

Operations Report to Finance & Resources Committee, 26 April 2007

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Registrations – Richard Houghton

SUMMARY

This paper provides an update from the UK and International Registration Departments for the period March 2007.

1) OPERATIONAL PERFORMANCE

a) Telephone Calls

ii) **UK Department** – During the period from the 1 March to 31 March 2007 the team received a total of 3715 telephone calls, 98% of which were answered. This is a 12% improvement on the same period last year. The team have again continued to improve the 'time to answer' (TTA) all calls, with the average TTA improving from 60 seconds for the same period last year to 21 seconds this year.

ii) **International Department** – During the period from the 1 March to 31 March 2007 the team received a total of 1105 telephone calls, 96% of which were answered. This is a 11% improvement on the same period last year. The team have maintained the TTA at 15 seconds.

b) Application Processing

i) **UK Department** – A total of 393 new applications were received during this period and 468 individuals were registered. Applications took on average three working days to process.

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

ii) **International Department** – A total of 235 new international applications were received in this period and 269 individuals were registered.

c) Emails

i) **UK Department** – The team are receiving approximately 20/30 emails per day and are managing to respond to these immediately in most cases.

i) **International Department** – The team are receiving approximately 30/40 emails per day and are responding to these within 48 hours of receipt.

c) Emails

i) **UK Department** – The team are receiving approximately 20/30 emails per day and are managing to respond to these immediately in most cases.

ii) **International Department** – The team are receiving approximately 30/40 emails per day and are responding to these within 48 hours of receipt.

d) Registration Renewal

There was no renewal activity during this period.

2) EMPLOYEE RESOURCE

Both teams are currently operating within their budgeted headcount with operational effectiveness improving.

During the period Huw Bevan left the International Registration Department and Kelly Taverner left the UK Registration Department. Deborah Dawkins and Adam Mawson were seconded into the vacant Team Leader positions within each department. Martin Kentish and David Waddle were appointed to Registration Officer positions. Both Martin and David bring a wealth of knowledge and experience from the contact centre industry.

We are currently advertising for five Registration Officer positions. All the positions that are being advertised are direct replacements for leavers from the Registration Departments.

All registration employees have now completed an Institute of Customer Services (ICS) accredited training programme and are awaiting results from the ICS.

Quality – Greg Ross-Sampson

The vacant Quality Manager position has been advertised in March and interviews will be held in early May

Internal quality audits

Below is a list of recent internal quality audits:

March 2007	Fitness to Practise
March 2007	Human Resources – Employees
April 2007	Approvals & Monitoring
April 2007	Human resources - Partners

BSI Audits

Below is a list of the departments that will be involved in the next round of BSI audits:

Quality Management -	09.00-10.00
Secretariat	10.00-11.00
CPD	11:00 - 11:30
Aspirant groups -	11.30-12.00
Customer Service	12.30-13.30
IT	13.30-14.30

The next BSI external audit is scheduled for Tuesday 1 May 2007.

QMS review meetings

Below is a list of recent quality management system reviews:

Information Technology
Quality
Approvals & Monitoring
Customer Services
Human Resources
Fitness to Practise

QMS process updates

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

- Governance page

Information Technology
Quality
Approvals & Monitoring
Customer Services
Human Resources
Fitness to Practise






April Projects Update

Since the last Finance and Resources committee meeting Claire has been facilitating progress on the following projects:

- Registration fee change.
 - Co-ordinating user acceptance testing of the Technology development, co-ordinating final steps of legal approval
- CPD
 - Co-ordinating user acceptance testing of the Technology development
- Intermediate Lapsing
 - Preparing for User Acceptance Testing
- Updating of Admissions forms
 - Finalising changes, gaining Council sign off
- Online Authentication
 - Finalising Technology requirements
- Professional Qualifications Directive
 - Initiation of project, business process definition
- Trust employee status tracking
 - User acceptance testing
- E passlist upload
 - Communications roll out
- Equality and Diversity
 - Background research, clarification around demographic data gathering

The two projects that have improved since the last report are Updating of Admissions forms and Online LISA authentication. The first has overcome the operational issues that it was facing and has received approval from Council and the second project's requirements have since been verified by both technology and the business and the indication is that the project will hit it's deadline.

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*	07/08 Spend*	Due Date	Status
MP25	1	Application Server Upgrade	Application Server Upgrade	M Seale	R Dunn	N	N	N	£30		31/08/07	Not started
MP26	2a	Professional Qualifications Directive	Project to allow for temporary registrations, will include LISA development.	R Houghton	M Potter	N	Y	N	£40		31/10/07	
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross-Sampson	R Houghton	N	Y	N	£25		30/06/08	
MP3	2b	On-boarding of the Applied Psychologists	On-boarding of the Applied Psychologists	G Ross-Sampson	R Houghton	N	N	N	On hold	On hold	31/12/07	On hold
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross-Sampson	R Houghton	N	N	N	On hold	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	£20	Tech build to be done at a later date	31/04/08	
MP7	2c	Registration fee change	Realignment of registration fee charges	M Seale	S Leicester	N	Y	N			15/06/07	
MP24	2d	Stannery street	Refurbishment of Stannery Street building	M Seale	S Hall	N	N	N	£1M		31/10/07	

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

Date 2007-01-26 Ver. a Dept/Cmte OPT Doc Type AOD Title Project summary 2007-8



Status of project has improved since last reporting cycle

* All amounts in £000's



Status of project is static since last reporting cycle



Status of project has declined since last reporting cycle

Status Draft DD: None Int. Aud. Internal 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*	07/08 Spend*	Due Date	Status
MP11	3	Intermediate Lapsing	LISA enhancement to automate mid-cycle lapsing	S Leicester	S Gillick	Y	Y	Y	£46		TBD	
MP27	3	Replacement of Finance system or Standalone Electronic Purchase Order System	Replacement of SAGE and improvement of interfaces with other existing HPC systems.	S Leicester	M Cheema	N	N	N	£19			Not Started
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		04/01/08	Not Started
MP8	3	Fitness to Practise Database	Finalisation of Fitness to Practise database	K Johnson	E Seall	Y	N	N	Internal	Internal	22/09/06	Complete
MP13	4	Updating of Admissions forms	All Admissions forms and guidance notes to be updated & to include CPD and Return to Practise information	R Houghton	C Harkin	Y	Y	N/A	Internal	Internal	10/07/07	
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross-Sampson	R Houghton	N	N	Y	£59		04/06/07	
MP17	5	E-pass list upload	LISA enhancement to allow the electronic verification of passlists	R Houghton	C Harkin	N	N	N	Internal	Internal	31/08/07	
MP20	6	Trust Employee status tracking	LISA enhancement to allow Trusts to flag all employees on the system & check status						£9.1		04/06/07	

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

Approvals & Monitoring – Abigail Creighton

Approval visits 2006/07

The following visits took place between 1 – 31 March 2007.

Date	Education Provider	Programme	Reason for visit
7-8 Mar 2007	Oxford Brookes University	Dip HE Operating Department Practice	New Profession
6-8 Mar 2007	London South Bank University	Dip HE Operating Department Practice MSc Occupational Therapy Pg Dip Occupational Therapy BSc (Hons) Occupational Therapy BSc (Hons) Diagnostic Radiography BSc (Hons) Therapeutic Radiography Pg Dip Therapeutic Radiography Pg Dip Diagnostic Radiography MSc Therapeutic Radiography MSc Diagnostic Radiography BSc (Hons) Physiotherapy MSc Physiotherapy	New Profession & New Programme & Major Change
7-8 Mar 2007	University of Hertfordshire	Foundation Degree Paramedic Science BSc Paramedic Practice Dip HE Paramedic Science BSc (Hons) Paramedic Science BSc (Hons) Diagnostic Radiography & Imaging BSc (Hons) Radiography & Oncology BSc (Hons) Physiotherapy	QAA Benchmarks & Major Change
13-15 Mar 2007	University of Ulster	BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy BSc (Hons) Radiography(Diagnostic) BSc (Hons) Radiography (Therapeutic) BSc (Hons) Speech and Language Therapy	QAA Benchmarks & Major Change
14-15 Mar 2007	University of Hull	Dip HE Operating Department Practice	New Profession
20-22 Mar 2007	Cardiff University	Dip HE Operating Department Practice BSc (Hons) Diagnostic Radiography and Imaging BSc (Hons) Radiotherapy and Oncology BSc (Hons) Physiotherapy Pg Dip Occupational Therapy BSc (Hons) Occupational Therapy (PT) BSc (Hons) Occupational Therapy (FT)	New Profession & Major Change
28-29 Mar 2007	University of Teesside	Dip HE Operating Department Practice	New Profession

The 2006/07 academic year schedule is now closed. Between September 2006 and July 2007, there are 85 visits, covering 128 programmes. The department has now entered its peak period (Feb – June), with an average of 12 visits per month. HPC attended their first multi-professional approval events in March. Initial feedback from education providers and visitors was positive.

Annual Monitoring

In March, the department received 8 declaration forms and 27 audit forms. The department is currently following up the work of 11 audit forms from the first annual monitoring assessment day in February 2007 and planning for the next annual monitoring assessment day in April. It is anticipated that 40 audit forms will be considered by visitors on this day.

36 declarations and 8 audits were approved at the Education and Training Panel in March 2007.

Minor and Major Change

In March, the department has received 4 minor/major change submissions. All these submissions are currently being considered by visitors. Recommendations from a number of earlier submissions were made to the Education and Training Panel in March 2007.

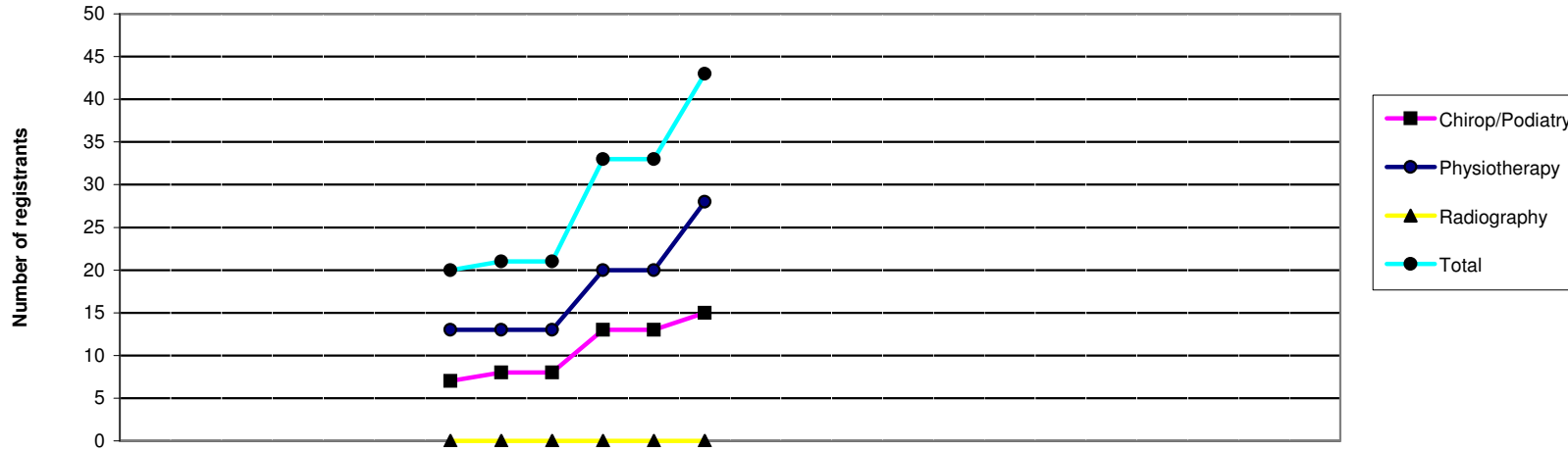
Communication with Stakeholders

The Approvals process supplementary information was finalised in March 2007, along with a visit protocol document. Electronic versions of both documents have been added to the HPC website. Hard copies are currently awaiting distribution to education providers and visitors, along with the SETs guidance finalised in February 2007.

Employees

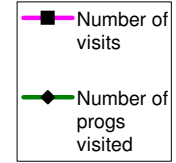
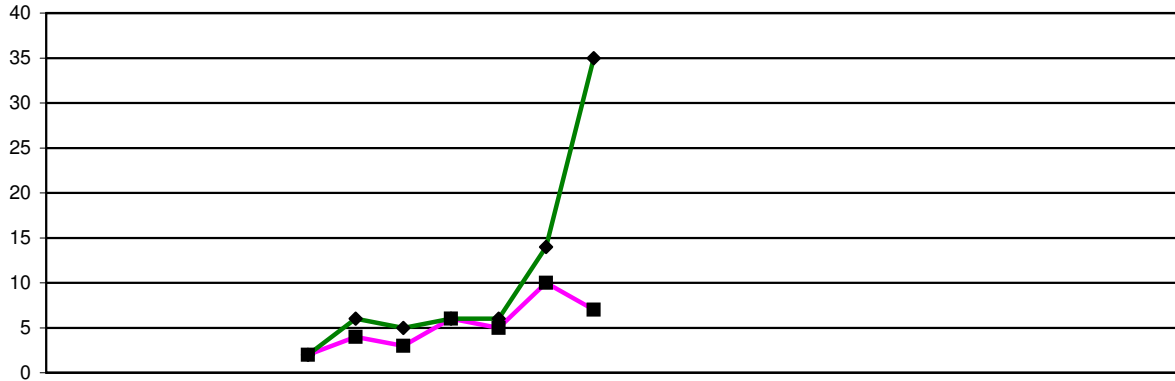
Tracey Samuel-Smith, a new Education Officer, started on 2 April 2007. This means that all the Education Officer positions are now full.

A new Team Administrator is due to start on 16 April 2007 (to replace the recently promoted Katherine Lock) and a new Education Administrator (to replace Tim Bryant) to is due to start on 1 May 2007.



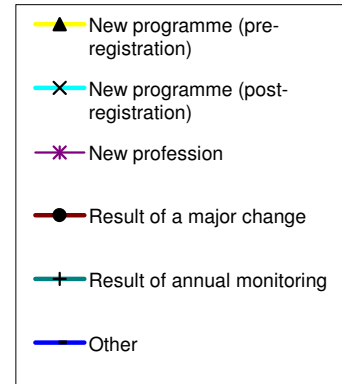
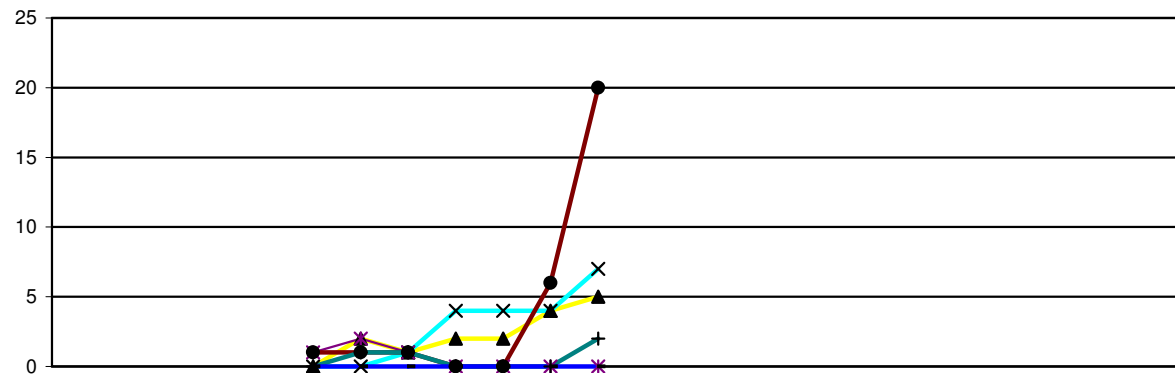
	2006			2007						2008															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chirop/Podiatry							7	8	8	13	13	15													
Physiotherapy							13	13	13	20	20	28													
Radiography							0	0	0	0	0	0													
Total							20	21	21	33	33	43													

2006/7	2007/8
FYE	YTD
15	
28	
0	
43	



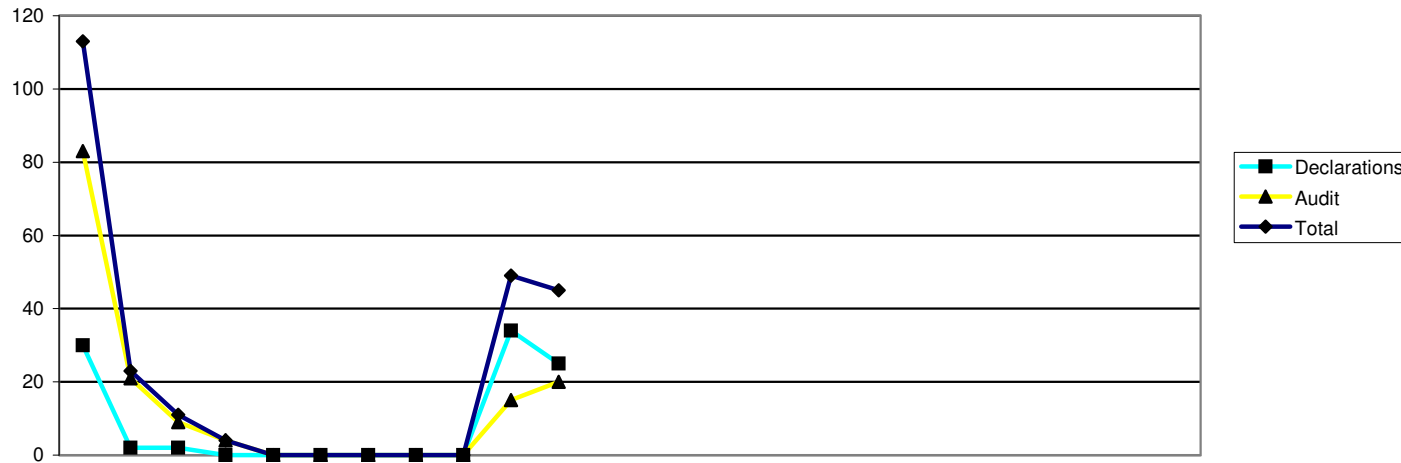
	2006			2007							2008													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Overview of approvals																								
Number of visits						2	4	3	6	5	10	7												
Number of progs visited						2	6	5	6	6	14	35												

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
0	5	37	0
		74	0



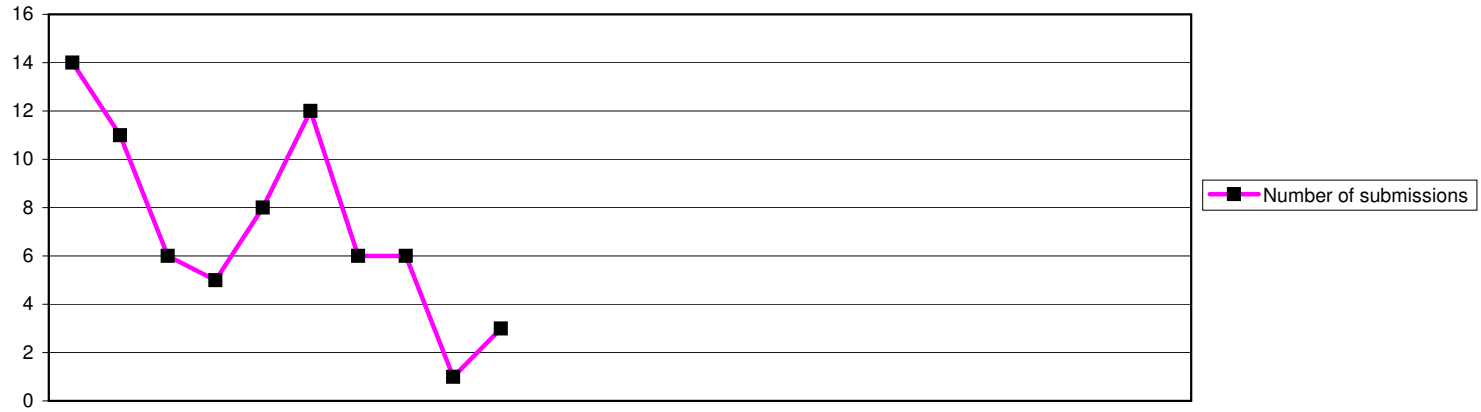
	2006			2007							2008													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Reason for visit																								
New programme (pre-registration)						0	2	1	2	2	4	5												
New programme (post-registration)						0	0	1	4	4	4	7												
New profession						1	2	1	0	0	0	0												
Result of a major change						1	1	1	0	0	6	20												
Result of annual monitoring						0	1	1	0	0	0	2												
Other						0	0	0	0	0	0	0												
Total						2	6	5	6	6	14	34												

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
0	5	16	0
		20	0

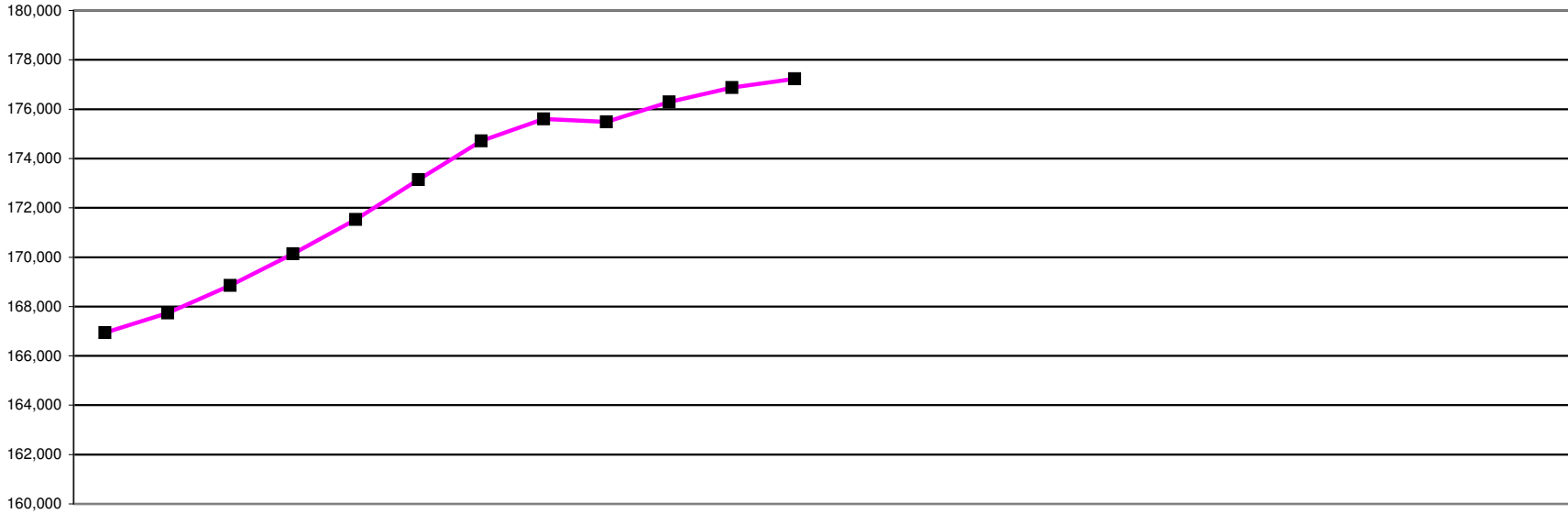


Annual monitoring submissions	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Declarations	30	2	2	0	0	0	0	0	0	0	34	25													
Audit	83	21	9	4	0	0	0	0	0	0	15	20													
Total	113	23	11	4	0	0	0	0	0	0	49	45													

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
0	113	93	0
0	51	152	0
0	164	245	0

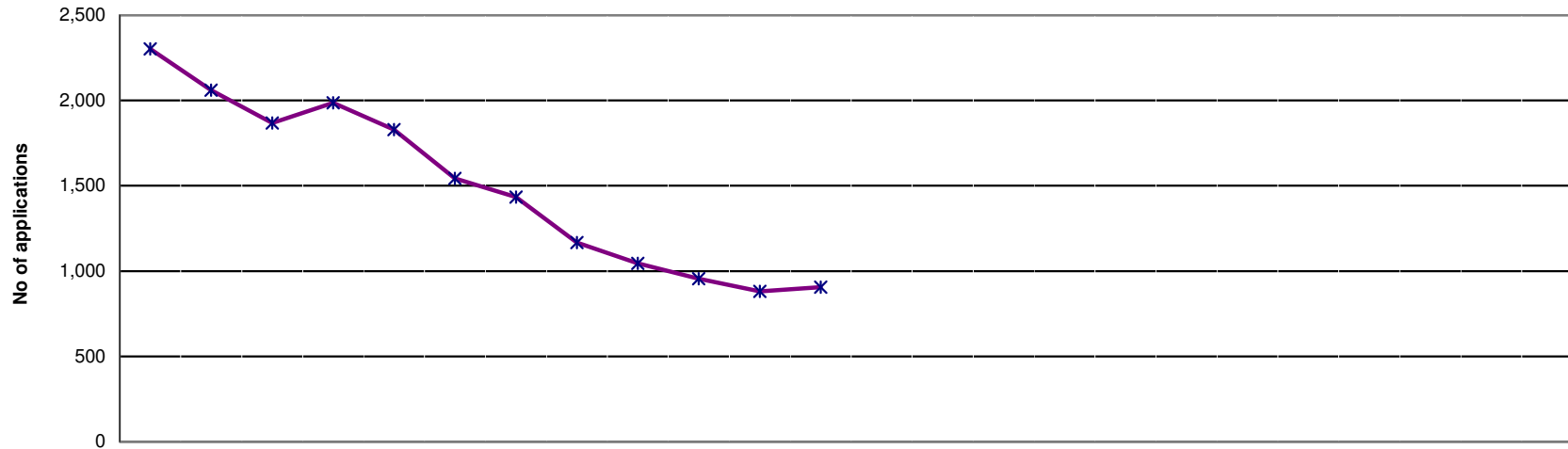


	2006			2007			2008			2004/5	2005/6	2006/7	2007/8			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minor/major change submissions																
Number of submissions	14	11	6	5	8	12	6	6	1	3						
													0	113	72	0



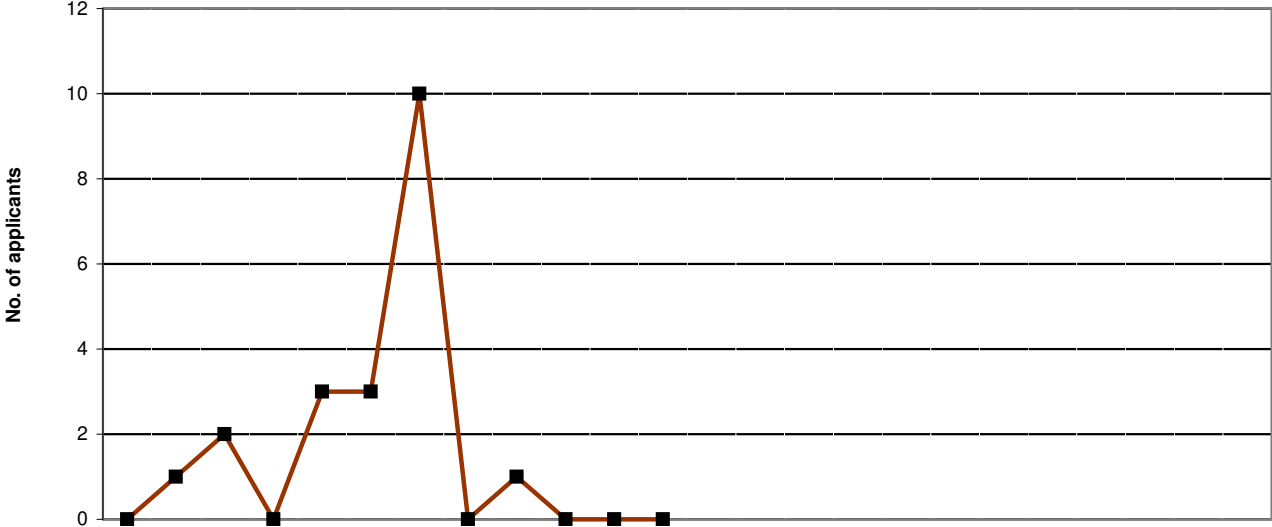
	2006												2007												2008												2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332																									1,992	2,309	2,332	
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																									21,158	21,322	22,510	
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																									10,741	12,799	12,657	
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																									3,719	3,999	4,241	
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																									5,757	6,260	6,267	
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																									26,376	26,855	28,756	
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																									7,670	8,538	8,801	
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																									1,277	1,234	1,291	
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																									11,316	12,343	13,183	
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																									36,978	40,005	40,587	
PO	824	825	825	823	823	825	842	850	852	853	852	855																									821	816	855	
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																									22,360	22,164	24,278	
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																									10,348	10,725	11,472	
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																								160,513	169,369	177,230	0	

NOTE: Information captured last day of each calendar month



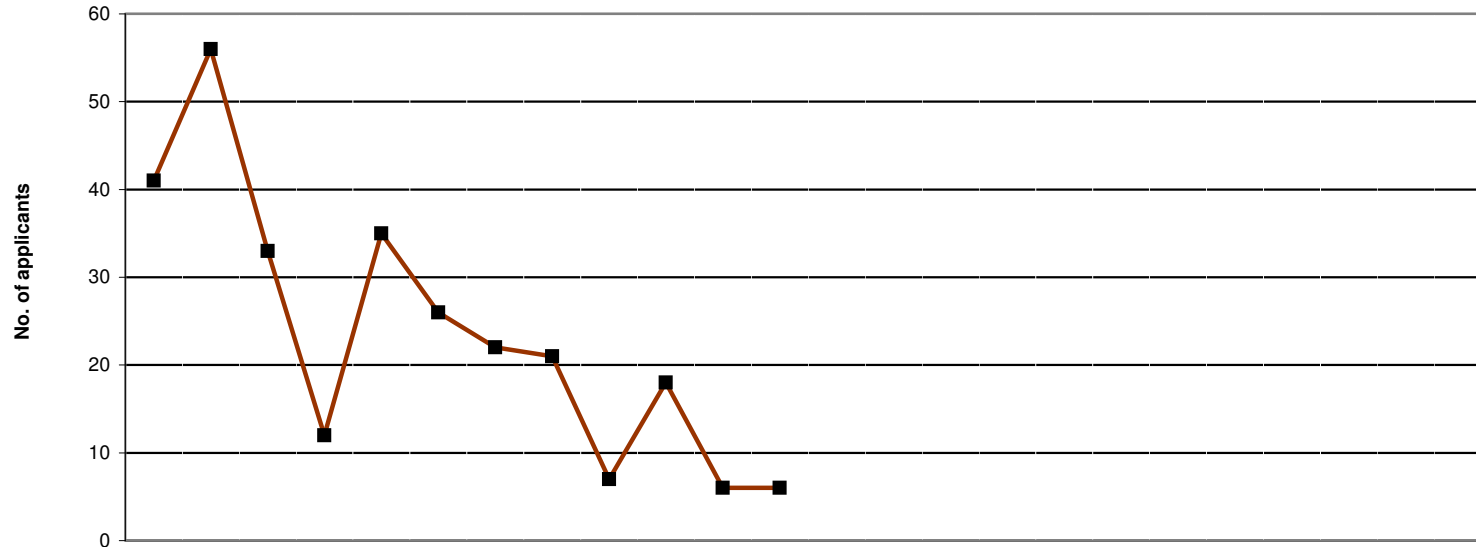
	2006			2007									2008									2004/5	2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
Minimum Info	979	840	669	768	585	304	26	19	23	4	17	0																		
At assessment	905	879	886	867	947	887	963	782	675	699	632	674																		
Pending Reg Fee	419	341	313	351	297	352	445	366	347	253	232	231																		
Total	2,303	2,060	1,868	1,986	1,829	1,543	1,434	1,167	1,045	956	881	905																		

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



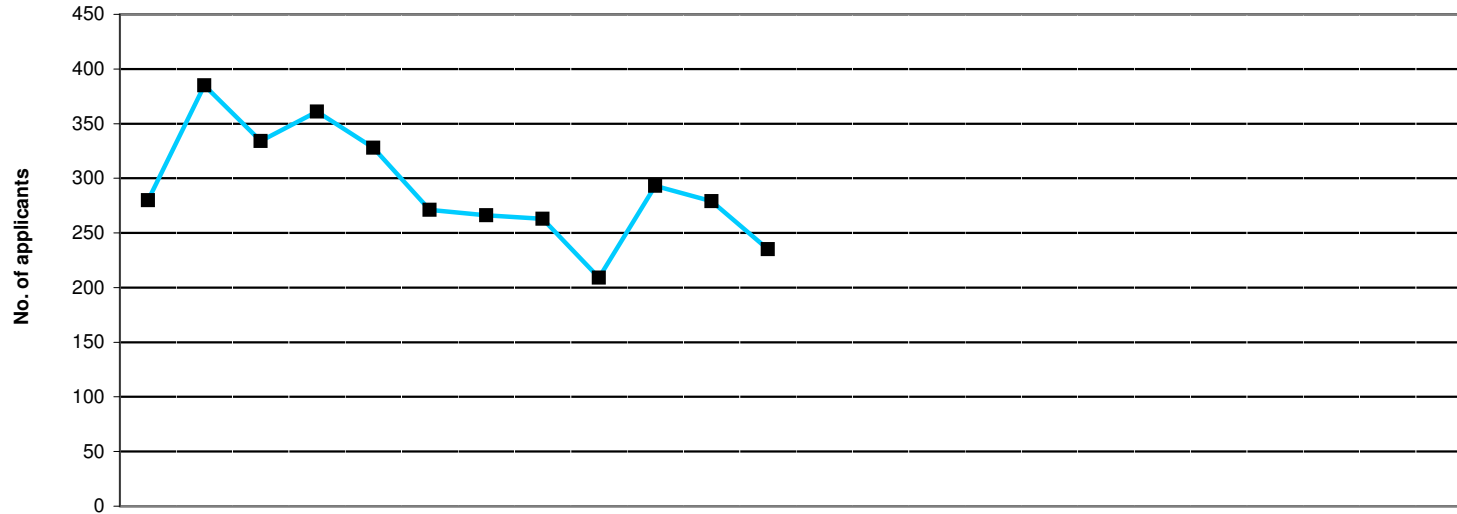
	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Bio. Scientists	0	0	0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

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

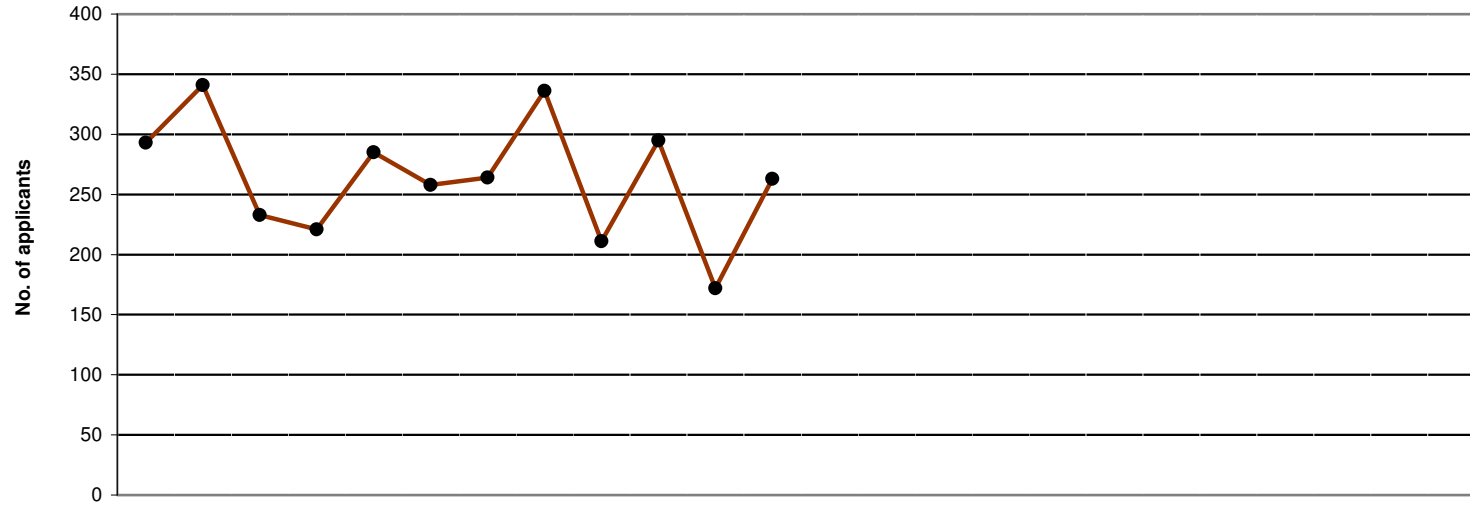


	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0																								
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0				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

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



	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
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2																									15	14	15	0
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22																									710	756	496	0
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6																									70	65	62	0
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9																									89	40	51	0
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8																									238	192	149	0
OTs	38	48	50	51	51	32	39	31	28	41	30	25																									8	29	25	0
ODPs	0	3	2	2	3	2	3	0	4	5	0	1																									775	774	464	0
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1																									2	5	7	0
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2																									29	17	39	0
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88																									2,069	1,665	1,131	0
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1																									11	10	9	0
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61																									962	810	903	0
SLTs	10	24	13	1	15	13	10	16	13	19	10	9																									257	249	153	0
TOTAL	280	385	334	361	328	271	266	263	209	293	279	235																								5,235	4,626	3,504	0	



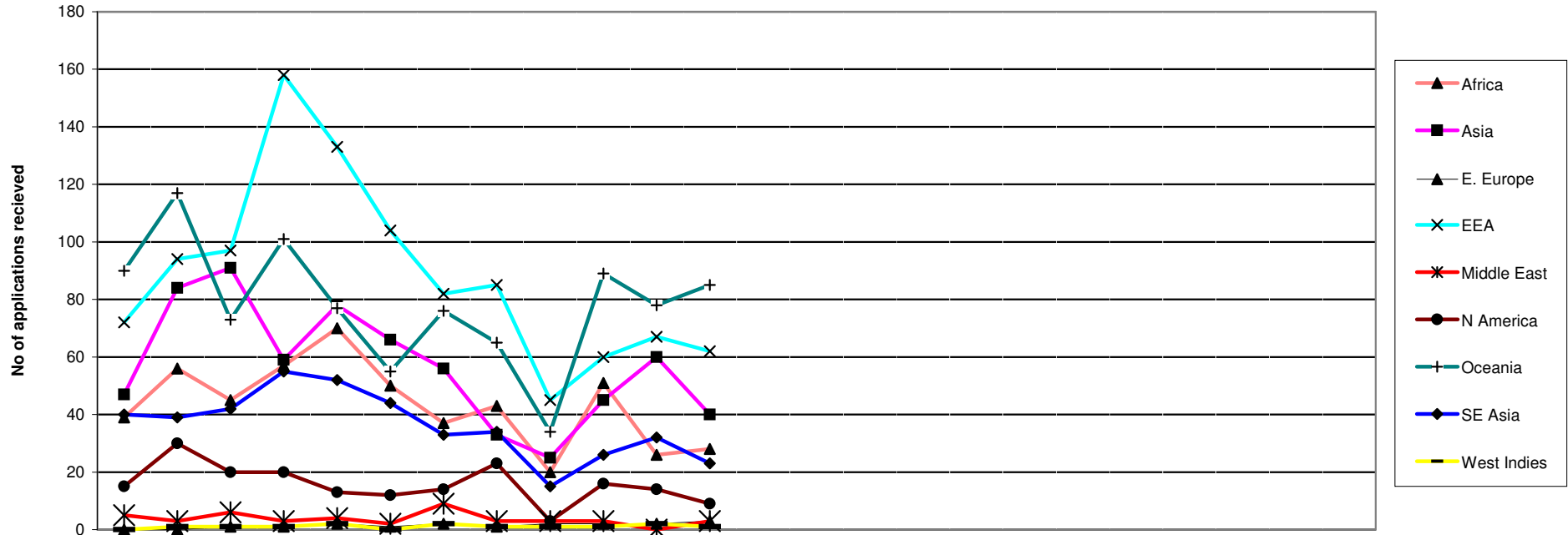
	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	1	1	0	2	0	0	1	1	0	0	0																								
Bio. Scientists	48	46	36	27	48	33	37	35	45	30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

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
9	3	6	0
363	417	439	0
20	26	35	0
39	25	37	0
164	93	138	0
668	615	509	0
1	6	7	0
1	3	3	0
19	6	16	0
1,339	1,193	985	0
4	6	4	0
681	496	820	0
204	218	173	0
3,512	3,107	3,172	0

Health Professions Council

New Applicants Nationality by Continent April 2006 - March 2008

Registrants

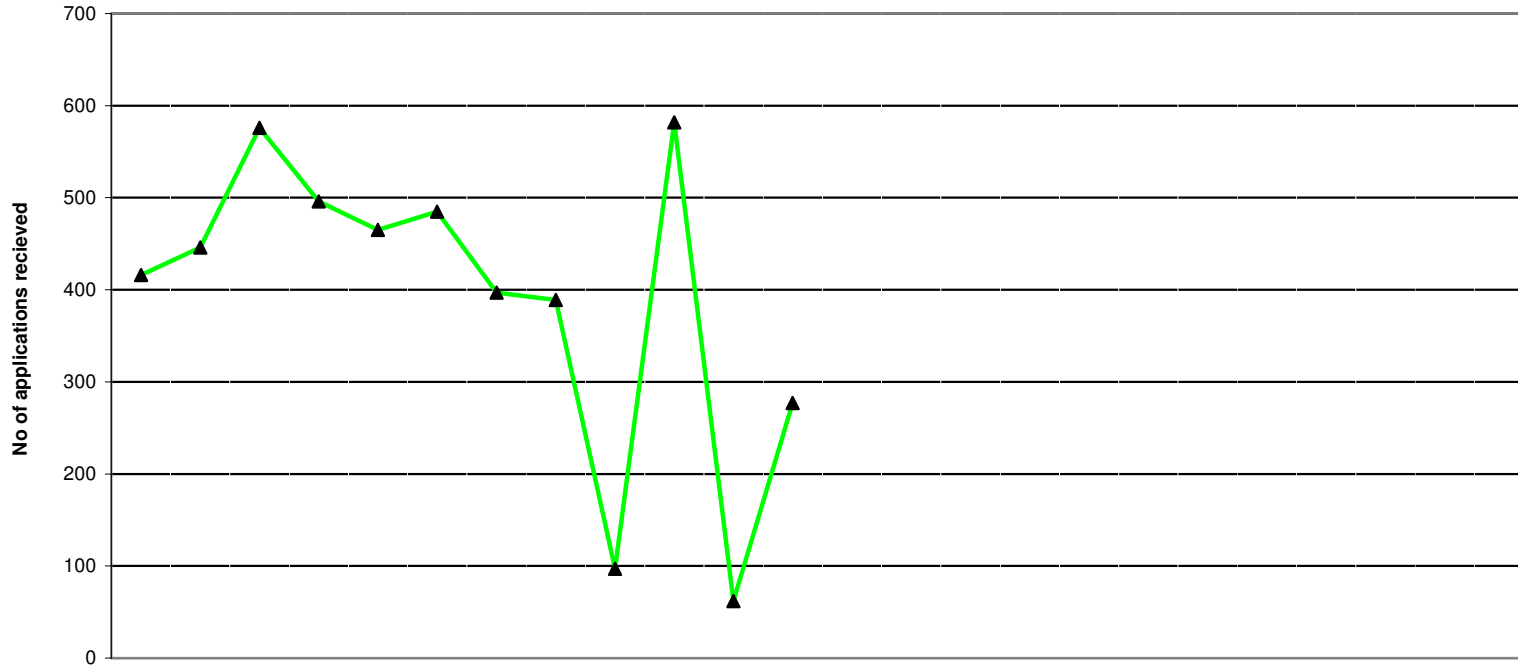


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Africa	39	56	45	57	70	50	37	43	20	51	26	28												
Asia	47	84	91	59	78	66	56	33	25	45	60	40												
E. Europe	0	0	1	1	2	1	2	1	2	2	2	3												
EEA	72	94	97	158	133	104	82	85	45	60	67	62												
Middle East	5	3	6	3	4	2	9	3	3	3	0	3												
N America	15	30	20	20	13	12	14	23	3	16	14	9												
Oceania	90	117	73	101	77	55	76	65	34	89	78	85												
SE Asia	40	39	42	55	52	44	33	34	15	26	32	23												
S. America	1	2	1	1	2	0	1	0	1	3	2	1												
Unknown	1	1	5	0	8	0	1	2	1	2	4	0												
West Indies	0	1	1	1	2	0	2	1	1	1	2	1												
Total	310	427	382	456	441	334	313	290	150	298	287	255												

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
110	44	44	#DIV/0!
107	57	57	#DIV/0!
1	1	1	#DIV/0!
129	88	88	#DIV/0!
4	4	4	#DIV/0!
23	16	16	#DIV/0!
105	78	78	#DIV/0!
26	36	36	#DIV/0!
2	1	1	#DIV/0!
17	2	2	#DIV/0!
3	1	1	#DIV/0!
529	329	329	

AVERAGE

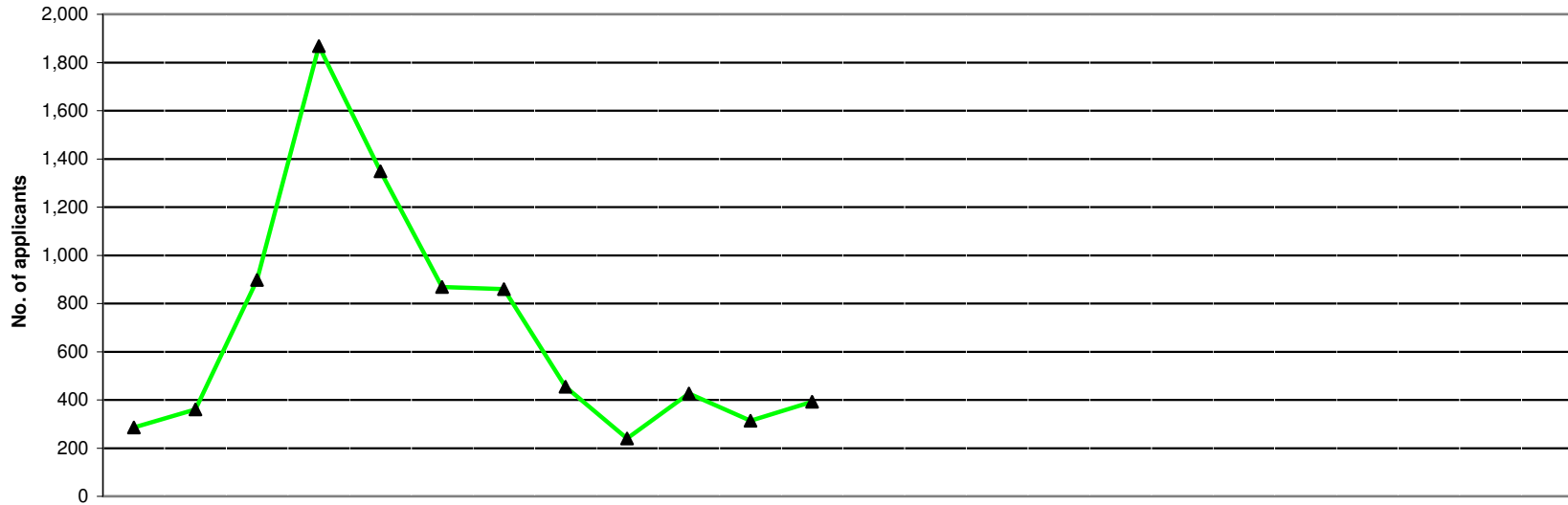
EEA does not include UK applicants. All application types (UK, International and Grandparenting) are included in this information.



	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													
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17													
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231													
TOTAL	416	446	576	496	465	485	397	389	97	582	62	277													

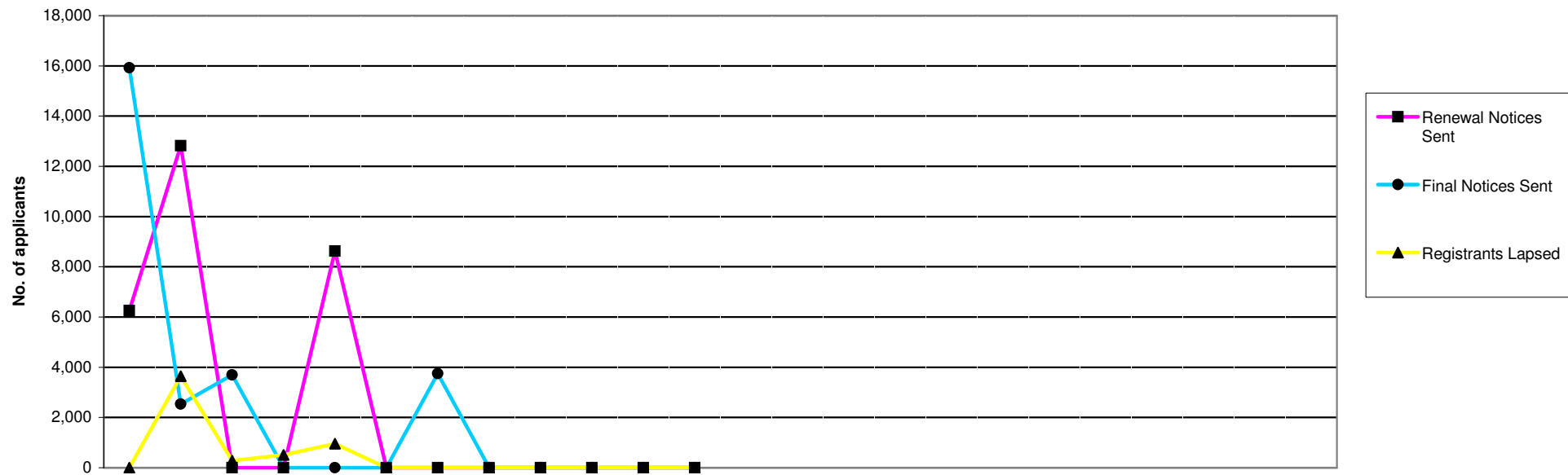
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
2,983	5,719	3,351	0
166	397	1,007	0
91	26	330	0
3,240	6,142	4,688	0

NOTE: Information covers UK applications only
 2003/4 FYE information only available from January 2004 to March 2004



	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																								
Bio. Scs	56	60	45	82	60	47	70	65	36	75	56	38																								
CI Scs	14	9	14	15	15	6	9	14	4	13	13	19																								
Ch/ Pods	1	4	60	116	64	34	30	6	9	11	4	2																								
Dietitians	20	16	60	106	28	20	26	11	4	6	10	24																								
ODPs	17	27	28	35	97	166	103	26	36	31	37	65																								
OTs	25	53	105	320	299	179	171	82	11	52	17	13																								
Orths	1	1	6	14	9	3	2	2	0	3	0	0																								
Paras	53	80	54	86	78	65	59	74	56	95	42	65																								
Physios	55	50	223	599	392	205	174	97	48	86	89	102																								
Pr/Orths	4	1	1	0	0	0	22	1	2	1	0	0																								
Rads	12	27	253	396	153	74	66	23	10	9	9	19																								
SLTs	10	16	36	84	130	61	103	42	15	32	23	30																								
TOTAL	286	361	898	1,868	1,349	869	860	454	240	427	314	393																								

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
160	234	184	0
820	912	690	0
138	155	145	0
329	399	341	0
319	367	331	0
394	754	668	0
1,468	1,544	1,327	0
44	34	41	0
1,026	1,247	807	0
1,926	2,051	2,120	0
40	46	32	0
886	1,008	1,051	0
572	746	582	0
8,122	9,497	8,319	0



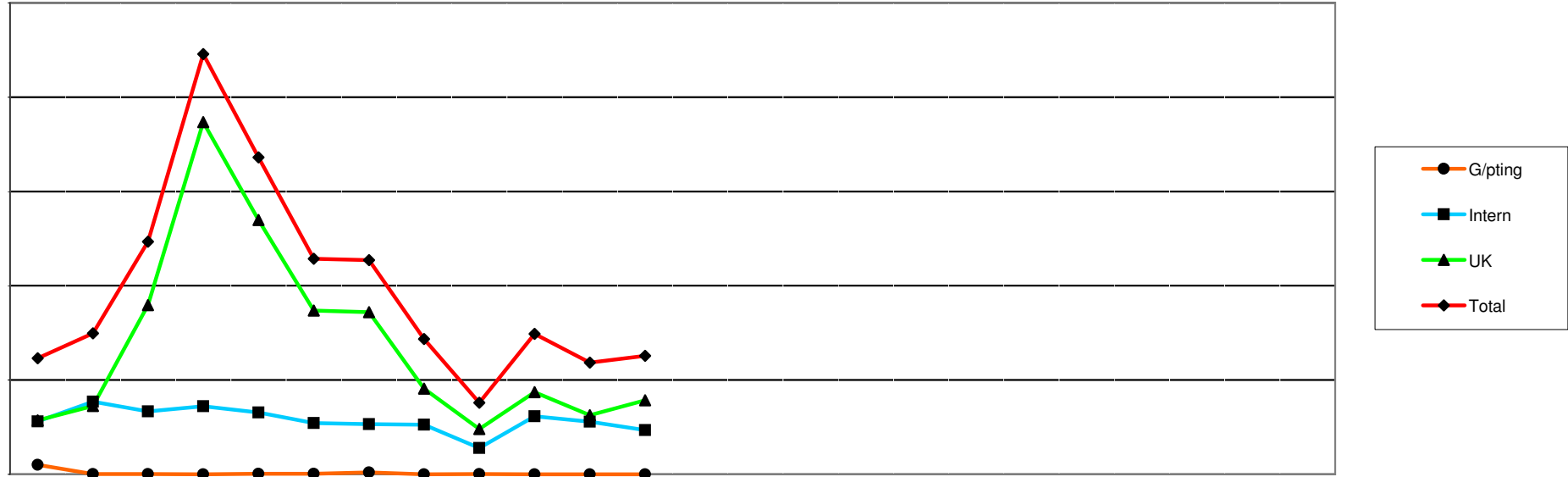
	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal Notices Sent	6,257	12,825	0	0	8,629	0	0	0	0	0	0	0												
Final Notices Sent	15,928	2,535	3,694	0	0	0	3,752	0	0	0	0	0												
TOTAL	22,185	15,360	3,694	0	8,629	0	3,752	0	0	0	0	0												

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
24,781	142,363	27,711	0
19,846	36,261	25,909	0
44,627	178,624	53,620	0

Registrants Lapsed	2006	2007	2008
	0	3,643	278
	508	959	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0
	0	0	0

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
7,423	9,448	5,388	0

NOTE : 2003/4 FYE information only available from July 2003 to March 2004



2006												2007											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
50	1	2	0	3	3	10	0	1	0	0	0												
280	385	334	361	328	271	266	263	139	308	279	235												
286	362	897	1,868	1,349	869	860	454	240	436	314	393												
616	748	1,233	2,229	1,680	1,143	1,136	717	380	744	593	628												

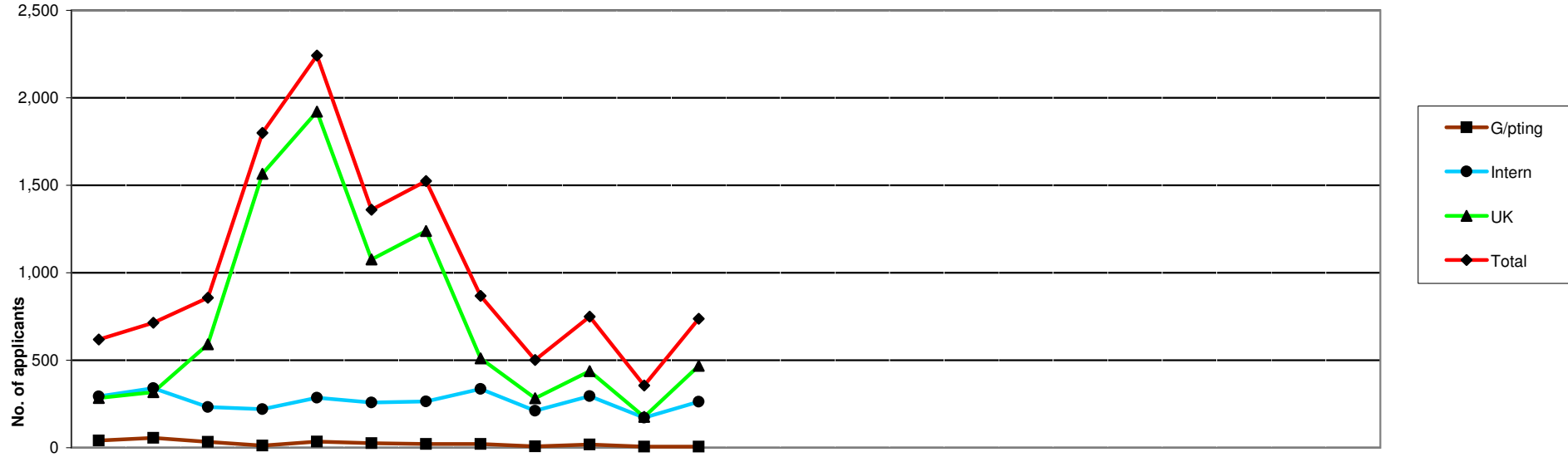
2007												2008											
Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
2,634	2,480	70	0
5,162	4,686	3,449	0
8,376	9,496	8,328	0
16,172	16,662	11,847	0

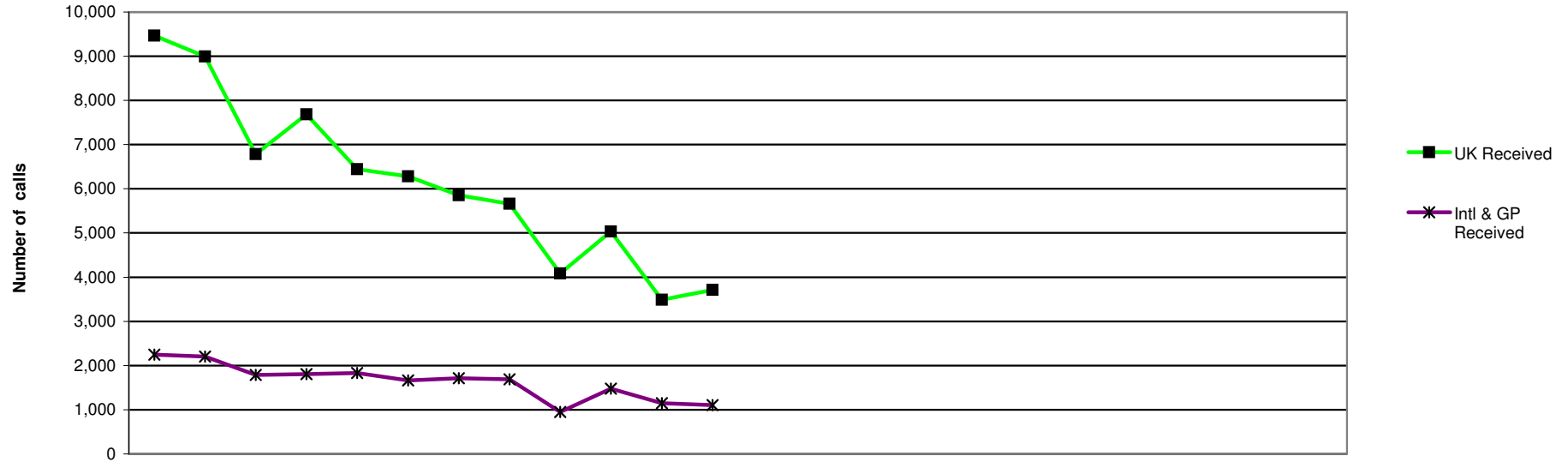
Health Professions Council

New Registrants

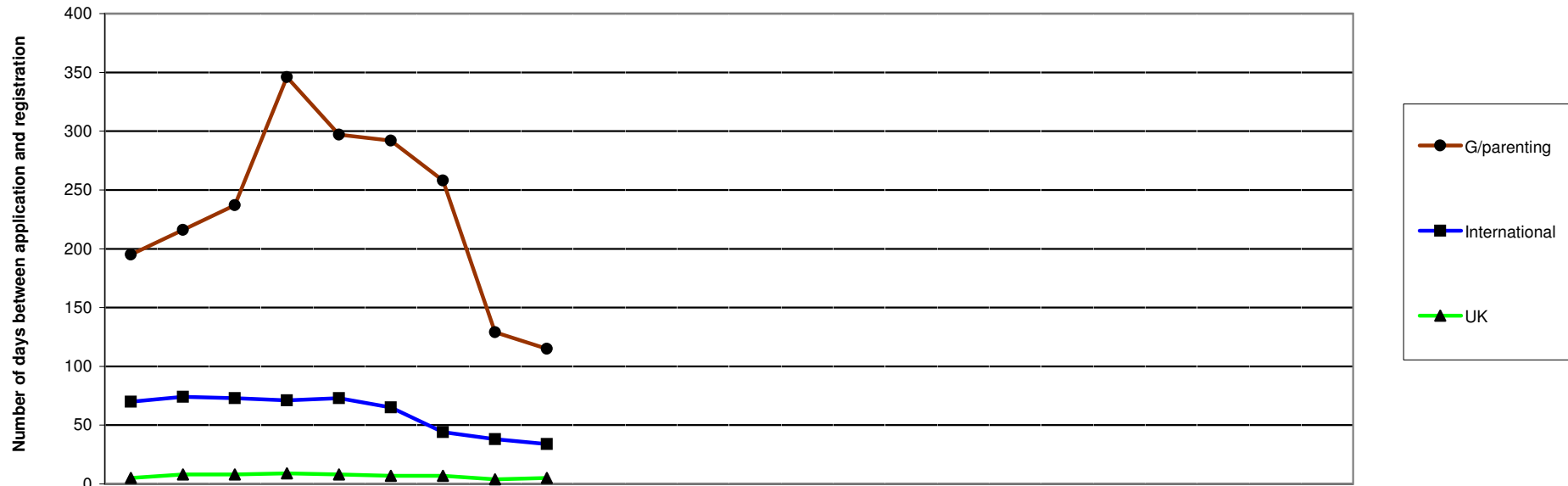
International & UK Registration Departments



	2006				2007								2008					2004/5	2005/6	2006/7	2007/8															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD								
G/pting	41	56	33	12	35	26	22	21	7	18	6	6																								
Intern	293	341	233	221	285	258	264	336	211	295	172	263																								
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468																								
Total	618	715	857	1,799	2,241	1,360	1,524	868	501	750	355	737																								
																										1,761	2,591	283		0						
																									3,455	3,139	3,172		0							
																									15,899	9,474	8,870		0							
																									21,115	15,204	12,325		0							



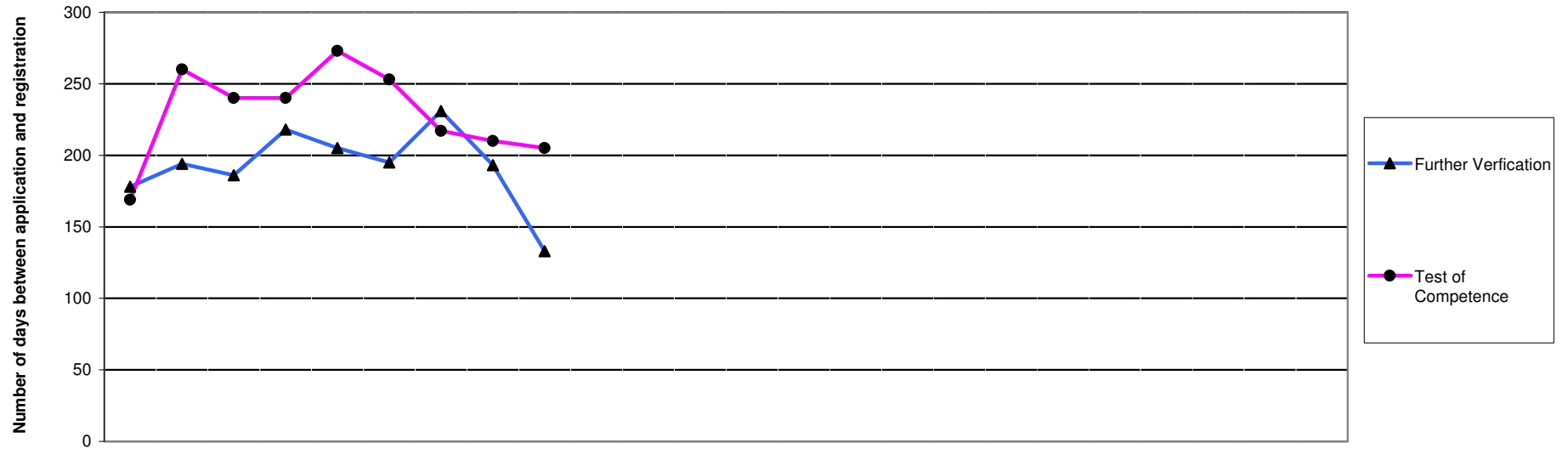
	2006												2007												2008												2004/5	2005/6	2006/7	2007/8																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
	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																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
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																									45,574	40,070	19,612	0	Answered	1,787	1,917	1,673	1,700	1,669	1,566	1,595	1,543	894	1,390	1,103	1,059																											34,502	33,467	17,896	0	Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96																											76	84	92	#DIV/0!	Adandoned	457	284	116	104	161	97	119	144	56	85	47	46																											11,264	6,627	1,716	0	Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15																										36	25	14	#DIV/0!	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																										2.30	2.32	2.64	#DIV/0!	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																									103,274	70,233	73,488	0	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																											79,498	50,518	67,493	0	Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98																											82	70	93	#DIV/0!	Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74																											24,198	10,719	6,335	0	Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21																										67	64	45	#DIV/0!	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																											2.13	1.78	2.16	#DIV/0!
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																									45,574	40,070	19,612	0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
Answered	1,787	1,917	1,673	1,700	1,669	1,566	1,595	1,543	894	1,390	1,103	1,059																											34,502	33,467	17,896	0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96																											76	84	92	#DIV/0!																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Adandoned	457	284	116	104	161	97	119	144	56	85	47	46																											11,264	6,627	1,716	0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15																										36	25	14	#DIV/0!																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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																										2.30	2.32	2.64	#DIV/0!																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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																									103,274	70,233	73,488	0	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																											79,498	50,518	67,493	0	Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98																											82	70	93	#DIV/0!	Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74																											24,198	10,719	6,335	0	Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21																										67	64	45	#DIV/0!	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																											2.13	1.78	2.16	#DIV/0!																																																																																																																																																																																																																																																																																																									
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																									103,274	70,233	73,488	0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										
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																											79,498	50,518	67,493	0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98																											82	70	93	#DIV/0!																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74																											24,198	10,719	6,335	0																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																								
Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21																										67	64	45	#DIV/0!																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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																											2.13	1.78	2.16	#DIV/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
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															

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