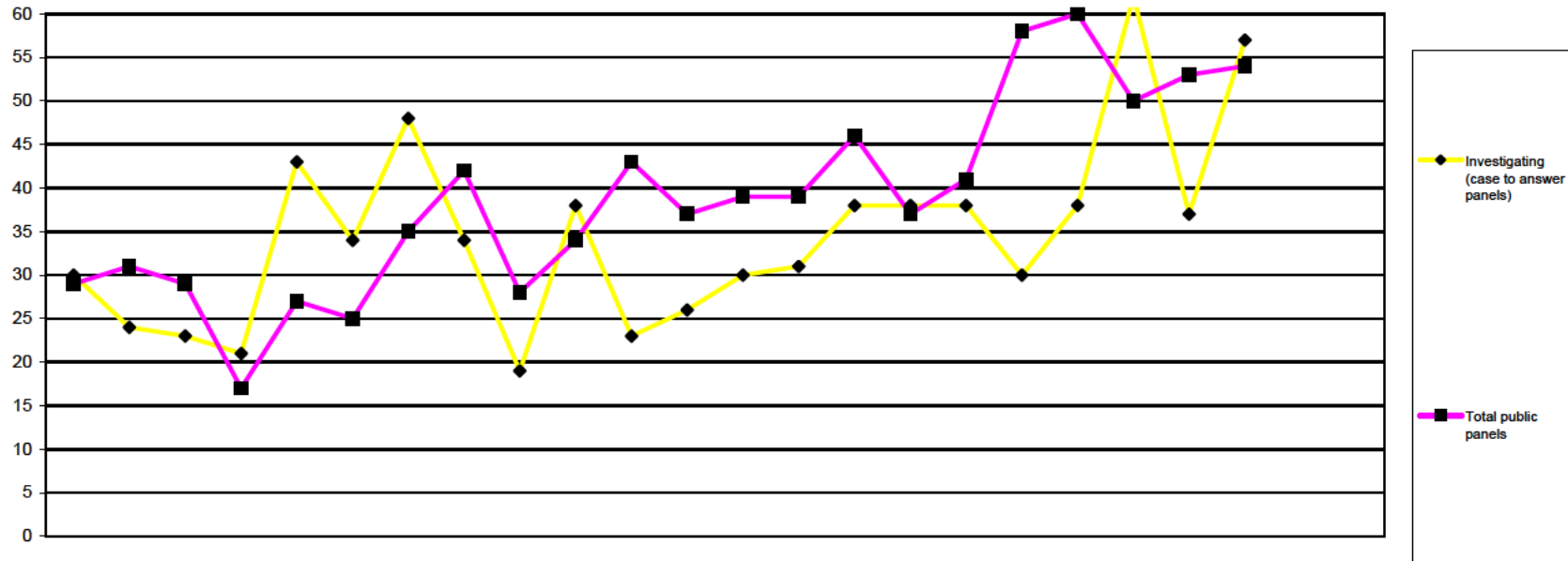
	Actual Mar 08 £000	2009										2010			Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000		
<b>Opening Balance</b>	<b>4,434</b>	5,341	4,556	3,951	2,993	3,241	3,074	4,846	5,415	5,130	4,316	4,630	4,630		
Registration Income	1183	1,142	1,136	1,176	1,227	1,181	1,173	1,351	1,218	1,350	1,293			12,247	
Investment Income	17	0	7	9	3	18	12	3	10	8	2			72	
Investment Sales	5	23	24	29	5	0	34	8	11	0	21			155	
Deferred Income Movements	942	48	(924)	(630)	378	(34)	1,576	657	(94)	(767)	849			1,059	
Department of Health funding	0	0	0	0	0	0	360	0	0	0				360	
<b>Total Cash Receipts</b>	<b>2,147</b>	<b>1,213</b>	<b>243</b>	<b>584</b>	<b>1,613</b>	<b>1,165</b>	<b>3,155</b>	<b>2,019</b>	<b>1,145</b>	<b>591</b>	<b>2,165</b>	<b>0</b>	<b>0</b>	<b>13,893</b>	
Expenditure	1621	353	1,718	1,235	1,156	1,252	1,267	1,544	1,154	1,418	1,237			12,334	
Depreciation	-33	(33)	(32)	(36)	(35)	(38)	11	(28)	(27)	(33)	(30)			(281)	
Asset disposal / writeoff	0	0	0	0	0	0	0	0	0	0	0			0	
Aged Cred / Accrual Movements	(907)	1,535	(873)	135	157	(84)	(103)	(20)	279	(8)	136			1,154	
Debtor Movements	89	75	(42)	(16)	(5)	(43)	(24)	(29)	(60)	(36)	458			278	
<b>Payments to Creditors</b>	<b>770</b>	<b>1,930</b>	<b>771</b>	<b>1,318</b>	<b>1,273</b>	<b>1,087</b>	<b>1,151</b>	<b>1,467</b>	<b>1,346</b>	<b>1,341</b>	<b>1,801</b>	<b>0</b>	<b>0</b>	<b>13,485</b>	
Capital Expenditure	472	46	30	141	92	223	203	(28)	72	60	50			889	
Capital write-off	0	0	0	0	0	0	0	0	0	0	0			0	
Investment Purchases	(2)	22	47	83	0	22	29	11	12	4	0			230	
	0													0	
<b>Other Payments</b>	<b>470</b>	<b>68</b>	<b>77</b>	<b>224</b>	<b>92</b>	<b>245</b>	<b>232</b>	<b>(17)</b>	<b>84</b>	<b>64</b>	<b>50</b>	<b>0</b>	<b>0</b>	<b>1,119</b>	
<b>Closing Balance</b>	<b>5,341</b>	<b>4,556</b>	<b>3,951</b>	<b>2,993</b>	<b>3,241</b>	<b>3,074</b>	<b>4,846</b>	<b>5,415</b>	<b>5,130</b>	<b>4,316</b>	<b>4,630</b>	<b>4,630</b>	<b>4,630</b>		

\* Cash flow includes investment income

Health Professions Council

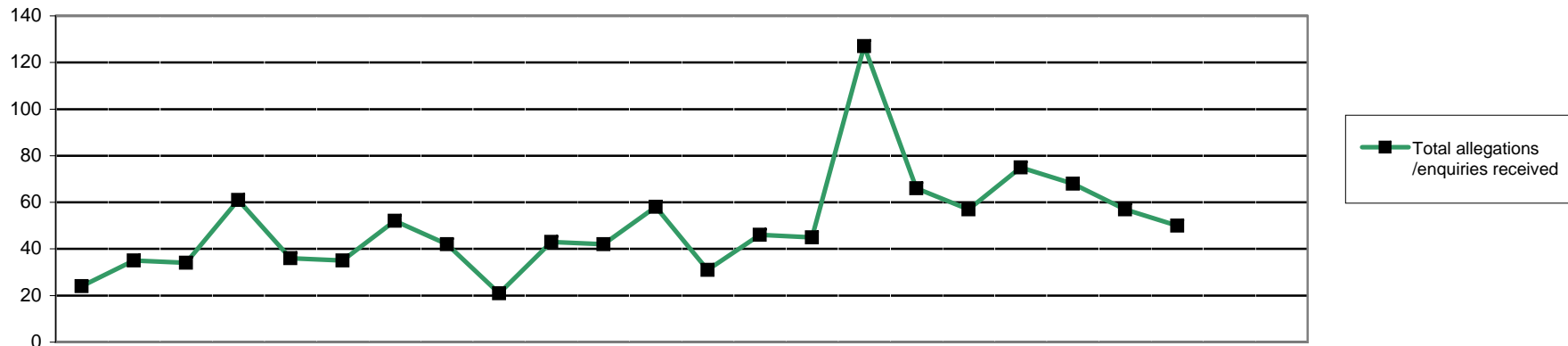
Total cases considered April 2008- March 2010

Fitness to Practise Department

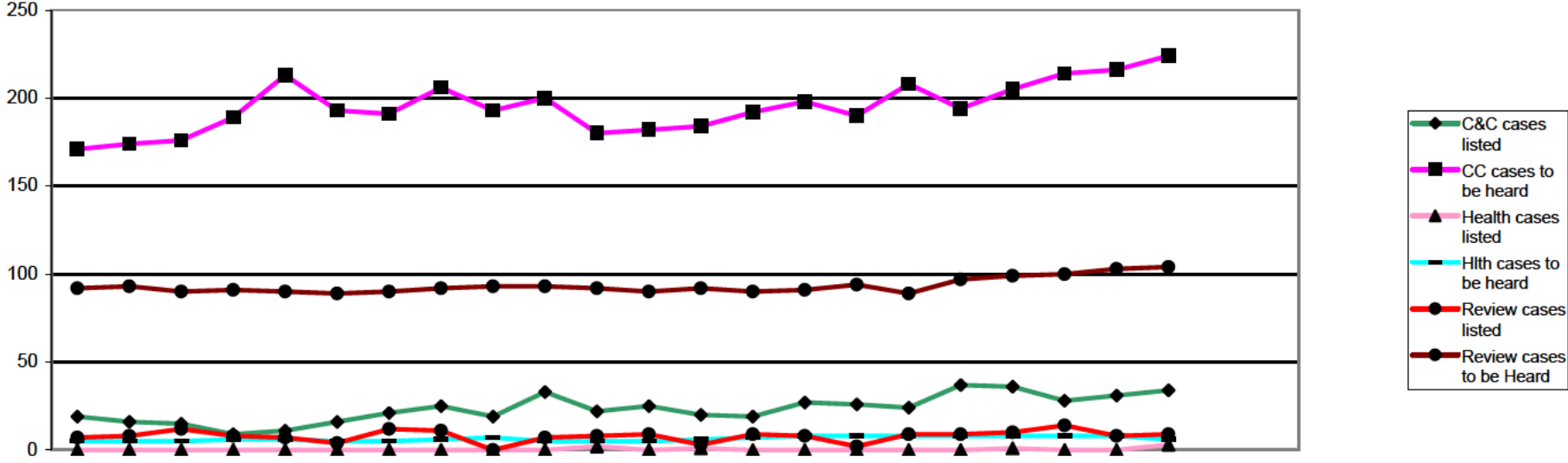


	2008			2009									2010						2007/8	2008/9	09/10						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Investigating (case to answer panels)	30	24	23	21	43	34	48	34	19	38	23	26	30	31	38	38	38	30	38	62	37	57	297	363	399		
Public Panels																											
Investigating (incorrect entry)	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	19	1	2	
Conduct & Competence	17	15	13	8	11	14	17	16	24	25	20	23	20	19	27	26	24	37	36	28	31	34	176	203	282		
Health	0	0	0	0	0	1	0	0	0	0	2	0	1	0	0	0	0	0	1	0	0	3	9	3	5		
Review cases	7	9	11	7	7	6	12	11	0	7	6	10	3	9	8	2	9	9	10	14	8	9	67	93	81		
Interim order (application)	1	2	2	1	5	1	3	4	3	1	4	3	9	2	3	2	3	4	2	2	7	4	20	30	38		
Interim order (review)	3	5	3	1	11	3	3	11	1	1	11	1	5	8	8	7	5	8	11	6	7	4	52	54	69		
<b>Total public panels</b>	<b>29</b>	<b>31</b>	<b>29</b>	<b>17</b>	<b>27</b>	<b>25</b>	<b>35</b>	<b>42</b>	<b>28</b>	<b>34</b>	<b>43</b>	<b>37</b>	<b>39</b>	<b>39</b>	<b>46</b>	<b>37</b>	<b>41</b>	<b>58</b>	<b>60</b>	<b>50</b>	<b>53</b>	<b>54</b>	<b>343</b>	<b>384</b>	<b>477</b>		
<b>Total panels</b>	<b>59</b>	<b>55</b>	<b>52</b>	<b>38</b>	<b>77</b>	<b>59</b>	<b>83</b>	<b>76</b>	<b>47</b>	<b>72</b>	<b>66</b>	<b>63</b>	<b>69</b>	<b>70</b>	<b>84</b>	<b>75</b>	<b>79</b>	<b>88</b>	<b>98</b>	<b>112</b>	<b>90</b>	<b>111</b>	<b>640</b>	<b>747</b>	<b>876</b>		

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	19	22	24	19	15	15	Not recorded			109	142	200	
	Employer	3	3	1	3	2	4	3	6	3	3	9	10	3	9	8	10	8	10	15	5	4	2		44	50	74			
	Public	3	8	3	5	1	7	1	2	3	3	4	2	0	8	4	30	6	10	4	4	9	11		32	42	86			
	Police	0	0	0	2	1	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	1	0		3	4	3			
	Professional body	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1	2	0			
	Registrant	0	0	1	1	2	1	4	1	2	0	0	7	1	1	1	2	1	1	2	6	1	0		13	19	16			
	Other	0	0	1	0	1	1	1	0	1	4	1	0	0	0	0	2	2	1	1	3	0	1		2	10	10			
	Article 22(6)/Anon	0	1	0	1	0	3	2	0	0	4	4	0	1	1	2	1	2	0	2	1	0	1		14	15	11			
Source of allegation	Total allegations	18	22	27	49	29	19	41	33	12	29	24	38	26	27	28	82	47	35	51	49	42	35	316	322	315	341	422		
	Employer	8	15	18	17	12	8	18	14	4	12	12	11	12	21	12	26	13	10	18	11	11	16	113	164	127	149	150		
	Public	4	2	3	5	10	2	7	11	0	7	5	11	3	1	7	33	16	8	14	15	15	8	61	77	76	67	120		
	Police	3	3	2	6	1	5	3	3	2	0	3	1	3	2	2	4	4	4	2	2	2	5	27	31	32	32	30		
	Professional body	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	6	1	1		
	Registrant	1	2	2	3	3	1	2	1	2	6	2	5	4	1	1	3	3	4	5	6	2	2	30	16	22	30	31		
	Other	1	0	2	2	3	1	2	1	0	1	0	1	1	0	1	6	1	2	3	2	2	0	13	7	3	14	18		
	Article 22(6)/Anon	1	0	0	16	0	1	9	3	4	3	2	9	3	2	5	10	10	6	9	13	10	4	57	23	49	48	72		
Allegation type	Misconduct	12	17	21	34	16	11	25	20	4	25	16	22	14	16	13	53	32	23	41	33	28	24	205	228	177	223	277		
	Lack of competence	2	2	2	8	10	1	4	6	2	0	4	9	6	4	10	15	8	7	7	7	6	6	33	44	29	50	76		
	Conviction/caution	4	3	3	4	1	7	10	7	3	0	4	5	5	6	4	12	4	5	3	7	5	5	41	41	49	51	56		
	Health	0	0	1	0	1	0	1	0	1	3	0	0	1	0	0	1	1	0	0	1	1	0	2	1	1	7	5		
	Other regulator	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	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	2	0	0	1	2	0	33	3	4	6	8		
	Not classified	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			24	3	0		
	Total allegations/enquiries received	24	35	34	61	36	35	52	42	21	43	42	58	31	46	45	127	66	57	75	68	57	50	314	318	424	483	622		



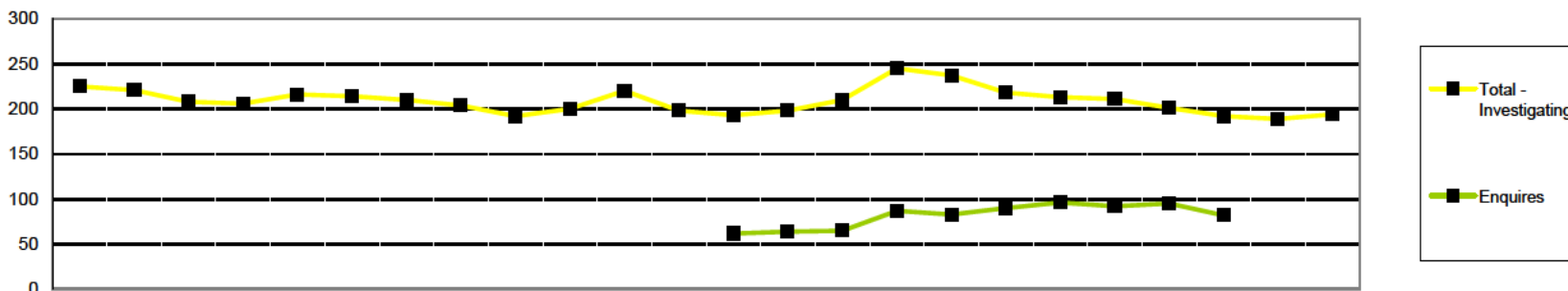
Page 9 part 1 Panel Hearings Decisions: Conduct and Competence Cases

	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
<b>Conduct &amp; Competence Committee</b>																												
C&C cases listed	19	16	15	9	11	16	21	25	19	33	22	25	20	19	27	26	24	37	36	28	31	34	73	119	176	231	282	
Struck off	4	1	5	4	4	3	5	9	5	11	7	6	0	4	9	3	10	10	5	8	1	3	11	26	37	64	53	
Suspended	1	3	1	1	3	2	2	1	2	2	1	4	4	2	1	4	1	6	5	7	4	3	19	19	30	23	37	
Conditions of practice	0	0	0	0	1	0	3	0	3	1	1	1	1	2	0	1	0	2	1	3	1	0	5	5	7	10	11	
Caution	4	1	2	0	2	2	1	2	4	2	1	3	6	2	3	8	4	0	3	1	6	6	8	32	28	24	39	
No further action	0	3	0	0	1	1	0	2	0	0	0	0	2	0	1	1	0	3	0	0	0	0	4	6	4	7	7	
Not well founded	4	5	3	1	0	6	3	3	2	2	4	3	3	4	3	4	3	5	9	2	10	8	0	19	36	51		
Adjourned/part heard	4	2	2	2	0	0	2	1	3	7	6	6	3	5	10	5	6	7	10	5	9	8	22	22	32	35	68	
Cancelled	2	1	0	1	0	1	5	1	0	7	1	2	0	0	0	0	0	4	1	1	0	5	0	24	21	11		
Referred to Health	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	1	0	2	
Removed - consent	Not available												1	0	0	0	0	0	1	1	0	0					3	
CC cases to be heard	171	174	176	189	213	193	191	206	193	200	180	182	184	192	198	190	208	194	205	214	216	224	59	59	172	117	224	



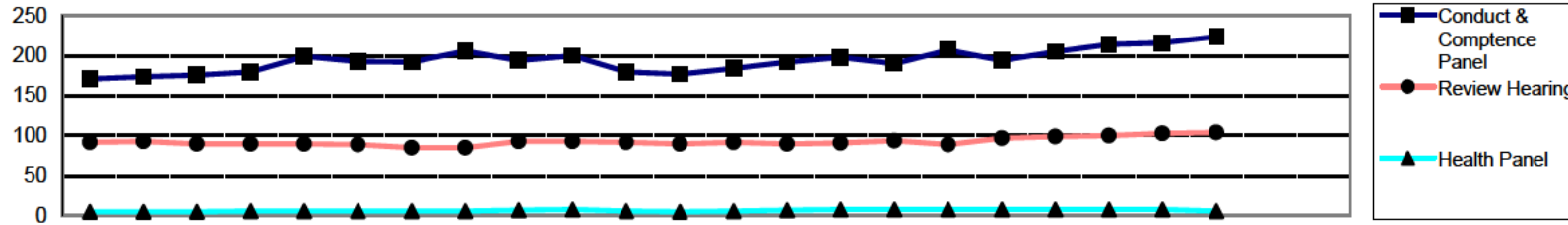
	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
Health Committee	Health cases listed	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	1	0	0	3	8	7	9	2	5
	Suspended	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	2	2	5	1	2
	Conditions of practice	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	3	1	0	1	1
	Caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
	Not well founded	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	Not recorded		1	1	2
	Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Not recorded		1	0	0
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Not recorded		2	0	0
	Referred to C&C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Not recorded		0	0	0
	Hlth cases to be heard	5	5	5	6	6	5	5	6	7	5	5	5	6	7	8	8	8	8	8	8	8	6	7	7	4	5	6
Investigating	Removed												1	1	0	0	0	0	0	0	0						2	
	Amended												0	0	0	0	0	0	0	0	0						0	
	Not well found												0	0	0	0	0	0	0	0	0						0	
	Adjourned/part heard												0	0	0	0	0	0	0	0	0						0	

		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				
CCC and HC Review Hearings	Review cases listed	7	8	12	8	7	4	12	11	0	7	8	9	3	9	8	2	9	9	10	14	8	9	Not recorded										
	Struck off	0	0	0	0	1	0	5	2	0	1	4	4	2	5	3	1	1	1	2	7	3	3									67	67	81
	Suspension continued	4	7	5	4	5	3	5	7	0	5	2	4	1	3	4	0	4	3	4	4	2	3									10	17	28
	Conditions continued	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	0	2	0									37	51	28
	Suspension revoked	0	0	0	0	0	1	0	2	0	1	0	1	0	0	0	0	3	0	2	1	0	1									2	5	7
	Suspension revoked conditions imposed	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1									1	3	4
	Suspension revoked caution imposed	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	1	0
	Conditions revoked	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	1	1	0	1	0	0									5	2	4
	Conditions revoked suspension imposed	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0									5	1	1
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0									1	0	1
	Adjourned/part heard	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0									3	3	0
	Cancelled													0	0	0	0	0	0	0	0	0	1											1
	Review cases to be Heard	92	93	90	91	90	89	90	92	93	93	92	90	92	90	91	94	89	97	99	100	103	104									69	90	90



	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
<b>Enquires</b>																											
Arts therapists													0	0	0	0	1	0	1	0	0	0					
Biomedical scientists													2	2	3	2	5	8	9	9	7	5					
Chiropodists & podiatrists													4	4	2	5	4	6	7	5	6	4					
Clinical scientists													1	1	1	1	1	0	1	0	0	0					
Dietitians													6	6	5	5	1	2	2	2	2	2					
Occupational therapists													10	15	15	10	11	8	11	9	11	8					
ODPs	Not available												12	8	8	8	7	8	5	5	4	3					
Orthoptists													0	0	0	0	0	0	0	0	0	0					
Paramedics													11	13	13	15	15	18	16	16	14	12					
Physiotherapists													12	11	12	9	7	11	18	17	19	16					
Practitioner psychologists*													N/A	N/A	0	26	24	20	15	16	16	22					
Prosthetists & orthotists													1	0	1	0	0	0	0	0	0	0					
Radiographers													2	3	3	3	2	4	6	7	7	5					
SLTs													1	1	2	3	5	5	5	6	9	5					
<b>Total - Enquiries</b>													62	64	65	87	83	90	96	92	95	82					82
<b>Investigating Panel</b>																											
Arts therapists	1	3	6	8	7	6	2	0	0	0	0	1	1	1	1	3	2	4	3	2	2	1	2	3	1	1	1
Biomedical scientists	11	12	16	26	27	27	20	17	16	17	13	14	11	10	10	12	10	11	13	11	15	12	5	10	13	14	12
Chiropodists & podiatrists	17	17	19	27	28	29	34	36	34	28	26	27	25	26	28	28	29	25	24	26	25	25	24	26	18	27	25
Clinical scientists	2	3	2	3	4	5	4	4	4	4	4	4	4	4	3	3	3	4	4	4	3	4	3	4	3	4	4
Dietitians	4	2	3	3	2	1	0	0	0	0	0	0	1	1	2	3	7	5	5	1	1	1	1	3	4	0	1
Occupational therapists	28	23	25	23	26	21	27	30	29	26	27	29	33	33	29	34	33	40	38	29	29	30	14	19	22	29	30
ODPs	16	18	20	23	25	22	24	24	23	24	22	26	27	29	20	16	14	13	11	15	16	21	14	15	18	26	21
Orthoptists	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Paramedics	36	42	43	40	38	41	42	40	34	37	38	35	37	44	50	65	63	57	68	67	69	65	19	47	40	35	65
Physiotherapists	40	44	43	52	50	40	37	35	37	33	33	39	46	47	45	43	46	49	52	56	52	51	50	55	43	39	51
Practitioner psychologists*													0	19	30	36	43	44	52	45					45		
Prosthetists & orthotists	2	2	3	2	2	2	1	1	1	1	2	2	2	2	2	2	4	4	3	2	2		2	3	2	2	2
Radiographers	19	16	15	22	17	15	13	17	16	17	18	12	13	14	13	15	16	13	14	15	14	10	18	32	17	12	10
SLTs	16	15	14	15	11	9	8	7	7	5	6	5	4	5	6	6	8	10	7	6	10	12	6	10	16	5	12
<b>Total - Investigating</b>	193	198	210	245	237	218	213	211	201	192	189	194	204	216	209	249	263	271	286	279	290	279	158	228	198	194	279

\* Practitioner psychologists section of register opened 1st July 2009

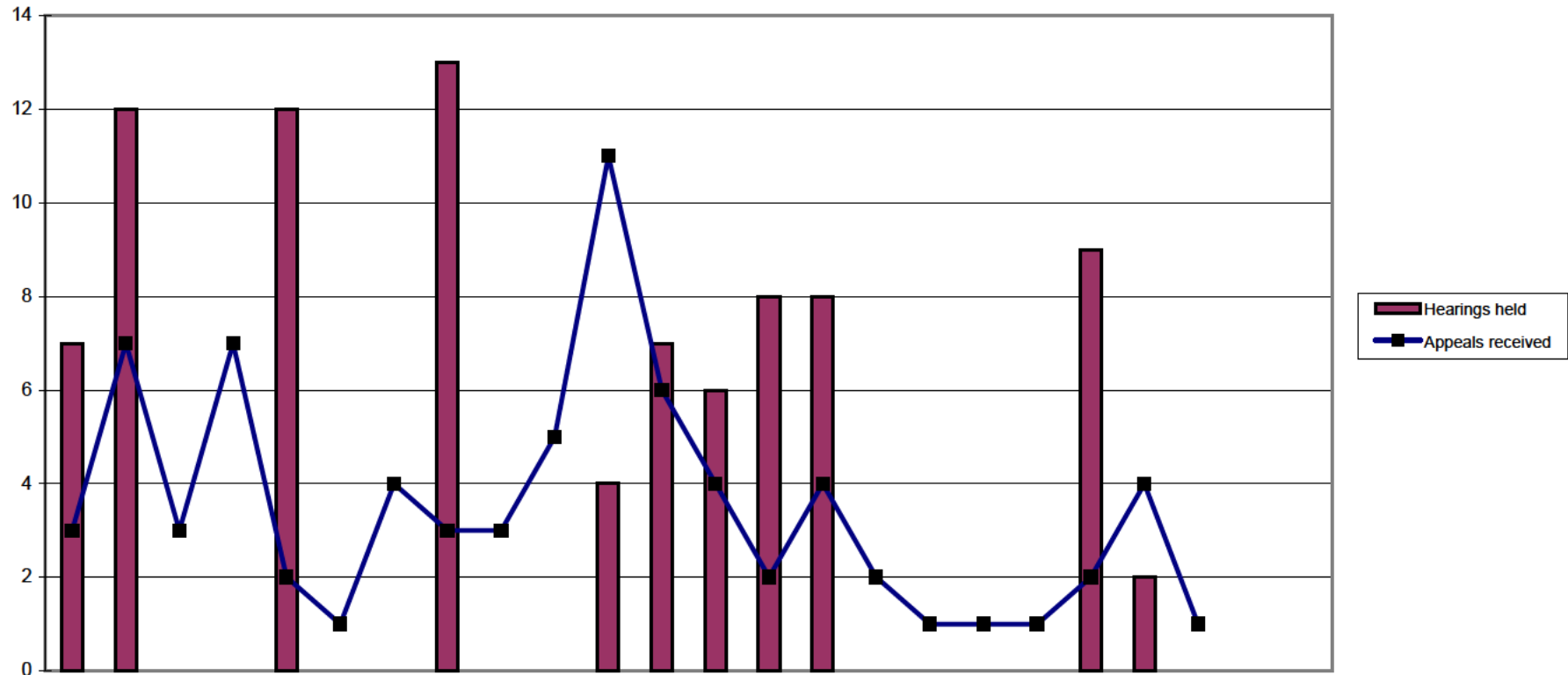


	2008			2009									2010						2005/6	2006/7	2007/8	2008/9	09/10						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
<b>Conduct &amp; Competence Panel</b>																													
Arts therapists	8	8	8	8	9	9	5	6	7	7	7	11	12	13	6	6	7	3	4	2	2	3	0	1	8	11	3		
Biomedical scientists	9	9	10	12	12	13	15	16	14	18	17	12	15	16	16	13	14	11	11	11	12	12	7	9	7	12	12		
Chiropodists & podiatrists	9	11	11	11	13	14	11	14	16	17	17	15	16	15	17	18	18	17	18	18	20	22	13	12	12	15	22		
Clinical scientists	5	5	6	6	7	7	7	6	6	6	4	4	4	4	3	3	3	3	3	3	3	3	1	0	3	4	3		
Dietitians	4	4	3	3	3	4	5	5	4	4	2	2	2	2	2	2	2	3	3	3	2	1	3	1	4	2	1		
Occupational therapists	17	17	16	19	18	19	17	18	17	21	22	25	26	27	26	27	27	22	28	30	27	25	12	19	19	25	25		
ODPs	19	20	19	18	19	16	16	15	16	20	19	15	19	22	25	25	23	22	20	17	18	18	8	9	18	15	18		
Orthoptists	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	0	1	0	0	0	0	0	0	0	0	1	0		
Paramedics	44	43	42	46	47	42	45	49	46	43	40	40	40	40	43	46	47	48	50	57	58	62	29	40	45	40	62		
Physiotherapists	28	29	34	31	35	34	34	38	35	35	28	30	29	30	34	27	32	30	29	29	32	34	14	16	28	30	34		
Practitioner psychologists*													0	10	7	7	9	11	13										13
Prosthetists & orthotists	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	4	0	0	1	2		
Radiographers	24	22	20	19	26	24	24	24	18	17	14	13	11	14	16	16	17	22	24	25	23	23	7	14	23	13	23		
SLTs	4	6	7	7	9	10	12	13	13	10	8	8	8	7	8	6	5	5	7	8	6	6	7	3	4	8	6		
<b>Total - Conduct &amp; Competence</b>	171	174	176	180	199	193	192	206	194	200	180	177	184	192	198	190	207	194	205	214	216	224	105	124	171	177	224		
<b>Health Panel</b>																													
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Biomedical scientists	0	0	0	1	1	1	1	2	2	2	2	1	1	1	1	1	1	1	0	0	0	0	2	1	0	1	0		
Chiropodists & podiatrists	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0		
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Occupational therapists	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1	2	2	2	0	1	2		
ODPs	0	0	0	0	0	0	0	0	0	1	0	0	0	2	2	2	2	2	3	3	3	3	1	2	0	0	3		
Orthoptists	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0		
Paramedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	1	0	0	0		
Physiotherapists	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	1	2	0	0	1	1		
Practitioner psychologists*													0	0	0	0	0	0	0										0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Radiographers	2	2	2	2	2	2	2	1	2	2	1	1	1	1	1	1	1	0	0	0	0	0	1	0	2	1	0		
SLTs	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	1	1	0		
<b>Total - Health</b>	5	5	5	6	6	6	6	6	7	8	6	5	6	7	8	8	8	8	8	8	8	6	8	6	4	5	6		

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

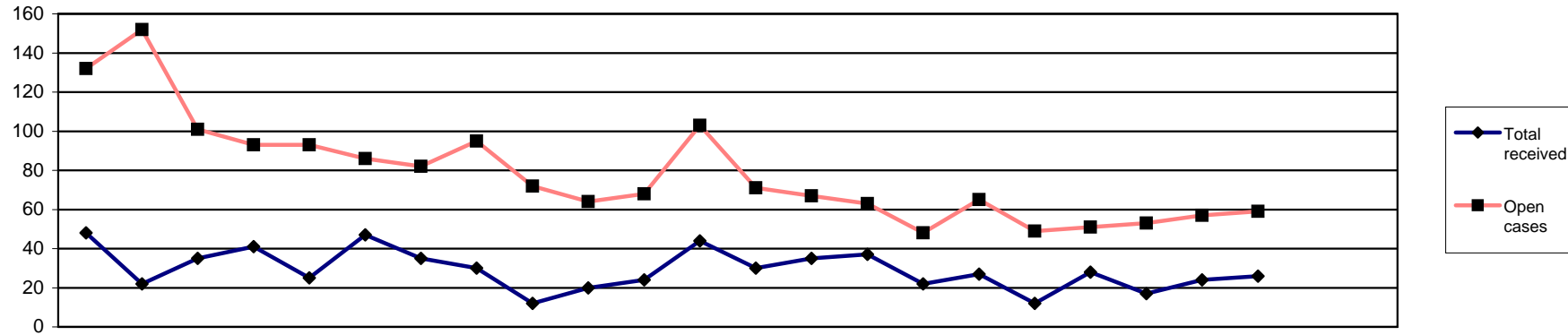
Review Hearing	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biomedical scientists	5	5	5	5	5	5	5	5	5	5	4	4	4	3	4	5	5	6	6	8	9	10			5	6	5	4	10
Chiropodists & podiatrists	5	5	4	4	4	4	3	3	3	4	4	5	5	6	6	5	5	5	5	5	5	4			3	5	5	5	4
Clinical scientists	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1			1	2	2	2	1
Dietitians	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	1	1	1			2	4	2	3	1
Occupational therapists	20	21	19	19	18	19	19	19	19	17	17	16	16	15	16	17	16	17	16	16	16	16			5	10	20	16	16
ODPs	3	3	3	3	4	4	4	5	4	4	4	6	7	8	8	7	6	6	6	7	7	7			1	2	3	6	7
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1			0	0	0	0	1	
Paramedics	15	15	14	13	14	14	10	10	12	12	12	12	13	11	11	11	9	11	13	12	13	14			4	9	15	12	14
Physiotherapists	30	30	29	29	29	26	27	25	28	29	28	27	27	27	24	27	26	25	25	26	24	25			18	23	30	27	25
Practitioner psychologists*																0	0	3	3	3	3	3							3
Prosthetists & orthotists	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0			0	1	1	1	0
Radiographers	4	4	5	6	5	5	6	7	11	11	11	10	10	10	12	12	12	14	14	14	16	15			2	3	3	10	15
SLTs	5	5	5	5	5	6	5	5	5	5	6	4	4	4	4	4	4	5	5	6	7			3	4	4	4	7	
<b>Total - Review hearing</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>85</b>	<b>85</b>	<b>93</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>94</b>	<b>89</b>	<b>97</b>	<b>99</b>	<b>100</b>	<b>103</b>	<b>104</b>			<b>44</b>	<b>69</b>	<b>90</b>	<b>90</b>	<b>104</b>

\* Practitioner psychologists section of register opened 1st July 2009



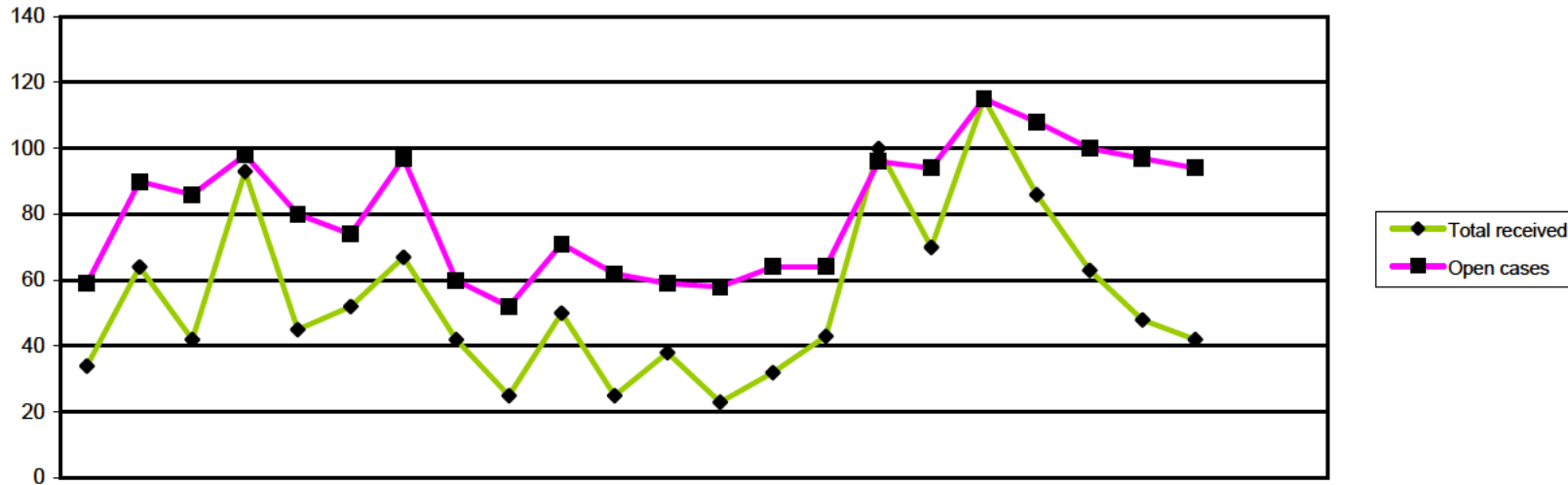
	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	3	7	3	7	2	1	4	3	3	5	11	6	4	2	4	2	1	1	1	2	4	1		
Reviewed	7	12	0	0	12	0	0	13	0	0	4	7	8	9	8	0	0	0	0	9	2	0		
Hearings held	7	12	0	0	12	0	0	13	0	0	4	7	6	8	8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

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
91	104	41	55	22
266	90	65	55	36
266	90	65	55	33
19	20	10	9	3
13	16	15	2	0
128	33	29	23	12
88	29	31	17	6
0	0	0	0	3
31	6	4	7	12



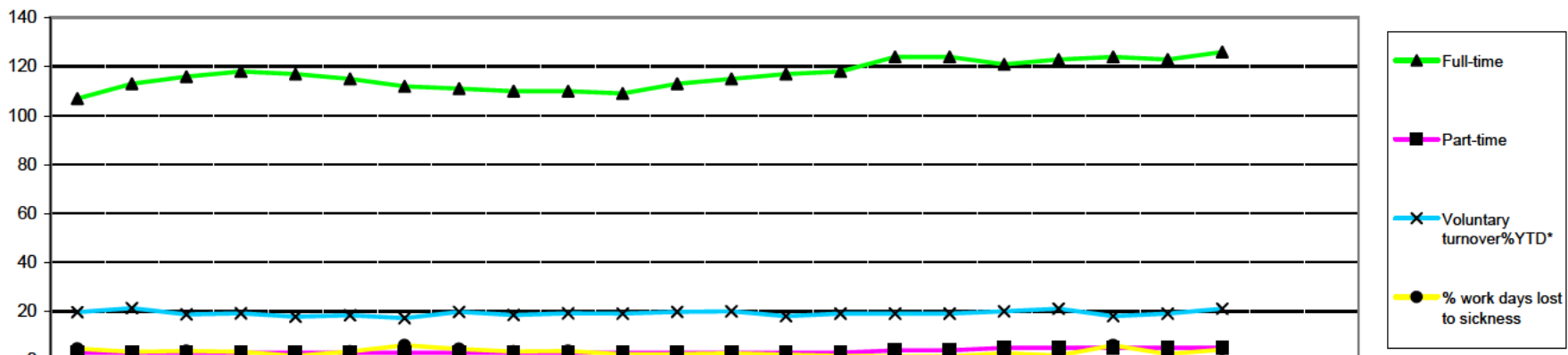
	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Public</b>	10	1	4	15	9	4	0	2	2	2	1	6	0	1	13	3	2	2	4	1	1	2		
<b>Police</b>	5	5	3	4	0	8	4	7	2	3	1	2	3	2	4	3	4	3	1	5	6	3		
<b>HPC</b>	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0		
<b>Anonymous</b>	5	2	4	6	2	6	9	0	0	3	4	6	2	2	4	1	4	2	4	1	0	7		
<b>Professional</b>	28	14	24	16	14	29	22	20	8	12	17	29	25	29	16	15	16	5	19	10	17	14		
<b>Total received</b>	48	22	35	41	25	47	35	30	12	20	24	44	30	35	37	22	27	12	28	17	24	26		
<b>Visits</b>	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	1	0	0	0	0	0		
<b>Open cases</b>	132	152	101	93	93	86	82	95	72	64	68	103	71	67	63	48	65	49	51	53	57	59		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
53	21	42	56	29
31	38	27	44	34
10	10	6	3	0
50	78	38	47	27
225	137	103	233	166
369	284	216	383	256
			3	3



		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	14	54	30	21	11	2	36	27	81	43	153		
	Readmission	7	14	15	6	5	8	5	7	9	6	3	9	2	5	3	6	5	5	5	7	5	3	33	40	34	94	46		
	Admission	7	12	8	46	25	30	42	15	10	27	10	16	10	10	15	60	37	36	33	20	21	19	165	150	158	248	261		
	Self referral	16	24	10	33	13	14	16	18	6	17	12	13	11	16	14	25	14	20	18	15	11	18	54	86	158	192	162		
<b>Total received</b>		<b>34</b>	<b>64</b>	<b>42</b>	<b>93</b>	<b>45</b>	<b>52</b>	<b>67</b>	<b>42</b>	<b>25</b>	<b>50</b>	<b>25</b>	<b>38</b>	<b>23</b>	<b>32</b>	<b>43</b>	<b>100</b>	<b>70</b>	<b>115</b>	<b>86</b>	<b>63</b>	<b>48</b>	<b>42</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>	<b>622</b>		
Considered	Considered by panel	18	34	24	39	40	49	38	55	23	21	35	23	16	21	23	37	52	30	43	48	32	30	n/a	n/a	256	399	332		
	Referred to FTP	0	15	2	2	1	5	4	2	3	1	4	2	2	2	5	6	6	1	8	10	4	4	n/a	n/a	37	41	48		
	Admission rejected	0	0	0	0	1	1	0	1	1	0	2	0	0	1	0	0	0	0	0	1	0	0	n/a	n/a	2	6	2		
	Readmission rejected	0	0	0	1	0	1	0	1	3	0	1	1	0	3	0	0	0	0	0	1	0	2	n/a	n/a	3	8	6		
	Renewal rejected	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	n/a	n/a	0	2	1		
	Not referred to FTP	5	9	4	7	9	5	12	8	4	5	6	8	2	6	5	5	3	4	7	6	2	8	n/a	n/a	34	82	48		
	Admission accepted	10	4	7	25	26	31	19	36	11	10	18	7	10	7	12	24	37	22	24	18	21	11	n/a	n/a	150	204	186		
	Readmission accepted	3	6	10	2	2	5	2	7	1	5	3	5	2	2	2	2	6	2	1	7	3	3	n/a	n/a	19	51	30		
	Renewal accepted	0	0	1	2	1	0	0	0	0	0	1	0	0	0	1	0	0	1	3	4	0	2	n/a	n/a	1	5	11		
	Closed before panel													6	6	16	28	10	15	11	4	5	14					115		
Open cases		59	90	86	98	80	74	97	60	52	71	62	59	58	64	64	96	94	115	108	100	97	94	n/a	n/a	75	75	94		



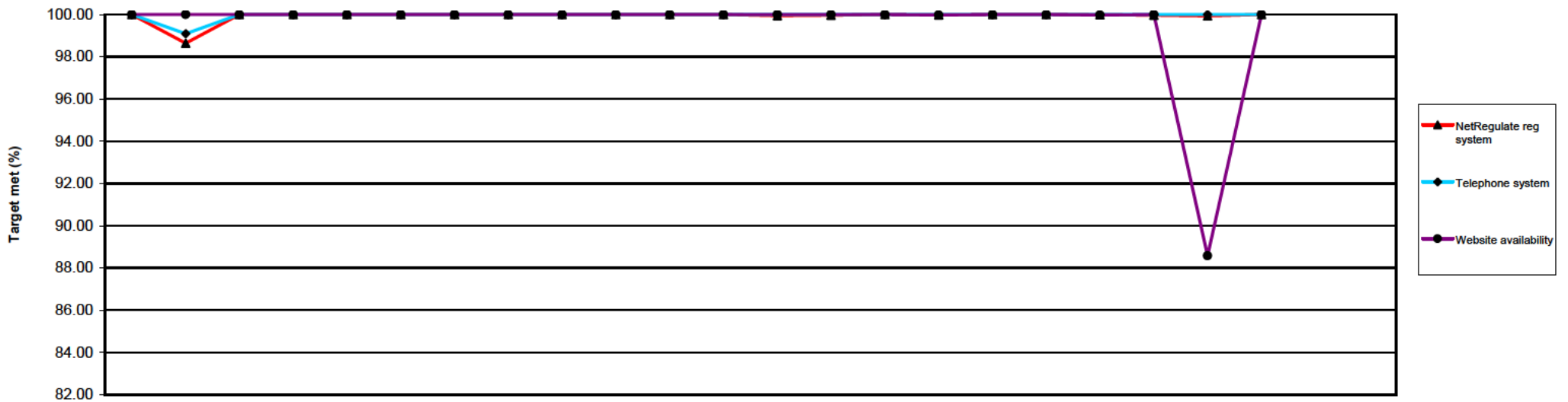


	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
<b>EMPLOYEES</b>																														
Budgeted employees	124	124	124	124	124	124	124	124	124	124	124	124	132	132	132	132	132	132	132	132	132	132	132	132					124	132
<b>Total employees</b>	<b>110</b>	<b>116</b>	<b>119</b>	<b>121</b>	<b>120</b>	<b>118</b>	<b>115</b>	<b>114</b>	<b>113</b>	<b>113</b>	<b>112</b>	<b>116</b>	<b>118</b>	<b>120</b>	<b>121</b>	<b>128</b>	<b>128</b>	<b>126</b>	<b>128</b>	<b>129</b>	<b>128</b>	<b>131</b>			<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>131</b>	
Full-time	107	113	116	118	117	115	112	111	110	110	109	113	115	117	118	124	124	121	123	124	123	126			73	75	104	113	126	
Part-time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	5	5	5	5	5			5	4	3	3	5	
FTE	109	115	118	120	119	117	114	113	112	112	111	112	117	119	120	126	126	124	126	127	126	129			76	77	106	115	129	
<b>Permanent</b>	<b>106</b>	<b>110</b>	<b>113</b>	<b>116</b>	<b>116</b>	<b>114</b>	<b>111</b>	<b>111</b>	<b>110</b>	<b>110</b>	<b>109</b>	<b>113</b>	<b>115</b>	<b>116</b>	<b>117</b>	<b>122</b>	<b>123</b>	<b>123</b>	<b>123</b>	<b>126</b>	<b>125</b>	<b>128</b>			<b>74</b>	<b>78</b>	<b>101</b>	<b>113</b>	<b>128</b>	
Starters (permanent)	6	7	4	3	0	0	1	0	4	1	5	5	4	5	1	5	2	1	3	3	2	5			6	46	42	36	31	
Leavers (permanent)	3	3	1	1	2	2	1	6	0	1	1	1	1	1	2	0	3	2	3	2	2	3			3	20	17	22	19	
Voluntary turnover%YTD*	20	21	19	19	18	18	17	20	18	19	19	20	20	18	19	19	19	20	21	18	19	21			*	30	26	19	19	
Overall turnover% YTD*	19	20	18	20	18	19	18	21	21	21	21	22	20	18	19	19	19	20	21	18	19	21						20	19	
<b>Fixed-Term Contracts</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>			<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	
Starters (fixed-term)	0	3	2	0	0	0	0	0	0	0	1	1	0	0	0	3	1	1	1	0	0	0					13	7	6	
Leavers (fixed-term)	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0				1	8	3	3	
Agency days	199	253	69	27	44	58	59	66	75	75	112	112	77	33	34	30	55	118	200	147	154	95			95	2590	2742	1,149	943	
% work days lost to sickness	5	3	4	3	2	3	6	5	4	4	2	2	3	2	2	1	2	3	2	6	2	4			*	4	3	4	3	
Average sick-days YTD	9	8	8	8	7	7	7	8	8	8	7	7	7	7	7	6	6	6	6	6	6	7						8	6	
<b>Sick-days</b>	<b>88</b>	<b>67</b>	<b>76</b>	<b>71</b>	<b>36</b>	<b>70</b>	<b>119</b>	<b>88</b>	<b>68</b>	<b>71</b>	<b>46</b>	<b>48</b>	<b>65</b>	<b>50</b>	<b>46</b>	<b>44</b>	<b>40</b>	<b>79</b>	<b>53</b>	<b>163</b>	<b>59</b>	<b>113</b>			<b>846</b>	<b>795</b>	<b>777</b>	<b>847</b>	<b>712</b>	
<b>O.H. Refs</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>			<b>0</b>	<b>18</b>	<b>19</b>	<b>27</b>	<b>6</b>	

\* **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

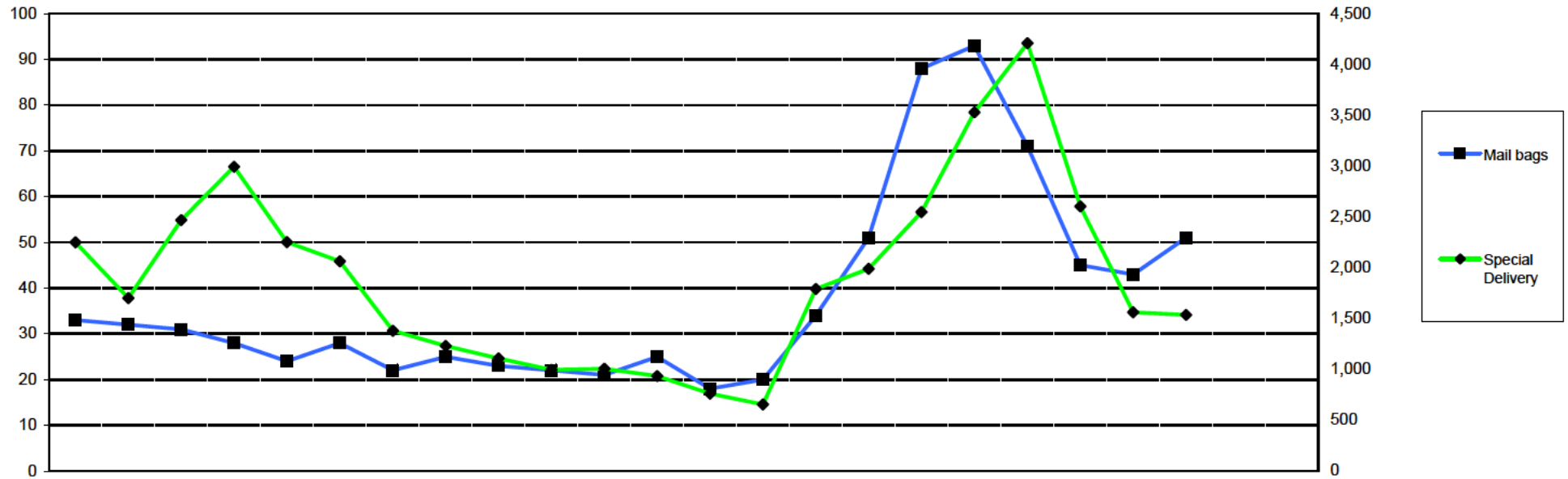
\* **Overall Turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

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

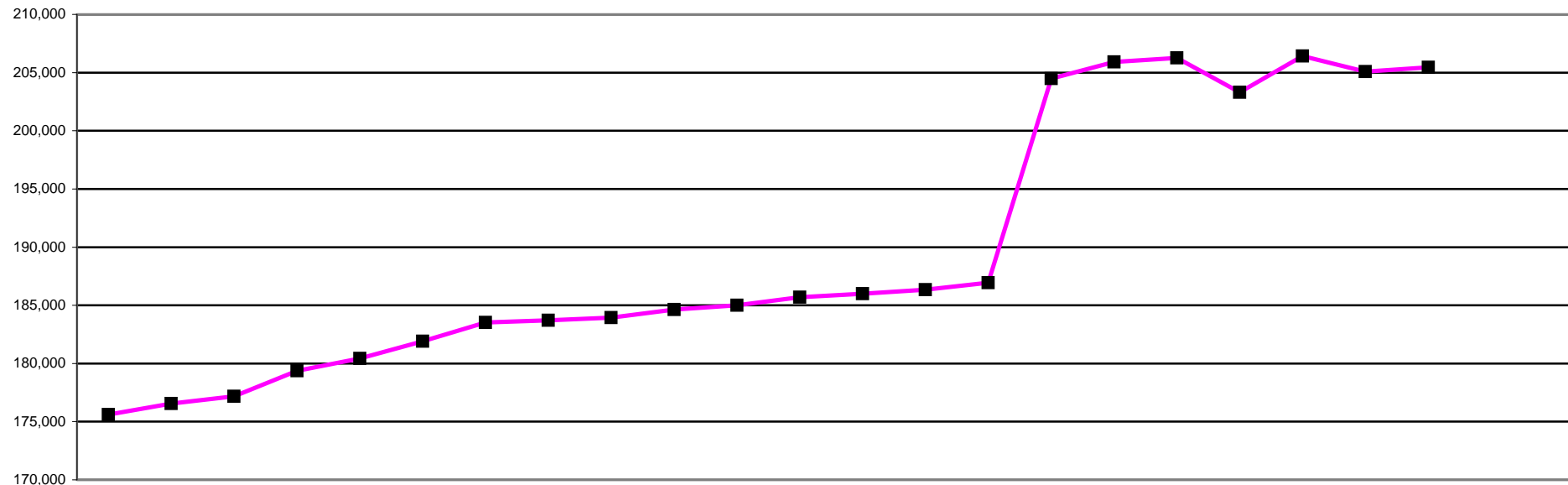


	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
NetRegulate reg system	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00			99.90	99.99	99.87	99.89	99.98	
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	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	100.00	99.98	100.00	88.58	100.00			100.00	99.99	100.00	100.00	98.85	

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



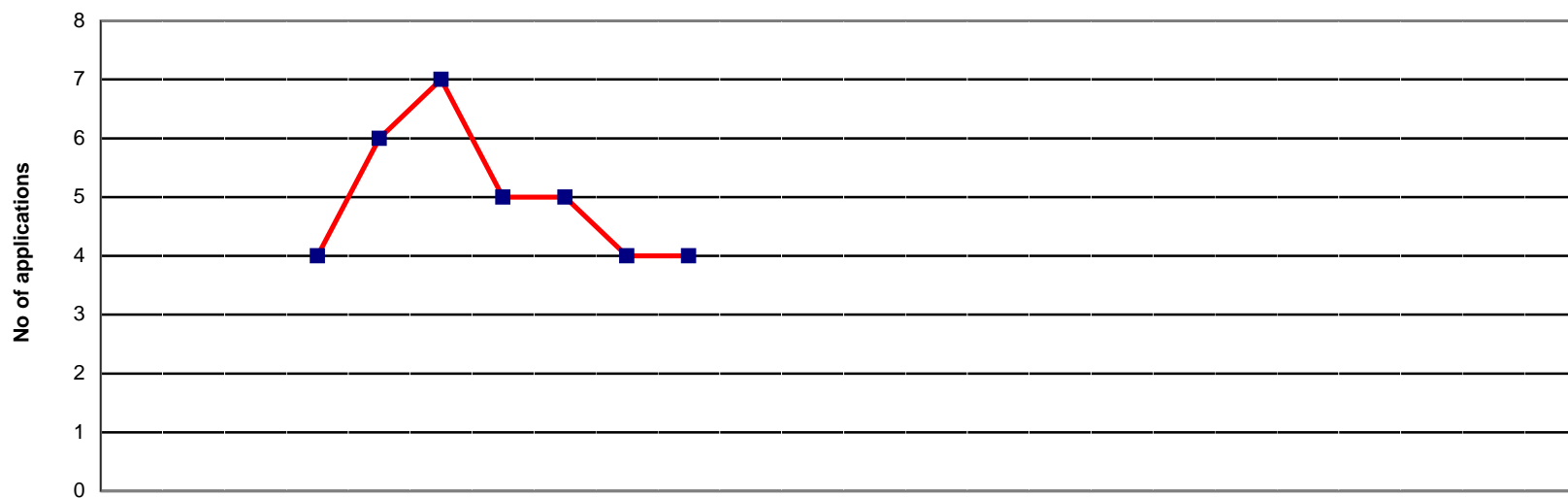
	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
<b>Mail bags</b>	33	32	31	28	24	28	22	25	23	22	21	25	18	20	34	51	88	93	71	45	43	51								
<b>Special Delivery</b>	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	2,547	3,530	4,209	2,604	1,561	1,536								
																									13,641	10,469	19,076	20,383	21,185	



	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	FYE
<b>AS</b>	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	2,659	2,690	2,718	2,740	2,755	2,768		2,332	2,509	2,576	2,768
<b>BS</b>	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	22,546	22,569	22,516	22,533	21,703	21,786		22,510	21,560	22,381	21,786
<b>CH</b>	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	12,812	12,837	12,875	12,894	12,899	12,876		12,657	13,055	12,581	12,876
<b>CS</b>	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	4,454	4,434	4,326	4,351	4,372	4,394		4,241	4,183	4,405	4,394
<b>DT</b>	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	6,995	7,035	7,097	7,122	7,126	7,137		6,267	6,663	6,700	7,137
<b>OT</b>	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	30,914	30,954	27,524	29,805	30,016	30,127		28,756	28,107	30,122	30,127
<b>ODP</b>	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	9,687	9,791	9,938	9,969	10,012	10,048		8,801	9,458	9,587	10,048
<b>OR</b>	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	1,283	1,237	1,250	1,257	1,263	1,263		1,291	1,239	1,278	1,263
<b>PA</b>	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	15,338	15,072	15,300	15,444	15,537	15,589		13,183	13,703	15,019	15,589
<b>PH</b>	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	44,176	44,387	44,551	44,690	44,777	44,734		40,587	42,490	42,676	44,734
<b>PYL*</b>																15,536	15,553	15,600	15,794	16,071	15,038	15,244					15,244
<b>PO</b>	838	839	839	842	842	842	869	867	872	874	877	877	877	874	876	873	872	870	846	854	860	865		855	832	877	865
<b>RA</b>	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	26,217	26,323	26,466	26,471	26,465	26,319		24,278	23,541	25,318	26,319
<b>SL</b>	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	12,403	12,458	12,099	12,216	12,258	12,298		11,472	11,375	12,169	12,298
<b>Total</b>	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	205,909	206,257	203,300	206,417	205,081	205,448		177,230	178,715	185,689	205,448

NOTE: Information captured last day of each calendar month

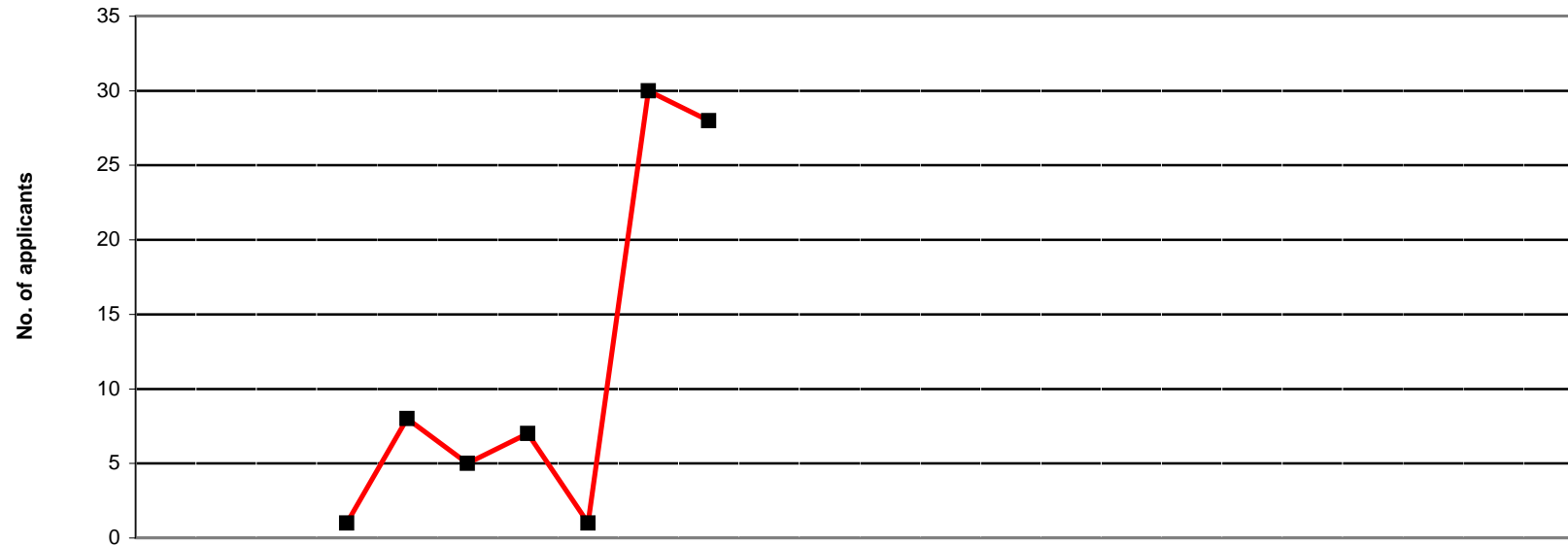
\* Practitioner psychologists section of register opened 1st July 2009



	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	
Minimum info				3	4	4	3	3	3	3																3
At scrutiny				1	2	3	2	2	1	1																2
Pending reg fee				0	0	0	0	0	0	0																0
<b>Total</b>				4	6	7	5	5	4	4																5
																								<b>AVERAGE</b>		

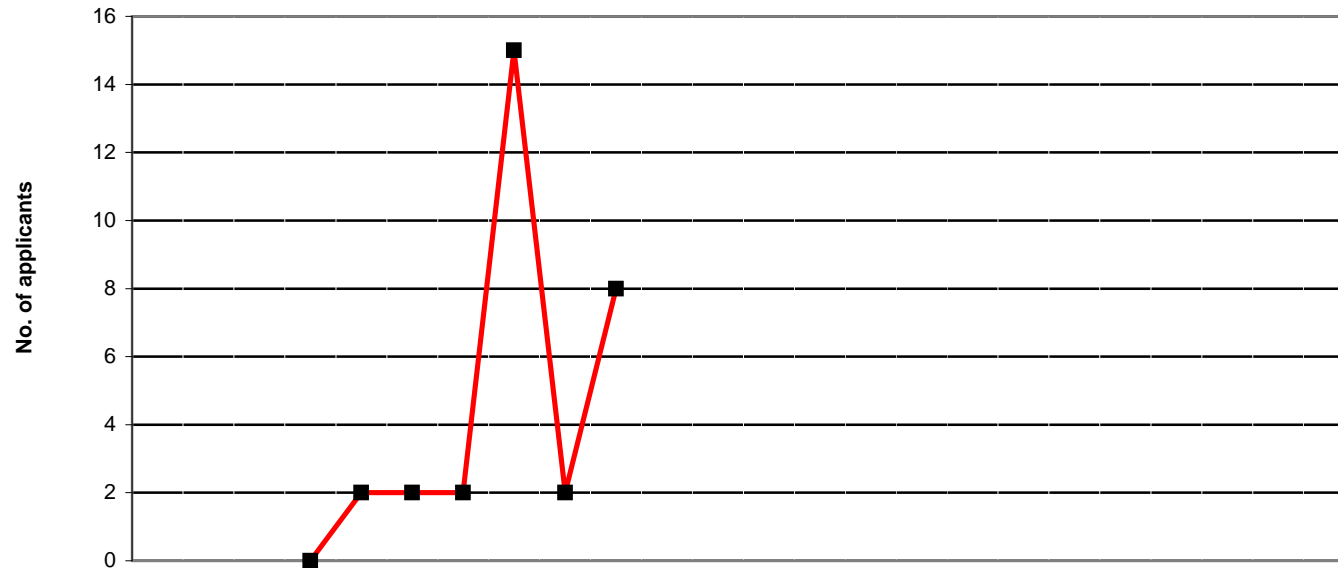
NOTE: Information covers grandparenting applications status progress only  
 Represents the current workload within the grandparenting section as at the end of the month

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



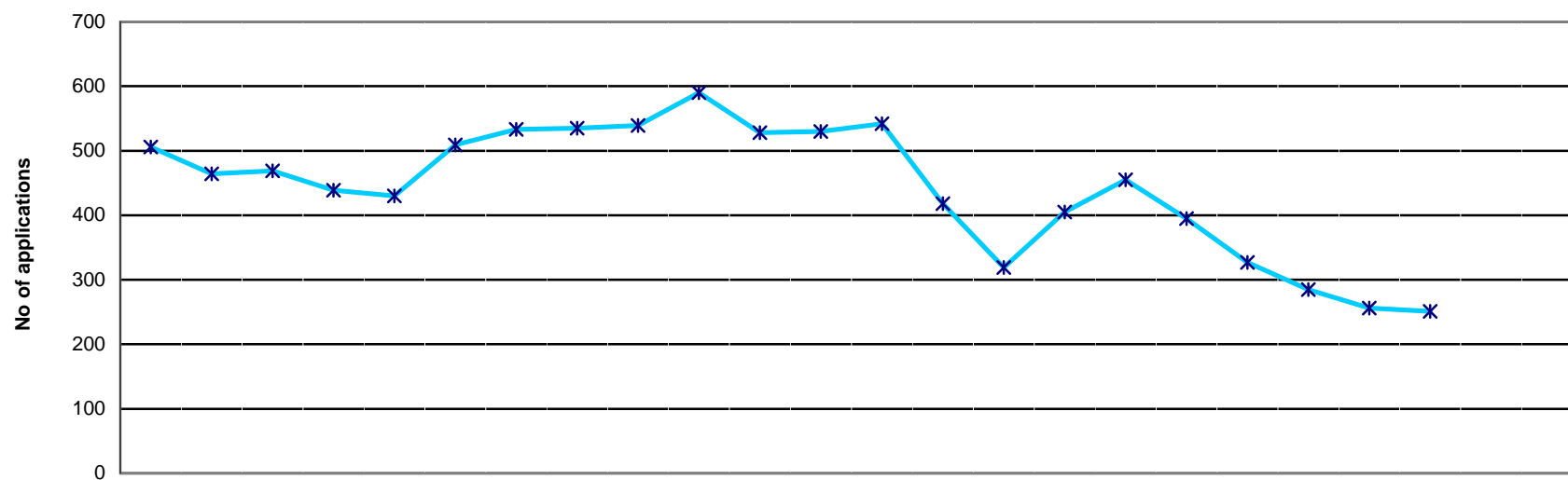
	2009			2010									2011									09/10 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar
Practitioner psychologists *				1	8	5	7	1	30	28															80
Total				1	8	5	7	1	30	28															80

\* 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	2	2	2	15	2	8																31
Total				0	2	2	2	15	2	8																31

\* Practitioner psychologists section of register opened 1st July 2009

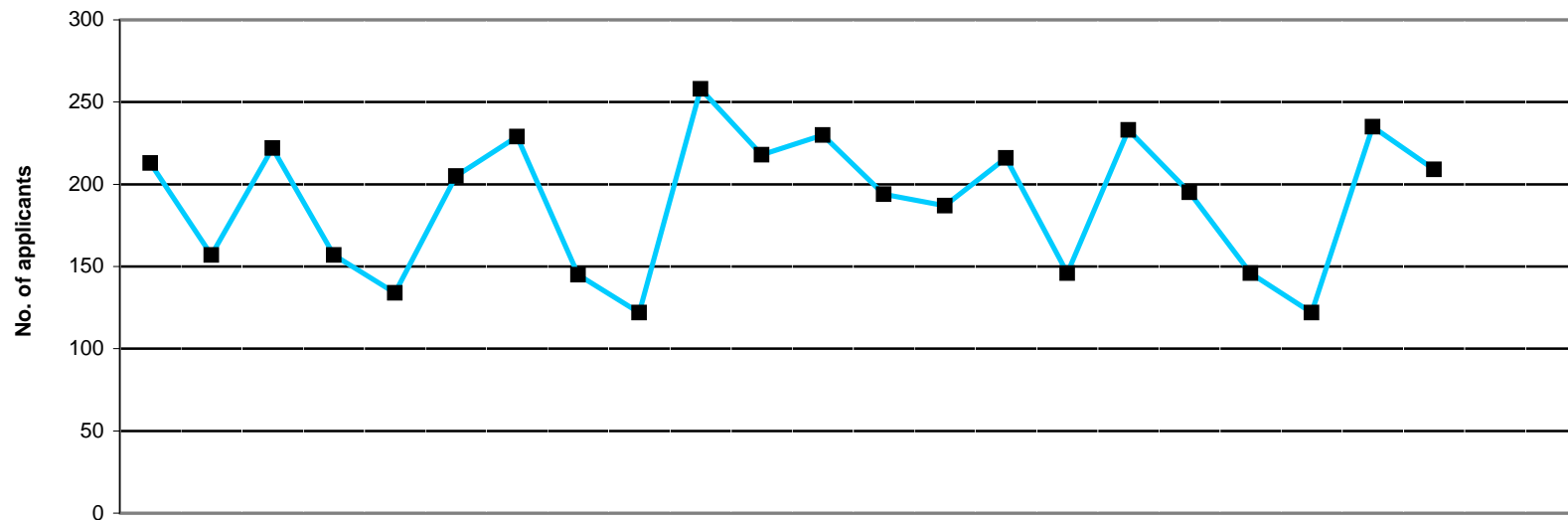


	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	29	36	35	41	41	31	44	45	49	67	68	69	71	72	71	89	83	85	85	84	85	86		
At scrutiny	356	306	306	274	271	330	333	330	329	334	320	350	308	232	174	208	272	202	160	148	140	126		
Pending reg fee	121	122	128	124	118	148	156	160	161	189	140	111	163	114	74	108	100	108	82	53	31	39		
<b>Total</b>	<b>506</b>	<b>464</b>	<b>469</b>	<b>439</b>	<b>430</b>	<b>509</b>	<b>533</b>	<b>535</b>	<b>539</b>	<b>590</b>	<b>528</b>	<b>530</b>	<b>542</b>	<b>418</b>	<b>319</b>	<b>405</b>	<b>455</b>	<b>395</b>	<b>327</b>	<b>285</b>	<b>256</b>	<b>251</b>		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
1,588	353	6	46	81
909	816	458	320	197
411	329	178	140	87
<b>2,908</b>	<b>1,498</b>	<b>642</b>	<b>506</b>	<b>365</b>
<b>AVERAGE</b>				

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

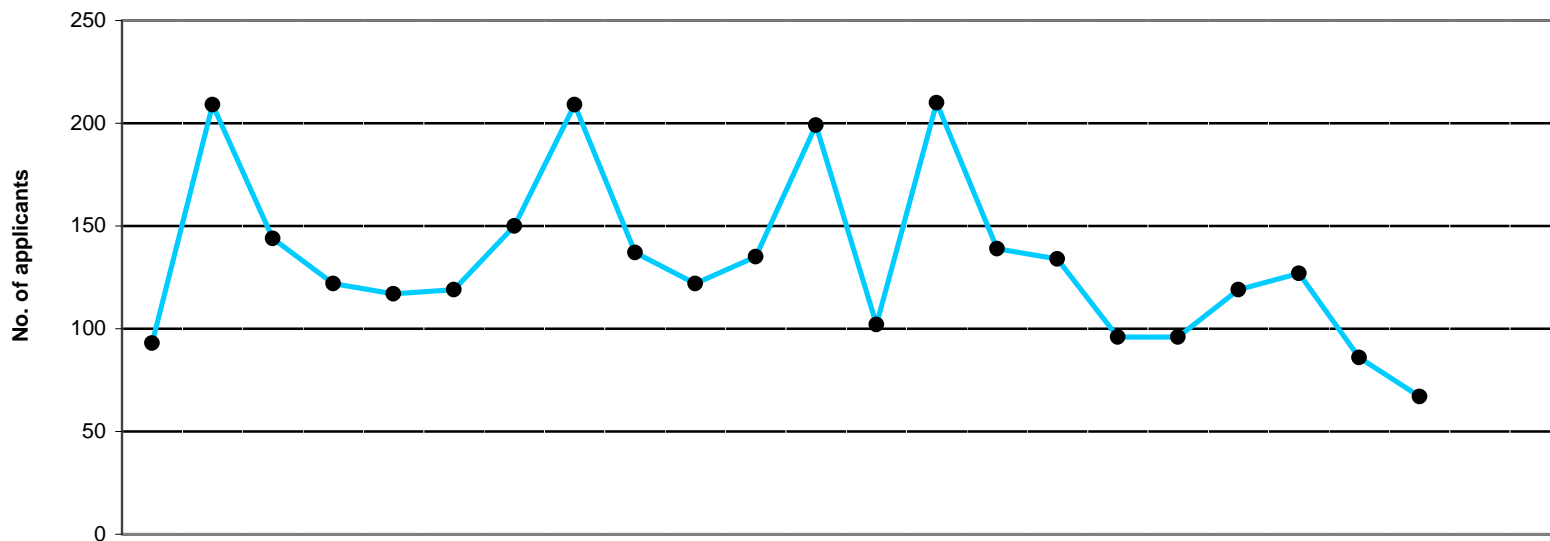




	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
Arts Therapists	4	0	0	3	2	2	0	2	0	0	2	1	1	1	1	0	0	0	2	0	2	1	14	15	14	16	8	
Bio. Scientists	22	19	34	28	19	30	27	4	28	35	32	29	27	22	28	19	25	35	22	9	29	18	756	496	323	307	234	
Chirops/ Pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	4	4	3	5	0	1	4	7	40	51	41	23	30	
CI Scientists	7	6	5	7	2	3	4	1	2	8	0	5	5	6	5	5	4	5	4	4	5	8	65	62	59	50	51	
Dietitians	10	6	18	9	8	12	9	9	3	19	19	10	20	17	14	12	13	7	5	7	10	10	192	149	119	132	115	
OTs	29	25	28	12	23	31	45	47	28	53	37	46	30	27	24	19	44	33	19	21	40	30	774	464	330	404	287	
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	1	1	2	0	0	0	0	1	29	25	6	8	8	
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	5	7	5	3	1	
Paramedics	3	0	4	1	3	4	8	0	1	8	9	5	2	6	7	2	3	2	3	4	3	4	17	39	23	46	36	
Physiotherapists	85	52	73	62	53	86	73	47	28	76	70	69	69	71	74	48	83	50	46	35	63	73	1,665	1,131	791	774	612	
Pract Psychos																2	11	13	13	16	28	22					105	
Prosth/Orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	0	0	0	0	0	0	0	10	9	6	9	2	
Radiographers	34	32	49	21	19	25	34	19	25	33	25	48	25	25	37	29	26	26	23	20	28	23	810	903	444	364	262	
SLTs	14	10	8	9	3	8	23	16	7	24	18	14	11	9	20	5	19	19	9	5	23	12	249	153	139	154	132	
<b>Total</b>	<b>213</b>	<b>157</b>	<b>222</b>	<b>157</b>	<b>134</b>	<b>205</b>	<b>229</b>	<b>145</b>	<b>122</b>	<b>258</b>	<b>218</b>	<b>230</b>	<b>194</b>	<b>187</b>	<b>216</b>	<b>146</b>	<b>233</b>	<b>195</b>	<b>146</b>	<b>122</b>	<b>235</b>	<b>209</b>	<b>4,626</b>	<b>3,504</b>	<b>2,300</b>	<b>2,290</b>	<b>1,883</b>	

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

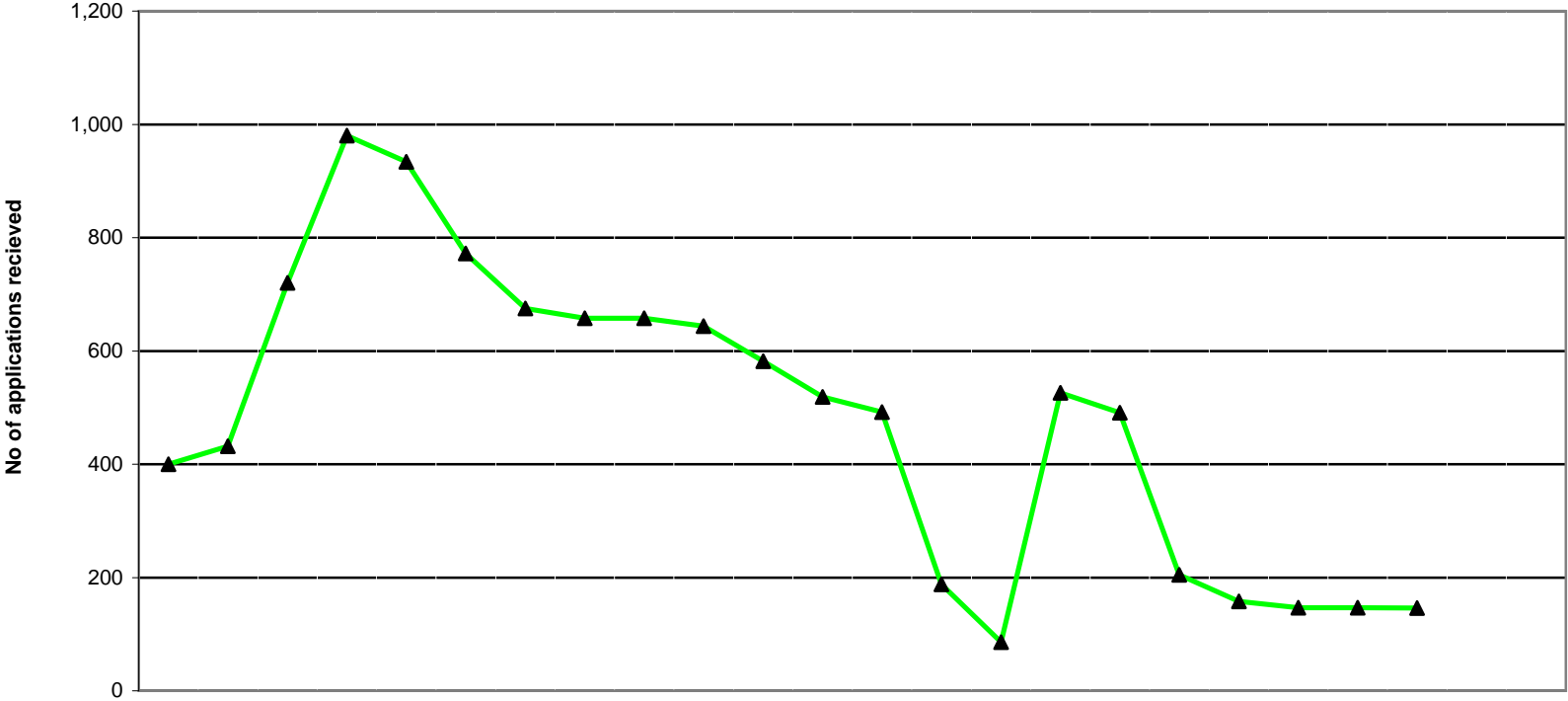
\* Practitioner psychologists section of register opened 1st July 2009



	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
Arts therapists	0	0	2	0	0	1	2	0	0	0	0	1	0	0	0	0	0	1	1	0	0	1	
Bio. scientists	19	16	15	17	21	22	16	22	16	28	14	30	8	18	20	14	11	12	14	9	30	5	
CI scientists	1	0	3	4	5	1	4	3	1	2	3	1	1	4	3	1	0	1	3	4	0	1	
Chirops/ pods	1	4	2	1	6	1	4	2	2	0	3	1	0	0	2	0	6	2	1	0	0	2	
Dietitians	2	1	2	17	7	9	16	7	3	3	14	16	7	6	5	16	9	5	4	6	2	5	
OTs	23	28	17	24	19	8	8	41	24	28	28	35	32	29	14	32	16	9	9	42	18	21	
ODPs	0	1	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0	1	0	1	0	0	
Orthoptists	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
Paramedics	0	0	2	1	1	1	0	5	5	1	3	3	2	1	6	0	0	10	0	1	1	2	
Physiotherapists	8	134	61	31	32	45	51	74	51	28	50	43	12	113	46	39	38	37	43	34	20	14	
Pract Psychos *																0	1	0	5	5	5	5	
Prosth/orthotists	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	
Radiographers	31	15	33	22	19	26	33	42	29	25	7	54	31	28	26	21	11	16	16	12	6	6	
SLTs	8	10	6	4	7	5	15	11	6	7	13	13	9	9	15	11	4	2	23	13	4	5	
<b>Total</b>	<b>93</b>	<b>209</b>	<b>144</b>	<b>122</b>	<b>117</b>	<b>119</b>	<b>150</b>	<b>209</b>	<b>137</b>	<b>122</b>	<b>135</b>	<b>199</b>	<b>102</b>	<b>210</b>	<b>139</b>	<b>134</b>	<b>96</b>	<b>96</b>	<b>119</b>	<b>127</b>	<b>86</b>	<b>67</b>	

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
3	6	8	6	3
417	439	231	236	141
26	35	30	28	18
25	37	39	27	13
93	138	94	97	65
615	509	302	283	222
6	7	5	2	5
3	3	4	3	0
6	16	14	22	23
1,193	985	567	608	396
				21
6	4	6	3	1
496	820	428	336	173
218	173	134	105	95
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>1,756</b>	<b>1,176</b>

\* Practitioner psychologists section of register opened 1st July 2009

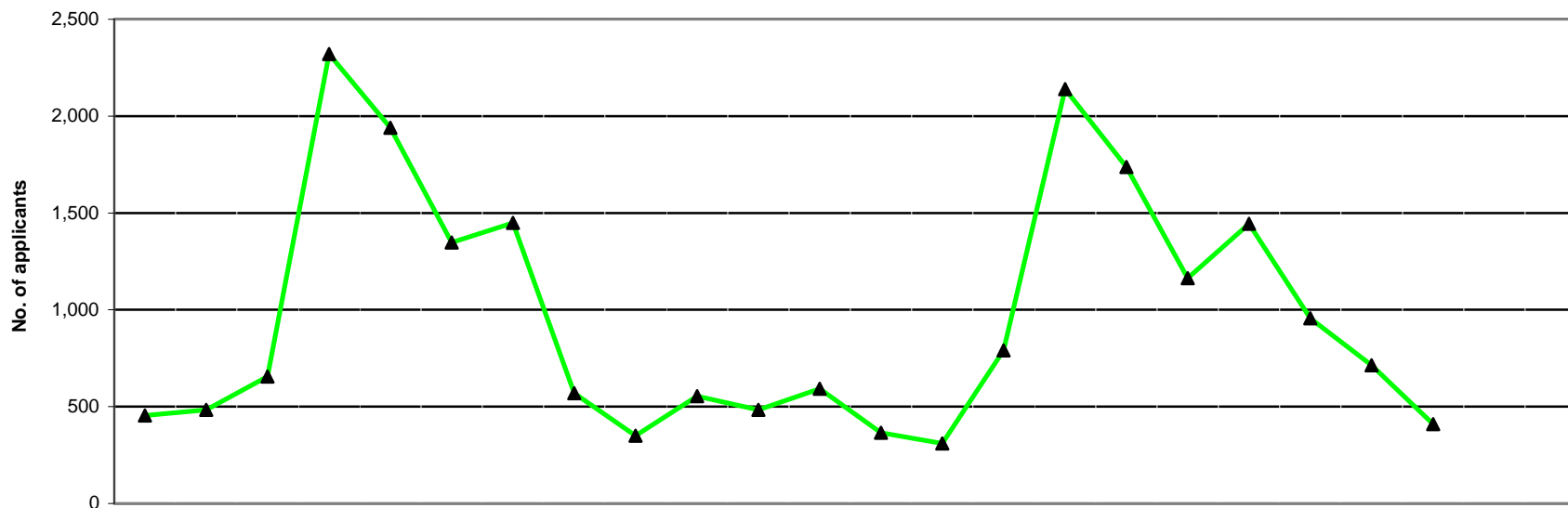


	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Minimum info</b>	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475	487	202	156	145	145	144		
<b>At scrutiny</b>	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50	2	1	1	1	1	1		
<b>Pending reg fee</b>	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1	2	2	1	1	1	1		
<b>Total</b>	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526	491	205	158	147	147	146		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
477	279	302	632	245
33	84	51	31	12
2	28	6	2	2
512	391	359	665	259
<b>AVERAGE</b>				

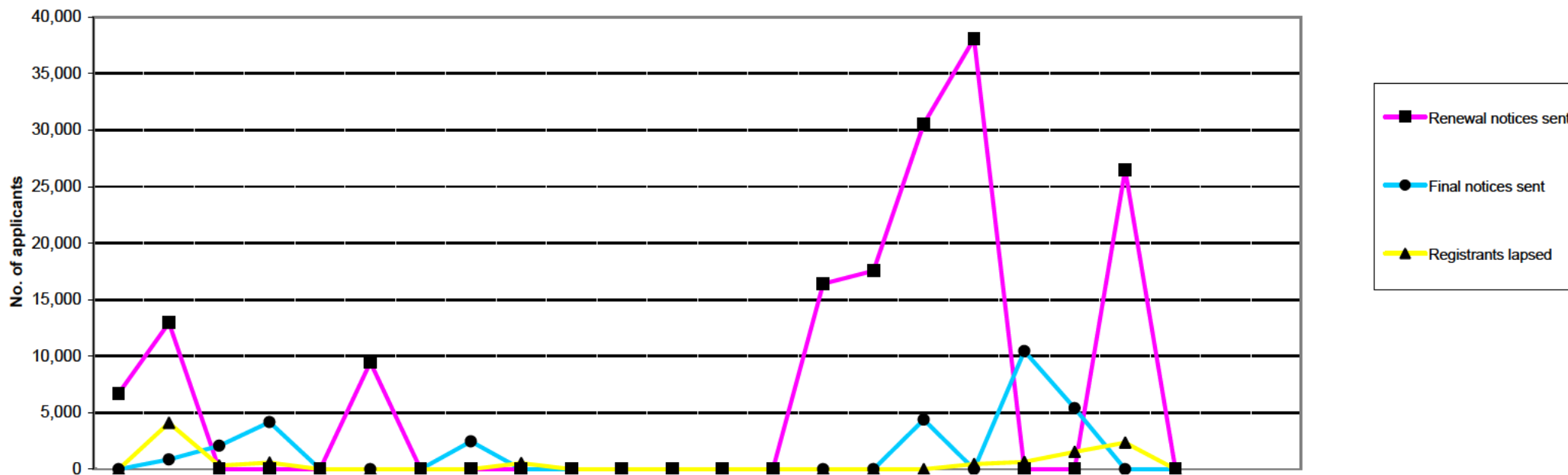
NOTE: Information covers UK applications only  
 Represents the current workload within the UK section as at the end of the month

New UK Applications Received April 2008 - March 2010



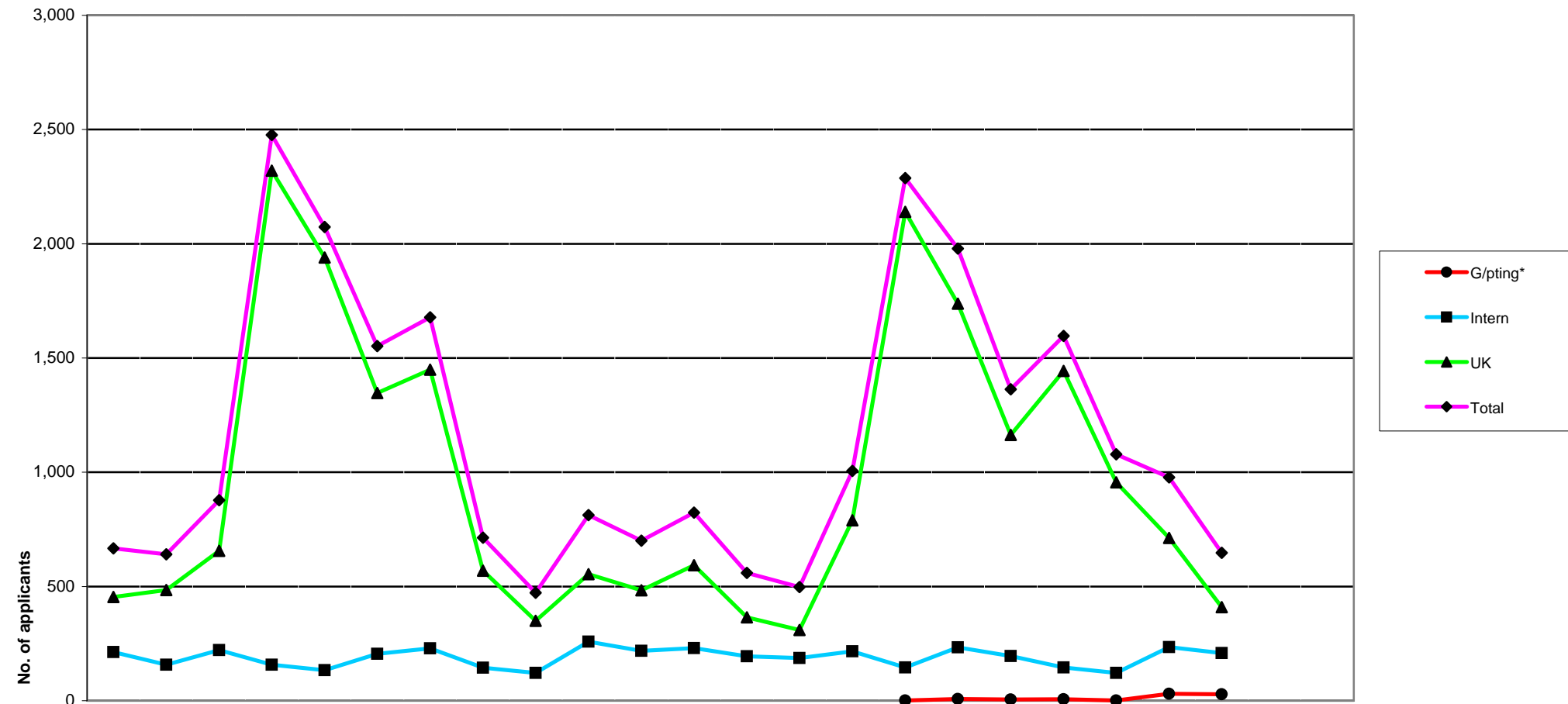
	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22	35	24	26	23	14	10	234	184	170	235	213														
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93	106	85	94	88	78	56	912	690	689	836	734														
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144	89	39	28	19	8	6	155	145	167	282	402														
CI Scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12	18	13	16	16	19	19	399	341	415	469	161														
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151	60	36	51	13	15	6	367	331	359	452	410														
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318	356	243	231	145	73	46	1,544	1,327	1,321	1,873	1,598														
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16	61	120	121	37	35	19	754	668	804	636	468														
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12	11	6	9	4	3	0	34	41	41	106	46														
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110	83	84	202	120	78	50	1,247	807	931	1,517	967														
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670	469	200	204	80	76	57	2,051	2,120	2,276	2,531	2,030														
Pract psychos*																									15,564	68	92	250	317	256	98										
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1	3	1	12	8	3	4	46	32	35	51	35														
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480	217	98	100	24	17	8	1,008	1,051	1,108	1,377	1,193														
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111	162	122	100	62	38	31	746	582	655	834	691														
<b>Total</b>	<b>454</b>	<b>484</b>	<b>656</b>	<b>2,320</b>	<b>1,940</b>	<b>1,347</b>	<b>1,449</b>	<b>569</b>	<b>350</b>	<b>554</b>	<b>483</b>	<b>593</b>	<b>365</b>	<b>310</b>	<b>790</b>	<b>2,140</b>	<b>1,738</b>	<b>1,163</b>	<b>1,444</b>	<b>956</b>	<b>713</b>	<b>410</b>	<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>11,199</b>	<b>25,593</b>														

\* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register



	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
<b>Renewal notices sent</b>	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0		
<b>Final notices sent</b>	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	4,391	0	10,456	5,396	0	0		
<b>Total</b>	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0		
<b>Registrants lapsed</b>	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0	0	462	645	1,534	2,355	0		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	129,076
36,261	25,909	50,531	9,546	20,243
178,624	53,620	204,513	38,684	149,319
9,448	5,388	8,885	5,550	4,996

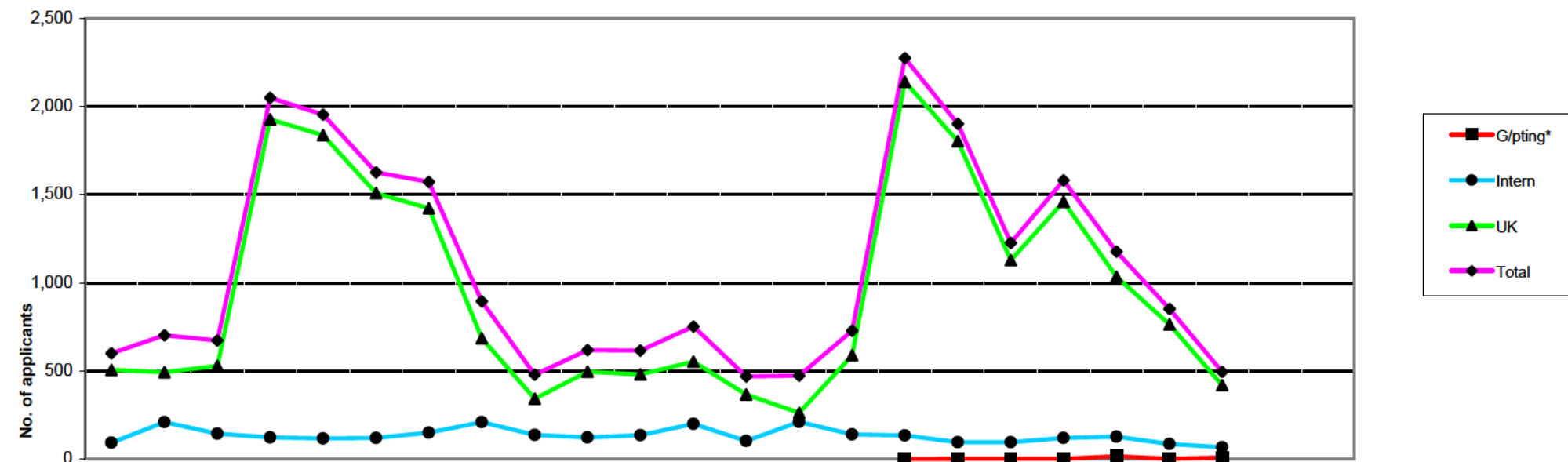


Apps Received	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting*																1	8	5	7	1	30	28		
Intern	213	157	222	157	134	205	229	145	122	258	218	230	194	187	216	146	233	195	146	122	235	209		
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	2,140	1,738	1,163	1,444	956	713	410		
<b>Total</b>	<b>667</b>	<b>641</b>	<b>878</b>	<b>2,477</b>	<b>2,074</b>	<b>1,552</b>	<b>1,678</b>	<b>714</b>	<b>472</b>	<b>812</b>	<b>701</b>	<b>823</b>	<b>559</b>	<b>497</b>	<b>1,006</b>	<b>2,287</b>	<b>1,979</b>	<b>1,363</b>	<b>1,597</b>	<b>1,079</b>	<b>978</b>	<b>647</b>		

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
2,479	20	0	0	80
4,626	3,504	2,300	2,290	1,883
9,497	8,319	8,971	11,199	10,029
16,602	11,843	11,271	13,489	11,992

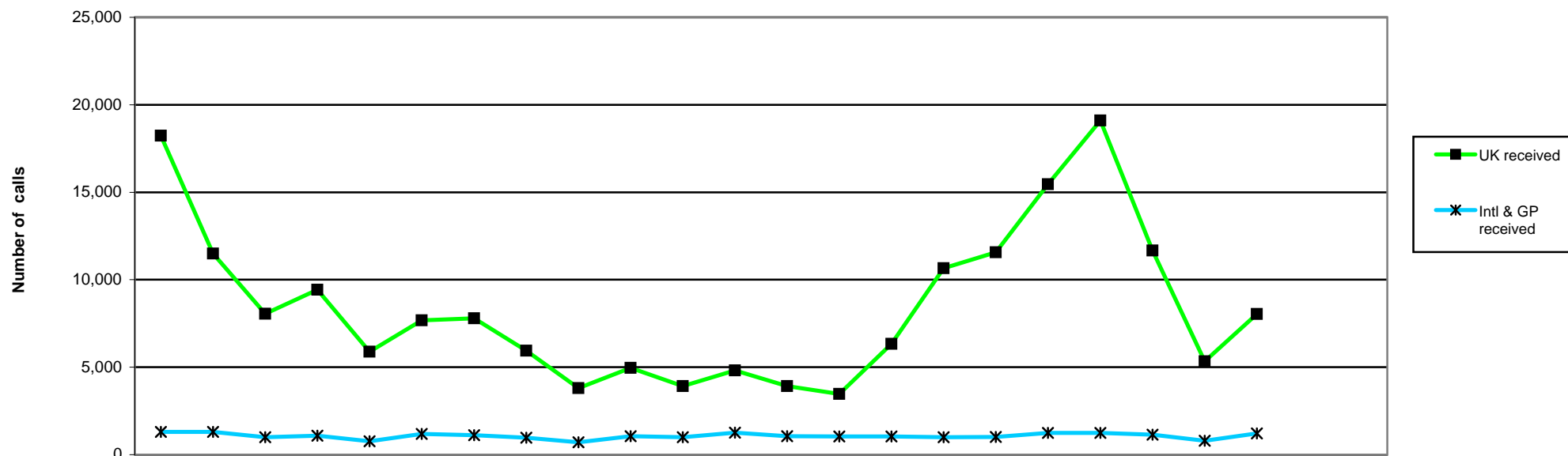
**NB** The data relates to application forms received, not total fees received.

\* 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	2	2	2	15	2	8			2,295	283	9	0	31
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96	96	119	127	86	67			3,107	3,172	1,862	1,756	1,176
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419			9,474	8,870	8,355	10,774	9,961
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	2,274	1,900	1,226	1,580	1,176	851	494			14,876	12,325	10,226	12,530	11,168

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

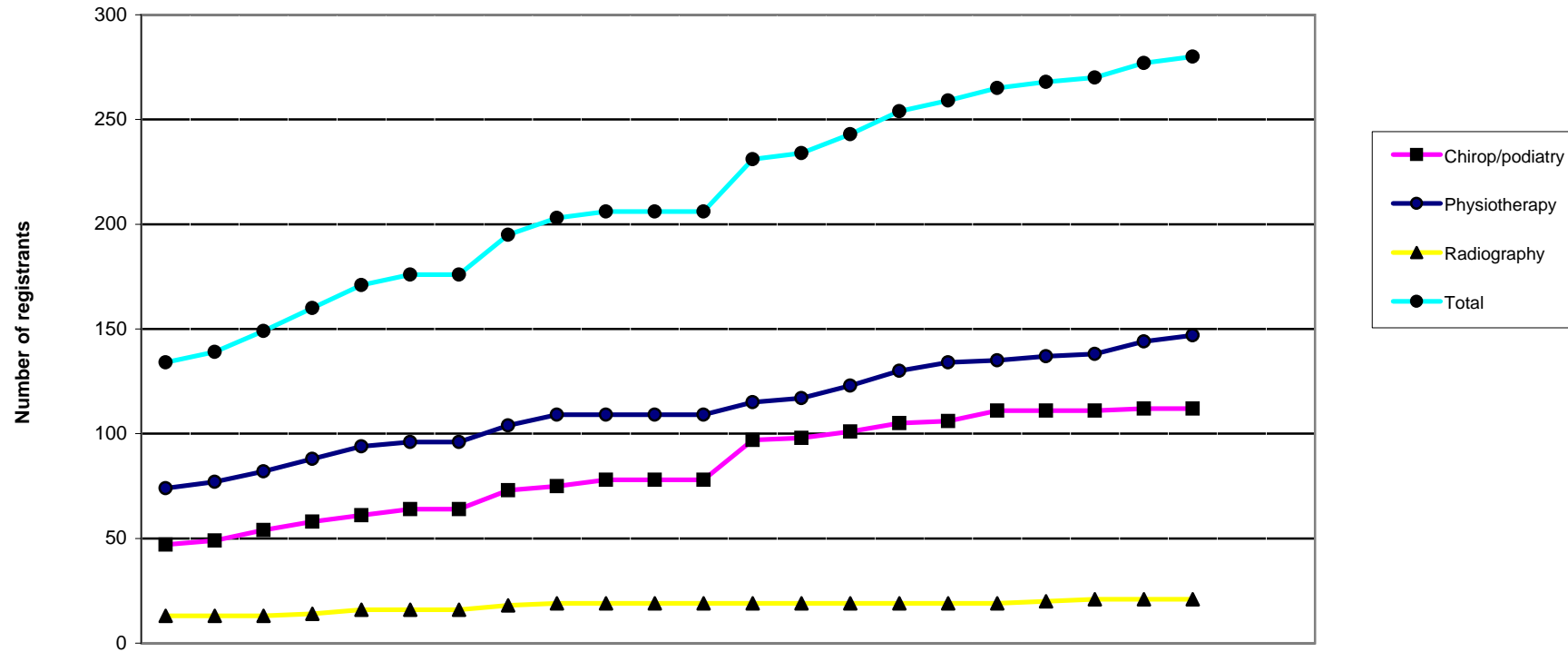


	2008			2009									2010						2005/6	2006/7	2007/8	2008/9	09/10									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD			
<b>Intl &amp; GP</b>																																
<b>Intl &amp; GP received</b>	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	2,211						40,070	19,612	14,428	12,732	10,799
<b>Answered</b>	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157						33,467	17,896	13,388	11,397	10,981
<b>Calls answered (%)</b>	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98	98	99	96	94	92	94	96						84	92	93	90	95
<b>Adandoned</b>	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23	18	15	52	77	96	52	54						6,627	1,716	1,040	1,335	496
<b>Avg answer time (sec)</b>	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15	18	20	34	44	54	42	34						25	14	13	36	31
<b>Avg talk time (min)</b>	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	3.14	3.06	3.18	3.19	3.23	3.27						2.32	2.64	2.79	3.25	3.17
<b>UK</b>																																
<b>UK received</b>	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	11,570	15,463	19,097	11,668	5,329	8,034						70,233	72,488	123,967	92,018	95,541
<b>Answered</b>	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	11,301	14,283	16,034	10,171	5,108	7,789						50,518	67,493	91,923	78,293	88,825
<b>Calls answered (%)</b>	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99	99	98	92	84	87	96	97						70	93	79	92	95
<b>Adandoned</b>	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26	180	269	1,180	3,063	1,497	221	245						10,719	6,335	32,034	13,725	6,716
<b>Avg answer time (sec)</b>	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12	21	26	61	118	137	35	32						64	45	102	85	47
<b>Avg talk time (min)</b>	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	2.26	2.27	2.35	2.48	2.43	2.37						1.78	2.16	2.65	2.58	2.35



Health Professions Council

Number of registrants with supplementary prescribing rights 2008-10



	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
<b>Chiropr/podiatry</b>	47	49	54	58	61	64	64	73	75	78	78	78	97	98	101	105	106	111	111	111	112	112		
<b>Physiotherapy</b>	74	77	82	88	94	96	96	104	109	109	109	109	115	117	123	130	134	135	137	138	144	147		
<b>Radiography</b>	13	13	13	14	16	16	16	18	19	19	19	19	19	19	19	19	19	19	20	21	21	21		
<b>Total</b>	134	139	149	160	171	176	176	195	203	206	206	206	231	234	243	254	259	265	268	270	277	280		

2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	YTD
15	40	78	112
28	74	109	147
0	7	19	21
43	121	206	280