Operations Report to Finance & Resources Committee, 21 June 2007

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Registrations – Richard Houghton

SUMMARY

This paper provides an update from the UK and International Registration Departments for the period 1 April 2007 to 31 May 2007.

1) Operational Performance

a) Telephone Calls

i) UK Department - During the period from the 1 April 2007 to 31 May 2007 the team received a total of 9056 telephone calls, 97.5% of which were answered. This is a 14% improvement on the same period last year. The team have again continued to improve the 'time to answer' (TTA) all calls, with the average TTA improving from 91 seconds for the same period last year to 25 seconds this year.

ii) International Department - During the period from the 1 April 2007 to 31 May 2007 the team received a total of 2732 telephone calls, 96% of calls were answered. This is a 12.5% improvement on the same period last year. The average TTA improved from 19 seconds for the same period last year to 10.5 seconds this year.

b) Application Processing

i) UK Department - A total of 639 new applications were received during this period and 615 individuals were registered. Applications took on average two working days to process.

Applications for readmission were taking an average of two working days to process.

ii) International Department - A total of 488 new international applications were received in this period and 396 individuals were registered.
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c) Emails

i) UK Department - The team are receiving approximately 20/30 emails per day and are managing to respond to these within a couple of hours in most cases.

ii) International Department - The team are receiving approximately 30/40 emails per day and are responding to these within 24 hours of receipt.

d) Registration Renewal

There was no renewal activity during this period.

2) Employee Resource

Both teams are currently operating within their budgeted headcount with operational effectiveness improving.

Following interview Smeeta Pydiah was appointed to the vacant UK Team Leader position and she will initially manage the renewals team. Smeeta brings extensive customer service experience to HPC. During the period we recruited six temporary employees in preparation for the increase in renewals activity over the coming months. We are currently actively recruiting for Registration Officer positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

Throughout the period up to four Registration Officers have been involved on a daily basis with the system testing for the proposed amended renewal forms and the system changes to support the fee rise.

Presentations were delivered to all Registration employees on the 16 May 2007 which detailed our proposed plans for the department and were the first stage of the formal consultation to reorganise the department. Following the employee consultation a formal paper will be presented to Council on the 5 July 2007.

Quality – Greg Ross-Sampson

The vacant Quality Manager position has been advertised in March, April and May, interviews were held in May and June. There were no successful candidates.

Although the result of the interview process is disappointing, there is not a negative effect on the Quality Management System as it is being maintained by the Director of Operations.

A new advertising strategy is being developed with the Human Resources Department.

QMS review meetings

Below is a list of recent quality management system reviews:

Project Management

Operations

Quality

QMS process updates

Below is a list of recent process changes on the QMS:

Secretariat

Project Management

Operations

Quality

Fitness to Practise

BSI Audits

HPC prepared to be externally audited by BSI on Tuesday 1 May 2007. in Quality Management, Secretariat, CPD, Aspirant groups, Customer Service and IT. However, we were told on the morning of the audit that this audit was actually our 3 year strategic review.

The objective of the 3 year strategic review is to ascertain the integrity of the organisation's management system over the last three years.

HPC passed this strategic review with no nonconformities identified during the assessment. This is a very positive reflection not only on our systems and process but also on the positive attitude process owners to the Quality Management System.

BSI's Assessment report is attached.

The next BSI external audit is scheduled for 9 October 2007.. This external audit will review the following areas of the management system :-

- Quality, management
- Registrations - UK
- Policy
- HR including Partner validation
- Staff training and development

HPC Major Projects June 2007/8 Narrative

No.	Project name	Commentary
MP26	Professional Qualifications Directive	Project has been split into two phases. • Phase 1 will implement a manual process due to the short lead time between legislation being approved and the effective date. • Phase 2 will implement a technology solution, a due date for this will be input when requirements have been finalised UK legislation is currently in public consultation
MP2	Continuing Professional Development (CPD)	• Project has been reassessed, due date re-aligned and moved into a green status. New due date of 30th April 2009 takes into account the process appraisal that will be conducted once the first two professions have been audited. • CPD processes have received legal approval • 'Renewals form modifications' section of this project was delayed due to supplier failure to address reported issues within a reasonable timeframe. The impact was not great enough to impact the CPD deadline, therefore no decline in status.
MP5	Equality and Diversity Project Phase 1	• All processes have been screened by the project team and a list of action points compiled • Knowledge-sharing exercises completed with other regulators
MP7	Registration fee change	• Legislation has been passed • Technology development has been rolled out • Renewal forms collecting new fees currently being received and processed
MP11	Intermediate Lapsing	• Knock-on effect of renewal form testing delays (cf CPD) has caused this project to miss its deadline, due to lack of IT capacity to support Intermediate Lapsing testing. • Due date realigned to 22nd June 2007. • Project has declined since last reporting cycle, but is on course to meet its new deadline, therefore reported as green
MP13	Updating of Admissions forms	• Project has been completed
MP14	Online LISA authentication	• Knock-on effect of renewal form testing delays (cf CPD) has caused this project to decline due to lack of IT capacity to support Online authentication testing. • Project has declined since last reporting cycle, but is on course to meet its deadline, therefore reported as green • Deadline re-aligned to reflect revised roll-out strategy. Development will be rolled out profession-by-profession in the 2nd month after renewals, in order to maximise impact.
MP17	E-pass list upload	• Technology aspect of this project has been completed according to requirements. • Due to new requirements being submitted, to ease HEI use of system, a new phase of the project has been launched to accommodate these requirements. • Date for completion of this phase is 22nd June 2007. • Project has declined since last reporting cycle, but is on course to meet its new deadline, therefore reported as green
MP20	Trust Employee status tracking	• Knock-on effect of renewal form testing delays (cf CPD) has caused this project to miss its deadline due to lack of IT capacity to support Trust employee status tracking testing. • Due date re-aligned to 22nd June 2007 • Project has declined since last reporting cycle, but is on course to meet its new deadline, therefore reported as green

HPC Major Projects 2007/8 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	07/08 Budget*	07/08 Spend*	Due Date	Status
MP25	1	Application Server Upgrade	Application Server Upgrade	M Seale	R Dunn	N	N	N	£30 (C)		31/10/07	Not started
MP26	2a	Professional Qualifications Directive	Project to allow for temporary registrations, will include LISA development.	R Houghton	M Potter	N	Y	N	£40 (C) £6.6 (O)		Phase 1 31/10/07 Phase 2 TBD	G
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	N	Y	N	£85 (C) £80 (O)		30/04/09	G
MP3	2b	On-boarding of the Applied Psychologists	On-boarding of the Applied Psychologists	G Ross-Sampson	R Houghton	N	N	N	On hold	On hold	TBD	On hold
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	N	N	N	On hold	On hold	01/04/09	On hold
MP5	2b	Equality and Diversity Project Phase 1	Revision of equality & diversity policies to ensure HPC is pro-actively eliminating discrimination	M Seale	M Guthrie	Y	Y	N	£43 (O)	Tech build to be done at a later date	31/03/08	G
MP7	2c	Registration fee change	Realignment of registration fee charges	M Seale	S Leicester	N	Y	N	-		15/06/07	G
MP24	2d	Stannery street	Refurbishment of Stannery Street building	M Seale	S Hall	N	N	N	£1.6M (C) £43 (O)		31/01/08 Date subject to tender process	G

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline

⇧ Status of project has improved since last reporting cycle

⇨ Status of project is static since last reporting cycle

⇩ Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

HPC Major Projects 2007/8 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	07/08 Budget*	07/08 Spend*	Due Date	Status
MP11	3	Intermediate Lapsing	LISA enhancement to automate mid-cycle lapsing	S Leicester	S Gillick	Y	Y	Y	£46		TBD	G
MP27	3	Replacement of Finance system or Standalone Electronic Purchase Order System	Replacement of SAGE and improvement of interfaces with other existing HPC systems.	S Leicester	M Cheema	N	N	N	£19			Not Started
MP28	3	Change of LISA access rights	Full review and implementation of revised access rights for LISA	S Leicester	M Cheema	N	N	N	£35		04/01/08	Not Started
MP8	3	Fitness to Practise Database	Finalisation of Fitness to Practise database	K Johnson	E Seall	Y	N	N	Internal	Internal	22/09/06	Complete
MP13	4	Updating of Admissions forms	All Admissions forms and guidance notes to be updated & to include CPD and Return to Practise information	R Houghton	C Harkin	Y	Y	N/A	Internal	Internal	10/07/07	G
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	N	Y	£59		04/06/07	G
MP17	5	E-pass list upload	LISA enhancement to allow the electronic verification of passlists	R Houghton	C Harkin	N	N	N	Internal	Internal	31/08/07	G
MP20	6	Trust Employee status tracking	LISA enhancement to allow Trusts to flag all employees on the system & check status						£9.1		04/06/07	G

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline

⇧ Status of project has improved since last reporting cycle

⇨ Status of project is static since last reporting cycle

⇩ Status of project has declined since last reporting cycle

* All amounts in £000's

Education - Approvals and Monitoring Department – Abigail Creighton

Approval visits 2006/07
The following 29 visits took place between 1 April 2007 and 31 May 2007. The 29 visits covered 33 programmes.

Date	Education Provider	Programme	Reason for visit
03 April 2007	University Central England, Birmingham	Supplementary Prescribing	New Programme
04 April 2007	Canterbury Christ Church University	Supplementary Prescribing	New Programme
11 April 2007	Glasgow Caledonian University	Supplementary Prescribing	New Programme
12 April 2007	Anglia Ruskin University	Supplementary Prescribing	New Programme
12 April 2007	University of Stirling	Non-Medical Prescribing	New Programme
17-18 April 2007	University of Wales, Bangor	Dip HE Operating Department Practice	New Profession
18-19 April 2007	University of Portsmouth	Dip HE Operating Department Practice	New Profession
19-20 April 2007	University Central England, Birmingham	Fd Sc Health & Social Care Paramedic Science	New Programme
24-25 April 2007	University of East Anglia	BSc (Hons) Physiotherapy BSc (Hons) Occupational Therapy	QAA Benchmarks
24-25 April 2007	Sheffield Hallam University	Dip HE Operating Department Practice	New Profession
26 April 2007	University of Dundee	Supplementary Prescribing	New Programme
26 April 2007	University of Wales, Bangor	Pg Dip Occupational Therapy	Major Change
27 April 2007	North East Wales Institute	Pg Dip Occupational Therapy	Major Change
27 April 2007	Queen Margaret University College	Extended Independent Prescribing and Supplementary Prescribing	New Programme
01 May 2007	University of Paisley	Non-Medical Prescribing	New Programme
1-2 May 2007	Edge Hill University	Dip HE Operating Department Practice	New Profession & Annual Monitoring
3-4 May 2007	University of Northumbria	BSc (Hons) Applied Biomedical Science	New Programme
8-9 May 2007	University of Northumbria	Dip HE Operating Department Practice BSc (Hons) Physiotherapy MSc Physiotherapy BSc (Hons) Occupational Therapy MSc Occupational Therapy	New Profession Major Change
8-9 May 2007	Anglia Ruskin University	BSc (Hons) Biomedical Science	New Programme
09 May 2007	Leeds Metropolitan University	Non-Medical Prescribing	New Programme
9-10 May 2007	Liverpool John Moores University	BSc (Hons) Applied Biomedical Science	New Programme
15-16 May 2007	University of Birmingham	BSc (Hons) Physiotherapy	Major Change
16 May 2007	The Robert Gordon University	Non-Medical Prescribing	New Programme

16-17 May 2007	University of Teesside	Foundation Degree Paramedic Science	New Programme
17-18 May 2007	Glasgow Caledonian University	Dip HE Operating Department Practice	New Profession
22-23 May 2007	Staffordshire University	Dip He Operating Department Practice	New Profession
24-25 May 2007	University of Surrey	Dip HE Operating Department Practice	New Profession
30-31 May 2007	Brunel University	MSc Occupational Therapy	New Programme
30-31 May 2007	University of Westminster	BSc (Hons) Applied Biomedical Science	New Programme

There are 18 visits remaining in the 2006/07 academic year schedule. 14 visits in June 2007 and 4 visits in July 2007.

Appendix 1 shows the breakdown of visits and reasons for visits.

Between September – December 2006, 20 programmes were visited. 95% of these programmes have been approved. Just one programme is still waiting to meet its conditions.

Between January – April 2007, 55 programmes were visited. 20% of these programmes have been approved. 44 programmes are still in the process of meeting their conditions.

Based on figures to date, the average time for a programme to gain approval (including the meeting of conditions) is three months. This is taken from the date of the visit to the date that the programme approval is confirmed by an Education and Training Panel. Given the number of visits outstanding, submissions outstanding, it is likely that this time will increase to three and a half, or even four months by the end of this year's annual monitoring cycle.

Approval visits 2007/08

In May, the Department began the forward planning process for visits in the next academic year. Following the mail out of hard copies of publications in April, an email has been sent to all current contacts reminding them of the timescales and deadlines. As we require six months notice of a visit and a visit must be no less than three months before the start of the programme, we are currently booking visits from November 2007 - June 2008, for programmes which wish to start in September 2008. Education providers have been reminded that dates for visits will be allocated on a first come first served basis and that we are likely to reach capacity in some months by early autumn.

Annual Monitoring

Between 1 April 2007 and 31 May 2007, the Department has received 48 annual monitoring submissions. (18 declarations and 30 audits).

Appendix 2 shows the number of submissions received.

All of the declaration forms have been processed and considered by an Education and Training Panel.

The audit forms have been considered at two annual monitoring assessment days (20 April and 23 May). Approximately half of the these audit forms have been considered by an Education and Training Panel; whilst the other half are awaiting further information, before the visitors can make a final recommendation to by an Education and Training Panel.

Of the 97 audit submissions received since January 2007, 60% have been considered by an Education and Training Panel (or are included in those to be considered today). 40% are still being considered by visitors before make a final recommendation to by an Education and Training Panel. In all of these cases, further information was required from the education provider following the visitors' assessment at the annual monitoring day. To date, no programmes are requiring a visit following the annual monitoring process.

Since January 2007, the average time for an audit submission to be considered is two and a half months. This is taken from the date it is received in the department to the date it is considered by an Education and Training Panel. Given the number of submissions outstanding, it is likely that this time will increase to three months by the end of this year's annual monitoring cycle.

Minor and Major Changes

Between 1 April 2007 and 31 May 2007, the Department has received 11 minor/major change submissions. 1 submission is due to be signed off by the Education and Training Panel today (12 June), whilst the remainder are still

being considered by visitors, before make a final recommendation to by an Education and Training Panel.

Appendix 3 shows the number of submissions received.

Since September 2006, the average time for a minor/major change submission to be considered is three months. This is taken from the date it is received in the department to the date it is considered by an Education and Training Panel.

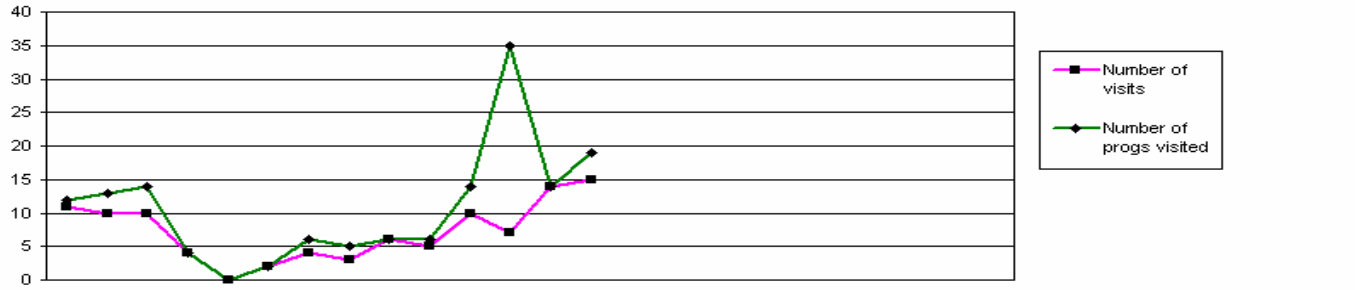
Communication with Stakeholders
Hard copies of the SETs guidance and Approvals: supplementary information was mailed to education providers and visitors in May 2007.

Partners
In May 2007, the Department began the visitor reappointment process in line with the Partner Manager. 110 visitors are subject to the reappointment process, which accounts for nearly 60% of our current visitors.
The Department has updated the estimated numbers of visitors required for the next two year period and it is likely that overall visitor numbers will decrease as a result of the reappointment process. However, there are certain professions where numbers are already below the required and so there will be variations across the professions as well as within the professions, as the Department strives to address the educational/clinical balance of visitors.

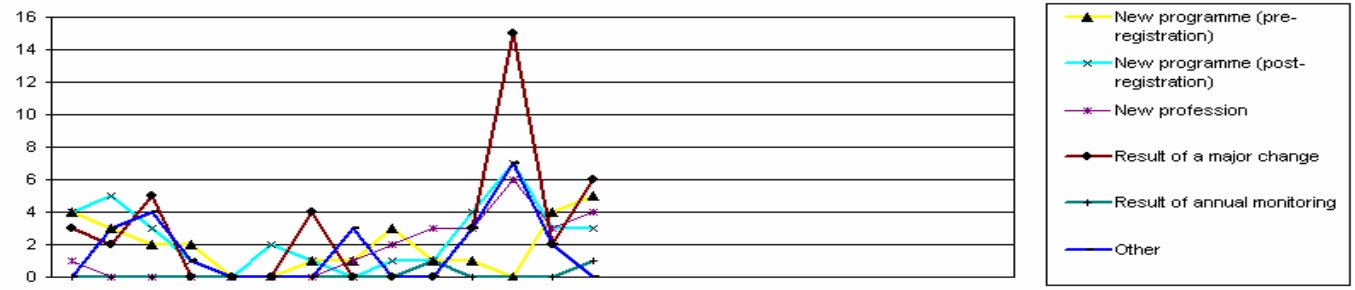
Employees
In May 2007, John Archibald (previously from UK Registrations) joined the Department on 2 May 2007.

Unfortunately, two members of the Department have resigned in May 2007. George Bolster, (Education Administrator) is due to leave HPC on 21 June and Chris Hipkins (Education Officer) is due to leave HPC on 22 June 2007. Interviews are due to be held in late June 2007 for a new Education Administrator and Education Officer. It is hoped that the new staff will join the Department in early August 2007.

Health Professions Council **Programme approvals and visits April 2006 - March 2008** **Approvals & Monitoring Department**

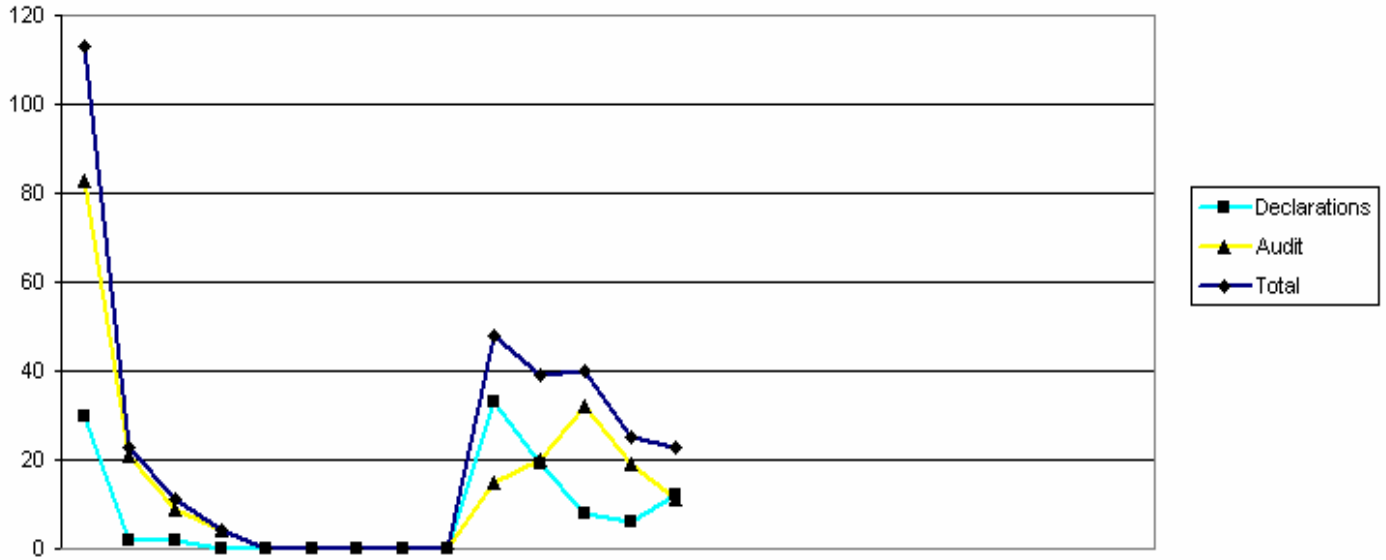


	2006									2007			2008											2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Overview of approvals																												
Number of visits	11	10	10	4	0	2	4	3	6	5	10	7	14	15													101	29
Number of progs visited	12	13	14	4	0	2	6	5	6	6	14	35	14	19											0	5	117	33



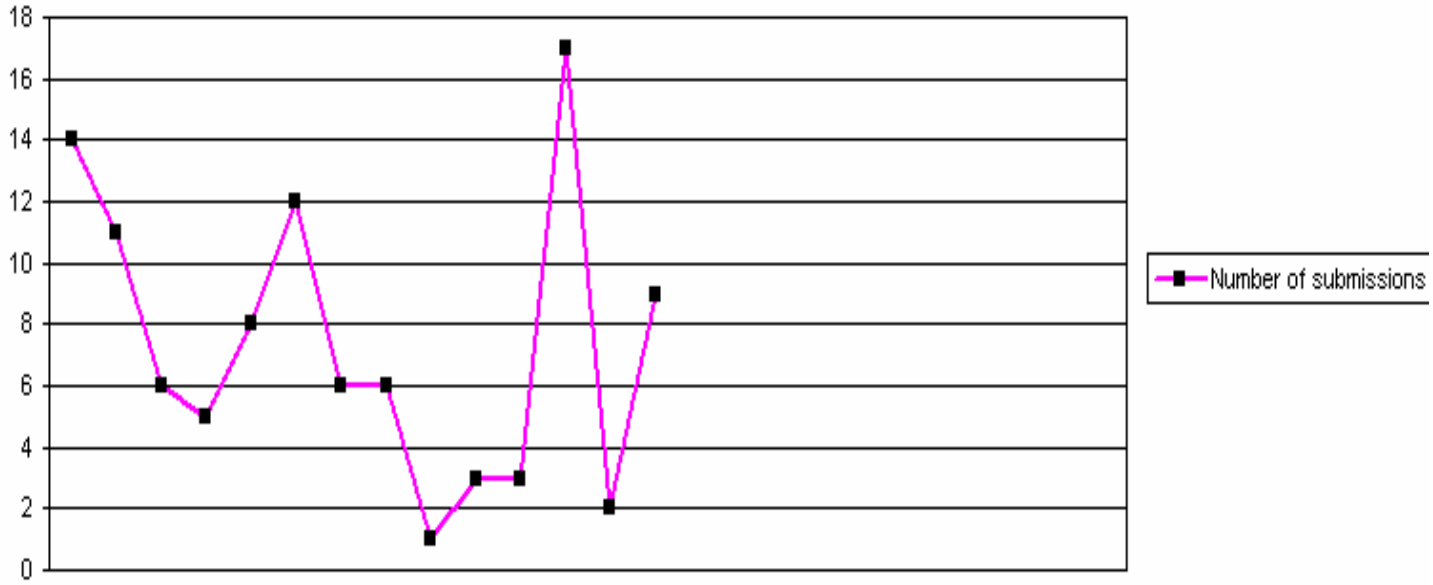
	2006									2007			2008											2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Reason for programme visited																												
New programme (pre-registration)	4	3	2	2	0	0	1	1	3	1	1	0	4	5													18	9
New programme (post-registration)	4	5	3	1	0	2	1	0	1	1	4	7	3	3											0	5	29	6
New profession	1	0	0	0	0	0	0	1	2	3	3	6	3	4											0	5	16	7
Result of a major change	3	2	5	0	0	0	4	0	0	0	3	15	2	6											0	5	32	8
Result of annual monitoring	0	0	0	0	0	0	0	0	0	1	0	0	0	1											0	5	1	1
Other	0	3	4	1	0	0	0	3	0	0	3	7	2	0											0	5	21	2
Total	12	13	14	4	0	2	6	5	6	6	14	35	14	19											0	25	117	33

Health Professions Council | **Programme Monitoring April 2006 - March 2008** | **Approvals & Monitoring Department**



	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Annual monitoring submissions																												
Declarations	30	2	2	0	0	0	0	0	0	33	19	8	6	12											0	113	94	18
Audit	83	21	9	4	0	0	0	0	0	15	20	32	19	11											0	51	184	30
Total	113	23	11	4	0	0	0	0	0	48	39	40	25	23											0	164	278	48

Health Professions Council | Major/minor change submissions April 2006 - March 2008 | Approvals & Monitoring Department



	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minor/major change submissions																												
Number of submissions	14	11	6	5	8	12	6	6	1	3	3	17	2	9											0	113	92	11

Assessment Report

Organisation	Health Professions Council
Report Author	Lisa Clarke
Visit Start Date	01/05/2007

Introduction

This report has been compiled by Lisa Clarke and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
4877095 Strategic review 01/05/2007 1 day(s)	FS 83074 BS EN ISO 9001:2000	Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom

The objective of the assessment was to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

Management Summary

We are pleased to recommend the continuation of your registration.

The areas assessed during the course of the visit were found to be effective.

Corrective actions with respect to nonconformities/issues raised at the last assessment have been reviewed and found to be effectively implemented.

No new issues or nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

Management systems organisations and review

The management system generates performance data at a number of different levels and there is a comprehensive meeting structure to ensure that the information is analysed and used to drive improvements as necessary. At first glance, the structure appears complicated, however, the inputs required by clause 5.6 are included at least annually.

The recent departure of quality manager, Ruth Bacon, has left the organisation with a vacancy at present. This is currently being covered by Operations Director, Greg Ross-Sampson. The internal audit schedule is up-to-date and process audit samples seen were comprehensive. It was noted, however, that they are quite descriptive and lengthy, which may prove cumbersome in the long term. A review of in-process check arrangements (linked to process risk) may be appropriate to assist you to streamline the auditing schedule. Refresher audit training has been undertaken recently.

Quality policy and objectives - performance against these are measured at various levels in the organisation. Management review should also include a review of both.

Senior Management Interview

The various management responsibilities were assessed via interview with Mr Greg Ross-Sampson, Director of Operations and with Mr Mark Seale, Chief Executive.

Strategic Review

The three yearly strategic review has been conducted and the results are detailed below. This will enable a recommendation for continued registration to be put forward to the BSI review panel and a new certificate to be issued upon confirmation.

No major trends were identified from the results of the BSI reports analysed today. It would appear that corrective action has successfully investigated any problems highlighted and these have been corrected in line with corrective action procedures. Details of the reports covering this period of time can be found under appendix later in this document.

Quality objectives set during the initial registration process have been met and various improvement

examples were seen today.

A recommendation for continued registration has been proposed.

Re-certification by Strategic Review

Review of assessment progress and the re-certification plan:

All areas and processes within the scope of registration have been tested for effectiveness and assessed against the ISO 9001:2000 standard to ensure compliance. All areas of the plan have been included.

Review of assessment findings:

During the course of the assessment visits since registration, four issues have been identified. There has not been a consistent pattern or trend identified in relation to these, but included in the findings have been one-off comments relating to the design clause, to document/record accessibility, management review, supplier evaluation and fire exits.

It would appear that all issues are thoroughly investigated and actions taken to satisfactory conclusion.

Review of progress in relation to the organisation's objectives:

Objectives set at the time of registration have now been met and performance against objectives demonstrates significant continual improvement examples.

Management system strategy and objectives:

Corporate objectives include the following:-

1. Development of the CPD process
2. Market expansion - proposed inclusion of more groups of professionals in the registration process
3. A new building - new working environment
4. The challenge of expansion - maintaining a controlled "small business" ethos as the Organisation grows

BSI Client Management:

The Health Professions Council have been visited by at least 6 different assessors since its registration with BSI and this has been a matter of concern for the Organisation. They wish to register concern at the number of changes made to their client management and would request as much continuity as possible in future. Approved team should include Lisa Clarke, Kawaljeet Mehan and Sid Ekers.

The issue of impartiality is, in the light of the above, irrelevant.

Lisa Clarke holds T code T68C and is a Lead Assessor, qualified to conduct the strategic review.

Issues Raised at Last Assessment

Ref	Area/Process	Clause
A56149/1	Communications Department	6.3/4
Details:	A storage shelf unit and various boxes made ineffective the fire escape from the Communications department and contravenes the Fire Regulations	
Actions:	The fire regulations have been checked and the area does actually comply as there is another door close by. The fire exit sign has been removed for the sake of clarity.	
Closed?:	☑	

Assessment Participants

The assessment was conducted on behalf of BSI by:

Name	Role
Lisa Clarke	Team leader

… and on behalf of the organisation:

Name	Position
Mr Greg Ross-Sampson	Operations Director

Continuing Assessment

BSI believes in a partnership approach that provides added value service. It is on this basis that we propose a programme of continuing assessment as detailed below.

Site Address	Certificate Reference/Visit Cycle	
Health Professions Council Park House 184 Kennington Park Road London SE11 4BU United Kingdom	FS 83074	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/04/2007

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan

Business area/Location		Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
	Date (mm/yy):	10/07	04/08	10/08	04/09	10/09	04/10
	Duration (days):	1	1	1	1	1	1
Registrations UK		X					
Registrations - International & Grandparenting			X				
Communications						X	
Approvals & Monitoring				X			
Fitness to Practice					X		
HR/Partner Validation		X					
Purchasing/supplier evaluation				X			
Secretariat*				X			
Customer Services						X	
Finance						X	
Management systems organisation and review			X		X		X
Senior management interview							X
Preparation for Strategic Review						X	
Strategic Review							X
Staff development and training		X		X			
Policy		X					

Next Visit Plan

Visit objectives:

The next visit will be the first in the 3 year assessment cycle and will seek to confirm that continued compliance with the ISO 9001:2000 standard is evident through effective process management in the various areas included in the plan.

Visit scope:

Areas detailed below

Date	Assessor	Time	Area/Process	Clause
02/10/2007	Lisa Clarke	09.30	Opening meeting 1. BSI formalities 2. Changes to HPC since last visit 3. Review of last report 4. Questions/updates	
		10.00	Registrations - UK	
		11.30	Policy	
		12.30	Break	
		13.30	HR including Partner validation	
		14.30	Staff training and development	
		15.00	Report writing and closing meeting	

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Notes

The assessment was based on sampling and therefore issues may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

'Just for Customers' is the website that we are pleased to offer our clients, designed to support you in maximising the benefits of your BSI registration - please go to www.bsi-emea.com/JustForCustomers to register. When registering for the first time you will need your client reference number and your certificate number.

The CO2 emissions due to the planning, delivery and administration of this assessment have been fully off-set through the BSI CarbonNeutral® project. For more information on CarbonNeutral® please visit www.bsi-uk.com/carbonneutral.

Should you wish to speak with BSI in relation to your registration, please contact our Operations Support Team:

BSI Management Systems UK
PO Box 9000
Milton Keynes
MK14 6WT

Tel: +44 (0)845 080 9000 Fax: +44 (0)1908 228123

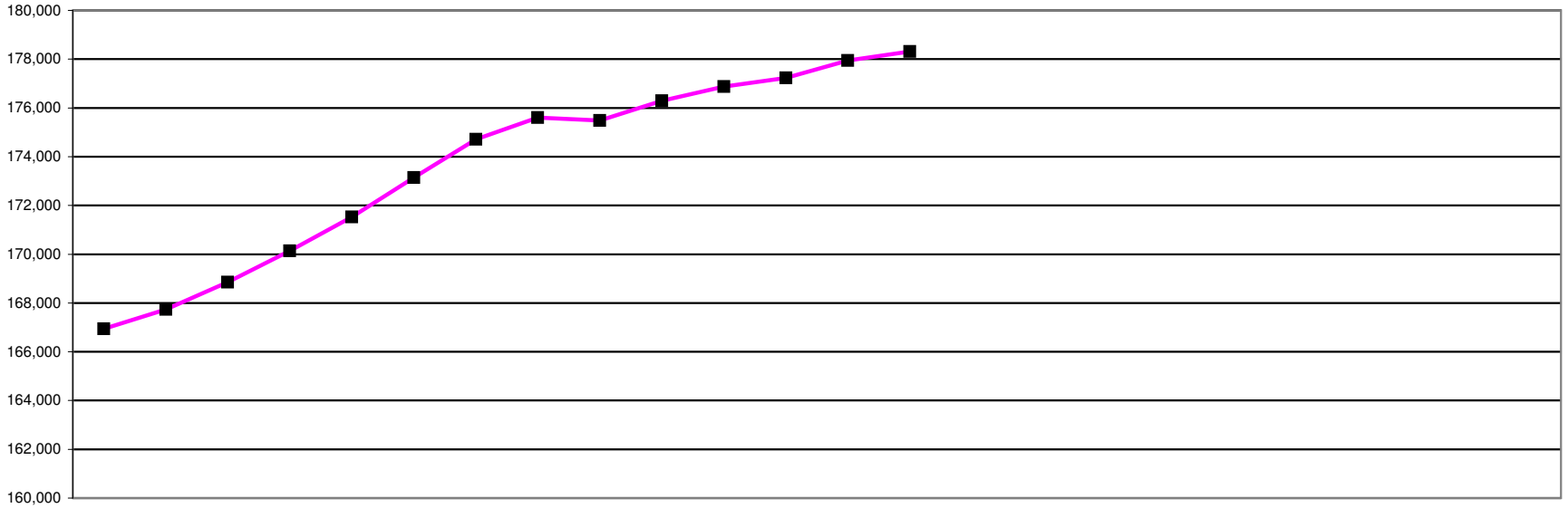
Appendices

*Secretariat - Review of Coucil committee's role, meetings and members

Strategic Review - details of visit reports

1/5/2007 - Lisa Clarke - 4877095
16/10/2006 - Sid Ekers - 4756878 - 1 issue relating to fire exit
24/4/2006 - Sid Ekers - 4683902 - 1 issue relating to management review/supplier evaluation
12/10/2005 - Kevin Hopkinson - 4637954 - no issues
4/4/2005 - Kevin Hopkinson - 4637953 - 1 issue - docs/records accessibility
8/11/2004 - Colin Jones - 4637957 - no issues - observation re management review
8/7/2004 - Andy Connett/Kawaljeet Mehan - 4546828 - 1 issue - design

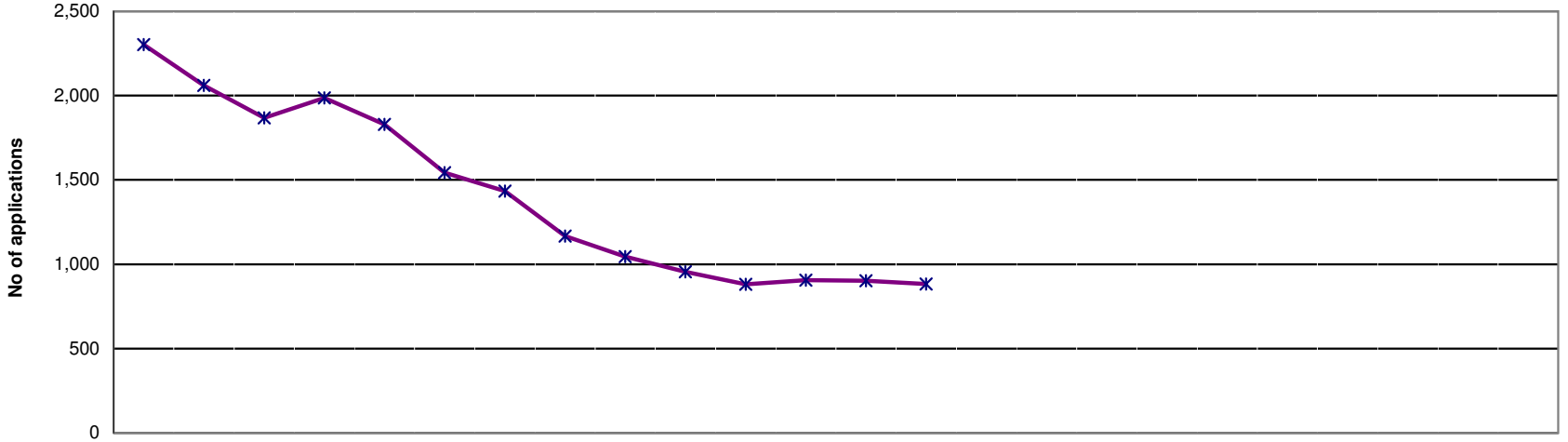
Health Professions Council **HPC Number of Registrants By Profession April 2006 - March 2008** **Registrants**



	2006									2007												2008					2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332	2,369	2,387											1,992	2,309	2,332	
BS	21,516	21,582	21,733	21,775	21,930	22,029	22,119	22,211	22,293	22,392	22,470	22,510	22,588	22,646											21,158	21,322	22,510	
CH	12,830	12,824	12,851	12,894	12,201	12,407	12,564	12,612	12,633	12,645	12,653	12,657	12,683	12,692											10,741	12,799	12,657	
CS	4,031	4,052	4,088	4,090	4,121	4,141	4,159	4,182	4,193	4,209	4,227	4,241	4,283	4,297											3,719	3,999	4,241	
DT	6,234	6,225	5,808	5,938	6,050	6,091	6,144	6,173	6,194	6,224	6,246	6,267	6,297	6,318											5,757	6,260	6,267	
OT	27,004	27,056	27,265	27,432	27,855	28,119	28,344	28,509	28,576	28,637	28,701	28,756	28,866	28,903											26,376	26,855	28,756	
ODP	8,580	8,611	8,662	8,673	8,611	8,831	9,038	9,079	8,506	8,702	8,771	8,801	8,841	8,874											7,670	8,538	8,801	
OR	1,236	1,238	1,249	1,259	1,274	1,282	1,285	1,287	1,286	1,289	1,291	1,291	1,287	1,287											1,277	1,234	1,291	
PA	12,445	12,496	12,578	12,617	12,724	12,804	12,870	12,948	13,011	13,104	13,146	13,183	13,242	13,234											11,316	12,343	13,183	
PH	36,743	37,221	37,947	38,398	39,161	39,558	39,902	40,107	40,196	40,352	40,514	40,587	40,766	40,897											36,978	40,005	40,587	
PO	824	825	825	823	823	825	842	850	852	853	852	855	858	857											821	816	855	
RA	22,399	22,490	22,886	23,207	23,537	23,709	23,893	24,019	24,077	24,164	24,226	24,278	24,362	24,406											22,360	22,164	24,278	
SL	10,768	10,781	10,846	10,889	11,052	11,137	11,294	11,363	11,380	11,422	11,455	11,472	11,497	11,513											10,348	10,725	11,472	
Total	166,944	167,737	168,858	170,134	171,524	173,138	174,709	175,609	175,479	176,295	176,875	177,230	177,939	178,311											160,513	169,369	177,230	0

NOTE: Information captured last day of each calendar month

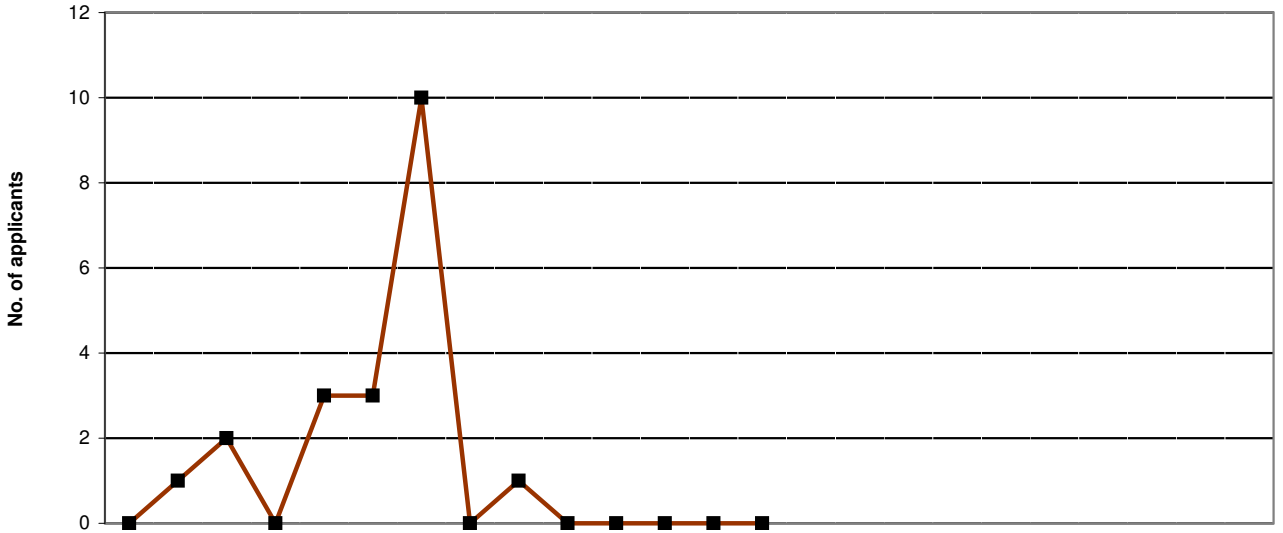
Health Professions Council International & Grandparenting Application Status April 2006 - March 2008 **International Registration Department**



	2006									2007														2008									2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minimium Info	979	840	669	768	585	304	26	19	23	4	17	0	0	11											979	719	0	
At assessment	905	879	886	867	947	887	963	782	675	699	632	674	660	684											722	1,084	674	
Pending Reg Fee	419	341	313	351	297	352	445	366	347	253	232	231	242	188											364	475	231	
Total	2,303	2,060	1,868	1,986	1,829	1,543	1,434	1,167	1,045	956	881	905	902	883											2,065	2,278	905	

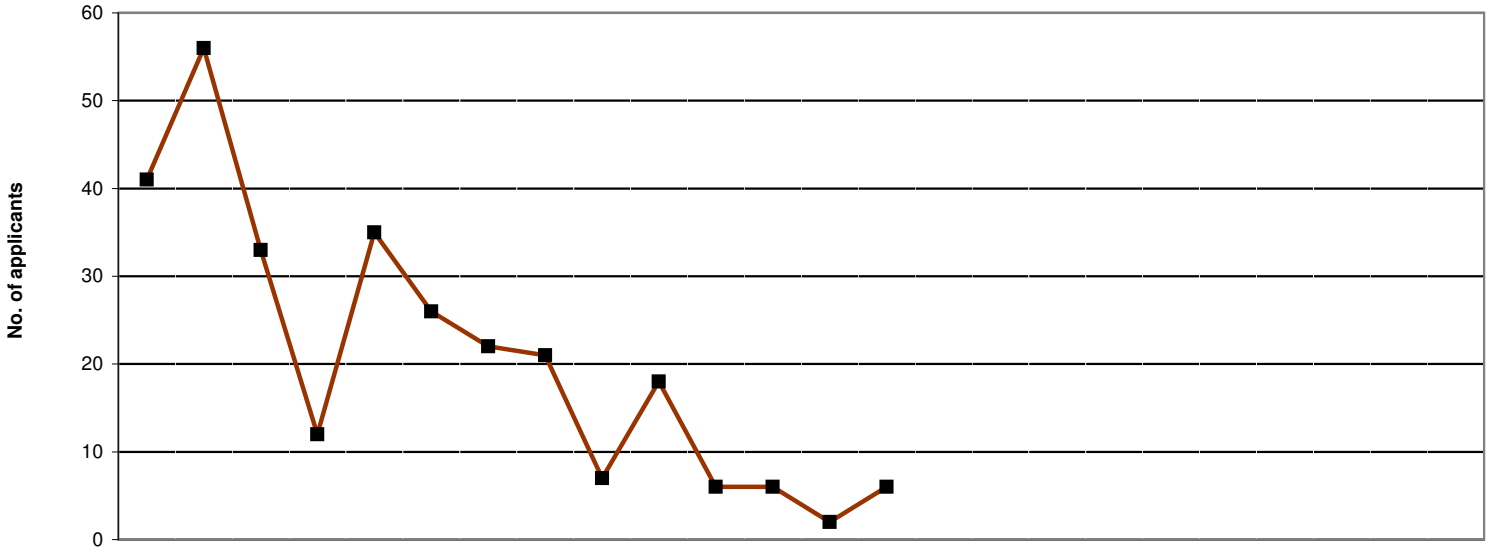
NOTE: Information covers international and grandparenting applications status progress only
Represents the current work load within the International & Grandparenting Department

Health Professions Council **New Grandparenting Applications Received April 2006 - March 2008** **International Registration Department**



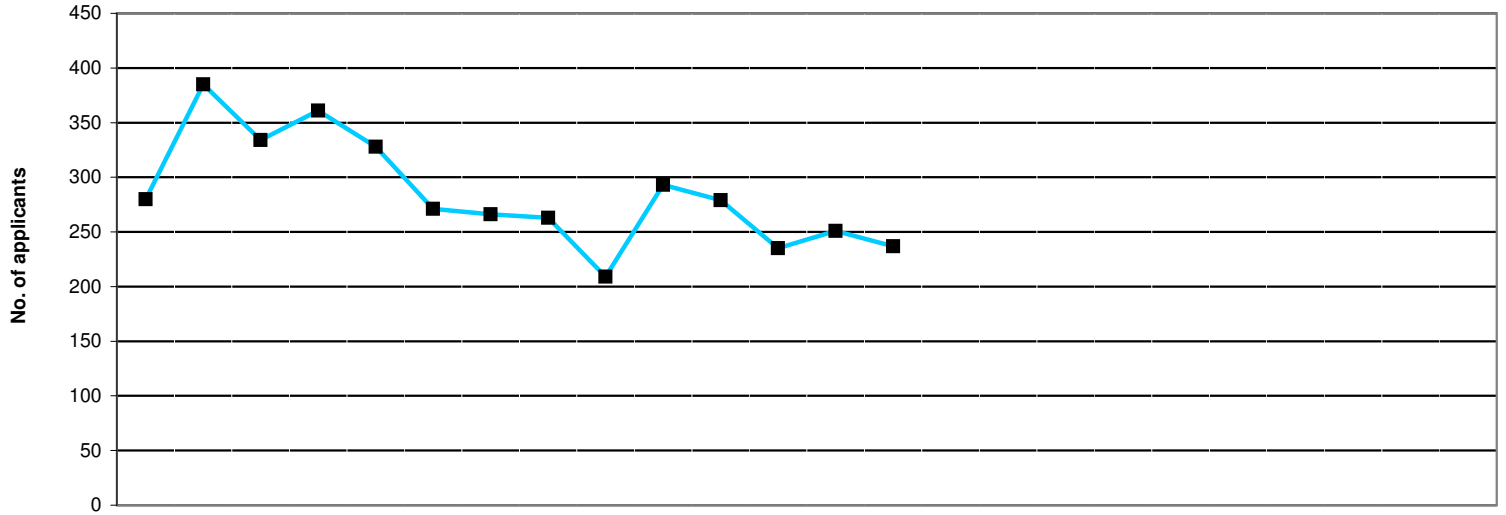
	2006									2007			2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											28	40	0	0
Bio. Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											172	173	0	0
CI Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											211	360	0	0
Chirops/ Pods	0	0	0	0	1	1	0	0	0	0	0	0	0	0											1,993	1,466	2	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0											1	1	0	0
OTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0											4	12	0	0
ODPs	0	1	2	0	2	2	10	0	1	0	0	0	0	0											4	8	18	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	3	0	0
Paramedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0											41	139	0	0
Physiotherapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											164	258	0	0
Prosth/Orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											1	0	0	0
Radiographers	0	0	0	0	0	0	0	0	0	0	0	0	0	0											5	7	0	0
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0											94	12	0	0
TOTAL	0	1	2	0	3	3	10	0	1	0	0	0	0	0											2,718	2,479	20	0

Health Professions Council **Grandparenting Registrations April 2006 - March 2008** **International Registration Department**

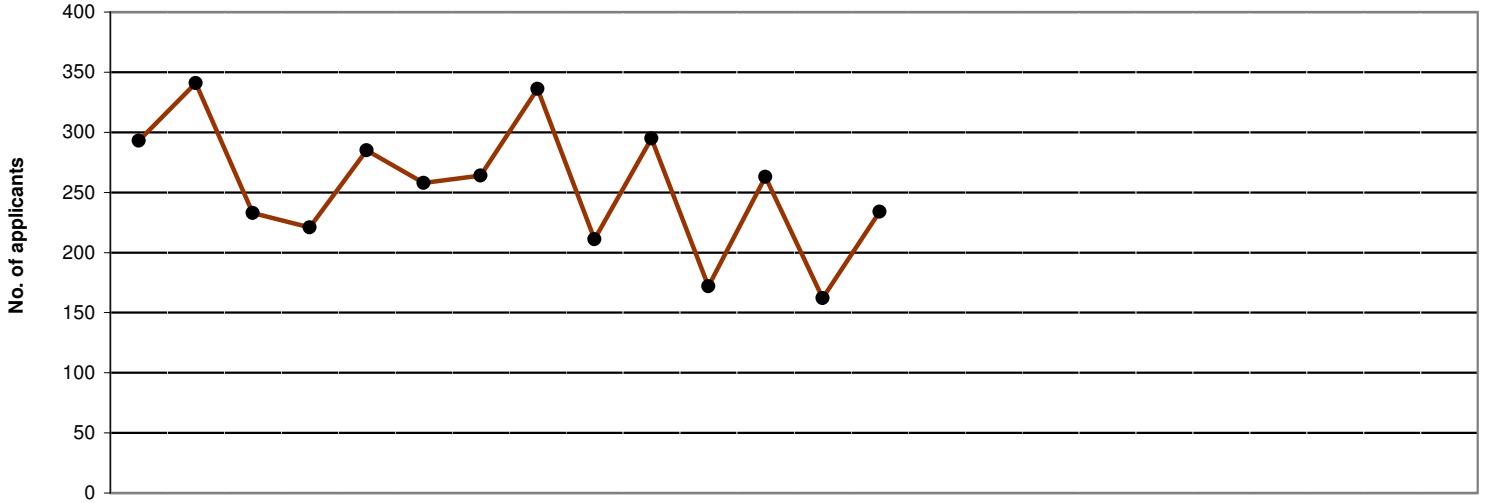


	2006									2007			2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0											13	35	5	0
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0											106	148	18	2
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2	0	2											165	318	78	2
Chirops/ Pods	16	19	15	4	16	12	12	5	1	4	4	3	0	1											1,309	1,476	111	1
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	1	0	0
OTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0											1	3	0	0
ODPs	1	0	0	0	2	1	1	9	1	3	0	0	0	0											6	10	18	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	0	0	0
Paramedics	5	4	1	1	3	2	0	2	1	1	0	0	0	1											33	115	20	1
Physiotherapists	4	7	4	3	3	2	2	1	2	4	0	1	0	2											67	178	33	2
Prosth/Orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0											1	1	0	0
Radiographers	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	1	0	0
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0											99	9	0	0
TOTAL	41	56	33	12	35	26	22	21	7	18	6	6	2	6											1,800	2,295	283	8

Health Professions Council **New International Applications Received April 2006 - March 2208** **International Registration Department**

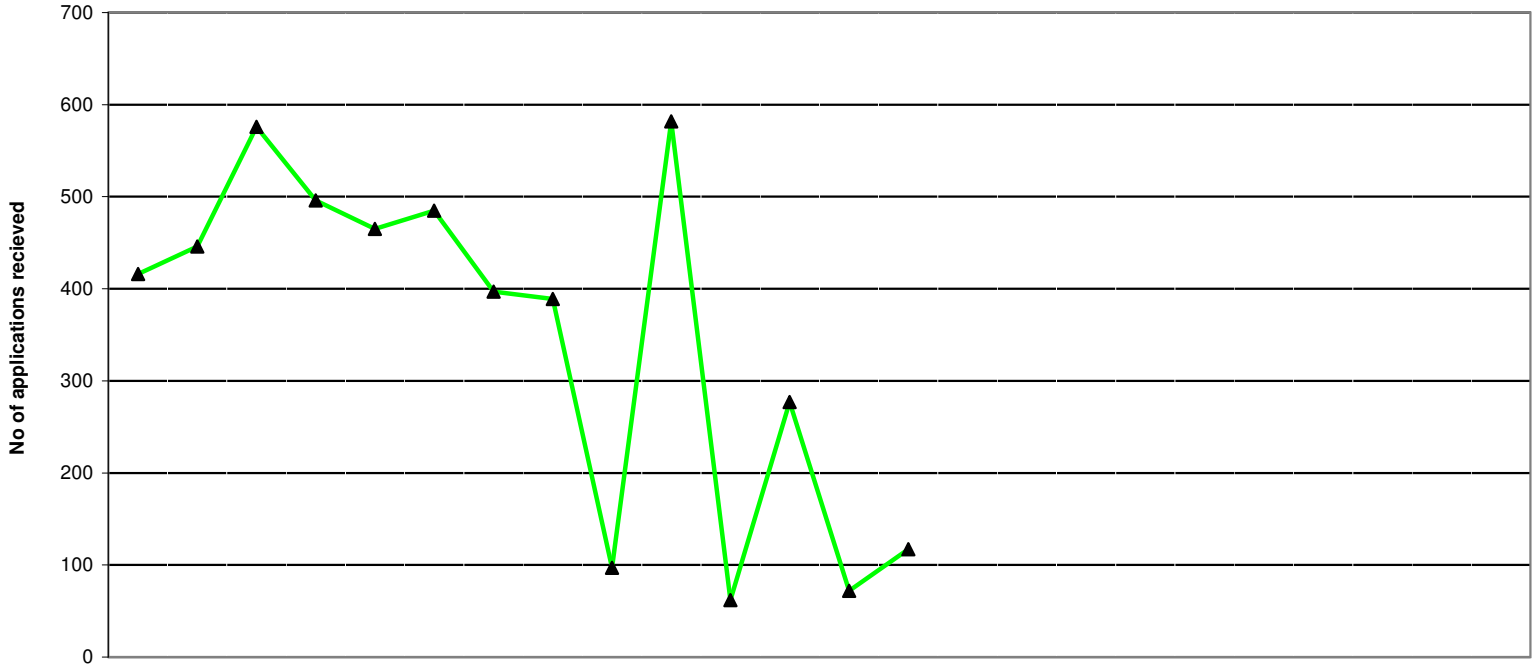


	2006									2007			2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1											15	14	15	2
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	38											710	756	496	73
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6	5	5											70	65	62	10
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9	3	4											89	40	51	7
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8	11	14											238	192	149	25
OTs	38	48	50	51	51	32	39	31	28	41	30	25	31	33											8	29	25	64
ODPs	0	3	2	2	3	2	3	0	4	5	0	1	3	0											775	774	464	3
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1	0	1											2	5	7	1
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2	7	2											29	17	39	9
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88	87	78											2,069	1,665	1,131	165
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1	0	0											11	10	9	0
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61	51	49											962	810	903	100
SLTs	10	24	13	1	15	13	10	16	13	19	10	9	17	12											257	249	153	29
TOTAL	280	385	334	361	328	271	266	263	209	293	279	235	251	237											5,235	4,626	3,504	488



	2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	2008 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
Arts Therapists	0	1	1	0	2	0	0	1	1	0	0	0	2	0											9	3	6	2
Bio. Scientists	48	46	36	27	48	33	37	35	45	30	22	32	22	22											363	417	439	44
CI Scientists	0	4	6	1	5	3	2	6	1	3	3	1	2	4											20	26	35	6
Chirops/ Pods	4	3	2	1	6	3	0	6	1	8	0	3	7	3											39	25	37	10
Dietitians	7	9	7	21	15	8	7	13	13	18	8	12	6	3											164	93	138	9
OTs	73	49	35	26	41	50	23	73	26	41	34	38	29	32											668	615	509	61
ODPs	0	0	1	1	1	0	2	0	2	0	0	0	0	0											1	6	7	0
Orthoptists	0	1	0	0	0	0	0	1	0	0	1	0	0	0											1	3	3	0
Paramedics	0	2	0	0	2	2	0	3	2	2	2	1	3	0											19	6	16	3
Physiotherapists	75	151	75	82	91	77	95	80	56	73	68	62	26	110											1,339	1,193	985	136
Prosth/Orthotists	1	1	0	1	0	0	1	0	0	0	0	0	2	0											6	6	4	2
Radiographers	65	67	54	49	63	71	77	99	54	96	23	102	56	48											681	496	820	104
SLTs	20	7	16	12	11	11	20	19	10	24	11	12	7	12											204	218	173	19
TOTAL	293	341	233	221	285	258	264	336	211	295	172	263	162	234											3,514	3,107	3,172	396

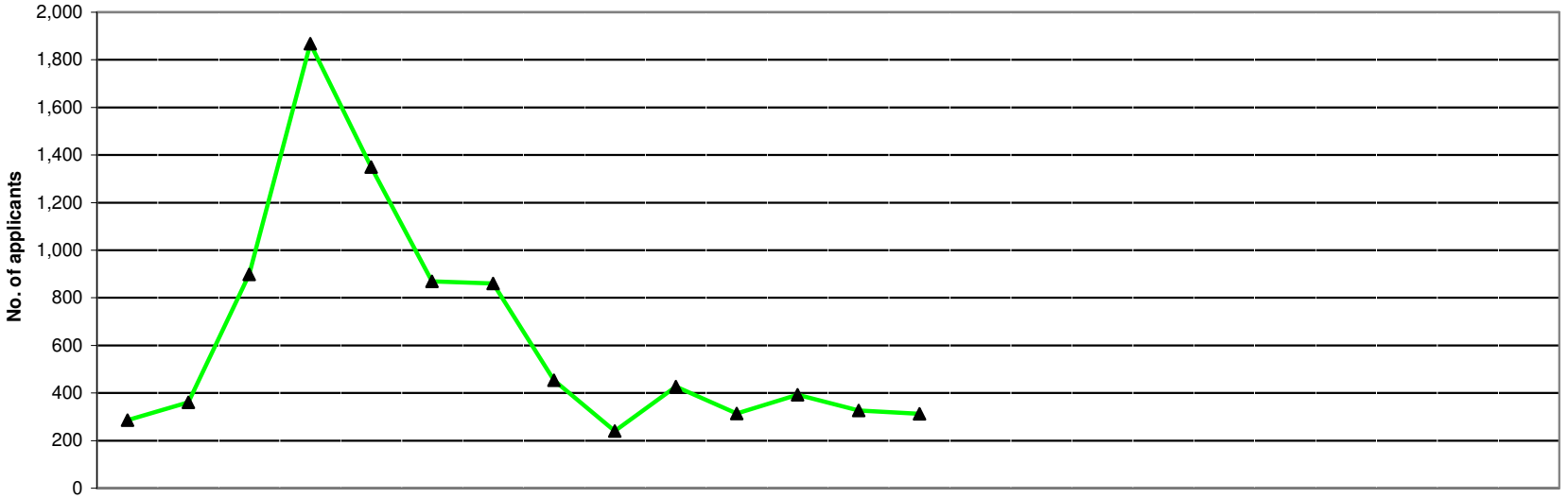
Health Professions Council **UK Application Status April 2006 - March 2008** **UK Registration Department**



	2006									2007			2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minimum Info	367	385	358	364	338	356	345	341	58	369	41	29	49	77											2,983	5,719	3,351	126
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17	22	39											166	397	1,007	61
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231	1	1											91	26	330	2
TOTAL	416	446	576	496	465	485	397	389	97	582	62	277	72	117											3,240	6,142	4,688	189

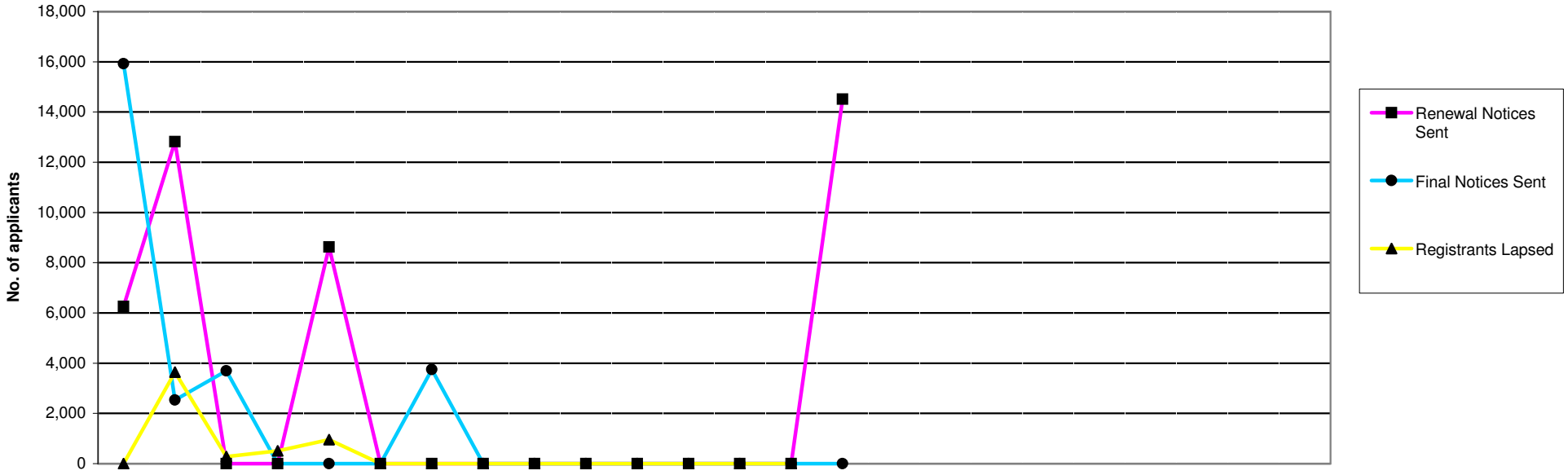
NOTE: Information covers UK applications only
2003/4 FYE information only available from January 2004 to March 2004

New UK Applications Received April 2006 - March 2008



	2006									2007			2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Ths	18	17	13	15	24	9	25	11	9	13	14	16	20	18											160	234	184	38
Bio. Scs	56	60	45	82	60	47	70	65	36	75	56	38	40	60											820	912	690	100
Cl Scs	14	9	14	15	15	6	9	14	4	13	13	19	26	2											138	155	145	28
Ch/ Pods	1	4	60	116	64	34	30	6	9	11	4	2	4	10											329	399	341	14
Dietitians	20	16	60	106	28	20	26	11	4	6	10	24	13	20											319	367	331	33
ODPs	17	27	28	35	97	166	103	26	36	31	37	65	56	25											394	754	668	81
OTs	25	53	105	320	299	179	171	82	11	52	17	13	25	17											1,468	1,544	1,327	42
Orths	1	1	6	14	9	3	2	2	0	3	0	0	0	0											44	34	41	0
Paras	53	80	54	86	78	65	59	74	56	95	42	65	48	75											1,026	1,247	807	123
Physios	55	50	223	599	392	205	174	97	48	86	89	102	71	41											1,926	2,051	2,120	112
Pr/Orths	4	1	1	0	0	0	22	1	2	1	0	0	0	0											40	46	32	0
Rads	12	27	253	396	153	74	66	23	10	9	9	19	8	24											886	1,008	1,051	32
SLTs	10	16	36	84	130	61	103	42	15	32	23	30	16	20											572	746	582	36
TOTAL	286	361	898	1,868	1,349	869	860	454	240	427	314	393	327	312											8,122	9,497	8,319	639

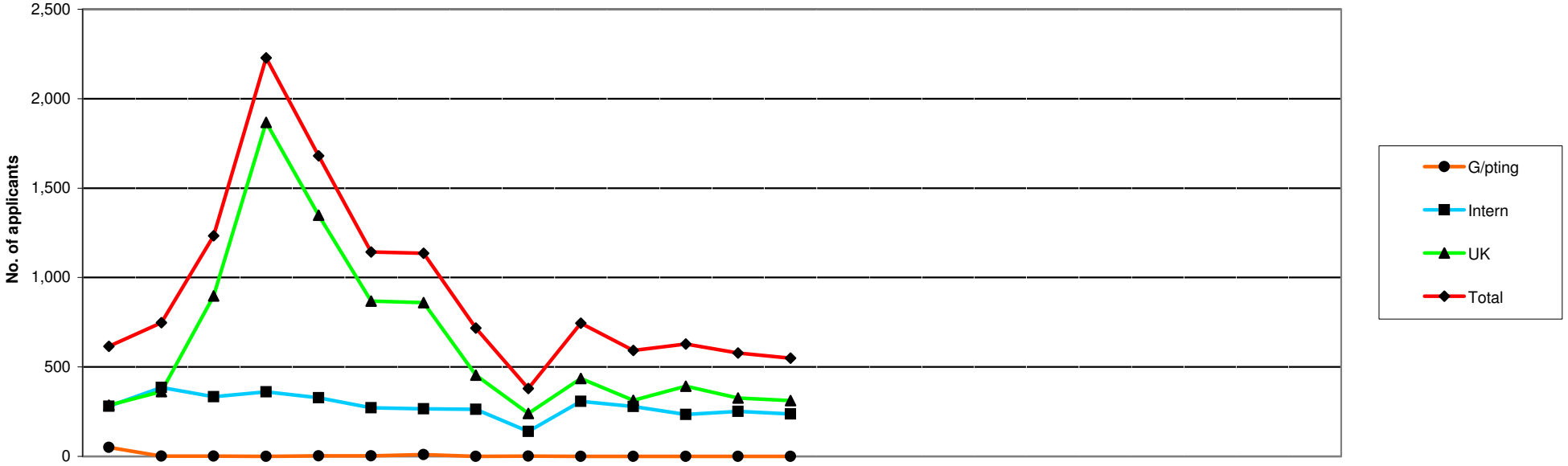
Health Professions Council **Renewal Information April 2006 - March 2008** **UK Registration Department**



	2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2008 Jan	Feb	Mar	2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
Renewal Notices Sent	6,257	12,825	0	0	8,629	0	0	0	0	0	0	0	0	0	14,510										24,781	142,363	27,711	14,510
Final Notices Sent	15,928	2,535	3,694	0	0	0	3,752	0	0	0	0	0	0	0	0										19,846	36,261	25,909	0
TOTAL	22,185	15,360	3,694	0	8,629	0	3,752	0	0	0	0	0	0	0	14,510										44,627	178,624	53,620	14,510
Registrants Lapsed	0	3,643	278	508	959	0	0	0	0	0	0	0	0	0											7,423	9,448	5,388	0

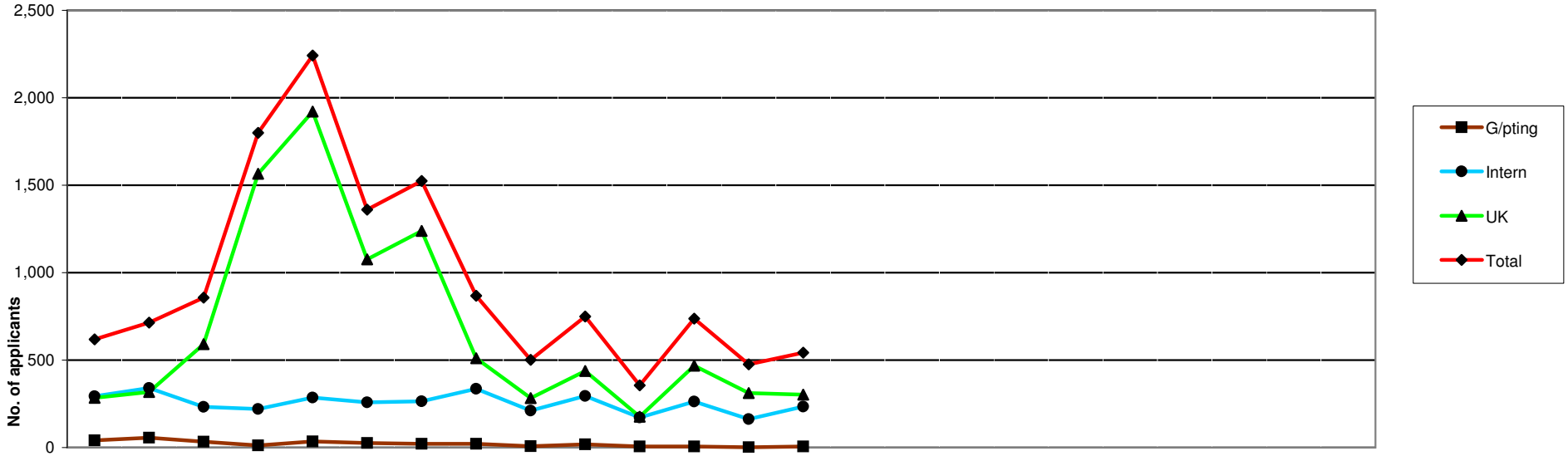
NOTE : 2003/4 FYE information only available from July 2003 to March 2004

Health Professions Council **Application Types Received April 2006 - March 2008** **International & UK Registration Departments**



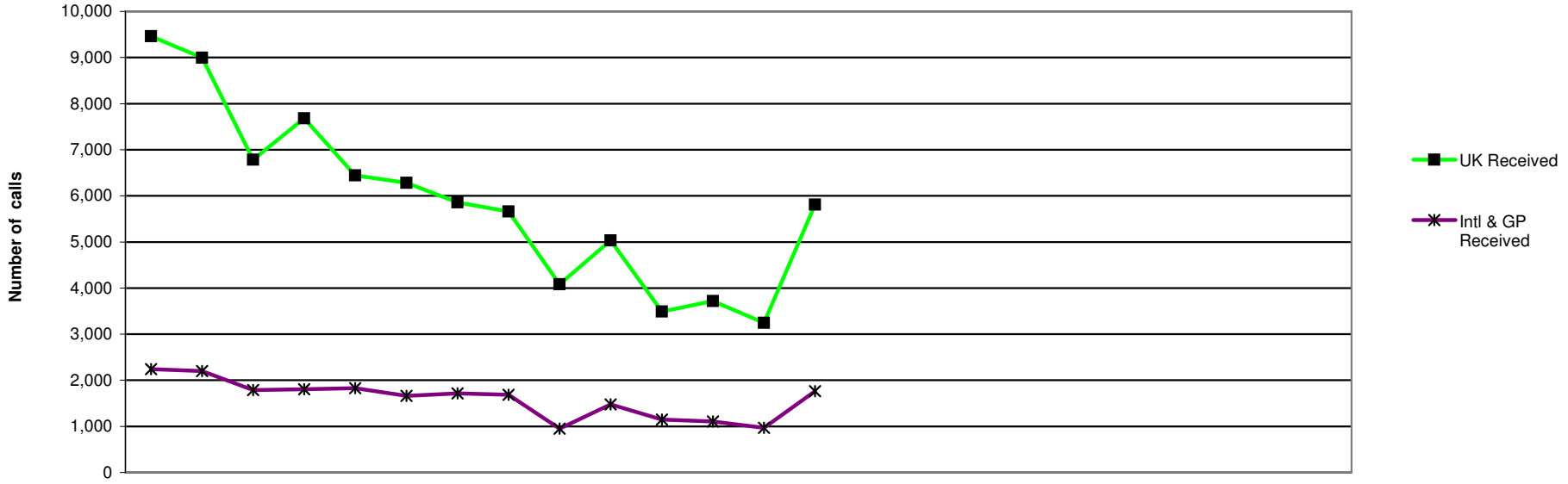
	2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2008 Jan	Feb	Mar	2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
G/pting	50	1	2	0	3	3	10	0	1	0	0	0	0	0											2,634	2,480	70	0
Intern	280	385	334	361	328	271	266	263	139	308	279	235	251	237											5,162	4,686	3,449	488
UK	286	362	897	1,868	1,349	869	860	454	240	436	314	393	327	312											8,376	9,496	8,328	639
Total	616	748	1,233	2,229	1,680	1,143	1,136	717	380	744	593	628	578	549											16,172	16,662	11,847	1,127

Health Professions Council **New Registrants** **International & UK Registration Departments**



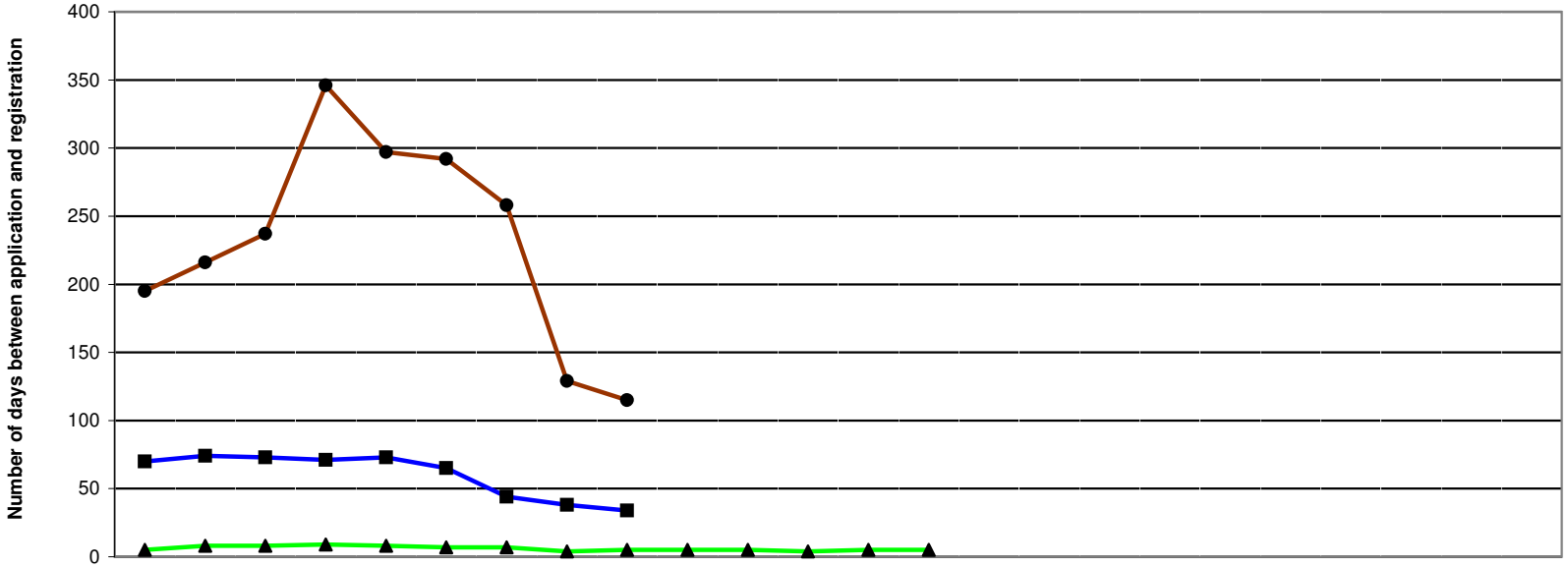
	2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2008 Jan	Feb	Mar	2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
G/pting	41	56	33	12	35	26	22	21	7	18	6	6	2	6											1,761	2,591	283	8
Intern	293	341	233	221	285	258	264	336	211	295	172	263	162	234											3,455	3,139	3,172	396
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468	312	303											15,899	9,474	8,870	615
Total	618	715	857	1,799	2,241	1,360	1,524	868	501	750	355	737	476	543											21,115	15,204	12,325	1,019

Health Professions Council **Registration Telephone Information April 2006 - March 2008** **UK & International Registration Department**



	2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	2008 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
Intl & GP																												
Intl & GP Received	2,244	2,201	1,789	1,804	1,830	1,663	1,714	1,687	950	1,475	1,150	1,105	968	1,764											45,574	40,070	19,612	2,732
Answered	1,787	1,917	1,673	1,700	1,669	1,566	1,595	1,543	894	1,390	1,103	1,059	943	1,675											34,502	33,467	17,896	2,618
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96	97	95											76	84	92	96
Adandoned	457	284	116	104	161	97	119	144	56	85	47	46	25	89											11,264	6,627	1,716	114
Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15	11	10											36	25	14	11
Avg talk time (min)	2.43	2.32	2.43	2.35	2.42	2.49	2.49	3.01	2.51	3.02	3.08	3.12	3.10	2.58											2.30	2.32	2.64	2.84
UK		.																								0		
UK Received	9,464	8,995	6,787	7,683	6,441	6,280	5,856	5,663	4,082	5,033	3,489	3,715	3,248	5,808											103,274	70,233	73,488	9,056
Answered	7,845	7,995	6,464	6,983	6,121	5,555	5,284	5,439	3,736	4,980	3,450	3,641	3,207	5,598											79,498	50,518	67,493	8,805
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98	99	96											82	70	93	98
Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74	41	210											24,198	10,719	6,335	251
Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21	20	30											67	64	45	25
Avg talk time (min)	2.25	2.46	2.24	2.12	2.16	2.22	2.02	2.04	2.21	2.07	2.08	2.05	2.02	2.08											2.13	1.78	2.16	2.05

Health Professions Council **Days to Initial Assessment Decision from Application 2006-8** **International & UK Registration Departments**

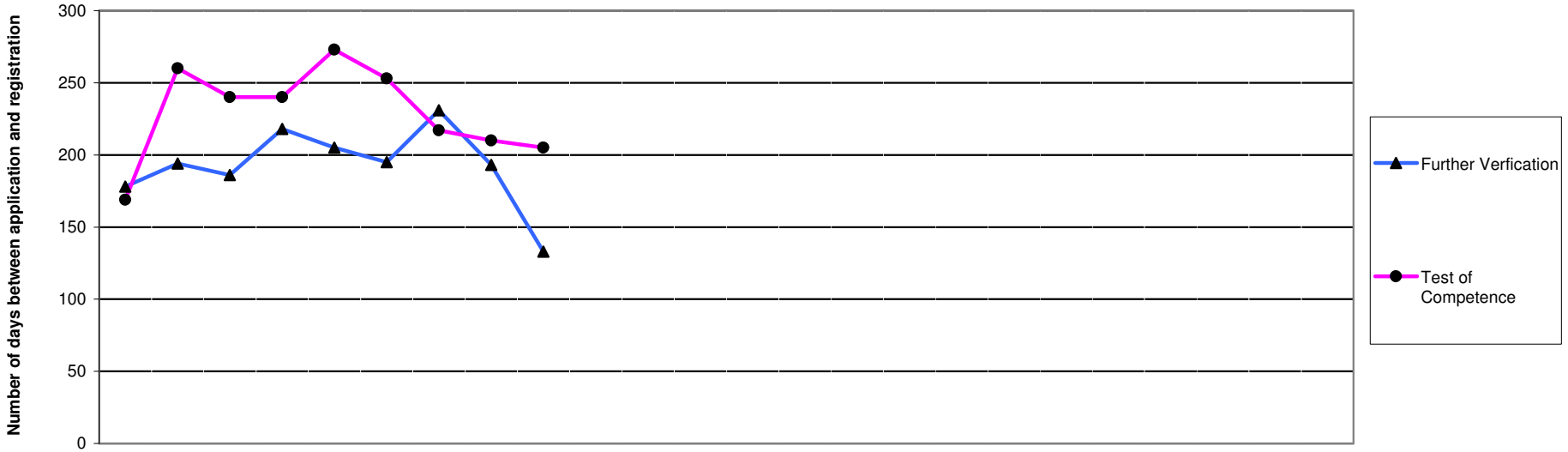


	2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2008 Jan	Feb	Mar
G/parenting	195	216	237	346	297	292	258	129	115															
International	70	74	73	71	73	65	44	38	34															
UK	5	8	8	9	8	7	7	4	5	5	5	4	5	5										

2004/6 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
42	92	232	#DIV/0!
39	76	60	#DIV/0!
6	7	6	5
AVERAGE			

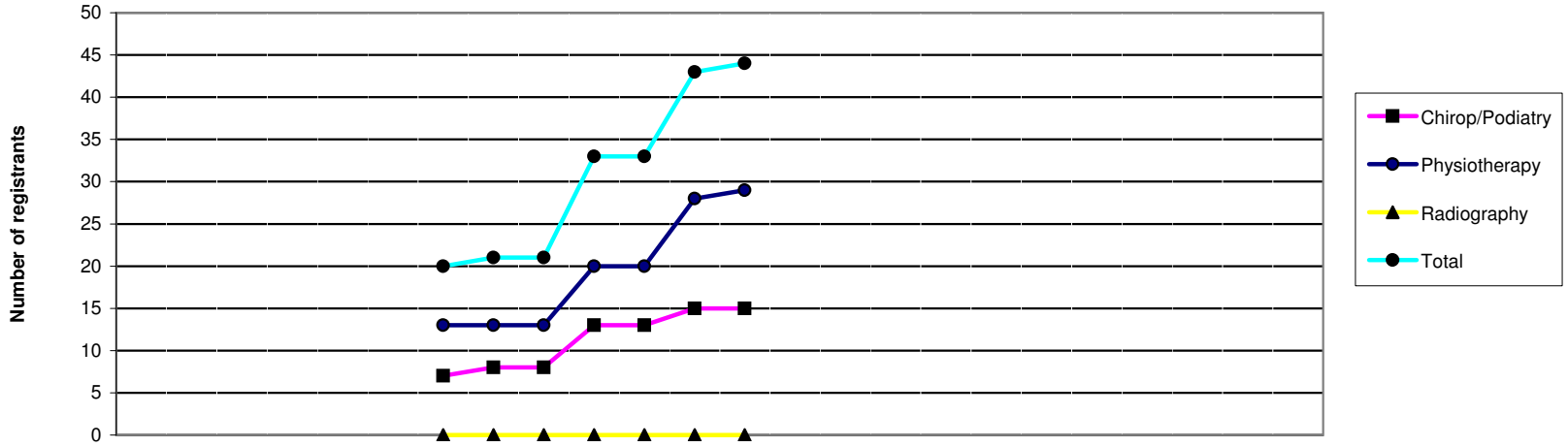
NOTE: For INTL & GP assessments, measured from, the application is entered onto the registration system to initial asssessor decision is made. (ACCEPT, REJECT, FV, TOC)
For UK applications, measured from application is entered onto the registration system to when the applicant is registered. HPC applications only

Health Professions Council **Days to Final Assessment Decision from Application** **International & UK Registration Departments**



Grandparenting & International		2006 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2007 Jan	Feb	Mar	2008 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2004/5 FYE	2005/6 FTE	2006/7 FTE	2007/8 YTD
	Further Verfication	178	194	186	218	205	195	231	193	133																101	145	193	
	Test of Competence	169	260	240	240	273	253	217	210	205																150	158	230	
																										AVERAGE			

Health Professions Council **Number of registrants with supplementary prescribing rights 2006-8**



	2006						2007						2008												2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Chirop/Podiatry							7	8	8	13	13	15	15												15	15
Physiotherapy							13	13	13	20	20	28	29												28	29
Radiography							0	0	0	0	0	0	0												0	0
Total							20	21	21	33	33	43	44												43	44