



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting 7 July 2010

Chief Executive's Report to Council meeting on 7 July 2010 Contents

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Chief Executive – Mr Marc Seale

1. Completed Meetings 1 May to 30 June 2010

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| General Medical Council (Edinburgh) | 4 May |
| Scottish Government | 4 May |
| Regulators' Liaison Group | 5 May |
| Society of Clinical Perfusion Scientists | 6 May |
| General Social Care Council | 7 May |
| Various European stakeholders, Brussels | 17 – 18 May |
| IPSEA | 19 May |
| London South Bank University | 24 May |
| Council of Deans of Health | 25 May |
| Special meeting, HCS ETB UK Advisory Group | 27 May |
| Health Hotel parliamentary reception | 7 June |
| Chief Scientific Officer, Dept of Health | 8 June |
| General Pharmaceutical Council | 8 June |
| London Organising Committee of the Olympic Games | 10 June |
| National Audit Office | 10 June |
| INTEGRITY | 17 June |
| Chief Executives Steering Group | 17 June |
| EIPA seminar 'Managing the EU Policy Cycle' | 28 June – 2 July |

2. Scheduled Meetings

| | |
|--|---------|
| General Social Care Council | 6 July |
| National Board for Certification in Occupational Therapy (NBCOT) | 7 July |
| Dept of Health Legislation Project Board | 12 July |
| Health and Social Services, Guernsey | 15 July |
| Listening Event, Berwick-upon-Tweed | 19 July |
| Listening Event, Dundee | 20 July |
| Council for Healthcare Regulatory Excellence | 21 July |
| Regulators' Forum | |

1. Human resources

There are no changes.

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

The internal audit schedule for 2010-11 is running. Customer Service and Project Management have been audited. The new archive has had a preliminary audit in situ.

Updating the Quality Management System is ongoing, with controls provided by Lotus Notes database functions.

3. QMS process updates

Updating the Secretariat and Registration processes has taken place.

4. BSI audit

BSI audited HPC on 8 June 2010 and we have now successfully completed the three-year cycle. BSI will now start to re-audit the whole organisation over the next three-year period, with a new auditor.

5. Business continuity

A disaster recovery exercise took place over 19 – 21 May, with a scenario based on a major road traffic accident closing Kennington Tube station, and subsequently escalating into a three-month shut-down of parts of the Kennington area. A full set of IT remote access tests were carried out to HPC's NetRegulate, HR, Finance, e-mail and other systems without any problems.

6. Information security management

Information security training solutions are being re-evaluated.

HPC's combined photocopier/printer devices have had internal settings changed to prevent the longterm storage of copy/print images being retained on internal harddrives.

HPC's old photocopier harddrives were electronically wiped and shredded by the supplier.

This previously unknown potential security issue was highlighted in the US media, but is not widely known here in Europe.

7. Information & data management

QMS and HPC intranet integration. Post roll-out changes have been designed and have been implemented by the developer.

Business Process Improvement will now be maintaining the running five-year registrations forecast.

Bulk shipment of our archive in five dedicated HGV loads has been completed. The new archive provides greater security of storage in worked out areas of an operational saltmine.

8. Risk Register

A top ten list of risks will be highlighted and additional levels of detail (description and mitigations) will be provided on these key items.

1. Media and public relations

We continue to work with departments across the HPC to identify media releases. In particular, we have worked closely with the Policy and Standards Department.

Media releases issued in this quarter include the Welsh language scheme consultation as well as other key organisational activities, for example online renewals. We continue to issue weekly media alerts, respond to journalist queries and liaise with media at hearings. In April and May, the HPC fitness to practise hearings were mentioned in 81 regional and national newspapers.

We are currently in the final stages of planning for the implementation of the referrer's campaign. This will be the HPC's first online campaign and is due to run for 6 months from July/August 2010. The focus of activity will be through Doctors.net.uk where we will have access to over 173,000 primary and secondary care GMC-registered doctors. We will also run an online ad campaign and use other e-comms channels to raise awareness with GPs and Practice Nurses.

We have recently launched a new resource for registrants which provides guidance on promoting HPC registration. The resource includes a leaflet, registration logo and dedicated pages on our website. Since its launch on 12 May, 3,414 people have visited the pages online and 170 people have downloaded the registration logo. The leaflet is currently being mailed to registrants with their registration certificate with 7,320 having been mailed in May.

The google adwords campaign continues with chiropody being the most popular search word. In February to April this search word resulted in 4,531 visits to www.hpcheck.org. We continue to monitor the adwords and make refinements.

HPC representatives attended the National Care Show at the end of March. Campaign materials have been included in delegate packs at targeted events, such as Safeguarding and Older People Conference (April) and Complaints in Health and Social Care Conference and Exhibition (May).

2. Stakeholder communications

The Stakeholder Communications Manager and Chief Executive undertook a two day visit to Scotland in May to meet with other regulators, civil servants, members of HPC Council and professional body representatives. A further visit is planned in June to attend a Scottish Parliament briefing and to meet with the Allied Health Professions Forum Scotland. We are also in the research and planning stages for a two day visit to Northern Ireland with the Director of Policy and Standards in July 2010.

In May, the Stakeholder Communications Manager and the Chief Executive visited Brussels. They met with key stakeholders including the NHS Confederation, the Foreign Office, the Directorate of Public Health, the European Public Health Alliance as well as the Head of Unit European Commission DG Markt, our key contact in the Commission.

Our participation in the Health Hotel continues and the Chair and Chief Executive recently attended the annual

parliamentary reception in Westminster. We have confirmed our 'fringe' events at the three main Westminster party political conferences. Our partners will be the Medical Protection Society and the Royal College of Midwives and our topic will be promoting a culture of openness in health and social care services.

Monitoring of the parliaments and devolved administrations continues with follow up as required. The Stakeholder Communications Manager has met Dods Monitoring to improve the accuracy of monitoring services and this has led to an increase in the information being received through the service. Research is also being undertaken into monitoring the European Parliament and Commission.

Meetings have taken place in May with e-Politix.com to ensure correct and up-to-date information is available to Parliamentarians.

In addition to this work, the Stakeholder Communications Manager is researching attendance at Health Committees in Westminster, Europe and the devolved administrations.

3. Web

The refreshed home page has been launched meaning we can display more news, press releases, site highlights and specific information for our different audiences. We have also launched a new section for registrants containing information about promoting their registration; this includes an online form to download the new registration logo.

Statistics show that the HPC website is being used more than ever, and now receives over 120,000 visits per month with an average of 28,000 page views every day.

4. Publications

The Publications Manager has produced publication production schedules for:

- Review of the programme of visits to pre-registration education and training delivered by UK ambulance NHS Trusts (postponed to Q3 by Education Department);
- Annual monitoring: supplementary information for education providers (to be published 8 September); and
- Fitness to practise annual report (to be published 13 September).

Welsh versions of the public information materials have been produced and we are working on revising the Referrers' Guide to include new professions.

All publication requests continue to be dealt with within 1-3 working days and publications of particular interest to registrants in this quarter continue to be

- the Standards of Conduct, Performance and Ethics (975 requested);
- guidance on conduct and ethics for students (914); and
- CPD long guides (388).

These figures are additional to any publications distributed at HPC events or external conferences.

In addition to these requests, we have had two requests for documents in Welsh, both of which were dealt with within 10 working days, and 80 requests for public information packs have been received from our website form.

HPC In Focus continues to be published, although our June issue has not been published due to a technical problem with our internet service provider which IT are resolving. This distribution list currently totals 11,000 approximately

- Issue 28 published Friday 9 April; and
- Issue 29 published Friday 4 June.

5. Events

The HPC continues to be represented by employees from across the organisation at a range of professional facing events. Conferences attended in this quarter include

- The Association for Clinical Cytogenetics, Oxford*
(to present cpd audit information to clinical scientists)
- BPS Annual Conference*
- Unision Annual Conference#
- Naidex#
- Primary Care#
- CODP Annual Conference*
- BSHAA#
- BPS cpd events
- NHS Scotland#
- UKRC#

*speaker slot

#exhibition stands

Listening Events took place in Cheltenham and Rugby in May. All four events were very well attended and positive feedback about the events was received. The next set of Listening Events will take place in Berwick-upon-Tweed and Dundee in July.

6. Internal communications

The all employee training day took place in May 2010 with a focus on corporate social responsibility. Two all employee meetings led by the Chief Executive & Registrar have been held in April and June and dates for all 2010-11 dates have been set.

Two editions of HPC Update have been produced in this quarter, accompanying the all employee meetings on Thursday 15 April and Monday 14 June and Issues Brief continues to be published internally once a week.

7. Communications work for organisational activities

Registration renewals and CPD audits: meetings have taken place with BAAT, SoCP, BDA and BSHAA to update on CPD and renewals. In addition to this, articles continue to be placed with professional journals to promote registration renewals and the CPD audit process, the website is regularly updated and the first annual CPD report is now available.

A series of events with the BPS is currently underway (May-July) to inform new registrants of the CPD audit requirements.

Finally, the online CPD presentation and guidance documents are promoted at all events where we have speaking engagements.

Vetting and Barring: the Director has participated in project meetings and to date an article has been included in HPC In Focus Issue 29 (published Friday 4 June) as well as information uploaded to the website.

New professions: we continue to monitor media and online coverage, the HPC blog is updated regularly and HPC representatives continue to attend relevant meetings, conferences and professional body events.

Revalidation: An initial outline communications plan has been written. Activities in this quarter include new pages launched on the website, employees briefed at the all employee meeting in February, an article in Update and In Focus and information included in all Listening Event presentations.

1. Approval process

The Department has spent the last few months in a period of peak approval activity. Of the 41 visits scheduled from March 2010 until August 2010, 34 visits have already taken place. Of the remaining visits, four more will take place in July and three in August, reviewing 15 programmes.

Following the recent review of the approval process, updates have been made to assure efficiency and clarity of operations at all stages. Further information on the preparation and outcomes of the review were brought to the Education and Training Committee in June as an appendix to the Director of Education's report.

2. Annual monitoring process

The Department has spent the last few months preparing for the annual monitoring audit assessment days on 25 May and 15 and 17 June. Ten practitioner psychologist visitors attended the assessment day on 25 May and seven visitors attended each of the assessment days in June. Programmes considered at the June assessment days were from the following professions; radiography, paramedic, supplementary prescribing, biomedical science, dietetics, speech and language therapy, music therapy, operating department practitioner, physiotherapy and occupational therapy.

The deadline for the next annual monitoring submission is Friday 30 July 2010. Monthly reminders continue to be sent to ensure submission of documentation from education providers. Following the peak activity from February 2010 – July 2010, we expect to see a decline in the submission of annual monitoring

declarations as we move into the summer vacation. The last submission deadline for this academic year is Tuesday 31 August 2010.

3. Major change process

As expected, the number of major changes that the Department has received has increased since the winter period, though the number of submissions is lower than last year at the same time. Since the last Council meeting on 20 May we have received eight new major change notifications.

4. New professions: practitioner psychologists and hearing aid dispensers

The Department has continued to strengthen communications with practitioner psychologists, particularly via collaborative working with the British Psychological Society. The Department met the BPS Membership and Quality Assurance teams on 24 June 2010 to discuss the differences between the processes and requirements used by the BPS and HPC.

Education providers have requested that the HPC and BPS work more closely in relation to standards so that there is greater clarity of expectation. The BPS have expressed a willingness to use the same documents as HPC whenever possible and collaborative working between the organisations has been successful at the recent practitioner psychologist approval visits.

Following the opening of the hearing aid dispenser (HAD) section of the Register on 1 April 2010, the Department continues to work on individual areas of responsibility, as

identified in the Education Department Hearing Aid Dispenser workplan. This includes the organisation of a series of HAD presentations and seminars for education providers, to be held in the third quarter of 2010-2011. Data cleansing activities with education providers will take place in the coming months, alongside an exercise to update all contacts in the Education database.

4. Counsellors and psychotherapists

Following the Psychotherapists and Counsellors PLG meeting on 12 May 2010 to review progress to date and feed into the plan of activities for the group, it was confirmed that the earliest date the new Register could open was April 2013.

5. Healthcare scientists and healthcare science practitioners

The Department of Health is continuing the work of the Advisory Group to the Education and Training Board. At the last meeting, initial discussions were held round the purpose, function and structure of the Education and Training Board. Further meetings will take place to continue these discussions. Early indications suggest that the Education and Training Board will be an education provider awarding certification following completion of periods of supervised practice preceded by academic qualifications. We would therefore anticipate that the Education and Training Board's certification would require approval similarly to all other education providers' programmes.

6. Communications with education providers and stakeholders

The Department circulated the fourth edition of the 'Education Update' to education providers, visitors, professional body representatives and other stakeholders on 28 May 2010. The update can also be found on the Education page of the HPC website, at www.hpc-uk.org/education/update/. The next issue is due to be distributed in October 2010.

Members of the Department have met the following groups between May 2010 – July 2010;

- Department of Health Initiative – Allied Health Professionals Medicines Project (AHPMP) working group
- Department of Health Modernising Scientific Careers Programme
- Norwegian Board of Health Supervision Visit
- British Psychological Society
- QAA and UKIPG Forum on Work Based Learning
- Assessment and Learning in Practice Sessions (ALPS) Professional and Statutory Regulatory Bodies (PSRB)

7. Partners

Interviews for the three dietitian visitor vacancies and one podiatry/chiropractor registration assessor vacancy took place on 23 and 25 June. The interviews were undertaken by the Partners Department, along with the Acting Director of Education, the Acting Education Managers and Gill Pearson, Education and Training Committee member. Now that Gerald Armstrong-Bednall will be joining the Education and Training Committee we will also need to recruit for a further clinical

scientist/hearing aid dispenser visitor. Recruitment for this vacancy will begin shortly.

The visitor performance appraisal will be rolled out to visitors in the coming weeks. The Education Department will not be directly involved in these appraisals, but will provide support for visitors appraising their own and fellow visitors' performance whilst on visits and at assessment days.

8. Employees

There have been no resignations or new appointments. The Department is fully recruited.

Following the decision to promote understanding of the Education Department across HPC at the last regular employee meeting in April 2010, the Department gave a presentation for the rest of HPC at the all employee meeting on 14 June. The presentation focused on operational processes, the specific roles within the Department, how the work we do relates to the other departments within HPC and the projects we are working on in 2010-2011.

1. Employees

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

2. Copiers

Replacement copiers installed in the Fitness to Practise Department and the mezzanine floor. The new models are copier/scanner/fax devices.

3. Air-conditioning

The air-conditioning units in reception and the IT office have been replaced as the previous equipment was life expired.

4. Health & safety

On 10 May a fire drill was carried out, with the building being reported as fully evacuated within three minutes. There are no other actions or outstanding issues relating to this.

1. General

Since the last Council meeting, the Finance Department has produced the draft year end accounts up to March 2010.

2. Supplier payments

At the end of April, 98% by value of the £356K creditor payments were in the 30 days or less category.

3. Fee adjustments and income receipts handling

At the end of April, there was a two-day backlog in registrant direct debit cancellations and amendments against a two-day backlog target. We had no 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 had a two-day backlog and there was no backlog on credit card reconciliations against a two-day backlog target.

4. Income collection cycle

Direct debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Arts therapist, biomedical scientist, operating department practitioner and practitioner psychologist collections occurred in April. Dietitian and chiropody collections are scheduled for May and June. Most of the income comprises of renewal fees collected.

5. Funds under Management

At the end of April 2010, the Business Reserve account balance was £0.1M, earning an interest rate of 0.055% per annum. In early May the Business Reserve account was

amalgamated with the SIBA account as this offers a better rate of interest with instant access to funds with no penalty. £3.3M was invested in the NatWest Special Interest-bearing Account (SIBA) on a rolling daily basis, earning 0.48% per annum. The following were invested for three months (maturing July 2010) at fixed rates: £0.5M invested in Barclays money market account earning 0.53% and £2.0M in Lloyds TSB money market account earning 1.1%.

The investment portfolio (excluding £160k portfolio cash) at the end of April was valued at £1.91M. The investment portfolio value, including cash & money market instruments, was £2.07M. This compares £1.51m at the start of the previous financial year.

6. Pensions

In March, there were 61 active members in the Friends Provident Scheme. There has not been any additional information relating to the Capita Flexiplan scheme since the last report.

7. Employee training and employee 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 staff on annual or sickleave and to help achieve Finance Department service level targets.

8. Sage system support and development

In the budget for 2010/11 there are a few Sage accounting system enhancements which have been identified to be implemented in 2010/11 financial year. This is expected to begin after the financial year end work has been completed.

9. Significant financial projects/issues (next few months)

- Finalise the annual report
- The Five Year Plan is currently undergoing a re-draft and will be submitted for review at the next Finance & Resources Committee and the next Council meeting.
- Registrant fees project is to be reviewed in line with the Five Year Plan assumptions.
- The insurance broker for HPC and the investment management broker are expected to be reviewed during the year.

Fitness to Practise – Ms Kelly Johnson

1. Final Hearings

In April and May 2010, 44 cases were concluded at final hearings. 62 per cent of registrants either attended the hearing or were represented. At the end of May 2010, there were 271 ongoing substantive cases with 145 cases listed for hearing. There were also a further 34 cases which were ready to be listed for hearing by the scheduling team.

The mean and median length of time from receipt of a case for it to conclude at final hearing remains at 18 and 16 months respectively.

2. Review Hearings

In April and May 2010, 9 review hearings took place all of which were presented by HPC case managers. At the end of May there were 106 registrants subject to a suspension or conditions of practice order.

3. Interim Orders

11 interim order applications were made in April and May 2010, with 10 orders granted. A further 16 interim orders were reviewed in the same period with 3 orders revoked.

4. Investigating Committee

128 new allegations or enquiries were received in April and May. At the end of May 2010, there were 370 open allegations or enquiries. 79 of those cases had not yet met the standard of acceptance.

The case to answer rate for April and May 2010 was 72 per cent which is 19 per cent higher than the forecasted figure for

2010-11. This position will be kept under review. The mean and median position for cases to be considered by an ICP is 8 and 6 months respectively which is again higher than forecasted. This figure does not include cases that were closed before consideration by an ICP and 72 cases were closed without an ICP in April and May 2010

5. Health and Character

76 health and character declarations were received in April and May 2010, an increase of 28 percent compared to the same period in 2009-10.

6. Protection of title

30 complaints about misuse of title were received in April and May 2010. There are currently 39 open protection of title cases which is the lowest number ever.

7. Registration Appeals

3 registration appeals were received in May 2010, none of which were grand parenting appeals. This is the first time in a number of months that this has been the case.

8. High Court Appeals

There are currently no outstanding High Court Appeals. Two cases were disposed of by means of a consent order in May 2010

One application was made to the High Court in June 2010 for an extension to an interim order. The application was granted. We are also in the progress of applying for a extension to an interim order to the Court of Session.

There is currently two outstanding High Court Appeals. One application was made to the High Court in March 2010 for an extension to the interim order that was imposed by a HPC panel. The application was granted.

9. Court of Appeal

We are currently seeking the recovery of our costs in the case of Stanley Muscat which was heard by the Court of Appeal in July 2009.

In one other case a registrant has applied for permission to appeal to the Court of Appeal. We are waiting to see whether permission will be granted. The permission hearing has been scheduled for the end of June 2010

10. Meetings

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| Queensland Medical Radiation Technologists | 8 April |
| College of Paramedics | 22 April |
| Unision/Unite and Professional Bodies | 27 April |
| Deltascheme/Charter CMS Meeting | 5 May |
| Conference with Counsel | 6 May |
| Case Management System Workshop | 7 May |
| Jennifer Wright, Serious and Organised Crime Agency | 12 May |
| Case Management System Workshop | 17 May |
| BPS Cross Divisional Day | 17 May |
| Case Management System Workshop | 24 May |
| Case Management System Workshop | 1 June |
| Norwegian Board of Health Supervision | 1 June |
| Expectations of Complainant Event | 3 June |

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| Kingsley Napley | 4 June |
| Kofax Workshop | 4 June |
| Independent Safeguarding Authority | 9 June |
| Stuart Bailey, Data Migration Specialist | 11 June |
| Sharepoint Workshop | 22 June |
| Blake Laphorne | 23 June |
| Quadrant Consultants re OHPA | 24 June |
| Paul Turner | 24 June |
| West Midlands Ambulance Service | 29 June. |

11. Resources

Case Management

Zoe Maguire was appointed to the position of Investigations Manager in May 2010. Interviews for Zoe's replacement are due to take place on 25 June 2010.

Two external candidates and Akua Dwomuh-Bonsu have been appointed to the position of Case Manager. We now have the budgeted number of case managers for 2010-11

Siobhan Carson (formerly Registration Advisor) and James Malcolm have been appointed to the newly created positions of Case Support Officers.

post will manager the lead case managers and report to the Head of Case Management.

Hearings

Jonathan Dillon was appointed to the position of Lead Hearings Officer. Following Akua Dwomuh-Bonsu's appointment to the position of Case Manager there is currently one hearings officer vacancy which has been advertised as a year contract position.

The post of Scheduling and Witness Manager has been put on hold.

Partners

Training for the 12 new legal assessors took place on 13 May 2010. The new cycle of refresher training for panel members has now begun with training taking place on 25 May 2010 and 1 June 2010. Interviews are taking place for new chiroprapist/podiatrist, dietitian and orthoptist panel members.

1. Employee Resourcing

Human Resources

Eva Nordstrom has been appointed to the fixed term post of Partner Administrator. She started her new role on 6 April.

Recruitment is in progress for a fixed term HR Manager to provide maternity cover for Rachel Watson.

Fitness to Practise

Recruitment is in progress for two new Case Support Officer posts, and for two Case Manager posts which are needed to replace Sabrina Adams and Ciara O'Dwyer following their promotion to Lead Case manager positions.

Policy

We are currently advertising the new post of Policy PA/ Team Administrator. This post replaces the Policy Officer post vacated by Sam Mars.

Communications

Recruitment is in progress for the new post of Communications Officer (Stakeholder Communications) created as part of a recent reorganisation of the Communications Department.

2. Other HR Activities

Training

HR has completed a training needs analysis based on learning requirements specified in APDRs, and has now set up a programme of training events in 2010 covering a range of skill areas including Excel, Presentation Skills, Assertiveness Skills, Time Management and Project Management.

Employee Assistance Programme

The HR Director gave a short presentation on the services provided by the Employee Assistance Programme at the All Employee Meeting on 15 April.

2010 Annual Pay Review

Pay letters have been issued to all employees following approval of the 2010-2011 budget by Council on 25 March and the payroll has been updated.

Review of Pay Policy and Process

The Remuneration Committee on 4 March noted the work done to date on reviewing the pay process and approved further work towards designing a new pay model to be implemented from April 2011. A project plan for this work has been produced, and employee briefings are being arranged for May. Consultation with employees will take place in June.

Information Technology – Mr Guy Gaskins

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

- **Laptop replacement project:** The laptops are being distributed following an initial two week pilot. Currently 60% have been deployed with individual laptop users being prioritised over the laptop pool. Feedback has been very positive about the new laptop design.
- **IT upgrade to scanning solution:** We are required to implement an upgrade to the scanning solution of the Registration system to apply software fixes to a number of known errors. The upgrade started in mid-May and is expected to complete in June.
- **IT virtual environment:** We are required to implement a controlled virtual infrastructure to reduce the proliferation of physical servers and reduce the incidents of application conflicts. The shared storage device has been selected and ordered. We are waiting for delivery to begin installation and training.
- **ISO 9001 system:** This project develops the existing ISO 9001 quality management system to improve the integration with the HPC Intranet. External expert development resource has been managed to deliver this project. The initial development has completed with follow up ‘snagging’ to complete in June 2010.

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

- **Fitness to Practise (FTP) Case Management system project :** Contractual negotiations have concluded and the initial workshops have begun. The project is running to plan and to expectation.
- **Independent Safeguarding Authority (ISA) (Applicants):** This major project addresses the need to capture the ISA number for applicants. Relatively small changes are required within the NetRegulate application to accommodate the changes. This project is running to plan.
- **Education, Approvals and Monitoring service:** We have engaged with an external development company to deliver a series of small changes to the Education system. User acceptance testing has completed and the application changes were made live on 30 April 2010.
- **Desktop applications upgrade:** We are required to prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7. The Microsoft licensing model has been selected and we are now aligning the purchase of the licences with the start of the technical project in September.
- **Minitab15:** This is a statistical analysis tool required by the Business Process Improvement team. The PC based

application has been purchased and installed for the team. The project is now closed.

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

- **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.

The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops. Users will be assigned to policies that control their rights following the completion of the laptop project.

- **Credit-card handling**: We are required to support the project to outsource credit card handling to reduce organisation risk of fraud. PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sought to identify potential solutions and industry best practice for handling credit card payments by telephone. Initial demonstrations have been received to give HPC some background to the project. The project is due to formally start in July 2010.

- **Remote access security**: This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely. The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication. Potential vendors have been approached and web demonstrations have been completed.
- **Penetration testing**: Quarterly independent penetration tests of our environment are conducted to assure adequate security controls. The next penetration test is planned for the week beginning 28 June 2010.

4. 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 have applied patches to faults identified during testing. There is one outstanding fault that is preventing release. However, the software has been distributed to a number of users in a pilot; favourable comments have been received. We are still awaiting the resolution of the final fault that will enable the service to be promoted to the production environment.

1. Recruitment

There was a good response to the advertising partner roles in the dietitian and podiatry professions. Interviews are being held the week commencing 21 June for panel member, visitor and registration assessor in dietetics and vacancies for panel member and visitor for podiatry.

Recruitment is underway for orthoptist panel member.

2. Training

Two panel member refresher training sessions were held recently at Park House. Twenty seven panel members attended refresher training on 26 May and 30 attended on 1 June 2010. Psychologist registration assessors are scheduled to attend a refresher training session on 15 July 2010.

Induction training for panel members and registration assessors has been scheduled for July.

3. Partner agreement

The revised partner agreement and Code of Conduct has been sent for the 435 partner roles which expire on 31 July 2010.

3. Partner resignations

Two registration assessors resigned in May and one Panel member.

Policy and Standards – Mr Michael Guthrie

1. Meetings undertaken

| | |
|---|---------|
| Malcolm Cross, Council member | 5 May |
| Society of Clinical Perfusion Scientists | 6 May |
| DH National Allied Health Professions Professional Advisory Board | 11 May |
| British Association for Behavioural and Cognitive Psychotherapies | 13 May |
| DH No Secrets NHS Advisory Group | 13 May |
| British Psychological Society Division of Neuropsychology | 13 May |
| British Association for Sexual Relationship Therapy | 18 May |
| HPC Disaster Recovery exercise | 21 May |
| Australian Physiotherapy Association | 24 May |
| Department of Health | 25 May |
| Lesley Smith | 25 May |
| CHRE event, 'Regulating with compassion' | 28 May |
| Charlotte Humphreys | 2 June |
| Office of the Rail Regulator | 2 June |
| Royal College of Surgeons of Edinburgh, Edinburgh | 3 June |
| Counselling and Psychotherapy in Scotland (COSCA), Stirling | 5 June |
| Unite applied psychologists occupational advisory committee, Eastbourne | 11 June |
| Clinical associate psychologists, University of Stirling | 15 June |
| Chartered Society for Physiotherapy | 15 June |
| Amplifon, Wilmslow | 16 June |
| University of Durham, Durham | 16 June |
| Scottish Government Health Directorate, Edinburgh | 16 June |

2. Consultations

Standards of proficiency for health psychologists

A consultation is being held until 12 July 2010 on proposals to make a minor amendment to the standards of proficiency for health psychologists.

Welsh language scheme

A consultation is being held until the 1 September 2010 on a draft HPC Welsh language scheme.

3. Closed consultations

Removing the health reference as a requirement for entry to the Register

Responses to the recent consultation are being analysed; we received 74 responses. The Education and Training Committee considered the consultation analysis at its meeting in June 2010, agreeing and recommending to the Council that the current health reference requirement should be removed. The Council is considering a paper at this meeting.

4. Professional Liaison Groups

Psychotherapists and Counsellors

A meeting of the PLG took place on 12 May 2010. The Executive is currently planning and preparing for the subsequent meetings commencing in September 2010.

5. Post-registration qualifications

At its meeting in June 2010, the Education and Training Committee considered a draft consultation document to seek the views of stakeholders in this area. The Committee agreed and recommended the document to the consultation, subject to

some small changes to the document. The Council is considering a paper at this meeting.

Subject to Council approval, the consultation would take place between July and October 2010. It is currently planned that the outcomes of the consultation will be considered by the Education and Training Committee in November 2010 and by the Council at its December 2010 meeting.

As part of this process the Executive has met with a number of stakeholders including the British Psychological Society, Society of Chiropractors and Podiatrists and the Royal College of Surgeons. The Executive has also had close contact with the Department of Health and the Scottish Government Health Directorate and it will be important that any planned implementation of proposals in this area takes account of developments in the four countries.

6. Review of the threshold level of qualification for entry to the Register

At its meeting in June 2010, the Education and Training Committee considered a second paper looking at the threshold level of qualification for entry to the Register (the first standard of the standards of education and training – ‘SET 1’).

The Committee considered a range of options including whether the standard should be amended, removed or retained. The Committee decided that the standard should remain in its current terms but that further information should be produced by the Executive in order to clarify the purpose and application of the standard; the factors which would be taken

into account in establishing the level for a new profession joining the Register; and the factors which would be taken into account in considering whether the level of an existing regulated profession should be changed.

This information will be prepared by the Executive and considered by the Committee at a future meeting.

7. CPD profiles

The Department is continuing to review profiles and liaise with the relevant professional bodies. A number of draft profiles are at various stages of the drafting and approval process, including:

- Practitioner psychologists
- Dietitians
- Hearing aid dispensers
- Arts therapists

A profile for a clinical cytogeneticist (clinical scientist) has recently been published. The profile was drafted by the Association for Clinical Cytogenetics.

8. CHRE performance review 2009/10

The annual performance review of the regulators for 2009/2010 is nearing its conclusion. We now await the final CHRE report which we expect will be published in July 2010.

The Executive anticipates bringing a paper to the next available Council meeting looking at the outcomes of the report.

9. Generic standards of proficiency

At its meeting in June 2010 the Education and Training Committee approved a consultation document subject to minor changes. The Council is asked to approve the consultation document at this meeting.

Subject to the above, a consultation on proposed new generic standards will take place between July and October 2010.

10. Revalidation

The University of Durham is due to present at this Council meeting on the research they are undertaking looking at the link between pre-registration education and training and subsequent fitness to practise action.

1. Operational Performance

a) Telephone calls

i) UK telephone calls: During the period from 1 April to 31 May 2010 the team answered a total of 18,337 telephone calls which is 718 more than the same period two years ago.

ii) International telephone calls: During the period from 1 April to 31 May 2010 the team answered a total of 2,718 telephone calls which is 727 more than the same period last year and represents a 36.5% increase in the number of calls the department handled.

b) Application Processing

i) UK applications: A total of 831 new applications were received during this period and 1,077 individuals were registered, which is 449 more than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) International applications: A total of 438 new international applications were received in this period and 211 individuals were registered which is 101 less than the same period last year.

iii) Grandparenting applications: A total of 32 new grandparenting applications were received in this period and 9 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 emails per day and managed to respond to these on average within three 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 dietitians and chiropodists/podiatrists during this period and assessment days continued to be held.

e) Registration renewals

At the start of March 2010, 2,780 renewal forms were sent to arts therapists. This year a record total of 94.2% successfully renewed their registration for the next two-year cycle, which is an improvement of 7.2% compared to the last renewal period.

At the start of April 2010, 7,164 renewal forms were sent to dietitians. As at 4 June 2010, 6,083 registrants had renewed their registration with 47.3% renewing online.

At the start of May 2010, 1,573 hearing aid dispensers were invited to renew their registration and registrants have until 31 July 2010 to renew their registration. As at 4 June 2010, 622 registrants had renewed their registration with 85.7% renewing online.

At the start of May 2010, 12,878 chiropodists/podiatrists were invited to renew their registration and registrants have until 31 July 2010 to renew their registration. As at 4 June 2010, 5,351 registrants had renewed their registration with 83.1% renewing online.

2. Resources

a) Employees

The Department is operating within the budgeted headcount

1. Fitness to Practise seminar

On 3 June, following the meeting of the Fitness to Practise Committee, a seminar was held to discuss the MORI research on the “Expectations of Complainants”.

Key stakeholders were invited to Park House to discuss the findings of the research. The feedback from the workshops can be summarised as follows:-

- Better communication: HPC should explain what it could and could not do, timescales involved and where complainants could go, tailor communications for different audiences;
- Clarify terminology and more consistency;
- Involve users and their representatives to assist in the process or inform regulators;
- Greater efficiency in timescales: Explain what the expected timescales would be and the reasons for timescales.

The event was well-attended and the feedback received will inform the work of the HPC going forward.

2. Expenses policies

On 28 May, an e-mail was sent by the Chair and the Chief Executive to all members of Council regarding rail travel.

It was noted that a number of high profile public organisations had curtailed their policy of allowing first class rail travel and that the professionals that we regulate were likely to be working in a difficult economic climate for the next few years. Given that the HPC is a public organisation funded by registrants, it was considered more appropriate that our members should adopt a

similar policy and so members were informed that the cost of first class travel would not be reimbursed after 1 June 2010.

It was noted that there would be some grounds for making exceptions to this approach, for example on health or disability grounds.

A report is on today’s agenda for formal approval.

3. Annual meeting

One of the objectives in the 2010-2011 Secretariat workplan was to revise the format of the annual meeting which has historically been held after the meeting of Council in September to present the HPC’s annual report.

This year, the event will be held in Edinburgh on 14 September and key stakeholders from Scotland will be invited to discuss the annual report amongst other current issues.

The HPC will be represented at the meeting by the Executive and those members of Council from Scotland.

4. Council awayday

This year’s Council awayday will be held at the Hotel Seattle in Brighton on 13-14 October. Travel arrangements for those flying to London have been made and train tickets will be ordered once the tickets become available.

5. Council and committee calendar

The mini calendar of Council and Committee meetings for 2010/2011 will be distributed to members of Council at the meeting on 7 July. Should members require further copies, please do not hesitate to contact Secretariat.

6. External meetings and training

| | |
|--|------------|
| Health Regulators Diversity Forum | 12 May |
| Freedom of Information annual conference (PDP training) | 18 May |
| Health regulators governance group | 27 May |
| Strategies for Leadership Course, IMD | 14-17 June |

Management Information Pack

Marc Seale, Chief Executive & Registrar

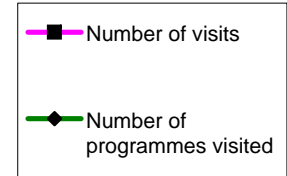
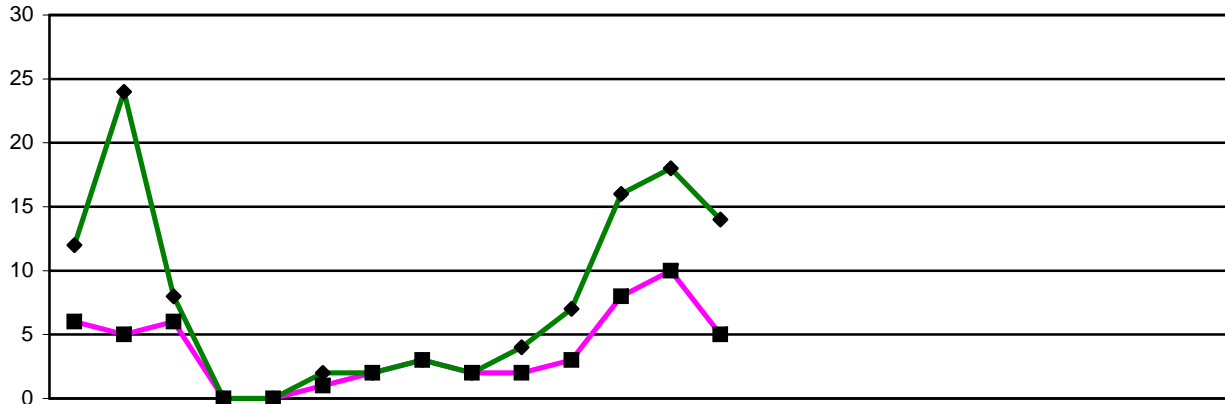
Report of figures to May 2010 for Council July 2010



hpc health
professions
council

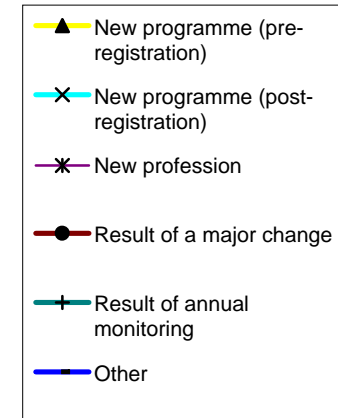
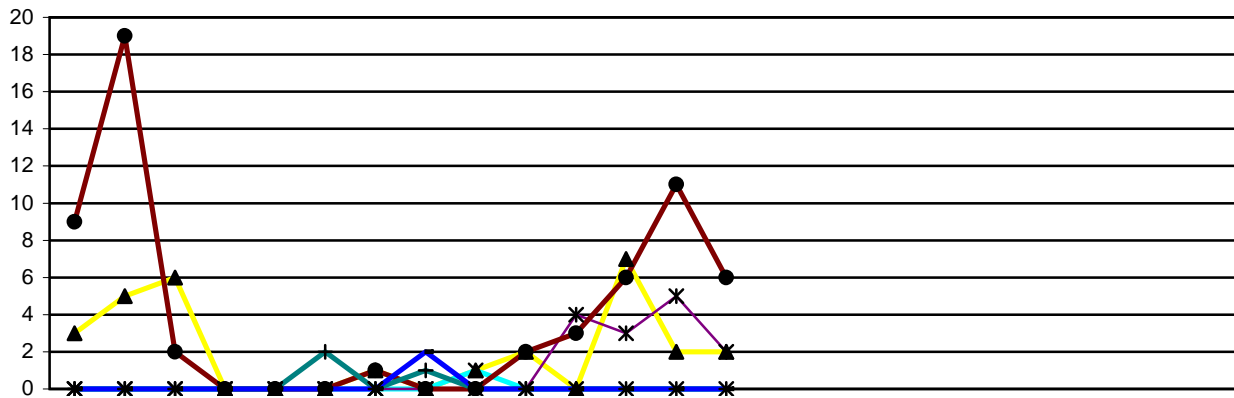
Management Reporting Information to Council
Health Professions Council
Figures until May 2010

| | | |
|--|--|------------|
| Education | Programme approvals and visits | 2a |
| | Programme monitoring | 2b |
| | Major change submissions | 2c |
| Feedback | Feedback | 3 |
| Finance - April 2010 only | Consolidated Income and Expenditure | 4a |
| | Consolidated Income budgeted & actual | 4b |
| | Consolidated expenditure budgeted & actual | 4c |
| | Consolidated Department Monthly Variances | 5 |
| | Consolidated Balance Sheet | 6 |
| | Consolidated Cash Flow Actual and Forecast | 7 |
| Fitness to Practise | Total Cases Considered | 8a |
| | Enquiries and allegations: source | 8b |
| | Panel Hearings, Decisions | 9 |
| | Cases Pending: Investigating Committee | 10a |
| | Cases Pending: Conduct and Competence, Health & Review Hearing | 10b |
| | | |
| Registration Appeals | Registration Appeals | 11 |
| Protection of Title | Protection of Title | 12 |
| Health and Character | Health and Character Declarations | 13 |
| Human Resources | HR Information | 14 |
| Information & IT | IT Infrastructure | 15 |
| Office Services | Mail Volume | 16 |
| Registration | HPC Number of Registrants by Profession | 17 |
| Grandparenting Registrations | Status of grandparent applications at end of each month | 18 |
| | New Grandparent Applications Received | 19 |
| | Grandparent Registrations | 20 |
| International Registrations | Status of international applications at end of each month | 21 |
| | New International Applications Received | 22 |
| | International Registrations | 23 |
| UK Registrations | Status of UK applications at end of each month | 24 |
| | New UK Applications Received | 25 |
| | Renewal Information | 26 |
| Grandparent, International & UK Registrations | Application Types Received | 27 |
| | New Registrants | 28 |
| | Registration Telephone Information | 29 |
| | Number of registrants with supplementary prescribing rights | 30 |



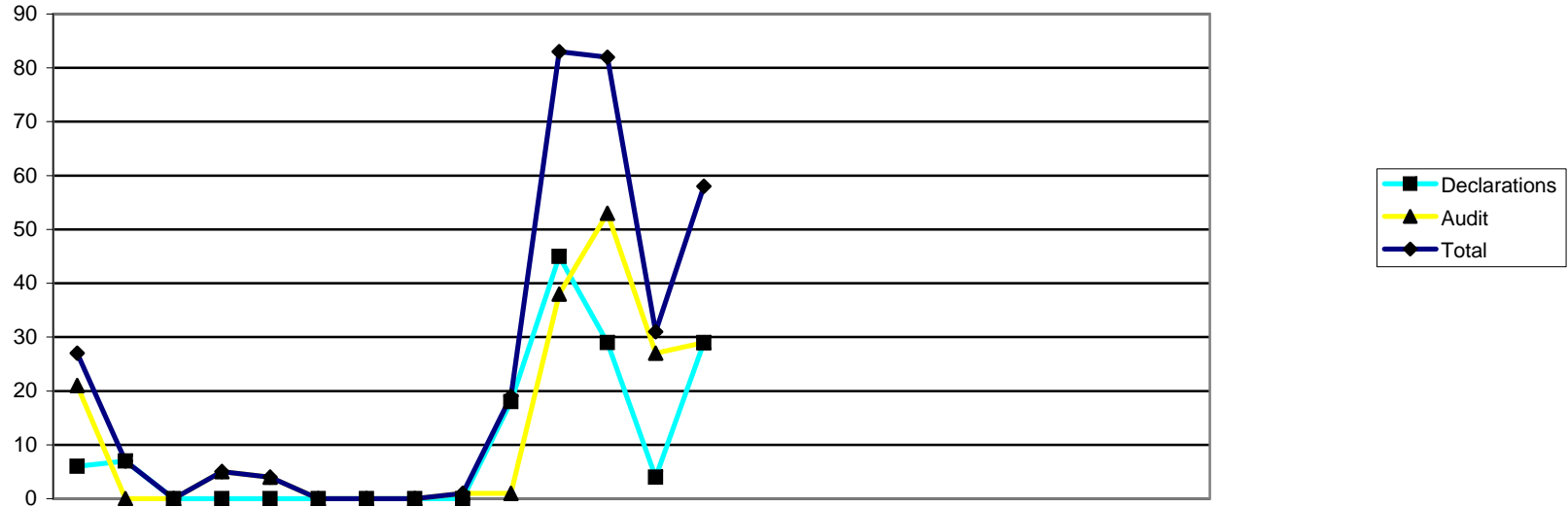
| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|-------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Overview of approval visits | | | | | | | | | | | | | | | |
| Number of visits | 6 | 5 | 6 | 0 | 0 | 1 | 2 | 3 | 2 | 2 | 3 | 8 | 10 | 5 | |
| Number of programmes visited | 12 | 24 | 8 | 0 | 0 | 2 | 2 | 3 | 2 | 4 | 7 | 16 | 18 | 14 | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 0 | 101 | 63 | 42 | 38 | 15 |
| 27 | 117 | 86 | 84 | 80 | 32 |



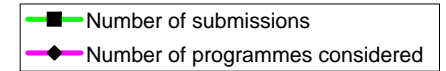
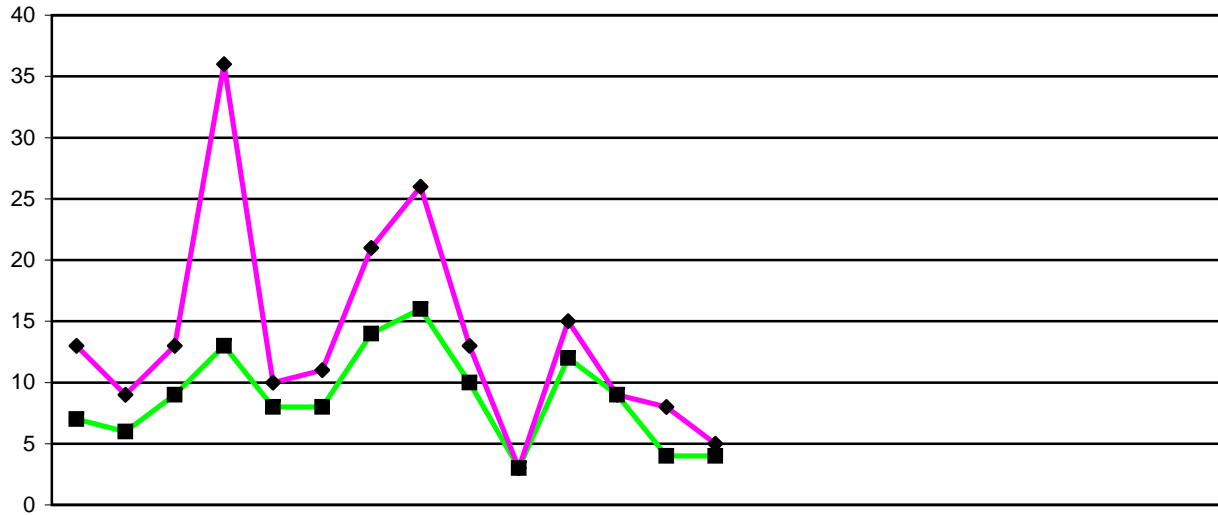
| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|--|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Reason for programme visited | | | | | | | | | | | | | | | |
| New programme (pre-registration) | 3 | 5 | 6 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 7 | 2 | 2 | |
| New programme (post-registration) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | |
| New profession | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 3 | 5 | 2 | |
| Result of a major change | 9 | 19 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 3 | 6 | 11 | 6 | |
| Result of annual monitoring | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total | 12 | 24 | 8 | 0 | 0 | 2 | 2 | 3 | 2 | 4 | 7 | 16 | 18 | 10 | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 0 | 18 | 32 | 21 | 25 | 4 |
| 5 | 29 | 1 | 0 | 1 | 0 |
| 5 | 16 | 4 | 0 | 7 | 7 |
| 5 | 32 | 26 | 53 | 42 | 17 |
| 5 | 1 | 3 | 3 | 3 | 0 |
| 5 | 21 | 2 | 0 | 2 | 0 |
| 25 | 117 | 68 | 77 | 80 | 28 |



| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|--------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Annual monitoring submissions | | | | | | | | | | | | | | | |
| Declarations | 6 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 45 | 29 | 4 | 29 | |
| Audit | 21 | 0 | 0 | 5 | 4 | 0 | 0 | 0 | 1 | 1 | 38 | 53 | 27 | 29 | |
| Total | 27 | 7 | 0 | 5 | 4 | 0 | 0 | 0 | 1 | 19 | 83 | 82 | 31 | 58 | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 09/10 |
|--------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 113 | 94 | 143 | 167 | 105 | 33 |
| 51 | 184 | 135 | 136 | 123 | 56 |
| 164 | 278 | 278 | 303 | 228 | 89 |

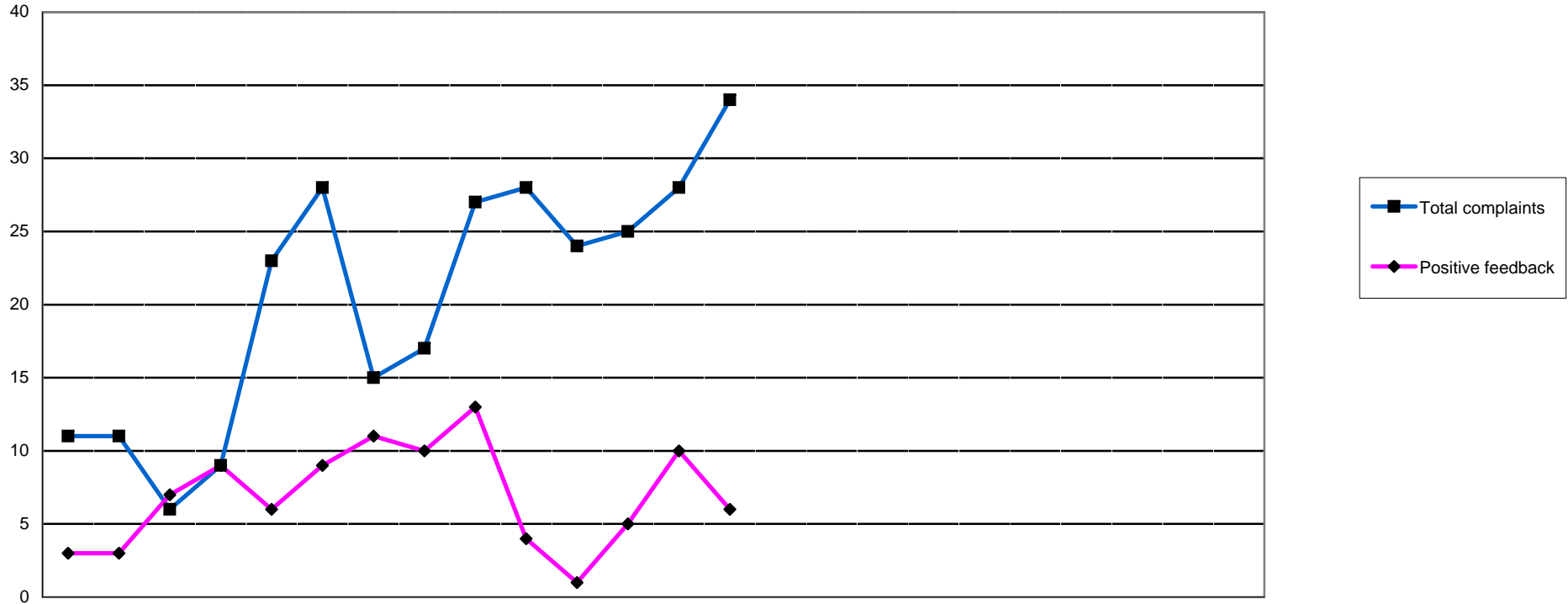


| Major change submissions | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|---------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Number of submissions | 7 | 6 | 9 | 13 | 8 | 8 | 14 | 16 | 10 | 3 | 12 | 9 | 4 | 4 | |
| Number of programmes considered | 13 | 9 | 13 | 36 | 10 | 11 | 21 | 26 | 13 | 3 | 15 | 9 | 8 | 5 | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 16 | 51 | 62 | 66 | 115 | 8 |
| 25 | 97 | 109 | 141 | 179 | 13 |

Health Professions Council

Feedback April 2009 to March 2011



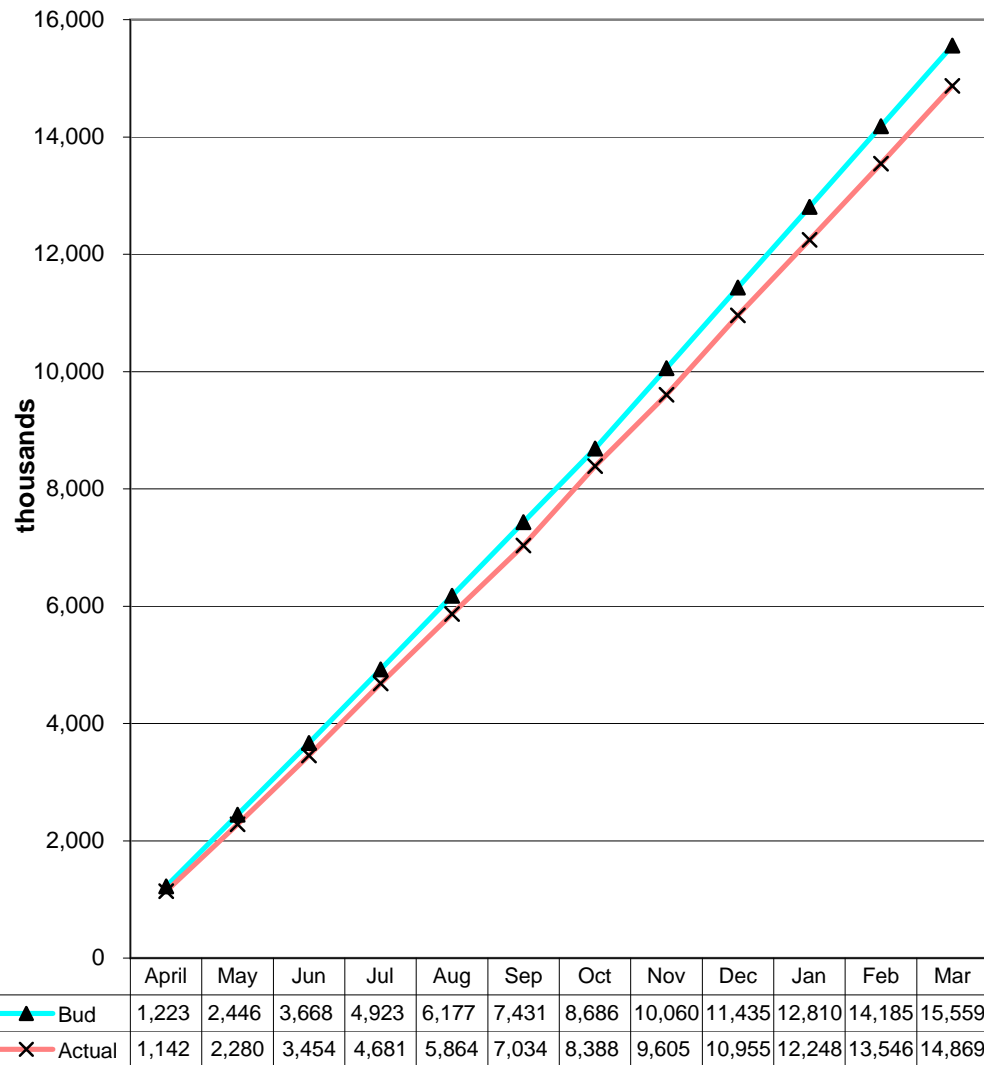
| | 2009 | | 2010 | | | | | | | | | | 2011 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | |
|-----------------------------|------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|--------|--------|--------|--------|-------|-------|-----|-----|-----|-----|-----|-----|-----|
| | 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 | FYE | YTD |
| Application process | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 3 | | | | | | | | | | | 39 | 23 | 28 | 29 | 4 | 4 |
| Registration process | 9 | 6 | 4 | 5 | 17 | 25 | 11 | 13 | 17 | 24 | 15 | 17 | 20 | 20 | | | | | | | | | | | 169 | 88 | 122 | 361 | 163 | 40 |
| External comms | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 24 | 6 | 6 | 4 | 1 | 0 |
| Responsiveness | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 6 | 2 | 0 | 0 | 2 | 0 |
| Partner management | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | | | | | | | | | | | 0 | 4 | 2 | 4 | 4 | 3 |
| Rules/legislation | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | 17 | 11 | 10 | 3 | 5 | 0 |
| Other | 0 | 3 | 1 | 1 | 4 | 2 | 4 | 4 | 10 | 3 | 8 | 5 | 7 | 8 | | | | | | | | | | | 7 | 16 | 18 | 44 | 45 | 15 |
| Total complaints | 11 | 11 | 6 | 9 | 23 | 28 | 15 | 17 | 27 | 28 | 24 | 25 | 28 | 34 | | | | | | | | | | | 262 | 262 | 186 | 445 | 224 | 62 |
| Positive feedback | 3 | 3 | 7 | 9 | 6 | 9 | 11 | 10 | 13 | 4 | 1 | 5 | 10 | 6 | | | | | | | | | | | 187 | 19 | 27 | 37 | 81 | 16 |

| | 2010 | | | | | | 2011 | | | | | | Total to YTD £000 | Budget YTD £000 | Variance £000 | Annual Budget £000 |
|------------------------------------|--------------|------|------|------|------|------|------|------|------|------|------|------|-------------------------|-----------------------|------------------|--------------------------|
| | April | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | | | | |
| | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | | | | |
| INCOME | | | | | | | | | | | | | | | | |
| Registration Income | 1,327 | | | | | | | | | | | | 1,327 | 1,323 | 4 | 16,834 |
| Cheque/credit card write off | (0) | | | | | | | | | | | | (0) | (0) | | (3) |
| TOTAL INCOME* | 1,327 | | | | | | | | | | | | 1,327 | 1,323 | 4 | 16,831 |
| EXPENDITURE | | | | | | | | | | | | | | | | |
| Chair | 2 | | | | | | | | | | | | 2 | 4 | 2 | 50 |
| Chief Executive | 23 | | | | | | | | | | | | 23 | 27 | 4 | 313 |
| Council & Committees | 6 | | | | | | | | | | | | 6 | 14 | 7 | 400 |
| Communications | 77 | | | | | | | | | | | | 77 | 86 | 9 | 1,122 |
| Depreciation | 49 | | | | | | | | | | | | 49 | 46 | (3) | 541 |
| Education | 66 | | | | | | | | | | | | 66 | 68 | 2 | 745 |
| Facilities Management | 56 | | | | | | | | | | | | 56 | 78 | 22 | 895 |
| Finance | 48 | | | | | | | | | | | | 48 | 51 | 2 | 647 |
| Fitness to Practise | 500 | | | | | | | | | | | | 500 | 571 | 71 | 7,146 |
| Human Resources & Partners | 45 | | | | | | | | | | | | 45 | 77 | 32 | 932 |
| IT Department | 72 | | | | | | | | | | | | 72 | 80 | 8 | 1,041 |
| Operations Office | 35 | | | | | | | | | | | | 35 | 38 | 3 | 502 |
| Policy & Standards | 12 | | | | | | | | | | | | 12 | 20 | 8 | 313 |
| Major Projects | 31 | | | | | | | | | | | | 31 | 52 | 21 | 296 |
| Registration | 199 | | | | | | | | | | | | 199 | 190 | (9) | 1,616 |
| Secretariat | 14 | | | | | | | | | | | | 14 | 18 | 5 | 252 |
| TOTAL EXPENDITURE | 1,236 | | | | | | | | | | | | 1,236 | 1,421 | 184 | 16,811 |
| OPERATING SURPLUS/(DEFICIT) | 91 | | | | | | | | | | | | 91 | (98) | 189 | 20 |

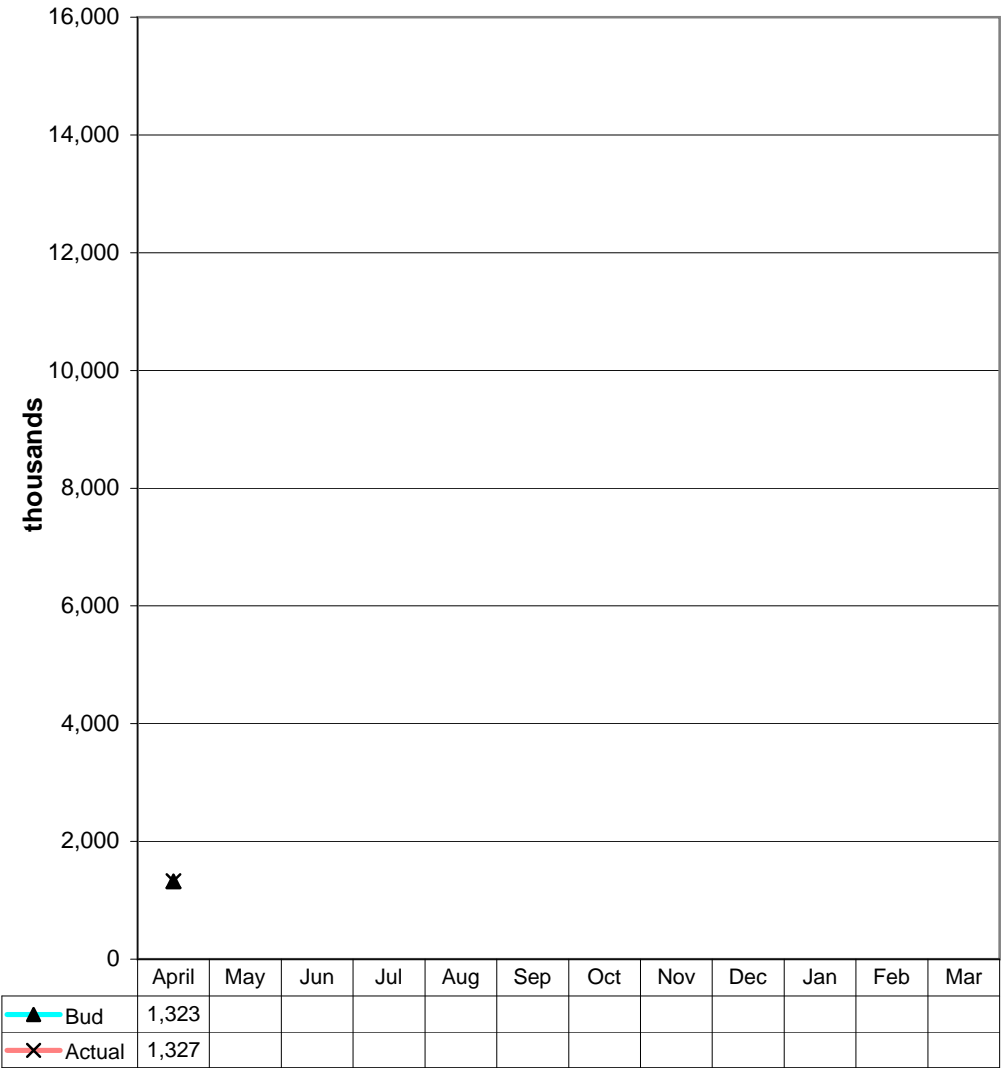
* Total Income is excluding investment income

Note: No accruals have been posted for April

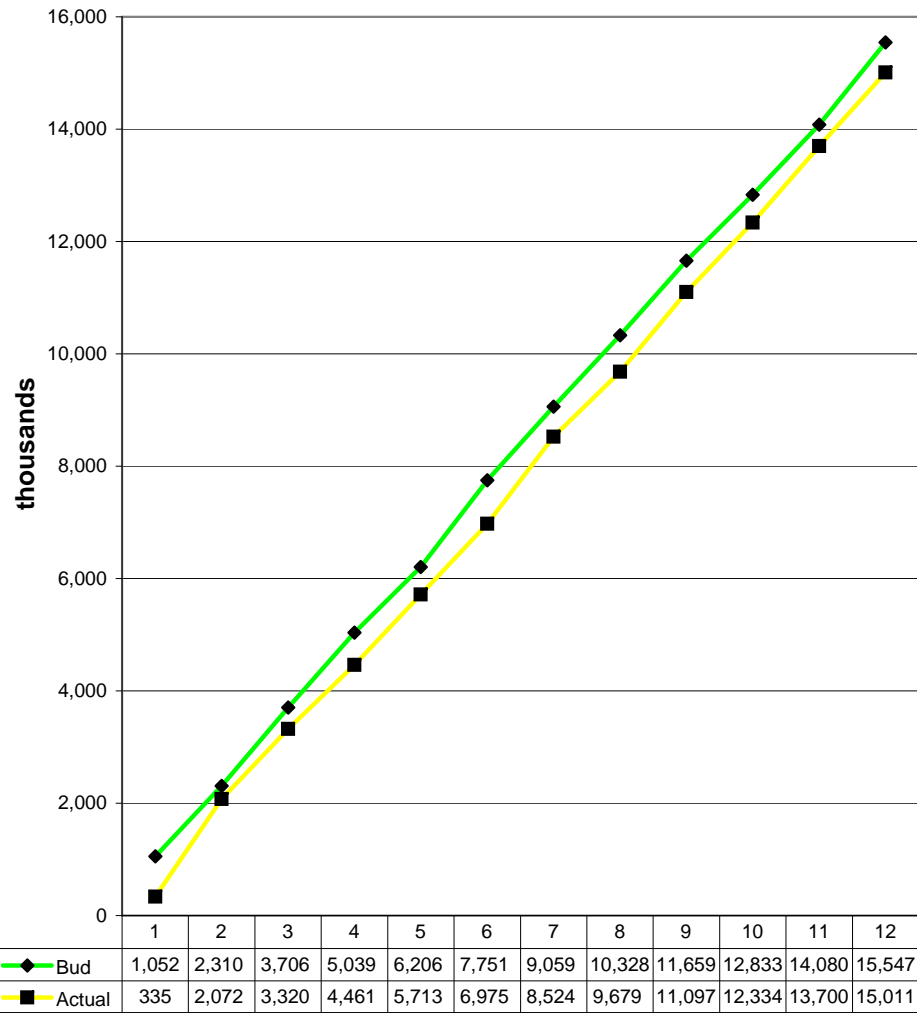
Income 2009/10 budgeted & actual



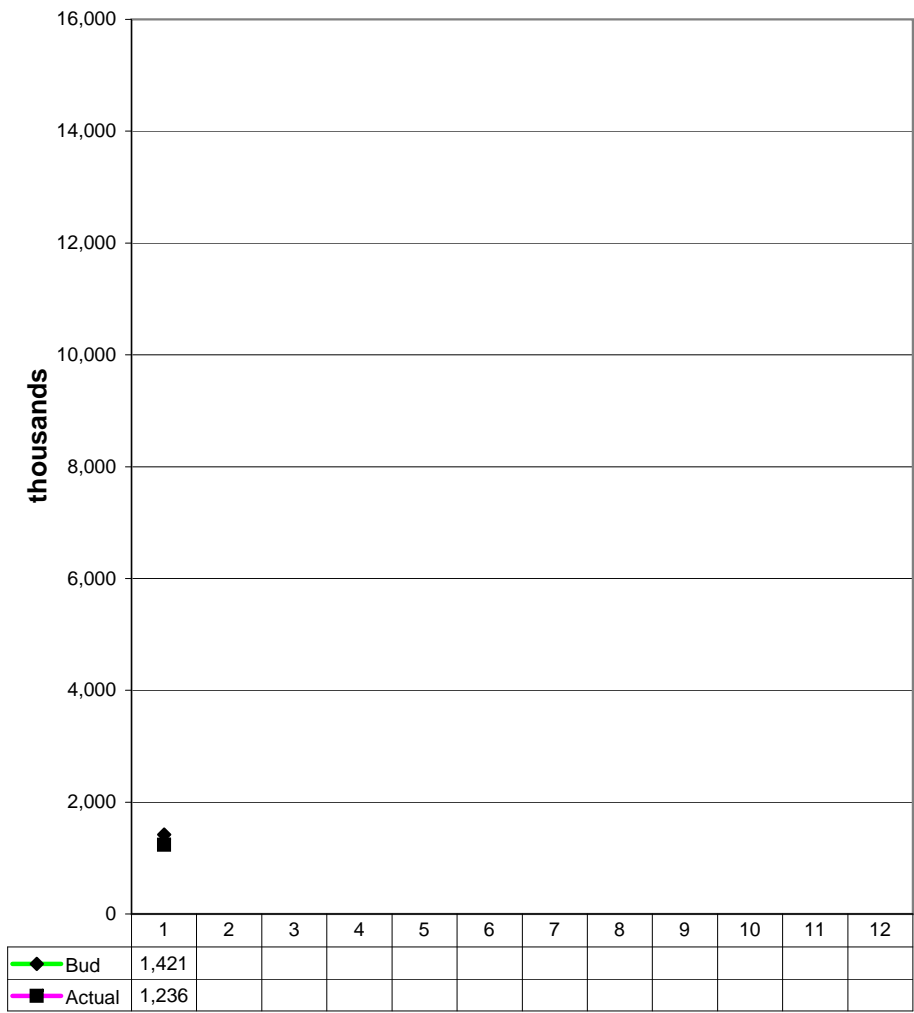
Income 2010/11 budgeted & actual



Expenditure 2009/10 budgeted & actual



Expenditure 2010/11 budgeted & actual



| | 2010 | | | | | | | | | | | | 2011 | | |
|------------------------------|-------|------|------|------|------|------|------|------|------|------|------|------|-----------------|---------------|----------------------|
| | April | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total to Apr | Budget Apr | Total Expenditure |
| | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 |
| EXPENDITURE | | | | | | | | | | | | | | | |
| Chair | 2 | | | | | | | | | | | | 2 | 4 | 2 |
| Chief Executive | 4 | | | | | | | | | | | | 4 | 27 | 23 |
| Council & Committees | 7 | | | | | | | | | | | | 7 | 14 | 6 |
| Communications | 9 | | | | | | | | | | | | 9 | 86 | 77 |
| Depreciation | (3) | | | | | | | | | | | | (3) | 46 | 49 |
| Education | 2 | | | | | | | | | | | | 2 | 68 | 66 |
| Facilities Management | 22 | | | | | | | | | | | | 22 | 78 | 56 |
| Finance | 2 | | | | | | | | | | | | 2 | 51 | 48 |
| Fitness to Practise | 71 | | | | | | | | | | | | 71 | 571 | 500 |
| Human Resources & Partners | 32 | | | | | | | | | | | | 32 | 77 | 45 |
| IT Department | 8 | | | | | | | | | | | | 8 | 80 | 72 |
| Operations Office | 3 | | | | | | | | | | | | 3 | 38 | 35 |
| Policy & Standards | 8 | | | | | | | | | | | | 8 | 20 | 12 |
| Major Projects | 21 | | | | | | | | | | | | 21 | 52 | 31 |
| Registration | (9) | | | | | | | | | | | | (9) | 190 | 199 |
| Secretariat | 5 | | | | | | | | | | | | 5 | 18 | 14 |
| TOTAL BUDGET VARIANCE | 184 | | | | | | | | | | | | 184 | 1,421 | 1,236 |
| TOTAL MONTHLY BUDGET | 1,421 | | | | | | | | | | | | | | 1,421 |
| TOTAL EXPENDITURE | 1,236 | | | | | | | | | | | | | | 1,236 |

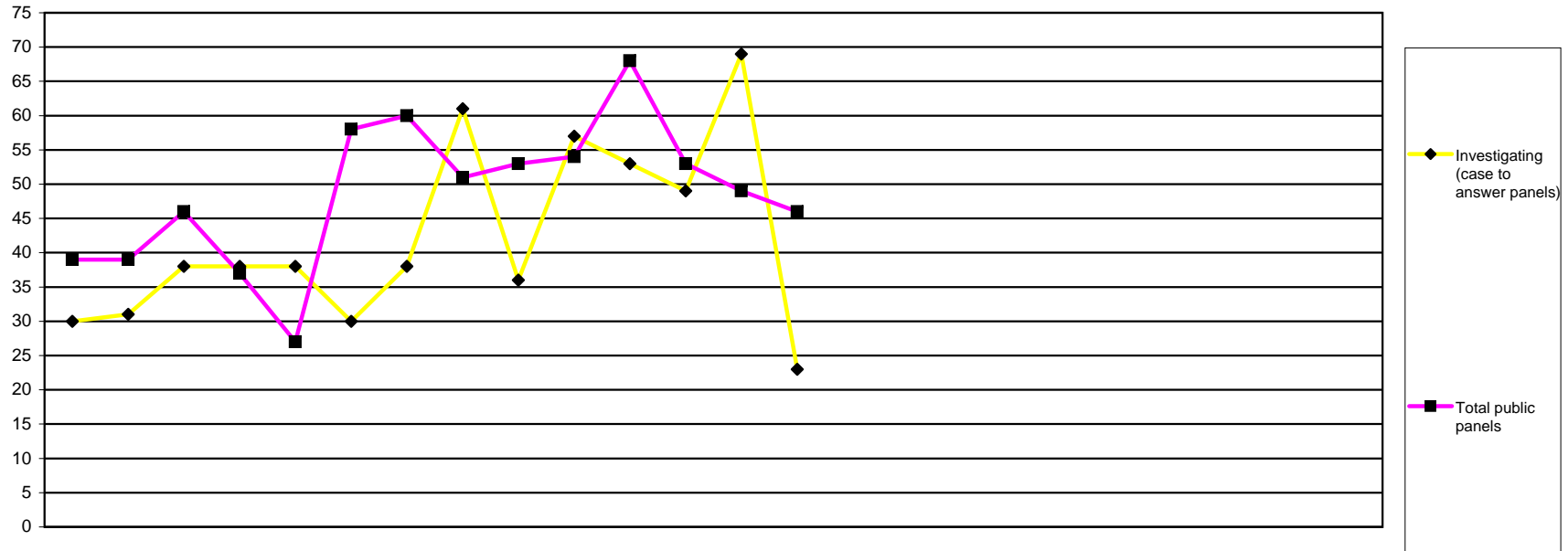
* Total Income is excluding investment income

| | <i>Actual</i> £000 | 2010 | | | | | | | | | | | |
|--------------------------------------|-----------------------|-----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------|----------|----------|
| | | April £000 | May £000 | Jun £000 | Jul £000 | Aug £000 | Sep £000 | Oct £000 | Nov £000 | Dec £000 | 2011 | | |
| | | Jan £000 | Feb £000 | Mar £000 | | | | | | | | | |
| Non-current Assets | | | | | | | | | | | | | |
| Property, Plant and Machinery | 2,567 | 2,574 | | | | | | | | | | | |
| Intangible assets | 964 | 926 | | | | | | | | | | | |
| TOTAL FIXED ASSETS | 3,531 | 3,500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURRENT ASSETS | | | | | | | | | | | | | |
| Other current assets | 207 | 489 | | | | | | | | | | | |
| Financial assets | 1,926 | 1,912 | | | | | | | | | | | |
| Bank & Cash | 5,649 | 5,822 | | | | | | | | | | | |
| | 7,782 | 8,223 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CURRENT LIABILITIES | | | | | | | | | | | | | |
| Trade and other payables | (426) | (352) | | | | | | | | | | | |
| Other Liabilites | (1,129) | (817) | | | | | | | | | | | |
| Deferred income | (8,814) | (9,518) | | | | | | | | | | | |
| | (10,369) | (10,687) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total assets less liabilities | 944 | 1,036 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Represented by: | | | | | | | | | | | | | |
| Revaluation Reserve | 4 | 4 | | | | | | | | | | | |
| Income and expenditure account | 940 | 1,032 | | | | | | | | | | | |
| | 944 | 1,036 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

* Balance sheet includes investment income

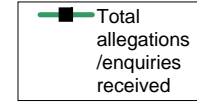
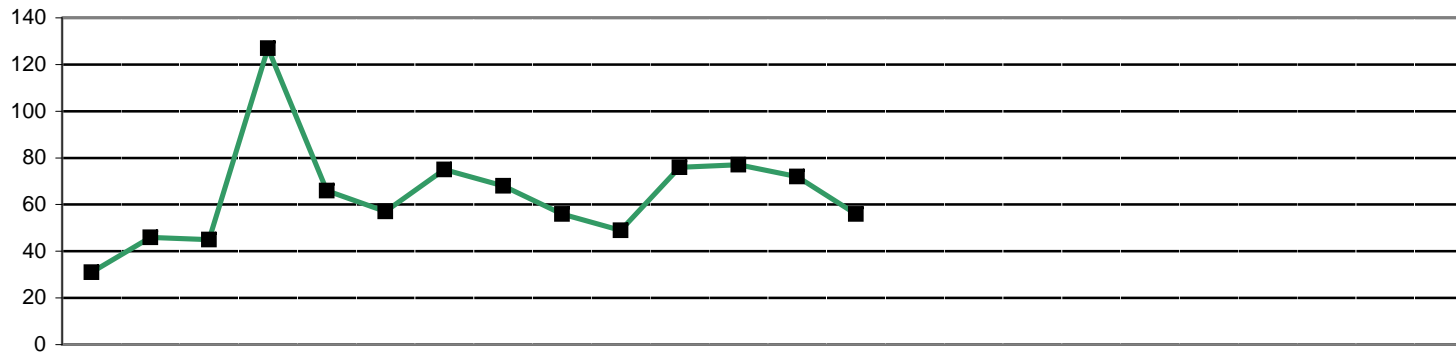
| | <i>Actual</i> £000 | 2010 | | | | | | | | | | | | 2011 | | | | <i>Total</i> £000 |
|-------------------------------|-----------------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--|----------------------|
| | | April £000 | May £000 | Jun £000 | Jul £000 | Aug £000 | Sep £000 | Oct £000 | Nov £000 | Dec £000 | Jan £000 | Feb £000 | Mar £000 | | | | | |
| Opening Balance | | 5,649 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | | | | |
| Registration Income | | 1,327 | | | | | | | | | | | | | | 1,327 | | |
| Investment Income | | 2 | | | | | | | | | | | | | | 2 | | |
| Investment Sales | | 12 | | | | | | | | | | | | | | 12 | | |
| Deferred Income Movements | | 705 | | | | | | | | | | | | | | 705 | | |
| Department of Health funding | | | | | | | | | | | | | | | | 0 | | |
| Total Cash Receipts | | 2,046 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2,046 | | |
| Expenditure | | 1,236 | | | | | | | | | | | | | | 1,236 | | |
| Depreciation | | (49) | | | | | | | | | | | | | | (49) | | |
| Asset disposal / writeoff | | 387 | | | | | | | | | | | | | | 387 | | |
| Aged Cred / Accrual Movements | | 282 | | | | | | | | | | | | | | 282 | | |
| Debtor Movements | | | | | | | | | | | | | | | | 0 | | |
| Payments to Creditors | | 1,856 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,856 | | |
| Capital Expenditure | | 19 | | | | | | | | | | | | | | 19 | | |
| Capital write-off | | | | | | | | | | | | | | | | 0 | | |
| Investment Purchases | | | | | | | | | | | | | | | | 0 | | |
| Other Payments | | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 | | |
| Closing Balance | 5,649 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | 5,820 | | | |

* Cash flow includes investment income

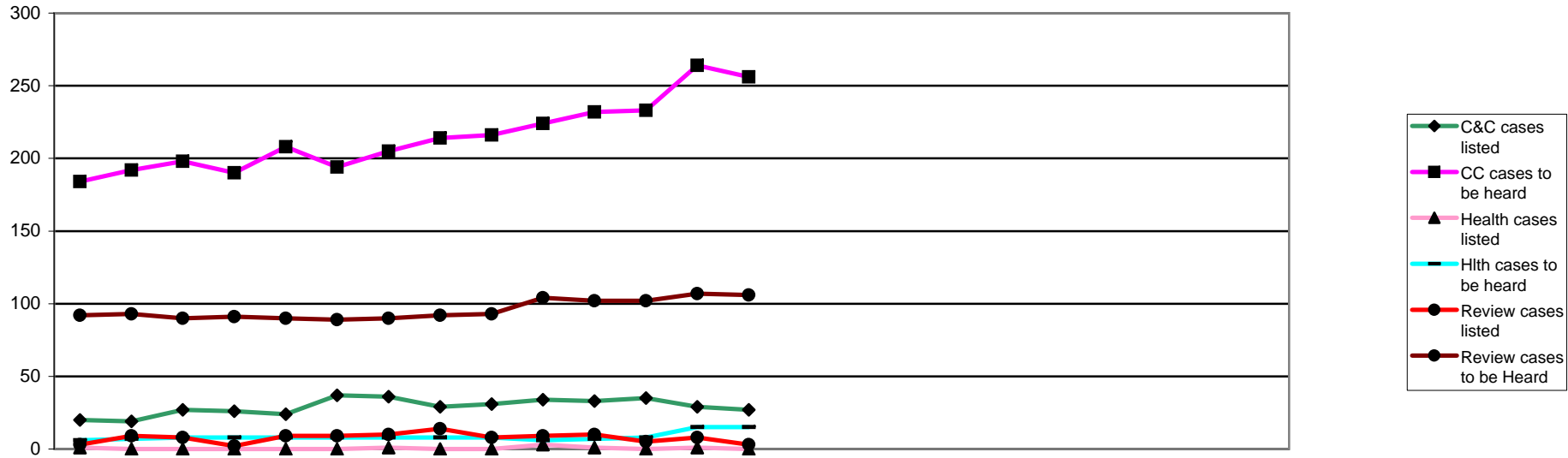


| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | |
|--|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|--------|--------|-------|-------|-----|------|-----|--|
| | Apr | 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 | |
| Investigating (case to answer panels) | 30 | 31 | 38 | 38 | 38 | 30 | 38 | 61 | 36 | 57 | 53 | 49 | 69 | 23 | | | | | | | | | | | 297 | 363 | 499 | 92 | |
| Public Panels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Investigating (incorrect entry) | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | | | | | | | 19 | 1 | 4 | 0 | |
| Conduct & Competence | 20 | 19 | 27 | 26 | 24 | 37 | 36 | 29 | 31 | 34 | 33 | 35 | 29 | 27 | | | | | | | | | | | 176 | 203 | 351 | 56 | |
| Health | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 0 | 1 | 0 | | | | | | | | | | | 9 | 3 | 6 | 1 | |
| Review cases | 3 | 9 | 8 | 2 | 9 | 9 | 10 | 14 | 8 | 9 | 10 | 5 | 8 | 3 | | | | | | | | | | | 67 | 93 | 96 | 11 | |
| Interim order (application) | 9 | 2 | 3 | 2 | 3 | 4 | 2 | 2 | 7 | 4 | 5 | 3 | 4 | 7 | | | | | | | | | | | 20 | 30 | 46 | 11 | |
| Interim order (review) | 5 | 8 | 8 | 7 | 5 | 8 | 11 | 6 | 7 | 4 | 18 | 9 | 7 | 9 | | | | | | | | | | | 52 | 54 | 96 | 16 | |
| Total public panels | 39 | 39 | 46 | 37 | 27 | 58 | 60 | 51 | 53 | 54 | 68 | 53 | 49 | 46 | | | | | | | | | | | 343 | 384 | 599 | 95 | |
| Total panels | 69 | 70 | 84 | 75 | 79 | 88 | 98 | 112 | 89 | 111 | 121 | 102 | 118 | 69 | | | | | | | | | | | 640 | 747 | 1098 | 187 | |

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



| | | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | |
|-----------------------------|-------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|--------|--------|--------|--------|-------|-------|-----|-----|-----|-----|-----|-----|
| | | 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 | FYE | YTD |
| Source of enquiry | Total enquiries | 5 | 19 | 17 | 45 | 19 | 22 | 24 | 19 | 15 | 15 | 14 | 29 | 17 | 17 | | | | | | | | | | | | | | | | |
| | Employer | 3 | 9 | 8 | 10 | 8 | 10 | 15 | 5 | 4 | 2 | 3 | 1 | 3 | 5 | | | | | | | | | | | | | | | | |
| | Public | 0 | 8 | 4 | 30 | 6 | 10 | 4 | 4 | 9 | 11 | 7 | 21 | 8 | 10 | | | | | | | | | | | | | | | | |
| | Police | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | | |
| | Professional body | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | |
| | Registrant | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 6 | 1 | 0 | 0 | 2 | 6 | 1 | | | | | | | | | | | | | | | | |
| | Other | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 3 | 0 | 1 | 3 | 1 | 0 | 0 | | | | | | | | | | | | | | | | |
| | Article 22(6)/Anon | 1 | 1 | 2 | 1 | 2 | 0 | 2 | 1 | 0 | 1 | 1 | 3 | 0 | 1 | | | | | | | | | | | | | | | | |
| Source of allegation | Total allegations | 26 | 27 | 28 | 82 | 47 | 35 | 51 | 49 | 41 | 34 | 62 | 48 | 55 | 39 | | | | | | | | | | | 316 | 322 | 315 | 341 | 530 | 94 |
| | Employer | 12 | 21 | 12 | 26 | 13 | 10 | 18 | 11 | 11 | 15 | 20 | 13 | 21 | 19 | | | | | | | | | | | 113 | 164 | 127 | 149 | 182 | 40 |
| | Public | 3 | 1 | 7 | 33 | 16 | 8 | 14 | 15 | 15 | 8 | 18 | 15 | 21 | 10 | | | | | | | | | | | 61 | 77 | 76 | 67 | 153 | 31 |
| | Police | 3 | 2 | 2 | 4 | 4 | 4 | 2 | 2 | 2 | 5 | 3 | 3 | 4 | 1 | | | | | | | | | | | 27 | 31 | 32 | 32 | 36 | 5 |
| | Professional body | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | 0 | 1 | 6 | 1 | 1 | 1 |
| | Registrant | 4 | 1 | 1 | 3 | 3 | 4 | 5 | 6 | 2 | 2 | 5 | 9 | 0 | 1 | | | | | | | | | | | 30 | 16 | 22 | 30 | 45 | 1 |
| | Other | 1 | 0 | 1 | 6 | 1 | 2 | 3 | 2 | 2 | 0 | 1 | 2 | 3 | 2 | | | | | | | | | | | 13 | 7 | 3 | 14 | 21 | 5 |
| | Article 22(6)/Anon | 3 | 2 | 5 | 10 | 10 | 6 | 9 | 13 | 9 | 4 | 15 | 6 | 5 | 6 | | | | | | | | | | | 57 | 23 | 49 | 48 | 92 | 11 |
| Allegation type | Misconduct | 14 | 16 | 13 | 53 | 32 | 23 | 41 | 33 | 28 | 23 | 43 | 36 | 41 | 30 | | | | | | | | | | | 205 | 228 | 177 | 223 | 355 | 71 |
| | Lack of competence | 6 | 4 | 10 | 15 | 8 | 7 | 7 | 7 | 5 | 6 | 10 | 6 | 4 | 2 | | | | | | | | | | | 33 | 44 | 29 | 50 | 91 | 6 |
| | Conviction/caution | 5 | 6 | 4 | 12 | 4 | 5 | 3 | 7 | 5 | 5 | 6 | 6 | 8 | 7 | | | | | | | | | | | 41 | 41 | 49 | 51 | 68 | 15 |
| | Health | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | | | | | | | | | | | 2 | 1 | 1 | 7 | 5 | 2 |
| | Other regulator | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 1 | 0 | 2 | 1 | 0 | 0 |
| | Incorrect or fraudulent entry | 0 | 1 | 1 | 1 | 2 | 0 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | | | | | | | | | | | 33 | 3 | 4 | 6 | 10 | 0 |
| | Not classified | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 24 | 3 | 0 | 0 |
| Total allegations/enquiries | 31 | 46 | 45 | 127 | 66 | 57 | 75 | 68 | 56 | 49 | 76 | 77 | 72 | 56 | | | | | | | | | | | 314 | 318 | 424 | 483 | 773 | 128 | |



Page 9 part 1 Panel Hearings Decisions: Conduct and Competence Cases

| | 2009 | | | 2010 | | | | | | | | | 2011 | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | | | | |
|-------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|--------|--------|--------|--------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| | 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 | FYE | YTD | |
| C&C cases listed | 20 | 19 | 27 | 26 | 24 | 37 | 36 | 29 | 31 | 34 | 33 | 35 | 29 | 27 | | | | | | | | | | | 73 | 119 | 176 | 231 | 351 | 56 | |
| Struck off | 0 | 4 | 9 | 3 | 10 | 10 | 5 | 9 | 1 | 3 | 3 | 8 | 5 | 6 | | | | | | | | | | | 11 | 26 | 37 | 64 | 65 | 11 | |
| Suspended | 4 | 2 | 1 | 4 | 1 | 6 | 5 | 7 | 4 | 3 | 0 | 1 | 3 | 3 | | | | | | | | | | | 19 | 19 | 30 | 23 | 38 | 6 | |
| Conditions of practice | 1 | 2 | 0 | 1 | 0 | 2 | 1 | 3 | 1 | 0 | 3 | 0 | 3 | 0 | | | | | | | | | | | 5 | 5 | 7 | 10 | 14 | 3 | |
| Caution | 6 | 2 | 3 | 8 | 4 | 0 | 3 | 1 | 6 | 6 | 1 | 6 | 1 | 6 | | | | | | | | | | | 8 | 32 | 28 | 24 | 46 | 7 | |
| No further action | 2 | 0 | 1 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | | | 4 | 6 | 4 | 7 | 7 | 1 | |
| Not well founded | 3 | 4 | 3 | 4 | 3 | 5 | 9 | 2 | 10 | 8 | 10 | 9 | 9 | 4 | | | | | | | | | | | | | 0 | 19 | 36 | 70 | 13 |
| Adjourned/part heard | 3 | 5 | 10 | 5 | 6 | 7 | 10 | 5 | 9 | 8 | 12 | 10 | 6 | 7 | | | | | | | | | | | 22 | 22 | 32 | 35 | 90 | 13 | |
| Cancelled | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 0 | 5 | 1 | 0 | 1 | 0 | | | | | | | | | | | | | 0 | 24 | 21 | 12 | 1 |
| Referred to Health | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | 1 | 0 | 1 | 0 | 2 | 0 | |
| Removed - consent | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 1 | 1 | 0 | | | | | | | | | | | | | | | | 1 | |
| CC cases to be heard | 184 | 192 | 198 | 190 | 208 | 194 | 205 | 214 | 216 | 224 | 232 | 233 | 264 | 256 | | | | | | | | | | | 59 | 59 | 172 | 117 | 233 | 256 | |

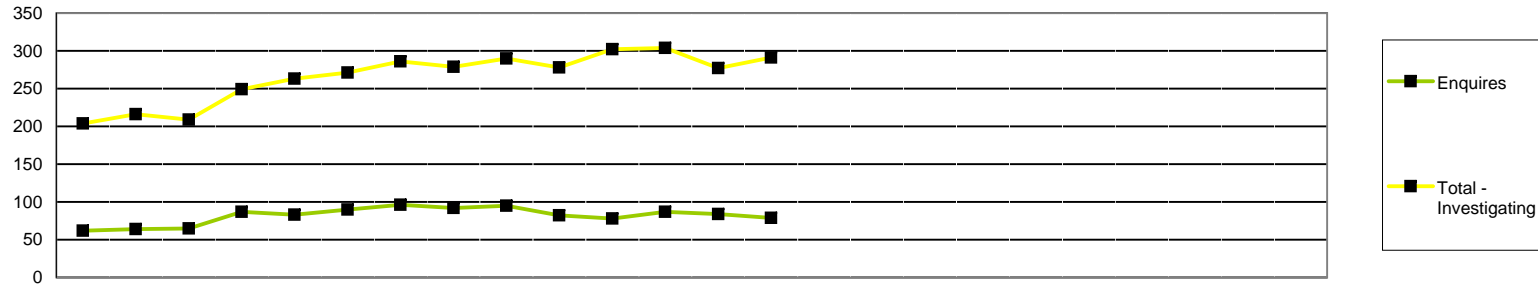
Page 9 cont part 2 Panel Hearings Decisions: Health and Investigating Hearings

Fitness to Practise Department

| | | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | |
|---|------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|--------|--------|--------|--------|-------|-------|--------------|-----|-----|-----|-----|-----|---|
| | | 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 | FYE | YTD | |
| Health Committee | Health cases listed | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 0 | 1 | 0 | | | | | | | | | | | 8 | 7 | 9 | 2 | 6 | 1 | |
| | Suspended | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | 2 | 2 | 5 | 1 | 2 | 0 | |
| | Conditions of practice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | 3 | 1 | 0 | 1 | 1 | 0 | |
| | Caution | 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 | 1 | 0 | 0 | 0 | 0 | |
| | Not well founded | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | | | | | | | | | | | Not recorded | | | 1 | 1 | 3 | 0 |
| | Adjourned/part heard | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | | | | 1 | 0 | 0 | 1 | |
| | Cancelled | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 2 | 0 | 0 | 0 | |
| | Referred to C&C | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 0 | 0 | 0 | 0 | |
| | HLth cases to be heard | 6 | 7 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 6 | 7 | 8 | 15 | 15 | | | | | | | | | | | 7 | 7 | 4 | 5 | 8 | 15 | |
| Investigating | Removed | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | | | | | 3 | 0 | | |
| | Amended | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | 1 | 0 | | |
| | Not well found | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | 0 | 0 | | |
| | No further action | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | 1 | 0 | | |
| | Adjourned/part heard | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | 0 | 0 | | |
| Investigating Committee cases to be heard | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 2 | | | | | | | | | | | | | | | 1 | 2 | | |

| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | |
|---------------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|--------|--------|--------|--------|-------|-------|-----|-----|-----|-----|-----|-----|-----|
| | 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 | FYE | YTD |
| Review cases listed | 3 | 9 | 8 | 2 | 9 | 9 | 10 | 14 | 8 | 9 | 10 | 5 | 8 | 3 | | | | | | | | | | | | 41 | 67 | 67 | 67 | 11 |
| Struck off | 2 | 5 | 3 | 1 | 1 | 1 | 2 | 7 | 3 | 3 | 3 | | 1 | 0 | | | | | | | | | | | | | 10 | 31 | 31 | 1 |
| Suspension continued | 1 | 3 | 4 | 0 | 4 | 3 | 4 | 4 | 2 | 3 | 3 | 4 | 2 | 0 | | | | | | | | | | | | | 37 | 31 | 35 | 2 |
| Conditions continued | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 1 | | | | | | | | | | | | | 2 | 7 | 7 | 1 |
| Suspension revoked | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | | | | | | | | | | | | | 2 | 8 | 8 | 1 |
| Suspension revoked conditions imposed | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | | | | | | | | | | | | | 1 | 4 | 4 | 1 |
| Suspension revoked caution imposed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | | | | | | | | | | 0 | 0 | 1 | 1 |
| Conditions revoked | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 2 | 0 | | | | | | | | | | | | | 5 | 5 | 5 | 2 |
| Conditions revoked suspension imposed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 5 | 1 | 1 | 0 |
| Conditions revoked caution imposed | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | 1 | 1 | 1 | 0 |
| Vol Removal (Consent) | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | 0 | 0 |
| Adjourned/part heard | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | | | 3 | 0 | 0 | 1 |
| Cancelled | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | | | | | | | | | | | | | | | 1 | 1 |
| Review cases to be Heard | 92 | 93 | 90 | 91 | 90 | 89 | 90 | 92 | 93 | 104 | 102 | 102 | 107 | 106 | | | | | | | | | | | | 69 | 90 | 90 | 102 | 106 |

Not recorded

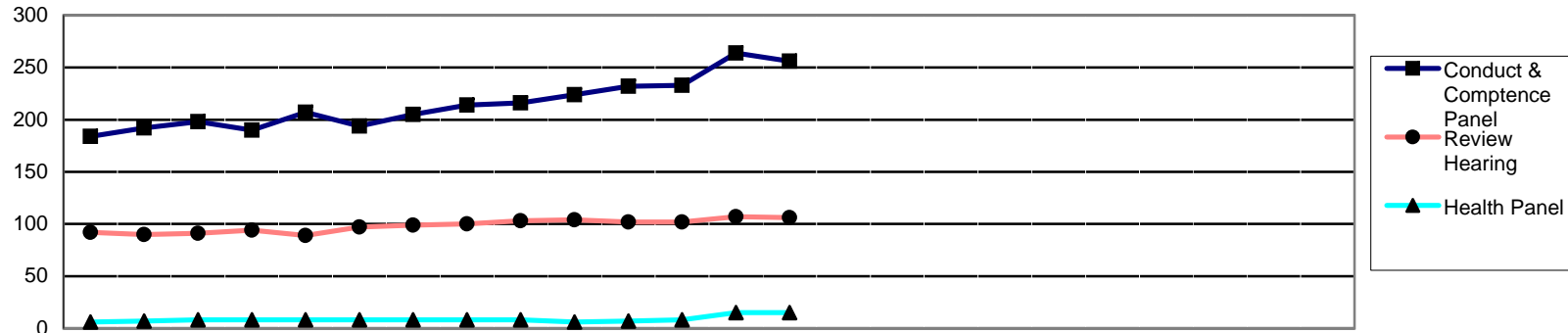


| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | | |
|------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Enquires | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Biomedical scientists | 2 | 2 | 3 | 2 | 5 | 8 | 9 | 9 | 7 | 5 | 4 | 6 | 7 | 7 | | | | | | | | | | | |
| Chiropodists & podiatrists | 4 | 4 | 2 | 5 | 4 | 6 | 7 | 5 | 6 | 4 | 4 | 5 | 5 | 5 | | | | | | | | | | | |
| Clinical scientists | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | |
| Dietitians | 6 | 6 | 5 | 5 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 0 | | | | | | | | | | | |
| Hearing aid dispensers+ | | | | | | | | | | | | | | | | | | | | | | | | | |
| Occupational therapists | 10 | 15 | 15 | 10 | 11 | 8 | 11 | 9 | 11 | 8 | 8 | 14 | 14 | 14 | | | | | | | | | | | |
| ODPs | 12 | 8 | 8 | 8 | 7 | 8 | 5 | 5 | 4 | 3 | 3 | 0 | 0 | 0 | | | | | | | | | | | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | | | | | | | | | | | |
| Paramedics | 11 | 13 | 13 | 15 | 15 | 18 | 16 | 16 | 14 | 12 | 13 | 13 | 14 | 14 | | | | | | | | | | | |
| Physiotherapists | 12 | 11 | 12 | 9 | 7 | 11 | 18 | 17 | 19 | 16 | 15 | 14 | 11 | 10 | | | | | | | | | | | |
| Practitioner psychologists* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prosthetists & orthotists | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | |
| Radiographers | 2 | 3 | 3 | 3 | 2 | 4 | 6 | 7 | 7 | 5 | 7 | 6 | 4 | 5 | | | | | | | | | | | |
| SLTs | 1 | 1 | 2 | 3 | 5 | 5 | 5 | 6 | 9 | 5 | 3 | 4 | 4 | 5 | | | | | | | | | | | |
| Total - Enquiries | 62 | 64 | 65 | 87 | 83 | 90 | 96 | 92 | 95 | 82 | 78 | 87 | 84 | 79 | | | | | | | | | | | |
| Investigating Panel | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 1 | 1 | 1 | 3 | 2 | 4 | 3 | 2 | 2 | 1 | 1 | 1 | 3 | 3 | | | | | | | | | | | |
| Biomedical scientists | 11 | 10 | 10 | 12 | 10 | 11 | 13 | 11 | 15 | 12 | 16 | 21 | 17 | 21 | | | | | | | | | | | |
| Chiropodists & podiatrists | 25 | 26 | 28 | 28 | 29 | 25 | 24 | 26 | 25 | 25 | 28 | 27 | 25 | 27 | | | | | | | | | | | |
| Clinical scientists | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 | 6 | 5 | 5 | 6 | | | | | | | | | | | |
| Dietitians | 1 | 1 | 2 | 3 | 7 | 5 | 5 | 1 | 1 | 1 | 4 | 7 | 8 | 9 | | | | | | | | | | | |
| Hearing aid dispensers+ | | | | | | | | | | | | | | | | | | | | | | | | | |
| Occupational therapists | 33 | 33 | 29 | 34 | 33 | 40 | 38 | 29 | 29 | 30 | 28 | 25 | 25 | 21 | | | | | | | | | | | |
| ODPs | 27 | 29 | 20 | 16 | 14 | 13 | 11 | 15 | 16 | 20 | 20 | 20 | 19 | 17 | | | | | | | | | | | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | | | | | | | | | | | |
| Paramedics | 37 | 44 | 50 | 65 | 63 | 57 | 68 | 67 | 69 | 65 | 65 | 68 | 58 | 69 | | | | | | | | | | | |
| Physiotherapists | 46 | 47 | 45 | 43 | 46 | 49 | 52 | 56 | 52 | 51 | 51 | 47 | 40 | 38 | | | | | | | | | | | |
| Practitioner psychologists* | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prosthetists & orthotists | 2 | 2 | 2 | 2 | 2 | 4 | 4 | 3 | 2 | 2 | 2 | 4 | 3 | 2 | | | | | | | | | | | |
| Radiographers | 13 | 14 | 13 | 15 | 16 | 13 | 14 | 15 | 14 | 10 | 12 | 15 | 15 | 17 | | | | | | | | | | | |
| SLTs | 4 | 5 | 6 | 6 | 8 | 10 | 7 | 6 | 10 | 12 | 14 | 10 | 8 | 10 | | | | | | | | | | | |
| Total - Investigating | 204 | 216 | 209 | 249 | 263 | 271 | 286 | 279 | 290 | 278 | 302 | 304 | 277 | 291 | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|----------------------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| Not available | | | | 0 | 0 |
| | | | | 6 | 7 |
| | | | | 5 | 5 |
| | | | | 0 | 0 |
| | | | | 2 | 0 |
| | | | | | 3 |
| | | | | 14 | 14 |
| | | | | 0 | 0 |
| | | | | 1 | 1 |
| | | | | 13 | 14 |
| | | | | 14 | 10 |
| | | | | 22 | 15 |
| | | | | 0 | 0 |
| | | | | 6 | 5 |
| | | | | 4 | 5 |
| | | | | 87 | 79 |
| | | | | | |
| 2 | 3 | 1 | 1 | | |
| 5 | 10 | 13 | 14 | 21 | 21 |
| 24 | 26 | 18 | 27 | 27 | 27 |
| 3 | 4 | 3 | 4 | 5 | 6 |
| 1 | 3 | 4 | 0 | 7 | 9 |
| | | | | | 5 |
| | | | | | |
| 14 | 19 | 22 | 29 | | |
| 14 | 15 | 18 | 26 | 20 | 17 |
| 0 | 1 | 1 | 0 | 1 | 1 |
| 19 | 47 | 40 | 35 | 68 | 69 |
| 50 | 55 | 43 | 39 | 47 | 38 |
| | | | | 53 | 45 |
| | | | | | |
| 2 | 3 | 2 | 2 | | |
| 18 | 32 | 17 | 12 | 15 | 17 |
| 6 | 10 | 16 | 5 | 10 | 10 |
| 158 | 228 | 198 | 194 | 304 | 291 |

* Practitioner psychologists section of register opened 1st July 2009

+ Hearing aid dispensers section of register opened 1st April 2010



| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Conduct & Competence Panel | | | | | | | | | | | | | | | |
| Arts therapists | 12 | 13 | 6 | 6 | 7 | 3 | 4 | 2 | 2 | 3 | 3 | 2 | 2 | 2 | |
| Biomedical scientists | 15 | 16 | 16 | 13 | 14 | 11 | 11 | 11 | 12 | 12 | 13 | 14 | 15 | 16 | |
| Chiropodists & podiatrists | 16 | 15 | 17 | 18 | 18 | 17 | 18 | 18 | 20 | 22 | 22 | 22 | 22 | 21 | |
| Clinical scientists | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | |
| Dietitians | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | |
| Hearing aid dispensers+ | | | | | | | | | | | | | 8 | 8 | |
| Occupational therapists | 26 | 27 | 26 | 27 | 27 | 22 | 28 | 30 | 27 | 25 | 24 | 25 | 24 | 24 | |
| ODPs | 19 | 22 | 25 | 25 | 23 | 22 | 20 | 17 | 18 | 18 | 20 | 19 | 23 | 19 | |
| Orthoptists | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Paramedics | 40 | 40 | 43 | 46 | 47 | 48 | 50 | 57 | 58 | 62 | 67 | 63 | 71 | 66 | |
| Physiotherapists | 29 | 30 | 34 | 27 | 32 | 30 | 29 | 29 | 32 | 34 | 39 | 40 | 44 | 45 | |
| Practitioner psychologists* | | | | 0 | 10 | 7 | 7 | 9 | 11 | 13 | 14 | 15 | 21 | 22 | |
| Prosthetists & orthotists | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 3 | |
| Radiographers | 11 | 14 | 16 | 16 | 17 | 22 | 24 | 25 | 23 | 23 | 20 | 17 | 17 | 15 | |
| SLTs | 8 | 7 | 8 | 6 | 5 | 5 | 7 | 8 | 6 | 6 | 6 | 10 | 11 | 11 | |
| Total - Conduct & Competence | 184 | 192 | 198 | 190 | 207 | 194 | 205 | 214 | 216 | 224 | 232 | 233 | 264 | 256 | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|------------|------------|------------|------------|------------|------------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 0 | 1 | 8 | 11 | 2 | 2 |
| 7 | 9 | 7 | 12 | 14 | 16 |
| 13 | 12 | 12 | 15 | 22 | 21 |
| 1 | 0 | 3 | 4 | 3 | 3 |
| 3 | 1 | 4 | 2 | 1 | 1 |
| | | | | | 8 |
| 12 | 19 | 19 | 25 | 25 | 24 |
| 8 | 9 | 18 | 15 | 19 | 19 |
| 0 | 0 | 0 | 1 | 0 | 0 |
| 29 | 40 | 45 | 40 | 63 | 66 |
| 14 | 16 | 28 | 30 | 40 | 45 |
| | | | | 15 | 22 |
| 4 | 0 | 0 | 1 | 2 | 3 |
| 7 | 14 | 23 | 13 | 17 | 15 |
| 7 | 3 | 4 | 8 | 10 | 11 |
| 105 | 124 | 171 | 177 | 233 | 256 |

* Practitioner psychologists section of register opened 1st July 2009

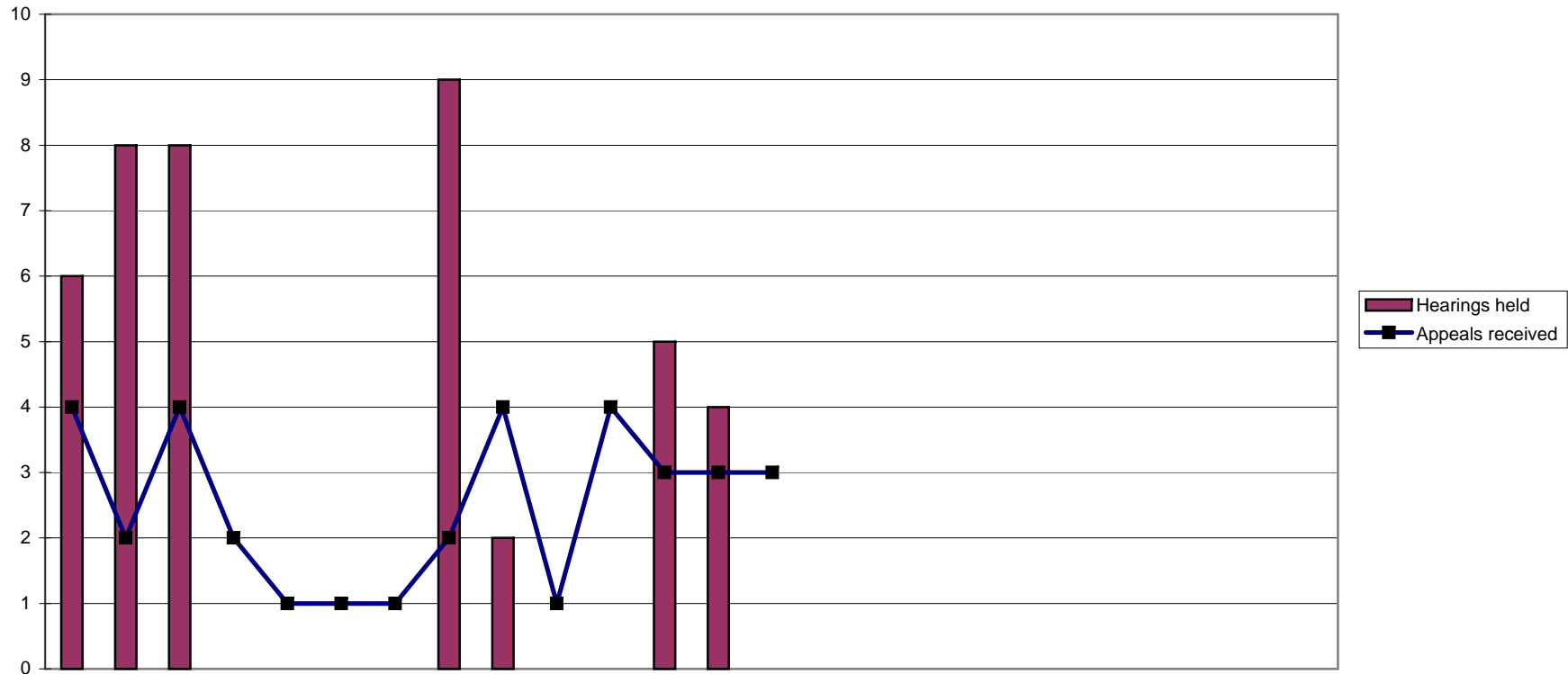
+ Hearing aid dispensers section of register opened 1st April 2010

Page 10b cont Cases Pending: Health Panel and Review Hearings April 2009 - March 2011

| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | |
|-------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|-------|-----------|-----------|-----------|-----------|------------|------------|
| | 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 | FYE | YTD | | |
| Health Panel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Biomedical scientists | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | | | | | | | | | 1 | 1 | 2 | 1 | 0 | 1 | | |
| Chiropodists & podiatrists | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 3 | 3 | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 3 | | |
| Clinical scientists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Dietitians | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Hearing aid dispensers+ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Occupational therapists | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 5 | 5 | | | | | | | | | | | 2 | 2 | 0 | 1 | 3 | 5 | | |
| ODPs | 0 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | | | | | | | | | | | 1 | 2 | 0 | 0 | 4 | 4 | | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 0 | 1 | 0 | 0 | 0 | | |
| Paramedics | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 1 | 0 | 0 | 0 | 0 | | |
| Physiotherapists | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | | | 2 | 0 | 0 | 1 | 1 | 1 | | |
| Practitioner psychologists* | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 0 | 0 | |
| Prosthetists & orthotists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Radiographers | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | | | | | | | | | 1 | 0 | 2 | 1 | 0 | 1 | | |
| SLTs | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 0 | 1 | 1 | 0 | 0 | | |
| Total - Health | 6 | 7 | 8 | 8 | 8 | 8 | 8 | 8 | 8 | 6 | 7 | 8 | 15 | 15 | | | | | | | | | | | | | 8 | 6 | 4 | 5 | 8 | 15 |
| Review Hearing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arts therapists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Biomedical scientists | 4 | 3 | 4 | 5 | 5 | 6 | 6 | 8 | 9 | 10 | 10 | 10 | 10 | 10 | | | | | | | | | | | 5 | 6 | 5 | 4 | 10 | 10 | | |
| Chiropodists & podiatrists | 5 | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | | | | | | | | | | | 3 | 5 | 5 | 5 | 4 | 4 | | |
| Clinical scientists | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | | | 1 | 2 | 2 | 2 | 1 | 1 | | |
| Dietitians | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | | | 2 | 4 | 2 | 3 | 1 | 1 | | |
| Hearing aid dispensers+ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Occupational therapists | 16 | 15 | 16 | 17 | 16 | 17 | 16 | 16 | 16 | 16 | 15 | 16 | 19 | 20 | | | | | | | | | | | 5 | 10 | 20 | 16 | 16 | 20 | | |
| ODPs | 7 | 8 | 8 | 7 | 6 | 6 | 6 | 7 | 7 | 7 | 6 | 6 | 6 | 8 | | | | | | | | | | | 1 | 2 | 3 | 6 | 6 | 8 | | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | | | | | | 0 | 0 | 0 | 0 | 1 | 1 | | |
| Paramedics | 13 | 11 | 11 | 11 | 9 | 11 | 13 | 12 | 13 | 14 | 12 | 12 | 13 | 11 | | | | | | | | | | | 4 | 9 | 15 | 12 | 12 | 11 | | |
| Physiotherapists | 27 | 27 | 24 | 27 | 26 | 25 | 25 | 26 | 24 | 25 | 26 | 26 | 26 | 25 | | | | | | | | | | | 18 | 23 | 30 | 27 | 26 | 25 | | |
| Practitioner psychologists* | | | | 0 | 0 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 4 | | | | | | | | | | | | | | | | 4 | 4 | |
| Prosthetists & orthotists | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 2 | 2 | | | | | | | | | | | 0 | 1 | 1 | 1 | 1 | 2 | | |
| Radiographers | 10 | 10 | 12 | 12 | 12 | 14 | 14 | 14 | 16 | 15 | 15 | 14 | 13 | 12 | | | | | | | | | | | 2 | 3 | 3 | 10 | 14 | 12 | | |
| SLTs | 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 6 | 7 | 6 | 6 | 6 | 6 | | | | | | | | | | | 3 | 4 | 4 | 4 | 6 | 6 | | |
| Total - Review hearing | 92 | 90 | 91 | 94 | 89 | 97 | 99 | 100 | 103 | 104 | 102 | 102 | 107 | 106 | | | | | | | | | | | | | 44 | 69 | 90 | 90 | 102 | 106 |

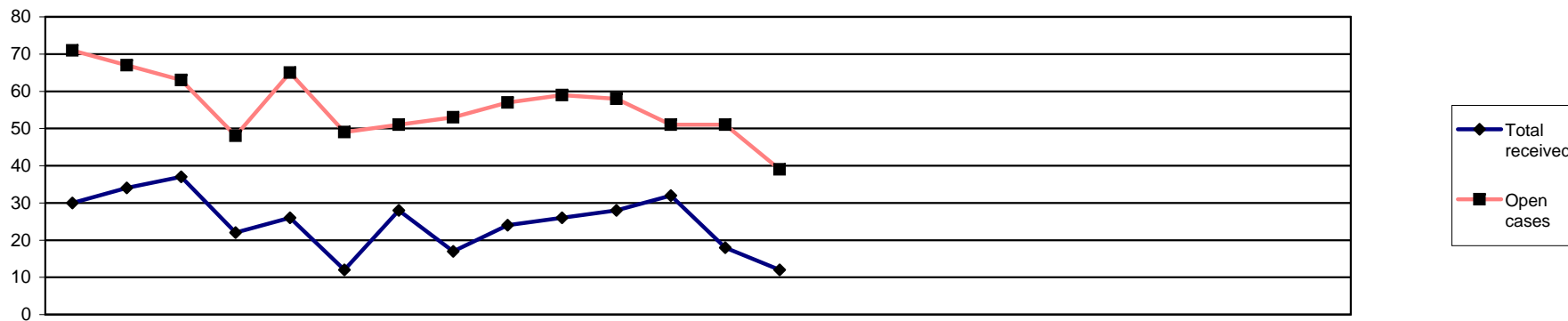
* Practitioner psychologists section of register opened 1st July 2009

+ Hearing aid dispensers section of register opened 1st April 2010



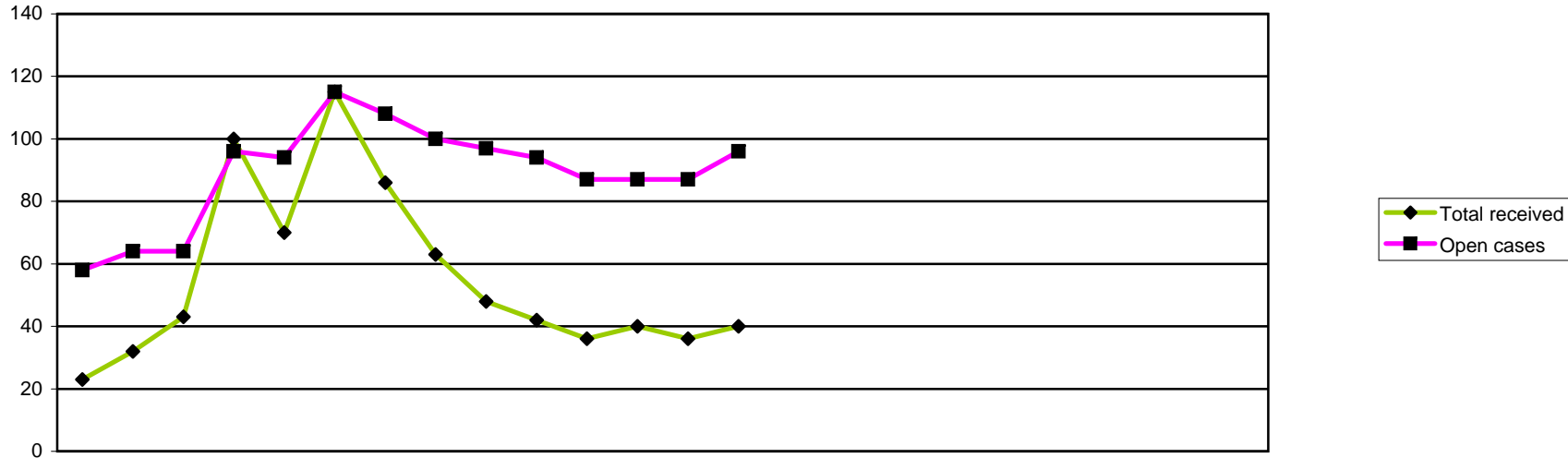
| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | | |
|----------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Appeals received | 4 | 2 | 4 | 2 | 1 | 1 | 1 | 2 | 4 | 1 | 4 | 3 | 3 | 3 | | | | | | | | | | | |
| Reviewed | 8 | 9 | 8 | 0 | 0 | 0 | 0 | 9 | 2 | 0 | 0 | 5 | 4 | 0 | | | | | | | | | | | |
| Hearings held | 6 | 8 | 8 | 0 | 0 | 0 | 0 | 9 | 2 | 0 | 0 | 5 | 4 | 0 | | | | | | | | | | | |
| Adjourned/postponed | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | | | | | | | | | | | |
| Withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | | | | | | | | | | | |
| Allowed | 1 | 5 | 1 | 0 | 0 | 0 | 0 | 4 | 1 | 0 | 0 | 2 | 2 | 0 | | | | | | | | | | | |
| Dismissed | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | |
| Substitute decision | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | |
| Remit to ETC | 5 | 2 | 3 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | | | | | | | | | | | |
| Current active cases | 22 | 16 | 7 | 9 | 11 | 12 | 13 | 6 | 8 | 9 | 12 | 11 | 10 | 13 | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 91 | 104 | 41 | 55 | 29 | 6 |
| 266 | 90 | 65 | 55 | 41 | 4 |
| 266 | 90 | 65 | 55 | 38 | 4 |
| 19 | 20 | 10 | 9 | 4 | 1 |
| 13 | 16 | 15 | 2 | 1 | 1 |
| 128 | 33 | 29 | 23 | 14 | 2 |
| 88 | 29 | 31 | 17 | 7 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 |
| 31 | 6 | 4 | 7 | 13 | 0 |

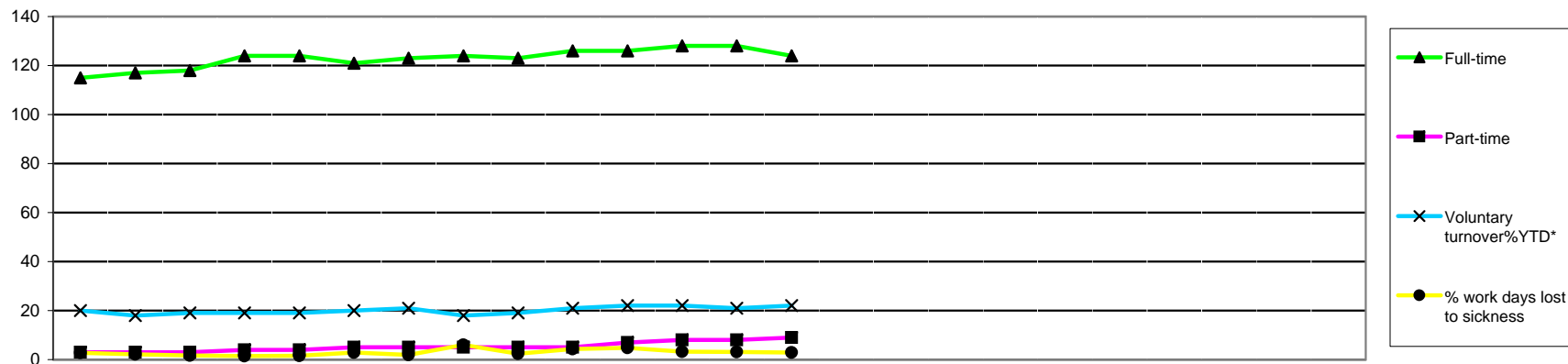


| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | | |
|-----------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Public | 0 | 1 | 13 | 3 | 2 | 2 | 4 | 1 | 1 | 2 | 1 | 2 | 1 | 0 | | | | | | | | | | | |
| Police | 3 | 2 | 4 | 3 | 4 | 3 | 1 | 5 | 6 | 3 | 1 | 3 | 0 | 0 | | | | | | | | | | | |
| HPC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | | | | | | | | | | | |
| Anonymous | 2 | 2 | 4 | 1 | 4 | 2 | 4 | 1 | 0 | 7 | 2 | 2 | 0 | 3 | | | | | | | | | | | |
| Professional | 25 | 29 | 16 | 15 | 16 | 5 | 19 | 10 | 17 | 14 | 23 | 24 | 17 | 9 | | | | | | | | | | | |
| Total received | 30 | 34 | 37 | 22 | 26 | 12 | 28 | 17 | 24 | 26 | 28 | 32 | 18 | 12 | | | | | | | | | | | |
| Visits | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | |
| Open cases | 71 | 67 | 63 | 48 | 65 | 49 | 51 | 53 | 57 | 59 | 58 | 51 | 51 | 39 | | | | | | | | | | | |

| 2005/6 FYE | 2006/7 FYE | 2007/8 FYE | 2008/9 FYE | 09/10 FYE | 10/11 YTD |
|---------------|---------------|---------------|---------------|--------------|--------------|
| 53 | 21 | 42 | 56 | 32 | 1 |
| 31 | 38 | 27 | 44 | 38 | 0 |
| 10 | 10 | 6 | 3 | 2 | 0 |
| 50 | 78 | 38 | 47 | 31 | 3 |
| 225 | 137 | 103 | 233 | 213 | 26 |
| 369 | 284 | 216 | 383 | 316 | 30 |
| | | | 3 | 3 | 0 |



| | | 2009 | | | 2010 | | | | | | | | 2011 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | |
|-----------------------|----------------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|--------|--------|--------|--------|-------|-------|------------|------------|------------|------------|------------|-----------|-----|
| | | 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 | FYE | YTD |
| Received | Renewal | 0 | 1 | 11 | 9 | 14 | 54 | 30 | 21 | 11 | 2 | 1 | 0 | 1 | 1 | | | | | | | | | | | 36 | 27 | 81 | 43 | 154 | 2 |
| | Readmission | 2 | 5 | 3 | 6 | 5 | 5 | 5 | 7 | 5 | 3 | 2 | 5 | 3 | 7 | | | | | | | | | | | 33 | 40 | 34 | 94 | 53 | 10 |
| | Admission | 10 | 10 | 15 | 60 | 37 | 36 | 33 | 20 | 21 | 19 | 8 | 13 | 22 | 12 | | | | | | | | | | | 165 | 150 | 158 | 248 | 282 | 34 |
| | Self referral | 11 | 16 | 14 | 25 | 14 | 20 | 18 | 15 | 11 | 18 | 25 | 22 | 10 | 20 | | | | | | | | | | | 54 | 86 | 158 | 192 | 209 | 30 |
| Total received | | 23 | 32 | 43 | 100 | 70 | 115 | 86 | 63 | 48 | 42 | 36 | 40 | 36 | 40 | | | | | | | | | | 288 | 303 | 431 | 577 | 698 | 76 | |
| Considered | Considered by panel | 16 | 21 | 23 | 37 | 52 | 30 | 43 | 48 | 32 | 30 | 32 | 23 | 32 | 28 | | | | | | | | | | | n/a | n/a | 256 | 399 | 387 | 60 |
| | Referred to FTP | 2 | 2 | 5 | 6 | 6 | 1 | 8 | 10 | 4 | 4 | 7 | 6 | 4 | 4 | | | | | | | | | | | n/a | n/a | 37 | 41 | 61 | 8 |
| | Admission rejected | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | n/a | n/a | 2 | 6 | 2 | 1 |
| | Readmission rejected | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 1 | 0 | | | | | | | | | | | n/a | n/a | 3 | 8 | 7 | 1 |
| | Renewal rejected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | n/a | n/a | 0 | 2 | 1 | 0 |
| | Not referred to FTP | 2 | 6 | 4 | 5 | 3 | 4 | 7 | 6 | 2 | 8 | 12 | 7 | 9 | 7 | | | | | | | | | | | n/a | n/a | 34 | 82 | 66 | 16 |
| | Admission accepted | 10 | 7 | 11 | 24 | 37 | 22 | 24 | 18 | 21 | 11 | 12 | 7 | 13 | 14 | | | | | | | | | | | n/a | n/a | 150 | 204 | 204 | 27 |
| | Readmission accepted | 2 | 2 | 2 | 2 | 6 | 2 | 1 | 7 | 3 | 3 | 0 | 2 | 4 | 3 | | | | | | | | | | | n/a | n/a | 19 | 51 | 32 | 7 |
| | Renewal accepted | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 4 | 0 | 2 | 0 | 1 | 0 | 0 | | | | | | | | | | | n/a | n/a | 1 | 5 | 12 | 0 |
| | Closed before panel | 6 | 6 | 16 | 28 | 10 | 15 | 11 | 4 | 5 | 14 | 11 | 17 | 3 | 3 | | | | | | | | | | | | | | | 143 | 6 |
| Open cases | | 58 | 64 | 64 | 96 | 94 | 115 | 108 | 100 | 97 | 94 | 87 | 87 | 87 | 96 | | | | | | | | | | | n/a | n/a | 75 | 75 | 87 | 96 |

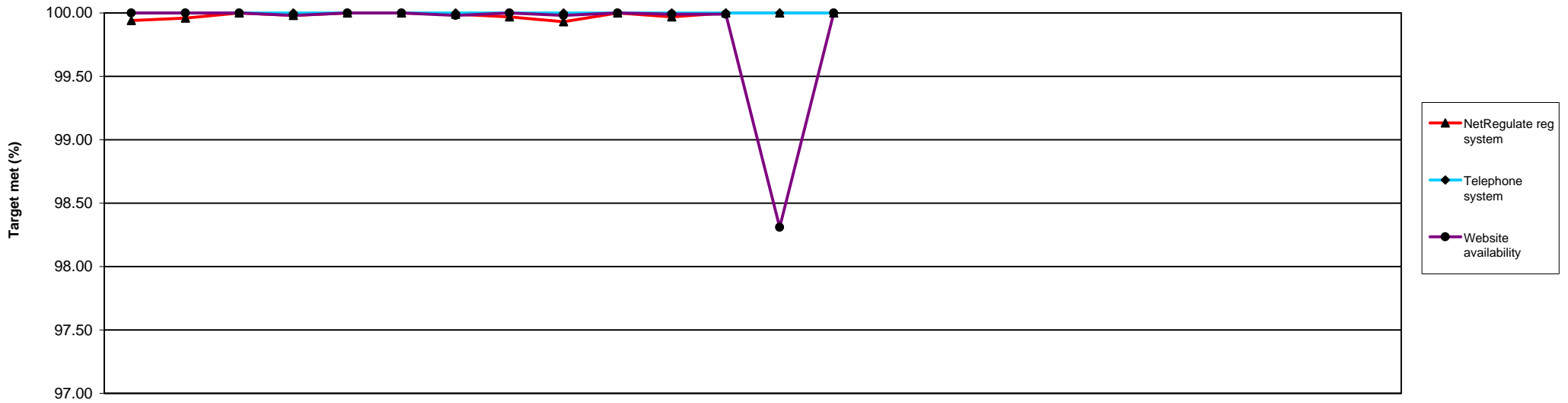


| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|--------|--------|--------|--------|-------|------------|------------|------------|------------|------------|------------|------------|
| | 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 | FYE | YTD |
| EMPLOYEES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Budgeted employees | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 132 | 144 | 144 | 144 | 144 | 144 | 144 | 144 | 144 | 144 | 144 | 144 | 144 | | | | 124 | 132 | 144 |
| Total employees | 118 | 120 | 121 | 128 | 128 | 126 | 128 | 129 | 128 | 131 | 133 | 136 | 136 | 133 | | | | | | | | | | | 78 | 79 | 107 | 116 | 136 | 133 |
| Full-time | 115 | 117 | 118 | 124 | 124 | 121 | 123 | 124 | 123 | 126 | 126 | 128 | 128 | 124 | | | | | | | | | | | 73 | 75 | 104 | 113 | 124 | 124 |
| Part-time | 3 | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 7 | 8 | 8 | 9 | | | | | | | | | | 5 | 4 | 3 | 3 | 5 | 9 | |
| FTE | 117 | 119 | 120 | 126 | 126 | 124 | 126 | 127 | 126 | 129 | 131 | 134 | 134 | 140 | | | | | | | | | | 76 | 77 | 106 | 115 | 127 | 140 | |
| Permanent | 115 | 116 | 117 | 122 | 123 | 123 | 123 | 126 | 125 | 128 | 129 | 131 | 130 | 129 | | | | | | | | | | 74 | 78 | 101 | 113 | 126 | 129 | |
| Starters (permanent) | 4 | 5 | 1 | 5 | 2 | 1 | 3 | 3 | 2 | 5 | 4 | 2 | 1 | 0 | | | | | | | | | | 6 | 46 | 42 | 36 | 37 | 1 | |
| Leavers (permanent) | 1 | 1 | 2 | 0 | 3 | 2 | 3 | 2 | 2 | 3 | 2 | 1 | 0 | 2 | | | | | | | | | | 3 | 20 | 17 | 22 | 22 | 2 | |
| Voluntary turnover%YTD* | 20 | 18 | 19 | 19 | 19 | 20 | 21 | 18 | 19 | 21 | 22 | 22 | 21 | 22 | | | | | | | | | | * | 30 | 26 | 19 | 20 | 22 | |
| Overall turnover% YTD* | 20 | 18 | 19 | 19 | 19 | 20 | 21 | 18 | 19 | 21 | 22 | 22 | 22 | 23 | | | | | | | | | | | | | | 20 | 20 | 22 |
| Fixed-Term Contracts | 4 | 4 | 4 | 6 | 5 | 3 | 4 | 3 | 3 | 3 | 3 | 5 | 6 | 4 | | | | | | | | | | 4 | 1 | 5 | 4 | 3 | 4 | |
| Starters (fixed-term) | 0 | 0 | 0 | 3 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | | | | | | | | | | | | 1 | 13 | 7 | 8 | 1 |
| Leavers (fixed-term) | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | | | | | | | | | | | 1 | 8 | 3 | 3 | 2 | |
| Agency days | 77 | 33 | 34 | 30 | 55 | 118 | 200 | 147 | 154 | 95 | 187 | 255 | 21 | 27 | | | | | | | | | | 95 | 2590 | 2742 | 1,149 | 1385 | 48 | |
| % work days lost to sickness | 3 | 2 | 2 | 1 | 2 | 3 | 2 | 6 | 2 | 4 | 5 | 3 | 3 | 3 | | | | | | | | | | * | 4 | 3 | 4 | 3 | 3 | |
| Average sick-days YTD | 7 | 7 | 7 | 6 | 6 | 6 | 6 | 6 | 6 | 7 | 7 | 7 | 7 | 8 | | | | | | | | | | | | | 8 | 7 | 8 | |
| Sick-days | 65 | 50 | 46 | 44 | 40 | 79 | 53 | 163 | 59 | 113 | 128 | 103 | 85 | 73 | | | | | | | | | | 846 | 795 | 777 | 847 | 943 | 158 | |
| O.H. Refs | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 3 | 3 | 0 | | | | | | | | | | 0 | 18 | 19 | 27 | 10 | 3 | |

* **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

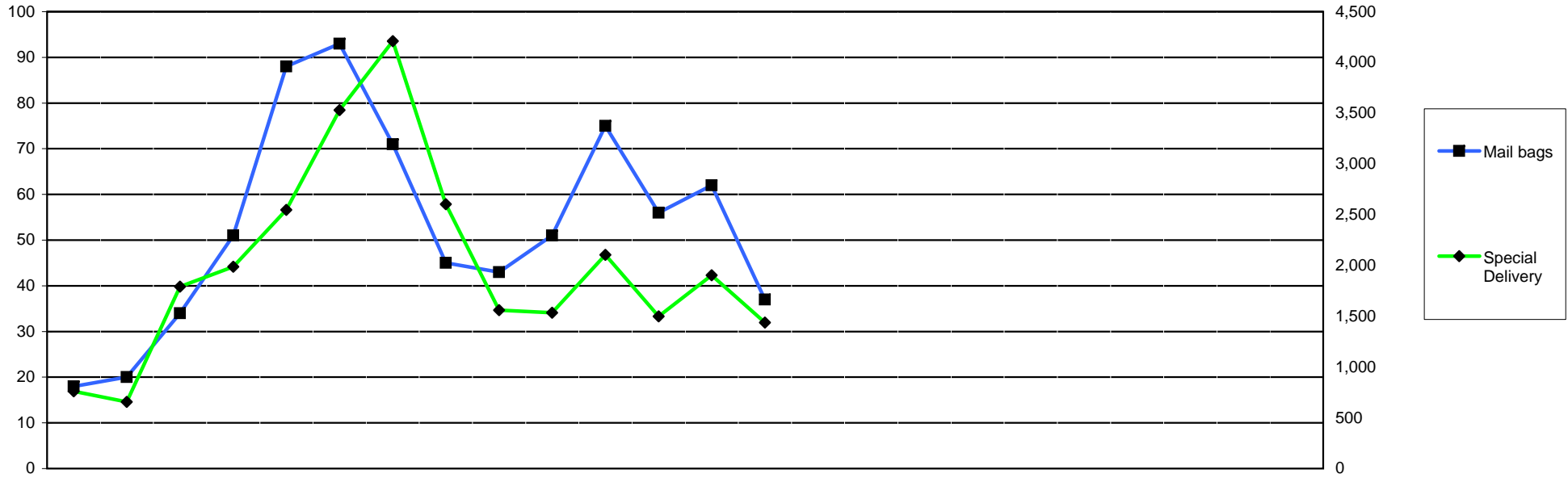
* **Overall Turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

FTE: Full-time equivalen



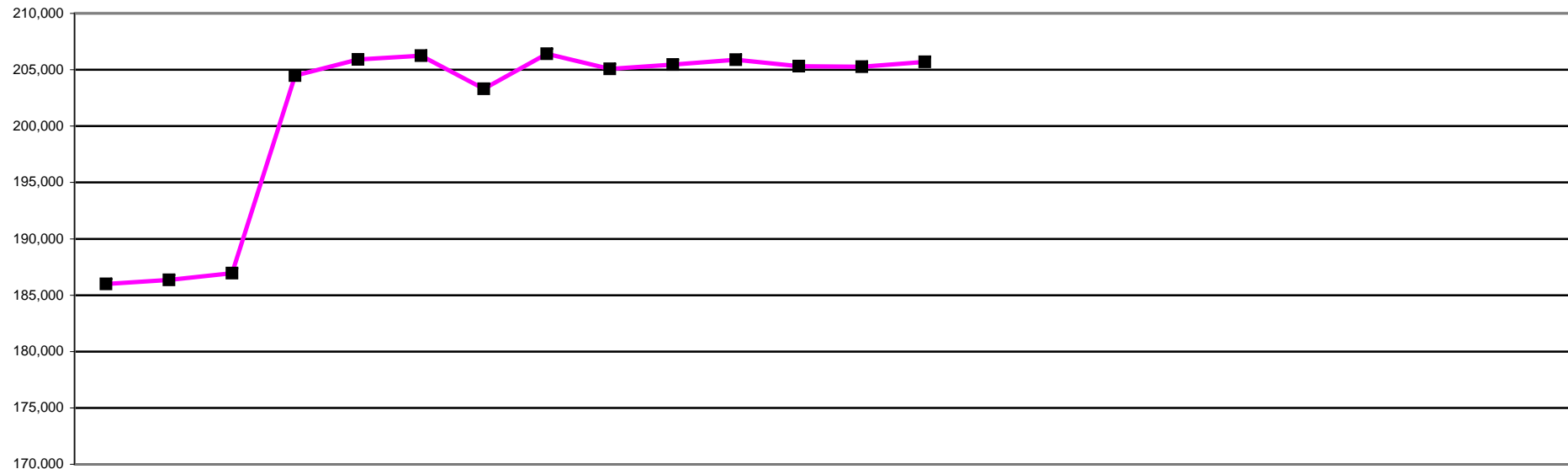
| | 2009 | | 2010 | | | | | | | | | | 2011 | | | | | | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | | |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|-----|-----|-----|--------|--------|--------|-------|-------|-----|-----|-------|-------|--------|--------|--------|--------|
| | 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 | | |
| NetRegulate reg system | 99.94 | 99.96 | 100.00 | 99.98 | 100.00 | 100.00 | 99.99 | 99.97 | 99.93 | 100.00 | 99.97 | 100.00 | 100.00 | 100.00 | | | | | | | | | | | | 99.99 | 99.87 | 99.89 | 99.98 | 100.00 | |
| Telephone system | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | 100.00 | | | | | | | | | | | | | 99.99 | 99.83 | 99.92 | 100.00 | 100.00 |
| Website availability | 100.00 | 100.00 | 100.00 | 99.98 | 100.00 | 100.00 | 99.98 | 100.00 | 99.98 | 100.00 | 99.99 | 99.99 | 98.31 | 100.00 | | | | | | | | | | | | | 99.99 | 100.00 | 100.00 | 99.99 | 99.16 |

| Performance targets | Uptime |
|------------------------|--------|
| Telephone system | 98.45 |
| NetRegulate reg system | 97.85 |
| Website availability | 98.30 |



| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|-------------------------|------|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Mail bags | 18 | 20 | 34 | 51 | 88 | 93 | 71 | 45 | 43 | 51 | 75 | 56 | 62 | 37 | |
| Special Delivery | 762 | 656 | 1,791 | 1,989 | 2,547 | 3,530 | 4,209 | 2,604 | 1,561 | 1,536 | 2,104 | 1,498 | 1,905 | 1,437 | |

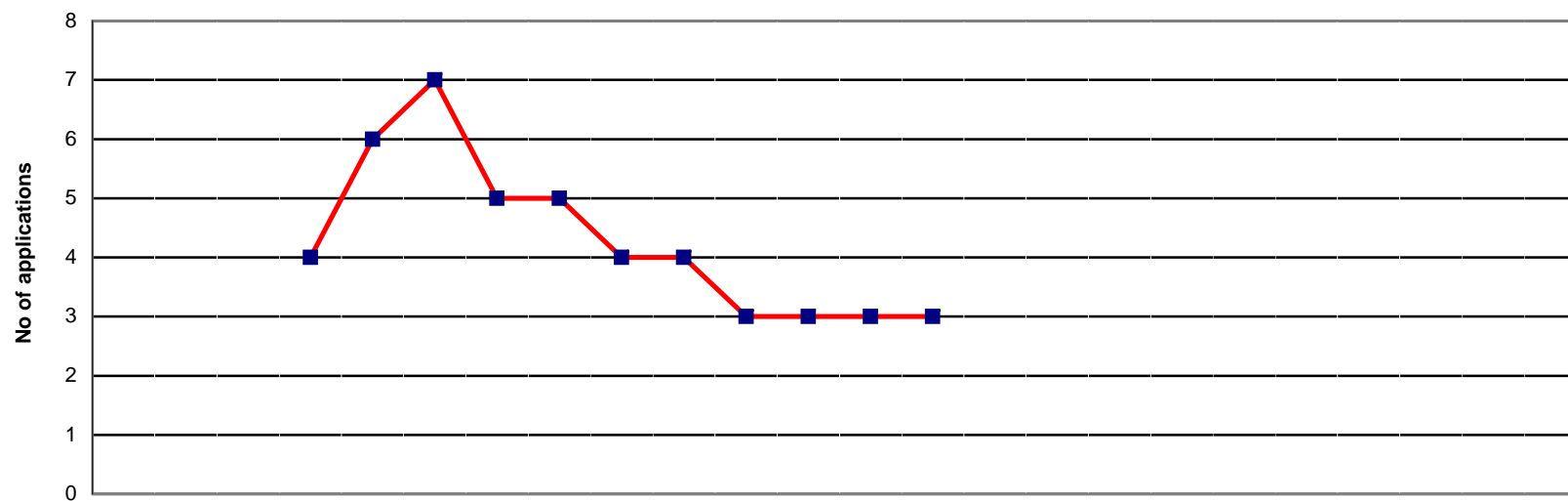
| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 654 | 341 | 429 | 314 | 645 | 99 |
| 13,641 | 10,469 | 19,076 | 20,383 | 24,787 | 3,342 |



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 2007/8 FYE | 2008/9 FYE | 09/10 FYE | 10/11 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 | | |
| AS | 2,592 | 2,602 | 2,621 | 2,636 | 2,659 | 2,690 | 2,718 | 2,740 | 2,755 | 2,768 | 2,779 | 2,785 | 2,797 | 2,796 | | | | | | | | | | | | 2,509 | 2,576 | 2,785 | 2,796 | |
| BS | 22,413 | 22,418 | 22,484 | 22,546 | 22,546 | 22,569 | 22,516 | 22,533 | 21,703 | 21,786 | 21,836 | 21,894 | 21,946 | 21,981 | | | | | | | | | | | | 21,560 | 22,381 | 21,894 | 21,981 | |
| CH | 12,595 | 12,596 | 12,609 | 12,723 | 12,812 | 12,837 | 12,875 | 12,894 | 12,899 | 12,876 | 12,885 | 12,897 | 12,870 | 12,858 | | | | | | | | | | | | 13,055 | 12,581 | 12,897 | 12,858 | |
| CS | 4,434 | 4,453 | 4,467 | 4,456 | 4,454 | 4,434 | 4,326 | 4,351 | 4,372 | 4,394 | 4,408 | 4,444 | 4,474 | 4,491 | | | | | | | | | | | | 4,183 | 4,405 | 4,444 | 4,491 | |
| DT | 6,722 | 6,735 | 6,777 | 6,920 | 6,995 | 7,035 | 7,097 | 7,122 | 7,126 | 7,137 | 7,146 | 7,160 | 7,142 | 7,126 | | | | | | | | | | | | 6,663 | 6,700 | 7,160 | 7,126 | |
| HAD+ | | | | | | | | | | | | | 1,577 | 1,575 | | | | | | | | | | | | | | | 1,575 | |
| OT | 30,166 | 30,245 | 30,321 | 30,567 | 30,914 | 30,954 | 27,524 | 29,805 | 30,016 | 30,127 | 30,205 | 30,351 | 30,440 | 30,494 | | | | | | | | | | | | 28,107 | 30,122 | 30,351 | 30,494 | |
| ODP | 9,633 | 9,636 | 9,645 | 9,665 | 9,687 | 9,791 | 9,938 | 9,969 | 10,012 | 10,048 | 10,063 | 10,085 | 10,130 | 10,134 | | | | | | | | | | | | 9,458 | 9,587 | 10,085 | 10,134 | |
| OR | 1,276 | 1,275 | 1,270 | 1,277 | 1,283 | 1,237 | 1,250 | 1,257 | 1,263 | 1,263 | 1,262 | 1,260 | 1,261 | 1,261 | | | | | | | | | | | | 1,239 | 1,278 | 1,260 | 1,261 | |
| PA | 15,075 | 15,154 | 15,186 | 15,281 | 15,338 | 15,072 | 15,300 | 15,444 | 15,537 | 15,589 | 15,683 | 15,766 | 15,866 | 15,905 | | | | | | | | | | | | 13,703 | 15,019 | 15,766 | 15,905 | |
| PH | 42,669 | 42,840 | 42,997 | 43,700 | 44,176 | 44,387 | 44,551 | 44,690 | 44,777 | 44,734 | 44,791 | 44,651 | 42,436 | 42,629 | | | | | | | | | | | | 42,490 | 42,676 | 44,651 | 42,629 | |
| PYL* | | | | 15,536 | 15,553 | 15,600 | 15,794 | 16,071 | 15,038 | 15,244 | 15,379 | 15,583 | 15,723 | 15,813 | | | | | | | | | | | | | | | 15,583 | 15,813 |
| PO | 877 | 874 | 876 | 873 | 872 | 870 | 846 | 854 | 860 | 865 | 867 | 869 | 869 | 870 | | | | | | | | | | | | 832 | 877 | 869 | 870 | |
| RA | 25,357 | 25,338 | 25,494 | 26,001 | 26,217 | 26,323 | 26,466 | 26,471 | 26,465 | 26,319 | 26,260 | 25,195 | 25,307 | 25,334 | | | | | | | | | | | | 23,541 | 25,318 | 25,195 | 25,334 | |
| SL | 12,195 | 12,186 | 12,203 | 12,304 | 12,403 | 12,458 | 12,099 | 12,216 | 12,258 | 12,298 | 12,315 | 12,371 | 12,418 | 12,440 | | | | | | | | | | | | 11,375 | 12,169 | 12,371 | 12,440 | |
| Total | 186,004 | 186,352 | 186,950 | 204,485 | 205,909 | 206,257 | 203,300 | 206,417 | 205,081 | 205,448 | 205,879 | 205,311 | 205,256 | 205,707 | | | | | | | | | | | | 178,715 | 185,689 | 205,311 | 205,707 | |

NOTE: Information captured last day of each calendar month

*Practitioner psychologists section of register opened 1st July 2009 +Hearing aid dispensers section of register opened 1 April 2010

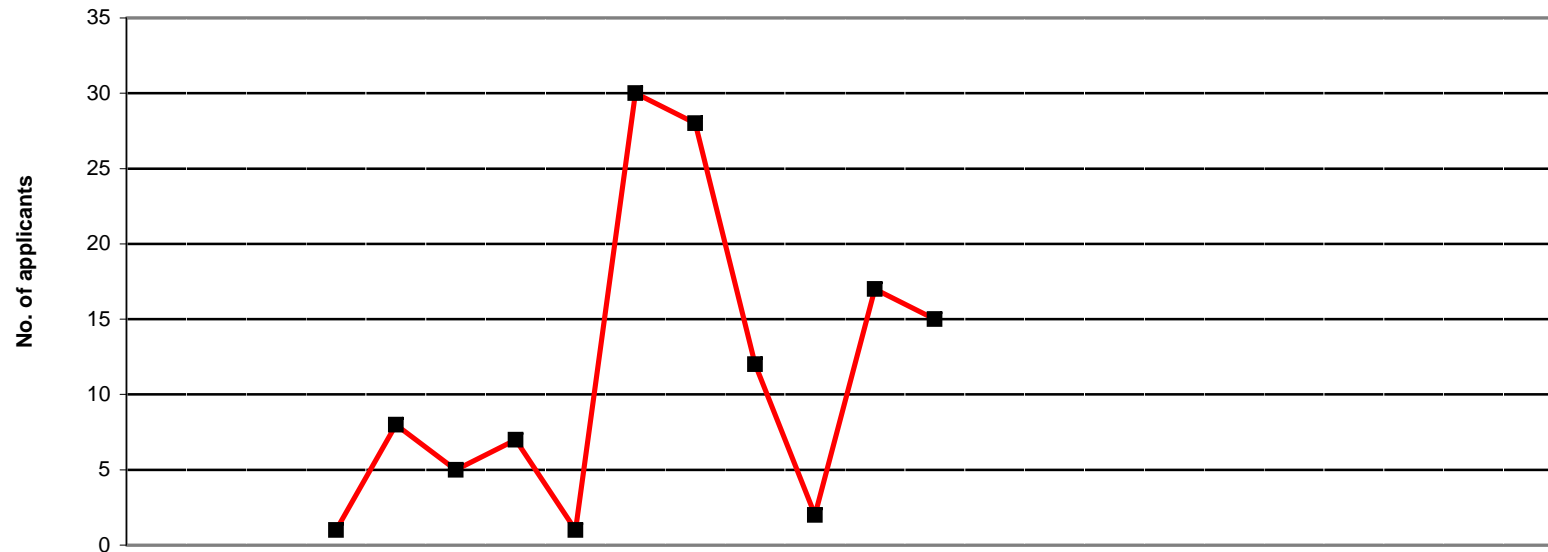


| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | |
|-----------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul* | Aug | Sep | Oct | Nov | Dec | Jan | Feb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

| 09/10 FYE | 10/11 YTD |
|----------------|--------------|
| 3 | 3 |
| 1 | 0 |
| 0 | 0 |
| 5 | 3 |
| AVERAGE | |

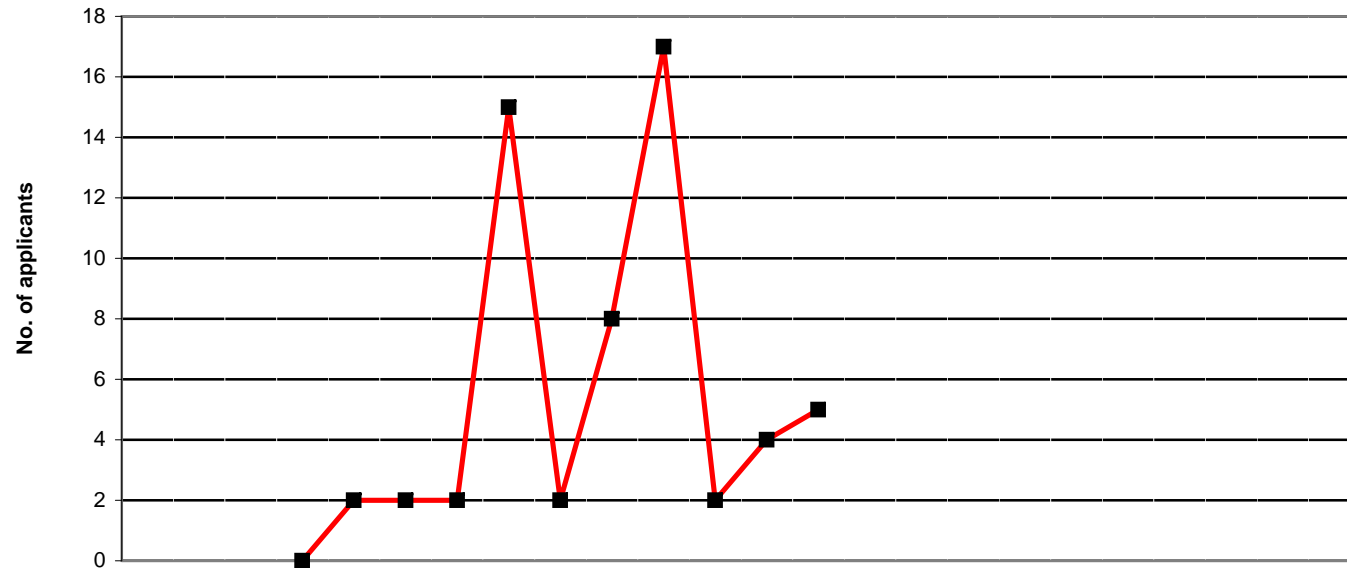
NOTE: Information covers grandparenting applications status progress only
 Represents the current workload within the grandparenting section as at the end of the month

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



| | 2009 | | | 2010 | | | | | | | | | | | | 2011 | | | 09/10 FYE | 10/11 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 | 1 | 30 | 28 | 12 | 2 | 17 | 15 | | | | | | | | | | | | 126 | 32 |

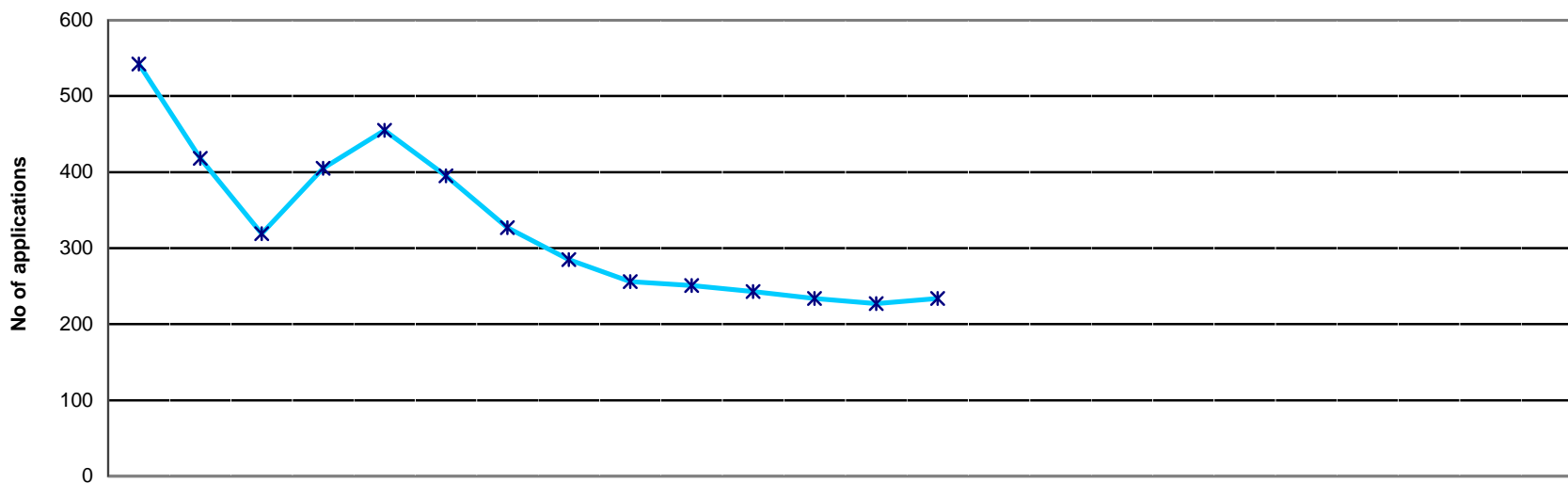
* Practitioner psychologists section of register opened 1st July 2009



| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|------------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Practitioner psychologists * | | | | 0 | 2 | 2 | 2 | 15 | 2 | 8 | 17 | 2 | 4 | 5 | |

| 09/10 FYE | 10/11 YTD |
|--------------|--------------|
| 59 | 9 |

* Practitioner psychologists section of register opened 1st July 2009



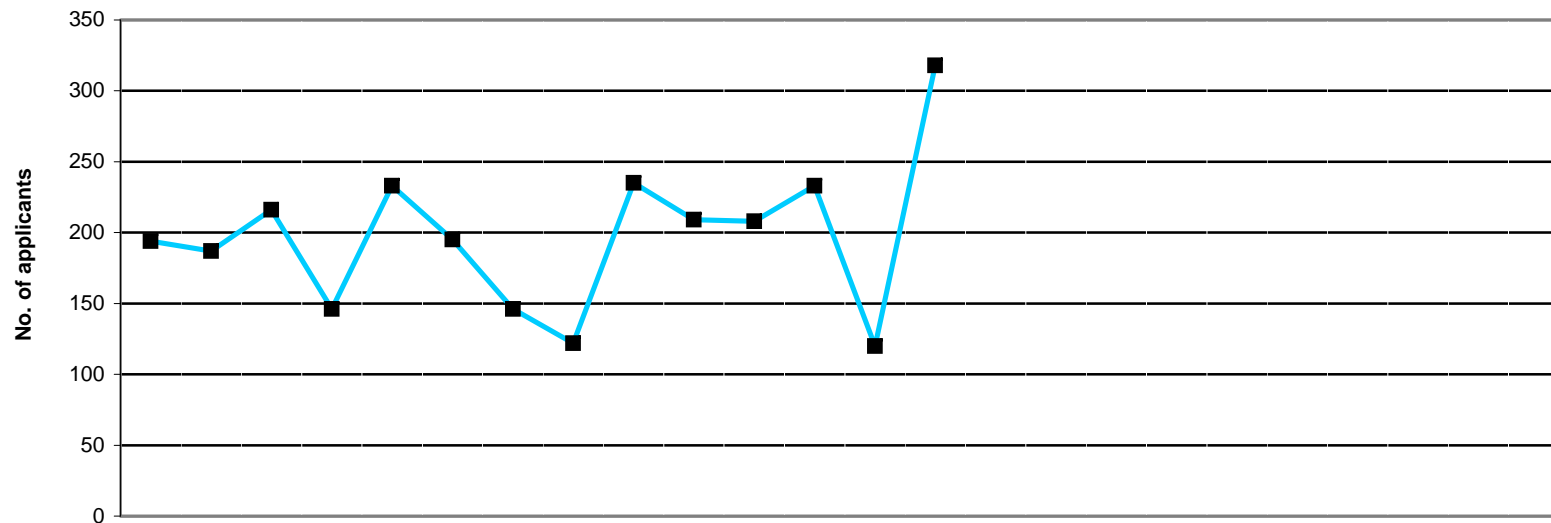
| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | | |
|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | 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 | 71 | 72 | 71 | 89 | 83 | 85 | 85 | 84 | 85 | 86 | 86 | 85 | 86 | 85 | | | | | | | | | | | |
| At scrutiny | 308 | 232 | 174 | 208 | 272 | 202 | 160 | 148 | 140 | 126 | 123 | 116 | 111 | 116 | | | | | | | | | | | |
| Pending reg fee | 163 | 114 | 74 | 108 | 100 | 108 | 82 | 53 | 31 | 39 | 34 | 33 | 30 | 33 | | | | | | | | | | | |
| Total | 542 | 418 | 319 | 405 | 455 | 395 | 327 | 285 | 256 | 251 | 243 | 234 | 227 | 234 | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|----------------|--------------|------------|------------|------------|------------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 1,588 | 353 | 6 | 46 | 82 | 86 |
| 909 | 816 | 458 | 320 | 184 | 114 |
| 411 | 329 | 178 | 140 | 78 | 32 |
| 2,908 | 1,498 | 642 | 506 | 344 | 231 |
| AVERAGE | | | | | |

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

Health Professions Council

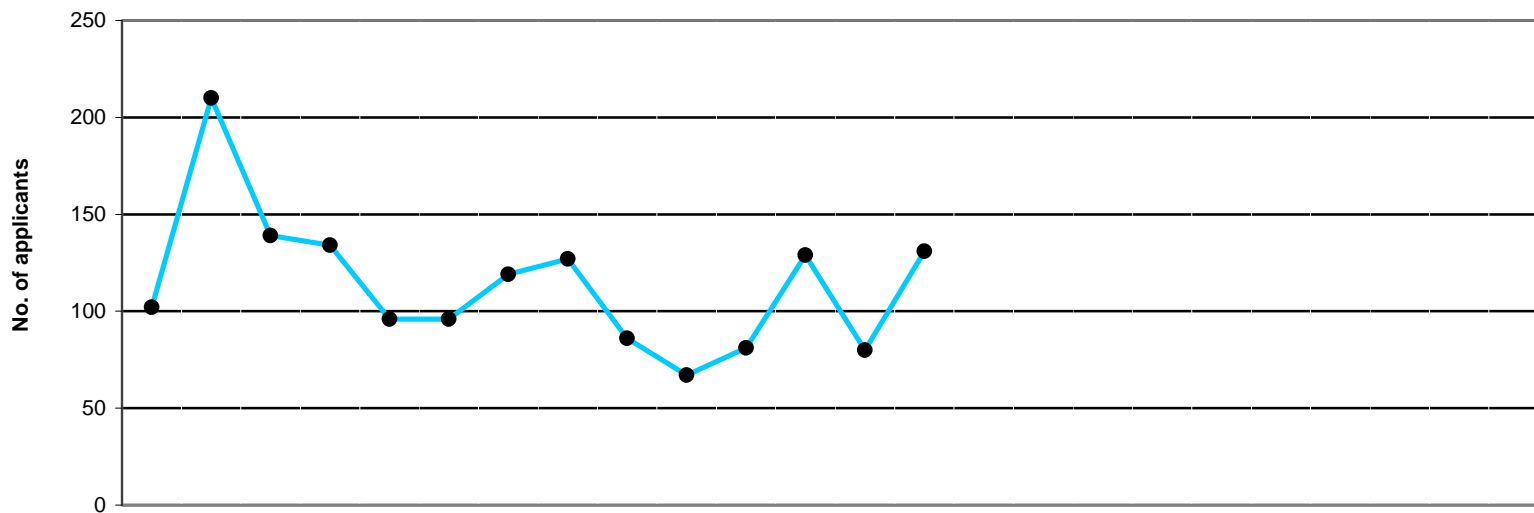
New International Applications Received April 2009 - March 2011



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | 2008/9 FYE | 09/10 FYE | 10/11 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 | | |
| Arts Therapists | 1 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 4 | 0 | 2 | | | | | | | | | | | | 16 | 12 | 2 | |
| Bio. Scientists | 27 | 22 | 28 | 19 | 25 | 35 | 22 | 9 | 29 | 18 | 25 | 31 | 12 | 33 | | | | | | | | | | | | | 307 | 290 | 45 |
| Chirops/ Pods | 1 | 1 | 4 | 4 | 3 | 5 | 0 | 1 | 4 | 7 | 1 | 3 | 2 | 7 | | | | | | | | | | | | | 23 | 34 | 9 |
| CI Scientists | 5 | 6 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 8 | 6 | 4 | 1 | 10 | | | | | | | | | | | | | 50 | 61 | 11 |
| Dietitians | 20 | 17 | 14 | 12 | 13 | 7 | 5 | 7 | 10 | 10 | 9 | 13 | 9 | 16 | | | | | | | | | | | | | 132 | 137 | 25 |
| Hearing aid disps+ | | | | | | | | | | | | | 0 | 0 | | | | | | | | | | | | | | | 0 |
| OTs | 30 | 27 | 24 | 19 | 44 | 33 | 19 | 21 | 40 | 30 | 29 | 24 | 20 | 54 | | | | | | | | | | | | | 404 | 340 | 74 |
| ODPs | 3 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 2 | | | | | | | | | | | | | 8 | 10 | 2 |
| Orthoptists | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | | | 3 | 1 | 1 |
| Paramedics | 2 | 6 | 7 | 2 | 3 | 2 | 3 | 4 | 3 | 4 | 8 | 6 | 3 | 4 | | | | | | | | | | | | | 46 | 50 | 7 |
| Physiotherapists | 69 | 71 | 74 | 48 | 83 | 50 | 46 | 35 | 63 | 73 | 59 | 74 | 31 | 97 | | | | | | | | | | | | | 774 | 745 | 128 |
| Pract psychs* | | | | 2 | 11 | 13 | 13 | 16 | 28 | 22 | 21 | 30 | 14 | 27 | | | | | | | | | | | | | | 197 | 41 |
| Prosth/Orthotists | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | | | | | | | | | | | 9 | 3 | 0 |
| Radiographers | 25 | 25 | 37 | 29 | 26 | 26 | 23 | 20 | 28 | 23 | 26 | 24 | 20 | 48 | | | | | | | | | | | | | 364 | 312 | 68 |
| SLTs | 11 | 9 | 20 | 5 | 19 | 19 | 9 | 5 | 23 | 12 | 22 | 19 | 7 | 18 | | | | | | | | | | | | | 154 | 173 | 25 |
| Total | 194 | 187 | 216 | 146 | 233 | 195 | 146 | 122 | 235 | 209 | 208 | 233 | 120 | 318 | | | | | | | | | | | | | 2,290 | 2,365 | 438 |

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

* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010

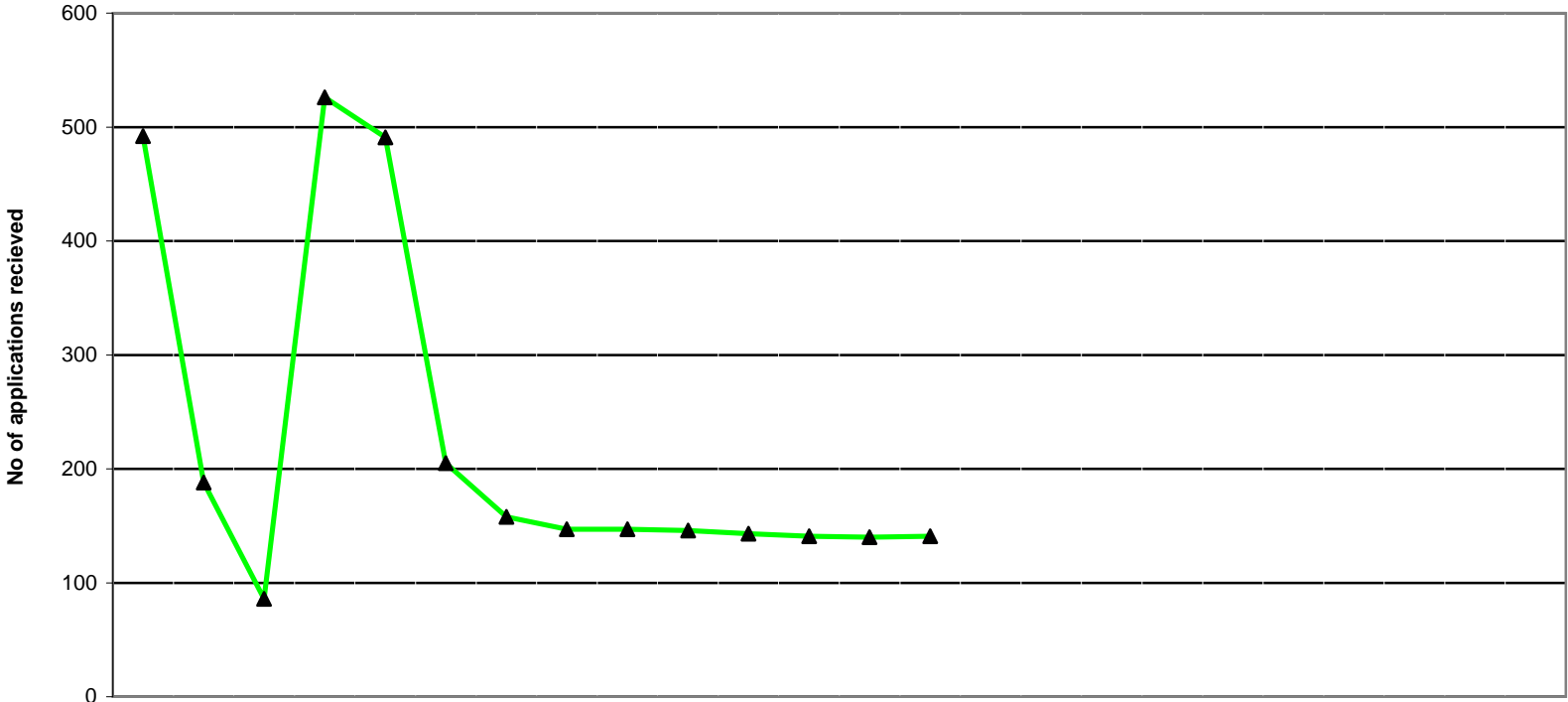


| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|------------------------|------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|-----------|-----------|------------|-----------|------------|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Arts therapists | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | |
| Bio. scientists | 8 | 18 | 20 | 14 | 11 | 12 | 14 | 9 | 30 | 5 | 6 | 15 | 10 | 12 | |
| CI scientists | 1 | 4 | 3 | 1 | 0 | 1 | 3 | 4 | 0 | 1 | 1 | 3 | 1 | 1 | |
| Chirops/ pods | 0 | 0 | 2 | 0 | 6 | 2 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | |
| Dietitians | 7 | 6 | 5 | 16 | 9 | 5 | 4 | 6 | 2 | 5 | 9 | 6 | 5 | 2 | |
| Hearing aid dispensers | | | | | | | | | | | | | 0 | 0 | |
| OTs | 32 | 29 | 14 | 32 | 16 | 9 | 9 | 42 | 18 | 21 | 17 | 16 | 18 | 17 | |
| ODPs | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Orthoptists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Paramedics | 2 | 1 | 6 | 0 | 0 | 10 | 0 | 1 | 1 | 2 | 0 | 2 | 1 | 2 | |
| Physiotherapists | 12 | 113 | 46 | 39 | 38 | 37 | 43 | 34 | 20 | 14 | 29 | 35 | 10 | 70 | |
| Pract psychs* | | | | 0 | 1 | 0 | 5 | 5 | 5 | 5 | 8 | 8 | 4 | 7 | |
| Prosth/orthotists | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Radiographers | 31 | 28 | 26 | 21 | 11 | 16 | 16 | 12 | 6 | 6 | 4 | 29 | 17 | 8 | |
| SLTs | 9 | 9 | 15 | 11 | 4 | 2 | 23 | 13 | 4 | 5 | 4 | 15 | 12 | 11 | |
| Total | 102 | 210 | 139 | 134 | 96 | 96 | 119 | 127 | 86 | 67 | 81 | 129 | 80 | 131 | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------------|--------------|--------------|--------------|--------------|------------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 3 | 6 | 8 | 6 | 4 | 2 |
| 417 | 439 | 231 | 236 | 162 | 22 |
| 26 | 35 | 30 | 28 | 22 | 2 |
| 25 | 37 | 39 | 27 | 15 | 1 |
| 93 | 138 | 94 | 97 | 80 | 7 |
| | | | | | 0 |
| 615 | 509 | 302 | 283 | 255 | 35 |
| 6 | 7 | 5 | 2 | 5 | 0 |
| 3 | 3 | 4 | 2 | 0 | 0 |
| 6 | 16 | 14 | 22 | 25 | 3 |
| 1,193 | 985 | 567 | 608 | 460 | 80 |
| | | | | 48 | 11 |
| 6 | 4 | 6 | 3 | 1 | 0 |
| 496 | 820 | 428 | 336 | 206 | 25 |
| 218 | 173 | 134 | 105 | 114 | 23 |
| 3,107 | 3,172 | 1,862 | 1,755 | 1,397 | 211 |

* Practitioner psychologists section of register opened 1st July 2009

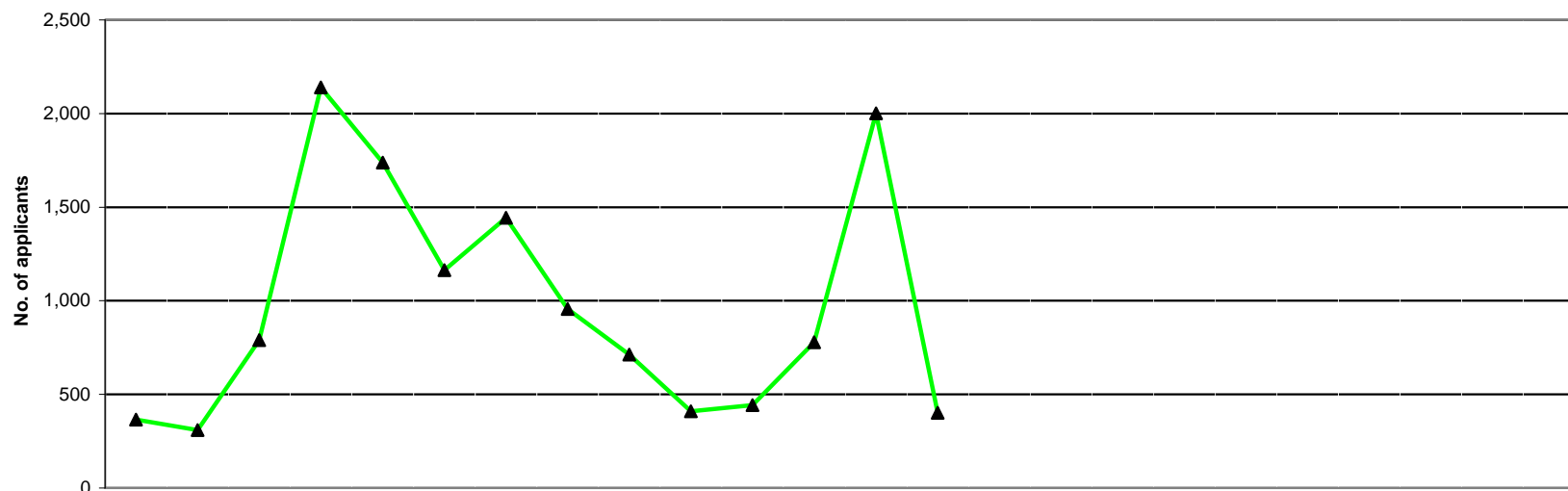
+ Hearing aid dispensers section of register opened 1st April 2010



| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Minimum info | 471 | 152 | 70 | 475 | 487 | 202 | 156 | 145 | 145 | 144 | 141 | 139 | 138 | 139 | |
| At scrutiny | 17 | 35 | 15 | 50 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Pending reg fee | 4 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | |
| Total | 492 | 188 | 86 | 526 | 491 | 205 | 158 | 147 | 147 | 146 | 143 | 141 | 140 | 141 | |

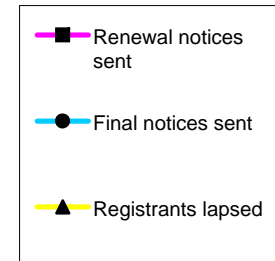
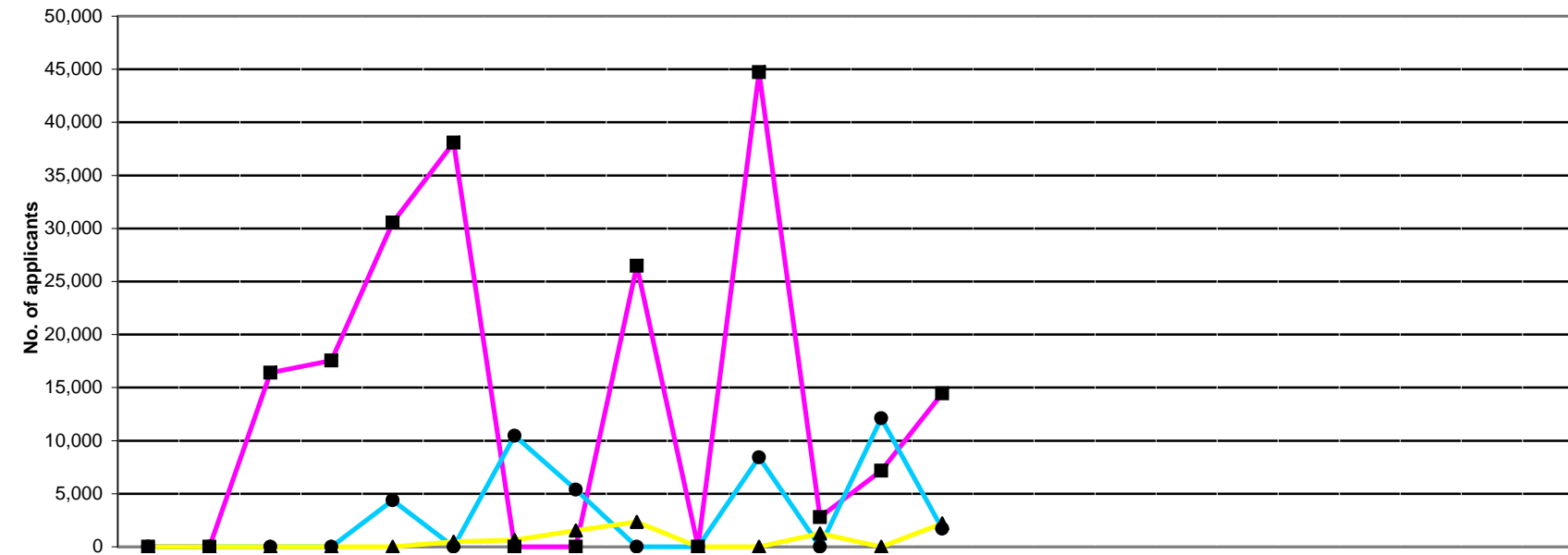
| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|----------------|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 477 | 279 | 302 | 632 | 227 | 139 |
| 33 | 84 | 51 | 31 | 11 | 1 |
| 2 | 28 | 6 | 2 | 1 | 1 |
| 512 | 391 | 359 | 665 | 239 | 141 |
| AVERAGE | | | | | |

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



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | | | | | | | |
|--------------------|------------|------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------|------------|------------|--------------|------------|-----|-----|-----|-----|--------|--------|--------|--------|-------|-------|-----|--------------|--------------|--------------|---------------|---------------|--------------|-----|
| | 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 | FYE | YTD | | |
| Arts therapists | 22 | 14 | 23 | 22 | 35 | 24 | 26 | 23 | 14 | 10 | 6 | 15 | 18 | 15 | | | | | | | | | | | | 234 | 184 | 170 | 235 | 234 | 33 | |
| Bio. scientists | 45 | 44 | 45 | 93 | 106 | 85 | 94 | 88 | 78 | 56 | 46 | 51 | 43 | 50 | | | | | | | | | | | | 912 | 690 | 689 | 836 | 831 | 93 | |
| Chirops/pods | 33 | 4 | 32 | 144 | 89 | 39 | 28 | 19 | 8 | 6 | 10 | 17 | 1 | 4 | | | | | | | | | | | | 155 | 145 | 167 | 282 | 429 | 5 | |
| CI Scientists | 6 | 22 | 20 | 12 | 18 | 13 | 16 | 16 | 19 | 19 | 18 | 39 | 32 | 18 | | | | | | | | | | | | 399 | 341 | 415 | 469 | 218 | 50 | |
| Dietitians | 16 | 8 | 54 | 151 | 60 | 36 | 51 | 13 | 15 | 6 | 2 | 32 | 17 | 10 | | | | | | | | | | | | 367 | 331 | 359 | 452 | 444 | 27 | |
| Hearing aid disps+ | | | | | | | | | | | | | 1,577 | 2 | | | | | | | | | | | | | | | | | 1,579 | |
| OTs | 55 | 41 | 90 | 318 | 356 | 243 | 231 | 145 | 73 | 46 | 54 | 111 | 44 | 40 | | | | | | | | | | | | 1,544 | 1,327 | 1,321 | 1,873 | 1,763 | 84 | |
| ODPs | 34 | 16 | 9 | 16 | 61 | 120 | 121 | 37 | 35 | 19 | 12 | 28 | 38 | 10 | | | | | | | | | | | | 754 | 668 | 804 | 636 | 508 | 48 | |
| Orthoptists | 0 | 0 | 1 | 12 | 11 | 6 | 9 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | 34 | 41 | 41 | 106 | 46 | 0 | |
| Paramedics | 64 | 89 | 87 | 110 | 83 | 84 | 202 | 120 | 78 | 50 | 91 | 100 | 66 | 69 | | | | | | | | | | | | 1,247 | 807 | 931 | 1,402 | 1,158 | 135 | |
| Physiotherapists | 50 | 35 | 189 | 670 | 469 | 200 | 204 | 80 | 76 | 57 | 64 | 127 | 43 | 57 | | | | | | | | | | | | 2,051 | 2,120 | 2,276 | 2,531 | 2,221 | 100 | |
| Pract psychs* | | | | 15,564 | 68 | 92 | 250 | 317 | 256 | 98 | 111 | 160 | 92 | 93 | | | | | | | | | | | | | | | | | 17,101 | 185 |
| Prosth/orthotists | 1 | 1 | 1 | 1 | 3 | 1 | 12 | 8 | 3 | 4 | 1 | 1 | 1 | 1 | | | | | | | | | | | | 46 | 32 | 35 | 51 | 37 | 2 | |
| Radiographers | 11 | 26 | 212 | 480 | 217 | 98 | 100 | 24 | 17 | 8 | 7 | 51 | 6 | 11 | | | | | | | | | | | | 1,008 | 1,051 | 1,108 | 1,377 | 1,251 | 17 | |
| SLTs | 28 | 10 | 27 | 111 | 162 | 122 | 100 | 62 | 38 | 31 | 21 | 47 | 24 | 22 | | | | | | | | | | | | 746 | 582 | 655 | 834 | 759 | 46 | |
| Total | 365 | 310 | 790 | 2,140 | 1,738 | 1,163 | 1,444 | 956 | 713 | 410 | 443 | 779 | 2,002 | 402 | | | | | | | | | | | | 9,497 | 8,319 | 8,971 | 11,084 | 27,000 | 2,404 | |

* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register
 + Hearing aid dispensers section of register opened 1st April 2010

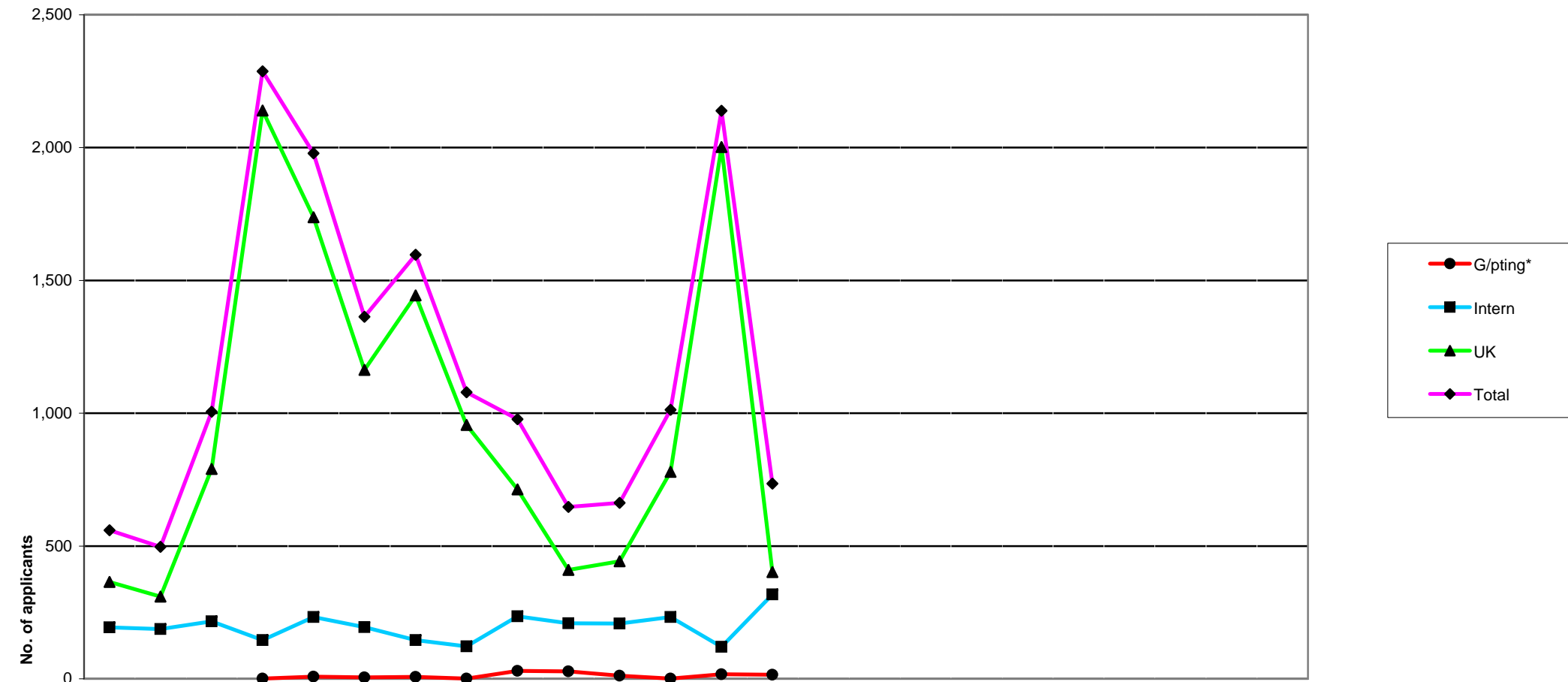


| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | | |
|-----------------------------|------|-----|--------|--------|--------|--------|--------|-------|--------|-----|--------|-------|--------|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Renewal notices sent | 0 | 0 | 16,409 | 17,552 | 30,548 | 38,086 | 0 | 0 | 26,481 | 0 | 44,714 | 2,780 | 7,165 | 14,451 | | | | | | | | | | | |
| Final notices sent | 0 | 0 | 0 | 0 | 4,391 | 0 | 10,456 | 5,396 | 0 | 0 | 8,440 | 0 | 12,116 | 1,700 | | | | | | | | | | | |
| Total | 0 | 0 | 16,409 | 17,552 | 34,939 | 38,086 | 10,456 | 5,396 | 26,481 | 0 | 53,154 | 4,043 | 19,281 | 18,355 | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|---------|--------|---------|--------|---------|--------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 142,363 | 27,711 | 153,982 | 29,138 | 176,570 | 21,616 |
| 36,261 | 25,909 | 50,531 | 9,546 | 28,683 | 13,816 |
| 178,624 | 53,620 | 204,513 | 38,684 | 205,253 | 35,432 |

| Registrants lapsed | 2009 | 2010 | 2011 |
|--------------------|------|------|-------|
| | 0 | 0 | 2,204 |

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| 9,448 | 5,388 | 8,885 | 5,550 | 6,259 | 2,204 |
|-------|-------|-------|-------|-------|-------|

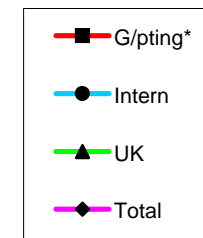
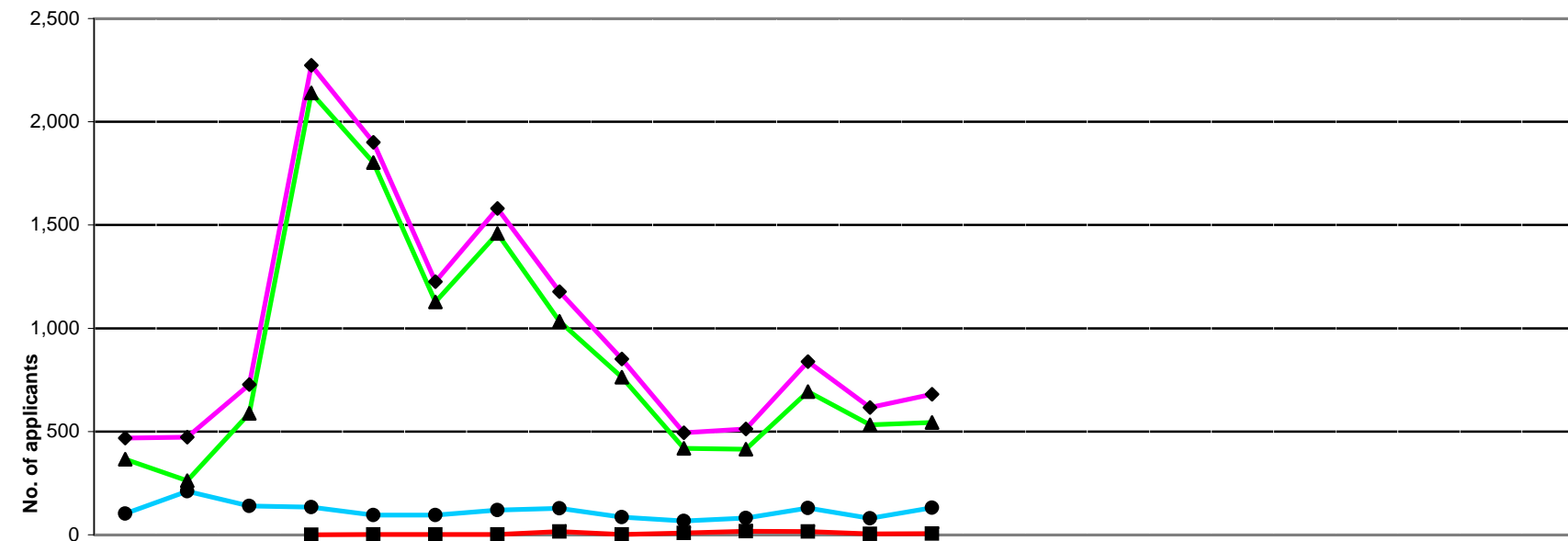


| Apps Received | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | |
|---------------|------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|------------|--------------|--------------|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Apr | May | Jun | Jul* | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| G/pting* | | | | 1 | 8 | 5 | 7 | 1 | 30 | 28 | 12 | 1 | 17 | 15 | | | | | | | | | | |
| Intern | 194 | 187 | 216 | 146 | 233 | 195 | 146 | 122 | 235 | 209 | 208 | 233 | 120 | 318 | | | | | | | | | | |
| UK | 365 | 310 | 790 | 2,140 | 1,738 | 1,163 | 1,444 | 956 | 713 | 410 | 443 | 779 | 2,002 | 402 | | | | | | | | | | |
| Total | 559 | 497 | 1,006 | 2,287 | 1,979 | 1,363 | 1,597 | 1,079 | 978 | 647 | 663 | 1,013 | 2,139 | 735 | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 2,479 | 20 | 0 | 92 | 93 | 32 |
| 4,626 | 3,504 | 2,300 | 2,290 | 2,324 | 438 |
| 9,497 | 8,319 | 8,971 | 11,199 | 11,251 | 2,404 |
| 16,602 | 11,843 | 11,271 | 13,581 | 13,668 | 2,874 |

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

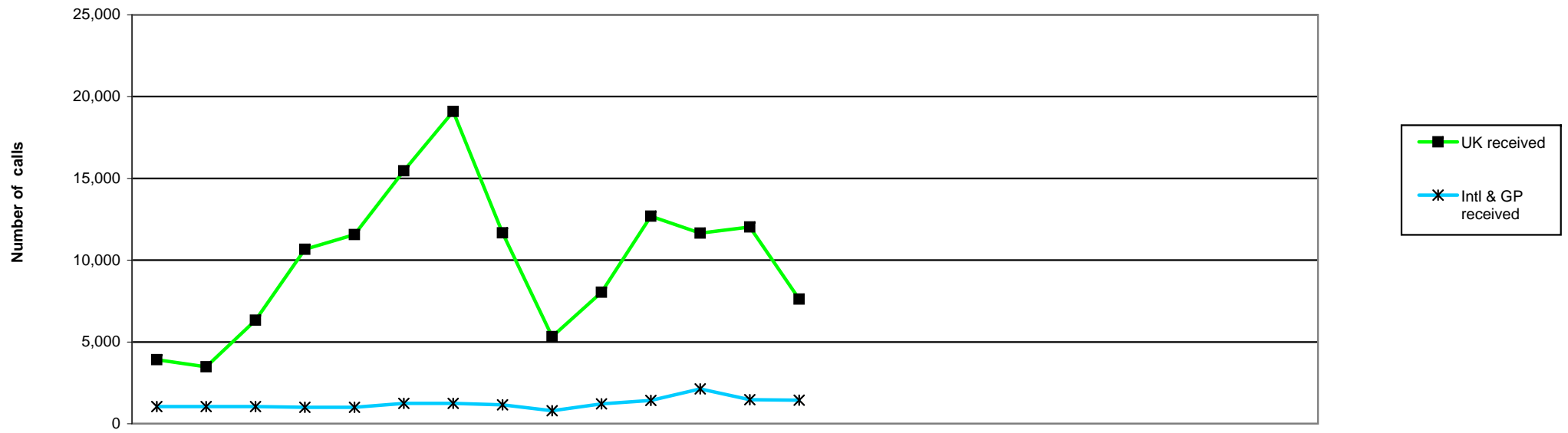
* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | | | | |
|-----------------|------|-----|-----|-------|-------|-------|-------|-------|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| | Apr | May | Jun | Jul * | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| G/pting* | | | | 0 | 2 | 2 | 2 | 15 | 2 | 8 | 17 | 15 | 4 | 5 | | | | | | | | | | | |
| Intern | 102 | 210 | 139 | 134 | 96 | 96 | 119 | 128 | 86 | 67 | 81 | 129 | 80 | 131 | | | | | | | | | | | |
| UK | 366 | 262 | 588 | 2,140 | 1,802 | 1,128 | 1,459 | 1,034 | 763 | 419 | 414 | 694 | 533 | 544 | | | | | | | | | | | |
| Total | 468 | 472 | 727 | 2,274 | 1,900 | 1,226 | 1,580 | 1,177 | 851 | 494 | 512 | 838 | 617 | 680 | | | | | | | | | | | |

| 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|--------|--------|-------|
| FYE | FYE | FYE | FYE | FYE | YTD |
| 2,295 | 283 | 9 | 0 | 63 | 9 |
| 3,107 | 3,172 | 1,862 | 1,756 | 1,387 | 211 |
| 9,474 | 8,870 | 8,355 | 10,774 | 11,069 | 1,077 |
| 14,876 | 12,325 | 10,226 | 12,530 | 12,519 | 1,297 |

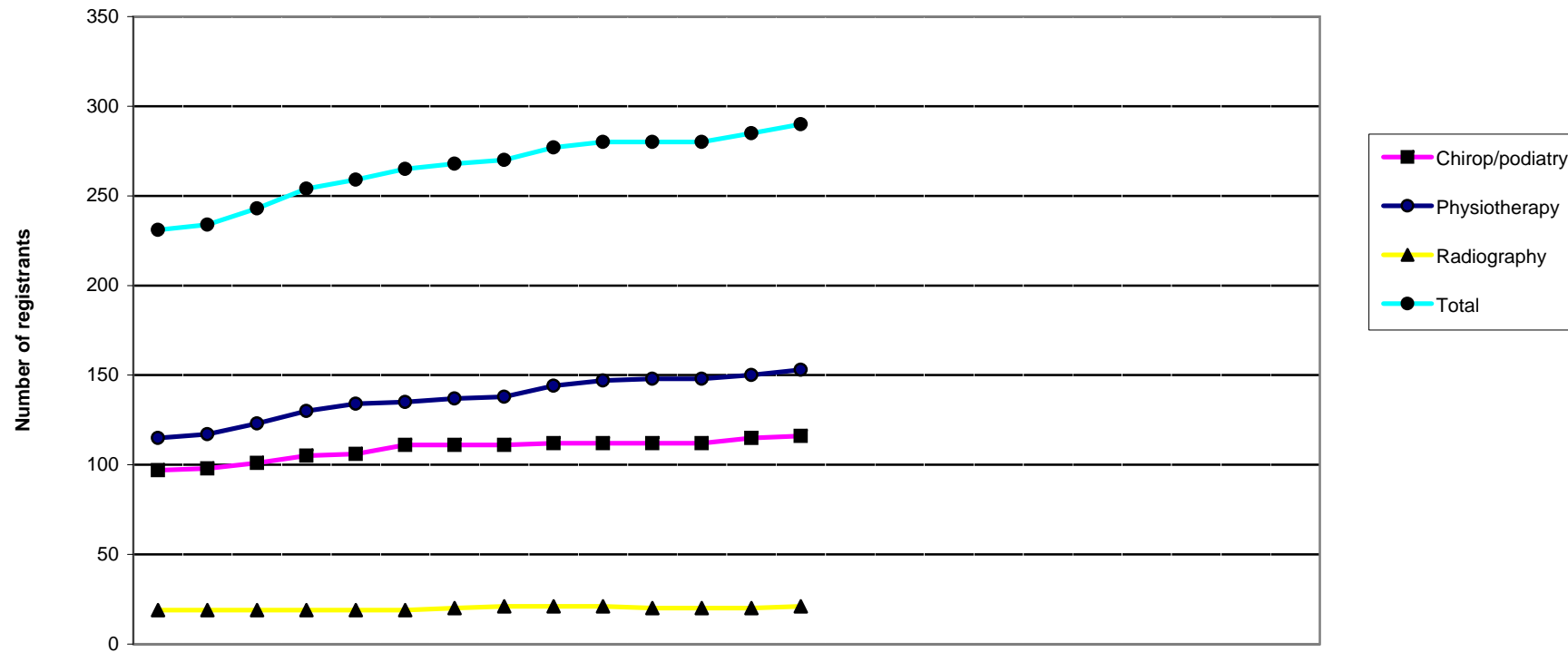
* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



| | 2009 | | | 2010 | | | | | | | | | 2011 | | | | | | | | | 2005/6 | 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 | | |
|-------------------------------|-------|-------|-------|--------|--------|--------|--------|--------|-------|-------|--------|--------|--------|-------|-----|-----|-----|-----|-----|-----|-----|--------|--------|--------|--------|---------|--------|---------|--------|
| | 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 | FYE |
| Intl & GP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Intl & GP received | 1,054 | 1,046 | 1,044 | 999 | 1,010 | 1,249 | 1,240 | 1,148 | 798 | 1,211 | 1,419 | 2,130 | 1,471 | 1,438 | | | | | | | | | | 40,070 | 19,612 | 14,428 | 12,732 | 14,348 | 2,909 |
| Answered | 1,009 | 982 | 1,699 | 981 | 995 | 1,197 | 1,163 | 1,052 | 746 | 1,157 | 1,321 | 1,883 | 1,347 | 1,371 | | | | | | | | | | 33,467 | 17,896 | 13,388 | 11,397 | 14,185 | 2,718 |
| Calls answered (%) | 96 | 94 | 98 | 98 | 99 | 96 | 94 | 92 | 94 | 96 | 93 | 88 | 92 | 95 | | | | | | | | | | 84 | 92 | 93 | 90 | 95 | 93 |
| Adandoned | 45 | 64 | 23 | 18 | 15 | 52 | 77 | 96 | 52 | 54 | 98 | 247 | 124 | 42 | | | | | | | | | | 6,627 | 1,716 | 1,040 | 1,335 | 841 | 166 |
| Avg answer time (sec) | 24 | 21 | 15 | 18 | 20 | 34 | 44 | 54 | 42 | 34 | 52 | 75 | 65 | 56 | | | | | | | | | | 25 | 14 | 13 | 36 | 36 | 61 |
| Avg talk time (min) | 3.14 | 3.11 | 3.16 | 3.17 | 3.14 | 3.06 | 3.18 | 3.19 | 3.23 | 3.27 | 3.35 | 3.17 | 3.41 | 3.44 | | | | | | | | | | 2.32 | 2.64 | 2.79 | 3.25 | 3.18 | 3.43 |
| UK | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UK received | 3,912 | 3,476 | 6,334 | 10,658 | 11,570 | 15,463 | 19,097 | 11,668 | 5,329 | 8,034 | 12,693 | 11,653 | 12,034 | 7,611 | | | | | | | | | | 70,233 | 72,488 | 123,967 | 92,018 | 119,887 | 19,645 |
| Answered | 3,896 | 3,457 | 6,308 | 10,478 | 11,301 | 14,283 | 16,034 | 10,171 | 5,108 | 7,789 | 11,951 | 10,797 | 11,081 | 7,256 | | | | | | | | | | 50,518 | 67,493 | 91,923 | 78,293 | 111,573 | 18,337 |
| Calls answered (%) | 99 | 99 | 99 | 99 | 98 | 92 | 84 | 87 | 96 | 97 | 94 | 93 | 92 | 95 | | | | | | | | | | 70 | 93 | 79 | 92 | 95 | 94 |
| Adandoned | 16 | 19 | 26 | 180 | 269 | 1,180 | 3,063 | 1,497 | 221 | 245 | 742 | 856 | 953 | 355 | | | | | | | | | | 10,719 | 6,335 | 32,034 | 13,725 | 8,314 | 1,308 |
| Avg answer time (sec) | 14 | 14 | 12 | 21 | 26 | 61 | 118 | 137 | 35 | 32 | 48 | 60 | 62 | 42 | | | | | | | | | | 64 | 45 | 102 | 85 | 48 | 52 |
| Avg talk time (min) | 2.43 | 2.49 | 2.25 | 2.18 | 2.26 | 2.27 | 2.35 | 2.48 | 2.43 | 2.37 | 2.41 | 2.53 | 2.54 | 2.54 | | | | | | | | | | 1.78 | 2.16 | 2.65 | 2.58 | 2.37 | 2.54 |

Health Professions Council

Number of registrants with supplementary prescribing rights 2009-11



| | 2009 | | | 2010 | | | | | | | | | 2011 | | |
|-------------------------|------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Chiropr/podiatry | 97 | 98 | 101 | 105 | 106 | 111 | 111 | 111 | 112 | 112 | 112 | 112 | 115 | 116 | |
| Physiotherapy | 115 | 117 | 123 | 130 | 134 | 135 | 137 | 138 | 144 | 147 | 148 | 148 | 150 | 153 | |
| Radiography | 19 | 19 | 19 | 19 | 19 | 19 | 20 | 21 | 21 | 21 | 20 | 20 | 20 | 21 | |
| Total | 231 | 234 | 243 | 254 | 259 | 265 | 268 | 270 | 277 | 280 | 280 | 280 | 285 | 290 | |

| 2006/7 | 2007/8 | 2008/9 | 09/10 | 10/11 |
|--------|--------|--------|-------|-------|
| FYE | FYE | FYE | FYE | YTD |
| 15 | 40 | 78 | 112 | 116 |
| 28 | 74 | 109 | 148 | 153 |
| 0 | 7 | 19 | 20 | 21 |
| 43 | 121 | 206 | 280 | 290 |