

# Management Information Pack

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Marc Seale, Chief Executive & Registrar  
Chief Executive's Report to Council on 20 May  
2009



## Chief Executive's Report to Council meeting on 20 May 2009 Contents

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**Chief Executive – Mr Marc Seale**

**1. Completed meetings 1 March to 30 April 2009**

Employer Event – Edinburgh	3 March
CHRE conference	5 March
HPCB Spring 2009 meeting	6 March
Listening Event – Croydon	10 March
Hearing Aid Council stakeholder event	11 March
Department of Health	16 March
Listening Event – Brentford	17 March
Discussion breakfast on Healthcare Commission	19 March
EIPA seminar	23/24 March
HPC parliamentary reception	26 March
Delegated Legislation Committee, Westminster	31 March
Health & Sport Committee, Scottish Parliament	1 April
ITN More4 News	3 April
Royal Pharmaceutical Society of Great Britain	7 April
CHRE	15 April
General Optical Council	16 April
Dept of Health Legislation Project Board	16 April
CHRE (new Council member inductions)	17 April
General Chiropractic Council	17 April
Society of Chiropractors & Podiatrists	27 April
Lord Alderdice	28 April
Regulators Liaison Group	29 April
Scottish Govt White Paper Overarching Implementation Steering Group	29 April
BBC Radio 4 You & Yours	30 April
UK Council for Psychotherapy	30 April

**2. Scheduled meetings**

NHS Education for Scotland	5 May
House of Lords	5 May
Charlotte Atkins MP	6 May
RNID parliamentary reception	6 May
Dept of Health Legislation Project Board	11 May
Welsh Assembly Government	12 May
National AHP Professional Advisory Board	18 May
Dept of Health Modernising Scientific Careers	28 May
Australian Institute of Radiography	12 June
Dept of Health Legislation Project Board	15 June
British Chiropractic & Podiatry Association	22 June

## Business process improvement – Mr Roy Dunn

### 1. Human resources

There are no changes in employees.

Cherise Evans (Operations PA) has trained in ISO9001:2000 Internal Auditing, and has commenced auditing.

Roy Dunn has completed the ISEB Certificate in Information Security Management Principles. (CISMP) qualification.

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

An internal audit schedule has been determined for the current financial year. A cross organisation debit & credit card processing audit has commenced. This tracks the progress of payment requests from receipt in the post room, through the Registrations Department and into the Finance Department. This is part of the ongoing information security audit. The HR partner processes have been audited. An medium-scale IT project (PC Refresh) has been audited.

Mapping all Facilities Department processes in greater detail has commenced.

### 3. QMS process updates

The Fitness to Practise Department's processes have been recorded in greater detail, on the Management System at the request of its Director.

Internal diagrams for the on-boarding of practitioner psychologists have been created with the Registrations and Policy Departments. These will be used by Registration Advisors to answer queries about the most appropriate route to registration for those telephoning in. Other information & data security work across HPC is ongoing. We are currently looking at matching requirements highlighted by CISMP as best practice.

HMRC Corporate Governance have supplied information on their corporate risk management will shortly be providing information concerning roles and responsibilities in their new security organisation. These will be evaluated as potential new best practice.

### 4. British Standards Institute audit

BSI audited the Fitness to Practise, and Quality Management Systems organisation and review process on 28 April 2009. No nonconformities were reported. We maintain our registration.

BSI evaluated our existing 9001:2000 systems to determine if upgrading to 9001:2008 was possible. Key changes are round how we use suppliers for delivery of key business services, risk management, environment and customer data. Two minor changes were made on the spot to wording of individual sections, and our Management System has been recommended for approval to the ISO9001:2008 standard. The approval step at BSI should just be a formality. A new certificate will be issued.

The October Audit date is to be confirmed.

### 5. Business continuity

The next major testing session is being planned.

### 6. Information & data management

Planning is taking place around integration of all intranet based information sources, Springfield, QMS and "Intranet".

Report templates are being updated for the new Financial year.

Advice has been received from our legal advisors, resulting in further negotiation on terms with the preferred supplier.

### **7. Risk Register**

Next update to the Risk Register will be made in the Autumn. The font size for impact, likelihood and risk score has been increased to aid readability.

## 1. Media and campaigns

The Press and Public Relations Manager has issued press releases on the following:

- Chair of the Health Professions Council appointed
- The Health Professions Council is one step closer to the statutory regulation of practitioner psychologists
- HPC launches consultation on an amendment to standard five of the Standards for Continuing Professional Development
- HPC launches consultation on guidance on health and character
- HPC launches consultation on new guidance for students
- Recruitment of the restructured HPC Council begins

The Press and Public Relations Manager also issued news items on the fees increase, and on the regulation of practitioner psychologists amongst others. She also continues to write general HPC update articles for the website and a range of professional journals. She also continues to write a regular feature in the bi-monthly publication Complete Nutrition.

The Communications Officer continues to issue weekly media alerts highlighting forthcoming Fitness to Practise Hearings to the media and has issued 25 press releases on professionals who have been struck off or suspended between January and March 2009.

Press coverage for the HPC has increased significantly over the last year with more journalists and newswire agencies attending fitness to practise hearings and contacting us with a range of queries. Importantly, professional body coverage has also increased. Coverage continues to be monitored on a daily basis and the coverage that has been received is compiled each month and reports can be found on the Council extranet. All press releases can be viewed on the HPC website in the media and events section.

In addition to the media coverage, the Press and Public Relations Manager has continued to manage the older people campaign. The mailing of an information pack to 22,000 care home managers has now been completed. The regional media campaign has also been rolled out and coverage has been achieved across a range of local media, including the Newcastle Journal and Evening Chronicle, Sunday Sun, Edinburgh News, Llanelli Star, Wakefield Express, Radio Carmarthenshire and Scarlet FM. Coverage has also been achieved in key professional journals including Podiatry Now, Chiropractic Review and the British Journal of Podiatry. We are also exhibiting at a number of regional care manager conferences including one in the North East and Yorkshire Region and two in the South West Region in Cornwall and Weston-Super-Mare.

## 2. Public affairs and stakeholder communications

Since the last report, the Public Affairs and Stakeholder Manager has worked with a range of stakeholders including:

### Parliamentarians

- We held an **exhibition**, which displayed information about the work of the HPC, in the Westminster Upper Waiting Halls for the week beginning 23 March.
- We hosted a **parliamentary reception** on 26 March in Portcullis House. Our President, along with the Minister of State for Health Services, Ben Bradshaw MP and Kate Hoey MP provided an excellent opportunity for over 100 stakeholders – including members and representatives of both Houses of Parliament, the Department of Health, the HPC Council, practitioners, patient and advocacy groups, professional bodies,

regulatory bodies and others – to meet and discuss the future of healthcare regulation.

- With the draft Order, the Health Care and Associated Professions (Miscellaneous Amendments and Practitioner Psychologists) Order 2009 being published on 5 March, we have been meeting and providing **briefing papers to parliamentarians** on the regulation of practitioner psychologists. This has included members of the Health and Sport Committee in Scotland, members of the Delegated Legislation Committee in the House of Commons and interested peers in the lead up to the debate in the House of Lords on 5 May. The President and Chief Executive are also meeting with Lord Alderdice, who led a debate on psychologists, psychotherapists and counsellors in 2007.
- An **interview with the Chief Executive** around the regulation of psychologists was also featured, along with the briefing papers, on the ePolitix website for the week commencing 27 April.
- The Public Affairs and Stakeholder Manager and the Policy Manager exhibited at the annual **Welsh Labour Party conference** on 24-26 April in Swansea. We had over 150 visits to the stand over the weekend with the First Minister, the Health Minister and the Secretary of State for Wales all making a visit. We also attended and participated in a joint fringe meeting with Help the Aged and Age Concern (Wales), the Chartered Society of Physiotherapy, the College of Occupational Therapy and the Society of Chiropractors and Podiatrists on foot services for older people in Wales. The importance of checking registration and our older people campaign was highlighted during the discussion.

The Public Affairs and Stakeholder Manager, along with the Chief Executive and Policy Manager, met the following **key stakeholders in Brussels** to find out more from those in the field of health regulation about the different issues in the European Community.

- Liz Kidd, DG SANCO, Directorate General for 'Health and Consumers'
- Ilaria Passarani, BEUC (The European Consumers' Organisation)
- John Bowis MEP (Conservative spokesman on the Environment, Health and Food Safety in the European Parliament)
- Pamela Brumter-Coret, Thomas Wiedmann, Andras Mogyoro, DG Internal Market and Services
- Monika Kosinska and Caroline Bollars, European Public Health Alliance
- Dr. Koutroubas and Laurent Louette FEPI (European Council of Nursing Regulators)
- Elisabetta Zanon, Helena Bowden, the NHS Confederation (Brussels office)

The Chief Executive and the Public Affairs and Stakeholder Manager met the following **key stakeholders in Belfast**:

- Joyce Cairns and Gail Anderson from the Department of Health, Social Services and Public Safety for Northern Ireland (DHSSPSNI) with the Chief Executive
- The Chief Executive from the Northern Ireland Social Care Council (NISCC)
- The Chief Executive and the Head of Public Affairs at the Pharmaceutical Society of Northern Ireland (PSNI)

Other **meetings with stakeholders** included:

- NHS Education for Scotland (NES) meeting with the Chief Executive, Acting Director of Policy and Standards, Director of Operations, Education Manager and the NES Chair, Chief Executive and various Directors across the organisation.
- The annual meeting (with the President and Chief Executive) with the Society and College of Radiographers (SoR)
- The British Psychological Society (BPS) and General Dental Council (GDC) Communications teams.
- Various Health Hotel meetings. The Public Affairs and Stakeholder Manager has also been appointed to the Political Engagement Task Group for the Health Hotel 2009/10.

The Public Affairs and Stakeholder Manager has also **participated a number of events** including:

- 'Returners to Practise' NHS Education for Scotland event in Aberdeen with the Acting Director of Policy and Standards, who gave a presentation.
- 'Regulation and quality: who calls the shots' – Kings Fund breakfast debate with Baroness Young, Chair of the Care Quality Commission.
- RNID Deaf Awareness Week and NMC parliamentary reception.
- Complementary and Natural Healthcare Council (CNHC) consultation with professional associations at the Kings Fund.

### **3. Web**

As well as further developing our section on 'aspirant groups', we have created a new section for practitioner psychologists looking to come onto the HPC Register. This section explains the process and potential routes to registration, as well as frequently asked questions including those relating to their qualifications.

The new 'online information pack request' facility has gone live allowing users to order public information material via the website. As well as being a benefit to website users, it also enables us to manage resources more effectively by removing some manual processes. We also have the option to extend this facility to other publications as well as being able to out-source these mailings using the data received through the website.

Our 'health regulation worldwide' website has been completely redesigned improving its navigation, search facility, while also giving it a fresh new look in line with our visual identity. It will also allow users to submit information through the site. This site is now undergoing user acceptance testing before being launched.

The new intranet site build has now been completed. Testing is underway ahead of user training before being officially launched. The new site will provide much improved internal communications throughout the organisation; each department will have their own section where they can share information and news relating to their work.

### **4. Communications support for organisational activities**

**CPD:** the programme of talks and workshops is now booked until July 2009 with several extended tours of the UK planned including Wales, Scotland, North East and the South West.

There have now been more than 150 talks delivered to over 8,500 registrants across the UK. Numbers at each talk range from 20 to 150 and the feedback has been



overwhelmingly positive with participants being particularly appreciative that the HPC has travelled out of London to deliver the talks.

Development work to make the Council's dvd on CPD available on the website has commenced and it is anticipated this will be completed by Spring/Summer 2009.

**Psychotherapists and counsellors:** we are continuing to monitor media coverage and respond to journalists' queries. A positioning statement has been drafted and we are currently working on "lines to take" for journalist queries. We are also considering requests for interviews on a case by case basis and to date have written a letter to the Guardian (not published), a letter to the Observer (published), undertaken an interview with More4 news and are in talks with Radio 4's "You and Yours" programme. An interview with Marc Seale has also been published on the epolitix website which covers psychologists in the main, but also references the work of the Professional Liaison Group (PLG). In addition to this, we are currently planning our media campaign for the opening of the Register to practitioner psychologists and will use this as an opportunity to highlight the current work that is being undertaken by the PLG.

Communication plans and updates for **registration renewals** and **practitioner psychologists** have been included in the committee papers for this meeting.

##### **5. Employee update**

Interviews for the Press and Public Relations Manager were held in March and Ebony Gayle has been appointed to the role. We are currently recruiting a full-time Communications Officer and anticipate interviews to be held early May 2009.

## Education – Mrs Abigail Gorringe

### 1. Approval process

The Department has 38 visits scheduled for this academic year (September 08 – July 09), covering 94 programmes. This includes 6 multi-professional visits. The schedule is now closed from this academic year, as we require six months notice.

Month	Visits	Programmes to be visited
Sep-08	4	4
Oct-08	5	9
Nov-08	1	1
Dec-08	1	7
Jan-09	4	6
Feb-09	2	2
Mar-09	2	18
Apr-09	6	12
May-09	6	26
Jun-09	6	7
Jul-09	0	0
Aug-09	1	2

There are also four visits scheduled for the next academic year (Sept 09 – July 10). The main forward planning exercise for the next academic year will begin in May/June 2009.

### 2. Annual monitoring process

The Department is still in the middle of its peak of annual monitoring work. The tables below provide a summary of the submissions received to date.

### Audit submissions

Deadline*	Number of submissions received	Number signed off by ETP**	Number of submissions not received
Jan-09	71	54	0
Feb-09	36	24	0
Mar-09	33	24	1
Apr-09	14	0	4
May-09	0	0	0
Jun-09	0	0	0
Jul-09	0	0	10
Aug-09	0	0	0

\* = The expected submission dates from education providers are at the end of each month.

\*\* = Includes 20 May 2009 ETP

An additional annual monitoring assessment day was held in April 2009 to consider a number of late submissions. A final annual monitoring assessment day is planned for May 2009. The submissions received in July 2009 will be considered by correspondence.

<b>Declarations forms</b>		
<b>Deadline*</b>	<b>Number of submissions received</b>	<b>Number of submissions not received</b>
Jan-09	65	0
Feb-09	54	0
Mar-09	42	0
Apr-09	7	6
May-09	2	2
Jun-09	1	1

### 3. Major change process

The Department has received 218 notifications of potential major changes since the start of the academic year.

<b>Process</b>	<b>Number of programmes</b>
Referred to annual monitoring process	36
Referred to approval process	52
Retained in major change process	95
Withdrawn	19
Pending decision	16

Approximately 40% have been filtered out and directed to the approval or annual monitoring process. The table below shows the notifications referred to the full major change process.

<b>Decision</b>	<b>Number of programmes</b>
Sufficient evidence through documentation that SETs still met	65 (69%)
Insufficient evidence through documentation that SETs still met – visit required	6 (6%)
Pending decision	24 (25%)

### 4. Practitioner psychologists

Over the last two months, the Department has increased their work geared towards the practitioner psychologist part of the register opening. Activities have included:

- Partner training for approx 25 new visitors;
- In-house training for employees on the legislative changes and operational implications;
- In-house training for employees by an external psychotherapist on the psychological therapies;
- Contributing towards FAQs on the website: and
- Ongoing correspondence with the BPS to help determine the approved programme list and future visit schedules. (The Education and Training Committee will be asked to make final decisions in June 2009).

### 5. Publications

Over the last two months, the Department has published a number of new and updated versions of our publications.

- Approval process publication (updated): Anticipated May 2009
- Guidance on making a complaint about an education and training programme (new): Published on-line in April 2009

- Standards of education and training (updated): Published on-line in April 2009; anticipated hard copies in May 2009
- Standards of education and training guidance (updated): Anticipated on-line in May 2009; anticipated hard copies in June 2009

#### **6. Liaison with stakeholders**

Members of the Department have met the following groups over the last two months;

- Scottish Core Curriculum Scoping Project; and
- Academic Registrars Group (Subjects allied to medicine sub-group)

#### **7. Employees**

Rachel Greig and Neil Strevett joined the Department in March 2009 as Education Officers. This has taken the Department total head count to twelve.

### **1. Employees**

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

### **2. 22-26 Stannary Street Building Project**

The final invoice value for Phase 1 works is still being negotiated on HPC's behalf by Davis Langdon, Cost Consultants and Quantity Surveyors for the project.

The tendering process for Phase 2 has been completed and Parkeray Limited has been appointed to carry out these works. The works on site will commence mid May and it is anticipated that they will be complete by the end of September 2009.

### **3. Insurance**

The various insurances required by HPC (travel, public liability, legal expenses, etc) have been renewed. Terms have been agreed and the net result is a 10% saving on premiums with increased cover on various policies.

### **1. General**

Since the last Council meeting, the Finance Department has produced the February Management Accounts and is currently preparing the March Management Accounts. The chart of accounts was updated for the start of the new financial year and the fee change went live on 1 April.

Results of the PRS project lessons learned review once completed in April will be incorporated into a wider trends analysis report from the Operations Department, to be produced later in the 2009-2010 year.

### **2. Supplier payments**

At the end of February, 97.5% by value of the £497k Creditor payments (February Aged Creditor Listing) were in the 30 days or less category.

### **3. Fee adjustments and income receipts handling**

At 9 April, there was a half-day backlog in registrant direct debit cancellations and amendments against a two day backlog target. We had a half day processing backlog on rejected payments/refunds against a two day backlog target and no backlog on mid-cycle lapsing of registrants. The banking of registrant cheques is up to date and there is a day's backlog on credit-card reconciliations against a two-day backlog target.

### **4. Income collection cycle**

Direct debit collections of registrants' fees (cover 83% of registrants) are done by the Finance Department, with collections made two months in advance. Arts therapists, biomedical scientists and ODP collections occurred in early April. Dietitian collections are scheduled for early May. Most of the income comprises renewal fees collected.

### **5. Funds under management**

At 8 April, the Business Reserve account balance was £592k, earning an interest rate of 0.065% per annum. £4.1M was invested in the NatWest Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 0.5% per annum and £1.5M in a Barclays money market account earning 1.82% for 6 months.

The value of the HPC's investment portfolio (excluding £159k portfolio cash) at the end of March was £1.35M. The investment portfolio value including cash was £1.51M. This compares with £1.81M at 31 March 2008.

Regarding the Reserves Policy, three average budgeted months of operating expenses for 2009-2010 totalled £3.89M. At the end of February, the sum of Investments and Working Capital totalled £4.33M.

### **6. Pensions**

In March, there were 53 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the 6 "notional" members. Note there are also approximately 26 exemployees (CPSM & HPC employees during 1994-07) who have money remaining in the Flexiplan scheme.

### **7. Employee training and levels**

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

**8. Significant financial projects/issues (next few months)**

- Prepare the Year End Management Accounts, Statutory Accounts and the Annual Report as per the timetable;
- Assist the external auditors in their year end audit;
- Complete the PRS system enhancements in late May;
- Progress the development of an HPC generic supplier contract.

### **1. Final Hearings**

22 final hearings took place in April 2009. There were 207 cases awaiting hearing at the end of April 2009.

### **2. Review Hearings**

3 review hearings took place in April 2009, 2 registrants were struck off and one registrant had their suspension continued. At the end of April 2009 there were 92 registrants subject to a conditions of practice or suspension order.

### **3. Interim Orders**

There were 9 applications and 3 reviews of interim orders in April 2009,

### **4. Investigating Committee**

At the end of April there were 266 open cases. 63 of those cases had not yet met the standard of acceptance.

### **5. Health and Character**

At the end of April there were 58 open cases.

### **6. Protection of title**

At the end of April there were 73 open protection of title complaints.

### **7. Registration Appeals**

We have received 14 appeals against decisions to remove an individual from the register due to CPD.

Those removals were due to the failure of the registrant to submit a CPD profile within the prescribed timeframes or because the profiles submitted were incomplete or did not meet the required standard. 9 appeals were in relation to failure to submit CPD profiles and 5

because the profiles submitted were either incomplete or did not meet the standard.

The Registration Appeal panel has considered 5 CPD appeals on the basis of papers alone and all the appeals were allowed. In 4 cases the Appeal panel determined that the CPD profiles should be considered by CPD assessors as if they had been received within the prescribed timescale and the other case was remitted to the Education and Training Committee with directions.

There were 21 open registration appeals at the end of April.

### **8. High Court Appeals**

There are currently 4 cases where a registrant has appealed the decision of a panel of the Conduct and Competence Committee. We are currently awaiting a hearing date.

### **9. CHRE**

The Council for Healthcare Regulatory Excellence (CHRE) has recently withdrawn its appeal in a case it referred to the High Court in accordance with its Section 29 powers.

### **10 Court of Appeal**

The case of Stanley Muscat has been listed for hearing by the Court on 29 or 30 July 2009

### **Meetings**

CHRE performance review  
Society of Radiographers  
No Secrets Advisory Group



Debbie Hayward and Christian Wells at YELL  
Belfast, Edinburgh and Leeds employer event  
PKF  
Health Professions Crossing Bordersm  
Field Fisher Waterhouse Seminar  
Bond Solon practitioners conference  
Yorkshire Ambulance Service  
Kent Police  
Customer service training provider  
West Ham and Croyden listening event  
NHS and Counter Fraud Security Management Service  
Reading University statistician  
Counsellors and Psychotherapists stakeholder meeting  
ISA regulators meeting  
Panel chair interviews  
Bernard Horsford re OHPA  
CHRE re health reference  
CHRE Fitness to Practise forum  
BSI Audit

### **11. Resources**

Katherine Finn and Padideh Dolatashi joined the Department on 1 April 2009 as Case Managers in Case Team 1. Padideh's position is a new position for 2009-10. Hannah Essex leaves the Department on 15 May 2009 to return to Australia. We are currently advertising for the vacancy this has created. Interviews are scheduled for the newly created Lead Hearings Officer and Administration Co-ordinator post on 5 May 2009.

Interviews for new panel chairs took place in April over 3 days with Kelly Johnson, Alison Abodarham and Helen Davis on the panel. We have appointed 7 new panel chairs.

Joint training for the Education and Fitness to Practise Departments took place on 22 and 23 April on understanding the nature of the psychological therapies. Case Team 3 and the Hearings team received training in March from Kent Police on conflict management.

We are in the middle of the tender process for transcript writer services. We hope to have concluded this process by 1 July 2009

## **1. Employee resourcing**

### **Director vacancies**

Following the resignation of Simon Leicester, Director of Finance and Rachel Tripp, Director of Policy and Standards, we now have two vacancies at director level.

Recruitment for the Finance Director position has commenced with first round interviews completed on 2 April 2009. Second Round interviews were carried out on 24 April from which the final two candidates who were sent forward for psychometric testing and a question and answer session with EMT on 27 April 2009.

Michael Guthrie is currently acting as Director of Policy and Standards to cover Rachel's maternity leave which was due to end on 1 August 2009.

### **Education**

Interviews were held in February for two additional Education Officer posts approved in the Education Department's 2008/09 work-plan in anticipation of the on-boarding of practitioner psychologists. Two offers were made and accepted; one external appointment, Neil Strevett, and one internal appointment, Rachel Greig, a temporary administrator with HPC. Both employees started on 16 March 2009.

### **Fitness to Practise**

Jason Rowbottom was appointed to the post of Hearings Officer and joined HPC on 26 February 2009.

Three Case Managers were recruited following two days of interviews on 4 & 5 March. Two of these positions resulted from staff turnover, the third is a new position identified in the 2009/10 work plan to cover additional workload arising from the on-boarding of practitioner psychologists.

Katherine Finn and Padiah Dolatskahi took up their appointments on 1 April 2009 and Alan Shilibeer is due to commence on 5 May 2009.

Two new positions of Lead Hearings Officer and Administration Coordinator are currently being advertised.

### **Policy**

Interviews for the 12 month fixed term contract of Policy Manager took place on 24 February and an internal candidate Charlotte Urwin was appointed starting from 1 April 2009. An advertisement has been placed for the resultant Policy Officer vacancy with interviews scheduled to take place on 7 May 2009.

### **Registrations**

Following interviews in February, Melanie Harell and Eliza Dominguez-Nunez were appointed to Registration Advisor posts.

Interviews were held in March for the post of Customer Services Manager and David Waddle, Team Leader, was successfully appointed. His promotion from 1 April 2009 left a vacancy for a Team Leader, and this position and two additional Team Leader positions were advertised in March 2009. Following interviews on 3 April 2009 offers were made to three candidates, two internal and one external. James Wilson and Anna Lubasinska took up their new posts on 1 May 2009 and we await confirmation of a start date for Chantelle Mayoss our external candidate.

James's and Anna's internal promotions will result in two Registration Advisor vacancies during a very busy period for Registrations, and HR is currently liaising with Richard Houghton to arrange a recruitment schedule.

## **2. Other HR Activities**

### **Annual Performance Development Review Process**

The annual training for the HPC's Performance and Development Review process took place on 6 February 2009. Feedback from attendees was positive and the benefit of training was evident in the smooth running of the performance review process. All managers completed reviews for their employees by the deadline of 27 February 2009.

### **Training**

The HR Department is in the process of conducting a training needs analysis based on the training requests and recommendations contained in the performance reviews.

### **Salary Reviews**

The annual salary review process has now been completed in partnership with the Finance Department. The proposed salary increases were approved by the Remuneration Committee and Council in March and the increases became effective on 1 April 2009.

### **1. Resource**

- Anticipated resource levels with weekend working supporting changes were made to the infrastructure

### **2. General IT Infrastructure**

- The Park House Mail Service (Lotus Notes/Domino) has been upgraded to the latest software version and new hardware. Subsequent upgrades for the client software planned for 2009/10;
- The pilot group of users has been successfully working with the new Desktop design and changes have been fed back into the project for the initial rollout over the weekend of 4-5 April. The following rollout is planned for the weekend of 18-19 April with a final stage to mop-up the specialist users in May.
- The formal ITIL Change Management process is now in operation.
- The service-desk tool has been purchased and is planned for implementation in 2009/10.

### **4. Additional planning activities**

- Annual performance development review meetings – now completed;
- Home working policy development – now in draft waiting for the new HR director;
- Planning for upgrade of the File and Print server at Park House;
- Planning for upgrade to the Directory Services with new hardware and software upgrades;
- Planning for rollout of the desktop technology refresh project;
- Planning for the Network Segmentation project to separate network traffic for maintainability and security benefits;
- Planning for implementation of new service-desk tool.

### **5. Projects**

#### **Registration system**

- Practitioner psychologists: Preparation for take-on is continuing. Changes are being made to the Registration system and the migration tool is being developed. We now require real data from the BPS and AEP to validate the migration process;
- Online Renewals: We are now working through the Terms and Conditions negotiations with the proposed Leased line provider. A backup VPN has been created between HPC and the Data Centre. Planning for Load testing has started.
- Hearing Aid Dispensers: We are following the project plan.
- ISA project initiation has been completed.
- Project closedown has taken place for OCM, FTP Statuses and CPD.

#### **Finance Systems**

- PRS: Planning for the next release in May of small changes and fixes is taking place.

#### **HR System**

- Starters and leavers database development is complete awaiting release. This will now go through a further cycle of testing and validation with the new HR team.

### **1. Temporary assistance**

Partners have enlisted the assistance of a temp during this busy time. Emily Cattle will be with us for approximately six weeks ending at the beginning of May 2009. Emily has been assisting us with the updating of Partner contact details, communicating interview information to applicants and training information to current Partners.

### **2. Recruitment**

*Practitioner psychologists:* The third round of advertising for the remaining Partners closed on 16 April. The roles were advertised in The British Psychological Society's journal, The Psychologist, and the Association of Educational Psychologists Appointments Broadsheet and HPC's In Focus. Interviews for will be taking place in May. Those that have been made provisional offers will be sent to Council for approval following the receipt of references.

*Panel chair recruitment:* Interviews took place in April. This resulted in offers being made to seven people.

*Panel members:* FTP has recruited paramedic and music therapy panel members following interviews in February.

*CPD assessors:* Interviews and selection of the paramedics and orthoptists has been completed. Recruitment is now ongoing for the next five professions that are due to undergo CPD audit (clinical scientists, prosthetists and orthotists, speech and language therapists, occupational therapists and biomedical scientists).

### **3. Training**

Training for practitioner psychologists recruited to date took place in March. In total sixteen registrars assessors, twenty-three panel members and twenty-one visitors attended. Those appointed from the third round will be trained in July.

### **4. Appraisals**

These are being arranged for panel members the first of whom will be receiving their notification letters within the next few weeks.

### 1. Meetings undertaken

Department of Health re age discrimination in healthcare (by telephone)	18 March
HPC Psychotherapists and Counsellors stakeholder meeting (Manchester)	31 March
BPS conference (Brighton)	2/3 April
Department of Health, AHP Medicine Supply and Prescribing Mechanisms Project Board Nordoff Robbins	7 April
CHRE	8 April
CHRE	15 April
Student talk (Huddersfield)	17 April
CHRE	21 April
Unite Psychology Family Occupational Advisory Committee (Eastbourne)	22 April
CPD talk (Peterborough)	22 April
Hearing Aid Council stakeholder event (Edinburgh)	23 April
Association of Child Psychotherapists	23 April
British Psychological Society (Leicester)	23 April
Welsh Labour party conference	24-26 April
British Academy of Western Medical Acupuncture (Liverpool)	25 April
Society of Chiropodists and Podiatrists	27 April
National Association of Counsellors, Hypnotherapists and Psychotherapists	28 April
NHS Education for Scotland (Edinburgh)	5 May
British Association for Counselling and Psychotherapy	6 May

### 4. Professional Liaison Groups (PLGs) Psychotherapists and counsellors

The Professional Liaison Group has met four times in December, January, March and May and has made good progress towards developing preliminary recommendations to the Council. In addition

to writing and presenting papers for the PLG, the Department has continued to respond to emails and letters from interested individuals and organisations and has also continued to meet stakeholders in the field.

The Department organised a stakeholder event for interested organisations and individuals in the field which took place on 31 March 2009 in Manchester. A summary report of this meeting was on the agenda at the PLG's May meeting.

Subject to the PLG's progress, we anticipate a report being presented to the Council at its July meeting followed by a consultation on recommendations to the Secretary of State and Health Ministers in the devolved administrations. A further meeting of the PLG to discuss responses to the consultation relating to standards of proficiency is proposed in October/November 2009.

### 5. New professions Practitioner psychologists

The Department has continued to participate in the cross-department project to bring on board the practitioner psychologists.

The Section 60 Order necessary to bring this group into statutory regulation has now been published. Further papers on the standards of proficiency and threshold level of qualification for entry to the Register are being considered at this Council meeting.

The Department has also met stakeholders in this field to explain the proposals for regulation.

### **Hearing aid dispensers**

The Department has continued to participate in the cross-department project to bring on board hearing aid audiologists / dispensers.

The Department of Health consultation on the regulation of hearing aid dispensers has now been launched. The Department has participated in a stakeholder event on the proposal arranged by the Hearing Aid Council and will attend further events in May and June 2009. A draft response to the consultation will be brought to the Council at its July 2009 meeting.

### **6. Welsh Language scheme**

The HPC is required to publish a Welsh Language Scheme under the Welsh Language Act.

The Department is currently working with internal colleagues and the Welsh Language Board to prepare a scheme for consultation. Welsh language schemes have to be approved by the Welsh Language Board prior to consultation and therefore this project is subject to delay. The Department anticipates bringing a substantive paper on this topic to a Council meeting in the near future.

### **7. Resourcing**

Rachel Tripp, Director of Policy and Standards has resigned from the HPC. Michael Guthrie is currently Acting Director of Policy and Standards.

Interviews took place on 7 May 2009 for a Policy Officer.

## 1. Operational performance

### a) Telephone calls

The Registration Department answered 98.4% of calls within 30 seconds which exceeds our service standard of answering 80% of calls within 30 seconds.

**i) UK telephone calls:** During the period from 1 February 2009 to 31 March 2009 the team received a total of 8,740 telephone calls which is 1,536 more than the same period two years ago and 99% of these calls were answered.

**ii) International telephone calls:** During the period from 1 February 2009 to 31 March 2009 the team received a total of 2,257 telephone calls which is 2 more than the same period two years ago and 91.5% of these calls were answered.

### b) Application processing

**i) UK applications:** A total of 1,077 new applications were received during this period and 1,033 individuals were registered, which is 390 more than the same period last year. Applications took between one to two working days to process which is well within our service standard of processing applications within ten working days of receipt.

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

**ii) International applications:** A total of 399 new international applications were received in this period and 334 individuals were registered which is 18 less than the same period last year. Applications were on average being processed within six weeks of

receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

### c) Emails

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

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

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

There were no assessment days during February and March but registration assessors continued to assess profiles that required further information.

## 2. Resource

### a) Employees

The Department is operating within the budgeted headcount.

On the 20 March 2009 the team took part in the Registration Department awayday. The day was very successful and registration advisors themselves played an active part in designing and delivering the days activities. The main theme for the away day was to prepare the team for the expected increase in workload over the next 18 months.



A First Impressions training course was delivered to all those registration advisors who did not attend the course last year and was also attended by some of our colleagues from the Finance Department. First Impressions is a programme run by the Institute of Customer Service (ICS) and gives participants the opportunity to gain a qualification in customer service.

Two new registration advisors have joined the team Melanie Harel and Elisa Dominguez Nunez.

The team delivered training to the recently recruited psychologist registration assessors.

### 1. Council members' self-assessment

The President has held telephone and face-to-face interviews with members over the last three months and reviews of non-Council Committee members has been carried out by Committee Chairmen.

A paper detailing feedback from the reviews will be submitted to the Council meeting in July.

### 2. HPC Annual Report

The Council will be asked to consider and approve the draft annual report at this meeting. The information relating to the accounts will be submitted to the July Council meeting for approval having first been considered by the Finance and Resources and the Audit Committees.

### 3. Appointment of Council Members

The appointment of Council Members for the restructured Council is well underway and a shortlist of candidates was produced on 27 April. Interviews for England, Northern Ireland, Scotland and Wales are scheduled to run from 11 to 29 May.

### 4. Audit Committee training

Four Members of the Audit Committee attended the Induction Seminar for Audit Committee Members at the National School of Government on Monday 16 March.

The aim of the course was to:-

- develop an understanding about the purpose of an audit committee and its relationship – through the chairman – with the main "board", the Accounting Officer and external bodies;
- enable the committee member to add value to their organisation; and

- consider the role and responsibility of an Audit Committee member.

### 5. External Meetings

Regulator Governance Group

7 April

### 6. Training for employees

Members of the Secretariat team attended the following training:

April 2009 – all team members were trained on the legislative process.

11/12 May 2009 – Finance Course (Natasha Williams)

1/2 April – Natasha Williams accompanied the Education Department on its visit to Surrey University.

# Management Information Pack

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Marc Seale, Chief Executive & Registrar  
Chief Executive's Report to Council on 20 May  
2009



**hpc** health  
professions  
council

# Management Information Pack

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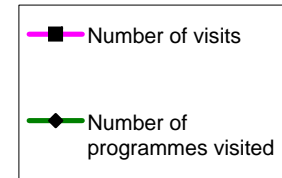
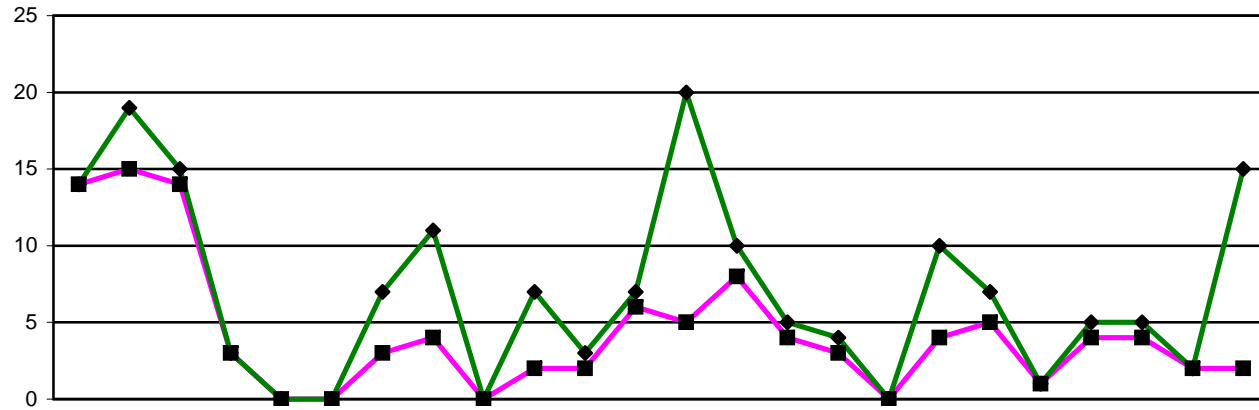
Marc Seale, Chief Executive & Registrar  
Figures for April to March 2009 to Council on 20  
May 2009



**hpc** health  
professions  
council

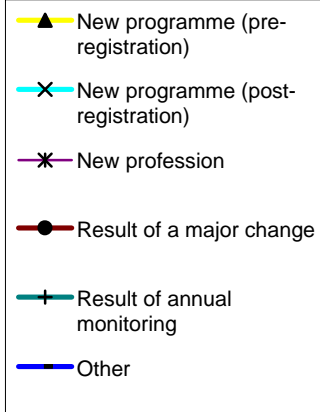
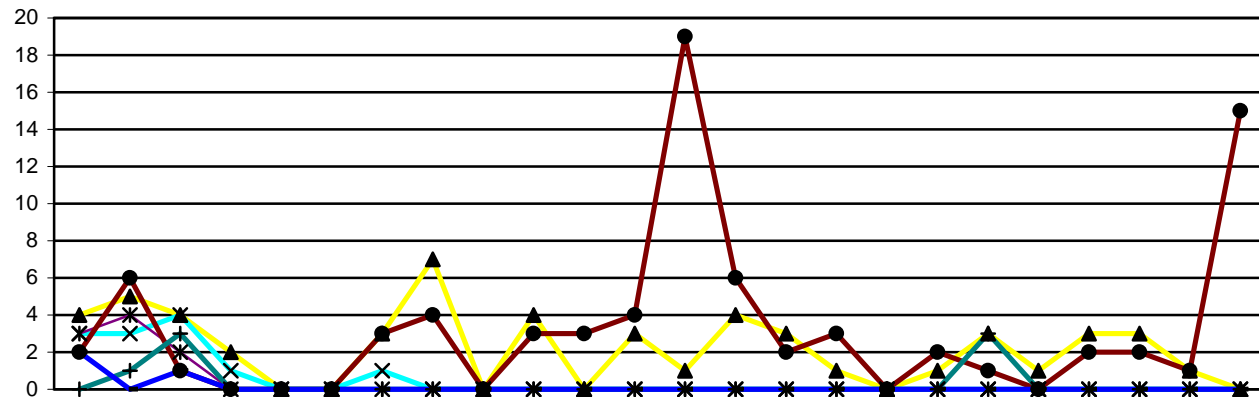
**Management Reporting Information to Council**  
**Figures for April 2008 to March 2009**  
**Health Professions Council**

<b>Education</b>		Programme approvals and visits	<b>2a</b>
		Programme monitoring	<b>2b</b>
		Major/minor change submissions	<b>2c</b>
<b>Customer Services</b>		Feedback	<b>3</b>
<b>Finance</b>		Consolidated Income and Expenditure	<b>4</b>
		Consolidated Income budgeted & actual	<b>4b</b>
		Consolidated Expenditure budgeted & actual	<b>4c</b>
		Consolidated Department Monthly Variances	<b>5</b>
		Consolidated Balance Sheet	<b>6</b>
		Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Fitness to Practise</b>		Allegations and Enquiries	<b>8a</b>
		Allegations - Health and Conduct and Competence Panel Hearings	<b>8b</b>
		Source of Allegation	<b>9</b>
		Cases Pending - Investigating Panel & Health Panel	<b>10</b>
		Cases Pending - Conduct and Competence Panel & Review Hearing	<b>11</b>
		Hearings total cases considered	<b>12</b>
		Registration Appeals	<b>13</b>
		Protection of Title	<b>14</b>
		Health and Character Declarations	<b>15</b>
<b>Human Resources</b>		HR Information	<b>16</b>
<b>Information &amp; IT</b>		IT Infrastructure	<b>17</b>
<b>Office Services</b>		Mail Volume	<b>18</b>
<b>Registration</b>	<b>Registrants</b>	HPC Registrants by Profession	<b>19</b>
	<b>International Registrations</b>	International Application Status	<b>20</b>
		New International Applications Received	<b>21</b>
		International Registrations	<b>22</b>
	<b>UK Registrations</b>	UK Application Status	<b>23</b>
		New UK Applications Received	<b>24</b>
		Renewal Information	<b>25</b>
	<b>International &amp; UK Registration</b>	Application Types Received	<b>26</b>
		New Registrants	<b>27</b>
		Registration Telephone Information	<b>28</b>
		Number of registrants with supplementary prescribing rights	<b>29</b>



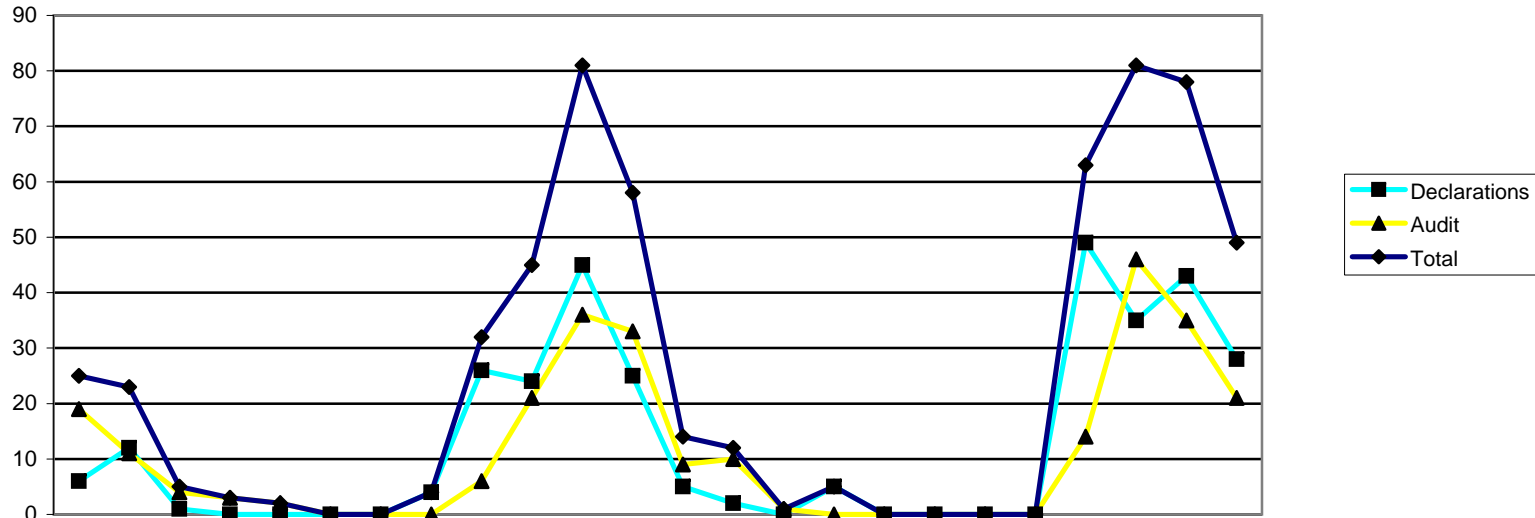
	2007			2008			2009																	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Overview of approval visits</b>																								
<b>Number of visits</b>	14	15	14	3	0	0	3	4	0	2	2	6	5	8	4	3	0	4	5	1	4	4	2	2
<b>Number of programmes visited</b>	14	19	15	3	0	0	7	11	0	7	3	7	20	10	5	4	0	10	7	1	5	5	2	15

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



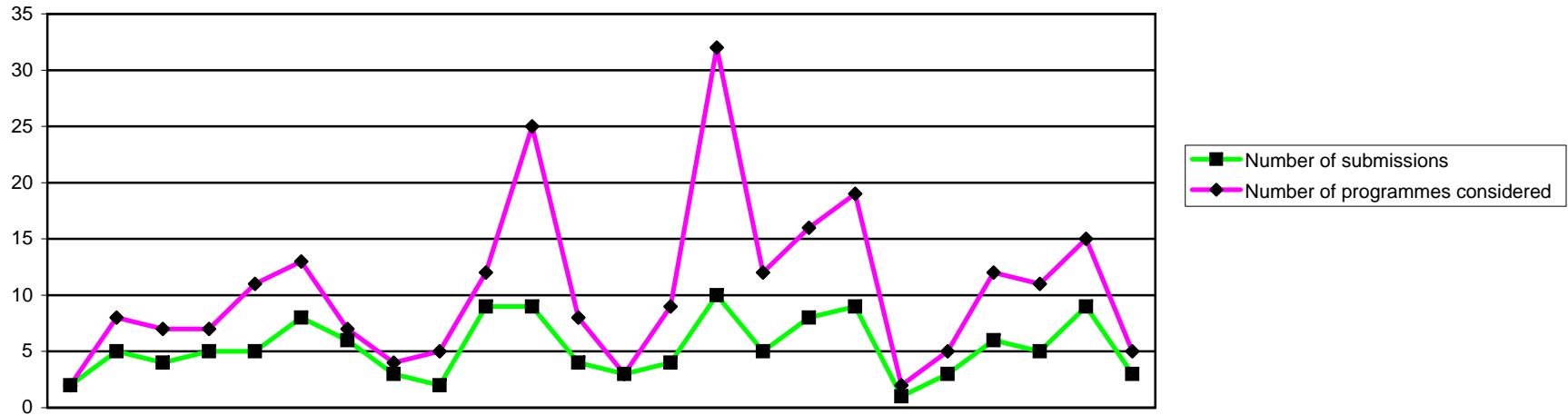
	2007			2008			2009																	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Reason for programme visited</b>																								
<b>New programme (pre-registration)</b>	4	5	4	2	0	0	3	7	0	4	0	3	1	4	3	1	0	1	3	1	3	3	1	0
<b>New programme (post-registration)</b>	3	3	4	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>New profession</b>	3	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Result of a major change</b>	2	6	1	0	0	0	3	4	0	3	3	4	19	6	2	3	0	2	1	0	2	2	1	15
<b>Result of annual monitoring</b>	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0
<b>Other</b>	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	14	19	15	3	0	0	7	11	0	7	3	7	20	10	5	4	0	3	7	1	5	5	2	15

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
0	18	32	21
5	29	12	0
5	16	9	0
5	32	26	53
5	1	4	3
5	21	3	0
25	117	86	77



	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>Annual monitoring submissions</b>																								
<b>Declarations</b>	6	12	1	0	0	0	0	4	26	24	45	25	5	2	0	5	0	0	0	0	49	35	43	28
<b>Audit</b>	19	11	4	3	2	0	0	0	6	21	36	33	9	10	1	0	0	0	0	0	14	46	35	21
<b>Total</b>	25	23	5	3	2	0	0	4	32	45	81	58	14	12	1	5	0	0	0	0	63	81	78	49

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
113	94	143	167
51	184	135	136
164	278	278	303



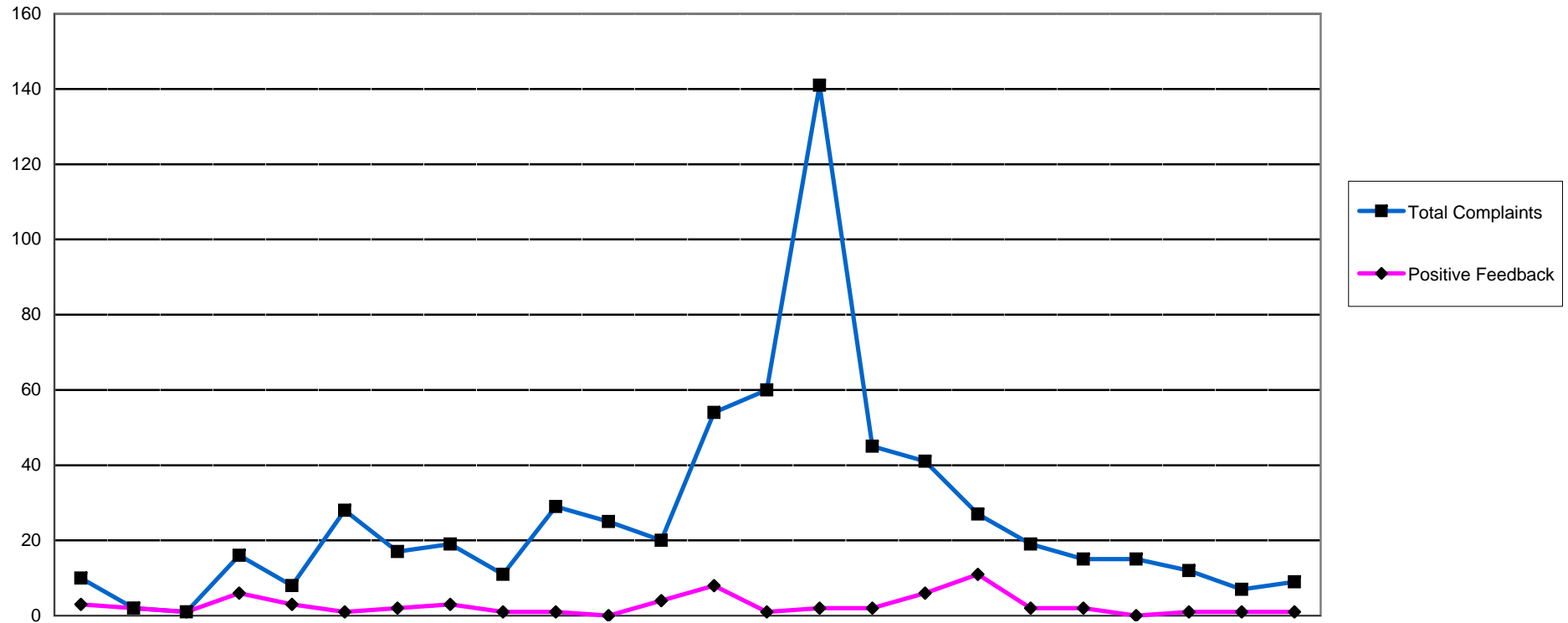
	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Major change submissions</b>																								
<b>Number of submissions</b>	2	5	4	5	5	8	6	3	2	9	9	4	3	4	10	5	8	9	1	3	6	5	9	3
<b>Number of programmes considered</b>	2	8	7	7	11	13	7	4	5	12	25	8	3	9	32	12	16	19	2	5	12	11	15	5

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
16	51	62	66
25	97	109	141



Health Professions Council

Feedback April 2007 to March 2009



	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	FYE
Application process	2	1	1	4	1	3	1	2	1	1	7	4	5	7	1	4	3	1	0	0	2	4	2	0	39	23	28	29
Registration process	5	0	0	7	1	23	15	15	10	26	12	8	44	47	130	34	34	20	13	11	9	7	5	7	169	88	122	361
External comms	1	0	0	1	1	0	0	0	0	0	0	3	0	1	0	1	1	0	1	0	0	0	0	0	24	6	6	4
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	2	0	0
Partner management	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	1	0	0	0	1	0	1	0	4	2	4
Rules/Legislation	0	1	0	2	3	2	0	1	0	0	0	1	0	2	0	0	0	1	0	0	0	0	0	0	17	11	10	3
Other	2	0	0	2	2	0	1	1	0	2	4	4	4	3	10	6	3	4	5	4	4	0	0	1	7	16	18	44
<b>Total Complaints</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>8</b>	<b>28</b>	<b>17</b>	<b>19</b>	<b>11</b>	<b>29</b>	<b>25</b>	<b>20</b>	<b>54</b>	<b>60</b>	<b>141</b>	<b>45</b>	<b>41</b>	<b>27</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>262</b>	<b>262</b>	<b>186</b>	<b>445</b>

	2007	2008	2009	2005/6	2006/7	2007/8	2008/9					
	Apr	May	Jun	FYE	FYE	FYE	FYE					
<b>Positive Feedback</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>187</b>	<b>2</b>	<b>1</b>	<b>19</b>	<b>6</b>	<b>27</b>	<b>3</b>	<b>1</b>	<b>37</b>

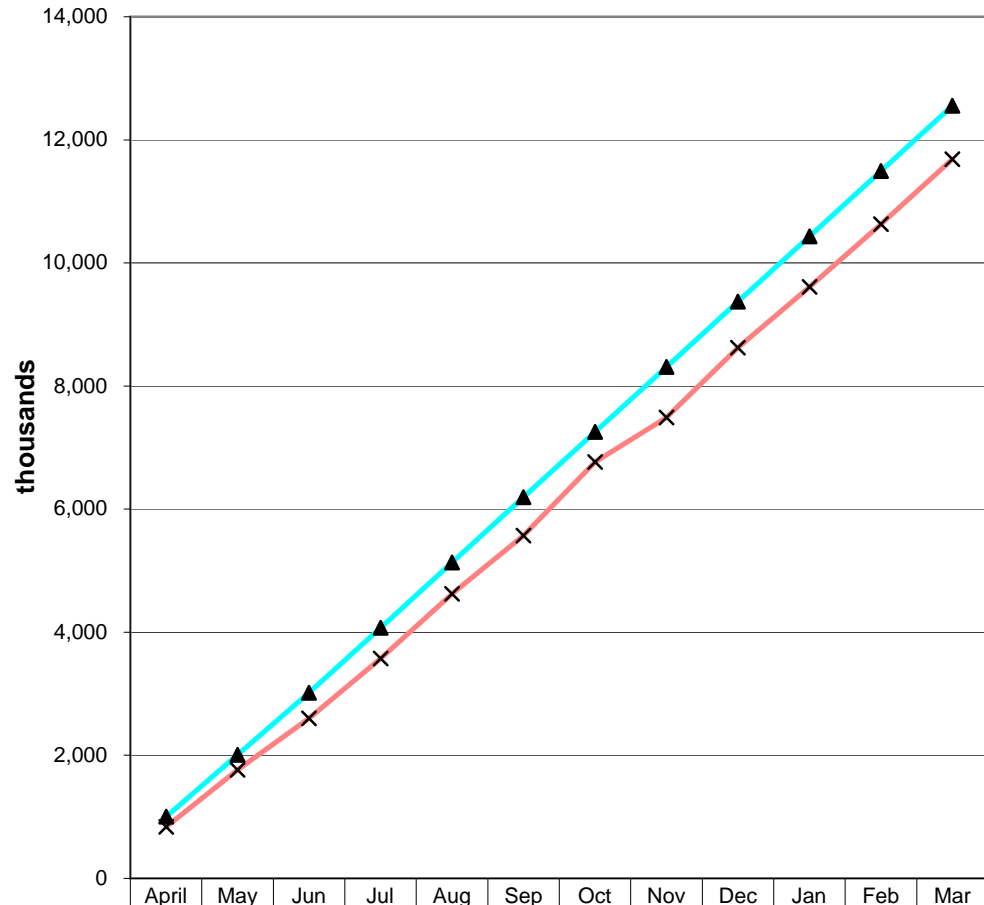
Note: These accounts are not final accounts and are subject to change

	2008												2009			Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000							
<b>INCOME</b>																			
Registration Income	1,098	965	1,164	1,049	1,173	1,171	1,200	1,145	1,058	1,148	1,152	1,184	13,506	13,730	(224)	13,730			
Miscellaneous Income	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0			
<b>TOTAL INCOME*</b>	<b>1,098</b>	<b>965</b>	<b>1,164</b>	<b>1,049</b>	<b>1,173</b>	<b>1,171</b>	<b>1,200</b>	<b>1,145</b>	<b>1,058</b>	<b>1,148</b>	<b>1,152</b>	<b>1,185</b>	<b>13,507</b>	<b>13,730</b>	<b>(223)</b>	<b>13,730</b>			
<b>EXPENDITURE</b>																			
Approvals & Monitoring	40	64	57	29	42	45	40	37	41	40	45	57	537	661	(124)	661			
Chief Executive	28	17	29	27	27	73	(24)	25	21	23	24	17	286	278	9	278			
Council & Committees	0	18	96	12	23	42	65	30	31	20	53	(37)	352	547	(196)	547			
Communications	22	78	83	79	55	94	59	81	86	61	114	168	979	1,020	(41)	1,020			
Facilities Management	92	59	96	102	65	31	144	57	67	73	72	69	925	910	16	910			
Finance	47	75	50	65	38	42	50	37	64	53	37	70	629	570	59	570			
Fitness to Practise	140	664	474	236	357	319	405	323	427	274	408	626	4,653	4,622	31	4,622			
Human Resources & Partners	29	66	78	38	45	81	108	52	44	39	49	64	693	662	30	662			
IT Department	69	86	74	67	72	69	73	86	94	91	94	214	1,089	1,137	(48)	1,137			
Operations Office	27	32	40	34	32	33	38	52	27	33	38	40	427	375	52	375			
Policy & Standards	18	19	65	35	21	21	17	18	17	14	14	17	278	384	(106)	384			
President	0	7	6	4	1	8	5	4	4	4	4	5	51	49	2	49			
Major Projects	0	24	3	2	1	3	14	16	9	7	38	96	212	263	(51)	263			
Registration	87	174	124	103	155	124	145	143	131	93	94	192	1,565	1,714	(150)	1,714			
Secretariat	14	26	20	19	12	24	16	18	13	11	19	25	216	293	(77)	293			
<b>TOTAL EXPENDITURE</b>	<b>613</b>	<b>1,409</b>	<b>1,294</b>	<b>851</b>	<b>943</b>	<b>1,008</b>	<b>1,156</b>	<b>980</b>	<b>1,074</b>	<b>835</b>	<b>1,104</b>	<b>1,623</b>	<b>12,891</b>	<b>13,485</b>	<b>(594)</b>	<b>13,485</b>			
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>485</b>	<b>(444)</b>	<b>(130)</b>	<b>198</b>	<b>230</b>	<b>163</b>	<b>43</b>	<b>165</b>	<b>(17)</b>	<b>313</b>	<b>47</b>	<b>(437)</b>	<b>616</b>	<b>245</b>	<b>371</b>	<b>245</b>			

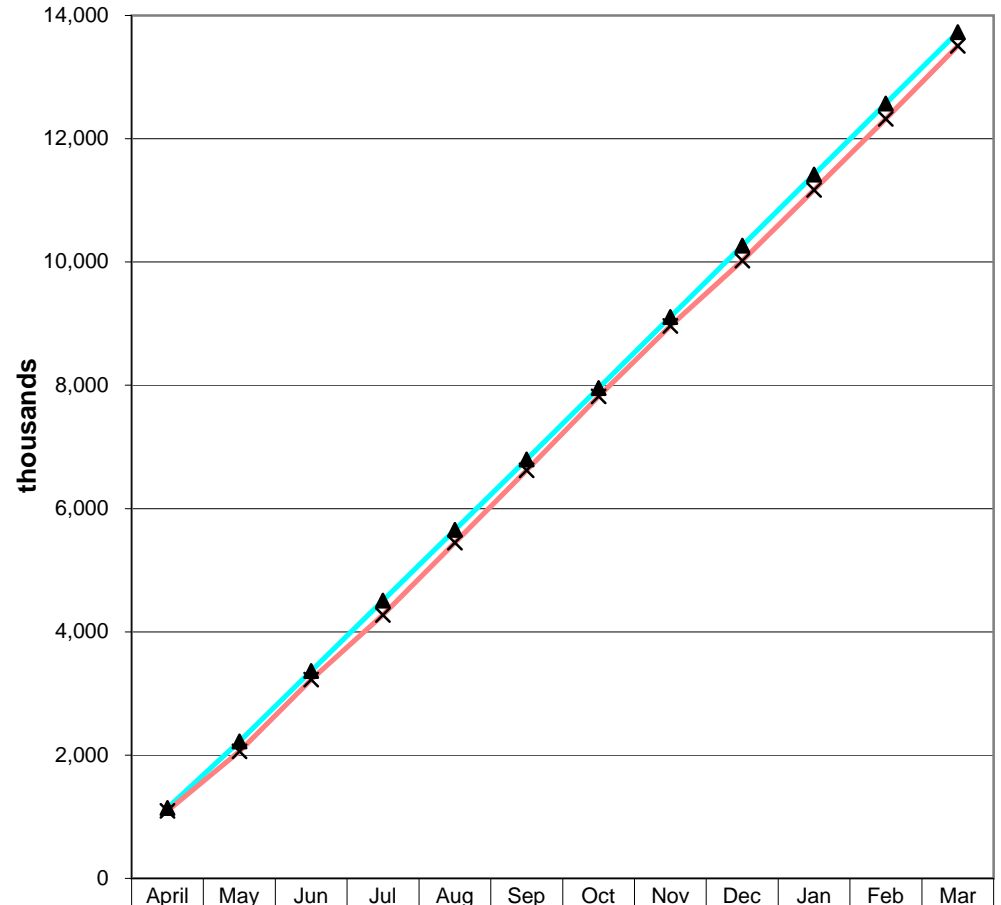
\* Total Income is excluding investment income

Note: No accruals have been posted for April

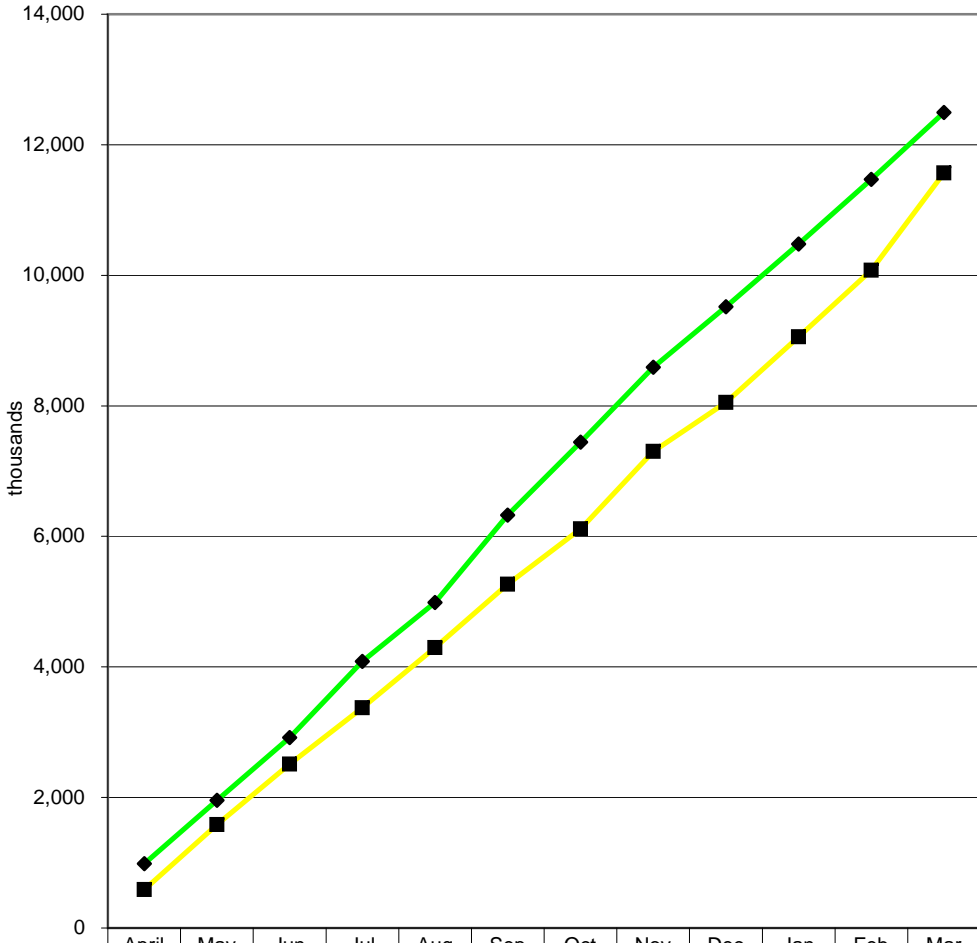
Income 2007/8 budgeted & actual



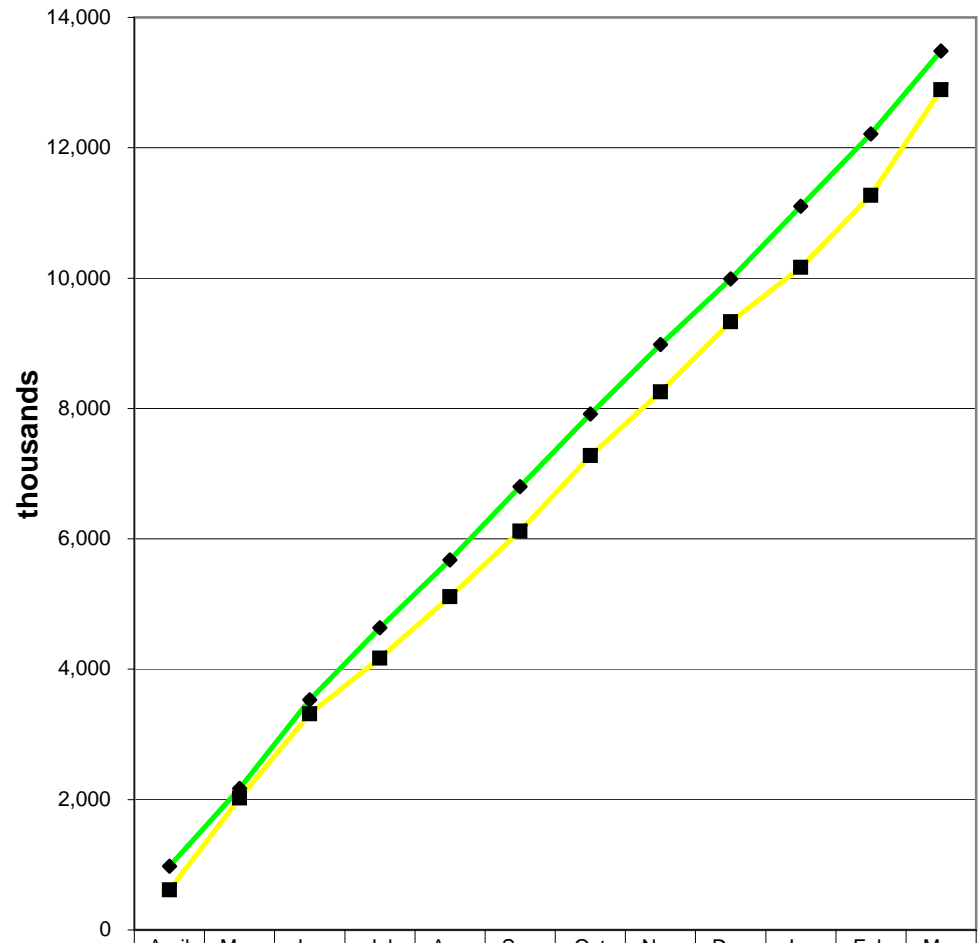
Income 2008/9 budgeted & actual



Expenditure 2007/8 budgeted & actual



Expenditure 2008/9 budgeted & actual



	2008												2009		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Mar	Budget Mar	Total Expenditure
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
<b>EXPENDITURE</b>															
Approvals & Monitoring	(7)	12	(2)	(22)	(2)	3	(8)	(18)	(15)	(25)	(17)	(23)	(124)	661	537
Chief Executive	8	(4)	7	1	7	47	(49)	1	(1)	(3)	(4)	(1)	9	278	286
Council, Committees & PLG	(27)	(12)	39	(38)	17	(18)	(4)	(2)	(21)	1	(38)	(93)	(196)	547	352
Communications	(11)	(7)	17	9	(53)	4	(60)	(10)	13	(67)	31	95	(41)	1,020	979
Facilities Management	28	(16)	(32)	13	(6)	(38)	73	(13)	(4)	2	2	6	16	910	925
Finance	(18)	43	(3)	18	(17)	(3)	9	(12)	20	13	(21)	30	59	570	629
Fitness to Practise	(232)	159	8	(129)	(7)	(82)	45	(58)	84	(78)	49	273	31	4,622	4,653
Human Resources & Partners	(2)	7	(30)	(43)	12	12	55	2	(5)	(16)	18	21	30	662	693
IT Department	14	(4)	(33)	(28)	(56)	(23)	3	4	16	(14)	16	56	(48)	1,137	1,089
Operations Office	(12)	(2)	6	4	4	2	7	20	(2)	4	10	12	52	375	427
Policy & Standards	(1)	(3)	(24)	11	1	(1)	(38)	(3)	(6)	(28)	(6)	(9)	(106)	384	278
President	1	(2)	2	0	(3)	3	1	0	(0)	(0)	(2)	1	2	49	51
Major Projects	(44)	16	2	1	(3)	(4)	12	13	6	(4)	38	(83)	(51)	263	212
Registration	(59)	32	(20)	(46)	18	(12)	5	(2)	(4)	(51)	(76)	65	(150)	1,714	1,565
Secretariat	(4)	0	(4)	(6)	(13)	(1)	(9)	(7)	(12)	(14)	(6)	(0)	(77)	293	216
<b>TOTAL BUDGET VARIANCE</b>	<b>(366)</b>	<b>219</b>	<b>(67)</b>	<b>(253)</b>	<b>(102)</b>	<b>(114)</b>	<b>41</b>	<b>(85)</b>	<b>69</b>	<b>(280)</b>	<b>(6)</b>	<b>350</b>	<b>(594)</b>	<b>13,485</b>	<b>12,891</b>
<b>TOTAL MONTHLY BUDGET</b>	<b>979</b>	<b>1,190</b>	<b>1,361</b>	<b>1,104</b>	<b>1,045</b>	<b>1,122</b>	<b>1,115</b>	<b>1,065</b>	<b>1,005</b>	<b>1,115</b>	<b>1,111</b>	<b>1,273</b>			<b>13,485</b>
<b>TOTAL EXPENDITURE</b>	<b>613</b>	<b>1,409</b>	<b>1,294</b>	<b>851</b>	<b>943</b>	<b>1,008</b>	<b>1,156</b>	<b>980</b>	<b>1,074</b>	<b>835</b>	<b>1,104</b>	<b>1,623</b>			<b>12,891</b>

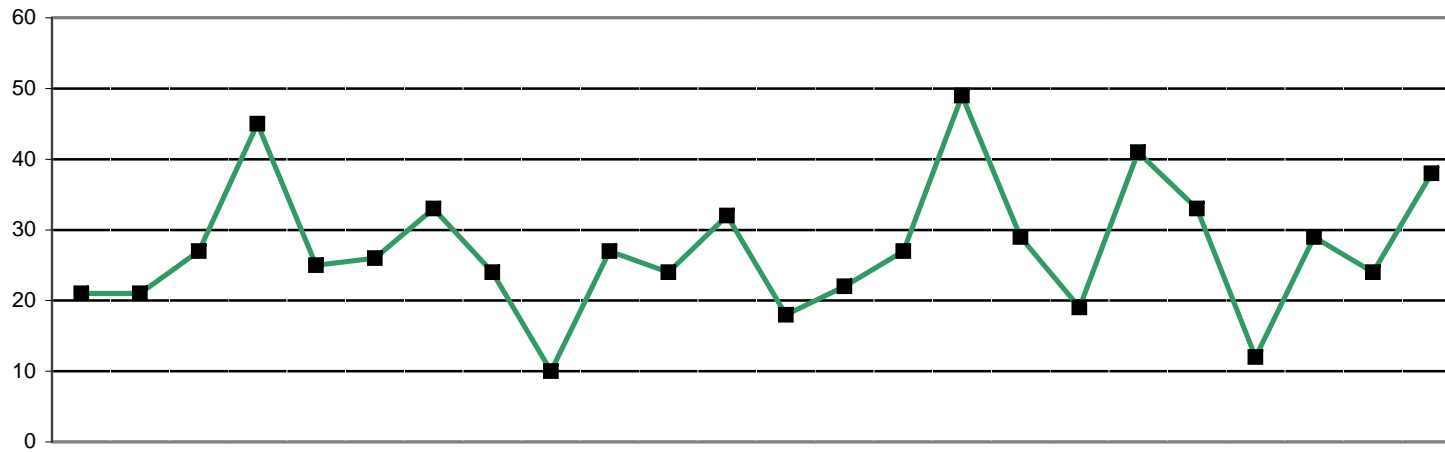
\* Total Income is excluding investment income

	<i>Actual Mar 08 £000</i>	2008											2009			<i>Budget Mar 09 £000</i>
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000			
<b>FIXED ASSETS</b>																
Tangible Fixed Assets	3,756	3,933	3,891	3,903	3,889	3,957	4,076	4,042	4,076	4,055	4,080	4,218	3,582	6,278		
Investments	1,528	1,710	1,715	1,604	1,554	1,768	1,640	1,536	1,329	1,416	1,329	1,251	1,347	1,554		
<b>TOTAL FIXED ASSETS</b>	<b>5,284</b>	<b>5,643</b>	<b>5,606</b>	<b>5,507</b>	<b>5,443</b>	<b>5,725</b>	<b>5,716</b>	<b>5,578</b>	<b>5,405</b>	<b>5,471</b>	<b>5,409</b>	<b>5,469</b>	<b>4,929</b>	<b>7,832</b>		
<b>CURRENT ASSETS</b>																
Debtors & Prepayments	213	335	358	283	273	245	203	181	222	485	506	259	351	353		
Bank & Cash	4,899	5,098	4,308	3,786	4,579	4,288	5,677	5,897	5,047	4,550	5,058	4,476	5,341	5,353		
<b>CURRENT LIABILITIES</b>																
Creditors and accrued expenses	(2,103)	(1,706)	(1,864)	(1,663)	(1,594)	(1,663)	(1,719)	(1,769)	(1,535)	(1,879)	(1,880)	(1,657)	(2,571)	(2,363)		
<b>WORKING CAPITAL</b>	<b>3,009</b>	<b>3,727</b>	<b>2,802</b>	<b>2,406</b>	<b>3,258</b>	<b>2,870</b>	<b>4,161</b>	<b>4,309</b>	<b>3,734</b>	<b>3,156</b>	<b>3,684</b>	<b>3,078</b>	<b>3,121</b>	<b>3,343</b>		
<b>LOANS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
Deferred income	(6,870)	(7,377)	(6,777)	(6,502)	(7,090)	(6,687)	(7,767)	(7,833)	(7,115)	(6,528)	(6,733)	(6,210)	(7,151)	(7,763)		
<b>NET ASSETS</b>	<b>1,423</b>	<b>1,993</b>	<b>1,631</b>	<b>1,411</b>	<b>1,611</b>	<b>1,908</b>	<b>2,110</b>	<b>2,054</b>	<b>2,024</b>	<b>2,099</b>	<b>2,360</b>	<b>2,337</b>	<b>899</b>	<b>3,412</b>		
Represented by:																
Revaluation Reserve	422	422	422	422	422	422	422	422	422	422	422	422	214	651		
Income and expenditure account	1,001	1,571	1,209	989	1,189	1,486	1,688	1,632	1,602	1,677	1,938	1,915	685	2,761		
	<b>1,423</b>	<b>1,993</b>	<b>1,631</b>	<b>1,411</b>	<b>1,611</b>	<b>1,908</b>	<b>2,110</b>	<b>2,054</b>	<b>2,024</b>	<b>2,099</b>	<b>2,360</b>	<b>2,337</b>	<b>899</b>	<b>3,412</b>		

\* Balance sheet includes investment income

	Actual Mar 08 £000	2008											2009			Total March £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000			
<b>Opening Balance</b>		4,898	5,098	4,308	3,786	4,580	4,288	5,676	5,898	5,048	4,550	5,058	4,434			
Registration Income		1,098	964	1,165	1,049	1,174	1,167	1,200	1,145	1,058	1,148	1,149	1,183	13,500		
Investment Income		2	1	17	45	6	54	4	4	14	35	3	17	202		
Investment Sales		35	44	38	39	4	50	13	6	50	0	57	5	341		
Deferred Income Movements		503	(477)	(393)	589	(404)	1,080	66	(718)	(586)	204	(522)	942	284		
Department of Health funding		0	0	74	0	0	0	0	0	0	0	0	0	74		
<b>Total Cash Receipts</b>		<b>1,638</b>	<b>532</b>	<b>901</b>	<b>1,722</b>	<b>780</b>	<b>2,351</b>	<b>1,283</b>	<b>437</b>	<b>536</b>	<b>1,387</b>	<b>687</b>	<b>2,147</b>	<b>14,401</b>		
Expenditure		608	1,416	1,291	851	944	1,008	1,156	993	1,062	835	1,103	1,621	12,888		
Depreciation		(24)	(25)	(24)	(25)	(25)	(18)	(26)	(38)	(34)	(34)	(33)	(33)	(339)		
Asset disposal / writeoff		0	0	0	0	0	0	0	(7)	0	0	0	0	(7)		
Aged Cred / Accrual Movements		292	(22)	169	70	(70)	(58)	(49)	233	(343)	(1)	221	(907)	(465)		
Debtor Movements		225	(62)	(93)	(11)	(28)	(43)	(22)	27	277	20	(246)	89	133		
<b>Payments to Creditors</b>		<b>1,101</b>	<b>1,307</b>	<b>1,343</b>	<b>885</b>	<b>821</b>	<b>889</b>	<b>1,059</b>	<b>1,208</b>	<b>962</b>	<b>820</b>	<b>1,045</b>	<b>770</b>	<b>12,210</b>		
Capital Expenditure		201	(17)	36	11	93	138	(8)	72	13	59	171	472	1,241		
Capital write-off		0	0	0	0	0	0	0	0	0	(5)	0	0	(5)		
Investment Purchases		136	32	44	32	158	(64)	10	(3)	59	5	95	(2)	502		
Interest payable		0	0	0	0	0	0	0	10	0	0	0	0	10		
<b>Other Payments</b>		<b>337</b>	<b>15</b>	<b>80</b>	<b>43</b>	<b>251</b>	<b>74</b>	<b>2</b>	<b>79</b>	<b>72</b>	<b>59</b>	<b>266</b>	<b>470</b>	<b>1,748</b>		
<b>Closing Balance</b>	<b>4,898</b>	<b>5,098</b>	<b>4,308</b>	<b>3,786</b>	<b>4,580</b>	<b>4,288</b>	<b>5,676</b>	<b>5,898</b>	<b>5,048</b>	<b>4,550</b>	<b>5,058</b>	<b>4,434</b>	<b>5,341</b>			
<b>Budgeted Closing Balance</b>																
<b>Variance</b>		5,098	4,308	3,786	4,580	4,288	5,676	5,898	5,048	4,550	5,058	4,434	5,341			

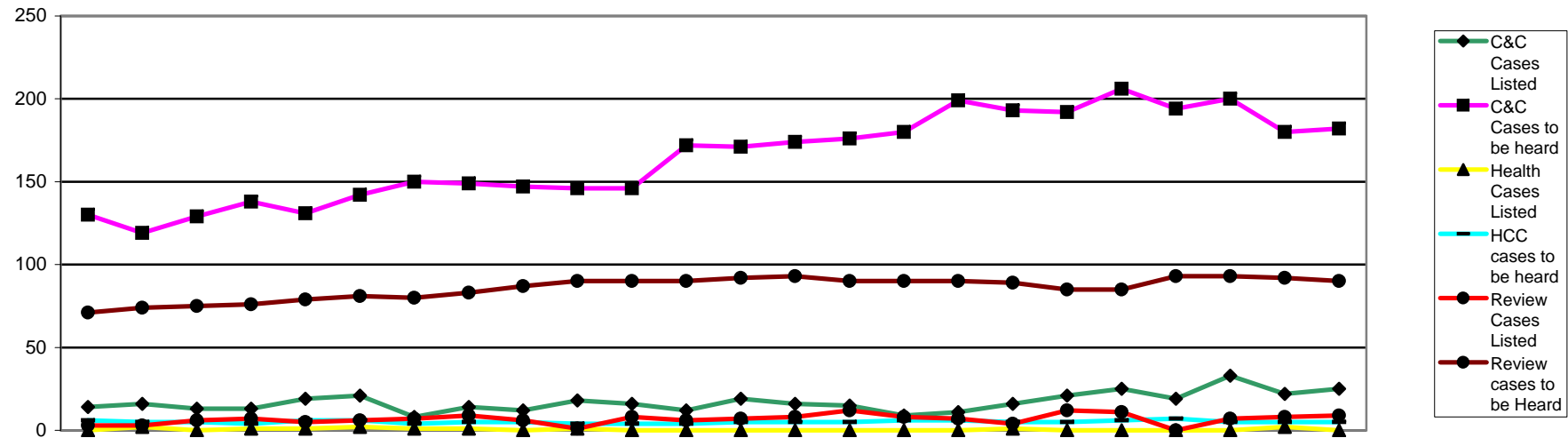
\* Cash flow includes investment income



		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
Source of enquiry	Total enquiries	4	7	6	8	6	6	14	9	7	16	17	9	6	13	7	12	7	16	11	9	9	14	18	20
	Employer	4	1	2	3	3	2	5	4	3	7	5	5	3	3	1	3	2	4	3	6	3	3	9	10
	Public	0	2	1	4	1	2	7	0	4	6	4	1	3	8	3	5	1	7	1	2	3	3	4	2
	Police	0	0	0	0	0	0	1	0	0	1	0	1	0	0	0	2	1	0	0	0	0	0	0	1
	Professional body	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
	Registrant	0	0	1	1	0	1	0	3	0	0	6	1	0	0	1	1	2	1	4	1	2	0	0	7
	Other	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	1	0	1	4	1	0
	Article 22(6)/Anon	0	4	1	0	1	1	1	2	0	2	2	0	0	1	0	1	0	3	2	0	0	4	4	0
Source of allegation	Total allegations	21	21	27	45	25	26	33	24	10	27	24	32	18	22	27	49	29	19	41	33	12	29	24	38
	Employer	9	6	13	20	12	5	14	6	4	12	12	14	8	15	18	17	12	8	18	14	4	12	12	11
	Public	5	4	10	11	6	5	8	6	3	4	2	12	4	2	3	5	10	2	7	11	0	7	5	11
	Police	0	4	2	4	3	2	2	4	1	5	2	3	3	3	2	6	1	5	3	3	2	0	3	1
	Professional body	0	0	0	0	2	0	3	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
	Registrant	2	4	1	3	2	1	1	2	1	2	2	1	1	2	2	3	3	1	2	1	2	6	2	5
	Other	1	0	0	1	0	0	1	0	0	0	0	0	1	0	2	2	3	1	2	1	0	1	0	1
	Article 22(6)/Anon	4	3	1	6	0	13	4	6	1	3	6	2	1	0	0	16	0	1	9	3	4	3	2	9
Allegation type	Misconduct	16	11	17	23	16	17	17	10	9	8	12	21	12	17	21	34	16	11	25	20	4	25	16	22
	Lack of competence	1	0	3	1	3	0	3	3	1	4	5	5	2	2	2	8	10	1	4	6	2	0	4	9
	Conviction/caution	0	3	2	6	3	8	2	7	0	6	6	6	4	3	3	4	1	7	10	7	3	0	4	5
	Health	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	3	0	0
	Other regulator	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
	Incorrect or fraudulent entry	0	1	0	0	0	0	2	1	0	0	0	0	0	0	0	0	1	0	1	0	1	1	0	2
	Not Classified	2	4	2	1	1	4	6	1	0	2	1	0	0	0	0	3	0	0	0	0	0	0	0	0

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE
Not recorded		109	142
		44	50
		32	42
		3	4
		1	2
		13	19
		2	10
		14	15
316	322	315	341
113	164	127	149
61	77	76	67
27	31	32	32
0	1	6	1
30	16	22	30
13	7	3	14
57	23	49	48
205	228	177	223
33	44	29	50
41	41	49	51
2	1	1	7
1	0	2	1
33	3	4	6
		24	3





		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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
	<b>Total Allegations /Enquiries</b>	25	28	33	53	31	32	47	33	17	43	41	41	24	35	34	61	36	35	52	42	21	43	42	58	316	322	424	483												
<b>Conduct &amp; Competence Committee</b>	<b>C&amp;C Cases Listed</b>	14	16	13	13	19	21	8	14	12	18	16	12	19	16	15	9	11	16	21	25	19	33	22	25	73	119	176	231												
	<b>Struck Off</b>	1	2	3	3	5	3	4	5	3	3	2	3	4	1	4	4	4	3	5	8	10	11	7	6	11	26	37	67												
	<b>Suspended</b>	4	3	2	1	2	3	1	4	3	3	2	2	1	3	1	1	3	2	3	1	2	2	1	4	19	19	30	24												
	<b>Conditions of Practice</b>	2	1	1	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0	3	1	3	1	1	1	5	5	7	11												
	<b>Caution</b>	2	6	3	2	2	3	1	1	1	4	3	0	4	1	2	0	2	2	1	2	4	2	1	3	8	32	28	24												
	<b>No Further Action</b>	1	0	2	0	1	0	0	0	0	0	0	0	0	3	0	0	0	1	0	0	0	0	0	0	4	6	4	4												
	<b>Adjourned</b>	1	2	2	2	3	4	0	2	3	6	4	3	4	2	2	2	0	0	2	1	3	7	6	6	22	22	32	35												
	<b>Cancelled</b>	3	5	0	3	3	4	3	1	0	0	0	2	2	1	0	1	0	1	5	1	0	7	1	2	0	0	24	21												
	<b>Referred to Health</b>	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0												
	<b>Not Found</b>	2	2	0	2	2	0	1	2	1	1	5	1	4	5	4	1	1	6	3	3	2	2	4	3	0	0	19	38												
	<b>C&amp;C Cases to be heard</b>	130	119	129	138	131	142	150	149	147	146	146	172	171	174	176	180	199	193	192	206	194	200	180	182	n/a	n/a	172	182												
<b>Health Committee</b>	<b>Health Cases Listed</b>	0	2	0	1	1	2	1	1	0	1	0	0	0	0	0	0	0	1	0	0	0	2	0	8	7	9	3													
	<b>Suspended</b>	0	2	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	2	2	5	1													
	<b>Conditions of Practice</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	1	0	1													
	<b>Caution</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	0	0	0	0												
	<b>No further action</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	0	1	0	0												
	<b>Not Found</b>	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	Not recorded		1	1												
	<b>Adjourned</b>	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			1	0												
	<b>Cancelled</b>	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			2	0												
		<b>Referred to C&amp;C</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	0	0	0												
		<b>HCC cases to be heard</b>	6	5	5	4	6	6	4	5	5	4	4	4	5	5	5	6	6	5	5	6	7	5	5	5	7	7	4	5											

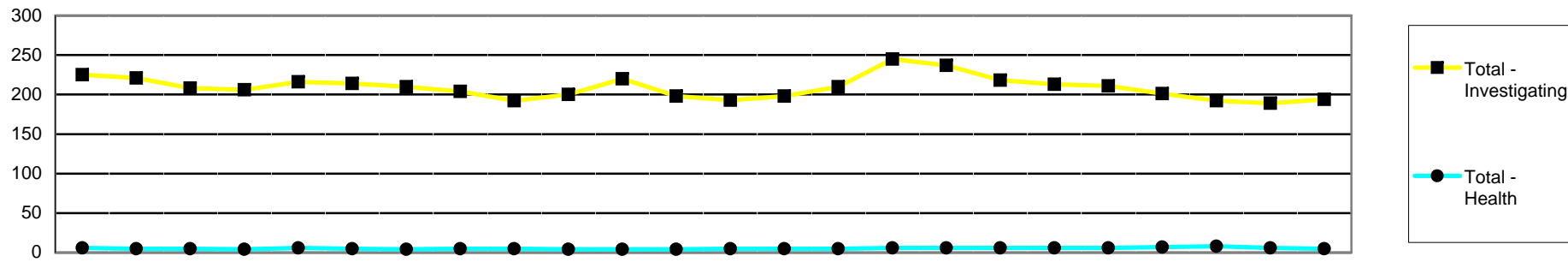
		2007			2008									2009									2005/6	2006/7	2007/8	2008/9			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
Review Hearings	Review Cases Listed	3	3	6	7	5	6	7	9	6	1	8	6	7	8	12	8	7	4	12	11	0	7	8	9	Not recorded	41	67	93
	Review cases to be Heard	71	74	75	76	79	81	80	83	87	90	90	90	92	93	90	90	90	89	85	85	93	93	92	90		69	90	90
	Struck Off	0	1	1	0	0	0	2	2	0	0	3	1	0	0	1	0	1	0	4	2	0	1	4	4		10	17	
	Suspension continued	0	0	3	6	4	4	2	6	5	0	4	3	4	8	5	4	5	4	5	7	0	5	2	4		37	53	
	CPO continued	0	0	1	1	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0		6	4	
	Suspension revoked	0	1	0	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	1	0	1		2	5	
	Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	1	0	0	0	0	0	0	0		1	3	
	Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0		0	1	
	Conditions revoked	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1	0	0	2	1	2	0	0	1	0		5	7	
	Conditions revoked suspension imposed	1	1	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0		5	1	
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1	0	
Adjourned	0	0	0	0	0	1	0	0	0	0	1	1	0	1	0	0	1	0	0	0	0	0	1	0	3	3			

Health Professions Council

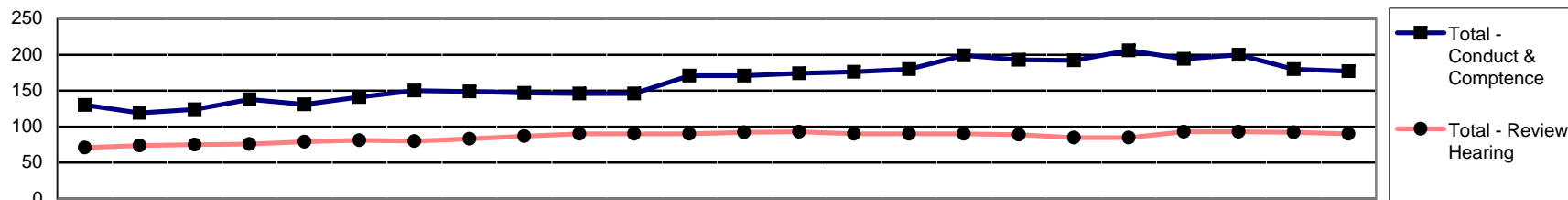
Source of Allegation & Enquiry April 2008 - March 2009

Fitness to Practise Department

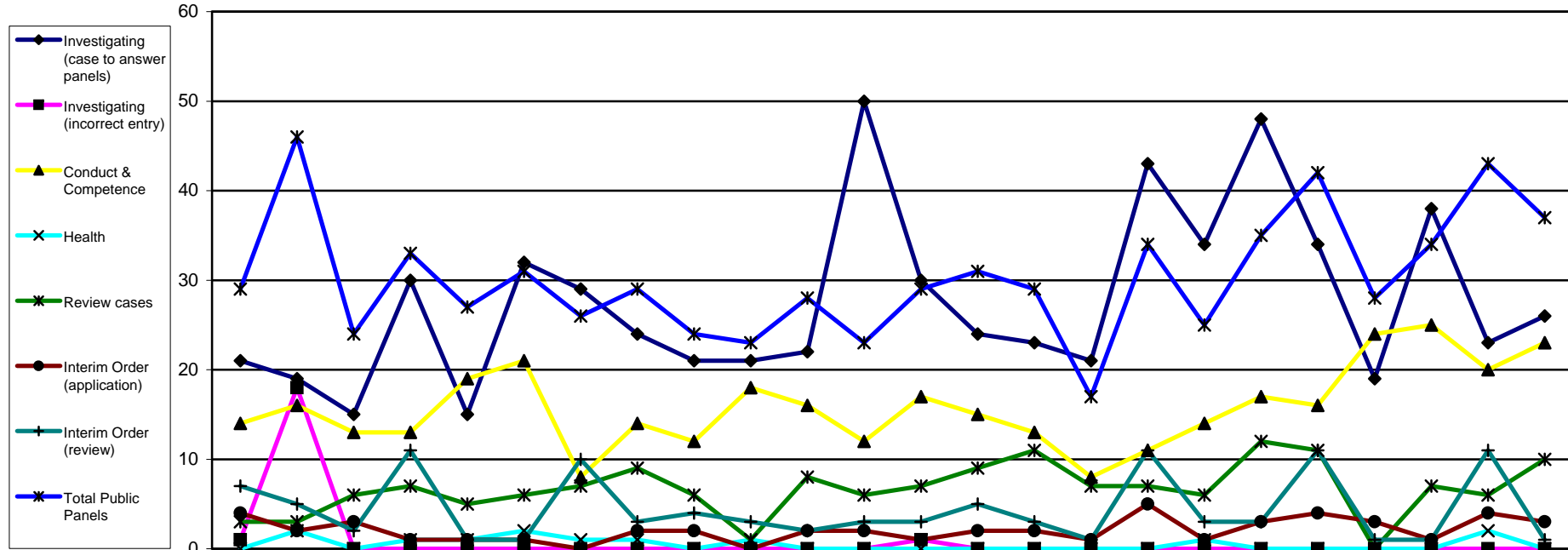
	Employer	Public	Police	Article 22(6)/ anon	Professional Body	Other	Total 2007/8	Total to date
Arts therapists	5	1	0	1	0	3	16	10
Biomedical scientists	19	1	2	16	0	5	26	43
Chiropodists & podiatrists	11	28	7	2	1	13	40	62
Clinical scientists	3	1	0	1	0	3	6	8
Dietitians	0	1	0	0	0	0	14	1
Occupational therapists	34	12	2	4	0	3	45	55
ODPs	25	2	5	14	0	9	38	55
Orthoptists	0	0	0	0	0	0	3	0
Paramedics	47	15	8	18	0	12	94	100
Physiotherapists	29	37	7	5	1	16	85	95
Prosthetists & orthotists	1	2	0	0	0	3	3	6
Radiographers	17	6	5	2	0	4	32	34
SLTs	9	3	0	0	0	2	22	14
<b>Total</b>	<b>200</b>	<b>109</b>	<b>36</b>	<b>63</b>	<b>2</b>	<b>73</b>	<b>424</b>	<b>483</b>



	2007			2008									2009									2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE			
	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>Investigating Panel</b>																												
Arts therapists	3	4	8	9	10	10	10	10	8	8	8	1	1	3	6	8	7	6	2	0	0	0	0	1	2	3	1	1
Biomedical scientists	10	12	10	13	13	12	12	12	12	13	12	13	11	12	16	26	27	27	20	17	16	17	13	14	5	10	13	14
Chiropodists & podiatrists	27	27	26	24	23	24	22	23	21	19	19	18	17	17	19	27	28	29	34	36	34	28	26	27	24	26	18	27
Clinical scientists	4	3	3	3	3	4	4	3	3	3	5	3	2	3	2	3	4	5	4	4	4	4	4	4	3	4	3	4
Dietitians	7	3	4	5	6	5	5	3	4	6	11	4	4	2	3	3	2	1	0	0	0	0	0	0	1	3	4	0
Occupational therapists	22	24	21	21	22	23	24	27	23	23	23	22	28	23	25	23	26	21	27	30	29	26	27	29	14	19	22	29
ODPs	15	14	15	12	14	10	12	11	12	19	18	16	18	20	23	25	22	24	24	23	24	22	26	14	15	18	26	
Orthoptists	2	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	1	1	0
Paramedics	47	52	45	45	51	50	46	37	37	36	41	40	36	42	43	40	38	41	42	40	34	37	38	35	19	47	40	35
Physiotherapists	50	39	36	36	36	37	37	37	35	39	42	43	40	44	43	52	50	40	37	35	37	33	33	39	50	55	43	39
Prosthetists & orthotists	3	3	3	5	4	5	5	5	2	2	2	2	2	2	3	2	2	2	2	1	1	1	2	2	2	3	2	2
Radiographers	25	28	25	20	18	17	16	20	21	24	23	17	19	16	15	22	17	15	13	17	16	17	18	12	18	32	17	12
SLTs	10	10	10	12	15	16	16	14	14	14	14	16	16	15	14	15	11	9	8	7	7	5	6	5	6	10	16	5
<b>Total - Investigating</b>	<b>225</b>	<b>221</b>	<b>208</b>	<b>206</b>	<b>216</b>	<b>214</b>	<b>210</b>	<b>204</b>	<b>192</b>	<b>200</b>	<b>220</b>	<b>198</b>	<b>193</b>	<b>198</b>	<b>210</b>	<b>245</b>	<b>237</b>	<b>218</b>	<b>213</b>	<b>211</b>	<b>201</b>	<b>192</b>	<b>189</b>	<b>194</b>	<b>158</b>	<b>228</b>	<b>198</b>	<b>194</b>
<b>Health Panel</b>																												
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	2	2	2	2	1	2	1	0	1
Chiropodists & podiatrists	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
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	2	2	1	1	1	1	1	1	1	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	2	2	0	1
ODPs	2	2	2	1	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	0	0
Orthoptists	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	1	0
Paramedics	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Physiotherapists	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	2	0	0	1
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	0	1	1	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	1	1	1	0	2	1
SLTs	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	1	1
<b>Total - Health</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>

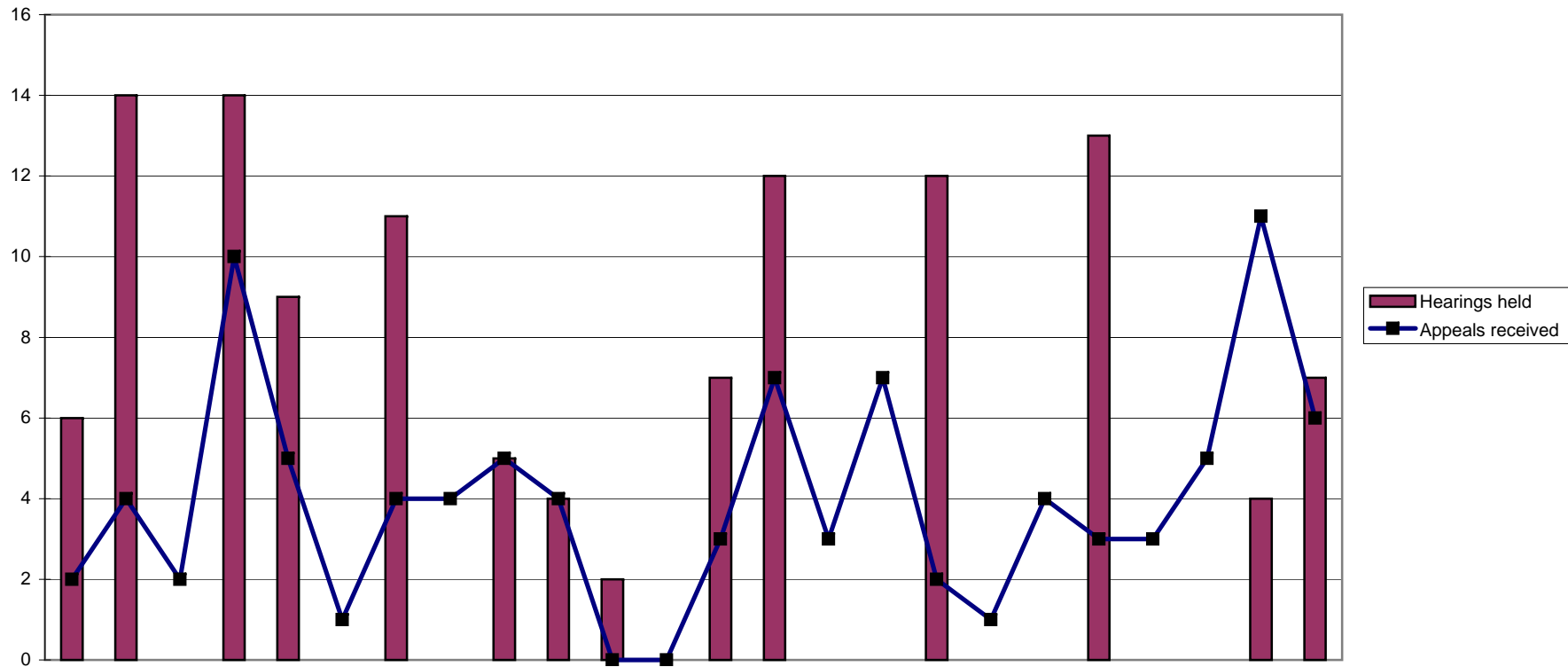


	2007			2008									2009									2005/6	2006/7	2007/8	2008/9			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
<b>Conduct &amp; Competence Panel</b>																												
Arts therapists	1	1	1	1	1	2	2	2	2	2	2	8	8	8	8	8	9	9	5	6	7	7	7	11	0	1	8	11
Biomedical scientists	9	9	9	9	7	8	6	6	6	7	6	7	9	9	10	12	12	13	15	16	14	18	17	12	7	9	7	12
Chiropodists & podiatrists	11	11	10	9	8	8	8	8	10	8	8	12	9	11	11	11	13	14	11	14	16	17	17	15	13	12	12	15
Clinical scientists	0	0	1	1	1	1	2	3	3	2	2	3	5	5	6	6	7	7	7	6	6	6	4	4	1	0	3	4
Dietitians	1	2	3	4	4	3	3	3	3	3	4	4	4	4	3	3	3	4	5	5	4	4	2	2	3	1	4	2
Occupational therapists	17	14	16	20	19	19	19	16	15	14	14	19	17	17	16	19	18	19	17	18	17	21	22	25	12	19	19	25
ODPs	9	7	9	13	12	13	14	15	15	18	17	18	19	20	19	18	19	16	16	15	16	20	19	15	8	9	18	15
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	0	0	0	1
Paramedics	39	34	29	31	31	34	39	42	38	40	41	45	44	43	42	46	47	42	45	49	46	43	40	40	29	40	45	40
Physiotherapists	22	17	21	24	23	25	28	25	27	27	28	28	28	29	34	31	35	34	34	38	35	35	28	30	14	16	28	30
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	4	0	0	1
Radiographers	17	20	20	21	20	22	23	24	23	20	19	23	24	22	20	19	26	24	24	24	18	17	14	13	7	14	23	13
SLTs	4	4	5	5	5	6	6	5	5	5	5	4	4	6	7	7	9	10	12	13	13	10	8	8	7	3	4	8
<b>Total - Conduct &amp; Competence</b>	130	119	124	138	131	141	150	149	147	146	146	171	171	174	176	180	199	193	192	206	194	200	180	177	105	124	171	177
<b>Review Hearing</b>																												
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	6	6	7	7	7	7	7	6	6	6	5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	6	5	4
Chiropodists & podiatrists	5	5	6	6	6	6	6	5	5	5	5	5	5	5	4	4	4	4	3	3	3	4	4	5	3	5	5	5
Clinical scientists	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2
Dietitians	4	4	3	3	3	2	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	2	4	2	3
Occupational therapists	11	12	13	14	15	15	13	15	17	20	20	20	20	21	19	19	18	19	19	19	19	17	17	16	5	10	20	16
ODPs	2	2	2	3	4	4	4	5	5	4	4	3	3	3	3	3	4	4	4	5	4	4	4	6	1	2	3	6
Orthoptists	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
Paramedics	11	12	12	12	12	15	16	16	17	17	16	15	15	15	14	13	14	14	10	10	12	12	12	12	4	9	15	12
Physiotherapists	22	24	23	23	24	24	24	26	26	27	28	30	30	30	29	29	29	26	27	25	28	29	28	27	18	23	30	27
Prosthetists & orthotists	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1
Radiographers	3	2	2	2	2	2	2	2	3	3	3	3	4	4	5	6	5	5	6	7	11	11	11	10	2	3	3	10
SLTs	4	4	4	3	3	3	3	3	3	3	4	4	5	5	5	5	5	6	5	5	5	5	6	4	3	4	4	4
<b>Total - Review Hearing</b>	71	74	75	76	79	81	80	83	87	90	90	90	92	93	90	90	90	89	85	85	93	93	92	90	44	69	90	90



		2007			2008									2009									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
Public Panels	Investigating (case to answer panels)	21	19	15	30	15	32	29	24	21	21	22	50	30	24	23	21	43	34	48	34	19	38	23	26	299	363
	Investigating (incorrect entry)	1	18	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	19	1
	Conduct & Competence	14	16	13	13	19	21	8	14	12	18	16	12	17	15	13	8	11	14	17	16	24	25	20	23	176	203
	Health	0	2	0	1	1	2	1	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	2	0	9	3
	Review cases	3	3	6	7	5	6	7	9	6	1	8	6	7	9	11	7	7	6	12	11	0	7	6	10	67	93
	Interim Order (application)	4	2	3	1	1	1	0	2	2	0	2	2	1	2	2	1	5	1	3	4	3	1	4	3	20	30
	Interim Order (review)	7	5	2	11	1	1	10	3	4	3	2	3	3	5	3	1	11	3	3	11	1	1	11	1	52	54
	<b>Total Public Panels</b>	<b>29</b>	<b>46</b>	<b>24</b>	<b>33</b>	<b>27</b>	<b>31</b>	<b>26</b>	<b>29</b>	<b>24</b>	<b>23</b>	<b>28</b>	<b>23</b>	<b>29</b>	<b>31</b>	<b>29</b>	<b>17</b>	<b>34</b>	<b>25</b>	<b>35</b>	<b>42</b>	<b>28</b>	<b>34</b>	<b>43</b>	<b>37</b>	<b>343</b>	<b>384</b>
<b>Total Panels</b>	<b>50</b>	<b>65</b>	<b>39</b>	<b>63</b>	<b>42</b>	<b>63</b>	<b>55</b>	<b>53</b>	<b>45</b>	<b>44</b>	<b>50</b>	<b>73</b>	<b>59</b>	<b>55</b>	<b>52</b>	<b>38</b>	<b>77</b>	<b>59</b>	<b>83</b>	<b>76</b>	<b>47</b>	<b>72</b>	<b>66</b>	<b>63</b>	<b>642</b>	<b>747</b>	

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



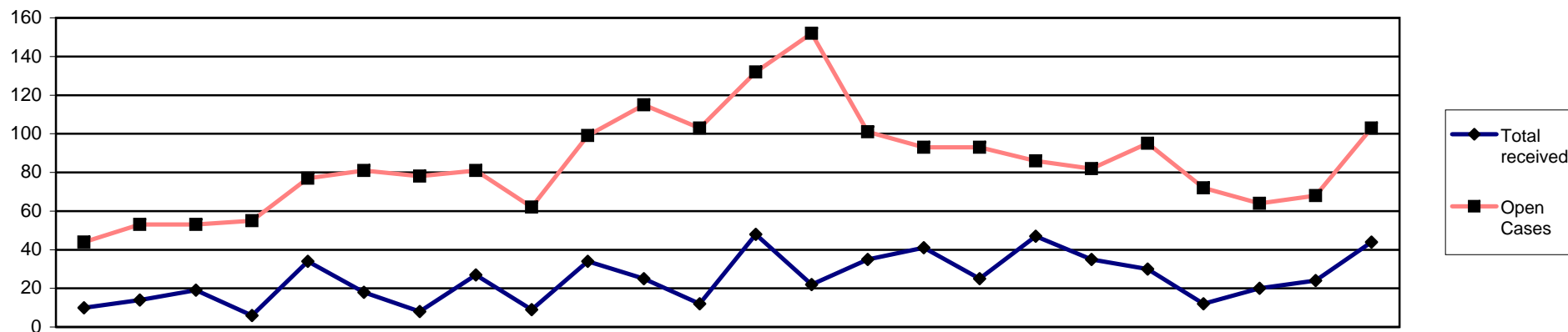
	2007												2008												2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	2	4	2	10	5	1	4	4	5	4	0	0	3	7	3	7	2	1	4	3	3	5	11	6	3	7	3	7	2	1	4	3	3	5	11	6
Reviewed	6	14	0	14	9	0	11	0	5	4	2	0	7	12	0	0	12	0	0	13	0	0	4	7	7	12	0	0	12	0	0	13	0	0	4	7
Hearings held	6	14	0	14	9	0	11	0	5	4	2	0	7	12	0	0	12	0	0	13	0	0	4	7	7	12	0	0	12	0	0	13	0	0	4	7
Adjourned/postponed	1	0	0	1	0	0	2	0	0	2	4	0	1	3	0	0	3	0	0	0	0	0	2	0	1	3	0	0	3	0	0	0	0	0	2	0
Withdrawn	1	0	0	0	1	0	0	0	2	1	0	10	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
Allowed	2	9	0	7	3	0	3	0	1	1	3	0	4	2	0	0	5	0	0	6	0	0	2	4	4	2	0	0	5	0	0	6	0	0	2	4
Dismissed	1	4	0	6	6	0	6	0	3	0	5	0	2	4	0	0	2	0	0	5	0	0	2	2	2	4	0	0	2	0	0	5	0	0	2	2
Remit to ETC	2	1	0	0	0	0	0	0	1	0	0	0	0	2	0	0	2	0	0	2	0	0	0	1	0	2	0	0	2	0	0	2	0	0	0	1
Current active cases	55	48	50	42	41	42	37	41	39	43	37	27	20	20	23	24	19	19	23	13	16	21	28	29	20	20	23	24	19	19	23	13	16	21	28	29

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

Health Professions Council

Protection of Title April 2007 - March 2009

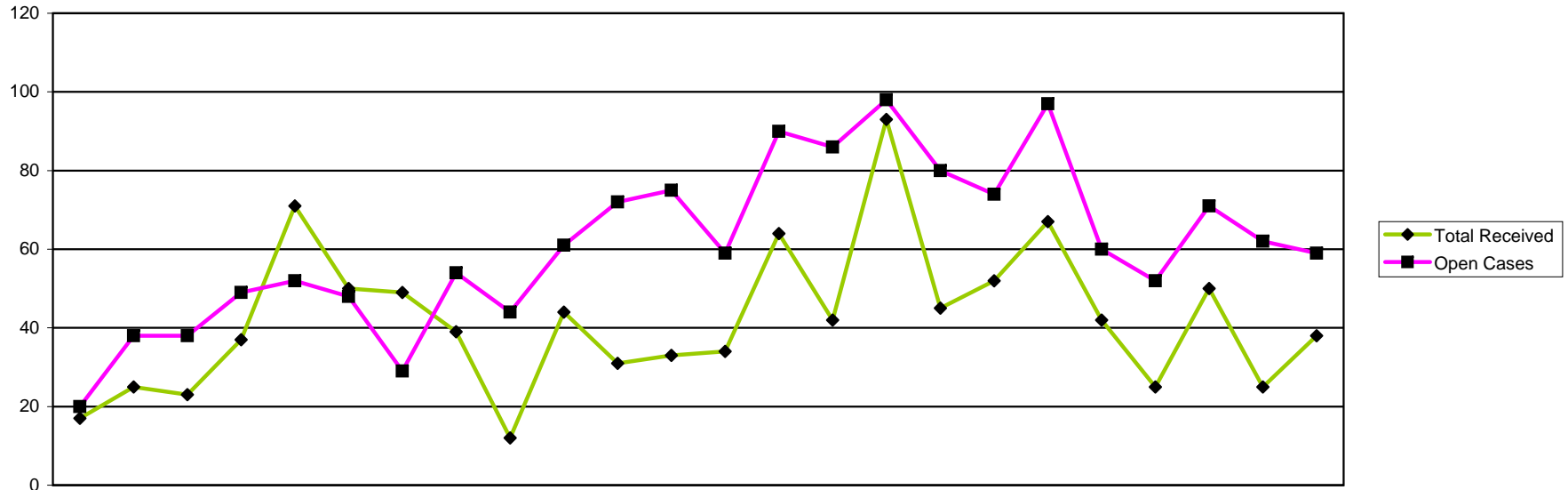
Fitness to Practise Department



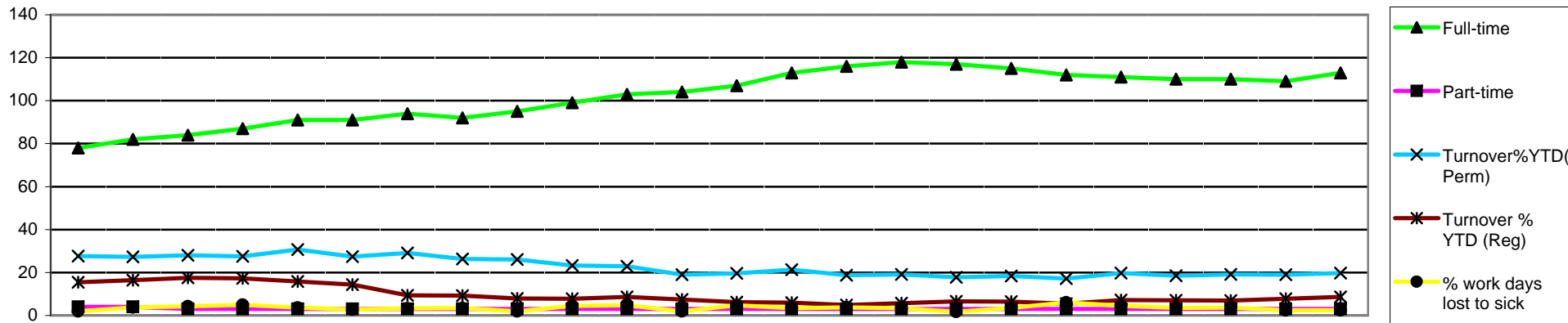
	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public	2	1	3	0	5	4	2	3	0	9	7	6	10	1	4	15	9	4	0	2	2	2	1	6
Police	2	2	2	0	6	0	0	2	1	7	5	0	5	5	3	4	0	8	4	7	2	3	1	2
HPC	1	1	0	0	1	0	0	0	1	2	0	0	0	0	0	0	0	0	0	1	0	0	1	1
Anonymous	3	3	5	3	5	6	1	8	2	1	1	0	5	2	4	6	2	6	9	0	0	3	4	6
Professional	2	7	9	3	17	8	5	14	5	15	12	6	28	14	24	16	14	29	22	20	8	12	17	29
<b>Total received</b>	<b>10</b>	<b>14</b>	<b>19</b>	<b>6</b>	<b>34</b>	<b>18</b>	<b>8</b>	<b>27</b>	<b>9</b>	<b>34</b>	<b>25</b>	<b>12</b>	<b>48</b>	<b>22</b>	<b>35</b>	<b>41</b>	<b>25</b>	<b>47</b>	<b>35</b>	<b>30</b>	<b>12</b>	<b>20</b>	<b>24</b>	<b>44</b>
<b>Open Cases</b>	<b>44</b>	<b>53</b>	<b>53</b>	<b>55</b>	<b>77</b>	<b>81</b>	<b>78</b>	<b>81</b>	<b>62</b>	<b>99</b>	<b>115</b>	<b>103</b>	<b>132</b>	<b>152</b>	<b>101</b>	<b>93</b>	<b>93</b>	<b>86</b>	<b>82</b>	<b>95</b>	<b>72</b>	<b>64</b>	<b>68</b>	<b>103</b>

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE
53	21	42	56
31	38	27	44
10	10	6	3
50	78	38	47
225	137	103	233
369	284	216	283





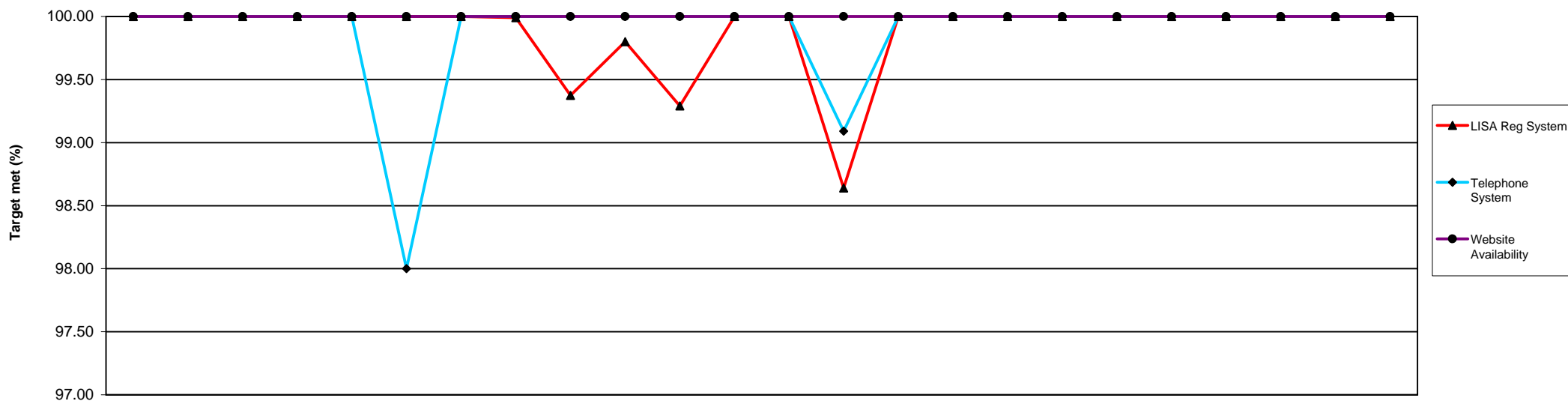
		2007			2008									2009									2005/6	2006/7	2007/8	2008/9			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
Received	Renewal	0	0	9	7	12	19	10	10	1	6	3	4	4	14	9	8	2	0	4	2	0	0	0	0	36	27	81	43
	Readmission	6	2	0	0	1	1	5	1	1	10	4	3	7	14	15	6	5	8	5	7	9	6	3	9	33	40	34	94
	Admission	4	3	6	22	33	15	18	23	6	9	10	9	7	12	8	46	25	30	42	15	10	27	10	16	165	150	158	248
	Self Referral	7	20	8	8	25	15	16	5	4	19	14	17	16	24	10	33	13	14	16	18	6	17	12	13	54	86	158	192
<b>Total Received</b>		<b>17</b>	<b>25</b>	<b>23</b>	<b>37</b>	<b>71</b>	<b>50</b>	<b>49</b>	<b>39</b>	<b>12</b>	<b>44</b>	<b>31</b>	<b>33</b>	<b>34</b>	<b>64</b>	<b>42</b>	<b>93</b>	<b>45</b>	<b>52</b>	<b>67</b>	<b>42</b>	<b>25</b>	<b>50</b>	<b>25</b>	<b>38</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>
Considered	Considered	7	8	9	21	40	30	29	37	17	11	27	20	18	34	24	39	40	49	38	55	23	21	35	23	n/a	n/a	256	399
	Referred to FTP	3	0	2	6	10	3	2	3	2	3	3	0	0	15	2	2	1	5	4	2	3	1	4	2	n/a	n/a	37	41
	Admission rejected	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	1	0	1	1	0	2	0	n/a	n/a	2	6
	Readmission rejected	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	3	0	1	1	n/a	n/a	3	8
	Renewal Rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	n/a	n/a	0	2
	Not Referred to FTP	0	1	0	2	7	6	5	6	2	0	3	2	5	9	4	7	9	5	12	8	4	5	6	8	n/a	n/a	34	82
	Admission accepted	3	4	6	13	23	19	19	24	11	6	7	15	10	4	7	25	26	31	19	36	11	10	18	7	n/a	n/a	150	204
	Readmission accepted	1	2	0	0	0	1	2	4	2	2	4	1	3	6	10	2	2	5	2	7	1	5	3	5	n/a	n/a	19	51
	Renewal accepted	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2	1	0	0	0	0	0	1	0	n/a	n/a	1	5
	Open Cases	20	38	38	49	52	48	29	54	44	61	72	75	59	90	86	98	80	74	97	60	52	71	62	59	n/a	n/a	75	888



	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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
<b>EMPLOYEES</b>																																								
<b>Total Employees</b>	82	86	87	90	94	94	97	95	98	102	106	107	110	116	119	121	120	118	115	114	113	113	112	116	110	114.5	117.5	119.5	118.5	116.5	113.5	112.5	112.0	111.5	110.5	111.5	78	79	107	116
Full-time	78	82	84	87	91	91	94	92	95	99	103	104	107	113	116	118	117	115	112	111	110	110	109	113	107	113	116	118	117	115	112	111	110	110	109	113	73	75	104	113
Part-time	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	5	4	3	3
FTE	80	84	85	89	93	93	95.5	93.5	96.5	100.5	101.5	106	108.5	114.5	117.5	119.5	118.5	116.5	113.5	112.5	112.0	111.5	110.5	111.5	108.5	114.5	117.5	119.5	118.5	116.5	113.5	112.5	112.0	111.5	110.5	111.5	76	77	105.5	111.5
<b>Permanent</b>	79	81	87	79	90	90	93	90	90	96	96	101	106	110	113	116	116	114	111	111	110	110	109	113	106	110	113	116	116	114	111	111	110	110	109	113	74	78	101	113
Starters (Permanent)	5	4	2	5	3	3	4	0	3	4	7	2	6	7	4	3	0	0	1	0	4	1	5	5	6	7	4	3	0	0	1	0	4	1	5	5	6	46	42	5
Leavers (Permanent)	2	1	3	0	3	1	2	3	1	0	1	0	3	3	1	1	2	2	1	6	0	1	1	1	3	3	1	1	2	2	1	6	0	1	1	1	3	20	17	22
Turnover%YTD(Perm)	27.71	27.27	27.97	27.57	30.7	27.41	29.18	26.37	26.09	23.32	22.97	19.03	19.65	21.28	18.72	19.14	17.75	18.37	17.16	19.69	18.46	19.18	18.99	19.72	19.65	21.28	18.72	19.14	17.75	18.37	17.16	19.69	18.46	19.18	18.99	19.72	*	30	26	19
<b>Fixed-Term Contracts</b>	3	3	0	1	4	4	4	5	8	8	7	5	4	6	8	5	4	4	4	4	3	3	3	4	4	6	8	5	4	4	4	4	3	3	3	4	4	1	5	4
Starters (Fixed-Term)	1	0	0	1	4	0	0	1	3	1	0	2	0	3	2	0	0	0	0	0	0	0	1	1	0	3	2	0	0	0	0	0	0	0	1	1		1	2	1
Leavers (Fixed-Term)	0	0	2	1	0	0	0	0	0	0	1	4	1	0	0	1	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0		1	4	0
<b>Leavers (Reg)</b>	1	1	1	0	0	1	2	1	0	0	0	0	0	1	0	1	1	1	1	3	0	0	1	1	0	1	0	1	1	1	1	3	0	0	1	1	11	7	9	1
<b>Turnover % YTD (Reg)</b>	15.43	16.49	17.5	17.28	15.82	14.4	9.43	9.257	7.925	7.756	8.65	7.38	6.175	6.02	4.886	5.719	6.537	6.417	5.426	7.132	7.054	6.997	7.837	8.652	6.175	6.02	4.886	5.719	6.537	6.417	5.426	7.132	7.054	6.997	7.837	8.652	*	13	6	33
<b>Agency Days</b>	129	169	304	282	353	253	200	251	174	189	192	246	199	253	69	27	44	58	59	65.5	75	75	112	112	199	253	69	27	44	58	59	65.5	75	75	112	112	95	2,590	2,742	1,149
<b>% work days lost to sick</b>	2	4	4	5	4	3	3	3	2	5	5	2	5	3	4	3	2	3	6	5	4	4	2	2	5	3	4	3	2	3	6	5	4	4	2	2	*	3.6	3.0	3.6
<b>Sick days</b>	34	67	77	95	75	52	74	70.6	31.5	78.23	85.22	36.4	88	67	76	71	36	70	119	88.4	68.36	71.18	45.56	48.49	88	67	76	71	36	70	119	88.4	68.36	71.18	45.56	48.49	846	795	777	48.49
<b>O.H. Refs</b>	0	1	0	2	2	2	1	3	2	4	1	1	2	1	2	1	4	3	2	3	1	3	4	1	2	1	2	1	4	3	2	3	1	3	4	1	0	18	19	1
<b>CONTRACTORS</b>																																								
<b>TOTAL</b>	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	2	2	2	2	1	1	1	1	1	1	1	1	2	2	2	1
Full-time	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	1	2	2	2	2	1	1	1	1	1	1	1	1	2	2	2	1
Part-time	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	0	0	0	0	0	0	0	0	0	0
FTE	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1	1	0	2	2	2	2	1	1	1	1	1	1	1	0	2	2	2	1
Starters	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	0	0	0	0	0	0	0	0	0	0
Leavers	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	0	0	0	0	0	0	0	0	0	0
<b>TOTAL C &amp; E</b>	84	88	89	92	96	96	99	97	100	104	108	109	112	118	121	123	121	119	116	115	114	114	113	117	112	118	121	123	121	119	116	115	114	114	113	117	80	81	109	117

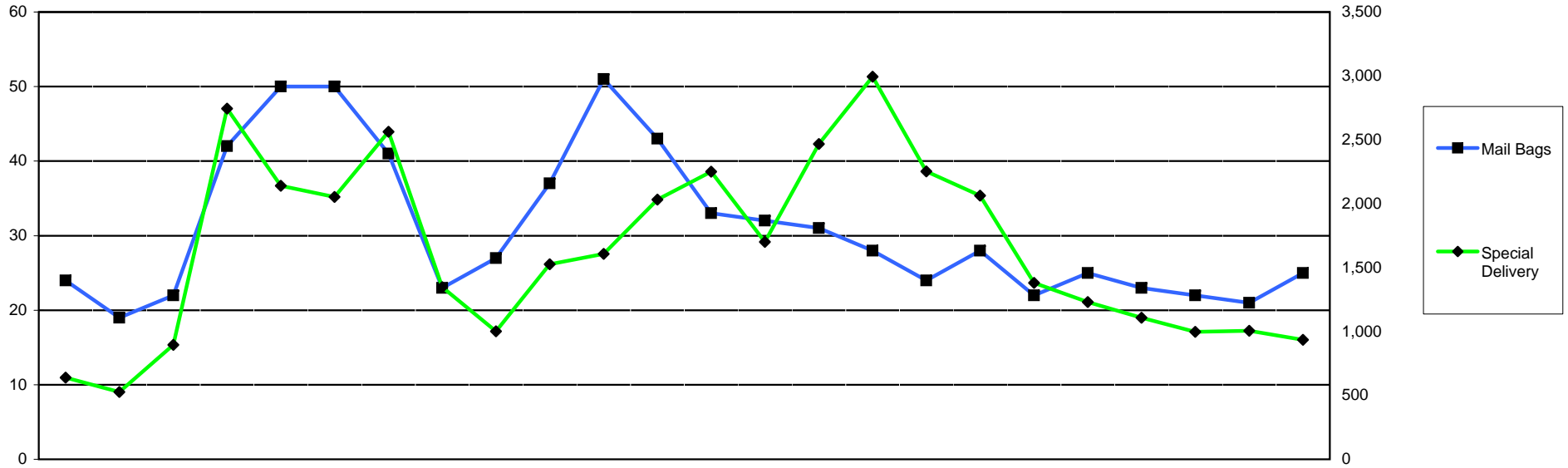
FTE: Full-time equivalent O.H.Refs: Occupational health referrals Fixed-Term Contract employees are not included in the overall turnover figure so it accurately reflects the number of permanent employees leaving

For "FYE" and "YTD" sick-days total is for whole year or year to date \* Changes to report data requested from April 2006 onwards



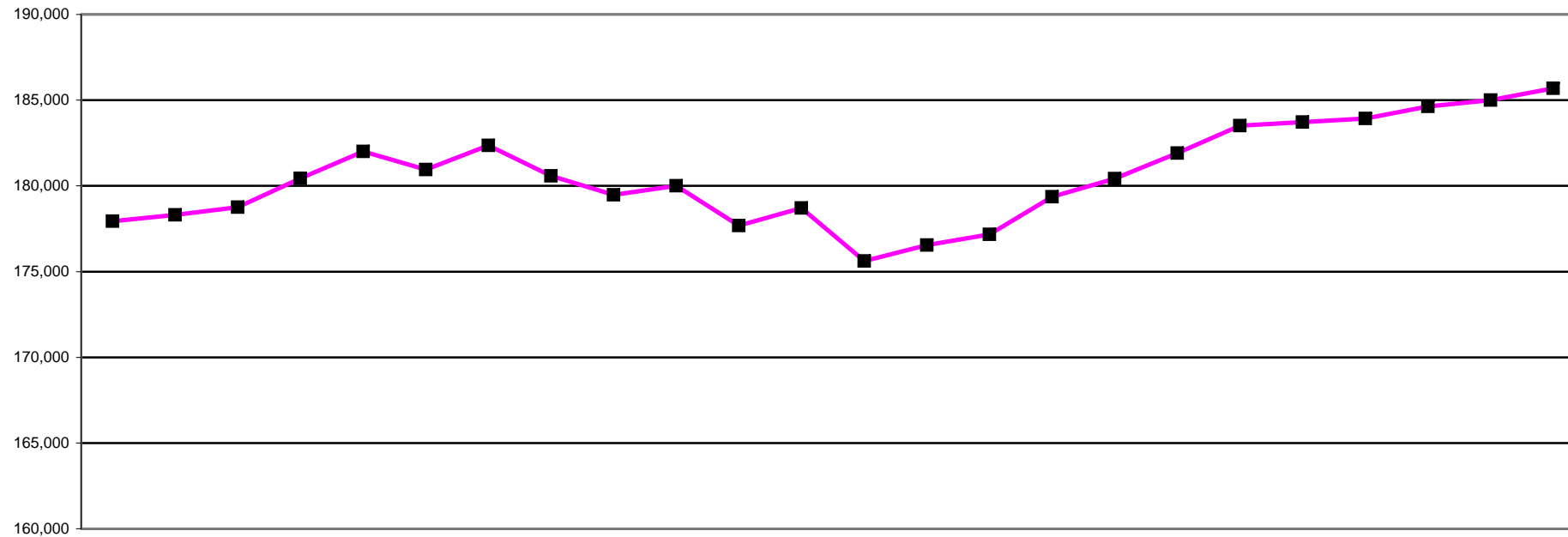
	2007			2008									2009											2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE						
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.38	99.80	99.29	100.00	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.90	99.99	99.87	99.89	
Telephone System	100.00	100.00	100.00	100.00	100.00	98.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.09	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.90	99.99	99.83	99.92
Website Availability	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

Performance Targets	Uptime
Telephone System	98.45
LISA Reg System	97.85
Website Availability	98.30



	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>Mail Bags</b>	24	19	22	42	50	50	41	23	27	37	51	43	33	32	31	28	24	28	22	25	23	22	21	25
<b>Special Delivery</b>	640	526	895	2,745	2,140	2,052	2,563	1,347	1,002	1,526	1,608	2,032	2,250	1,701	2,468	2,994	2,252	2,063	1,380	1,230	1,108	997	1,006	934

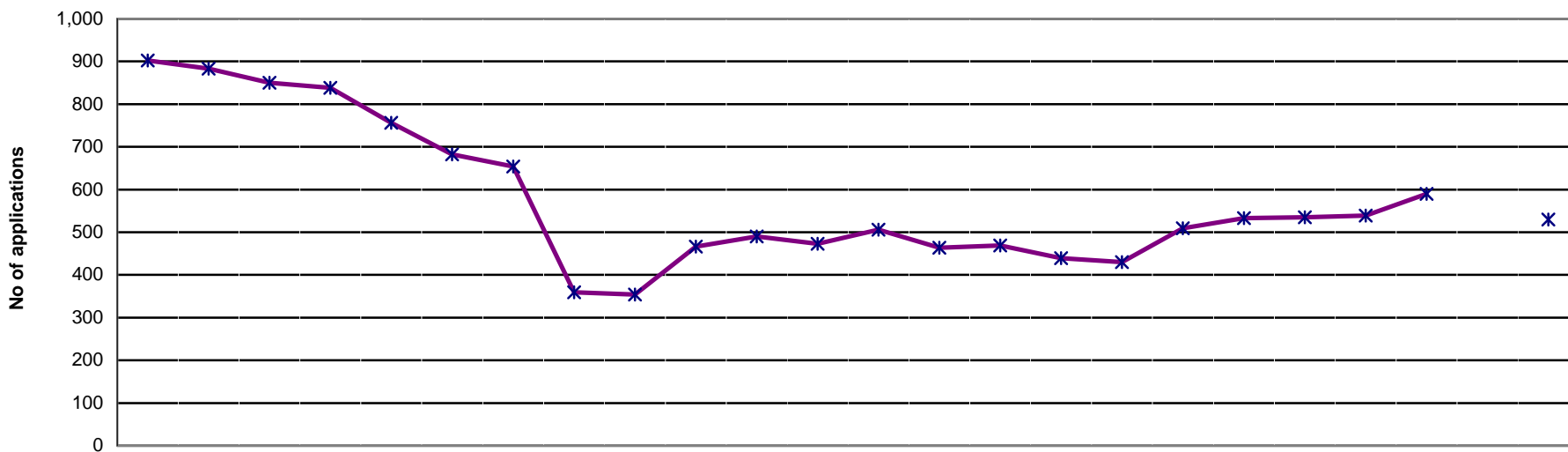
2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE
654	341	429	314
13,641	10,469	19,076	20,383



	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	FYE
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	2,239	2,316	2,386	2,403	2,448	2,480	2,491	2,514	2,543	2,560	2,576	2,309	2,332	2,509	2,576
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	21,703	21,736	21,855	21,925	22,028	22,120	22,146	22,231	22,285	22,307	22,381	21,322	22,510	21,560	22,381
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	12,879	12,850	12,111	12,302	12,441	12,519	12,518	12,533	12,554	12,568	12,581	12,799	12,657	13,055	12,581
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	4,249	4,263	4,294	4,299	4,311	4,332	4,319	4,331	4,349	4,382	4,405	3,999	4,241	4,183	4,405
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	6,636	6,139	6,390	6,428	6,500	6,582	6,591	6,614	6,629	6,651	6,700	6,260	6,267	6,663	6,700
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	28,291	28,410	28,859	29,073	29,331	29,701	29,766	29,878	29,955	30,045	30,122	26,855	28,756	28,107	30,122
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	9,487	9,492	9,535	9,459	9,650	9,772	9,768	9,441	9,521	9,551	9,587	8,538	8,801	9,458	9,587
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	1,242	1,249	1,266	1,268	1,278	1,276	1,278	1,280	1,280	1,280	1,278	1,234	1,291	1,239	1,278
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	14,010	14,106	14,224	14,315	14,423	14,562	14,589	14,713	14,874	14,904	15,019	12,343	13,183	13,703	15,019
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	39,644	40,122	41,134	41,430	41,730	42,095	42,164	42,279	42,437	42,534	42,676	40,005	40,587	42,490	42,676
PO	858	857	857	852	851	755	798	818	825	832	833	832	838	839	839	842	842	842	869	867	872	874	877	877	816	855	832	877
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	23,884	24,182	24,806	24,907	25,053	25,173	25,174	25,198	25,229	25,222	25,318	22,164	24,278	23,541	25,318
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	11,445	11,468	11,669	11,776	11,877	12,038	12,050	12,052	12,107	12,127	12,169	10,725	11,472	11,375	12,169
<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>176,548</b>	<b>177,172</b>	<b>179,371</b>	<b>180,427</b>	<b>181,912</b>	<b>183,519</b>	<b>183,721</b>	<b>183,936</b>	<b>184,637</b>	<b>185,008</b>	<b>185,689</b>	<b>169,369</b>	<b>177,230</b>	<b>178,715</b>	<b>185,689</b>

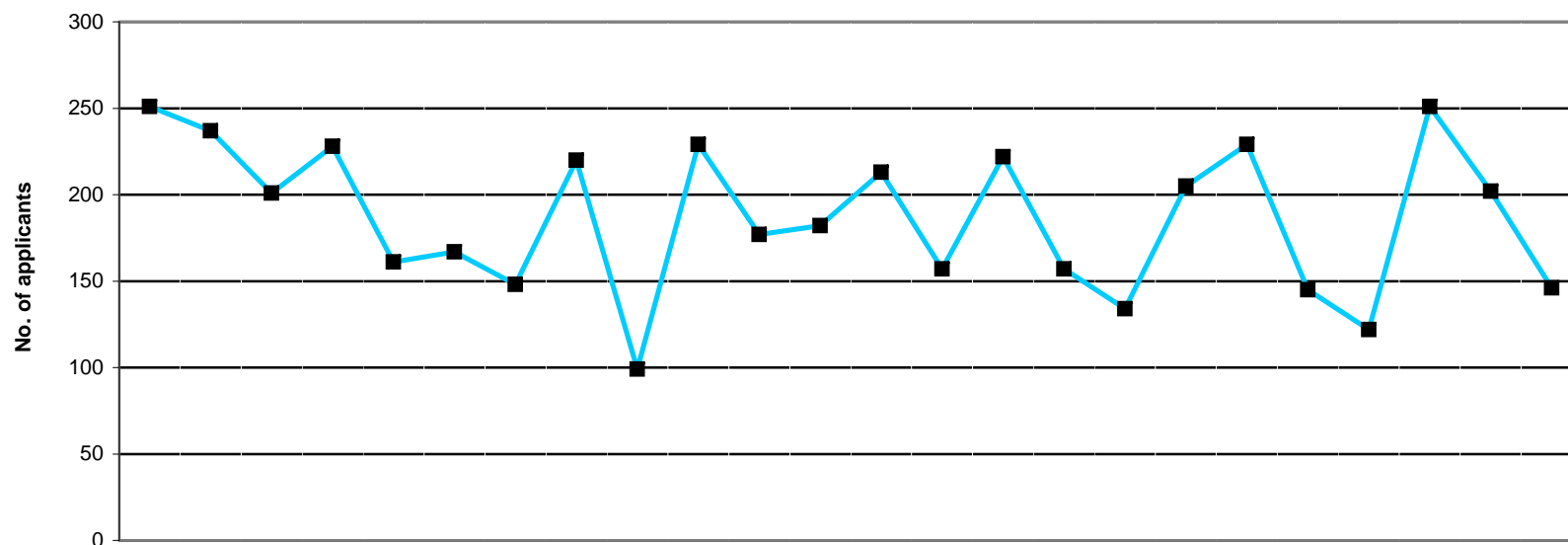
NOTE: Information captured last day of each calendar month

2008-9 management returns to March May Council

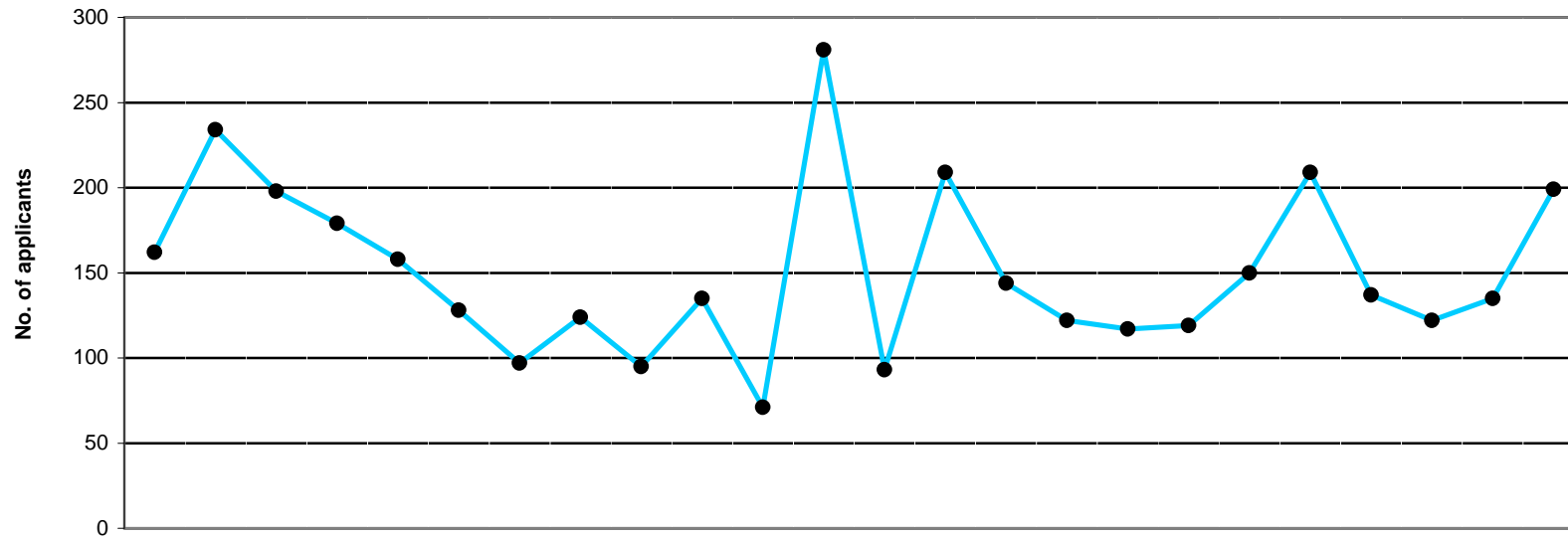


	2007			2008									2009									2005/6	2006/7	2007/8	2008/9			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
<b>Minimum Info</b>	0	11	2	0	2	0	4	0	5	0	26	26	29	36	35	41	41	31	44	45	49	67	*	69	1,588	353	6	44
<b>At assessment</b>	660	684	617	622	588	543	540	220	201	282	276	268	356	306	306	274	271	330	333	330	329	334	*	350	909	816	458	320
<b>Pending Reg Fee</b>	242	188	231	216	166	139	110	139	148	184	188	179	121	122	128	124	118	148	156	160	161	189	*	111	411	329	178	140
<b>Total</b>	902	883	850	838	756	682	654	359	354	466	490	473	506	464	469	439	430	509	533	535	539	590	530	2,908	1,498	642	504	
<b>AVERAGE</b>																												

NOTE: Information covers international applications status progress only  
 Represents the current workload within the International Department as at the end of the month  
 \* Figures not available because of technical problems



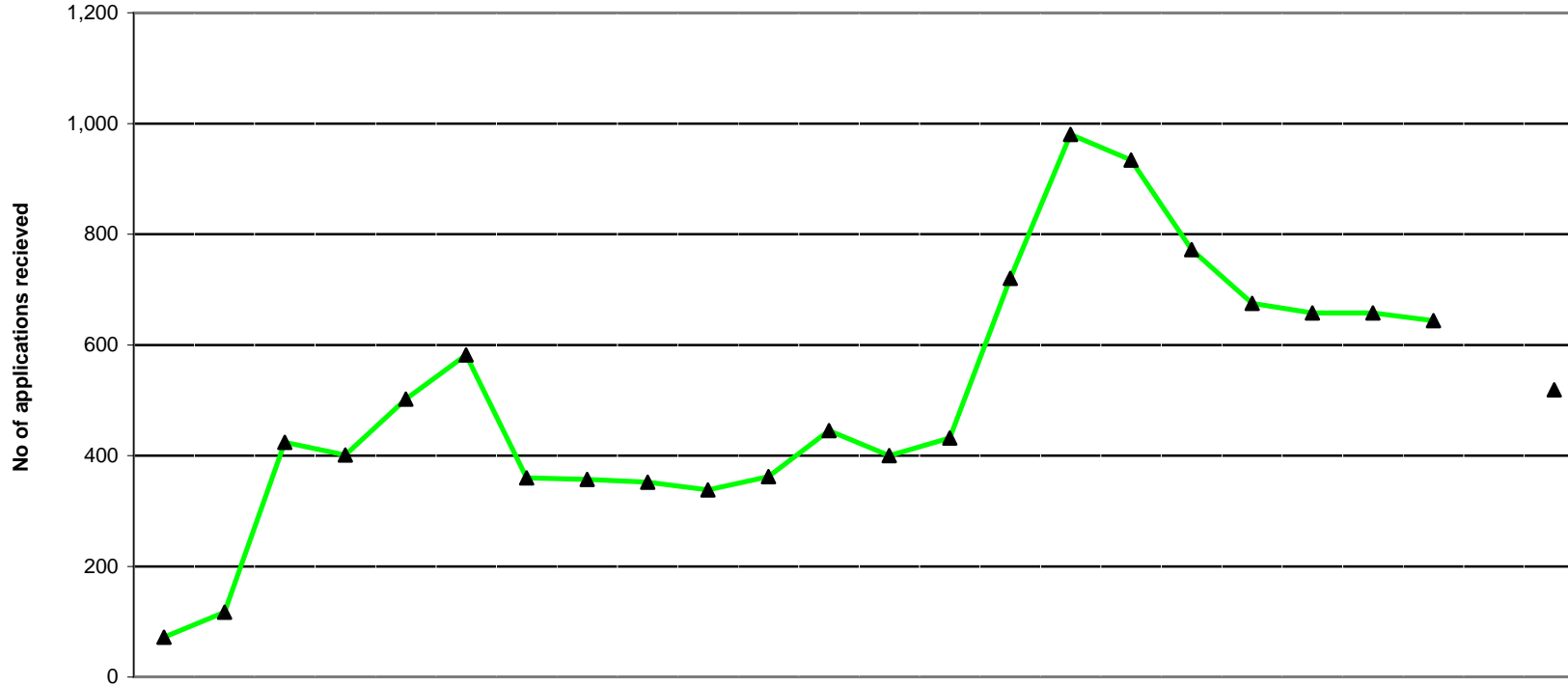
	2007			2008									2009									2005/6	2006/7	2007/8	2008/9			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
Arts Therapists	1	1	0	3	0	2	1	1	2	0	2	1	4	0	0	3	2	2	0	2	0	0	2	1	14	15	14	16
Bio. Scientists	35	38	31	32	30	23	19	27	11	29	20	28	22	19	34	28	19	30	27	4	28	31	30	26	756	496	323	298
CI Scientists	5	5	2	4	4	5	3	6	8	5	6	6	7	6	5	7	2	3	4	1	2	8	0	4	65	62	59	49
Chirops/ Pods	3	4	4	4	2	2	3	8	1	5	3	2	2	4	3	4	1	2	1	0	0	1	3	2	40	51	41	23
Dietitians	11	14	9	12	7	7	7	12	5	14	12	9	10	6	18	9	8	12	9	9	3	18	16	10	192	149	119	128
OTs	31	33	33	30	17	30	28	34	18	28	17	31	29	25	28	12	23	31	45	47	28	48	34	40	774	464	330	390
ODPs	3	0	1	0	1	0	0	0	1	0	0	0	0	2	0	1	0	2	2	0	0	0	0	1	29	25	6	8
Orthoptists	0	1	1	0	0	0	0	2	1	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	5	7	5	3
Paramedics	7	2	1	0	4	1	0	3	0	2	2	1	3	0	4	1	3	4	8	0	1	7	6	4	17	39	23	41
Physiotherapists	87	78	61	75	54	63	54	70	38	78	65	68	85	52	73	62	53	86	73	47	28	79	67	54	1,665	1,131	791	759
Prosth/Orthotists	0	0	0	1	1	3	0	0	0	1	0	0	1	1	0	0	1	0	3	0	0	1	2	0	10	9	6	9
Radiographers	51	49	40	57	34	21	29	45	5	46	38	29	34	32	49	21	19	25	34	19	25	34	25	4	810	903	444	321
SLTs	17	12	18	10	7	10	4	12	9	21	12	7	14	10	8	9	3	8	23	16	7	24	16	0	249	153	139	138
<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>157</b>	<b>222</b>	<b>157</b>	<b>134</b>	<b>205</b>	<b>229</b>	<b>145</b>	<b>122</b>	<b>251</b>	<b>202</b>	<b>146</b>	<b>4,626</b>	<b>3,504</b>	<b>2,300</b>	<b>2,183</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
Arts therapists	2	0	2	0	0	0	1	0	1	2	0	0	0	0	2	0	0	1	2	0	0	0	0	1
Bio. scientists	22	22	35	23	19	13	13	3	24	13	16	28	19	16	15	17	21	22	16	22	16	28	14	30
CI scientists	2	4	2	2	3	0	0	4	1	3	1	8	1	0	3	4	5	1	4	3	1	2	3	1
Chirops/ pods	7	3	2	3	8	2	2	2	1	5	1	3	1	4	2	1	6	1	4	2	2	0	3	1
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2	1	2	17	7	9	16	7	3	3	14	16
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23	28	17	24	19	8	8	41	24	28	28	35
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0	0	2	1	1	1	0	5	5	1	3	3
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8	134	61	31	32	45	51	74	51	28	50	43
Prosth/orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31	15	33	22	19	26	33	42	29	25	7	54
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8	10	6	4	7	5	15	11	6	7	13	13
<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>	<b>209</b>	<b>144</b>	<b>122</b>	<b>117</b>	<b>119</b>	<b>150</b>	<b>209</b>	<b>137</b>	<b>122</b>	<b>135</b>	<b>199</b>

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
3	6	8	6
417	439	231	236
26	35	30	28
25	37	39	27
93	138	94	97
615	509	302	283
6	7	5	2
3	3	4	3
6	16	14	22
1,193	985	567	608
6	4	6	3
496	820	428	336
218	173	134	105
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>1,756</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>Minimum Info</b>	49	77	306	337	430	369	332	333	331	309	333	421	379	401	666	938	871	731	649	635	635	623	*	493
<b>Awaiting Pass List</b>	22	39	105	39	64	205	26	21	19	27	26	19	18	29	52	40	62	38	25	22	22	19	*	24
<b>Pending Reg. Fee</b>	1	1	13	25	8	8	2	3	2	2	3	5	3	2	2	2	1	3	1	1	1	2	*	2
<b>TOTAL</b>	72	117	424	401	502	582	360	357	352	338	362	445	400	432	720	980	934	772	675	658	658	644		519

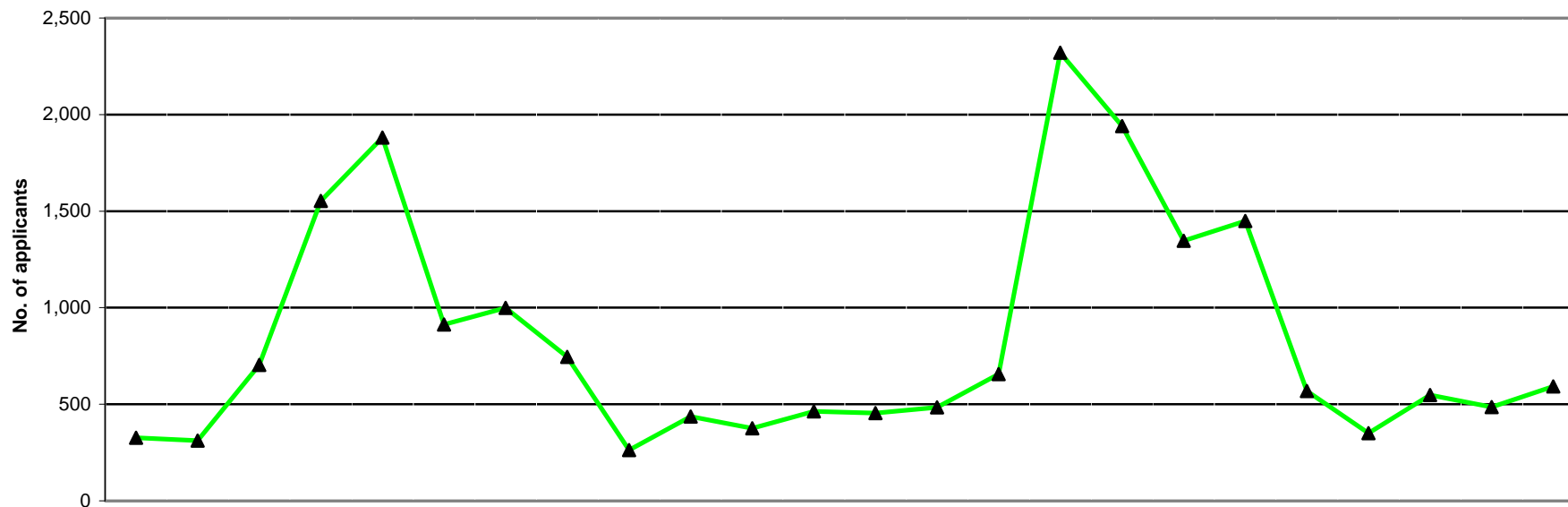
2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
477	279	302	638
33	84	51	32
2	28	6	2
512	391	359	672

**AVERAGE**

NOTE: Information covers UK applications only

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

\* Figures not available because of technical problems



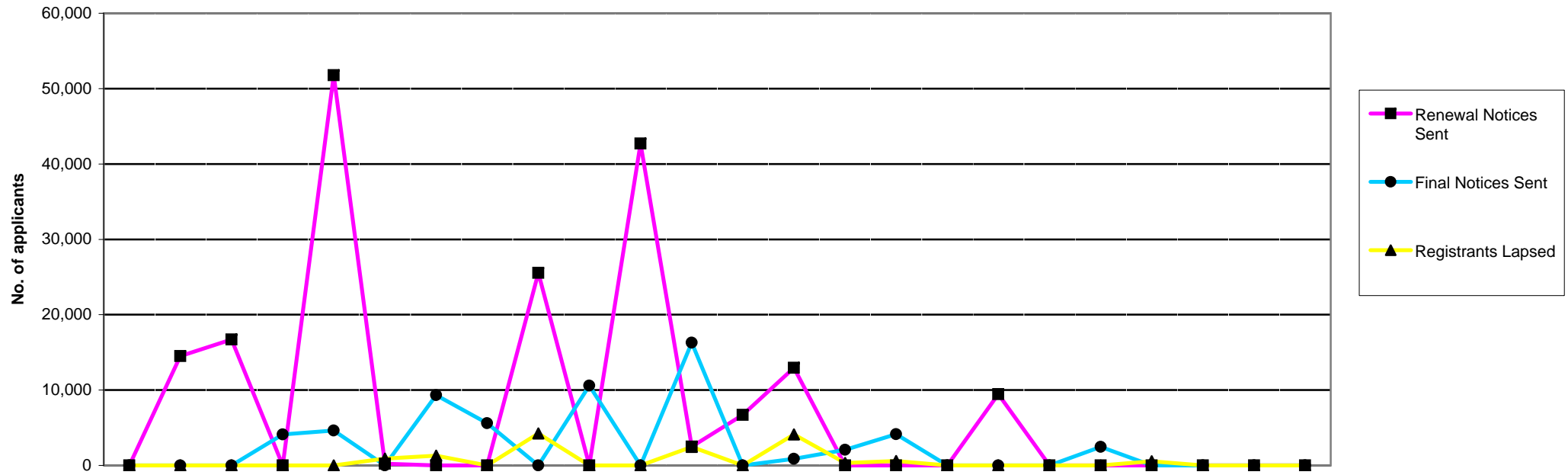
	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	20	18	18	11	23	15	14	13	7	13	16	2	24	14	8	20	26	31	29	13	16	26	15	11
Bio. Scs	40	60	45	57	72	62	60	75	39	78	57	44	50	57	42	66	117	110	121	71	47	61	27	66
CI Scs	26	2	12	10	18	7	14	20	13	10	14	21	37	27	20	25	19	15	22	16	14	27	32	28
Ch/ Pods	4	10	46	119	118	38	36	25	4	6	5	4	5	1	36	153	111	55	57	13	6	13	10	9
Dietitians	13	20	62	72	67	30	34	24	7	13	8	9	31	13	65	115	52	28	69	14	11	8	12	35
OTs	25	17	10	212	379	175	224	38	36	59	62	84	72	65	3	297	380	302	317	105	60	61	108	103
ODPs	56	25	84	33	83	149	119	163	17	39	19	17	39	21	7	35	92	179	117	26	30	46	23	20
Orths	0	0	3	15	14	3	5	0	0	0	1	0	0	2	53	24	8	5	8	2	1	2	1	0
Paras	48	75	66	52	99	68	85	103	58	112	52	113	88	193	109	108	150	119	171	137	72	163	92	114
Physios	71	41	130	543	605	197	196	169	54	67	100	103	62	58	135	748	534	268	265	99	56	97	92	117
Pr/Orths	0	0	0	0	1	0	18	8	2	4	0	2	0	3	5	0	0	1	26	6	3	1	5	1
Rads	8	24	193	381	251	76	88	32	10	11	15	19	25	9	155	618	249	104	108	18	10	20	32	28
SLTs	16	20	35	48	151	93	106	75	16	24	26	45	21	21	18	111	202	130	139	49	24	23	36	60
<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>	<b>484</b>	<b>656</b>	<b>2,320</b>	<b>1,940</b>	<b>1,347</b>	<b>1,449</b>	<b>569</b>	<b>350</b>	<b>548</b>	<b>485</b>	<b>592</b>

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
234	184	170	233
912	690	689	835
155	145	167	282
399	341	415	469
367	331	359	453
1,544	1,327	1,321	1,873
754	668	804	635
34	41	41	106
1,247	807	931	1,516
2,051	2,120	2,276	2,531
46	32	35	51
1,008	1,051	1,108	1,376
746	582	655	834
<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>11,194</b>

**Health Professions Council**

**Renewal Information April 2007 - March 2009**

**UK Registration**

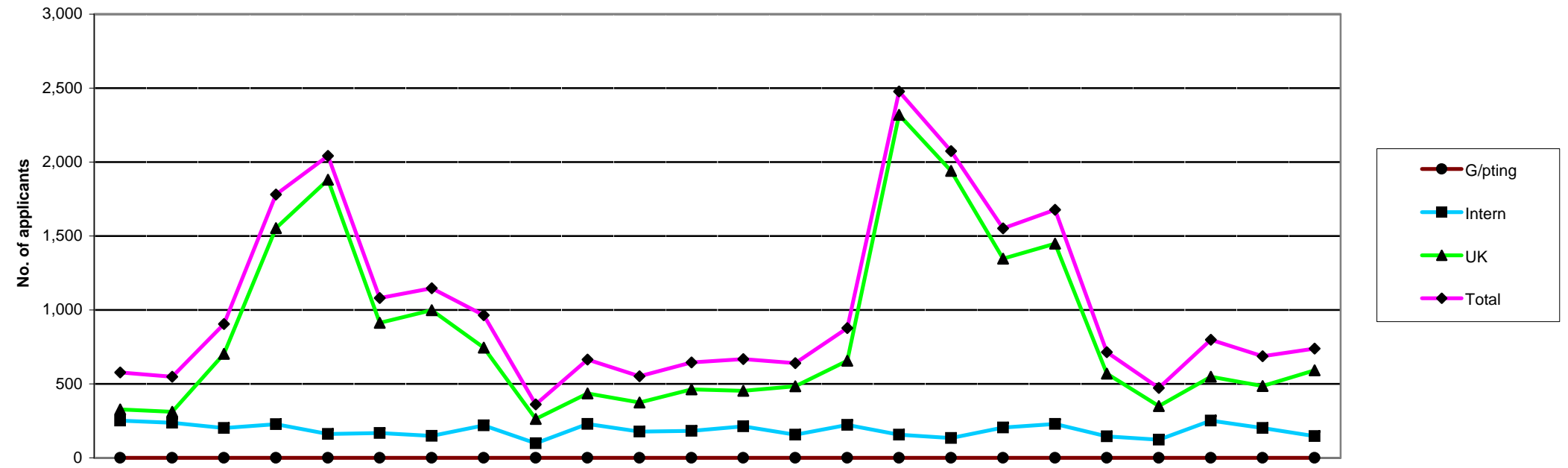


	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Renewal Notices Sent</b>	0	14,510	16,704	0	51,782	242	0	0	25,556	0	42,696	2,492	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0
<b>Final Notices Sent</b>	0	0	0	4,101	4,622	0	9,339	5,605	0	10,592	0	16,272	0	860	2,070	4,157	0	0	0	2,459	0	0	0	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	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0

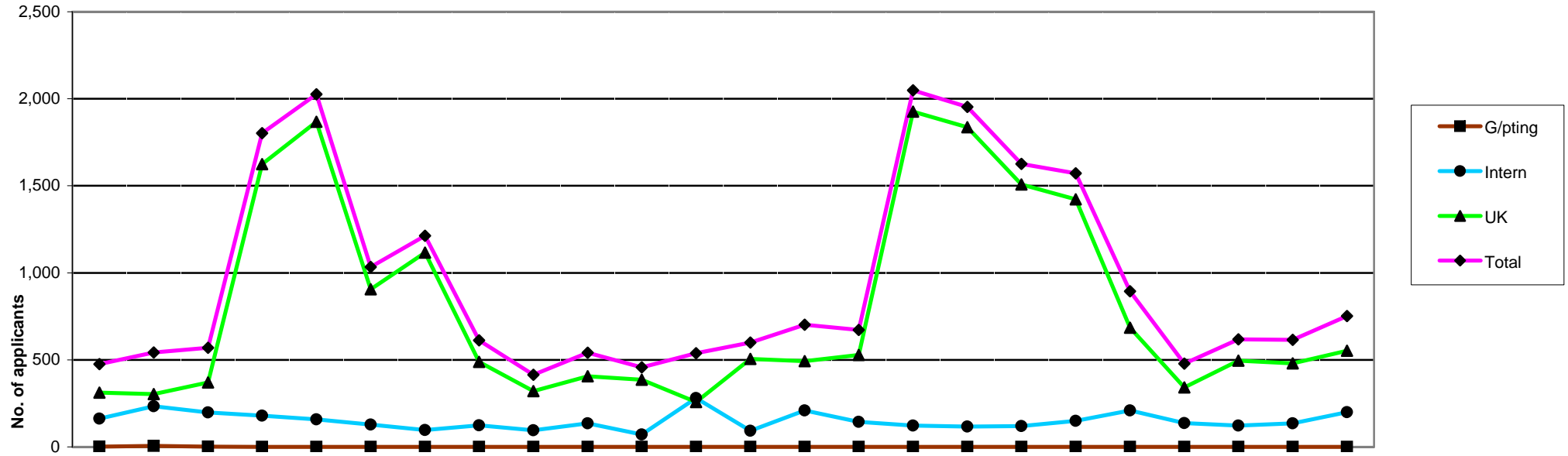
2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	FYE
142,363	27,711	153,982	29,138
36,261	25,909	50,531	9,546
178,624	53,620	204,513	38,684

Registrants Lapsed	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
	0	0	0	0	0	894	1,291	0	4,234	0	0	2,466	0	4,101	325	583	0	0	0	0	541	0	0	0

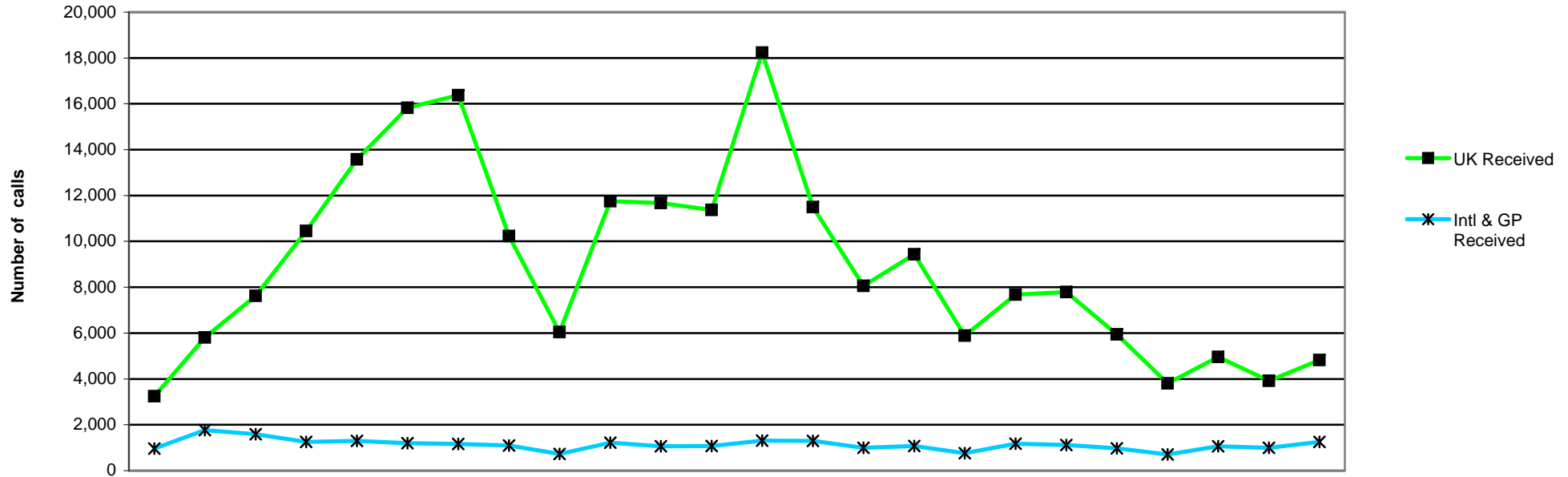
9,448	5,388	8,885	5,550
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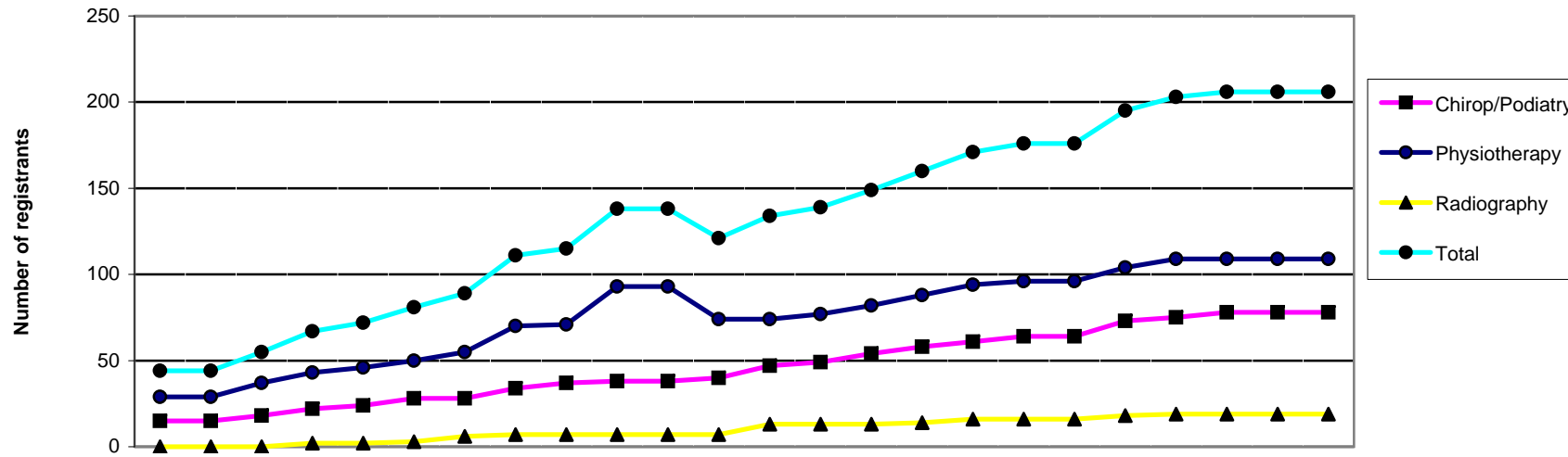
	2007			2008									2009									2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar	
<b>G/pting</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,479	20	0	0
<b>Intern</b>	251	237	201	228	161	167	148	220	99	229	177	182	213	157	222	157	134	205	229	145	122	251	202	146	4,626	3,504	2,300	2,183	
<b>UK</b>	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454	484	656	2,320	1,940	1,347	1,449	569	350	548	485	592	9,497	8,319	8,971	11,194	
<b>Total</b>	578	549	905	1,781	2,042	1,080	1,147	965	362	665	552	645	667	641	878	2,477	2,074	1,552	1,678	714	472	799	687	738	16,602	11,843	11,271	13,377	



	2007												2008												2009												2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE
	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				
<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	0	0	0	0	0	0	2,295	283	9	0	
<b>Intern</b>	162	234	198	179	158	128	97	124	95	135	71	281	93	209	144	122	117	119	150	209	137	122	135	199	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	3,107	3,172	1,862	1,756
<b>UK</b>	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	9,474	8,870	8,355	10,774
<b>Total</b>	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	14,876	12,325	10,226	12,530												



	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	FYE
<b>Intl &amp; GP</b>																												
<b>Intl &amp; GP Received</b>	968	1,764	1,590	1,259	1,303	1,195	1,162	1,094	730	1,222	1,063	1,078	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	40,070	19,612	14,428	12,732
<b>Answered</b>	943	1,675	1,504	1,188	1,150	1,038	1,108	1,036	668	1,157	990	931	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	33,467	17,896	13,388	11,397
<b>Calls answered (%)</b>	97	95	95	94	89	87	95	95	92	95	93	86	82	81	95	97	95	86	90	91	85	93	92	91	84	92	93	90
<b>Adandoned</b>	25	89	86	71	153	157	54	58	62	65	73	147	238	252	51	31	37	162	107	87	107	79	76	108	6,627	1,716	1,040	1,335
<b>Avg answer time (sec)</b>	11	10	8	11	14	14	12	9	9	12	16	24	15	46	33	26	28	47	54	53	36	40	22	29	25	14	13	36
<b>Avg talk time (min)</b>	3.10	2.58	2.43	2.49	2.44	2.53	2.40	2.57	3.29	3.28	3.14	3.20	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24	3.43	2.32	2.64	2.79	3.25
<b>UK</b>																												
<b>UK Received</b>	3,248	5,808	7,622	10,448	13,576	15,827	16,371	10,232	6,041	11,752	11,675	11,367	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918	4,822	70,233	72,488	123,967	92,018
<b>Answered</b>	3,207	5,598	7,360	9,105	9,924	8,640	10,429	8,460	4,626	7,849	9,549	7,176	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889	4,766	50,518	67,493	91,923	78,293
<b>Calls answered (%)</b>	99	96	97	87	73	55	64	83	77	67	82	63	46	81	96	95	96	98	98	98	99	99	99	99	70	93	79	92
<b>Adandoned</b>	41	210	262	1,343	3,652	7,187	5,942	1,772	1,415	3,893	2,126	4,191	9,913	2,193	293	431	230	163	192	142	26	57	29	56	10,719	6,335	32,034	13,725
<b>Avg answer time (sec)</b>	20	30	21	29	103	161	267	74	75	71	95	272	520	179	52	70	57	18	28	25	17	21	15	18	64	45	102	85
<b>Avg talk time (min)</b>	2.02	2.08	2.27	2.19	2.35	3.00	3.06	2.43	3.12	3.05	3.00	3.19	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41	2.48	1.78	2.16	2.65	2.58



	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>Chiropr/Podiatry</b>	15	15	18	22	24	28	28	34	37	38	38	40	47	49	54	58	61	64	64	73	75	78	78	78
<b>Physiotherapy</b>	29	29	37	43	46	50	55	70	71	93	93	74	74	77	82	88	94	96	96	104	109	109	109	109
<b>Radiography</b>	0	0	0	2	2	3	6	7	7	7	7	7	13	13	13	14	16	16	16	18	19	19	19	19
<b>Total</b>	44	44	55	67	72	81	89	111	115	138	138	121	134	139	149	160	171	176	176	195	203	206	206	206

2006/7	2007/8	2008/9
FYE	FYE	FYE
15	40	78
28		109
0	7	19
43	47	206