

Operations Report to Finance & Resources Committee, 20 November 2007

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Summary

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

1) Operational Performance

a) Telephone Calls

i) UK Department - During the period from 1 August 2007 to 30 September 2007 the team received a total of 29,403 telephone calls which is 19,379 more than the same period two years ago. 18,564 calls were answered which was 10,396 more than when compared to the same period two years ago. This 293% increase in the volume of telephone calls received has resulted in the department achieving a 227% increase in the number of telephone calls answered. This dramatic increase in the number of telephone calls has been driven by an increased understanding by registrants and employers of the importance of completing and returning renewals forms within the specified timescales. The recent disruption in the postal service has also had a direct affect on the number of telephone calls received.

ii) International Department - During the period from 1 August 2007 to 30 September 2007 the team received a total of 2498 telephone calls, 88% of which were answered. The programme of multi-skilling Registration Advisors enabled those working in the International Department to assist their colleagues within the UK Department.

b) Application Processing

i) UK Department - A total of 2794 new applications were received during this period and 2773 individuals were registered. Applications took on average eight working days to process which exceeds our target of ten working days.

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

ii) International Department - A total of 296 new international applications were received in this period and 286 individuals were registered.

c) Emails

i) UK Department - The team received approximately 60/80 emails per day and responded to these within 48 of hours of receipt.

ii) International Department - The team received approximately 20/30 emails per day and responded to these within 48 hours of receipt.

Registration Renewal

At the start of June, all registered paramedics and orthoptists were invited to renew their registration for the next two-year cycle. Registrants were given until 31 August 2007 to renew their registration for the 2007/09 registration period. Of the number originally invited to renew registration, 6% of paramedics and 7% of orthoptists lapsed from the Register

This compares favourably with 2005 when 13.7% of paramedics and 12.3% of orthoptists lapsed.

At the start of July, all registered prosthetists and orthotists, clinical scientists, speech and language therapists were invited to renew their registration for the next two-year cycle. Registrants were given until 30 September to renew their registration for the 2007/09 registration period. Of the number originally invited to renew registration, 11.3% of prosthetists and orthotists, 7.4% of clinical scientists and 7.6%, speech and language therapists lapsed from the Register. Again, this compares favourably with 2005.

At the start of August 28,866 occupational therapists and in September 22,588 biomedical scientists were invited to renew their registration. Due to the exceptional circumstances caused by the postal disruption to those renewing their registration, it was agreed to allow an additional 'grace period' for renewal applications to be received. Occupational therapists have until 30 November 2007 and biomedical scientists the 17 December 2007 to renew their registration.

2) Employee Resource

Both teams are currently operating within their budgeted headcount with operational effectiveness improving. Cross training has continued for Registration Advisors within the International team, who are assisting UK colleagues during their very busy period and learning whilst they are doing it.

During the period Natalie Fraser was recruited as a Registration Advisor.

3) Improvements/Developments

An online authentication service is now available for orthoptists. This new service delivery channel allows registrants to access their contact details at any time in order to make sure the HPC always has the correct contact information about them. Registrants will also be able set up a direct debit instruction online. The online service will be rolled out to each profession individually once the profession has been through the current renewal cycle.

4) Temporary Registration for Visiting EEA Health Professionals

Procedures and processes are in place to accept applications for temporary registration under Directive 2005/36/EC (Professional Qualifications Directive) which will come into force on 20 October 2007.

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

Human Resources

Roy Dunn will take over as the Head of Business Improvement in early 2008. One of his responsibilities will be the maintenance of the ISO 9001:2000 quality management system

QMS review meetings

Below is a list of recent quality management system reviews:

- Finance
- Project Management
- Quality
- Customer Services

QMS process updates

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

- Quality
- Customer Services
- Fitness to Practise

Reinvigorating the Quality Management System

In order to ensure that our QMS and processes are giving us the most benefit, some independent external auditing took place in August. The following areas were audited :-

- Customer Services

- Education - Approvals & Monitoring
- Fitness to Practise
- Human Resources – Partners
- Human resources – Employees
- Information & IT
- Policy & Standards
- Project Management
- Quality Management
- Registrations – International
- Registration - UK

Last BSI Audit

The last BSi uaidt was held on 23 October 2007. The areas reviewed were :-

- Quality management
- Registrations - UK
- Policy
- HR including Partner validation
- Staff training and development

HPC passed this audit

Next BSI Audit







The next BSI audit is scheduled for 8 April 2008. This external audit will review the following areas of the management system Registrations - International & Grandparenting and Management system organisation & review.

Project Management – Claire Phillips

HPC Major Projects November 2007/8 Narrative

No.	Project name	Commentary
MP29	Clinical psychologists competent authority	<ul style="list-style-type: none">• Project has been placed on hold as per Department of Health guidance
MP26	Professional Qualifications Directive	<ul style="list-style-type: none">• Phase 1 of this project is complete
MP28	Change of LISA access rights	<ul style="list-style-type: none">• Project has been initiated
MP24	Stannery street	<ul style="list-style-type: none">• A separate report on this project will be given to the Finance and Resources Committee
MP14	Online LISA authentication	<ul style="list-style-type: none">• The roll out period for this project has been phased to allow for a smoother implementation• Trial groups have indicated that smaller roll outs cause less disruption to registrants, therefore deadline has been extended

HPC Major Projects 2007/8 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	07/08 Budget*	Due Date	Status
MP25	1	Application Server Upgrade	Application Server Upgrade	M Seale	R Dunn	Y	Y	NA	£30 (C)	31/10/07 31/12/07	
MP26	2a	Professional Qualifications Directive	Project to allow for temporary registrations, will include LISA development.	R Houghton	M Potter	Y	Y	N	£40 (C) £6.6 (O)	Phase 1 Complete Phase 2 TBD	
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	Y	Y	Y	£85 (C) £80 (O)	30/04/09	
MP29	2b	Clinical psychologists competent authority	Assumption of competent authority powers for clinical psychologists	R Houghton	M Potter	Y	Y	Y	Nil	10/08/07 10/10/07	On hold
MP3	2b	On-boarding of the Applied Psychologists	On-boarding of the Applied Psychologists	G Ross-Sampson	R Houghton	Y	Y	N	£132 (O)	14/12/08	
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	N	N	N	On hold	01/04/09	On hold
MP5	2b	Equality and Diversity Project Phase 1	Revision of equality & diversity policies to ensure HPC is pro-actively eliminating discrimination	M Seale	M Guthrie	Y	Y	N	£43 (O)	31/03/08	
MP30	2c	Registration fee change 09	Realignment of registration fee charges			Y	Y	NA	-	15/06/09	

Key:

Green – Project is due to meet deadline

Amber – Indications are that it is probable that project will miss deadline

Red – Project has missed deadline



Status of project has improved since last reporting cycle



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

* All amounts in £000's

(C) = Capex

(O) = Opex

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

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

2

HPC Major Projects 2007/8 Scorecard

No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	07/08 Budget*	Due Date	Status
MP24	2d	Stannery street	Refurbishment of Stannery Street building	M Seale	S Hall	N	N	N	£1.6M (C) £43 (O)	31/01/08	
MP27	3	Replacement of Finance system	Replacement of SAGE and improvement of interfaces with other existing HPC systems.	S Leicester	M Cheema	Y	Y	Y	£19 (C)	30/04/08	
MP28	3	Change of LISA access rights	Full review and implementation of revised access rights for LISA	S Leicester	M Cheema	Y	Y	Y	£35 (C)	15/04/08	
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	Y	Y	-	07/12/07	

Key:

Green – Project is due to meet deadline

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* All amounts in £000's

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Education – Approvals and Monitoring

Approval visits 2006/07

Since September 2007, the department have finalised all of the visits from the 2006/07 academic year. The December meeting of the Education and Training Panel is due to approve the final programme of the 141 visited during the last year.

Approval visits 2007/08

The department has 32 visits in the schedule for the new 2007/08 academic year. These 32 visits will consider 75 programmes. There are three large multi-professional visits in April 2008. The first two visits to IHCD paramedic programmes are scheduled for March 2008.

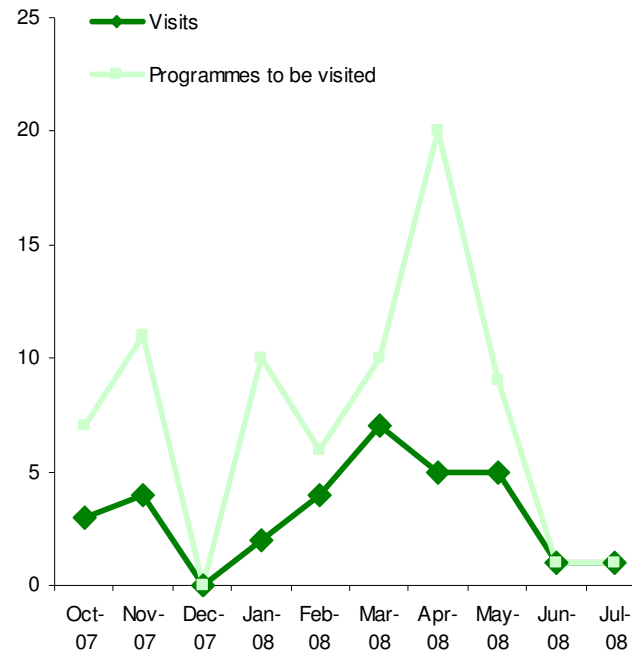
	Visits	Programmes to be visited
Oct-07	3	7
Nov-07	4	11
Dec-07	0	0
Jan-08	2	10
Feb-08	4	6
Mar-08	7	10
Apr-08	5	20
May-08	5	9
Jun-08	1	1
Jul-08	1	1

Compared to previous years, the number of visits scheduled for Jan – April 2008 is relatively quiet. There are potentially 11 more visits to IHCD paramedic programmes to be added to the schedule between May – Sept 2008.

November Belfast, Cardiff and Sheffield

December London

The following graph shows the timing of the visits and the difference between number of visits and number of programmes to be visited. The majority of visits consider more than one programme.



Date	Education provider	Programme Name	Mode of Study		Cumbria		Flexible
16/10/07	City University	Independent/Supplementary Prescribing	Part Time	15/1/2008	University of Cumbria	MSc Physiotherapy (Accelerated Route)	Full Time Flexible
18/10/07	University of Derby	BSc (Hons) Occupational Therapy	Full Time Full Time Accelerated Part Time	5/2/2008	Defence Medical Education & Training Agency	Combat Medical Technician Training Programme	Full Time
25/10/07	University of Plymouth	BSc (Hons) Paramedic Practitioner (Community Emergency Health)	Full Time Part Time	12/2/2008	University of Huddersfield	BSc (Hons) Physiotherapy	Full Time
25/10/07	University of Plymouth	Diploma in Higher Education Paramedic Studies (Community Emergency Health)	Part Time	12/2/2008	University of Huddersfield	Pg Dip Physiotherapy	Full Time
06/11/07	Robert Gordon University	BSc (Hons) Diagnostic Radiography	Full Time	20/2/2008	University of Nottingham	Masters of Nutrition (MNutr)	Flexible
7/11/2007	Coventry University	BSc (Hons) Applied Biomedical Science	Full Time	21/2/2008	University of Central Lancashire	BSc (Hons) Physiotherapy	Full Time Part Time
15/11/2007	York St John University	BHSc (Hons) Occupational Therapy	Full Time Part Time Part Time (In Service) Flexible	4/3/2008	University of Leeds	BSc (Hons) Radiography (Diagnostic)	Full Time
15/11/2007	York St John University	BHSc (Hons) Physiotherapy	Full Time Part Time Part Time (In Service) Flexible	5/3/2008	University of Worcester	MA Art Therapy	Full Time
21/11/2007	University of Ulster	BSc (Hons) Biomedical Science with DPP (Pathology)	Full Time	5/3/2008	University of Worcester	MA Drama Therapy	Part Time
10/1/2008	University of the West of England, Bristol	Foundation Degree Paramedic Science	Full Time	11/3/2008	University of Wolverhampton	BSc (Hons) Applied Biomedical Science	Full Time Part Time
15/1/2008	University of Cumbria	BSc (Hons) Occupational Therapy	Full Time Part Time Flexible	11/03/2008	University of Northampton	BSc (Hons) Podiatry	Full Time
15/1/2008	University of Cumbria	MSc Occupational Therapy (Accelerated route)	Full Time Flexible	18/3/2008	Open University	Foundation Degree in Health Sciences	Part Time
15/1/2008	University of	BSc (Hons) Physiotherapy	Full Time	18/3/2008	Open University	Foundation Degree in Paramedic Science	Part Time
				8/4/2008	University of Plymouth	BSc (Hons) Occupational Therapy	Full Time
				8/4/2008	University of Plymouth	BSc (Hons) Dietetics	Full Time
				8/4/2008	University of Plymouth	BSc (Hons) Podiatry	Full Time
				8/4/2008	University of Plymouth	BSc (Hons) Physiotherapy	Full Time
				9/4/2008	University of Liverpool	BSc (Hons) Radiotherapy	Full Time Part Time
				9/4/2008	University of Liverpool	BSc (Hons) Occupational Therapy	Full Time

9/4/2008	University of Liverpool	BSc (Hons) Orthoptics	Flexible
9/4/2008	University of Liverpool	BSc (Hons) Diagnostic Radiography	Full Time
15/4/2008	Coventry University	Diploma of Higher Education Operating Department Practice	Full Time
15/4/2008	Coventry University	BSc (Hons) Dietetics	Full Time
15/4/2008	Coventry University	BSc (Hons) Occupational Therapy	Part Time
15/4/2008	Coventry University	BSc (Hons) Physiotherapy	Full Time
15/4/2008	Coventry University	Foundation Degree in Paramedic Science	Full Time
16/04/2008	Swansea University	Dip HE Paramedic Science	Full Time
16/04/2008	St Georges, University of London	BSc (Hons) Physiotherapy	Full Time
16/04/2008	St Georges, University of London	BSc (Hons) Diagnostic Radiography	Full Time
16/04/2008	St Georges, University of London	BSc (Hons) Therapeutic Radiography	Full Time
7/5/2008	University of Portsmouth	BSc (Hons) Applied Biomedical Science	Part Time
13/05/2008	University of Northampton	BSc (Hons) Occupational Therapy	Full Time Part Time
21/05/2008	Bradford University	BSc (Hons) Applied Biomedical Science	Full Time Part Time
27/5/2008	Manchester Metropolitan University	FdSc Paramedic Science	Full Time Part Time
28/05/2008	University of Huddersfield	BSc (Hons) Physiotherapy	Full Time
28/05/2008	University of Huddersfield	Pg Dip in Physiotherapy	Full Time
4/6/2008	Middlesex University	Biomedical Science (Clinical Laboratory Practice)	Full Time
1/7/2008	University of Central Lancashire	Foundation Degree Paramedic Science	Full Time

Annual Monitoring 2007/08

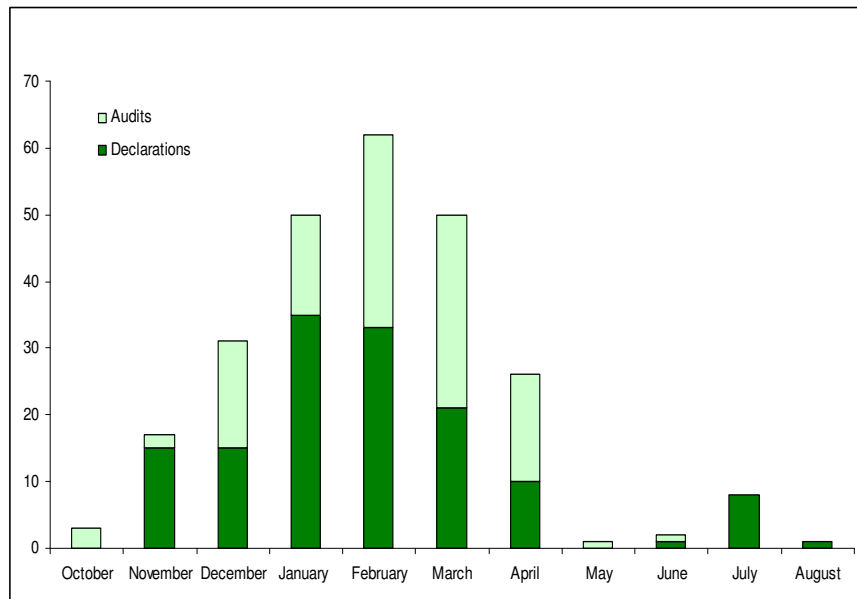
Since September, the department have begun the next round of annual monitoring for the new academic year. This year programmes in group A must submit a declaration form and programmes in group B must submit an audit submission. The department is expecting the following submissions in over the academic year.

Declaration	139
Audit	112
To be confirmed	2*
Total	253

* If these are subject to AM, then they will be in group a (declaration).

There are 291 approved programmes not in annual monitoring this year.

The following graph shows the estimated submission dates and quantities.



All approved programmes were written to in early November to explain their role in annual monitoring this year and deadline dates.

All audit submissions need to be considered by visitors and the department is currently making plans for assessment days to consider the audit submissions. The following table outlines the draft plans.

HPC submission month	Number	Method of visitor assessment
October	3	By correspondence
November	2	By correspondence
December	16	Assessment day (Feb)

January	15	Assessment day (Feb)
February	29	Assessment day (March)
March	29	Assessment day (April)
April	16	AM day (May)
May	1	By correspondence
June	1	By correspondence

Minor and Major Changes

The Department has received 19 minor/major change submissions since the beginning of September 2007.

Communication with Stakeholders

The department has contacted education providers about the following areas over the last two months;

- Changes to standards of proficiency (and the impact on the curriculum design and content of their approved programme)
- Annual monitoring schedule for this year
- Mail out of the annual report from 2005-06
- Visit schedule for 2007/08

Projects

The department has spent a lot of time over the last two months focusing on the projects outlined in the work plan for 2007-08.

Of the 14 projects, one has been completed and one has been put on hold. The remaining 12 projects are ongoing. Some are ahead of their schedule, whilst others are slightly behind. The prioritisation of individual projects has been revisited since April 2007 to account for changes in resources (staffing and time) and the workflow of the operational processes.

Presentations to Education Providers

The department is in the middle of their series of annual presentations to education providers. The presentation this year updates education providers on the wider work of the HPC (e.g. implications of the White Paper, publication of disability guidance, on boarding of new professions, PLG work on the review of the standards of education and training) as well as feeding back findings from the approval and monitoring processes from 2006-07.

The venues and dates are as follows;

October Edinburgh, London
November Belfast, Cardiff and Sheffield
December London

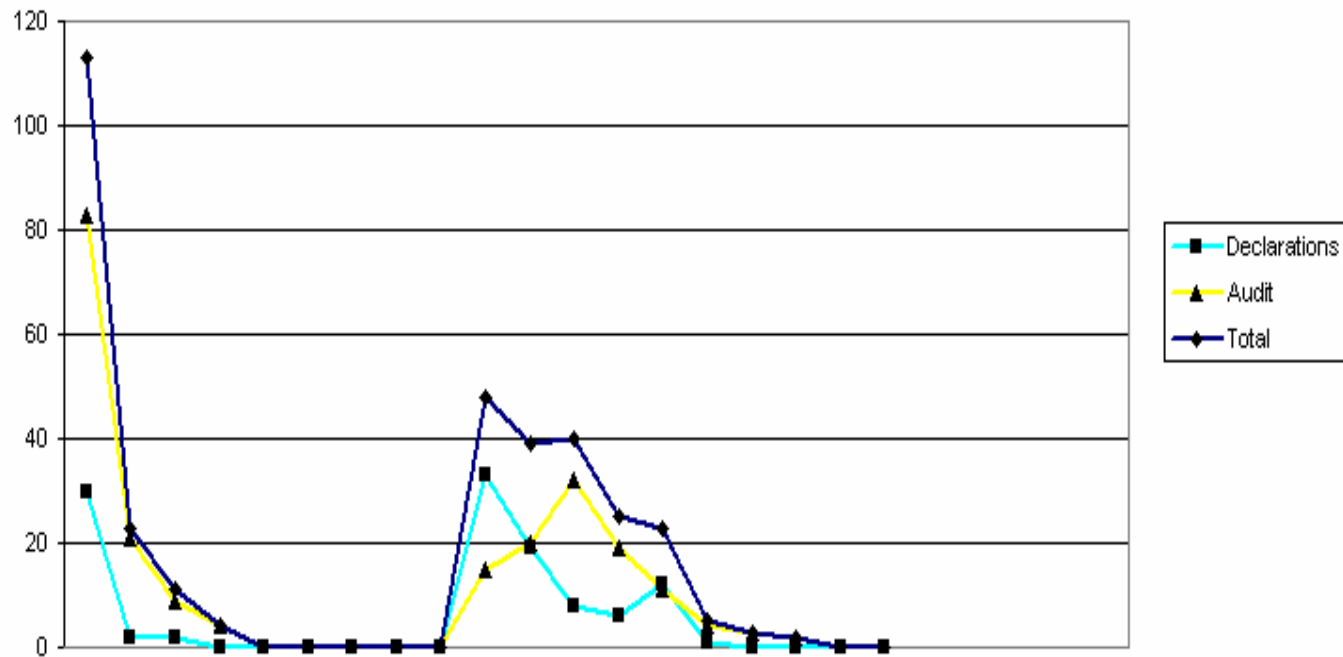
Partners

The department is working with the Partner Manager to recruit new occupational therapist (clinicians); dietitian and dramatherapist visitors. Interviews are planned for new dramatherapist visitors in early December and advertisements are due to be placed for occupational therapist and dietitian visitors shortly.

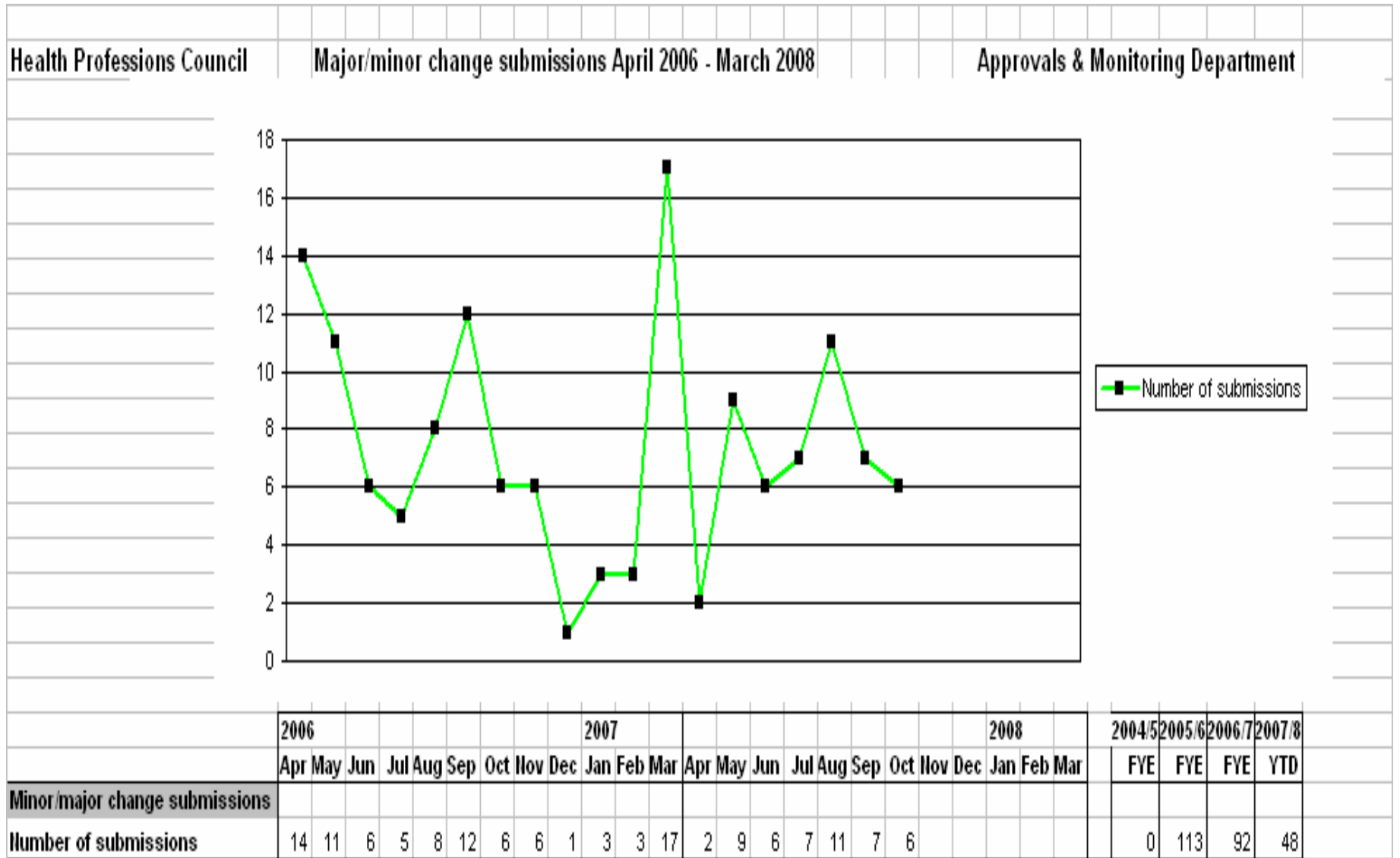
Employees

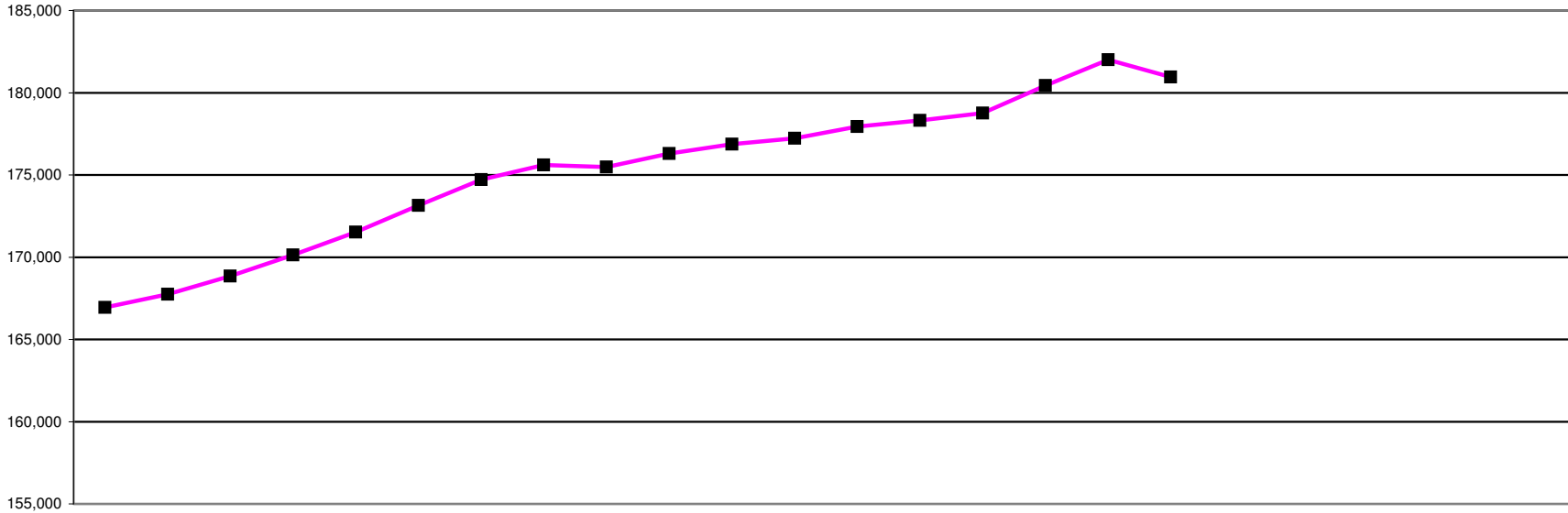
Unfortunately, Barry Molloy (Education Administrator) resigned and is due to leave the Department at the end of November 2007. Two temporary administrators will be joining the department in mid November 2007 to cover this vacancy, and another created due to a period of maternity leave.

The Department is interviewing for two Education Officers in mid November 2007 to fill the current vacancies.



	2006			2007												2008			2004/5	2005/6	2006/7	2007/8						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Annual monitoring submissions																												
Declarations	30	2	2	0	0	0	0	0	0	33	19	8	6	12	1	0	0	0	0						0	113	94	19
Audit	83	21	9	4	0	0	0	0	0	15	20	32	19	11	4	3	2	0	0						0	51	184	39
Total	113	23	11	4	0	0	0	0	0	48	39	40	25	23	5	3	2	0	0						0	164	278	58



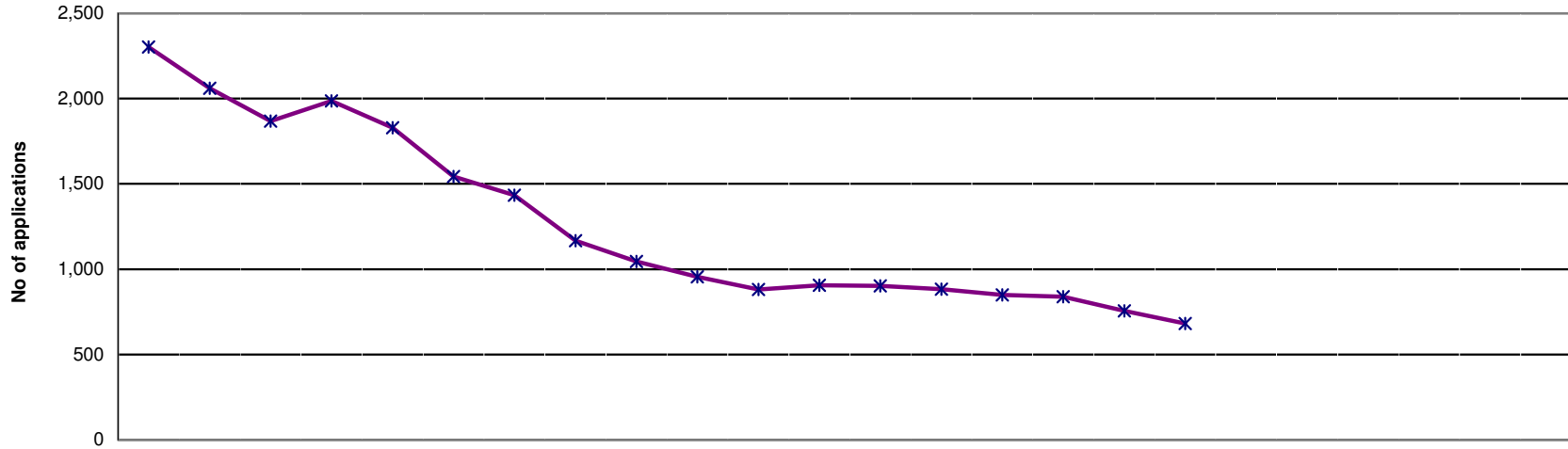


	2006			2007									2008									2004/5	2005/6	2006/7	2007/8			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332	2,369	2,387	2,401	2,416	2,426	2,442							1,992	2,309	2,332	2,442
BS	21,516	21,582	21,733	21,775	21,930	22,029	22,119	22,211	22,293	22,392	22,470	22,510	22,588	22,646	22,698	22,777	22,847	22,696							21,158	21,322	22,510	22,696
CH	12,830	12,824	12,851	12,894	12,201	12,407	12,564	12,612	12,633	12,645	12,653	12,657	12,683	12,692	12,703	12,822	12,946	12,999							10,741	12,799	12,657	12,999
CS	4,031	4,052	4,088	4,090	4,121	4,141	4,159	4,182	4,193	4,209	4,227	4,241	4,283	4,297	4,304	4,291	4,288	3,958							3,719	3,999	4,241	3,958
DT	6,234	6,225	5,808	5,938	6,050	6,091	6,144	6,173	6,194	6,224	6,246	6,267	6,297	6,318	6,363	6,458	6,541	6,592							5,757	6,260	6,267	6,592
OT	27,004	27,056	27,265	27,432	27,855	28,119	28,344	28,509	28,576	28,637	28,701	28,756	28,866	28,903	28,970	29,169	29,437	29,394							26,376	26,855	28,756	29,394
ODP	8,580	8,611	8,662	8,673	8,611	8,831	9,038	9,079	8,506	8,702	8,771	8,801	8,841	8,874	8,892	8,931	8,967	9,175							7,670	8,538	8,801	9,175
OR	1,236	1,238	1,249	1,259	1,274	1,282	1,285	1,287	1,286	1,289	1,291	1,291	1,287	1,287	1,265	1,272	1,198	1,225							1,277	1,234	1,291	1,225
PA	12,445	12,496	12,578	12,617	12,724	12,804	12,870	12,948	13,011	13,104	13,146	13,183	13,242	13,234	13,256	13,296	13,360	12,923							11,316	12,343	13,183	12,923
PH	36,743	37,221	37,947	38,398	39,161	39,558	39,902	40,107	40,196	40,352	40,514	40,587	40,766	40,897	40,991	41,621	42,238	42,533							36,978	40,005	40,587	42,533
PO	824	825	825	823	823	825	842	850	852	853	852	855	858	857	857	852	851	755							821	816	855	755
RA	22,399	22,490	22,886	23,207	23,537	23,709	23,893	24,019	24,077	24,164	24,226	24,278	24,362	24,406	24,522	24,986	25,275	25,411							22,360	22,164	24,278	25,411
SL	10,768	10,781	10,846	10,889	11,052	11,137	11,294	11,363	11,380	11,422	11,455	11,472	11,497	11,513	11,538	11,550	11,631	10,842							10,348	10,725	11,472	10,842
Total	166,944	167,737	168,858	170,134	171,524	173,138	174,709	175,609	175,479	176,295	176,875	177,230	177,939	178,311	178,760	180,441	182,005	180,945							160,513	169,369	177,230	180,945

NOTE: Information captured last day of each calendar month

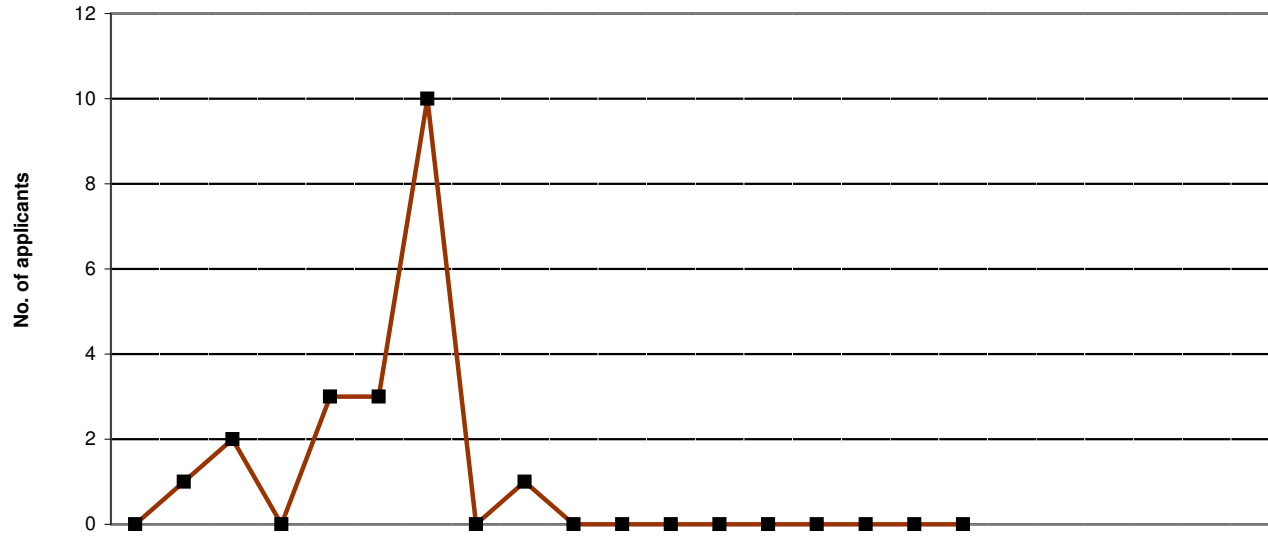
Health Professions Council International & Grandparenting Application Status April 2006 - March 2008

International Registration Department



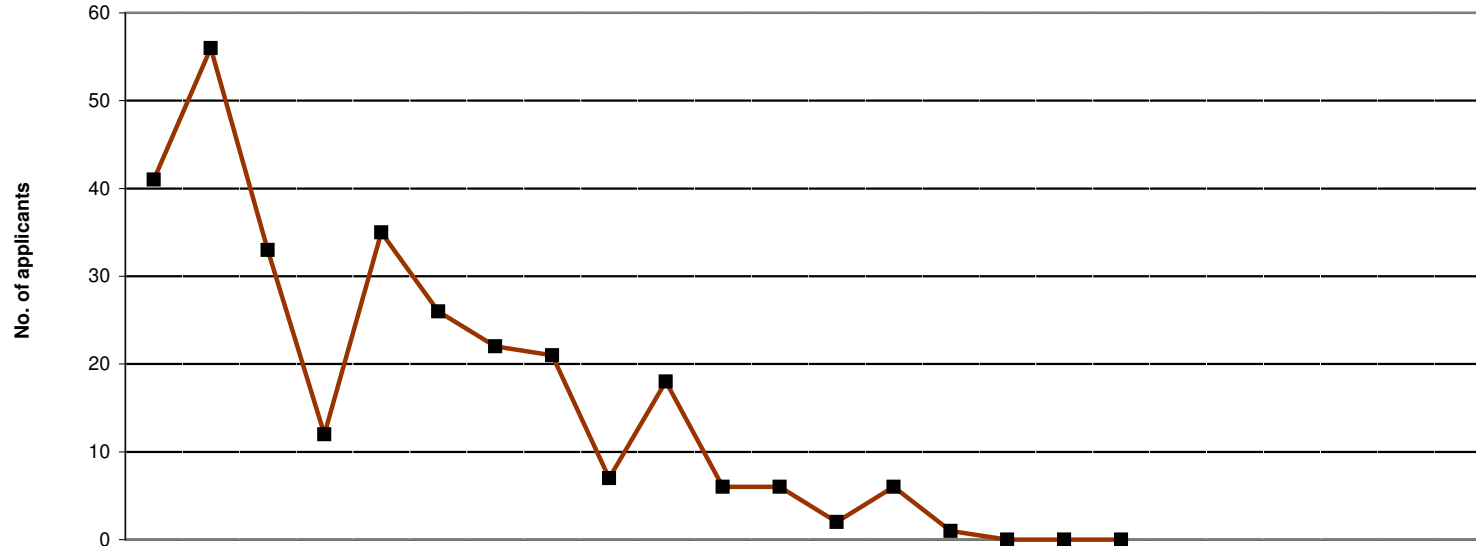
	2006			2007									2008									2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar		
Minimum Info	979	840	669	768	585	304	26	19	23	4	17	0	0	11	2	0	2	0									979	719	0	0
At assessment	905	879	886	867	947	887	963	782	675	699	632	674	660	684	617	622	588	543									722	1,084	674	543
Pending Reg Fee	419	341	313	351	297	352	445	366	347	253	232	231	242	188	231	216	166	139									364	475	231	139
Total	2,303	2,060	1,868	1,986	1,829	1,543	1,434	1,167	1,045	956	881	905	902	883	850	838	756	682									2,065	2,278	905	682

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



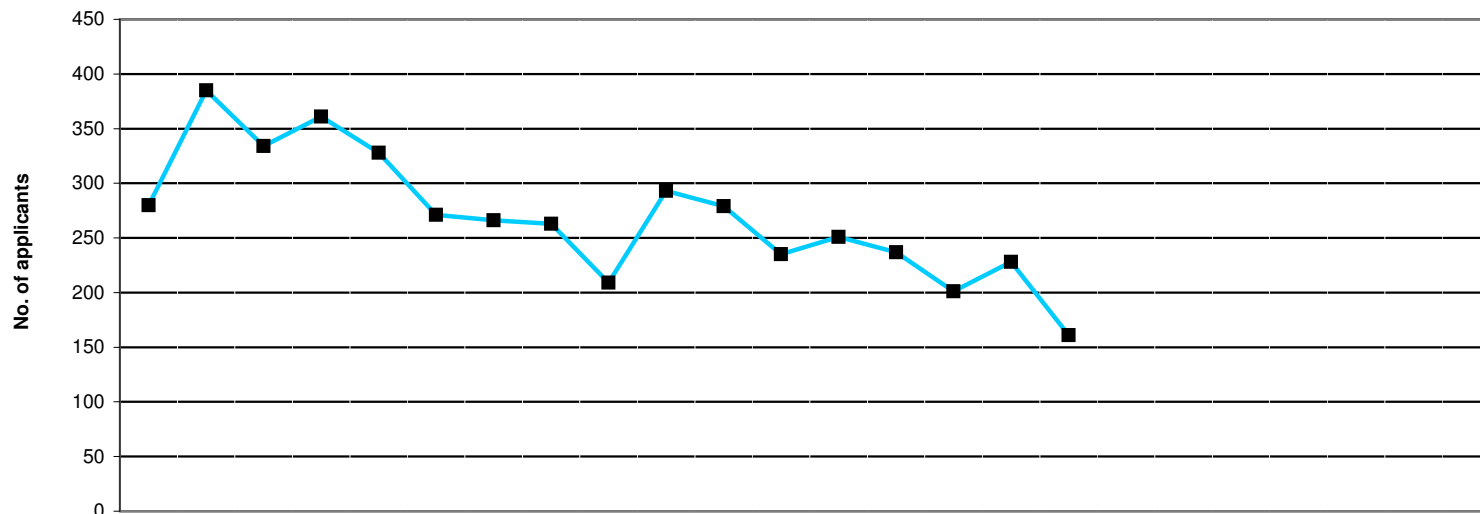
	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Bio. Scientists	0	0	0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

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

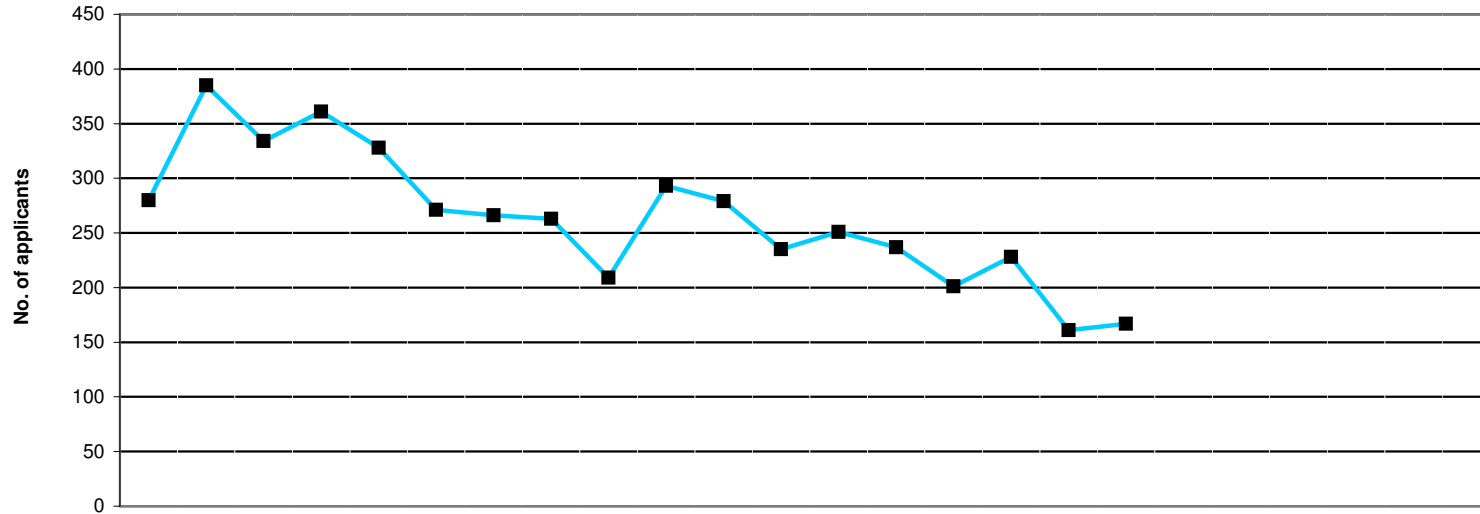


	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0							
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0	0	0	0	0							
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2	0	2	0	0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

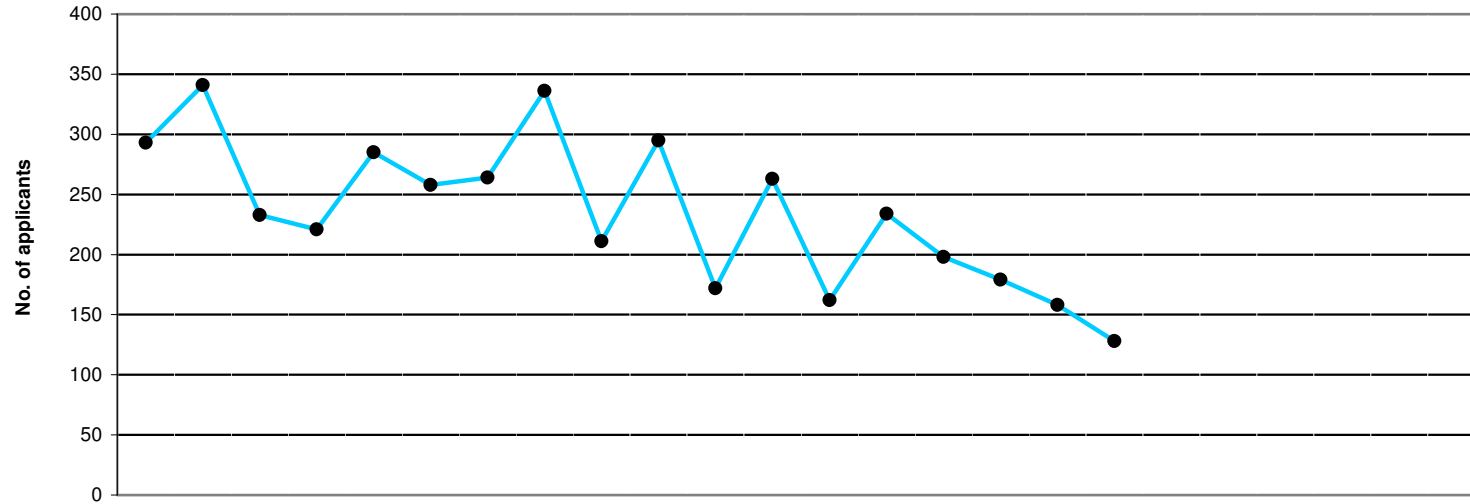
2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
13	35	5	0
106	148	18	2
165	318	78	2
1,309	1,476	111	1
0	1	0	0
1	3	0	0
6	10	18	0
0	0	0	0
33	115	20	2
67	178	33	2
1	1	0	0
0	1	0	0
99	9	0	0
1,800	2,295	283	9



	2006			2007									2008						2004/5	2005/6	2006/7	2007/8							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1	0	3	0									15	14	15	5
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	38	31	32	30									710	756	496	166
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6	5	5	2	4	4									70	65	62	20
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9	3	4	4	4	2									89	40	51	17
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8	11	14	9	12	7									238	192	149	53
OTs	38	48	50	51	51	32	39	31	28	41	30	25	31	33	33	30	17									8	29	25	144
ODPs	0	3	2	2	3	2	3	0	4	5	0	1	3	0	1	0	1									775	774	464	5
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1	0	1	1	0	0									2	5	7	2
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2	7	2	1	0	4									29	17	39	14
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88	87	78	61	75	54									2,069	1,665	1,131	355
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1	0	0	0	1	1									11	10	9	2
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61	51	49	40	57	34									962	810	903	231
SLTs	10	24	13	1	15	13	10	16	13	19	10	9	17	12	18	10	7									257	249	153	64
TOTAL	280	385	334	361	328	271	266	263	209	293	279	235	251	237	201	228	161									5,235	4,626	3,504	1,078

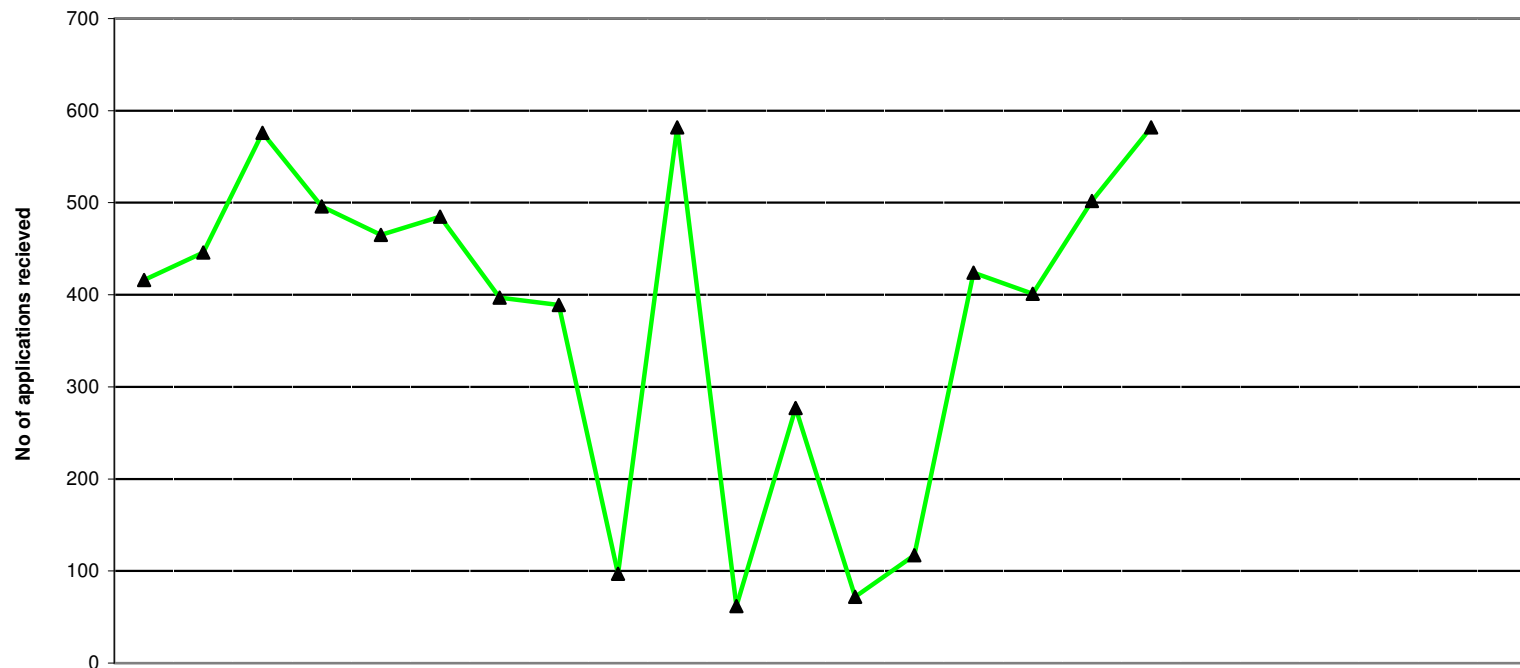


	2006			2007									2008						2004/5	2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1	0	3	0	2	15	14	15	7					
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	38	31	32	30	23	710	756	496	189					
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6	5	5	2	4	4	5	70	65	62	25					
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9	3	4	4	4	2	2	89	40	51	19					
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8	11	14	9	12	7	7	238	192	149	60					
OTs	38	48	50	51	51	32	39	31	28	41	30	25	31	33	33	30	17	30	8	29	25	174					
ODPs	0	3	2	2	3	2	3	0	4	5	0	1	3	0	1	0	1	0	775	774	464	5					
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1	0	1	1	0	0	0	2	5	7	2					
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2	7	2	1	0	4	1	29	17	39	15					
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88	87	78	61	75	54	63	2,069	1,665	1,131	418					
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1	0	0	0	1	1	3	11	10	9	5					
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61	51	49	40	57	34	21	962	810	903	252					
SLTs	10	24	13	1	15	13	10	16	13	19	10	9	17	12	18	10	7	10	257	249	153	74					
TOTAL	280	385	334	361	328	271	266	263	209	293	279	235	251	237	201	228	161	167	5,235	4,626	3,504	1,245					



	2006												2007												2008														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Arts Therapists	0	1	1	0	2	0	0	1	1	0	0	0	2	0	2	0	0	0																					
Bio. Scientists	48	46	36	27	48	33	37	35	45	30	22	32	22	22	35	23	19	13																					
CI Scientists	0	4	6	1	5	3	2	6	1	3	3	1	2	4	2	2	3	0																					
Chirops/ Pods	4	3	2	1	6	3	0	6	1	8	0	3	7	3	2	3	8	2																					
Dietitians	7	9	7	21	15	8	7	13	13	18	8	12	6	3	7	15	7	8																					
OTs	73	49	35	26	41	50	23	73	26	41	34	38	29	32	23	31	23	15																					
ODPs	0	0	1	1	1	0	2	0	2	0	0	0	0	0	1	0	1	1																					
Orthoptists	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	3																					
Paramedics	0	2	0	0	2	2	0	3	2	2	2	1	3	0	2	2	0	1																					
Physiotherapists	75	151	75	82	91	77	95	80	56	73	68	62	26	110	62	56	42	42																					
Prosth/Orthotists	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	0	1	0																					
Radiographers	65	67	54	49	63	71	77	99	54	96	23	102	56	48	45	32	48	39																					
SLTs	20	7	16	12	11	11	20	19	10	24	11	12	7	12	16	15	6	4																					
TOTAL	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	179	158	128																					

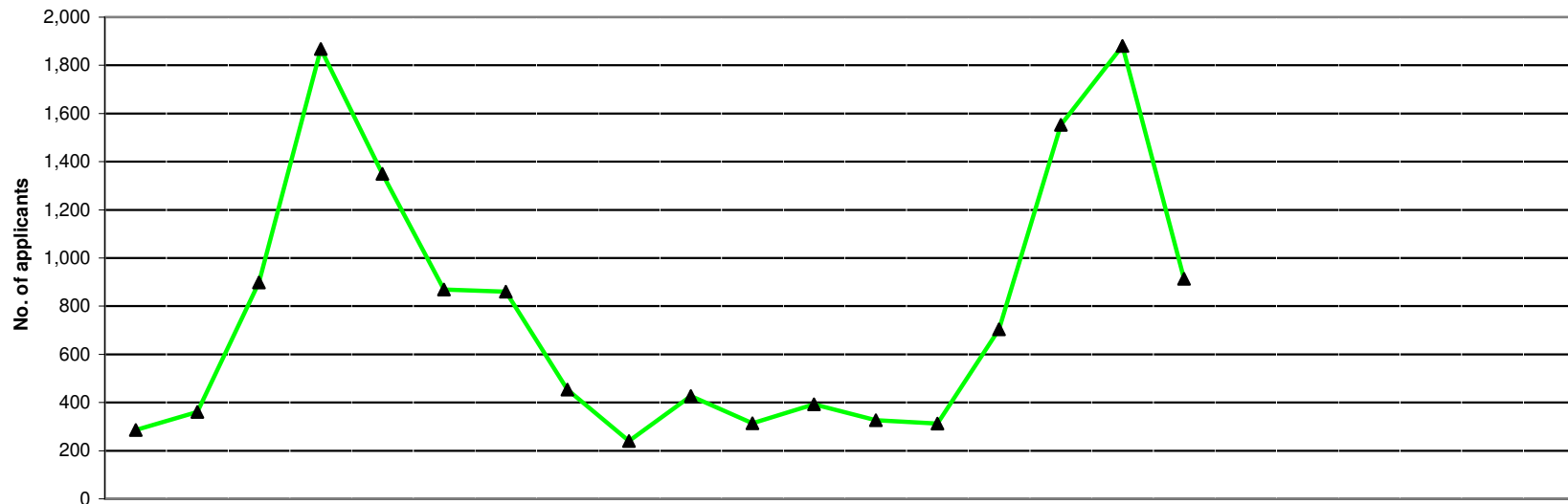
2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
9	3	6	4
363	417	439	134
20	26	35	13
39	25	37	25
164	93	138	46
668	615	509	153
1	6	7	3
1	3	3	4
19	6	16	8
1,339	1,193	985	338
6	6	4	3
681	496	820	268
204	218	173	60
3,514	3,107	3,172	1,059



	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum Info	367	385	358	364	338	356	345	341	58	369	41	29	49	77	306	337	430	369							
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17	22	39	105	39	64	205							
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231	1	1	13	25	8	8							
TOTAL	416	446	576	496	465	485	397	389	97	582	62	277	72	117	424	401	502	582							

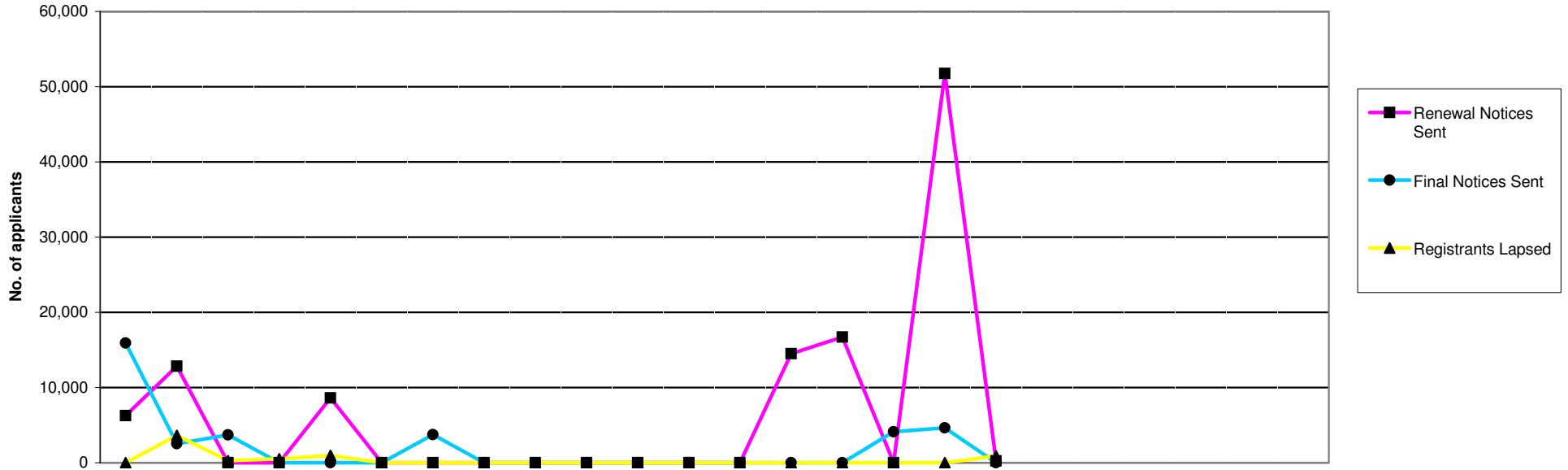
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
2,983	5,719	3,351	1,568
166	397	1,007	474
91	26	330	56
3,240	6,142	4,688	2,098

NOTE: Information covers UK applications only



	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	18	17	13	15	24	9	25	11	9	13	14	16	20	18	18	11	23	15	20	18	18	11	23	15												
Bio. Scs	56	60	45	82	60	47	70	65	36	75	56	38	40	60	45	57	72	62	40	60	45	57	72	62												
CI Scs	14	9	14	15	15	6	9	14	4	13	13	19	26	2	12	10	18	7	26	2	12	10	18	7												
Ch/ Pods	1	4	60	116	64	34	30	6	9	11	4	2	4	10	46	119	118	38	4	10	46	119	118	38												
Dietitians	20	16	60	106	28	20	26	11	4	6	10	24	13	20	62	72	67	30	13	20	62	72	67	30												
ODPs	17	27	28	35	97	166	103	26	36	31	37	65	56	25	84	33	83	149	56	25	84	33	83	149												
OTs	25	53	105	320	299	179	171	82	11	52	17	13	25	17	10	212	379	175	25	17	10	212	379	175												
Orths	1	1	6	14	9	3	2	2	0	3	0	0	0	0	3	15	14	3	0	0	3	15	14	3												
Paras	53	80	54	86	78	65	59	74	56	95	42	65	48	75	66	52	99	68	48	75	66	52	99	68												
Physios	55	50	223	599	392	205	174	97	48	86	89	102	71	41	130	543	605	197	71	41	130	543	605	197												
Pr/Orths	4	1	1	0	0	0	22	1	2	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0												
Rads	12	27	253	396	153	74	66	23	10	9	9	19	8	24	193	381	251	76	8	24	193	381	251	76												
SLTs	10	16	36	84	130	61	103	42	15	32	23	30	16	20	35	48	151	93	16	20	35	48	151	93												
TOTAL	286	361	898	1,868	1,349	869	860	454	240	427	314	393	327	312	704	1,553	1,881	913	327	312	704	1,553	1,881	913												

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
160	234	184	105
820	912	690	336
138	155	145	75
329	399	341	335
319	367	331	264
394	754	668	430
1,468	1,544	1,327	818
44	34	41	35
1,026	1,247	807	408
1,926	2,051	2,120	1,587
40	46	32	1
886	1,008	1,051	933
572	746	582	363
8,122	9,497	8,319	5,690

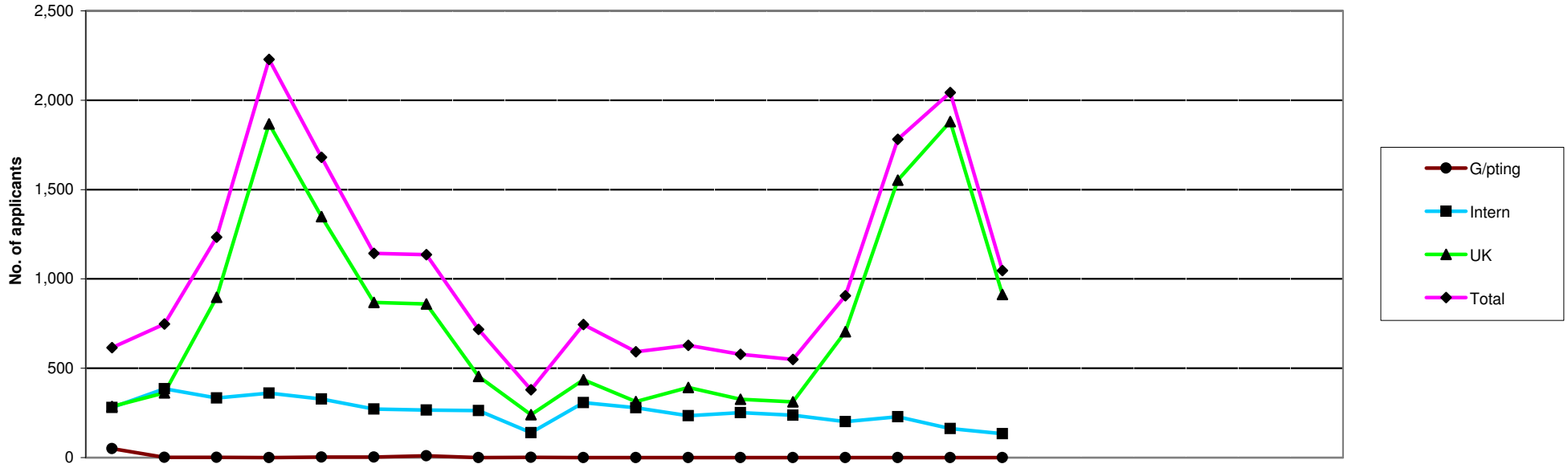


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal Notices Sent	6,257	12,825	0	0	8,629	0	0	0	0	0	0	0	0	14,510	16,704	0	51,782	242						
Final Notices Sent	15,928	2,535	3,694	0	0	0	3,752	0	0	0	0	0	0	0	0	4,101	4,622	0						
TOTAL	22,185	15,360	3,694	0	8,629	0	3,752	0	0	0	0	0	0	14,510	16,704	4,101	56,404	242						

Registrants Lapsed	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	0	3,643	278	508	959	0	0	0	0	0	0	0

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
24,781	142,363	27,711	83,238
19,846	36,261	25,909	8,723
44,627	178,624	53,620	91,961

	2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
	7,423	9,448	5,388	894

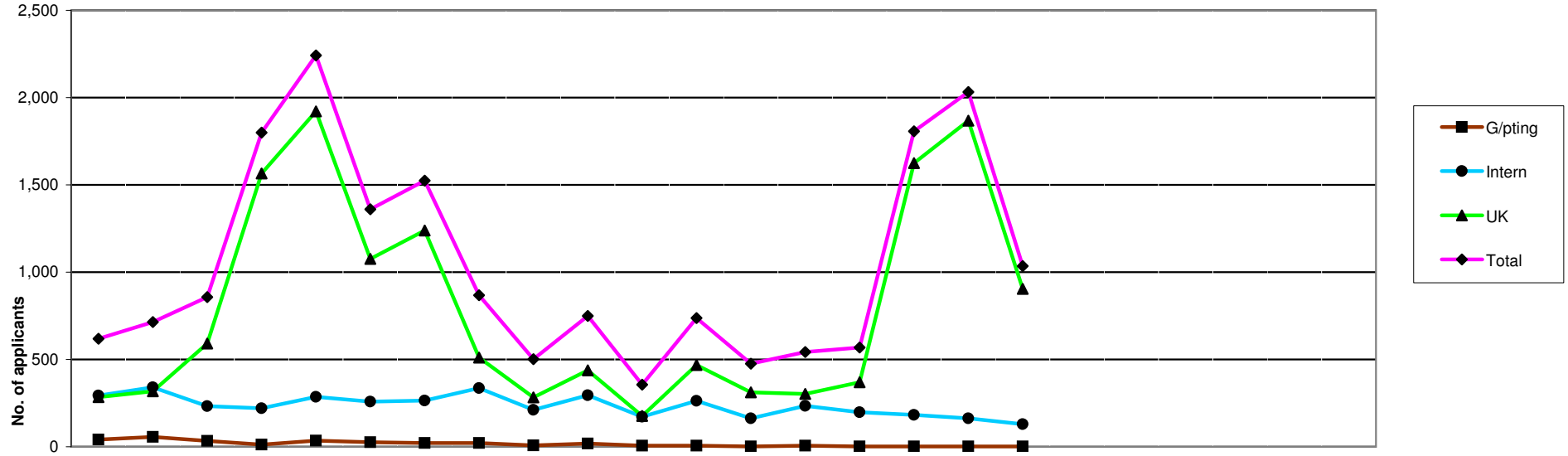


	2006			2007									2008						2004/5	2005/6	2006/7	2007/7							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
G/pting	50	1	2	0	3	3	10	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern	280	385	334	361	328	271	266	263	139	308	279	235	251	237	201	228	162	134											
UK	286	362	897	1,868	1,349	869	860	454	240	436	314	393	327	312	704	1,553	1,881	913											
Total	616	748	1,233	2,229	1,680	1,143	1,136	717	380	744	593	628	578	549	905	1,781	2,043	1,047											

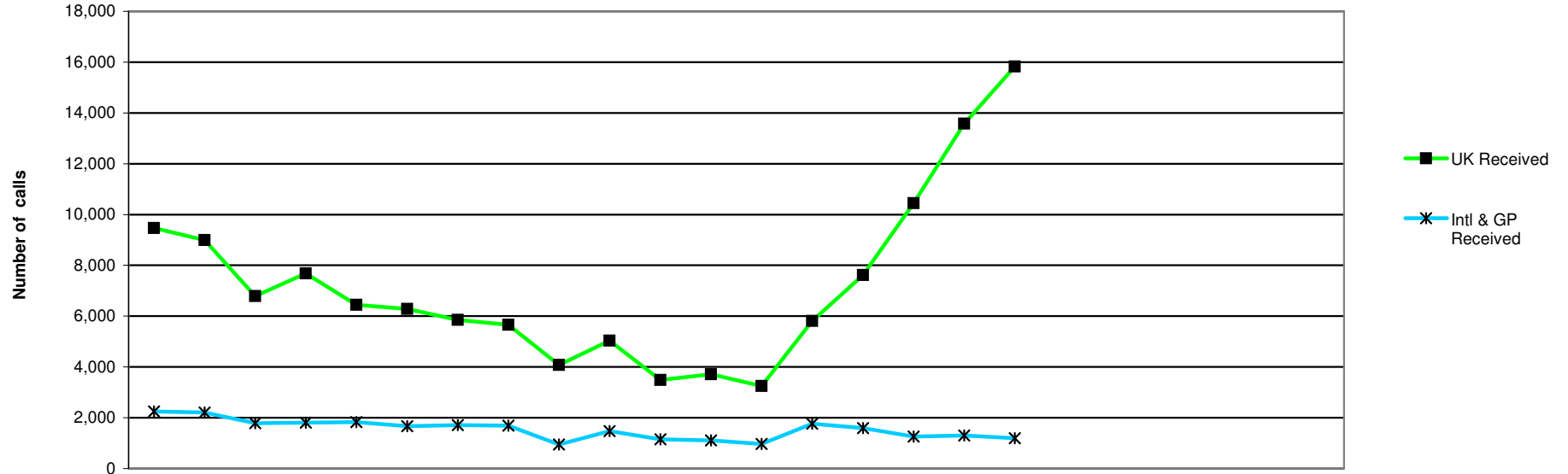
Health Professions Council

New Registrants

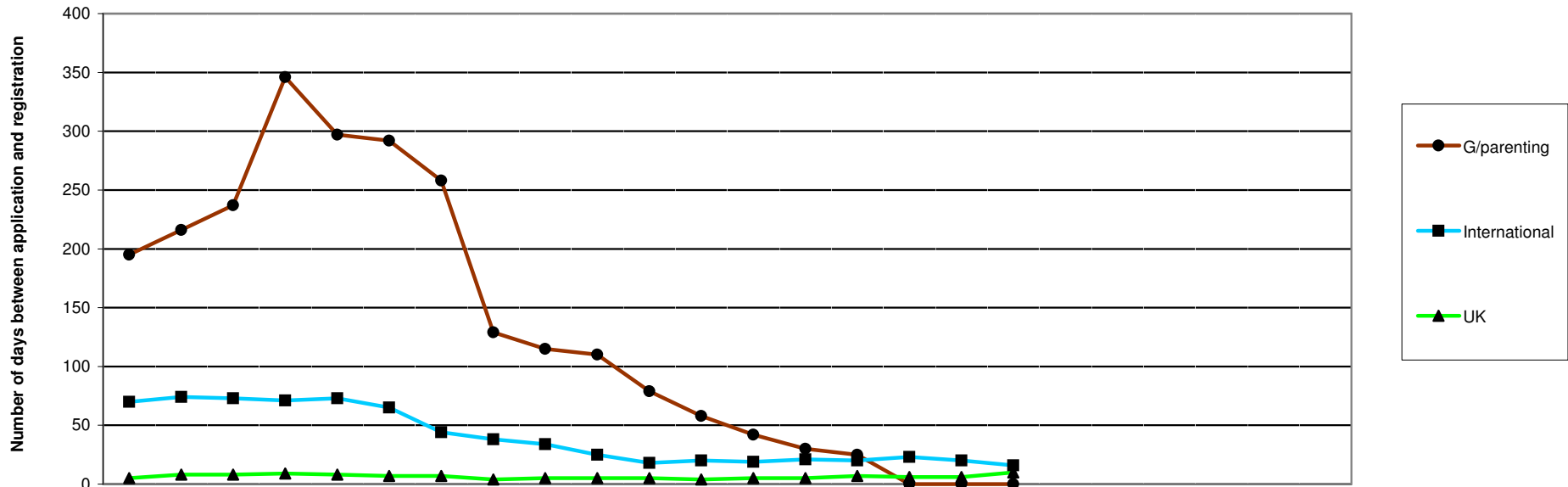
International & UK Registration Departments



	2006			2007												2008			2004/5	2005/6	2006/7	2007/8								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
G/pting	41	56	33	12	35	26	22	21	7	18	6	6	2	6	1	1	2	1												
Intern	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	182	162	129												
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468	312	303	370	1,624	1,868	905												
Total	618	715	857	1,799	2,241	1,360	1,524	868	501	750	355	737	476	543	569	1,807	2,032	1,035												



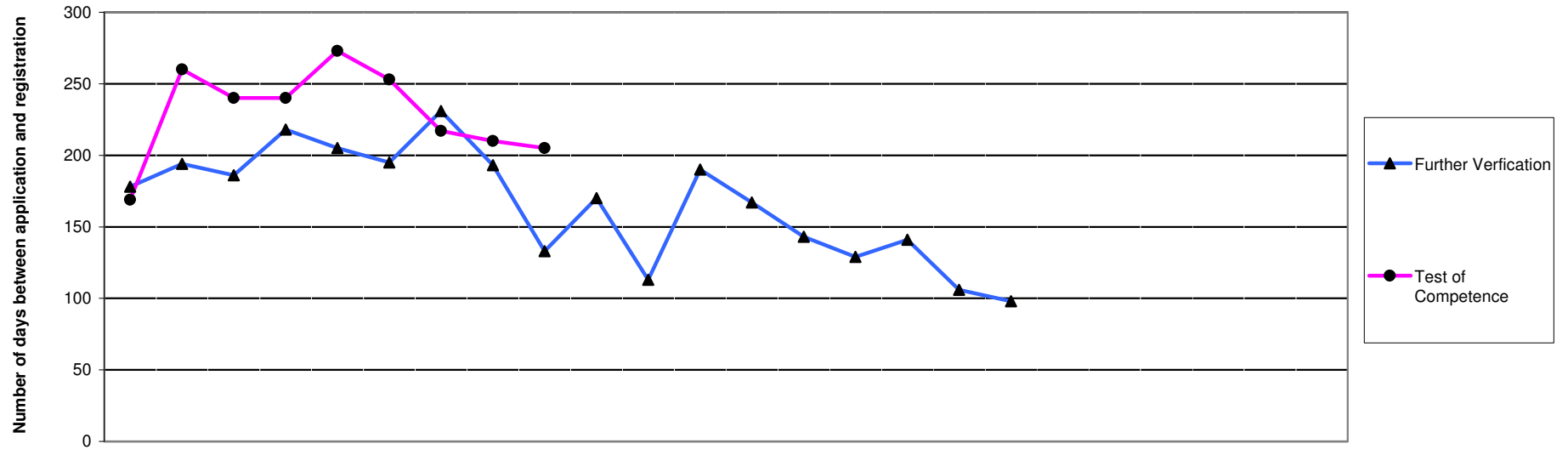
	2006			2007									2008									2004/5	2005/6	2006/7	2007/8								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD					
Intl & GP																																	
Intl & GP Received	2,244	2,201	1,789	1,804	1,830	1,663	1,714	1,687	950	1,475	1,150	1,105	968	1,764	1,590	1,259	1,303	1,195										45,574	40,070	19,612	8,079		
Answered	1,787	1,917	1,673	1,700	1,669	1,566	1,595	1,543	894	1,390	1,103	1,059	943	1,675	1,504	1,188	1,150	1,038										34,502	33,467	17,896	7,498		
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96	97	95	95	94	89	87										76	84	92	93		
Adandoned	457	284	116	104	161	97	119	144	56	85	47	46	25	89	86	71	153	157										11,264	6,627	1,716	581		
Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15	11	10	8	11	14	14										36	25	14	11		
Avg talk time (min)	2.43	2.32	2.43	2.35	2.42	2.49	2.49	3.01	2.51	3.02	3.08	3.12	3.10	2.58	2.43	2.49	2.44	2.53										2.30	2.32	2.64	2.60		
UK																																	
UK Received	9,464	8,995	6,787	7,683	6,441	6,280	5,856	5,663	4,082	5,033	3,489	3,715	3,248	5,808	7,622	10,448	13,576	15,827										103,274	70,233	73,488	56,529		
Answered	7,845	7,995	6,464	6,983	6,121	5,555	5,284	5,439	3,736	4,980	3,450	3,641	3,207	5,598	7,360	9,105	9,924	8,640										79,498	50,518	67,493	43,834		
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98	99	96	97	87	73	55										82	70	93	85		
Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74	41	210	262	1,343	3,652	7,187										24,198	10,719	6,335	12,695		
Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21	20	30	21	29	103	161										67	64	45	61		
Avg talk time (min)	2.25	2.46	2.24	2.12	2.16	2.22	2.02	2.04	2.21	2.07	2.08	2.05	2.02	2.08	2.27	2.19	2.35	3.00										2.13	1.78	2.16	2.32		



	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/parenting	195	216	237	346	297	292	258	129	115	110	79	58	42	30	25	0	0	0						
International	70	74	73	71	73	65	44	38	34	25	18	20	19	21	20	23	20	16						
UK	5	8	8	9	8	7	7	4	5	5	5	4	5	5	7	6	6	10						

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
42	92	194	16
39	76	50	20
6	7	6	7
AVERAGE			

NOTE: For INTL & GP assessments, measured from, the application is entered onto the registration system to initial assessor decision is made. (ACCEPT, REJECT, FV, TOC)
 For UK applications, measured from application is entered onto the registration system to when the applicant is registered. HPC applications only

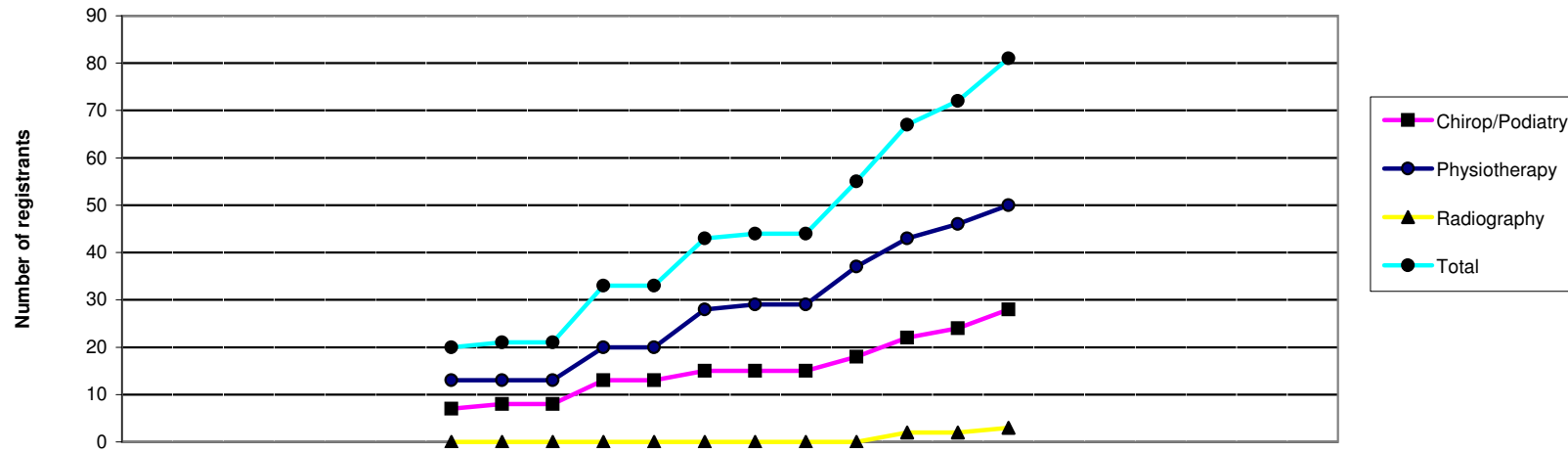


Grandparenting & International	2006												2007												2008														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
	Further Verification	178	194	186	218	205	195	231	193	133	170	113	190	167	143	129	141	106	98																				
Test of Competence	169	260	240	240	273	253	217	210	205																														

2004/5	2005/6	2006/7	2007/8
FYE	FTE	FTE	YTD
101	145	184	131
150	158	230	
AVERAGE			

Health Professions Council

Number of registrants with supplementary prescribing rights 2006-8



	2006			2007						2008														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Chiropractic/Podiatry							7	8	8	13	13	15	15	15	18	22	24	28						
Physiotherapy							13	13	13	20	20	28	29	29	37	43	46	50						
Radiography							0	0	0	0	0	0	0	0	0	2	2	3						
Total							20	21	21	33	33	43	44	44	55	67	72	81						

2006/7	2007/8
FYE	YTD
15	28
28	50
0	3
43	81