

Management Information Pack

Marc Seale, Chief Executive & Registrar
Reports and figures for July 2007

Chief Executive's Report to Council meeting on 11 September 2007 Contents

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1. Completed Meetings 1 July to 31 August 2007

Council for Healthcare Regulatory Excellence	2 July
Society of Radiographers	3 July
Baroness Finlay	3 July
King's Fund	6 July
Complementary Medicine reception	6 July
Scottish Executive (White Paper Implementation Group)	9 July
Listening Event – Dumfries	10 July
Listening Event – Lancaster	12 July
General Optical Council	13 July
Trust, Assurance & Safety: GMC seminar workshop	16 July
Baroness Pitkeathley	16 July
Lord Patel	16 July
British Association for Sports Rehabilitators & Trainers	17 July
Baroness Barker	17 July
NHS Education for Scotland	9 August
Council for Healthcare Regulatory Excellence	10 August
The Sun	23 August
GuildHE	30 August
Healthcare Commission	30 August
Council for Healthcare Regulatory Excellence	30 August

2. Scheduled Meetings

CLEAR annual conference	6–8 Sept
PKF	14 Sept
Daily Mirror	14 Sept
Hidden Hearing	17 Sept
Hearing Aid Council	18 Sept
UNISON	19 Sept
Northern Ireland White Paper Stakeholder Event	20 Sept
Hearing Aid Council	27 Sept
Listening Event – Swindon	16 Oct
Listening Event – Barnstaple	18 Oct
Scottish Executive	30 Oct

1. Media and Campaigns

Since our last report we have issued ten fitness to practise press releases on professionals who have been struck off or suspended. We have also issued a press release covering the election and re-election of three Council members following the July elections.

Through July and August press coverage has included 13 articles on fitness to practise cases in a range of print including The Times, BBC Online, Cambridge Evening News and Epping Forest Guardian. We have also had ten pieces of coverage in professional journals including Chiropody Review and Podiatry Now.

In addition to this, the Department continues to respond to a range of press enquiries.

We have started work on two media initiatives with the aim of increasing coverage about the HPC in consumer titles and building relationships with national journalists. We have mailed 70 media doctors, freelancers and health editors across 25 women's magazines, websites and weekend paper supplements. To date, we have received coverage in The Mirror and Bella Magazine. A further mailing is planned in the autumn. As part of our relationship building with national journalists, the Chief Executive has met with the Health Editor of the Sun, who is keen to cover HPC's work in the future, and a further meeting with the Health Editor of the Daily Mirror has been arranged. Further meetings are being set up.

Planning is well underway on a number of public information initiatives for this year, particularly engaging registrants, informing referrers and reaching the public through a range of print and web media.

Advertisements will soon start appearing in chiropody and physiotherapy publications, encouraging registrants to display posters and leaflets in their areas of practice. An initiative to raise awareness of the HPC and regulation amongst GPs is being launched across the UK in October and will include adverts in GP publications as well as a GP leaflet and attendance at the Primary Care Live conference to meet GPs face to face. A series of advertisements are also expected to appear on Yell.com, in all Yellow Pages directories over the next 12 months and on Google, together with posters and leaflets in GP surgeries.

2. Web

Much of the 'Phase 2 development' work has now been implemented, this includes enhancements to the hearings section, an events calendar, a new education section, and behind the scenes improvements to the content management system. The Intranet review project continues with focus groups being held with employees. Every department will be represented to help decide the design and functionality of the redesigned site.

3. Public Affairs and Stakeholder Communications

As part of our ongoing work to meet MPs and other key stakeholders to brief them on the HPC and to discuss health regulatory issues, the Public Affairs Manager is continuing to

manage a range of initiatives. This includes meetings with key parliamentarians, including new health ministers since the new Brown Government's cabinet reshuffle. The post-White Paper programme of meetings with parliamentarians has continued, including Baroness Barker (Liberal Democrat Spokesperson for Health), Baroness Pitkeathley (Labour), Lord Patel (Crossbench) and Baroness Finlay (Crossbench). Once the summer recess has finished, meetings with MPs will also be arranged. Other activity with parliamentarians includes attendance at the Labour Party Conference in September and an exhibition stand at the Scottish National Party Annual Conference in October. Key parliamentarians from across the home countries will be sent a briefing paper in October introducing them to the HPC, our role and responsibilities and our perspective on the proposals contained within the White Paper. A sample of the new public information material, including posters and leaflets, will also be sent to all MPs to display in their constituency offices.

A programme of work has been developed which aims to promote the HPC's key messages to employers and to keep them informed and engaged with the HPC. The employers' section of the HPC website will go live in September and include information on continuing professional development, the new multiple registrant search and how to sign up for the newsletter and fitness to practise alerts. Members of the Communications and Fitness to Practise Departments will be exhibiting at the NHS Employers conference in October and a series of employer events will also be held in Glasgow, Manchester and London towards the end of the year. The aim of these events is to provide information on when to refer

fitness to practise issues, an update on our CPD audit requirements and information on registration and renewal issues and to hear employers' concerns and feedback.

The Public Affairs Manager and Director of Policy and Standards will be visiting Belfast in Northern Ireland to meet various stakeholders in mid-September. The purpose of the trip is to find out what are the different issues in Northern Ireland and to build links with key stakeholders and improve communication channels. Meetings set up so far include the Northern Ireland Social Care Council, the General Medical Council, the Chartered Society of Physiotherapy for Northern Ireland and the Chair of the Allied Health Professions Forum in Northern Ireland.

4. Events

Listening events were held in Dumfries and Lancaster on 10 and 12 July 2007, providing another opportunity for registrants to meet members of our Council and management team and to provide feedback on the HPC and regulation. Both events were reasonably well attended, with over 50 delegates at each. The next set of Listening Events are scheduled for Tuesday, 16 October in Swindon and Thursday, 18 October in Barnstaple.

Members of the communications and registrations teams attended the College of Occupational Therapists' annual conference and exhibition in Manchester in June and will be attending the Institute of Biomedical Science Congress in September 2007 as well as exhibiting at NHS Employers in October 2007.

Since the last report, the Department has given nine talks across the UK to groups of students and registrants including University of Central England (Birmingham), University of London, Huddersfield University and Coventry University and spoke at the British and Irish Orthoptic Society Annual Scientific Conference

5. Internal Communications

The intranet is currently being reviewed by an internal working group. Focus groups will be held to determine the new look and design of the intranet. The online survey was responded to by approximately 50% of the organisation and employees gave some useful feedback.

Following employee feedback, the format of the all-employee meetings has been changed. They will be held every two months in two sessions, so employees must attend at either 12pm or 1pm and the format includes a comprehensive update from Marc Seale, followed by a Q&A session and a presentation from a department.

6. Publications

The Publications Manager is currently overseeing the phased implementation of our refreshed visual identity and house style. A range of publications and stationery items have now been produced in line with the new standards, including: 'Standards of conduct, performance and ethics' (design only); 'Managing fitness to practise'; 'Information about the health reference'; 'A disabled person's guide to becoming a health professional'; 'Approvals and monitoring annual report 2007'; and 'Fitness to practise annual report 2007'.

The grandparenting report, the 'Period of Adaptation' guidance document and all twelve of the new 'Standards of Proficiency' brochures are currently being proofed, edited and/or artworked.

Feedback from the review of our e-newsletter, In Focus, has now been collated and analysed. Following this, a redesigned version is due for publication on Friday 5 October. (The report on the review will be presented to the Communications Committee.)

Education Approvals and Annual Monitoring – Ms Abigail Creighton

1. Approval visits 2006/07

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

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

2. Approval visits 2007/08

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

3. Annual Monitoring

The Department has spent the summer months finalising this academic year's annual monitoring work. This year we have received 236 audit submissions and 114 declaration submissions. To date, all programmes that completed a declaration submission have been approved as continuing to meet our standards. 228 of the programmes that completed an audit submission have been approved as continuing to meet our standards. Of the eight outstanding programmes, the

majority are due to be considered at the September meeting of the Education and Training Panel

4. Minor and Major Changes

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

5. Communication with Stakeholders

The Department has contacted education providers about the following areas over the last two months:

- changes to SET 6.7.5
- changes to the approval process for standalone prescription-only-medicine programmes
- visit schedule for 2007/08.

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

6. Projects

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

7. Presentations to Education Providers

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

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

8. Partners

Following the recent re-appointments process and the stepping down of a number of visitors, we now have insufficient numbers for the business needs. It has been agreed with the Partner Manager that advertisements for visitors in the following professions will be made in autumn 2007: occupational therapists (clinicians), dietitians, dramatherapists and operating department practitioners.

9. Employees

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

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

1. General

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

2. Supplier payments

At the end of June, at least 99% by value of the £316k Creditor payments (June Aged Creditor Listing) were in the 30 days or less category.

3. Fee adjustments and income receipts handling

On the 12 July, there was a backlog in registrant direct debit cancellations and amendments of three processing days. We had two days processing backlog on rejected payments/refunds and one day backlog on mid-cycle lapsing of registrants. Banking of registrant cheques and credit-card reconciliations was up-to-date.

4. Income Collection cycle

Direct debit collections of registrants' fees (which cover at least 83% of renewal fees by value) are done by the Department, with collections made two months in advance. Radiographer, paramedic and orthoptist collections occurred in July. A further fee collection took place in August for the clinical scientist, prosthetists & orthotist and speech & language therapist professions. Most of the income comprises renewal fees collected.

5. Pensions

At the end of June, there were 36 members in the Friends Provident Scheme and five in Capita, excluding the "notional" members.

6. Funds under Management

At 16 July, the Business Reserve account balance was £395k earning an interest rate of 2% per annum. A further £2.78M is invested in the Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 5.75% per annum. NatWest, Barclays and HSBC are active Money Market providers for HPC. The value of our investment portfolio (including cash) at the end of June was £2.031M.

Regarding the Reserves Policy, three average budgeted months of Operating Expenses totals £3.123M. At the end of June, the sum of Investments and Working Capital totalled £3.327M.

7. Financial System Upgrade Project

The project timetable was updated and work on updating the finance process maps in greater detail and flow chart format is now largely completed. The "go live" date is April 2008. Information about system functionality and business requirements material is being gathered from a range of sources.

8. March 07 Annual Report

Work is in progress on completing aspects of the Annual Report in accordance with the process timetable. An issue arose on the need to notify HM Treasury about the details of a payment made in December 2006. At the time of writing, we are waiting on a response from HM Treasury. This caused a delay in getting the Annual Report signed off by the relevant parties.

9. Employee training and levels

There is a team of five full-time permanent employees in the Department including the Director of Finance. This excludes one vacant post (the Finance Officer). Two Finance employees are enrolled in after hours, part-time professional accountancy qualifications (CIMA and ACCA) at present. Temporary employees are periodically hired to cover for employees on annual/study/sick-leave and to help the Transaction Manager and P/L Officer achieve their required service-level targets.

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

Financial System Upgrade project (May – April 08)
Five Year Plan update (Aug – Oct)
LISA Access Rights project (Sept – Feb 08)

11. Facilities Management Report Employees

There are six permanent employees, including the Facilities Manager. Areas covered include reception, building maintenance, postroom, catering, health and safety, insurance, travel and building project liaison.

22-26 Stannary St Building Project

Phase 1 of the refurbishment of 22-26 Stannary Street commenced Mid-July and CFC Group Ltd report the project as in line with the programme. It is due to end Christmas 2007 with occupation by the end of January 2008.

Health and Safety Issues

A draft new combined Health & Safety and Fire Safety policy were approved by the Finance & Resources Committee in July.

They are to be ratified at next meeting of Council. Work will then be commenced to role this out within following six months with assistance from our consultants, Lawrence Webster Forrest.

Procurement

Approval was gained at the last Finance & Resources Committee meeting to recruit a Procurement Officer on a fixed-term contract. Recruitment will commence in September 2007.

Fitness to Practise – Ms. Kelly Johnson

1. Decisions

Struck Off

Alethea Foster, chiropodist/podiatrist – conviction for grievous bodily harm

Christopher Walsh, radiographer – failure to respond to request to perform x-rays, self-administered drugs whilst on duty, failed to adhere to health and safety policies

David Fleming, paramedic – administered Entonox whilst on duty

Derek Dredge, paramedic – conviction for possession and making of indecent images

Gavin Hall, radiographer – conviction for murder

Janice Rhodes, paramedic – failure to treat a patient

Steven Driver, paramedic – attended work under the influence of alcohol

Wai-Ling Wong, biomedical scientist – issued incompatible blood and attempted to destroy evidence of doing so

Suspension

Duncan Nixon, operating department practitioner – convictions for theft of property and false accounting

Justin Corden Bowen, operating department practitioner – health

Niall Salmon, occupational therapist – accessed websites of a sexually inappropriate nature in the workplace

Phillip Arkwright, paramedic – failure to provide patient-care commensurate with training

Conditions of Practice

George Baldwin, chiropodist/podiatrist – failure to deal safely with the risks of infection

Caution

David Carradine, radiographer – two convictions for driving a motor vehicle with excess alcohol and one for common assault

Gary Deuchar, radiographer – inappropriate behaviour towards members of staff

Paul Fryer, paramedic – misuse of controlled drugs

Sarah Rees, occupational therapist – conviction for the possession of a Class A controlled drug

Not Well Found

Four cases were not well found

Part Head/Adjourned

Five cases were adjourned/part heard

Referred to Health Committee

One case was referred to the Health Committee

2. Preliminary Meetings

Two preliminary meetings took place.

3. Review Hearings

Alan Gazely, paramedic – suspension

Andrew Longley, – chiropodist/podiatrist

Benjamin Lloyd Jones, occupational therapist – conditions of practice

Christopher Caulkin, chiropodist/podiatrist

Douglas Sinclair, physiotherapist – suspension

Fadoyomi Alade, physiotherapist – suspension

Frank Attwater, physiotherapist – suspension

Gaynor McAllister, occupational therapist – suspension

Kenneth Wanless, paramedic – conditions of practice
Rabea Yousaf, biomedical scientist – struck off
Raymond Rushton, chiropodist/podiatrist – suspension
Russell Headridge, prosthetist and orthotist – suspension
Shirley Fogarty, occupational therapist – suspension

4. High Court Appeals

Christina Reyburn, speech and language therapist – registrant appeal

Stanley Muscat, radiographer – registrant appeal

David Tregellas, physiotherapist – CHRE appeal

5. Interim Orders

Interim Orders have been granted in the following cases:

Hirsch Derek Gale, arts therapist

Jeffrey Wild, paramedic

The following interim orders have been reviewed:

David Pratt

David Wright

John Haslam

Richard Fitch

Benjamin Lavender

Christopher Wall

Christopher Payne

Adrian Prydden

6. Investigating Committee

At the end of July there were 206 cases within the remit of the Committee. 86 enquiries/allegations were received in June and July. Panels considered 45 cases.

7. Conduct and Competence Committee

At the end of July there were 138 cases within the remit of the Committee.

8. Health Committee

At the end of July four cases were within the remit of the Health Committee

9. Review Hearings

At the end of July, 76 registrants were subject to suspension or conditions of practice orders.

10. Hearing Arrangements

As at 13 August 2008, 37 cases had been fixed for full hearing and 10 for review.

11. Registration Appeals

12 appeals were received in June and July. At the end of July there were 42 open registration appeals.

12. Health and Character

60 health and character declarations were received in June and July. At the end of July there were 49 open cases.

13. Protection of Title

25 complaints about misuse of title were received in June and July. At the end of July there were 55 open cases.

14. Other information

The following meetings/events have taken place:

Kingsley Napley

Advocacy Skills Training

CHRE Harmonising Sanctions Working Group

NHS Counter Fraud and Security Management Service

PKF (Audit has also occurred)

Listening Event

Royal College of Speech and Language Therapists

Presentation Skills Training

Staffordshire Ambulance Service

Yellow Pages

15. Resources

Hannah Essex, Dominic Williams and Simon Thompson have joined the Department as case managers. Gurjinderjit Hayer joins the Department as a case officer on 17 September 2007.

1. Employee Resourcing

Following advertising for three new Case Manager posts for the Fitness to Practise Department, three Case Managers were appointed in July 2007. All have now commenced.

Re-advertising for the Project Coordinator vacancy in the Operations Directorate occurred in May. The subsequent interviews were successful and Lola Teidi commenced on 9 July 2007.

Following the resignation of an Education Administrator, the vacancy was advertised in June and Barry Molloy commenced with the HPC on 23 July. There is one remaining vacancy (Education Officer) to be filled within this Department and advertising will occur during September.

Interviews for four Registration Advisor vacancies took place in July and August. All four posts have been filled, with the new employees starting on various dates during August and September.

A permanent post for a Policy Officer (a post being filled through an internal secondee) was advertised in August, within the Policy and Standards Department. Interviews were held towards the end of August and an appointment made.

Advertising has occurred for a Finance Officer within the Finance Department and for a Customer Services Manager within the Registrations Departments. Interviews were held on 23 August and 5 September respectively.

Finally, the vacancy for an IT Support Analyst in the IT Department was filled in August, with the successful candidate (Richard Watling) starting with HPC on 28 August. A newly created role has also been filled in this Department. This post (IT Support Coordinator) was filled by James McMahon who commenced in August.

2. Pension Scheme – Employee Relations Matters

HPC's external pensions advisors (Barnett Waddingham) held a meeting at the Evangelical Alliance on 23 August to update employees who were members of the former Capita scheme on their transfer values. This included the offer to employees of an individual session with a pensions advisor on the following day to discuss their personal pension transfer.

A general presentation to employees who were not in the Capita pension scheme and so have not yet attended a presentation about the new Friends Provident Scheme was also held on 23 August.

3. Exit Interviews

The confidential yearly report on employee exit interviews was compiled in May and considered by the Executive Management Team. Key points were briefly highlighted to the Finance and Resources Committee in June. These included the key reasons for leaving, which were for enhanced job opportunities, lack of advancement and for career change. These were consistent with results from the previous year. HPC culture and atmosphere was consistently praised, and the majority rated performance management as "good" compared to a lower rating last year. Promotional prospects were rated poorly.

Overall it was felt that more training was needed and HPC lacked opportunities for career progression. Internal communications was an area identified for improvement. Overall, the results were very positive and in line with those expected for a small organisation of only eighty-five employees. The Executive Management Team discussed and agreed any appropriate actions, for example, the actions taken in relation to the internal Communications Audit, the greater level of training which was received by managers in 2006, and reorganisations in the Fitness to Practise and Registrations Departments potentially offering more room for growth and internal progression within the organisation.

1. Employees

Craig Kjelvei, IT Support analyst, left HPC to return to South Africa in early August. A replacement was located after 32 interviews and tests. Richard Watling commences at HPC on 28 August.

An IT Support Co-ordinator has been appointed to assist in the smaller IT projects and more difficult helpdesk tasks. James McMahon was working as a contractor to cover Craig Kyelvei's position in the interim. This has been financed from other un-recruited positions within HPC.

2. General IT Infrastructure

Full data replication running is carried out overnight. The file server space has been increased to allow for future growth as utilisation reached 80% on existing hard disks.

The Multiple Registrant Search feature has been rolled out to the HPC website enabling Trusts and professional bodies to track multiple registrations.

3. Additional planning activities

The IT strategy is being updated for 2008-9.

The IT work plan is being updated for 2008-9.

BAU possible projects for 2008-9 are being collected.

Major projects for 2008-9 are being collected.

4. Projects

LISA –2007-8

- CPD two year project, first segment determine level of integration for first stage of project: the functional specification has been signed off with change requests.

- Professional Qualifications Directive requirements gathering in detail: the legislation has not yet been finalised; the interim Lotus Notes solution will be created in-house.
- LISA Access Rights restricting functions to the Finance Department: the requirements are being documented in detail by the project management.
- LISA changes to facilitate new professions acquisition by the HPC IT Department rather than Digital Steps: two options are being examined, one more simplistic, the other more automated, in preparation for the probable receipt of new professions early next financial year.

A meeting has been held with Digital Steps to determine possible projects for 2008-9.

5. Finance Systems

An upgrade has been prescribed by the existing Sage support company to move to a windows SQL server based system. Additional features include electronic purchase orders, and project tracking.

6.. Business Continuity & Security

Penetration testing is taking place with National Computing Centre currently, to examine the strength of our externally facing defences. We are evaluating internal intrusion detection technologies. We are preparing to update the disaster recovery plan to match BS25999:2 when published in September 2007

7. Environmental Issues – IT related

The Waste Electrical and Electronic Equipment regulations took effect in July 2007. Suppliers will now be responsible for

disposing of their products at the end of the useful life of the item. Our existing cleaning contractors are authorised to carry out disposal on our behalf.

8. Information Services

Possible new archiving / storage suppliers are being evaluated. Vendor contracts being scrutinised by Bircham Dyson Bell for data security and DPA purposes has indicated that our security requirements are more robust than many organisations, and have been compared to those of the Ministry of Defence.

1. Partner Reappointments Process 2007

A total of 260 Partners' contracts expired in 2007. In order to ensure consistency, all Partners with agreements that expired until the end of June 2007 were sent new Partner Agreements to extend their contracts until July 2007.

The reappointments process took place on 22, 27 and 28 June 2007 and went very well. This was purely a paper-based exercise, which included competency-based criteria. Each individual reappointment meeting consisted of the Partner Manager, the relevant director/department head and an independent assessor from the Office of the Commissioner for Public Appointments. Only a handful of Partners were not reappointed this year. This is mainly due to the fact that the majority of reappointments applications were of a very high standard and all of the criteria which were set by the HPC were addressed by the Partners. 92 visitors were due for reappointment. Of these, 55 we reappointed, 26 did not wish to be reappointed and 11 we did not reappoint. 99 panel members were due for reappointment. 68 registration assessors were due for reappointment. Of these, apart from the 16 who did not wish to be reappointed, we reappointed all, ie, 52.

It is anticipated that the overall Partner numbers are now satisfactory and that there will be no business need to go through the reappointments process again next year. It is hoped that next year Partner Agreements will just be renewed for a further two years. This will be communicated in the form of a contract extension letter to the Partners nearer the time of expiration.

2. CPD Assessors

In order for the HPC to try to ascertain how many CPD Assessors we are likely to require and how much time it will take for one CPD Assessment to complete, the HPC has conducted a pilot stage. This pilot testing has taken place in conjunction with the Mark Potter, Customer Service Manager. All sample profiles were received for the pilot day on the 27 June 2007. The feedback so far is that the day was very productive and a report will be compiled to recommend the best way of carrying out

Over the coming months, I will be working with the Customer Service Manager to design and develop the CPD Role Brief. It is anticipated that the recruitment for CPD Assessors will commence in September/October 2007. This will allow plenty of time for the recruitment and selection process to take place and for training to take place for Partners.

3. Applied Psychologists

Project meetings have been set up for the inclusion of the applied psychologists. I am in the very early stages of planning recruitment for the inclusion of this profession. It will have a significant impact on the Fitness to Practise, Education Approvals and Monitoring, and Registration Departments. At present we are still at the early stages of planning how many new Partners we will need to recruit for this new profession.

1. Meetings undertaken:

- Skills for Health Council meeting, 12 July
- Trust, Assurance and Safety: GMC Seminar Workshop, 16 July
- British Association of Sports Rehabilitators and Trainers, 17 July
- Alliance of UK Health Regulators in Europe, 18 July
- Home Office 26 July
- Society of Chiropractors and Podiatrists, 27 July
- Health for health professions, Department of Health, 30 July
- Douglas Bilton, CHRE, 1 August
- Elisa Pruvost, CHRE, 15 August
- Sexual Health advisors, 23 August
- Performance Review brainstorming, 29 August
- Office of Fair Trading, 29 August
- Healthcare Commission, 30 August
- Council for Registration of Forensic Practitioners, 31 August
- British Association of Biomedical Andrologists, 3 September
- British Audiological Society, 5 September
- Skills for Health Partners Forum, 7 September
- Assessment and Learning in Practice, 11 September

2. Professional Liaison Groups

The Department is in the process of setting up three Professional Liaison Groups (PLGs).

Psychologists’ Standards of Proficiency

Prof. Lucas is the chair of this PLG. The membership for this group has been established, and preparatory discussion papers for the first meeting have been researched and prepared. At the

time of preparing this report, the first meeting is due to take place on 4 September.

Standards of Education and Training review

Prof. Carole Lloyd chairs this PLG, and the meeting dates have been agreed and published online. The membership of this group has been established, and preliminary questionnaires to gather input from professional bodies have been designed and distributed.

Continuing fitness to practise

Dr. Anna van der Gaag chairs this group, the Council membership has been determined and work is ongoing on the external membership. The Department is currently working towards a discussion event and working on project planning for this PLG.

3. Consultations

Two consultations closed on 7 September:

- The review of the Standards of Conduct, Performance and Ethics; and
- The Council’s confidentiality guidance.

The results of these consultations are now being analysed and will come back to the Council for discussion and approval.

4. Implementing the recommendations from the Bichard Inquiry

The Department is working with colleagues in the Fitness to Practise Department to respond to the consultation on the Independent Safeguarding Board, and to research and prepare for the implementation of the legislation across the UK.

5. Continuing Professional Development

Sample CPD profiles for ten professions have now been drafted, agreed and joint-badged by HPC and the relevant professional body and are published online.

A CPD mock assessment day was held in June, to inform operational planning for the CPD audits. The Department has been working with colleagues in the Registration Departments to prepare for, and learn from this exercise. A report summarising the results of this day will be taken to Education and Training Committee for information.

6. European Community

The Department is continuing to work with colleagues in Operations and the Registration Departments to prepare for the implementation of the Professional Qualifications Directive in October, particularly the requirement for temporary registration, as discussed by Council and the Education and Training Committee.

In addition, the Department is working on the further implementation of the recommendations of the healthcare professionals crossing borders project, and working with colleagues in the UK and the rest of the European Community to develop more links between competent authorities, and to put more structure round how information is shared between member states.

7. Aspirant Groups

In addition to meetings with aspirant groups (detailed in meetings list above), the Department is also working on a

paper, with colleagues in the Education Approvals and Monitoring Department, on the threshold academic level (Standard of Education and Training 1)

8. Equality and Diversity

The Department has been working with the Equality and Diversity Project group, and the HPC's Equality and Diversity Scheme is the subject of a paper to this Council meeting.

9. Resourcing

Charlotte Urwin has been appointed as a permanent Policy Officer, following two months' secondment from the Human Resources Department.

Registrations – Mr Richard Houghton

1. Operational Performance

a) Telephone Calls

i) UK Department: During the period from 1 June 2007 to 31 July 2007 the team received a total of 18,070 telephone calls which is 3,600 more than the same period last year. 92% of calls were answered and the team have again continued to improve the 'time to answer' (TTA) all calls, with the average TTA improving from 59 seconds for the same period last year to 25 seconds this year.

ii) International Department: During the period from 1 June 2007 to 31 July 2007 the team received a total of 2,849 telephone calls, 95% of calls were answered. The average TTA improved from 15.5 seconds for the same period last year to 9.5 seconds this year.

b) Application Processing

i) UK Department: A total of 2,257 new applications were received during this period and 1,994 individuals were registered. Applications took on average five working days to process which exceeds our target of ten working days. Applications for readmission were taking an average of five working days to process.

ii) International Department: A total of 429 new international applications were received in this period and 380 individuals were registered.

The last outstanding grandparenting applicant completed a test of competence interview on the 4 July 2007. This brought the current grandparenting application processing to an end, which

has been achieved as a result of the hard work of the International team and the registration assessors.

c) Emails

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

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

d) Registration Renewal

At the start of June, all registered paramedics and orthoptists were invited to renew their registration for the next two-year cycle. Registrants have until 31 August 2007 to renew their registration for the 2007/09 period. Of the number originally invited to renew registration, 28% of paramedics and 27% of orthoptists were sent their final renewal forms at the end of July 2007. This represents a 5% reduction for paramedics and a 3% reduction for orthoptists in the number of final reminders that needed to be sent when compared to renewing these two professions in 2005.

At the start of July, all registered prosthetists and orthotists, clinical scientists, speech and language therapists were invited to renew their registration for the next two-year cycle. Registrants have until 30 September 2007 to renew their registration for the 2007/2009 period.

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

Renewal forms are scheduled to be sent to almost 30,000 occupational therapists at the beginning of August 2007. In preparation for the above, letters were sent out in July to all occupational therapy managers with information about registration renewal. The College of Occupational Therapists (COT) was of great assistance with ensuring that this exercise was completed and it also placed an article in *Occupational Therapy News* and information on the COT website.

2. Employee Resource

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

During the period Chequila Blair, Corrado Palmas and Jameel Anwar were recruited as Registration Advisors and all of the aforementioned have previous customer service experience. Mark Potter, Customer Services Manager within the International Department was successful with his application for a six month secondment to the CPD Communications Manager position. Mark will commence this role on 1 October 2007 working two days a week in this role and three days in Registration.

3. Improvements/Developments

The new UK and International application forms went live on the 1 June 2007.

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

The E-passlist uploader allowing education institutions to send us passlists in electronic format rather than paper was launched.

1. Training for Council Members

A training session which covers the Health Professions Order will be offered to new Council members and HPC employees on Monday 29 October 2007.

2. Council Awayday 3 and 4 October 2007

Details of the awayday event, which is being held at the Vale Hotel in Cardiff, have been circulated to members and are available to members on the members’ extranet at www.hpc-uk.org/extranet.

3. Declaration of Members’ Interests

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

4. Members Training Requests

Individual Council members have been contacted regarding their requests for additional training arising from the 2007 members’ self-appraisal.

5. External Meetings

Members of the Secretariat team attended the following meetings:
Pennington’s seminar on regulation
Corporate Governance meeting with representatives from other regulators.
Meeting with the Information Policy Manager at the General Medical Council
Institute of Chartered Secretaries and Administrators Seminar on Risk Management

Institute of Chartered Secretaries Round Table Discussion on the Impact of the Companies Act

6. Training

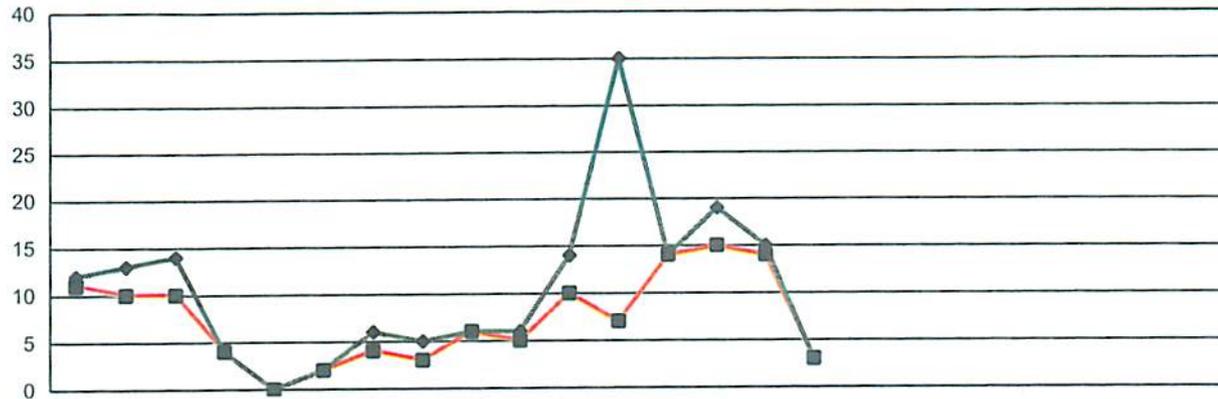
Members of the Secretariat attended the following training:
Data Protection Training

7. Secretariat Employee Update

Sophie Butcher left the HPC on 23 August 2007 as she has found a job nearer to home. Her role as Secretary to Committees is being filled on a temporary basis by Matthew Chapman. A permanent replacement will be sought in the autumn.

**Management Reporting Information to Council
 Figures for July 2007
 Health Professions Council**

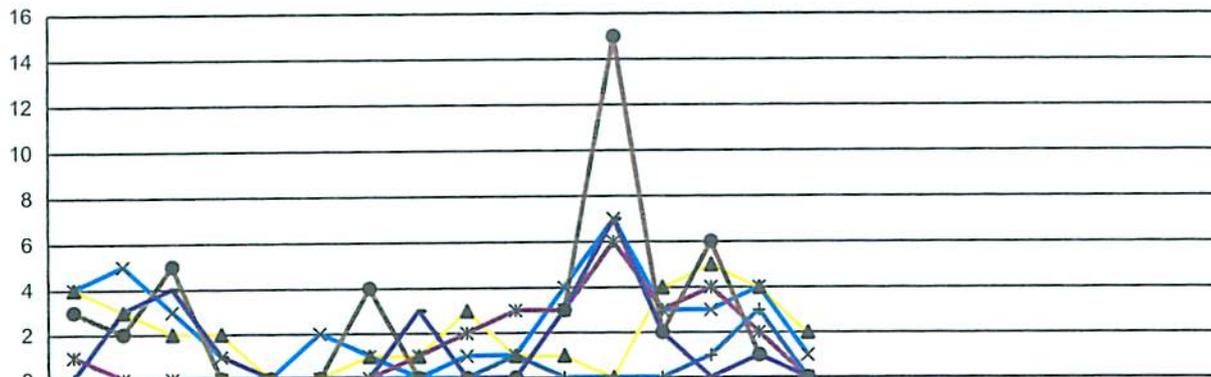
Approvals and Monitoring	Programme approvals and visits	2a	
	Programme monitoring	2b	
	Major/minor change submissions	2c	
Customer Services	Feedback	3	
Finance	Consolidated Income and Expenditure	4	
	Consolidated Department Monthly Variances	5	
	Consolidated Balance Sheet	6	
	Consolidated Cash Flow Actual and Forecast	7	
Fitness to Practise	Allegations and Enquiries	8a	
	Allegations - Health and Conduct and Competence Panel Hearings	8b	
	Source of Allegation	9	
	Cases Pending - Investigating Panel & Health Panel	10	
	Cases Pending - Conduct and Competence Panel & Review Hearing	11	
	Hearings total cases considered	12	
	Registration Appeals	13	
	Protection of Title	14	
	Health and Character Declarations	15	
Human Resources	HR Information	16	
Information & IT	IT Infrastructure	17	
Office Services	Mail Volume	18	
Registration	Registrants	HPC Registrants by Profession	19
	International Registrations	International & Grandparenting Application Status	20
		New Grandparenting Applications Received	21
		Grandparenting Registrations	22
		New International Applications Received	23
		International Registrations	24
	UK Registrations	UK Application Status	25
		New UK Applications Received	26
		Renewal Information	27
	International & UK Registration	Application Types Received	28
		New Registrants	29
		Registration Telephone Information	30
		Number of registrants with supplementary prescribing rights	31



■ Number of visits
◆ Number of programmes visited

Overview of approvals	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	
Number of visits	11	10	10	4	0	2	4	3	6	5	10	7	14	15	14	3									
Number of programmes visited	12	13	14	4	0	2	6	5	6	6	14	35	14	19	15	3									

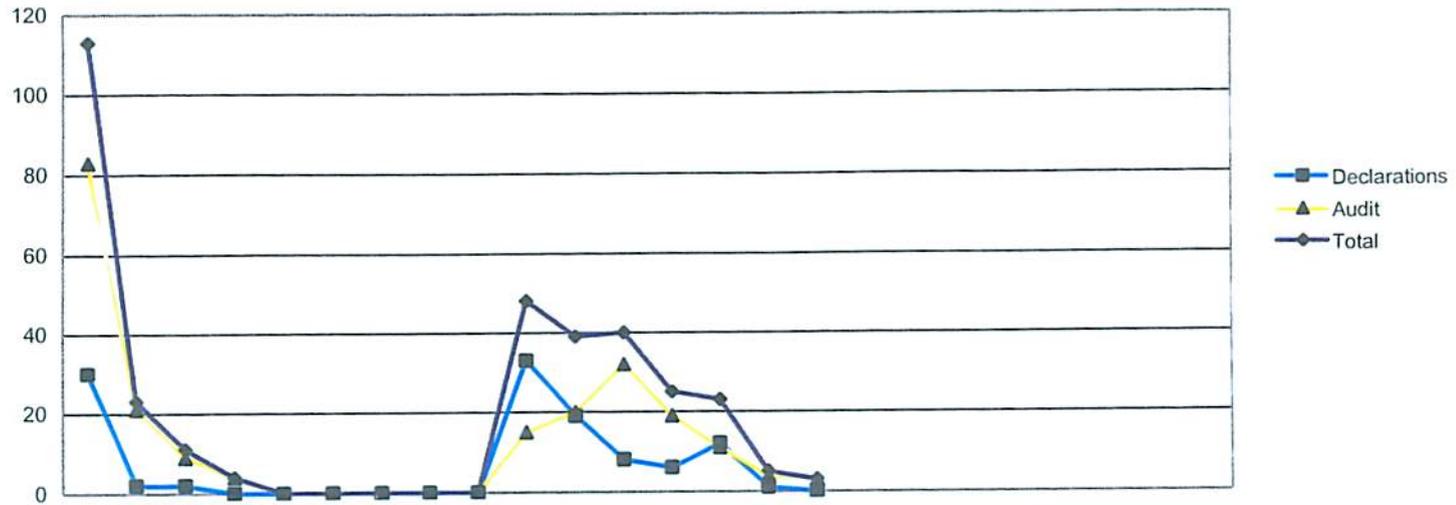
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
0	0	101	46
0	5	117	51



▲ New programme (pre-registration)
× New programme (post-registration)
* New profession
● Result of a major change
+ Result of annual monitoring
— Other

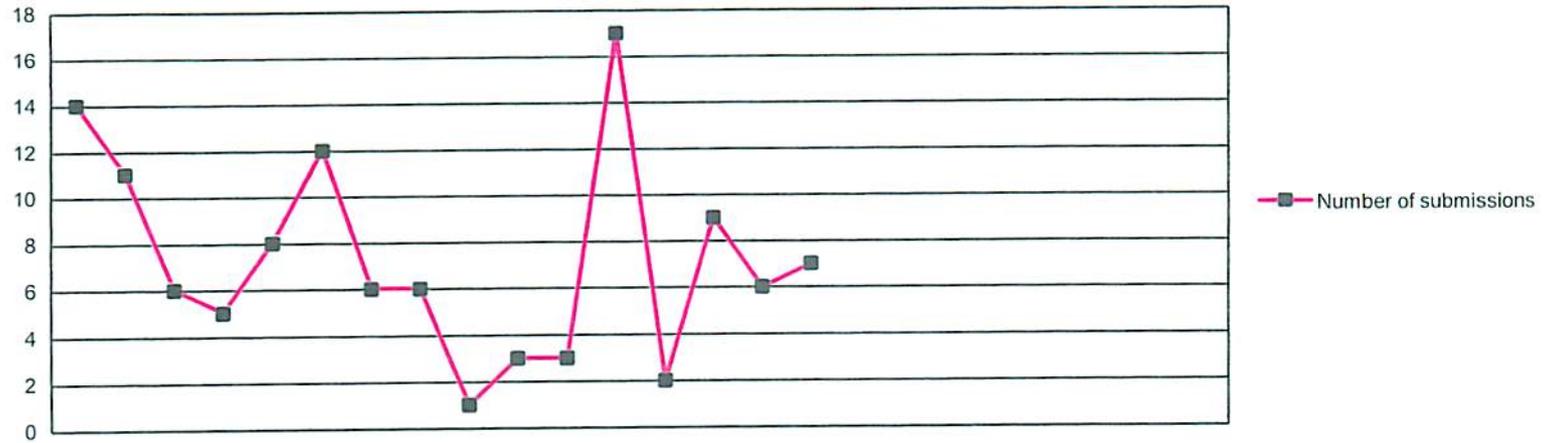
Reason for programme visited	2006			2007										2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
New programme (pre-registration)	4	3	2	2	0	0	1	1	3	1	1	0	4	5	4	2									
New programme (post-registration)	4	5	3	1	0	2	1	0	1	1	4	7	3	3	4	1									
New profession	1	0	0	0	0	0	0	1	2	3	3	6	3	4	2	0									
Result of a major change	3	2	5	0	0	0	4	0	0	0	3	15	2	6	1	0									
Result of annual monitoring	0	0	0	0	0	0	0	0	0	1	0	0	0	1	3	0									
Other	0	3	4	1	0	0	0	3	0	0	3	7	2	0	1	0									
Total	12	13	14	4	0	2	6	5	6	6	14	35	14	19	15	3									

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
0	0	18	15
0	5	29	11
0	5	16	9
0	5	32	9
0	5	1	4
0	5	21	3
0	25	117	51

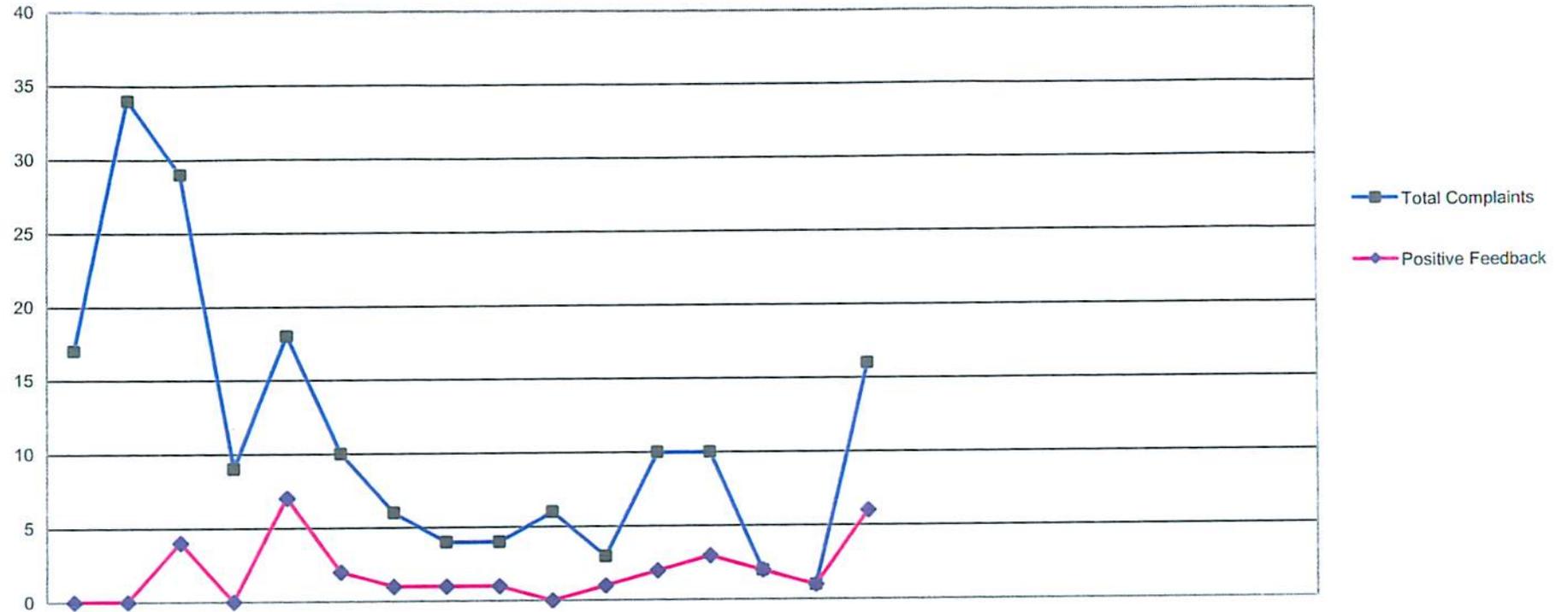


Annual monitoring submissions	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Declarations	30	2	2	0	0	0	0	0	0	33	19	8	6	12	1	0									
Audit	83	21	9	4	0	0	0	0	0	15	20	32	19	11	4	3									
Total	113	23	11	4	0	0	0	0	0	48	39	40	25	23	5	3									

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
0	113	94	19
0	51	184	37
0	164	278	56



	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
Minor/major change submissions	14	11	6	5	8	12	6	6	1	3	3	17	2	9	6	7												
Number of submissions																									0	113	92	24



	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	
Application process	1	10	4	1	1	2	1	0	1	0	0	2	2	1	1	4										58	39	23	8
Registration process	10	19	21	5	10	8	4	3	2	3	2	1	5	0	0	7										70	169	88	12
External comms	0	1	1	0	2	0	0	1	0	1	0	0	1	0	0	1										33	24	6	2
Responsiveness	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0										33	6	2	0
Partner management	0	0	0	0	1	0	1	0	0	0	0	2	0	0	0	0										6	0	4	0
Rules/Legislation	3	2	0	0	2	0	0	0	0	1	0	3	0	1	0	2										44	17	11	3
Other	3	2	3	3	0	0	0	0	1	1	1	2	2	0	0	2										17	7	16	4
Total Complaints	17	34	29	9	18	10	6	4	4	6	3	10	10	2	1	16										261	262	150	29
Positive Feedback	0	0	4	0	7	2	1	1	1	0	1	2	3	2	1	6										12	187	19	12

	2007				2008								Total to Jul £000	Budget Jul £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				
INCOME																
Registration Income	835	926	818	994									3,573	4,074	(501)	12,552
Department of Health Capital Grant Released	0	0	0	0									0	0	0	0
Miscellaneous Income	0	0	20	(20)									0	0	0	0
TOTAL INCOME*	835	926	838	974	0	3,573	4,074	(501)	12,552							
EXPENDITURE																
Approvals & Monitoring	3	60	65	29									157	228	(72)	657
Chief Executive	21	36	17	19									94	85	8	256
Committees & PLG	(4)	14	24	(3)									31	135	(104)	396
Communications	19	98	31	34									183	209	(26)	1,016
Council	3	46	47	29									126	207	(81)	423
Facilities Management	102	58	44	65									268	287	(19)	981
Finance	57	43	34	20									153	148	5	449
Fitness to Practise	185	273	347	299									1,105	1,231	(126)	3,592
Human Resources & Partners	50	77	47	73									247	164	84	491
IT Department	70	104	62	70									306	276	30	844
Operations Office	17	20	13	21									73	86	(14)	259
Policy & Standards	11	17	16	16									59	144	(85)	431
President	2	3	2	4									11	16	(5)	48
Projects	(2)	0	2	3									3	41	(38)	353
Registration	16	149	160	161									487	731	(244)	274
Secretariat	38	(2)	15	22									73	97	(23)	2,022
TOTAL EXPENDITURE	590	996	927	863	0	3,375	4,085	(710)	12,493							
SURPLUS/(DEFICIT)	245	(70)	(89)	112	0	198	(11)	209	59							

* Total Income is excluding investment income

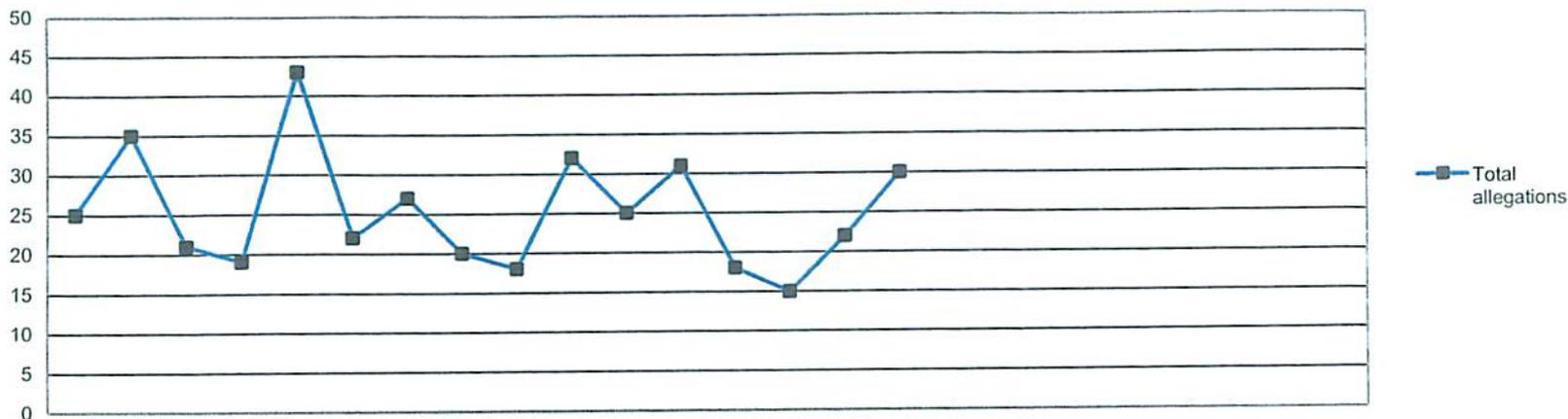
	2006												2007		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Jul	Budget Jul	Total Expenditure
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
EXPENDITURE															
Approvals & Monitoring	61	(2)	(2)	14									72	228	157
Chief Executive	0	(15)	4	2									(8)	85	94
Committees & PLG	32	22	1	50									104	135	31
Communications	16	(63)	44	30									26	209	183
Council	4	1	(41)	116									81	207	126
Facilities Management	(30)	13	29	7									19	287	268
Finance	(21)	(6)	4	17									(5)	148	153
Fitness to Practise	109	21	(57)	54									126	1,231	1,105
Human Resources & Partners	(9)	(36)	(6)	(32)									(84)	164	247
IT Department	(1)	(35)	7	(1)									(30)	276	306
Operations Office	4	1	8	0									14	86	73
Policy & Standards	25	19	20	20									85	144	59
President	2	1	2	0									5	16	11
Projects	9	7	11	10									38	41	3
Registration	185	38	4	16									244	731	487
Secretariat	9	7	7	0									23	97	73
TOTAL BUDGET VARIANCE	395	(26)	37	303	0	710	4,085	3,375							
TOTAL MONTHLY BUDGET	985	970	963	1,166	0			4,085							
TOTAL EXPENDITURE	590	996	927	863	0			3,375							

* Total Income is excluding investment income

	Actual Mar 07 £000	2007 April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	2008 Jan £000	Feb £000	Mar £000	Budget Mar 07 £000
FIXED ASSETS														
Tangible Fixed Assets	3,714	3,699	3,720	3,737	3,777									5,387
Investments	1,848	1,945	1,979	1,905	1,850									1,786
TOTAL FIXED ASSETS	5,562	5,644	5,699	5,642	5,627	0	0	0	0	0	0	0	0	7,173
CURRENT ASSETS														
Debtors	240	209	195	197	162									89
Bank & Cash	4,049	3,620	3,032	2,520	2,886									2,436
CURRENT LIABILITIES														
Creditors and accrued expenses	(1,840)	(1,176)	(1,349)	(1,297)	(1,281)									(1,117)
WORKING CAPITAL	2,449	2,653	1,878	1,420	1,767	0	0	0	0	0	0	0	0	1,408
LOANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deferred income	(5,429)	(5,399)	(4,705)	(4,257)	(4,528)									(6,056)
NET ASSETS	2,582	2,898	2,872	2,805	2,866	0	0	0	0	0	0	0	0	2,525
Represented by:														
Capital Grant Receivable - LISA	651	651	651	651	651									651
Income and expenditure account	1,931	2,247	2,221	2,154	2,215									1,874
	2,582	2,898	2,872	2,805	2,866	0	0	0	0	0	0	0	0	2,525

* Balance sheet includes investment income

	Actual Mar 07 £000	2007									2008			Total 4 Months £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	
Opening Balance (1st)		4,050	3,620	3,032	2,522	2,522	2,522	2,522	2,522	2,522	2,522	2,522	2,522	
Registration Income		834	925	818	994									
Investment Income		2	8	44	4									
Investment Sales		0	20	84	0									
Deferred Income Movements		(29)	(694)	(447)	271									
Bank Loan														
Miscellaneous Income				20	(20)									
Total Cash Receipts		807	259	519	1,249	0	1,585							
Expenditure		590	996	927	863									
Depreciation		(15)	(14)	(17)	(3)									
Asset disposal / writeoff		0		0	0									
Aged Cred / Accrual Movements		664	(171)	51	16									
Debtor Movements		(31)	(15)	3	(34)									
Payments to Creditors		1,208	796	964	842	0	2,968							
Capital Expenditure		0	35	33	58									
Capital write-off		0	0	0	(14)									
Investment Purchases		29	16	32	0									
Loan Repayments		0	0	0	0									
Other Payments		29	51	65	44	0	145							
Closing Balance	4,050	3,620	3,032	2,522	2,885	2,522								
Budgeted Closing Balance														
Variance			3,032	2,522	2,885	2,522	2,522	2,522	2,522	2,522	2,522	2,522	2,522	

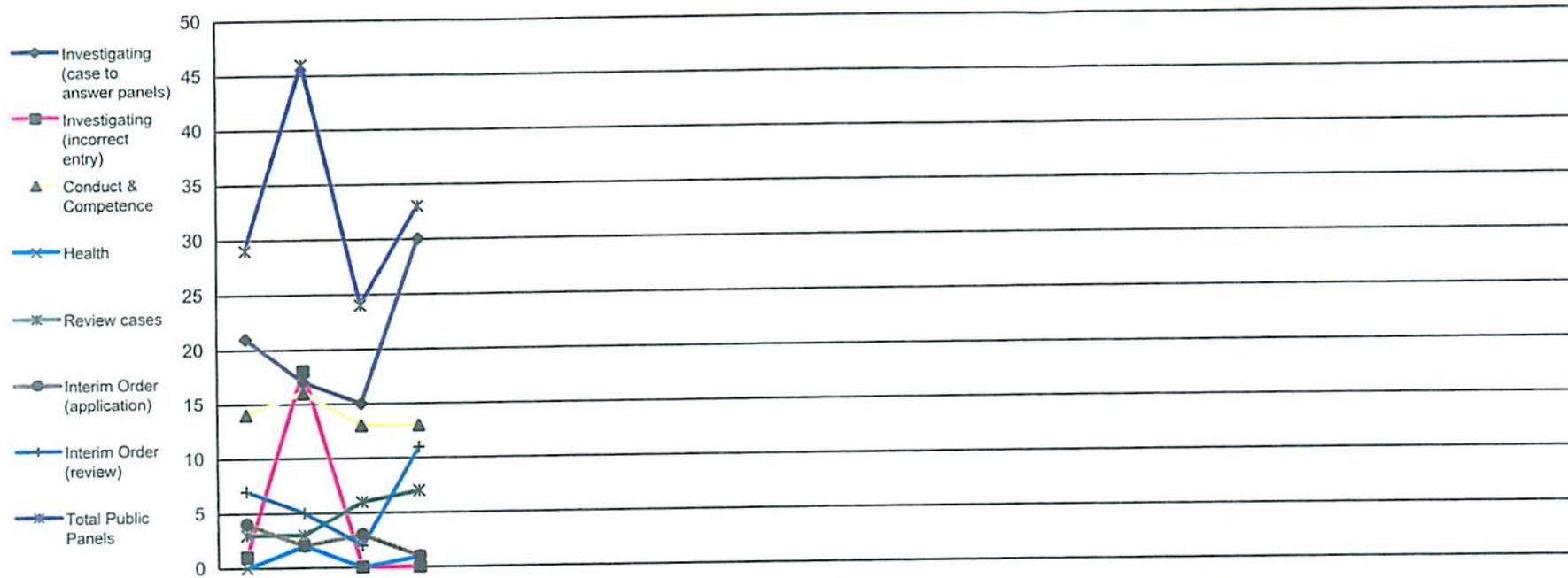


	2006												2007												2008												2004/5	2005/6	2006/7	2007/8				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD				
source of Inquiry	Total enquiries												Not recorded in 2006/2007												5	12	11	23	Not recorded				51											
	Employer												Not recorded in 2006/2007												4	1	7	12	Not recorded				24											
	Public												Not recorded in 2006/2007												1	5	1	9	Not recorded				16											
	Police												Not recorded in 2006/2007												0	0	0	0	Not recorded				0											
	Professional body												Not recorded in 2006/2007												0	0	0	0	Not recorded				0											
	Registrant												Not recorded in 2006/2007												0	3	1	2	Not recorded				6											
	Other												Not recorded in 2006/2007												0	0	1	0	Not recorded				1											
	Article 22(6)/Anon												Not recorded in 2006/2007												0	4	1	0	Not recorded				5											
Source of Allegation	Total allegations												Not recorded in 2006/2007												18	15	22	30	172	314	318	85												
	Employer												Not recorded in 2006/2007												9	6	8	11	65	113	164	34												
	Public												Not recorded in 2006/2007												8	7	6	3	5	8	7	4	3	8	8	10	18	61	77	20				
	Police												Not recorded in 2006/2007												6	5	4	1	3	1	3	2	0	2	3	1	38	27	31	10				
	Professional body												Not recorded in 2006/2007												0	0	0	0	0	0	0	0	0	0	1	0	10	0	1	0				
	Registrant												Not recorded in 2006/2007												0	4	0	1	3	0	2	1	0	0	3	2	9	30	16	6				
	Other												Not recorded in 2006/2007												0	0	0	0	0	0	0	0	1	2	0	4	4	13	7	2				
	Article 22(6)/Anon												Not recorded in 2006/2007												2	4	1	0	6	1	2	1	1	0	2	3	22	57	23	13				
Allegation Type	Misconduct												Not recorded in 2006/2007												14	25	14	16	33	16	19	14	15	29	6	27	16	11	17	23	0	205	228	67
	Lack of competence												Not recorded in 2006/2007												2	3	1	1	6	4	5	2	2	2	14	2	0	0	3	1	0	33	44	5
	Conviction/caution												Not recorded in 2006/2007												7	7	6	1	4	2	3	4	0	1	4	2	0	41	41	11				
	Health												Not recorded in 2006/2007												0	0	0	0	0	0	0	0	0	0	1	0	0	2	1	1				
	Other regulator												Not recorded in 2006/2007												0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0				
	Incorrect or fraudulent												Not recorded in 2006/2007												1	0	0	1	0	0	0	0	1	0	0	0	0	33	3	1				

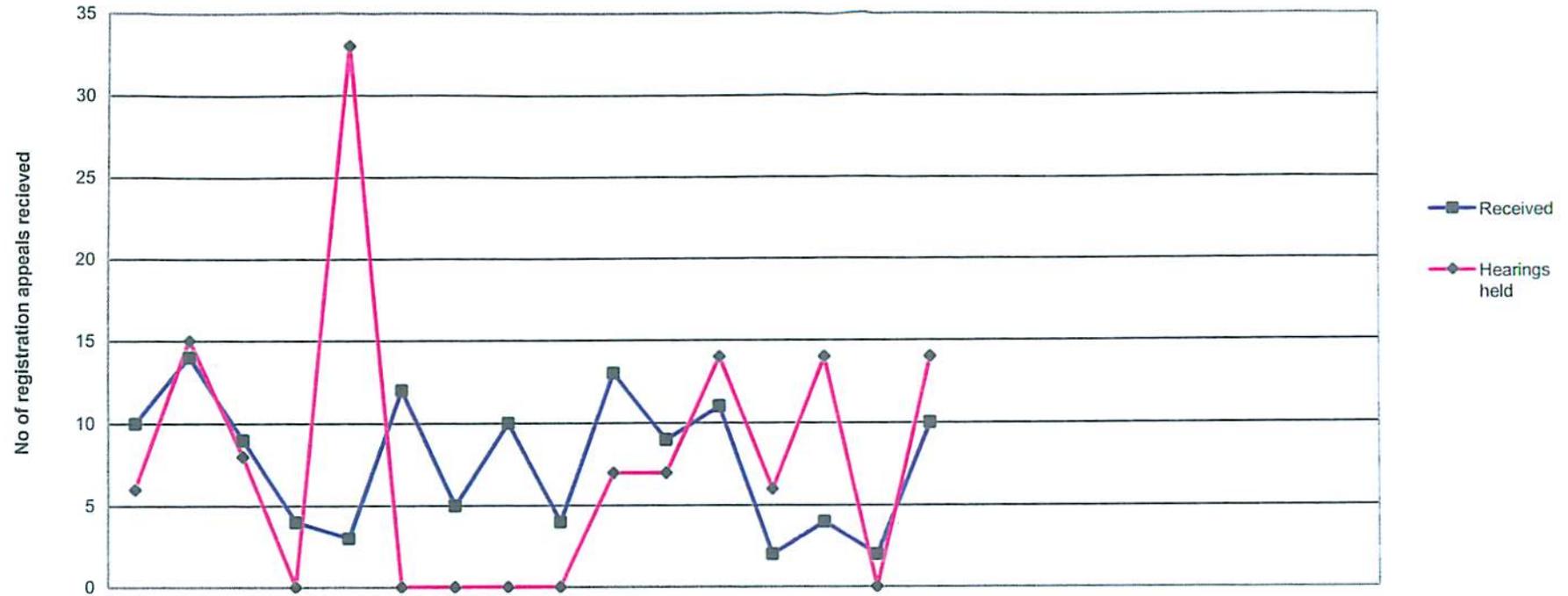
Allegations - Review Hearings

	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
Review Cases Heard	0	7	1	5	6	1	5	4	2	3	3	4	3	3	6	7																					n/a	n/a	41	19
Review cases to be Heard	47	46	49	55	51	57	59	61	61	63	67	69	71	74	75	76																					n/a	n/a	69	76
Struck Off													0	1	1	0																					n/a	n/a	n/a	2
Suspension continued													0	0	3	6																					n/a	n/a	n/a	9
CPO continued													0	0	1	1																					n/a	n/a	n/a	2
Suspension revoked													0	1	0	0																					n/a	n/a	n/a	1
Suspension revoked conditions imposed													0	0	0	0																					n/a	n/a	n/a	0
Conditions revoked													1	0	1	0																					n/a	n/a	n/a	2
Conditions revoked suspension imposed													1	1	0	0																					n/a	n/a	n/a	2
	Not available																																							

	Source of Allegation/Enquiry						2007/8 Total Allegations
	Employer	Public	Police	Article 22(6)/ anon	Professional Body	Other	
Arts Therapists	0	7	0	0	0	0	7
Biomedical Scientists	4	0	1	1	0	2	8
Chiropodists & Podiatrists	3	4	0	0	0	3	10
Clinical Scientists	1	0	0	0	0	0	1
Dietitians	2	0	1	1	0	2	6
ODPs	3	1	2	1	0	0	7
Occupational Therapists	7	1	1	1	0	2	12
Orthoptists	0	0	1	0	0	1	2
Paramedics	11	3	0	10	0	2	26
Prosthetists & Orthotists	0	2	0	0	0	0	2
Physiotherapists	9	7	3	2	0	1	22
Radiographers	3	0	2	2	0	1	8
SLTs	3	2	0	0	0	1	6
Total	46	27	11	18	0	15	117

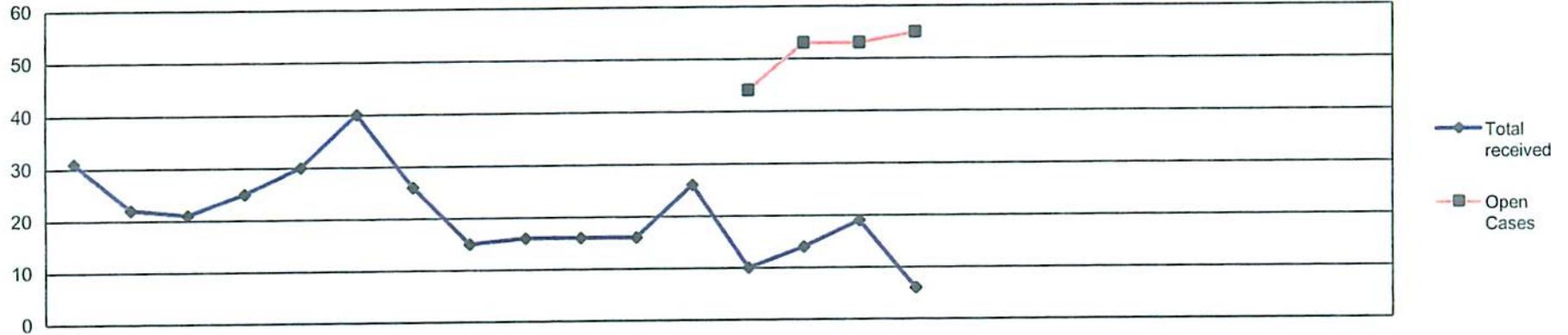


	2007				2008												2009												2007/8 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
Investigating (case to answer panels)	21	17	15	30																						83			
Investigating (incorrect entry)	1	18	0	0																						19			
Conduct & Competence	14	16	13	13																						56			
Health	0	2	0	1																						3			
Review cases	3	3	6	7																						19			
Interim Order (application)	4	2	3	1																						10			
Interim Order (review)	7	5	2	11																						25			
Total Public Panels	29	46	24	33																						132			
Total Panels	50	63	39	63																						215			



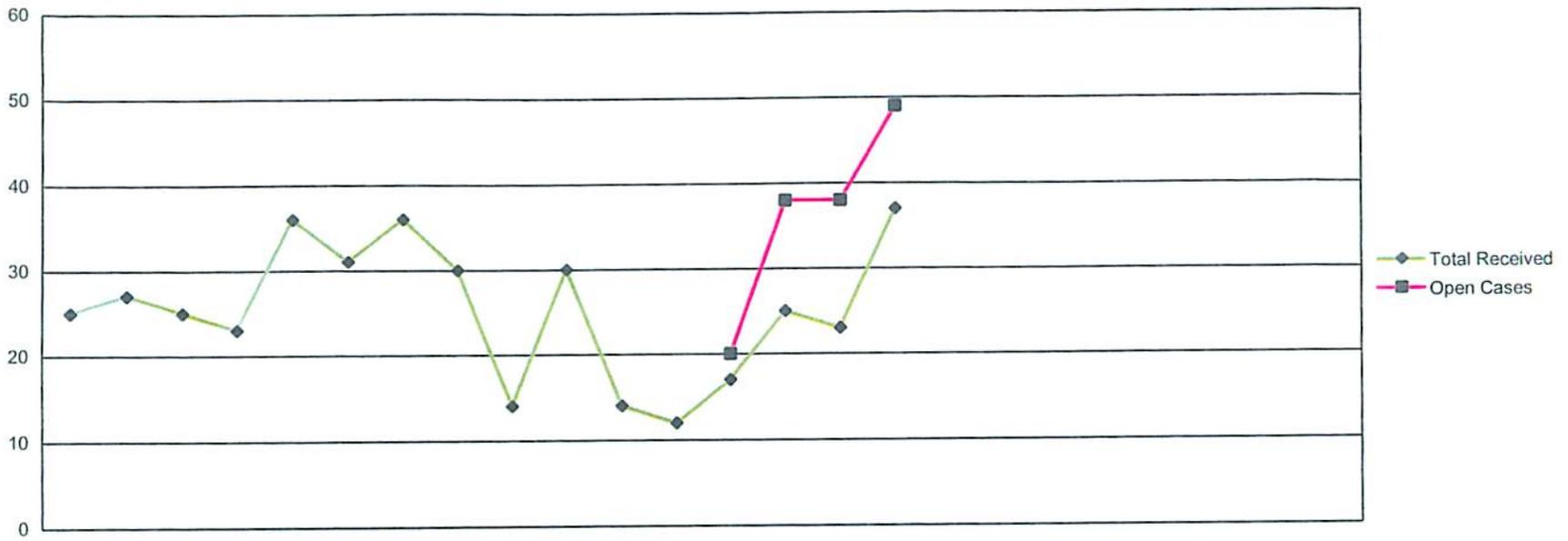
	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Received	10	14	9	4	3	12	5	10	4	13	9	11	2	4	2	10									
Reviewed	6	15	8	0	33	0	0	0	0	7	7	14	6	14	0	14									
Hearings held	6	15	8	0	33	0	0	0	0	7	7	14	6	14	0	14									
Adjourned/postponed	1	0	2	0	8	0	0	0	0	1	1	7	1	0	0	1									
Withdrawn	0	0	0	0	0	10	3	0	0	0	2	1	1	0	0	0									
Allowed	0	10	2	0	10	0	0	0	0	5	4	2	2	9	0	7									
Dismissed	5	3	3	0	12	0	0	0	0	1	2	3	1	4	0	6									
Remit to ETC	0	2	1	0	2	0	0	0	0	0	0	1	2	1	0	0									
Current active cases	48	47	51	55	33	35	37	47	51	58	59	62	55	48	50	42									

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
460	91	104	18
311	266	90	34
239	266	90	34
12	19	20	2
91	13	16	1
119	128	33	18
71	88	29	11
37	31	6	3

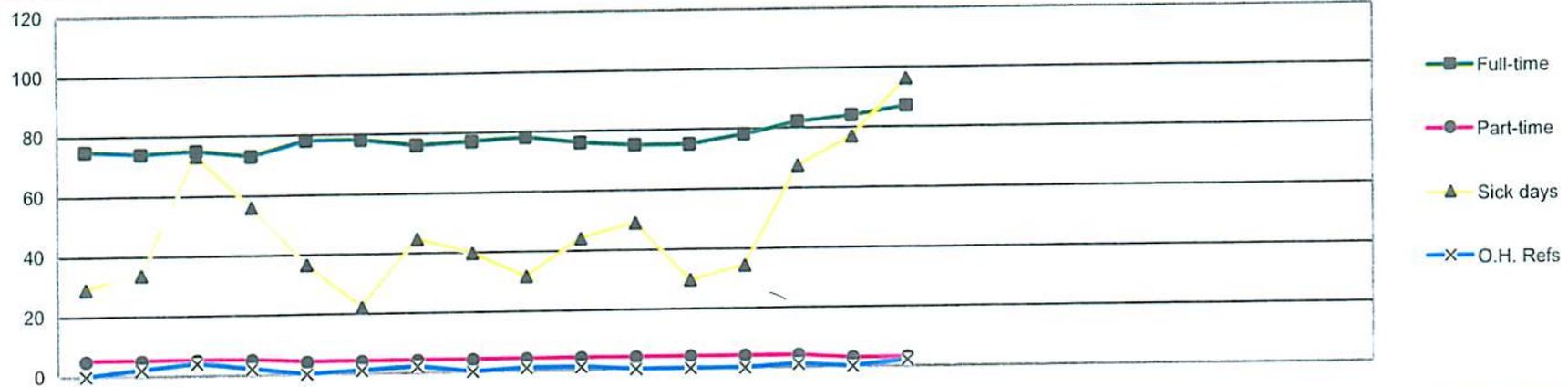


	2006			2007									2008												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Public	2	3	0	4	3	1	1	3	3	0	0	1	2	1	3	0									
Police	4	3	4	1	5	3	3	8	1	4	1	1	2	2	2	0									
HPC	2	0	0	1	0	2	0	1	0	1	2	1	1	1	0	0									
Anonymous	3	5	2	6	13	18	7	2	9	2	5	6	3	3	5	3									
Professional	20	11	15	13	9	16	15	1	3	9	8	17	2	7	9	3									
Total received	31	22	21	25	30	40	26	15	16	16	16	26	10	14	19	6									
Open Cases													44	53	53	55									

2005/6	2006/7	2007/8
FYE	FYE	YTD
53	21	6
31	38	6
10	10	2
50	78	14
225	137	21
369	284	49
		55



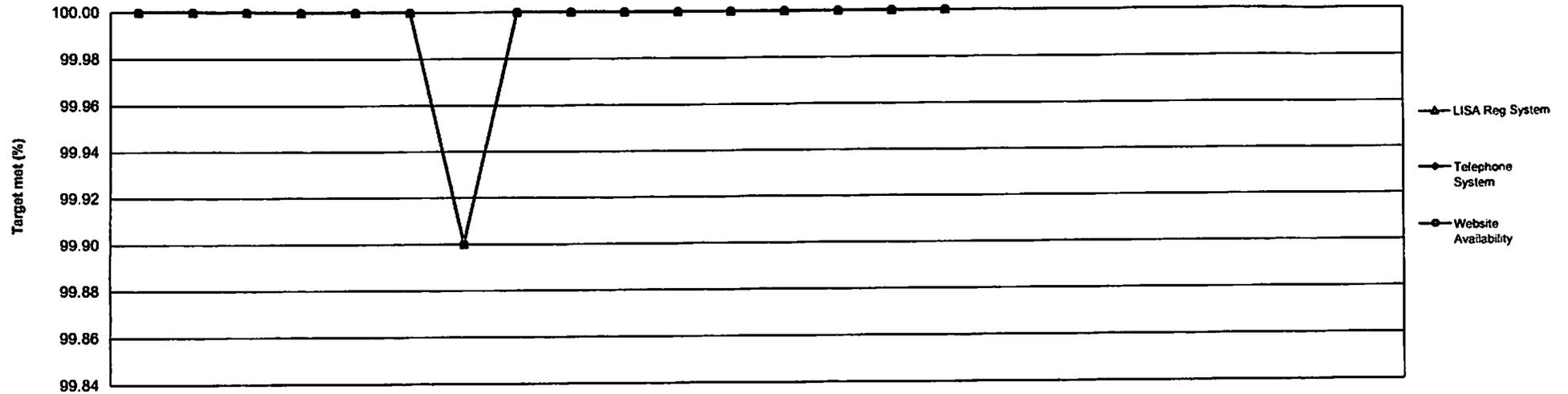
	2006			2007									2008									2005/6	2006/7	2007/8					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Received	Renewal	5	2	6	2	0	0	4	6	2	0	0	0	0	0	9	7										36	27	16
	Readmission	4	4	4	6	2	2	3	1	4	9	1	0	6	2	0	0										33	40	8
	Admission	6	9	5	12	29	23	23	12	7	10	6	8	4	3	6	22										165	150	35
	Self Referral	10	12	10	3	5	6	6	11	1	11	7	4	7	20	8	8										54	86	43
	Total Received	25	27	25	23	36	31	36	30	14	30	14	12	17	25	23	37										288	303	102
Considered	Considered												7	8	9	21											n/a	n/a	45
	Referred to FTP												3	0	2	6											n/a	n/a	11
	Admission rejected												0	0	0	0											n/a	n/a	0
	readmission rejected												0	1	1	0											n/a	n/a	2
	Renewal Rejected												0	0	0	0											n/a	n/a	0
	Not Referred to FTP												0	1	0	2											n/a	n/a	3
	Admission accepted													3	4	6	13										n/a	n/a	26
	Readmission accepted													1	2	0	0										n/a	n/a	3
	Renewal accepted													0	0	0	0										n/a	n/a	0
	Open Cases													20	38	38	49										n/a	n/a	49



	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																																
EMPLOYEES																																																																								
Full-time	75	74	75	73	78	78	76	77	78	76	75	75	78	82	84	87									78	82	84	87	65	73	75	84																																								
Part-time	5	5	5	5	4	4	4	4	4	4	4	4	4	4	3	3									4	4	3	3	4	5	4	3																																								
TOTAL	80	79	80	78	82	82	80	81	82	80	79	79	82	86	87	90									82	86	87	90	69	78	79	87																																								
FTE	78	78	78	76	80	80	78	79	80	78	77	77	80	84	85	89									80	84	85	89	67	76	77	85																																								
Permanent	76	77	78	76	81	80	77	77	80	78	76	78	79	81	87	79									79	81	87	79	62	74	78	87																																								
Temporary	4	3	2	2	1	2	4	4	2	2	3	1	3	3	0	1									3	3	0	1	5	4	1	0																																								
Starters	6	2	3	1	5	5	2	1	2	0	2	3	6	4	2	6									6	4	2	6	1	6	32	18																																								
Leavers	3	2	3	1	5	4	0	0	1	3	3	2	2	1	5	1									2	1	6	1	0	3	27	9																																								
Turnover (%)	4	3	4	1	6	5	0	0	1.2	3.7	3.7	0	2	1	6	1									2	1	6	1	0	1	31	11																																								
Agency Days	100	234	166	270	213	219	150	95	100	147	143	32	129	0	0	0									129	0	0	0	11	95	1,869	129																																								
Sick days	29	34	73	56	37	22	44.7	39.6	31.5	44	49	29.7	34	67	77	96									34	67	77	96	570	846	489	275																																								
O.H. Refs	0	2	4	2	0	1	2	0	1	1	0	0	0	1	0	2									0	1	0	2	0	0	13	3																																								
CONTRACTORS																																																																								
Full-time	2	3	3	3	3	3	3	3	3	3	3	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	0	0	0	0	0	0	0																																								
TOTAL	2	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2									2	2	2	2	2	2	2	2																																								
FTE	2	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2									2	2	2	2	2	2	2	2																																								
Permanent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0	0	0	0																																								
Temporary	2	3	3	3	3	3	3	3	3	3	3	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	0	0	0	0	0	0	0																																								
Leavers	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1									1	1	1	1	0	0	0	0																																								
Turnover (%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0	0	0	0																																								
Sick days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0	0	0	0																																								
O.H. Refs	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 C & E	82	82	83	81	85	85	83	84	85	83	82	81	84	88	89	92									84	88	89	92	71	80	81	89																																								

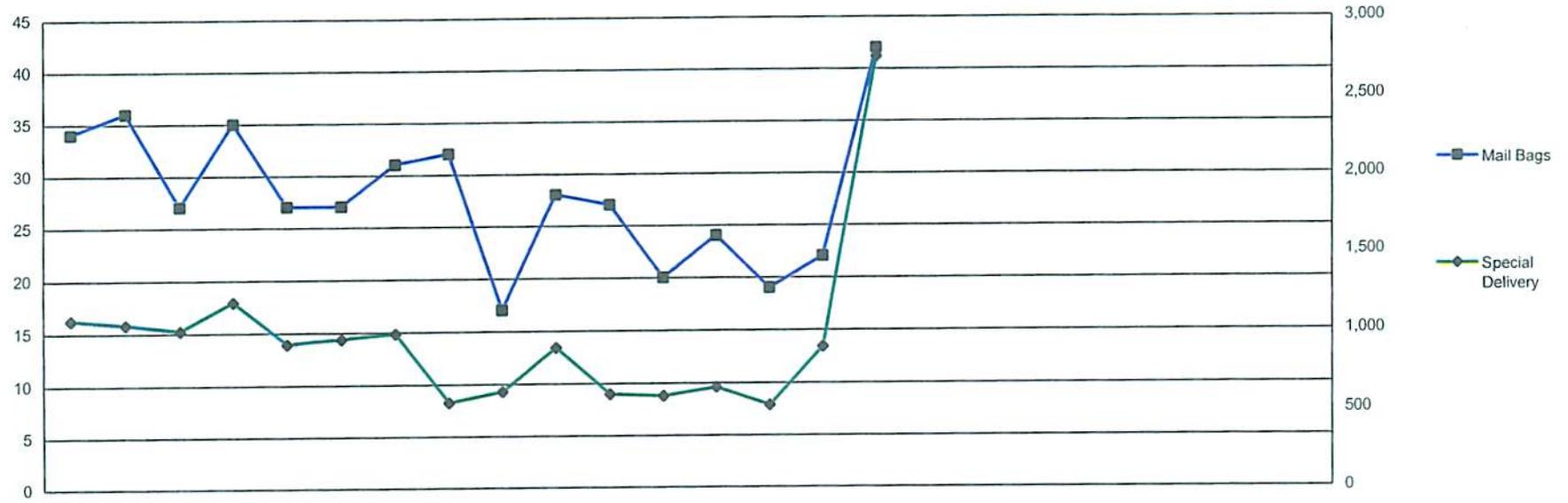
FTE: Full-time equivalent
 O.H.Refs: Occupational health referrals
 For "FYE" and "YTD" sick-days total is for whole year or year to date

NOTE: Contractors are NOT included in the total number of employees
 NOTE: Temporary employees are included in the total number of employees from November 2005 onwards



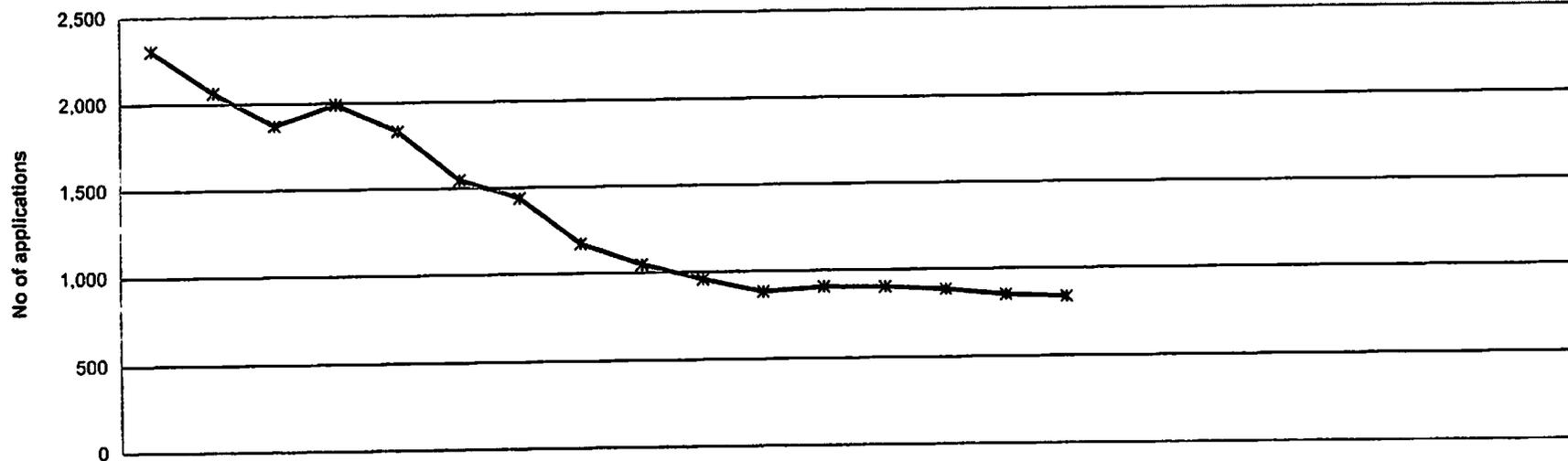
	2006			2007									2008									2004/5	2005/6	2006/7	2007/8						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD			
LISA Reg System	100.00	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
Telephone System	100.00	100.00	100.00	100.00	100.00	100.00	99.90	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	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Website Availability	100.00	100.00	100.00	100.00	100.00	100.00	99.90	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	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

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



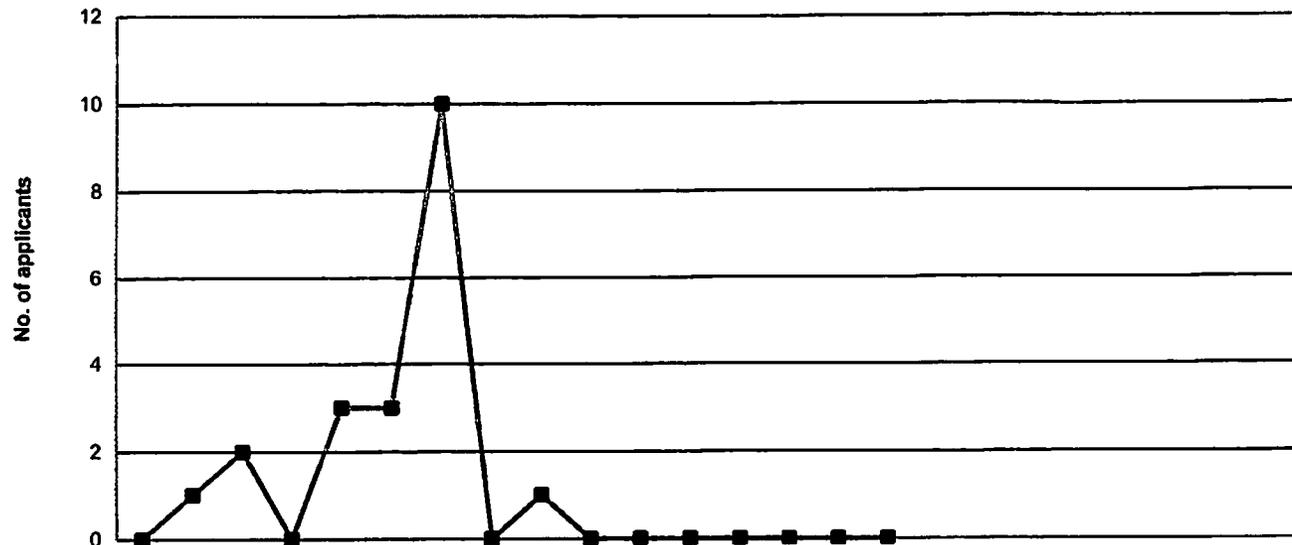
	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Mail Bags	34	36	27	35	27	27	31	32	17	28	27	20	24	19	22	42								
Special Delivery	1,083	1,054	1,015	1,195	927	957	990	551	618	896	598	585	640	526	895	2,745								

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
380	654	341	107
14,386	13,641	10,469	4,806



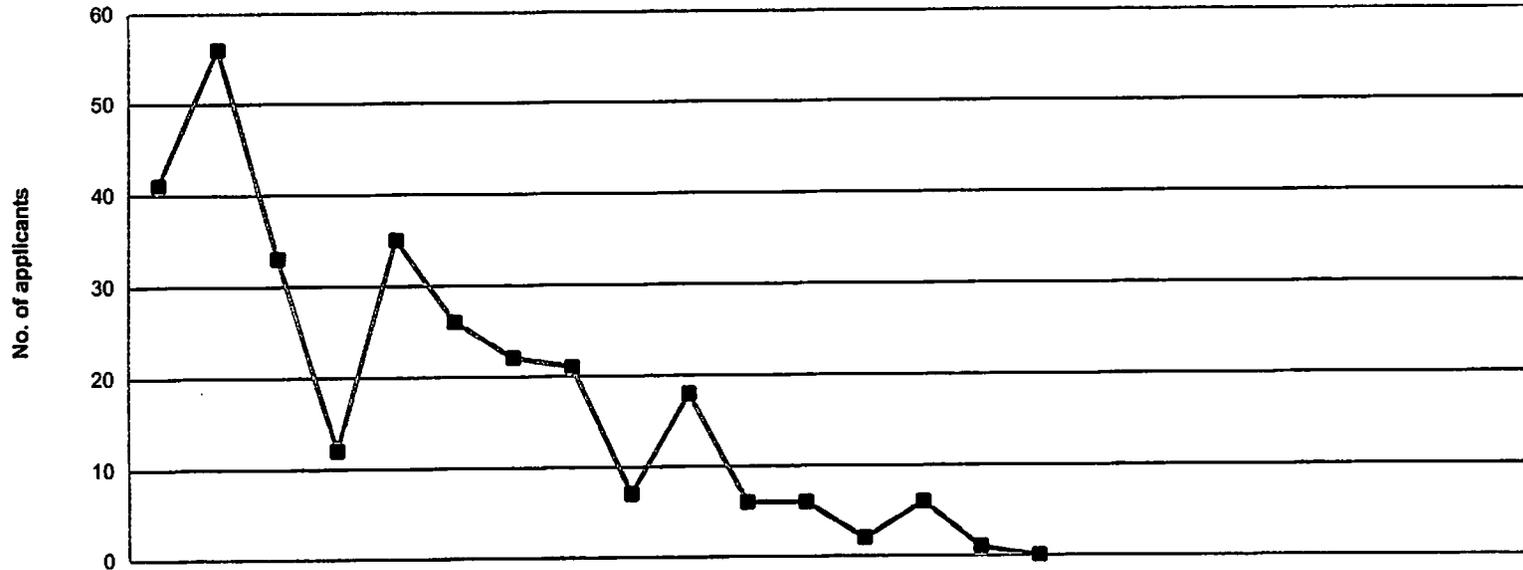
	2006		2007										2008						2004/5	2005/6	2006/7	2007/8							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Minimum Info	979	840	669	768	585	304	26	19	23	4	17	0	0	11	2	0													
At assessment	905	879	886	867	947	887	963	782	675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

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



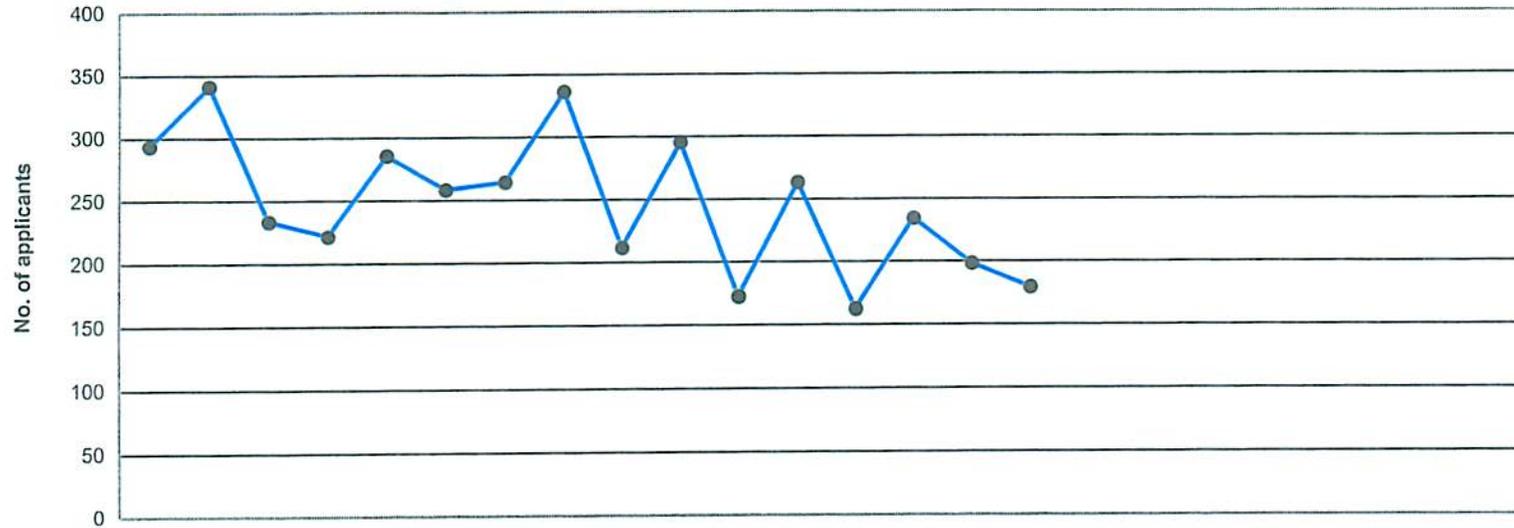
	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Bio. Scientists	0	0	0	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																										

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



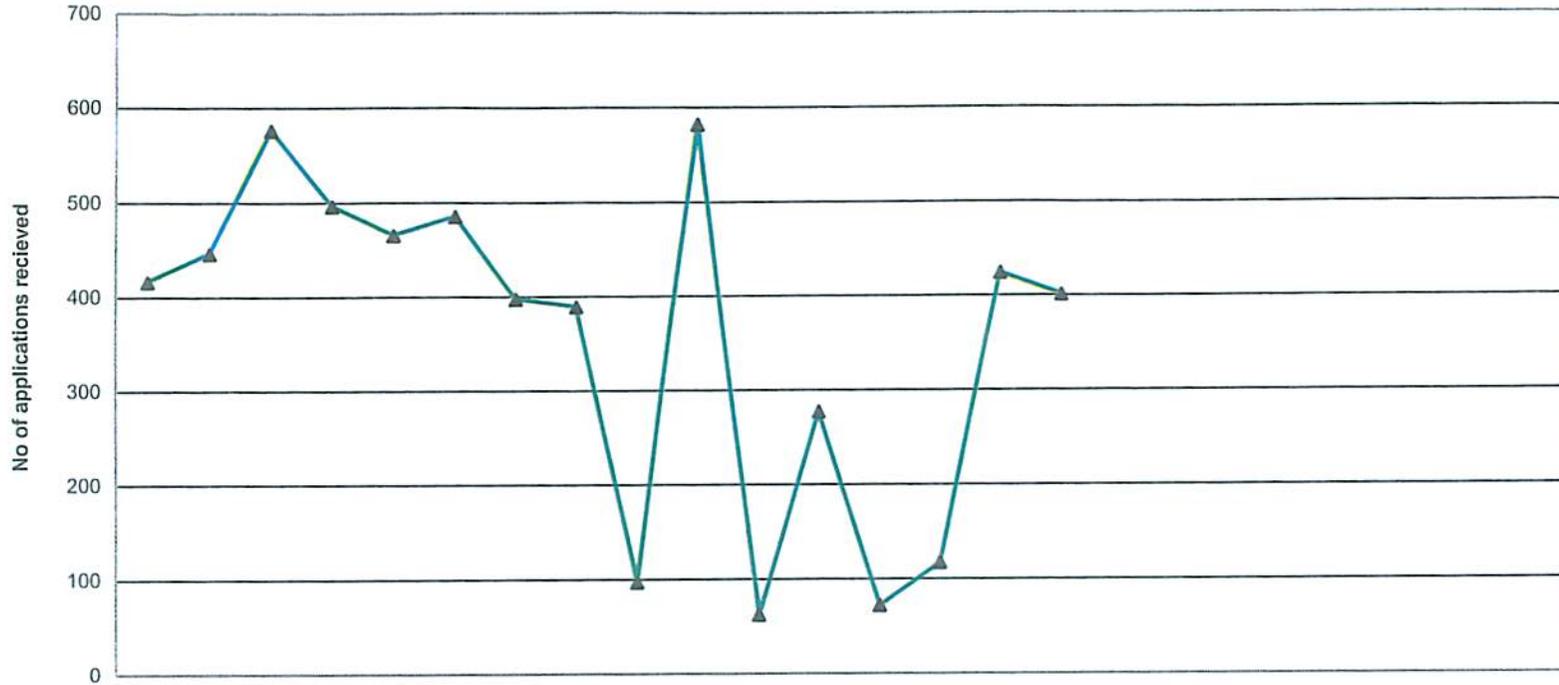
	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2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

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



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

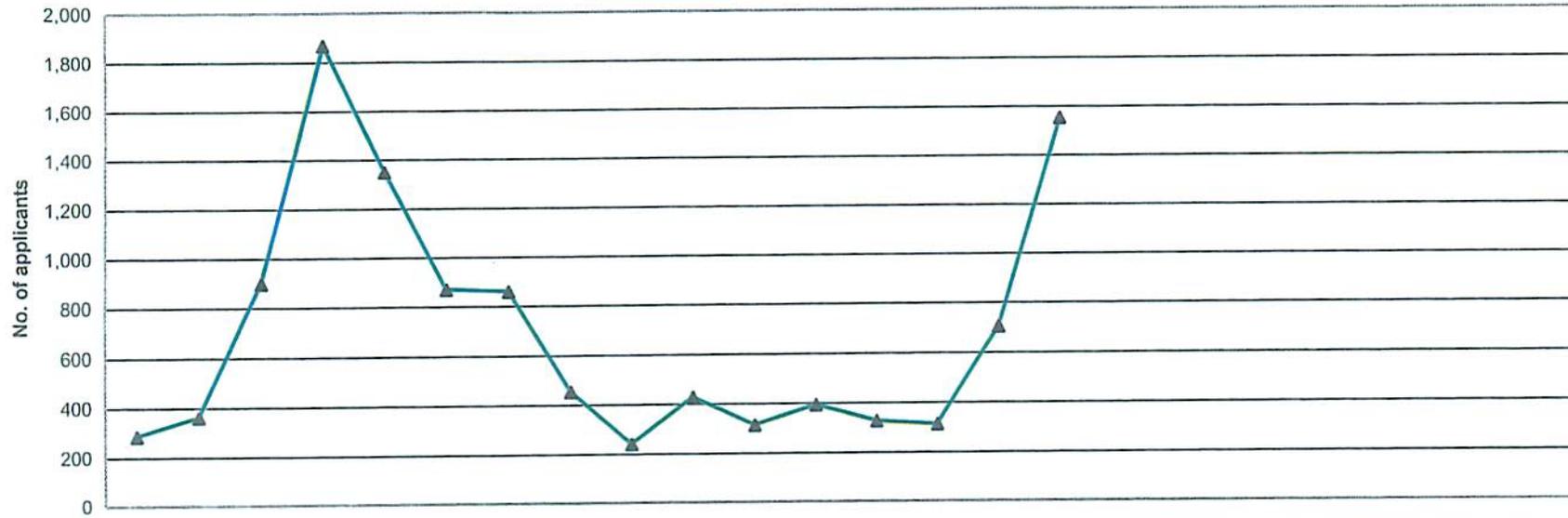
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
9	3	6	4
363	417	439	102
20	26	35	10
39	25	37	15
164	93	138	31
668	615	509	115
1	6	7	1
1	3	3	1
19	6	16	7
1,339	1,193	985	254
6	6	4	2
681	496	820	181
204	218	173	50
3,514	3,107	3,172	773



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

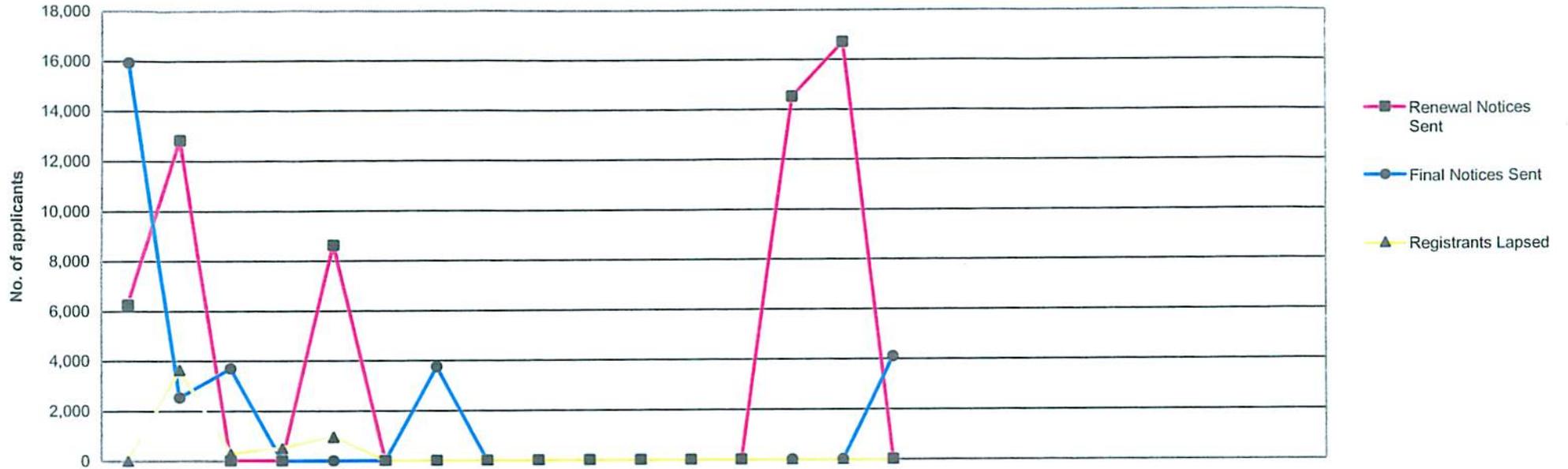
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
2,983	5,719	3,351	769
166	397	1,007	205
91	26	330	40
3,240	6,142	4,688	1,014

NOTE: Information covers UK applications only



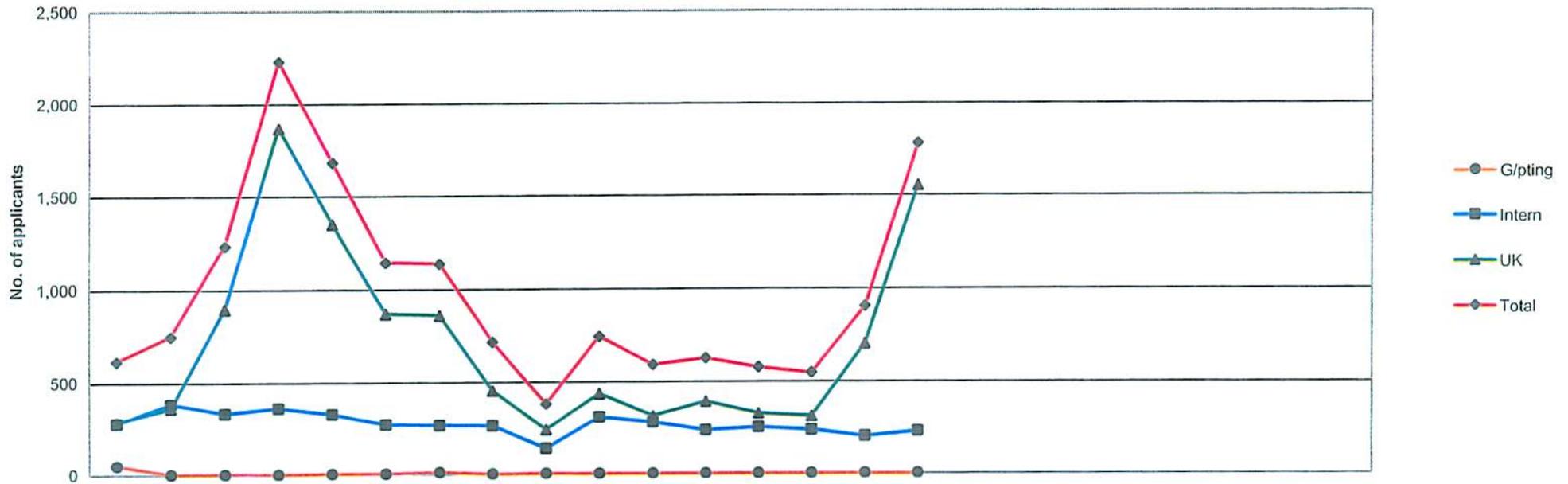
	2006												2007												2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	18	17	13	15	24	9	25	11	9	13	14	16	20	18	18	11									20	18	18	11								
Bio. Scs	56	60	45	82	60	47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

2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
160	234	184	67
820	912	690	202
138	155	145	50
329	399	341	179
319	367	331	167
394	754	668	377
1,468	1,544	1,327	85
44	34	41	18
1,026	1,247	807	241
1,926	2,051	2,120	785
40	46	32	0
886	1,008	1,051	606
572	746	582	119
8,122	9,497	8,319	2,896

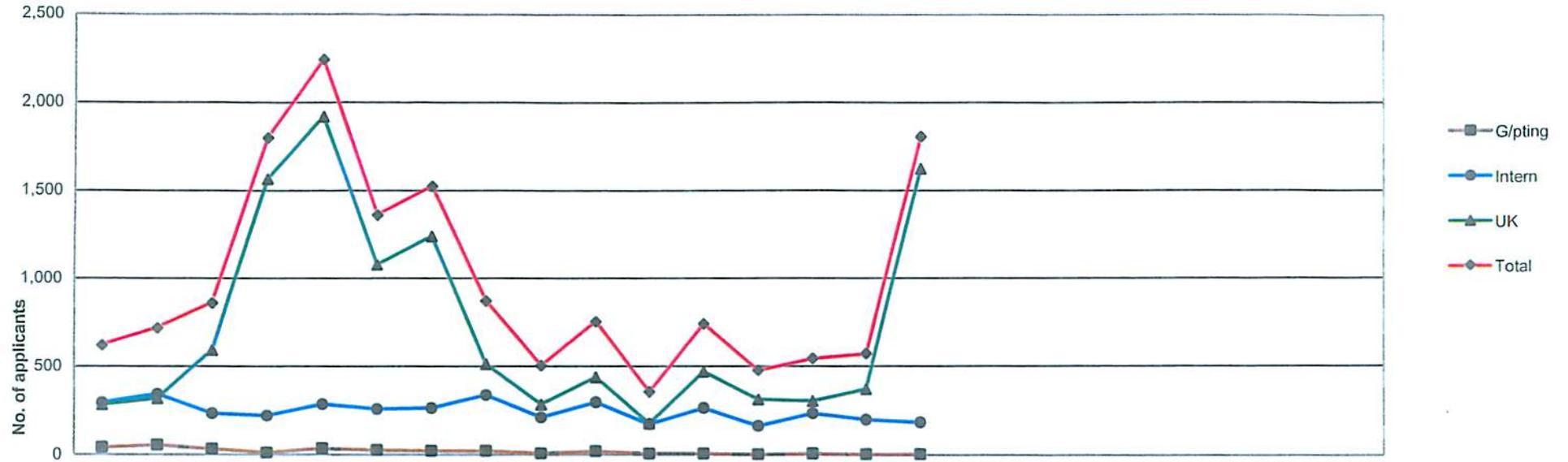


	2006			2007									2008											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal Notices Sent	6,257	12,825	0	0	8,629	0	0	0	0	0	0	0	0	14,510	16,704	0								
Final Notices Sent	15,928	2,535	3,694	0	0	0	3,752	0	0	0	0	0	0	0	0	4,101								
TOTAL	22,185	15,360	3,694	0	8,629	0	3,752	0	0	0	0	0	0	14,510	16,704	4,101								
Registrants Lapsed	0	3,643	278	508	959	0	0	0	0	0	0	0	0	0	0	0								

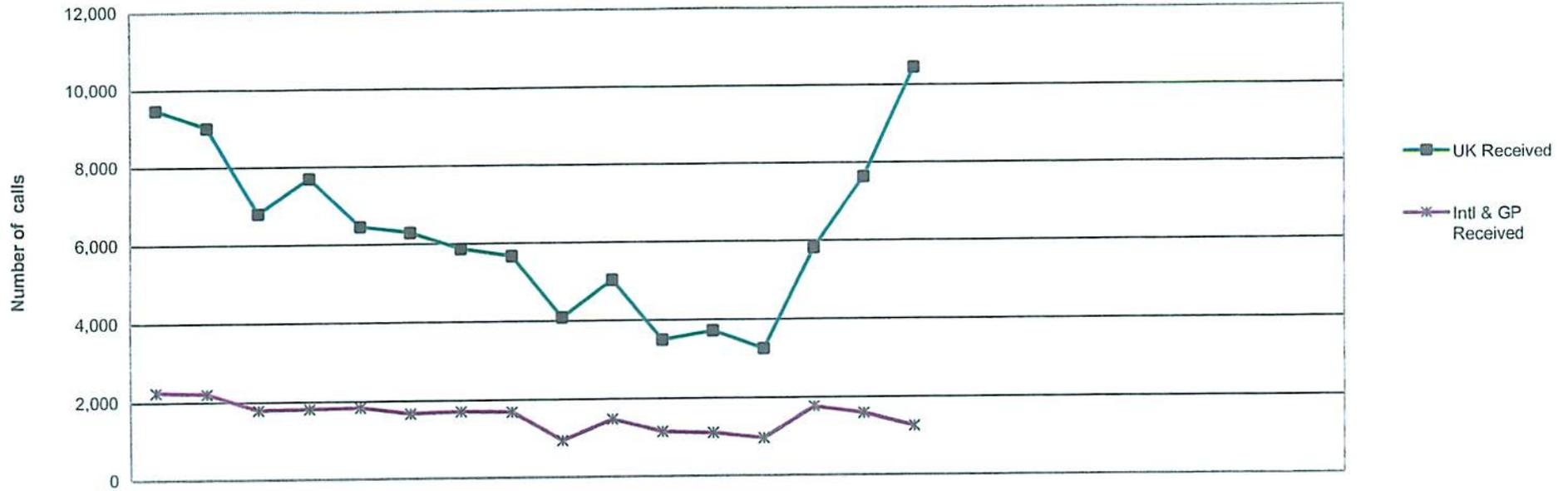
2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD
24,781	142,363	27,711	31,214
19,846	36,261	25,909	4,101
44,627	178,624	53,620	35,315
7,423	9,448	5,388	0



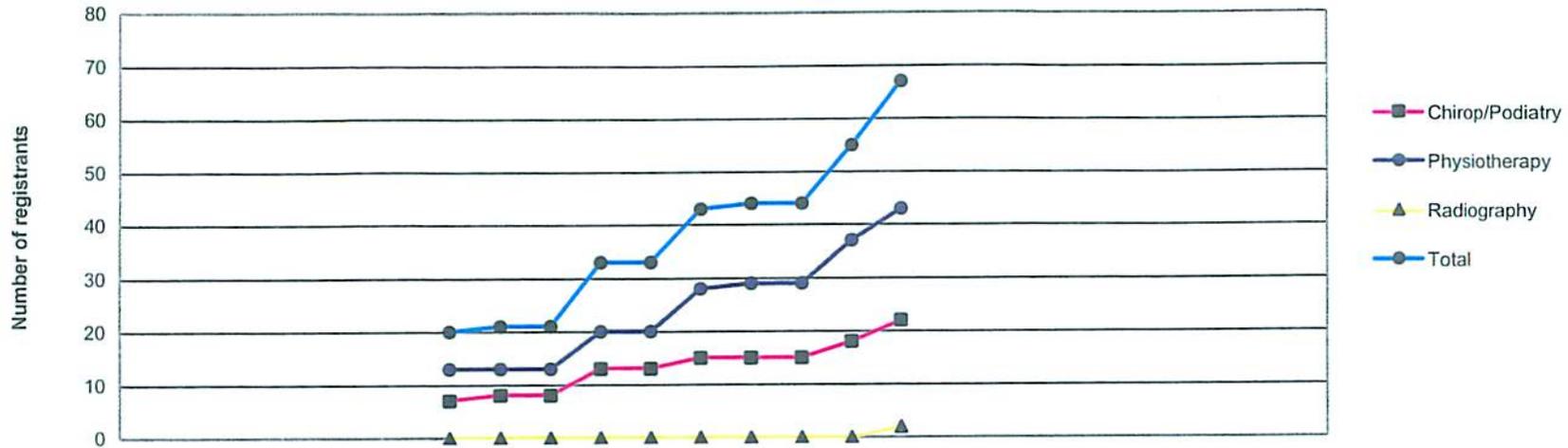
	2006			2007									2008						2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/7 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep					Oct	Nov	Dec	Jan	Feb	Mar
G/pting	50	1	2	0	3	3	10	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern	280	385	334	361	328	271	266	263	139	308	279	235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



	2006		2007												2008			2004/5	2005/6	2006/7	2007/8							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
G/pting	41	56	33	12	35	26	22	21	7	18	6	6	2	6	1	1									1,761	2,591	283	10
Intern	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	182									3,455	3,139	3,172	776
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468	312	303	370	1,624									15,899	9,474	8,870	2,609
Total	618	715	857	1,799	2,241	1,360	1,524	868	501	750	355	737	476	543	569	1,807									21,115	15,204	12,325	3,395



	2006			2007									2008									2004/5	2005/6	2006/7	2007/8																														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD																											
Intl & GP																																																							
Intl & GP Received	2,244	2,201	1,789	1,804	1,830	1,663	1,714	1,687	950	1,475	1,150	1,105	968	1,764	1,590	1,259										45,574	40,070	19,612	5,581																										
Answered	1,787	1,917	1,673	1,700	1,669	1,566	1,595	1,543	894	1,390	1,103	1,059	943	1,675	1,504	1,188										34,502	33,467	17,896	5,310																										
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96	97	95	95	94										76	84	92	95																										
Adandoned	457	284	116	104	161	97	119	144	56	85	47	46	25	89	86	71										11,264	6,627	1,716	271																										
Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15	11	10	8	11										36	25	14	10																										
Avg talk time (min)	2.43	2.32	2.43	2.35	2.42	2.49	2.49	3.01	2.51	3.02	3.08	3.12	3.10	2.58	2.43	2.49										2.30	2.32	2.64	2.65																										
UK																																																							
UK Received	9,464	8,995	6,787	7,683	6,441	6,280	5,856	5,663	4,082	5,033	3,489	3,715	3,248	5,808	7,622	10,448										103,274	70,233	73,488	27,126																										
Answered	7,845	7,995	6,464	6,983	6,121	5,555	5,284	5,439	3,736	4,980	3,450	3,641	3,207	5,598	7,360	9,105										79,498	50,518	67,493	25,270																										
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98	99	96	97	87										82	70	93	95																										
Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74	41	210	262	1,343										24,198	10,719	6,335	1,856																										
Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21	20	30	21	29										67	64	45	25																										
Avg talk time (min)	2.25	2.46	2.24	2.12	2.16	2.22	2.02	2.04	2.21	2.07	2.08	2.05	2.02	2.08	2.27	2.19										2.13	1.78	2.16	2.14																										



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

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