

Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting 10 September 2009

Chief Executive's Report to Council meeting on 10 September 2009 Contents

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1. Completed meetings 1 July to 31 August 2009

National Athletic Trainers' Association	2 July
CLEAR International Congress on Professional and Occupational Regulation	2-3 July
Council for Healthcare Regulatory Excellence	8 July
Northern Ireland Social Care Council	9 July
College of Physiotherapists of Ontario	13 July
Department of Health Legislation Project Board	15 July
Royal College of Speech and Language Therapists	16 July
Council for Healthcare Regulatory Excellence regulators' forum	16 July
Department of Health MSC deliberative event	27 July
Royal Pharmaceutical Society of Great Britain	27 July
Council for Healthcare Regulatory Excellence	29 July
National Allied Health Professional Advisory Board	30-31 July
Department of Health S60 HAD project board	4 August
Department of Health (Leeds)	5 August

2. Scheduled meetings

Northern Ireland Office	2 Sept
Northern Ireland Ambulance Service	2 Sept
Healthcare Science Programme Board	7 Sept
NHS Education for Scotland	8 Sept
'The Future of the NHS' seminar	9 Sept
CLEAR annual conference	10-12 Sept
Hearing Aid Council	22 Sept
Listening Event – Darlington	23 Sept
Listening Event – Scarborough	24 Sept
IBMS Congress	28 Sept
Isle of Man event	1 Oct
Conservative Party Conference	7 Oct
Listening Event – Milton Keynes	15 Oct
Department of Health Legislation Project Board	16 Oct
Scottish Social Services Council	26 Oct
Scottish Government's National Regulation Event	27-28 Oct

Business Process Improvement – Mr Roy Dunn

1. Human resources

There are no changes.

2. Quality Management System (QMS) review meetings and internal audits

The internal audit schedule for 2009-10 is ongoing

The HR employees processes are being audited and refreshed. Information security arrangements are being evaluated in the light of the Poynter Review.

The Finance Department will be audited at the end of August.

Analysis of feedback and the Customer Service section is continuing on a monthly basis.

Mapping the Facilities Department's processes in greater detail is continuing.

Mapping the Communications Department's processes in greater detail is continuing.

3. QMS process updates

Information security parameters are being evaluated to match ISO27001 and CISMP as best practice.

The Finance Department processes are being reviewed by Gary Butler, before any changes are made.

Information risk training materials have been obtained from "banking" contacts. These are to be used as part of the induction process for new employees. Further material is under development.

4. British Standards Institute (BSI) audit

Risk management, outsourced suppliers and information technology are now automatically included in all our Quality Management System's scope.

The next audit by BSI will be on 22 October 2009. This will include the communications, feedback, finance and grandparenting processes.

5. Business continuity

Updated contact details for the business continuity plan are being circulated to those on the circulation list. Low level plans relating to the pandemic response have been prepared.

6. Information & data management

Continued planning is taking place for integration of all intranet based information sources, Springfield, QMS and the "Intranet" in conjunction with Tony Glazier in the Communications Department.

Archive relocation: We are awaiting finalisation of insurance cover for the archived materials in transit. This is dependant on the outcome of our Poynter response document.

Tom Berrie has produced a document on the ethical aspects of CPSM's work. This is being validated before publication.

7. Risk Register

Risk owners have been polled for changes to the next iteration of the Risk Register in the autumn.

More detail has been added to clarify some risks listed.

1. Media and campaigns

Since mid May 2009, the Press and Public Relations Manager has continued to issue a range of press releases and news items, including the launch of consultations on the statutory regulation of dance movement therapists, psychotherapists and counsellors. Releases were also issued on the CHRE annual review of the HPC, the appointment of the new Council and the new Chair, the statutory regulation of practitioner psychologists, the launch of the CPD video and the publication of the standards of entry threshold level and the publication of the Standards of Proficiency for practitioner psychologists among others.

The Press and Public Relations Manager continues to write general HPC update articles for the website and a range of professional journals and writes a regular feature in the bi-monthly publication Complete Nutrition.

The Communications Officer continues to issue media alerts highlighting upcoming Fitness to Practise Hearings to the media and has issued 17 press releases on professionals who have been struck off or suspended between mid May and mid August 2009.

Coverage continues to increase and is monitored daily. All press releases can be viewed on the HPC website in the media and events section and the press coverage reports are uploaded to the Council extranet.

The Press and Public Relations Manager also supports the communications work for organisational activities, particularly implementing a media campaign to announce the opening of the Register for practitioner psychologists, and the development of articles on CPD and registration renewal for the professional press. This work is reported in section 6 below.

2. Public affairs and stakeholder communications

The Policy Manager and Public Affairs and Stakeholder Manager met the following **stakeholders in Edinburgh** over a couple of days:

- The Scottish Government Health Directorates. Met the Regulatory Unit including Catherine Clark, Robert Girvan and Jennifer Dunlop, as well as Audrey Cowie, Professional Adviser, Regulation and Workforce Standards.
- Scottish Independent Advocacy Alliance (SIAA) to discuss joint communication work around public information and older people campaigns.
- Scottish Social Services Council (SSSC) Chief Executive, Carole Wilkinson and Geraldine Doherty. Following this meeting, members of the HPC Executive Team will be visiting the SSSC offices in Dundee in October.
- Joint professional body meeting with Scotland policy officers: Kenryck Lloyd-Jones, Chartered Society of Physiotherapy (CSP) Scotland; Kim Hartley, Royal College of Speech and Language Therapy (RCSLT) Scotland; Maria Murray, The Society and College of Radiographers (SoR); Karen Uttling, The Society of Chiropodists and Podiatrists. Annual update meetings will be held following the success of this format.
- AHP Programme Director for the NHS Education for Scotland (NES)
- Scottish Affairs Officer, General Medical Council (GMC)

Other **meetings with stakeholders** included:

- Department of Health induction in Leeds with the Regulation Unit.
- Welsh Assembly Government meeting with the Chief Scientific Adviser, Deputy Chief Scientific Officer, Therapies Advisor and DHSS HR.
- Director of Allied Health Professions Federation (AHPF), Paul Hitchcock.

- Various Health Hotel fringe meetings and Political Engagement Task Group meetings for the political party conferences in September and October 2009.
- Jan Robinson, Chief Executive and Registrar of the College of Physiotherapists of Ontario as part of the familiarisation day and to discuss communications work.
- Scottish Director for the General Dental Council (GDC) in Glasgow during NHS Scotland conference.
- NHS Education for Scotland (NES) meeting with the Chief Executive, Acting Director of Policy and Standards, Director of Operations, Education Manager and the NES Chair, Chief Executive and various Directors across the organisation.

The Public Affairs and Stakeholder Manager **attended a number of events** including:

- Reform event: 'The future of Health' with Minister of State for Health, Mike O'Brien MP, Shadow Health Minister, Andrew Lansley MP and Liberal Democrat Health Secretary, Norman Lamb MP.
- Independent Healthcare Advisory Services (IHAS) launch event for code of practice for handling complaints.
- Help the Aged and Aged Concern parliamentary reception.

The Public Affairs and Stakeholder Manager has **participated and exhibited at a number of stakeholder conferences** including:

- Council on Licensure Enforcement and Regulation (CLEAR) congress in Dublin with regulators from around the world attending over the two days.
- 'Maximising AHP Potential' conference with Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon, who spoke alongside the Chief Health Professions Officer, Jacqui Lunday. Over 150 delegates visited the HPC's stand.
- NHS Scotland annual conference in Glasgow with over 150 delegates visiting the stand over two days.

The Public Affairs and Stakeholder Manager has continued to support communications work for organisational activities, particularly new professions and registration renewals and this work is reported in section 6 of this report.

3. Web

With the 'practitioner psychologists' part of the Register opening on 1 July and many of our professions renewing, the Web Manager has been working to ensure that relevant and up-to-date information is available on www.hpc-uk.org. This work is part of the communications work for organisation activities and is fully reported in section 6 of this report.

Behind the scenes we have been preparing the website for major infrastructure changes ahead of a change of internet service providers. As part of this migration we are improving the website's resilience and speed, as well as building in flexibility to allow us to maintain the site with little or no disruption to end users.

We have also been improving the website security to ensure that we are less vulnerable to potential attacks from hackers; this is an area which is continually reviewed.

Our redesigned 'Health regulation worldwide' website was also successfully launched in June.

4. Publications

Since the last report the following publications have been produced.

- **Public information materials** have been revised following consultation with Connect (a communication disability charity) and the Plain English Campaign. The leaflet now has the Plain English Campaign Crystal Mark
- Revised editions of **Your guide to our standards for continuing professional development** (A5 'short' guide) and **Continuing professional development and your registration** (A4 'long'

guide), updated to reflect amendment to standard 5 and new audit dates

- **Standards of Proficiency – practitioner psychologists** (published July 2009)
- **Standards of Education and Training** (revised edition published July 2009)
- **Standards of Education and Training guidance – your duties as an education provider** (revised edition published July 2009)
- **HPC In Focus** issue 23 (published Friday 5 June 2009), and issue 24 (published Friday 7 August 2009)
- **HPC Update** (all-employee newsletter) issue 4 published Wednesday 8 July 2009

The Publications Manager is currently working on preparing the following publications.

- **Fitness to practise annual report 2009** (for publication September 2009)
- **Information for witnesses – a guide to giving evidence at fitness-to-practise hearings** (for publication September 2009)
- **Major change – supplementary information for education providers** (for publication October 2009)
- **Guidance on conduct and ethics for students** (for publication October 2009)
- **Review of the first continuing professional development audits** (for publication November 2009)
- **HPC In Focus** 24 (to be published Friday 2 October)
- **HPC Update** (all-employee newsletter), issue 5 to be published Friday 18 September

Longer-term developments include the production of a new 'annual review' style publication which will be a public-facing introduction to the HPC and a summary of the last year's key achievements.

5. Events

Since the last report, the HPC has exhibited and presented at:

- Council on Licensure, Enforcement and Regulation (CLEAR) Congress 2009
- BPS Division of Counselling Psychology

Over the next few months the HPC will be attending and exhibiting at:

- British Association of Sport and Exercise Sciences Annual Conference
- BPS Division of Health Psychology Conference
- Independent Living Scotland
- BPS DCP Faculty of Children and Young People Conference
- British Association of Dramatherapists
- The British Dietetic Association Annual Conference & Exhibition 2009
- Biomedical Science Congress

The HPC will be represented at these events by employees from the Fitness to Practise, Policy and Standards, Registrations and Communications teams. These events continue to provide the opportunity to meet registrants and answer a variety of queries.

Following the success of Naidex in April, the HPC has been invited to be a show partner at the Independent Living Scotland event. In addition to having an exhibition stand, Mark Potter will be presenting in the CPD seminar theatre on both days. This event is expected to attract around 3,000 delegates, including physiotherapists, speech and language therapists and occupational therapists as well as representatives from care homes and members of the public.

Listening Events are planned in Darlington on 23 September and Scarborough on 24 September. Three out of the four sessions due to take place in September are already fully booked with 60 registrants

attending each session. Further Listening Events are planned for October in Milton Keynes and November in Eastbourne.

We are also planning an information event for registrants on the Isle of Man on 1 October. The presentation will include a general introduction to the HPC and detailed information about the cpd audits and will be followed by a Q&A session.

6. Communications work for organisational activities

CPD Audits: The CPD talks programme continues with talks booked until December 2009. 185 talks have now been delivered to more than 11,500 registrants. Recent events have continued to focus on areas not yet reached, for example the South West of England. The CPD presentation is now online and has had more than 4,000 visitors since June with feedback being overwhelmingly positive. This now provides a reliable alternative source of information when a speaker is unavailable. This is also supported by the recently refreshed CPD publications.

Practitioner psychologists: the launch of the opening of the Register to practitioner psychologists was supported by a comprehensive communications campaign.

In response to the media work undertaken, both the Chief Executive and Chair were interviewed for the following radio broadcasts: 73 items of coverage were secured across radio and online giving HPC access to a potential audience of over nine million. The schedule was a strong mix of BBC and commercial stations, with notable coverage secured on larger stations such as BBC SW, BBC Derby, BBC Cornwall, Sunrise Yorkshire and Radio Aire.

In addition to the above, coverage was also secured on numerous regional radio stations across the country based on a pre-recording with the Chair. We also secured print coverage in the Guardian newspaper and on a number of online news websites.

An advertising campaign was also implemented to support the media work and inform practitioners, employers and clients of the change. Adverts were placed in the following publications: The Psychologist – July issue; British Journal of Psychology – August issue; British Journal of Clinical Psychology – September issue; British Journal of Health Psychology – September issue; British Journal of Social Psychology – September issue; British Journal of Educational psychology – Sept issue; Health Service Journal (HSJ) issues: 2 & 16 July; HSJ Online: Advertising during July; Community care issues: 2 & 23 July; Children & Young People Now (C&YPN) issues: 2 & 16 July; C&YPN online: Advertising during July; Health Director- Issues July & Sept

Every effort was made to ensure that prospective registrants had all the information they required from the website, both before and after the Register officially opened. Information was regularly updated and refreshed and new pages added in the months preceding 1 July 2009 and all relevant information and application forms were made available shortly after midnight on 1 July.

We have also been booking stands and talks at all the BPS divisional annual meetings to ensure that we are available to answer questions and provide further information for practitioner psychologists. Representatives from the Registration, Communications and Policy and Standards Departments have attended. We also held an information day for forensic psychologists on 23 July at the BPS offices in London and this was attended by 65 forensic psychologists.

Communicating with prospective registrants: We expect to launch the online student presentation in September to coincide with the new academic year. PowerPoint slides for tutors, student guidance on the standards for conduct, performance and ethics and a student area of the website will also follow in the coming months.

Registration renewals: Since May 2009 members of the Communications Department have been working with the

Registration Department to ensure that the forthcoming renewal of registrants will be as smooth as possible and minimise the number of registrants that lapse off the Register unnecessarily.

We have held meetings with representatives from the following professional bodies before the registration renewal forms are issued:

- College of Paramedics
- British and Irish Orthoptic Society (BIOS)
- Association of Clinical Scientists (ACS)
- Royal College of Speech and Language Therapy (RCSLT)
- British Association of Prosthetists and Orthotists (BAPO)
- British Psychological Society (BPS)
- College of Occupational Therapists (COT)
- Institute of Biomedical Scientists (IBMS)

These meetings have been a resounding success with Chief Executives, Membership Managers and those working in the Communications Department all keen to work together as much as possible.

Articles in professional journals, news items on the website and in newsletters are all methods of communicating that we are using to stress the importance of renewing registration on time. We have also been continually reviewing and updating the information on our website to ensure that the very latest information is clearly available.

Letters and posters have been sent to a range of employers and service managers across the professions, including information sent to every Ambulance Station in the UK. The professional bodies have also distributed letters and posters to email lists of managers. Early results for paramedics and orthoptists returning their registration renewal forms before the deadline are a marked improvement on the last renewal cycle two years ago.

Statutory regulation of psychotherapists and counsellors: we continue to work closely with the Policy and Standards Department and much of our current work has focused on the consultation we are currently running. A press release announcing the consultation has been issued to professional and consumer press. Letters were also sent to key parliamentarians across the UK informing them about the launch of our consultation. This included the Secretary of State for Health, Health (and Shadow) Ministers in Scotland, Wales and Northern Ireland, as well as health committee members, all-party groups on mental health and those who have asked parliamentary questions on relevant areas.

Education – Ms Abigail Gorringe

1. Approval process

In July & August 2009, the Department has worked on the post-visit stage of the approval visits from the 2008-09 academic year. There were no approval visits in this period. It is intended that the majority of approval visits be concluded by the Education and Training Panel decisions made in August and late September 2009.

The Department is in the middle of confirming the schedule of approval visits for the forthcoming 2009-10 academic year. The current schedule is as follows;

Date	Education provider	Programme(s)
30/09/2009	Birmingham City University	BSc (Hons) Speech & Language Therapy
08/10/2009	University of Salford	BSc (Hons) Prosthetics & Orthotics
28/10/2009	University of Liverpool	Pg Dip (Radiotherapy)
04/11/2009	University of Derby	MA Dramatherapy
10/11/2009	Association of Clinical Scientists	Certificate of Attainment
24/11/2009	Institute of Biomedical Science	Certificate of Competence
08/12/2009	Queen Margaret University	MSc Speech and Language Therapy
09/12/2009	St George's, University of London	V300 Independent and Supplementary Nurse Prescribing
12/01/2010	University of Nottingham	Doctorate in Forensic Psychology
04/02/2010	University of Salford	BSc (Hons) Occupational Therapy
09/02/2010	University of Wales, Newport	MA Art Psychotherapy MA Music Psychotherapy

11/02/2010	Manchester Metropolitan University	BSc (Hons) Physiotherapy
02/03/2010	University of Plymouth	Doctorate in Clinical Psychology (DclinPsy)
23/03/2010	University of Essex	BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy MSc Occupational Therapy
30/03/2010	Queen Margaret University	MSc Occupational Therapy (Pre-registration) Pg Dip Occupational Therapy
13/04/2010	University of Wales Institute Cardiff,	BSc (Hons) Applied Biomedical Science
14/04/2010	Keele University	BSc (Hons) Physiotherapy
20/04/2010	University of Manchester	Educational and Child Psychology (D.Ed.Ch.Psychol)
21/04/2010	University of Bristol	Doctorate of Educational Psychology (D.Ed.Psy.)
29/04/2010	Institute of Psychiatry	Doctorate in Clinical Psychology (DclinPsy)
19/05/2010	University of the West of England, Bristol	BSc (Hons) Diagnostic Imaging BSc (Hons) Occupational Therapy BSc (Hons) Physiotherapy BSc (Hons) Radiotherapy Graduate Diploma Diagnostic Imaging Graduate Diploma Occupational Therapy Graduate Diploma Physiotherapy Graduate Diploma Radiotherapy
22/06/2010	University of Leeds	Doctor of Clinical Psychology (DclinPsychol)

2. Annual monitoring process

The Department has worked on a small number of audit submissions received in July 2009, which have been considered by visitors by correspondence. It is intended that the majority of these submissions be concluded by the Education and Training Panel in late September 2009.

3. Major change process

The Department has worked on a standard number of major change notifications and submissions in July & August 2009. The majority of these submissions intend to be concluded by the Education and Training Panel in September 2009 & October 2009.

4. Practitioner psychologists

In July & August 2009, a lot of the Department work has focused on the opening of the practitioner psychologist part of the Register opening. Activities have included:

- Publishing and updating of education specific FAQs on the website;
- Publishing and updating of the lists of approved programmes (current and historic);
- Publishing and updating of the intended mechanisms for approval and monitoring for practitioner psychologists programmes;
- Communication with education providers on the HPC processes and intended mechanisms for approval and monitoring (introductory and detailed mailings);
- Scheduling approval visits in the 2009-10 academic year;
- Data entry of approved programme information into netregulate and website systems;
- Work with the BPS and IT Department to ensure receipt and transfer of data into HPC information systems; and

- Arranging a series of seminars for education providers in autumn 2009.

5. Liaison with stakeholders

Members of the Department have met the following groups in July & August 2009;

- Department of Health (working group on preceptorship);
- Quality Assurance Agency; and
- British Psychological Society.

6. Employees

Ruth Wood has been promoted to Education Officer. She will start her new position in late September 2009. An advertisement to replace her Education Administrator position will be made in September 2009. A new position of PA/Administrator will also be recruited for in September 2009.

1. Employees

There are six permanent employees including the Facilities Manager. Services provided include reception, building maintenance, postroom, catering, health & safety, insurance and building project management.

Janet Thompson, Catering Officer, has recently passed NVQ Level 2 in Customer Service.

2. 22-26 Stannary Street Building Project

A verbal agreement on the final account for Phase 1 has been reached and we are now awaiting written confirmation of this. The Phase 2 Project is progressing well and the previously report one week delay against the programme has now been retrieved. It is anticipated that they will be complete by the end of September 2009.

3. Other building works

The replacement central heating boiler was commissioned in late July and has been installed. The replacement external windows and doors to the Park House kitchen were installed during the summer.

4. Health & Safety

The Fire and Safety Team is to have training in their roles on 4 September 2009.

1. General

Since the last Council meeting, the Finance Department has produced the June 2009 management accounts and is working on the July year-to-date management accounts.

2. Supplier payments

At the end of May, 99% by value of the £719k creditor payments (July Aged Creditor Listing) were in the 30 days or less category.

3. Fee adjustments and income receipts handling

At 18 August, there was no backlog in registrant direct-debit cancellations and amendments against a two-day backlog target. We had no processing backlog on rejected payments/refunds against a two day backlog target and no backlog on mid-cycle lapsing of registrants. The banking of registrant cheques is up-to-date and there is no backlog on credit-card reconciliations against a two day backlog target.

4. Income collection cycle

Direct-debit collections of registrants' fees (which cover about 83% of registrants) are done by the Finance Department, with collections made two months in advance. Clinical scientist, speech and language therapist and prosthetist/orthotist collections occurred in early August. Practitioner psychologist, occupational therapist and physiotherapist collections are scheduled for early September. Most of the income comprises renewal fees collected.

5. Funds under management

At 18 August, the business reserve account balance was £0.3M, earning an interest rate of 0.065% per annum. £0.5M was invested in the Nat West Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 0.48% per annum. The following were invested for one month at fixed rates: £0.5M invested in Barclays money market account earning 0.31%, £1M in Lloyds TSB money market account earning 1.0% and £1m with Nat West earning 0.72%

The investment portfolio (excluding £98k portfolio cash) at the end of July was valued at £1.62M. The investment portfolio value including cash & money market instruments was £1.71M. This compares with £1.64M at end of May 2009.

6. Pensions

In June, there were 57 active members in the Friends Provident Scheme and no active members in the Capita Flexiplan Scheme, excluding the 6 "notional" members.

7. Employee training and levels

There are seven full-time permanent employees in the Department with one additional permanent post to be filled. Temporary employees are periodically hired to cover for employees on annual or sick-leave and to help achieve Finance Department service level targets.

8. Sage system support and development

We have replaced our previous Sage accounting package support vendor with TSG who are getting familiar with our organisational requirements. A small version upgrade to our accounting system is expected in mid September. Sage training is planned for the whole Finance team.

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

- Since the last Council meeting the Annual Report & Statutory Accounts have been laid before Parliament and have now been published.
- IFRS financial statements to 31 March 2009 are in process of being completed for audit review.
- 2001 fees review project has been initiated.
- Six month re-forecast process is due to start in the next month.
- Annual budget planning (including projects) will begin in the near future.

Fitness to Practise – Ms Kelly Johnson

1. Final hearings

38 cases were concluded in June and July 2009. There were 217 cases awaiting hearing at the end of July 2009.

2. Review hearings

10 review hearings took place in June and July 2009

3. Interim orders

There were 18 interim order hearings in June and July 2009

4. Investigating Committee

At the end of July there were 338 open cases. Of those cases 87 have not yet met the standard of acceptance for allegations.

5. Health and Character

143 declarations were received in June and July 2009 and at the end of July there were 96 open cases.

6. Protection of title

At the end of July there were 48 open protection of title complaints.

7. Registration appeals

There were eight open registration appeal cases at the end of July 2009

8. High Court appeals

There are currently three cases where a registrant has appealed the decision of a panel of the Conduct and Competence Committee. We are currently waiting for dates in two of the cases. One case has been listed for hearing on 16 November 2009

9. CHRE

We are seeking the recovery of costs in relation to an appeal withdrawn by the CHRE

10. Court of Appeal

The appeal in the matter of Stanley Muscat was considered by the Court of Appeal on 29 July 2009. Judgment was reserved and we are expecting a decision in early October.

11. Meetings

Kingsley Napley – six-weekly meeting
Protecting Vulnerable Groups Conference, Glasgow
London Olympic Games Organising Committee
National Offender Management Service
GB Training
Esther McMorris, 9 Feet Tall
CHRE – Learning Points Meeting
British Association of Counsellors and Psychotherapists
College of Paramedics
Jon Dee, PKF
Reading University Statisticians
Ian Todd, Nursing and Midwifery Council

12. Resources

Nick Grassby left the Department on 14 August 2009 to take up a training contract to be a solicitor. Jonathan Dillon, a Case Manager in Case Team 3 will be transferring to Case Team 2 to replace him. We are now recruiting for Jonathan Dillon's replacement and interviews took place on 20 August 2009.

Customer service training begun for the Fitness to Practise Department in July 2009 and will continue through to

September. Case Managers in Case Teams 1 and 2 have had training in advocacy.

Training for new Panel Chairs took place in June 2009 and the final refresher sessions for panel members in this financial year took place in June 2009. The next Legal Assessor review day is scheduled to take place on 5 September 2009.

13. Other

The Department continues to work on the following areas of work:

- Case Management System Research Project
- Expectations of Complainants
- Sanctions Policy and Practice Notes
- Sifting Tools
- Hearings DVD
- Transcription writer services

1. Employee resourcing

Director vacancies

Following formal panel interviews and psychometric testing, Michael Guthrie was appointed to the post of Director of Policy and Standards, with effect from 16 July 2009.

Policy

A new two-year fixed term post of Senior Policy Officer is currently being advertised. Funded from a grant received from the Department of Health, the purpose of this post is to manage a project exploring the revalidation of registrants. Interviews took place on 4 August.

Education

The vacancy of Education Officer is currently being advertised to find a replacement for Anne Shomefun who left the HPC in June. Interviews took place on 12 August.

Projects

Following the resignation of Lola Teidi, interviews were held for the post of Project Manager on 2, 3 and 8 July. Ivan Madeira was appointed and started work on 27 July.

Recruitment is currently in progress for a further two-year fixed term post of Project Manager. This new role is funded by the Department of Health grant and will focus on revalidation.

Registrations

Interviews for Registration Adviser vacancies arising from internal promotions and turnover were held on 22 June and 3 July. Kelly Folar, Sarah Halsey and Jenni Thomson commenced employment on 6 and 13 July.

Communications

Following re-advertisement, interviews for the new post of Communications Officer were held on 22 June and 3 July 2009. Unfortunately no appointment was made, and the post is now being filled on a fixed-term basis by Amy Morgan.

2. Other HR activities

Equality and diversity

There has been a concerted effort in the HR and Partners Departments to update equality and diversity data this month, in preparation for the annual paper to Finance and Resources Committee.

Equality and diversity training for 11 managers and 13 new employees took place in June. Feedback received from the employee training session in particular was extremely positive. A further session for new employees will take place on 3 August.

4. Employee consultation arrangements

Last year the Finance and Resources Committee approved the setting up of an agreement and Employee Consultation Group under the Information and Consultation of Employees (ICE) Regulations. Following approval of the draft agreement by the Executive Management Team, the Employee Consultation Group was launched by the HR Director at the all-employee meeting on 8 July.

Nominations for six employee representatives have now been invited. The next stages will be to run elections if necessary, train representatives and finalise the Group agreement with them.

5. HR statistical information: comparative data

In order to facilitate comparison with national data, the following additions have been made to the HR monthly statistical information provided to the Council and the Finance and Resources Committee:

Sickness absence: the average number of days absence per employee per year is now being recorded in addition to the percentage of working time lost

Employee turnover: both overall employee turnover and voluntary turnover is now being recorded. Voluntary turnover excludes dismissals, expiries of fixed term contracts and retirements, and is therefore a more meaningful measure than overall turnover.

The Council may be interested to note comparative data for employee sickness absence and turnover levels. The national average across all UK economic sectors for 2008 was **8.1** days* per employee. HPC rates are similar to this national average (**7.7** days per employee for 2008/09).

The average voluntary turnover rate across all sectors in 2008 was **13.5%** and the overall turnover rate was **20.9%***. The HPC did not collect accurate voluntary turnover rates before 2009/10, but the overall turnover rate of round 19% is slightly lower than the national average. HR will monitor reasons for leaving and take action to predict and combat any trends. Data from exit interviews will be brought to a future meeting of Finance and Resources Committee, and an employee survey will be conducted in 2010.

Both national and HPC turnover rates are likely to be lower over the next 12 months due to current labour market conditions.

* Source: IRS Employment Review, Issue 920, 4/5/2009

1. Resource

- Anticipated resource levels were maintained, with some weekend work to support the Stannery Street building project.

2. General IT Infrastructure

- The new desktop technology rollout now only has the reception staff computers and one Finance Department computer remaining to be replaced. The replacement of the remaining PCs is being scheduled to support business cycles;
- A report has been produced following the discovery phase of the network segmentation project. A conceptual design has been agreed and now a detailed planning phase will begin;
- The file and print server replacement has been built and we are planning for a reintroduction into the production environment;
- Continuity testing for the network ports for the Stannery Street building project has been completed in preparation for the installation of the new IT infrastructure.

3. Additional planning activities

The following have taken place:

- Visit to a Mitel business continuity seminar for telephony services;
- Planning meetings for the transfer of the website hosting;
- Planning for the Stannery Street IT provision;
- Completed a series of teleconferences and webinars for the selection of an enterprise encryption product to support the network encryption project;

- Home working policy development: the IT and HR Directors have agreed amendments and the document is going through revisions;
- Planning for redeployment of the file and print server at Park House;
- Planning for rollout of the desktop technology refresh project for the Finance Department and remaining specialist PCs;
- Planning for the remaining phases of the Network Segmentation project to separate network traffic for maintainability and security benefits; and
- Planning for implementation of new service desk tool.

4. Projects

Registration system

- Practitioner psychologists: 15,000 records were uploaded onto the Register. The remaining potential duplicates are to follow;
- Online renewals: Final configuration of the environment is now being undertaken. However, we still do not have a delivery date for the leased line installation which is on the project critical path. The web site has been re-architected in readiness for the transfer to the new hosting provider;
- Hearing aid dispensers: We have had a meeting with the Hearing Aid Council (HAC) and their IT providers to agree the process for the transfer of the Register; and
- Fitness to Practise (FTP): The case management system project is following the project plan with several initiation meetings to determine the scope and plan.

HR system

- The starters and leavers database development is complete and awaiting release. The HR team is testing it.

5. Service availability

- The HPC website was unavailable for two hours on 14 July between 11:00 and 13:00. A temporary page was deployed to allow access to the Register, which was available at all times via bookmarks.

The outage was caused by the external penetration testing team inadvertently removing a number of key folders. The cause has been traced to two testing tools being used in conjunction, and procedural changes have now been made to prevent this happening again.

HPC has removed the key vulnerability that allowed the breach and application changes within the web site have been made to address other vulnerabilities identified. The changes are currently undergoing testing and will be deployed after testing has completed successfully.

6. Compliance

- An independent external penetration test was completed during June. We are waiting to receive the report of the outcomes.

1. Recruitment

The full compliment of Continuing Professional Development (CPD) assessors required for the following professions were recruited as follows; two clinical scientists, two prosthetist/orthotists, three speech and language therapists, eight biomedical scientists and nine occupational therapists.

2. Training

Panel member refresher training has been completed. Sixty-seven panel members completed refresher training this year.

Registration assessor refresher training has been completed. One hundred and twenty-two registration assessors underwent refresher training this year.

CPD assessors for the following professions were trained during June and July: clinical scientists, prosthetist/orthotists, speech and language therapists, and biomedical scientists.

3. Appraisals

Partner appraisals are currently being processed for panel chairs and panel members.

4. Partner systems

Investigations are currently in progress to record multiple professional modalities in the partner database and to generate reports with this data.

5. Department update

Kathryn Neuschafer has returned from maternity leave and Deborah Dawkins, who had been acting Partner Manager, is staying in the Partner Department on an extended secondment as Partner Co-ordinator.

Policy and Standards – Mr Michael Guthrie

1. Meetings undertaken

UK Council for Psychotherapy	29 June
AHP Programme Director, Scotland	29 June
General Medical Council, Scotland	29 June
Scottish professional body officers	29 June
Scottish Social Services Council	30 June
Scottish Government	30 June
Scottish Independent Advocacy Alliance	30 June
International Occupational Therapy Certification Network	1 July
CPD presentation	2 July
Council for Licensure, Enforcement and Regulation (CLEAR) conference, Dublin	2/3 July
National Register of Hypnotherapists and Psychotherapists	3 July
Conference on regulation of Ayurvedic medicine	10 July
Jan Robinson, College of Physiotherapists of Ontario	13 July
Department of Health / Increasing Access to Psychological Therapists (IAPT) Workforce team	15 July
Modernising Allied Health Professional Careers reference group, Department of Health	20 July
Department of Health	21 July
Department of Health	5 August
Association of Comparative Clinical Pathology	5 August
UK Council for Psychotherapy	6 August
Hidden Hearing	11 August
Department for Children, Schools and Families	13 August
Faculty of Homeopaths	14 August
Meeting re clinical associate psychologists (Scotland)	18 August
Counselling and Psychotherapy in Scotland (COSCA) Regulation seminar	19 August

Allied Health Professions Federation	19 August
Society and College of Radiographers	20 August
British Association for Counselling and Psychotherapy	20 August
Department of Health	21 August
Polish psychologists club	22 August

2. Consultations

Regulation of psychotherapists and counsellors

We are consulting on the recommendations of the Psychotherapists and Counsellors Professional Liaison Group (PLG). This consultation will run until 16 October 2009. To date, about 200 responses have been received to the consultation.

The Department is continuing to meet and present to stakeholders in the psychotherapy and counselling field.

Regulation of dance movement therapists / psychotherapists

We are consulting on the potential future regulation of dance movement therapists. This consultation will run until 16 October 2009.

Setting the registration cycle for hearing aid dispensers.

We are consulting on setting the registration cycle for hearing aid dispensers, in advance of the proposed transfer of the register of the Hearing Aid Council to the HPC in March 2010. This consultation will run until 16 October 2009.

3. Closed consultations

No consultations have closed since the last Council report.

4. Professional Liaison Groups Psychotherapists and Counsellors

The Professional Liaison Group will reconvene on 18 and 19 November 2009 to consider the threshold level of qualification for entry to the Register and standards of proficiency, in light of the responses to the consultation.

The Council will be asked to consider the responses to the consultation and agree recommendations to the Secretary of State for Health and Ministers in the devolved administrations, at its December 2009 meeting.

5. New professions Hearing aid dispensers

The Department has continued to participate in the cross-department project to register hearing aid dispensers.

The Department has continued to meet stakeholders in the industry to discuss the regulation of hearing aid dispensers. A paper is being prepared for the Fitness to Practise Committee in November 2009, which will discuss the HPC's approach to complaints about consumer issues, including considering how HPC signposts future complainants with complaints about hearing aids which do not fall within the HPC's fitness to practise process.

6. Welsh Language scheme

The HPC is required to publish a Welsh Language Scheme under the Welsh Language Act. The Department is currently working with internal colleagues and the Welsh Language Board (WLB) to prepare a scheme for consultation. Welsh language schemes have to be approved by the WLB prior to consultation and therefore this project has been subject to

delay. The scheme is in an advanced stage of development following further feedback from the WLB and will be brought to a future Council meeting.

7. Health references / requirements

The CHRE recently published a report on the health requirements of the regulators and recommended that the regulators should review their requirements for health references at the point of entry to the Register. This has been the subject of a previous paper discussed by the Education and Training Committee.

The Executive is producing a further paper for the Education and Training Committee's meeting in September 2009 to move this area forward and, subject to approval by the Committee, anticipates bringing a paper with proposals for consultation to the Council's meeting in December 2009.

8. CPD profiles

The Department is continuing to review profiles for practitioner psychologists and dietitians, and liaise with the relevant professional body. Profiles for Radiographers were recently published.

9. Guidance on health and character

This consultation closed on 30 April 2009. A good response was received, with many respondents making very detailed comments on the consultation draft. The Executive has redrafted the guidance in light of the responses received. The Education and Training Committee will be asked to consider the analysis of responses and revised guidance at its September 2009 meeting. Publication is planned in November 2009.

1. Operational performance

a) Telephone calls

The Registration Department answered 99.7% of all calls within 30 seconds, which exceeds our service standard of answering 80% of calls within 30 seconds.

i) UK telephone calls: During the period from 1 June 2009 to 30 June 2009 the team received a total of 6,334 telephone calls, which is 1,288 less than the same period two years ago and 99% of these calls were answered.

ii) International telephone calls: During the period from 1 June 2009 to 30 June 2009 the team received a total of 1,044 telephone calls, which is 45 more than the same period one year ago and 98% of these calls were answered.

b) Application processing

i) UK applications: A total of 790 new applications were received during this period and 588 individuals were registered, which is 60 more than the same period last year. Applications took one working day to process, which is well within our service standard of processing applications within ten working days of receipt.

Applications for readmission also took one working day to process, which is well within our service standard of processing applications within ten working days of receipt.

ii) International applications: A total of 139 new international applications were received in this period and 139 individuals were registered, which is five less than the same period last year. Applications were on average being processed within six weeks of receipt, which exceeds our service standard of

processing applications within three months of receipt of all documents.

iii) Grandparenting applications: As at the 31 July 2009, the Department had received 12 grandparenting applications.

c) Emails

i) UK emails: The team received approximately 60 emails per day and responded to these on the day of receipt, which is well within our service standard of five working days.

ii) International emails: The team received approximately 20/30 emails per day and responded to these on the day of receipt, which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) audit

There were no assessment days during this period, but registration assessors continued to assess profiles that required further information.

We requested CPD profiles from 2.5 per cent of paramedics and orthoptists, at the beginning of June 2009.

2. Resource

a) Employees

The Department is operating within the budgeted headcount.

b) Partners

The Department has continued to work with the Partner Department to recruit and train psychologist registration assessors. The team also delivered the last of six refresher registration assessor training days.

c) Registration renewals

16,409 renewal forms were sent to paramedics and orthoptists at the beginning of June 2009. As at 31 July 2009, we sent 3,071 final renewal reminders to paramedics and 311 final renewal reminders to orthoptists. This equates to 20% of the original number invited to renew for paramedics and 24% for orthoptists. This compares favourably with the number of final renewal reminders that we sent two years ago, which was 28% for paramedics and 27% for orthoptists.

Renewal forms for speech and language therapists, prosthetists/orthotists and clinical scientists were sent to registrants at the beginning of July 2009, and to practitioner

psychologists and occupational therapists at the beginning of August 2009.

The Department has continued to work with the Communications Department to improve the return rate of renewal forms, and during the period representatives from both Departments, met the Royal College of Speech and Language Therapists and the British Association of Prosthetists and Orthotists to discuss how the professional bodies could assist in raising awareness that their professions were in their renewal period.

1. Training for Council members

An induction day for new Council members was held on 6 & 7 July 2009.

Positive feedback was received following the induction and the Secretariat will be looking at addressing specific training needs identified within the feedback.

Further “Committee-specific” training has been organised for Council Members throughout the Autumn.

2. Health Professions Council annual report and accounts

The Health Professions Council annual report and accounts 2008-9 were laid in Parliament on 20 July 2009.

3. Council ‘Awayday’ 6 and 7 October 2009

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

4. Education and Training Committee

The recruitment of members for the Education and Training Committee has been ongoing over the summer. Shortlisting of applicants was carried out during August and interviews will be held mid-late September. The interview panel will be made up of the HPC Chair, Anna van der Gaag, the Chair of the Education and Training Committee, Eileen Thornton, and Chris Dearsley, an Independent Assessor for the Appointments Commission.

The new Education and Training Committee will be appointed at the Council meeting in October.

5. Annual meeting

Invitations for the Health Professions Council annual meeting were sent out on 5 August 2009. The annual meeting will be held at 1.30pm on Thursday 10 September 2009.

6. Training for employees

Secretariat awayday: 27/28 August 2009

The Secretary to the Council attended equality and diversity training.

Management Information Pack

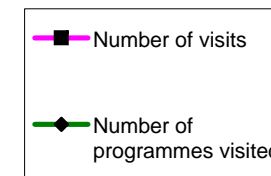
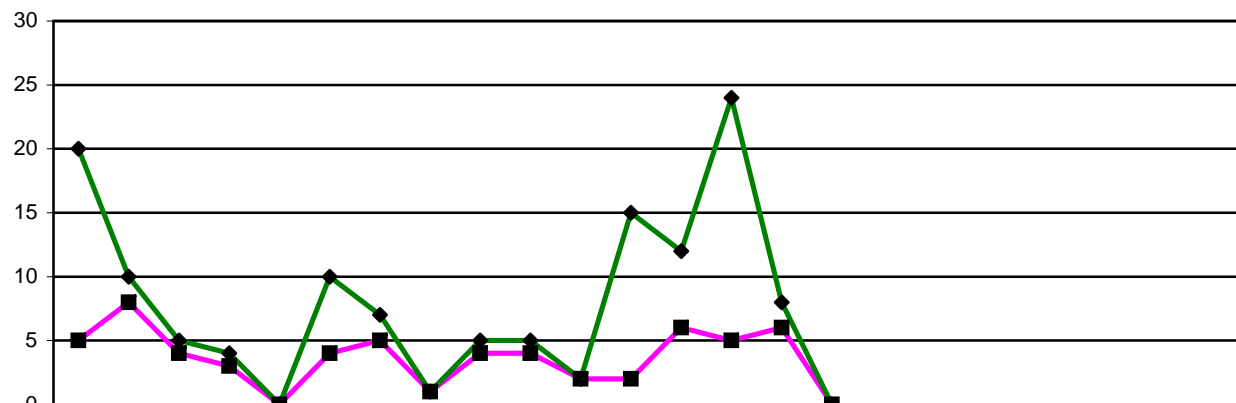
Marc Seale, Chief Executive & Registrar
Figures for April 2009 to July 2009 to Council



hpc health
professions
council

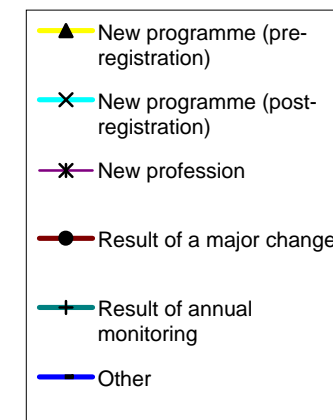
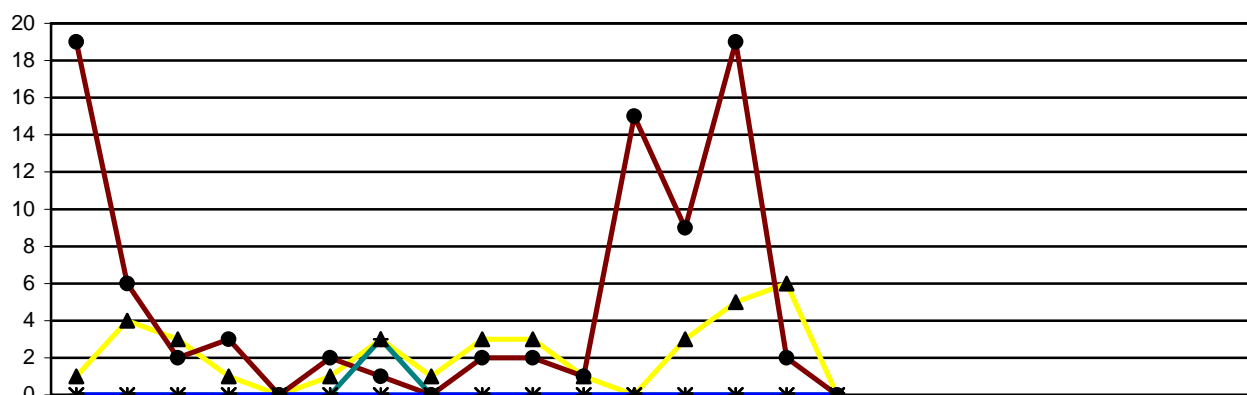
Management Reporting Information to Council
Health Professions Council
Figures for April to July 2009

Education	Programme approvals and visits	2a
	Programme monitoring	2b
	Major change submissions	2c
Feedback	Feedback	3
Finance	Consolidated Income and Expenditure	4a
	Consolidated Income budgeted & actual	4b
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	Consolidated Cash Flow Actual and Forecast	7
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	Cases Pending: Investigating Committee	10a
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Registration Appeals	Registration Appeals	11
Protection of Title	Protection of Title	12
Health and Character	Health and Character Declarations	13
Human Resources	HR Information	14
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Registration	HPC Number of Registrants by Profession	17
Grandparenting Registrations	Status of grandparent applications at end of each month	18
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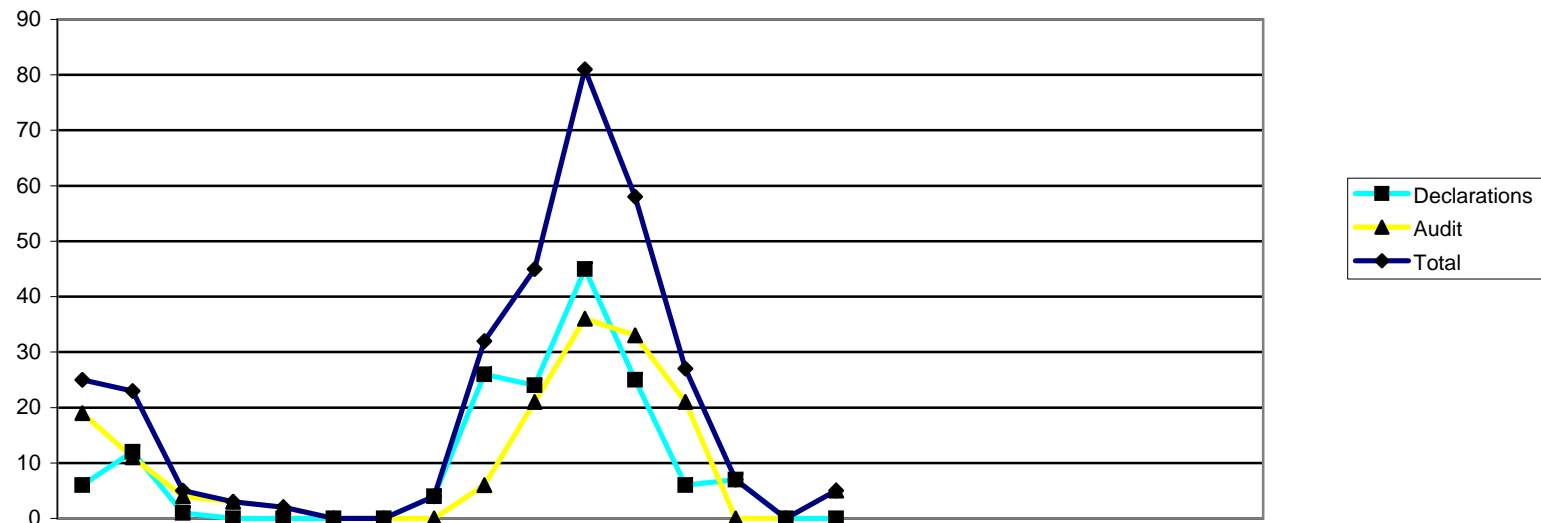
	2008				2009								2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Overview of approval visits																								
Number of visits	5	8	4	3	0	4	5	1	4	4	2	2	6	5	6	0								
Number of programmes visited	20	10	5	4	0	10	7	1	5	5	2	15	12	24	8	0								

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
0	101	63	42	17
27	117	86	84	44



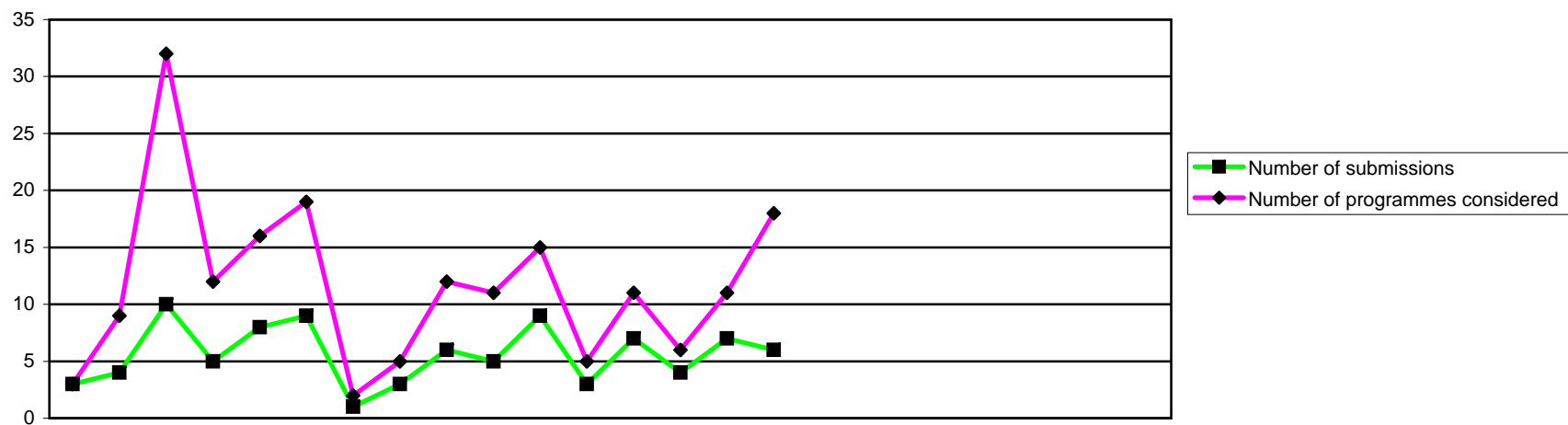
	2008				2009								2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Reason for programme visited																								
New programme (pre-registration)	1	4	3	1	0	1	3	1	3	3	1	0	3	5	6	0								
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
New profession	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Result of a major change	19	6	2	3	0	2	1	0	2	2	1	15	9	19	2	0								
Result of annual monitoring	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0								
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Total	20	10	5	4	0	3	7	1	5	5	2	15	12	24	8	0								

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
0	18	32	21	14
5	29	0	0	0
5	16	0	0	0
5	32	26	53	30
5	1	3	3	0
5	21	0	0	0
25	117	61	77	44



	2008				2009												2010											
	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
Annual monitoring submissions																												
Declarations	6	12	1	0	0	0	0	4	26	24	45	25	6	7	0	0												
Audit	19	11	4	3	2	0	0	0	6	21	36	33	21	0	0	5												
Total	25	23	5	3	2	0	0	4	32	45	81	58	27	7	0	5												

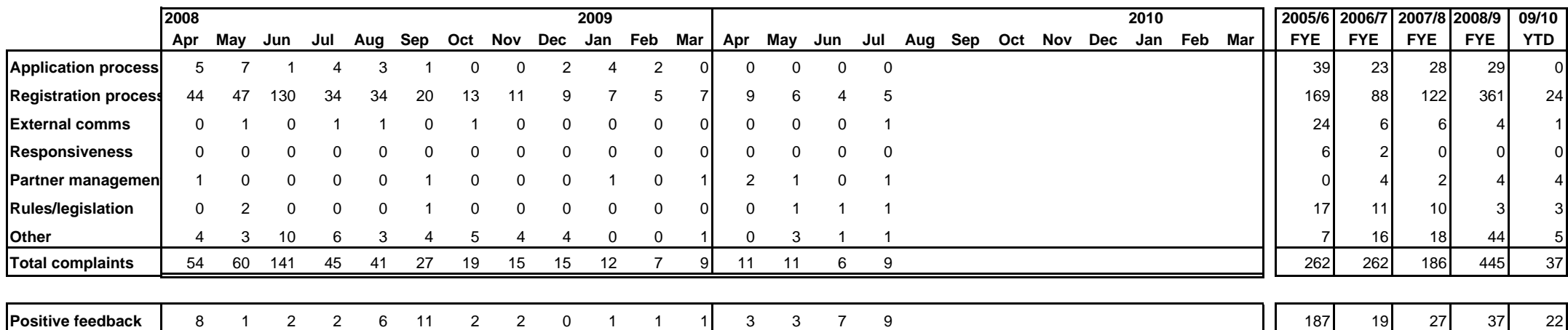
2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
113	94	143	143	13
51	184	135	135	26
164	278	278	278	39



	2008												2009												2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Major change submissions																																				
Number of submissions	3	4	10	5	8	9	1	3	6	5	9	3	7	4	7	6																				
Number of programmes considered	3	9	32	12	16	19	2	5	12	11	15	5	11	6	11	18																				

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
16	51	62	66	24
25	97	109	141	46

Feedback April 2008 to March 2010

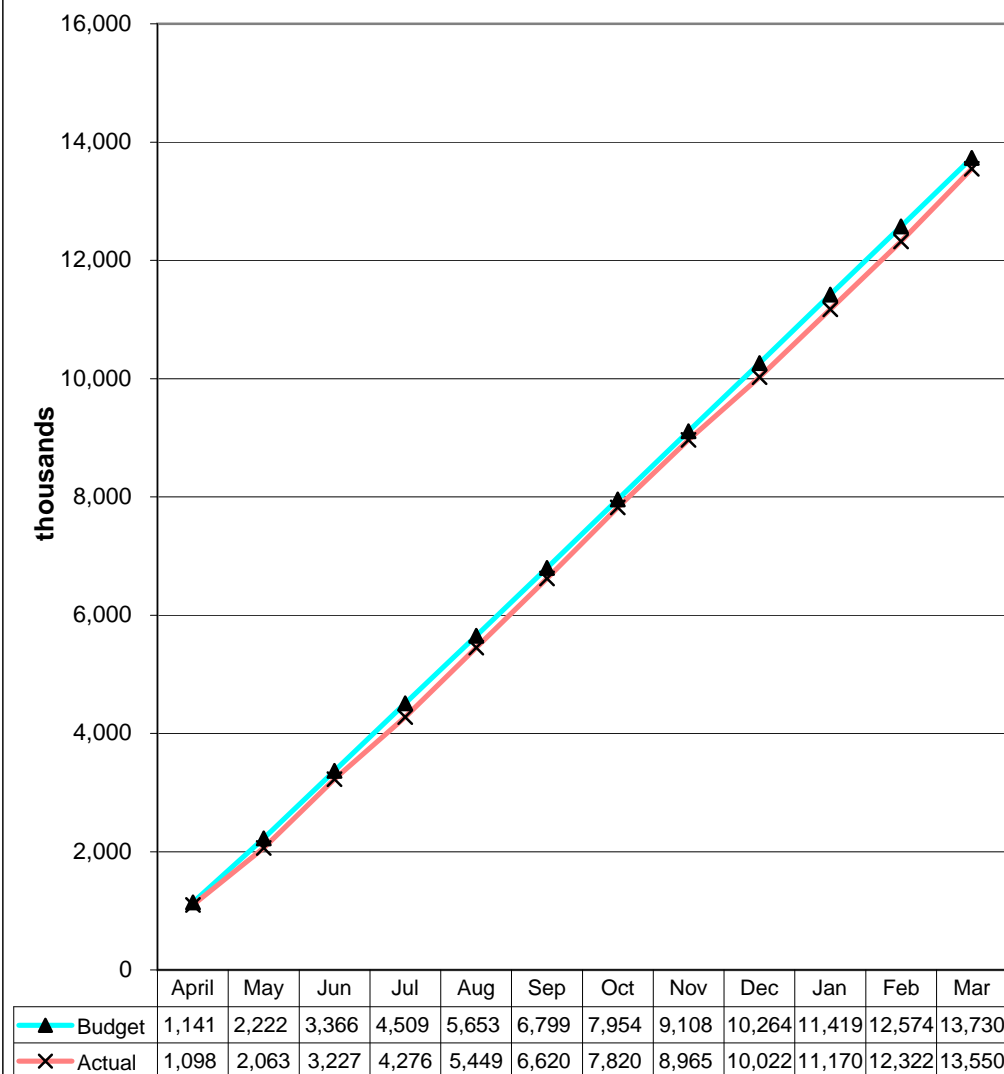


	2009				2010								Total to	Budget	Variance	Annual
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD		Budget
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
INCOME																
Registration Income	1,142	1,138	1,176	1,227									4,683	4,923	(239)	15,559
Cheque/credit card write off	0	0	(3)	0									(3)	0	(3)	0
TOTAL INCOME*	1,142	1,138	1,173	1,227									4,681	4,923	(242)	15,559
EXPENDITURE																
Chief Executive	20	21	27	28									97	107	11	322
Council & Committees	(34)	96	8	37									107	165	58	448
Communications	28	108	101	101									339	284	(55)	1,076
Depreciation	38	26	36	34									134	151	17	453
Education	59	77	56	40									232	264	31	766
Facilities Manangement	53	70	55	65									244	341	98	912
Finance	(25)	114	95	47									231	202	(29)	636
Fitness to Practise	140	717	440	453									1,750	1,791	41	5,582
Human Resources & Partners	48	83	39	96									266	362	96	743
IT Department	(50)	174	110	3									237	269	32	944
Operations Office	29	38	33	33									134	146	12	451
Policy & Standards	25	13	15	17									71	109	38	417
President	2	5	5	7									19	16	(3)	49
Major Projects	(54)	42	59	15									63	151	88	420
Registration	49	119	140	134									441	573	132	2,024
Secretariat	16	23	28	30									97	97	0	304
TOTAL EXPENDITURE	345	1,727	1,247	1,141									4,460	5,026	566	15,547
OPERATING SURPLUS/(DEFICIT)	807	(589)	(74)	86									220	(104)	324	12

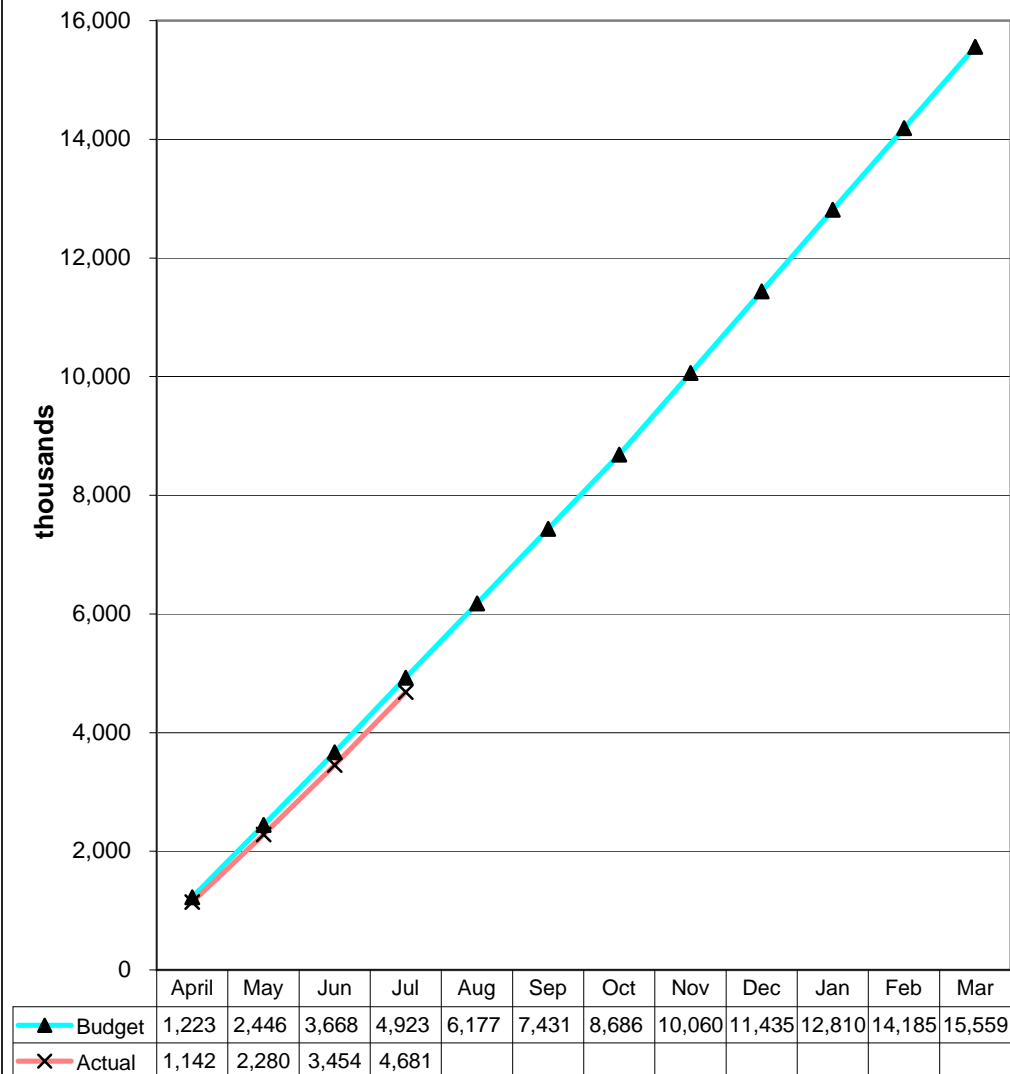
* Total Income is excluding investment income

Note: No accruals have been posted for April

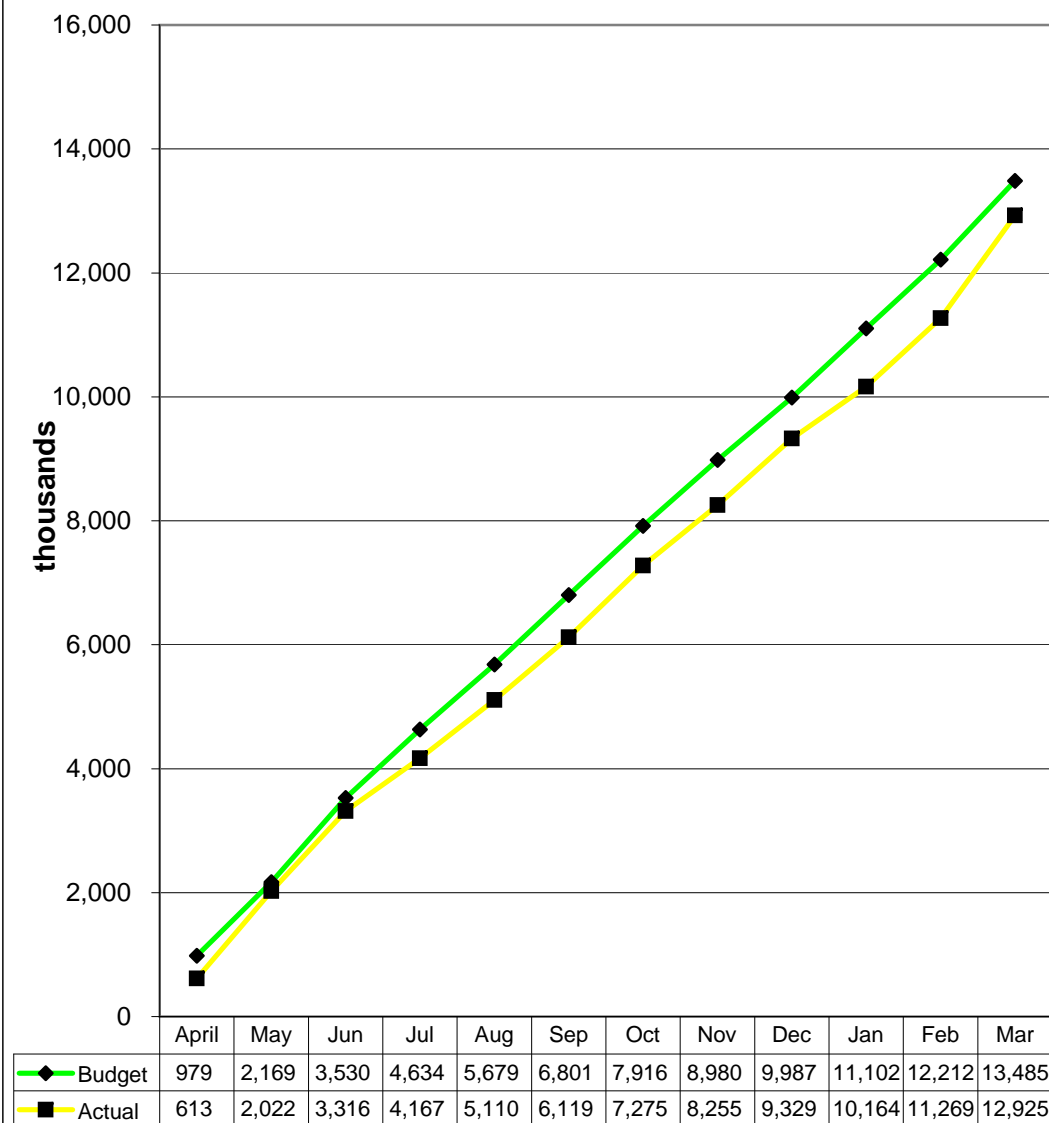
Income 2008/9 budgeted & actual



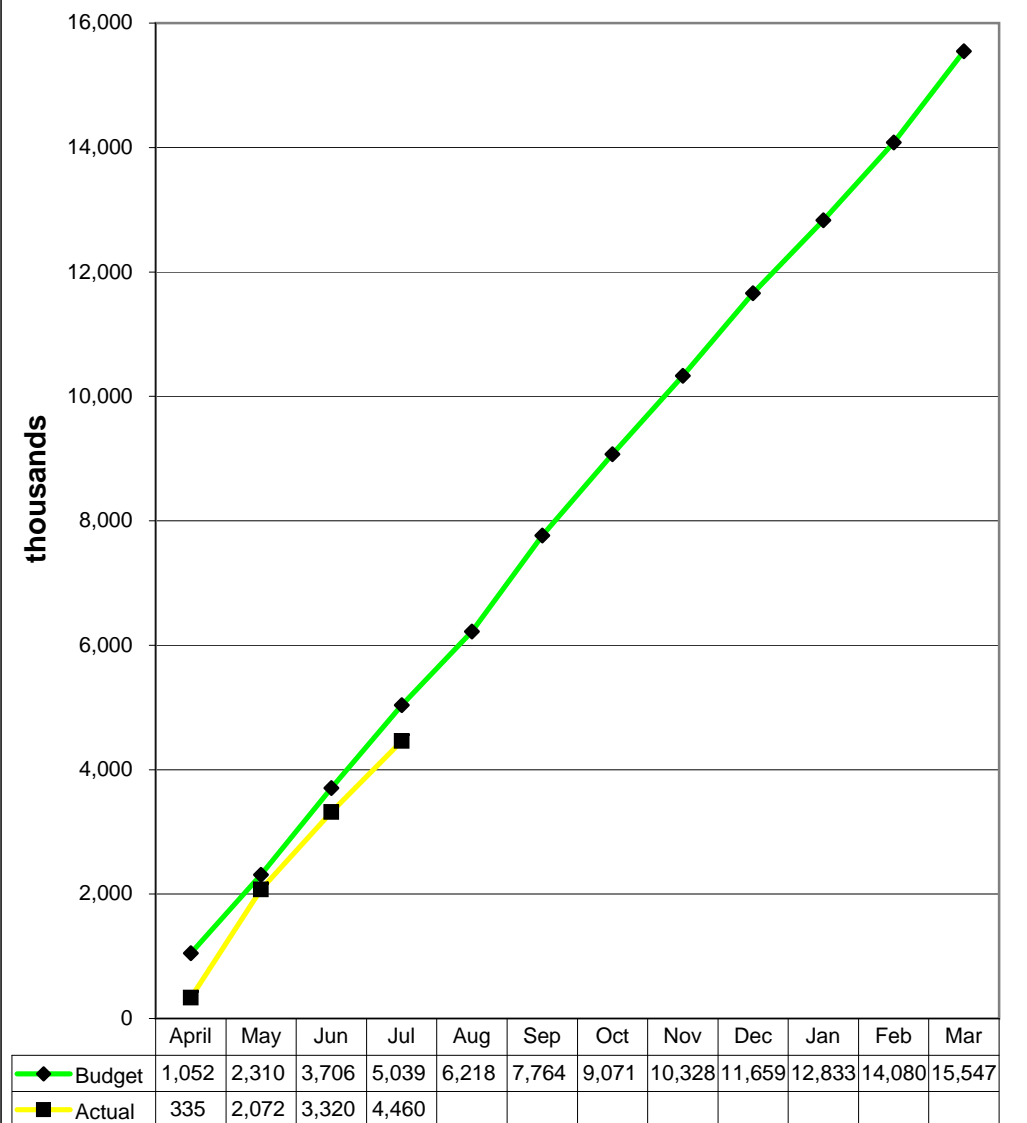
Income 2009/10 budgeted & actual



Expenditure 2008/9 budgeted & actual



Expenditure 2009/10 budgeted & actual



	2009				2010								Total to	Budget	Total
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	May	May	Expenditure
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
EXPENDITURE															
Chief Executive	7	6	(1)	(1)									11	107	97
Council & Committees	59	(65)	17	46									58	165	107
Communications	4	(52)	1	(8)									(55)	284	339
Depreciation	(38)	49	1	4									17	151	134
Education	6	(10)	21	13									31	264	232
Facilities Manangement	67	(3)	15	18									98	341	244
Finance	74	(63)	(44)	4									(29)	202	231
Fitness to Practise	293	(287)	43	(8)									41	1,791	1,750
Human Resources & Partners	(1)	39	95	(38)									96	362	266
IT Department	110	(113)	(41)	76									32	269	237
Operations Office	3	(3)	4	9									12	146	134
Policy & Standards	(1)	17	13	9									38	109	71
President	2	(1)	(0)	(3)									(3)	16	19
Major Projects	62	(27)	22	31									88	151	63
Registration	65	28	5	33									132	573	441
Secretariat	6	4	(4)	(5)									0	97	97
TOTAL BUDGET VARIANCE	717	(480)	148	180									566	5,026	4,460
TOTAL MONTHLY BUDGET	1,052	1,258	1,396	1,320											5,026
TOTAL EXPENDITURE	345	1,727	1,247	1,141											4,460

* Total Income is excluding investment income

	<i>Actual Mar 09 £000</i>	2009	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2010	Jan	Feb	Mar	<i>Budget Mar 10 £000</i>
			£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	
Non-current Assets																
Property, Plant and Machinery	2,810		2,770	2,797	2,894	2,899										6,179
Intangible assets	784		727	808	817	871										1,329
TOTAL FIXED ASSETS	3,594		3,497	3,605	3,711	3,770	0	0	0	0	0	0	0	0	0	7,508
CURRENT ASSETS																
Other current assets	354		432	387	370	365										182
Financial assets	1,347		1,450	1,502	1,533	1,616										1,329
Bank & Cash	5,342		4,559	3,951	2,993	3,237										5,052
	7,043		6,441	5,840	4,896	5,218	0	0	0	0	0	0	0	0	0	6,563
CURRENT LIABILITIES																
Trade and other payables	(945)		(403)	(671)	(513)	(477)										(936)
Other Liabilities	(1,670)		(677)	(1,282)	(1,317)	(1,184)										(1,787)
Deferred income	(7,106)		(7,058)	(6,229)	(5,599)	(5,976)										(8,759)
	(9,721)		(8,138)	(8,182)	(7,429)	(7,637)	0	0	0	0	0	0	0	0	0	(11,482)
Total assets less liabilities	916		1,800	1,263	1,178	1,351	0	0	0	0	0	0	0	0	0	2,589
Represented by:																
Revaluation Reserve	214		214	214	214	214										652
Income and expenditure account	702		1,019	1,049	964	1,137										1,937
	916		1,233	1,263	1,178	1,351	0	0	0	0	0	0	0	0	0	2,589

* Balance sheet includes investment income

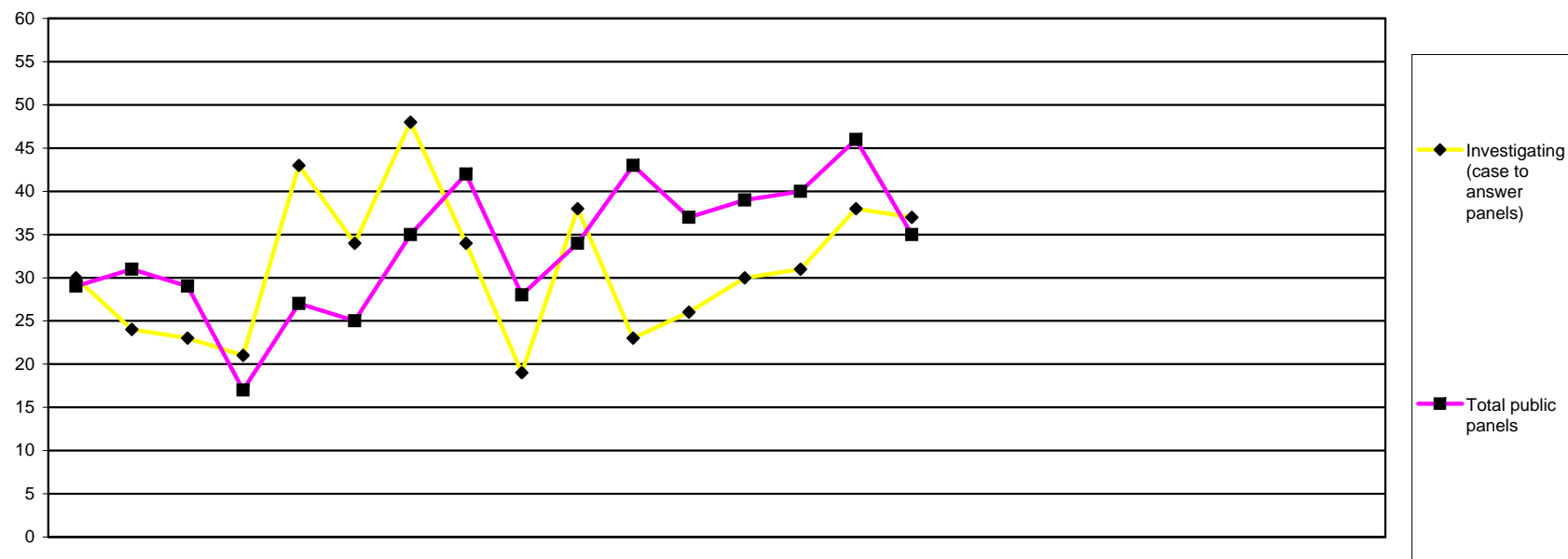
	Actual Mar 08 £000	2009 April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	2010 Jan £000	Feb £000	Mar £000	Total £000
Opening Balance	4,434	5,341	4,556	3,951	2,993	3,236	3,236	3,236	3,236	3,236	3,236	3,236	3,236	
Registration Income	1183	1,142	1,136	1,176	1,227									4,681
Investment Income	17	0	7	9	3									19
Investment Sales	5	23	24	29	0									76
Deferred Income Movements	942	48	(924)	(630)	378									(1,128)
Department of Health funding	0	0	0	0	0									0
Total Cash Receipts	2,147	1,213	243	584	1,608	0	0	0	0	0	0	0	0	3,648
Expenditure	1621	353	1,718	1,235	1,156									4,462
Depreciation	-33	(33)	(32)	(36)	(35)									(136)
Asset disposal / writeoff	0	0	0	0	0									0
Aged Cred / Accrual Movements	(907)	1,535	(873)	135	157									954
Debtor Movements	89	75	(42)	(16)	(5)									12
Payments to Creditors	770	1,930	771	1,318	1,273	0	0	0	0	0	0	0	0	5,292
Capital Expenditure	472	46	30	141	92									309
Capital write-off	0	0	0	0	0									0
Investment Purchases	(2)	22	47	83	0									152
Interest payable	0	0	0	0	0									0
Other Payments	470	68	77	224	92	0	0	0	0	0	0	0	0	461
Closing Balance	5,341	4,556	3,951	2,993	3,236	3,236	3,236	3,236	3,236	3,236	3,236	3,236	3,236	

* Cash flow includes investment income

Health Professions Council

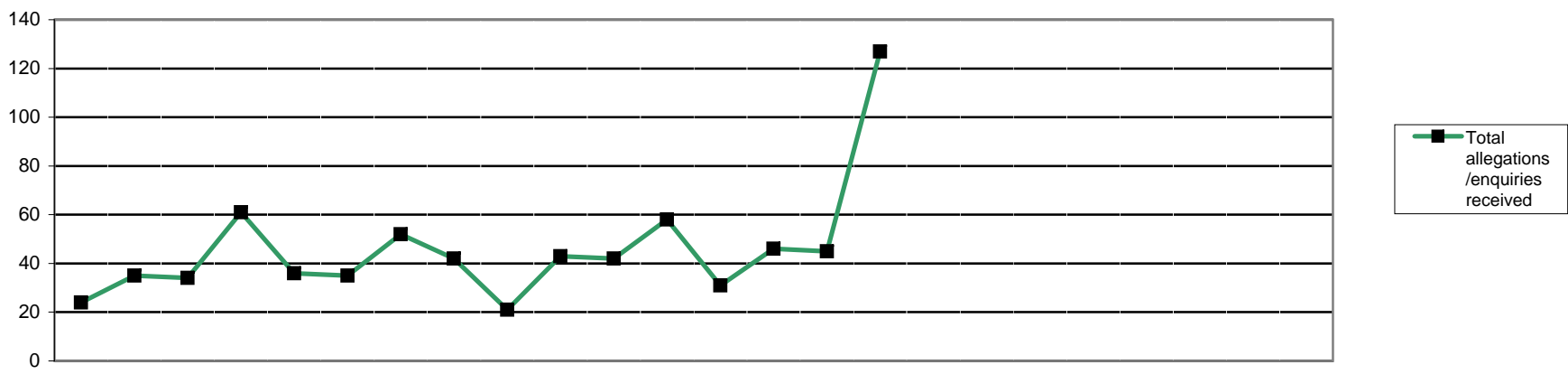
Total cases considered April 2008- March 2010

Fitness to Practise Department



		2008												2009												2010												2007/8	2008/9	09/10
		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												
Investigating (case to answer panels)		30	24	23	21	43	34	48	34	19	38	23	26	30	31	38	37									297	363	136												
Public Panels	Investigating (incorrect entry)	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0									19	1	2												
	Conduct & Competence	17	15	13	8	11	14	17	16	24	25	20	23	20	20	27	24									176	203	91												
	Health	0	0	0	0	0	1	0	0	0	0	2	0	1	0	0	0									9	3	1												
	Review cases	7	9	11	7	7	6	12	11	0	7	6	10	3	9	8	2									67	93	22												
	Interim order (application)	1	2	2	1	5	1	3	4	3	1	4	3	9	2	3	2									20	30	16												
	Interim order (review)	3	5	3	1	11	3	3	11	1	1	11	1	5	8	8	7									52	54	28												
	Total public panels	29	31	29	17	27	25	35	42	28	34	43	37	39	40	46	35									343	384	160												
Total panels	59	55	52	38	77	59	83	76	47	72	66	63	69	71	84	72									640	747	296													

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

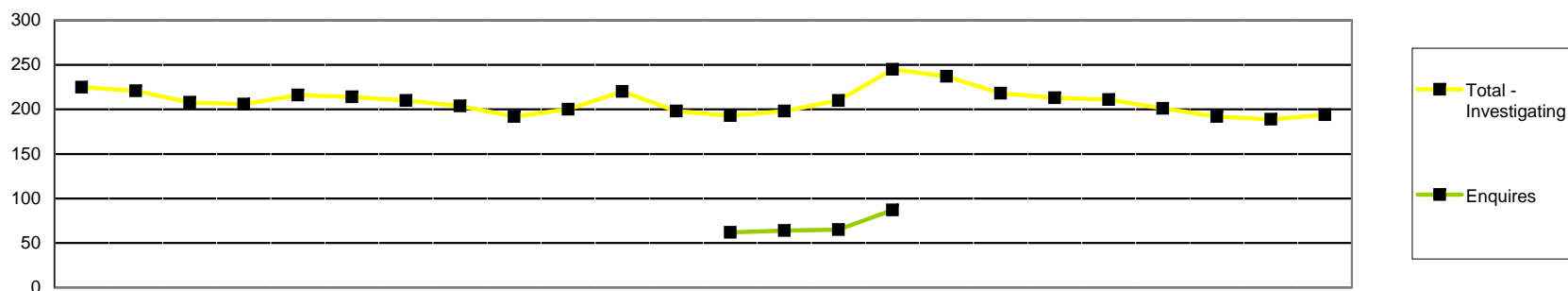


		2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
Source of enquiry	Total enquiries	6	13	7	12	7	16	11	9	9	14	18	20	5	19	17	45													Not recorded		109	142	86								
	Employer	3	3	1	3	2	4	3	6	3	3	9	10	3	9	8	10															44	50	30								
	Public	3	8	3	5	1	7	1	2	3	3	4	2	0	8	4	30															32	42	42								
	Police	0	0	0	2	1	0	0	0	0	0	0	1	0	0	2	0															3	4	2								
	Professional body	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0															1	2	0								
	Registrant	0	0	1	1	2	1	4	1	2	0	0	7	1	1	1	2															13	19	5								
	Other	0	0	1	0	1	1	1	0	1	4	1	0	0	0	0	2															2	10	2								
	Article 22(6)/Anon	0	1	0	1	0	3	2	0	0	4	4	0	1	1	2	1															14	15	5								
Source of allegation	Total allegations	18	22	27	49	29	19	41	33	12	29	24	38	26	27	28	82													316	322	315	341	163								
	Employer	8	15	18	17	12	8	18	14	4	12	12	11	12	21	12	26													113	164	127	149	71								
	Public	4	2	3	5	10	2	7	11	0	7	5	11	3	1	7	33													61	77	76	67	44								
	Police	3	3	2	6	1	5	3	3	2	0	3	1	3	2	2	4													27	31	32	32	11								
	Professional body	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0													0	1	6	1	0								
	Registrant	1	2	2	3	3	1	2	1	2	6	2	5	4	1	1	3													30	16	22	30	9								
	Other	1	0	2	2	3	1	2	1	0	1	0	1	1	0	1	6													13	7	3	14	8								
	Article 22(6)/Anon	1	0	0	16	0	1	9	3	4	3	2	9	3	2	5	10													57	23	49	48	20								
Allegation type	Misconduct	12	17	21	34	16	11	25	20	4	25	16	22	14	16	13	53													205	228	177	223	96								
	Lack of competence	2	2	2	8	10	1	4	6	2	0	4	9	6	4	10	15													33	44	29	50	35								
	Conviction/caution	4	3	3	4	1	7	10	7	3	0	4	5	5	6	4	12													41	41	49	51	27								
	Health	0	0	1	0	1	0	1	0	1	3	0	0	1	0	0	1													2	1	1	7	2								
	Other regulator	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0													1	0	2	1	0								
	Incorrect or fraudulent entry	0	0	0	0	1	0	1	0	1	1	0	2	0	1	1	1													33	3	4	6	3								
	Not classified	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0															24	3	0								
	Total allegations /enquiries received	24	35	34	61	36	35	52	42	21	43	42	58	31	46	45	127													314	318	424	483	249								

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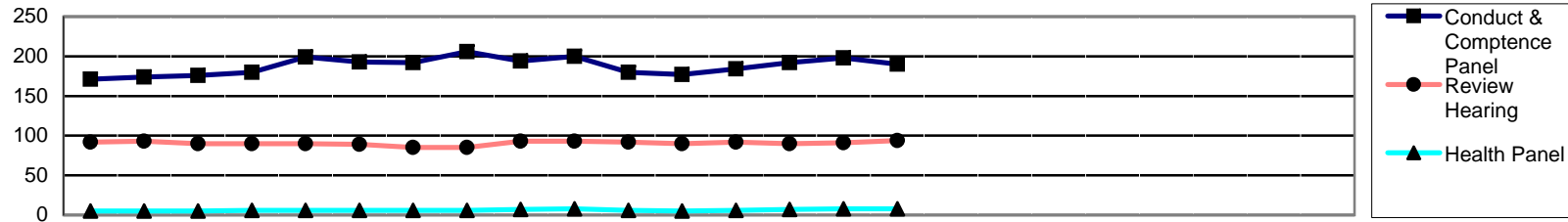
		2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
Health Committee	Health Cases listed	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0									8	7	9	2	1												
	Suspended	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0								2	2	5	1	1													
	Conditions of practice	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0								3	1	0	1	0													
	Caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								0	0	0	0	0													
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								0	1	0	0	0													
	Not well founded	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0								Not recorded			1	1	0												
	Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								Not recorded			1	0	0												
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								Not recorded			2	0	0												
	Referred to C&C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								Not recorded			0	0	0												
	Hlth cases to be heard	5	5	5	6	6	5	5	6	7	5	5	5	6	7	8	8									7	7	4	5	29												
Investigating	Removed													1	1	0	0																	2								
	Amended													0	0	0	0																	0								
	Not well found													0	0	0	0																	0								
	Adjourned/part heard													0	0	0	0																	0								

		2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
		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	FYE	YTD												
CCC and HC Review Hearings	Review cases listed	7	8	12	8	7	4	12	11	0	7	8	9	3	9	8	2									Not recorded	41	67	67	22												
	Struck off	0	0	0	0	1	0	5	2	0	1	4	4	2	5	3	1												10	17	11											
	Suspension continued	4	7	5	4	5	3	5	7	0	5	2	4	1	3	4	0												37	51	8											
	Conditions continued	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0												2	3	1											
	Suspension revoked	0	0	0	0	0	1	0	2	0	1	0	1	0	0	0	0												2	5	0											
	Suspension revoked conditions imposed	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0												1	3	0											
	Suspension revoked caution imposed	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1												0	1	1											
	Conditions revoked	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0												5	2	1											
	Conditions revoked suspension imposed	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0												5	1	0											
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0												1	0	0											
	Adjourned/part heard	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0												3	3	0											
	Cancelled													0	0	0	0															0										
	Review cases to be heard	92	93	90	91	90	89	90	92	93	93	92	90	92	90	91	94													69	90	90	94									



	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10				
	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	FYE	YTD																
Enquires																																													
Arts therapists																									0	0	0	0															0		
Biomedical scientists																									2	2	3	2															2		
Chiropodists & podiatrists																									4	4	2	5															5		
Clinical scientists																									1	1	1	1															1		
Dietitians																									6	6	5	5															5		
Occupational therapists																									10	15	15	10															10		
ODPs																									12	8	8	8															8		
Orthoptists																									0	0	0	0															0		
Paramedics																									11	13	13	15															15		
Physiotherapists																									12	11	12	9															9		
Practitioner psychologists*																									N/A	N/A	0	26															26		
Prosthetists & orthotists																									1	0	1	0															0		
Radiographers																									2	3	3	3															3		
SLTs																									1	1	2	3															3		
Total - Enquiries																									62	64	65	87															87		
Investigating Panel																																													
Arts therapists	1	3	6	8	7	6	2	0	0	0	0	1	1	1	1	3											2	3	1	1	3														
Biomedical scientists	11	12	16	26	27	27	20	17	16	17	13	14	11	10	10	12											5	10	13	14	12														
Chiropodists & podiatrists	17	17	19	27	28	29	34	36	34	28	26	27	25	26	28	28											24	26	18	27	28														
Clinical scientists	2	3	2	3	4	5	4	4	4	4	4	4	4	4	3	3											3	4	3	4	3														
Dietitians	4	2	3	3	2	1	0	0	0	0	0	0	1	1	2	3											1	3	4	0	3														
Occupational therapists	28	23	25	23	26	21	27	30	29	26	27	29	33	33	29	34											14	19	22	29	34														
ODPs	16	18	20	23	25	22	24	24	23	24	22	26	27	29	20	16											14	15	18	26	16														
Orthoptists	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0											0	1	1	0	0														
Paramedics	36	42	43	40	38	41	42	40	34	37	38	35	37	44	50	65											19	47	40	35	65														
Physiotherapists	40	44	43	52	50	40	37	35	37	33	33	39	46	47	45	43											50	55	43	39	43														
Practitioner psychologists*																																									19				
Prosthetists & orthotists	2	2	3	2	2	2	2	1	1	1	2	2	2	2	2	2											2	3	2	2	2														
Radiographers	19	16	15	22	17	15	13	17	16	17	18	12	13	14	13	15											18	32	17	12	15														
SLTs	16	15	14	15	11	9	8	7	7	5	6	5	4	5	6	6											6	10	16	5	6														
Total - Investigating	193	198	210	245	237	218	213	211	201	192	189	194	204	216	209	249											158	228	198	194	249														

* Practitioner psychologists section of register opened 1st July 2009

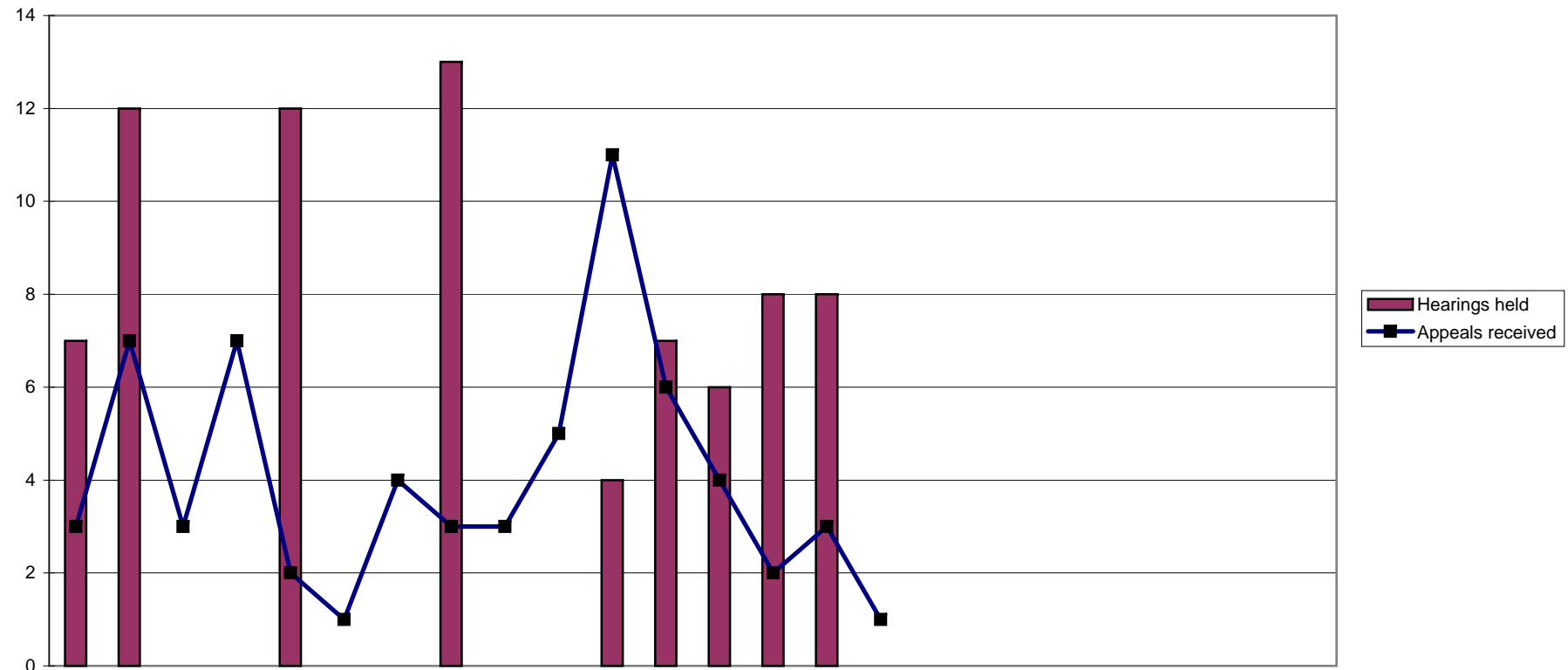


	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD																			
Conduct & Comptence Panel																																																
Arts therapists	8	8	8	8	9	9	5	6	7	7	7	11	12	13	6	6											0	1	8	11	6																	
Biomedical scientists	9	9	10	12	12	13	15	16	14	18	17	12	15	16	16	13											7	9	7	12	13																	
Chiropodists & podiatrists	9	11	11	11	13	14	11	14	16	17	17	15	16	15	17	18											13	12	12	15	18																	
Clinical scientists	5	5	6	6	7	7	7	6	6	6	4	4	4	4	3	3											1	0	3	4	3																	
Dietitians	4	4	3	3	3	4	5	5	4	4	2	2	2	2	2	2											3	1	4	2	2																	
Occupational therapists	17	17	16	19	18	19	17	18	17	21	22	25	26	27	26	27											12	19	19	25	27																	
ODPs	19	20	19	18	19	16	16	15	16	20	19	15	19	22	25	25											8	9	18	15	25																	
Orthoptists	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	0											0	0	0	1	0																	
Paramedics	44	43	42	46	47	42	45	49	46	43	40	40	40	40	43	46											29	40	45	40	46																	
Physiotherapists	28	29	34	31	35	34	34	38	35	35	28	30	29	30	34	27											14	16	28	30	27																	
Practitioner psychologists*																	na																		na													
Prosthetists & orthotists	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1											4	0	0	1	1																	
Radiographers	24	22	20	19	26	24	24	24	18	17	14	13	11	14	16	16											7	14	23	13	16																	
SLTs	4	6	7	7	9	10	12	13	13	10	8	8	8	7	8	6											7	3	4	8	6																	
Total - Conduct & Comptence	171	174	176	180	199	193	192	206	194	200	180	177	184	192	198	190											105	124	171	177	190																	
Health Panel																																																
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	0	0	0	0																	
Biomedical scientists	0	0	0	1	1	1	1	2	2	2	2	1	1	1	1	1											2	1	0	1	1																	
Chiropodists & podiatrists	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1											0	0	0	0	1																	
Clinical scientists	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																	
Occupational therapists	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0											2	2	0	1	0																	
ODPs	0	0	0	0	0	0	0	0	0	1	0	0	0	2	2	2											1	2	0	0	2																	
Orthoptists	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0											0	0	1	0	0																	
Paramedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1											0	1	0	0	1																	
Physiotherapists	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1											2	0	0	1	1																	
Practitioner psychologists*																	na																		na													
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	0	0	0	0																	
Radiographers	2	2	2	2	2	2	2	1	2	2	1	1	1	1	1	1											1	0	2	1	1																	
SLTs	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1											0	0	1	1	1																	
Total - Health	5	5	5	6	6	6	6	6	7	8	6	5	6	7	8	8											8	6	4	5	8																	

Page 10b contd Cases Pending: Review Hearings April 2008 - March 2010

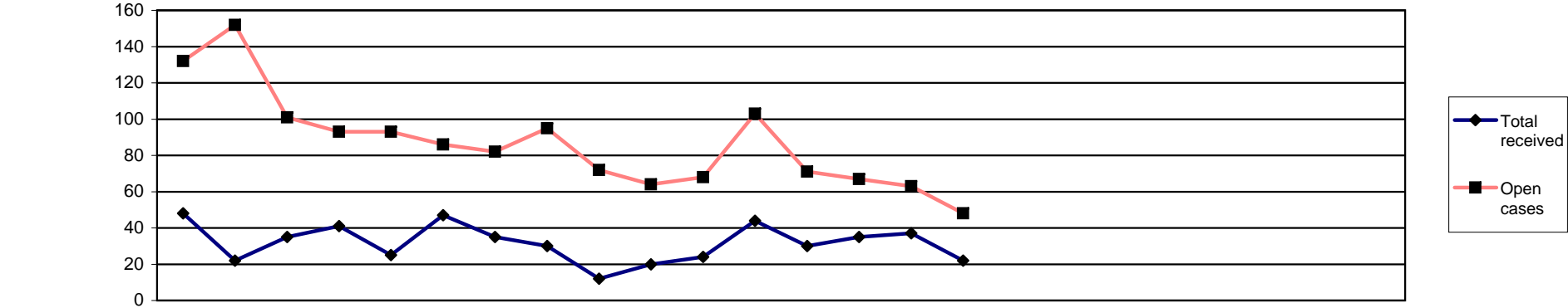
	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
Review Hearing																																									
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0												
Biomedical scientists	5	5	5	5	5	5	5	5	5	5	4	4	4	3	4	5									5	6	5	4	5												
Chiropodists & podiatrists	5	5	4	4	4	4	3	3	3	4	4	5	5	6	6	5									3	5	5	5	5												
Clinical scientists	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2									1	2	2	2	2												
Dietitians	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3									2	4	2	3	3												
Occupational therapists	20	21	19	19	18	19	19	19	19	17	17	16	16	15	16	17									5	10	20	16	17												
ODPs	3	3	3	3	4	4	4	5	4	4	4	6	7	8	8	7									1	2	3	6	7												
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0												
Paramedics	15	15	14	13	14	14	10	10	12	12	12	12	13	11	11	11									4	9	15	12	11												
Physiotherapists	30	30	29	29	29	26	27	25	28	29	28	27	27	27	24	27									18	23	30	27	27												
Practitioner psychologists*																	na								na																
Prosthetists & orthotists	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1									0	1	1	1	1												
Radiographers	4	4	5	6	5	5	6	7	11	11	11	10	10	10	12	12									2	3	3	10	12												
SLTs	5	5	5	5	5	6	5	5	5	5	6	4	4	4	4	4									3	4	4	4	4												
Total - Review hearing	92	93	90	90	90	89	85	85	93	93	92	90	92	90	91	94											44	69	90	90	94										

* Practitioner psychologists section of register opened 1st July 2009



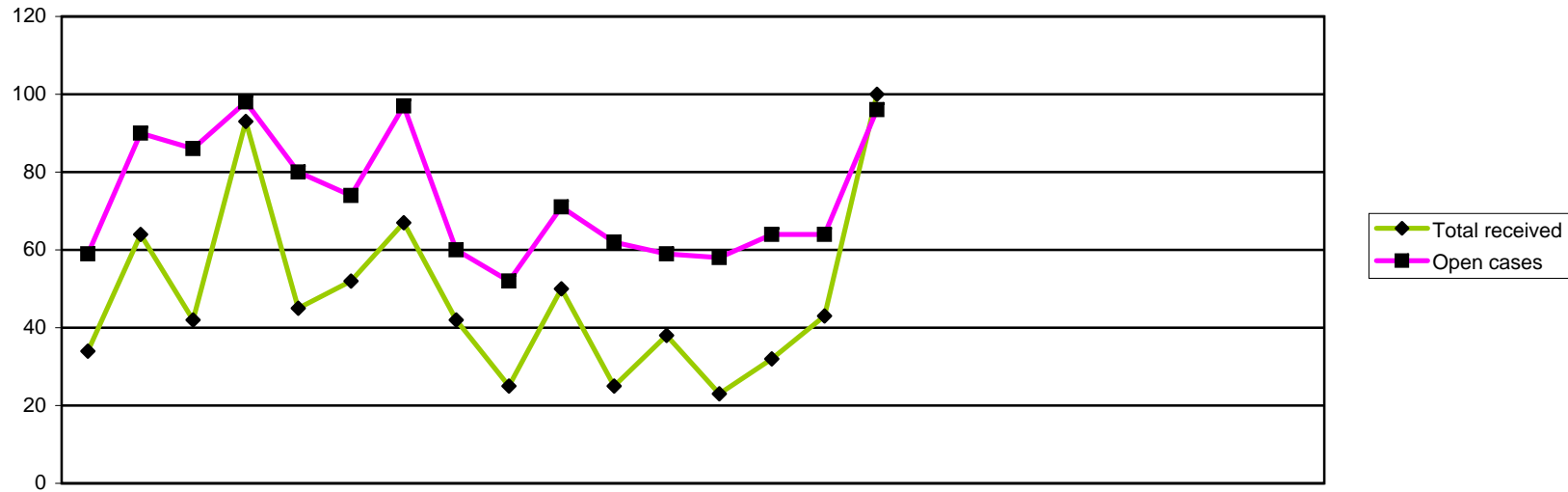
	2008												2009												2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Appeals received	3	7	3	7	2	1	4	3	3	5	11	6	4	2	3	1																				
Reviewed	7	12	0	0	12	0	0	13	0	0	4	7	8	9	8	0																				
Hearings held	7	12	0	0	12	0	0	13	0	0	4	7	6	8	8	0																				
Adjourned/postponed	1	3	0	0	3	0	0	0	0	0	2	0	2	1	0	0																				
Withdrawn	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0																				
Allowed	4	2	0	0	5	0	0	6	0	0	2	4	1	5	1	0																				
Dismissed	2	4	0	0	2	0	0	5	0	0	2	2	0	1	3	0																				
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0																				
Remit to ETC	0	2	0	0	2	0	0	2	0	0	0	1	5	2	3	0																				
Current active cases	20	20	23	24	19	19	23	13	16	21	28	29	22	16	7	9																				

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
91	104	41	55	10
266	90	65	55	25
266	90	65	55	22
19	20	10	9	3
13	16	15	2	0
128	33	29	23	7
88	29	31	17	4
0	0	0	0	1
31	6	4	7	10

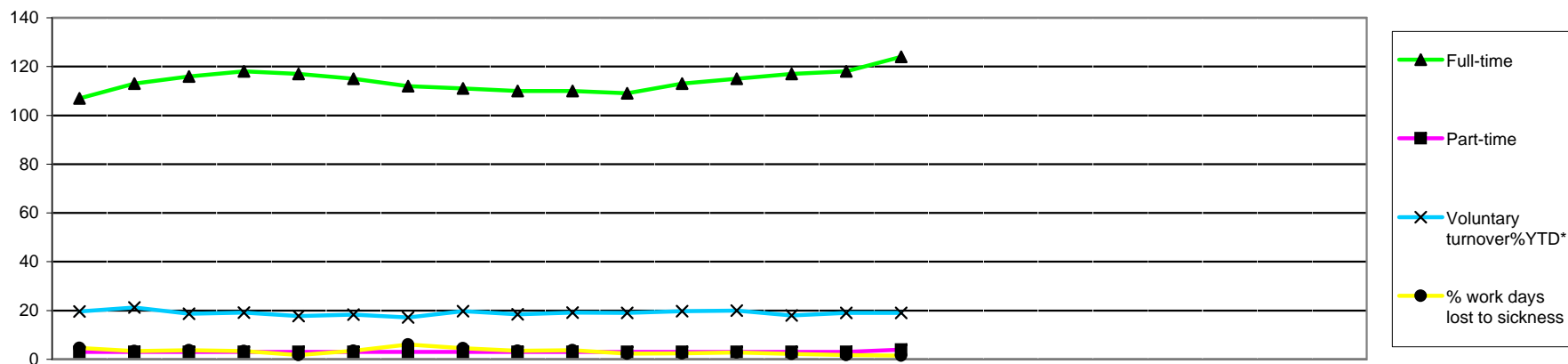


	2008												2009												2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Public	10	1	4	15	9	4	0	2	2	2	1	6	0	1	13	3																				
Police	5	5	3	4	0	8	4	7	2	3	1	2	3	2	4	3																				
HPC	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0																				
Anonymous	5	2	4	6	2	6	9	0	0	3	4	6	2	2	4	1																				
Professional	28	14	24	16	14	29	22	20	8	12	17	29	25	29	16	15																				
Total received	48	22	35	41	25	47	35	30	12	20	24	44	30	35	37	22																				
Visits	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0																				
Open cases	132	152	101	93	93	86	82	95	72	64	68	103	71	67	63	48																				

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
53	21	42	56	17
31	38	27	44	12
10	10	6	3	0
50	78	38	47	9
225	137	103	233	85
369	284	216	383	123
			2	2



		2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
		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	FYE	YTD												
Received	Renewal	4	14	9	8	2	0	4	2	0	0	0	0	0	1	11	9									36	27	81	43	21												
	Readmission	7	14	15	6	5	8	5	7	9	6	3	9	2	5	3	6									33	40	34	94	16												
	Admission	7	12	8	46	25	30	42	15	10	27	10	16	10	10	15	60									165	150	158	248	95												
	Self referral	16	24	10	33	13	14	16	18	6	17	12	13	11	16	14	25									54	86	158	192	66												
Total received		34	64	42	93	45	52	67	42	25	50	25	38	23	32	43	100									288	303	431	577	198												
Considered	Considered by panel	18	34	24	39	40	49	38	55	23	21	35	23	16	21	23	37									n/a	n/a	256	399	97												
	Referred to FTP	0	15	2	2	1	5	4	2	3	1	4	2	2	2	5	6									n/a	n/a	37	41	15												
	Admisison rejected	0	0	0	0	1	1	0	1	1	0	2	0	0	1	0	0									n/a	n/a	2	6	1												
	Readmission rejected	0	0	0	1	0	1	0	1	3	0	1	1	0	3	0	0									n/a	n/a	3	8	3												
	Renewal rejected	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0									n/a	n/a	0	2	0												
	Not referred to FTP	5	9	4	7	9	5	12	8	4	5	6	8	2	6	4	5									n/a	n/a	34	82	17												
	Admission accepted	10	4	7	25	26	31	19	36	11	10	18	7	10	7	11	24									n/a	n/a	150	204	52												
	Readmission accepted	3	6	10	2	2	5	2	7	1	5	3	5	2	2	2	2									n/a	n/a	19	51	8												
	Renewal accepted	0	0	1	2	1	0	0	0	0	0	1	0	0	0	1	0									n/a	n/a	1	5	1												
	Closed before panel														6	6	16	28													56											
Open cases		59	90	86	98	80	74	97	60	52	71	62	59	58	64	64	96									n/a	n/a	75	75	96												

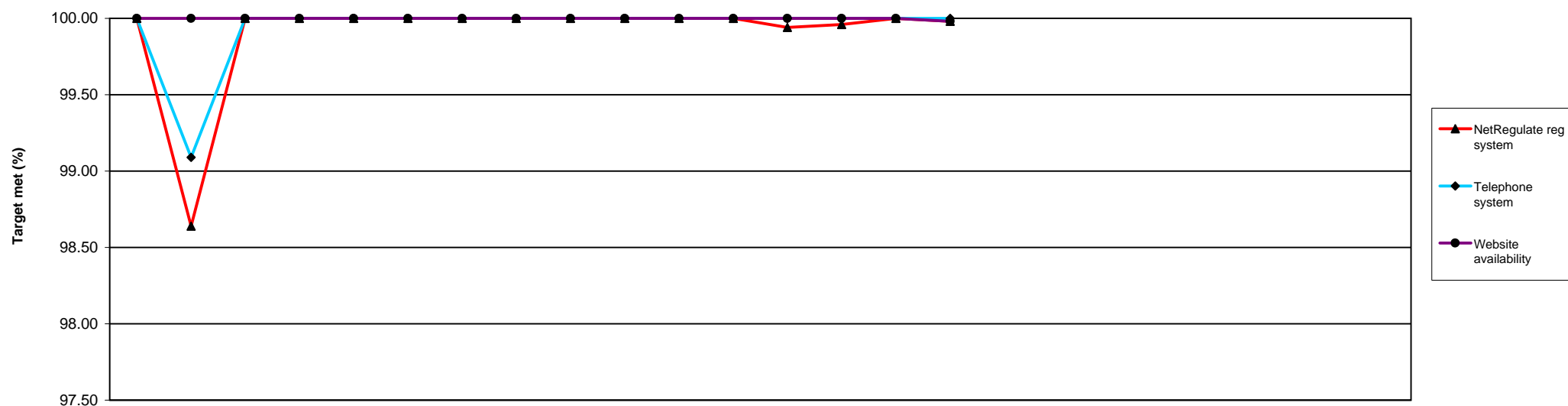


	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
EMPLOYEES																																									
Budgeted employees	124	124	124	124	124	124	124	124	124	124	124	124	132	132	132	132	132	132	132	132	132	132	132	132					124	132											
Total employees	110	116	119	121	120	118	115	114	113	113	112	116	118	120	121	128									78	79	107	116	128												
Full-time	107	113	116	118	117	115	112	111	110	110	109	113	115	117	118	124									73	75	104	113	124												
Part-time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4								5	4	3	3	4													
FTE	109	115	118	120	119	117	114	113	112	112	111	112	117	119	120	126									76	77	106	115	126												
Permanent	106	110	113	116	116	114	111	111	110	110	109	113	115	116	117	122									74	78	101	113	122												
Starters (permanent)	6	7	4	3	0	0	1	0	4	1	5	5	4	5	1	5									6	46	42	36	15												
Leavers (permanent)	3	3	1	1	2	2	1	6	0	1	1	1	1	1	2	0									3	20	17	22	4												
Voluntary turnover%YTD*	20	21	19	19	18	18	17	20	18	19	19	20	20	18	19	19									*	30	26	19	19												
Overall turnover% YTD*	19	20	18	20	18	19	18	21	21	21	21	22	20	18	19	19												20	19												
Fixed-term contracts	4	6	8	5	4	4	4	4	3	3	3	4	4	4	4	6									4	1	5	4	6												
Starters (fixed-term)	0	3	2	0	0	0	0	0	0	0	1	1	0	0	0	3										1	13	7	3												
Leavers (fixed-term)	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1										1	8	3	1												
Agency days	199	253	69	27	44	58	59	66	75	75	112	112	77	33	34	30									95	2590	2742	1149	174												
% work days lost to sickness	5	3	4	3	2	3	6	5	4	4	2	2	3	2	2	1									*	4	3	4	2												
Average sick-days YTD	9	8	8	8	7	7	8	8	8	8	7	7	7	7	7	8										1	8	7	7												
Sick-days	88	67	76	71	36	70	119	88	68	71	46	48	65	50	46	44									846	795	777	847	205												
O.H. Refs	2	1	2	1	4	3	2	3	1	3	4	1	1	0	0	1									0	18	19	27	2												

* **Voluntary turnover:** This figure records voluntary resignations only and excludes leavers due to expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements. Prior to April 2009 only expiries of fixed term contracts were excluded

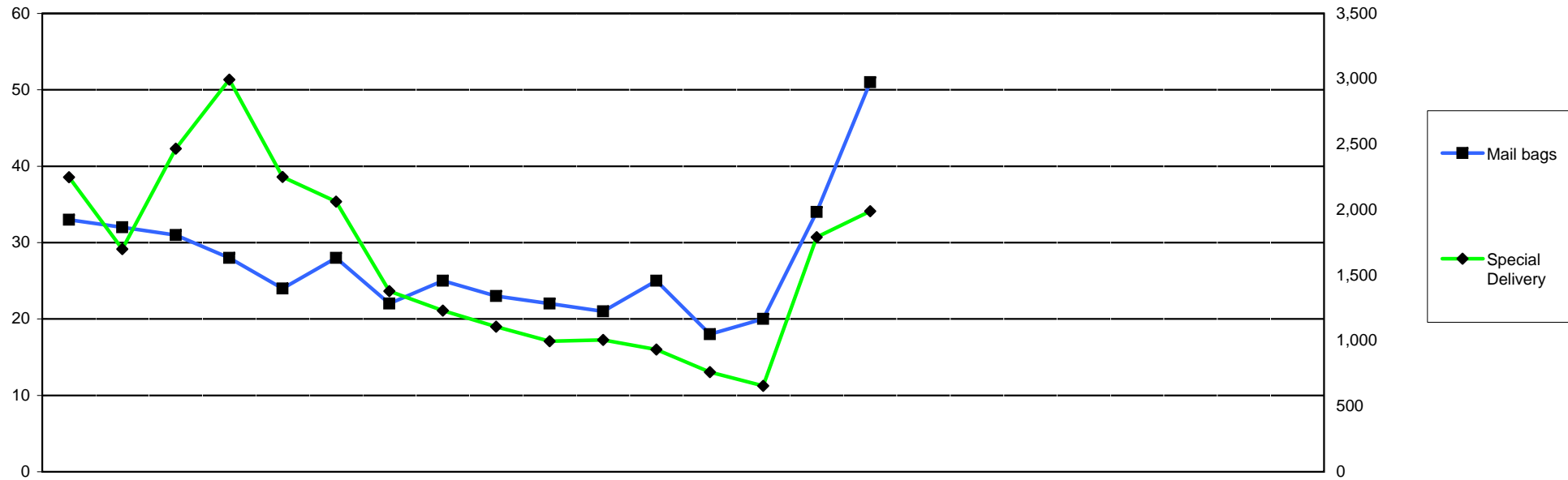
* **Overall turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

FTE: Full-time equivalent O.H.Refs: Occupational health referrals



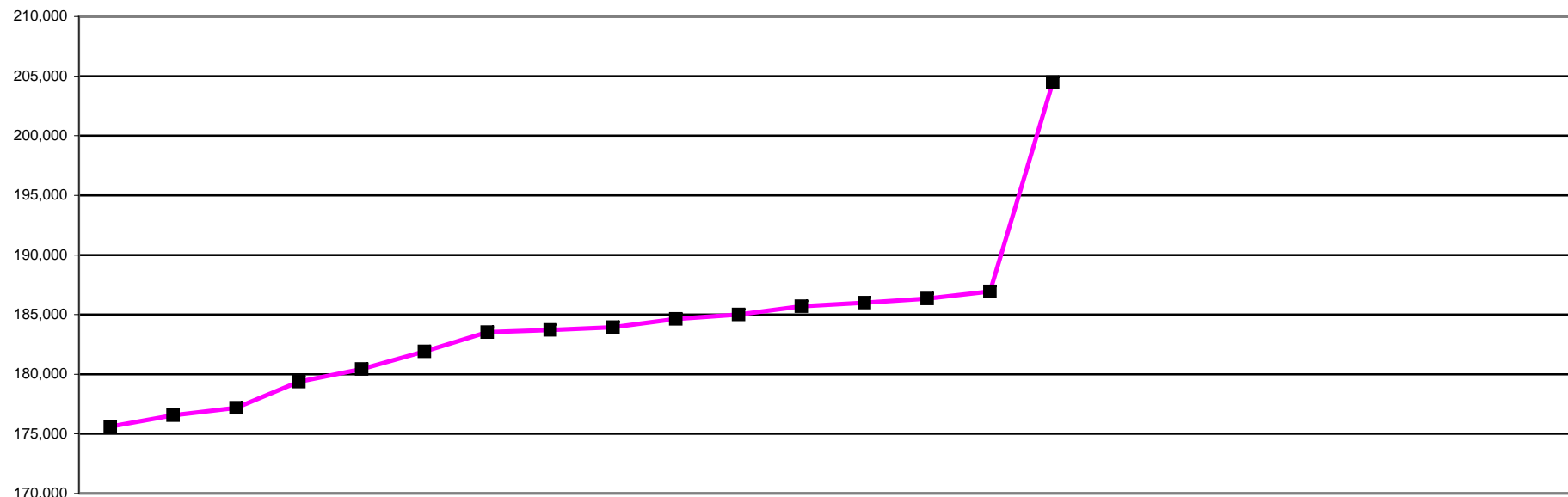
	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
NetRegulate reg system	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00	99.98									99.90	99.99	99.87	99.89	99.97												
Telephone system	100.00	99.09	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00									99.90	99.99	99.83	99.92	100.00												
Website availability	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.98									100.00	99.99	100.00	100.00	100.00												

Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30



	2008												2009												2010											
	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
Mail bags	33	32	31	28	24	28	22	25	23	22	21	25	18	20	34	51																				
Special Delivery	2,250	1,701	2,468	2,994	2,252	2,063	1,380	1,230	1,108	997	1,006	934	762	656	1,791	1,989																				

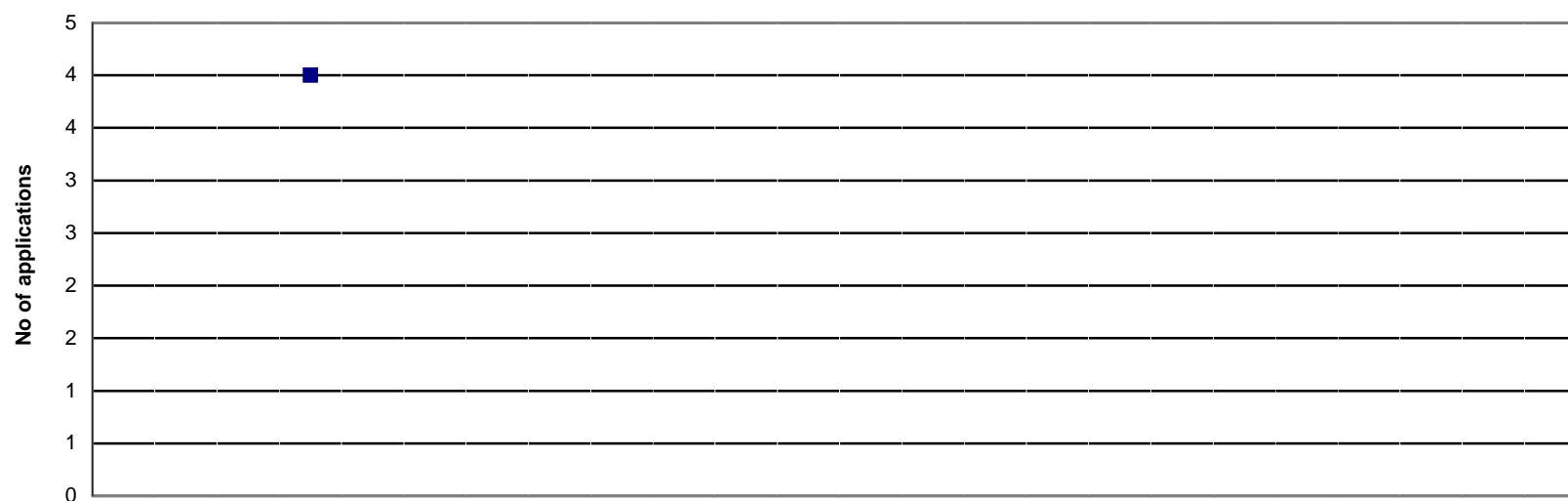
2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
654	341	429	314	123
13,641	10,469	19,076	20,383	5,198



	2008												2009												2010												2006/7	2007/8	2008/9	09/10
	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	YTD												
AS	2,523	2,239	2,316	2,386	2,403	2,448	2,480	2,491	2,514	2,543	2,560	2,576	2,592	2,602	2,621	2,636									2,332	2,509	2,576	2,636												
BS	21,648	21,703	21,736	21,855	21,925	22,028	22,120	22,146	22,231	22,285	22,307	22,381	22,413	22,418	22,484	22,546									22,510	21,560	22,381	22,546												
CH	12,948	12,879	12,850	12,111	12,302	12,441	12,519	12,518	12,533	12,554	12,568	12,581	12,595	12,596	12,609	12,723									12,657	13,055	12,581	12,723												
CS	4,231	4,249	4,263	4,294	4,299	4,311	4,332	4,319	4,331	4,349	4,382	4,405	4,434	4,453	4,467	4,456									4,241	4,183	4,405	4,456												
DT	6,634	6,636	6,139	6,390	6,428	6,500	6,582	6,591	6,614	6,629	6,651	6,700	6,722	6,735	6,777	6,920									6,267	6,663	6,700	6,920												
OT	28,219	28,291	28,410	28,859	29,073	29,331	29,701	29,766	29,878	29,955	30,045	30,122	30,166	30,245	30,321	30,567									28,756	28,107	30,122	30,567												
ODP	9,462	9,487	9,492	9,535	9,459	9,650	9,772	9,768	9,441	9,521	9,551	9,587	9,633	9,636	9,645	9,665									8,801	9,458	9,587	9,665												
OR	1,239	1,242	1,249	1,266	1,268	1,278	1,276	1,278	1,280	1,280	1,280	1,278	1,276	1,275	1,270	1,277									1,291	1,239	1,278	1,277												
PA	13,878	14,010	14,106	14,224	14,315	14,423	14,562	14,589	14,713	14,874	14,904	15,019	15,075	15,154	15,186	15,281									13,183	13,703	15,019	15,281												
PH	38,758	39,644	40,122	41,134	41,430	41,730	42,095	42,164	42,279	42,437	42,534	42,676	42,669	42,840	42,997	43,700									40,587	42,490	42,676	43,700												
PYL*																	15,536								15,536															
PO	838	839	839	842	842	842	869	867	872	874	877	877	877	874	876	873											855	832	877	873										
RA	23,816	23,884	24,182	24,806	24,907	25,053	25,173	25,174	25,198	25,229	25,222	25,318	25,357	25,338	25,494	26,001											24,278	23,541	25,318	26,001										
SL	11,426	11,445	11,468	11,669	11,776	11,877	12,038	12,050	12,052	12,107	12,127	12,169	12,195	12,186	12,203	12,304											11,472	11,375	12,169	12,304										
Total	175,620	176,548	177,172	179,371	180,427	181,912	183,519	183,721	183,936	184,637	185,008	185,689	186,004	186,352	186,950	204,485											177,230	178,715	185,689	204,485										

NOTE: Information captured last day of each calendar month

* Practitioner psychologists section of register opened 1st July 2009



	2009				2010								2011												09/10
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Minimum info				3																					
At scrutiny				1																					
Pending reg fee				0																					
Total				4																					
AVERAG																									

NOTE: Information covers grandparenting applications status progress only

Represents the current workload within the grandparenting section as at the end of the month

NB the practitioner psychologists section of register opened 1st July 2009



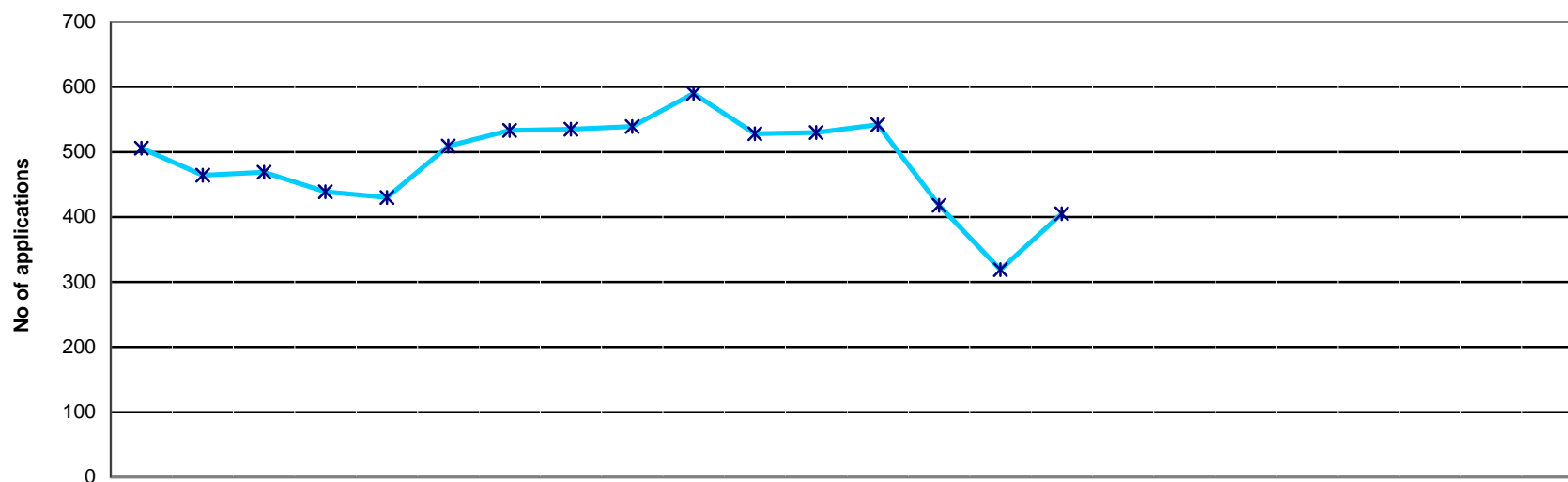
	2009												2010												2011												09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD												
Practitioner psychologists *				1																																	
Total				1																																	

* Practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011									09/10			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Practitioner psychologists *				0																					0
Total				0																					0

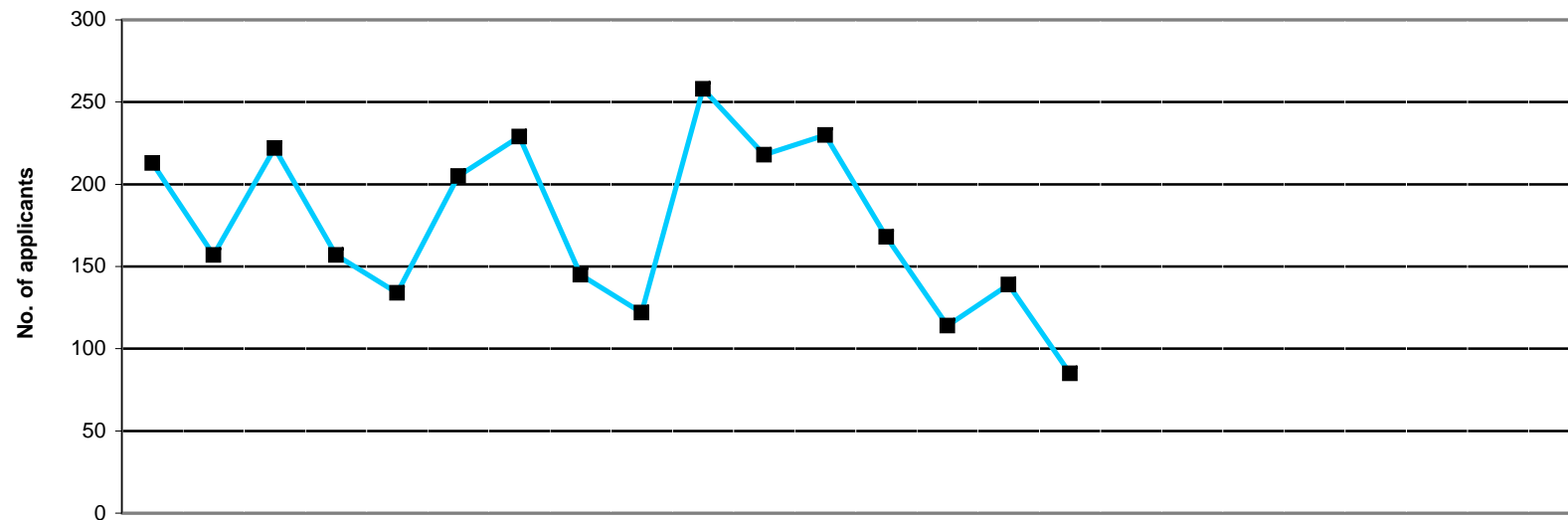
* Practitioner psychologists section of register opened 1st July 2009



	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	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	FYE	YTD												
Minimum info	29	36	35	41	41	31	44	45	49	67	68	69	71	72	71	89									1,588	353	6	46	76												
At scrutiny	356	306	306	274	271	330	333	330	329	334	320	350	308	232	174	208									909	816	458	320	233												
Pending reg fee	121	122	128	124	118	148	156	160	161	189	140	111	163	114	74	108									411	329	178	140	115												
Total	506	464	469	439	430	509	533	535	539	590	528	530	542	418	319	405									2,908	1,498	642	506	422												
AVERAGE																																									

NOTE: Information covers international applications status progress only

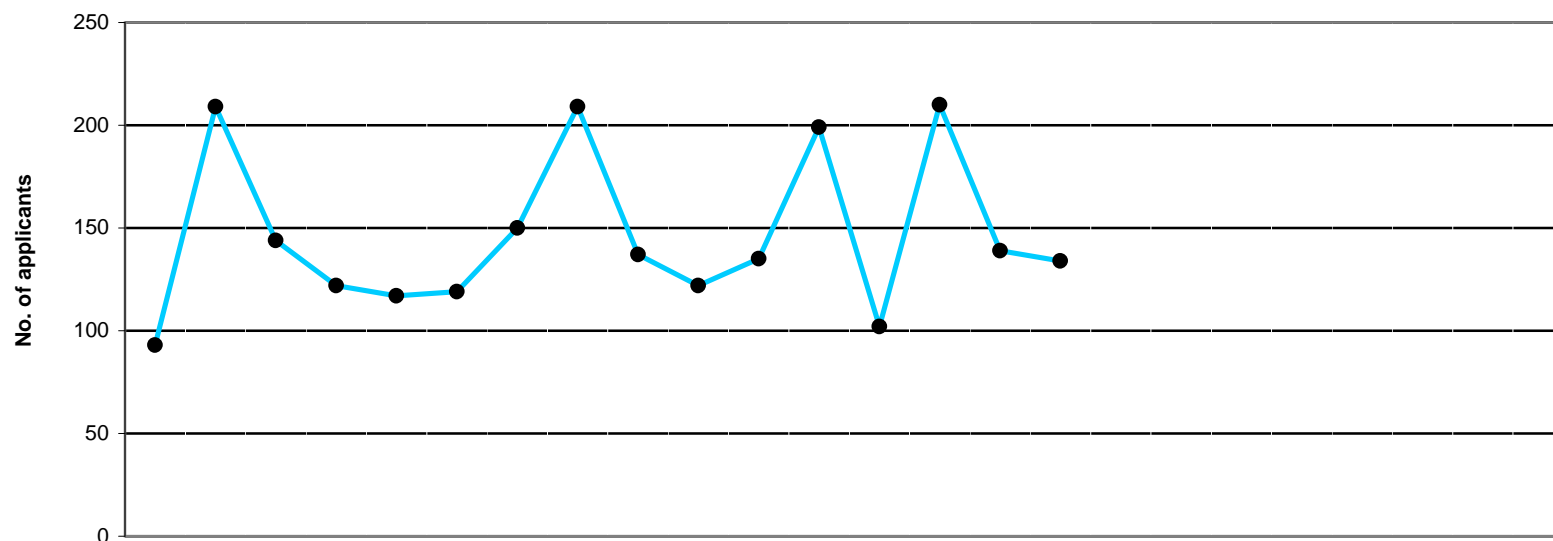
Represents the current workload within the International Department as at the end of the month



	2008												2009												2010												2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 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																	
Arts therapists	4	0	0	3	2	2	0	2	0	0	2	1	1	1	0	0									14	15	14	16	2												
Bio. scientists	22	19	34	28	19	30	27	4	28	35	32	29	26	12	20	14									756	496	323	307	72												
Chirops/pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	2	4									40	51	41	23	8												
CI scientists	7	6	5	7	2	3	4	1	2	8	0	5	5	4	3	3									65	62	59	50	15												
Dietitians	10	6	18	9	8	12	9	9	3	19	19	10	16	14	5	6									192	149	119	132	41												
OTs	29	25	28	12	23	31	45	47	28	53	37	46	28	19	14	10									774	464	330	404	71												
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	1	0									29	25	6	8	4												
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0									5	7	5	3	0												
Paramedics	3	0	4	1	3	4	8	0	1	8	9	5	2	2	6	2									17	39	23	46	12												
Physiotherapists	85	52	73	62	53	86	73	47	28	76	70	69	55	43	46	23									1,665	1,131	791	774	167												
Pract psychos*																0															0										
Prosth/orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	0									10	9	6	9	2												
Radiographers	34	32	49	21	19	25	34	19	25	33	25	48	22	13	26	18									810	903	444	364	79												
SLTs	14	10	8	9	3	8	23	16	7	24	18	14	9	4	15	5									249	153	139	154	33												
Total	213	157	222	157	134	205	229	145	122	258	218	230	168	114	139	85									4,626	3,504	2,300	2,290	506												

All received applications, including those that may subsequently be returned, rejected or withdrawn.

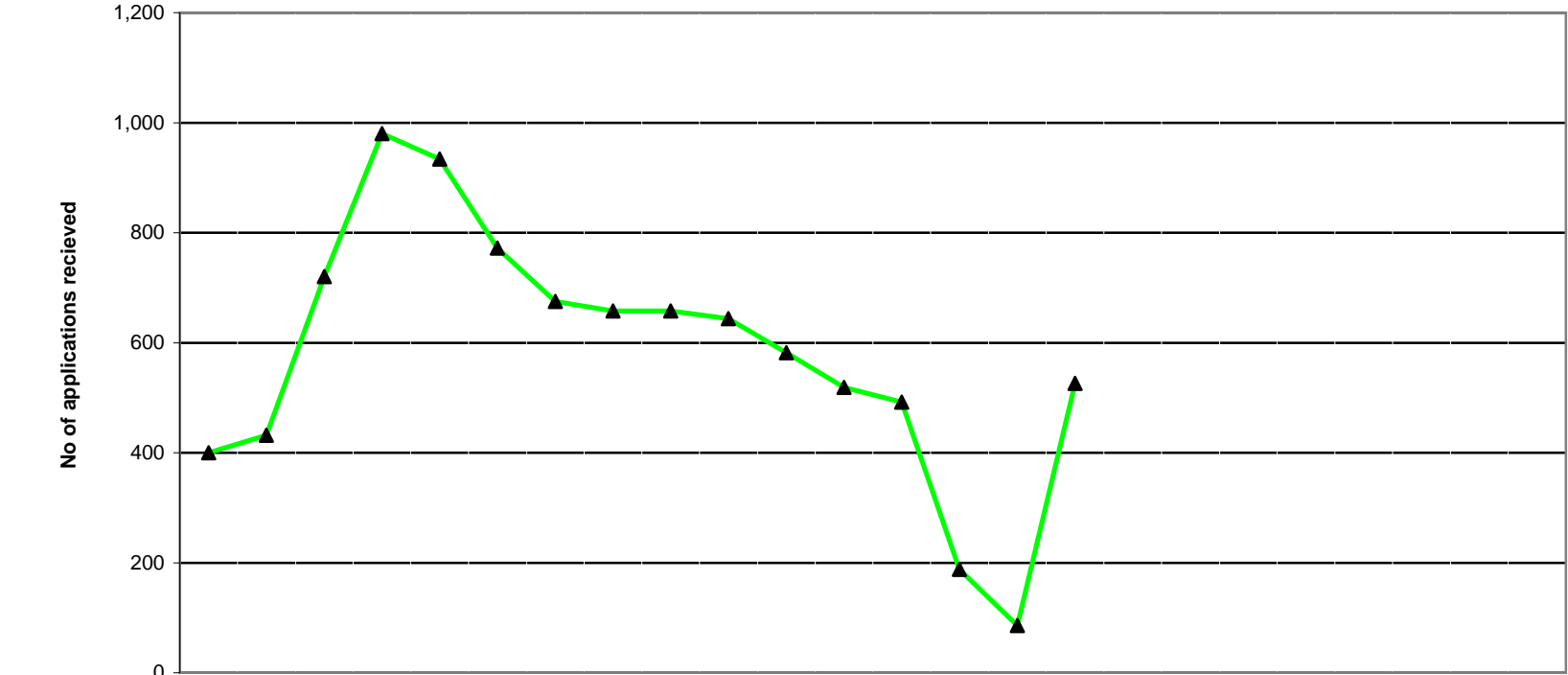
* Practitioner psychologists section of register opened 1st July 2009



	2008												2009												2010											
	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	2	0	0	1	2	0	0	0	0	1	0	0	0	0																				
Bio. scientists	19	16	15	17	21	22	16	22	16	28	14	30	8	18	20	14																				
CI scientists	1	0	3	4	5	1	4	3	1	2	3	1	1	4	3	1																				
Chirops/ pods	1	4	2	1	6	1	4	2	2	0	3	1	0	0	2	0																				
Dietitians	2	1	2	17	7	9	16	7	3	3	14	16	7	6	5	16																				
OTs	23	28	17	24	19	8	8	41	24	28	28	35	32	29	14	32																				
ODPs	0	1	0	0	0	0	0	1	0	0	0	0	0	2	1	0																				
Orthoptists	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0																				
Paramedics	0	0	2	1	1	1	0	5	5	1	3	3	2	1	6	0																				
Physiotherapists	8	134	61	31	32	45	51	74	51	28	50	43	12	113	46	39																				
Pract psychos *																					0															
Prosth/orthotists	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0																				
Radiographers	31	15	33	22	19	26	33	42	29	25	7	54	31	28	26	21																				
SLTs	8	10	6	4	7	5	15	11	6	7	13	13	9	9	15	11																				
Total	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134																				

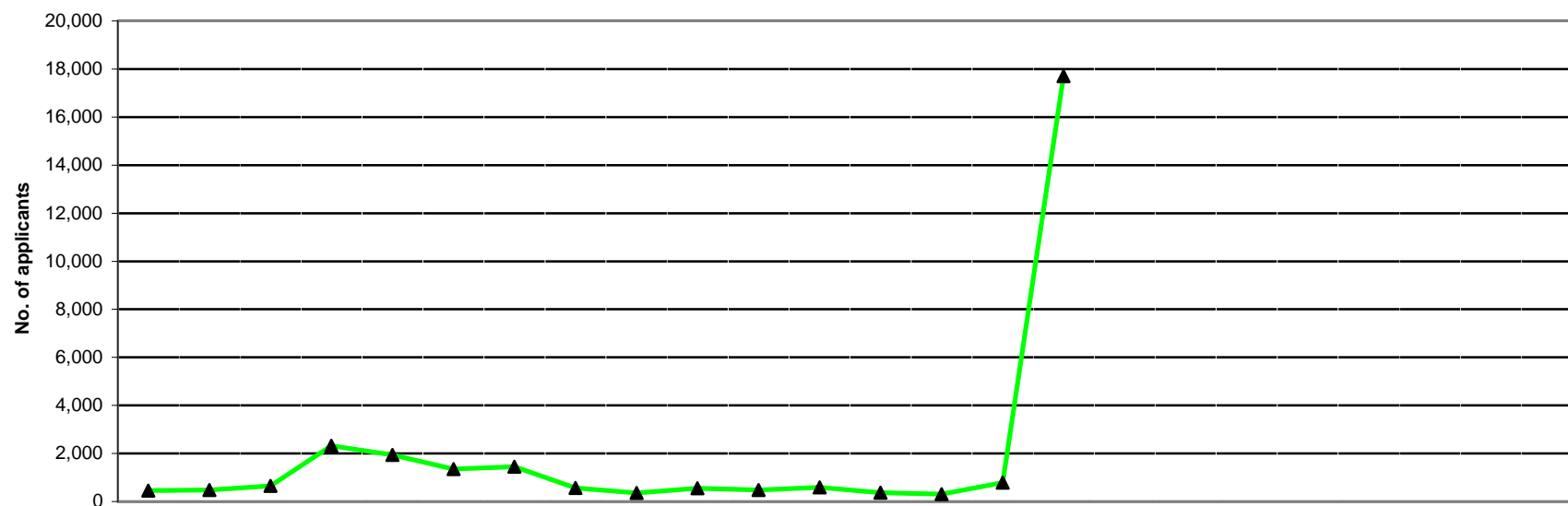
2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 YTD
3	6	8	6	0
417	439	231	236	60
26	35	30	28	9
25	37	39	27	2
93	138	94	97	34
615	509	302	283	107
6	7	5	2	3
3	3	4	3	0
6	16	14	22	9
1,193	985	567	608	210
				0
6	4	6	3	1
496	820	428	336	106
218	173	134	105	44
3,107	3,172	1,862	1,756	585

* Practitioner psychologists section of register opened 1st July 2009



	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	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	FYE	YTD												
Minimum info	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475									477	279	302	632	292												
At scrutiny	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50									33	84	51	31	29												
Pending reg fee	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1									2	28	6	2	2												
Total	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526									512	391	359	665	323												
AVERAGE																																									

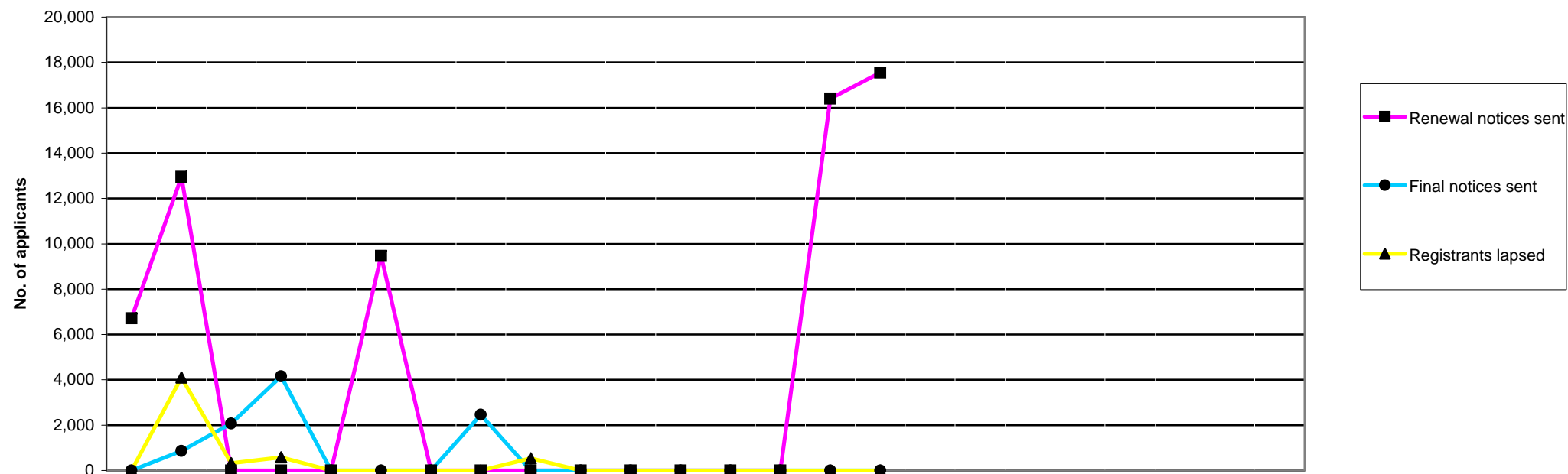
NOTE: Information covers UK applications only
Represents the current workload within the UK section as at the end of the month



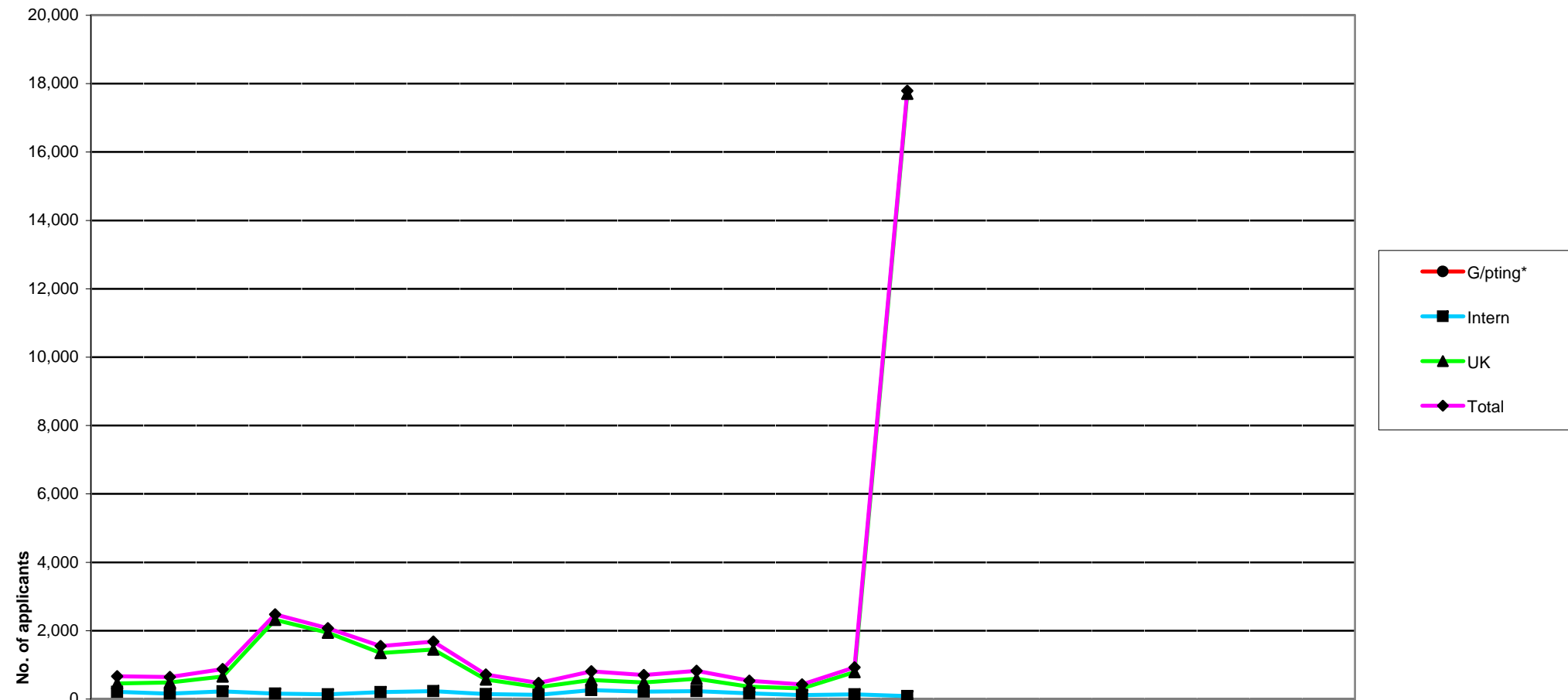
	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22										234	184	170	235	81											
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93										912	690	689	836	227											
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144										155	145	167	282	213											
CI scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12										399	341	415	469	60											
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151										367	331	359	452	229											
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318										1,544	1,327	1,321	1,873	504											
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16										754	668	804	636	75											
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12										34	41	41	106	13											
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110										1,247	807	931	1,517	350											
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670										2,051	2,120	2,276	2,531	944											
Pract psychos*																15,564																		15,564							
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1										46	32	35	51	4											
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480										1,008	1,051	1,108	1,377	729											
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111										746	582	655	834	176											
Total	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704										9,497	8,319	8,971	11,199	19,169											

* Practitioner psychologists section of register opened 1st July 2009

Registration Department



	2008												2009												2010												17,552	2006/7	2007/8	2008/9	09/10
	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	FYE	YTD												
Renewal notices sent	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552									142,363	27,711	153,982	29,138	33,961												
Final notices sent	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	0								36,261	25,909	50,531	9,546	0												
Total	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552									178,624	53,620	204,513	38,684	33,961												
Registrants lapsed	0	4,101	325	583	0	0	0	0	541	0	0	0	0	0	0	0	0								9,448	5,388	8,885	5,550	0												

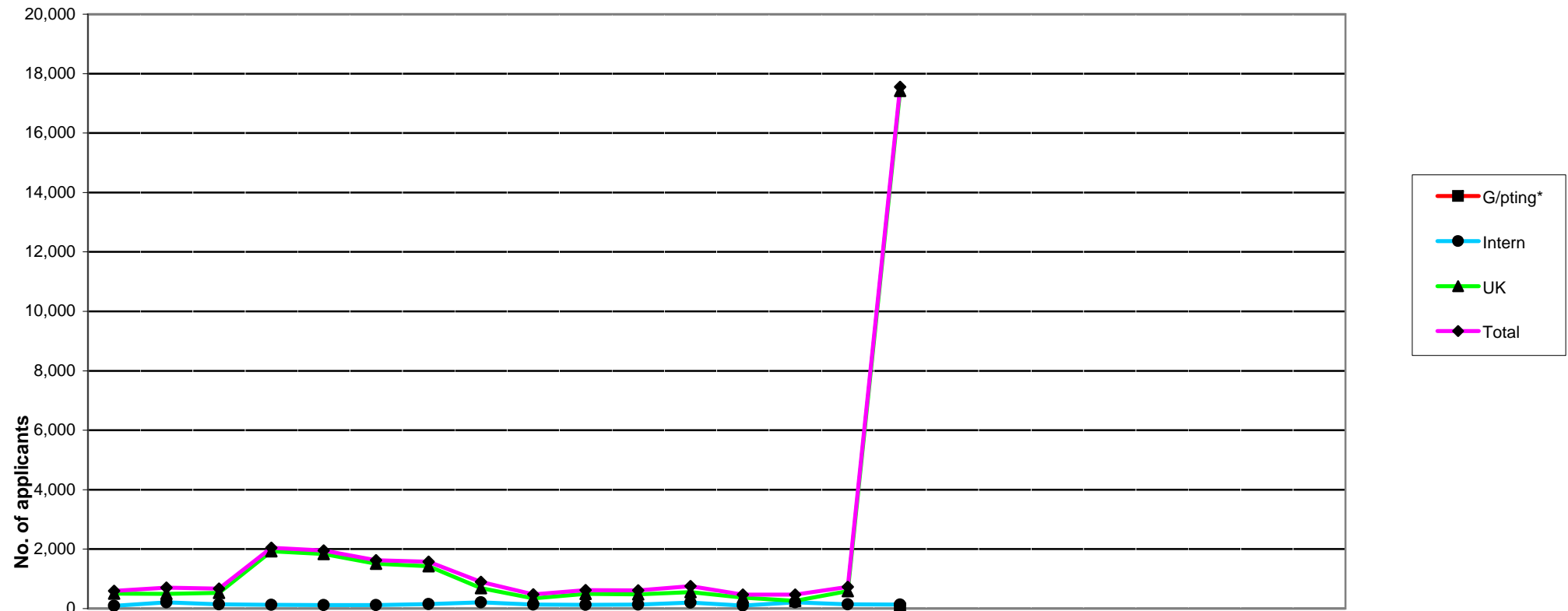


Apps received	2008												2009												2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
G/pting*																1																				
Intern	213	157	222	157	134	205	229	145	122	258	218	230	168	114	139	85																				
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	17,704																				
Total	667	641	878	2,477	2,074	1,552	1,678	714	472	812	701	823	533	424	929	17,790																				

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
2,479	20	0	0	1
4,626	3,504	2,300	2,290	506
9,497	8,319	8,971	11,199	19,169
16,602	11,843	11,271	13,489	19,676

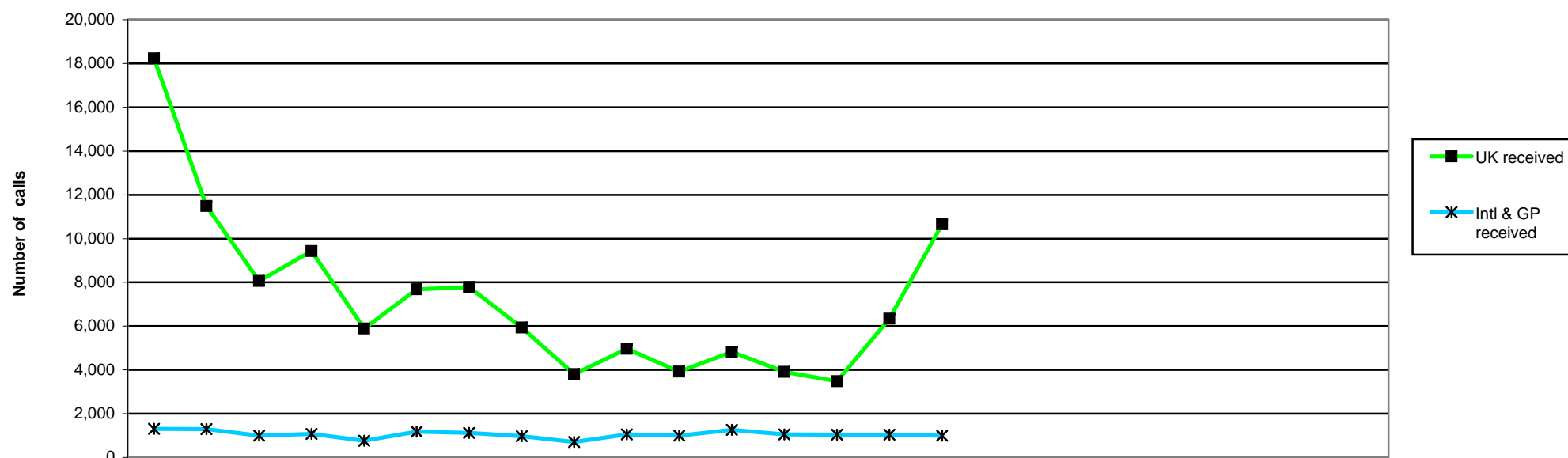
NB The data relates to application forms received, not total fees received.

* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009

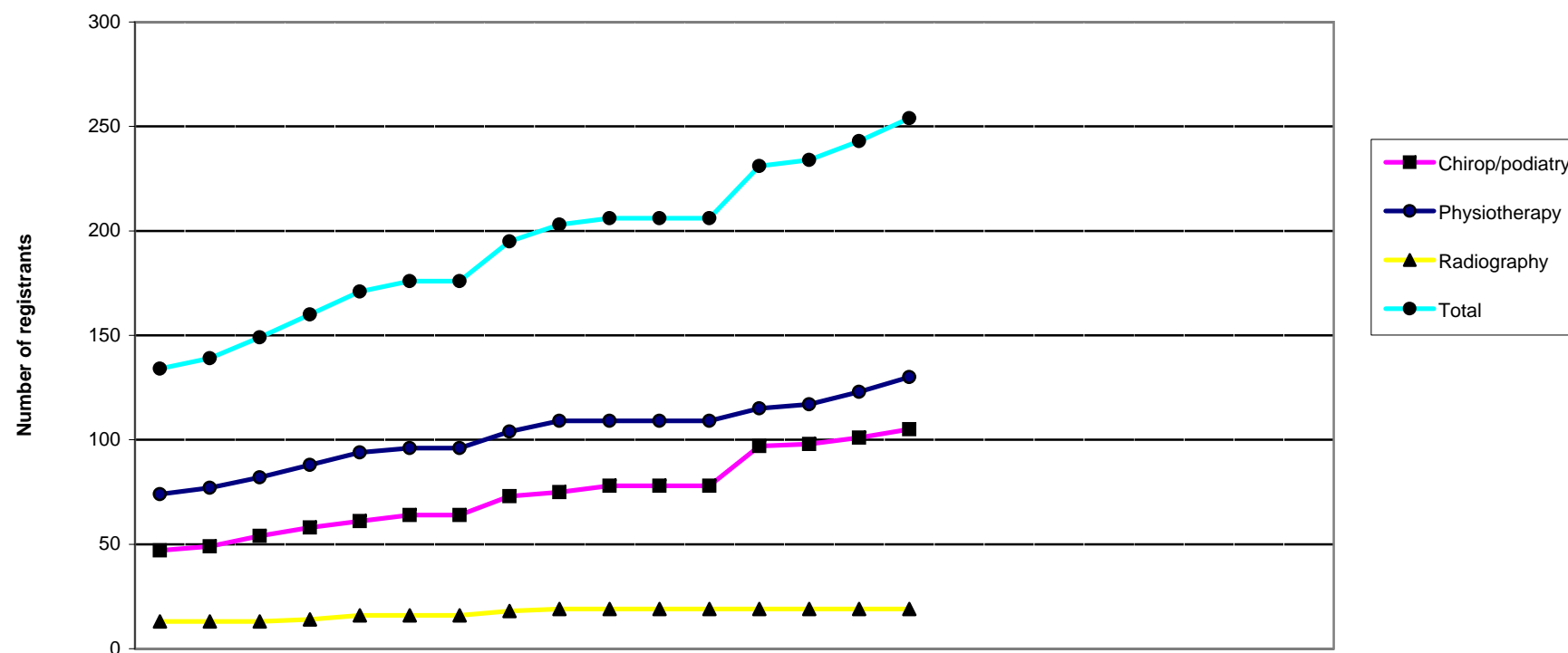


	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
G/pting*																0													2,295	283	9	0	0								
Intern	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134											3,107	3,172	1,862	1,756	585										
UK	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	17,415											9,474	8,870	8,355	10,774	18,631										
Total	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	17,549											14,876	12,325	10,226	12,530	19,216										

* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



	2008												2009												2010												2005/6	2006/7	2007/8	2008/9	09/10
	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	FYE	YTD												
Intl & GP																																									
Intl & GP received	1,306	1,298	999	1,078	762	1,180	1,117	971	706	1,058	1,000	1,257	1,054	1,046	1,044	999											40,070	19,612	14,428	12,732	4,143										
Answered	1,068	1,046	948	1,047	725	1,018	1,010	884	599	979	924	1,149	1,009	982	1,699	981											33,467	17,896	13,388	11,397	4,671										
Calls answered (%)	82	81	95	97	95	86	90	91	85	93	92	91	96	94	98	98											84	92	93	90	96										
Adandoned	238	252	51	31	37	162	107	87	107	79	76	108	45	64	23	18											6,627	1,716	1,040	1,335	150										
Avg answer time (sec)	15	46	33	26	28	47	54	53	36	40	22	29	24	21	15	18											25	14	13	36	20										
Avg talk time (min)	3.22	3.26	3.25	3.03	3.10	3.21	3.39	3.20	3.27	3.37	3.24	3.43	3.14	3.11	3.16	3.17											2.32	2.64	2.79	3.25	3.15										
UK																																									
UK received	18,235	11,490	8,058	9,432	5,892	7,680	7,788	5,938	3,806	4,959	3,918	4,822	3,912	3,476	6,334	10,658											70,233	72,488	123,967	92,018	24,380										
Answered	8,322	9,297	7,765	9,001	5,662	7,517	7,596	5,796	3,780	4,902	3,889	4,766	3,896	3,457	6,308	10,478											50,518	67,493	91,923	78,293	24,139										
Calls answered (%)	46	81	96	95	96	98	98	98	99	99	99	99	99	99	99	99											70	93	79	92	99										
Adandoned	9,913	2,193	293	431	230	163	192	142	26	57	29	56	16	19	26	180											10,719	6,335	32,034	13,725	241										
Avg answer time (sec)	520	179	52	70	57	18	28	25	17	21	15	18	14	14	12	21											64	45	102	85	15										
Avg talk time (min)	3.28	3.16	2.47	2.34	2.52	2.42	2.40	2.40	2.50	2.39	2.41	2.48	2.43	2.49	2.25	2.18											1.78	2.16	2.65	2.58	2.34										



	2008				2009								2010											
	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	47	49	54	58	61	64	64	73	75	78	78	78	97	98	101	105								
Physiotherapy	74	77	82	88	94	96	96	104	109	109	109	109	115	117	123	130								
Radiography	13	13	13	14	16	16	16	18	19	19	19	19	19	19	19	19								
Total	134	139	149	160	171	176	176	195	203	206	206	206	231	234	243	254								

2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	YTD
15	40	78	98
28	74	109	117
0	7	19	19
43	121	206	234