



# Management Information Pack

Marc Seale, Chief Executive & Registrar  
Report to the Council meeting on 10 December  
2009

## Chief Executive's Report to Council meeting on 10 December 2009 Contents

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**Chief Executive – Mr Marc Seale**

**1. Completed Meetings 1 September to 30 November 2009**

|  |            |
|--|------------|
| Northern Ireland Office  | 2 Sept     |
| Northern Ireland Ambulance Service   | 2 Sept     |
| Healthcare Science Programme Board   | 7 Sept     |
| NHS Education for Scotland   | 8 Sept     |
| 'The Future of the NHS' seminar  | 9 Sept     |
| CLEAR annual conference  | 10-12 Sept |
| Department of Health   | 18 Sept    |
| Office of Health Professions Adjudicator   | 18 Sept    |
| Association of Traditional Chinese Medicine                                      | 21 Sept    |
| Hearing Aid Council  | 22 Sept    |
| Listening Event, Darlington  | 23 Sept    |
| Listening Event, Scarborough   | 24 Sept    |
| IBMS Congress  | 28 Sept    |
| Isle of Man event  | 1 Oct      |
| Isle of Man Government   | 2 Oct      |
| Dept of Health, Social Services & Public Safety                                  | 6 Oct      |
| Conservative Party Conference  | 7 Oct      |
| Complementary and Natural Healthcare Council                                     | 9 Oct      |
| Listening Event, Milton Keynes   | 15 Oct     |
| Scottish Social Services Council   | 26 Oct     |
| Scottish Government's National Regulation Event                                  | 27-28 Oct  |
| Department of Health   | 29 Oct     |
| Psychotherapists and Counsellors debate  | 2 Nov      |
| Dept of Health, Social Services & Public Safety                                  | 4 Nov      |
| UKCP 'Resolution, Revolution or Reversal?'                                       | 7 Nov      |
| 'Regulating for outcomes' Institute for Government summit                        | 9 Nov      |
| Welsh Assembly Government  | 10 Nov     |
| Skills for Health launch 'Core Standards for Assistant Practitioners in England' | 12 Nov     |
| 'The London 2012 Games: Planning and delivering medical services'                | 13 Nov     |

|  |        |
|--|--------|
| Dept of Health Legislation Project Board | 16 Nov |
| Sports Therapists meeting                | 17 Nov |
| Listening Event, Eastbourne              | 18 Nov |
| Denis Postle                             | 24 Nov |
| CHRE Regulators Forum                    | 24 Nov |
| Andrew Samuels                           | 25 Nov |
| Physio First                             | 25 Nov |
| College of Occupational Therapists       | 26 Nov |
| NHS Employers                            | 30 Nov |
| Welsh Assembly Government (Minister)     | 30 Nov |

**2. Scheduled Meetings**

|   |        |
|---|--------|
| SMAE Institute                                  | 1 Dec  |
| Scottish Government (Minister)                  | 8 Dec  |
| Institute/Society of Chiropodists & Podiatrists | 11 Dec |
| Dept of Health MSC meeting                      | 14 Dec |
| British Association of Dramatherapists          | 21 Dec |
| British Chiropody & Podiatry Association        | 21 Dec |
| Department of Health                            | 23 Dec |

### **1. Human Resources**

There are no changes.

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

An internal audit schedule for 2009-10 is ongoing. Projects, Policy and Standards, Communications and Registrations have been audited.

Information security work in light of the Poynter Review continues.

Analysis of Feedback and Customer Service are continuing on a monthly basis.

### **3. QMS process updates**

Information security parameters are being evaluated to match ISO27001 and CISMP as best practice. This will be ongoing for the remainder of the financial year.

Finance Department processes have been updated, following review by Gary Butler and the Finance team.

Fitness to Practise processes have been updated in light of the business analysts work associated with the FTP IT project.

Communications processes have been updated following a major review.

Information risk training is ongoing across HPC employees.

### **4. British Standards Institute (BSI) Audit**

The latest audit by BSI took place on 21 October 2009. This covered Communications, Customer Service, Finance and Grandparenting. Our registration was maintained with no non-conformities. Our auditor indicated that our efforts to train all employees on the use of ISO9001 are some of the best she has seen, and verbally highlighted our commitment to quality. BSI hope to use HPC as a case study.

### **5. Business Continuity**

Minor changes to supporting information are being made to ensure the pack is as user friendly as possible.

### **7. Information & Data Management**

Our response to the Poynter Review has been presented to the Audit Committee.

Continued planning is taking place round integration of all intranet based information sources, Springfield, QMS and "Intranet" in conjunction with Tony Glazier in Communications.

Archive relocation: This is awaiting finalisation of insurance cover for the archived materials in transit. An audit of part of the archive is taking place, (scheduled to be completed by the end on November) to improve document security. The audit of the hardcopy archive continues and will be completed before moving to the new supplier.

### **8. Risk Register**

Greg Ross-Sampson & Roy Dunn met the Home Office risk expert to learn from best practice in central government.

## 1. Media and campaigns

In October, we distributed approximately 200,000 public information leaflets to 6,000 waiting rooms in GP surgeries as well as to Numark and independent pharmacies throughout the UK. The leaflets are also available to order through [www.leaflets2u.com](http://www.leaflets2u.com), an online library, which enables practice managers to refill their waiting rooms with our leaflets free of charge. The public information materials continue to be promoted to our registrants through a flyer which is included in the registration renewal certificates and the materials are available at all of our events.

In this quarter we have also commissioned research which will inform the work we undertake with referrers. GfK Healthcare has been commissioned to undertake research in two phases. The first phase will identify who our “referrers” are (ie GPs, practice nurses or others) and to what extent members of the public are being referred to NHS or private sector health professionals. The second part of the research will test awareness of the HPC with this key group, identify key messages and optimum ways to reach these professionals. We anticipate the research will be used to inform our communications work in the 2010-11 communications workplan.

In addition to this work, we have been developing a registration logo for use by our registrants to demonstrate their registration status. This piece of work has been informed by research undertaken on our behalf by Ipsos MORI which addressed the value and usability of such a logo with members of the public and our registrants. This feedback has informed the development of the logo which is now in the final design stage. Guidance for the use of the logo is currently being developed

along with terms and conditions of usage and it is likely that the logo will be available for use in spring 2010.

## 2. Public affairs and stakeholder communications

The Chair and Chief Executive represented the **HPC at the Conservative, Labour and Liberal Democrat party conferences** which were held in September and October this year. As a member of the ‘Health Hotel’, along with 45 other organisations (including statutory bodies, charities and trade unions) we took part in a number of activities including consultations with parliamentarians from the health teams of the three main political parties, Health Hotel receptions and fringe meetings. These events were well-attended by political representatives and key stakeholders and were a good opportunity for us to communicate our role in protecting the public as well as providing an opportunity to discuss future health policies and the direction of professional regulation with key opinion formers.

This year, for the first time, the HPC held fringe meetings with fringe partners the Care Quality Commission (CQC), the General Medical Council (GMC), and the Nursing and Midwifery Council (NMC). The fringe meetings had health representatives from the Conservative and Liberal Democrat parties and the Chair of the Commons Health Select Committee who discussed their vision for the future of healthcare regulation in the UK. The meetings were chaired by representatives from the King’s Fund and our fringe partners also had representatives speaking on the panel.

The Public Affairs and Stakeholder Manager and the Policy Manager also represented the HPC at the **Scottish National Party Annual Conference** in Inverness. Almost 2000

delegates attended the conference over the four days and the HPC exhibition stand afforded an ideal opportunity to engage with Members of Scottish Parliament (MSPs) and conference delegates, including other health organisations. The first Minister for Scotland, Alex Salmond MSP, visited the stand and the Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon MSP, once again voiced her thanks for our presence at the conference. The HPC will also be exhibiting at the **Democratic Unionist Party (DUP) annual party conference in Belfast** on 21 November.

### 3. Web

In preparation for the migration to a new internet service provider we have been developing a new web server to host HPC websites. This major piece of work has included improving the infrastructure of the main site giving us more resilience and flexibility going forward.

This work has been closely linked to the online renewal project, and will also allow us to implement improved statistical reporting tools for HPC's various websites.

As part of the new intranet development, the Web Manager has been working to update the information held on the existing site to ensure a smooth transfer to the new site and ensuring that all departments are aware of the developments. As part of this development we will be integrating our Quality Management System into the new site which means that our business processes are far more integrated with all other information on the intranet making it easier to update and access. The Web Manager is continuing to carry out testing on the new site ahead of its launch in the coming months.

### 4. Publications

#### Standards, guidance and education publications

- Revised Major change – supplementary information for education providers, published October 2009.
- Guidance for students on the standards of conduct, performance and ethics, to be published January 2010.
- Guidance on health and character – how we consider information that applicants or registrants declare (title tbc), to be published January 2010.
- Information for witnesses, to be published Spring 2010.
- Standards of proficiency for hearing aid dispensers, to be published Spring 2010.

**HPC In Focus:** The following issues of the bi-monthly e-newsletter have been published since the last report.

- HPC In Focus 25, distributed Friday 2 October 2009.
- HPC In Focus 26, to be distributed Friday 4 December 2009.

#### Issues Brief

A weekly email which provides the Executive with a summary of news and issues relevant to the activities of our external stakeholders has been launched. Areas covered include Department of Health consultations or reports, parliamentary questions or debates and news from other regulators and professional bodies.

### 5. Events

We are now part way through our series of Listening Events. Since the last report Listening Events have been organised in Darlington, Scarborough and Milton Keynes. All three events and the forthcoming event in Eastbourne were fully booked

within a very short period of time. As with previous Listening Events we received positive feedback from the registrants who attended. Further Listening Events are planned for February and March 2010 in Exeter, Truro, Shrewsbury and Swansea.

The HPC organised an information event for registrants on the Isle of Man. There are just over 250 registrants on the Isle of Man, all of whom were invited to attend one of the two sessions run on 1 October. Marc Seale gave a presentation on the HPC, this was followed by an in-depth look at the CPD standards and audit process. A detailed question and answer session followed. The feedback from this event was again extremely positive.

The HPC has continued to have a presence at a range of stakeholder and registrant facing exhibitions and conferences across the UK. This includes taking a stand and having speaker slots at the following:

- British Association of Sport and Exercise Sciences Annual Conference, Leeds
- Division of Health Psychology, Aston
- Independent Living Scotland, Glasgow
- Division of Clinical Psychologists Faculty of Children and Young People Conference, Royal Holloway, London
- British Association of Dramatherapists, Oxford
- Biomedical Science Congress, Birmingham

#### **6. Communications work for organisational activities psychotherapists and counsellors**

We are continuing to monitor media coverage and social networking websites as well as respond to journalist queries. Our position statement has been updated and “lines to take” for

journalist queries have been drafted. A media plan, which covers proactive and reactive strategies, has been drafted to support the activities that will be taking place between now and the end of the year.

#### **Private sector hearing aid dispensers**

We anticipate the closure of the Hearing Aid Council and transfer of its Register to take place at the end of March 2010, subject to the legislative process.

Forthcoming activities will include meetings with employers (led by the Policy and Standards Department), a welcome letter to registrants and a communications campaign to promote the transfer to members of the public. Recent activities have included regular meetings with the Hearing Aid Council in preparation for the transfer as well as meetings with the largest professional body, British Society of Hearing Aid Audiologists (BSHAA), and attendance at their annual conference. The Draft Order, which is subject to a debate, and affirmative resolution in both the House of Commons and the House of Lords, has been laid in Parliament and we are currently drafting a briefing note for the debate in the House of Lords.

In preparation for the transfer, we have drafted a communications plan which outlines key messages, audiences and risks and highlights key activities. The communications team is represented on the project group and the plan will be monitored and reviewed at each project meeting.

#### **CPD audit process**

The CPD talks programme is continuing with more than 200 talks delivered to 12,000 registrants across the whole of the UK. In the current round of Listening Events, the CPD audit

process has been given priority and each event includes a shortened version of the CPD presentation with the majority of the discussion group time being dedicated to the CPD audit process.

The first report on the CPD audit process is being prepared for publication. We intend to publish the results for the first four professions to be audited and the report will also include detailed information on the background to the HPC's CPD standards and how we have implemented the assessment process as well as case studies from CPD assessors.

### Registration renewals

We have been working closely with the registration team to support the registration renewal process. Set out below is the programme of work that we have undertaken in this quarter in partnership with the registration team.

Representatives from the communications and registration teams have held meetings with representatives from each of the professional bodies before the registration renewal forms are issued. Articles in professional journals, news items on websites and in newsletters are all methods of communication that we are using to stress the importance of renewing registration on time.

We have also been continually reviewing and updating the information on our website to ensure that the very latest information is clearly available. Letters and posters have been sent to a range of employers and service managers across the professions, including information sent to every ambulance station in the UK. The professional bodies have also distributed letters and posters to email lists of managers.

The results from the professions that have renewed so far have been outstanding. We have had the highest successful renewals since we began in 2003 with 97.4% of paramedics renewing on time. This was followed closely by clinical scientists with 97.2%. The lapsing rates for all the professions that have renewed so far are listed in the table below.

|                                | Lapsed (%) | Lapsed (%) | Lapsed (%) |
|--------------------------------|------------|------------|------------|
| Profession                     | 2005-06    | 2007-2008  | 2009-2010  |
| Paramedics                     | 13.7%      | 6.0%       | 2.6%       |
| Orthoptists                    | 12.3%      | 7.0%       | 4.6%       |
| Prosthetists / orthotists      | 12.0%      | 11.3%      | 3.8%       |
| Clinical Scientists            | 8.1%       | 7.4%       | 2.8%       |
| Speech and language therapists | 7.5%       | 7.6%       | 4.0%       |

The new area of the website aimed at students, trainees and approved programme lecturers provides information for students, which includes information on applying for registration, application forms and guidance notes. An audio-visual presentation is now available to view with information on the role of the Health Professions Council, information on regulation, how to apply for registration and how to stay registered. Powerpoint slides and handouts have been produced to complement the audio-visual presentation. They aim to allow lecturers to deliver the above information in their own style. The transcript for the presentation could also serve as a tool for delivering the slides.

The HPC's new voluntary guidance on conduct and ethics for students based on the standards of conduct, performance and ethics is due to be published in late autumn and will be located in the student information section of the website.



### **1. Approval process**

The Department has spent the last few months finalising the schedule of approval visits for the current 2009-10 academic year. There are currently 40 visits, covering 72 programmes. The schedule is now closed from Sept 2009 – May 2009, as we require six months notice. Education providers have until December 2009 to request a visit before July 2010.

### **2. Annual monitoring process**

The Department has spent the last few months finalising the review of the annual monitoring process in the 2008-2009 academic year and preparing for the 2009-2010 academic year. For the 2009-2010 academic year, it is anticipated that there will be six annual monitoring assessment days held in March (2), May (2) and June (2) 2010. There will also be a number of submissions considered by visitors, by correspondence between July- September 2010. Consequently, it is envisaged that the majority of annual monitoring visitors report will be considered by the Education and Training Panels in May, June and July 2010.

### **3. Major change process**

The Department has spent the last few months finalising major change submissions from the 2008-2009 academic year and receiving new submissions in the 2009-2010 academic year. Since 1 September 2009, the Department has received 21 major change submissions. These submissions covered 30 programmes.

### **4. Practitioner psychologists**

The Department has spent the last few months strengthening their communications work and arranging relevant operational

activities with practitioner psychologist programmes. Specific activities have included:

- Amending and developing further FAQs on the education section of the website;
- Amending the lists of approved programmes (current and historic);
- Completing the process for assessing the unconcluded BPS re-accreditation visits from the 2008-2009 academic year. 5 reports were considered by visitors at an assessment day in late September and the recommendations agreed by the Education & Training Panel in October;
- Scheduling required approval visits in the 2009-10 academic year. 13 (87%) out of the required 15 visits have now been scheduled. The remaining 2 programmes have until December 2009 to secure dates with us;
- Scheduling of approval visits to new programmes in the 2009-10 academic year (2 visits, covering 4 programmes have been scheduled.);
- Holding six seminars for education providers across the UK. 80 attendees have already signed up.
- Presented at BPS conference for 'Trainers in Clinical Psychology' (approximately 65 attendees)

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

The Department circulated the second edition of 'Education Update' in October 2009 [www.hpc-uk.org/education/update/](http://www.hpc-uk.org/education/update/). This included information about the seminars, annual monitoring requirements for 2009-10 and revised publications. It also included a feedback questionnaire, which is open until the end of November 2009. An analysis of this feedback will be

discussed at the next meeting of the Education and Training Committee

In October 2009, the revisions to three publications were complete, namely the 'major change – supplementary information for education providers', standards of proficiency for radiographers and standards of proficiency for chiropodists/podiatrists. Copies of all publications were sent to education providers and key stakeholders as part of the Education Update mailing in October.

The Department worked with the Communications Department to launch a new section of the website for students. ([www.hpc-uk.org/students](http://www.hpc-uk.org/students)) in October 2009. There are a variety of new resources which include an audio-visual presentation and presentation slides and handouts. These resources can either be accessed by students direct from the website, or downloaded and used by teaching staff in the delivery of their programme. It is envisaged that these resources will replace face-to-face students visits by members of the Executive in a much more accessible and efficient manner.

The work in the Department has focused heavily on the annual series of seminars to education providers on the last few months. There six events across the UK with 80 attendees already signed up to attend. The workshops have been used to communicate changes to our standards of education and training and also to gather education providers' views on extending professional regulation into the field of post-registration qualifications. These views will be collated and used by the Executive as a basis for future work in this area.

Members of the Department have met the following groups in October and November 2009;

- British Psychological Society conference;
- CHRE good practice seminar;
- UK Interprofessional Group Working Party for Further and Higher Education;
- Education Inter-Regulatory Group;
- Academic Registrars' Group subjects allied to medicines;
- Welsh Assembly Government;
- Department of Health Office of the Chief Scientific Officer (CSO)/Modernising Scientific Careers Programme; and
- NHS Education for Scotland.

## **6. Partners**

The Department has spent the last few months working with the Partners Department to secure the appointment of additional practitioner psychologist visitors and hold refresher training sessions for a large proportion of existing visitors.

Two two-day refresher training sessions for visitors were held in October 2009 and a third two-day refresher training session in due to be held in early December 2009. It is anticipated that 56 visitors will have attended refresher training by the end of the year.

There is a training session for new visitors planned in January 2010. There are 13 confirmed visitors (practitioner psychologists and hearing aid dispensers) and a potential 8 more (clinical scientists, practitioner psychologists and hearing aid dispensers).

## **7. Employees**

Natalie Fraser joined the Department from the Registrations Department) as Education Administrator on 9 November 2009. Interviews were held for a new Team PA/Administrator position in October 2009 and it is anticipated that the successful candidate will join in December 2009. Plans have begun to arrange for the maternity cover of Abigail Gorringer from February – December 2010.

### **1. Staffing**

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

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

The Phase 2 project was completed 4 weeks ahead of schedule with the Policy and Project Management teams moving into the office space on 15 September. All users of the new office accommodation and Meeting Room have voted it a success. The final account is still being agreed between our consultants and the contractors but initial indications suggest that this will come in on budget.

### **3. Other building works**

The replacement central heating boiler for Park House has been installed and commissioned. The replacement external windows and doors to the Park House kitchen have also been installed. Additional Access Control throughout the building will be installed late November/early December

### **4. Health & Safety**

The Fire and Safety Team were trained in their roles on 4 September 2009. The Facilities Manager is scheduled to undertake formal training in early December with a view to obtaining the Institute of Occupational Safety and Health (IOSH) qualification in Managing Safely.

### **1. General**

Since the last Council meeting, the Finance Department has produced the August and September 2009 Management Accounts.

### **2. Supplier payments**

At the end of September, 99% by value of the £557K Creditor payments (September Aged Creditor Listing) were in the 30 days or less category.

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

At 2 November, there was no backlog in registrant direct debit cancellations and amendments against a 2 day backlog target. We had 3 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 2 day backlog on credit card reconciliations against a two day backlog target. When they occurred backlogs were due to an increase in registration workload and postal disputes.

### **4. Income Collection cycle**

Direct debit collections of registrants' fees (cover approximately 83% of registrants) are processed by the Finance Department, with collections made two months in advance. Arts therapist, biomedical scientist, dietitian and operating department practitioner collections occurred in October and November. Chiropody collections are scheduled for early December. Most of the income comprises of renewal fees collected.

### **5. Funds under Management**

At 2 November, the Business Reserve account balance was £0.3M, earning an interest rate of 0.065% per annum. £2.8M

was invested in the Nat West Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 0.48% per annum. The following were invested for 1 month at fixed rates: £0.5M invested in Barclays money market account earning 0.32%, £1M in Lloyds TSB money market account earning 0.25% and £1m with Nat West earning 0.72%. The investment portfolio (excluding £95k portfolio cash) at the end of October was valued at £1.78M. The investment portfolio value including cash & money market instruments was £1.88M. This compares with £1.71M at end of July 2009.

### **6. Pensions**

In October, there were 59 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the 6 "notional" members.

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

There are seven full-time permanent employees in the department with one additional permanent post to be filled. Temporary employees are periodically hired to cover for those on annual or sickleave and to help achieve Finance Department service level targets.

### **8. Sage system support and development**

A small version upgrade to the Sage accounting system took place in mid September. Sage training is planned for the whole Finance team in November.

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

- IFRS financial statements to 31 March 2009 have been prepared in draft form and is being reviewed by the auditors.
- The 2011 Fees project is in review.
- The six month re-forecast process has been completed.

- The Five Year plan has been revised.
- The annual budget process (including projects) has been initiated.
- PKF is due to complete the internal audit review of Finance Department in November.

### **1. Final Hearings**

66 cases were concluded between August and October 2009. The mean and median length of time from receipt of case to conclusion of final hearing was 19 and 18 months respectively.

There were 213 ongoing Conduct and Competence and Health cases at the end of October 2009. 128 of those cases have a date fixed for hearing and a further 29 are ready to be fixed by the scheduling team.

### **2. Review Hearings**

28 review hearings took place between August and October 2009. At the end of October there were 99 registrants subject to a suspension or conditions of practice order.

### **3. Interim Orders**

At the end of October there were 32 cases that are subject to an interim order. 18 of these cases were in the Investigating Committee. 5 of those cases have had the observation letter sent out. The remaining 14 cases were within the remit of the Conduct and Competence Committee with 6 cases fixed for a final substantive hearing and 2 cases awaiting fixing. 9 interim order applications were considered between August and October 2009 and a further 24 interim order applications were reviewed.

### **4. Investigating Committee**

198 new allegations or enquiries were received between August and October 2009. At the end of October, there were 382 open allegations or enquiries. 96 of those cases had not yet met the standard of acceptance for allegations. Of the cases 286 cases within the pre-Investigating Committee remit 209 cases were between 0 and 4 months old, 47 are between 5

and 8 months old, 16 are between 9 and 12 months old. The remaining 14 cases range from 13 to 33 months. 52 cases have had a notice of observation sent to the registrant,

Of the cases at the Pre-Investigating Panel stage at the end of October, the average age of case (from date received to 31 October 2009) is a mean of 4 months and a median of 3 months.

The case to answer rate for the current year is 60%.

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

271 health and character declarations were received between August and October 2009. At the end of October there were 108 open cases. The number of open live cases at the end of every month is expected fall as the number of new admission decreases and the renewal period for occupational therapists and practitioner psychologists come to an end.

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

67 new complaints about misuse of title were received between August and October 2009. At the end of there were 51 open protection of title complaints.

### **7. Registration Appeals**

Three new appeals were received between August and October 2009. There were 13 open registration appeal cases at the end of October 2009

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

The case of Lloyd Subner was considered by the High Court on 23 October 2009. The appeal was rejected and the decision to strike the registrant was upheld. The case of Richard Howlett

has been fixed for hearing by the High Court on 8 and 9 December 2009. We are awaiting dates in three other cases. In two other cases we are applying to the High Court for an extension to the interim order.

## 9. CHRE

Costs have now been recovered from CHRE in a withdrawn Section 29 case.

## 10. Court of Appeal

The judgement in the case of Stanley Muscat was handed down on 21 October 2009. The appeal was rejected and the decision to strike Mr Muscat from the register was upheld.

## 11. Meetings

|   |            |
|---|------------|
| IPSOS MORI                              | 3 Aug      |
| Department of Health                    | 5 Aug      |
| UKCP                                    | 6 Aug      |
| Kingsley Napley                         | 1 Sept     |
| NISCC                                   | 14 Sept    |
| Case Management vendor demonstrations   | 16/17 Sept |
| Listening Event, Darlington             | 23 Sept    |
| Fitness to Practise Department away day | 24 Sept    |
| Ros Hayles, General Optical Council     | 30 Sept    |
| Gill Hawkins, Nine Feet Tall            | 1 Oct      |
| Emunio Consulting                       | 2 Oct      |
| Council Away Day                        | 6/7 Oct    |
| Customer Service Training Provider      | 7 Oct      |
| Kingsley Napley                         | 8 Oct      |
| General Dental Council                  | 9 Oct      |
| Conference with Counsel                 | 12 Oct     |
| Unions Meeting                          | 12 Oct     |
| Jon Dee                                 | 13 Oct     |

|   |           |
|---|-----------|
| Football Association                    | 15 Oct    |
| CHRE Good Practice Seminar              | 16 Oct    |
| Hearing Aid Council                     | 19 Oct    |
| Independent Safeguarding Authority      | 20/21 Oct |
| High Court: Lloyd Subner                | 23 Oct    |
| Scottish Social Care Council            | 26 Oct    |
| Scottish Counter Fraud Service          | 27 Oct    |
| Blake Laphone Tarlo Lyons               | 28 Oct    |
| South East Coast Ambulance Service      | 29 Oct    |
| British Psychoanalytic Council          | 30 Oct    |
| Case Management System Vendors          | 2/3 Nov   |
| General Social Care Professions Council | 2 Nov     |
| Jon Dee, PKF                            | 4 Nov     |
| Tim Bailey, CHRE                        | 5 Nov     |
| British Psychological Society, Wales    | 9 Nov     |
| Nick Clarke, Department of Health       | 11 Nov    |
| UBIQUIS                                 | 11 Nov    |
| Case Management System Vendor1          | 6 Nov     |
| Kingsley Napley                         | 19 Nov    |
| Hearing Aid Council                     | 19 Nov    |
| Benjamin James and Talitha Burson, BDB  | 20 Nov    |
| Employer Event: London                  | 24 Nov    |
| Case Management System Vendor           | 25 Nov    |
| High Court: James Rice                  | 25 Nov    |
| Employer Event: Cardiff                 | 26 Nov    |

## 12. Resources

We are currently recruiting three case managers with interviews taking place on 23 and 25 November. One of these positions is to replace a resignation and the other two posts are additional headcounts for 2009/10. Two temporary Case Support Officers joined Case Teams 1 and 2 in November to help with the administrative aspects of the case work. We are looking at this



role as an alternative to increasing numbers of Case Managers in 2010/11.

The Administration Co-ordinator role has been made an Administration Manager role to give line management responsibility and prepare for future growth of the administration team. We currently have a temp to aid us in the management of FTP invoices and this will be recruited as a permanent Team Administrator role towards the end of November.

Akua Dwomoh-Bonsu joined the department as a Hearings Officer in 16 November 2009.

### **13. Other**

The CHRE audit of the initial stages of the fitness to practise process is due to begin on 30 November 2009 and is scheduled to take place for a 6 week period.

## **1. Employee resourcing**

### **Human Resources**

Following first and second interviews in October, Rachel Watson has been appointed to the vacant post of Human Resources Manager and joined the HPC on 17 November.

### **Policy and Standards**

The new two-year fixed term post of Policy Manager has been filled by Megan Scott following interviews in September. Megan's promotion to Policy Manager leaves a Policy Officer vacancy of that will be advertised before the end of the year.

### **Education**

Following interviews on 24 September, Natalie Fraser, currently a Registration Adviser, has been appointed to the vacant post of Education Administrator with effect from 11 November 2010.

The new post of Team PA and Administrator was offered to Liz Craig after interviews in late October. Liz starts at the HPC in early December.

### **Fitness to Practise**

We have just advertised three Case Manager vacancies with interviews scheduled for 23 and 25 November. Two of these posts are new, and the third is to replace Victoria Adams who has resigned.

Interviews were held on 9 October for two new Hearings Officer posts. Akua Dwomoh-Bonsu and Etmonia Iwugo were appointed and will take up their posts in November.

## **Registration**

Recruitment is currently in progress for a Registration Adviser vacancy arising from Natalie Fraser's move to the Education Department.

The last round of Registration Adviser interviews in September resulted in the appointments of Jamie Hunt and Robert Bransbury (fixed term).

## **2. Other HR activities**

### **Training**

Organisation of training on running effective Annual Performance Development Reviews for new line managers and managers requiring refresher training is in progress.

### **Exit interview data**

Following analysis of the exit interview data in June, a report has been written up and presented to the Executive Management Team and to the Finance and Resources Committee.

### **Employee Consultation Arrangements**

The first meeting of the Employee Consultation Group took place on 12 October, and further meetings have been scheduled at 3 monthly intervals throughout 2010.

### **Review of Pay Process**

The existing pay process and policy has been in place since the formation of the HPC and needs to be reviewed. We must ensure that pay processes and policies are appropriate for an organisation of the HPC's size and type, fair, as transparent as possible and also compliant with relevant laws.

To help carry out the review and to provide an independent and external perspective, we have engaged the services of **QCG**, a specialist remuneration consultancy. The aims of the review are to:

- ensure consistency between existing employees and new recruits;
- check pay levels to ensure that they are market competitive;
- identify areas of risk, including compliance with employment law;
- assess and improve the transparency of the process
- simplify processes that may be unnecessarily complex;
- ensure costs are controlled on an ongoing basis
- consider elements of reward best practice that engage, motivate and retain good people.

The review focuses on process and policy, and we have stressed to employees that it is unlikely to have a significant impact on individual's rates of pay.

QCG will report back to the Executive Management Team in December. A paper will be submitted to Finance and Resources Committee in February 2010, in advance of the next Remuneration Committee in March 2010.

**Strategic objective 1** – *“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”*

- **Desktop technology rollout project** – The final desktop replacement has been scheduled with the Finance Department for early December.
- **Laptop replacement project** – A number of different makes and models of laptop have been considered and a short list of two chosen for final selection. An audit of the current laptop usage is commencing and laptop usage is being challenged department by department. Following selection of the laptop make and model we will design the changes to the infrastructure to allow their operation on our network.
- **Starters and Leavers database** – Development complete is awaiting release. The HR team is testing.
- **Online Renewals** – The leased line has been delivered and connectivity has been tested. The initial tests had identified a number of issues with configuration of the infrastructure which has been sequentially addressed. We now have connectivity, the tests scripting is being completed and performance testing has begun. We are working through performance issues sequentially to achieve the desired target loading.
- **IT External Hosting Transfer project** – This project will move the hosting services from the current provider to Rackspace. The project brief has been created and the project is being initiated.
- **IT Network and Server review** – This activity has started and a number of virtual environments are being created to support our test and production services. We have moved a number of previously physical systems into a virtualised

environment to provide increased flexibility, resilience and maintainability.

**Strategic objective 2** – *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Fitness to Practice (FTP) Case Management system project** – The project is following the plan with initial demonstrations from a range of prospective vendors completed. A Request For Proposal (RFP) has been sent out and responses received. Vendor presentations were completed in November and a project outline created for discussion within the corporate financial planning cycle.
- **Stannary street building project** – This is now complete with the office space and meeting room being used effectively.
- **Hearing Aid Council project** – Project update meetings are increasing in frequency as we get closer to the proposed take on date. HPC are expecting the first test data at the end of October.
- **Home working policy development** – The IT and HR Directors have agreed amendments and the document is going through revisions.
- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system. The high level requirements analysis has completed and the development team were arranged to come on-site on the week starting 26 October for an initial Health Check review. The development work was planned to start on the weeks starting 23 and 30 November.

**Strategic objective 3** – *“To protect the data and services of HPC from malicious damage and unexpected events.”*

- **Network segmentation project** – Phase two of the plan is complete, with new firewalls installed and configured to manage traffic through the new leased line. A new virtualised server has been deployed to provide secure remote support.
- **Network encryption project** – The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer, called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

Laptop full disk encryption and port control will be deployed this year with the network product being evaluated in a subsequent year.

- Initial configuration is being made and will be rolled out to the IT team before being used in a larger pilot group
- **Service Availability**
  - **Online Register**

On 8 October between 12:30 and 15:30 the HPC experienced an internet access outage. This affected email and web browsing functionality as well as stopping the Online Register function. The cause has been attributed to a configuration issue with a newly installed pair of firewalls.
  - **Registration Service (NetRegulate)**

On 22 October between 10:20 and 11:20 the HPC experienced a loss of the Registration Service. This was caused by an internal limited being reached by the backup process. This has been attributed to the

increased throughput of the system during the current renewals cycle.

- **Registration Service (NetRegulate)**

On 02 November between 10:30 and 12:30 the Registration service was taken down to perform a database recovery. A batch process had been run automatically to lapse the Orthoptists on 01 November, although the deadline had been extended by two weeks.

**Strategic objective 4** – *“To meet internal organisation expectations for the capability of the IT function.”*

- **Service desk tool project** – The new software has been installed and we are currently waiting for two critical patches to be released before we rollout its use to a pilot group.

### **1. Recruitment**

There was an excellent response to the radiographer Continuing Professional Development (CPD) assessors vacancies. Fifty-five applications were received to fill the nine vacancies which were advertised in HPC In Focus and the Society of Radiographers publication, Synergy News. Offers have been accepted by all successful candidates.

There was a good response to the second round of advertising for hearing aid dispenser roles. Seventeen applications were received to fill the five vacant posts. Vacancies for the Partner roles for hearing aid dispensers were advertised in HPC In Focus, the British Society of Hearing Aid Audiologists (BSHAA) News and on the Hearing Aid Council website.

Ninety-two applications were received for physiotherapist CPD assessors to fill the twelve new vacancies. The posts were advertised in HPC In Focus and Frontline. Shortlisting is in progress.

Advertising has closed to fill the few vacancies identified since practitioner psychologists came onto the Register. Applications have been received across each of the roles and modalities advertised. Shortlisting is in progress.

### **2. Partner Resignations**

There were eight partner resignations during September and October. The main reason for resignation was retirement.

### **3. Training**

There were two visitor refresher training sessions held in October. Thirty visitors were trained over the two sessions.

### **4. Partner Systems Upgrade**

There has been an upgrade of the partner database to enable multiple professional modalities to be recorded and reported on. The partner modalities for psychologists and clinical scientists have now been recorded.

## Policy and Standards – Mr Michael Guthrie

### 1. Meetings undertaken

|   |          |
|---|----------|
| British Association of Sport and Exercise Sciences Annual Conference, Leeds | 1 Sept   |
| NHS Education for Scotland (NES), Autumn 2009, Edinburgh                    | 8 Sept   |
| CPD Presentation, Walsall   | 9 Sept   |
| British Association for Behavioural and Cognitive Psychotherapies           | 10 Sept  |
| Division of Health Psychology Annual Conference, Aston University           | 10 Sept  |
| Customer Complaints Conference  | 15 Sept  |
| British Dietetic Association Annual Conference                              | 16 Sept  |
| UK Inter-Professional Group Main Group Meeting                              | 21 Sept  |
| Liberal Democratic Party Conference, Bournemouth                            | 21 Sept  |
| Information Standards Board for Health and Social Care                      | 23 Sept  |
| No Secrets NHS Advisory Group   | 23 Sept  |
| HPC Listening Event, Darlington   | 23 Sept  |
| National Allied Health Professional Advisory Board                          | 24 Sept  |
| HPC Listening Event. Scarborough  | 24 Sept  |
| Labour Party Conference   | 29 Sept  |
| EU-Canada Roundtable on the Mobility of the Skilled Workforce               | 29 Sept  |
| CPD talk, Battle  | 30 Sept  |
| British Hearing Aid Manufacturers Association Meeting, Gatwick              | 30 Sept  |
| Inter-regulatory Meeting  | 8 Oct    |
| British Association for Counselling and Psychotherapy Conference, Newcastle | 9/10 Oct |

|   |           |
|---|-----------|
| CPD Presentation, Oxford, John Radcliffe Hospital                       | 10 Oct    |
| No Fault Compensation Work Group, Glasgow                               | 13 Oct    |
| SNP Conference, Inverness   | 15-18 Oct |
| HPC Listening Event, Milton Keynes                                      | 15 Oct    |
| AURE  | 20 Oct    |
| British Association for Counselling and Psychotherapy                   | 20 Oct    |
| Scottish Social Services Council, Dundee                                | 26 Oct    |
| Regulation Stakeholder Event, Edinburgh                                 | 27 Oct    |
| British Psychoanalytic Council  | 30 Oct    |
| British Society of Hearing Aid Audiologists Meeting (BSHAA), Manchester | 7 Nov     |
| Welsh Assembly Government, Cardiff                                      | 10 Nov    |
| Substance Misuse Policy Development Team, Cardiff                       | 10 Nov    |
| NES AHP Consensus Conference, Edinburgh                                 | 12 Nov    |
| Meeting with Hearing aid dispensers professional bodies and employers   | 13 Nov    |
| Sports Therapists meeting   | 17 Nov    |
| CPD Presentation, Westminster   | 18 Nov    |
| Association for Independent Practitioners Conference                    | 20 Nov    |
| Hospital Physicists Association Conference, London                      | 20 Nov    |
| Modernising AHP Careers Reference Group Meeting, London                 | 23 Nov    |
| London Employer Event   | 24 Nov    |
| Employer Event, Cardiff   | 26 Nov    |
| New Savoy Partnership, London   | 26/27Nov  |
| British Association for Hearing Aid Audiologists                        | 27 Nov    |

|   |        |
|---|--------|
| New Savoy Partnership, Psychological Therapies in the NHS           | 27 Nov |
| Employer Event, Belfast   | 1 Dec  |
| Employer Event, Glasgow   | 2 Dec  |
| College of Occupational Therapists, Returners to Practice Study Day | 2 Dec  |
| No Secrets NHS Advisory Group                                       | 3 Dec  |
| CHRE seminar, Cardiff   | 3 Dec  |
| College of Occupational Therapists, lifelong learning               | 4 Dec  |
| Architects Registration Board                                       | 7 Dec  |

## 2. Consultations

There are no open consultations.

## 3. Closed consultations

### Regulation of psychotherapists and counsellors

The consultation on the recommendations of the Professional Liaison Group closed on 16 October 2009. More than 1,000 responses were received to the consultation.

### Regulation of dance movement therapists / psychotherapists

The consultation on the potential regulation of dance movement therapists closed on 16 October 2009. We received about 20 responses to the consultation; the potential regulation of dance movement therapists was generally welcomed by those who responded.

The consultation responses are due to be considered by the Council at this meeting.

## Setting the registration cycle for hearing aid dispensers.

The consultation on setting the registration cycle in advance of the opening of the hearing aid dispensers part of the Register on 1 April 2010 closed on 16 October 2009.

The consultation responses are due to be considered by the Council at this meeting.

## 4. Professional Liaison Groups Psychotherapists and Counsellors

The Professional Liaison Group was due to reconvene on 18 and 19 November 2009, primarily to consider the standards of proficiency in light of the responses to the consultation.

This meeting was postponed to allow sufficient time to analyse the responses to the consultation.

The Council will be asked to consider the analysis of responses to the consultation and to identify any next steps in this work at this meeting.

The Department has continued to meet and liaise with stakeholders in the psychotherapy and counselling field.

## 5. Hearing aid dispensers

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

The Section 60 Order under the Health Act 1999 is due to be debated by the Delegated Legislation Committee of the House of Commons on 3 December 2009. A date has not yet been set for consideration by the House of Lords. As this relates to a



profession regulated pre-devolution, this legislation does not require approval by the Scottish Parliament.

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

The Department is currently working with internal colleagues and the Welsh Language Board (WLB) to prepare a scheme for consultation. Welsh language schemes have to be approved by the WLB prior to consultation and therefore this project has been subject to delay.

The scheme is in an advanced stage of development following further feedback from the WLB and will be brought to a future Council meeting.

#### **7. Health references / requirements**

The Education and Training Committee has discussed and agreed a consultation on a proposal to replace the current health reference requirement for entry to the Register with a self-declaration, in line with the current requirements for renewal of registration. Subject to Council approval at this meeting, we would consult from January to April 2010 on the proposed change.

Subject to the outcome of the consultation and legislative approval for amendments to the relevant Rules, the requirements could be changed in 2011.

#### **8. CPD profiles**

The Department is continuing to review profiles and liaise with the relevant professional bodies.

#### **9. Guidance on health and character and guidance for students on conduct and ethics**

These publications were approved by the Council at previous meetings and are in the publication process.

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

The Department is working with other colleagues to put together the HPC's submission to the Council for Healthcare Regulatory Excellence (CHRE) Performance Review 2009/2010.

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

A small group of members of the Education and Training Committee met on 28 September 2009 to begin the process of reviewing the generic standards of proficiency. A further meeting is planned in January 2010 and it is currently anticipated that the Education and Training Committee will consider a paper about this work at its March 2010 meeting.

#### **12. Revalidation**

The Council is due to consider a further paper on the revalidation project at this meeting.

## 1. Operational Performance

### a) Telephone Calls

The Registration Department answered 81.7% of all 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 July 2009 to 31 October 2009 the team received a total of 56,788 telephone calls which is 566 more than the same period two years ago and 93% of these calls were answered. The team answered 52,096 telephone calls which is a 37% increase on the number of telephone calls answered during the same period two years ago. The high volume of telephone calls has been driven by an increased understanding by registrants and employers of the importance of completing and returning renewals forms within the specified timescales. The Department has also received telephone calls from practitioner psychologists who are renewing their registration for the first time and from registrants who have been selected for continuing professional development audit for the first time. The recent disruption in the postal service has also had a direct affect on the number of telephone calls received.

**ii) International Telephone Calls** - During the period from 1 July 2009 to 31 October 2009 the team received a total of 4,498 telephone calls which is 361 more than the same period one year ago and 97% of these calls were answered.

### b) Application Processing

**i) UK Applications** - A total of 6,485 new applications were received during this period and 6,240 individuals were registered, which is 452 less than the same period last year. Applications took on average seven working days to process

which is within our service standard of processing applications within ten working days of receipt.

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

**ii) International Applications** - A total of 720 new international applications were received in this period and 445 individuals were registered which is 63 less than the same period last year. Applications were on average being processed within six to eight weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

**iii) Grandparenting Applications** – A total of 21 new grandparenting applications were received in this period and six individuals were registered.

### c) Emails

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

**ii) International Emails** - The team received approximately 20/30 emails per day and managed to respond to these on average within two days of receipt which compares favourably with our service standard of five working days response time.

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

We requested CPD profiles from: 2.5 per cent of clinical scientists, prosthetists / orthotists and speech and language therapists at the beginning of July 2009.

- 2.5 per cent of occupational therapists at the beginning of August 2009.
- 2.5 per cent of biomedical scientists at the beginning of September 2009.

Assessment days continued to be held throughout the period.

#### **e) Registration Renewals**

At the start of July, all registered clinical scientists, prosthetists / orthotists and speech and language therapists were invited to renew their registration for the next two-year cycle. Registrants were given until the 30 September 2009 to renew their registration for the 2009/11 registration period. As a result of the disruption with the postal service the final date that registrants could return their renewal form was extended until the 16 October 2009. This year a record number successfully renewed their registration.

Clinical scientists 97.2%

Prosthetists / orthotists 96.2%

Speech and language therapists 96%

This is excellent news for these professions. Compared to the last renewal period for these professions the improvement is clear; 92.6% of clinical scientists, 88.7% of prosthetists / orthotists and 92.4% of speech and language therapists renewed two years ago.

The Registration Department has introduced a number of new initiatives to improve the renewal rate which has involved introducing a process to obtain new contact details for all those registrants who have their renewal form sent back to HPC in the returned mail. The Department also now sends letters to all employers that employ registrants who have not returned their renewal form one month before the end of the renewal period.

The Registration and Communication Departments have also worked with a number of stakeholders to remind registrants about the importance of renewing their registration. We distributed letters, information and posters via professional body networks and promoted renewal dates on websites and in professional body journals and magazines. This collaborative working with professional bodies has made a real difference and prevented many professionals from lapsing off the HPC Register

At the start of August 2009, 30,548 renewal forms were sent to occupational therapists and as a result of the ongoing postal disruption the closing date for receipt of renewal forms from occupational therapists was extended from the 31 October 2009 until the 16 November 2009. This year a record number successfully renewed their registration with a total of 1,534 occupational therapists lapsing from the Register which is 5% of the original number of registrants invited to renew. This is a good improvement on 2007 when 8.3% of occupational therapists lapsed from the Register.

At the start of August 2009, 15,526 renewal forms were also sent to practitioner psychologists and, due to it being the first registration renewal cycle for practitioner psychologists, the closing date for receipt of renewal forms for practitioner

psychologists has been extended from the 31 October 2009 until the 30 November 2009. As at 17 November 2009, 13,333 had renewed their registration.

At the start of September 2009, 22,560 renewal forms were sent to biomedical scientists. As at 17 November 2009, 18,935 had renewed their registration.

## **2. Resource**

### **a) Employees**

The Department is operating within the budgeted headcount.

## **3. National Customer Service Week (NCSW)**

The Registration Department led the HPC's NCSW celebrations across HPC during the week commencing 5 October 2009. NCSW is designed to raise awareness of customer service and the vital role it plays within an organisation.

By supporting NCSW, we showed our dedication and support to customer service by highlighting its value to the HPC and sending out a meaningful message to others.

The week's events were organised by members of the Cross Department Team (CDT) and the events included:

- Daily quiz

- Job shadowing

- Customer service story competition

- Four cross departmental training sessions which focused on resolving issues and building reputation

**1. “Committee-specific” training for committee members**

Since the appointment of the committees in July, “committee-specific” training has been carried out with the Finance and Resources, Audit, Communications, Fitness to Practise and Education and Training Committees.

Should you wish to discuss further training opportunities available to members such as the attendance at listening events or on an education approval visit, please do not hesitate to contact Louise Hart or a member of the Secretariat team. Alternatively, further information can be found on the members’ extranet.

**2. Council ‘Awayday’ evaluation**

Thank you to all those members that took the time to complete the evaluation form following the Council awayday at Stormont in October. This is an important exercise and ensures that the away days continue to meet the needs of the Council members, and informs the future training plans and strategy.

**3. Registration Appeal Chair training**

As you may know, HPC holds registration appeal meetings every 2-3 months to consider appeals received from registrants refused entry to the Register. These are chaired by a Council member (not on the Education and Training Committee (ETC)) and the meetings usually last all day.

We are looking to increase the pool of Registration Appeals Chairs and so in late October, I wrote to all Council members inviting those members who were not on ETC to attend Registration Appeals Chair training on 10 February 2010 following the Finance and Resources Committee. The response was positive and further details on the training will be

distributed to members in due course. For those yet to respond, we are still able to accommodate more members so please contact Secretariat should you wish to attend.

**4. External meetings**

Members of the Secretariat attended the following meetings:-

|  |        |
|--|--------|
| Listening Event, Milton Keynes                   | 15 Oct |
| CHRE Good practice seminar                       | 20 Oct |
| Scottish Social Services Council                 | 26 Oct |
| General Social Care Professions Council, Ireland | 2 Nov  |
| Listening Event, Eastbourne                      | 18 Nov |
| Employer Event, London                           | 24 Nov |

**5. Training for employees**

Members of the Secretariat attended the following training:-

|  |           |
|--|-----------|
| Freedom of Information and Data Protection<br>– How they work together | 28 Sept   |
| Data Protection Compliance Conference                                  | 8-9 Oct   |
| Finance for non-financial managers                                     | 15-16 Oct |

# Management Information Pack

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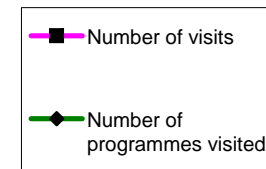
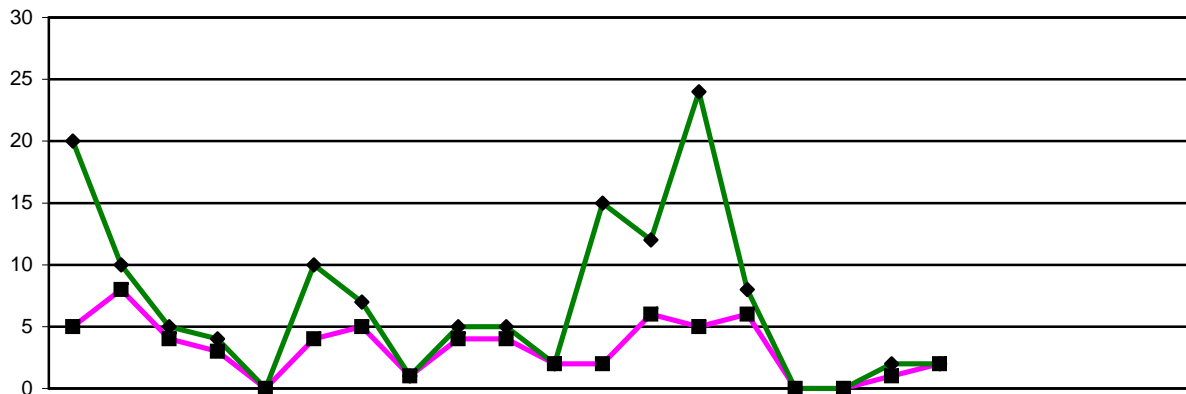
Marc Seale, Chief Executive & Registrar  
Report of figures for April 2009 to October 2009 to  
Council



**hpc** health  
professions  
council

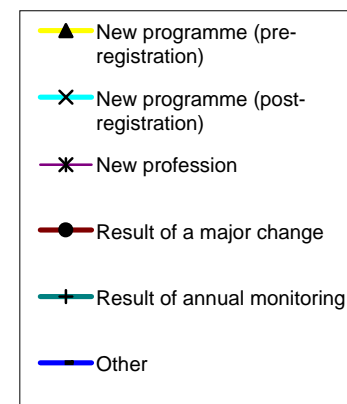
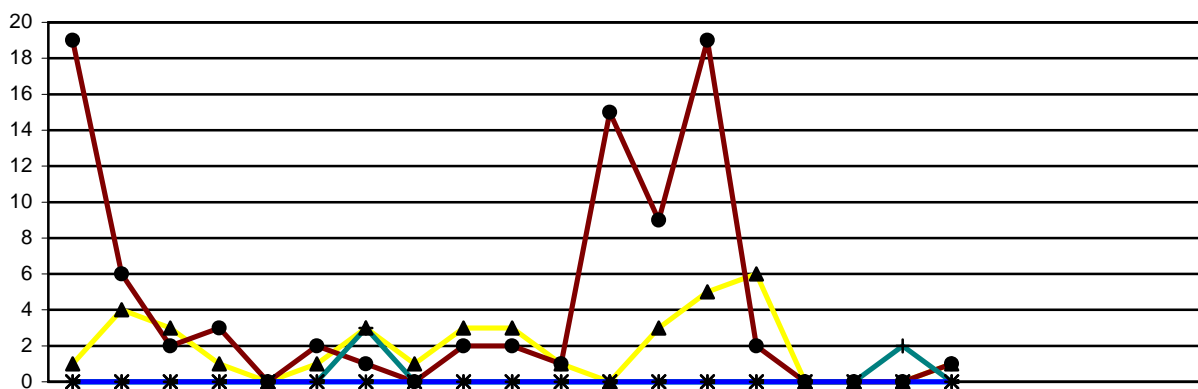
**Management Reporting Information to Council**  
**Health Professions Council**  
**Figures for Council 10 December 2009**

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



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

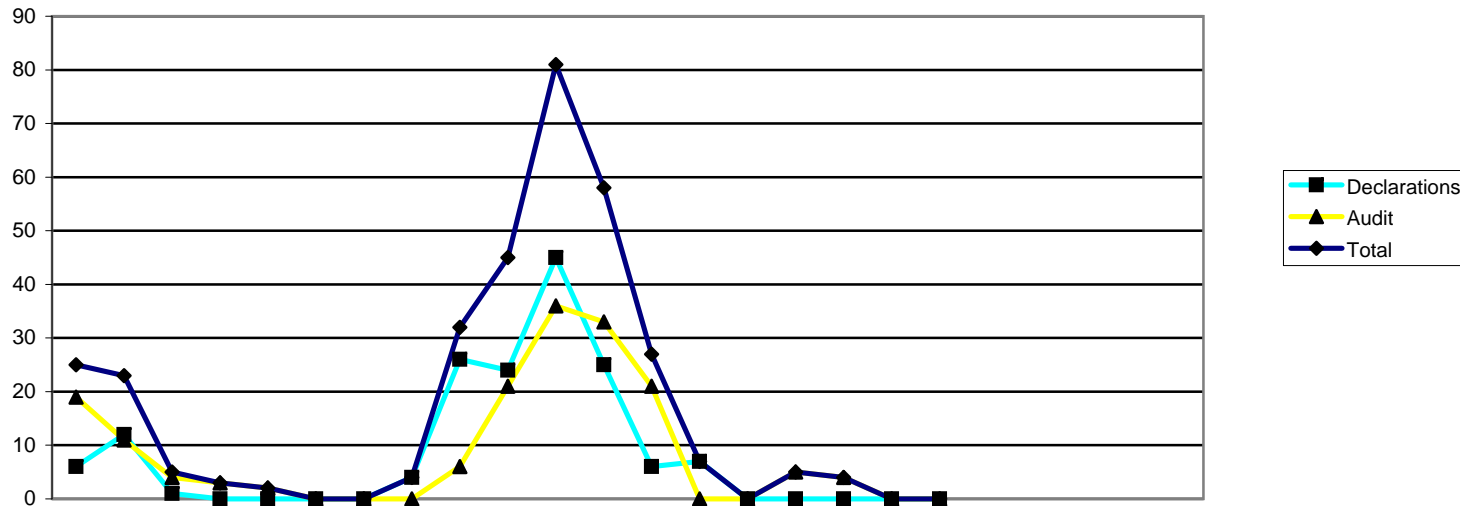
| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE    | FYE    | FYE    | FYE    | YTD   |
| 0      | 101    | 63     | 42     | 20    |
| 27     | 117    | 86     | 84     | 48    |



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

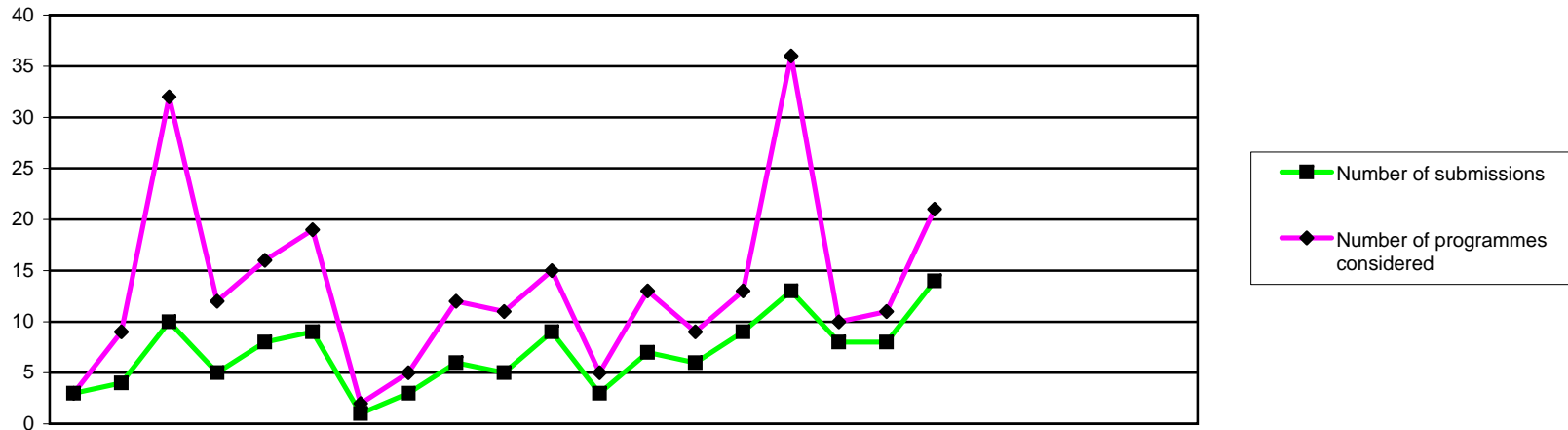
| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE    | FYE    | FYE    | FYE    | YTD   |
| 0      | 18     | 32     | 21     | 15    |
| 5      | 29     | 0      | 0      | 0     |
| 5      | 16     | 0      | 0      | 0     |
| 5      | 32     | 26     | 53     | 31    |
| 5      | 1      | 3      | 3      | 2     |
| 5      | 21     | 0      | 0      | 0     |
| 25     | 117    | 61     | 77     | 48    |





| Annual monitoring submissions | 2008      |           |          | 2009     |          |          |          |          |           |           |           |           |           | 2010     |          |          |          |          |          |          |          |          |          |          |          |
|-------------------------------|-----------|-----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|                               | Apr       | May       | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec       | Jan       | Feb       | Mar       | Apr       | May      | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Jan      | Feb      | Mar      |          |
| Declarations                  | 6         | 12        | 1        | 0        | 0        | 0        | 0        | 4        | 26        | 24        | 45        | 25        | 6         | 7        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| Audit                         | 19        | 11        | 4        | 3        | 2        | 0        | 0        | 0        | 6         | 21        | 36        | 33        | 21        | 0        | 0        | 5        | 4        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 0        |
| <b>Total</b>                  | <b>25</b> | <b>23</b> | <b>5</b> | <b>3</b> | <b>2</b> | <b>0</b> | <b>0</b> | <b>4</b> | <b>32</b> | <b>45</b> | <b>81</b> | <b>58</b> | <b>27</b> | <b>7</b> | <b>0</b> | <b>5</b> | <b>4</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE    | FYE    | FYE    | FYE    | YTD   |
| 113    | 94     | 143    | 143    | 13    |
| 51     | 184    | 135    | 135    | 30    |
| 164    | 278    | 278    | 278    | 43    |

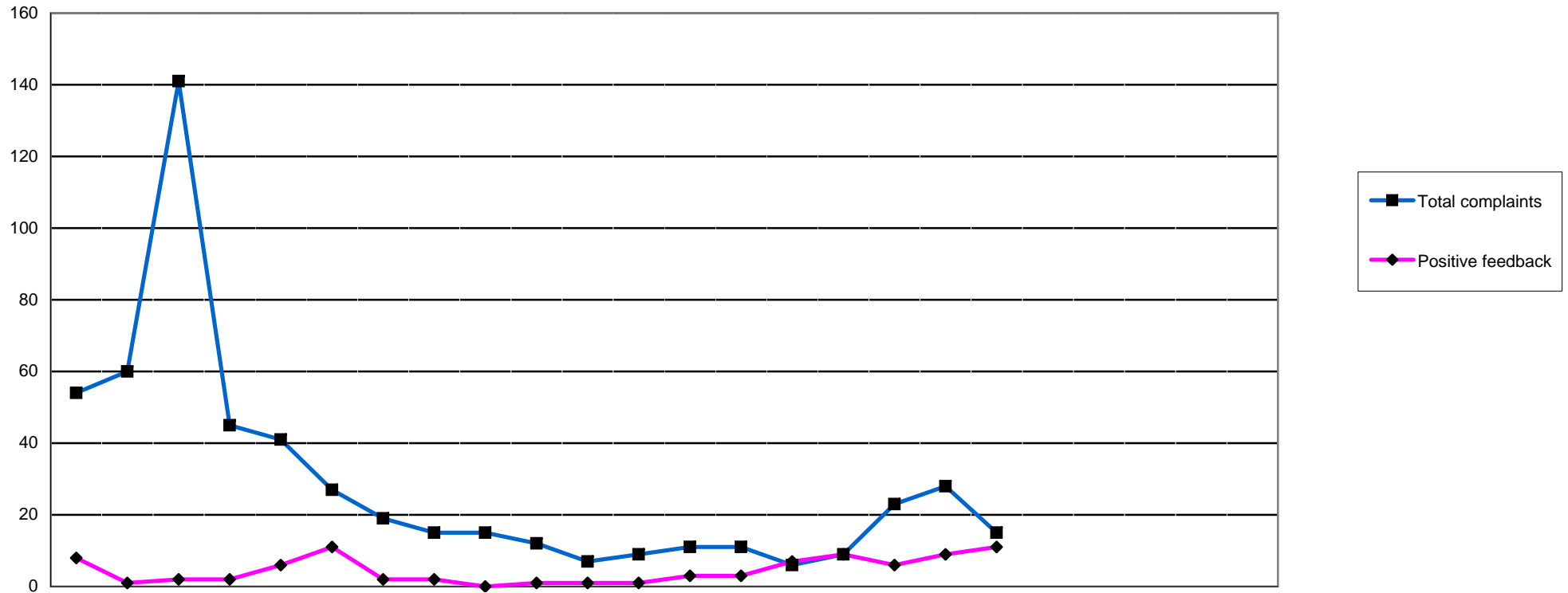


|                                 | 2008 |     |     | 2009 |     |     |     |     |     |     |     |     | 2010 |     |     |     |     |     |     |     |     |     |     |     |
|---------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----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

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE    | FYE    | FYE    | FYE    | YTD   |
| 16     | 51     | 62     | 66     | 65    |
| 25     | 97     | 109    | 141    | 113   |

Health Professions Council

Feedback April 2008 to March 2010



|                         | 2008      |           |            | 2009      |           |           |           |           |           |           |          |          | 2010      |           |          |          |           |           | 2005/6    | 2006/7     | 2007/8     | 2008/9     | 09/10      |            |     |     |     |     |
|-------------------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|-----------|-----------|----------|----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|-----|-----|-----|-----|
|                         | Apr       | May       | Jun        | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb      | Mar      | Apr       | May       | Jun      | Jul      | Aug       | Sep       | Oct       | Nov        | Dec        | Jan        | Feb        | Mar        | FYE | FYE | FYE | FYE |
| Application process     | 5         | 7         | 1          | 4         | 3         | 1         | 0         | 0         | 2         | 4         | 2        | 0        | 0         | 0         | 0        | 0        | 0         | 0         | 0         | 39         | 23         | 28         | 29         | 0          |     |     |     |     |
| Registration process    | 44        | 47        | 130        | 34        | 34        | 20        | 13        | 11        | 9         | 7         | 5        | 7        | 9         | 6         | 4        | 5        | 17        | 25        | 11        | 169        | 88         | 122        | 361        | 77         |     |     |     |     |
| External comms          | 0         | 1         | 0          | 1         | 1         | 0         | 1         | 0         | 0         | 0         | 0        | 0        | 0         | 0         | 0        | 1        | 0         | 0         | 0         | 24         | 6          | 6          | 4          | 1          |     |     |     |     |
| Responsiveness          | 0         | 0         | 0          | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0        | 0        | 0         | 0         | 0        | 0        | 1         | 1         | 0         | 6          | 2          | 0          | 0          | 2          |     |     |     |     |
| Partner management      | 1         | 0         | 0          | 0         | 0         | 1         | 0         | 0         | 0         | 1         | 0        | 1        | 2         | 1         | 0        | 1        | 0         | 0         | 0         | 0          | 4          | 2          | 4          | 4          |     |     |     |     |
| Rules/legislation       | 0         | 2         | 0          | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 0        | 0        | 0         | 1         | 1        | 1        | 1         | 0         | 0         | 17         | 11         | 10         | 3          | 4          |     |     |     |     |
| Other                   | 4         | 3         | 10         | 6         | 3         | 4         | 5         | 4         | 4         | 0         | 0        | 1        | 0         | 3         | 1        | 1        | 4         | 2         | 4         | 7          | 16         | 18         | 44         | 15         |     |     |     |     |
| <b>Total complaints</b> | <b>54</b> | <b>60</b> | <b>141</b> | <b>45</b> | <b>41</b> | <b>27</b> | <b>19</b> | <b>15</b> | <b>15</b> | <b>12</b> | <b>7</b> | <b>9</b> | <b>11</b> | <b>11</b> | <b>6</b> | <b>9</b> | <b>23</b> | <b>28</b> | <b>15</b> | <b>262</b> | <b>262</b> | <b>186</b> | <b>445</b> | <b>103</b> |     |     |     |     |

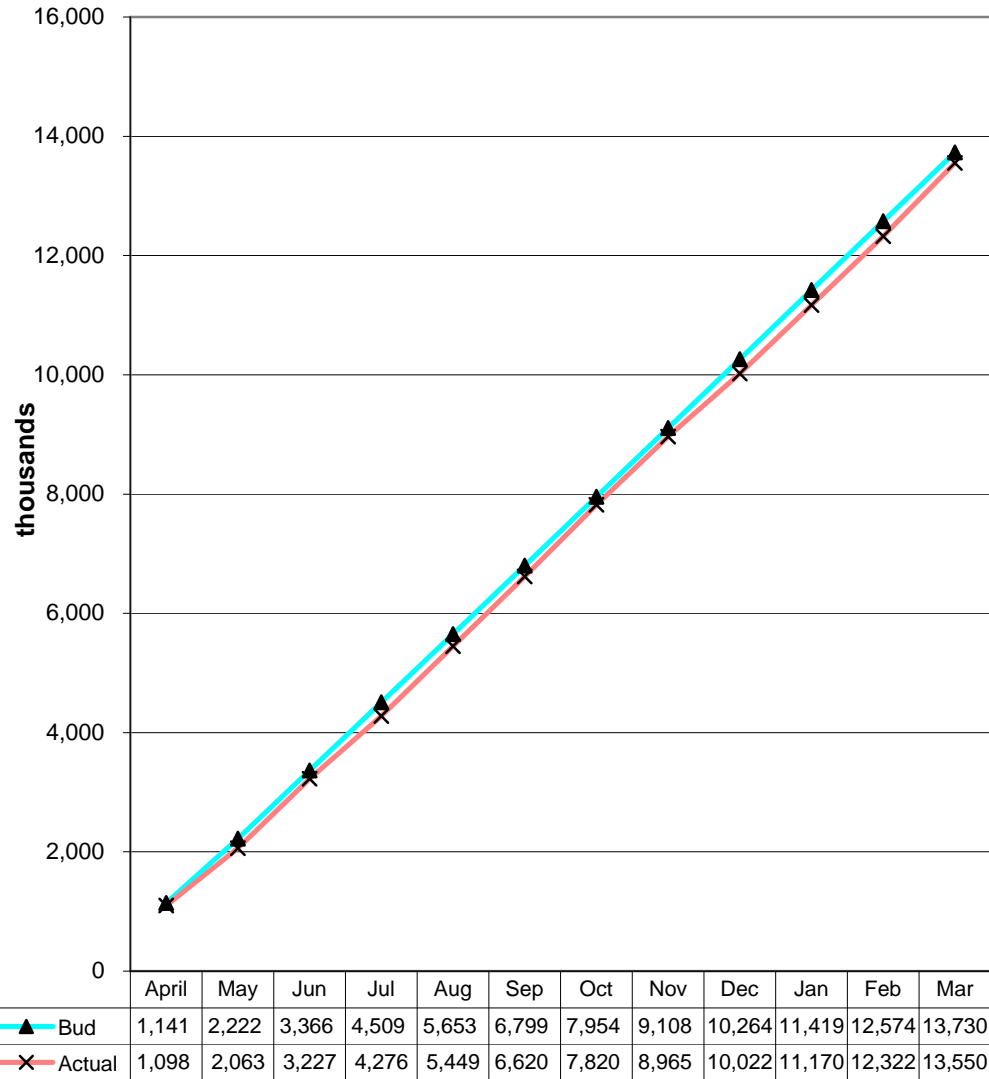
|                          |   |   |   |   |   |    |   |   |   |   |   |   |   |   |   |   |   |   |    |     |    |    |    |    |
|--------------------------|---|---|---|---|---|----|---|---|---|---|---|---|---|---|---|---|---|---|----|-----|----|----|----|----|
| <b>Positive feedback</b> | 8 | 1 | 2 | 2 | 6 | 11 | 2 | 2 | 0 | 1 | 1 | 1 | 3 | 3 | 7 | 9 | 6 | 9 | 11 | 187 | 19 | 27 | 37 | 48 |
|--------------------------|---|---|---|---|---|----|---|---|---|---|---|---|---|---|---|---|---|---|----|-----|----|----|----|----|

|                                    | 2009         |              |              |              |              |              |              | 2010 |      |      |      |      | Total to<br>YTD<br>£000 | Budget<br>YTD<br>£000 | Variance<br>£000 | Annual<br>Budget<br>£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                | 1,142        | 1,138        | 1,176        | 1,227        | 1,180        | 1,173        | 1,351        |      |      |      |      |      |                         | 8,388                 | 8,686            | (298)                    | 15,559        |
| Cheque/credit card write off       | 0            | 0            | (3)          | 0            | 0            | 0            | 1            |      |      |      |      |      |                         | (2)                   | 0                | (2)                      | 0             |
| <b>TOTAL INCOME*</b>               | <b>1,142</b> | <b>1,138</b> | <b>1,173</b> | <b>1,227</b> | <b>1,180</b> | <b>1,173</b> | <b>1,351</b> |      |      |      |      |      |                         | <b>8,386</b>          | <b>8,686</b>     | <b>(300)</b>             | <b>15,559</b> |
| <b>EXPENDITURE</b>                 |              |              |              |              |              |              |              |      |      |      |      |      |                         |                       |                  |                          |               |
| Chief Executive                    | 20           | 21           | 27           | 28           | 21           | 31           | 26           |      |      |      |      |      |                         | 174                   | 188              | 14                       | 322           |
| Council & Committees               | (34)         | 96           | 8            | 37           | 3            | 24           | 45           |      |      |      |      |      |                         | 178                   | 289              | 110                      | 448           |
| Communications                     | 28           | 108          | 101          | 101          | 139          | 84           | 150          |      |      |      |      |      |                         | 712                   | 566              | (146)                    | 1,076         |
| Depreciation                       | 38           | 26           | 36           | 34           | 38           | (11)         | 28           |      |      |      |      |      |                         | 189                   | 264              | 75                       | 453           |
| Education                          | 59           | 77           | 56           | 40           | 41           | 47           | 60           |      |      |      |      |      |                         | 381                   | 422              | 42                       | 766           |
| Facilities Management              | 53           | 70           | 55           | 65           | 75           | 108          | 65           |      |      |      |      |      |                         | 491                   | 573              | 81                       | 912           |
| Finance                            | (25)         | 114          | 95           | 47           | 38           | 61           | 57           |      |      |      |      |      |                         | 387                   | 359              | (28)                     | 636           |
| Fitness to Practise                | 140          | 717          | 440          | 453          | 509          | 595          | 502          |      |      |      |      |      |                         | 3,356                 | 3,227            | (129)                    | 5,582         |
| Human Resources & Partners         | 48           | 83           | 39           | 96           | 32           | 48           | 71           |      |      |      |      |      |                         | 417                   | 536              | 119                      | 743           |
| IT Department                      | (50)         | 174          | 110          | 3            | 68           | 57           | 83           |      |      |      |      |      |                         | 445                   | 511              | 66                       | 944           |
| Operations Office                  | 29           | 38           | 33           | 33           | 45           | 43           | 33           |      |      |      |      |      |                         | 254                   | 268              | 14                       | 451           |
| Policy & Standards                 | 25           | 13           | 15           | 17           | 23           | 28           | 37           |      |      |      |      |      |                         | 158                   | 237              | 79                       | 417           |
| President                          | 2            | 5            | 5            | 7            | 0            | 6            | 6            |      |      |      |      |      |                         | 32                    | 29               | (3)                      | 49            |
| Major Projects                     | (54)         | 42           | 59           | 15           | 6            | (8)          | 92           |      |      |      |      |      |                         | 153                   | 287              | 134                      | 420           |
| Registration                       | 49           | 119          | 140          | 134          | 198          | 128          | 268          |      |      |      |      |      |                         | 1,035                 | 1,125            | 90                       | 2,024         |
| Secretariat                        | 16           | 23           | 28           | 30           | 16           | 28           | 22           |      |      |      |      |      |                         | 163                   | 177              | 14                       | 304           |
| <b>TOTAL EXPENDITURE</b>           | <b>345</b>   | <b>1,727</b> | <b>1,247</b> | <b>1,141</b> | <b>1,252</b> | <b>1,267</b> | <b>1,544</b> |      |      |      |      |      |                         | <b>8,524</b>          | <b>9,059</b>     | <b>534</b>               | <b>15,547</b> |
| <b>OPERATING SURPLUS/(DEFICIT)</b> | <b>797</b>   | <b>(589)</b> | <b>(74)</b>  | <b>86</b>    | <b>(72)</b>  | <b>(94)</b>  | <b>(193)</b> |      |      |      |      |      |                         | <b>(138)</b>          | <b>(373)</b>     | <b>235</b>               | <b>12</b>     |

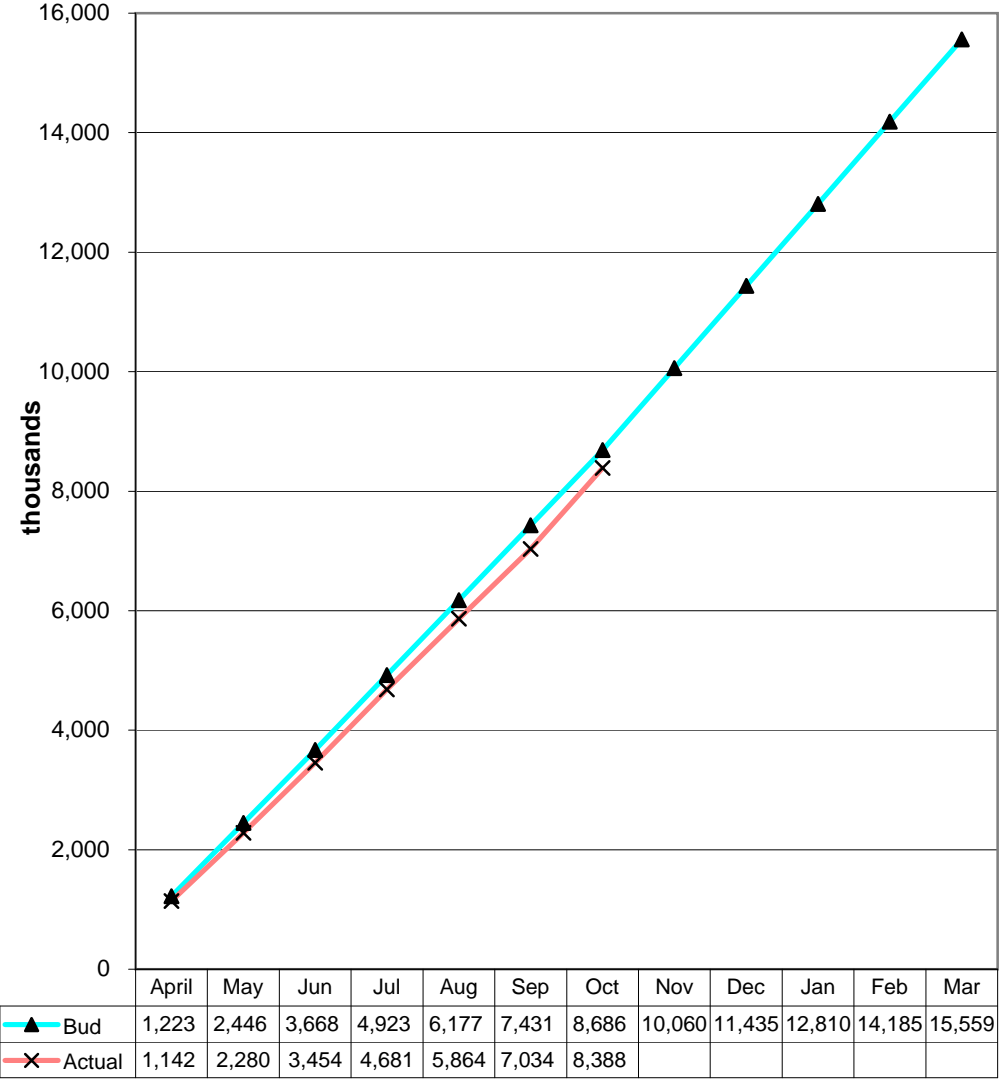
\* Total Income is excluding investment income

Note: No accruals have been posted for April

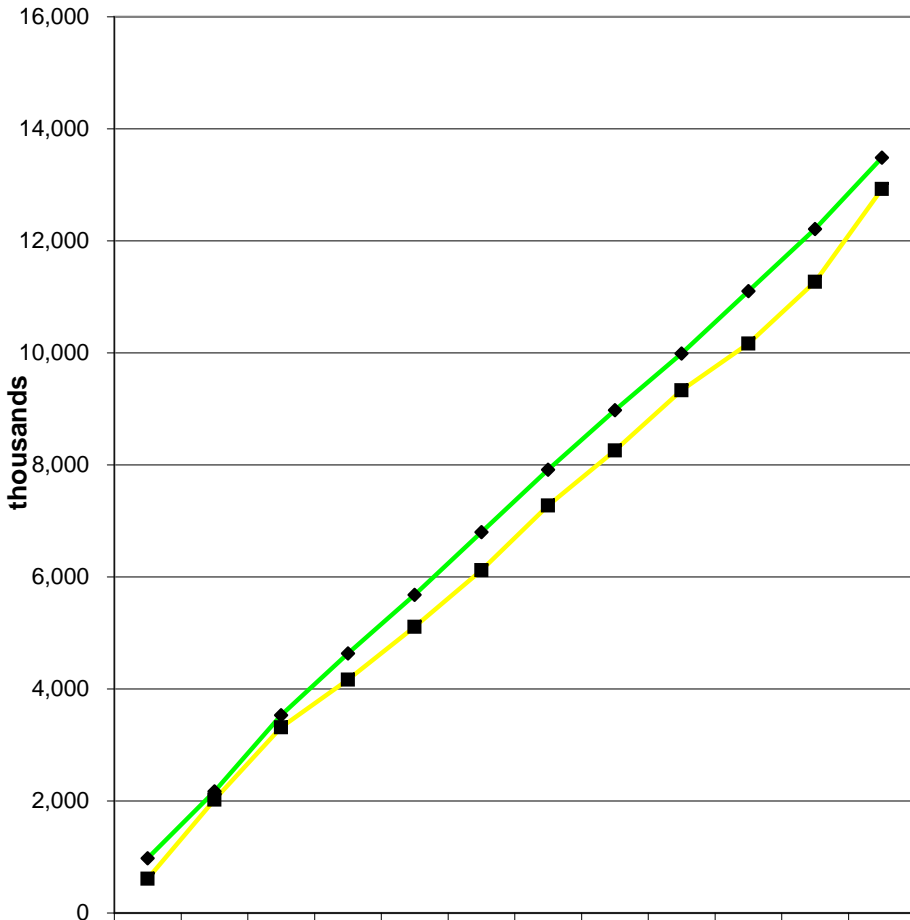
Income 2008/9 budgeted & actual



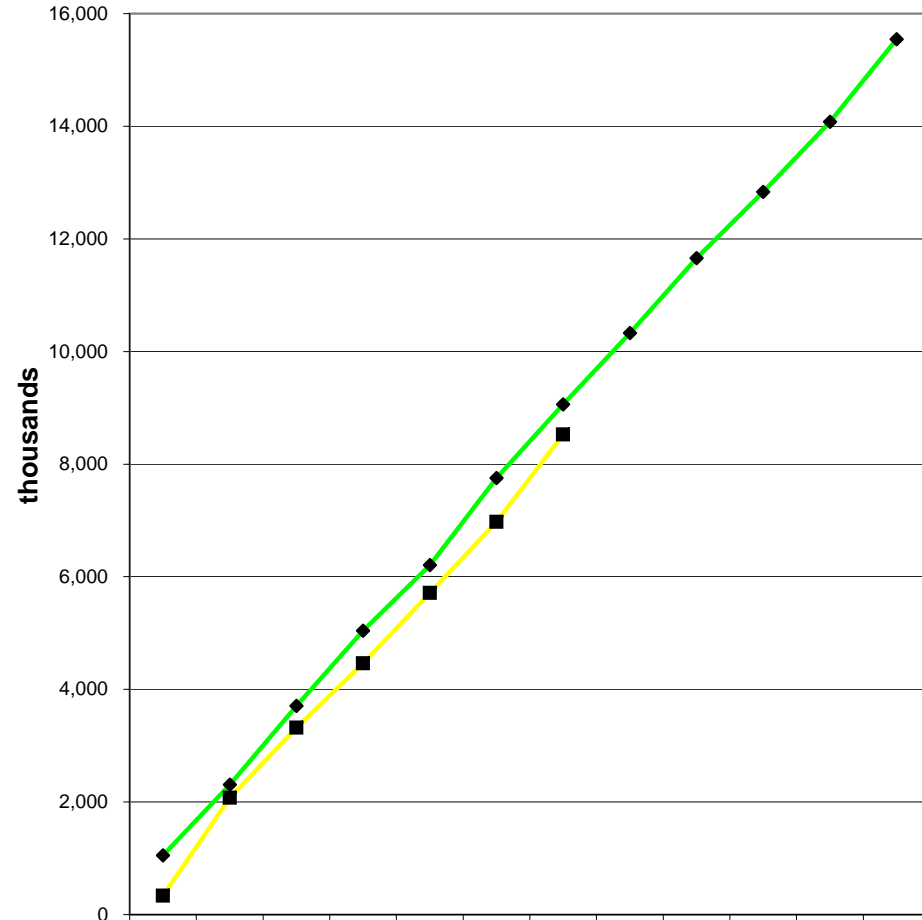
Income 2009/10 budgeted & actual



Expenditure 2008/9 budgeted & actual



Expenditure 2009/10 budgeted & actual



|                              | 2009         |              |              |              |              |              |              | 2010 |      |      |      |      | Total to<br>Oct<br>£000 | Budget<br>Oct<br>£000 | Total<br>Expenditure<br>£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>EXPENDITURE</b>           |              |              |              |              |              |              |              |      |      |      |      |      |                         |                       |                              |
| Chief Executive              | 7            | 6            | (1)          | (1)          | 6            | (4)          | 1            |      |      |      |      |      | 14                      | 188                   | 174                          |
| Council & Committees         | 59           | (65)         | 17           | 46           | 2            | 24           | 27           |      |      |      |      |      | 110                     | 289                   | 178                          |
| Communications               | 4            | (52)         | 1            | (8)          | (98)         | 89           | (82)         |      |      |      |      |      | (146)                   | 566                   | 712                          |
| Depreciation                 | (38)         | 49           | 1            | 4            | (0)          | 49           | 10           |      |      |      |      |      | 75                      | 264                   | 189                          |
| Education                    | 6            | (10)         | 21           | 13           | 6            | 5            | (1)          |      |      |      |      |      | 42                      | 422                   | 381                          |
| Facilities Management        | 67           | (3)          | 15           | 18           | (0)          | (23)         | 7            |      |      |      |      |      | 81                      | 573                   | 491                          |
| Finance                      | 74           | (63)         | (44)         | 4            | 13           | (7)          | (5)          |      |      |      |      |      | (28)                    | 359                   | 387                          |
| Fitness to Practise          | 293          | (287)        | 43           | (8)          | (50)         | (67)         | (52)         |      |      |      |      |      | (129)                   | 3,227                 | 3,356                        |
| Human Resources & Partners   | (1)          | 39           | 95           | (38)         | 0            | 23           | 0            |      |      |      |      |      | 119                     | 536                   | 417                          |
| IT Department                | 110          | (113)        | (41)         | 76           | 7            | 36           | (9)          |      |      |      |      |      | 66                      | 511                   | 445                          |
| Operations Office            | 3            | (3)          | 4            | 9            | (9)          | 8            | 3            |      |      |      |      |      | 14                      | 268                   | 254                          |
| Policy & Standards           | (1)          | 17           | 13           | 9            | 9            | 36           | (4)          |      |      |      |      |      | 79                      | 237                   | 158                          |
| President                    | 2            | (1)          | (0)          | (3)          | 4            | (2)          | (2)          |      |      |      |      |      | (3)                     | 29                    | 32                           |
| Major Projects               | 62           | (27)         | 22           | 31           | 51           | 50           | (54)         |      |      |      |      |      | 134                     | 287                   | 153                          |
| Registration                 | 65           | 28           | 5            | 33           | (20)         | 63           | (84)         |      |      |      |      |      | 90                      | 1,125                 | 1,035                        |
| Secretariat                  | 6            | 4            | (4)          | (5)          | 7            | (2)          | 8            |      |      |      |      |      | 14                      | 177                   | 163                          |
| <b>TOTAL BUDGET VARIANCE</b> | <b>717</b>   | <b>(480)</b> | <b>148</b>   | <b>180</b>   | <b>(72)</b>  | <b>278</b>   | <b>(237)</b> |      |      |      |      |      | <b>534</b>              | <b>9,059</b>          | <b>8,524</b>                 |
| <b>TOTAL MONTHLY BUDGET</b>  | <b>1,052</b> | <b>1,258</b> | <b>1,396</b> | <b>1,320</b> | <b>1,180</b> | <b>1,545</b> | <b>1,307</b> |      |      |      |      |      |                         |                       | <b>9,059</b>                 |
| <b>TOTAL EXPENDITURE</b>     | <b>345</b>   | <b>1,727</b> | <b>1,247</b> | <b>1,141</b> | <b>1,252</b> | <b>1,267</b> | <b>1,544</b> |      |      |      |      |      |                         |                       | <b>8,524</b>                 |

\* Total Income is excluding investment income

|                                      | <i>Actual<br/>Mar 09<br/>£000</i> | 2009          |              |              |              |              |              |              |             |             |          |          | <i>Budget<br/>Mar 10<br/>£000</i> |              |
|--------------------------------------|-----------------------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|-------------|----------|----------|-----------------------------------|--------------|
|                                      |                                   | April<br>£000 | May<br>£000  | Jun<br>£000  | Jul<br>£000  | Aug<br>£000  | Sep<br>£000  | Oct<br>£000  | Nov<br>£000 | Dec<br>£000 | 2010     |          |                                   |              |
|                                      |                                   | Jan<br>£000   | Feb<br>£000  | Mar<br>£000  |              |              |              |              |             |             |          |          |                                   |              |
| <b>Non-current Assets</b>            |                                   |               |              |              |              |              |              |              |             |             |          |          |                                   |              |
| Property, Plant and Machinery        | 2,810                             | 2,770         | 2,797        | 2,894        | 2,899        | 3,077        | 3,218        | 3,214        |             |             |          |          | 6,179                             |              |
| Intangible assets                    | 784                               | 727           | 808          | 817          | 871          | 877          | 951          | 899          |             |             |          |          | 1,329                             |              |
| <b>TOTAL FIXED ASSETS</b>            | <b>3,594</b>                      | <b>3,497</b>  | <b>3,605</b> | <b>3,711</b> | <b>3,770</b> | <b>3,954</b> | <b>4,169</b> | <b>4,113</b> | <b>0</b>    | <b>0</b>    | <b>0</b> | <b>0</b> | <b>0</b>                          | <b>7,508</b> |
| <b>CURRENT ASSETS</b>                |                                   |               |              |              |              |              |              |              |             |             |          |          |                                   |              |
| Other current assets                 | 354                               | 432           | 387          | 370          | 365          | 323          | 298          | 270          |             |             |          |          | 182                               |              |
| Financial assets                     | 1,347                             | 1,450         | 1,502        | 1,533        | 1,616        | 1,735        | 1,807        | 1,783        |             |             |          |          | 1,329                             |              |
| Bank & Cash                          | 5,342                             | 4,559         | 3,951        | 2,993        | 3,237        | 3,075        | 4,846        | 5,414        |             |             |          |          | 5,052                             |              |
|                                      | 7,043                             | 6,441         | 5,840        | 4,896        | 5,218        | 5,133        | 6,951        | 7,467        | 0           | 0           | 0        | 0        | 0                                 | 6,563        |
| <b>CURRENT LIABILITIES</b>           |                                   |               |              |              |              |              |              |              |             |             |          |          |                                   |              |
| Trade and other payables             | (945)                             | (403)         | (671)        | (513)        | (477)        | (534)        | (506)        | (608)        |             |             |          |          | (936)                             |              |
| Other Liabilities                    | (1,670)                           | (677)         | (1,282)      | (1,317)      | (1,184)      | (1,212)      | (1,342)      | (1,261)      |             |             |          |          | (1,787)                           |              |
| Deferred income                      | (7,106)                           | (7,058)       | (6,229)      | (5,599)      | (5,976)      | (5,943)      | (7,519)      | (8,176)      |             |             |          |          | (8,759)                           |              |
|                                      | (9,721)                           | (8,138)       | (8,182)      | (7,429)      | (7,637)      | (7,689)      | (9,367)      | (10,045)     | 0           | 0           | 0        | 0        | 0                                 | (11,482)     |
| <b>Total assets less liabilities</b> | <b>916</b>                        | <b>1,800</b>  | <b>1,263</b> | <b>1,178</b> | <b>1,351</b> | <b>1,398</b> | <b>1,753</b> | <b>1,535</b> | <b>0</b>    | <b>0</b>    | <b>0</b> | <b>0</b> | <b>0</b>                          | <b>2,589</b> |
| Represented by:                      |                                   |               |              |              |              |              |              |              |             |             |          |          |                                   |              |
| Revaluation Reserve                  | 214                               | 214           | 214          | 214          | 214          | 214          | 214          | 214          |             |             |          |          | 652                               |              |
| Income and expenditure account       | 702                               | 661           | 1,049        | 964          | 1,137        | 1,184        | 1,539        | 1,321        |             |             |          |          | 1,937                             |              |
|                                      | 916                               | 875           | 1,263        | 1,178        | 1,351        | 1,398        | 1,753        | 1,535        | 0           | 0           | 0        | 0        | 0                                 | 2,589        |

\* Balance sheet includes investment income



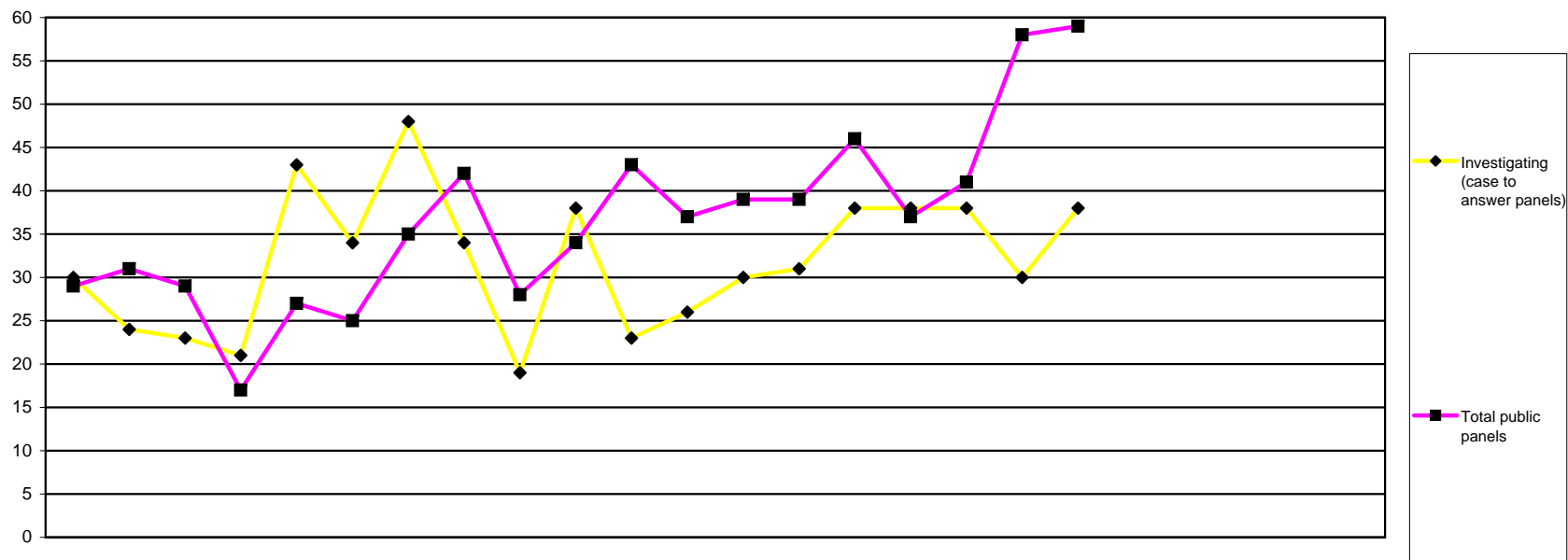
|                               | Actual<br>Mar 08<br>£000 | 2009          |              |              |              |              |              |              |              |              |              |              |              | 2010         |  |  |  | Total<br>£000 |
|-------------------------------|--------------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--|--|--|---------------|
|                               |                          | April<br>£000 | May<br>£000  | Jun<br>£000  | Jul<br>£000  | Aug<br>£000  | Sep<br>£000  | Oct<br>£000  | Nov<br>£000  | Dec<br>£000  | Jan<br>£000  | Feb<br>£000  | Mar<br>£000  |              |  |  |  |               |
| <b>Opening Balance</b>        | <b>4,434</b>             | 5,341         | 4,556        | 3,951        | 2,993        | 3,241        | 3,074        | 4,846        | 5,415        | 5,415        | 5,415        | 5,415        | 5,415        |              |  |  |  |               |
| Registration Income           | 1183                     | 1,142         | 1,136        | 1,176        | 1,227        | 1,181        | 1,173        | 1,351        |              |              |              |              |              | 8,386        |  |  |  |               |
| Investment Income             | 17                       | 0             | 7            | 9            | 3            | 18           | 12           | 3            |              |              |              |              |              | 52           |  |  |  |               |
| Investment Sales              | 5                        | 23            | 24           | 29           | 5            | 0            | 34           | 8            |              |              |              |              |              | 123          |  |  |  |               |
| Deferred Income Movements     | 942                      | 48            | (924)        | (630)        | 378          | (34)         | 1,576        | 657          |              |              |              |              |              | 1,071        |  |  |  |               |
| Department of Health funding  | 0                        | 0             | 0            | 0            | 0            | 0            | 360          | 0            |              |              |              |              |              | 360          |  |  |  |               |
| <b>Total Cash Receipts</b>    | <b>2,147</b>             | <b>1,213</b>  | <b>243</b>   | <b>584</b>   | <b>1,613</b> | <b>1,165</b> | <b>3,155</b> | <b>2,019</b> | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>9,992</b> |  |  |  |               |
| Expenditure                   | 1621                     | 353           | 1,718        | 1,235        | 1,156        | 1,252        | 1,267        | 1,544        |              |              |              |              |              | 8,525        |  |  |  |               |
| Depreciation                  | -33                      | (33)          | (32)         | (36)         | (35)         | (38)         | 11           | (28)         |              |              |              |              |              | (191)        |  |  |  |               |
| Asset disposal / writeoff     | 0                        | 0             | 0            | 0            | 0            | 0            | 0            | 0            |              |              |              |              |              | 0            |  |  |  |               |
| Aged Cred / Accrual Movements | (907)                    | 1,535         | (873)        | 135          | 157          | (84)         | (103)        | (20)         |              |              |              |              |              | 747          |  |  |  |               |
| Debtor Movements              | 89                       | 75            | (42)         | (16)         | (5)          | (43)         | (24)         | (29)         |              |              |              |              |              | (84)         |  |  |  |               |
| <b>Payments to Creditors</b>  | <b>770</b>               | <b>1,930</b>  | <b>771</b>   | <b>1,318</b> | <b>1,273</b> | <b>1,087</b> | <b>1,151</b> | <b>1,467</b> | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>8,997</b> |  |  |  |               |
| Capital Expenditure           | 472                      | 46            | 30           | 141          | 92           | 223          | 203          | (28)         |              |              |              |              |              | 707          |  |  |  |               |
| Capital write-off             | 0                        | 0             | 0            | 0            | 0            | 0            | 0            | 0            |              |              |              |              |              | 0            |  |  |  |               |
| Investment Purchases          | (2)                      | 22            | 47           | 83           | 0            | 22           | 29           | 11           |              |              |              |              |              | 214          |  |  |  |               |
|                               | 0                        |               |              |              |              |              |              |              |              |              |              |              |              | 0            |  |  |  |               |
| <b>Other Payments</b>         | <b>470</b>               | <b>68</b>     | <b>77</b>    | <b>224</b>   | <b>92</b>    | <b>245</b>   | <b>232</b>   | <b>(17)</b>  | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>0</b>     | <b>921</b>   |  |  |  |               |
| <b>Closing Balance</b>        | <b>5,341</b>             | <b>4,556</b>  | <b>3,951</b> | <b>2,993</b> | <b>3,241</b> | <b>3,074</b> | <b>4,846</b> | <b>5,415</b> | <b>5,415</b> | <b>5,415</b> | <b>5,415</b> | <b>5,415</b> | <b>5,415</b> |              |  |  |  |               |

\* Cash flow includes investment income

Health Professions Council

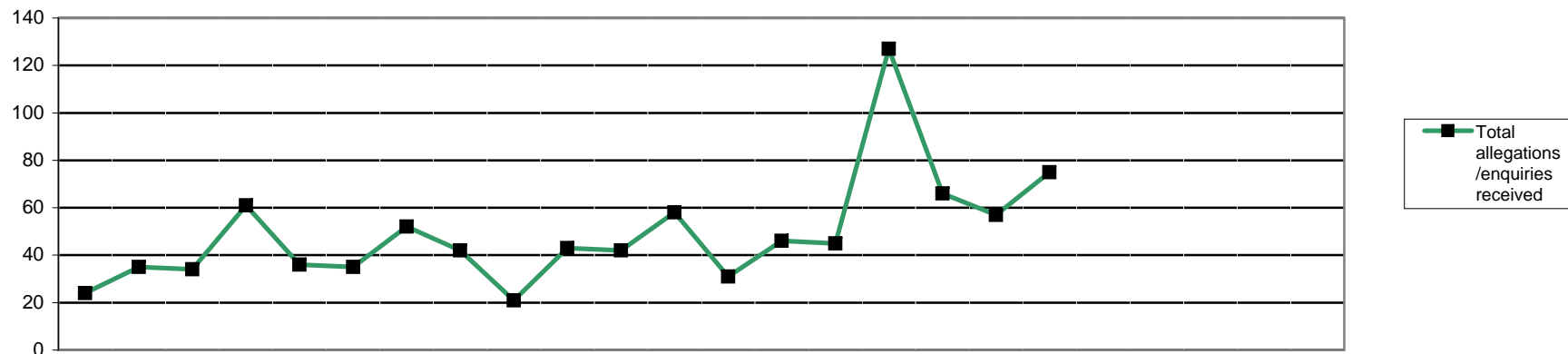
Total cases considered April 2008- March 2010

Fitness to Practise Department



|                     |                                       | 2008      |           |           | 2009      |           |           |           |           |           |           |           | 2010      |           |           |           |           |           | 2007/8    | 2008/9     | 09/10      |            |            |     |     |     |     |     |
|---------------------|---------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|-----|-----|-----|-----|-----|
|                     |                                       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct        | Nov        | Dec        | Jan        | Feb | Mar | FYE | FYE | YTD |
| Public Panels       | Investigating (case to answer panels) | 30        | 24        | 23        | 21        | 43        | 34        | 48        | 34        | 19        | 38        | 23        | 26        | 30        | 31        | 38        | 38        | 38        | 30        | 38         | 297        | 363        | 243        |     |     |     |     |     |
|                     | Investigating (incorrect entry)       | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 1         | 1         | 0         | 0         | 0         | 0         | 0          | 19         | 1          | 2          |     |     |     |     |     |
|                     | Conduct & Competence                  | 17        | 15        | 13        | 8         | 11        | 14        | 17        | 16        | 24        | 25        | 20        | 23        | 20        | 19        | 27        | 26        | 24        | 37        | 35         | 176        | 203        | 188        |     |     |     |     |     |
|                     | Health                                | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 0         | 2         | 0         | 1         | 0         | 0         | 0         | 0         | 0         | 1          | 9          | 3          | 2          |     |     |     |     |     |
|                     | Review cases                          | 7         | 9         | 11        | 7         | 7         | 6         | 12        | 11        | 0         | 7         | 6         | 10        | 3         | 9         | 8         | 2         | 9         | 9         | 10         | 67         | 93         | 50         |     |     |     |     |     |
|                     | Interim order (application)           | 1         | 2         | 2         | 1         | 5         | 1         | 3         | 4         | 3         | 1         | 4         | 3         | 9         | 2         | 3         | 2         | 3         | 4         | 2          | 20         | 30         | 25         |     |     |     |     |     |
|                     | Interim order (review)                | 3         | 5         | 3         | 1         | 11        | 3         | 3         | 11        | 1         | 1         | 11        | 1         | 5         | 8         | 8         | 7         | 5         | 8         | 11         | 52         | 54         | 52         |     |     |     |     |     |
|                     | <b>Total public panels</b>            | <b>29</b> | <b>31</b> | <b>29</b> | <b>17</b> | <b>27</b> | <b>25</b> | <b>35</b> | <b>42</b> | <b>28</b> | <b>34</b> | <b>43</b> | <b>37</b> | <b>39</b> | <b>39</b> | <b>46</b> | <b>37</b> | <b>41</b> | <b>58</b> | <b>59</b>  | <b>343</b> | <b>384</b> | <b>319</b> |     |     |     |     |     |
| <b>Total panels</b> | <b>59</b>                             | <b>55</b> | <b>52</b> | <b>38</b> | <b>77</b> | <b>59</b> | <b>83</b> | <b>76</b> | <b>47</b> | <b>72</b> | <b>66</b> | <b>63</b> | <b>69</b> | <b>70</b> | <b>84</b> | <b>75</b> | <b>79</b> | <b>88</b> | <b>97</b> | <b>640</b> | <b>747</b> | <b>562</b> |            |     |     |     |     |     |

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



|                      |                                      | 2008 |     |     | 2009 |     |     |     |     |     |     |     |     | 2010 |     |     |     |     |     | 2005/6 | 2006/7       | 2007/8 | 2008/9 | 09/10 |     |     |     |     |     |     |
|----------------------|--------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|--------|--------------|--------|--------|-------|-----|-----|-----|-----|-----|-----|
|                      |                                      | Apr  | May | Jun | Jul  | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr  | May | Jun | Jul | Aug | Sep | Oct    | Nov          | Dec    | Jan    | Feb   | Mar | FYE | FYE | FYE | FYE | YTD |
| Source of enquiry    | Total enquiries                      | 6    | 13  | 7   | 12   | 7   | 16  | 11  | 9   | 9   | 14  | 18  | 20  | 5    | 19  | 17  | 45  | 19  | 22  | 24     | Not recorded |        |        |       | 109 | 142 | 151 |     |     |     |
|                      | Employer                             | 3    | 3   | 1   | 3    | 2   | 4   | 3   | 6   | 3   | 3   | 9   | 10  | 3    | 9   | 8   | 10  | 8   | 10  | 15     |              | 44     | 50     | 63    |     |     |     |     |     |     |
|                      | Public                               | 3    | 8   | 3   | 5    | 1   | 7   | 1   | 2   | 3   | 3   | 4   | 2   | 0    | 8   | 4   | 30  | 6   | 10  | 4      |              | 32     | 42     | 62    |     |     |     |     |     |     |
|                      | Police                               | 0    | 0   | 0   | 2    | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0    | 0   | 2   | 0   | 0   | 0   | 0      |              | 3      | 4      | 2     |     |     |     |     |     |     |
|                      | Professional body                    | 0    | 1   | 1   | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0      |              | 1      | 2      | 0     |     |     |     |     |     |     |
|                      | Registrant                           | 0    | 0   | 1   | 1    | 2   | 1   | 4   | 1   | 2   | 0   | 0   | 7   | 1    | 1   | 1   | 2   | 1   | 1   | 2      |              | 13     | 19     | 9     |     |     |     |     |     |     |
|                      | Other                                | 0    | 0   | 1   | 0    | 1   | 1   | 1   | 0   | 1   | 4   | 1   | 0   | 0    | 0   | 0   | 2   | 2   | 1   | 1      |              | 2      | 10     | 6     |     |     |     |     |     |     |
|                      | Article 22(6)/Anon                   | 0    | 1   | 0   | 1    | 0   | 3   | 2   | 0   | 0   | 4   | 4   | 0   | 1    | 1   | 2   | 1   | 2   | 0   | 2      |              | 14     | 15     | 9     |     |     |     |     |     |     |
| Source of allegation | Total allegations                    | 18   | 22  | 27  | 49   | 29  | 19  | 41  | 33  | 12  | 29  | 24  | 38  | 26   | 27  | 28  | 82  | 47  | 35  | 51     | 316          | 322    | 315    | 341   | 296 |     |     |     |     |     |
|                      | Employer                             | 8    | 15  | 18  | 17   | 12  | 8   | 18  | 14  | 4   | 12  | 12  | 11  | 12   | 21  | 12  | 26  | 13  | 10  | 18     | 113          | 164    | 127    | 149   | 112 |     |     |     |     |     |
|                      | Public                               | 4    | 2   | 3   | 5    | 10  | 2   | 7   | 11  | 0   | 7   | 5   | 11  | 3    | 1   | 7   | 33  | 16  | 8   | 14     | 61           | 77     | 76     | 67    | 82  |     |     |     |     |     |
|                      | Police                               | 3    | 3   | 2   | 6    | 1   | 5   | 3   | 3   | 2   | 0   | 3   | 1   | 3    | 2   | 2   | 4   | 4   | 4   | 2      | 27           | 31     | 32     | 32    | 21  |     |     |     |     |     |
|                      | Professional body                    | 0    | 0   | 0   | 0    | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 1   | 0      | 0            | 1      | 6      | 1     | 1   |     |     |     |     |     |
|                      | Registrant                           | 1    | 2   | 2   | 3    | 3   | 1   | 2   | 1   | 2   | 6   | 2   | 5   | 4    | 1   | 1   | 3   | 3   | 4   | 5      | 30           | 16     | 22     | 30    | 21  |     |     |     |     |     |
|                      | Other                                | 1    | 0   | 2   | 2    | 3   | 1   | 2   | 1   | 0   | 1   | 0   | 1   | 1    | 0   | 1   | 6   | 1   | 2   | 3      | 13           | 7      | 3      | 14    | 14  |     |     |     |     |     |
|                      | Article 22(6)/Anon                   | 1    | 0   | 0   | 16   | 0   | 1   | 9   | 3   | 4   | 3   | 2   | 9   | 3    | 2   | 5   | 10  | 10  | 6   | 9      | 57           | 23     | 49     | 48    | 45  |     |     |     |     |     |
| Allegation type      | Misconduct                           | 12   | 17  | 21  | 34   | 16  | 11  | 25  | 20  | 4   | 25  | 16  | 22  | 14   | 16  | 13  | 53  | 32  | 23  | 41     | 205          | 228    | 177    | 223   | 192 |     |     |     |     |     |
|                      | Lack of competence                   | 2    | 2   | 2   | 8    | 10  | 1   | 4   | 6   | 2   | 0   | 4   | 9   | 6    | 4   | 10  | 15  | 8   | 7   | 7      | 33           | 44     | 29     | 50    | 57  |     |     |     |     |     |
|                      | Conviction/caution                   | 4    | 3   | 3   | 4    | 1   | 7   | 10  | 7   | 3   | 0   | 4   | 5   | 5    | 6   | 4   | 12  | 4   | 5   | 3      | 41           | 41     | 49     | 51    | 39  |     |     |     |     |     |
|                      | Health                               | 0    | 0   | 1   | 0    | 1   | 0   | 1   | 0   | 1   | 3   | 0   | 0   | 1    | 0   | 0   | 1   | 1   | 0   | 0      | 2            | 1      | 1      | 7     | 3   |     |     |     |     |     |
|                      | Other regulator                      | 0    | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0      | 1            | 0      | 2      | 1     | 0   |     |     |     |     |     |
|                      | Incorrect or fraudulent entry        | 0    | 0   | 0   | 0    | 1   | 0   | 1   | 0   | 1   | 1   | 0   | 2   | 0    | 1   | 1   | 1   | 2   | 0   | 0      | 33           | 3      | 4      | 6     | 5   |     |     |     |     |     |
|                      | Not classified                       | 0    | 0   | 0   | 3    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0      |              |        | 24     | 3     | 0   |     |     |     |     |     |
|                      | Total allegations/enquiries received | 24   | 35  | 34  | 61   | 36  | 35  | 52  | 42  | 21  | 43  | 42  | 58  | 31   | 46  | 45  | 127 | 66  | 57  | 75     | 314          | 318    | 424    | 483   | 447 |     |     |     |     |     |



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

|                            | 2008                                  |     |     | 2009 |     |     |     |     |     |     |     |     | 2010 |     |     |     |     |     | 2005/6 | 2006/7 | 2007/8       | 2008/9 | 09/10 |     |     |     |     |     |
|----------------------------|---------------------------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|--------|--------|--------------|--------|-------|-----|-----|-----|-----|-----|
|                            | Apr                                   | May | Jun | Jul  | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr  | May | Jun | Jul | Aug | Sep | Oct    | Nov    | Dec          | Jan    | Feb   | Mar | FYE | FYE | FYE | FYE |
| CCC and HC Review Hearings | Review cases listed                   | 7   | 8   | 12   | 8   | 7   | 4   | 12  | 11  | 0   | 7   | 8   | 9    | 3   | 9   | 8   | 2   | 9   | 9      | 10     | Not recorded |        | 41    | 67  | 67  | 50  |     |     |
|                            | Struck off                            | 0   | 0   | 0    | 0   | 1   | 0   | 5   | 2   | 0   | 1   | 4   | 4    | 2   | 5   | 3   | 1   | 1   | 1      | 2      |              |        | 10    | 17  | 15  |     |     |     |
|                            | Suspension continued                  | 4   | 7   | 5    | 4   | 5   | 3   | 5   | 7   | 0   | 5   | 2   | 4    | 1   | 3   | 4   | 0   | 4   | 3      | 4      |              |        | 37    | 51  | 19  |     |     |     |
|                            | Conditions continued                  | 1   | 1   | 0    | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 1   | 0   | 0   | 3      | 0      |              |        | 2     | 3   | 4   |     |     |     |
|                            | Suspension revoked                    | 0   | 0   | 0    | 0   | 0   | 1   | 0   | 2   | 0   | 1   | 0   | 1    | 0   | 0   | 0   | 0   | 3   | 0      | 2      |              |        | 2     | 5   | 5   |     |     |     |
|                            | Suspension revoked conditions imposed | 0   | 0   | 0    | 2   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 1      | 1      |              |        | 1     | 3   | 2   |     |     |     |
|                            | Suspension revoked caution imposed    | 1   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0      | 0      |              |        | 0     | 1   | 0   |     |     |     |
|                            | Conditions revoked                    | 0   | 0   | 0    | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 0    | 0   | 1   | 0   | 0   | 1   | 1      | 0      |              |        | 5     | 2   | 3   |     |     |     |
|                            | Conditions revoked suspension imposed | 0   | 0   | 0    | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0      | 0      |              |        | 5     | 1   | 0   |     |     |     |
|                            | Conditions revoked caution imposed    | 0   | 0   | 0    | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0    | 0   | 0   | 0   | 1   | 0   | 0      | 0      |              |        | 1     | 0   | 1   |     |     |     |
|                            | Adjourned/part heard                  | 1   | 0   | 0    | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0    | 0   | 0   | 0   | 0   | 0   | 0      | 0      |              |        | 3     | 3   | 0   |     |     |     |
|                            | Cancelled                             |     |     |      |     |     |     |     |     |     |     |     |      | 0   | 0   | 0   | 0   | 0   | 0      | 0      |              |        |       |     | 0   |     |     |     |
|                            | Review cases to be Heard              | 92  | 93  | 90   | 91  | 90  | 89  | 90  | 92  | 93  | 93  | 92  | 90   | 92  | 90  | 91  | 94  | 89  | 97     | 99     |              |        | 69    | 90  | 90  | 99  |     |     |



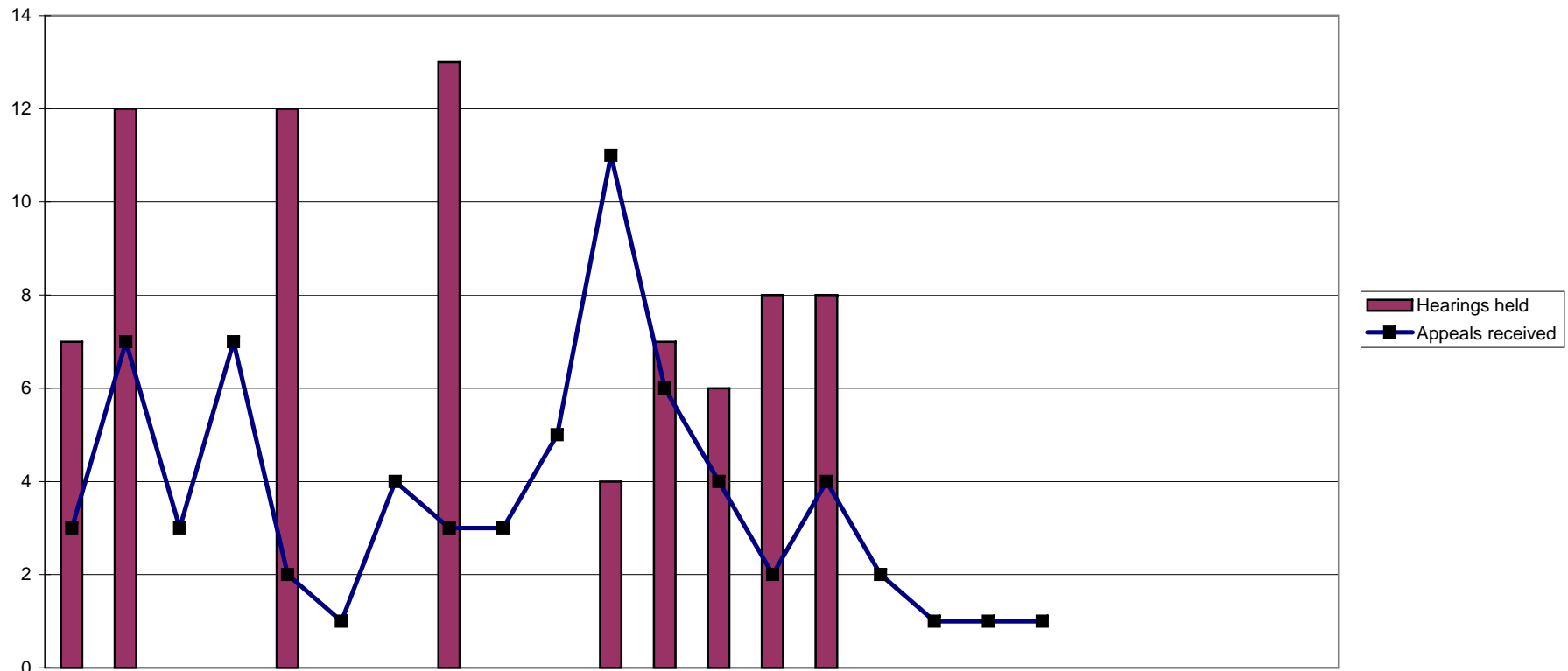




Page 10b contd Cases Pending: Review Hearings April 2008 - March 2010

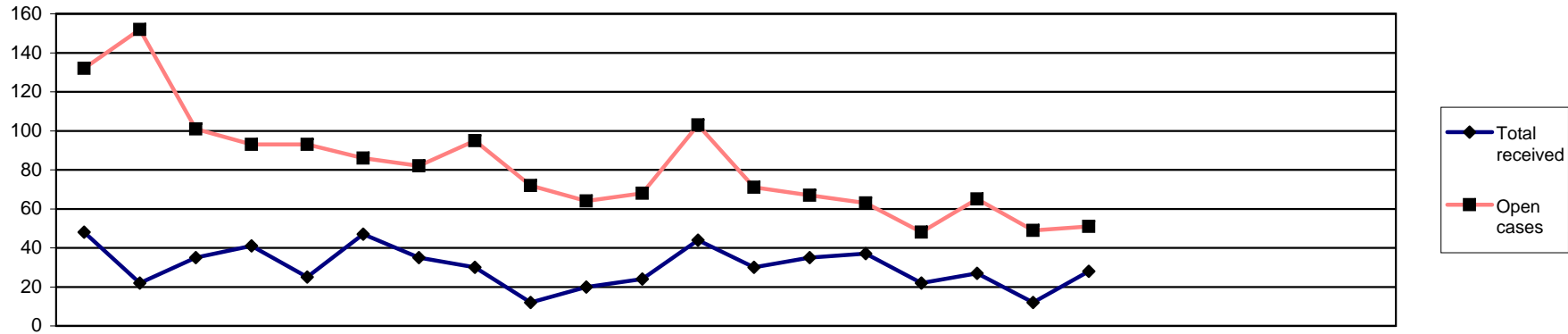
|                               | 2008      |           |           | 2009      |           |           |           |           |           |           |           |           | 2010      |           |           |           |           |           | 2005/6    | 2006/7 | 2007/8 | 2008/9 | 09/10 |    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

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



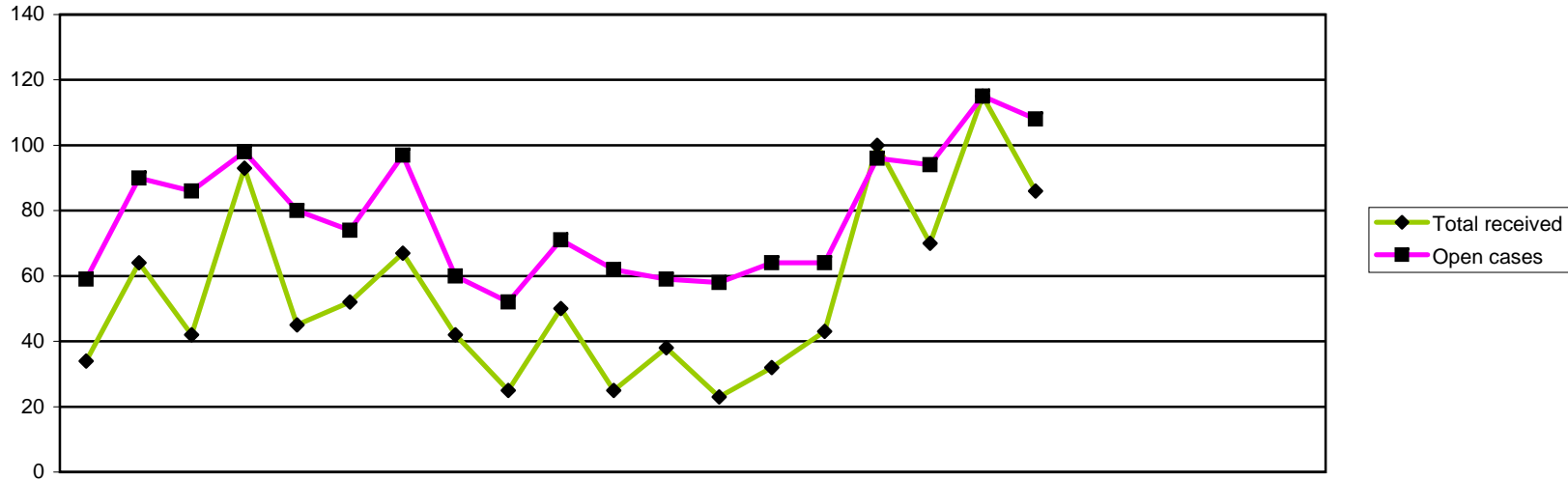
|                      | 2008 |     |     | 2009 |     |     |     |     |     |     |     |     | 2010 |     |     |     |     |     |     |     |     |     |     |     |
|----------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|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

| 2005/6<br>FYE | 2006/7<br>FYE | 2007/8<br>FYE | 2008/9<br>FYE | 09/10<br>YTD |
|---------------|---------------|---------------|---------------|--------------|
| 91            | 104           | 41            | 55            | 15           |
| 266           | 90            | 65            | 55            | 25           |
| 266           | 90            | 65            | 55            | 22           |
| 19            | 20            | 10            | 9             | 3            |
| 13            | 16            | 15            | 2             | 0            |
| 128           | 33            | 29            | 23            | 7            |
| 88            | 29            | 31            | 17            | 4            |
| 0             | 0             | 0             | 0             | 1            |
| 31            | 6             | 4             | 7             | 10           |

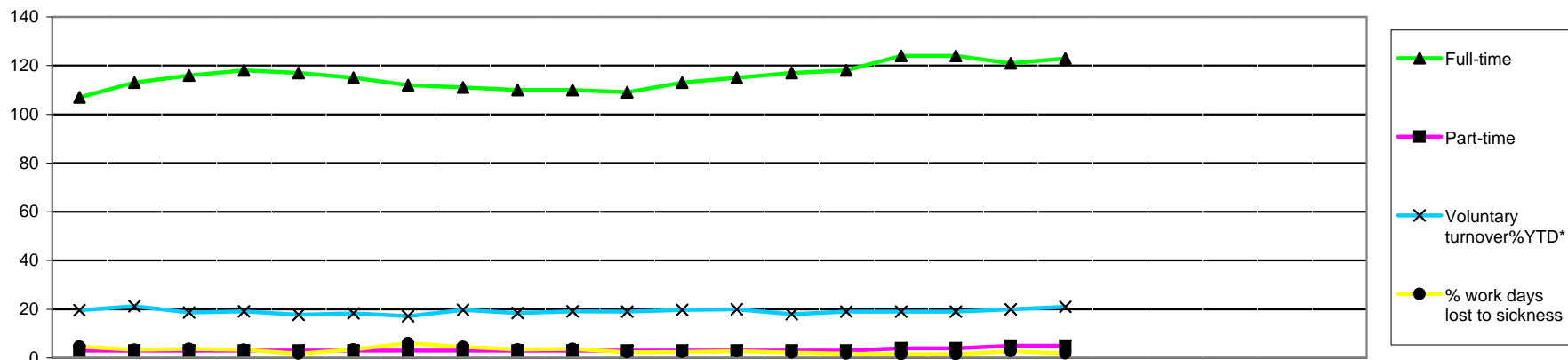


|                       | 2008 |     |     | 2009 |     |     |     |     |     |     |     |     | 2010 |     |     |     |     |     |     |     |     |     |     |     |  |
|-----------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|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

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|--------|-------|
| FYE    | FYE    | FYE    | FYE    | YTD   |
| 53     | 21     | 42     | 56     | 25    |
| 31     | 38     | 27     | 44     | 20    |
| 10     | 10     | 6      | 3      | 0     |
| 50     | 78     | 38     | 47     | 19    |
| 225    | 137    | 103    | 233    | 125   |
| 369    | 284    | 216    | 383    | 189   |
|        |        |        | 3      | 3     |



|                       |                      | 2008      |           |           | 2009      |           |           |           |           |           |           |           | 2010      |           |           |           |            |           | 2005/6     | 2006/7    | 2007/8     | 2008/9     | 09/10      |            |            |     |     |     |     |     |
|-----------------------|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|-----------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|
|                       |                      | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul        | Aug       | Sep        | Oct       | Nov        | Dec        | Jan        | Feb        | Mar        | FYE | FYE | FYE | FYE | YTD |
| Received              | Renewal              | 4         | 14        | 9         | 8         | 2         | 0         | 4         | 2         | 0         | 0         | 0         | 0         | 0         | 1         | 11        | 9          | 14        | 54         | 30        | 36         | 27         | 81         | 43         | 119        |     |     |     |     |     |
|                       | Readmission          | 7         | 14        | 15        | 6         | 5         | 8         | 5         | 7         | 9         | 6         | 3         | 9         | 2         | 5         | 3         | 6          | 5         | 5          | 5         | 33         | 40         | 34         | 94         | 31         |     |     |     |     |     |
|                       | Admission            | 7         | 12        | 8         | 46        | 25        | 30        | 42        | 15        | 10        | 27        | 10        | 16        | 10        | 10        | 15        | 60         | 37        | 36         | 33        | 165        | 150        | 158        | 248        | 201        |     |     |     |     |     |
|                       | Self referral        | 16        | 24        | 10        | 33        | 13        | 14        | 16        | 18        | 6         | 17        | 12        | 13        | 11        | 16        | 14        | 25         | 14        | 20         | 18        | 54         | 86         | 158        | 192        | 118        |     |     |     |     |     |
| <b>Total received</b> |                      | <b>34</b> | <b>64</b> | <b>42</b> | <b>93</b> | <b>45</b> | <b>52</b> | <b>67</b> | <b>42</b> | <b>25</b> | <b>50</b> | <b>25</b> | <b>38</b> | <b>23</b> | <b>32</b> | <b>43</b> | <b>100</b> | <b>70</b> | <b>115</b> | <b>86</b> | <b>288</b> | <b>303</b> | <b>431</b> | <b>577</b> | <b>469</b> |     |     |     |     |     |
| Considered            | Considered by panel  | 18        | 34        | 24        | 39        | 40        | 49        | 38        | 55        | 23        | 21        | 35        | 23        | 16        | 21        | 23        | 37         | 52        | 30         | 43        | n/a        | n/a        | 256        | 399        | 222        |     |     |     |     |     |
|                       | Referred to FTP      | 0         | 15        | 2         | 2         | 1         | 5         | 4         | 2         | 3         | 1         | 4         | 2         | 2         | 2         | 5         | 6          | 6         | 1          | 8         | n/a        | n/a        | 37         | 41         | 30         |     |     |     |     |     |
|                       | Admission rejected   | 0         | 0         | 0         | 0         | 1         | 1         | 0         | 1         | 1         | 0         | 2         | 0         | 0         | 1         | 0         | 0          | 0         | 0          | 0         | n/a        | n/a        | 2          | 6          | 1          |     |     |     |     |     |
|                       | Readmission rejected | 0         | 0         | 0         | 1         | 0         | 1         | 0         | 1         | 3         | 0         | 1         | 1         | 0         | 3         | 0         | 0          | 0         | 0          | 0         | n/a        | n/a        | 3          | 8          | 3          |     |     |     |     |     |
|                       | Renewal rejected     | 0         | 0         | 0         | 0         | 0         | 1         | 1         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0         | 0          | 0         | 0          | 0         | n/a        | n/a        | 0          | 2          | 0          |     |     |     |     |     |
|                       | Not referred to FTP  | 5         | 9         | 4         | 7         | 9         | 5         | 12        | 8         | 4         | 5         | 6         | 8         | 2         | 6         | 4         | 5          | 3         | 4          | 7         | n/a        | n/a        | 34         | 82         | 31         |     |     |     |     |     |
|                       | Admission accepted   | 10        | 4         | 7         | 25        | 26        | 31        | 19        | 36        | 11        | 10        | 18        | 7         | 10        | 7         | 11        | 24         | 37        | 22         | 24        | n/a        | n/a        | 150        | 204        | 135        |     |     |     |     |     |
|                       | Readmission accepted | 3         | 6         | 10        | 2         | 2         | 5         | 2         | 7         | 1         | 5         | 3         | 5         | 2         | 2         | 2         | 2          | 6         | 2          | 1         | n/a        | n/a        | 19         | 51         | 17         |     |     |     |     |     |
|                       | Renewal accepted     | 0         | 0         | 1         | 2         | 1         | 0         | 0         | 0         | 0         | 0         | 1         | 0         | 0         | 0         | 1         | 0          | 0         | 1          | 3         | n/a        | n/a        | 1          | 5          | 5          |     |     |     |     |     |
|                       | Closed before panel  |           |           |           |           |           |           |           |           |           |           |           |           |           | 6         | 6         | 16         | 28        | 10         | 15        | 11         |            |            |            |            | 92  |     |     |     |     |
| Open cases            |                      | 59        | 90        | 86        | 98        | 80        | 74        | 97        | 60        | 52        | 71        | 62        | 59        | 58        | 64        | 64        | 96         | 94        | 115        | 108       | n/a        | n/a        | 75         | 75         | 108        |     |     |     |     |     |



|                              | 2008       |            |            | 2009       |            |            |            |            |            |            |            |            | 2010       |            |            |            |            |            |            |     |     | 2005/6 | 2006/7 | 2007/8 | 2008/9     | 09/10      |            |            |            |     |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|--------|--------|--------|------------|------------|------------|------------|------------|-----|
|                              | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov | Dec | Jan    | Feb    | Mar    | FYE        | FYE        | FYE        | FYE        | YTD        |     |
| <b>EMPLOYEES</b>             |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            |     |     |        |        |        |            |            |            |            |            |     |
| Budgeted employees           | 124        | 124        | 124        | 124        | 124        | 124        | 124        | 124        | 124        | 124        | 124        | 124        | 132        | 132        | 132        | 132        | 132        | 132        | 132        | 132 | 132 | 132    | 132    | 132    |            |            |            |            | 124        | 132 |
| <b>Total employees</b>       | <b>110</b> | <b>116</b> | <b>119</b> | <b>121</b> | <b>120</b> | <b>118</b> | <b>115</b> | <b>114</b> | <b>113</b> | <b>113</b> | <b>112</b> | <b>116</b> | <b>118</b> | <b>120</b> | <b>121</b> | <b>128</b> | <b>128</b> | <b>126</b> | <b>128</b> |     |     |        |        |        | <b>78</b>  | <b>79</b>  | <b>107</b> | <b>116</b> | <b>128</b> |     |
| Full-time                    | 107        | 113        | 116        | 118        | 117        | 115        | 112        | 111        | 110        | 110        | 109        | 113        | 115        | 117        | 118        | 124        | 124        | 121        | 123        |     |     |        |        |        | 73         | 75         | 104        | 113        | 123        |     |
| Part-time                    | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 3          | 4          | 4          | 5          | 5          |     |     |        |        |        | 5          | 4          | 3          | 3          | 5          |     |
| FTE                          | 109        | 115        | 118        | 120        | 119        | 117        | 114        | 113        | 112        | 112        | 111        | 112        | 117        | 119        | 120        | 126        | 126        | 124        | 126        |     |     |        |        |        | 76         | 77         | 106        | 115        | 126        |     |
| <b>Permanent</b>             | <b>106</b> | <b>110</b> | <b>113</b> | <b>116</b> | <b>116</b> | <b>114</b> | <b>111</b> | <b>111</b> | <b>110</b> | <b>110</b> | <b>109</b> | <b>113</b> | <b>115</b> | <b>116</b> | <b>117</b> | <b>122</b> | <b>123</b> | <b>123</b> | <b>123</b> |     |     |        |        |        | <b>74</b>  | <b>78</b>  | <b>101</b> | <b>113</b> | <b>123</b> |     |
| Starters (permanent)         | 6          | 7          | 4          | 3          | 0          | 0          | 1          | 0          | 4          | 1          | 5          | 5          | 4          | 5          | 1          | 5          | 2          | 1          | 3          |     |     |        |        |        | 6          | 46         | 42         | 36         | 21         |     |
| Leavers (permanent)          | 3          | 3          | 1          | 1          | 2          | 2          | 1          | 6          | 0          | 1          | 1          | 1          | 1          | 1          | 2          | 0          | 3          | 2          | 3          |     |     |        |        |        | 3          | 20         | 17         | 22         | 12         |     |
| Voluntary turnover%YTD*      | 20         | 21         | 19         | 19         | 18         | 18         | 17         | 20         | 18         | 19         | 19         | 20         | 20         | 18         | 19         | 19         | 19         | 20         | 21         |     |     |        |        |        | *          | 30         | 26         | 19         | 19         |     |
| Overall turnover% YTD*       | 19         | 20         | 18         | 20         | 18         | 19         | 18         | 21         | 21         | 21         | 21         | 22         | 20         | 18         | 19         | 19         | 19         | 20         | 21         |     |     |        |        |        |            |            |            | 20         | 19         |     |
| <b>Fixed-Term Contracts</b>  | <b>4</b>   | <b>6</b>   | <b>8</b>   | <b>5</b>   | <b>4</b>   | <b>4</b>   | <b>4</b>   | <b>4</b>   | <b>3</b>   | <b>3</b>   | <b>3</b>   | <b>4</b>   | <b>4</b>   | <b>4</b>   | <b>4</b>   | <b>6</b>   | <b>5</b>   | <b>3</b>   | <b>4</b>   |     |     |        |        |        | <b>4</b>   | <b>1</b>   | <b>5</b>   | <b>4</b>   | <b>4</b>   |     |
| Starters (fixed-term)        | 0          | 3          | 2          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          | 3          | 1          | 1          | 1          |     |     |        |        |        |            |            |            | 7          | 6          |     |
| Leavers (fixed-term)         | 1          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 1          | 0          |     |     |        |        |        |            | 1          | 8          | 3          | 2          |     |
| Agency days                  | 199        | 253        | 69         | 27         | 44         | 58         | 59         | 66         | 75         | 75         | 112        | 112        | 77         | 33         | 34         | 30         | 55         | 118        | 200        |     |     |        |        |        | 95         | 2590       | 2742       | 1149       | 547        |     |
| % work days lost to sickness | 5          | 3          | 4          | 3          | 2          | 3          | 6          | 5          | 4          | 4          | 2          | 2          | 3          | 2          | 2          | 1          | 2          | 3          | 2          |     |     |        |        |        | *          | 4          | 3          | 4          | 2          |     |
| Average sick-days YTD        | 9          | 8          | 8          | 8          | 7          | 7          | 7          | 8          | 8          | 8          | 7          | 7          | 7          | 7          | 7          | 6          | 6          | 6          | 6          |     |     |        |        |        |            |            |            | 8          | 7          |     |
| <b>Sick-days</b>             | <b>88</b>  | <b>67</b>  | <b>76</b>  | <b>71</b>  | <b>36</b>  | <b>70</b>  | <b>119</b> | <b>88</b>  | <b>68</b>  | <b>71</b>  | <b>46</b>  | <b>48</b>  | <b>65</b>  | <b>50</b>  | <b>46</b>  | <b>44</b>  | <b>40</b>  | <b>79</b>  | <b>53</b>  |     |     |        |        |        | <b>846</b> | <b>795</b> | <b>777</b> | <b>847</b> | <b>377</b> |     |
| <b>O.H. Refs</b>             | <b>2</b>   | <b>1</b>   | <b>2</b>   | <b>1</b>   | <b>4</b>   | <b>3</b>   | <b>2</b>   | <b>3</b>   | <b>1</b>   | <b>3</b>   | <b>4</b>   | <b>1</b>   | <b>1</b>   | <b>0</b>   | <b>0</b>   | <b>1</b>   | <b>1</b>   | <b>1</b>   | <b>0</b>   |     |     |        |        |        | <b>0</b>   | <b>18</b>  | <b>19</b>  | <b>27</b>  | <b>4</b>   |     |

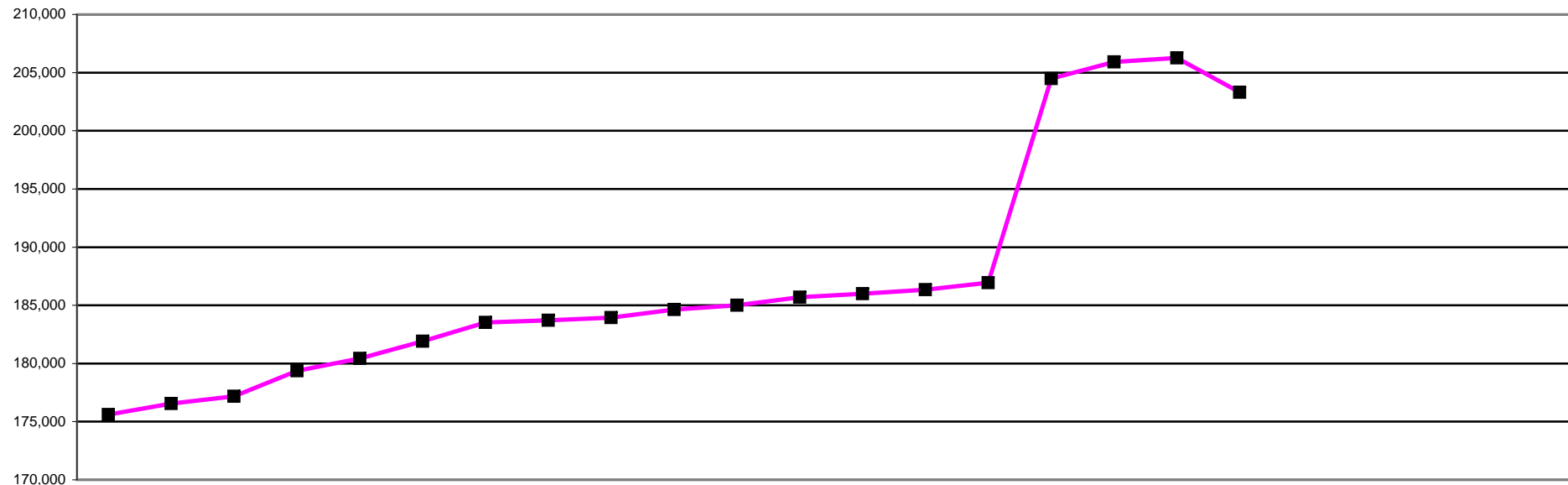
\* **Voluntary Turnover:** This figure records voluntary resignations only and excludes leavers due to expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements. Prior to April 2009 only expiries of fixed term contracts were excluded

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

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





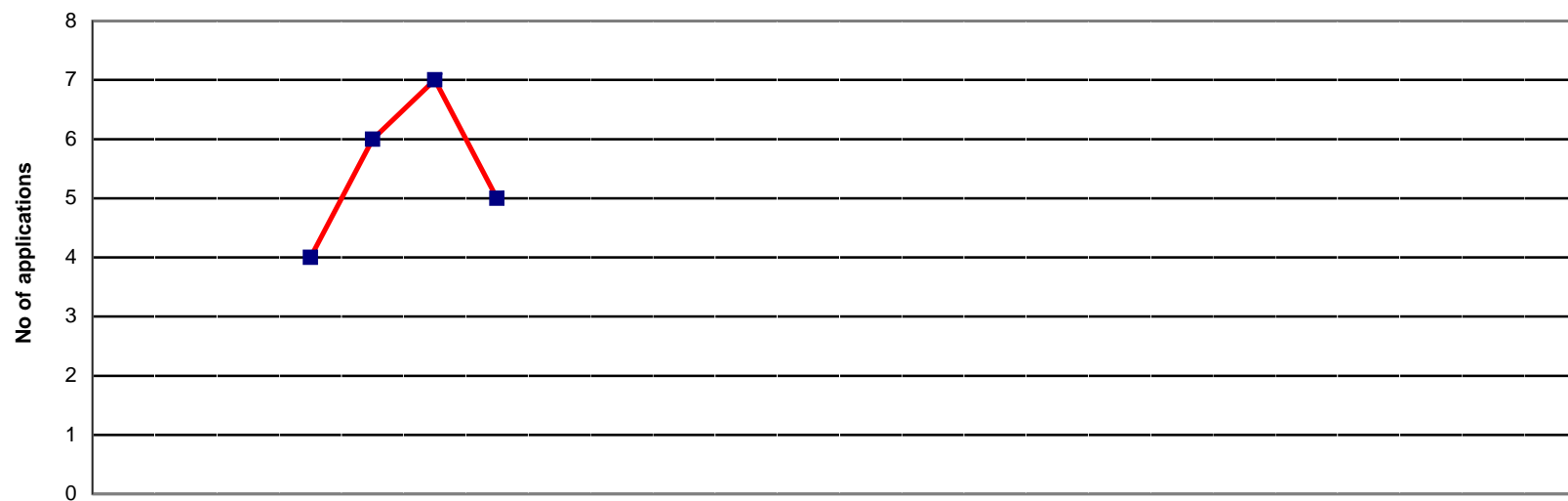


|              | 2008    |         |         | 2009    |         |         |         |         |         |         |         |         | 2010    |         |         |         |         |         | 2006/7  | 2007/8 | 2008/9 | 09/10 |     |     |         |         |         |         |
|--------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------|--------|-------|-----|-----|---------|---------|---------|---------|
|              | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct     | Nov    | Dec    | Jan   | Feb | Mar | FYE     | FYE     | FYE     | YTD     |
| <b>AS</b>    | 2,523   | 2,239   | 2,316   | 2,386   | 2,403   | 2,448   | 2,480   | 2,491   | 2,514   | 2,543   | 2,560   | 2,576   | 2,592   | 2,602   | 2,621   | 2,636   | 2,659   | 2,690   | 2,718   |        |        |       |     |     | 2,332   | 2,509   | 2,576   | 2,718   |
| <b>BS</b>    | 21,648  | 21,703  | 21,736  | 21,855  | 21,925  | 22,028  | 22,120  | 22,146  | 22,231  | 22,285  | 22,307  | 22,381  | 22,413  | 22,418  | 22,484  | 22,546  | 22,546  | 22,569  | 22,516  |        |        |       |     |     | 22,510  | 21,560  | 22,381  | 22,516  |
| <b>CH</b>    | 12,948  | 12,879  | 12,850  | 12,111  | 12,302  | 12,441  | 12,519  | 12,518  | 12,533  | 12,554  | 12,568  | 12,581  | 12,595  | 12,596  | 12,609  | 12,723  | 12,812  | 12,837  | 12,875  |        |        |       |     |     | 12,657  | 13,055  | 12,581  | 12,875  |
| <b>CS</b>    | 4,231   | 4,249   | 4,263   | 4,294   | 4,299   | 4,311   | 4,332   | 4,319   | 4,331   | 4,349   | 4,382   | 4,405   | 4,434   | 4,453   | 4,467   | 4,456   | 4,454   | 4,434   | 4,326   |        |        |       |     |     | 4,241   | 4,183   | 4,405   | 4,326   |
| <b>DT</b>    | 6,634   | 6,636   | 6,139   | 6,390   | 6,428   | 6,500   | 6,582   | 6,591   | 6,614   | 6,629   | 6,651   | 6,700   | 6,722   | 6,735   | 6,777   | 6,920   | 6,995   | 7,035   | 7,097   |        |        |       |     |     | 6,267   | 6,663   | 6,700   | 7,097   |
| <b>OT</b>    | 28,219  | 28,291  | 28,410  | 28,859  | 29,073  | 29,331  | 29,701  | 29,766  | 29,878  | 29,955  | 30,045  | 30,122  | 30,166  | 30,245  | 30,321  | 30,567  | 30,914  | 30,954  | 27,524  |        |        |       |     |     | 28,756  | 28,107  | 30,122  | 27,524  |
| <b>ODP</b>   | 9,462   | 9,487   | 9,492   | 9,535   | 9,459   | 9,650   | 9,772   | 9,768   | 9,441   | 9,521   | 9,551   | 9,587   | 9,633   | 9,636   | 9,645   | 9,665   | 9,687   | 9,791   | 9,938   |        |        |       |     |     | 8,801   | 9,458   | 9,587   | 9,938   |
| <b>OR</b>    | 1,239   | 1,242   | 1,249   | 1,266   | 1,268   | 1,278   | 1,276   | 1,278   | 1,280   | 1,280   | 1,280   | 1,278   | 1,276   | 1,275   | 1,270   | 1,277   | 1,283   | 1,237   | 1,250   |        |        |       |     |     | 1,291   | 1,239   | 1,278   | 1,250   |
| <b>PA</b>    | 13,878  | 14,010  | 14,106  | 14,224  | 14,315  | 14,423  | 14,562  | 14,589  | 14,713  | 14,874  | 14,904  | 15,019  | 15,075  | 15,154  | 15,186  | 15,281  | 15,338  | 15,072  | 15,300  |        |        |       |     |     | 13,183  | 13,703  | 15,019  | 15,300  |
| <b>PH</b>    | 38,758  | 39,644  | 40,122  | 41,134  | 41,430  | 41,730  | 42,095  | 42,164  | 42,279  | 42,437  | 42,534  | 42,676  | 42,669  | 42,840  | 42,997  | 43,700  | 44,176  | 44,387  | 44,551  |        |        |       |     |     | 40,587  | 42,490  | 42,676  | 44,551  |
| <b>PYL*</b>  |         |         |         |         |         |         |         |         |         |         |         |         |         |         |         | 15,536  | 15,553  | 15,600  | 15,794  |        |        |       |     |     |         |         |         | 15,794  |
| <b>PO</b>    | 838     | 839     | 839     | 842     | 842     | 842     | 869     | 867     | 872     | 874     | 877     | 877     | 877     | 874     | 876     | 873     | 872     | 870     | 846     |        |        |       |     |     | 855     | 832     | 877     | 846     |
| <b>RA</b>    | 23,816  | 23,884  | 24,182  | 24,806  | 24,907  | 25,053  | 25,173  | 25,174  | 25,198  | 25,229  | 25,222  | 25,318  | 25,357  | 25,338  | 25,494  | 26,001  | 26,217  | 26,323  | 26,466  |        |        |       |     |     | 24,278  | 23,541  | 25,318  | 26,466  |
| <b>SL</b>    | 11,426  | 11,445  | 11,468  | 11,669  | 11,776  | 11,877  | 12,038  | 12,050  | 12,052  | 12,107  | 12,127  | 12,169  | 12,195  | 12,186  | 12,203  | 12,304  | 12,403  | 12,458  | 12,099  |        |        |       |     |     | 11,472  | 11,375  | 12,169  | 12,099  |
| <b>Total</b> | 175,620 | 176,548 | 177,172 | 179,371 | 180,427 | 181,912 | 183,519 | 183,721 | 183,936 | 184,637 | 185,008 | 185,689 | 186,004 | 186,352 | 186,950 | 204,485 | 205,909 | 206,257 | 203,300 |        |        |       |     |     | 177,230 | 178,715 | 185,689 | 203,300 |

NOTE: Information captured last day of each calendar month

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





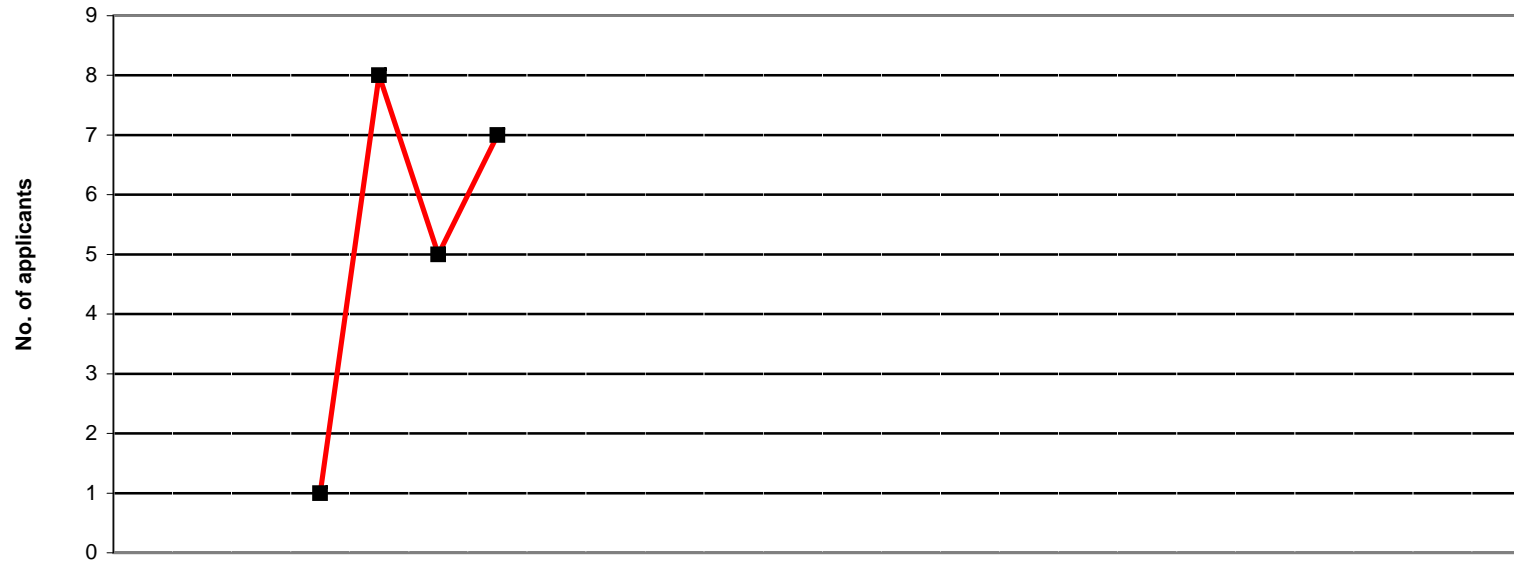
|                 | 2009 |     |     | 2010 |     |     |     |     |     |     |     |     |     | 2011 |     |     |     |     |     | 09/10 YTD |     |     |     |                |     |   |
|-----------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----------|-----|-----|-----|----------------|-----|---|
|                 | Apr  | May | Jun | Jul* | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May  | Jun | Jul | Aug | Sep | Oct |           | Nov | Dec | Jan | Feb            | Mar |   |
| Minimum info    |      |     |     | 3    | 4   | 4   | 3   |     |     |     |     |     |     |      |     |     |     |     |     |           |     |     |     |                |     | 4 |
| At scrutiny     |      |     |     | 1    | 2   | 3   | 2   |     |     |     |     |     |     |      |     |     |     |     |     |           |     |     |     |                |     | 2 |
| Pending reg fee |      |     |     | 0    | 0   | 0   | 0   |     |     |     |     |     |     |      |     |     |     |     |     |           |     |     |     |                |     | 0 |
| <b>Total</b>    |      |     |     | 4    | 6   | 7   | 5   |     |     |     |     |     |     |      |     |     |     |     |     |           |     |     |     |                |     | 6 |
|                 |      |     |     |      |     |     |     |     |     |     |     |     |     |      |     |     |     |     |     |           |     |     |     | <b>AVERAGE</b> |     |   |

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

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

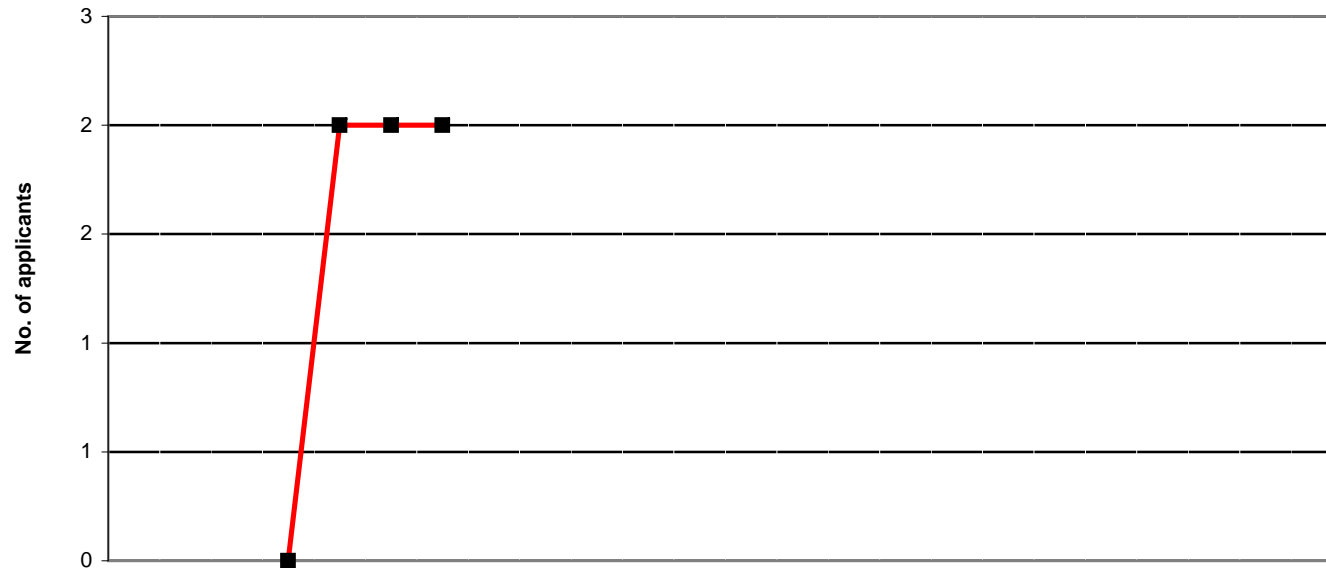
Health Professions Council

New Grandparent Applications Received April 2009 - March 2011 Registration Department



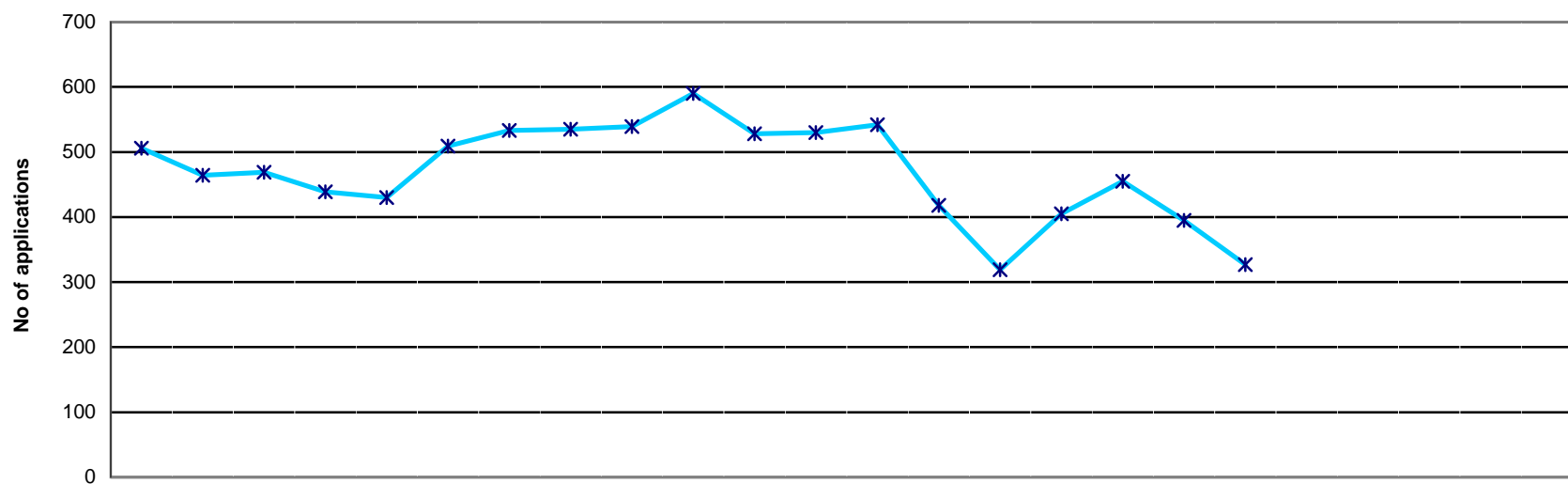
|                              | 2009 |     |     |     | 2010 |     |     |     |     |     |     |     |     | 2011 |     |     |     |     |     |     |     |     | 09/10 YTD |     |     |
|------------------------------|------|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----------|-----|-----|
|                              | Apr  | May | Jun | Jul | Aug  | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May  | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan |           | Feb | Mar |
| Practitioner psychologists * |      |     |     | 1   | 8    | 5   | 7   |     |     |     |     |     |     |      |     |     |     |     |     |     |     |     |           |     | 21  |
| Total                        |      |     |     | 1   | 8    | 5   | 7   |     |     |     |     |     |     |      |     |     |     |     |     |     |     |     |           |     | 21  |

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



|                              | 2009 |     |     | 2010 |     |     |     |     |     |     |     |     | 2011 |     |     | 09/10<br>YTD |     |     |     |     |     |     |     |     |     |   |
|------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|---|
|                              | Apr  | May | Jun | Jul  | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr  | May | Jun |              | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |   |
| Practitioner psychologists * |      |     |     | 0    | 2   | 2   | 2   |     |     |     |     |     |      |     |     |              |     |     |     |     |     |     |     |     |     | 6 |
| Total                        |      |     |     | 0    | 2   | 2   | 2   |     |     |     |     |     |      |     |     |              |     |     |     |     |     |     |     |     |     | 6 |

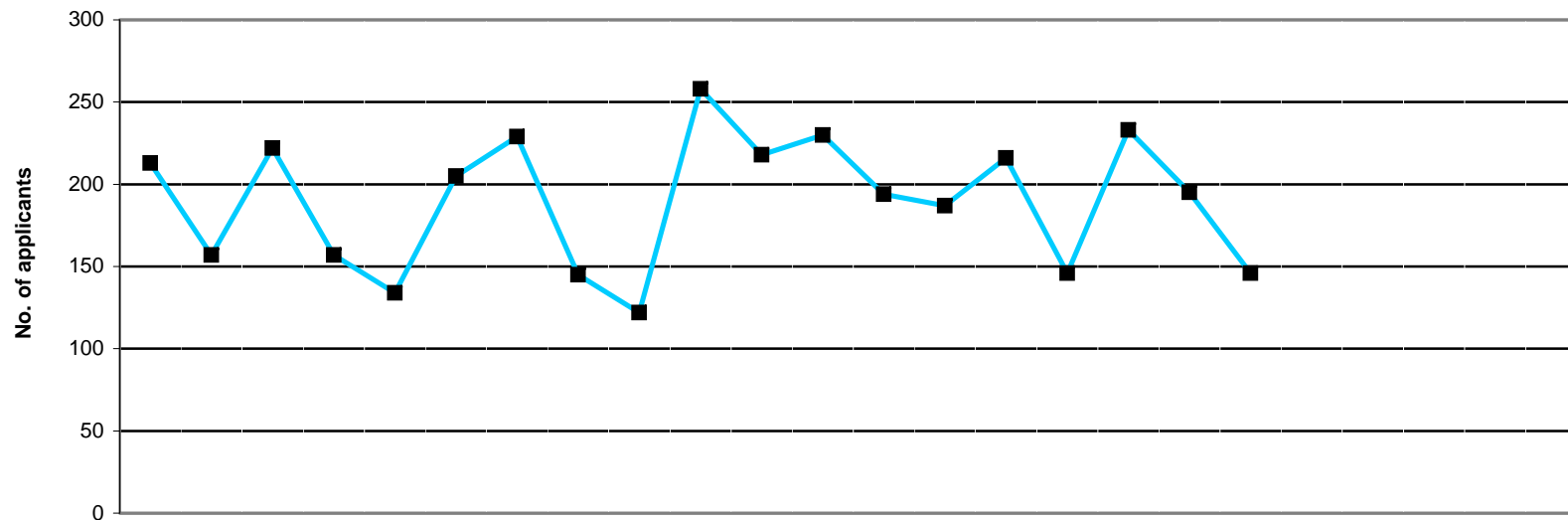
\* Practitioner psychologists section of register opened 1st July 2009



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

| 2005/6         | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|----------------|--------|--------|--------|-------|
| FYE            | FYE    | FYE    | FYE    | YTD   |
| 1,588          | 353    | 6      | 46     | 79    |
| 909            | 816    | 458    | 320    | 222   |
| 411            | 329    | 178    | 140    | 107   |
| 2,908          | 1,498  | 642    | 506    | 409   |
| <b>AVERAGE</b> |        |        |        |       |

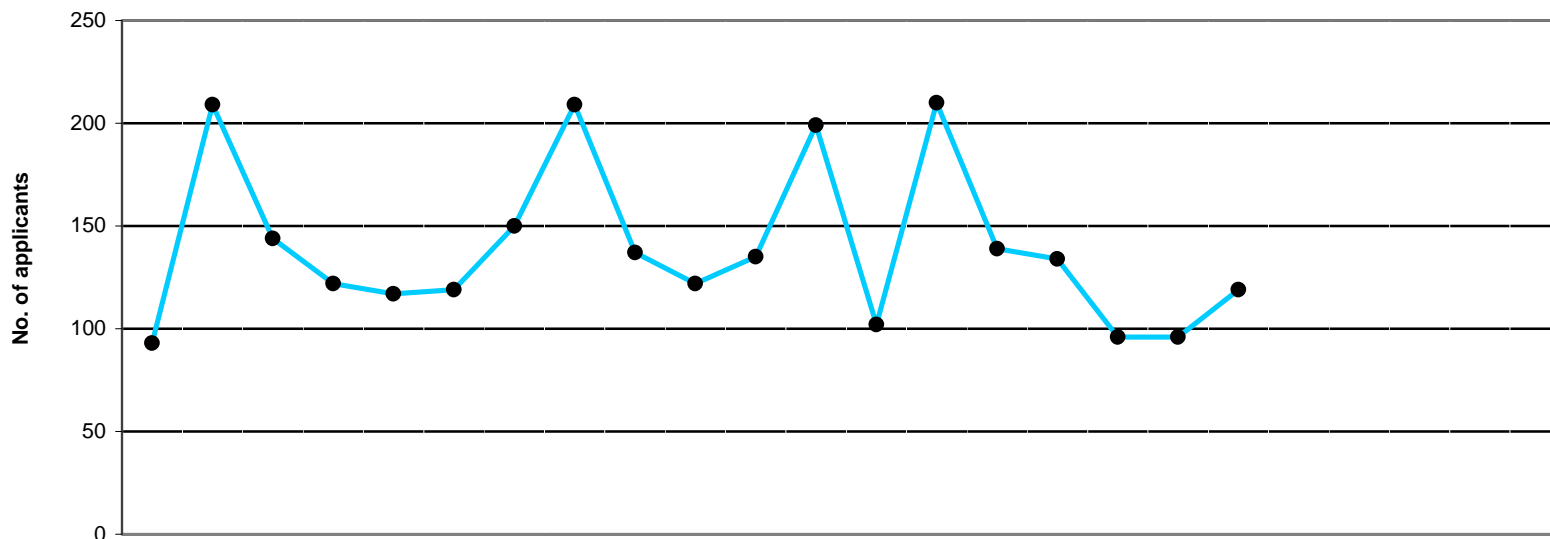
NOTE: Information covers international applications status progress only  
 Represents the current workload within the International Department as at the end of the month



|                   | 2008       |            |            | 2009       |            |            |            |            |            |            |            |            | 2010       |            |            |            |            |            | 2005/6<br>FYE | 2006/7<br>FYE | 2007/8<br>FYE | 2008/9<br>FYE | 09/10<br>YTD |              |
|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|---------------|---------------|---------------|--------------|--------------|
|                   | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug        | Sep        |               |               |               |               |              | Oct          |
| Arts Therapists   | 4          | 0          | 0          | 3          | 2          | 2          | 0          | 2          | 0          | 0          | 2          | 1          | 1          | 1          | 1          | 0          | 0          | 0          | 2             | 14            | 15            | 14            | 16           | 5            |
| Bio. Scientists   | 22         | 19         | 34         | 28         | 19         | 30         | 27         | 4          | 28         | 35         | 32         | 29         | 27         | 22         | 28         | 19         | 25         | 35         | 22            | 756           | 496           | 323           | 307          | 178          |
| Chirops/ Pods     | 2          | 4          | 3          | 4          | 1          | 2          | 1          | 0          | 0          | 1          | 3          | 2          | 1          | 1          | 4          | 4          | 3          | 5          | 0             | 40            | 51            | 41            | 23           | 18           |
| CI Scientists     | 7          | 6          | 5          | 7          | 2          | 3          | 4          | 1          | 2          | 8          | 0          | 5          | 5          | 6          | 5          | 5          | 4          | 5          | 4             | 65            | 62            | 59            | 50           | 34           |
| Dietitians        | 10         | 6          | 18         | 9          | 8          | 12         | 9          | 9          | 3          | 19         | 19         | 10         | 20         | 17         | 14         | 12         | 13         | 7          | 5             | 192           | 149           | 119           | 132          | 88           |
| OTs               | 29         | 25         | 28         | 12         | 23         | 31         | 45         | 47         | 28         | 53         | 37         | 46         | 30         | 27         | 24         | 19         | 44         | 33         | 19            | 774           | 464           | 330           | 404          | 196          |
| ODPs              | 0          | 2          | 0          | 1          | 0          | 2          | 2          | 0          | 0          | 0          | 0          | 1          | 3          | 0          | 1          | 1          | 2          | 0          | 0             | 29            | 25            | 6             | 8            | 7            |
| Orthoptists       | 2          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0             | 5             | 7             | 5             | 3            | 1            |
| Paramedics        | 3          | 0          | 4          | 1          | 3          | 4          | 8          | 0          | 1          | 8          | 9          | 5          | 2          | 6          | 7          | 2          | 3          | 2          | 3             | 17            | 39            | 23            | 46           | 25           |
| Physiotherapists  | 85         | 52         | 73         | 62         | 53         | 86         | 73         | 47         | 28         | 76         | 70         | 69         | 69         | 71         | 74         | 48         | 83         | 50         | 46            | 1,665         | 1,131         | 791           | 774          | 441          |
| Pract Psychos     |            |            |            |            |            |            |            |            |            |            |            |            |            |            |            | 2          | 11         | 13         | 13            |               |               |               |              | 39           |
| Prosth/Orthotists | 1          | 1          | 0          | 0          | 1          | 0          | 3          | 0          | 0          | 1          | 2          | 0          | 0          | 1          | 1          | 0          | 0          | 0          | 0             | 10            | 9             | 6             | 9            | 2            |
| Radiographers     | 34         | 32         | 49         | 21         | 19         | 25         | 34         | 19         | 25         | 33         | 25         | 48         | 25         | 25         | 37         | 29         | 26         | 26         | 23            | 810           | 903           | 444           | 364          | 191          |
| SLTs              | 14         | 10         | 8          | 9          | 3          | 8          | 23         | 16         | 7          | 24         | 18         | 14         | 11         | 9          | 20         | 5          | 19         | 19         | 9             | 249           | 153           | 139           | 154          | 92           |
| <b>Total</b>      | <b>213</b> | <b>157</b> | <b>222</b> | <b>157</b> | <b>134</b> | <b>205</b> | <b>229</b> | <b>145</b> | <b>122</b> | <b>258</b> | <b>218</b> | <b>230</b> | <b>194</b> | <b>187</b> | <b>216</b> | <b>146</b> | <b>233</b> | <b>195</b> | <b>146</b>    | <b>4,626</b>  | <b>3,504</b>  | <b>2,300</b>  | <b>2,290</b> | <b>1,317</b> |

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

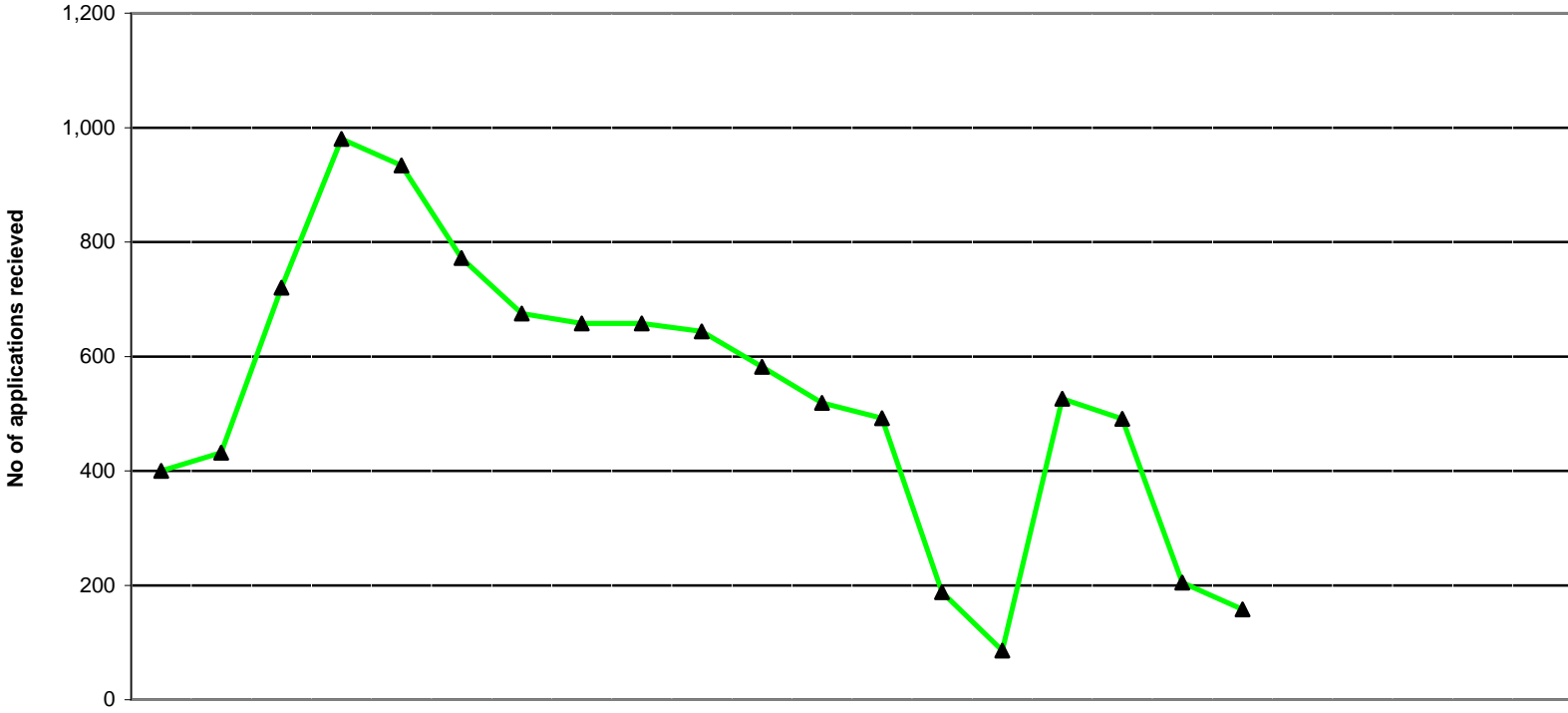
\* Practitioner psychologists section of register opened 1st July 2009



|                   | 2008      |            |            | 2009       |            |            |            |            |            |            |            |            | 2010       |            |            |            |           |           |            |     |     |     |     |     |  |  |
|-------------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|-----------|------------|-----|-----|-----|-----|-----|--|--|
|                   | Apr       | May        | Jun        | Jul        | Aug        | Sep        | Oct        | Nov        | Dec        | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul        | Aug       | Sep       | Oct        | Nov | Dec | Jan | Feb | Mar |  |  |
| Arts therapists   | 0         | 0          | 2          | 0          | 0          | 1          | 2          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0         | 1         | 1          |     |     |     |     |     |  |  |
| Bio. scientists   | 19        | 16         | 15         | 17         | 21         | 22         | 16         | 22         | 16         | 28         | 14         | 30         | 8          | 18         | 20         | 14         | 11        | 12        | 14         |     |     |     |     |     |  |  |
| CI scientists     | 1         | 0          | 3          | 4          | 5          | 1          | 4          | 3          | 1          | 2          | 3          | 1          | 1          | 4          | 3          | 1          | 0         | 1         | 3          |     |     |     |     |     |  |  |
| Chirops/ pods     | 1         | 4          | 2          | 1          | 6          | 1          | 4          | 2          | 2          | 0          | 3          | 1          | 0          | 0          | 2          | 0          | 6         | 2         | 1          |     |     |     |     |     |  |  |
| Dietitians        | 2         | 1          | 2          | 17         | 7          | 9          | 16         | 7          | 3          | 3          | 14         | 16         | 7          | 6          | 5          | 16         | 9         | 5         | 4          |     |     |     |     |     |  |  |
| OTs               | 23        | 28         | 17         | 24         | 19         | 8          | 8          | 41         | 24         | 28         | 28         | 35         | 32         | 29         | 14         | 32         | 16        | 9         | 9          |     |     |     |     |     |  |  |
| ODPs              | 0         | 1          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 2          | 1          | 0          | 0         | 1         | 0          |     |     |     |     |     |  |  |
| Orthoptists       | 0         | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0         | 0         | 0          |     |     |     |     |     |  |  |
| Paramedics        | 0         | 0          | 2          | 1          | 1          | 1          | 0          | 5          | 5          | 1          | 3          | 3          | 2          | 1          | 6          | 0          | 0         | 10        | 0          |     |     |     |     |     |  |  |
| Physiotherapists  | 8         | 134        | 61         | 31         | 32         | 45         | 51         | 74         | 51         | 28         | 50         | 43         | 12         | 113        | 46         | 39         | 38        | 37        | 43         |     |     |     |     |     |  |  |
| Pract Psychos *   |           |            |            |            |            |            |            |            |            |            |            |            |            |            |            | 0          | 1         | 0         | 5          |     |     |     |     |     |  |  |
| Prosth/orthotists | 0         | 0          | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 1          | 0          | 0          | 1          | 0          | 0         | 0         | 0          |     |     |     |     |     |  |  |
| Radiographers     | 31        | 15         | 33         | 22         | 19         | 26         | 33         | 42         | 29         | 25         | 7          | 54         | 31         | 28         | 26         | 21         | 11        | 16        | 16         |     |     |     |     |     |  |  |
| SLTs              | 8         | 10         | 6          | 4          | 7          | 5          | 15         | 11         | 6          | 7          | 13         | 13         | 9          | 9          | 15         | 11         | 4         | 2         | 23         |     |     |     |     |     |  |  |
| <b>Total</b>      | <b>93</b> | <b>209</b> | <b>144</b> | <b>122</b> | <b>117</b> | <b>119</b> | <b>150</b> | <b>209</b> | <b>137</b> | <b>122</b> | <b>135</b> | <b>199</b> | <b>102</b> | <b>210</b> | <b>139</b> | <b>134</b> | <b>96</b> | <b>96</b> | <b>119</b> |     |     |     |     |     |  |  |

| 2005/6<br>FYE | 2006/7<br>FYE | 2007/8<br>FYE | 2008/9<br>FYE | 09/10<br>YTD |
|---------------|---------------|---------------|---------------|--------------|
| 3             | 6             | 8             | 6             | 2            |
| 417           | 439           | 231           | 236           | 97           |
| 26            | 35            | 30            | 28            | 13           |
| 25            | 37            | 39            | 27            | 11           |
| 93            | 138           | 94            | 97            | 52           |
| 615           | 509           | 302           | 283           | 141          |
| 6             | 7             | 5             | 2             | 4            |
| 3             | 3             | 4             | 3             | 0            |
| 6             | 16            | 14            | 22            | 19           |
| 1,193         | 985           | 567           | 608           | 328          |
|               |               |               |               | 6            |
| 6             | 4             | 6             | 3             | 1            |
| 496           | 820           | 428           | 336           | 149          |
| 218           | 173           | 134           | 105           | 73           |
| <b>3,107</b>  | <b>3,172</b>  | <b>1,862</b>  | <b>1,756</b>  | <b>896</b>   |

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

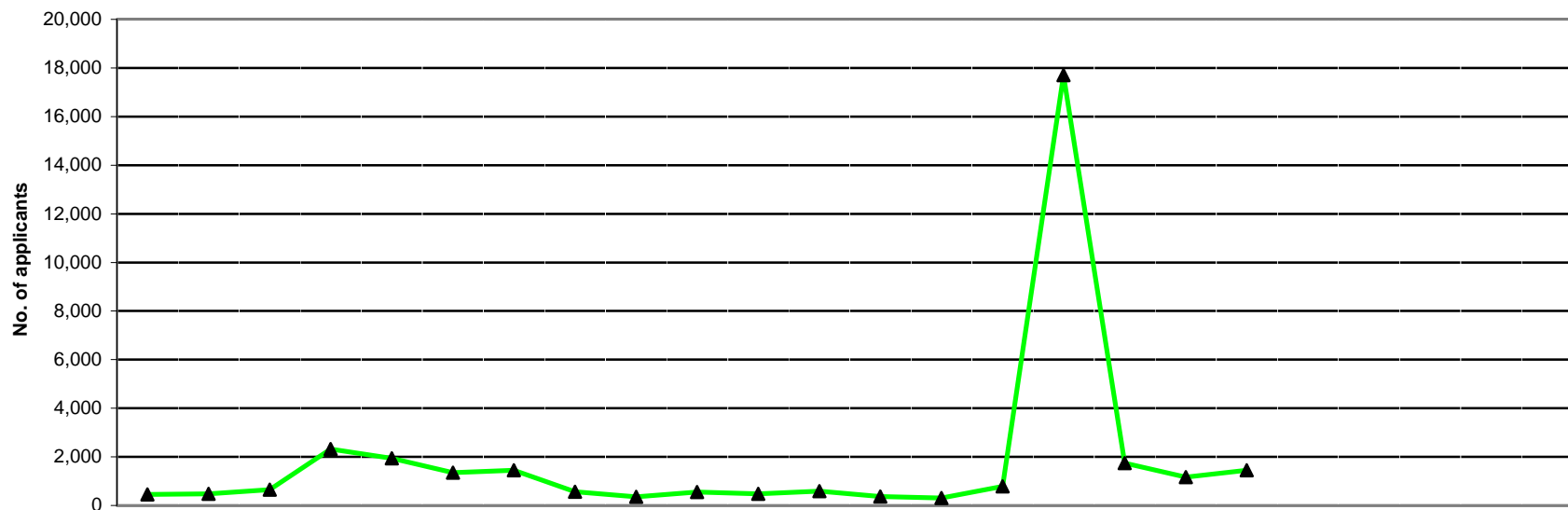


|                        | 2008 |     |     | 2009 |     |     |     |     |     |     |     |     | 2010 |     |     |     |     |     |     |     |     |     |     |     |  |
|------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|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

| 2005/6         | 2006/7 | 2007/8 | 2008/9 | 09/10 |
|----------------|--------|--------|--------|-------|
| FYE            | FYE    | FYE    | FYE    | YTD   |
| 477            | 279    | 302    | 632    | 288   |
| 33             | 84     | 51     | 31     | 17    |
| 2              | 28     | 6      | 2      | 2     |
| 512            | 391    | 359    | 665    | 307   |
| <b>AVERAGE</b> |        |        |        |       |

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

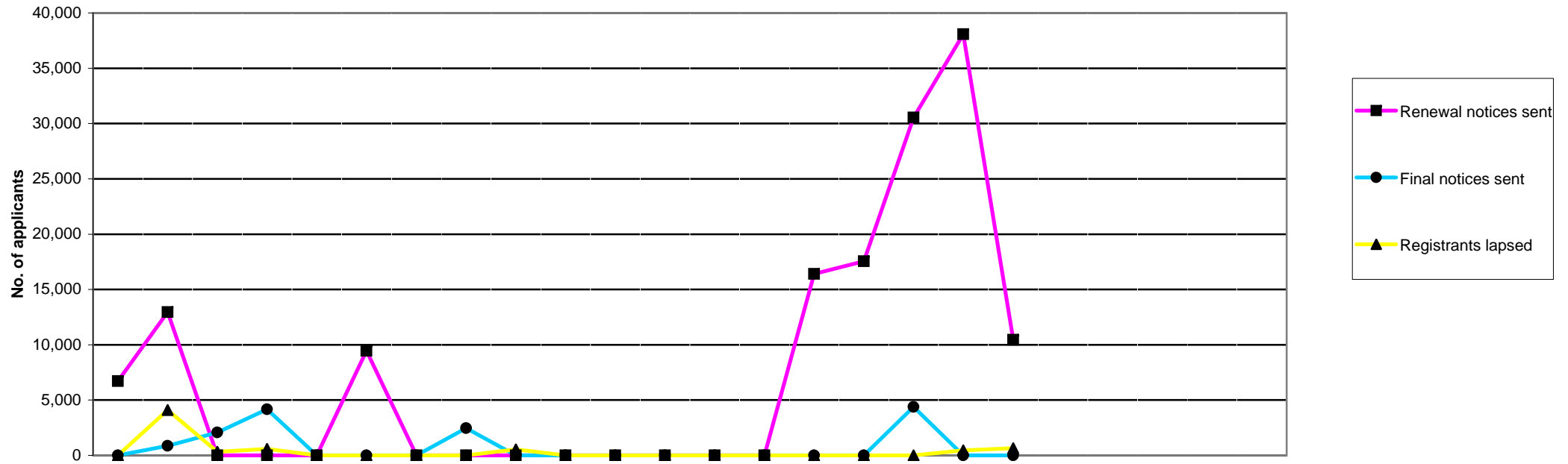
New UK Applications Received April 2008 - March 2010



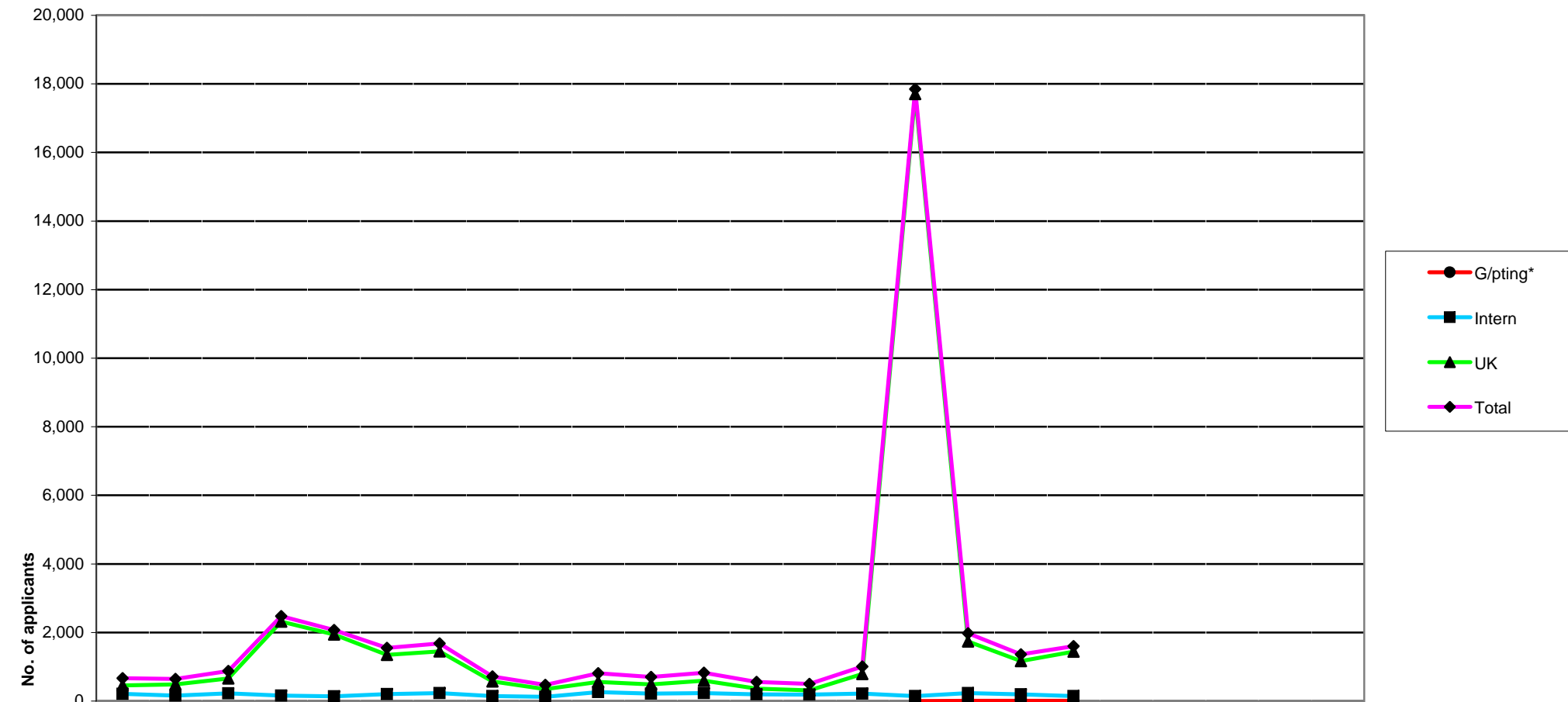
|                   | 2008       |            |            | 2009         |              |              |              |            |            |            |            |            | 2010       |            |            |               |              |              |              |              |              | 2005/6       | 2006/7        | 2007/8        | 2008/9 | 09/10 |     |     |
|-------------------|------------|------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|--------|-------|-----|-----|
|                   | Apr        | May        | Jun        | Jul          | Aug          | Sep          | Oct          | Nov        | Dec        | Jan        | Feb        | Mar        | Apr        | May        | Jun        | Jul           | Aug          | Sep          | Oct          | Nov          | Dec          | Jan          | Feb           | Mar           | FYE    | FYE   | FYE | FYE |
| Arts therapists   | 24         | 14         | 8          | 20           | 26           | 31           | 29           | 13         | 16         | 27         | 15         | 12         | 22         | 14         | 23         | 22            | 35           | 24           | 26           | 234          | 184          | 170          | 235           | 166           |        |       |     |     |
| Bio. scientists   | 50         | 57         | 42         | 66           | 117          | 110          | 121          | 71         | 47         | 63         | 27         | 65         | 45         | 44         | 45         | 93            | 106          | 85           | 94           | 912          | 690          | 689          | 836           | 512           |        |       |     |     |
| Chirops/pods      | 37         | 27         | 20         | 25           | 19           | 15           | 22           | 16         | 14         | 27         | 32         | 28         | 33         | 4          | 32         | 144           | 89           | 39           | 28           | 155          | 145          | 167          | 282           | 369           |        |       |     |     |
| CI Scientists     | 5          | 1          | 36         | 153          | 111          | 55           | 57           | 13         | 6          | 13         | 10         | 9          | 6          | 22         | 20         | 12            | 18           | 13           | 16           | 399          | 341          | 415          | 469           | 107           |        |       |     |     |
| Dietitians        | 31         | 13         | 65         | 115          | 52           | 28           | 69           | 14         | 11         | 8          | 12         | 34         | 16         | 8          | 54         | 151           | 60           | 36           | 51           | 367          | 331          | 359          | 452           | 376           |        |       |     |     |
| OTs               | 72         | 65         | 3          | 297          | 380          | 302          | 317          | 105        | 59         | 62         | 107        | 104        | 55         | 41         | 90         | 318           | 356          | 243          | 231          | 1,544        | 1,327        | 1,321        | 1,873         | 1,334         |        |       |     |     |
| ODPs              | 39         | 21         | 7          | 35           | 92           | 179          | 117          | 26         | 31         | 47         | 22         | 20         | 34         | 16         | 9          | 16            | 61           | 120          | 121          | 754          | 668          | 804          | 636           | 377           |        |       |     |     |
| Orthoptists       | 0          | 2          | 53         | 24           | 8            | 5            | 8            | 2          | 1          | 2          | 1          | 0          | 0          | 0          | 1          | 12            | 11           | 6            | 9            | 34           | 41           | 41           | 106           | 39            |        |       |     |     |
| Paramedics        | 88         | 193        | 109        | 108          | 150          | 119          | 171          | 137        | 72         | 163        | 92         | 115        | 64         | 89         | 87         | 110           | 83           | 84           | 202          | 1,247        | 807          | 931          | 1,517         | 719           |        |       |     |     |
| Physiotherapists  | 62         | 58         | 135        | 748          | 534          | 268          | 265          | 99         | 56         | 97         | 92         | 117        | 50         | 35         | 189        | 670           | 469          | 200          | 204          | 2,051        | 2,120        | 2,276        | 2,531         | 1,817         |        |       |     |     |
| Pract psychos*    |            |            |            |              |              |              |              |            |            |            |            |            |            |            |            | 15,564        | 68           | 92           | 250          |              |              |              |               |               | 15,974 |       |     |     |
| Prosth/orthotists | 0          | 3          | 5          | 0            | 0            | 1            | 26           | 6          | 3          | 1          | 5          | 1          | 1          | 1          | 1          | 1             | 3            | 1            | 12           | 46           | 32           | 35           | 51            | 20            |        |       |     |     |
| Radiographers     | 25         | 9          | 155        | 618          | 249          | 104          | 108          | 18         | 10         | 21         | 32         | 28         | 11         | 26         | 212        | 480           | 217          | 98           | 100          | 1,008        | 1,051        | 1,108        | 1,377         | 1,144         |        |       |     |     |
| SLTs              | 21         | 21         | 18         | 111          | 202          | 130          | 139          | 49         | 24         | 23         | 36         | 60         | 28         | 10         | 27         | 111           | 162          | 122          | 100          | 746          | 582          | 655          | 834           | 560           |        |       |     |     |
| <b>Total</b>      | <b>454</b> | <b>484</b> | <b>656</b> | <b>2,320</b> | <b>1,940</b> | <b>1,347</b> | <b>1,449</b> | <b>569</b> | <b>350</b> | <b>554</b> | <b>483</b> | <b>593</b> | <b>365</b> | <b>310</b> | <b>790</b> | <b>17,704</b> | <b>1,738</b> | <b>1,163</b> | <b>1,444</b> | <b>9,497</b> | <b>8,319</b> | <b>8,971</b> | <b>11,199</b> | <b>23,514</b> |        |       |     |     |

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





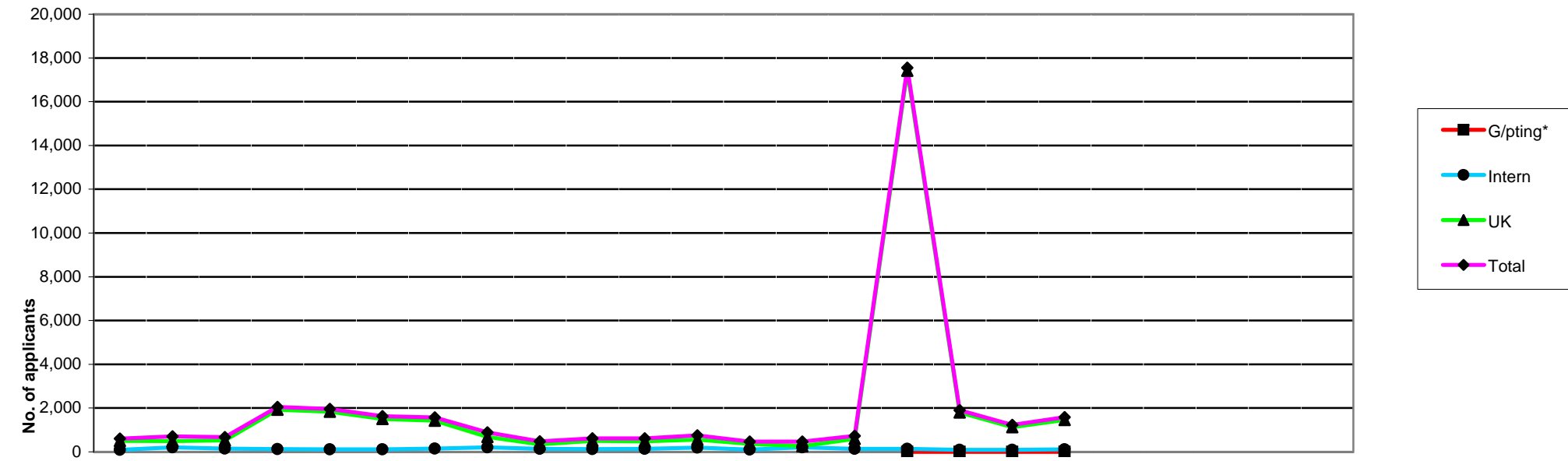
|                             | 2008  |        |       | 2009  |     |       |     |       |     |     |     |     | 2010 |     |        |        |        |        |        |     |     | 17,552 | 2006/7 | 2007/8 | 2008/9 | 09/10   |        |         |        |         |
|-----------------------------|-------|--------|-------|-------|-----|-------|-----|-------|-----|-----|-----|-----|------|-----|--------|--------|--------|--------|--------|-----|-----|--------|--------|--------|--------|---------|--------|---------|--------|---------|
|                             | Apr   | May    | Jun   | Jul   | Aug | Sep   | Oct | Nov   | Dec | Jan | Feb | Mar | Apr  | May | Jun    | Jul    | Aug    | Sep    | Oct    | Nov | Dec | Jan    | Feb    | Mar    | FYE    | FYE     | FYE    | FYE     | YTD    |         |
| <b>Renewal notices sent</b> | 6,718 | 12,956 | 0     | 0     | 0   | 9,464 | 0   | 0     | 0   | 0   | 0   | 0   | 0    | 0   | 16,409 | 17,552 | 30,548 | 38,086 | 10,456 |     |     |        |        |        |        | 142,363 | 27,711 | 153,982 | 29,138 | 113,051 |
| <b>Final notices sent</b>   | 0     | 860    | 2,070 | 4,157 | 0   | 0     | 0   | 2,459 | 0   | 0   | 0   | 0   | 0    | 0   | 0      | 0      | 4,391  | 0      | 0      |     |     |        |        |        |        | 36,261  | 25,909 | 50,531  | 9,546  | 4,391   |
| <b>Total</b>                | 6,718 | 13,816 | 2,070 | 4,157 | 0   | 9,464 | 0   | 2,459 | 0   | 0   | 0   | 0   | 0    | 0   | 16,409 | 17,552 | 34,939 | 38,086 | 10,456 |     |     |        |        |        |        | 178,624 | 53,620 | 204,513 | 38,684 | 117,442 |
| <b>Registrants lapsed</b>   | 0     | 4,101  | 325   | 583   | 0   | 0     | 0   | 0     | 541 | 0   | 0   | 0   | 0    | 0   | 0      | 0      | 0      | 462    | 645    |     |     |        |        |        |        | 9,448   | 5,388  | 8,885   | 5,550  | 1,107   |



| Apps Received | 2008       |            |            | 2009         |              |              |              |            |            |            |            |            | 2010       |            |              |               |              |              | 2005/6       | 2006/7 | 2007/8 | 2008/9 | 09/10 |     |     |               |               |               |               |               |
|---------------|------------|------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|--------------|---------------|--------------|--------------|--------------|--------|--------|--------|-------|-----|-----|---------------|---------------|---------------|---------------|---------------|
|               | Apr        | May        | Jun        | Jul          | Aug          | Sep          | Oct          | Nov        | Dec        | Jan        | Feb        | Mar        | Apr        | May        | Jun          | Jul *         | Aug          | Sep          | Oct          | Nov    | Dec    | Jan    | Feb   | Mar | FYE | FYE           | FYE           | FYE           | YTD           |               |
| G/pting*      |            |            |            |              |              |              |              |            |            |            |            |            |            |            |              | 1             | 8            | 5            | 7            |        |        |        |       |     |     | 2,479         | 20            | 0             | 0             | 21            |
| Intern        | 213        | 157        | 222        | 157          | 134          | 205          | 229          | 145        | 122        | 258        | 218        | 230        | 194        | 187        | 216          | 146           | 233          | 195          | 146          |        |        |        |       |     |     | 4,626         | 3,504         | 2,300         | 2,290         | 1,317         |
| UK            | 454        | 484        | 656        | 2,320        | 1,940        | 1,347        | 1,449        | 569        | 350        | 554        | 483        | 593        | 365        | 310        | 790          | 17,704        | 1,738        | 1,163        | 1,444        |        |        |        |       |     |     | 9,497         | 8,319         | 8,971         | 11,199        | 23,514        |
| <b>Total</b>  | <b>667</b> | <b>641</b> | <b>878</b> | <b>2,477</b> | <b>2,074</b> | <b>1,552</b> | <b>1,678</b> | <b>714</b> | <b>472</b> | <b>812</b> | <b>701</b> | <b>823</b> | <b>559</b> | <b>497</b> | <b>1,006</b> | <b>17,851</b> | <b>1,979</b> | <b>1,363</b> | <b>1,597</b> |        |        |        |       |     |     | <b>16,602</b> | <b>11,843</b> | <b>11,271</b> | <b>13,489</b> | <b>24,852</b> |

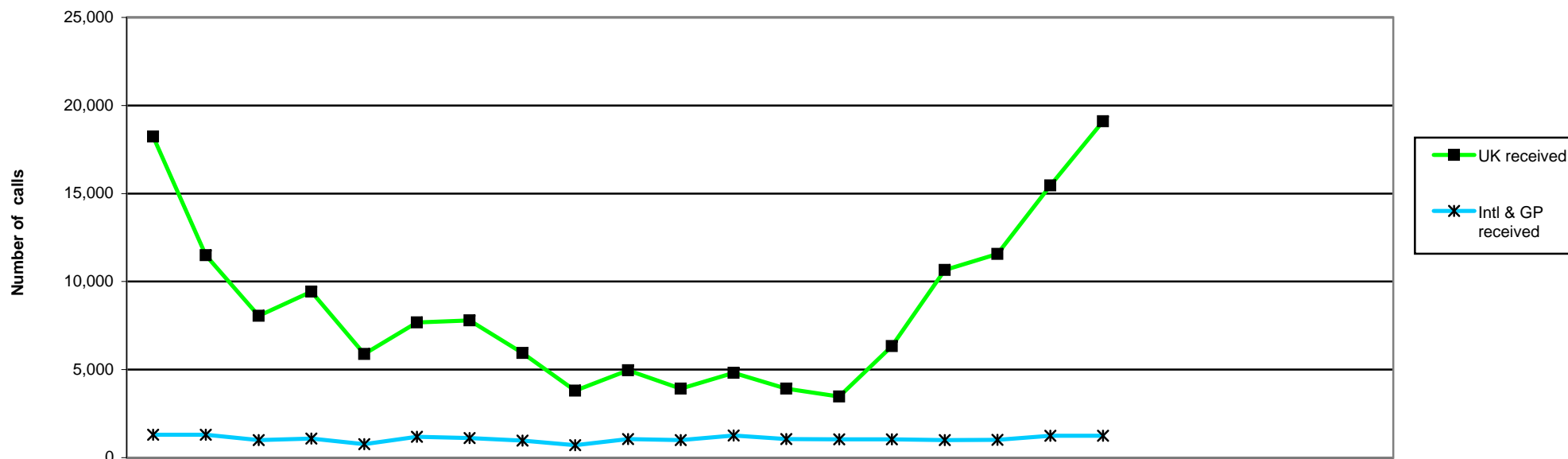
**NB** The data relates to application forms received, not total fees received.

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

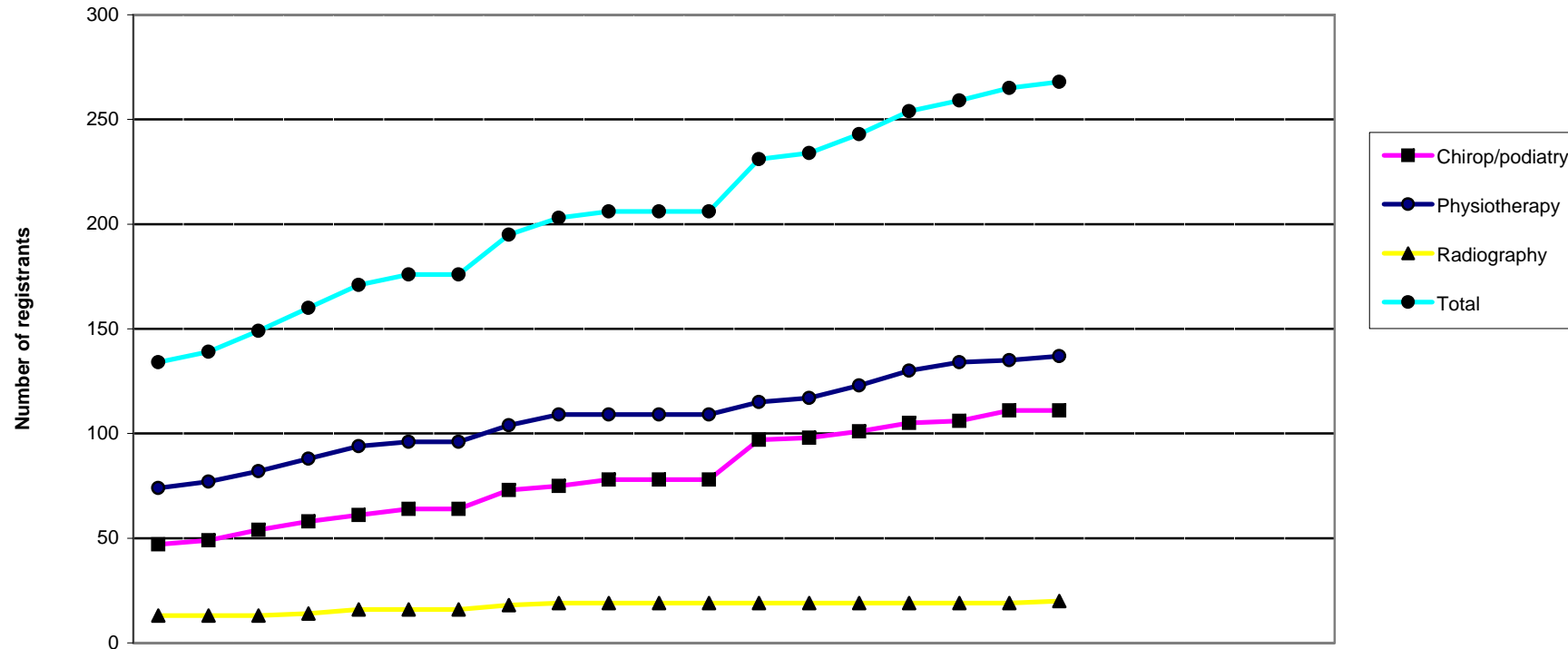


|          | 2008 |     |     | 2009  |       |       |       |     |     |     |     |     | 2010 |     |     | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 |     |     |     |     |        |        |        |        |        |
|----------|------|-----|-----|-------|-------|-------|-------|-----|-----|-----|-----|-----|------|-----|-----|--------|--------|--------|--------|-------|-----|-----|-----|-----|--------|--------|--------|--------|--------|
|          | Apr  | May | Jun | Jul   | Aug   | Sep   | Oct   | Nov | Dec | Jan | Feb | Mar | Apr  | May | Jun | Jul *  | Aug    | Sep    | Oct    | Nov   | Dec | Jan | Feb | Mar | FYE    | FYE    | FYE    | FYE    | YTD    |
| G/pting* |      |     |     |       |       |       |       |     |     |     |     |     |      |     |     | 0      | 2      | 2      | 2      |       |     |     |     |     | 2,295  | 283    | 9      | 0      | 6      |
| Intern   | 93   | 209 | 144 | 122   | 117   | 119   | 150   | 209 | 137 | 122 | 135 | 199 | 102  | 210 | 139 | 134    | 96     | 96     | 119    |       |     |     |     |     | 3,107  | 3,172  | 1,862  | 1,756  | 896    |
| UK       | 506  | 493 | 528 | 1,926 | 1,837 | 1,507 | 1,422 | 685 | 341 | 496 | 480 | 553 | 366  | 262 | 588 | 17,415 | 1,802  | 1,128  | 1,459  |       |     |     |     |     | 9,474  | 8,870  | 8,355  | 10,774 | 23,020 |
| Total    | 599  | 702 | 672 | 2,048 | 1,954 | 1,626 | 1,572 | 894 | 478 | 618 | 615 | 752 | 468  | 472 | 727 | 17,549 | 1,900  | 1,226  | 1,580  |       |     |     |     |     | 14,876 | 12,325 | 10,226 | 12,530 | 23,922 |

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



|                               | 2008   |        |       | 2009  |       |       |       |       |       |       |       |       | 2010  |       |       |        |        |        |        |     |     | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10  |        |         |        |        |
|-------------------------------|--------|--------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|--------|-----|-----|--------|--------|--------|--------|--------|--------|---------|--------|--------|
|                               | Apr    | May    | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul    | Aug    | Sep    | Oct    | Nov | Dec | Jan    | Feb    | Mar    | FYE    | FYE    | FYE    | FYE     | YTD    |        |
| <b>Intl &amp; GP</b>          |        |        |       |       |       |       |       |       |       |       |       |       |       |       |       |        |        |        |        |     |     |        |        |        |        |        |        |         |        |        |
| <b>Intl &amp; GP received</b> | 1,306  | 1,298  | 999   | 1,078 | 762   | 1,180 | 1,117 | 971   | 706   | 1,058 | 1,000 | 1,257 | 1,054 | 1,046 | 1,044 | 999    | 1,010  | 1,249  | 1,240  |     |     |        |        |        |        | 40,070 | 19,612 | 14,428  | 12,732 | 7,642  |
| <b>Answered</b>               | 1,068  | 1,046  | 948   | 1,047 | 725   | 1,018 | 1,010 | 884   | 599   | 979   | 924   | 1,149 | 1,009 | 982   | 1,699 | 981    | 995    | 1,197  | 1,163  |     |     |        |        |        |        | 33,467 | 17,896 | 13,388  | 11,397 | 8,026  |
| <b>Calls answered (%)</b>     | 82     | 81     | 95    | 97    | 95    | 86    | 90    | 91    | 85    | 93    | 92    | 91    | 96    | 94    | 98    | 98     | 99     | 96     | 94     |     |     |        |        |        |        | 84     | 92     | 93      | 90     | 96     |
| <b>Adandoned</b>              | 238    | 252    | 51    | 31    | 37    | 162   | 107   | 87    | 107   | 79    | 76    | 108   | 45    | 64    | 23    | 18     | 15     | 52     | 77     |     |     |        |        |        |        | 6,627  | 1,716  | 1,040   | 1,335  | 294    |
| <b>Avg answer time (sec)</b>  | 15     | 46     | 33    | 26    | 28    | 47    | 54    | 53    | 36    | 40    | 22    | 29    | 24    | 21    | 15    | 18     | 20     | 34     | 44     |     |     |        |        |        |        | 25     | 14     | 13      | 36     | 25     |
| <b>Avg talk time (min)</b>    | 3.22   | 3.26   | 3.25  | 3.03  | 3.10  | 3.21  | 3.39  | 3.20  | 3.27  | 3.37  | 3.24  | 3.43  | 3.14  | 3.11  | 3.16  | 3.17   | 3.14   | 3.06   | 3.18   |     |     |        |        |        |        | 2.32   | 2.64   | 2.79    | 3.25   | 3.14   |
| <b>UK</b>                     |        |        |       |       |       |       |       |       |       |       |       |       |       |       |       |        |        |        |        |     |     |        |        |        |        |        |        |         |        |        |
| <b>UK received</b>            | 18,235 | 11,490 | 8,058 | 9,432 | 5,892 | 7,680 | 7,788 | 5,938 | 3,806 | 4,959 | 3,918 | 4,822 | 3,912 | 3,476 | 6,334 | 10,658 | 11,570 | 15,463 | 19,097 |     |     |        |        |        |        | 70,233 | 72,488 | 123,967 | 92,018 | 70,510 |
| <b>Answered</b>               | 8,322  | 9,297  | 7,765 | 9,001 | 5,662 | 7,517 | 7,596 | 5,796 | 3,780 | 4,902 | 3,889 | 4,766 | 3,896 | 3,457 | 6,308 | 10,478 | 11,301 | 14,283 | 16,034 |     |     |        |        |        |        | 50,518 | 67,493 | 91,923  | 78,293 | 65,757 |
| <b>Calls answered (%)</b>     | 46     | 81     | 96    | 95    | 96    | 98    | 98    | 98    | 99    | 99    | 99    | 99    | 99    | 99    | 99    | 99     | 98     | 92     | 84     |     |     |        |        |        |        | 70     | 93     | 79      | 92     | 96     |
| <b>Adandoned</b>              | 9,913  | 2,193  | 293   | 431   | 230   | 163   | 192   | 142   | 26    | 57    | 29    | 56    | 16    | 19    | 26    | 180    | 269    | 1,180  | 3,063  |     |     |        |        |        |        | 10,719 | 6,335  | 32,034  | 13,725 | 4,753  |
| <b>Avg answer time (sec)</b>  | 520    | 179    | 52    | 70    | 57    | 18    | 28    | 25    | 17    | 21    | 15    | 18    | 14    | 14    | 12    | 21     | 26     | 61     | 118    |     |     |        |        |        |        | 64     | 45     | 102     | 85     | 38     |
| <b>Avg talk time (min)</b>    | 3.28   | 3.16   | 2.47  | 2.34  | 2.52  | 2.42  | 2.40  | 2.40  | 2.50  | 2.39  | 2.41  | 2.48  | 2.43  | 2.49  | 2.25  | 2.18   | 2.26   | 2.27   | 2.35   |     |     |        |        |        |        | 1.78   | 2.16   | 2.65    | 2.58   | 2.32   |



|                         | 2008 |     |     | 2009 |     |     |     |     |     |     |     | 2010 |     |     |     |     |     |     |     |     |     |     |     |     |
|-------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|                         | Apr  | May | Jun | Jul  | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar  | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| <b>Chiropr/podiatry</b> | 47   | 49  | 54  | 58   | 61  | 64  | 64  | 73  | 75  | 78  | 78  | 78   | 97  | 98  | 101 | 105 | 106 | 111 | 111 |     |     |     |     |     |
| <b>Physiotherapy</b>    | 74   | 77  | 82  | 88   | 94  | 96  | 96  | 104 | 109 | 109 | 109 | 109  | 115 | 117 | 123 | 130 | 134 | 135 | 137 |     |     |     |     |     |
| <b>Radiography</b>      | 13   | 13  | 13  | 14   | 16  | 16  | 16  | 18  | 19  | 19  | 19  | 19   | 19  | 19  | 19  | 19  | 19  | 19  | 20  |     |     |     |     |     |
| <b>Total</b>            | 134  | 139 | 149 | 160  | 171 | 176 | 176 | 195 | 203 | 206 | 206 | 206  | 231 | 234 | 243 | 254 | 259 | 265 | 268 |     |     |     |     |     |

| 2006/7 | 2007/8 | 2008/9 | 09/10 |
|--------|--------|--------|-------|
| FYE    | FYE    | FYE    | YTD   |
| 15     | 40     | 78     | 111   |
| 28     | 74     | 109    | 137   |
| 0      | 7      | 19     | 20    |
| 43     | 121    | 206    | 268   |