

Operations Report to Finance & Resources Committee, 18 September 2007

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Summary

This paper provides an update from the UK and International Registration Departments for the period 1 July 2007 to 31 July 2007.

1) Operational Performance

a) Telephone Calls

i) UK Department - During the period from 1 July 2007 to 31 July 2007 the team received a total of 10,448 telephone calls which is 2,765 more than the same period last year. 87% of calls were answered and the team have again continued to improve the 'time to answer' (TTA) all calls, with the average TTA improving from 74 seconds for the same period last year to 29 seconds this year.

ii) International Department - During the period from 1 July 2007 to 31 July 2007 the team received a total of 1,259 telephone calls, 94% of calls were answered. The average TTA improved from 16 seconds for the same period last year to 11 seconds this year.

b) Application Processing

i) UK Department - A total of 1,553 new applications were received during this period and 1,624 individuals were registered. Applications took on average five working days to process which exceeds our target of ten working days.

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

ii) International Department - A total of 228 new international applications were received in this period and 182 individuals were registered.

The last outstanding grandparenting applicant completed a test of competence interview on the 4 July 2007. This brought the current grandparenting application processing to an end, which has been achieved as a result of the hard work of the International team and the registration assessors.

c) Emails

i) UK Department - The team received approximately 30/40 emails per day and managed to respond to these within 24 hours of receipt.

ii) International Department - The team received approximately 30/40 emails per day and managed to respond to these within 24 hours of receipt.

d) 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 have until 31 Augusts 2007 to renew their registration for the 2007/09 period. Of the number originally invited to renew registration, 28% of paramedics and 27% of orthoptists were sent their final renewal forms at the end of July 2007. This represents a 5% reduction for paramedics and a 3% reduction for orthoptists in the number of final reminders that needed to be sent when compared to renewing these two professions in 2005.

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 have until 30 September 2007 to renew their registration for the 2007/2009 period.

Renewal forms took on average five working days to process which exceeds our target of ten working days.

Renewal forms were scheduled to be sent to almost 30 thousand occupational therapists at the beginning of August 2007. In preparation for the above, letters were sent out in July to all occupational therapy managers with information about registration renewal. The College of Occupational Therapists (COT) were of great assistance with ensuring this exercise was completed and they also placed an article into Occupational Therapy News and placed information on the COT website.

2) Employee Resource

Both teams are currently operating within their budgeted headcount with operational effectiveness improving. Cross training re-commenced for Registration Advisors with International team members assisting UK colleagues during their very busy period and learning whilst they are doing it.

During the period Chequila Blair, Corrado Palmas and Jameel Anwar were recruited as Registration Advisors and all of the aforementioned have previous customer service experience. Mark Potter, Customer Services Manager within the International department was successful with his application for a six month secondment to the CPD Communications Manager position. Mark will commence this role on 1

October 2007 working two days a week in this role and three days in Registration.

Improvements/Developments

The newly designed registration certificate also went live during the period.

The E-pass list uploader allowing education institutions to send us pass lists in electronic format rather than paper was launched.

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

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

Next BSI Audit

To ensure consistency with the BSI auditor, the external audit has been re-scheduled from 9 October to 23 October. This external audit will review the following areas of the management system:-

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

Project Management – Claire Phillips

HPC Major Projects September 2007/8 Narrative

No.	Project name	Commentary
MP25	Application Server Upgrade	<ul style="list-style-type: none">• Project has now been initiated.• This project is not time-critical, therefore the entire timeline has been pushed back to avoid resourcing bottlenecks in Registrations and Finance
MP29	Clinical psychologists competent authority	<ul style="list-style-type: none">• Project timeline has been delayed due to changes in legislation being delayed by the Department of Health
MP3	On-boarding of the Applied Psychologists	<ul style="list-style-type: none">• Project has now been initiated
MP30	Registration fee change 09	<ul style="list-style-type: none">• Project has now been initiated
MP27	Replacement of Finance system	<ul style="list-style-type: none">• Project has now been initiated

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 31/10/07 Phase 2 TBD	
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	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	
MP3	2b	On-boarding of the Applied Psychologists	On-boarding of the Applied Psychologists	G Ross-Sampson	R Houghton	Y	Y	N	-	14/12/07	
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

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	N	N	N	£35 (C)	TBD	Not Started
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	Y	Y	-	05/11/07	

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Status of project has declined since last reporting cycle

* All amounts in £000's

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Education – Approvals and Monitoring

Approval visits 2006/07

The department have spent the summer months finalising the majority of the work from the last academic year's visits. Since September 2006, we have attended 83 visits and visited 141 programmes.

To date, 108 programmes have been approved. Of the 33 outstanding programmes, the majority are due to be considered at the September meeting of the Education and Training Panel. A number of programmes are expected to go to later Panel meetings, as the programmes do not start until February 2008.

Approval visits 2007/08

The department has 19 visits in the schedule for the forthcoming 2007/08 academic year. The period Sept – Dec 2007 is quiet with just 7 visits in. The schedule is at capacity for two weeks in April, due to multi-professional visits. The Department intend to remind education providers again in late September of the need to request visits in the next academic year, six months ahead of the proposed date.

Annual Monitoring

The department have spent the summer months finalising this academic year's annual monitoring work. This year we have received 236 audit submissions and 114 declaration submissions. To date, all programmes that completed a declaration submission have been approved as continuing to meet our standards. 228 of the programmes that completed an audit submission have been approved as continuing to meet our standards. Of the 8 outstanding programmes, the majority are due to be considered at the September meeting of the Education and Training Panel

Minor and Major Changes

The Department has received 17 minor/major change submissions in July and August 2007.

Communication with Stakeholders

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

- Changes to SET 6.7.5
- Changes to the approval process for standalone prescription only medicine programmes
- Visit schedule for 2007/08

The department has published the first Approvals and Monitoring Annual report. Copies will be mailed to key providers and available at forthcoming listening events and presentations to education providers.

Projects

The department has begun work on the following projects in the department's work plan - register of updated programmes, minor/major change process, visitors' reports, withdrawing approval, complaints procedure and arrangements for approving IHCD and professional body awards in biomedical science and clinical science.

Presentations to Education Providers

The department have spent the summer months preparing for the annual presentations to education providers. The venues and dates are as follows;

October	Edinburgh, London
November	Belfast, Cardiff and Sheffield

December London

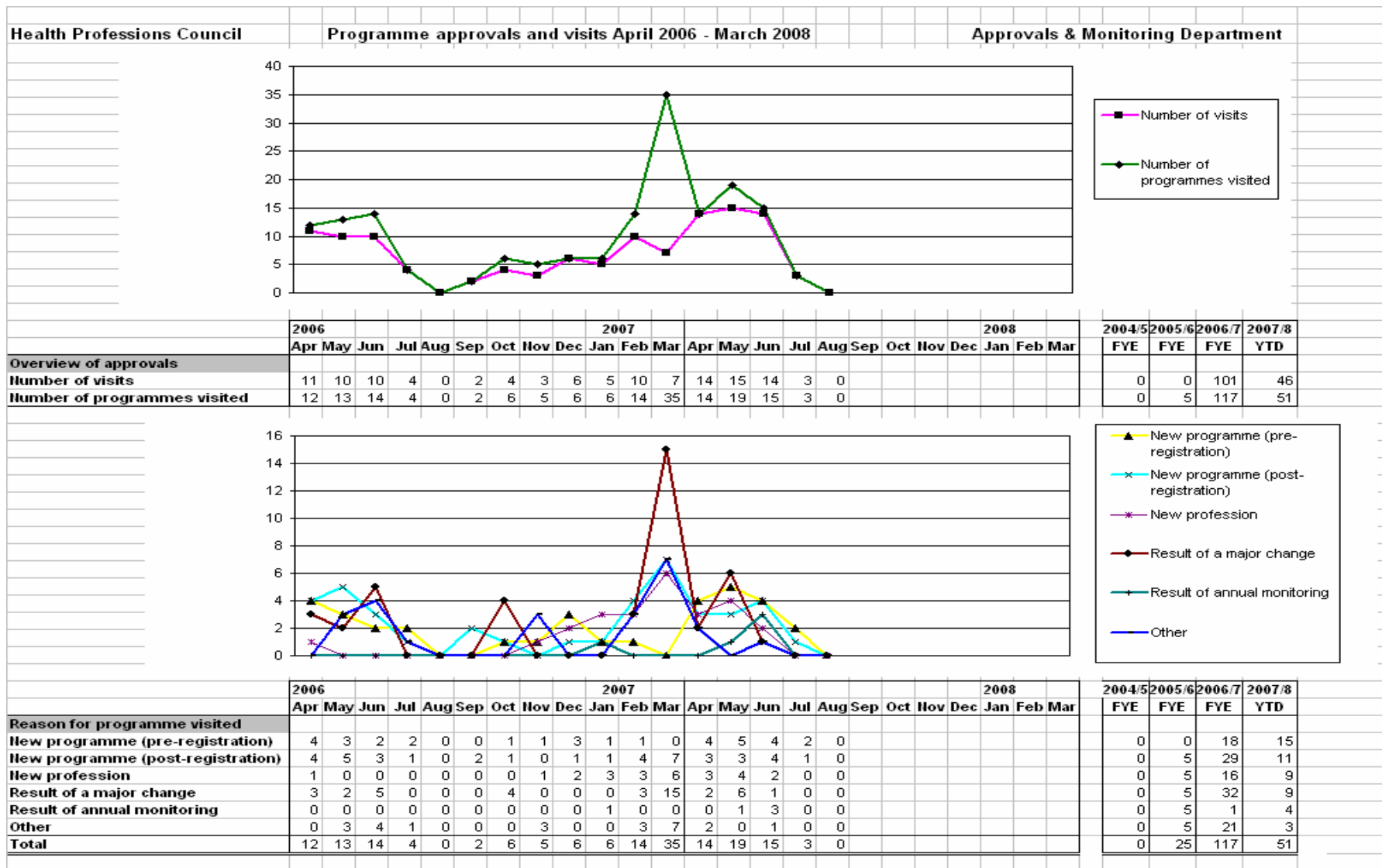
Partners

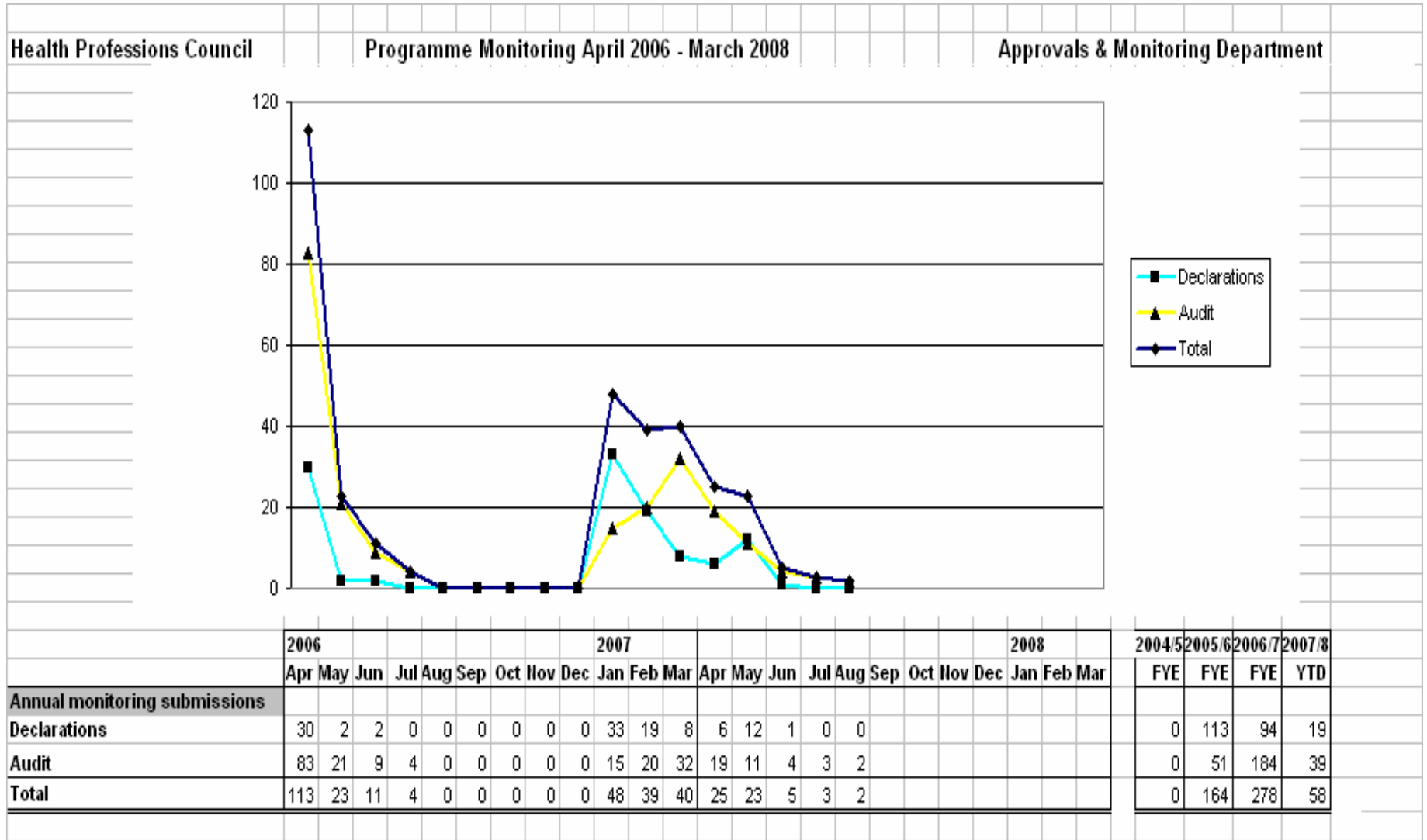
Following the recent re-appointments process and the stepping down of a number of visitors, we now have insufficient numbers for the business needs. It has been agreed with the Partner Manager that advertisements for visitors in the following will be made in autumn 2007 – Occupational therapists (clinicians); Dietitians, Dramatherapists and Operating department practitioners.

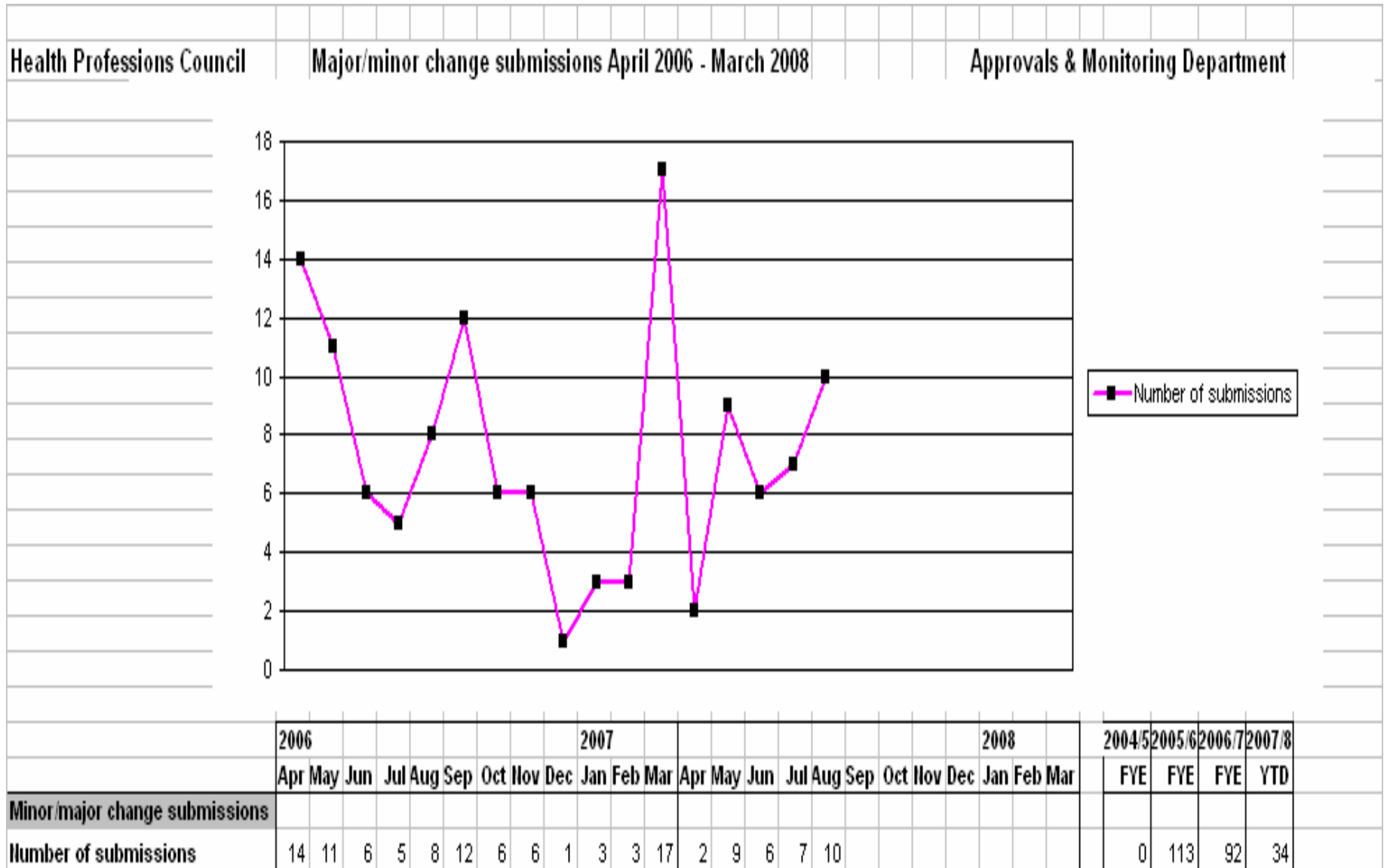
Employees

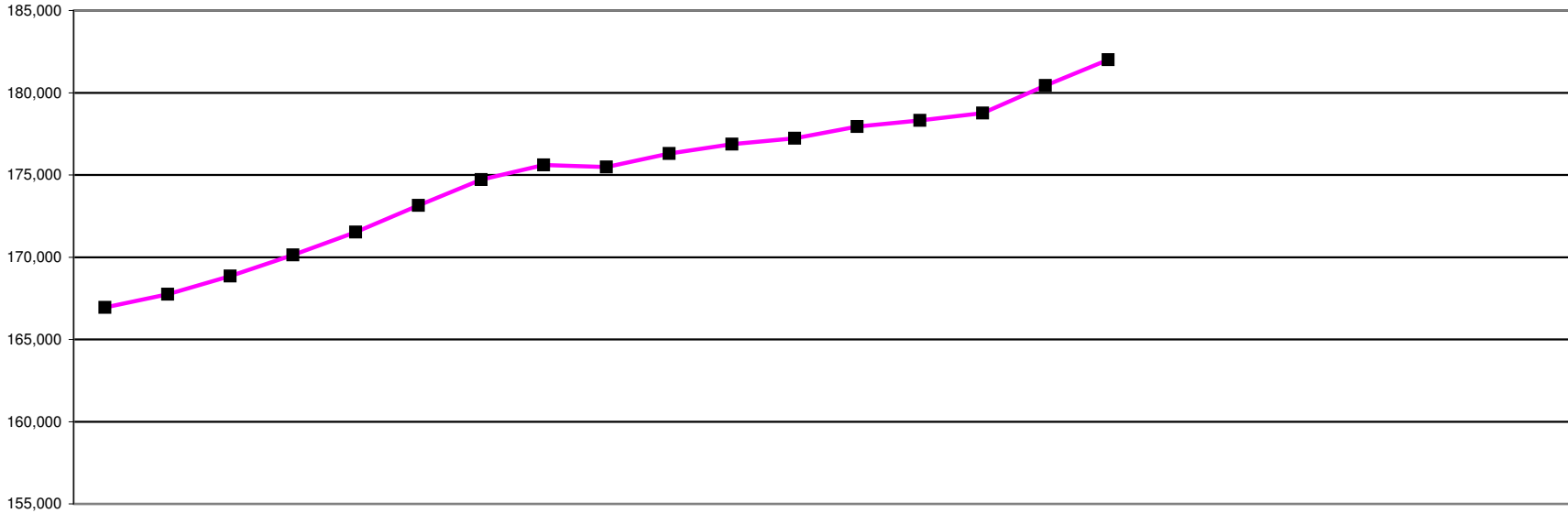
Barry Molloy joined the Department in July 2007, as a new Education Administrator. Unfortunately, Daljit Mahoon (Education Officer) resigned and left the Department in August 2007.

The Department is intending to recruit for two Education Officers in Sept 2007 to fill the current vacancies. The Department was unsuccessful in appointing a replacement for Chris Hipkins in July 2007, following interviews in July 2007.



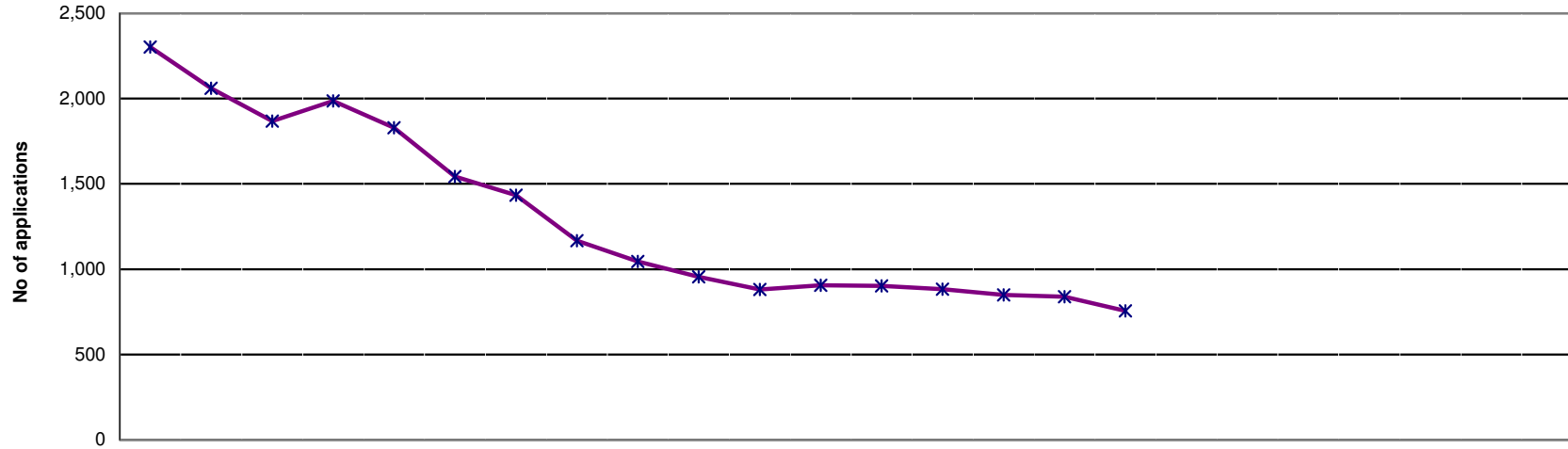






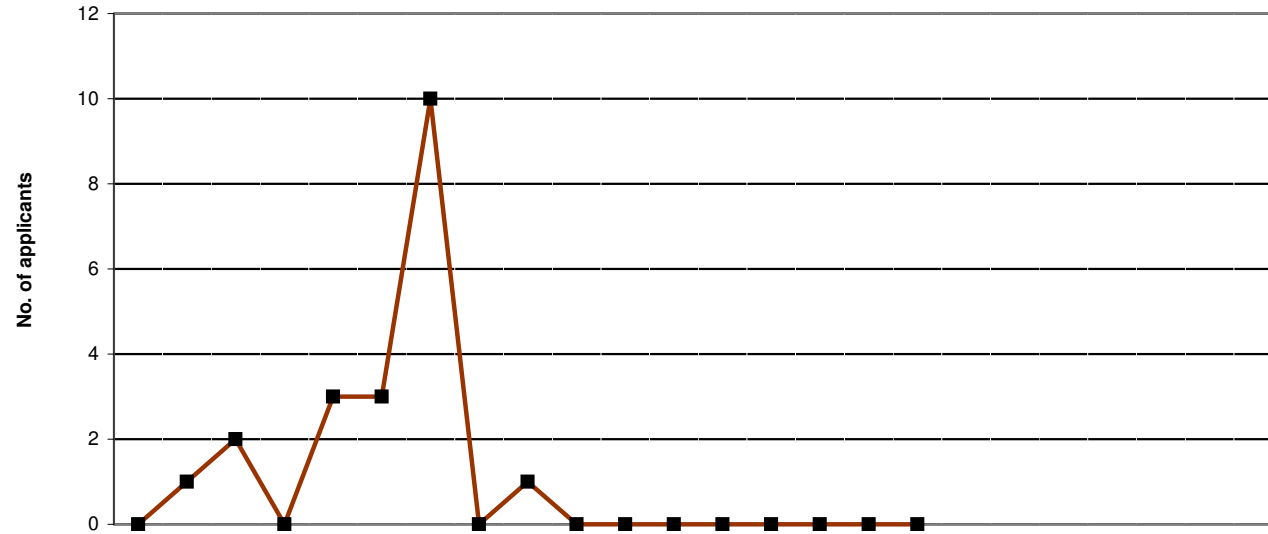
	2006												2007												2008												2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332	2,369	2,387	2,401	2,416	2,426								1,992	2,309	2,332	2,416												
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								21,158	21,322	22,510	22,777												
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								10,741	12,799	12,657	12,822												
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								3,719	3,999	4,241	4,291												
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								5,757	6,260	6,267	6,458												
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								26,376	26,855	28,756	29,169												
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								7,670	8,538	8,801	8,931												
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								1,277	1,234	1,291	1,272												
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								11,316	12,343	13,183	13,296												
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								36,978	40,005	40,587	41,621												
PO	824	825	825	823	823	825	842	850	852	853	852	855	858	857	857	852	851								821	816	855	852												
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								22,360	22,164	24,278	24,986												
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								10,348	10,725	11,472	11,550												
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								160,513	169,369	177,230	180,441												

NOTE: Information captured last day of each calendar month



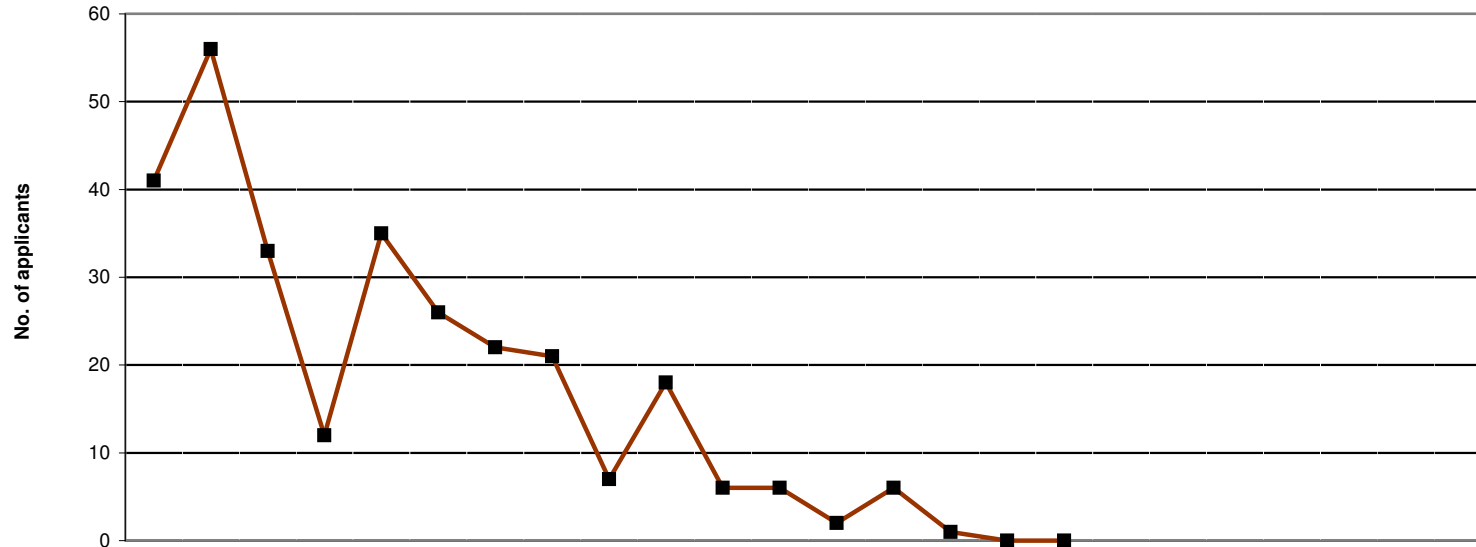
	2006			2007									2008									2004/5	2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
Minimum Info	979	840	669	768	585	304	26	19	23	4	17	0	0	11	2	0	2													
At assessment	905	879	886	867	947	887	963	782	675	699	632	674	660	684	617	622	588													
Pending Reg Fee	419	341	313	351	297	352	445	366	347	253	232	231	242	188	231	216	166													
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													

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



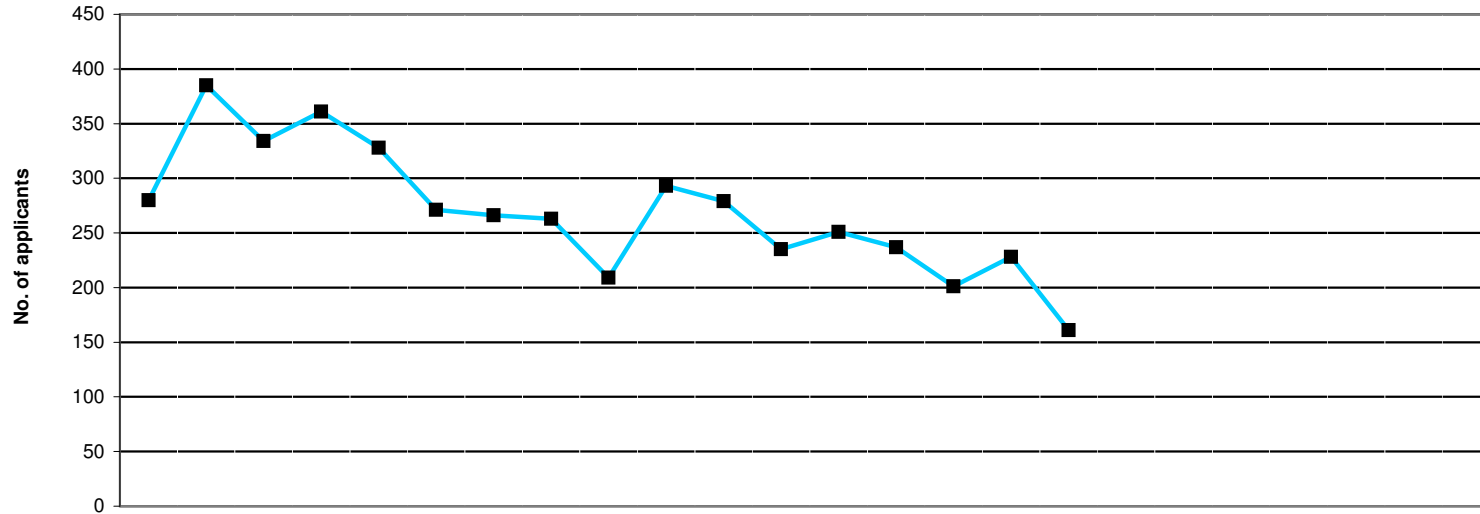
	2006												2007					2008					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Bio. Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
CI Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Chirops/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

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

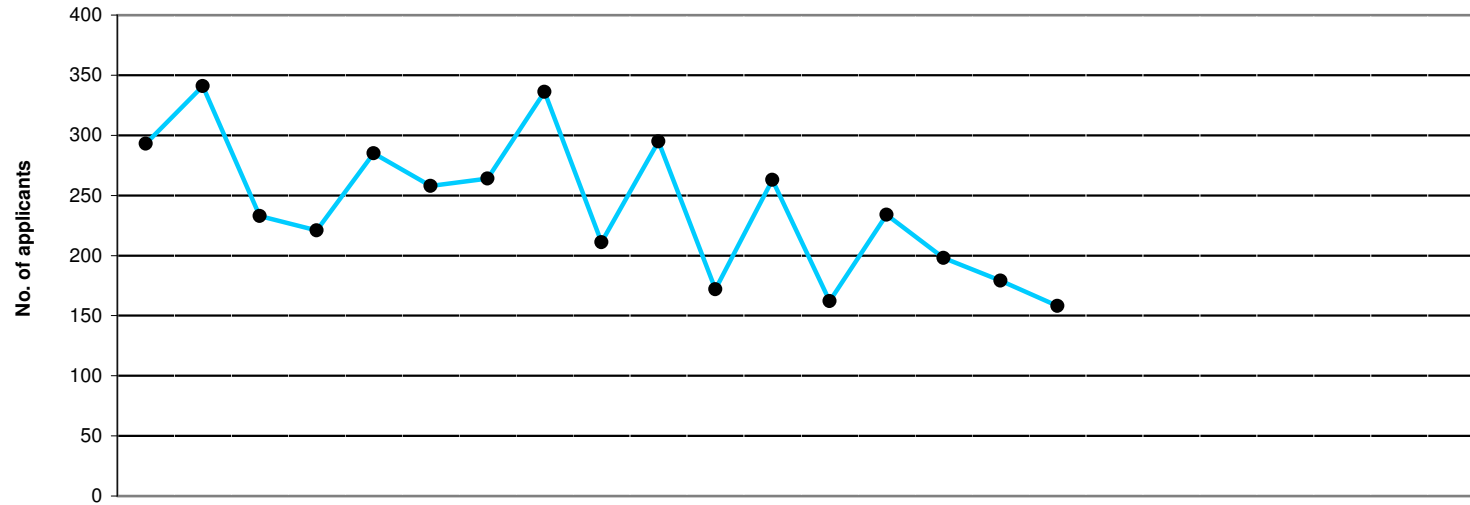


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2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

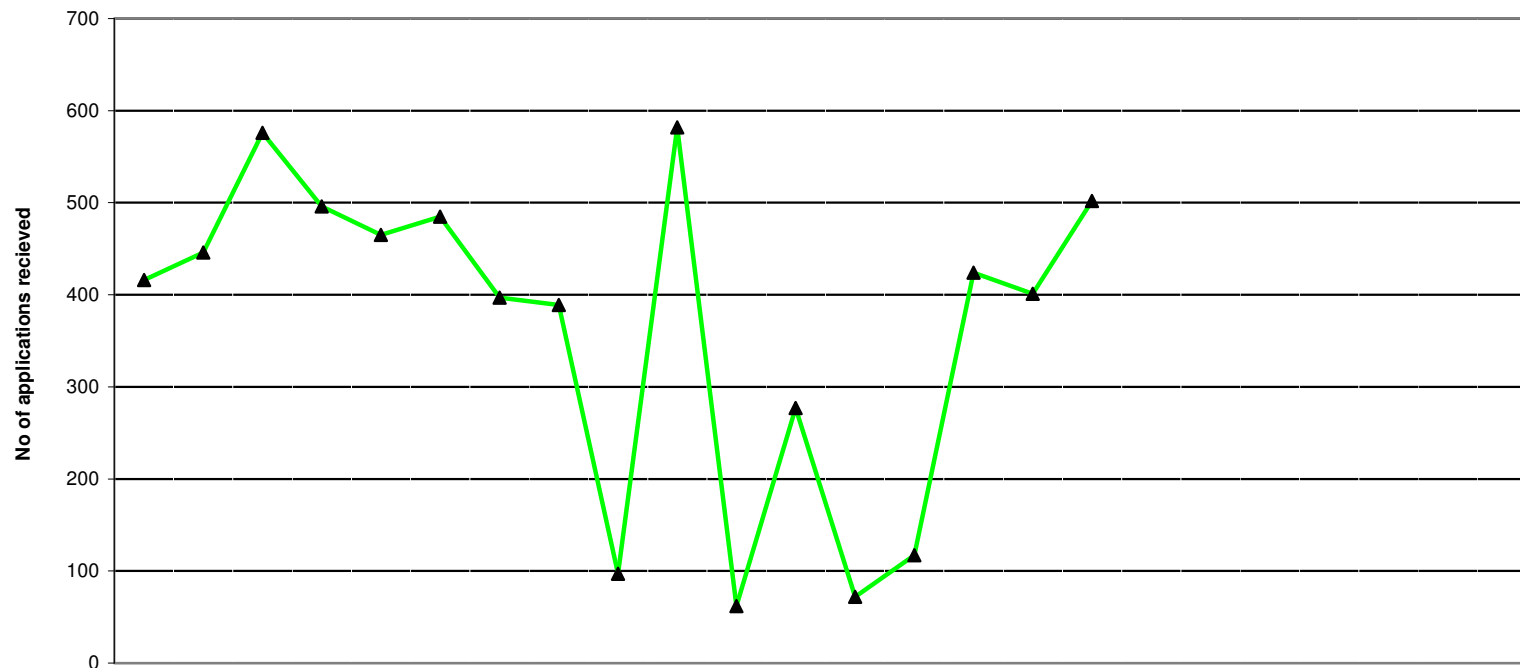


	2006			2007									2008						2004/5	2005/6	2006/7	2007/8							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1	0	3	0									15	14	15	5
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	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														
	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																						
Bio. Scientists	48	46	36	27	48	33	37	35	45	30	22	32	22	22	35	23	19																						
CI Scientists	0	4	6	1	5	3	2	6	1	3	3	1	2	4	2	2	3																						
Chirops/ Pods	4	3	2	1	6	3	0	6	1	8	0	3	7	3	2	3	8																						
Dietitians	7	9	7	21	15	8	7	13	13	18	8	12	6	3	7	15	7																						
OTs	73	49	35	26	41	50	23	73	26	41	34	38	29	32	23	31	23																						
ODPs	0	0	1	1	1	0	2	0	2	0	0	0	0	0	1	0	1																						
Orthoptists	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0																						
Paramedics	0	2	0	0	2	2	0	3	2	2	2	1	3	0	2	2	0																						
Physiotherapists	75	151	75	82	91	77	95	80	56	73	68	62	26	110	62	56	42																						
Prosth/Orthotists	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	0	1																						
Radiographers	65	67	54	49	63	71	77	99	54	96	23	102	56	48	45	32	48																						
SLTs	20	7	16	12	11	11	20	19	10	24	11	12	7	12	16	15	6																						
TOTAL	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	179	158																						

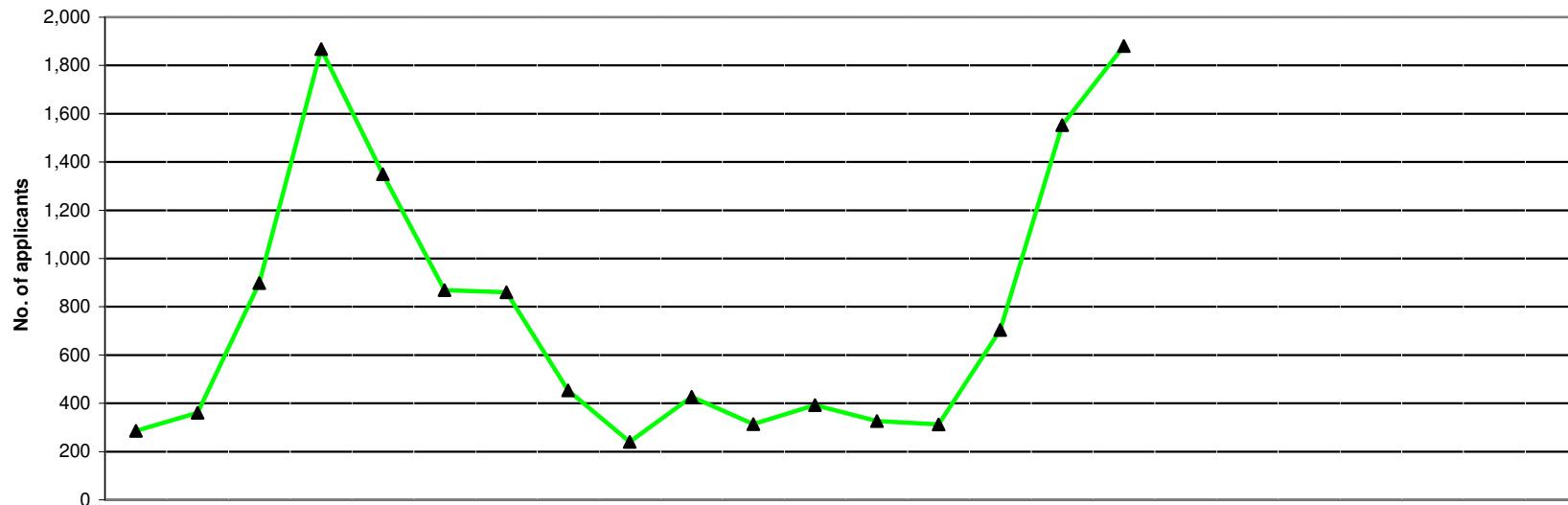
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
9	3	6	4
363	417	439	121
20	26	35	13
39	25	37	23
164	93	138	38
668	615	509	138
1	6	7	2
1	3	3	1
19	6	16	7
1,339	1,193	985	296
6	6	4	3
681	496	820	229
204	218	173	56
3,514	3,107	3,172	931



	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								
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17	22	39	105	39	64								
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231	1	1	13	25	8								
TOTAL	416	446	576	496	465	485	397	389	97	582	62	277	72	117	424	401	502								

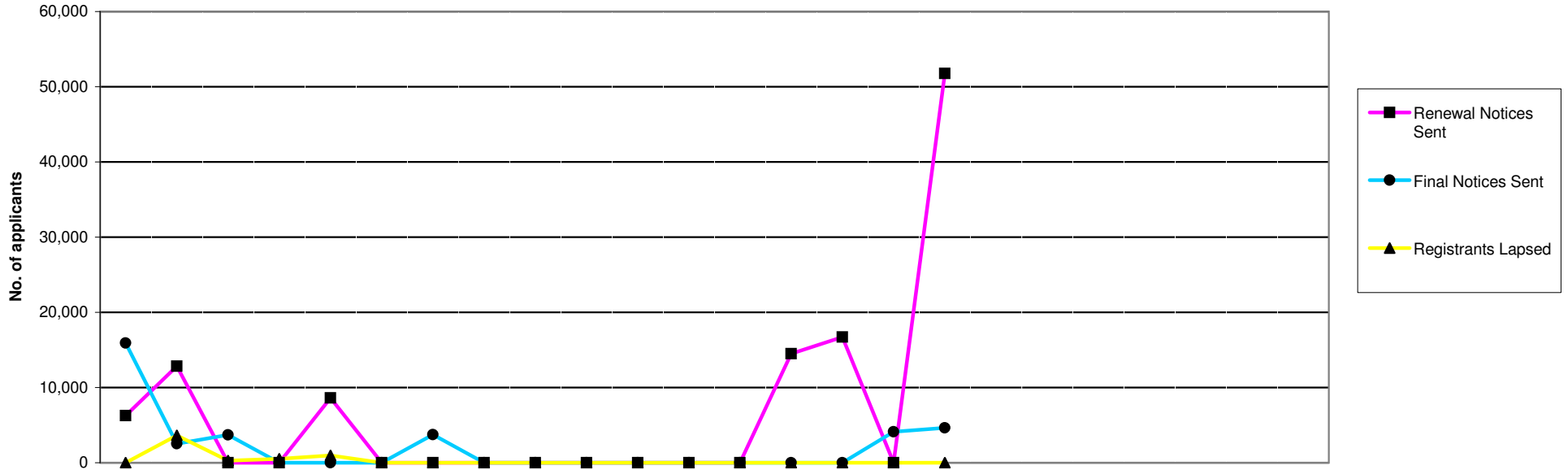
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
2,983	5,719	3,351	1,199
166	397	1,007	269
91	26	330	48
3,240	6,142	4,688	1,516

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

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
160	234	184	90
820	912	690	274
138	155	145	68
329	399	341	297
319	367	331	234
394	754	668	281
1,468	1,544	1,327	643
44	34	41	32
1,026	1,247	807	340
1,926	2,051	2,120	1,390
40	46	32	1
886	1,008	1,051	857
572	746	582	270
8,122	9,497	8,319	4,777

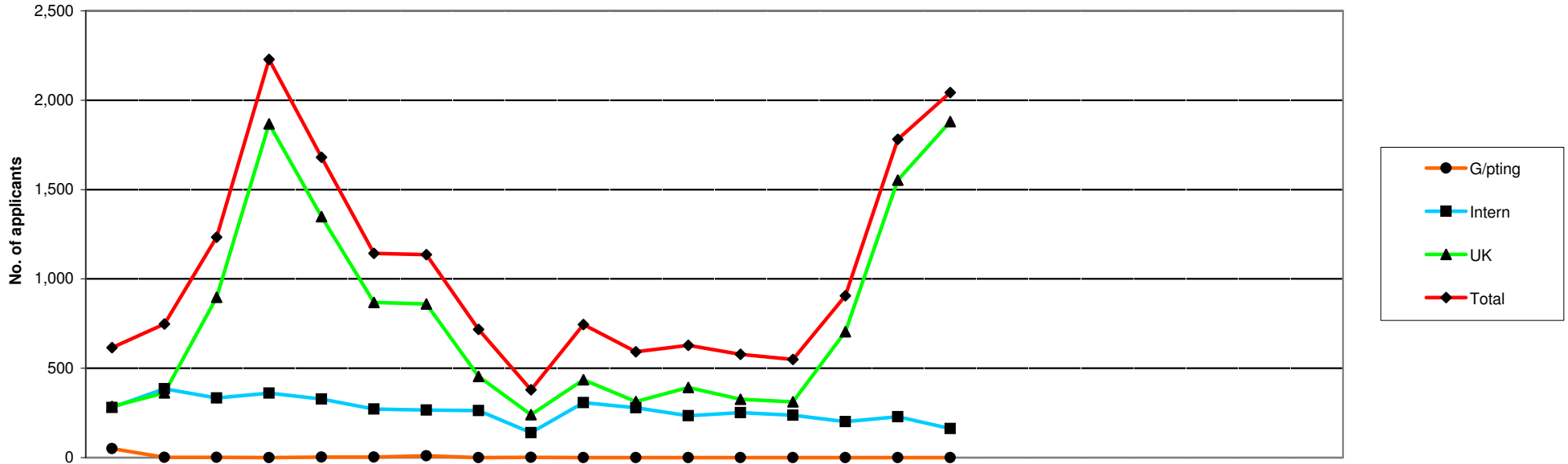


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal Notices Sent	6,257	12,825	0	0	8,629	0	0	0	0	0	0	0	0	14,510	16,704	0	51,782							
Final Notices Sent	15,928	2,535	3,694	0	0	0	3,752	0	0	0	0	0	0	0	0	4,101	4,622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

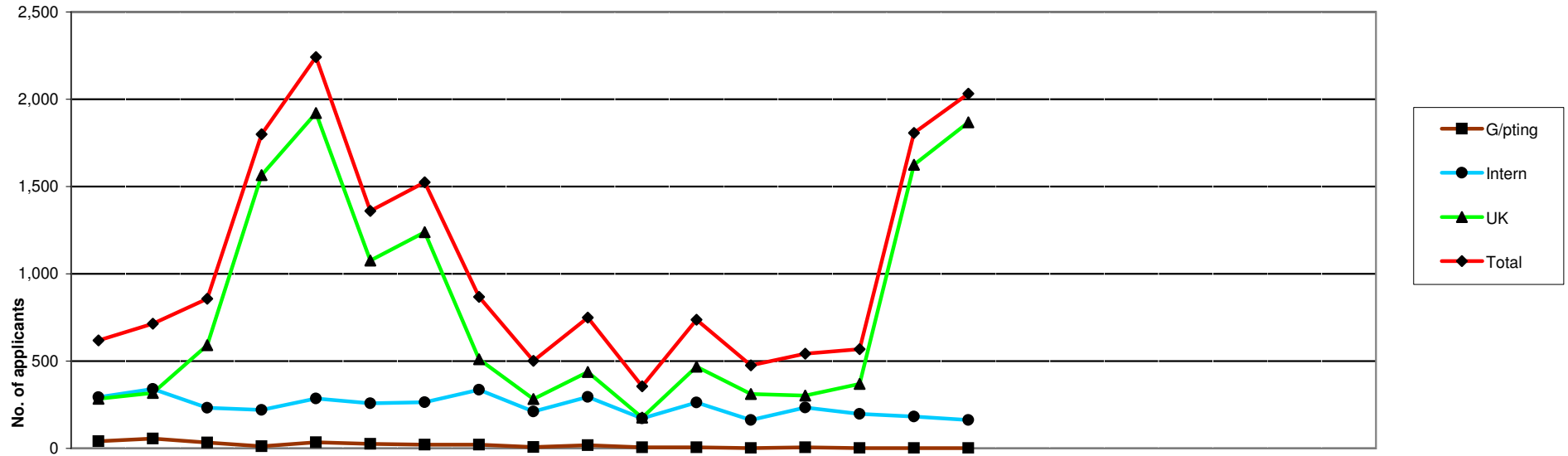
Registrants Lapsed	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	0	3,643	278	508	959	0	0	0	0	0	0	0

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
24,781	142,363	27,711	82,996
19,846	36,261	25,909	8,723
44,627	178,624	53,620	91,719

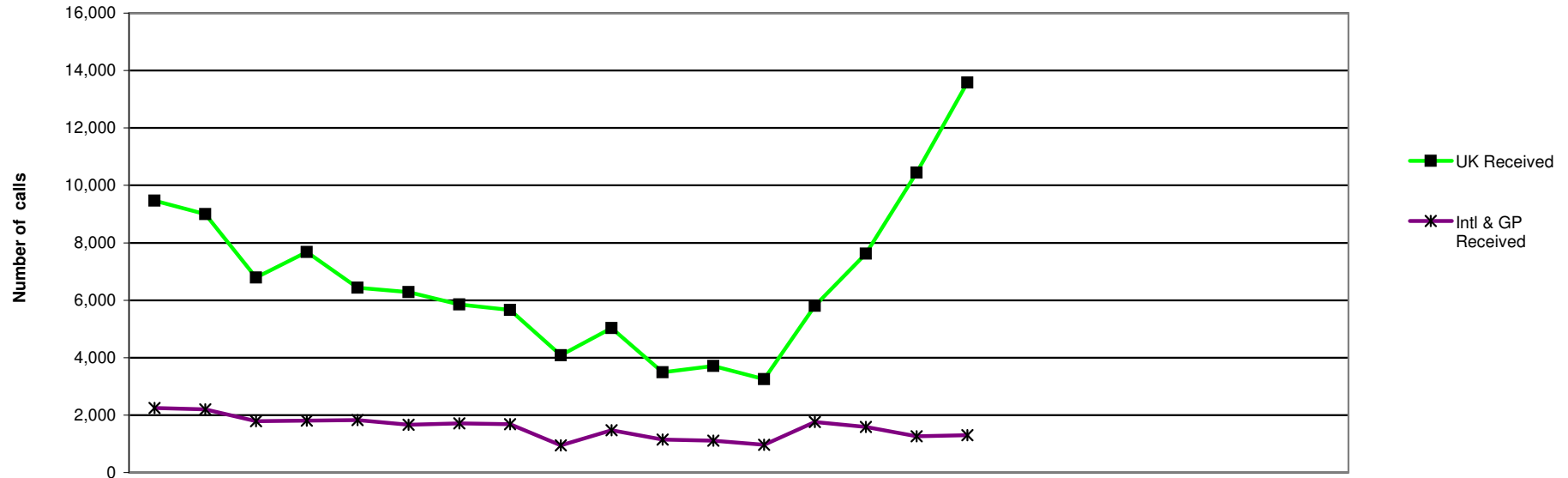
7,423	9,448	5,388	0



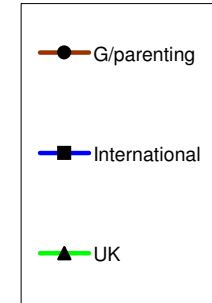
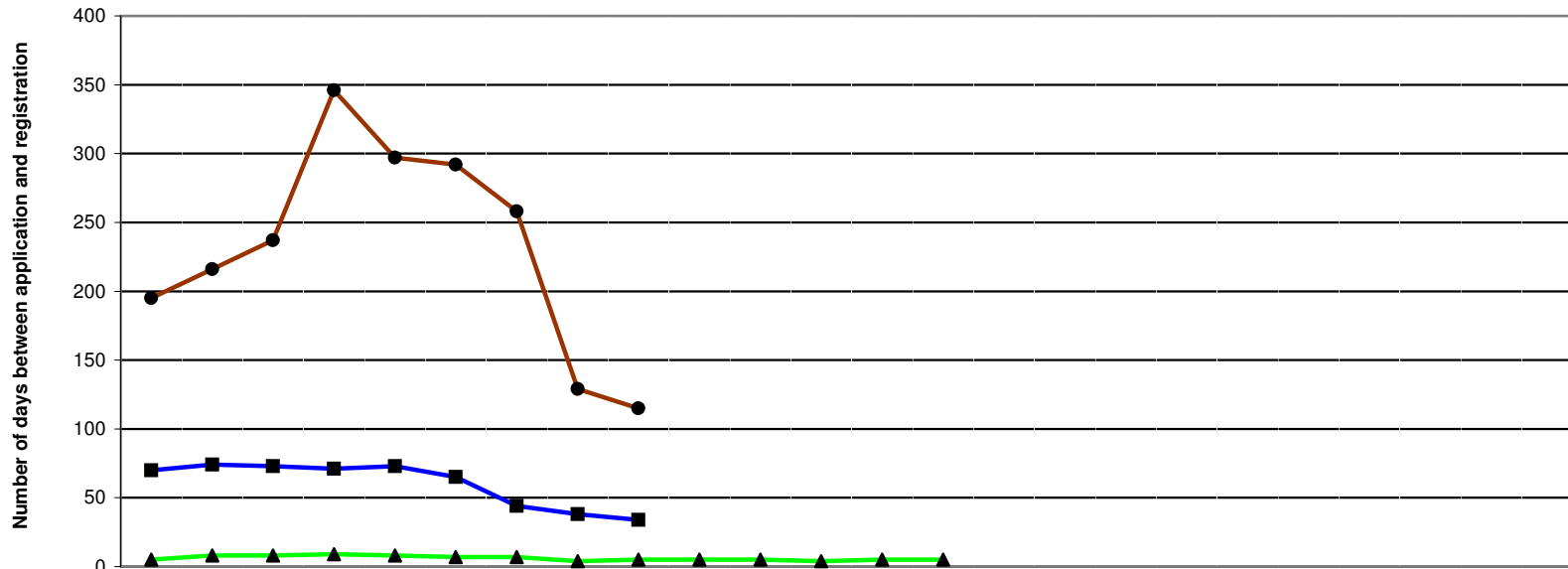
	2006			2007												2008						2004/5	2005/6	2006/7	2007/7					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
G/pting	50	1	2	0	3	3	10	0	1	0	0	0	0	0	0	0	0													
Intern	280	385	334	361	328	271	266	263	139	308	279	235	251	237	201	228	162													
UK	286	362	897	1,868	1,349	869	860	454	240	436	314	393	327	312	704	1,553	1,881													
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													



	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	
G/pting	41	56	33	12	35	26	22	21	7	18	6	6	2	6	1	1	2												
Intern	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	182	162												
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468	312	303	370	1,624	1,868												
Total	618	715	857	1,799	2,241	1,360	1,524	868	501	750	355	737	476	543	569	1,807	2,032												



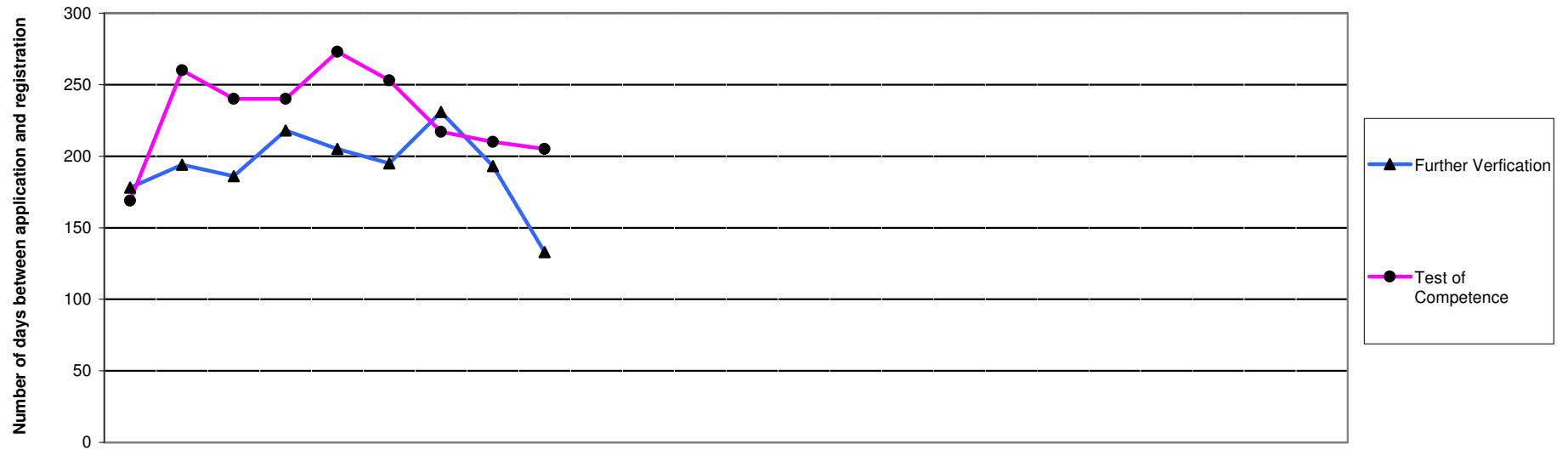
	2006			2007									2008						2004/5	2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
Intl & GP																											
Intl & GP Received	2,244	2,201	1,789	1,804	1,830	1,663	1,714	1,687	950	1,475	1,150	1,105	968	1,764	1,590	1,259	1,303							45,574	40,070	19,612	6,884
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							34,502	33,467	17,896	6,460
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96	97	95	95	94	89							76	84	92	94
Adandoned	457	284	116	104	161	97	119	144	56	85	47	46	25	89	86	71	153							11,264	6,627	1,716	424
Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15	11	10	8	11	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							2.30	2.32	2.64	2.61
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							103,274	70,233	73,488	40,702
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							79,498	50,518	67,493	35,194
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98	99	96	97	87	73							82	70	93	90
Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74	41	210	262	1,343	3,652							24,198	10,719	6,335	5,508
Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21	20	30	21	29	103							67	64	45	41
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							2.13	1.78	2.16	2.18



	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
G/parenting	195	216	237	346	297	292	258	129	115																
International	70	74	73	71	73	65	44	38	34																
UK	5	8	8	9	8	7	7	4	5	5	5	4	5	5											

2004/6 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
42	92	232	#DIV/0!
39	76	60	#DIV/0!
6	7	6	5
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

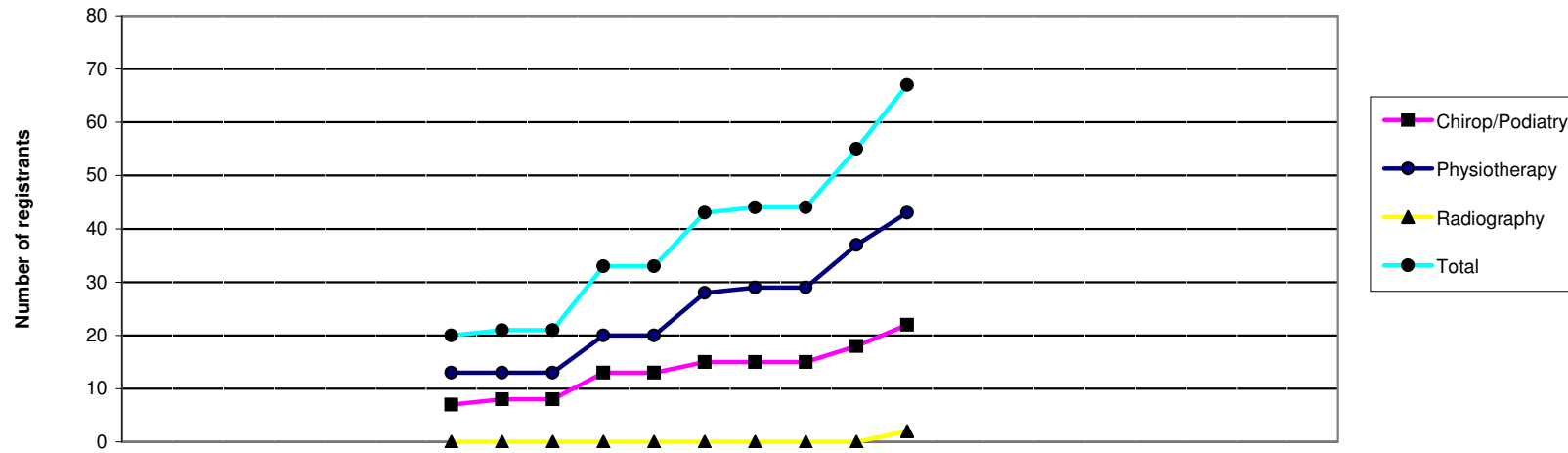


Grandparenting & International	2006									2007			2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Further Verification	178	194	186	218	205	195	231	193	133														
Test of Competence	169	260	240	240	273	253	217	210	205															

2004/5	2005/6	2006/7	2007/8
FYE	FTE	FTE	YTD
101	145	193	
150	158	230	
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	
Chiropr/Podiatry							7	8	8	13	13	15	15	15	18	22									
Physiotherapy							13	13	13	20	20	28	29	29	37	43									
Radiography							0	0	0	0	0	0	0	0	0	2									
Total							20	21	21	33	33	43	44	44	55	67									

2006/7	2007/8
FYE	YTD
15	22
28	43
0	2
43	67