

## Chief Executive's Report to Council meeting on 3 July 2008 Contents

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## Chief Executive – Mr Marc Seale

### 1. Completed meetings 1 May to 30 June 2008

Blake Laphorn Tarlo Lyons	1 May
Department of Health	1 May
Royal College of Surgeons	2 May
Listening Event – Glasgow	6 May
Extending Professional Regulation stakeholder workshop	7 May
Scottish Government Health Department	8 May
Listening Event – Edinburgh	8 May
Anne Milton MP	12 May
Department of Health	12 May
Federation of State Boards of Physical Therapy visitors	12 May
Extending Professional Regulation Working Group	14 May
Hearing Aid Council	14 May
Ministry of Health, Singapore visitors	15 May
First World Health Professions Conference on Regulation	17-18 May
Regulators Liaison Group/White Paper Implementation Steering Group (Scotland)	19 May
Dept of Health/Australian visitor	21 May
National Health Workforce Taskforce (Australia) visitor	22 May
Bircham Dyson Bell	22 May
Health Professions Crossing Borders implementation meeting	30 May
Health Resources & Services Administration (US)	2 June
National Board for Certification in Occupational Therapy (US)	2 June
Delaware Division of Professional Regulation (US)	3 June

Department of Transportation, Office of Emergency Medical Services (US)	4 June
Federation of State Boards of Physical Therapy (US)	4 June
Virginia Board of Medicine (US)	6 June
ARMC/CHRE seminar on professionalism and regulation	13 June
INPTRA teleconference	13 June
Appointments Commission	16 June
Dept of Health Steering Group CAM report launch	16 June
Baker Tilly	16 June
College of Occupational Therapists	19 June
Health Professions Crossing Borders spring conference	30 June

### 2. Scheduled meetings

Department of Health (Leeds)	1 July
Registration Council for Clinical Physiologists	2 July
Extending Professional Regulation working group	2 July
SMAE Institute	4 July
University of Westminster	4 July
Council for Healthcare Regulatory Excellence	8 July
British Psychological Society	9 July
Scottish Government	14 July
All Party Parliamentary Group on Deafness	16 July

### 1. Human Resources

No changes.

### 2. Quality Management System (QMS) review meetings

Below is a list of recent quality management system reviews:

- Information & data security / evaluation of potential new systems review
- Quality
- Business Continuity

### 3. QMS process updates

The partner section of the QMS is undergoing a refresh following work by the HR Director.

Information & data security work across HPC is ongoing. New systems are being evaluated for implementation.

Thomas Berrie will be trained in Internal Audit to ISO:9001-2000 over the summer, to assist in the day to day audit work.

### 4. Next BSI Audit

The next BSI audit is scheduled for 23 October 2008. This external audit will review the following areas of the management system, Approvals & Monitoring, Purchasing & Supplier Evaluation, Secretariat, Project Management, Management system organisation & review. We are now working on a RISK based audit sequence, evaluating items in the Risk Register for particular analysis.

### 5. Business Continuity

A Business Continuity exercise took place on 28 May with a building loss scenario. All available EMT members were

intercepted as they arrived in the Park House office. A slight reprioritisation of systems for IT restoration has been updated in the new plan, with access to employees' next of kin details being required more rapidly. All major systems were restored within an appropriate time frame. Some systems recently updated at Park House are in the process of having the same upgrades applied at the remote data repository at Star Internet in Gloucestershire so data was only accessible with software supplier intervention. The required content for the "War Boxes" at NDR has been updated in light of the test.

The Communications management plan requires enhancement to allow for multiple scenarios for which it may be used.

A Gold / Silver / Bronze Incident Management approach is being considered as the most appropriate response to invocations at HPC.

Note, NDR is being re-branded as ICM Continuity following a merger earlier this year. Documentation will carry both names until the re-branding is complete.

### 6. Information & Data Management

Archiving tendering will take place as soon as the generic HPC supplier contract is completed.

A series of reports to aid the ongoing analysis of trends in operational processes is underway.

Monthly management reports completed and rolled out for the new financial year.

### 1. Media and campaigns

Since the last meeting of Council, we have issued five fitness to practise press releases on professionals who have been struck off or suspended from the Register. These releases have generated an increased amount of coverage.

We have also issued a news release to the media about the Department of Health Steering Group report that proposes we regulate complementary and alternative medicine.

One of the main campaigns for this year is about increasing awareness of HPC among older people. Research has been undertaken (including focus groups with older people and interviews with campaigning organisations) and an agency brief has been developed and distributed. Communications and advertising agencies have sent in proposals. The Communications Manager and Communications Director have short-listed appropriate agencies and will begin reviewing them with the aim of appointing an agency in the summer.

There has continued to be significant interest from registrants requesting copies of our public awareness information (leaflets, posters and window stickers).

### 2. Web

The HPC website has now been re-launched with a fresh new look.

The changes bring the site into line with our visual identity requirements, but the new design is also intended to improve

usability, making both the information and navigation cleaner and clearer for users.

As well as the visual changes, improvements have also been made to the site's content which includes a brand new homepage.

Work is also now under way to re-launch our microsite [www.hpcheck.org](http://www.hpcheck.org) in a similar vein.

### 3. Public affairs and stakeholder communications

Since the last update at the end of May, the Public Affairs Manager has attended a number of meetings with various stakeholders. These have included:

- The Welsh Assembly Government Seminar on regulation with presentations from the Department of Health and General Medical Council. Good contact was made with representatives from professional bodies, regulators and those within the NHS. As a result, further meetings in Cardiff will be lined up over the summer.
- As part of our ongoing work with professional bodies on the renewals process, met the Chief Executive of the Society and College of Radiographers along with the Director of Operations and Customer Service Managers from Registrations.
- Also met with British Dietetic Association, along with the Communications Manager, to discuss Communications work on the renewals process.
- Meeting the joint regulators leaflet project group to discuss the update of the leaflet and distribution of existing stock to advocacy organisations and possibly local authorities.

- Meeting the Local Government Association public affairs contact to discuss future work with local authorities and distribution of leaflets and HPC material.

The Public Affairs Manager has also been attending Health Hotel meetings, of which the HPC is a member, to prepare for work on the party conferences in September. The Chief Executive and President also attended a Health Hotel Summer Reception in Parliament with many influential peers and MPs in attendance.

#### 4. Events

The Communications team have attended and exhibited at a number of events since the last council meeting. These included:

The Institute of Chiropractors and Podiatrists Annual Convention;  
 Primary Care 2008;  
 British Dietetic Association Northern Ireland;  
 Council of Occupational Therapists for the European Countries;  
 United Kingdom Radiological Conference;  
 College of Occupational Therapists' Annual Conference; and  
 The British Dietetic Association Annual Conference.

The HPC was represented by employees from Fitness to Practise, Policy and Standards and the Communications team. Large quantities of literature were handed out at each event with registrants and stakeholders keen to speak to HPC employees about the issues currently affecting them, with CPD and renewals remaining the subjects most discussed.

#### 5. Internal communications

The project to re-launch the intranet is now nearing completion. As well as ensuring that the new site meets with the HPC's refreshed visual identity, the site will include many new features which our external supplier is currently building.

#### 6. Publications

The revised Standards of Conduct, Performance and Ethics (SCPEs) have been printed ready for distribution to all registrants, with a special, hard-copy, edition of In Focus. This newsletter contains information about the new standards, and also reminds registrants that the revised Standards of proficiency (launched in November 2007) are available to download from the HPC website, or in hard copy on request. The revised SCPEs will be mailed to registrants on 1 July.

The long and short versions of the CPD guide, and the guide to returning to practice have been reprinted with minor amends to bring them into our new visual identity and house style. We have also published the June edition of In Focus which was emailed to subscribers on Friday 6 June, and the new Council and Committee meeting dates calendar was published at the beginning of June.

The new Publications Manager is currently working on:

- Copy-editing the FTP Annual Report in preparation for presentation to Council on 26 June;
- Editing the Annual Report for 2007-08 for house style, which will be presented to the Finance and Resources Committee on Thursday 19 June, and to the Audit Committee on 26 June;

- Gaining Plain English Campaign approval of making a complaint about an education and training programme
- Copy-editing the Standards of education and training, and guidance; and
- Concluding a piece of research into communicating with new registrants.

## 7. CPD Communications

The ongoing programme of CPD talks and workshops is continuing with a constant flow of requests for an HPC representative to come and speak directly to registrants. In addition, the CPD Communications Manager is speaking to audiences where HPC are exhibiting, thus enabling a larger number of Registrants to be reached. The added benefit is increased numbers and interest at the HPC exhibition stands.

The CPD DVD has been well received by registrants as a useful tool to aid them in preparing for audit and putting together their profiles. Initially the DVD will be sent to registrants selected for audit; 650 chiropodists / podiatrists received them in May with their CPD profile request packs.

## 8. Resourcing

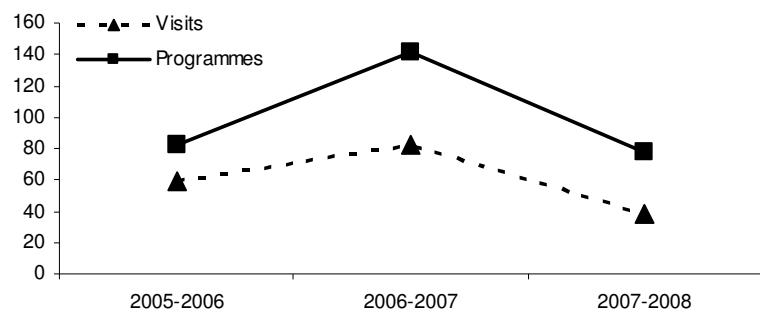
Since the last Council meeting, the new Publications Manager, Jonathan Jones, has started. Sarah Giles, Communications Officer, had been covering this position temporarily. In addition, Susan Carini, Events Manager, has also started. Both roles have been filled on a permanent basis. The Communications team now has a full complement of permanent employees.

## Education: approvals and monitoring – Ms Abigail Creighton

### 1. Approval process

The Department has four visits (to five programmes) remaining in the current academic year. The 2007-08 academic year has seen a total of 38 visits, considering 78 programmes. Compared to the last academic year, there has been considerably less activity in the approval process this year.

Year	Visits	Programmes
2005-2006	59	82
2006-2007	82	142
2007-2008	38	78



11 visits (covering 17 programmes) were cancelled this academic year. Only three visits (covering three programmes) have had their visits rescheduled into the next academic year.

Between September – December 2007, 18 programmes were visited. 100% of these programmes have been approved or re-approved.

Between January – April 2008, 37 programmes were visited. 22% of these programmes have been approved. 29 programmes are still in the process of meeting their conditions.

Based on programmes approved to date, the average time for a programme to gain approval (including the meeting of conditions) is just below four months. This is taken from the date of the visit to the date that the programme approval is confirmed by an Education and Training Panel.

The Department has already scheduled 11 visits (covering 20 programmes) in the next academic year (Sept 2008 – July 2009). The Department is due to begin its forward planning process in June 2008, where we contact all education providers and remind them of the timescales and stages of our approval process. They will be reminded that dates for visits will be allocated on a first come first served basis and that we are likely to reach capacity in some months due to peaks of activity.

### 2. Annual monitoring process

The Department is moving towards the final stages of the annual monitoring work in this academic year. The expected submission dates from education providers are at the end of each month.

To date, 99% of expected audit submissions have been received, with the majority on time. There was one non-submission in April. This is still being investigated as it appears the programme may have closed.

	Audit submissions	
	Expected	Actual
Dec-07	18	18
Jan-08	15	15
Feb-08	34	34
Mar-08	33	33
Apr-08	16	15
May-08	1	0
Jun-08	1	0
Jul-08	0	0
Aug-08	0	0

Actual submissions		
On time	Late	Non-submissions
6	2	0
14	1	0
31	3	0
25	4	0
5	9	1
1	-	-
1	-	-
-	-	-
-	-	-

A total of 117 audit submissions have been received to date. 87% of these submissions have been considered at one of four assessment days. The remaining 15 submissions have been considered by post.

Assessment day/ Postal	Number of submissions
19 February 2008	29
18 March 2008	21
22 April 2008	25
20 May 2008	27

Outcome of assessment day	
Visitors' requested more info	Sent to Panel (conts to meet stands)
7	22
14	7
13	12
6	21

To date, all of the submissions considered at the February, March & May 2008 assessment days have been finalised and considered by an Education and Training Panel. There are six submissions outstanding from the May 2008 assessment day (the visitors are still considering the additional information).

To date, seven of the submissions considered by post have been finalised and considered by an Education and Training Panel. The remaining 8 submissions are still with visitors for consideration.

We hope to have all audit submissions finalised and considered on or before the August meeting of Education and Training Panel.

To date, 100% of expected declaration forms have been received, with the majority on time.

	Declaration forms	
	Expected	Actual
Dec-07	24	24
Jan-08	40	40
Feb-08	29	29
Mar-08	25	25
Apr-08	9	9
May-08	0	0
Jun-08	1	1
Jul-08	8	4
Aug-08	1	0

Actual declaration forms		
On time	Late	Non-submissions
23	1	0
37	3	0
27	2	20
23	2	-
9	-	-
-	-	-
1	-	-
4	-	-
-	-	-



All declaration forms go direct to the Education and Training Panel for consideration.

### 3. Major changes

The revised major change was launched in March 2008 and so the previous three months have been a transition period for the Department. A few submissions continued to be assessed under the old process; whilst all new submissions have been assessed under the revised process. As the revised process has a formal notification stage, with a filter direct into the approval or approval monitoring process, we are anticipating that there will be a lower number of submissions being considered at part of the major change process itself from now on. The Department has received 57 major change submissions for 96 programmes in the current academic year. 76% of these submissions have been concluded. On average it is taking three months to consider each submission. This is in line with our guidance to education providers.

	Number of programmes considered through major change process	
	Received	Concluded
Sep-07	13	13 (100%)
Oct-07	7	7 (100%)
Nov-07	4	4 (100%)
Dec-07	5	5 (100%)
Jan-08	12	12(100%)
Feb-08	25	21(84%)
Mar-08	8	4 (50%)
Apr-08	5	4 (80%)
May-08	12	3(25%)
Jun-08	5	0(0%)

Of the 73 programmes were have completed the process. 78% were found to have made minor changes. 22% were found to have made major changes, but none of these required a visit.

### 4. Partners

Interviews for occupational therapist (clinicians), paramedic, prosthetist, radiographer and dietitian visitors are currently taking place. There are to ensure that the required numbers of visitors, with the correct background, are available to undertake work. Interviews are also taking place for psychologists, in preparation for the potential statutory regulation of the profession by the HPC.

Training for new visitors is planned for late Aug/Sept 2008 and refresher training for 70 existing visitors is planned for September/October 2008.

### 5. Employees

There are no employee changes to report.

## Finance Department report

### 1. General

Since the last Council meeting, the Finance Department has produced the March Management Accounts and is currently completing the April Management Accounts.

### 2. Annual Report Process

External audit has been completed with the audit findings to be presented to the Audit Committee on 26 June.

### 3. Supplier payments

At least 97% by value of the £486k Creditor payments (March Aged Creditor Listing) are in the 30 days or less category.

### 4. Fee adjustments and income receipts handling

At 6 June, there was a backlog in Registrant direct debit cancellations and amendments of about 1 processing day. We had about 2 days processing backlog on rejected payments/refunds and zero days backlog on mid-cycle lapsing of Registrants. Banking of Registrant cheques and credit card reconciliations were up to date.

### 5. Income Collection cycle

Direct debit collections of Registrants' fees (cover at least 83% of renewal fees by value) are done by the Finance Department, with collections made two months in advance. Physiotherapist and dietitian collections occurred in May. Arts therapist and chiropodist collections are scheduled for June. Most of the income comprises renewal fees collected.

### 6. Pensions

At 31 May, there were 54 active members in the Friends Provident Scheme and 0 active members in the Capita Flexiplan Scheme, excluding the "notional" members. Note there are also former employees (CPSM & HPC employees during 1994-07) who have money remaining in the Flexiplan scheme.

The HPC received a letter in early June from Entrust, the Flexiplan profession trustee, advising that they are in the process of obtaining an actuarial valuation of the Flexiplan fund value by approaching the market for pension scheme buy outs and that an Employers Consultative Committee (ECC) has been formed to represent the interests of the Flexiplan employers going forward. The ECC's aims are to liaise with Entrust, give or withhold agreement on behalf of employers in relation to scheme funding matters, act to identify any s75 debt consequences relating to an effective scheme wind up date and resolve how to distribute any surplus upon wind up. On the HPC's behalf, Sacker and Co, pensions lawyers, are working with Capita Trust Company Ltd ("Capita") to action the winding up of the old CPSM pension scheme. This Scheme is a defined benefit arrangement with Scottish Life, which ceased contributions and commenced winding up with effect from 30 June 1995.

### 7. Funds under Management

At 6 June, the Business Reserve account balance was £511k (just before a £200k tax and pensions payrun) earning an interest rate of 2% per annum. A further £3.8M was invested in the Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 5.25% per annum. NatWest, Barclays

and HSBC are active Money Market providers for HPC. The value of our investment portfolio (excluding £193k cash) at the end of May was £1.7M.

Regarding the Reserves Policy, three average 2007/08 budgeted months of Operating Expenses totalled £3.12M. At the end of March, the sum of Investments and Working Capital totalled £4.5M.

### 8. VAT deregistration

HMRC confirmed that the option to tax will be disappplied, once the Stannary property is first used after the refurbishment and once the 'election to waive exemption' is received.

Complications have arisen because the original VAT notification was discovered to be on Purbrooks Worgan Street property, not on their 22-26 Stannary Street property. Baker Tilly Tax Advisory Department is writing to HMRC on the basis that Stannary Street has always been a taxable property and that it was a genuine mistake in the original Purbrooks documentation.

### 9. Employee training and employee levels

Following the June resignation of the Finance Officer, there is a team of seven full-time permanent employees in the Finance Department including the Director of Finance and the Procurement Officer. Three Finance employees are enrolled in after hours, part-time professional accountancy qualifications (CIMA, ACCA and CAT) at present. Temporary are periodically hired to cover for employees on annual or sick-leave and to help achieve the department's service-level targets.

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

- Financial System Upgrade Phase Two (Online Purchase Order Processing)
- 2008 Annual Report completion
- Online Renewals project input
- Fee Change 2009 project (in the consultation phase)
- Financial Procedures updating
- Five Year Plan preparation
- 22-26 Stannary Street project Phase 2 (rooftop addition)

### 11. Procurement Report

Work is in progress to update supplier service contracts with assistance from the Council's lawyers. Training sessions with supplier managers will follow. Annual supplier spend analysis is in progress. The Cooperative Travel trial is progressing well with few complaints received to date. Trial period ends on 6 August. An intranet travel section was created for employees to use. An email link has been sent to some Council members to trial the Cooperative service. The Extranet update (for Partners and the remaining Council members) will follow if trial is successful.

## **Facilities Management report**

### **1. Staffing**

There is a team of six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, postroom, Catering, Health and Safety (jointly with HR), insurance and building project liaison.

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

The premises re-stack and redecorating are in the final stages. The Human Resources Department and postroom are now relocated. Residual snagging jobs are down to approximately 45 items outstanding. The final CFC invoice value is being negotiated on HPC's behalf by the quantity surveyor (Davis Langdon

### **3. Health and Safety issues**

Display Screen Equipment risk assessment of all onsite employee workstations is occurring in June. The implementation of HPC Health & Safety and Fire Safety training will commence in September 2008.

## Fitness to practise – Ms Kelly Johnson

### 1. Decisions

#### Struck Off

Richard Sanders, paramedic – misused Entonox by self-administrating for own purposes.

#### Suspended

Kenneth Millar, paramedic – refused to attend an emergency call

Aurelijus Pranskunas, occupational therapist – left work and failed to return

Amna Abdalla, radiographer– failed to meet the standards of proficiency

#### Caution

Dorne Barber, paramedic – placed patients at risk

#### Reviews

Paul Flack, paramedic – suspension continued

Kes Outhwaite, physiotherapist – suspension continued

Frances Leahy, occupational therapist – suspension continued

Shinu Joseph, occupational therapist – suspension continued

Russell Headridge, prosthetist and orthotist – suspension continued

Kenneth Wanless, paramedic – conditions of practice

Gaynor McAlister, occupational therapist – suspension continued

Richard Adams, physiotherapist – suspension continued.

Douglas Sinclair, physiotherapist – suspension

#### Adjourned/Part Heard

One case was adjourned in May

#### Reviews

#### Not well founded

Five cases were not well founded in May

#### No further action

No further action was taken in three cases

### 2. High Court Appeals

The case of Stanley Muscat has been listed for 20-22 October 2008

We are awaiting a date in the case of Lesley Millen

### 3. Investigating Committee

At the end of May there were 198 cases within the remit of the Investigating Committee.

### 4. Conduct and Competence Committee

At the end of May there were 174 cases within the remit of the Conduct and Competence Committee.

### 5. Health Committee

At the end of May there were five cases within the remit of the Health Committee.

### 6. Review Hearings

At the end of May, there were 93 registrants subject to suspension or conditions of practice orders

## 7. Health and Character

64 health and character declarations were received in May. 34 cases were considered by registration panels. At the end of May there were 90 open cases.

## 8. Protection of Title

22 complaints about misuse of title were received in May. At the end of May there were 152 open cases.

## 9. Other Information

### Meetings

Blake Laphorn Tarlo Lyons

Hearing Aid Council

HPC Conference /Listening Events – Edinburgh/Glasgow

American Regulators

British Psychological Society

Information Tribunal User Group

Unison

Emma Kelly Dempster – CHRE

Kingsley Napley

### Training/Study

Graduate Diploma in Law

Advocacy Training

Interview Techniques

Registration Appeals

### Resources

Rodney Dennis will join the Case Management Team as a Case Officer at the start of June. The Department is now fully resourced for 2008/9

### 1. Employee resourcing

Whilst April was dominated by recruitment for newly approved posts within the 2008/09 budget, May has seen a mixture of recruitment for newly approved posts and existing posts due to resignation or promotion.

Adam Mawson, a Team Leader within the Registration Department, requested to transfer to a vacant Registration Advisor post, a role which he had held in the past and this request was approved. The vacant Team Leader post was advertised internally and filled by David Waddle, a previous Registration Advisor.

The vacancy created by David Waddle's promotion is currently advertised. Another Registration Advisor vacancy due to a resignation was advertised and successfully filled by an external candidate, Michael Demissie who will start on 23 June.

Interviews were held on 27 May 2008 for a twelve month fixed-term contract Team Administrator within the Secretariat Department to replace Alison Roberts who left in early May. The post has been advertised as contract position as the Secretary to Council wanted to keep options open to revisit the duties of the role if required after twelve months.

Three posts within the Fitness to Practise Department have been advertised and filled. Following Gemma Lee's resignation from the Case Officer post, interviews were successful and an external candidate, Rodney Dennis, will start in June. A newly approved Scheduling Officer role was interviewed for on 14 April and Ola Odusanya commenced on 6 May. Finally, the

Hearings Officer vacancy created by Vicki Adams' promotion to Case Manager was advertised and filled by Salma Begum who commenced on 12 May.

The Communications Department saw two resignations in March and April, Philippa Richardson, Publications Manager and Thomas Heiser, Events Manager. Both roles were advertised externally and successful appointments were made to both posts; Jonathan Jones as Publications Manager and Susan Carini as Events Manager. Both started in early June.

Rachel Tripp, Director of Policy and Standards commenced her maternity leave on 22 May and a twelve month position to cover her role was advertised. Two internal candidates Michael Guthrie, Policy Manager, and Greg Ross-Sampson, Director of Operations were offered the post on a slightly restructured basis to fit best with their skills and operational needs. Michael Guthrie will be acting Head of Policy for the duration of the period and the two Policy Officers within the team will report to him. Greg Ross-Sampson will be acting Director of Policy and Standards and Michael will report to him. This arrangement will be reviewed after three and six month periods to ensure that it is working.

The Director of Operations post was advertised on 11 June in the Guardian Newspaper. This is currently filled by Greg Ross-Sampson on a contractor basis and is now being advertised to fill the post on a permanent basis. The interview panel will consist of Anna van der Gaag, Barbara Stuart, Marc Seale and Larissa Foster, and interviews are scheduled to take place on 17 July.

Mark Potter is currently acting Director of Communications for a short period to fill the gap between Rachel Tripp taking her maternity leave early, and Jacqueline Ladds returning to the post from her maternity leave in late June.

## **2. Human Resources Department (Partners)**

After two years as Partner Manager, Yasmin Hussain resigned to take up a post as a Human Resources Manager with a charity. Her post has since been advertised and interviews were held on 30 April. Kathryn Neuschafer was appointed to the post and commences on 9 June. Her background was managing the HR Department of a large hospital.

The Partner Administrator vacancy which was previously filled by a contract employee was advertised permanently in April and Marche Wilson commenced with the department on 20 May. Marche has a local government HR background.

I am currently having fortnightly meetings with the department heads who manage partners to ensure that all the recruitment and training for partners continues to progress as it should be until the new Partner Manager learns the role.

## **3. Information and Consultation of Employees Regulations 2004**

We have now had an answer from the Department for Business Enterprise and Regulatory Reform as to whether or not the regulations do apply to the HPC. A paper will be delivered on this matter to the Finance and Resources Committee in June.

## **4. Training**

One day of disciplinary training, and another day of interview techniques training, was held for new managers at the HPC during May.



### 1. Resources

Employees completed training on the manager course in ITIL (Information Technology Infrastructure Library) and Blackberry administration.

### 2. General IT Infrastructure

- Penetration testing of our infrastructure has been completed and we are awaiting the test results;
- Disaster Recovery simulated invocation was tested successfully. Recovery of NetRegulate registration system, the on-line register, the shared network drives, the Mail service, HR system and the PC infrastructure has been completed; follow on activities have been identified to improve further the technical recovery of the core systems;
- A two week installation and commissioning of PC lifecycle management software has been completed; this will enable more effective management of the PC estate.

### 3. Additional planning activities

- Post-disaster recovery invocation test lessons were learnt;
- IT Strategy is being planned for reporting to the July F&R Committee;
- Investigation will be carried out into a design partner to support the design of the online renewals application;
- Planning for the HPC awayday activities is underway;
- Planning meetings are being held for Online renewals, equality and diversity, and Hearing Aid Council data take on projects;
- Performance reviews for IT employees have been completed.

### 4. Projects

#### Stannary Street Building

- The office moves were completed successfully with all HPC departments now moved to their final locations.

#### LISA –2007-8

- LISA access rights (LAR) – deployed successfully;
- Practitioner psychologists – preparation for take-on is continuing;
- Online renewals – project meetings progressing and engagement with third parties to support design initiated;
- Hearing aid dispensers – initial project meetings held;
- Equality and diversity – requirements analysis started.

#### Finance systems

- Sage 200 – phase 1 is complete, purchase order processing progressing, see Major Project report

### 5. Service availability

- Due to a fault with our telecommunication provider we were unable to make outbound telephone calls for two hours on 15 May.
- On 1 May a system failure on the NetRegulate registration system necessitated its recovery to a position as at the close of business on the 30 April. The System was unavailable for a period of three hours from 3 until 6 pm.

### 6. Compliance

- Desktop software licence compliance was validated by audit performed by an independent third party company.

### 1. Practitioner psychologists

Interviews for panel members are being held on six days throughout June and some have already occurred. In July and August, interviews for registration assessors and visitors are occurring. All recruitment will be finished by the end of August and the department heads will then be able to make an assessment based on numbers as to whether re-advertising is required if the seventy one anticipated partner roles are not filled in this recruitment drive.

### 2. Current recruitment - visitors

Following advertising for a number of different modalities of visitors in April and May, several days of interviews are occurring throughout June, with the interview panel of Abigail Creighton, Head of Education and Carol Lloyd, Council member. These are to fill vacancies caused by resignations or business need and are for OT clinicians, operating departmental practitioners, dietitians, prosthetists and orthoptists, paramedics, diagnostic radiographers and biomedical scientists.

### 3. Training – new CPD assessors

On 28 May 2008 training was held for chiroprapist CPD assessors. The training was conducted by Mark Potter and was the first training for CPD assessors undertaken. On 24 June, there will be a further training day for the operating departmental practitioner CPD Assessors.

### 4. Training – new visitors

On 8 and 9 July 2008 training will be conducted by Abigail Creighton for newly appointed visitors. Numbers are being

finalised at this stage but are expected to be approximately twenty.

### 5. Training – refresher visitor training

Dates have been allocated for refresher visitor training in September and October 2008. This will occur over three separate times (3 and 4 September, then a second group will receive their training on 16 and 17 September, and the final third group on 8 and 9 October). It is expected at this stage that approximately seventy partners will attend in total. However, attendees have one more week to confirm their availability.

### 6. Training – refresher panel chair and legal assessors

Refresher training has been scheduled for 27 June 2008. We have all thirteen panel chairs who were invited attending, and nine legal assessors attending.

### 7. Training – new panel members

In the fitness to practise area there will also be new panel member training in the upcoming months. This will occur on 31 July 2008 and 1 August 2008 and eleven participants are attending.

### 8. General

The new Partner Manager will be instigating a number of improvements, the first of which will be meeting the department heads over the next two month period to formulate a draft training partner plan for 2008/2009. This will enable departments to forecast better their partner recruitment and work planning round the training dates and provide partners with more notice of training dates.

## Policy and standards – Mr Michael Guthrie, acting Director

### 1. Meetings undertaken

CPD assessor training	28 May
Psychotherapists and Counsellors for Social Responsibility statutory regulation seminar	31 May
Health Professions Crossing Borders	31 May
Regulators' equality and diversity forum	3 June
Coventry University student talk	3 June
CPD talk, Dulwich Hospital	4 June
Allied Health Professions Officer – Education and Workforce, Scottish Government	10 June
College of Occupational Therapists Conference	11 June
Allied Health Professions Federation Education Leads	11 June
Department of Work and Pensions (Occupational Psychologists)	13 June
Press launch of Department of Health steering group on the statutory regulation of acupuncture, herbal medicine and traditional Chinese medicine	16 June
Association of Christian Counsellors	20 June

### 2. Consultations

There are currently two open consultations:

#### Our fees 2008

This is a consultation on a rise to our fees, including application, scrutiny and renewal fees. This consultation closes on the 14 July 2008.

#### Amendment to the standards of proficiency for radiographers

This consultation asks for opinions on a potential amendment to the SOPs for radiographers, removing a standard concerning

performing first trimester ultrasound measurements. This consultation closes on 1 August 2008.

### 3. Professional Liaison Groups (PLGs) Continuing fitness to practise

This group last met on 13 May 2008. The group has now completed its substantive discussions, which are being written up into a report. This will be considered by the PLG at its final meeting in September 2008, and then by the Council in October 2008.

#### Psychotherapists and counsellors

A detailed workplan for this group is due to be considered by the Council at this meeting. The Council is also asked to approve a call for ideas to seek the views of stakeholders in this area and gather together information on topics relevant to statutory regulation. This would inform the work of the PLG.

The Department has been undertaking preliminary work on the formation of this PLG. This has included meeting stakeholder organisations and answering emails and letters about the regulation of these groups.

### 4. Practitioner psychologists

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

The results of the consultations on the standards of proficiency and threshold educational level are being analysed and will be considered by the Council at its meeting in December 2008.

## 5. Hearing Aid Audiologists

The Department has been working with the Hearing Aid Council to produce a consultation document for the standards of proficiency and threshold level of entry to the Register for this profession. This is being considered at this Council meeting. If the Council agrees, the Department will also be managing the consultation to amend the registration and fees rules to set the renewal cycle for this profession

## 6. Health and character guidance

Work is currently being undertaken to research and draft guidance for education and training providers, students and applicants on criminal convictions.

It is currently expected that a first draft of the guidance will be taken to the Education and Training Committee's meeting in September 2008.

## 7. Revised Standards of Conduct, Performance and Ethics and confidentiality guidance

The revised standards will become effective on 1 July 2008. The standards were sent to all registrants together with a special edition of the HPC Newsletter 'In focus' from 23 June 2008.

The Department is continuing to liaise with other departments (particularly Education, Fitness to Practise, Communications and Registration) regarding the roll-out of the revised standards.

The Department has also been liaising with the plain English campaign to finalise the text of the confidentiality guidance for publication. It is expected that the guidance will be published in July 2008.

## 8. Standards of Education and Training

If approved by the Council at this meeting, a consultation on revised Standards of Education and Training will run from August 2008.

## 9. Resourcing

Rachel Tripp, Director of Policy and Standards is currently on maternity leave.

## 1. Operational performance

### a) Telephone calls

**i) UK telephone calls:** During the period from 1 April 2008 to 31 May 2008 the team received a total of 29,725 telephone calls, which is 11,266 more than the same period two years ago. This equates to a 61% increase in the volume of telephone calls received. Unfortunately, only 63.5% of these calls were answered due to the high volume and the impact of the Department relocation to Stannary Street. As at 18 June 2008 the team received 4,692 telephone calls of which 97% have been answered. The Department is now seeing the benefits of all employees being on one floor with better real-time management delivered.

The majority of the telephone calls are renewals related and the online system will reduce these volumes. Registrants will be able to manage their own renewal from start to finish removing the need for contacting HPC for a status check of their renewal application.

**ii) International telephone calls:** During the period from 1 April 2008 to 31 May 2008 the team received a total of 2,604 telephone calls, 82% of which were answered.

### b) Application processing

**i) UK applications:** A total of 938 new applications were received during this period which is 290 more than the same period two years ago and 999 individuals were registered. Applications took on average six working days to process which is within our service standard of processing applications within

ten working days of receipt. As at the beginning of June 2008 applications were being processed within three working days.

Applications for readmission took an average of seven working days to process, which is within our service standard of processing applications within ten working days of receipt. As at the beginning of June 2008 readmission applications were being processed within four working days.

**ii) International applications:** A total of 370 new international applications were received in this period and 302 individuals were registered. Applications were on average being processed within six weeks of receipt, which exceeds our service standard of processing applications within three months of receipt of all documents.

### c) Emails

**i) UK emails:** The team received approximately 80 emails per day and managed to respond to these on average within seven days of receipt, which does not meet our service standard of five working days response time. As at the beginning of June 2008 emails are being responded to within 24 hours of receipt.

**ii) International emails:** The team received approximately 30/40 emails per day and managed to respond to these within our service standard of five working days response time.

### d) Registration renewal

At the start of February 2008, 42,696 physiotherapists were invited to renew their registration. Of the number originally invited to renew registration, 9.6% of physiotherapists lapsed

from the Register. This compares less favourably with 2006 when 9.1% of physiotherapists lapsed.

At the start of March 2008, 2,492 arts therapists were invited to renew their registration. Of the number originally invited to renew their registration, 13% of arts therapists lapsed from the Register. This compares less favourably with 2006 when 12% of art therapists lapsed.

At the start of April 2008, 6,718 dietitians were invited to renew their registration and as at 18 June 2008, 5,459 had renewed their registration. Registrants have until 30 June 2008 to renew their registration.

At the start of May 2008, 12,956 chiropodists/podiatrists were invited to renew their registration and as at 18 June 2008, 6,177 had renewed their registration. Registrants have until 31 July 2008 to renew their registration.

## **2. Resource**

### **a) Employees**

The Department is operating within the budgeted headcount and there has been extensive training activity as result of the ten new Registration Advisors recruited during this period.

### **b) Department relocation**

The Department relocated to the new Stannary Street offices on 18 April 2008 and the Department continued to operate and provide a service for the duration of the proceeding week and the week following the office move. Unfortunately service was affected as there was considerable work that needed to be

done to facilitate the move. Whilst the Department remained open for business as usual the move impacted negatively on the overall monthly performance.

### **c) System failure**

On 1 May 2008 a system failure on the NetRegulate registration system necessitated its recovery to a position as at the close of business on the 30 April 2008. The system was unavailable for a period of three hours from 15:00 hours until 18:00 hours on 1 May 2008. Data that had been processed during 1 May 2008 was re-input on 2 and 3 May 2008 and no data or customer requests via the telephone were lost.

**1. HPC Elections 2008**

Ballot papers for elections in the clinical scientist and operating department practitioner constituencies were sent out to all registrants on Tuesday 3 June 2008. The elections will close on Friday 27 June. The results will be ratified by Council at its meeting on 3 July.

**2. Induction of new members**

An induction will be held for newly elected and appointed members of Council on Wednesday 9 July 2008.

A training session which covers the Health Professions Order will be offered to all members of Council and relevant HPC employees, who have not already attended a session, on Wednesday 10 September 2008.

**3. Members’ extranet**

The Secretariat has reviewed and updated the members’ extranet. All members will receive details of the site address and a copy of their password.

**4. New calendar**

The mini calendar of Council and committee meeting dates for 2008/9 has been sent to all members. Further copies available from the Secretariat on request.

**5. Council and non-Council Committee Members Performance Review**

The President has completed the current round of members’ performance reviews. A paper which includes feedback from

the reviews has been prepared by the Secretariat and has been included on the Council agenda for the current meeting.

**October Awayday**

Details of the venue and location for the annual Council away day will be sent out over the summer, and will be made available on the members’ extranet.

**6. Annual Meeting**

The annual meeting will be held on 11 September 2008. Invitations will be sent out over the summer.

**7. Human Resources**

Natasha Williams joined the Secretariat as team administrator on 9 June 2008.

**8. External Meetings**

Members of the Secretariat attended the following external meetings:

Health Regulators Information Policy Group	23 May
Meeting with the Appointments Commission	16 June

# **Management Information Pack**

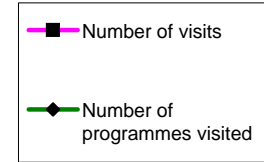
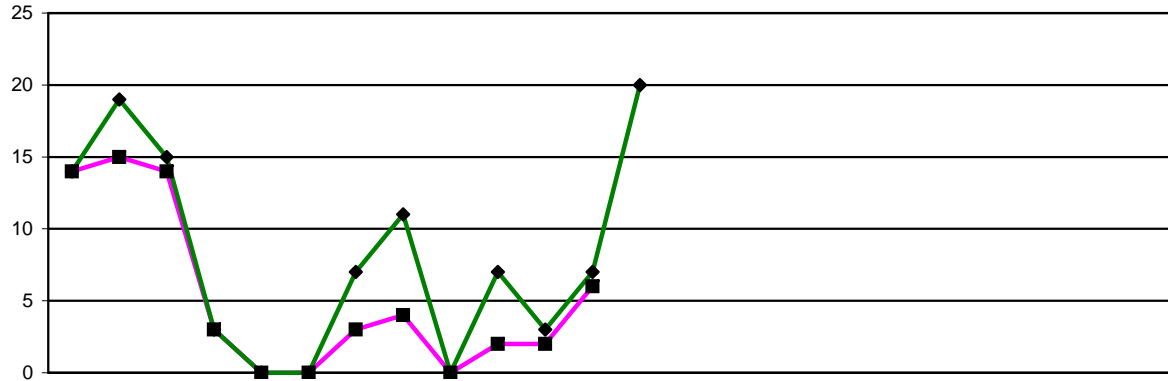
Marc Seale, Chief Executive & Registrar  
Report to Council meeting 3 July 2008

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
2008-06-19	a	INF	DCB	Front page July 08 Council	Final DD: None	Internal RD: None



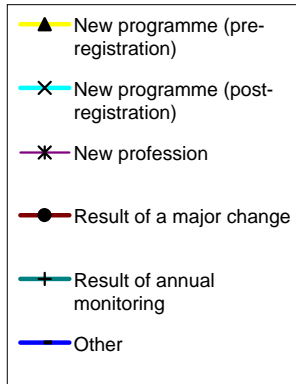
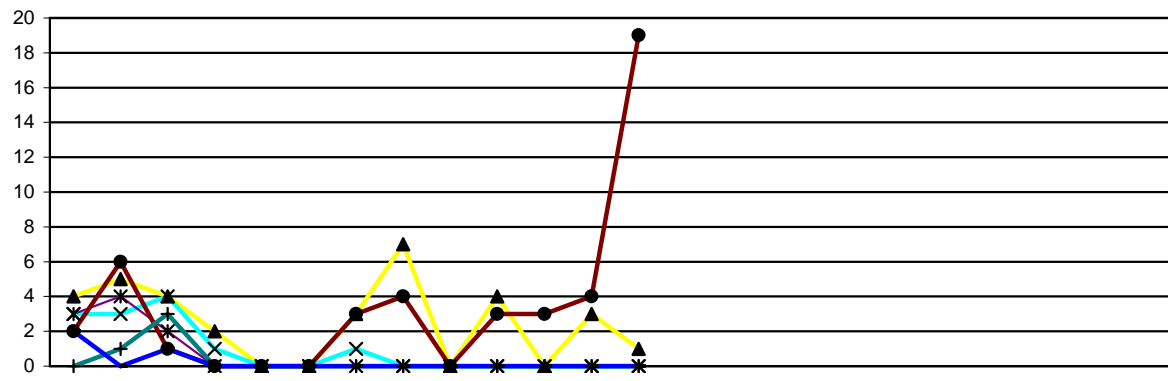
**Management Reporting Information to Council  
Figures for April 2008  
Health Professions Council**

<b>Approvals and Monitoring</b>		Programme approvals and visits	<b>2a</b>
		Programme monitoring	<b>2b</b>
		Major/minor change submissions	<b>2c</b>
<b>Customer Services</b>		Feedback	<b>3</b>
<b>Finance</b>		Consolidated Income and Expenditure	<b>4</b>
		Consolidated Department Monthly Variances	<b>5</b>
		Consolidated Balance Sheet	<b>6</b>
		Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Fitness to Practise</b>		Allegations and Enquiries	<b>8a</b>
		Allegations - Health and Conduct and Competence Panel Hearings	<b>8b</b>
		Source of Allegation	<b>9</b>
		Cases Pending - Investigating Panel & Health Panel	<b>10</b>
		Cases Pending - Conduct and Competence Panel & Review Hearing	<b>11</b>
		Hearings total cases considered	<b>12</b>
		Registration Appeals	<b>13</b>
		Protection of Title	<b>14</b>
	Health and Character Declarations	<b>15</b>	
<b>Human Resources</b>		HR Information	<b>16</b>
<b>Information &amp; IT</b>		IT Infrastructure	<b>17</b>
<b>Office Services</b>		Mail Volume	<b>18</b>
<b>Registration</b>	<b>Registrants</b>	HPC Registrants by Profession	<b>19</b>
	<b>International Registrations</b>	International Application Status	<b>20</b>
		New International Applications Received	<b>21</b>
		International Registrations	<b>22</b>
	<b>UK Registrations</b>	UK Application Status	<b>23</b>
		New UK Applications Received	<b>24</b>
		Renewal Information	<b>25</b>
	<b>International &amp; UK Registration</b>	Application Types Received	<b>26</b>
		New Registrants	<b>27</b>
		Registration Telephone Information	<b>28</b>
		Number of registrants with supplementary prescribing rights	<b>29</b>
<b>Communications</b>		Website visits	<b>30a</b>
		Website page views	<b>30b</b>



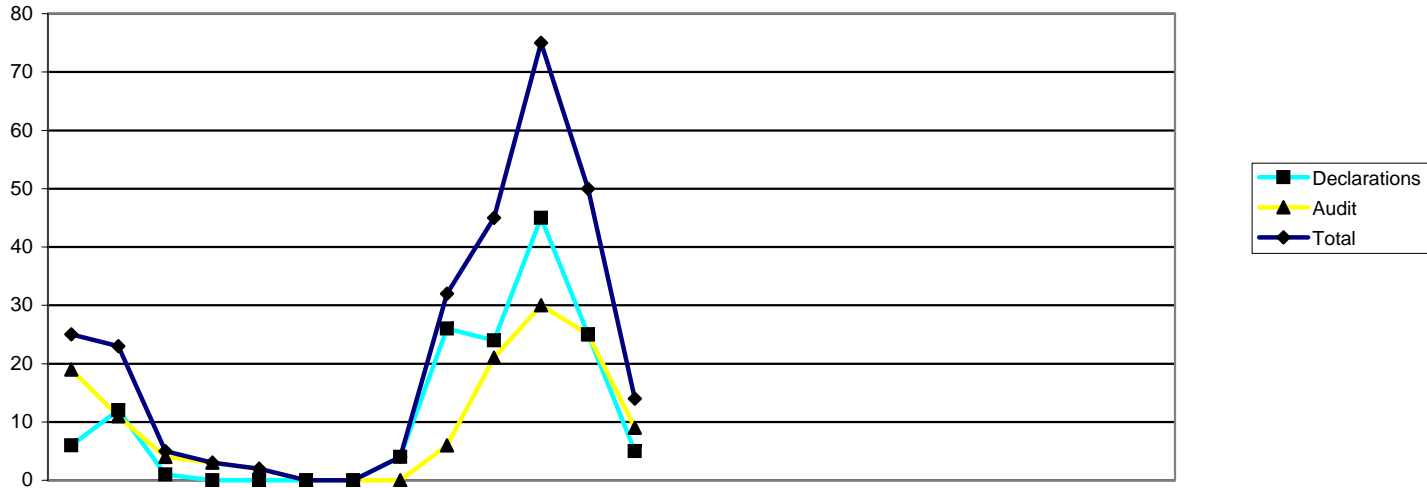
	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Overview of approval visits															
Number of visits	14	15	14	3	0	0	3	4	0	2	2	6	5		
Number of programmes visited	14	19	15	3	0	0	7	11	0	7	3	7	20		

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
0	101	63	5
27	117	86	20



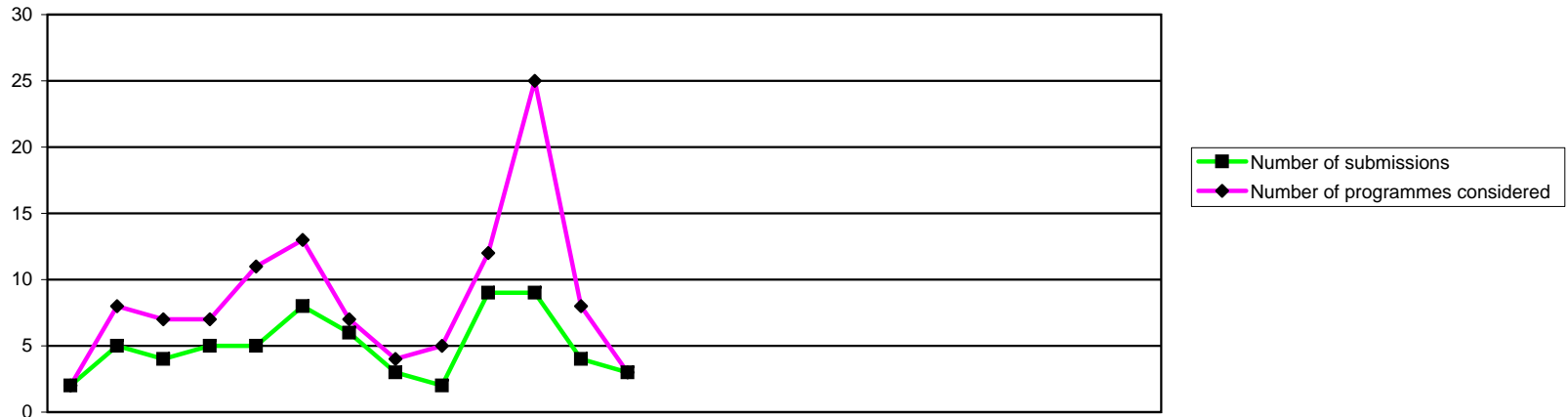
	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Reason for programme visited															
New programme (pre-registration)	4	5	4	2	0	0	3	7	0	4	0	3	1		
New programme (post-registration)	3	3	4	1	0	0	1	0	0	0	0	0	0		
New profession	3	4	2	0	0	0	0	0	0	0	0	0	0		
Result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

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
0	18	32	1
5	29	12	0
5	16	9	0
5	32	26	19
5	1	4	0
5	21	3	0
25	117	86	20



Annual monitoring submissions	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Declarations	6	12	1	0	0	0	0	4	26	24	45	25	5		
Audit	19	11	4	3	2	0	0	0	6	21	30	25	9		
<b>Total</b>	<b>25</b>	<b>23</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>32</b>	<b>45</b>	<b>75</b>	<b>50</b>	<b>14</b>		

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
113	94	143	5
51	184	121	9
<b>164</b>	<b>278</b>	<b>264</b>	<b>14</b>

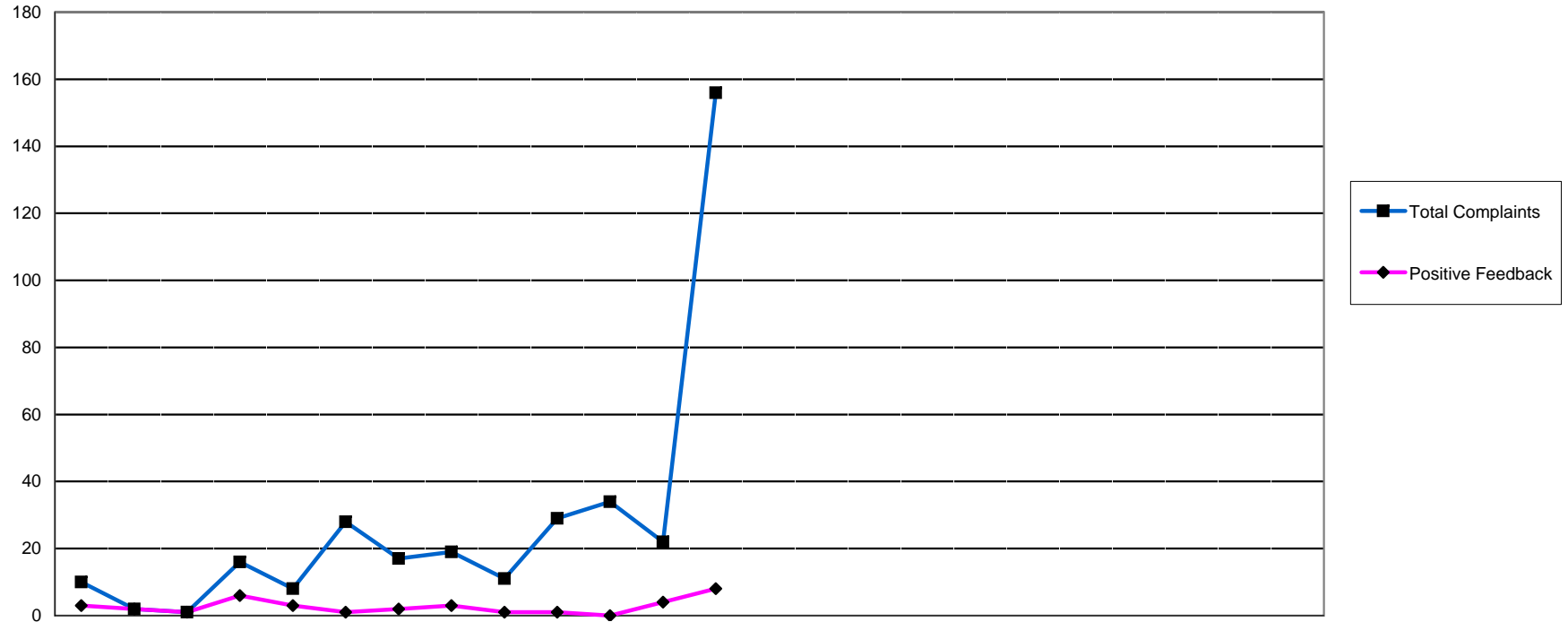


	2007			2008									2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Major change submissions															
Number of submissions	2	5	4	5	5	8	6	3	2	9	9	4	3		
Number of programmes considered	2	8	7	7	11	13	7	4	5	12	25	8	3		

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
16	51	62	3
25	97	109	3

Health Professions Council

Feedback April 2007 to March 2009



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Application process	2	1	1	4	1	3	1	2	1	1	13	10	72												39	23	40	72
Registration process	5	0	0	7	1	23	15	15	10	26	9	5	63												169	88	116	63
External comms	1	0	0	1	1	0	0	0	0	0	0	3	0												24	6	6	0
Responsiveness	0	0	0	0	0	0	0	0	0	0	5	0	16												6	2	5	16
Partner management	0	0	0	0	0	0	0	0	0	0	2	0	0												0	4	2	0
Rules/Legislation	0	1	0	2	3	2	0	1	0	0	0	1	0												17	11	10	0
Other	2	0	0	2	2	0	1	1	0	2	5	3	5												7	16	18	5
<b>Total Complaints</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>8</b>	<b>28</b>	<b>17</b>	<b>19</b>	<b>11</b>	<b>29</b>	<b>34</b>	<b>22</b>	<b>156</b>												<b>262</b>	<b>262</b>	<b>197</b>	<b>156</b>
<b>Positive Feedback</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>8</b>												<b>187</b>	<b>19</b>	<b>27</b>	<b>8</b>

	2008						2009						Total to Apr £000	Budget Apr £000	Variance £000	Annual Budget £000
	April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000				
<b>INCOME</b>																
Registration Income	1,098												1,098	1,141	(43)	13,730
Department of Health Capital Grant Released	0												0	0	0	0
Miscellaneous Income	0												0	0	0	0
<b>TOTAL INCOME*</b>	<b>1,098</b>												<b>1,098</b>	<b>1,141</b>	<b>(43)</b>	<b>13,730</b>
<b>EXPENDITURE</b>																
Approvals & Monitoring	40												40	48	(8)	661
Chief Executive	28												28	20	8	278
Council & Committees	0												0	26	(26)	547
Communications	22												22	52	(30)	1,020
Facilities Manangement	92												92	64	28	910
Finance	47												47	48	(1)	570
Fitness to Practise	140												140	369	(229)	4,622
Human Resources & Partners	29												29	30	(1)	662
IT Department	69												69	64	5	1,137
Operations Office	27												27	28	(1)	375
Policy & Standards	18												18	20	(2)	384
President	0												0	0	0	49
Projects	0												0	49	(49)	263
Registration	87												87	146	(59)	1,714
Secretariat	14												14	15	(1)	293
	0															
<b>TOTAL EXPENDITURE</b>	<b>613</b>												<b>613</b>	<b>979</b>	<b>(366)</b>	<b>13,485</b>
<b>SURPLUS/(DEFICIT)</b>	<b>485</b>												<b>485</b>	<b>162</b>	<b>323</b>	<b>245</b>

\* Total Income is excluding investment income

Note: No accruals have been posted for April

	2008												2009			
	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	
<b>EXPENDITURE</b>																
Approvals & Monitoring	(8)												(8)	48	56	
Chief Executive	8												8	20	12	
Committees & PLG	(26)												(26)	26	52	
Communications	(30)												(30)	52	82	
Facilities Manangement	28												28	64	36	
Finance	(1)												(1)	48	49	
Fitness to Practise	(229)												(229)	369	598	
Human Resources & Partners	(1)												(1)	30	31	
IT Department	5												5	64	59	
Operations Office	(1)												(1)	28	29	
Policy & Standards	(2)												(2)	20	22	
President	0												0	0	0	
Projects	(49)												(49)	49	98	
Registration	(59)												(59)	146	205	
Secretariat	(1)												(1)	15	16	
													0			
<b>TOTAL BUDGET VARIANCE</b>	<b>(366)</b>												<b>(366)</b>	<b>979</b>	<b>1,345</b>	
<b>TOTAL MONTHLY BUDGET</b>	<b>979</b>														<b>979</b>	
<b>TOTAL EXPENDITURE</b>	<b>1,345</b>														<b>1,345</b>	

\* Total Income is excluding investment income

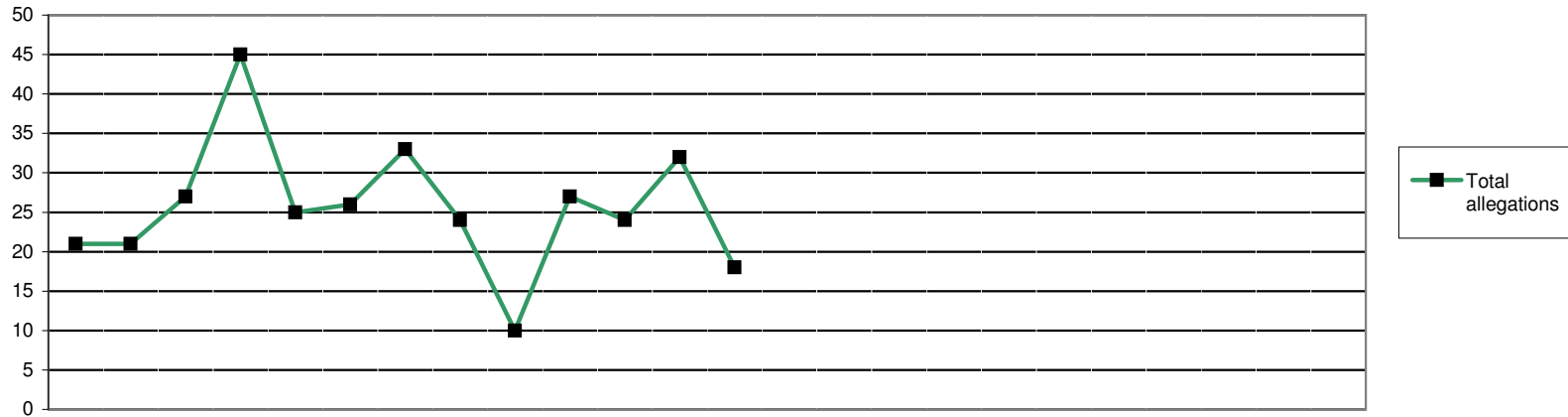
	<i>Actual Mar 08 £000</i>	2008												<i>Budget Mar 08 £000</i>	
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	2009				
		Jan £000	Feb £000	Mar £000											
<b>FIXED ASSETS</b>															
Tangible Fixed Assets	3,756	3,933													6,278
Investments	1,528	1,710													1,554
<b>TOTAL FIXED ASSETS</b>	<b>5,284</b>	<b>5,643</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,832</b>
<b>CURRENT ASSETS</b>															
Debtors	213	335													353
Bank & Cash	4,899	5,098													5,453
<b>CURRENT LIABILITIES</b>															
Creditors and accrued expenses	(2,103)	(1,706)													(2,363)
<b>WORKING CAPITAL</b>	<b>3,009</b>	<b>3,727</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,443</b>
<b>LOANS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Deferred income	(6,870)	(7,377)													(7,763)
<b>NET ASSETS</b>	<b>1,423</b>	<b>1,993</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,512</b>
Represented by:															
Revaluation Reserve	422	422													651
Income and expenditure account	1,001	1,571													2,761
	<b>1,423</b>	<b>1,993</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3,412</b>

\* Balance sheet includes investment income



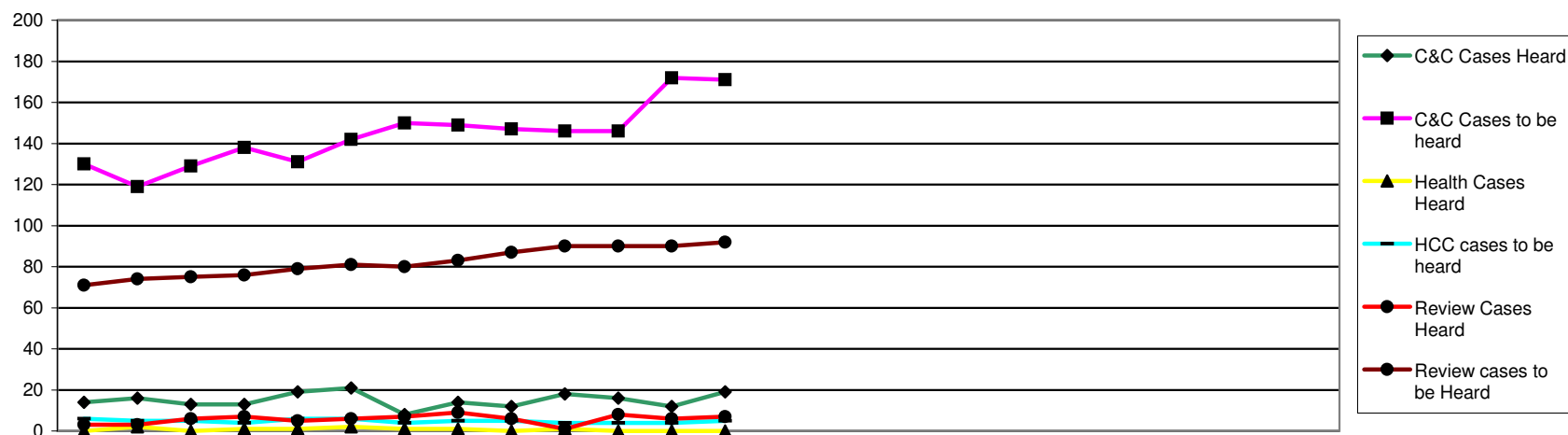
	Actual Mar 08 £000	2008												Total April £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	2009			
		Jan £000	Feb £000	Mar £000										
<b>Opening Balance</b>		4,898	5,098	5,098	5,098	5,098	5,098	5,098	5,098	5,098	5,098	5,098	5,098	
Registration Income		1,098												1,098
Investment Income		2												2
Investment Sales		34												34
Deferred Income Movements		509												509
Bank Loan														
Miscellaneous Income														0
<b>Total Cash Receipts</b>		<b>1,643</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,643</b>
Expenditure		613												613
Depreciation		(24)												(24)
Asset disposal / writeoff		0												0
Aged Cred / Accrual Movements		395												395
Debtor Movements		122												122
<b>Payments to Creditors</b>		<b>1,106</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,106</b>
Capital Expenditure		201												201
Capital write-off		0												0
Investment Purchases		136												136
Loan Repayments		0												0
<b>Other Payments</b>		<b>337</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>337</b>
<b>Closing Balance</b>	<b>4,898</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	
<b>Budgeted Closing Balance</b>														
<b>Variance</b>		<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	<b>5,098</b>	

\* Cash flow includes investment income



Source of enquiry	2007			2008									2009												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Total enquiries</b>	4	7	6	8	6	6	14	9	7	16	17	9	6												
<b>Employer</b>	4	1	2	3	3	2	5	4	3	7	5	5	3												
<b>Public</b>	0	2	1	4	1	2	7	0	4	6	4	1	3												
<b>Police</b>	0	0	0	0	0	0	1	0	0	1	0	1	0												
<b>Professional body</b>	0	0	0	0	1	0	0	0	0	0	0	0	0												
<b>Registrant</b>	0	0	1	1	0	1	0	3	0	0	6	1	0												
<b>Other</b>	0	0	1	0	0	0	0	0	0	0	0	1	0												
<b>Article 22(6)/Anon</b>	0	4	1	0	1	1	1	2	0	2	2	0	0												
<b>Total allegations</b>	21	21	27	45	25	26	33	24	10	27	24	32	18												
<b>Employer</b>	9	6	13	20	12	5	14	6	4	12	12	14	8												
<b>Public</b>	5	4	10	11	6	5	8	6	3	4	2	12	4												
<b>Police</b>	0	4	2	4	3	2	2	4	1	5	2	3	3												
<b>Professional body</b>	0	0	0	0	2	0	3	0	0	1	0	0	0												
<b>Registrant</b>	2	4	1	3	2	1	1	2	1	2	2	1	1												
<b>Other</b>	1	0	0	1	0	0	1	0	0	0	0	0	1												
<b>Article 22(6)/Anon</b>	4	3	1	6	0	13	4	6	1	3	6	2	1												
<b>Misconduct</b>	16	11	17	23	16	17	17	10	9	8	12	21	12												
<b>Lack of competence</b>	1	0	3	1	3	0	3	3	1	4	5	5	2												
<b>Conviction/caution</b>	0	3	2	6	3	8	2	7	0	6	6	6	4												
<b>Health</b>	1	0	0	0	0	0	0	0	0	0	0	0	0												
<b>Other regulator</b>	0	0	0	0	0	0	1	0	0	1	0	0	0												
<b>Incorrect or fraudulent entry</b>	0	1	0	0	0	0	2	1	0	0	0	0	0												
<b>Not Classified</b>	2	4	2	1	1	4	6	1	0	2	1	0	0												

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
		115	6
		47	3
		35	3
		3	0
		1	0
		13	0
		2	0
		14	0
314	226	315	18
113	164	127	8
61	77	76	4
27	31	32	3
0	1	6	0
30	16	22	1
13	7	3	1
57	23	49	1
205	228	177	12
33	44	29	2
41	41	49	4
2	1	1	0
1	0	2	0
33	3	4	0
		24	0



		2007			2008									2009					2005/6	2006/7	2007/8	2008/9									
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
Conduct & Competence Committee	Total Allegations /Enquiries	23	27	33	53	29	32	47	33	16	43	41	41	24												314	318	418	24		
	C&C Cases Heard	14	16	13	13	19	21	8	14	12	18	16	12	19													73	119	176	19	
	Struck Off	1	2	3	3	5	3	4	5	3	3	2	3	4													11	26	37	4	
	Suspended	4	3	2	1	2	3	1	4	3	3	2	2	1													19	19	30	1	
	Conditions of Practice	2	1	1	0	0	0	1	0	1	0	0	1	0													5	5	7	0	
	Caution	2	6	3	2	2	3	1	1	1	4	3	0	4													8	32	28	4	
	No Further Action	1	0	2	0	1	0	0	0	0	0	0	0	0													4	6	4	0	
	Adjourned	1	2	2	2	3	4	0	2	3	6	4	3	4													22	22	32	4	
	Cancelled	3	5	0	3	3	4	3	1	0	0	0	0	2	2													0			2
	Referred to Health	0	0	0	0	1	0	0	0	0	0	0	0	0													1	0	1	0	
	Not Found	2	2	0	2	2	0	1	2	1	1	5	1	4														0			4
	C&C Cases to be heard	130	119	129	138	131	142	150	149	147	146	146	172	171													59	59	59	171	
Health Committee	Health Cases Heard	0	2	0	1	1	2	1	1	0	1	0	0	0													8	7	9	0	
	Suspended	0	2	0	1	0	0	0	1	0	1	0	0	0													2	2	5	0	
	Conditions of Practice	0	0	0	0	0	0	0	0	0	0	0	0	0													3	1	0	0	
	Caution	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	1	0	0	
	Not Found	0	0	0	0	0	0	1	0	0	0	0	0	0																1	0
	Adjourned	0	0	0	0	0	1	0	0	0	0	0	0	0																1	0
	Cancelled	0	0	0	0	1	1	0	0	0	0	0	0	0																2	0
	Referred to C&C	0	0	0	0	0	0	0	0	0	0	0	0	0																0	0
		HCC cases to be heard	6	5	5	4	6	6	4	5	5	4	4	4	5													7	7		5
																			Not recorded												

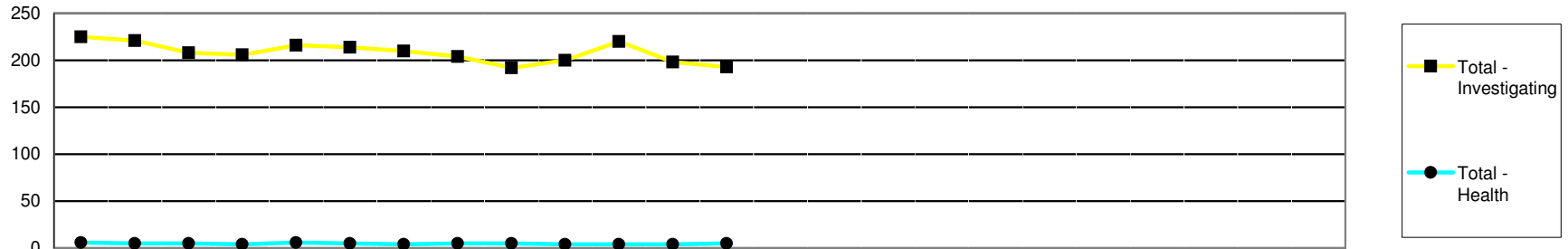
		2007			2008									2009						2005/6	2006/7	2007/8	2008/9							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Review Hearings	Review Cases Heard	3	3	6	7	5	6	7	9	6	1	8	6	7														41	67	7
	Review cases to be Heard	71	74	75	76	79	81	80	83	87	90	90	90	92														69	69	92
	Struck Off	0	1	1	0	0	0	2	2	0	0	3	1	0															10	0
	Suspension continued	0	0	3	6	4	4	2	6	5	0	4	3	4															41	4
	CPO continued	0	0	1	1	0	0	0	0	0	0	0	0	1															3	1
	Suspension revoked	0	1	0	0	1	0	0	0	0	0	0	0	0															2	0
	Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	1	0															1	0
	Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	1															1	1
	Conditions revoked	1	0	1	0	0	1	1	0	0	0	0	1	0															5	0
	Conditions revoked suspension imposed	1	1	0	0	0	0	2	1	0	0	0	0	0															5	0
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	1	0	0	0	0															1	0
	Adjourned	0	0	0	0	0	1	0	0	0	1	1	0	1															4	1

Health Professions Council

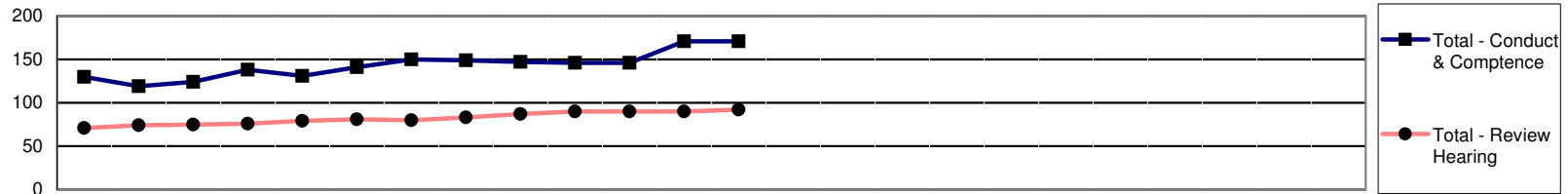
Source of Allegation & Enquiry April 2008

Fitness to Practise Department

	Employer	Public	Police	Article 22(6)/ anon	Professional Body	Other	Total 2007/8	Total to date
Arts therapists	1	0	0	0	0	0	16	1
Biomedical scientists	1	0	0	0	0	0	26	1
Chiropodists & podiatrists	0	4	1	0	0	0	40	5
Clinical scientists	0	0	0	0	0	1	6	1
Dietitians	0	0	0	0	0	0	14	0
Occupational therapists	4	1	0	0	0	0	45	5
ODPs	0	0	0	0	0	0	38	0
Orthoptists	0	0	0	0	0	0	3	0
Paramedics	4	0	1	0	0	0	94	5
Physiotherapists	1	1	1	0	0	0	85	3
Prosthetists & orthotists	0	0	0	0	0	0	3	0
Radiographers	0	0	0	1	0	1	32	2
SLTs	0	1	0	0	0	0	22	1
<b>Total</b>	<b>11</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>424</b>	<b>24</b>

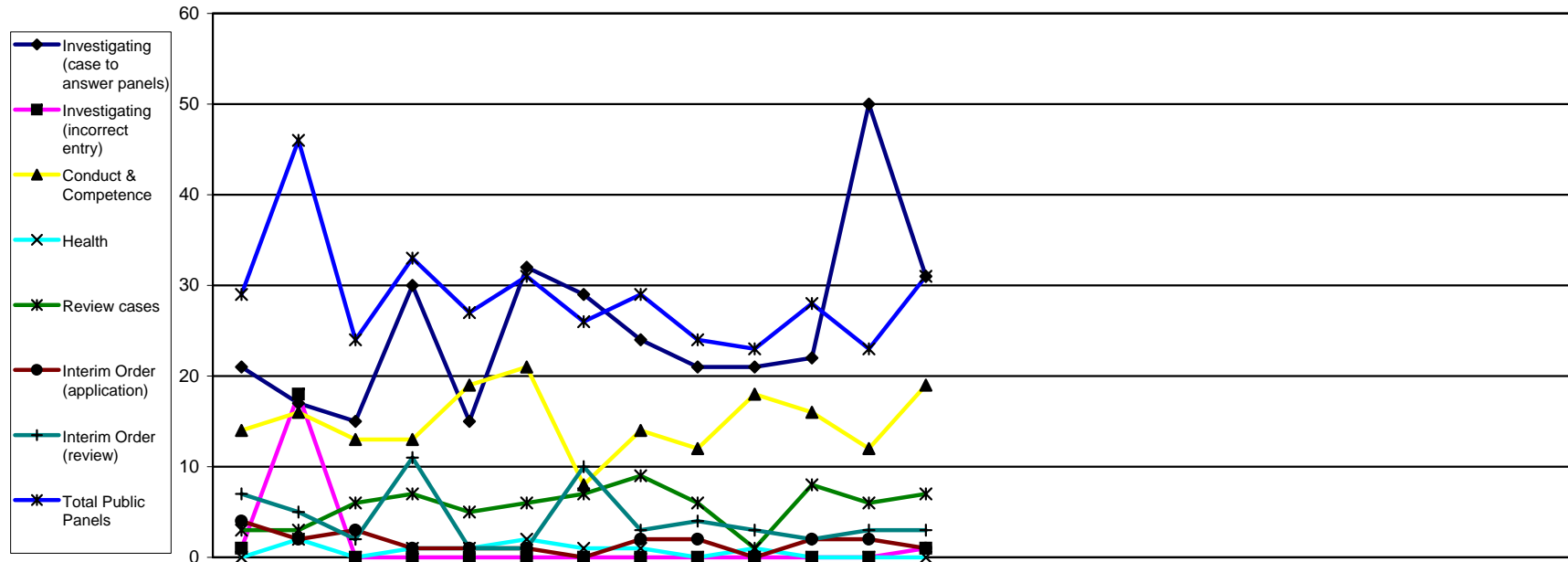


	2007			2008									2009					2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Investigating Panel</b>																												
Arts therapists	3	4	8	9	10	10	10	10	8	8	8	1	1												2	3	1	1
Biomedical scientists	10	12	10	13	13	12	12	12	12	13	12	13	11												5	10	13	11
Chiropodists & podiatrists	27	27	26	24	23	24	22	23	21	19	19	18	17												24	26	18	17
Clinical scientists	4	3	3	3	3	4	4	3	3	3	5	3	2												3	4	3	2
Dietitians	7	3	4	5	6	5	5	3	4	6	11	4	4												1	3	4	4
Occupational therapists	22	24	21	21	22	23	24	27	23	23	23	22	28												14	19	22	28
ODPs	15	14	15	12	14	10	12	12	11	12	19	18	16												14	15	18	16
Orthoptists	2	2	2	1	1	1	1	1	1	1	1	1	1												0	1	1	1
Paramedics	47	52	45	45	51	50	46	37	37	36	41	40	36												19	47	40	36
Physiotherapists	50	39	36	36	36	37	37	37	35	39	42	43	40												50	55	43	40
Prosthetists & orthotists	3	3	3	5	4	5	5	5	2	2	2	2	2												2	3	2	2
Radiographers	25	28	25	20	18	17	16	20	21	24	23	17	19												18	32	17	19
SLTs	10	10	10	12	15	16	16	14	14	14	14	16	16												6	10	16	16
<b>Total - Investigating</b>	<b>225</b>	<b>221</b>	<b>208</b>	<b>206</b>	<b>216</b>	<b>214</b>	<b>210</b>	<b>204</b>	<b>192</b>	<b>200</b>	<b>220</b>	<b>198</b>	<b>193</b>												<b>158</b>	<b>228</b>	<b>198</b>	<b>193</b>
<b>Health Panel</b>																												
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0
Biomedical scientists	1	0	0	0	0	0	0	0	0	0	0	0	0												2	1	0	0
Chiropodists & podiatrists	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0
Occupational therapists	2	2	1	1	1	1	1	1	1	0	0	0	1												2	2	0	1
ODPs	2	2	2	1	2	1	1	0	0	0	0	0	0												1	2	0	0
Orthoptists	0	0	0	0	1	1	1	1	1	1	1	1	1												0	0	1	1
Paramedics	1	1	1	1	1	1	0	0	0	0	0	0	0												0	1	0	0
Physiotherapists	0	0	1	1	1	0	0	0	0	0	0	0	0												2	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0
Radiographers	0	0	0	0	0	1	1	2	2	2	2	2	2												1	0	2	2
SLTs	0	0	0	0	0	0	1	1	1	1	1	1	1												0	0	1	1
<b>Total - Health</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>												<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>



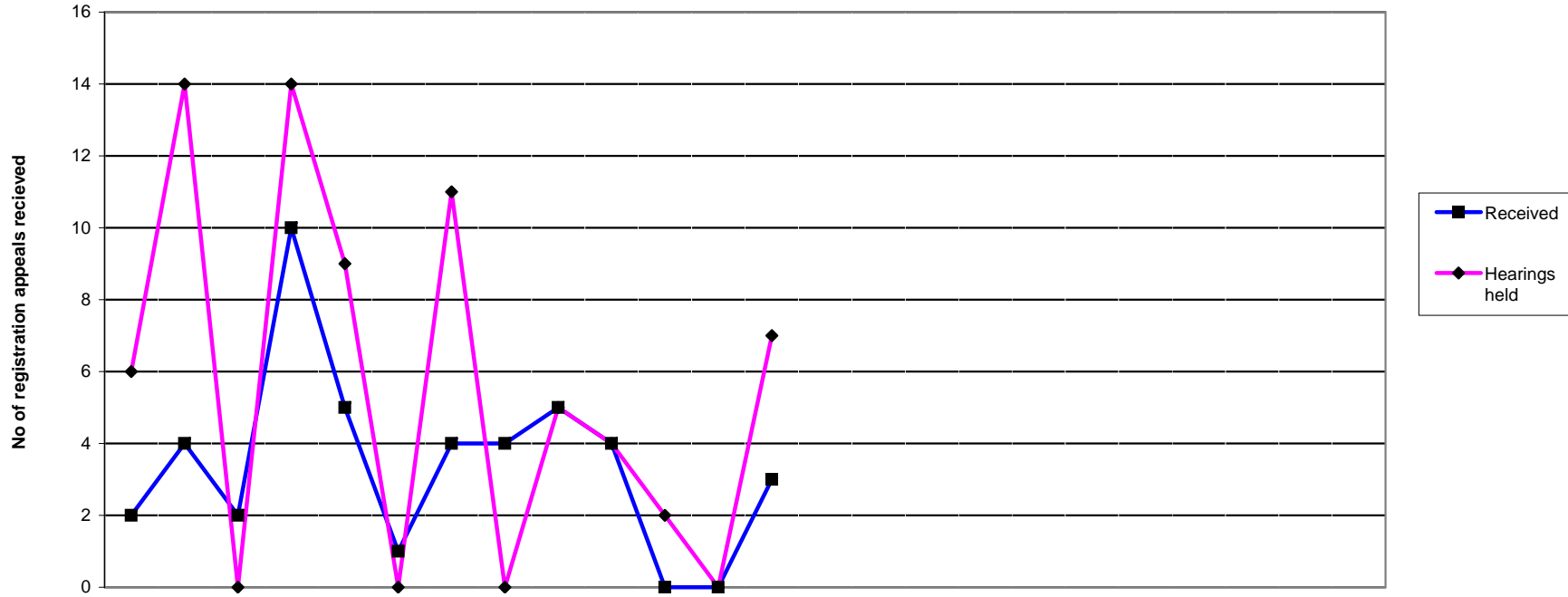
	2007			2008									2009			2005/6	2006/7	2007/8	2008/9										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>Conduct &amp; Compliance Panel</b>																													
Arts therapists	1	1	1	1	1	2	2	2	2	2	2	8	8													0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





	2007			2008									2009			2007/8	2008/9											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD		
<b>Public Panels</b>																												
Investigating (case to answer panels)	21	17	15	30	15	32	29	24	21	21	22	50	31														328	31
Investigating (incorrect entry)	1	18	0	0	0	0	0	0	0	0	0	0	1														20	1
Conduct & Competence	14	16	13	13	19	21	8	14	12	18	16	12	19														195	19
Health	0	2	0	1	1	2	1	1	0	1	0	0	0														9	0
Review cases	3	3	6	7	5	6	7	9	6	1	8	6	7														74	7
Interim Order (application)	4	2	3	1	1	1	0	2	2	0	2	2	1														21	1
Interim Order (review)	7	5	2	11	1	1	10	3	4	3	2	3	3														55	3
<b>Total Public Panels</b>	<b>29</b>	<b>46</b>	<b>24</b>	<b>33</b>	<b>27</b>	<b>31</b>	<b>26</b>	<b>29</b>	<b>24</b>	<b>23</b>	<b>28</b>	<b>23</b>	<b>31</b>														<b>374</b>	<b>31</b>
<b>Total Panels</b>	<b>50</b>	<b>63</b>	<b>39</b>	<b>63</b>	<b>42</b>	<b>63</b>	<b>55</b>	<b>53</b>	<b>45</b>	<b>44</b>	<b>50</b>	<b>73</b>	<b>62</b>														<b>702</b>	<b>62</b>

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



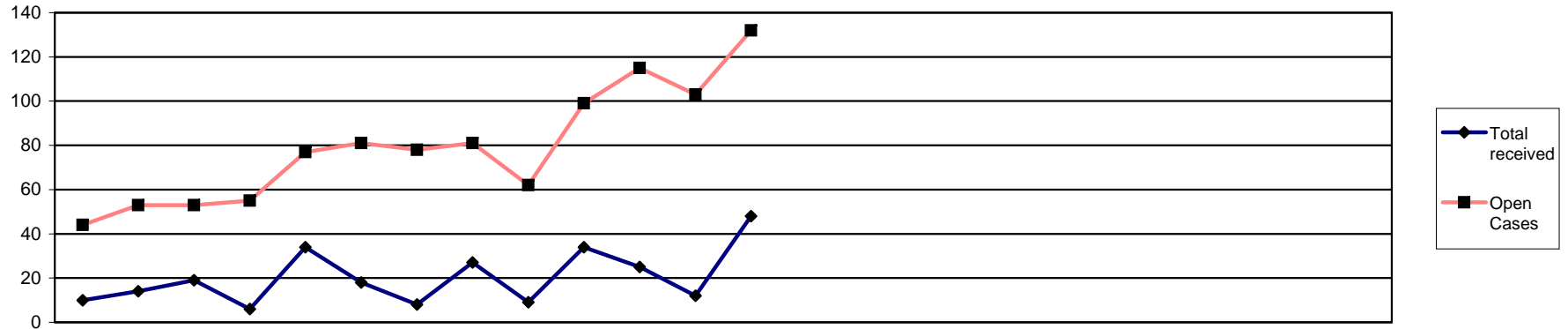
	2007			2008									2009												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Received	2	4	2	10	5	1	4	4	5	4	0	0	3												
Reviewed	6	14	0	14	9	0	11	0	5	4	2	0	7												
Hearings held	6	14	0	14	9	0	11	0	5	4	2	0	7												
Adjournd/postponed	1	0	0	1	0	0	2	0	0	2	4	0	1												
Withdrawn	1	0	0	0	1	0	0	0	2	1	0	10	0												
Allowed	2	9	0	7	3	0	3	0	1	1	3	0	4												
Dismissed	1	4	0	6	6	0	6	0	3	0	5	0	2												
Remit to ETC	2	1	0	0	0	0	0	0	1	0	0	0	0												
Current active cases	55	48	50	42	41	42	37	41	39	43	37	27	20												

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
91	104	41	3
266	90	65	7
266	90	65	7
19	20	10	1
13	16	15	0
128	33	29	4
88	29	31	2
31	6	4	0

Health Professions Council

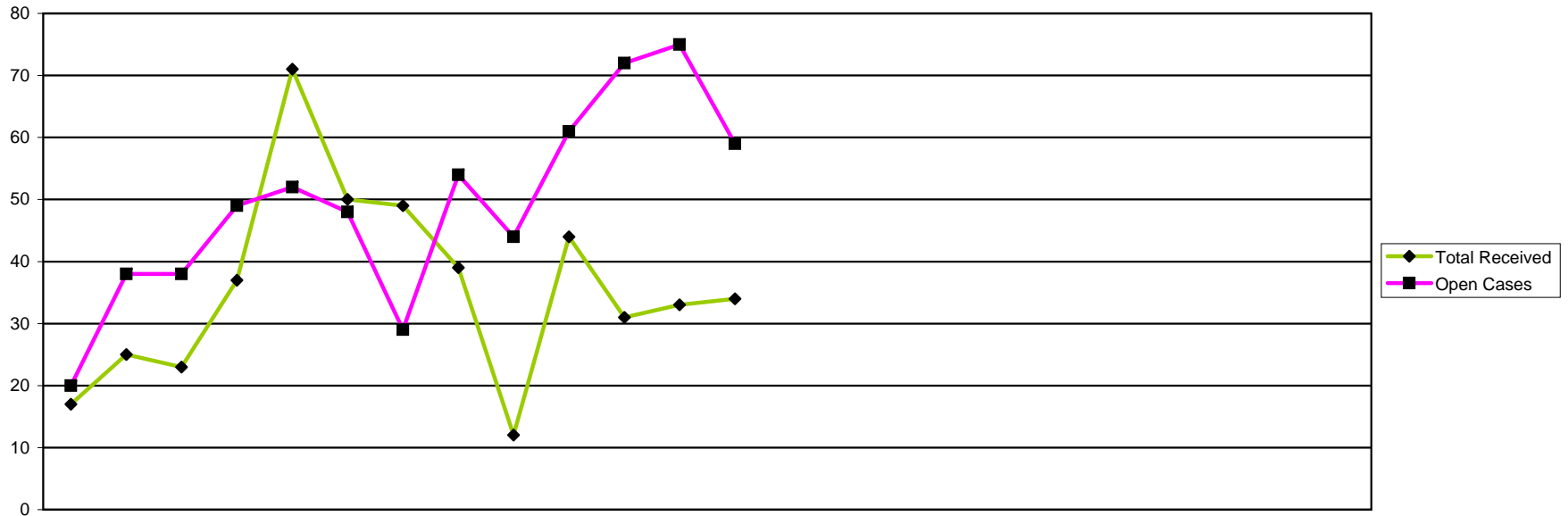
Protection of Title April 2007 - March 2009

Fitness to Practise Department

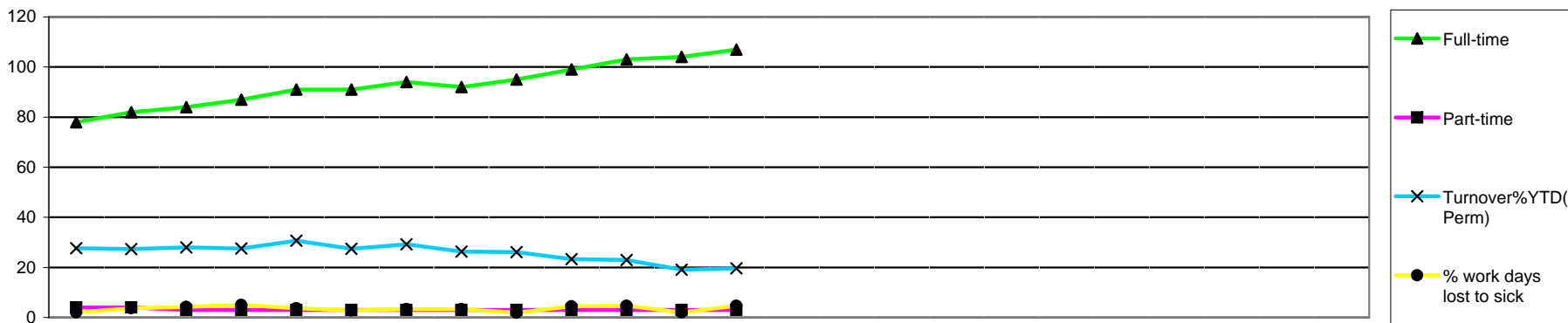


	2007			2008									2009												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Public	2	1	3	0	5	4	2	3	0	9	7	6	10												
Police	2	2	2	0	6	0	0	2	1	7	5	0	5												
HPC	1	1	0	0	1	0	0	0	1	2	0	0	0												
Anonymous	3	3	5	3	5	6	1	8	2	1	1	0	5												
Professional	2	7	9	3	17	8	5	14	5	15	12	6	28												
<b>Total received</b>	<b>10</b>	<b>14</b>	<b>19</b>	<b>6</b>	<b>34</b>	<b>18</b>	<b>8</b>	<b>27</b>	<b>9</b>	<b>34</b>	<b>25</b>	<b>12</b>	<b>48</b>												
<b>Open Cases</b>	<b>44</b>	<b>53</b>	<b>53</b>	<b>55</b>	<b>77</b>	<b>81</b>	<b>78</b>	<b>81</b>	<b>62</b>	<b>99</b>	<b>115</b>	<b>103</b>	<b>132</b>												

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD
53	21	42	10
31	38	27	5
10	10	6	0
50	78	38	5
225	137	103	28
369	284	216	48

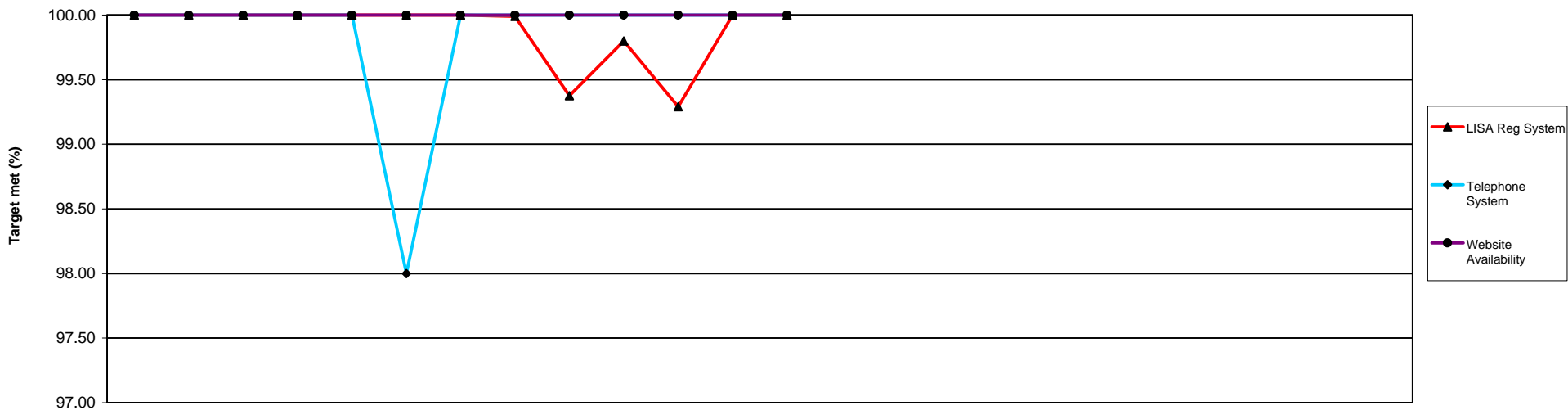


	2007			2008									2009					2005/6	2006/7	2007/8	2008/9								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>Received</b>	Renewal	0	0	9	7	12	19	10	10	1	6	3	4	4												36	27	81	4
	Readmission	6	2	0	0	1	1	5	1	1	10	4	3	7												33	40	34	7
	Admission	4	3	6	22	33	15	18	23	6	9	10	9	7												165	150	158	7
	Self Referral	7	20	8	8	25	15	16	5	4	19	14	17	16												54	86	158	16
	<b>Total Received</b>	<b>17</b>	<b>25</b>	<b>23</b>	<b>37</b>	<b>71</b>	<b>50</b>	<b>49</b>	<b>39</b>	<b>12</b>	<b>44</b>	<b>31</b>	<b>33</b>	<b>34</b>												<b>288</b>	<b>303</b>	<b>431</b>	<b>34</b>
<b>Considered</b>	Considered	7	8	9	21	40	30	29	37	17	11	27	20	18												n/a	n/a	256	18
	Referred to FTP	3	0	2	6	10	3	2	3	2	3	3	0	0												n/a	n/a	37	0
	Admission rejected	0	0	0	0	0	0	0	0	0	0	0	2	0												n/a	n/a	2	0
	Readmission rejected	0	1	1	0	0	0	1	0	0	0	0	0	0												n/a	n/a	3	0
	Renewal Rejected	0	0	0	0	0	0	0	0	0	0	0	0	0												n/a	n/a	0	0
	Not Referred to FTP	0	1	0	2	7	6	5	6	2	0	3	2	5												n/a	n/a	34	5
	Admission accepted	3	4	6	13	23	19	19	24	11	6	7	15	10												n/a	n/a	150	10
	Readmission accepted	1	2	0	0	0	1	2	4	2	2	4	1	3												n/a	n/a	19	3
	Renewal accepted	0	0	0	0	0	1	0	0	0	0	0	0	0												n/a	n/a	1	0
<b>Open Cases</b>	<b>20</b>	<b>38</b>	<b>38</b>	<b>49</b>	<b>52</b>	<b>48</b>	<b>29</b>	<b>54</b>	<b>44</b>	<b>61</b>	<b>72</b>	<b>75</b>	<b>59</b>												<b>n/a</b>	<b>n/a</b>	<b>75</b>	<b>59</b>	



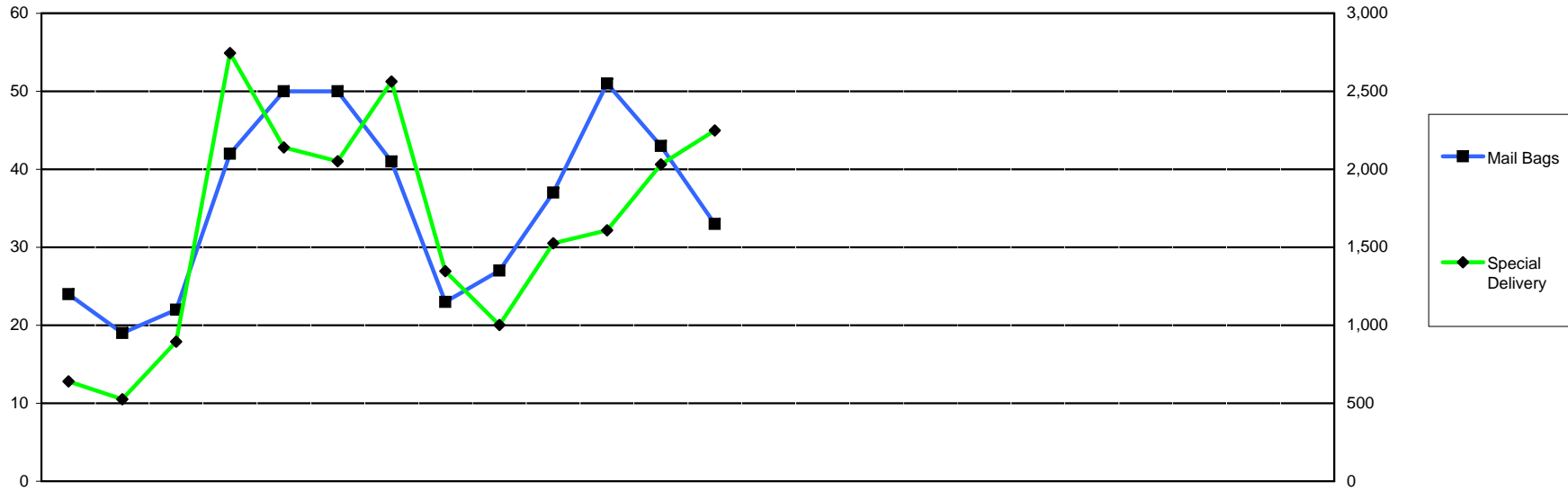
	2007			2008									2009					2005/6	2006/7	2007/8	2008/9								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>EMPLOYEES</b>																													
<b>Total Employees</b>	82	86	87	90	94	94	97	95	98	102	106	107	110												78	79	107	110	
Full-time	78	82	84	87	91	91	94	92	95	99	103	104	107												73	75	104	107	
Part-time	4	4	3	3	3	3	3	3	3	3	3	3	3												5	4	3	3	
FTE	80	84	85	89	93	93	95.5	93.5	96.5	100.5	101.5	106	109												76	77	105.5	109	
<b>Permanent</b>	79	81	87	79	90	90	93	90	90	96	96	101	106												74	78	101	106	
Starters (Permanent)	5	4	2	5	3	3	4	0	3	4	7	2	6												6	46	42	6	
Leavers (Permanent)	2	1	3	0	3	1	2	3	1	0	1	0	3												3	20	17	3	
Turnover%YTD(Perm)	27.71	27.27	27.97	27.57	30.7	27.41	29.18	26.37	26.09	23.32	22.97	19.03	19.65											*	30	26	20		
<b>Fixed-Term Contracts</b>	3	3	0	1	4	4	4	5	8	8	7	5	4												4	1	5	4	
Starters (Fixed-Term)	1	0	0	1	4	0	0	1	3	1	0	2	0													1	2	0	
Leavers (Fixed-Term)	0	0	2	1	0	0	0	0	0	0	1	4	1													1	4	1	
<b>Agency Days</b>	129	169	304	282	353	253	200	251	174	189	192	246	0												95	2,590	2,742	0	
% work days lost to sick	2	4	4	5	4	3	3	3	2	5	5	2	5												*	4	3	5	
<b>O.H. Refs</b>	0	1	0	2	2	2	1	3	2	4	1	1	2												0	18	19	2	
<b>CONTRACTORS</b>																													
<b>TOTAL</b>	2	2	2	2	2	2	2	2	2	2	2	2	2												2	2	2	2	
Full-time	2	2	2	2	2	2	2	2	2	2	2	2	2												2	2	2	2	
Part-time	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0	
FTE	2	2	2	2	2	2	2	2	2	2	2	2	2												2	2	2	2	
Starters	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0	
Leavers	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0	0	0	
<b>TOTAL C &amp; E</b>	84	88	89	92	96	96	99	97	100	104	108	109	112												80	81	109	112	

FTE: Full-time equivalent O.H.Refs: Occupational health referrals NOTE: Contractors are NOT included in the total number of employees  
 For "FYE" and "YTD" sick-days total is for whole year or year to date  
 Fixed-Term Contract employees are not included in the overall turnover figure so it accurately reflects the number of permanent employees leaving  
 \* Changes to report data requested from April 2006 onwards



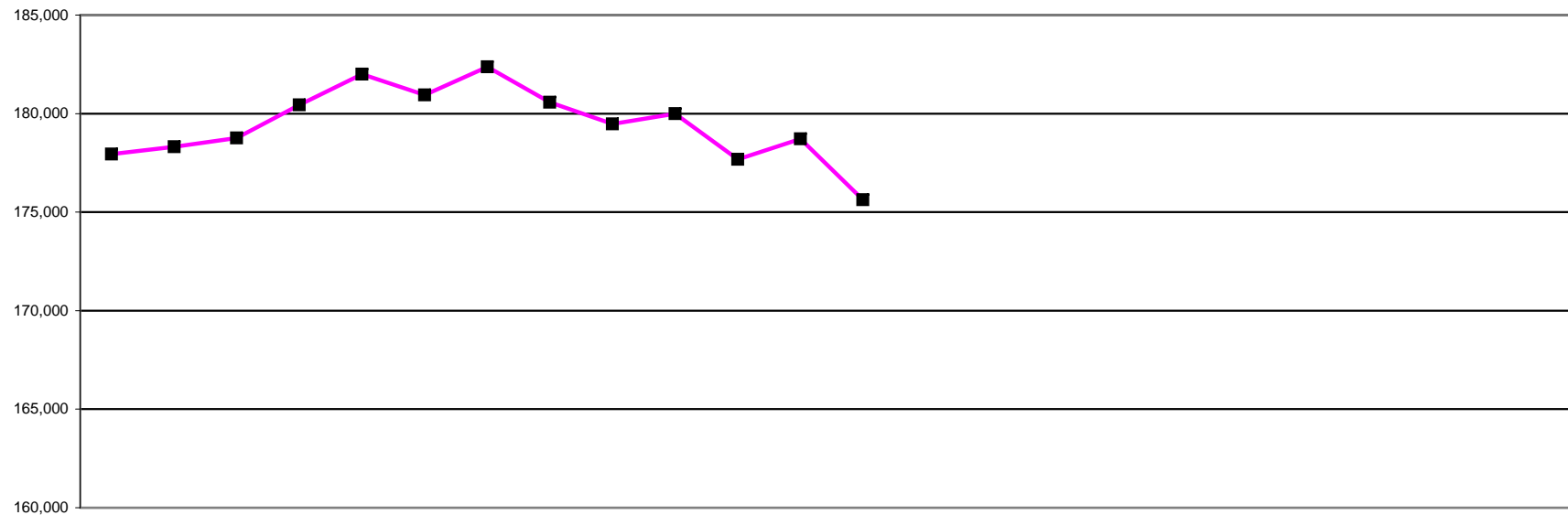
	2007			2008									2009						2005/6	2006/7	2007/8	2008/9															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD									
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.38	99.80	99.29	100.00	100.00			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

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



	2007			2008												2009								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Mail Bags	24	19	22	42	50	50	41	23	27	37	51	43	33											
Special Delivery	640	526	895	2,745	2,140	2,052	2,563	1,347	1,002	1,526	1,608	2,032	2,250											

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
654	341	429	33
13,641	10,469	19,076	2,250

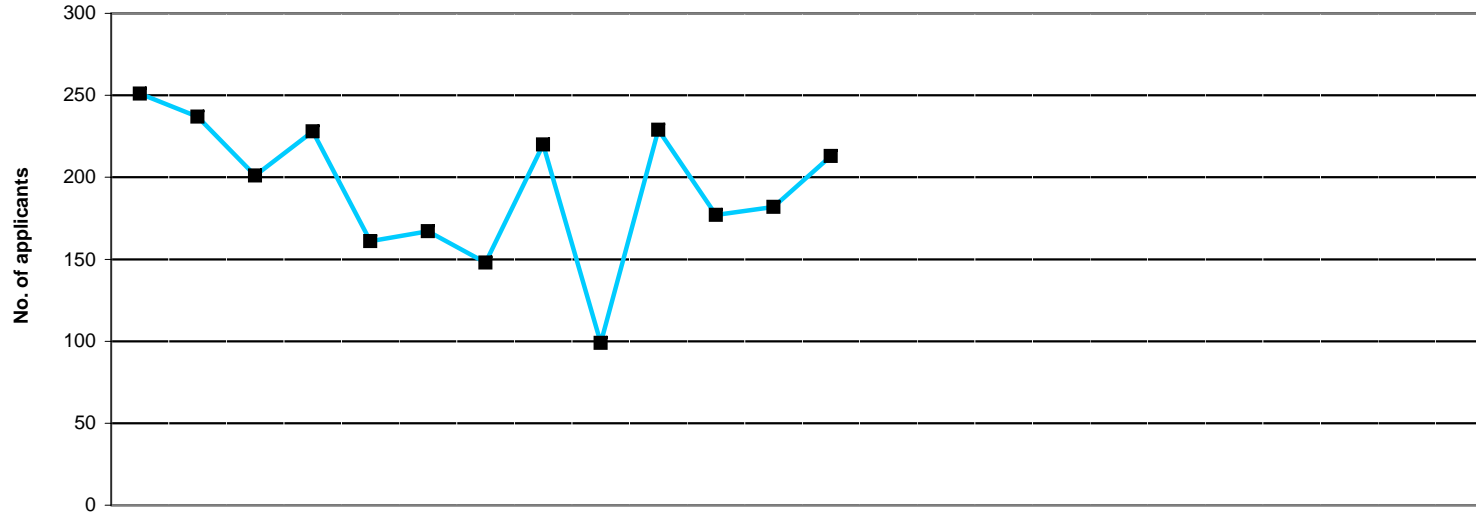


	2007			2008									2009											2005/6	2006/7	2007/8	2008/9			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
AS	2,369	2,387	2,401	2,416	2,426	2,442	2,464	2,400	2,487	2,510	2,492	2,509	2,523													2,309	2,332	2,509	2,523	
BS	22,588	22,646	22,698	22,777	22,847	22,696	22,680	22,665	20,992	21,426	21,461	21,560	21,648														21,322	22,510	21,560	21,648
CH	12,683	12,692	12,703	12,822	12,946	12,999	13,041	13,065	13,068	13,056	13,056	13,055	12,948														12,799	12,657	13,055	12,948
CS	4,283	4,297	4,304	4,291	4,288	3,958	4,061	4,109	4,121	4,144	4,148	4,183	4,231														3,999	4,241	4,183	4,231
DT	6,297	6,318	6,363	6,458	6,541	6,592	6,636	6,658	6,661	6,690	6,695	6,663	6,634														6,260	6,267	6,663	6,634
OT	28,866	28,903	28,970	29,169	29,437	29,394	29,581	27,267	27,583	27,905	27,936	28,107	28,219														26,855	28,756	28,107	28,219
ODP	8,841	8,874	8,892	8,931	8,967	9,175	9,274	9,331	9,353	9,410	9,424	9,458	9,462														8,538	8,801	9,458	9,462
OR	1,287	1,287	1,265	1,272	1,198	1,225	1,237	1,242	1,237	1,236	1,236	1,239	1,239														1,234	1,291	1,239	1,239
PA	13,242	13,234	13,256	13,296	13,360	12,923	13,203	13,339	13,389	13,534	13,563	13,703	13,878														12,343	13,183	13,703	13,878
PH	40,766	40,897	40,991	41,621	42,238	42,533	42,755	42,945	43,017	42,661	42,660	42,490	38,758														40,005	40,587	42,490	38,758
PO	858	857	857	852	851	755	798	818	825	832	833	832	838														816	855	832	838
RA	24,362	24,406	24,522	24,986	25,275	25,411	25,534	25,548	25,523	25,298	22,865	23,541	23,816														22,164	24,278	23,541	23,816
SL	11,497	11,513	11,538	11,550	11,631	10,842	11,101	11,191	11,225	11,298	11,311	11,375	11,426														10,725	11,472	11,375	11,426
<b>Total</b>	<b>177,939</b>	<b>178,311</b>	<b>178,760</b>	<b>180,441</b>	<b>182,005</b>	<b>180,945</b>	<b>182,365</b>	<b>180,578</b>	<b>179,481</b>	<b>180,000</b>	<b>177,680</b>	<b>178,715</b>	<b>175,620</b>														<b>169,369</b>	<b>177,230</b>	<b>178,715</b>	<b>175,620</b>

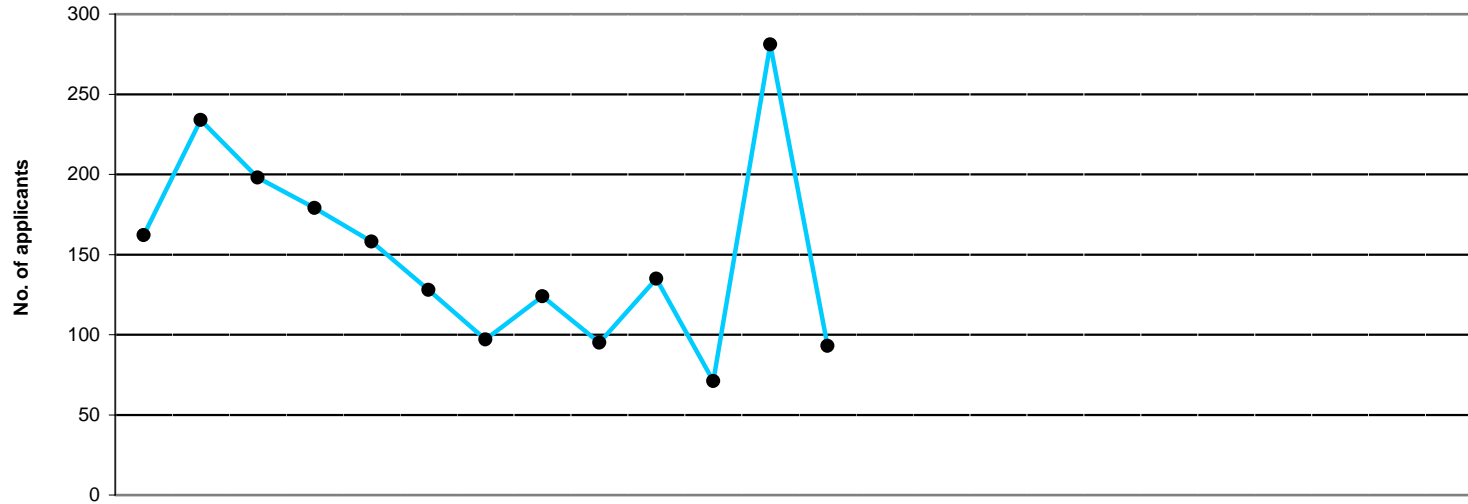
NOTE: Information captured last day of each calendar month





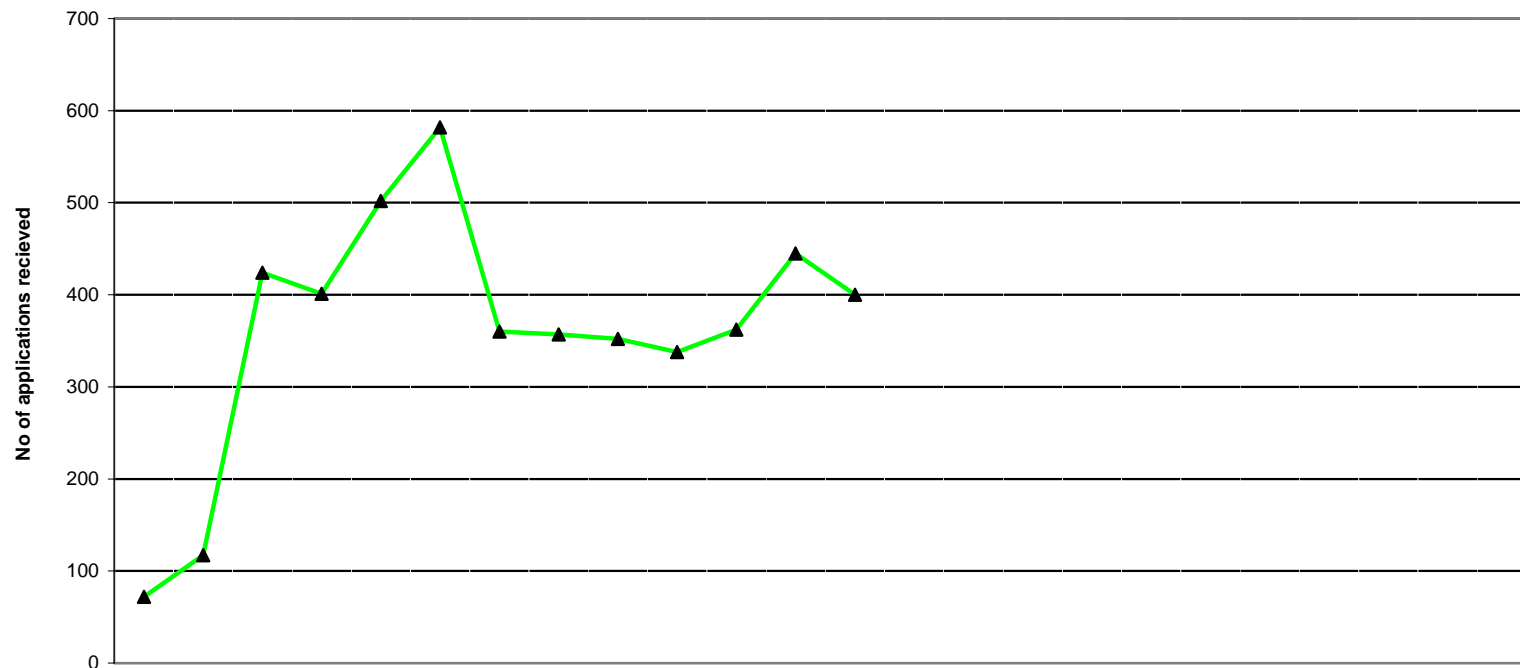


	2007			2008									2009					2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	3	0	2	1	1	2	0	2	1	4												14	15	14	4
Bio. Scientists	35	38	31	32	30	23	19	27	11	29	20	28	22												756	496	323	22
CI Scientists	5	5	2	4	4	5	3	6	8	5	6	6	7												65	62	59	7
Chirops/ Pods	3	4	4	4	2	2	3	8	1	5	3	2	2												40	51	41	2
Dietitians	11	14	9	12	7	7	7	12	5	14	12	9	10												192	149	119	10
OTs	31	33	33	30	17	30	28	34	18	28	17	31	29												774	464	330	29
ODPs	3	0	1	0	1	0	0	0	1	0	0	0	0												29	25	6	0
Orthoptists	0	1	1	0	0	0	0	2	1	0	0	0	2												5	7	5	2
Paramedics	7	2	1	0	4	1	0	3	0	2	2	1	3												17	39	23	3
Physiotherapists	87	78	61	75	54	63	54	70	38	78	65	68	85												1,665	1,131	791	85
Prosth/Orthotists	0	0	0	1	1	3	0	0	0	1	0	0	1												10	9	6	1
Radiographers	51	49	40	57	34	21	29	45	5	46	38	29	34												810	903	444	34
SLTs	17	12	18	10	7	10	4	12	9	21	12	7	14												249	153	139	14
<b>TOTAL</b>	<b>251</b>	<b>237</b>	<b>201</b>	<b>228</b>	<b>161</b>	<b>167</b>	<b>148</b>	<b>220</b>	<b>99</b>	<b>229</b>	<b>177</b>	<b>182</b>	<b>213</b>												<b>4,626</b>	<b>3,504</b>	<b>2,300</b>	<b>213</b>



	2007												2008												2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Arts Therapists	2	0	2	0	0	0	1	0	1	2	0	0	0												0		
Bio. Scientists	22	22	35	23	19	13	13	3	24	13	16	28	19														
CI Scientists	2	4	2	2	3	0	0	4	1	3	1	8	1														
Chirops/ Pods	7	3	2	3	8	2	2	2	1	5	1	3	1														
Dietitians	6	3	7	15	7	8	7	6	4	10	5	16	2														
OTs	29	32	23	31	23	15	7	48	16	28	9	41	23														
ODPs	0	0	1	0	1	1	0	1	0	1	0	0	0														
Orthoptists	0	0	1	0	0	3	0	0	0	0	0	0	0														
Paramedics	3	0	2	2	0	1	1	0	3	0	0	2	0														
Physiotherapists	26	110	62	56	42	42	35	27	28	47	25	67	8														
Prosth/Orthotists	2	0	0	0	1	0	0	2	1	0	0	0	0														
Radiographers	56	48	45	32	48	39	15	26	10	11	6	92	31														
SLTs	7	12	16	15	6	4	16	5	6	15	8	24	8														
<b>TOTAL</b>	<b>162</b>	<b>234</b>	<b>198</b>	<b>179</b>	<b>158</b>	<b>128</b>	<b>97</b>	<b>124</b>	<b>95</b>	<b>135</b>	<b>71</b>	<b>281</b>	<b>93</b>														

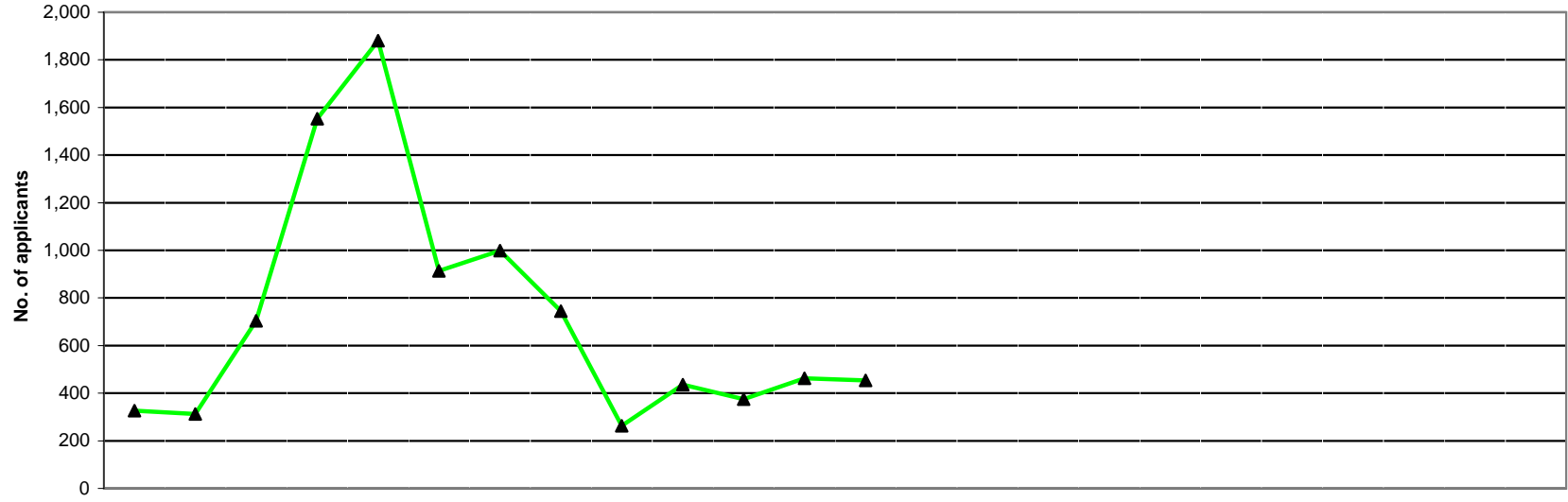
2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
3	6	8	0
417	439	231	19
26	35	30	1
25	37	39	1
93	138	94	2
615	509	302	23
6	7	5	0
3	3	4	0
6	16	14	0
1,193	985	567	8
6	4	6	0
496	820	428	31
218	173	134	8
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>93</b>



	2007			2008									2009										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Minimum Info	49	77	306	337	430	369	332	333	331	309	333	421	379										
Awaiting Pass List	22	39	105	39	64	205	26	21	19	27	26	19	18										
Pending Reg. Fee	1	1	13	25	8	8	2	3	2	2	3	5	3										
<b>TOTAL</b>	<b>72</b>	<b>117</b>	<b>424</b>	<b>401</b>	<b>502</b>	<b>582</b>	<b>360</b>	<b>357</b>	<b>352</b>	<b>338</b>	<b>362</b>	<b>445</b>	<b>400</b>										

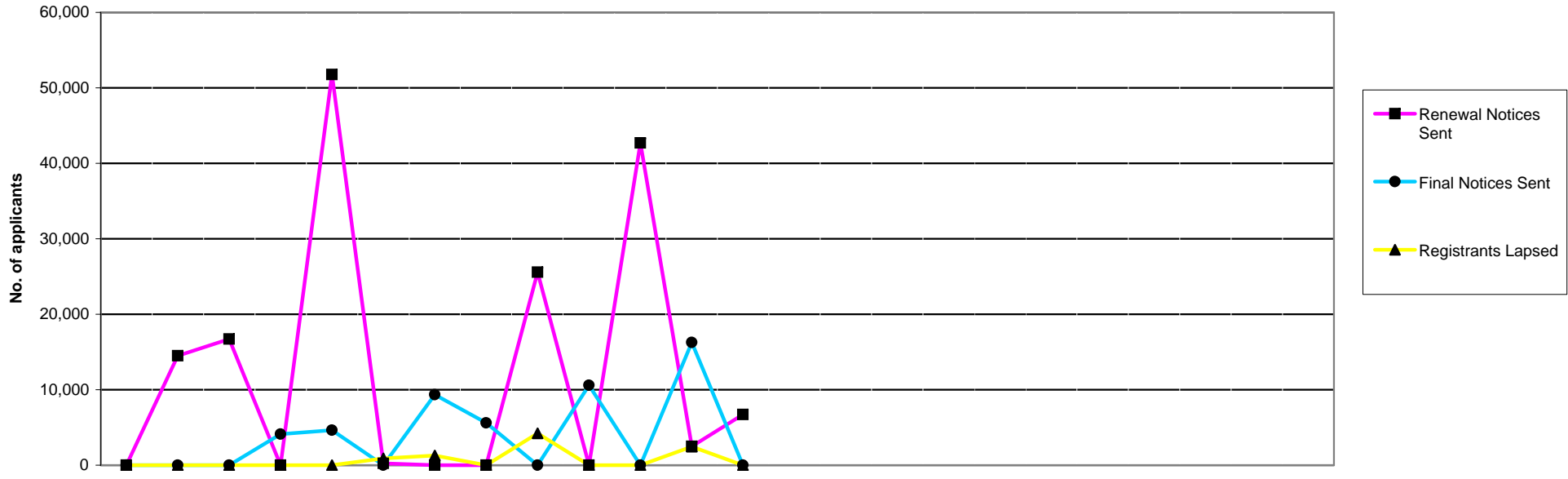
2005/6	2006/7	2007/8	2008/0
FYE	FYE	FYE	YTD
477	279	302	379
33	84	51	18
2	28	6	3
512	391	359	400
<b>AVERAGE</b>			

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



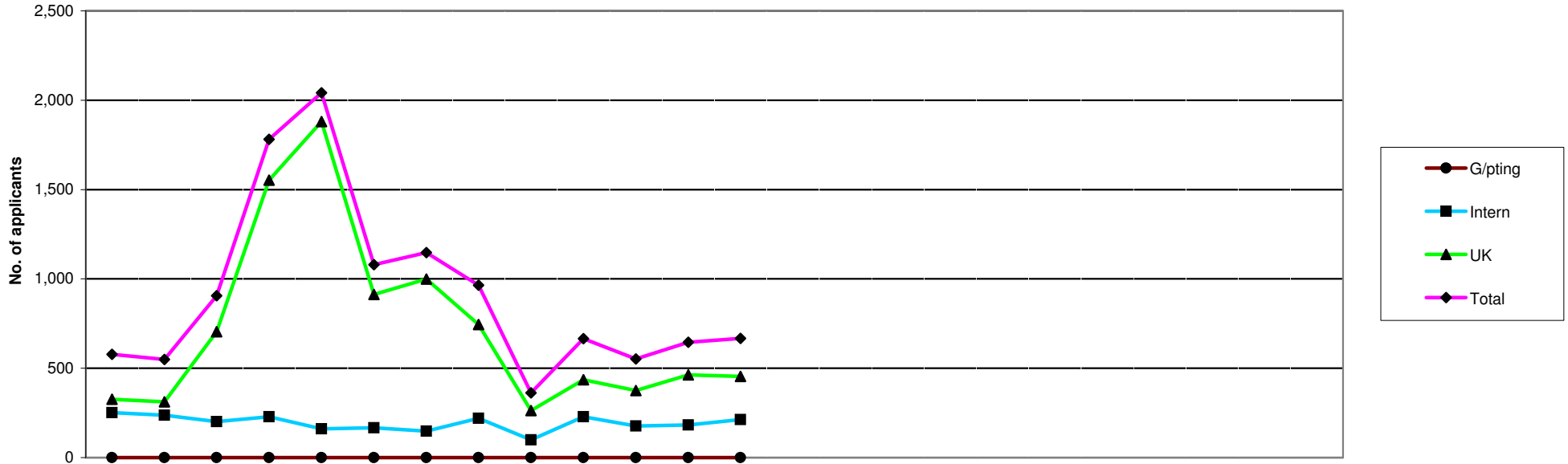
	2007			2008									2009											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	20	18	18	11	23	15	14	13	7	13	16	2	24											
Bio. Scs	40	60	45	57	72	62	60	75	39	78	57	44	50											
CI Scs	26	2	12	10	18	7	14	20	13	10	14	21	37											
Ch/ Pods	4	10	46	119	118	38	36	25	4	6	5	4	5											
Dietitians	13	20	62	72	67	30	34	24	7	13	8	9	31											
ODPs	56	25	84	33	83	149	119	163	17	39	19	17	39											
OTs	25	17	10	212	379	175	224	38	36	59	62	84	72											
Orths	0	0	3	15	14	3	5	0	0	0	1	0	0											
Paras	48	75	66	52	99	68	85	103	58	112	52	113	88											
Physios	71	41	130	543	605	197	196	169	54	67	100	103	62											
Pr/Orths	0	0	0	0	1	0	18	8	2	4	0	2	0											
Rads	8	24	193	381	251	76	88	32	10	11	15	19	25											
SLTs	16	20	35	48	151	93	106	75	16	24	26	45	21											
<b>TOTAL</b>	<b>327</b>	<b>312</b>	<b>704</b>	<b>1,553</b>	<b>1,881</b>	<b>913</b>	<b>999</b>	<b>745</b>	<b>263</b>	<b>436</b>	<b>375</b>	<b>463</b>	<b>454</b>											

2005/6	2006/7	2007/8	2008/9
FYE	FYE	FYE	YTD
234	184	170	24
912	690	689	50
155	145	167	37
399	341	415	5
367	331	359	31
754	668	804	39
1,544	1,327	1,321	72
34	41	41	0
1,247	807	931	88
2,051	2,120	2,276	62
46	32	35	0
1,008	1,051	1,108	25
746	582	655	21
<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>454</b>

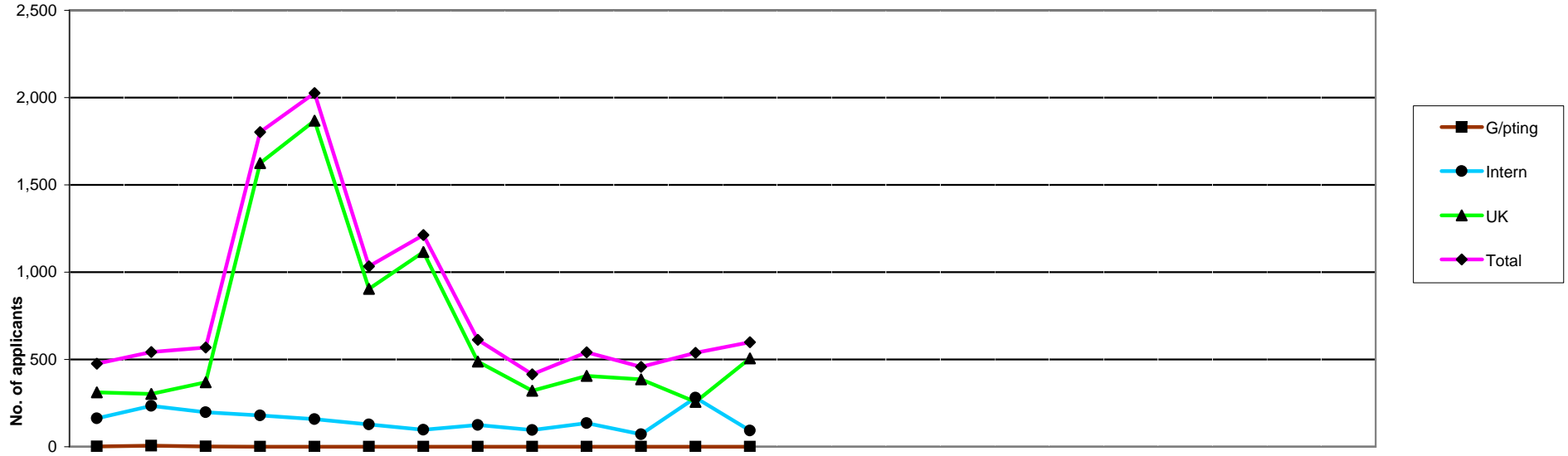


	2007			2008												2009									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Renewal Notices Sent</b>	0	14,510	16,704	0	51,782	242	0	0	25,556	0	42,696	2,492	6,718												
<b>Final Notices Sent</b>	0	0	0	4,101	4,622	0	9,339	5,605	0	10,592	0	16,272	0												
<b>TOTAL</b>	0	14,510	16,704	4,101	56,404	242	9,339	5,605	25,556	10,592	42,696	18,764	6,718												
<b>Registrants Lapsed</b>	0	0	0	0	0	894	1,291	0	4,234	0	0	2,466	0												

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 YTD
142,363	27,711	153,982	6,718
36,261	25,909	50,531	0
178,624	53,620	204,513	6,718
9,448	5,388	8,885	0



	2007			2008												2009			2005/6	2006/7	2007/8	2008/9										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD				
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0																			
Intern	251	237	201	228	161	167	148	220	99	229	177	182	213																			
UK	327	312	704	1,553	1,881	913	999	745	263	436	375	463	454																			
<b>Total</b>	<b>578</b>	<b>549</b>	<b>905</b>	<b>1,781</b>	<b>2,042</b>	<b>1,080</b>	<b>1,147</b>	<b>965</b>	<b>362</b>	<b>665</b>	<b>552</b>	<b>645</b>	<b>667</b>																			



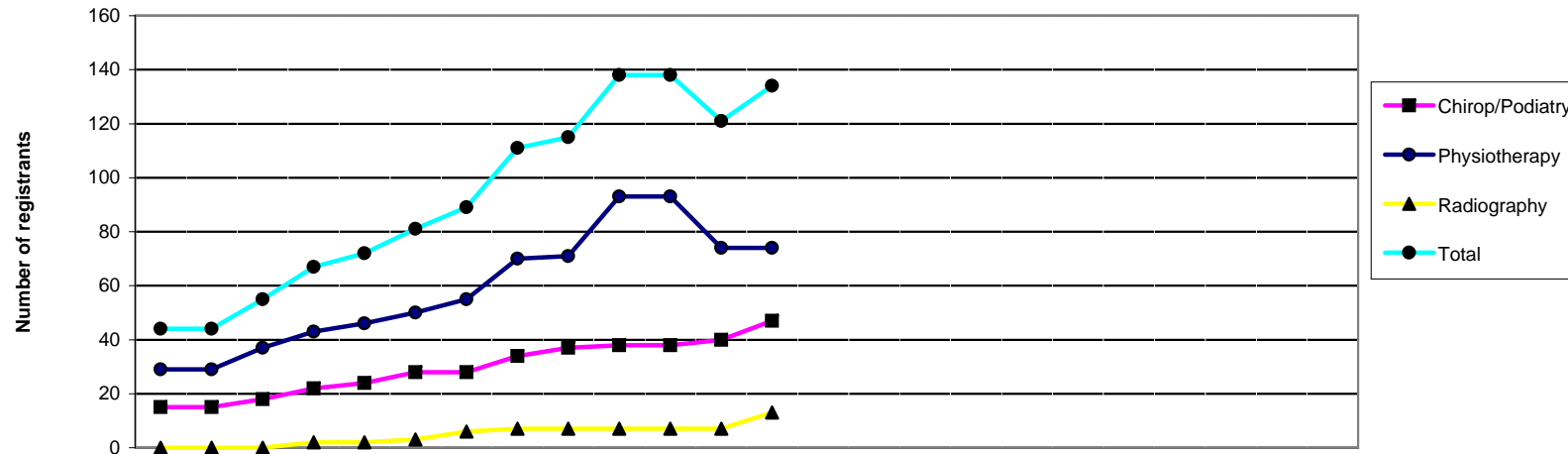
	2007			2008												2009			2005/6	2006/7	2007/8	2008/9							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>G/pting</b>	2	6	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Intern</b>	162	234	198	179	158	128	97	124	95	135	71	281	93																
<b>UK</b>	312	303	370	1,624	1,868	905	1,116	488	320	406	386	257	506																
<b>Total</b>	476	543	569	1,803	2,026	1,033	1,213	612	415	541	457	538	599																
																									2,295	283	9	0	
																									3,107	3,172	1,862	93	
																									9,474	8,870	8,355	506	
																									14,876	12,325	10,226	599	





Health Professions Council

Number of registrants with supplementary prescribing rights 2007-9



	2007			2008									2009												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chiropr/Podiatry	15	15	18	22	24	28	28	34	37	38	38	40	47												
Physiotherapy	29	29	37	43	46	50	55	70	71	93	93	74	74												
Radiography	0	0	0	2	2	3	6	7	7	7	7	7	13												
<b>Total</b>	<b>44</b>	<b>44</b>	<b>55</b>	<b>67</b>	<b>72</b>	<b>81</b>	<b>89</b>	<b>111</b>	<b>115</b>	<b>138</b>	<b>138</b>	<b>121</b>	<b>134</b>												

2006/7	2007/8	2008/9
FYE	FYE	YTD
15	40	47
28	74	74
0	7	13
<b>43</b>	<b>121</b>	<b>134</b>

