

## Operations Report to Finance & Resources Committee, 19<sup>th</sup> June 2008

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## Registrations – Richard Houghton

### Summary

This paper provides an update from the Registration Department for the period 1 March 2008 to 30 April 2008.

### 1) Operational Performance

#### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 March 2008 to 30 April 2008 the team received a total of 29,602 telephone calls which is 10,807 more than the same period two years ago. This equates to a 57% increase in the volume of telephone calls received. Unfortunately only 46% of these calls were answered due to the high volume and the impact of the department relocation to Stannary Street. The total number of telephone calls for May 2008 reduced to 11,490 but again this was an increase of 2,495 more than the same period two years ago which equates to a 27% increase in the volume of telephone calls received and 81% were answered. As at 4 June 2008 the team received 975 telephone calls of which 96% have been answered. The department is now seeing the benefits of all employees being on one floor with better real time management delivered.

The majority of the telephone calls are renewals related and the online system will reduce these volumes. Registrants will be able to manage their own renewal from start to finish removing the need for contacting HPC for a status check of their renewal form.

**ii) International Telephone Calls** - During the period from 1 March 2008 to 30 April 2008 the team received a total of 2,384 telephone calls, 84% of which were answered.

#### b) Application Processing

**i) UK Applications** - A total of 917 new applications were received during this period which is 196 more than the same period two years ago and 763 individuals were registered. Applications took on average nine working days to process which is within our service standard of processing applications within ten working days of receipt. As at the end of May 2008 applications were being processed within three working days.

Applications for readmission took an average of nine working days to process which is within our service standard of processing applications within ten working days of receipt. As at the end of May 2008 readmission applications were being processed within four working days.

**ii) International Applications** - A total of 395 new international applications were received in this period and 374 individuals were registered. Applications were on average being processed within six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

#### c) Emails

**i) UK Emails** - The team received approximately 80 emails per day and responded to these on average within five days of receipt which meets our service standard of five working days response time but during April 2008 this was not achieved. As at the end of May 2008 emails are being responded to within 24 hours of receipt.

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

#### **d) Registration Renewal**

At the start of February 2008 42,696 physiotherapists were invited to renew their registration. Of the number originally invited to renew registration, 9.6% of physiotherapists lapsed from the Register. This compares less favourably with 2006 when 9.1% of physiotherapists lapsed.

At the start of March 2008 2,492 arts therapists were invited to renew their registration. Of the number originally invited to renew their registration, 13% of arts therapists lapsed from the Register. This compares less favourably with 2006 when 12% of art therapists lapsed.

At the start of April 2008 6,718 dieticians were invited to renew their registration and as at 4 June 2008 4,666 had renewed their registration. Registrants have until 30 June 2008 to renew their registration.

## **2) Resource**

### **a) Employees**

The department is operating within the budgeted headcount and has successfully advertised and recruited for a number of vacant Registration Advisor positions. Seven Registration Advisors - James Bunting, Siobhan Carson, Shenika Anthony, Najrina Rahman, Victor Ludlow, Maria Samuel and Steve Nichol all commenced employment with the HPC during April 2008 and one Registration Advisor – Gary Rope, commenced employment

with the HPC during May 2008. The aforementioned have been recruited to replace agency employees, fixed term contract employees and leavers from the department and there are currently no agency employees within the Registration Department. Henna Ahmed and Sammuell Yemane commenced employment with the HPC during May 2008 on twelve and six month contracts respectively to cover for Registration Advisors on maternity leave. There has been extensive training activity as a result of this recruitment campaign.

In April 2008 Tyrone Reid started on a twelve month contract as a Customer Services Manager to cover Mark Potter's secondment to the Communications Department.

### **b) Department Relocation**

The department relocated to the new Stannary Street offices on 18 April 2008 and the department continued to operate and provide a service for the duration of the proceeding week and the week following the office move. Unfortunately service was affected as there was considerable work that needed to be done to facilitate the move. Whilst the department remained open for business as usual the move impacted negatively on the overall monthly performance.

### **c) System Failure**

On 1 May 2008 a system failure on the NetRegulate registration system necessitated its recovery to a position as at the close of business on the 30 April 2008. The system was unavailable for a period of three hours from 15:00 hours until 18:00 hours on 1 May 2008. Data that had been processed during 1 May 2008 was re-input on 2 and 3 May 2008 and no data or customer requests via the telephone were lost.

## HPC Major Projects April FY 2008/9 Narrative

No.	Project name	Commentary
MP24	Stannary street	<ul style="list-style-type: none"> <li>Project complete subject to building control certification</li> </ul>
MP3	On-boarding of the Practitioner Psychologists	<ul style="list-style-type: none"> <li>Project has declined due to delays in the legislative timetable. Re-aligned roll out date is now 10th July 2009 with legislation likely to be passed at the earliest in May 2009.</li> </ul>
MP27	Replacement of Finance system Phase 1	<ul style="list-style-type: none"> <li>Project has completed</li> </ul>
MP28	Change of LISA access rights	<ul style="list-style-type: none"> <li>Project has completed</li> </ul>
MP14	Online LISA authentication	<ul style="list-style-type: none"> <li>Technology has been released, however roll out has been delayed due to exceptional peak in physiotherapist renewals.</li> <li>Delay is to mitigate the risk that roll out would be unsuccessful if resources are unavailable to support it.</li> </ul>

## HPC Major Projects 2007/8 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	07/08 Budget*	Due Date	Status
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	Y	Y	Y	£85 (C) £80 (O)	30/04/09	
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross-Sampson	R Houghton	Y	Y	N	£132 (O)	14/12/08 10/02/09 10/07/09	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	Y	Y	N	On hold	01/04/09	
MP30	2c	Registration fee change 09	Realignment of registration fee charges	M Seale	S Leicester	Y	Y	NA	-	15/06/09	
MP24	2d	Stannary street	Refurbishment of Stannary Street building	M Seale	S Hall	N	N	N	£1.6M (C) £43 (O)	31/01/08 10/03/08	Complete subject to Building Control certification
MP27	3	Replacement of Finance system Phase 1	Replacement of SAGE 200	S Leicester	M Cheema	Y	Y	Y	£19 (C)	30/04/08 18/04/08	Complete

### 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

Date 2007-05-31 Ver. a Dept/Cmte OPT Doc Type AOD Title Project summary 2007-8 May

Status Draft DD: None Int. Aud. Public RD: None

## HPC Major Projects 2007/8 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Brief	Project Plan	Business Reqs (if IT)	07/08 Budget*	Due Date	Status
MP27	3	Replacement of Finance system Phase 2	Roll out of online purchase order approval system	S Leicester	M Cheema	Y	Y	Y	£19 (C)	18/07/08	
MP28	3	Change of LISA access rights	Full review and implementation of revised access rights for LISA	S Leicester	M Cheema	Y	Y	Y	£35 (C)	15/04/08 25/04/08	Complete
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	Y	Y	-	07/12/07 15/04/08 25/04/08	
MP32	2b	Equality and Diversity Phase 2	Implementation of changes to allow HPC to provide demographic statistics of registrants to the DH	M Seale	R Houghton	Y	Y	N	£30 (C) £9.5 (O)	28/02/09	
MP33	3	FTP Net regulate statuses rationalisation	Operational and technology changes to optimise use of registrations system within FTP	M Seale	K Johnson	N	N	N	£64 (C)	Not initiated	Not initiated
MP34	4	Online Applications and Renewals	Providing registrants the ability to apply and renew online	M Seale	G Ross-Sampson	Y	Y	N	£300 (C) £22 (O)	20/03/09	

**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 stable since last reporting cycle



Status of project has declined since last reporting cycle

\* All amounts in £000's

(C) = Capex

(O) = Opex

## Business Improvement – Roy Dunn

### Human Resources

No changes.

### Quality Management System (QMS) review meetings

Below is a list of recent quality management system reviews:

- Information & Data security / Evaluation of potential new systems review
- Quality
- Business Continuity

### QMS process updates

The Partner section of the QMS is undergoing a refresh following work by the HR Director.

Information & Data security work across HPC is ongoing. New systems are being evaluated for implementation.

Thomas Berrie will be trained in Internal Audit to ISO:9001-2000 over the summer, to assist in the day to day audit work.

### Next BSI Audit

The next BSI audit is scheduled for 23rd October 2008. This external audit will review the following areas of the management system, Approvals & Monitoring, Purchasing & Supplier Evaluation, Secretariat, Project Management, Management system organisation & review.

- We are now working on a RISK based audit sequence, evaluating items in the Risk Register for particular analysis.

### Business Continuity

A Business Continuity exercise took place on 28<sup>th</sup> May with a building loss scenario. All available EMT members were intercepted as they arrived in the Park House office. The detail of what occurred is covered in a separate report.

A slight reprioritisation of systems for IT restoration has been updated in the new plan, with access to employee Next of Kin details being required more rapidly.

All major systems were restored within an appropriate time frame. Some systems recently updated at Park House are in the process of having the same upgrades applied at the remote data repository at Star Internet in Gloucestershire so data was only accessible with software supplier intervention.

The required content for the “War Boxes” at NDR has been updated in light of the test.

The Communications management plan requires enhancement to allow for multiple scenarios for which it may be used.

A Gold / Silver / Bronze Incident Management approach is being considered as the most appropriate response to invocations at HPC.

A detailed report will follow.

Note, NDR is being re-branded as ICM Continuity following a merger earlier this year. Documentation will carry both names until the re-branding is complete.

## **Information & Data Management**

Archiving tendering will take place as soon as the generic HPC supplier contract is completed.

A series of reports to aid the ongoing analysis of trends in operational processes is underway.

Monthly management reports completed and rolled out for the new Financial year.

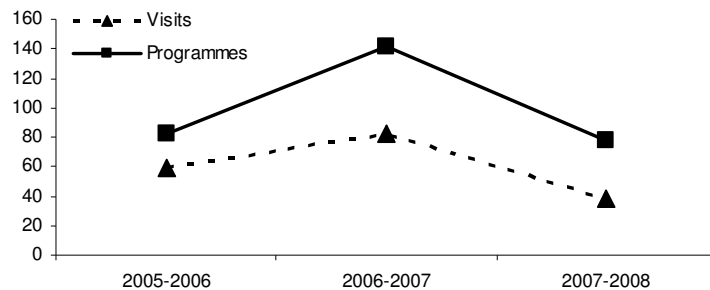


## Education – Approvals and monitoring

### Approval process

The department has 18 visits remaining in the current academic year. 5 visits in June 2008 and 4 visits in July 2008 (to 6 and 5 programmes respectively). The 2007-08 academic year has seen a total of 38 visits, considering 78 programmes. Compared to the last academic year, there has been considerably less activity in the approval process this year.

Year	Visits	Programmes
2005-2006	59	82
2006-2007	82	142
2007-2008	38	78



11 visits (covering 17 programmes) were cancelled this academic year. Only 3 visits (covering 3 programmes) have had their visits rescheduled into the next academic year.

Between September – December 2007, 18 programmes were visited. 100% of these programmes have been approved or re-approved.

Between January – April 2008, 37 programmes were visited. 22% of these programmes have been approved. 29 programmes are still in the process of meeting their conditions.

Based on programmes approved to date, the average time for a programme to gain approval (including the meeting of conditions) is just below four 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.

The department has already scheduled 11 visits (covering 20 programmes) in the next academic year (Sept 08 – July 09). The department is due to begin its forward planning process in June 2008, where we contact all education providers and remind them of the timescales and stages of our approval process. They will be 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 due to peaks of activity.

### Annual monitoring process

The department is moving towards the final stages of the annual monitoring work in this academic year. The expected submission dates from education providers are at the end of each month. To date, 99% of expected audit submissions have been received, with the majority on time. There was one non-submission in April. This is still being investigated as it appears the programme may have closed. There are just two submissions left in this academic year.

	Audit submissions		Actual submissions		
	Expected	Actual	On time	Late	Non submissions
Dec-07	18	18	6	2	0
Jan-08	15	15	14	1	0
Feb-08	34	34	31	3	0
Mar-08	33	33	25	4	0
Apr-08	16	15	5	9	1
May-08	1	0	-	-	-
Jun-08	1	0	-	-	-
Jul-08	0	0	-	-	-
Aug-08	0	0	-	-	-

A total of 115 audit submissions have been received to date. 87% of these submissions have been considered at one of four assessment days. The remaining 13 submissions have been considered by post.

Assessment day/ Postal	Number of submissions
19 February 2008	29
18 March 2008	21

Outcome of assessment day	
Visitors' requested more info	Sent to Panel (continues to meet standards)
7	22
14	7

22 April 2008	25
20 May 2008	27

13	12
6	21

To date, all of the submissions considered at the February and March 2008 assessment days have been finalised and considered by an Education and Training Panel. There are 6 submissions outstanding from the April 2008 assessment day (the visitors are still considering the additional information) and 6 submissions outstanding from the May 2008 assessment day (the visitors are awaiting the additional information). 5 of the 13 submissions which are being considered by post have been finalised and considered by an Education and Training Panel.

To date, 100% of expected declaration forms have been received, with the majority on time.

	Declaration forms	
	Expected	Actual
Dec-07	24	24
Jan-08	40	40
Feb-08	29	29
Mar-08	25	10
Apr-08	9	3
May-08	0	0
Jun-08	1	0
Jul-08	8	1
Aug-08	1	0

Actual declaration forms		
On time	Late	Non submissions
23	1	0
37	3	0
27	2	20
10	-	-
3	-	-
-	-	-
1	-	-
3	-	-
-	-	-

All declaration forms go direct to the Education and Training Panel for consideration.

### Major changes

The revised major change was launched in March 2008 and so the previous three months have been a transition period for the department. Some submissions have continued to be assessed

under the old process; whilst new submissions have been assessed under the revised process. As the revised process has a formal notification stage, with a filter direct into the approval or approval monitoring process, we are anticipating that there will be a lower number of submissions being considered at part of the major change process itself from now on.

The Department has received 52 major change submissions for 91 programmes in the current academic year. 71% of these submissions have been concluded. On average it is taking three months to consider each submission. This is in line with our guidance to education providers.

	Number of programmes considered through major change process	
	Received	Concluded
Sep-07	13	13 (100%)
Oct-07	7	7 (100%)
Nov-07	4	4 (100%)
Dec-07	5	5 (100%)
Jan-08	12	11(92%)
Feb-08	25	14(%)
Mar-08	8	0 (0%)
Apr-08	5	0 (0%)
May-08	12	0 (0%)

Of the 65 programmes we have completed the process. 78% were found to have made minor changes. 22% were found to have made major changes, but none of these required a visit.

### **Projects**

The department has spent the majority of the last three months working on the operational process outlined above. Consequently there are limited updates in the area of projects.

None of the projects in the 2008-09 work plan have begun yet. Updates on continuing projects from the 2007-08 work plan are detailed below –

### LISA programme list

The 'LISA user access rights' major project completed in mid May 2008, so the department can now begin work on this project as outlined in 2008-2009 work plan.

### Professional body programmes

No progress to report.

### IHCD paramedic programmes

The standard approval process for ambulance trusts delivering IHCD programmes is part way through. Reports from individual ambulance trusts will be considered by Education and Training Panels as they become available.

The department are in the process of updating the department and website records to reflect the accurate education provider names.

The department has contacted West Midlands Ambulance Service NHS Trust and a date for an approval visit has been subsequently agreed.

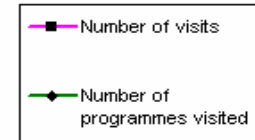
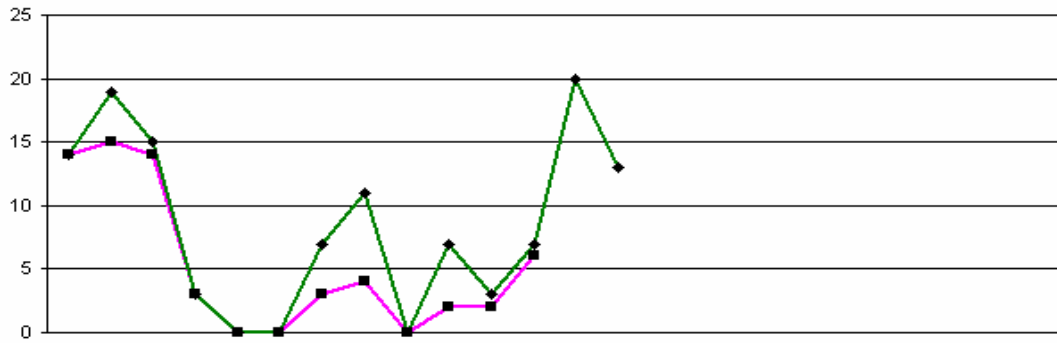
### **Partners**

A small visitor training session was held in April 2008 for four visitors (two new drama therapists, one prosthetist and one chiropodist). These visitors were prioritised for training to cover shortfalls in certain profession numbers. Interviews for occupational therapist (clinicians), paramedic, prosthetist, radiographer and dietician visitors are due to take place in June/July 2008.

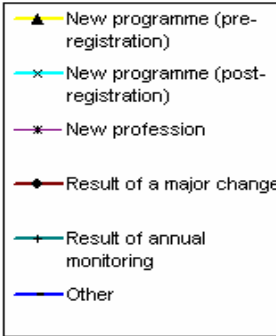
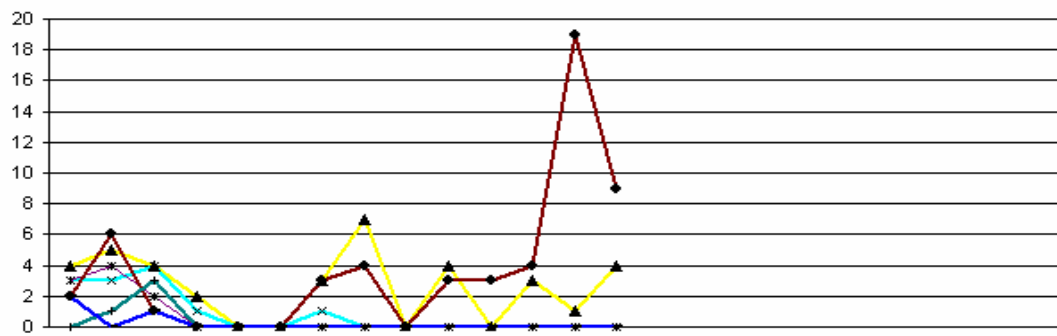
The department has been working with the Partners department recently to plan the workload (recruitment, selection, extensions and training) for the 2008-2009 financial year. Training for new visitors is planned for July 2008 and refresher training for 70 existing visitors is planned for September/October 2008.

**Employees**

There are no employee changes to report.



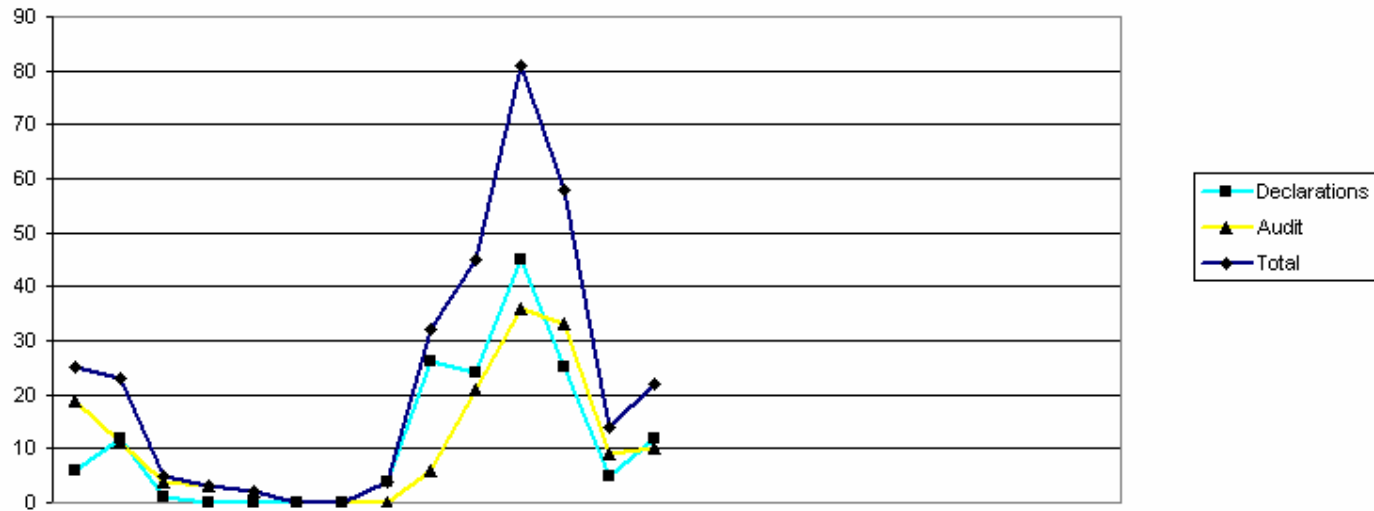
	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Overview of approval visits																												
Number of visits	14	15	14	3	0	0	3	4	0	2	2	6	5	8											0	101	63	13
Number of programmes visited	14	19	15	3	0	0	7	11	0	7	3	7	20	13											27	117	86	33



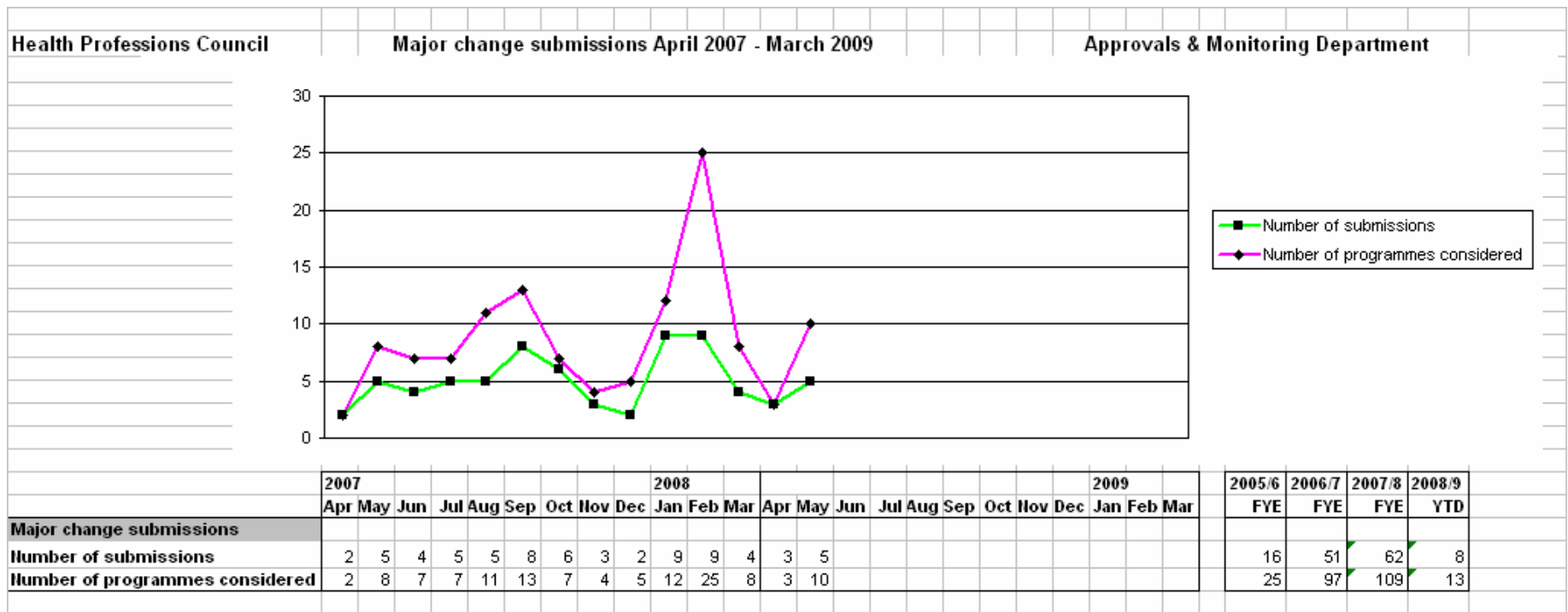
	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Reason for programme visited																												
New programme (pre-registration)	4	5	4	2	0	0	3	7	0	4	0	3	1	4											0	18	32	5
New programme (post-registration)	3	3	4	1	0	0	1	0	0	0	0	0	0	0											5	29	12	0
New profession	3	4	2	0	0	0	0	0	0	0	0	0	0	0											5	16	9	0
Result of a major change	2	6	1	0	0	0	3	4	0	3	3	4	19	9											5	32	26	28
Result of annual monitoring	0	1	3	0	0	0	0	0	0	0	0	0	0	0											5	1	4	0
Other	2	0	1	0	0	0	0	0	0	0	0	0	0	0											5	21	3	0
Total	14	19	15	3	0	0	7	11	0	7	3	7	20	13											25	117	86	33

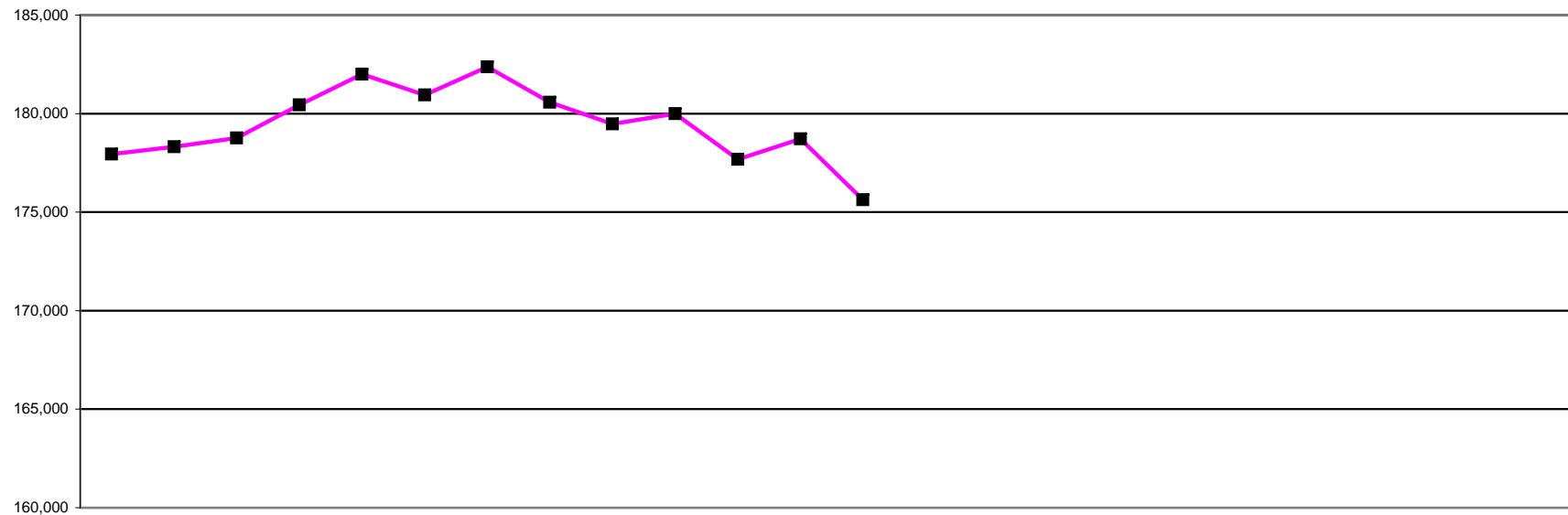
2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
0	18	32	5
5	29	12	0
5	16	9	0
5	32	26	28
5	1	4	0
5	21	3	0
25	117	86	33

Health Professions Council      Programme Monitoring April 2007 - March 2009      Approvals & Monitoring Department



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>Annual monitoring submissions</b>																													
<b>Declarations</b>	6	12	1	0	0	0	0	4	26	24	45	25	5	12												113	94	143	17
<b>Audit</b>	19	11	4	3	2	0	0	0	6	21	36	33	9	10												51	184	135	19
<b>Total</b>	25	23	5	3	2	0	0	4	32	45	81	58	14	22												164	278	278	36



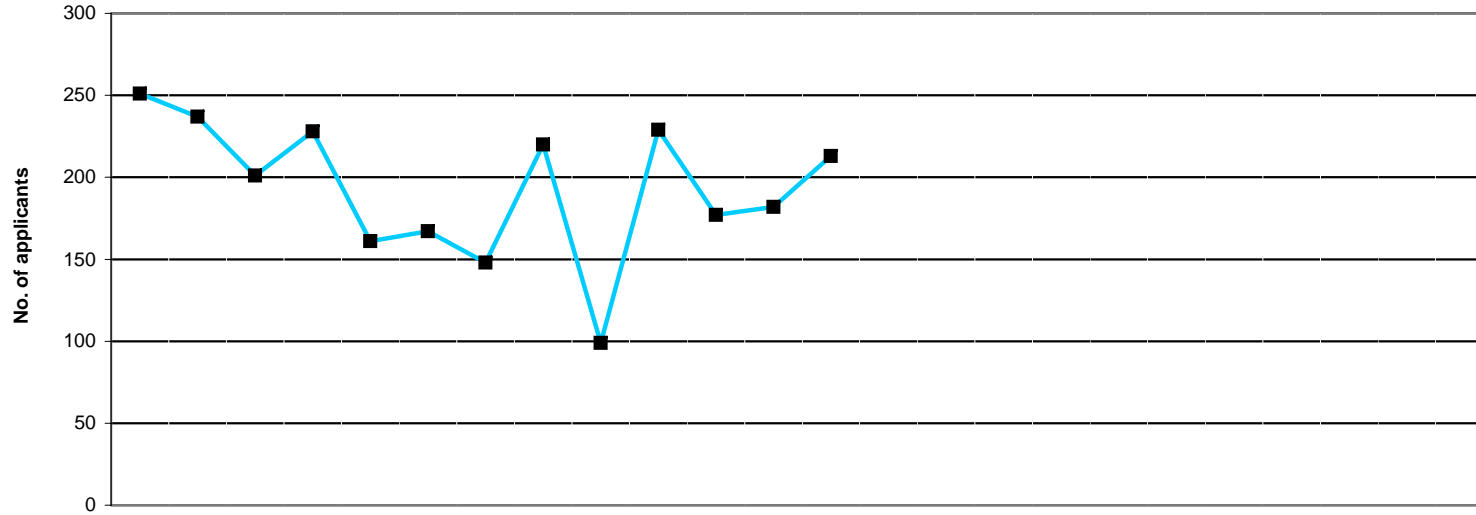


	2007			2008									2009											2005/6	2006/7	2007/8	2008/9	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
AS	2,369	2,387	2,401	2,416	2,426	2,442	2,464	2,400	2,487	2,510	2,492	2,509	2,523												2,309	2,332	2,509	2,523
BS	22,588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

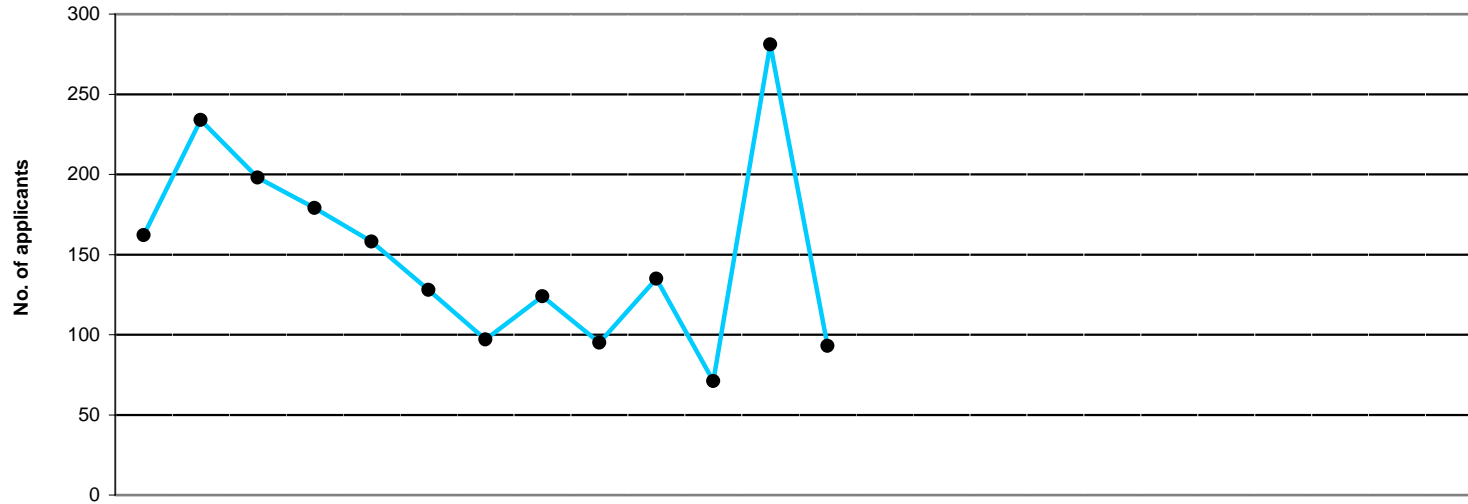
NOTE: Information captured last day of each calendar month





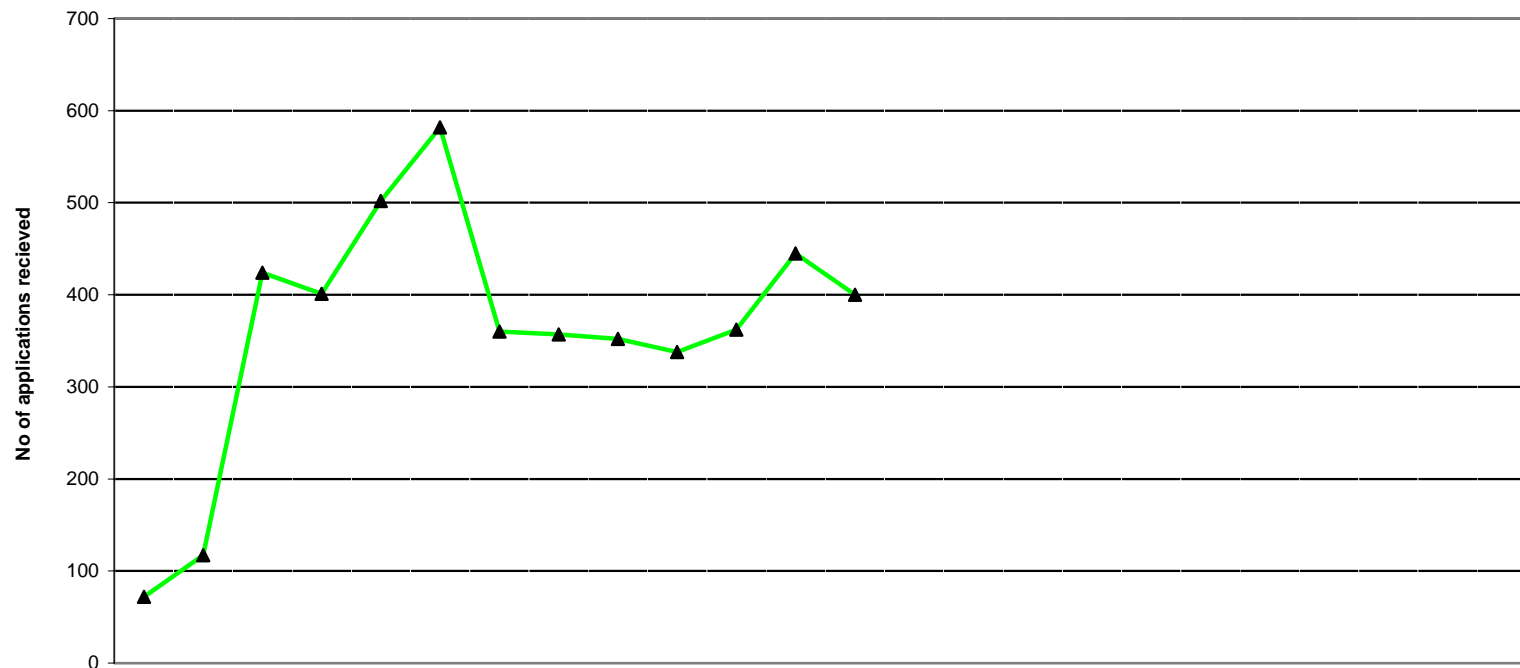


	2007			2008									2009						2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	3	0	2	1	1	2	0	2	1	4												14	15	14	4
Bio. Scientists	35	38	31	32	30	23	19	27	11	29	20	28	22												756	496	323	22
CI Scientists	5	5	2	4	4	5	3	6	8	5	6	6	7												65	62	59	7
Chirops/ Pods	3	4	4	4	2	2	3	8	1	5	3	2	2												40	51	41	2
Dietitians	11	14	9	12	7	7	7	12	5	14	12	9	10												192	149	119	10
OTs	31	33	33	30	17	30	28	34	18	28	17	31	29												774	464	330	29
ODPs	3	0	1	0	1	0	0	0	1	0	0	0	0												29	25	6	0
Orthoptists	0	1	1	0	0	0	0	2	1	0	0	0	2												5	7	5	2
Paramedics	7	2	1	0	4	1	0	3	0	2	2	1	3												17	39	23	3
Physiotherapists	87	78	61	75	54	63	54	70	38	78	65	68	85												1,665	1,131	791	85
Prosth/Orthotists	0	0	0	1	1	3	0	0	0	1	0	0	1												10	9	6	1
Radiographers	51	49	40	57	34	21	29	45	5	46	38	29	34												810	903	444	34
SLTs	17	12	18	10	7	10	4	12	9	21	12	7	14												249	153	139	14
<b>TOTAL</b>	<b>251</b>	<b>237</b>	<b>201</b>	<b>228</b>	<b>161</b>	<b>167</b>	<b>148</b>	<b>220</b>	<b>99</b>	<b>229</b>	<b>177</b>	<b>182</b>	<b>213</b>												<b>4,626</b>	<b>3,504</b>	<b>2,300</b>	<b>213</b>



	2007												2008												2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Arts Therapists	2	0	2	0	0	0	1	0	1	2	0	0	0												0		
Bio. Scientists	22	22	35	23	19	13	13	3	24	13	16	28	19														
CI Scientists	2	4	2	2	3	0	0	4	1	3	1	8	1														
Chirops/ Pods	7	3	2	3	8	2	2	2	1	5	1	3	1														
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2														
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23														
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0														
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0														
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0														
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8														
Prosth/Orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0														
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31														
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8														
<b>TOTAL</b>	<b>162</b>	<b>234</b>	<b>198</b>	<b>179</b>	<b>158</b>	<b>128</b>	<b>97</b>	<b>124</b>	<b>95</b>	<b>135</b>	<b>71</b>	<b>281</b>	<b>93</b>														

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
3	6	8	0
417	439	231	19
26	35	30	1
25	37	39	1
93	138	94	2
615	509	302	23
6	7	5	0
3	3	4	0
6	16	14	0
1,193	985	567	8
6	4	6	0
496	820	428	31
218	173	134	8
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>93</b>

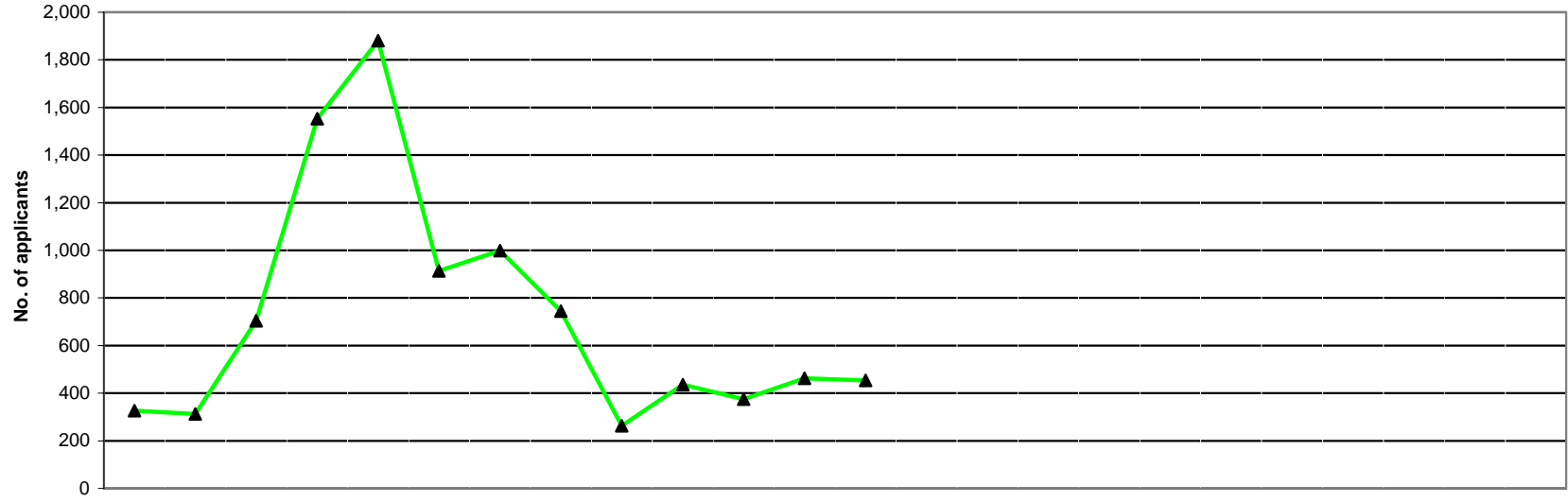


	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Minimum Info	49	77	306	337	430	369	332	333	331	309	333	421	379		
Awaiting Pass List	22	39	105	39	64	205	26	21	19	27	26	19	18		
Pending Reg. Fee	1	1	13	25	8	8	2	3	2	2	3	5	3		
<b>TOTAL</b>	<b>72</b>	<b>117</b>	<b>424</b>	<b>401</b>	<b>502</b>	<b>582</b>	<b>360</b>	<b>357</b>	<b>352</b>	<b>338</b>	<b>362</b>	<b>445</b>	<b>400</b>		

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/0 YTD
477	279	302	379
33	84	51	18
2	28	6	3
<b>512</b>	<b>391</b>	<b>359</b>	<b>400</b>
<b>AVERAGE</b>			

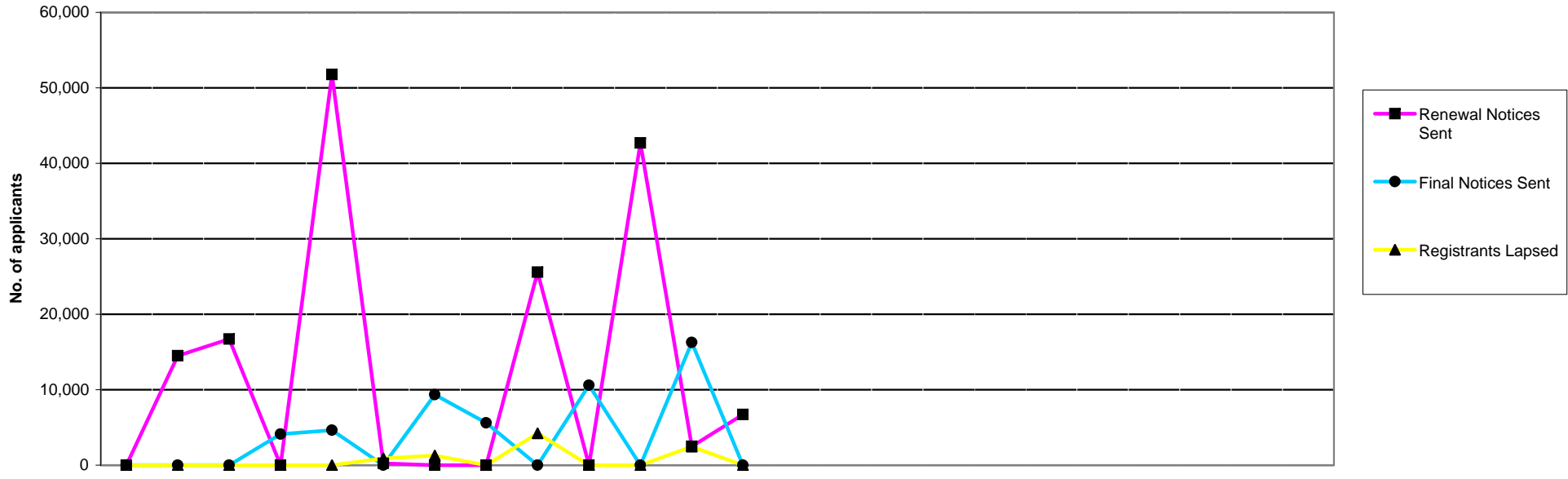
NOTE: Information covers UK applications only

Represents the current workload within the UK Registration Department as at the end of the month



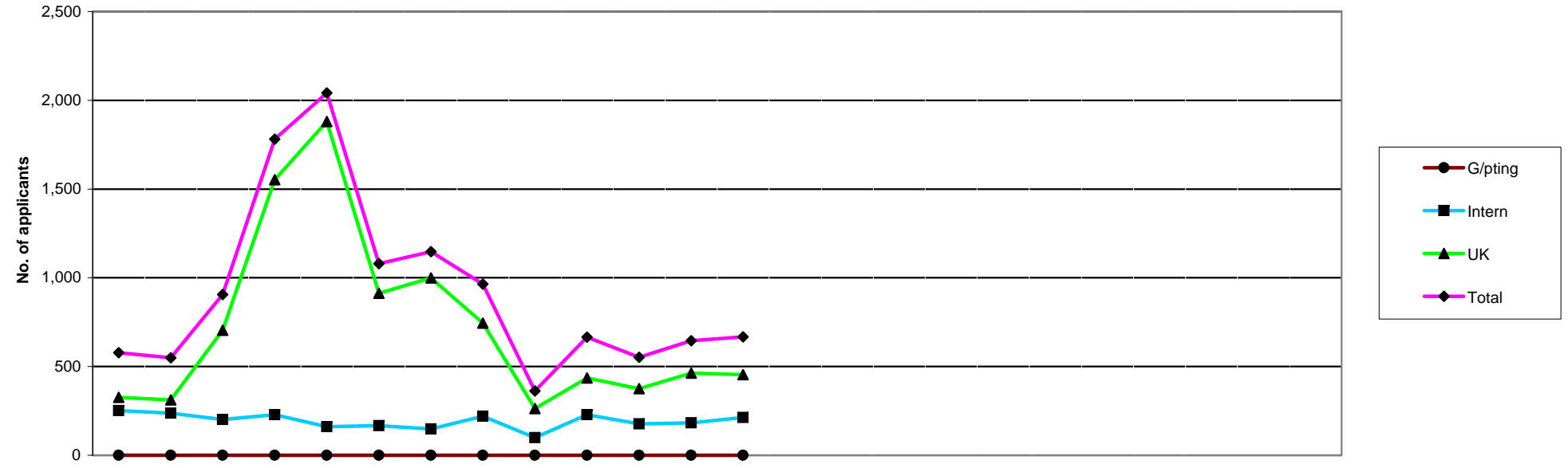
	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	20	18	18	11	23	15	14	13	7	13	16	2	24											
Bio. Scs	40	60	45	57	72	62	60	75	39	78	57	44	50											
CI Scs	26	2	12	10	18	7	14	20	13	10	14	21	37											
Ch/ Pods	4	10	46	119	118	38	36	25	4	6	5	4	5											
Dietitians	13	20	62	72	67	30	34	24	7	13	8	9	31											
ODPs	56	25	84	33	83	149	119	163	17	39	19	17	39											
OTs	25	17	10	212	379	175	224	38	36	59	62	84	72											
Orths	0	0	3	15	14	3	5	0	0	0	1	0	0											
Paras	48	75	66	52	99	68	85	103	58	112	52	113	88											
Physios	71	41	130	543	605	197	196	169	54	67	100	103	62											
Pr/Orths	0	0	0	0	1	0	18	8	2	4	0	2	0											
Rads	8	24	193	381	251	76	88	32	10	11	15	19	25											
SLTs	16	20	35	48	151	93	106	75	16	24	26	45	21											
<b>TOTAL</b>	<b>327</b>	<b>312</b>	<b>704</b>	<b>1,553</b>	<b>1,881</b>	<b>913</b>	<b>999</b>	<b>745</b>	<b>263</b>	<b>436</b>	<b>375</b>	<b>463</b>	<b>454</b>											

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
234	184	170	24
912	690	689	50
155	145	167	37
399	341	415	5
367	331	359	31
754	668	804	39
1,544	1,327	1,321	72
34	41	41	0
1,247	807	931	88
2,051	2,120	2,276	62
46	32	35	0
1,008	1,051	1,108	25
746	582	655	21
<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>454</b>



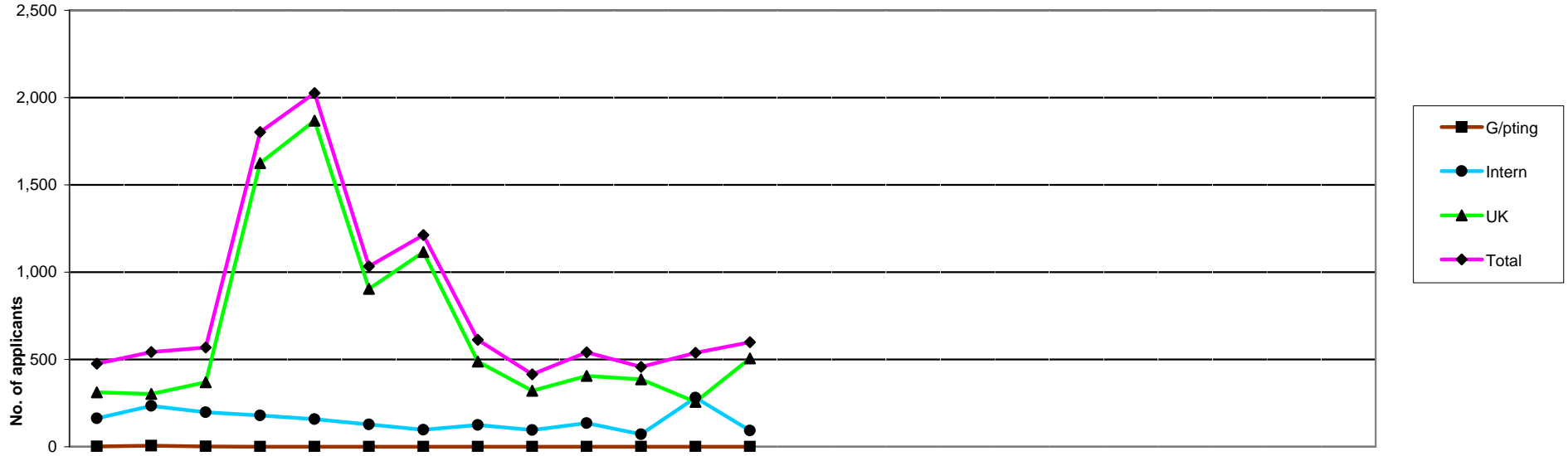
	2007			2008												2009									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Renewal Notices Sent</b>	0	14,510	16,704	0	51,782	242	0	0	25,556	0	42,696	2,492	6,718												
<b>Final Notices Sent</b>	0	0	0	4,101	4,622	0	9,339	5,605	0	10,592	0	16,272	0												
<b>TOTAL</b>	0	14,510	16,704	4,101	56,404	242	9,339	5,605	25,556	10,592	42,696	18,764	6,718												
<b>Registrants Lapsed</b>	0	0	0	0	0	894	1,291	0	4,234	0	0	2,466	0												

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD
142,363	27,711	153,982	6,718
36,261	25,909	50,531	0
178,624	53,620	204,513	6,718
9,448	5,388	8,885	0



	2007			2008										2009										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>G/pting</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Intern</b>	251	237	201	228	161	167	148	220	99	229	177	182	213											
<b>UK</b>	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454											
<b>Total</b>	578	549	905	1,781	2,042	1,080	1,147	965	362	665	552	645	667											

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
2,479	20	0	0
4,626	3,504	2,300	213
9,497	8,319	8,971	454
16,602	11,843	11,271	667



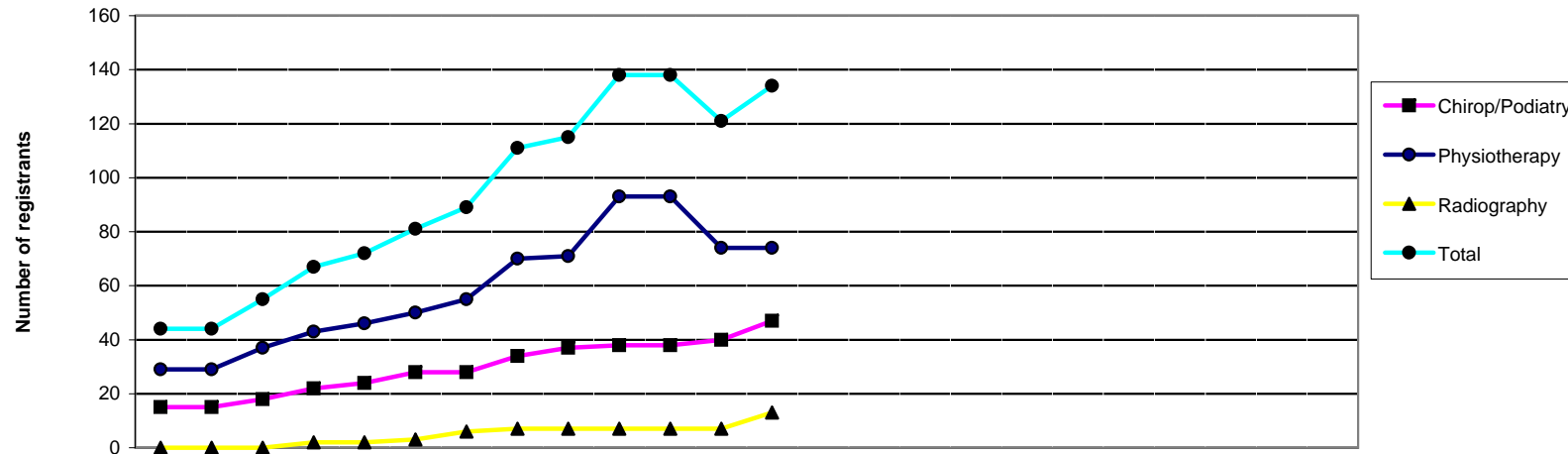
	2007			2008												2009					2005/6	2006/7	2007/8	2008/9					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>G/pting</b>	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Intern</b>	162	234	198	179	158	128	97	124	95	135	71	281	93																
<b>UK</b>	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506																
<b>Total</b>	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599																
																									2,295	283	9	0	
																									3,107	3,172	1,862	93	
																									9,474	8,870	8,355	506	
																									14,876	12,325	10,226	599	





Health Professions Council

Number of registrants with supplementary prescribing rights 2007-9



	2007			2008									2009												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chirop/Podiatry	15	15	18	22	24	28	28	34	37	38	38	40	47												
Physiotherapy	29	29	37	43	46	50	55	70	71	93	93	74	74												
Radiography	0	0	0	2	2	3	6	7	7	7	7	7	13												
<b>Total</b>	<b>44</b>	<b>44</b>	<b>55</b>	<b>67</b>	<b>72</b>	<b>81</b>	<b>89</b>	<b>111</b>	<b>115</b>	<b>138</b>	<b>138</b>	<b>121</b>	<b>134</b>												

2006/7	2007/8	2008/9
FYE	FYE	YTD
15	40	47
28		74
0	7	13
<b>43</b>	<b>47</b>	<b>134</b>