

## Operations Report to Finance & Resources Committee, 26 July 2007

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### Summary

This paper provides an update from the UK and International Registration Departments for the period 1 June 2007 to 30 June 2007.

#### 1) Operational Performance

##### a) Telephone Calls

**i) UK Department** - During the period from 1 June 2007 to 30 June 2007 the team received a total of 7,622 calls and answered 97% of them. Although this was 835 more calls than the same period last year, the team managed to increase the calls answered by 2% and reduce the time to answer (TTA) by 23 seconds.

The department entered its 'peak period' for UK applications in June and the third round of registration renewal started at the beginning of the month. As anticipated, the volume of calls received increased by over 1,800 on the previous month. However, the team managed to increase the calls answered by 1% on the previous month and reduced the TTA by 9 seconds.

**ii) International Department** - During the period from 1 June 2007 to 30 June 2007 the team received a total of 1590 telephone calls, 95% of calls were answered. The average TTA improved from 15 seconds for the same period last year to 8 seconds this year.

##### b) Application Processing

**i) UK Department** - A total of 704 new applications were received during this period and 370 individuals were registered. Applications took on average five working days to process.

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

**ii) International Department** - A total of 201 new international applications were received in this period and 198 individuals were registered

There was no renewal activity during this period.

##### 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

14510 renewal forms were sent to paramedics and orthoptists at the beginning of June 2007. As at 6 July 2007 10,589 renewal forms had been returned and renewal applications were taking an average of 48 hours to process.

Renewal forms for speech and language therapists, prosthetists/orthotists and clinical scientists were scheduled to be sent to registrants at the beginning of July 2007.

## **2) Employee Resource**

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

Four new Registration Advisers have been recruited and will be starting over the next month. However, we are currently actively recruiting for the remaining vacant Registration Advisor positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

The Quality Management System is currently being maintained by the Director of Operations

An advertising strategy is underway to fill the Quality Manager position.

### **QMS review meetings**

Below is a list of recent quality management system reviews:

Quality

Secretariat

Customer Services

### **QMS process updates**

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

Quality

Customer Services

### **Reinvigorating the Quality Management System**

In order to ensure that our QMS and processes are giving us the most benefit, some independent external auditing will take place in August.

### **Next BSI Audit**

To ensure consistency with the BSI auditor, the external audit has been re-scheduled from 9 October to 23 October. 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

## Project Management – Claire Phillips

### HPC Major Projects July 2007/8 Narrative

No.	Project name	Commentary
MP26	Professional Qualifications Directive	<ul style="list-style-type: none"> <li>Project has been put on hold until legislation consultation process is complete</li> </ul>
MP2	Continuing Professional Development (CPD)	<ul style="list-style-type: none"> <li>'Renewals form modifications' section of this project has completed</li> </ul>
MP29	Clinical psychologists competent authority	<ul style="list-style-type: none"> <li>Project has been introduced mid-year due to Department of Health directive</li> </ul>
MP30	Registration fee change 09	<ul style="list-style-type: none"> <li>Project has been introduced mid-year as the analysis from the Fees change project 07 concluded that all future fee change projects must be started 18 months to 2 years in advance of the go-live date. This is due to a number of factors:                             <ul style="list-style-type: none"> <li>– Timetabling restrictions around gaining several committee and council sign offs</li> <li>– Resourcing restrictions in external stakeholder bodies – e.g. Department of Health</li> <li>– Statutory lengths of time required to complete tasks such as public consultations and legislation changes</li> </ul> </li> </ul>
MP7	Registration fee change	<ul style="list-style-type: none"> <li>Project has completed</li> </ul>
MP11	Intermediate Lapsing	<ul style="list-style-type: none"> <li>Project has completed</li> </ul>
MP14	Online LISA authentication	<ul style="list-style-type: none"> <li>Technology development has completed</li> </ul>
MP17	E-pass list upload	<ul style="list-style-type: none"> <li>Project has completed</li> </ul>
MP20	Trust Employee status tracking	<ul style="list-style-type: none"> <li>Project has completed</li> </ul>

## 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	
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	
MP29	2b	Clinical psychologists competent authority	Assumption of competent authority powers for clinical psychologists	R Houghton	M Potter	Y	Y	Y	Nil		10/08/07	
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	
MP30	2c	Registration fee change 09	Realignment of registration fee charges			N	N	N	-		15/06/09	Not started

**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 Int. Aud. Public DD: None RD: None

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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
MP7	2c	Registration fee change	Realignment of registration fee charges	M Seale	S Leicester	N	Y	N	-		15/06/07	Complete
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	
MP11	3	Intermediate Lapsing	LISA enhancement to automate mid-cycle lapsing	S Leicester	S Gillick	Y	Y	Y	-		04/06/07 22/06/07	Complete
MP27	3	Replacement of Finance system	Replacement of SAGE and improvement of interfaces with other existing HPC systems.	S Leicester	M Cheema	N	N	N	£19 (C)		TBD	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 (C)		TBD	Not Started
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	N	Y	-		05/11/07	
MP17	5	E-pass list upload	LISA enhancement to allow the electronic verification of passlists	R Houghton	C Harkin	N	N	N	Internal	Internal	31/05/07 22/06/07	Complete
MP20	6	Trust Employee status tracking	LISA enhancement to allow Trusts to flag all employees on the system & check status						-		04/06/07 22/06/07	Complete

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## Education - Approvals and Monitoring Department – Abigail Creighton

### Approval visits 2006/07

The following 18 visits took place between 1 June and 13 July 2007.

The 18 visits covered 19 programmes.

Date	Education Provider	Programme	Reason for visit
01 June 2007	University of Plymouth	BSc(Hons) Dietetics	Annual Monitoring
05 June 2007	University of Worcester	Non-Medical Prescribing	New Programme
5-6 June 2007	Nordoff-Robbins Music Therapy Centre London	MA Community Music Therapy	New Programme
6-7 June 2007	Thames Valley University	Dip HE Operating Department Practice	New Profession
12-13 June 2007	Manchester Metropolitan University	BSc (Hons) Speech Pathology & Therapy	Major Change
13-14 June 2007	Suffolk College	Dip HE Operating Department Practice	New Profession
15 June 2007	University of Salford	Supplementary Prescribing	New Programme
19 June 2007	Napier University	Non-Medical Prescribing	New Programme
21 June 2007	University of Teesside	Non-Medical Prescribing	New Programme
20-21 June 2007	University West of England	BSc (Hons) Biomedical Science	New Programme

26-27 June 2007	Liverpool John Moores University	Foundation Degree Paramedic Science	New Programme
27 - 28 June 2007	Manchester Metropolitan University	BSc (Hons) Applied Biomedical Science	New Programme
28 June 2007	Queen Margaret University College	BSc (Hons) Speech and Language Therapy	Annual Monitoring
	Queen Margaret University College	Pg Dip Speech and Language Therapy	Annual Monitoring
28-29 June 2007	Sheffield Hallam University	Dip HE Paramedic Practice	QAA Benchmarks
3-4 July 2007	Centre for Psychotherapy	MSc Art Psychotherapy	New Programme
05 July 2007	Suffolk College	Nurse Prescribing Modules	New Programme
11-12 July 2007	University of Bournemouth	FdSc Paramedic Science	New Programme

<http://intranet/meetings/index.html>

These 18 visits were the last in the 2006/07 academic year schedule.

Of all the programmes visited in the 2006/07 academic year, 39% have been approved. The remaining 61% are in the process of meeting their conditions. It is anticipated that the majority of these will have their programme approval considered at the August and September meetings of the Education and Training Panel, ahead of the 2007/08 academic year.

### Approval visits 2007/08

The Department has only six visits planned for the September – December 2007 period. This is lower than anticipated. As we require six months notice of a visit, the schedule for this period is now closed.

The schedule for visits from January – July 2008 remains open. There are eight visits planned for this period, to date.

The Department intend to remind education providers in September of the need to book ahead for visits.

### Annual Monitoring

Between 1 June – 13 July 2007, the Department has received 8 annual monitoring submissions. (1 declaration and 7 audits).

There are just 6 remaining audit submissions for the 2006/07 academic year.

Of all the audit submissions received to date, 60% have been completed. The remaining 40% are all being considered by visitors, following annual monitoring assessment days. It is anticipated that all of these be considered at the August and September meetings of the Education and Training Panel, ahead of the 2007/08 academic year

### Minor and Major Changes

Between 1 June – 13 July 2007, the Department has received 12 minor/major change submissions.

Of the 71 submissions received in the 2006/07 academic year, 49% have been completed and signed off by the Education and

Training Panel. The remaining 51% are all being considered by visitors. It is anticipated that all of these be considered at the August and September meetings of the Education and Training Panel, ahead of the 2007/08 academic year

### Partners

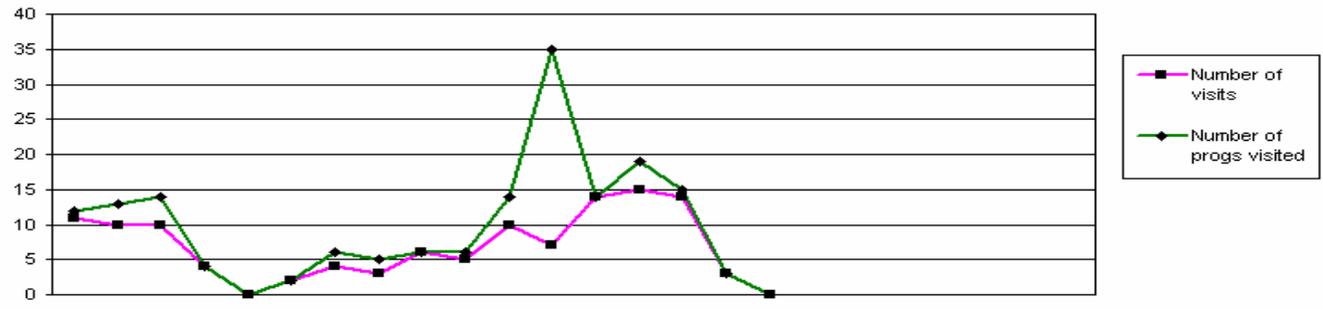
In June 2007, the Department began the visitor reappointment process, in collaboration with the Partner Manager. The total number of visitors has reduced from 195 to 137. 37 visitors chose to step down and 10 visitors were not reappointed.

Total number of visitors at the beginning of the reappointments process	195	
Number of visitors <i>not</i> due for reappointment	79	
Number of council members due to step down	10	
Number of visitors due for reappointment	106	
Number of visitors who stepped down	37	(35%)
Number of visitors who were reappointed	54	(51%)
Number of visitors who were not reappointed	11	(10%)
Number of visitors with outstanding decisions	4	(4%)
Total number of visitors at the end of the reappointments process	137	(Including 4 pending)

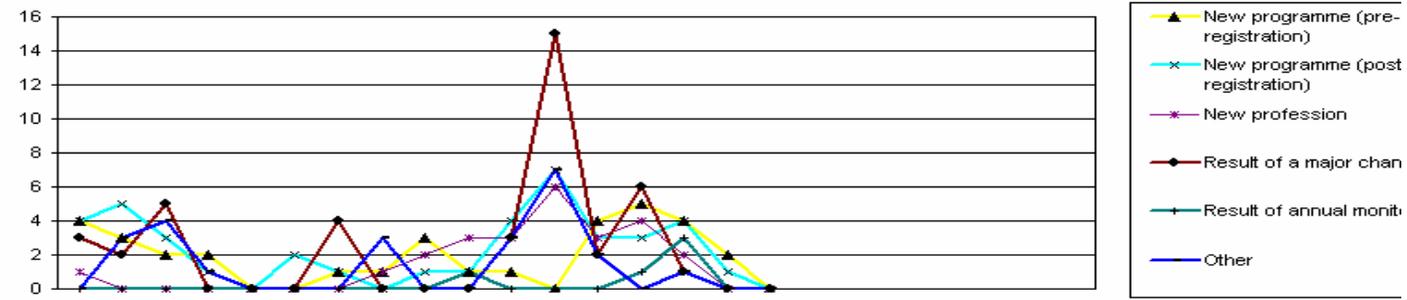
### Employees

A replacement Education Administrator (for George Bolster) is due to start on 23 July 2007. A replacement Education Officer (for Chris Hipkins) is currently being recruited for. Unfortunately, Daljit Mahoon (Education Officer) has resigned and is due to leave HPC on 24 August 2007.

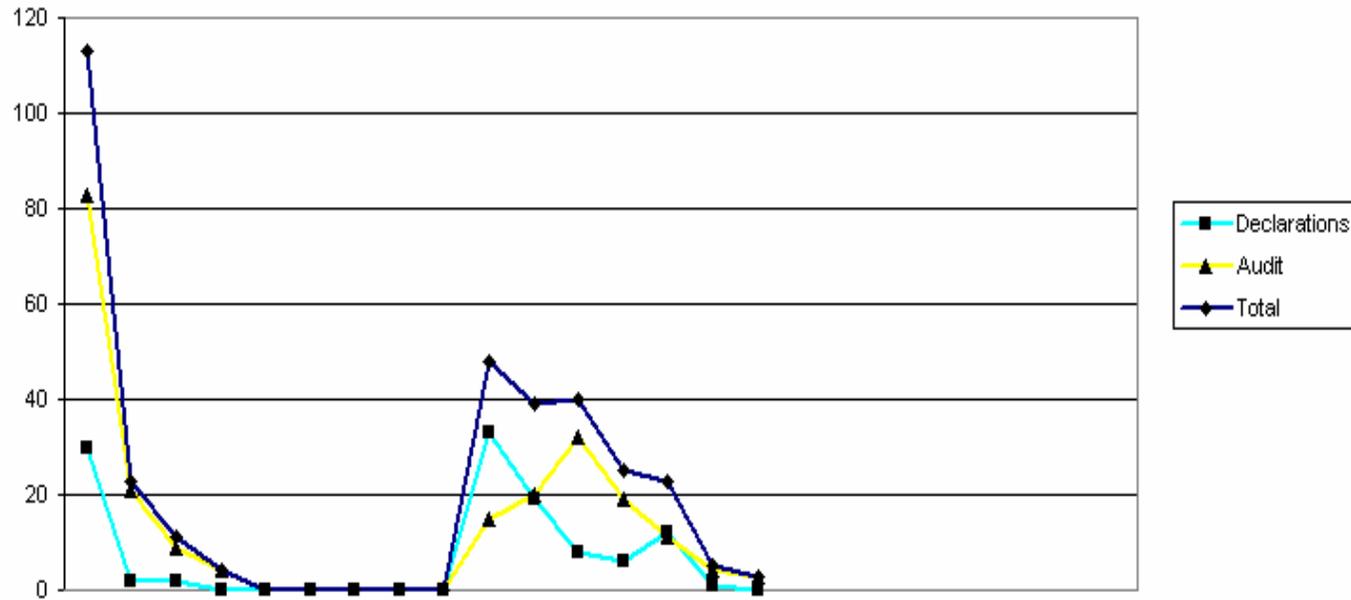
**Health Professions Council**      **Programme approvals and visits April 2006 - March 2008**      **Approvals & Monitoring Department**



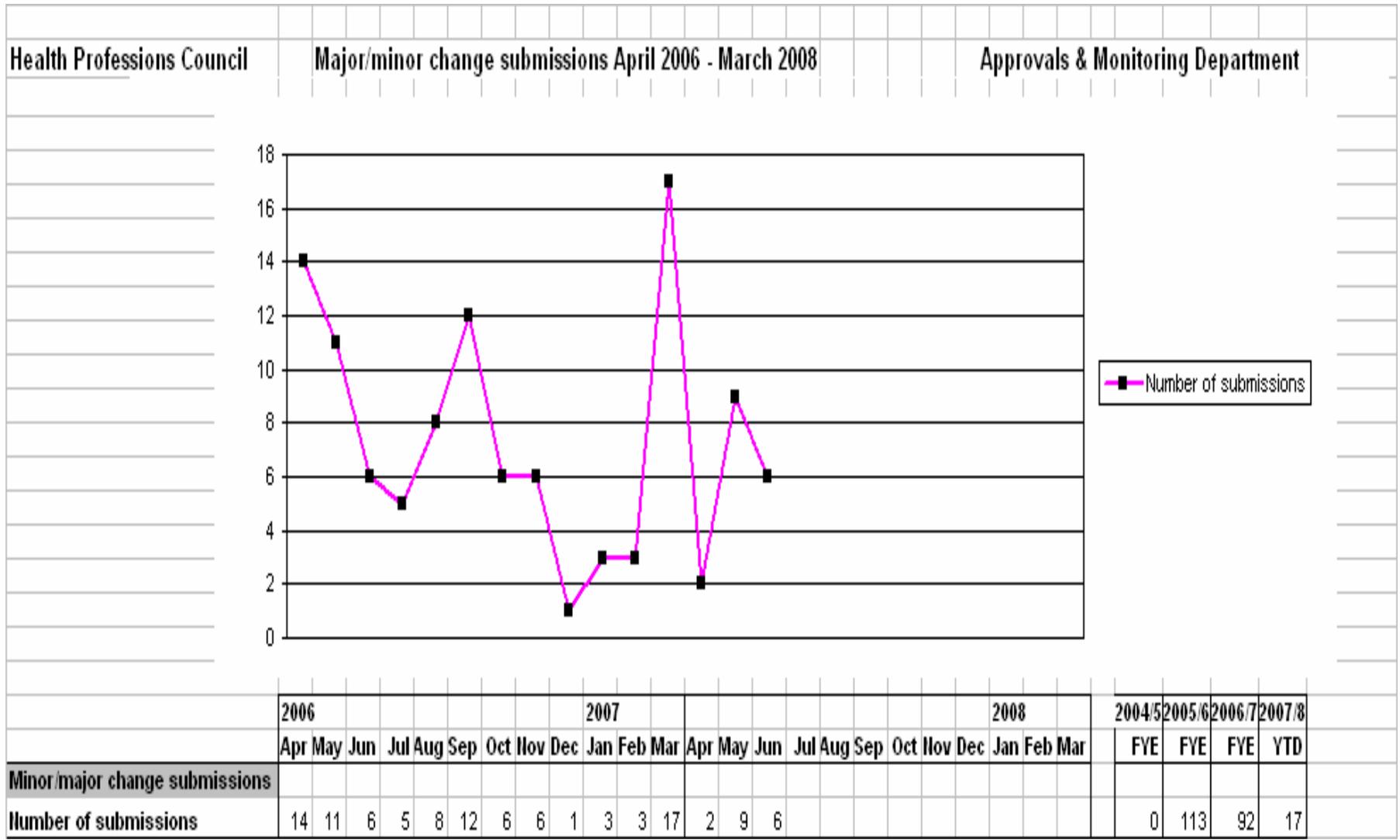
	2006			2007												2008			2004/5	2005/6	2006/7	2007/8						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Overview of approvals</b>																												
<b>Number of visits</b>	11	10	10	4	0	2	4	3	6	5	10	7	14	15	14	3	0								0	0	101	46
<b>Number of progs visited</b>	12	13	14	4	0	2	6	5	6	6	14	35	14	19	15	3	0								0	5	117	51

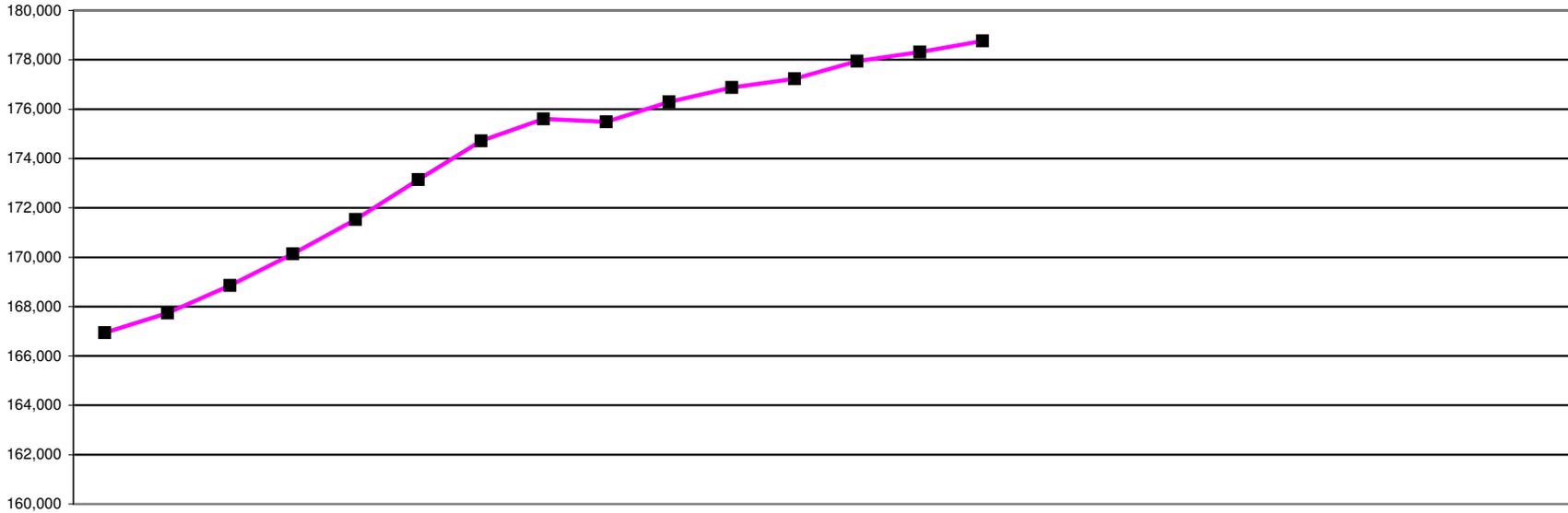


	2006			2007												2008			2004/5	2005/6	2006/7	2007/8						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Reason for programme visited</b>																												
<b>New programme (pre-registration)</b>	4	3	2	2	0	0	1	1	3	1	1	0	4	5	4	2	0								0	0	18	15
<b>New programme (post-registration)</b>	4	5	3	1	0	2	1	0	1	1	4	7	3	3	4	1	0								0	5	29	11
<b>New profession</b>	1	0	0	0	0	0	0	1	2	3	3	6	3	4	2	0	0								0	5	16	9
<b>Result of a major change</b>	3	2	5	0	0	0	4	0	0	0	3	15	2	6	1	0	0								0	5	32	9
<b>Result of annual monitoring</b>	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3	0	0								0	5	1	4
<b>Other</b>	0	3	4	1	0	0	0	3	0	0	3	7	2	0	1	0	0								0	5	21	3
<b>Total</b>	12	13	14	4	0	2	6	5	6	6	14	35	14	19	15	3	0								0	25	117	51



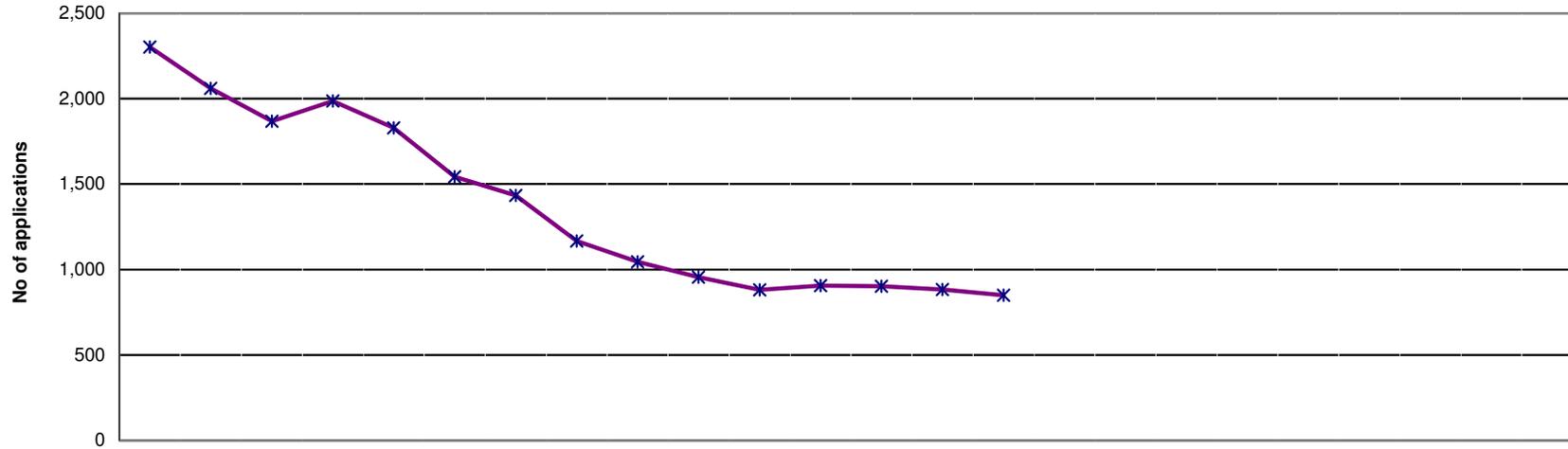
	2006												2007												2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD												
<b>Annual monitoring submissions</b>																																								
<b>Declarations</b>	30	2	2	0	0	0	0	0	0	33	19	8	6	12	1	0											0	113	94	19										
<b>Audit</b>	83	21	9	4	0	0	0	0	0	15	20	32	19	11	4	3											0	51	184	37										
<b>Total</b>	113	23	11	4	0	0	0	0	0	48	39	40	25	23	5	3											0	164	278	56										





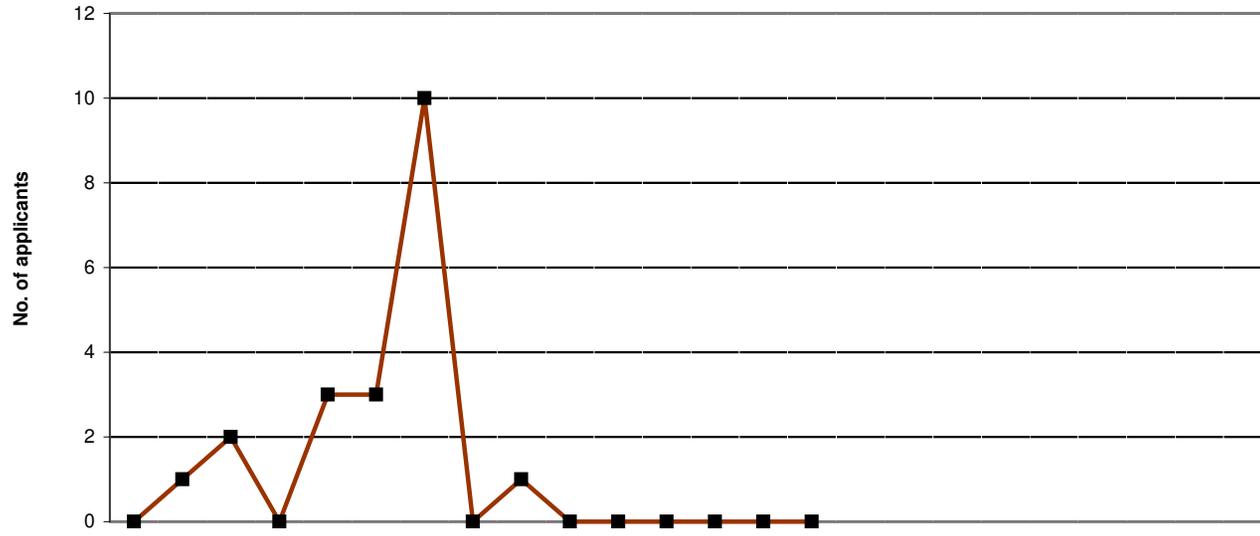
	2006			2007									2008									2004/5	2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332	2,369	2,387	2,401											1,992	2,309	2,332		
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	22,698												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	12,703												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	4,304												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	6,363												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	28,970												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	8,892												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	1,265												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	13,256												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	40,991												36,978	40,005	40,587	
PO	824	825	825	823	823	825	842	850	852	853	852	855	858	857	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	24,522												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	11,538												10,348	10,725	11,472	
<b>Total</b>	<b>166,944</b>	<b>167,737</b>	<b>168,858</b>	<b>170,134</b>	<b>171,524</b>	<b>173,138</b>	<b>174,709</b>	<b>175,609</b>	<b>175,479</b>	<b>176,295</b>	<b>176,875</b>	<b>177,230</b>	<b>177,939</b>	<b>178,311</b>	<b>178,760</b>												<b>160,513</b>	<b>169,369</b>	<b>177,230</b>	<b>0</b>

NOTE: Information captured last day of each calendar month



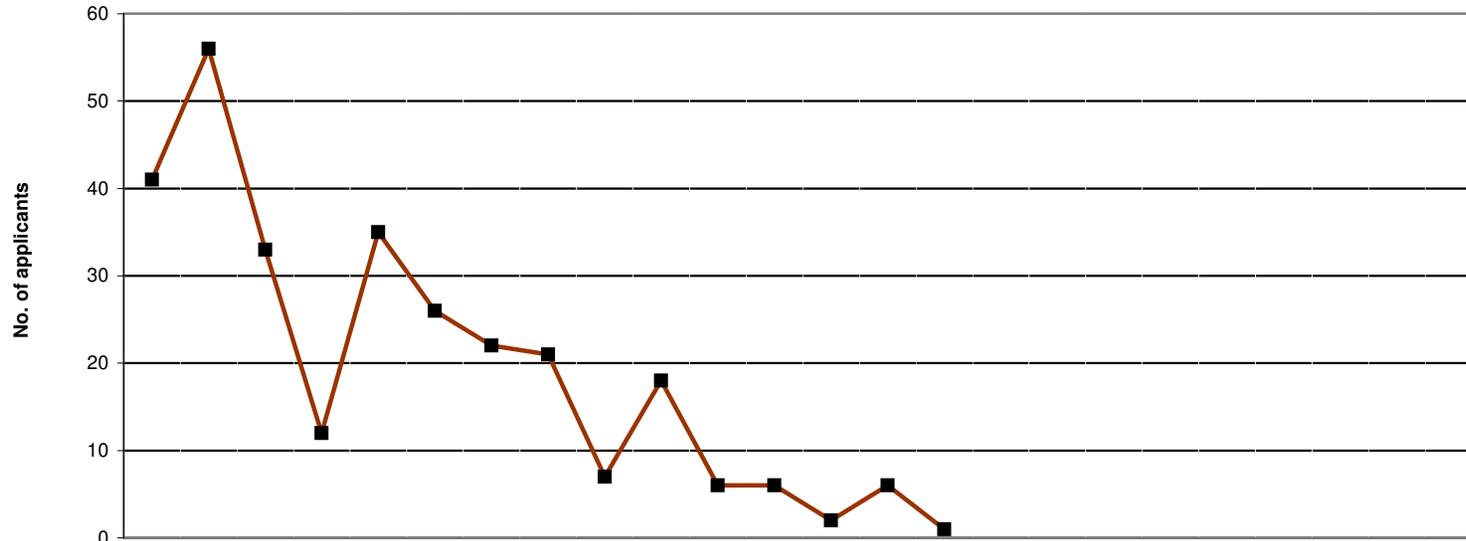
	2006			2007									2008									2004/5	2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
Minimum Info	979	840	669	768	585	304	26	19	23	4	17	0	0	11	2															
At assessment	905	879	886	867	947	887	963	782	675	699	632	674	660	684	617															
Pending Reg Fee	419	341	313	351	297	352	445	366	347	253	232	231	242	188	231															
<b>Total</b>	<b>2,303</b>	<b>2,060</b>	<b>1,868</b>	<b>1,986</b>	<b>1,829</b>	<b>1,543</b>	<b>1,434</b>	<b>1,167</b>	<b>1,045</b>	<b>956</b>	<b>881</b>	<b>905</b>	<b>902</b>	<b>883</b>	<b>850</b>															

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



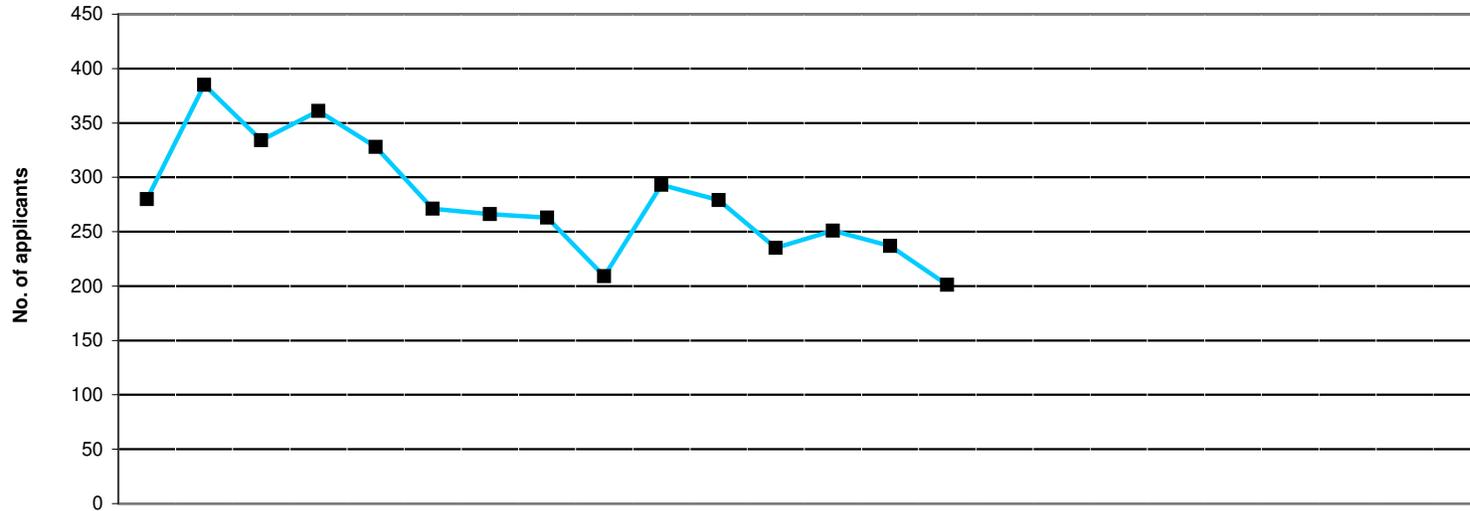
	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Bio. Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
CI Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Chirops/ Pods	0	0	0	0	1	1	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									
OTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
ODPs	0	1	2	0	2	2	10	0	1	0	0	0	0	0	0									
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Paramedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Physiotherapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Prosth/Orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Radiographers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>									

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
28	40	0	0
172	173	0	0
211	360	0	0
1,993	1,466	2	0
1	1	0	0
4	12	0	0
4	8	18	0
0	3	0	0
41	139	0	0
164	258	0	0
1	0	0	0
5	7	0	0
94	12	0	0
<b>2,718</b>	<b>2,479</b>	<b>20</b>	<b>0</b>

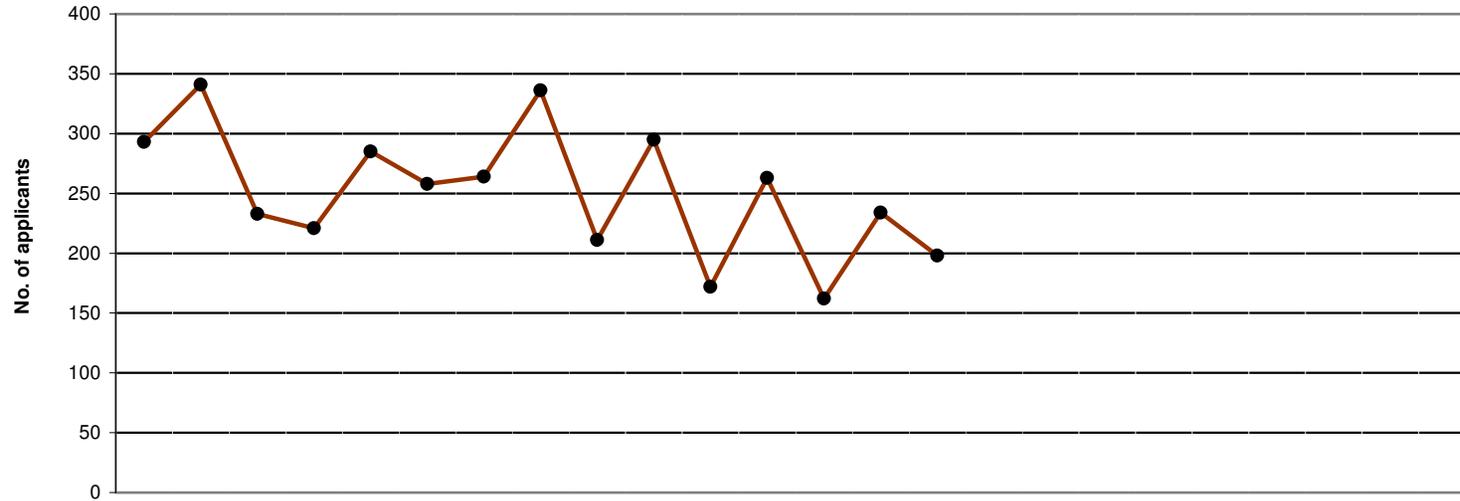


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0									
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0	0									
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2	0	2	0									
Chirops/ Pods	16	19	15	4	16	12	12	5	1	4	4	3	0	1	0									
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
OTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
ODPs	1	0	0	0	2	1	1	9	1	3	0	0	0	0	0									
Orthoptists	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	1									
Physiotherapists	4	7	4	3	3	2	2	1	2	4	0	1	0	2	0									
Prosth/Orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Radiographers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
<b>TOTAL</b>	<b>41</b>	<b>56</b>	<b>33</b>	<b>12</b>	<b>35</b>	<b>26</b>	<b>22</b>	<b>21</b>	<b>7</b>	<b>18</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>1</b>									

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
13	35	5	0
106	148	18	2
165	318	78	2
1,309	1,476	111	1
0	1	0	0
1	3	0	0
6	10	18	0
0	0	0	0
33	115	20	2
67	178	33	2
1	1	0	0
0	1	0	0
99	9	0	0
<b>1,800</b>	<b>2,295</b>	<b>283</b>	<b>9</b>

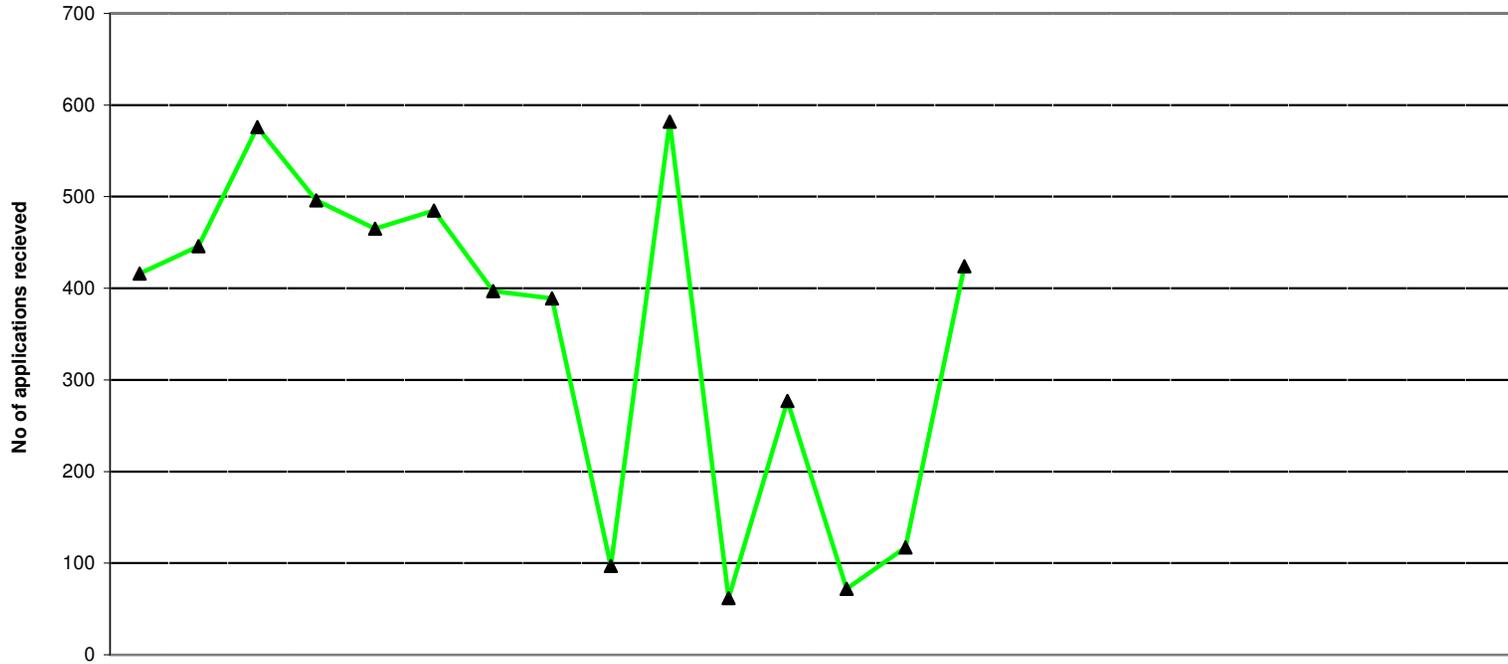


	2006												2007												2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1	0										1	1	0										15	14	15	2
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	38	31										35	38	31										710	756	496	104
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6	5	5	2										5	5	2										70	65	62	12
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9	3	4	4										3	4	4										89	40	51	11
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8	11	14	9										11	14	9										238	192	149	34
OTs	38	48	50	51	51	32	39	31	28	41	30	25	31	33	33										31	33	33										8	29	25	97
ODPs	0	3	2	2	3	2	3	0	4	5	0	1	3	0	1										3	0	1										775	774	464	4
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1	0	1	1										0	1	1										2	5	7	2
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2	7	2	1										7	2	1										29	17	39	10
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88	87	78	61										87	78	61										2,069	1,665	1,131	226
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1	0	0	0										0	0	0										11	10	9	0
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61	51	49	40										51	49	40										962	810	903	140
SLTs	10	24	13	1	15	13	10	16	13	19	10	9	17	12	18										17	12	18										257	249	153	47
<b>TOTAL</b>	<b>280</b>	<b>385</b>	<b>334</b>	<b>361</b>	<b>328</b>	<b>271</b>	<b>266</b>	<b>263</b>	<b>209</b>	<b>293</b>	<b>279</b>	<b>235</b>	<b>251</b>	<b>237</b>	<b>201</b>										<b>251</b>	<b>237</b>	<b>201</b>										<b>5,235</b>	<b>4,626</b>	<b>3,504</b>	<b>689</b>



	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Arts Therapists	0	1	1	0	2	0	0	1	1	0	0	0	2	0	2										
Bio. Scientists	48	46	36	27	48	33	37	35	45	30	22	32	22	22	35										
CI Scientists	0	4	6	1	5	3	2	6	1	3	3	1	2	4	2										
Chirops/ Pods	4	3	2	1	6	3	0	6	1	8	0	3	7	3	2										
Dietitians	7	9	7	21	15	8	7	13	13	18	8	12	6	3	7										
OTs	73	49	35	26	41	50	23	73	26	41	34	38	29	32	23										
ODPs	0	0	1	1	1	0	2	0	2	0	0	0	0	0	1										
Orthoptists	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1										
Paramedics	0	2	0	0	2	2	0	3	2	2	2	1	3	0	2										
Physiotherapists	75	151	75	82	91	77	95	80	56	73	68	62	26	110	62										
Prosth/Orthotists	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0										
Radiographers	65	67	54	49	63	71	77	99	54	96	23	102	56	48	45										
SLTs	20	7	16	12	11	11	20	19	10	24	11	12	7	12	16										
<b>TOTAL</b>	<b>293</b>	<b>341</b>	<b>233</b>	<b>221</b>	<b>285</b>	<b>258</b>	<b>264</b>	<b>336</b>	<b>211</b>	<b>295</b>	<b>172</b>	<b>263</b>	<b>162</b>	<b>234</b>	<b>198</b>										

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
9	3	6	4
363	417	439	79
20	26	35	8
39	25	37	12
164	93	138	16
668	615	509	84
1	6	7	1
1	3	3	1
19	6	16	5
1,339	1,193	985	198
6	6	4	2
681	496	820	149
204	218	173	35
<b>3,514</b>	<b>3,107</b>	<b>3,172</b>	<b>594</b>

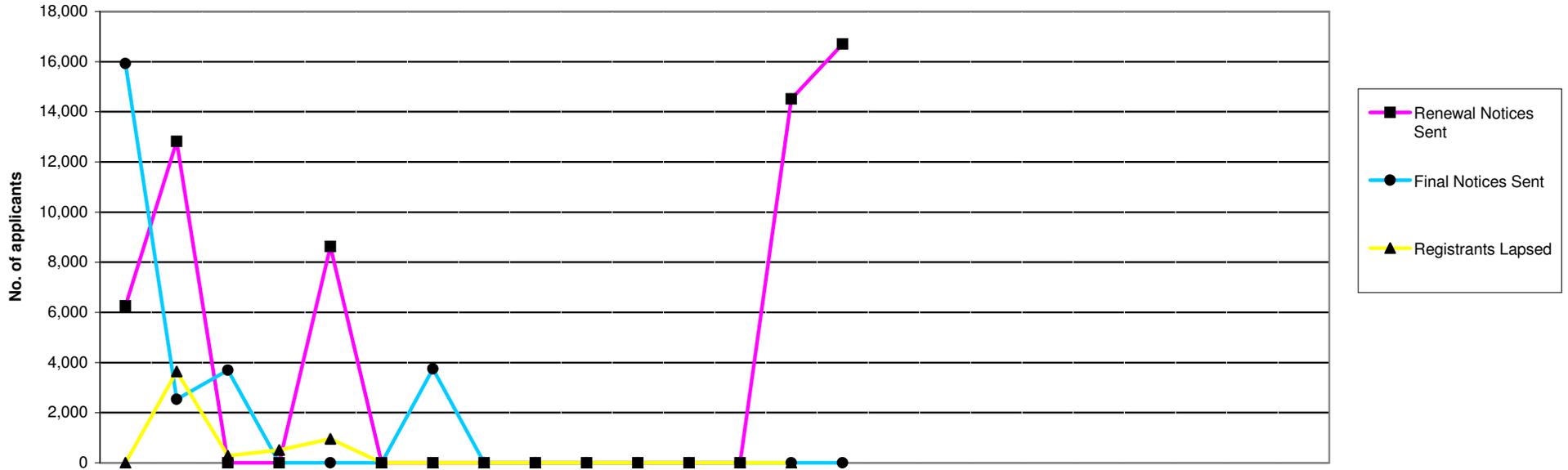


	2006			2007									2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Minimum Info	367	385	358	364	338	356	345	341	58	369	41	29	49	77	306
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17	22	39	105
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231	1	1	13
<b>TOTAL</b>	<b>416</b>	<b>446</b>	<b>576</b>	<b>496</b>	<b>465</b>	<b>485</b>	<b>397</b>	<b>389</b>	<b>97</b>	<b>582</b>	<b>62</b>	<b>277</b>	<b>72</b>	<b>117</b>	<b>424</b>

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
2,983	5,719	3,351	432
166	397	1,007	166
91	26	330	15
<b>3,240</b>	<b>6,142</b>	<b>4,688</b>	<b>613</b>

NOTE: Information covers UK applications only



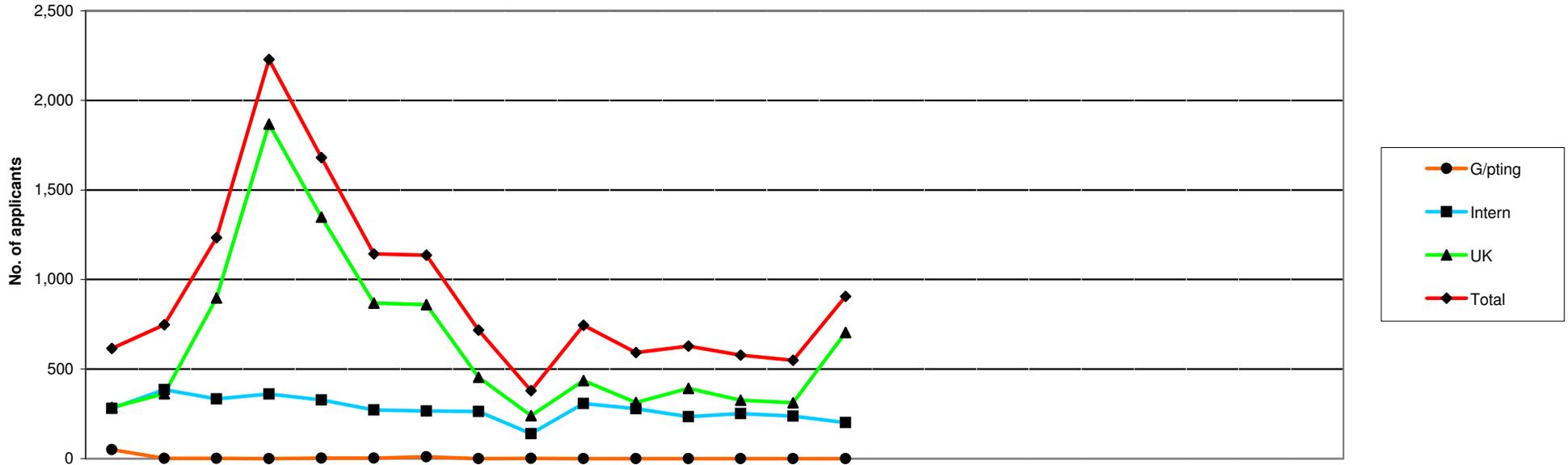


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Renewal Notices Sent</b>	6,257	12,825	0	0	8,629	0	0	0	0	0	0	0	0	14,510	16,704									
<b>Final Notices Sent</b>	15,928	2,535	3,694	0	0	0	3,752	0	0	0	0	0	0	0	0									
<b>TOTAL</b>	22,185	15,360	3,694	0	8,629	0	3,752	0	0	0	0	0	0	14,510	16,704									

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
24,781	142,363	27,711	31,214
19,846	36,261	25,909	0
44,627	178,624	53,620	31,214

Registrants Lapsed	2006												2007												2008											
	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
	0	3,643	278	508	959	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	0	0	

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
7,423	9,448	5,388	0

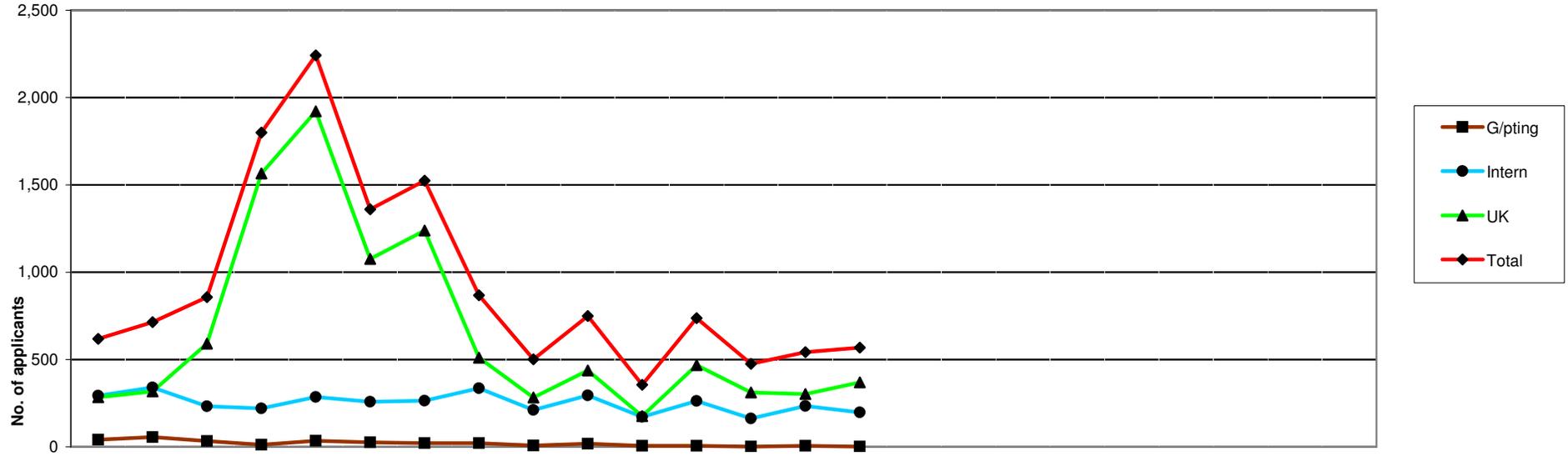


	2006			2007												2008			2004/5	2005/6	2006/7	2007/7							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
G/pting	50	1	2	0	3	3	10	0	1	0	0	0	0	0	0														
Intern	280	385	334	361	328	271	266	263	139	308	279	235	251	237	201														
UK	286	362	897	1,868	1,349	869	860	454	240	436	314	393	327	312	704														
<b>Total</b>	<b>616</b>	<b>748</b>	<b>1,233</b>	<b>2,229</b>	<b>1,680</b>	<b>1,143</b>	<b>1,136</b>	<b>717</b>	<b>380</b>	<b>744</b>	<b>593</b>	<b>628</b>	<b>578</b>	<b>549</b>	<b>905</b>														

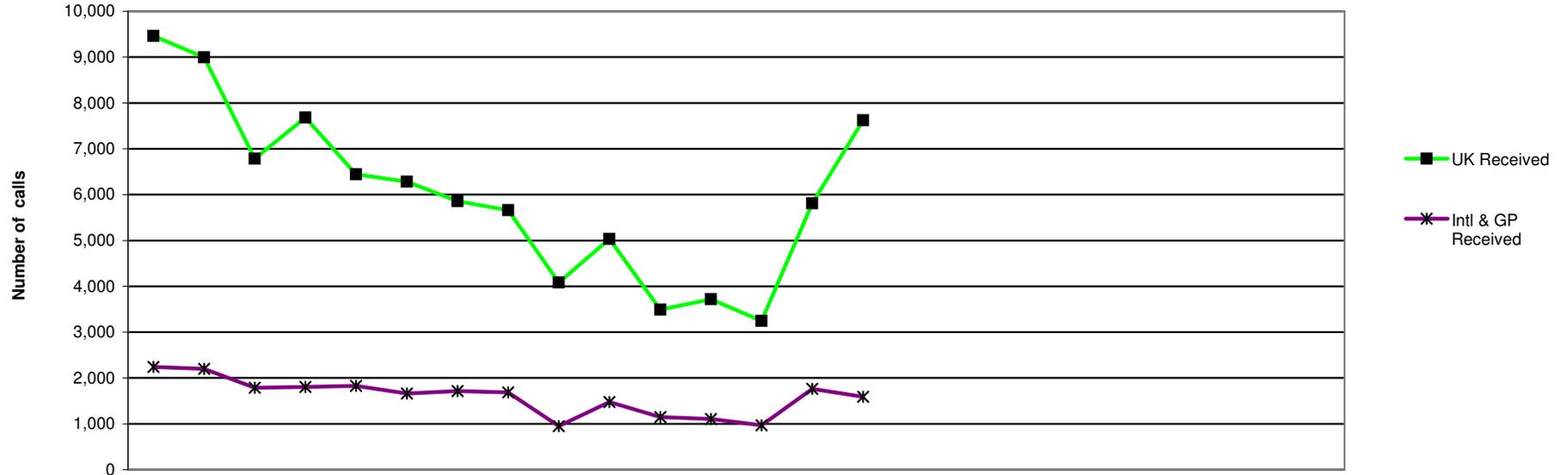
Health Professions Council

New Registrants

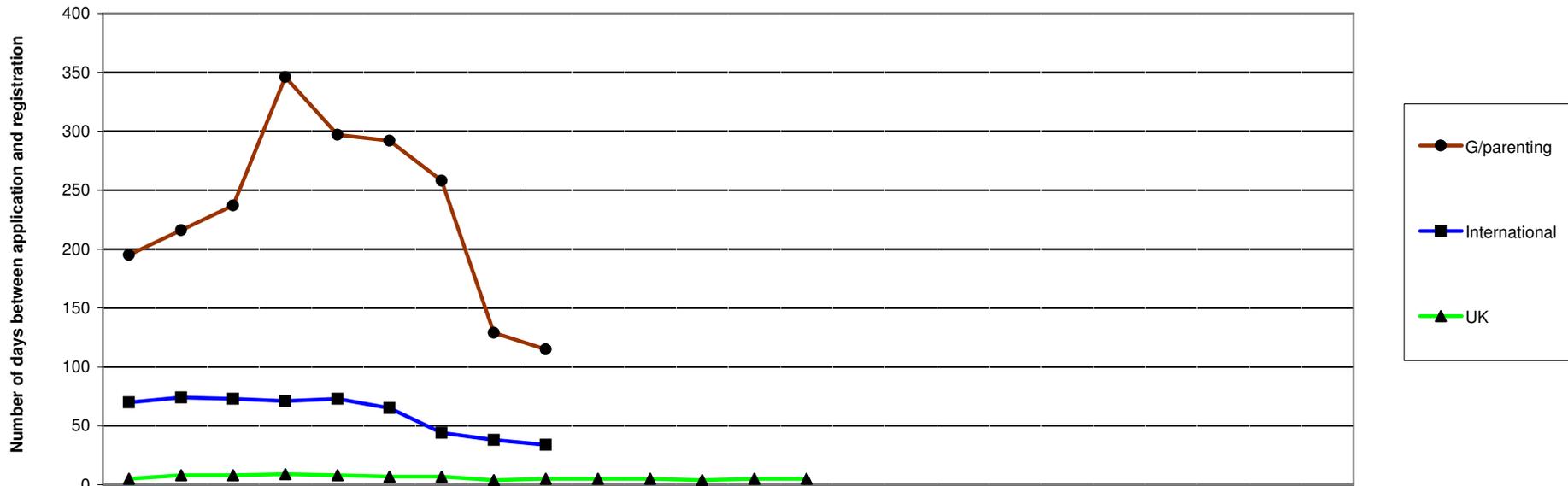
International & UK Registration Departments



	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
G/pting	41	56	33	12	35	26	22	21	7	18	6	6	2	6	1										1,761	2,591	283	9
Intern	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198										3,455	3,139	3,172	594
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468	312	303	370										15,899	9,474	8,870	985
<b>Total</b>	<b>618</b>	<b>715</b>	<b>857</b>	<b>1,799</b>	<b>2,241</b>	<b>1,360</b>	<b>1,524</b>	<b>868</b>	<b>501</b>	<b>750</b>	<b>355</b>	<b>737</b>	<b>476</b>	<b>543</b>	<b>569</b>										<b>21,115</b>	<b>15,204</b>	<b>12,325</b>	<b>1,588</b>



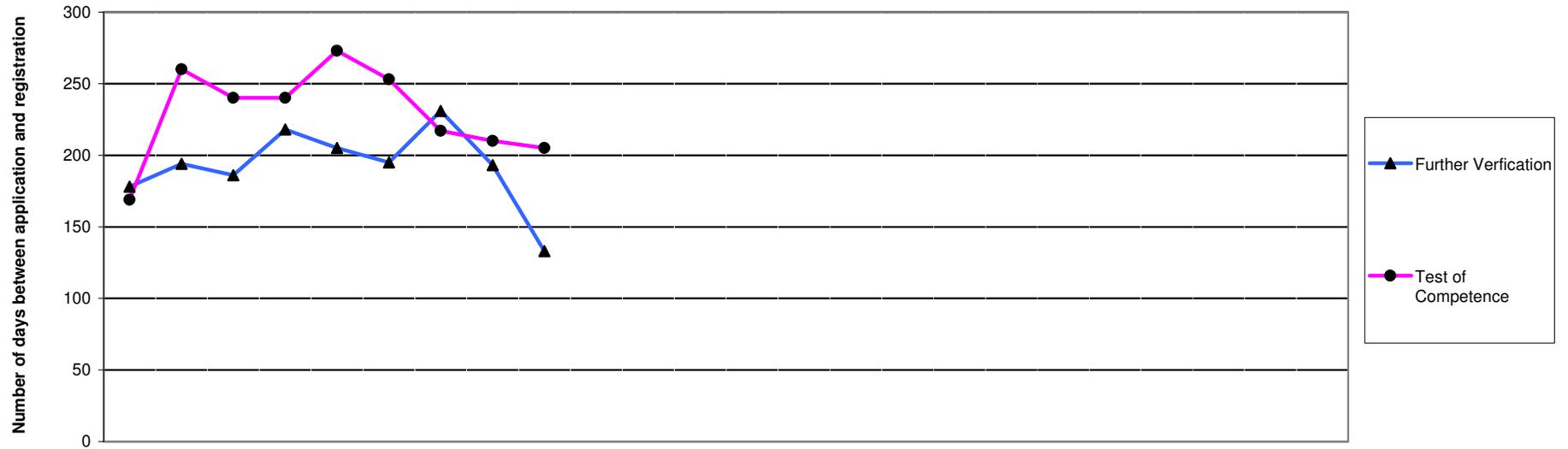
	2006			2007												2008												2004/5	2005/6	2006/7	2007/8		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD					
<b>Intl &amp; GP</b>																																	
<b>Intl &amp; GP Received</b>	2,244	2,201	1,789	1,804	1,830	1,663	1,714	1,687	950	1,475	1,150	1,105	968	1,764	1,590													45,574	40,070	19,612	4,322		
<b>Answered</b>	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	1,504													34,502	33,467	17,896	4,122		
<b>Calls answered (%)</b>	80	87	93	94	92	94	93	92	94	94	96	96	97	95	95													76	84	92	96		
<b>Adandoned</b>	457	284	116	104	161	97	119	144	56	85	47	46	25	89	86													11,264	6,627	1,716	200		
<b>Avg answer time (sec)</b>	20	18	15	16	11	17	12	10	8	11	19	15	11	10	8													36	25	14	10		
<b>Avg talk time (min)</b>	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	2.43													2.30	2.32	2.64	2.70		
<b>UK</b>																																	
<b>UK Received</b>	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	7,622													103,274	70,233	73,488	16,678		
<b>Answered</b>	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	7,360													79,498	50,518	67,493	16,165		
<b>Calls answered (%)</b>	83	84	95	91	95	89	90	98	92	99	99	98	99	96	97													82	70	93	97		
<b>Adandoned</b>	1,619	1,440	323	700	320	725	572	124	346	53	39	74	41	210	262													24,198	10,719	6,335	513		
<b>Avg answer time (sec)</b>	86	96	44	74	54	52	32	22	27	16	18	21	20	30	21													67	64	45	24		
<b>Avg talk time (min)</b>	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	2.27													2.13	1.78	2.16	2.12		



	2006			2007									2008											
	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/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
<b>AVERAGE</b>			

NOTE: For INTL & GP assessments, measured from, the application is entered onto the registration system to initial assessor 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

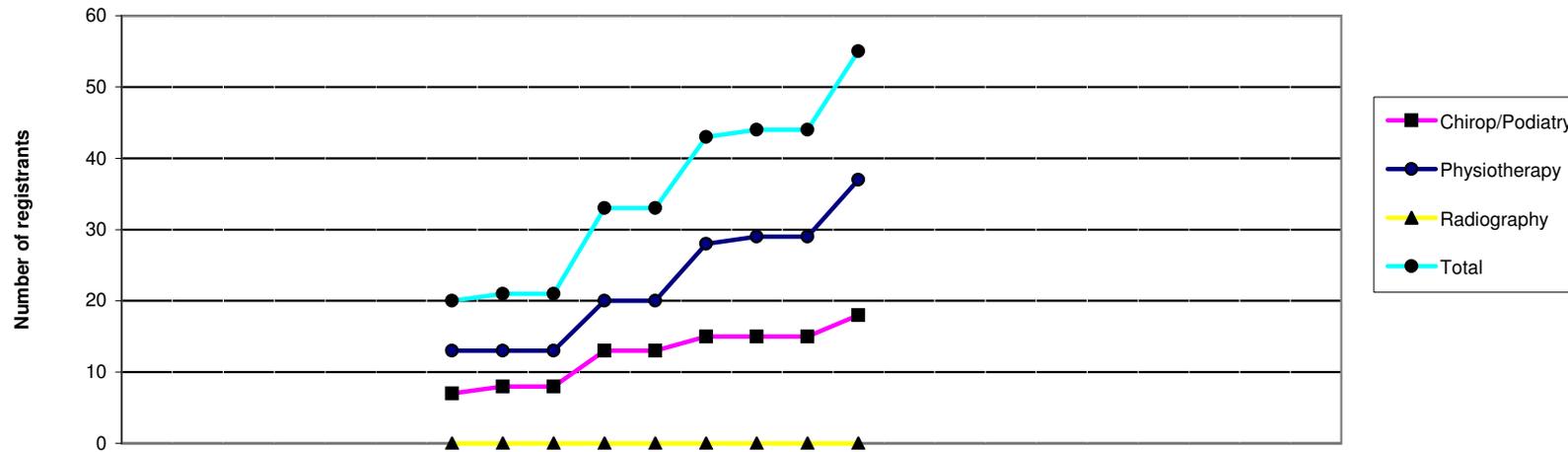


Grandparenting & International	2006									2007			2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Further Verification	178	194	186	218	205	195	231	193	133														
Test of Competence	169	260	240	240	273	253	217	210	205															

2004/5	2005/6	2006/7	2007/8
FYE	FTE	FTE	YTD
101	145	193	
150	158	230	
<b>AVERAGE</b>			

Health Professions Council

Number of registrants with supplementary prescribing rights 2006-8



	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chiropr/Podiatry							7	8	8	13	13	15	15	15	18										
Physiotherapy							13	13	13	20	20	28	29	29	37										
Radiography							0	0	0	0	0	0	0	0	0										
<b>Total</b>							20	21	21	33	33	43	44	44	55										

2006/7	2007/8
FYE	YTD
15	18
28	37
0	0
43	55