

Chief Executive's Report to Council meeting on 12th September 2006

Contents

<u>Department</u>	<u>Page</u>
Chief Executive – Mr M Seale	2
Approvals and Annual Monitoring – Ms A. Creighton	3
Communications – Ms V Nash	5
Corporate Services – Mr R. Dunn	6
Finance – Mr S. Leicester	7
Fitness to Practise – Ms K Johnson	9
Human Resources – Ms L. Foster	11
International and Grandparenting – Mr M. Potter	13
Partners Programme – Ms Y. Hussain	14
Policy and Standards – Ms R. Tripp	15
Secretariat – Ms N. O'Sullivan	16
UK Registration – Ms C. Harkin	17

Meetings

1st July to 31st August 2006

1. Completed Meetings

Council of Deans	10 th July
Department of Health	14 th July
Nursing & Midwifery Council/Skills for Health	17 th July
General Dental Council	20 th July
UK Council for Psychotherapy	20 th July
Department of Health	24 th July
Therapy Weekly	26 th July

2. Scheduled Meetings

Listening Event – Newcastle	5 th Sept
Listening Event - Burnley	7 th Sept
Institute of Medical Illustrators National Conference	14 th Sept
Department of Health, Leeds	27 th Sept
Professional bodies, home countries health depts (dates to be finalised)	Sept/Oct
Society of Sports Therapists etc	TBA

1. Approvals visits 2005/06

The following five visits took place between 1st – 31st July 2006.

Name of Education Provider	Title of Programme	Date
The Institute of Arts in Therapy & Education	MA Integrated Arts Psychotherapy	12 th /13 th July
De Montfort University	Supplementary Prescribing	12 July
University of Sheffield	B.Med Sci(Hons) Orthoptics	18 th /19 th July
London South Bank University	Non-Medical Prescribing	19 th July
University of London (St George's Medical School)	Foundation Degree in Health and Medical Sciences (Paramedic Science)	28 th July

Following recent visits, plans are in place for the 21 programmes to receive programme approval before the start of the 2006/07 academic year.

2. Approvals visits 2006/07

There are already 33 approval visits planned for the next academic year, with an additional 15 visits that need to be scheduled. These are for visits to programmes that have not been approved against the QAA Subject Benchmarks, programmes that are from a new profession on the Register (namely ODPs) or programmes that require a visit following annual monitoring and/or a major change). March 2007 is already at capacity for visits.

The schedule for visits between 1st September 2006 & 31st January 2007 has now closed as the six months notice period has passed. All 16 visits scheduled in this period have had their Executive members assigned.

There has been a slight delay in appointing their visitors due to the partners reappointment process but it is hoped that all visitors for this period will be confirmed by the middle of September.

In addition to the required visits detailed above, the Department is currently dealing with additional requests for visits from education providers following the generic email reminders sent to them in July 2006. It is likely that this will result in a further 15 – 20 visits for the February – June 2007 period. These visits are likely to be to new programmes (especially in the areas of in biomedical sciences and paramedic science) and programmes that require a visit a major change. The Department is working on the current estimate of 70 visits in the next academic year.

3. Annual Monitoring

The first round of HPC annual monitoring has created a very heavy workload for the Department over the last four months. Six annual monitoring assessment days were held to consider the audit forms, with each attended by approximately 15 visitors from a mixture of professions. The days were successful and promoted inter-profession working, which allowed comparisons to be drawn and consistency to be ensured across the different professions.

144 declaration forms and 165 audit submissions have been received. To date, all declaration forms and 152 audit forms have been signed off by the Approvals Panel, with just 3 programmes requiring an approvals visit as a result of annual monitoring. The remaining 13 audit submissions are due to be considered at the Approvals Panel in September 2006.

The Department plan has reviewed the annual monitoring process, in the light of their experience of operating the process and feedback from the assessment days and small enhancements and clarifications are due to be made before the second round of annual monitoring in 2006/07.

4. Major and Minor changes

Since the launch of the new process in March 2006, the Department has received 33 submissions. 25 of the 33 submissions have been reviewed by the Executive and visitors, and 8 are still under consideration. Of the 25 completed, 20 were deemed to be a minor change and five deemed to be a major change. Of the five major changes, three were deemed to still meet the Standards of Education & Training and two were required to undergo an approvals visit in the next academic year.

5. Roadshows/Publications

The Department is currently planning six 'road shows' to education providers to give presentations on the three processes (approvals, annual monitoring & minor/major change). These are due to take place in Belfast, Glasgow, Manchester, Cardiff & London (2) in October and November 2006.

6. Employees

Katherine Lock, a new Team Administrator (to replace Osama Ammar who has been promoted to Education Officer) is due to start in early September 2006 and Daljit Mahoon, a new Education Officer is due to start in mid September. Both Karen Scott and Nicole Borg (Education Officers) left HPC on 25th August 2006 and 30th August 2006 respectively. An advertisement for a replacement Education Officers is due to be placed in early September 2006.

1. Events

The next events to be held by HPC will be the listening events in Newcastle-upon-Tyne and Burnley on the 5th and 7th September respectively. At the time of writing, 186 registrants have signed up to attend.

2. Publicity

We have started to receive feedback about the posters and information leaflets sent out in June to GP surgeries, to raise awareness of the importance of using registered health professionals.

3. Media relations

Despite contacting all the key consumer and health journalists, the HPC did not get any coverage about the Foster review as coverage was focussed on the Donaldson review. The next proactive campaign will be in September/October and focus on raising awareness of the HPC in the Birmingham area. Success will be assessed by market research before and after the campaign.

We have been receiving a high volume of coverage about our fitness to practise cases over the last few weeks. Some examples can be viewed on the Council Extranet.

4. Advertising

A campaign across Birmingham will complement the media relations campaign due to be launched next month. The campaign will include radio, buses, bus shelters, local press and shopping centres.

5. Publications

The “Returning to Practice” publication has now been published. The two annual reports will not be printed until the Privy Council has returned from its summer recess in September.

6. Electronic Newsletter

The sixth edition of the electronic newsletter ‘HPC In Focus’ was published on 4th August, the next edition will be in October.

7. Employees

The Director of Communications will start on 4th September. Sarah Giles has now joined the communications team as Team Administrator. She previously worked in the International Department. Bonnie Hart’s last day in the Communications Department was Friday 25th August.

8. Website

Returners to practice: information including the application form has now gone live on the website.

Work is currently underway to translate the publication ‘How to make a complaint about a health professional’ into 11 alternative languages, translations will only be available on the website.

The joint regulator Patient Public Involvement Group has launched its leaflet, “Who regulates health and social care professionals” about the regulators and this is available in 10 languages on the HPC website.

9. Scotland

Tamsin Leigh (Stakeholder Manager) and Rachel Tripp (Director of Policy & Standards) went to Scotland to begin researching the possibility of a Scottish presence for HPC. They met several stakeholders and organisations that have established offices in the devolved countries. Ongoing communications will take place with the Scottish Executive and other Scottish stakeholders.

1. Corporate Services

Corporate Services covers Information Technology and Information Services.

2. Employees

No changes

3. General IT Infrastructure

90% of the migration work has been completed. The ongoing process for the rationalisation of servers, will take until the end of the month. This will also ultimately make full data replication to our Internet Service Provider more practicable.

4. Projects

As renewals are currently not being processed ICR is not being used. The scanners are being used to assist the scanning of regular documents to the communications log. Next renewals are operating department practitioners in autumn/winter this year.

BACS-IP & AUDDIS

The final test they require is with a live registrant with an existing direct debit. UK Registrations is approaching a registrant to confirm that they are happy to participate in this final test of the service. The full BACS-IP process does not have to go fully automatic until we have informed banks of all the registrants that will be affected. **APU** (Fitness to Practise tracking system). Data has been migrated from the old Access system, and the database is Data has been migrated from the old Access system, and the database is being used in the live environment. Data input work from the old system or paper records is almost complete. 38 modifications of varying complexity that are at least “nice to have” or higher priority have been developed in house. The temp inputting data has suggested

a further 12 or so further “nice to have’s”. These will be developed after the system has been run stably for sometime.

LISA On-line Applications nearing completion. The Worldpay credit/debit card processing service has been reinstated. A test version of the on-line applications service is on our test environment and is available for access by in-house registration employees for comment and testing.

UK Registrations now has a plan to update our application forms, the fully functioning version will be released after further changes and employee training.

LISA – Return To Practice process including multiple routes to achieving appropriate levels of pre-return training. The scope of the IT element of this project has been expanded to include those UK trained nonregistrants with historic qualifications never having been on the CPSPM or HPC registers. Registrations will manually process return to practice applications for now.

The support contract is being renegotiated with Digital Steps.

Document Control – FOI & DPA

To date there have been 180 requests under Freedom of Information. The large majority (95%) concern requests for statistical information, which can usually be fulfilled after creating new reports. These are reused or modified where ever possible.

Business Continuity & Security

The BC/DR plan has been reorganised to make it easier to use under true disaster recovery (DR) conditions. Updated copies of the BC/DR plan have been despatched from HPC to EMT, Department Managers and committee chairs in August.

1. General

Since the meeting, the Finance Department has produced the June and July year-to-date Management Accounts.

2. 2004/05 and 2005/06 Annual Reports

These were both approved by the Council at the meeting on 6th July, signed by the auditors and sent to the printers for publishing.

3. Supplier payments

At the end of June, at least 98% by value of the £399k Creditor payments (June Purchase Ledger) are in the 30 days or less category in the Aged Creditors Listing. The payment date schedule is posted on the HPC intranet (for the next seven months) and payment runs are run approximately every two weeks to ensure prompt invoice processing.

4. Fee adjustments and income receipts handling

At the time of writing, there is a backlog in registrant direct debit cancellations and amendments of about two processing days. We have no backlog on rejected payments/refunds and zero days backlog on mid-cycle lapsing of registrants. Banking of registrant cheques and credit card reconciliations are up to date.

5. Income collection cycle

Direct-debit collections of registrants' fees (which cover more than 80% of renewal fees by value) are done by the Finance Department, with collections made two months in advance. Collections for chiroprodists /podiatrists, radiographers, paramedics and orthoptists occurred in July. Further fee collections scheduled in August are for the speech and language therapists, prosthetists and orthotists, clinical scientists, occupational therapists and physiotherapists professions. Most of the income comprises renewal fees collected.

6. Funds under Management

At 10th July, the Business Reserve account balance was £0.66M, earning an interest rate of approximately 2% per annum. A further £3.5M is invested in the Special Interest-bearing Account on a rolling monthly basis, earning 4.5% per annum.

NatWest, Barclays and HSBC are active Money Market providers for HPC. There are no bank loans outstanding. The value of funds in our investment portfolio is approx £1.7M. This is managed by professional fund managers, Rensburg Sheppards. We are in compliance with the Reserves Policy level Committee-approved in November 2005.

7. Employee Training

Employees attend accounting software, tax update and Payroll update courses as appropriate. Three Finance Department employees are also enrolled in after hours, part-time professional accountancy qualifications (CIMA and ACCA) at present.

8. Employee Issues

There is a team of six full-time employees in the Finance Department, including the Finance Manager. The permanent Management Accountant (Charlotte Milner) joined HPC on 17th July and brings strong business services reporting experience to the Finance Department, as well as being ACCA qualified. After external advertising and interviews, the permanent Transaction Manager role was filled at the end of July (by an internal transfer – Shelagh Gillick). Temporary employees are periodically hired to cover for permanent employees on leave and to help clear work backlogs (to maintain service levels).

9. Significant Financial Projects/Issues (next few months)

- Implement the Council member fee increase to £300, backdated to 1st April 2006.
- Prepare and despatch the fee change consultation letter to stakeholders and interested parties for the forthcoming proposed general fee change in mid to late 2007.
- Review/update project specifications and commission software development for automation projects relating to Intermediate Lapsing and Bulk Letter Generation (July-Sept period).
- Finish updating the online financial procedures manual, reconcile SAGE suppliers to authorised supplier list and achieve further role cross-training within the department, to minimise person risk. Payroll cross-training in August.

10. Facilities Management Report

Staffing

The intention is to replace the temporary Catering Officer with a permanent person shortly.

Interviews have been held to recruit building consultants (quantity surveyors and structural engineers) for the 22/26 Stannary Street renovation project.

Procurement & Logistics

New access control system ordered and installed in August. The intention is to role out the system to Council members before November.

1. Striking off order

Alan Edwards, occupational therapist
 Graham Thurley, paramedic
 Anthony Seaford, paramedic
 Gavin Widdowson, paramedic
 Vaughan Knight, paramedic
 Anne Eccleston, speech and language therapist
 Alex Guevara, paramedic
 Paul Gilbert, paramedic

2. Suspension

Kudakwashe Mhundwa, physiotherapist
 Simon Harrison, physiotherapist
 Raymond Rushton, chiroprodist
 Alan Gazeley, paramedic

3. Caution

David Ryell, paramedic
 Helen Curran, operating department practitioner
 Simon Standen, paramedic

4. Removed

Judith Fisher, chiroprodist/podiatrist
 Michael Thushyan, radiographer

5. No Further Action

Jojomin Josey, physiotherapist – incorrect entry

6. Allegation Not Well Founded

One Conduct and Competence Committee was not well founded in June 2006
 One Health Committee case was not well founded in July 2006

7. Adjourned/Ran out of time

Christopher Hurford, radiographer
 Kara Glen, physiotherapist
 Vickie Darnley, operating department practitioner

8. Review Hearings

Gaynor McAllister, occupational therapist, suspension continued
 Fadayomi Alade, physiotherapist, suspension continued
 Shirley Fogarty, occupational therapists, suspension continued
 Douglas Sinclair, physiotherapist, conditions of practice revoked, suspension imposed
 Rabea Yousaf, biomedical scientist, suspension continued
 Timothy Hulley, biomedical scientist, conditions of practice revoked

9. Investigating Committee

21 allegations were received in July 2006. Panels of the Investigating Committee considered 16 cases in July 2006. The current case to answer rate is 67%. At the end of July 2006 there were 171 cases within the remit of the Investigating Committee

10. Conduct and Competence Committee

At the end of July there were 109 cases within the remit of the Conduct and Competence Committee

11. Health Committee

At the end of July there were seven cases within the remit of the Health Committee

12. Review Hearings

At the end of July 51 cases required a review hearing.

13. Interim Orders

Interim Orders were granted in the following cases:

John Haslam, clinical scientist
David Wright, paramedic
Andrew Read, paramedic

The following interim orders were reviewed:

Kathryn Crain
Rachel Winnard
Karl Tett
Kay Cousins
June Elliott
Andrew Myers
Gavin Hall
Fiona Kuhns
Bhavari Kilaru

Most interim orders and reviews are presented by a case manager.

14. Registration Appeals

At the end of July there were 55 outstanding registration appeals

15. Health and Character

48 declarations were received in June and July 2006

16. Protection of Title

46 complaints about the use of title were received in June and July 2006

17. Other Information

Meetings have taken place with
Bond Solon – Training Provider
GB Training

Paul Gibbons – Quality Improvement Scotland
Chartered Society of Physiotherapy

Kingsley Napley
Jonathan Bracken
Michael Caplan
London Ambulance Service

I have attended seminars at the General Dental Council and at Penningtons and have attended training at the Work Foundation. I also sat on the reappointments panel for panel members.

18. High Court Appeals:

The case of Mohammed Khokhar has been listed for hearing in the High Court for three days between 11th and 13th September

19. Employee Matters

Eve Seall has been appointed to the position of FTP Manager. Her position will be replaced with a hearings officer.

Merle McKinley McNair has been appointed to the position of PA to the Director of Fitness to Practise

1. Employee Resourcing

Recruitment has slowed down over the past month, and the Human Resources Department has now been able to catch up on other administrative tasks which have been waiting.

The new Director of Communications (Jacqueline Ladds) has a confirmed start date of 4th September 2006.

Following the promotion of the Team Administrator Osama Ammar in the Approvals and Monitoring Department to an Education Officer role, the post of Team Administrator was advertised externally. Katherine Lock commences on 11th September 2006.

Two Education Officer positions were advertised in May 2006, however, unfortunately subsequent interviews resulted in no successful appointments. The positions were re-advertised in July 2006 and Daljit Mahoon, an external candidate, was appointed to one of the roles. She will commence on 9th September 2006. The remaining position will be advertised in late September 2006.

Interviews were 20th July 2006 for the Policy Education Manager post, with the panel consisting of Marc Seale, John Harper, Rachel Tripp and Eileen Thornton. Unfortunately these were unsuccessful (with many strong potential candidates withdrawing from the interviews on the day). Strategies to recruit and re-advertise are currently being examined.

Eve Seall, an internal candidate, was appointed to the recently advertised role of Fitness to Practise Manager (reporting to the Director of Fitness to Practise) following advertising in June 2006.

Following a number of internal promotions and resignations, four new Registrations Officers were appointed in July (replacement positions). Reshma Varsani, Gary Stanbury, Krysia Opalinska and Dawn Casmir will commence on varying dates throughout July 2006.

Following advertising in July 2006, Mark Potter (Acting International Registrations Manager) was appointed permanently to this role. There is however a title change to this role and it will now be called a Customer Services Manager.

Interviews for the Director of Policy and Standards were held on 25th July 2006. The panel consisted of Robert Clegg, Larissa Foster, Marc Seale and Eileen Thornton. Rachel Tripp, an internal candidate and HPC’s Policy Manager was promoted to the Director post.

Interviews for PA roles for the Director of Operations and the Director of Fitness to Practise were also held in July 2006. One of the posts was successfully filled with Merle McKinley-McNair commencing in Fitness to Practise in August 2006.

2. Performance Review System

HPC’s performance review system was revised and improved last year. This included additional competency ratings on the forms and a new category for training needs, to allow for a training needs analysis.

Now that the revised system has been used across the organisation (in February 2006), the HR Department has been meeting every team to consult about how people found the process and if any further minor improvements are required. We will then brief the Finance Committee on any agreed changes following the consultation period.

3. Employment Contracts

According to the HR Workplan for 2006/2007, HPC's new employment contracts which were approved by the Finance and Resources Committee in October 2005 are to be rolled out in 2006 to existing employees (those who were employed prior to October 2005 and who are currently on the old HPC contracts). The HR Department is currently drafting all of the new contracts with an aim to conduct an "all staff presentation" about the changes, and achieve acceptance and signage by the end of October for all employees.

4. Sickness Review Meetings

Under the HPC Sickness and Absence Policy, at certain "trigger points", return to work meetings and sickness review meetings are held with employees when sickness is long term or reaches a level that is considered to unacceptable. The purpose of these meetings are to identify underlying causes of absences and explain impacts of absence, consider a range of appropriate and helpful responses, to agree a way forward and give the employee an opportunity to improve attendance.

As managers have not received on-the-job training in this area previously, Kelly Webster (our HR Officer who specialised in attendance management meetings in her previous role at the Corporation of London) has been sitting in with managers as they conduct these meetings to train managers, provide support for both employees and managers in relation to understanding the process, and also ensure the process is consistent across the organisation. This HR assistance has proved very successful, with managers feeling more confident in conducting these meetings, and better understanding the legal framework in which they are held.

1. Telephone Calls

The team received 1,804 calls from applicants during this period, with an average 94% answer rate. Calls were answered on average in 16 seconds.

2. International Registration Application

A total of 361 new applications were received during this period and 221 were registered.

3. Grandparenting Registration Application

No operating department practitioner applications were received in this period. Our purge of applications which began in May is having excellent results allowing for floor space to be cleared. This will continue over the coming months to ensure that all outstanding applications in the system are either completed or removed.

4. Emails

The team are receiving approximately 30 – 40 emails per 48 hours and all are responded to within two working days.

5. Improvements/Development

The new scanning solution has been implemented and is running successfully, this new facility is allowing for all new registrants forms to be moved off site within five days. These are then returned to us on CD/DVD and will be uploaded onto LISA on the next release.

6. New recruits

Gary Stanbury, Dawn Casimir and Krysia Opalinska have been recruited to cover the teams vacancies and all are settling in well and meeting set work targets. Once fully trained I expect the team work output to increase still further.

1. Continuing Professional Development Assessors Recruitment

At present the recruitment process for the CPD Assessors is in its early stages. Meetings are being held with the relevant departments to ascertain how many CPD Assessors will be needed. Furthermore, meetings shall be held to develop draft role briefs for the CPD Assessors.

2. Performance Appraisal

Further to Council’s approval of the partner appraisal system, the internal implementation process has been agreed and posted on to HPC’s management system. To date, seven visitors have been sent the paper-work for appraisal during May and June 2006.

3. Partner Re-appointments Process

On the 11th May 2006, the re-appointments process was presented to the Council. Council approved the process with a number of minor amendments to the paperwork. It was agreed that the re-appointments process would be a paper based exercise. All re-appointments paperwork was sent by the 9th June 2006 to all partners whose contracts expire in 2006. Meetings were arranged at the end of July between the partner manager, head of department and an Independent Assessor from the Office for Commissioner of Public appointments (OCPA).

The final decision for the reappointments process will be made by the partner manager, head of department and the independent assessor from the OCPA. To date a total of 36 partners have indicated that they do not wish to be re-appointed to their partner roles. All partners that are successfully reappointed will all be sent a new and updated

4. Partner Conference

All partners have received notification of the 2006 conference dates and have been advised that official invitations will be sent in July (once the re-appointments process has been completed). The Health Minister for Scotland has been contacted and has agreed to speak as a keynote speaker at the partner conference

A second keynote speaker has been approached and we are still awaiting a response from this.

Each department that is taking part in the conference has been asked to submit a brief outline of their break out session. This information will be placed on partners’ conference invitations.

1. Meetings:

- Royal Pharmaceutical Society of GB, Patient Public Involvement reference group, 11th July 06
- Department of Health, Approved Mental Health Professional meeting, 13th July 06
- Partnership QA Meeting, Skills for Health, 18th July 06
- Zoe Mounsey, Royal Pharmaceutical Society of Great Britain, 27th July 06
- CPD talk, City Hospital, biomedical scientists, 7th August 06
- GMC Scotland, 9th August 06
- CSP Scottish Office, 9th August 06
- Royal College of Speech and Language Therapists Scotland Policy Officer, 9th August 06
- Society of Chiropractors and Podiatrists Scotland Policy Officer, 9th August 06
- NHS Education for Scotland, 9th August 06
- AHP professional forum, Scotland, 9th August 06
- AHP Education forum, Scotland, 10th August 06
- Jacqui Lunday, Scottish Executive, 10th August 06
- NHS Quality Improvement Scotland, 10th August 06
- NMC Prescribing for Children meeting, 16th August 06
- Heads of University Centres of Biomedical Science conference, 5th September 06
- Alliance of UK Health Regulators in Europe, 8th Sept 06

2. Current Projects:

Department of Health review of non-medical regulation

The Policy & Standards Department is doing preparatory work to inform the Council’s response to this review, and also to Chief Medical Officer’s review, ‘Good doctors, safer patients’.

Consultations

The Department is preparing to consult on the Council’s proposed amendments to the Standards of Proficiency, and on the Council’s proposed amendment to Standard 6.7.5 of the Standards of Education and Training

Continuing professional development additional information

The long CPD document has been Crystal-marked by the Plain English Campaign and laid out by Policy. It has been printed in final ‘art-worked’ form and added to the website.

Standards of Education and Training - Guidance for education providers

The results of this consultation have been analysed, and are on the agenda for the next meeting of the Education and Training Committee.

European Union

Sam Mars is working on the implications of the Professional Qualifications Directive for HPC, and also on implementing the recommendations from the Healthcare Professionals Crossing Borders Conference in Edinburgh, October 2005.

Review of the Standards of Conduct, Performance and Ethics ‘call for ideas’

As part of the review of the SCPE, the Department is holding an initial online ‘call for ideas’, asking for ideas about the standards, how useful they are, and whether there are any areas that would benefit from changing/ re-writing / clarification.

3. Recruitment update

Interviews were held on 20th July for the position of Education Policy Manager. No appointment was made.

Rachel Tripp was appointed as Director of Policy & Standards; Sam Mars has joined the Department on a temporary contract as Policy Officer.

1. Appointment of Lay Member

Interviews for a new lay member of Council are planned for late September.

2. Training of Council Members

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, in the autumn.

3. Council ‘Away Day’ 4th and 5th October 2006

Details of the ‘away day’ event which is being held at the Tankersley Manor, Barnsley, South Yorkshire have been circulated to members and are available on the members’ extranet at www.hpc-uk.org/extranet.

4. Re-run of Elections

Nomination forms have been dispatched to all registrants on the physiotherapy part of the register. Information is available on the HPC website.

5. Declaration of Members’ Interests

Completed forms have now been received from all members and have been added to the HPC website.

6. Council Christmas Lunch

The Secretariat is working with the President on plans for this event.

7. External Meetings

Members of the Secretariat attended the following meetings: Pennington’s seminar on regulation. Corporate Governance meeting with representatives from other regulators.

Meeting with the Head of Secretariat at the Privy Council. Council Meeting at Nordoff Robbins Music Therapy.

8. Training

Members of the Secretariat attended the following: Plain English Training. Legal Training.

1. Resource

The team was fully resourced in July 2006. However, Charlene Williams resigned on the 1st August 2006. Charlene was five months into on a year-long contract to cover maternity leave. Shelagh Gillick left the Department on the 1st August to start her new role as Transaction Manager with the Finance team.

2. Telephone Calls

During the period from 1st – 31st July 2006, the team received a total of 7,683 telephone calls and achieved a 91% answer rate. This figure is more than three times the number of calls received in July 2005 and the team managed to maintain the answer rate. The team is currently focusing on improving the “time to answer” which is currently at 74 seconds – our target is 20 seconds.

3. Registration Application

A total of 1,328 new applications were received during this period and 1,566 individuals were registered. Applications took on average nine working days to process from start to finish. This figure takes into account applications arriving before the official pass list from universities was received. Many applicants were being registered within five days of receipt of their forms. The team continues to exceed their target, which is set at 10 working days. Applications for readmission were taking an average of three working days.

The team was pleased to receive several emails/calls/letters regarding the efficient service being provided.

4. Emails

The team is receiving approximately 40/50 emails per day and are managing to respond to these within a couple of hours in most cases. The team had received some very positive feedback about the efficiency of this service.

5. Registration Renewal

Twelve of the thirteen professions have now renewed their registration for the second time. The results can be seen in the table below.

Profession	Renewal forms sent	Final renewals sent	Percentage of final renewals sent	Number of registrants lapsed	Percentage of registrants lapsed
Paramedics	11,659	3,876	33.2%	1,596	13.7%
Orthoptists	1,266	382	30.2%	156	12.3%
Prosthetists/Orthotists	1,217	390	32.0%	91	7.5%
SLT	10,452	4,641	44.4%	972	9.3%
Clinical Scientists	3,807	1,268	33.3%	282	7.4%
Occupational Ther.	26,953	9,888	36.7%	2,851	10.6%
Biomed Sci.	21,450	6,402	29.0%	1,790	8.3%
Radiographers	23,392	9,515	40.6%	1,698	7.2%
Physiotherapists	39,844	15,928	39.9%	3,643	9.1%
Arts Therapists	2,302	818	35.5%	278	12.0%
Dietitians	6,257	1,717	27.4%	508	8.1%
Chiroprodists	12,825	3,694	28.8%	959	7.5%

The final profession to renew registration will be the operating department practitioners (ODP). Renewal forms will be mailed at the beginning of September 2006.

6. Improvements/Developments

The renewals team has now left Stannary Street. The three remaining temps are now situated in the UK Department and are assisting with the processing of application forms.

7. Returners to practice

The guidance notes, updating forms and RTP brochure were uploaded to the HPC website on the 31st July 2006 and an email was sent to all HPC employees to advise them of the new requirements. LISA would not be ready to cope with applications until later on in the year so the team were operating a manual process in the interim period.