

# **Management Information Pack**

Marc Seale, Chief Executive & Registrar  
Report to Council meeting 20 May 2010

## Chief Executive's Report to Council meeting on 20 May 2010 Contents

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## Chief Executive – Mr Marc Seale

### 1. Completed Meetings 1 March to 30 April 2010

Listening Event, Shrewsbury	1 March
Scottish Government	3 March
Society of Radiographers	3 March
General Social Care Council parliamentary reception	3 March
Northern Ireland Office/Queens University Belfast	5 March
Dept of Health Professional Standards Programme	8 March
UK Oversight Board	
British Association of Art Therapists	9 March
Dept of Health Allied Health Professions	11 March
Professional Advisory Board	
Chief Executives Steering Group	11 March
General Teaching Council	12 March
Professor D Colquhoun, UCL	15 March
Dept of Health Legislation Project Board	16 March
Isle of Man Government	19 March
Association of Clinical Scientists	22 March
Society of Chiropodists and Podiatrists	26 March
Ministry of Health, Singapore	26 March
Ontario College of Pharmacists	29 March
European Parliament seminar on patient healthcare and safety	14 April
General Pharmaceutical Council	19 April
University of Hertfordshire	21 April
College of Paramedics	22 April
DLA Piper business breakfast	28 April
Dept of Health indemnity policy review meeting	28 April
Chief Executives Steering Group	29 April

### 2. Scheduled Meetings

General Medical Council (Edinburgh)	4 May
Regulators Liaison Group	5 May
Scottish Government Regulation White Paper OISG	5 May
Society of Clinical Perfusion Scientists	6 May
General Social Care Council	7 May
General Dental Council	24 May
Council of Deans of Health	25 May
Norwegian Registration Authority for Health Personnel (Oslo)	27 – 28 May

### 1. Human Resources

There are no changes. Roy Dunn has completed the IT-Governance (ISO 27001) ISMS Master Implementer Certificate in preparation for the start of this project.

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

The internal audit schedule for 2010-11 is commencing. A cross departmental audit of starters and leavers processes is ongoing and will encompass the initial stages of the enhanced door security roll-out.

### 3. QMS process updates

We are updating the Secretariat and Registrations processes.

### 4. BSI Audit

The next BSI audit at HPC to the ISO9001:2008 standard, will be on 8 June 2010.

### 5. Business continuity

Small changes and additions to processes are being made to keep the Disaster Recovery Plan current. An update relating to on-line file replication will be required when the ISP migration is completed. The contract with ICM for the disaster recovery facilities has been renewed.

### 6. Information security management

An on-line information security training solution to be used by the whole of HPC has been ordered.

Enhanced internal door security has been rolled-out by the

Facilities Department in response to information security audits last year.

ISO27001 background work has started, and we are looking to start working toward the standard as soon as time and budgets allow in 2010-11.

Initial activity is around determining the criteria for determining acceptable levels of information security risk, and documenting the risks and mitigations in detail that are already in place.

- Records of key management decisions
- Information security policy set, including ISMS policy
- ISMS scope
- Information security procedures
- Controls documentation
  - \*Risk assessment methods
  - \*Risk assessment reports
  - \*Risk treatment plan
- ISMS operating procedures
- Information security metrics
  - \*Statement of Applicability
- Document control procedure (reused from QMS ISO 9001?)
- Records control procedure
- Security awareness, training and education records, including test results
- Internal ISMS audit plans and procedures
  - \*Management review plans and reports
- Corrective action procedure
- Preventive action procedure

An information risk monitoring tool has been obtained to monitor changes long-term, and help in the annual reassessment of our information security risk profile. This is used in connection with the \* items above.

### **7. Information & data management**

Quality management system-HPC intranet integration: Post roll-out changes have been designed and will be implemented shortly by the developer. Business Process Improvement will now be maintaining the running five year registrations forecast. Low level demographic reports across the active Register have been created.

The contract with the new archive supplier Deepstore Ltd, has been signed and the move of the archive has begun. Bulk shipment of our archive in four dedicated HGV loads is ongoing. The new archive provides greater security of storage in worked-out areas of an operational saltmine.

### **8. Risk Register**

A top ten list of risks will be highlighted and additional levels of detail will be provided on these key items.

## 1. Media and campaigns

General releases were issued on the following:

- The HPC launch online renewal service
- The HPC proposes a minor amendment to the standards of proficiency for health psychologists
- The Health Professions Council takes on its fifteenth profession and assumes regulation of high street hearing aid dispensers
- HPC receives legislative approval to regulate private sector hearing aid dispensers

We continue to issue weekly media alerts, respond to journalist queries, liaise with media at hearings and since February 2010, 10 Fitness to Practise press-releases have been issued on registrants that have either been suspended or struck off. Press coverage reports are uploaded to the Council extranet.

Referrers campaign: In November 2009 we commissioned GfK NOP to undertake research into referrers mainly GPs and practice nurses. The research revealed that 38% of GPs and 34% of practice nurses were aware of the HPC with the majority having a reasonable awareness of the HPC. We are using the findings of the research to develop our communications with referrers. We are in the planning stage and are devising an online based campaign.

Public information materials: We continue to promote our public information materials to registrants by sending an A5 flyer with each renewal certificate as well as making copies available at all HPC events and external conferences.

Google adwords campaign: These are continually monitored and some minor refinements to wording have been made.

Joint media campaign: As previously reported we have made initial contact with the Football Association and are considering a campaign to highlight the importance and benefits of using a registered physiotherapist in football.

The Media and Public Relations Manager continues to write, issue articles and work with professional body publications to promote a range of issues particularly registration renewals and CPD.

## 2. Stakeholder communications

Parliamentary monitoring through Dods continues with follow-up where appropriate.

The Chief Executive and Stakeholder Communications Manager attended a European Parliament seminar on patient healthcare and safety organised by the Alliance of Liberal and Democrats in Europe (ALDE) on 14 April.

Registration renewal meetings have taken place with the Chartered Society of Physiotherapists (CSP), British Dietetic Association (BDA), Society of Chiropractors and Podiatrists (SoCP) and the British Society of Hearing Aid Audiologists (BSHAA) in order to update them on the work we are doing to promote prompt renewal of registration. We have also been demonstrating the use of the online system for renewal of registration and providing articles for their member publications.

### 3. Web

With the launch of the new registration logo, we have put together a new section for registrants on the homepage, which shows how they can promote their registration, and also gives them the facility to download the logo online. Updates on the website also include new pages and information for Hearing aid dispensers, revalidation and vetting and barring. We have also launched a fully searchable database of our approved programmes with further information on the education providers. The newly designed homepage will allow us to give customised information for specific audiences, and also brings the site in line with new public information material.

Statistics show that the HPC website is being used more than ever, and now receives over 120,000 visits per month with an average of 28,000 page views every day.

### 4. Publications

The first review of the CPD audit process was published at the end of March. Another new publication – Information for witnesses – was also published at the end of March. This provides support for those invited to give evidence at fitness to practise hearings.

The standards of proficiency for hearing aid dispensers were printed and uploaded to the website in advance of 1 April. The public information materials and exhibition display materials have also been updated to reflect hearing aid dispensers joining the Register.

The bi-monthly e-newsletter – HPC In Focus – was published on Friday 9 April. The internal, employee newsletter – HPC Update – was published on Thursday 15 April.

Current projects include the main corporate annual report, a new report for the Education Department and the forthcoming fitness to practise annual report.

### 5. Events

Conferences attended have included:

- Welsh Labour Party Conference
- Health and Wellbeing @ Work
- The Care show
- Unison

The HPC was once again show partner at Naidex this year. Naidex is the UK's largest event for homecare, disability and rehabilitation, and a number of the professions we register are among the target audience, including occupational therapists and physiotherapists, as well as members of the public and students. Mark Potter gave a presentation on the outcome of the CPD audits on all three days of the exhibition. These were extremely well attended and the organisers are looking to increase the size of the CPD Seminar Theatre. As well as the presentations, HPC representatives manned a stand throughout the conference which had over 700 visits in total. We are keen to repeat this event next year and will also be participating as show partners at the first ever Naidex South show later this year.

We have also had HPC representatives speak at a number of events including the joint CMGS/ACC meeting for clinical scientists, BPS Annual Conference, CODP Annual Conference and we will have a representative speaker at the BPS Learning Centre event in May.

HPC representatives will be attending the following conferences in May.

- Primary Care
- British Hearing Aid and Audiologists Conference

Listening Events invitations have been sent to registrants in Rugby and Cheltenham. These events take place in May and are almost full to capacity. Venue planning is underway for additional 2010 Listening Events.

We are also booking conferences and exhibitions from June 2010 onwards.

## **6. Communications work for organisational activities**

Hearing aid dispensers: At the beginning of April we undertook a GP and pharmacy waiting room distribution to coincide with the opening of the Register for private sector hearing aid dispensers. We also embarked on a media campaign aimed at both consumers and health professionals. Anna van der Gaag was interviewed by a number of national (BBC's) and regional broadcast radio stations across the UK. Michael Guthrie was featured in a pre-recorded packaged media item that was syndicated to 30 independent radio stations across the UK. Coverage was also secured in professional media as well as

some regional newspapers. We also placed adverts in a number of public facing publications and regional newspapers.



### 1. Approval process

The Department is currently in a period of peak approvals activity. Of the 43 visits scheduled from March 2010 until August 2010, 24 visits have already taken place, reviewing 49 of the 88 programmes.

Following the recent review of the approval process it is anticipated that a paper will be brought in front of the Education and Training Committee at the June 2010 meeting to improve efficiency of operations.

### 2. Annual monitoring process

The Department is currently preparing for the annual monitoring assessment days on 4 and 25 May and 15 and 17 June. We expect 11 visitors to attend the assessment day on 4 May.

The deadline for the next annual monitoring submission is Monday 31 May 2010. Monthly reminders continue to be sent to ensure submission of documentation from education providers. Following the peak activity in the winter months between December 2009 – March 2010, we expect to see a decline in the submission of annual monitoring declarations as we move into the summer months.

### 3. Major change process

Major changes have continued to be received and processed by the Department. As expected numbers have increased since the winter period as education providers start to review their programmes in preparation for the coming academic year. Since the last Council meeting on 10 February we have received 30 new major change notifications. Based on figures

from the previous two financial years we would expect to see a peak in the number of submissions during May – July 2010.

### 4. New professions – Practitioner Psychologists and Hearing Aid Dispensers

The Department has continued to strengthen communications with practitioner psychologists. This has included further amendments to the approved programme list on the education section of the website, clarifying routes onto the Register, and a presentation at the BPS conference on 15 March 2010, which was linked to the counselling domain. There were approximately 25 attendees.

Much of the Department's workload for February and March involved preparation for the opening of the hearing aid dispenser (HAD) section of the Register on 1 April 2010. This work focussed on the following areas:

- Approved programme list (current and historic)
- Operational process plans for programmes (agree and implement)
- Administration work (documents, emails, database, crystal reports, visitor master list)
- Data entry (Database, website, net-regulate)
- Communication (website and correspondence, education seminars)
- Training (visitors, executive, operational handbook)

All tasks with a deadline of 1 April were completed in time for the opening of the section of the Register.

The Department has begun to organise a series of HAD presentations and seminars for education providers, which will be held in the third quarter of the 2010-2011 financial year.

### **5. Communications with education providers and stakeholders**

The Department is currently working on the content for the fourth edition of the 'Education Update', which will be completed in time for circulation during week commencing 24 May 2010.

Members of the Department have met the following groups between March 2010 – May 2010;

- Department of Health Modernising Scientific Careers Programme
- Chartered Forensic Psychologists in Belfast
- College of Operating Department Practitioners
- Queensland Medical Radiation Technologists Board
- Scottish Government, NHS Education for Scotland and Scottish Forum for Healthcare Science
- NHS Institute for Innovation & Improvement, Clinical Leadership Competency Framework Project
- School of Health and Emergency Professions at the University of Hertfordshire
- The Hearing Aid Council
- Professional Statutory and Regulatory Bodies (PSRB) forum
- British Psychological Society
- Association of Clinical Scientists
- Academic Registrar's Council, Subjects Allied to Medicine group

- Psychotherapists and Counsellors Professional Liaison Group
- General Medical Council, Education Inter-Regulatory Group

### **6. Partners**

Following the Council's ratification of the proposal to increase the initial partner agreement from two to four years on 11 February 2010, all of the 192 visitors who are subject to reappointment this year will be invited to extend their contracts until 2012. However, it is likely that some may chose not to do so. As a consequence, in 2010-2011, the focus of partner activity will be spilt evenly between recruitment and training.

Recruitment is currently underway for three dietitian visitors vacancies and one podiatry/chiroprapist registration assessor vacancy. Applications close on 21 May and short-listing is due to finish in early June, with interviews to take place on 23 and 24 June. The Acting Director of Education and the Acting Education Managers will be actively involved in the recruitment process, along with Gill Pearson, Education and Training Committee member. The roles will be advertised in In Focus and the May editions of Career Choices (Dietetics Today) and Podiatry Now.

Approximately 20 visitors still require refresher training as they have not received training since 2005. Dates for one-day training sessions have been confirmed as 15 October, 22 October and 3 December 2010. Arrangements for the training days will be undertaken by the Partners Department, with input from Education via Brendon Edmonds, Acting Education Manager.

There will be a two-day refresher training session on 7-8 October 2010 for visitors who have not yet attended refresher training.

## 7. Employees

The Department structure for 2010 is now in place and there will be no more planned changes until Abigail Gorringer returns from maternity leave. However, Victoria Adenugba joined the Department on 26 April 2010 as a temporary administrator to assist with the Education projects for 2010-2011. Victoria reports to Brendon Edmonds, who will be the lead on the majority of the major projects outlined in the 2010-2011 workplan.

**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.

**2. Access Control**

Access control was started on Friday 9 April and is now in place throughout the building.

**3. Copiers**

Replacement copiers have been identified and ordered. These will replace the devices currently located in the Fitness to Practise Department and the Mezzanine. The new models will be copier/scanner/fax devices

### 1. General

Since the last Council meeting, the Finance Department has produced the draft year end accounts up to March 2010.

### 2. Supplier payments

At the end of March, 98% by value of the £430K Creditor payments (March Aged Creditor Listing) were in the 30 days or less category.

### 3. Fee adjustments and income receipts handling

At the end of March, there was no backlog in registrant direct debit cancellations and amendments against a two-day backlog target. We had two days 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 was no backlog on credit-card reconciliations against a two day backlog target.

### 4. Income collection cycle

Direct debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Occupational therapist and physiotherapist collections occurred in March. Art therapist, biomedical scientist, ODP and practitioner psychologist collections took place in April. Most of the income comprises of renewal fees collected.

### 5. Funds under management

At the end of March 2010, the Business Reserve account balance was £0.3M, earning an interest rate of 0.055% per annum. £3.6M 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 3 months (maturing July 2010) at fixed rates: £0.5M invested in Barclays money market account earning 0.53% and £2.0M in Lloyds TSB money market account earning 1.1%.

The investment portfolio (excluding £149k portfolio cash) at the end of March was valued at £1.93M. The investment portfolio value including, cash & money market instruments was £2.08M. This compares £1.51m at the start of the financial year.

### 6. Pensions

In March, there were 60 active members in the Friends Provident Scheme. There has not been any additional information relating to the Capita Flexiplan scheme since the last report.

### 7. Employee training and staffing 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

In the budget for 2010/11 there are a few Sage accounting system enhancements which have been identified to be implemented in 2010/11 financial year. This is expected to begin after the financial year end work has been completed.

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

- The Five-Year plan is currently undergoing a re-draft and will be submitted for review at the next Finance & Resources Committee and the next Council meeting.
- 2011 Fees Project is in review and is dependant on registrant volume assumptions.
- NAO audit of the annual financial accounts commenced on 28 April through to 13 May.
- The insurance broker for HPC and the investment management broker are expected to be reviewed during the year.

### 1. Final Hearings

In 2009-2010, 255 cases were concluded at final hearings. This is an increase of 31 percent from 2008-2009 where 175 cases were concluded. At the end of March, there were 241 ongoing substantive cases with 113 cases listed for hearing. There was also 46 cases which were ready to be listed for hearing by the scheduling team.

In 2009-2010, the mean and median length of time from receipt of case for it be concluded at final hearing was 18 and 16 months respectively. This is the same as the position in 2008-2009. This figure does however include cases which were listed for hearing previously and which were either part heard or adjourned. The next iteration of the case management system will allow us to take this into account in reporting.

### 2. Review Hearings

In 2009-2010, 95 review hearings took place. Approximately two thirds of those cases were presented by HPC case managers in their capacity of presenting officers. At the end of March 2010, 102 registrants were subject to a suspension or conditions of practice order. This is an increase of 12 from the same period in 2009. Over the course of the year, 31 registrants were struck off the register following a period of suspension or conditions of practice and 13 registrants were restored to the register in unrestricted practice.

### 3. Interim Orders

In 2009-2010, 43 interim orders were granted and at the end of March 2010, there were 42 registrants subject to an interim

order. A further 86 orders were reviewed during the same period with six orders revoked.

Applications for interim orders and for reviews of such orders are presented by Case Managers in their capacity as presenting officers.

### 4. Investigating Committee

772 new allegations or enquiries were received in 2009-2010 which is a 38 percent increase from 2008-2009 when 483 case were received. The number of registrants subject to a complaint in 2009-2010 was 0.38 percent of the Register, an increase from 0.26 percent in 2008-2009. Of those allegations, 149 related to practitioner psychologists (including the numbers that were transferred from the BPS or AEP). If practitioner psychologists were excluded from the percentage of registrants subject to complaint, this number would be 0.32 percent.

At the end of March 2010, there were 391 registrants open allegations or enquiries. 87 of those cases had not yet met the standard of acceptance for allegations.

The case to answer rate for 2009-2010 was 58 percent. The average length of time for a case to be considered by an ICP in 2009-2010 is a mean of six months and a median of four months. This compares favourably to 2008-2009 when the mean and median was seven and five months respectively.

### 5. Health and Character

698 health and character declarations were received in 2009-2010, an increase of 18% from 2008-2009. At the end of the

year there were 89 open cases, of which circa 70% were self-referrals from registrants.

## 6. Protection of title

316 complaints about misuse of title were received in 2009-2010 compared to 383 on 2008-2009. At the end of the year there were 51 open cases compared to 103 at the same point in March 2009.

## 7. Registration Appeals

26 registration appeals were received in 2009-2010. Three new appeals were received in March. All were from practitioner psychologist applicants and two were against grandparenting decisions. We were expecting such appeals to come through and will monitor whether that become a trend or if the numbers increase.

There were registration appeal hearings in Park House in March. Five appeals were considered and two appellants attended. Of the attendees, one appeal was successful but the other was refused. Four further cases were listed for hearing in Belfast in April and in two cases the appellants were due to attend.

## 8. High Court Appeals

There is currently two outstanding High Court Appeals. One application was made to the High Court in March 2010 for an extension to the interim order that was imposed by a HPC panel. The application was granted.

## 9. Court of Appeal

We are currently seeking the recovery of our costs in the case of Stanley Muscat which was heard by the Court of Appeal in July 2009.

In one other case a registrant has applied for permission to appeal to the Court of Appeal. We are waiting to see whether permission will be granted.

## 10. Meetings

Listening Event, Shrewsbury	1 Mar
Listening Event, Swansea	2 Mar
British Waterways	5 Mar
Kingsley Napley	8 Mar
Independent Safeguarding Authority	8 Mar
Fitness to Practise Workshop, Wrexham	8 Mar
Legal Assessor Interviews	9,10,12 Mar
Charter and Deltascheme	10 Mar
Conference with Counsel	18 Mar
OSTEOC Conference	19 Mar
Insurance Brokers	23 Mar
Ministry of Health, Singapore	26 Mar
CHRE Good Practice Seminar	30 Mar

## 11. Resources

### Case Management

Sabrina Adams and Ciara O'Dwyer were appointed to the vacant and newly created lead case manager posts in March 2010. Interviews for Ciara and Sabrina's replacement will take place at the end of April 2010. Two newly created case support



officer posts have been advertised with interviews taking place at the end of April.

Interviews for a newly created post – Investigations Manager – are scheduled to take place in the middle of May 2010. This post will manager the lead case managers and report to the Head of Case Management.

### **Hearings**

Sarah Gourlay joined the Department as new scheduling officer on 1 April 2010. Jonathan Dillon is currently acting up into the position of lead hearings officer whilst recruitment to replace Anaru Smiler takes place.

### **Partners**

Interviews took place for new legal assessors in March 2010 with training scheduled to take place on 13 May 2010. Refresher training for panel chairs took place on 16 April 2010.

## 1. Employee Resourcing

### Human Resources

Eva Nordstrom has been appointed to the fixed term post of Partner Administrator. She started her new role on 6 April.

Recruitment is in progress for a fixed term HR Manager to provide maternity cover for Rachel Watson.

### Fitness to Practise

Recruitment is in progress for two new Case Support Officer posts, and for two Case Manager posts which are needed to replace Sabrina Adams and Ciara O'Dwyer following their promotion to Lead Case manager positions.

### Policy

We are currently advertising the new post of Policy PA/ Team Administrator. This post replaces the Policy Officer post vacated by Sam Mars.

### Communications

Recruitment is in progress for the new post of Communications Officer (Stakeholder Communications) created as part of a recent reorganisation of the Communications Department.

## 2. Other HR Activities

### Training

HR has completed a training needs analysis based on learning requirements specified in APDRs, and has now set up a programme of training events in 2010 covering a range of skill areas including Excel, presentation skills, assertiveness skills, time management and project management.

## Employee Assistance Programme

The HR Director gave a short presentation on the services provided by the Employee Assistance Programme at the All Employee Meeting on 15 April.

### 2010 Annual Pay Review

Pay letters have been issued to all employees following approval of the 2010-2011 budget by Council on 25 March and the payroll has been updated.

### Review of Pay Policy and Process

The Remuneration Committee on 4 March noted the work done to date on reviewing the pay process and approved further work towards designing a new pay model to be implemented from April 2011. A project plan for this work has been produced and employee briefings are being arranged for May. Consultation with employees will take place in June.

**Strategic objective 1:** *“To drive efficiencies within the organisation by the use of Information Technology and Information Systems.”*

- **Laptop replacement project:** Due to delays in the delivery of the laptops, their phased distribution will now start in late April 2010.
- **Starters and Leavers database:** This is now complete.
- **IT external hosting transfer project:** This is now complete.
- **IT network and server review:** This is now complete.
- **IT upgrade to scanning solution:** Implement an upgrade to the Scanning solution of the Registration system to apply software fixes to a number of known errors. Costs and schedule are being agreed with an expectation that it will be completed within May 2010.
- **IT virtual environment:** Implement a controlled virtual infrastructure to reduce the proliferation of physical servers and reduce the incidents of application conflicts. A shortlist of technology solutions has been drafted and demonstrations are being organised for the shared storage solution (SAN). Virtualisation software has been ordered and server upgrades are being identified to run the software.

**Strategic objective 2:** *“To apply Information Technology within the organisation where it can create business advantage.”*

- **Fitness to Practice (FTP) Case Management system project:** Solution vendors have been identified and the project submitted within the financial planning cycle for agreement. Negotiation of the contracts is almost complete;

the project is still on plan. Detailed planning for the implementation phase has started.

- **Hearing Aid Council project:** This is now complete
- **Home working policy development:** This was agreed at Council in March and is now complete.
- **Education, Approvals and Monitoring service:** We have engaged with an external development company to deliver a series of small changes to the Education system. User acceptance testing started on 3 March 2010. Due to entering a peak business period the user acceptance testing has been delayed but is expected to complete by the end of April. No major issues have been identified by the testing to date.
- **Desktop applications upgrade:** Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7. Information is being gathered to determine the most appropriate Microsoft licensing model to purchase the desktop application licences from.

**Strategic objective 3:** *“To protect the data and services of HPC from malicious damage and unexpected events.”*

- **Network segmentation project :** This is now complete.
- **Network encryption project:** The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer, called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

Laptop full disk encryption and port control will be deployed this year with the network product being evaluated in a subsequent year.

- Initial configuration is being made and will be rolled out to the IT team before being used in a larger pilot group. It is expected that the IT team rollout will have completed by 19 March 2010.

The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops.

- **Credit card handling:** Support the project to outsource credit card handling to reduce organisation risk of fraud. PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit card payments by telephone. Demonstrations and site visits are being organised for prospective solution providers.
- **Penetration testing:** Conduct quarterly independent penetration tests of our environment to assure adequate security controls. We are waiting until after the next website application release before executing the next round of tests, expected in early May.
- **Service Availability**  
**Online Register and Online Renewal**  
There has been a service outage for the online Register and the online renewal service on 24 March between 18:14 and 20:29. The 2 hour 15 minute outage was caused by the promotion of the Hearing Aid Dispenser application changes. The cause of the incident is understood and a new

procedure has been put in place to prevent a similar event happening again.

### **Online Register and Online Renewal**

There has been a service outage for the online Register and the online renewal service on:

- 12 April between 05:06 and 08:37 (3 hours 31 minutes);
- 15 April between 00:52 and 08:05 (7 hours 13 minutes);  
and
- 15 April between 17:27 and 18:55 (1 hour 28 minutes),

The outage was due to a critical failure of shared infrastructure at Rackspace, our managed hosting facility. Multiple Rackspace clients were affected when the shared storage resource failed. Root cause analysis has identified an update to the software for the infrastructure which was applied by Rackspace on 15 April at 22:00. No further outages have occurred.

**Strategic objective 4:** *“To meet internal organisation expectations for the capability of the IT function.”*

- **Service desk tool project:** The new software has been installed and we have applied patches to faults identified during testing. There is one outstanding fault that is preventing release. However, the software has been distributed to a number of users in a pilot; favourable comments have been received. We are still awaiting the resolution of the final fault that will enable the service to be promoted to the production environment.

### **1. Recruitment**

Eleven legal assessors were recruited from the recent recruitment campaign.

Two clinical scientists – clinical physiology registration assessors were made offers from the recent round of interviews.

Recruitment is currently being undertaken to recruit partners in the dietitian and podiatry professions. There are vacancies for panel member, visitor and registration assessor in dietetics and vacancies for panel member and visitor for podiatry.

### **2. Training**

Fifteen panel chairs attended refresher training on 16 April. We are currently scheduling refresher training for all panel members across 2010-2011.

### **3. Partner Assessment**

There was a good response to the panel member and panel chair self assessment profile submission. Eight partners failed to submit a profile, three opposed completing a self-assessment profile and five partners confirmed their resignation in line with the agreement expiry.

### **4. Partner Agreement**

The Partners Department is currently working with the HPC's solicitor to draft a revised suite of contractual agreements to accommodate the requirements for different partner roles and improve the existing agreement.

### **5. Partner Resignations**

Seven panel members and one registration assessor resigned during March.

### **6. Partner Department**

Eva Nordstrom-Amy has commenced in the role as Partner Administrator to assist with the partner assessment/appraisal processes.

## Policy and Standards – Mr Michael Guthrie

### 1. Meetings undertaken

Price Waterhouse Coopers re professional indemnity insurance	17 March
LASER group (biomedical scientist managers), Haywards Heath	19 March
Lactation consultants of Great Britain	29 March
Francesca Holloway, Queensland Medical Radiation Technologists Board	8 April
Alliance of UK Regulators in Europe (AURE)	9 April
Scottish Government Health Directorate (by teleconference)	12 April
Project Board AHP prescribing	13 April
Unite the union psychotherapists and counsellors meeting	14 April
Remote health practitioners	14 April
Royal College of Surgeons	15 April
Association of Educational Psychologists Local Reps conference, Leeds	16 April
Paul Long, NHS Institute for Innovation and Improvement	19 April
Unison conference, Brighton	19-21 April
Naidex, Birmingham	20-22 April
EMT awayday	23 April
British Psychological Society, Leicester	26 April
Society of Chiropractors and Podiatrists	27 April
Psychological Professions Alliance Group (PPAG) meeting	28 April
Play Therapy UK and British Association of Play Therapists	29 April
Student talk, Bournemouth	30 April

### 2. Consultations

#### **Standards of proficiency for health psychologists**

A consultation is being held until 12 July 2010 on proposals to make a minor amendment to the standards of proficiency for health psychologists.

### 3. Closed consultations

#### **Removing the health reference as a requirement for entry to the Register**

Responses to the recent consultation are being analysed; we received 74 responses. The consultation analysis is due to be considered by the Education and Training Committee at its meeting in June 2010, and by the Council at its meeting in July 2010.

### 4. Professional Liaison Groups

#### **Psychotherapists and Counsellors**

A meeting of the PLG is due to take place on 12 May 2010.

The Director of Policy and Standards and Chair of the Council recently attended a meeting of the 'Psychological Professions Alliance Group', a group comprising of the major professional bodies in the field.

### 5. Post-registration qualifications

The Executive is currently preparing a consultation document on this subject. The consultation will seek the views of stakeholders on 'criteria' for the use of the Education and Training Committee in determining whether it is appropriate to annotate the Register; and proposals around the feasibility of annotating the Register for podiatric surgeons and neuropsychologists.

The consultation paper is due to be considered by the Education and Training Committee at its meeting in June 2010 and by the Council in July 2010.

As part of this process the Executive has met a number of stakeholders including the British Psychological Society, Society of Chiropractors and Podiatrists and the Royal College of Surgeons.

### **8. Review of the threshold level of qualification for entry to the Register**

At its meeting in March 2010, the Education and Training Committee considered a paper looking at the first standard of the standards of education and training which sets out the level of qualification normally expected for entry to each of the parts of the Register.

The Committee did not make a decision about the best way to proceed with the review and requested further information and analysis from the Executive. The Committee is due to meet again to discuss this topic at its meeting in June 2010. Dependent on the decision of the Committee, further papers may be brought to the Council at a future date.

### **9. CPD profiles**

The Department is continuing to review profiles and liaise with the relevant professional bodies. A number of draft profiles have recently been received and are at various stages of the drafting and approval process, including:

- Practitioner psychologists
- Dietitians
- Clinical scientists (geneticists)

- Hearing aid dispensers
- Art therapists

### **10. CHRE performance review 2009/10**

The annual performance review of the regulators for 2009/2010 is nearing its conclusion. We now await the final CHRE report which we anticipate will be published in June 2010.

The Executive anticipates bringing a paper to the July 2010 Council meeting following publication of the final performance review report. (This date is subject to change dependent on publication timescales.)

### **11. Generic standards of proficiency**

Following the Council's decision at its meeting in March 2010, a consultation paper is being put together for consideration by the Education and Training Committee and the Council in June and July 2010.

Subject to the above, we then anticipate a consultation on proposed new generic standards taking place between July and October 2010.

### **12. Revalidation**

An update about progress in this area is included in a separate report elsewhere in the papers for this meeting.

### **13. More information**

In a separate report, by the Head of Policy and Standards, elsewhere in the papers for this meeting is a copy of the reporting provided monthly at meetings of the Executive Management Team on the Department's work. He will be providing this more regularly to the Council to give a more detailed update about the Department's projects.

## 1. Operational Performance

### a) Telephone Calls

**i) UK Telephone Calls:** During the period from 1 March to 31 March 2010 the team answered a total of 10,797 telephone calls which is 3,621 more than the same period two years ago and represents a 50.5% increase in the number of calls the Department handled.

**ii) International Telephone Calls:** During the period from 1 March to 31 March 2010 the team answered a total of 1,883 telephone calls which is 734 more than the same period last year and represents a 63.9% increase in the number of calls the Department handled.

### b) Application Processing

**i) UK Applications:** A total of 779 new applications were received during this period and 694 individuals were registered, which is 141 more than the same period last year. Applications took on average ten working days to process which meets our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average nine working days to process which is within our service standard of processing applications within ten working days of receipt.

**ii) International Applications:** A total of 233 new international applications were received in this period and 129 individuals were registered which is 70 less than the same period last year. Applications were on average being processed within twelve weeks of receipt which meets our service standard of processing applications within three months of receipt of all documents.

**iii) Grandparenting Applications:** One new grandparenting application was received in this period and 15 individuals were registered.

### c) Emails

**i) UK Emails:** The team received approximately 100 emails per day and responded to these on average within one day of receipt which is well within our service standard of five working days.

**ii) International Emails:** The team received approximately 20 emails per day and managed to respond to these on average within two days of receipt which compares favourably with our service standard of five working days response time.

### d) Continuing Professional Development (CPD) Audit

We requested CPD profiles from 2.5 per cent of arts therapists during this period and assessment days continued to be held.

### e) Registration Renewals

At the start of February 2010, 44,714 renewal forms were sent to physiotherapists. As at 26 April 2010, 38,896 renewal forms had been returned to and processed by the Registration Department.

At the start of March 2010, 2,780 renewal forms were sent to arts therapists. As at 26 April 2010 1,588 renewal forms had been returned to and processed by the registration department.

At the start of April 2010, 7,153 dietitians were invited to renew their registration and registrants have until 30 June 2010 to renew their registration. As at 26 April 2010, 520 renewal forms had been returned to and processed by the Registration Department. As part of the roll-out of the online renewals



service all arts therapists and dietitians together with 11,253 physiotherapists receiving a final renewal notice at the beginning of April were invited to renew their registration online. As at 26 April 2010, 2,381 physiotherapists, 442 arts therapists and 1,332 dietitians had renewed their registration online.

## **2. Resource**

### **a) Employees**

The Department is operating within the budgeted headcount.

### 1. Education and Training Committee

On 1 April 2010, the Health Professions Register was opened up to hearing aid dispensers, the first time that regulation of a professional group had been taken over from another statutory regulator.

The Health Professions Council (Education and Training Committee) (Constitution) Rules 2010 provides that the Education and Training Committee has at least one member from each of HPC's regulated professions, together with five lay members. It was therefore necessary to recruit a hearing aid dispenser to the Education and Training Committee to fulfil the registrant requirement. An advertisement for the vacancy was placed into the BSHAA publication in March and on the Hearing Aid Council website. Interviews took place on 28 April with the recommendation of the panel to be submitted to the 20 May meeting of Council for approval.

### 2. Expenses Policies

At the last meeting of Council, approval was given to the revised expenses policies for Council and Committee members, employees, witnesses and partners. These policies were effective from 1 April 2010 and all members were sent a copy together with updated claim forms which can also be found on the members' extranet.

Should members have any questions relating to the revised policy, do not hesitate to contact Louise Hart.

### 3. Training

On 9 March, the non-Council Committee members of the Education and Training Committee were invited to Park House to attend induction training. The training included presentations on the fitness to practise process, the decision making role of the Education and Training Committee, the approvals and monitoring process, the new professions process and the work of the Registration Department, including a tour.

### 4. Dates for the Diary

Following discussion at the last meeting of Council, the February strategy day will be held on Wednesday 9 February 2011, followed by Council on Thursday 10 February.

Following the success of last year's Council dinner held in July of last year, it has been agreed that a dinner should be held in July of this year. The dinner will be held on 6 July and further details will be forwarded in due course.

### 5. Employees

Natasha Williams, Secretariat team administrator left the HPC on Friday 16 April 2010. In the interim, the role will not be filled. However, any queries relating to invoices or expenses and travel claims should be directed to Secretariat in the usual way.

### 6. External Meetings

Public policy forum on the Equality Act	24 March
Discussion on the role of Audit Committees with other regulators, held at Architects Registration Board.	10 March

# Management Information Pack

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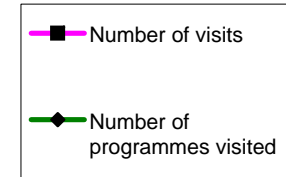
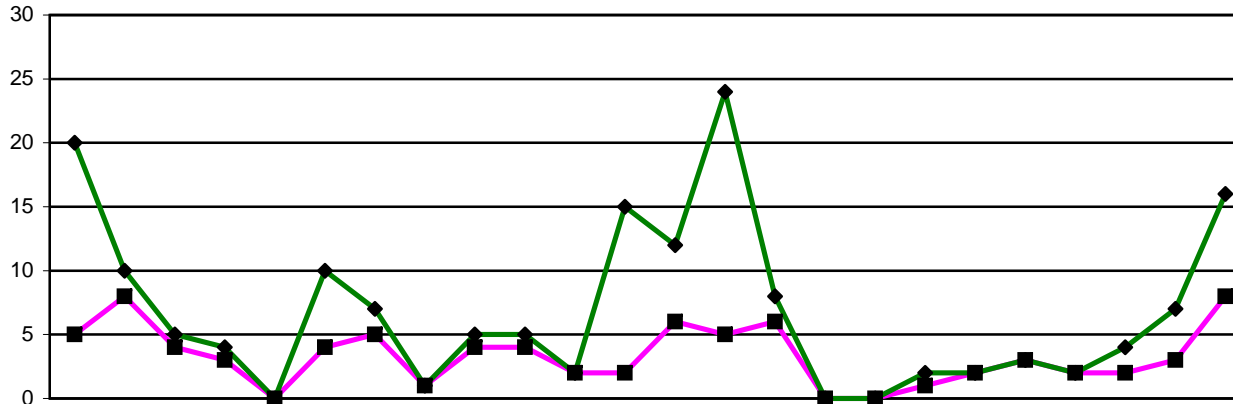
Marc Seale, Chief Executive & Registrar  
Report of figures for April 2009 to March 2010 to  
Council 20 May 2010



**hpc** health  
professions  
council

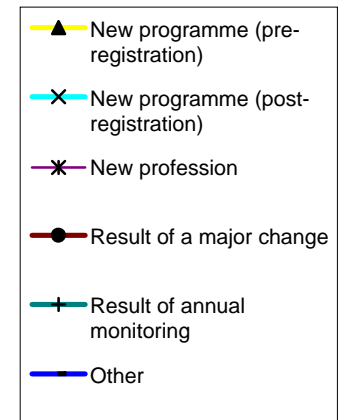
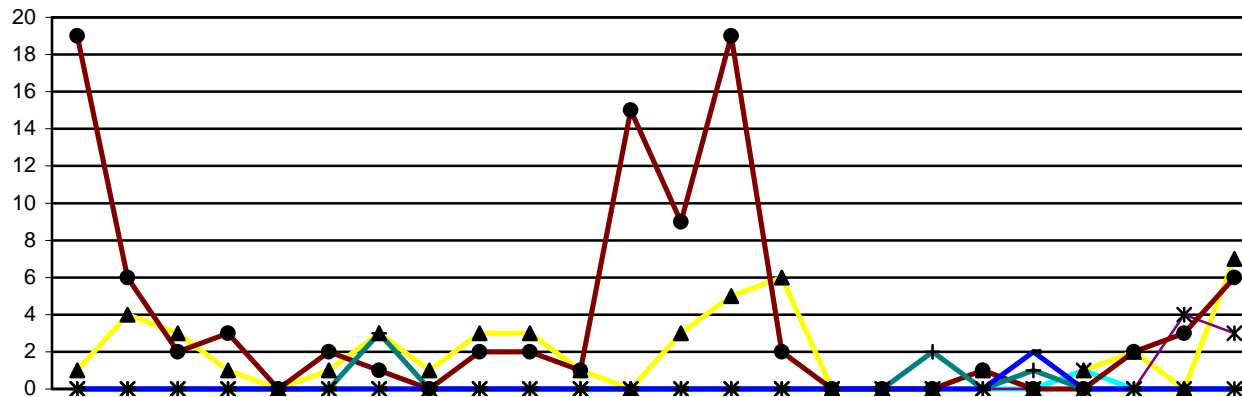
**Management Reporting Information to Council**  
**Health Professions Council**  
**Figures for March 2010**

<b>Education</b>	Programme approvals and visits	<b>2a</b>
	Programme monitoring	<b>2b</b>
	Major change submissions	<b>2c</b>
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	Consolidated Income budgeted & actual	<b>4b</b>
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	Consolidated Department Monthly Variances	<b>5</b>
	Consolidated Balance Sheet	<b>6</b>
	Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Fitness to Practise</b>	Total Cases Considered	<b>8a</b>
	Enquiries and allegations: source	<b>8b</b>
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<b>Registration Appeals</b>	Registration Appeals	<b>11</b>
<b>Protection of Title</b>	Protection of Title	<b>12</b>
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<b>Office Services</b>	Mail Volume	<b>16</b>
<b>Registration</b>	HPC Number of Registrants by Profession	<b>17</b>
<b>Grandparenting Registrations</b>	Status of grandparent applications at end of each month	<b>18</b>
	New Grandparent Applications Received	<b>19</b>
	Grandparent Registrations	<b>20</b>
<b>International Registrations</b>	Status of international applications at end of each month	<b>21</b>
	New International Applications Received	<b>22</b>
	International Registrations	<b>23</b>
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<b>Grandparent, International &amp; UK Registrations</b>	Application Types Received	<b>27</b>
	New Registrants	<b>28</b>
	Registration Telephone Information	<b>29</b>
	Number of registrants with supplementary prescribing rights	<b>30</b>



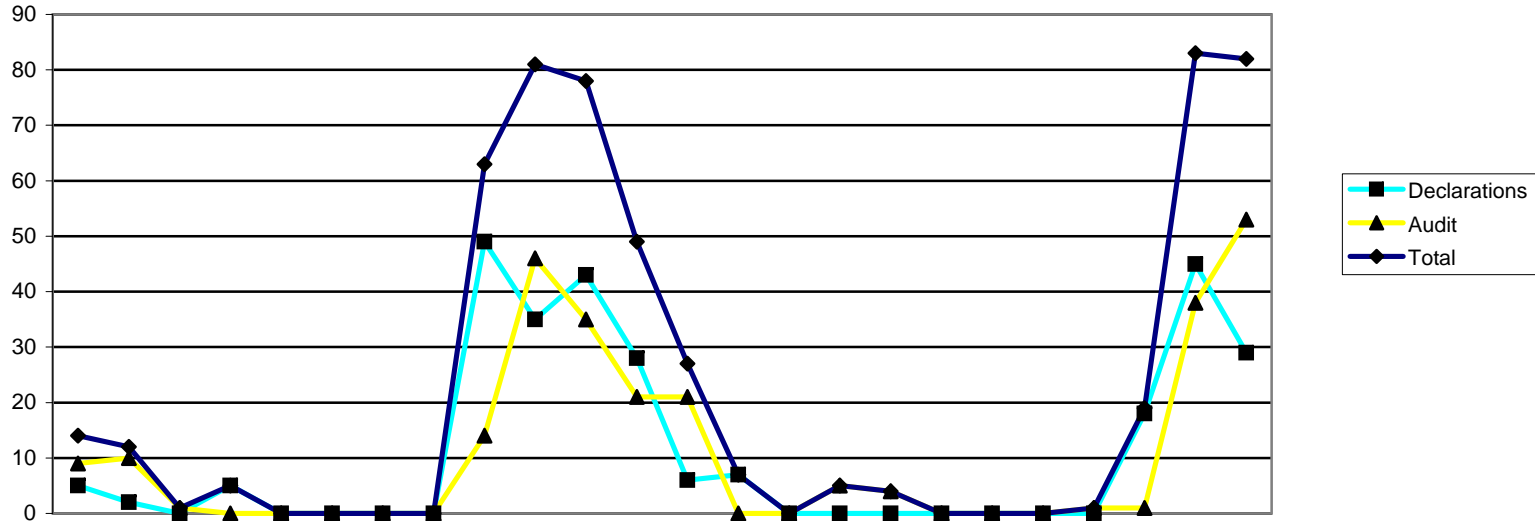
	2008			2009			2010																	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Overview of approval visits</b>																								
<b>Number of visits</b>	5	8	4	3	0	4	5	1	4	4	2	2	6	5	6	0	0	1	2	3	2	2	3	8
<b>Number of programmes visited</b>	20	10	5	4	0	10	7	1	5	5	2	15	12	24	8	0	0	2	2	3	2	4	7	16

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	YTD
0	101	63	42	38
27	117	86	84	80



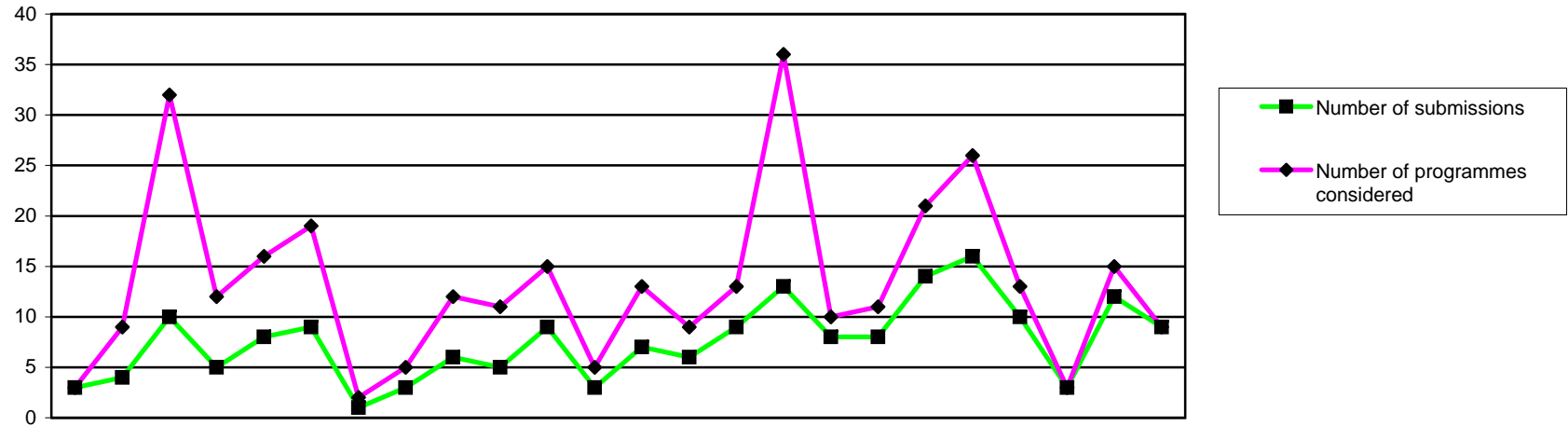
	2008			2009			2010																	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Reason for programme visited</b>																								
<b>New programme (pre-registration)</b>	1	4	3	1	0	1	3	1	3	3	1	0	3	5	6	0	0	0	1	0	1	2	0	7
<b>New programme (post-registration)</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
<b>New profession</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	3
<b>Result of a major change</b>	19	6	2	3	0	2	1	0	2	2	1	15	9	19	2	0	0	0	1	0	0	2	3	6
<b>Result of annual monitoring</b>	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0
<b>Other</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0
<b>Total</b>	20	10	5	4	0	3	7	1	5	5	2	15	12	24	8	0	0	2	2	3	2	4	7	16

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	FYE
0	18	32	21	25
5	29	0	0	1
5	16	0	0	7
5	32	26	53	42
5	1	3	3	3
5	21	0	0	2
25	117	61	77	80



	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
<b>Annual monitoring submissions</b>																								
<b>Declarations</b>	5	2	0	5	0	0	0	0	49	35	43	28	6	7	0	0	0	0	0	0	18	45	29	
<b>Audit</b>	9	10	1	0	0	0	0	0	14	46	35	21	21	0	0	5	4	0	0	0	1	1	38	53
<b>Total</b>	14	12	1	5	0	0	0	0	63	81	78	49	27	7	0	5	4	0	0	0	1	19	83	82

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	FYE
113	94	143	167	105
51	184	135	136	123
164	278	278	303	228

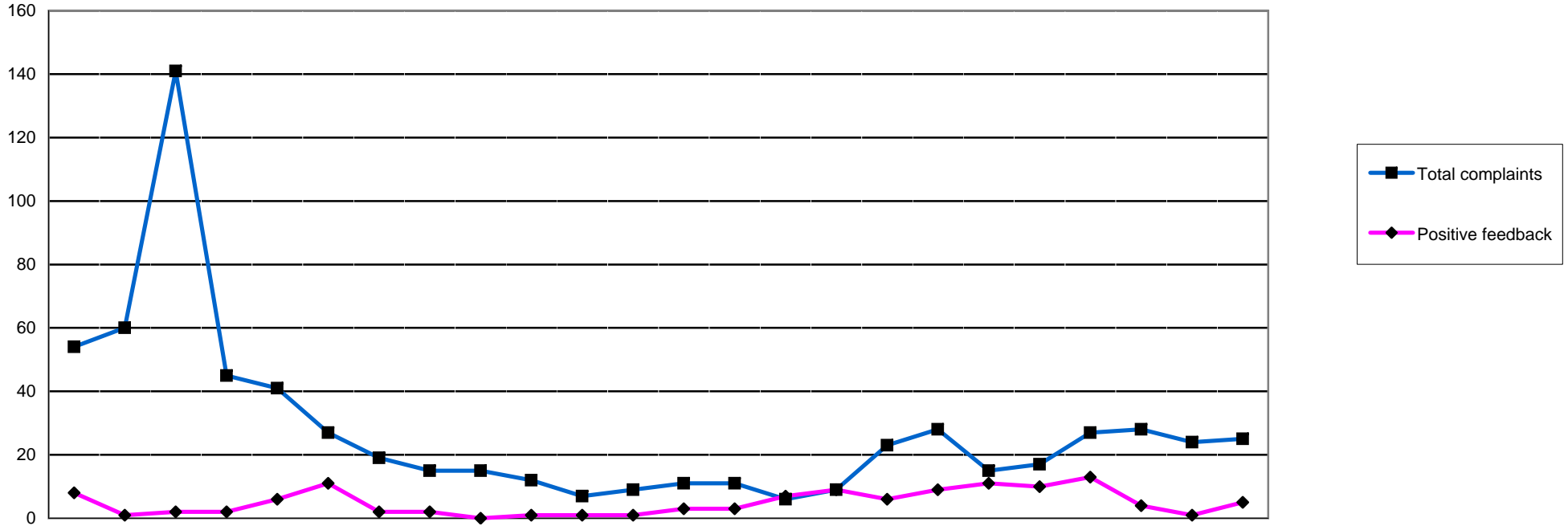


Major change submissions	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of submissions	3	4	10	5	8	9	1	3	6	5	9	3	7	6	9	13	8	8	14	16	10	3	12	9
Number of programmes considered	3	9	32	12	16	19	2	5	12	11	15	5	13	9	13	36	10	11	21	26	13	3	15	9

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	FYE
16	51	62	66	115
25	97	109	141	179

Health Professions Council

Feedback April 2008 to 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	FYE
Application process	5	7	1	4	3	1	0	0	2	4	2	0	0	0	0	0	0	0	0	0	0	0	1	3	39	23	28	29	4
Registration process	44	47	130	34	34	20	13	11	9	7	5	7	9	6	4	5	17	25	11	13	17	24	15	17	169	88	122	361	163
External comms	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	24	6	6	4	1
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	6	2	0	0	2
Partner management	1	0	0	0	0	1	0	0	0	1	0	1	2	1	0	1	0	0	0	0	0	0	0	0	0	4	2	4	4
Rules/legislation	0	2	0	0	0	1	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	1	0	0	17	11	10	3	5
Other	4	3	10	6	3	4	5	4	4	0	0	1	0	3	1	1	4	2	4	4	10	3	8	5	7	16	18	44	45
<b>Total complaints</b>	<b>54</b>	<b>60</b>	<b>141</b>	<b>45</b>	<b>41</b>	<b>27</b>	<b>19</b>	<b>15</b>	<b>15</b>	<b>12</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>23</b>	<b>28</b>	<b>15</b>	<b>17</b>	<b>27</b>	<b>28</b>	<b>24</b>	<b>25</b>	<b>262</b>	<b>262</b>	<b>186</b>	<b>445</b>	<b>224</b>

	2008	2009	2010	2005/6	2006/7	2007/8	2008/9	09/10																					
<b>Positive feedback</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>187</b>	<b>19</b>	<b>27</b>	<b>37</b>	<b>81</b>

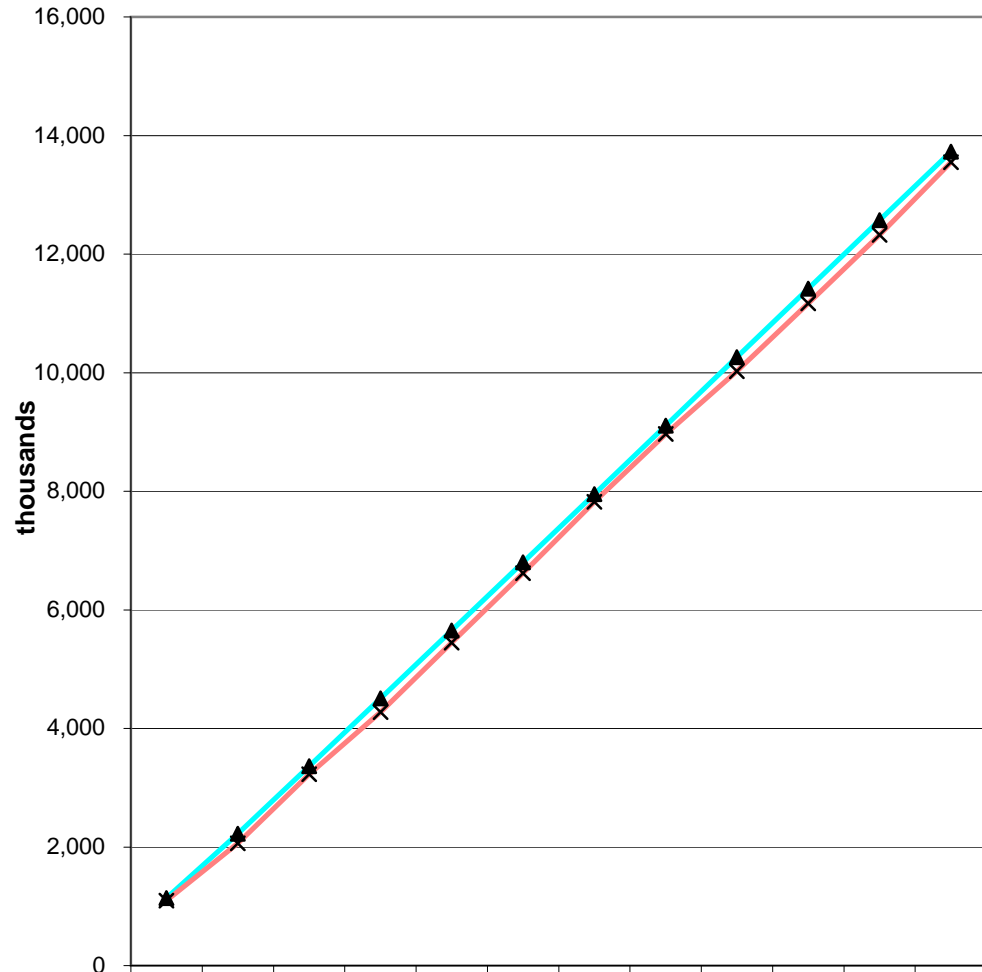


	2009												2010			Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000							
<b>INCOME</b>																			
Registration Income	1,142	1,138	1,176	1,227	1,180	1,173	1,351	1,218	1,350	1,293	1,299	1,321	14,869	15,560	(691)	15,559			
Cheque/credit card write off	0	0	(3)	0	0	0	1	0	0	(0)	(0)	7	5	0	5	0			
<b>TOTAL INCOME*</b>	<b>1,142</b>	<b>1,138</b>	<b>1,173</b>	<b>1,227</b>	<b>1,180</b>	<b>1,173</b>	<b>1,351</b>	<b>1,218</b>	<b>1,350</b>	<b>1,293</b>	<b>1,299</b>	<b>1,328</b>	<b>14,873</b>	<b>15,560</b>	<b>(686)</b>	<b>15,559</b>			
<b>EXPENDITURE</b>																			
Chief Executive	20	21	27	28	21	31	26	24	23	47	41	45	353	322	(31)	322			
Council & Committees	(34)	96	8	37	3	24	45	92	32	1	23	(211)	116	448	332	448			
Communications	28	108	101	101	139	84	150	93	131	28	56	95	1,114	1,076	(38)	1,076			
Depreciation	38	26	36	34	38	(11)	28	29	33	30	47	47	376	453	76	453			
Education	59	77	56	40	41	47	60	51	45	64	55	78	674	766	93	766			
Facilities Management	53	70	55	65	75	108	65	61	62	73	75	73	836	912	76	912			
Finance	(25)	114	95	47	38	61	57	51	59	40	49	55	640	635	(5)	636			
Fitness to Practise	140	717	440	453	509	595	502	437	602	560	562	676	6,193	5,582	(611)	5,582			
Human Resources & Partners	48	83	39	96	32	48	71	33	79	84	83	59	755	743	(12)	743			
IT Department	(50)	174	110	3	68	57	83	61	87	78	87	14	772	944	173	944			
Operations Office	29	38	33	33	45	43	33	30	46	22	44	56	452	451	(1)	451			
Policy & Standards	25	13	15	17	23	28	37	23	6	18	14	29	248	417	169	417			
President	2	5	5	7	0	6	6	5	5	5	6	8	60	49	(10)	49			
Major Projects	(54)	42	59	15	6	(8)	92	4	33	30	51	26	298	420	122	420			
Registration	49	119	140	134	198	128	268	146	152	143	152	230	1,859	2,024	165	2,024			
Secretariat	16	23	28	30	16	28	22	13	23	15	20	31	265	304	40	304			
<b>TOTAL EXPENDITURE</b>	<b>345</b>	<b>1,727</b>	<b>1,247</b>	<b>1,141</b>	<b>1,252</b>	<b>1,267</b>	<b>1,544</b>	<b>1,154</b>	<b>1,418</b>	<b>1,237</b>	<b>1,366</b>	<b>1,311</b>	<b>15,011</b>	<b>15,547</b>	<b>537</b>	<b>15,547</b>			
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>797</b>	<b>(589)</b>	<b>(74)</b>	<b>86</b>	<b>(72)</b>	<b>(94)</b>	<b>(193)</b>	<b>64</b>	<b>(68)</b>	<b>56</b>	<b>(67)</b>	<b>17</b>	<b>(137)</b>	<b>13</b>	<b>(150)</b>	<b>12</b>			

\* Total Income is excluding investment income

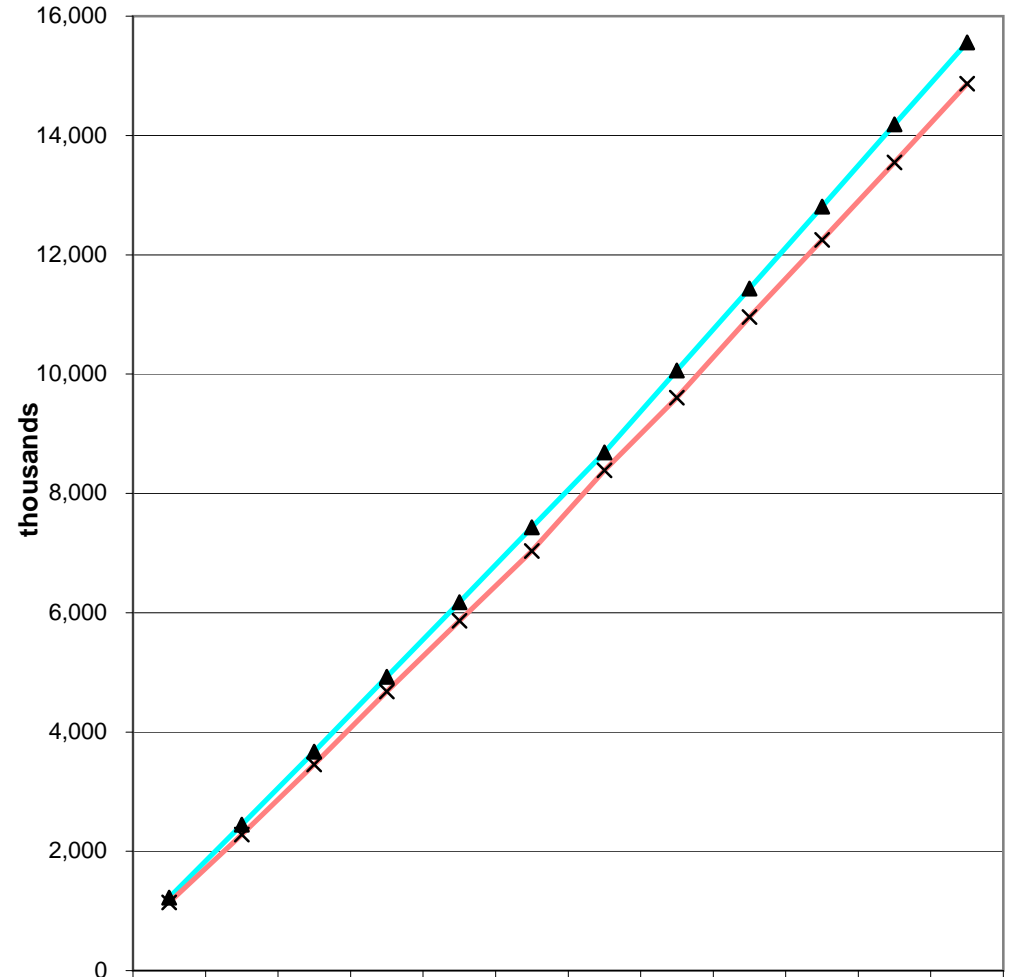
Note: No accruals have been posted for April

Income 2008/9 budgeted & actual



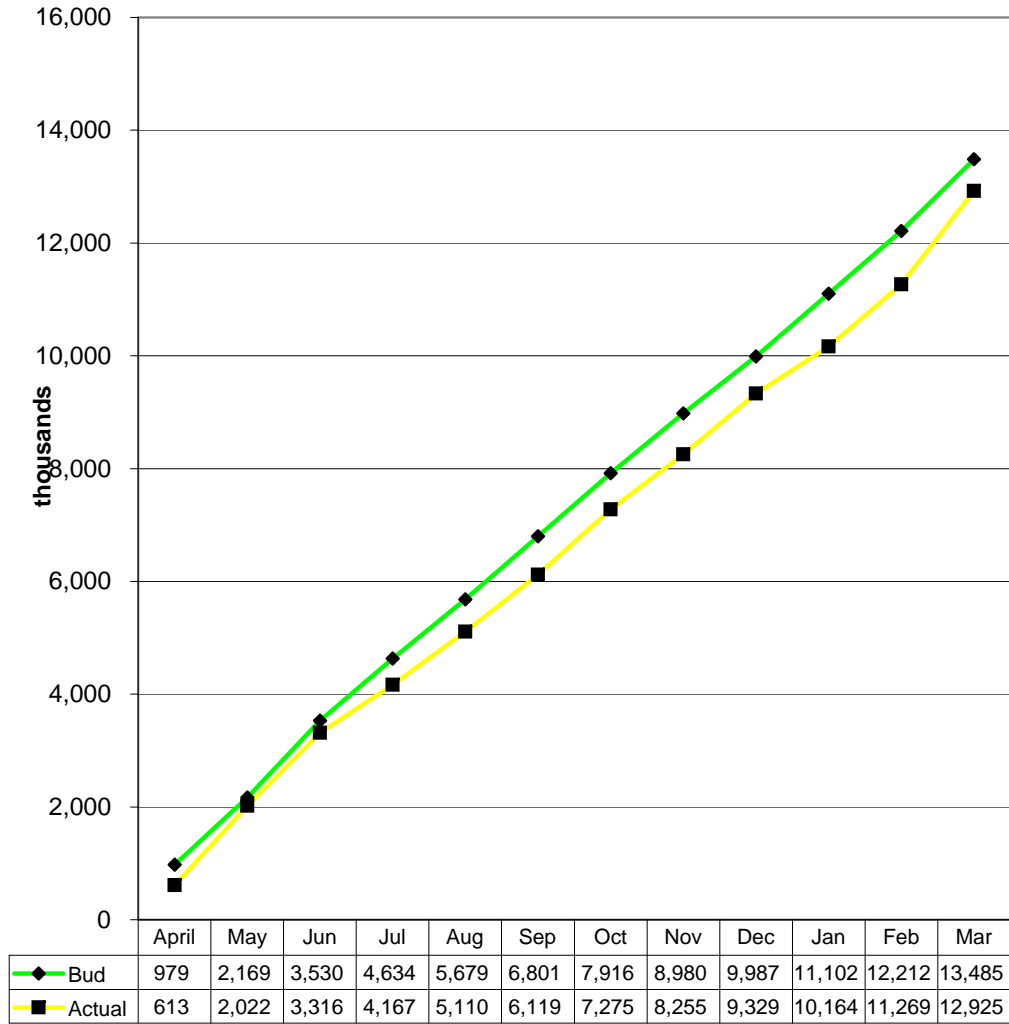
▲ Bud	1,141	2,222	3,366	4,509	5,653	6,799	7,954	9,108	10,264	11,419	12,574	13,730
× Actual	1,098	2,063	3,227	4,276	5,449	6,620	7,820	8,965	10,022	11,170	12,322	13,550

Income 2009/10 budgeted & actual

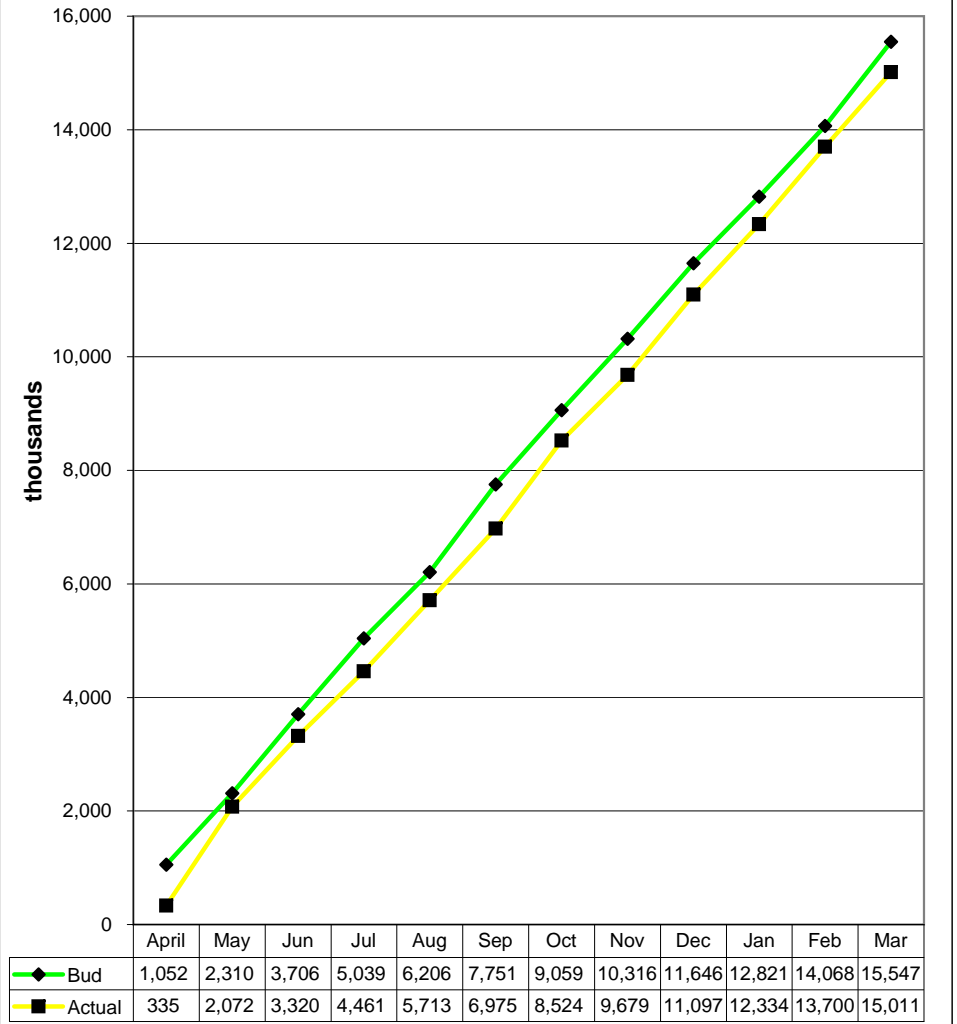


▲ Bud	1,223	2,446	3,668	4,923	6,177	7,431	8,686	10,060	11,435	12,810	14,185	15,560
× Actual	1,142	2,280	3,454	4,681	5,864	7,034	8,388	9,605	10,955	12,248	13,546	14,869

Expenditure 2008/9 budgeted & actual



Expenditure 2009/10 budgeted & actual



	2009												2010		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Mar	Budget Mar	Total Expenditure
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
<b>EXPENDITURE</b>															
Chief Executive	7	6	(1)	(1)	6	(4)	1	3	4	(20)	(14)	(18)	(31)	322	353
Council & Committees	59	(65)	17	46	2	24	27	(54)	(12)	14	16	258	332	448	116
Communications	4	(52)	1	(8)	(98)	89	(82)	(4)	36	4	(18)	89	(38)	1,076	1,114
Depreciation	(38)	49	1	4	(0)	49	10	9	4	7	(10)	(9)	76	453	376
Education	6	(10)	21	13	6	5	(1)	9	17	4	21	(0)	93	766	674
Facilities Manangement	67	(3)	15	18	(0)	(23)	7	10	8	(3)	(14)	(7)	76	912	836
Finance	74	(63)	(44)	4	13	(7)	(5)	17	(6)	13	3	(4)	(5)	635	640
Fitness to Practise	293	(287)	43	(8)	(50)	(67)	(52)	14	(107)	(109)	(110)	(169)	(611)	5,582	6,193
Human Resources & Partners	(1)	39	95	(38)	0	23	0	4	(42)	(40)	(46)	(7)	(12)	743	755
IT Department	110	(113)	(41)	76	7	36	(9)	30	(3)	12	(12)	80	173	944	772
Operations Office	3	(3)	4	9	(9)	8	3	4	(13)	9	(8)	(7)	(1)	451	452
Policy & Standards	(1)	17	13	9	9	36	(4)	1	19	9	52	9	169	417	248
Chair	2	(1)	(0)	(3)	4	(2)	(2)	(1)	(1)	(1)	(2)	(4)	(10)	49	60
Major Projects	62	(27)	22	31	51	50	(54)	24	(17)	1	(18)	(2)	122	420	298
Registration	65	28	5	33	(20)	63	(84)	24	21	31	32	(35)	165	2,024	1,859
Secretariat	6	4	(4)	(5)	7	(2)	8	12	3	6	9	(5)	40	304	265
<b>TOTAL BUDGET VARIANCE</b>	<b>717</b>	<b>(480)</b>	<b>148</b>	<b>180</b>	<b>(72)</b>	<b>278</b>	<b>(237)</b>	<b>103</b>	<b>(88)</b>	<b>(62)</b>	<b>(119)</b>	<b>168</b>	<b>537</b>	<b>15,547</b>	<b>15,011</b>
<b>TOTAL MONTHLY BUDGET</b>	<b>1,052</b>	<b>1,258</b>	<b>1,396</b>	<b>1,320</b>	<b>1,180</b>	<b>1,545</b>	<b>1,307</b>	<b>1,257</b>	<b>1,330</b>	<b>1,175</b>	<b>1,247</b>	<b>1,479</b>			<b>15,547</b>
<b>TOTAL EXPENDITURE</b>	<b>345</b>	<b>1,727</b>	<b>1,247</b>	<b>1,141</b>	<b>1,252</b>	<b>1,267</b>	<b>1,544</b>	<b>1,154</b>	<b>1,418</b>	<b>1,237</b>	<b>1,366</b>	<b>1,311</b>			<b>15,011</b>

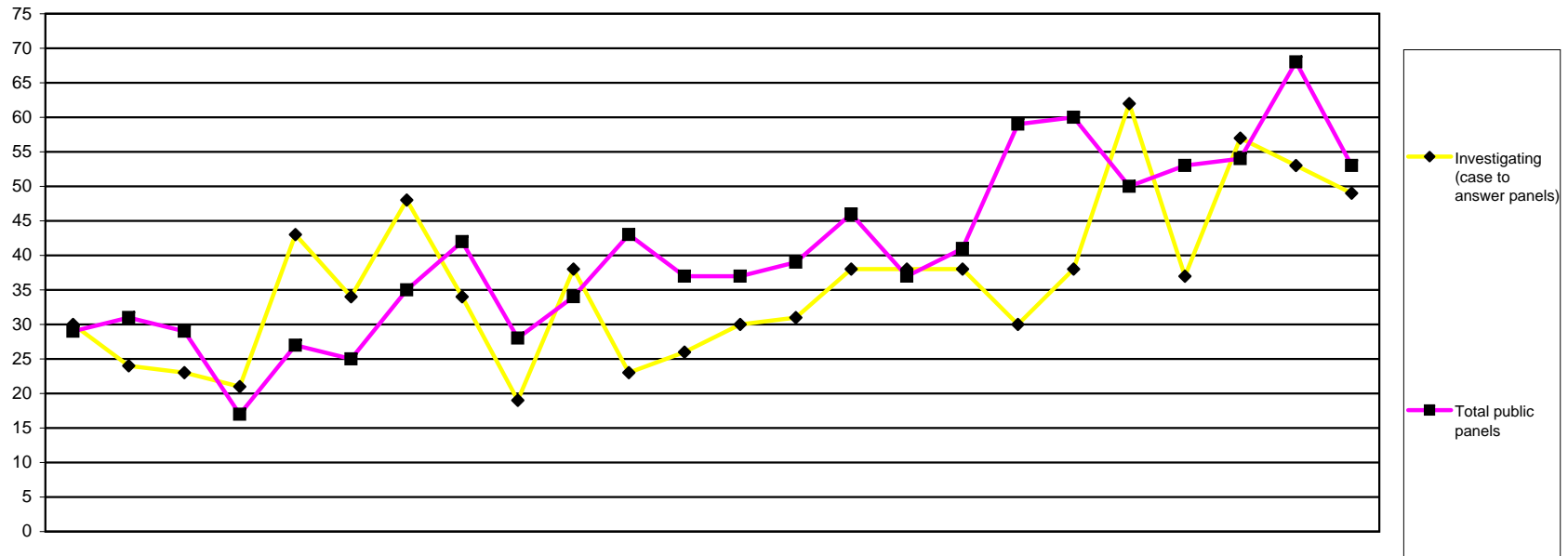
\* Total Income is excluding investment income

	<i>Actual Mar 09 £000</i>	2009												<i>Budget Mar 10 £000</i>
		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										
<b>Non-current Assets</b>														
Property, Plant and Machinery	2,810	2,770	2,797	2,894	2,899	3,077	3,218	3,214	3,207	3,270	3,263	3,256	2,567	6,179
Intangible assets	784	727	808	817	871	877	951	899	948	912	939	932	964	1,329
<b>TOTAL FIXED ASSETS</b>	<b>3,594</b>	<b>3,497</b>	<b>3,605</b>	<b>3,711</b>	<b>3,770</b>	<b>3,954</b>	<b>4,169</b>	<b>4,113</b>	<b>4,155</b>	<b>4,182</b>	<b>4,202</b>	<b>4,188</b>	<b>3,531</b>	<b>7,508</b>
<b>CURRENT ASSETS</b>														
Other current assets	354	432	387	370	365	323	298	270	210	174	187	187	207	182
Financial assets	1,347	1,450	1,502	1,533	1,616	1,735	1,807	1,783	1,804	1,807	1,681	1,833	1,926	1,329
Bank & Cash	5,342	4,559	3,951	2,993	3,237	3,075	4,846	5,414	5,130	4,316	4,630	4,264	5,649	5,052
	7,043	6,441	5,840	4,896	5,218	5,133	6,951	7,467	7,144	6,297	6,498	6,284	7,782	6,563
<b>CURRENT LIABILITIES</b>														
Trade and other payables	(945)	(403)	(671)	(513)	(477)	(534)	(506)	(608)	(309)	(135)	(185)	(270)	(429)	(936)
Other Liabilities	(1,670)	(677)	(1,282)	(1,317)	(1,184)	(1,212)	(1,342)	(1,261)	(1,280)	(1,462)	(1,276)	(1,252)	(1,123)	(1,787)
Deferred income	(7,106)	(7,058)	(6,229)	(5,599)	(5,976)	(5,943)	(7,519)	(8,176)	(8,083)	(7,315)	(7,720)	(7,329)	(8,814)	(8,759)
	(9,721)	(8,138)	(8,182)	(7,429)	(7,637)	(7,689)	(9,367)	(10,045)	(9,672)	(8,912)	(9,181)	(8,851)	(10,366)	(11,482)
<b>Total assets less liabilities</b>	<b>916</b>	<b>1,800</b>	<b>1,263</b>	<b>1,178</b>	<b>1,351</b>	<b>1,398</b>	<b>1,753</b>	<b>1,535</b>	<b>1,627</b>	<b>1,567</b>	<b>1,519</b>	<b>1,621</b>	<b>947</b>	<b>2,589</b>
Represented by:														
Revaluation Reserve	214	214	214	214	214	214	214	214	214	214	214	214	214	652
Income and expenditure account	702	662	1,049	964	1,137	1,184	1,539	1,321	1,413	1,353	1,305	1,407	733	1,937
	916	876	1,263	1,178	1,351	1,398	1,753	1,535	1,627	1,567	1,519	1,621	947	2,589

\* Balance sheet includes investment income

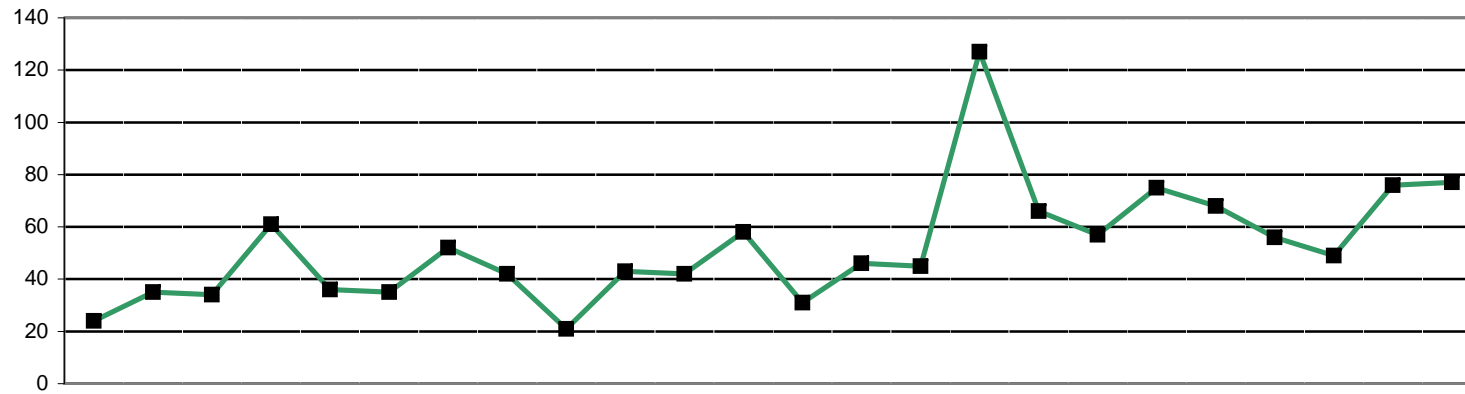
	Actual Mar 09 £000	2009										2010			Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000		
<b>Opening Balance</b>	<b>4,434</b>	5,341	4,556	3,951	2,993	3,241	3,074	4,846	5,415	5,130	4,316	4,642	4,264		
Registration Income	1183	1,142	1,136	1,176	1,227	1,181	1,173	1,351	1,218	1,350	1,293	1,299	1,321	14,867	
Investment Income	17	0	7	9	3	18	12	3	10	8	2	3	11	86	
Investment Sales	5	23	24	29	5	0	34	8	11	0	33	0	40	207	
Deferred Income Movements	942	48	(924)	(630)	378	(34)	1,576	657	(94)	(767)	849	(834)	1,484	1,709	
Department of Health funding	0	0	0	0	0	0	360	0	0	0	0	0	0	360	
Miscellaneous Income	0	0	0	0	0	0	0	0	0	0	0	0	7	7	
<b>Total Cash Receipts</b>	<b>2,147</b>	<b>1,213</b>	<b>243</b>	<b>584</b>	<b>1,613</b>	<b>1,165</b>	<b>3,155</b>	<b>2,019</b>	<b>1,145</b>	<b>591</b>	<b>2,177</b>	<b>468</b>	<b>2,863</b>	<b>17,236</b>	
Expenditure	1621	353	1,718	1,235	1,156	1,252	1,267	1,544	1,154	1,418	1,237	1,330	1,347	15,011	
Depreciation	-33	(33)	(32)	(36)	(35)	(38)	11	(28)	(27)	(33)	(30)	(47)	(47)	(375)	
Asset disposal / writeoff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Aged Cred / Accrual Movements	(907)	1,535	(873)	135	157	(84)	(103)	(20)	279	(8)	136	(25)	(67)	1,062	
Debtor Movements	89	75	(42)	(16)	(5)	(43)	(24)	(29)	(60)	(36)	458	(444)	20	(146)	
<b>Payments to Creditors</b>	<b>770</b>	<b>1,930</b>	<b>771</b>	<b>1,318</b>	<b>1,273</b>	<b>1,087</b>	<b>1,151</b>	<b>1,467</b>	<b>1,346</b>	<b>1,341</b>	<b>1,801</b>	<b>814</b>	<b>1,253</b>	<b>15,552</b>	
Capital Expenditure	472	46	30	141	92	223	203	(28)	72	60	50	27	247	1,163	
Capital write-off	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Investment Purchases	(2)	22	47	83	0	22	29	11	12	4	0	5	(22)	213	
	0													0	
<b>Other Payments</b>	<b>470</b>	<b>68</b>	<b>77</b>	<b>224</b>	<b>92</b>	<b>245</b>	<b>232</b>	<b>(17)</b>	<b>84</b>	<b>64</b>	<b>50</b>	<b>32</b>	<b>225</b>	<b>1,376</b>	
<b>Closing Balance</b>	<b>5,341</b>	<b>4,556</b>	<b>3,951</b>	<b>2,993</b>	<b>3,241</b>	<b>3,074</b>	<b>4,846</b>	<b>5,415</b>	<b>5,130</b>	<b>4,316</b>	<b>4,642</b>	<b>4,264</b>	<b>5,649</b>		

\* Cash flow includes investment income



	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	FYE
<b>Investigating (case to answer panels)</b>	30	24	23	21	43	34	48	34	19	38	23	26	30	31	38	38	38	30	38	62	37	57	53	49	297	363	501
<b>Investigating (incorrect entry)</b>	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1	19	1	4
<b>Conduct &amp; Competence</b>	17	15	13	8	11	14	17	16	24	25	20	23	20	19	27	26	24	37	36	28	31	34	33	35	176	203	350
<b>Health</b>	0	0	0	0	0	1	0	0	0	0	2	0	1	0	0	0	0	1	0	0	0	3	1	0	9	3	6
<b>Review cases</b>	7	9	11	7	7	6	12	11	0	7	6	10	3	9	8	2	9	9	10	14	8	9	10	5	67	93	96
<b>Interim order (application)</b>	1	2	2	1	5	1	3	4	3	1	4	3	7	2	3	2	3	4	2	2	7	4	5	3	20	30	44
<b>Interim order (review)</b>	3	5	3	1	11	3	3	11	1	1	11	1	5	8	8	7	5	9	11	6	7	4	18	9	52	54	97
<b>Total public panels</b>	29	31	29	17	27	25	35	42	28	34	43	37	37	39	46	37	41	59	60	50	53	54	68	53	343	384	597
<b>Total panels</b>	59	55	52	38	77	59	83	76	47	72	66	63	67	70	84	75	79	89	98	112	90	111	121	102	640	747	1098

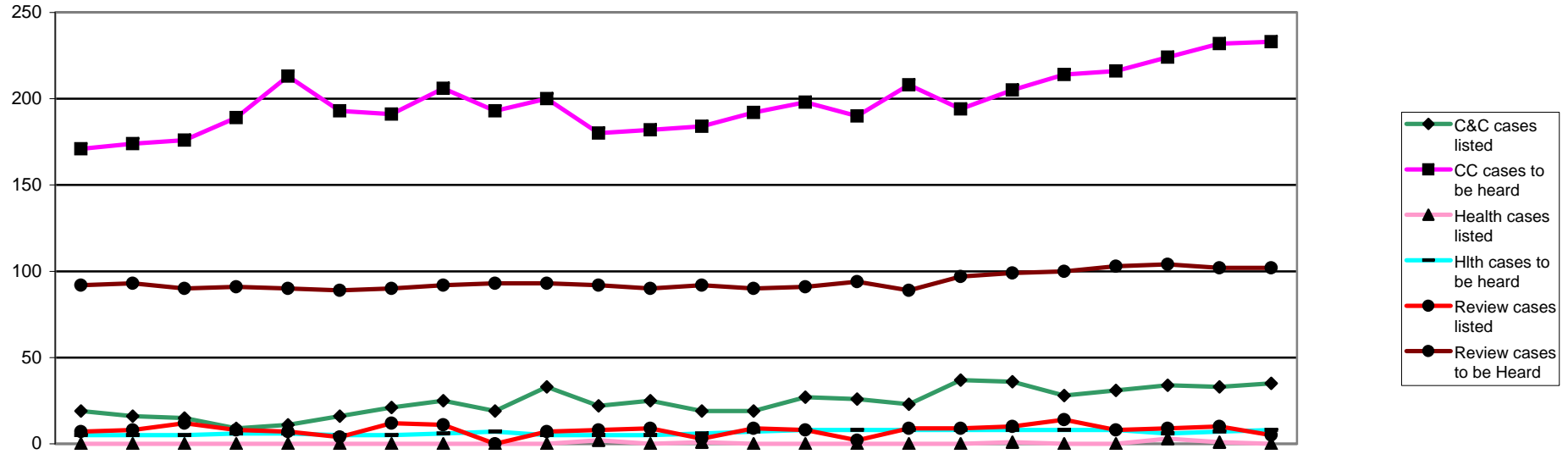
This table displays how many cases were considered by each type of panel



■ Total allegations /enquiries received

		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	FYE	
Source of enquiry	Total enquiries	6	13	7	12	7	16	11	9	9	14	18	20	5	19	17	45	19	22	24	19	15	15	14	29	Not recorded			109	142	243
	Employer	3	3	1	3	2	4	3	6	3	3	9	10	3	9	8	10	8	10	15	5	4	2	3	1		44	50	78		
	Public	3	8	3	5	1	7	1	2	3	3	4	2	0	8	4	30	6	10	4	4	9	11	7	21		32	42	114		
	Police	0	0	0	2	1	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	1	0	0	1		3	4	4		
	Professional body	0	1	1	0	0	0	0	0	0	0	0	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	1	1	2	6	1	0	0	2		13	19	18		
	Other	0	0	1	0	1	1	1	0	1	4	1	0	0	0	0	2	2	1	1	3	0	1	3	1		2	10	14		
	Article 22(6)/Anon	0	1	0	1	0	3	2	0	0	4	4	0	1	1	2	1	2	0	2	1	0	1	1	3		14	15	15		
Source of allegation	Total allegations	18	22	27	49	29	19	41	33	12	29	24	38	26	27	28	82	47	35	51	49	41	34	62	48	316	322	315	341	530	
	Employer	8	15	18	17	12	8	18	14	4	12	12	11	12	21	12	26	13	10	18	11	11	15	20	13	113	164	127	149	182	
	Public	4	2	3	5	10	2	7	11	0	7	5	11	3	1	7	33	16	8	14	15	15	8	18	15	61	77	76	67	153	
	Police	3	3	2	6	1	5	3	3	2	0	3	1	3	2	2	4	4	4	2	2	2	5	3	3	27	31	32	32	36	
	Professional body	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	6	1	1	
	Registrant	1	2	2	3	3	1	2	1	2	6	2	5	4	1	1	3	3	4	5	6	2	2	5	9	30	16	22	30	45	
	Other	1	0	2	2	3	1	2	1	0	1	0	1	1	0	1	6	1	2	3	2	2	0	1	2	13	7	3	14	21	
	Article 22(6)/Anon	1	0	0	16	0	1	9	3	4	3	2	9	3	2	5	10	10	6	9	13	9	4	15	6	57	23	49	48	92	
Allegation type	Misconduct	12	17	21	34	16	11	25	20	4	25	16	22	14	16	13	53	32	23	41	33	28	23	43	36	205	228	177	223	355	
	Lack of competence	2	2	2	8	10	1	4	6	2	0	4	9	6	4	10	15	8	7	7	7	5	6	10	6	33	44	29	50	91	
	Conviction/caution	4	3	3	4	1	7	10	7	3	0	4	5	5	6	4	12	4	5	3	7	5	5	6	6	41	41	49	51	68	
	Health	0	0	1	0	1	0	1	0	1	3	0	0	1	0	0	1	1	0	0	1	1	0	0	0	2	1	1	7	5	
	Other regulator	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	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	2	0	0	1	2	0	2	0	33	3	4	6	10	
	Not classified	0	0	0	3	0	0	0	0	0	0	0	0	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	66	57	75	68	56	49	76	77	314	318	424	483	773	





Page 9 part 1 Panel Hearings Decisions: Conduct and Competence Cases

	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	FYE
<b>C&amp;C cases listed</b>	19	16	15	9	11	16	21	25	19	33	22	25	19	19	27	26	23	37	36	28	31	34	33	35	73	119	176	231	348
<b>Struck off</b>	4	1	5	4	4	3	5	9	5	11	7	6	0	4	9	3	10	10	5	8	1	3	3	8	11	26	37	64	64
<b>Suspended Conditions of practice</b>	1	3	1	1	3	2	2	1	2	2	1	4	4	2	1	4	1	6	5	7	4	3	0	1	19	19	30	23	38
<b>Caution</b>	0	0	0	0	1	0	3	0	3	1	1	1	1	2	0	1	0	2	1	3	1	0	3	0	5	5	7	10	14
<b>No further action</b>	4	1	2	0	2	2	1	2	4	2	1	3	6	2	3	8	4	0	3	1	6	6	1	6	8	32	28	24	46
<b>Not well founded</b>	0	3	0	0	1	1	0	2	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	4	6	4	7	2
<b>Adjournd/part heard</b>	4	5	3	1	0	6	3	3	2	2	4	3	4	4	3	5	3	7	9	2	10	8	10	9	0	0	19	36	74
<b>Cancelled</b>	4	2	2	2	0	0	2	1	3	7	6	6	3	5	10	5	5	7	10	5	9	8	12	10	22	22	32	35	89
<b>Referred to Health</b>	2	1	0	1	0	1	5	1	0	7	1	2	0	0	0	0	0	4	1	1	0	5	1	0	0	0	24	21	12
<b>Removed - consent CC cases to be heard</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	0	2
	Not available												1	0	0	0	0	0	1	1	0	0	3	1					7
	171	174	176	189	213	193	191	206	193	200	180	182	184	192	198	190	208	194	205	214	216	224	232	233	59	59	172	117	233

Page 9 cont part 2 Panel Hearings Decisions: Health and Investigating Hearings

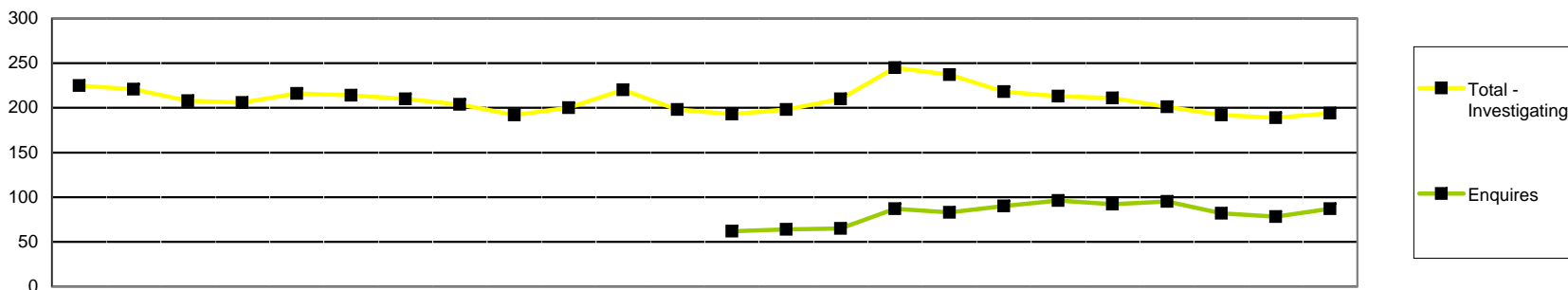
Fitness to Practise Department

		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	FYE	
Health Committee	Health cases listed	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	1	0	0	3	1	0	8	7	9	2	6	
	Suspended Conditions of practice	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	2	2	5	1	2	
	Caution	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	3	1	0	1	1	
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Not well founded	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	Not recorded			1	1	3
	Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				1	0	0
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				2	0	0
	Referred to C&C Hlth cases to be heard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	
	5	5	5	6	6	5	5	6	7	5	5	5	6	7	8	8	8	8	8	8	8	8	6	7	8	7	7	4	5	8	
Investigating	Removed												1	1	0	0	0	0	0	0	0	0	0	1					3		
	Amended												0	0	0	0	0	0	0	0	0	0	1	0					1		
	Not well found												0	0	0	0	0	0	0	0	0	0	0	0					0		
	No further action Adjourned/part heard												1	0	0	0	0	0	0	0	0	0	0	0					1		
	Investigating Committee cases to												0	0	0	0	0	0	0	0	0	0	0	1					0		
													0	0	0	0	0	0	0	0	0	0	0	1					1		

Page 9 cont part 3 Panel Hearings, Decisions: Review Hearings

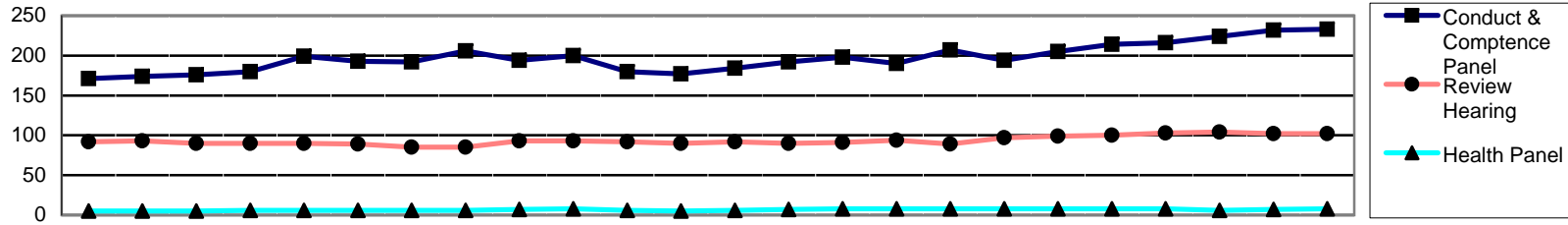
Fitness to Practise Department

		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	FYE	
CCC and HC Review Hearings	Review cases listed	7	8	12	8	7	4	12	11	0	7	8	9	3	9	8	2	9	9	10	14	8	9	10	5	Not recorded		41	67	67	96
	Struck off	0	0	0	0	1	0	5	2	0	1	4	4	2	5	3	1	1	1	2	7	3	3	3				10	17	31	
	Suspension continued	4	7	5	4	5	3	5	7	0	5	2	4	1	3	4	0	4	3	4	4	2	3	3	4				37	51	35
	Conditions continued	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	0	2	0	1	0				2	3	7
	Suspension revoked	0	0	0	0	0	1	0	2	0	1	0	1	0	0	0	0	3	0	2	1	0	1	1	0				2	5	8
	Suspension revoked conditions imposed	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0	0				1	3	4
	Suspension revoked caution imposed	1	0	0	0	0	0	0	0	0	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	1	1	0	1	0	0	1	0				5	2	5
	Conditions revoked suspension imposed	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0				5	1	1
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0				1	0	1
	Vol Removal (Consent)													0	0	0	0	0	0	1	0	0	0	1	0						2
	Adjourned/part heard	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0				3	3	0
	Cancelled													0	0	0	0	0	0	0	0	0	1	0	0						1
	Review cases to be Heard	92	93	90	91	90	89	90	92	93	93	92	90	92	90	91	94	89	97	99	100	103	104	102	102			69	90	90	102



	2008			2009									2010											2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb						Mar			
<b>Enquires</b>																																
Arts therapists															0	0	0	0	1	0	1	0	0	0	0	0	0					0
Biomedical scientists															2	2	3	2	5	8	9	9	7	5	4	6					6	
Chiropodists & podiatrists															4	4	2	5	4	6	7	5	6	4	4	5					5	
Clinical scientists															1	1	1	1	1	0	1	0	0	0	0	0					0	
Dietitians															6	6	5	5	1	2	2	2	2	2	2	2					2	
Occupational therapists															10	15	15	10	11	8	11	9	11	8	8	14					14	
ODPs	Not available														12	8	8	8	7	8	5	5	4	3	3	0					0	
Orthoptists															0	0	0	0	0	0	0	0	0	0	0	1					1	
Paramedics															11	13	13	15	15	18	16	16	14	12	13	13					13	
Physiotherapists															12	11	12	9	7	11	18	17	19	16	15	14					14	
Practitioner psychologists*															N/A	N/A	0	26	24	20	15	16	16	22	19	22					22	
Prosthetists & orthotists															1	0	1	0	0	0	0	0	0	0	0	0					0	
Radiographers															2	3	3	3	2	4	6	7	7	5	7	6					6	
SLTs															1	1	2	3	5	5	5	6	9	5	3	4					4	
<b>Total - Enquiries</b>															<b>62</b>	<b>64</b>	<b>65</b>	<b>87</b>	<b>83</b>	<b>90</b>	<b>96</b>	<b>92</b>	<b>95</b>	<b>82</b>	<b>78</b>	<b>87</b>					<b>87</b>	
<b>Investigating Panel</b>																																
Arts therapists	1	3	6	8	7	6	2	0	0	0	0	1	1	1	1	3	2	4	3	2	2	1	1	1	2	3	1	1	1			
Biomedical scientists	11	12	16	26	27	27	20	17	16	17	13	14	11	10	10	12	10	11	13	11	15	12	16	21	5	10	13	14	21			
Chiropodists & podiatrists	17	17	19	27	28	29	34	36	34	28	26	27	25	26	28	28	29	25	24	26	25	25	28	27	24	26	18	27	27			
Clinical scientists	2	3	2	3	4	5	4	4	4	4	4	4	4	4	3	3	3	4	4	4	3	4	6	5	3	4	3	4	5			
Dietitians	4	2	3	3	2	1	0	0	0	0	0	0	1	1	2	3	7	5	5	1	1	1	4	7	1	3	4	0	7			
Occupational therapists	28	23	25	23	26	21	27	30	29	26	27	29	33	33	29	34	33	40	38	29	29	30	28	25	14	19	22	29	25			
ODPs	16	18	20	23	25	22	24	24	23	24	22	26	27	29	20	16	14	13	11	15	16	20	20	20	14	15	18	26	20			
Orthoptists	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	1			
Paramedics	36	42	43	40	38	41	42	40	34	37	38	35	37	44	50	65	63	57	68	67	69	65	65	68	19	47	40	35	68			
Physiotherapists	40	44	43	52	50	40	37	35	37	33	33	39	46	47	45	43	46	49	52	56	52	51	51	47	50	55	43	39	47			
Practitioner psychologists*													0	19	30	36	43	44	52	45	55	53					53					
Prosthetists & orthotists	2	2	3	2	2	2	2	1	1	1	2	2	2	2	2	2	2	4	4	3	2	2	2	4	2	3	2	2	4			
Radiographers	19	16	15	22	17	15	13	17	16	17	18	12	13	14	13	15	16	13	14	15	14	10	12	15	18	32	17	12	15			
SLTs	16	15	14	15	11	9	8	7	7	5	6	5	4	5	6	6	8	10	7	6	9	12	14	10	6	10	16	5	10			
<b>Total - Investigating</b>	<b>193</b>	<b>198</b>	<b>210</b>	<b>245</b>	<b>237</b>	<b>218</b>	<b>213</b>	<b>211</b>	<b>201</b>	<b>192</b>	<b>189</b>	<b>194</b>	<b>204</b>	<b>216</b>	<b>209</b>	<b>249</b>	<b>263</b>	<b>271</b>	<b>286</b>	<b>279</b>	<b>289</b>	<b>278</b>	<b>302</b>	<b>304</b>	<b>158</b>	<b>228</b>	<b>198</b>	<b>194</b>	<b>304</b>			

\* Practitioner psychologists section of register opened 1st July 2009

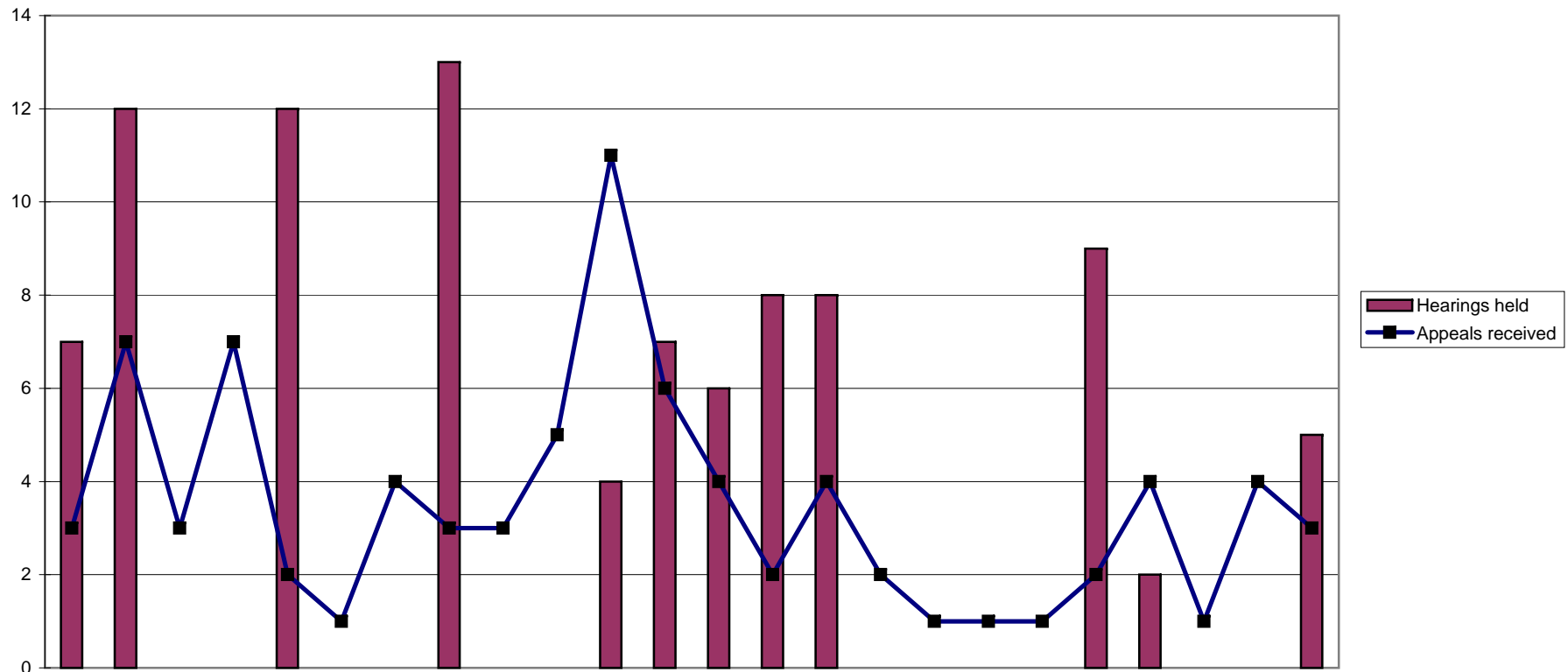


	2008											2009											2010											2005/6	2006/7	2007/8	2008/9	09/10		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
<b>Conduct &amp; Comptence Panel</b>																																								
Arts therapists	8	8	8	8	9	9	5	6	7	7	7	11	12	13	6	6	7	3	4	2	2	3	3	2	0	1	8	11	2	0	1	8	11	2	0	1	8	11	2	
Biomedical scientists	9	9	10	12	12	13	15	16	14	18	17	12	15	16	16	13	14	11	11	11	12	12	13	14	7	9	7	12	14	7	9	7	12	14	7	9	7	12	14	
Chiropodists & podiatrists	9	11	11	11	13	14	11	14	16	17	17	15	16	15	17	18	18	17	18	18	20	22	22	22	13	12	12	15	22	13	12	12	15	22	13	12	12	15	22	
Clinical scientists	5	5	6	6	7	7	7	6	6	6	4	4	4	4	3	3	3	3	3	3	3	3	2	3	1	0	3	4	3	1	0	3	4	3	1	0	3	4	3	
Dietitians	4	4	3	3	3	4	5	5	4	4	2	2	2	2	2	2	2	3	3	3	2	1	1	1	3	1	4	2	1	3	1	4	2	1	3	1	4	2	1	
Occupational therapists	17	17	16	19	18	19	17	18	17	21	22	25	26	27	26	27	27	22	28	30	27	25	24	25	12	19	19	25	25	12	19	19	25	25	12	19	19	25	25	
ODPs	19	20	19	18	19	16	16	15	16	20	19	15	19	22	25	25	23	22	20	17	18	18	20	19	8	9	18	15	19	8	9	18	15	19	8	9	18	15	19	
Orthoptists	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	
Paramedics	44	43	42	46	47	42	45	49	46	43	40	40	40	40	43	46	47	48	50	57	58	62	67	63	29	40	45	40	63	29	40	45	40	63	29	40	45	40	63	
Physiotherapists	28	29	34	31	35	34	34	38	35	35	28	30	29	30	34	27	32	30	29	29	32	34	39	40	14	16	28	30	40	14	16	28	30	40	14	16	28	30	40	
Practitioner psychologists*													0	10	7	7	9	11	13	14	15																15			
Prosthetists & orthotists	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	1	2	4	0	0	1	2	4	0	0	1	2	4	0	0	1	2	
Radiographers	24	22	20	19	26	24	24	24	18	17	14	13	11	14	16	16	17	22	24	25	23	23	20	17	7	14	23	13	17	7	14	23	13	17	7	14	23	13	17	
SLTs	4	6	7	7	9	10	12	13	13	10	8	8	8	7	8	6	5	5	7	8	6	6	6	10	7	3	4	8	10	7	3	4	8	10	7	3	4	8	10	
<b>Total - Conduct &amp; Comptence</b>	171	174	176	180	199	193	192	206	194	200	180	177	184	192	198	190	207	194	205	214	216	224	232	233	105	124	171	177	233	105	124	171	177	233	105	124	171	177	233	
<b>Health Panel</b>																																								
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Biomedical scientists	0	0	0	1	1	1	1	2	2	2	2	1	1	1	1	1	1	1	0	0	0	0	0	0	2	1	0	1	0	2	1	0	1	0	2	1	0	1	0	
Chiropodists & podiatrists	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Occupational therapists	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	1	1	1	1	2	2	3	2	2	0	1	3	2	2	0	1	3	2	2	0	1	3	
ODPs	0	0	0	0	0	0	0	0	0	1	0	0	0	2	2	2	2	2	3	3	3	3	4	4	1	2	0	0	4	1	2	0	0	4	1	2	0	0	4	
Orthoptists	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	
Paramedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	
Physiotherapists	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	1	2	2	2	1	1	1	2	0	0	1	1	2	0	0	1	1	2	0	0	1	1	
Practitioner psychologists*													0	0	0	0	0	0	0	0	0																0			
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Radiographers	2	2	2	2	2	2	2	1	2	2	1	1	1	1	1	1	1	0	0	0	0	0	0	0	1	0	2	1	0	1	0	2	1	0	1	0	2	1	0	
SLTs	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	0	0	1	1	0	0	0	1	1	0	0	0	1	1	0	
<b>Total - Health</b>	5	5	5	6	6	6	6	6	7	8	6	5	6	7	8	8	8	8	8	8	8	6	7	8	8	6	4	5	8	8	6	4	5	8	8	6	4	5	8	

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

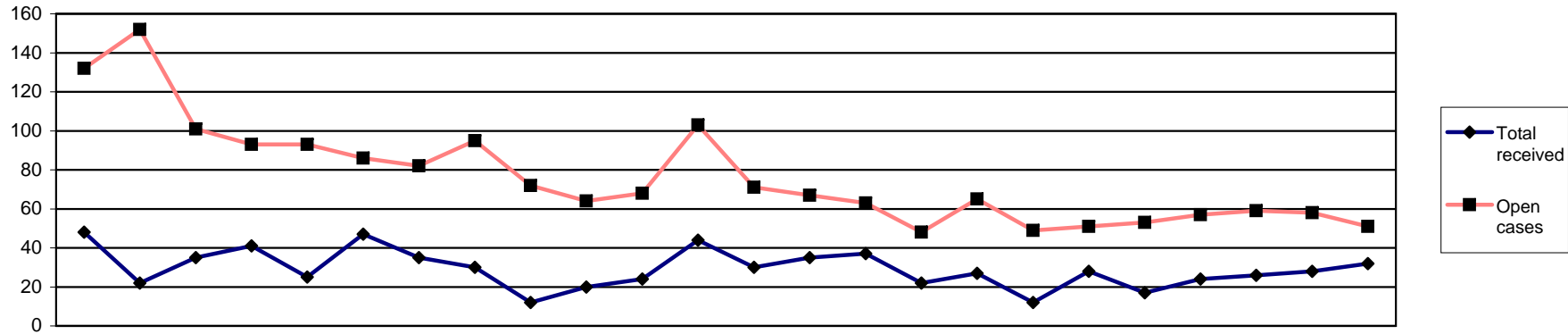
Review Hearing	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	5	5	5	5	5	5	5	5	5	5	4	4	4	3	4	5	5	6	6	8	9	10	10	10	5	6	5	4	10
Chiropodists & podiatrists	5	5	4	4	4	4	3	3	3	4	4	5	5	6	6	5	5	5	5	5	5	4	4	4	3	5	5	5	4
Clinical scientists	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	1	1	1	2	2	2	1
Dietitians	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2	1	1	1	1	1	2	4	2	3	1
Occupational therapists	20	21	19	19	18	19	19	19	19	17	17	16	16	15	16	17	16	17	16	16	16	16	15	16	5	10	20	16	16
ODPs	3	3	3	3	4	4	4	5	4	4	4	6	7	8	8	7	6	6	6	7	7	7	6	6	1	2	3	6	6
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	0	0	0	0	1
Paramedics	15	15	14	13	14	14	10	10	12	12	12	12	13	11	11	11	9	11	13	12	13	14	12	12	4	9	15	12	12
Physiotherapists	30	30	29	29	29	26	27	25	28	29	28	27	27	27	24	27	26	25	25	26	24	25	26	26	18	23	30	27	26
Practitioner psychologists*																0	0	3	3	3	3	3	4	4					4
Prosthetists & orthotists	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	0	1	1	1	1
Radiographers	4	4	5	6	5	5	6	7	11	11	11	10	10	10	12	12	12	14	14	14	16	15	15	14	2	3	3	10	14
SLTs	5	5	5	5	5	6	5	5	5	5	6	4	4	4	4	4	4	4	5	5	6	7	6	6	3	4	4	4	6
<b>Total - Review hearing</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>85</b>	<b>85</b>	<b>93</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>94</b>	<b>89</b>	<b>97</b>	<b>99</b>	<b>100</b>	<b>103</b>	<b>104</b>	<b>102</b>	<b>102</b>	<b>44</b>	<b>69</b>	<b>90</b>	<b>90</b>	<b>102</b>

\* 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	4	2	1	1	1	2	4	1	4	3
Reviewed	7	12	0	0	12	0	0	13	0	0	4	7	8	9	8	0	0	0	0	9	2	0	0	5
Hearings held	7	12	0	0	12	0	0	13	0	0	4	7	6	8	8	0	0	0	0	9	2	0	0	5
Adjourned/postponed	1	3	0	0	3	0	0	0	0	0	2	0	2	1	0	0	0	0	0	0	0	0	0	1
Withdrawn	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Allowed	4	2	0	0	5	0	0	6	0	0	2	4	1	5	1	0	0	0	0	4	1	0	0	2
Dismissed	2	4	0	0	2	0	0	5	0	0	2	2	0	1	3	0	0	0	0	1	1	0	0	1
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0
Remit to ETC	0	2	0	0	2	0	0	2	0	0	0	1	5	2	3	0	0	0	0	2	0	0	0	1
Current active cases	20	20	23	24	19	19	23	13	16	21	28	29	22	16	7	9	11	12	13	6	8	9	12	11

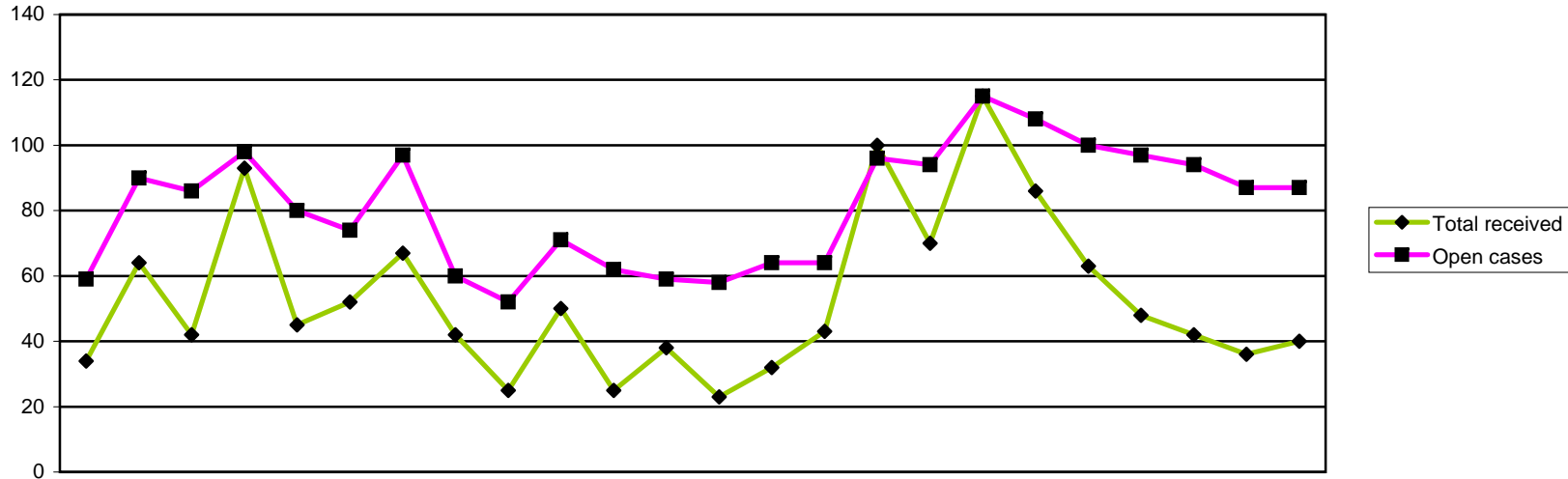
2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE
91	104	41	55	29
266	90	65	55	41
266	90	65	55	38
19	20	10	9	4
13	16	15	2	1
128	33	29	23	14
88	29	31	17	7
0	0	0	0	3
31	6	4	7	13



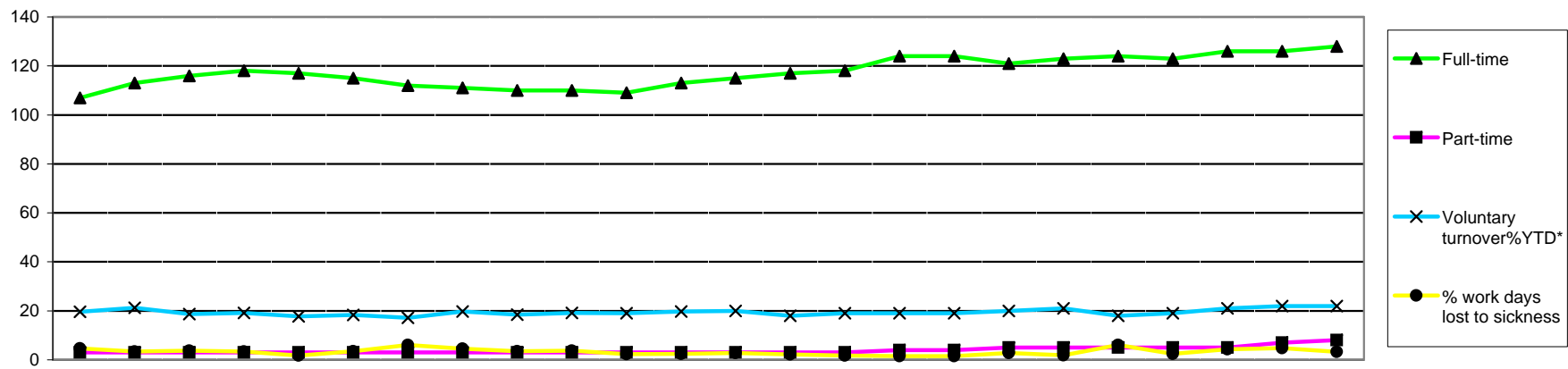
	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Public</b>	10	1	4	15	9	4	0	2	2	2	1	6	0	1	13	3	2	2	4	1	1	2	1	2
<b>Police</b>	5	5	3	4	0	8	4	7	2	3	1	2	3	2	4	3	4	3	1	5	6	3	1	3
<b>HPC</b>	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
<b>Anonymous</b>	5	2	4	6	2	6	9	0	0	3	4	6	2	2	4	1	4	2	4	1	0	7	2	2
<b>Professional</b>	28	14	24	16	14	29	22	20	8	12	17	29	25	29	16	15	16	5	19	10	17	14	23	24
<b>Total received</b>	48	22	35	41	25	47	35	30	12	20	24	44	30	35	37	22	27	12	28	17	24	26	28	32
<b>Visits</b>	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0
<b>Open cases</b>	132	152	101	93	93	86	82	95	72	64	68	103	71	67	63	48	65	49	51	53	57	59	58	51

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE
53	21	42	56	32
31	38	27	44	38
10	10	6	3	2
50	78	38	47	31
225	137	103	233	213
369	284	216	383	316
			3	3





		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	FYE
Received	Renewal	4	14	9	8	2	0	4	2	0	0	0	0	0	1	11	9	14	54	30	21	11	2	1	0	36	27	81	43	154
	Readmission	7	14	15	6	5	8	5	7	9	6	3	9	2	5	3	6	5	5	5	7	5	3	2	5	33	40	34	94	53
	Admission	7	12	8	46	25	30	42	15	10	27	10	16	10	10	15	60	37	36	33	20	21	19	8	13	165	150	158	248	282
	Self referral	16	24	10	33	13	14	16	18	6	17	12	13	11	16	14	25	14	20	18	15	11	18	25	22	54	86	158	192	209
<b>Total received</b>		<b>34</b>	<b>64</b>	<b>42</b>	<b>93</b>	<b>45</b>	<b>52</b>	<b>67</b>	<b>42</b>	<b>25</b>	<b>50</b>	<b>25</b>	<b>38</b>	<b>23</b>	<b>32</b>	<b>43</b>	<b>100</b>	<b>70</b>	<b>115</b>	<b>86</b>	<b>63</b>	<b>48</b>	<b>42</b>	<b>36</b>	<b>40</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>	<b>698</b>
Considered	Considered by panel	18	34	24	39	40	49	38	55	23	21	35	23	16	21	23	37	52	30	43	48	32	30	32	23	n/a	n/a	256	399	387
	Referred to FTP	0	15	2	2	1	5	4	2	3	1	4	2	2	2	5	6	6	1	8	10	4	4	7	6	n/a	n/a	37	41	61
	Admission rejected	0	0	0	0	1	1	0	1	1	0	2	0	0	1	0	0	0	0	0	1	0	0	0	0	n/a	n/a	2	6	2
	Readmission rejected	0	0	0	1	0	1	0	1	3	0	1	1	0	3	0	0	0	0	0	1	0	2	1	0	n/a	n/a	3	8	7
	Renewal rejected	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	n/a	n/a	0	2	1
	Not referred to FTP	5	9	4	7	9	5	12	8	4	5	6	8	2	6	5	5	3	4	7	6	2	8	12	7	n/a	n/a	34	82	67
	Admission accepted	10	4	7	25	26	31	19	36	11	10	18	7	10	7	12	24	37	22	24	18	21	11	12	7	n/a	n/a	150	204	205
	Readmission accepted	3	6	10	2	2	5	2	7	1	5	3	5	2	2	2	2	6	2	1	7	3	3	0	2	n/a	n/a	19	51	32
	Renewal accepted	0	0	1	2	1	0	0	0	0	0	1	0	0	0	1	0	0	1	3	4	0	2	0	1	n/a	n/a	1	5	12
	Closed before panel													6	6	16	28	10	15	11	4	5	14	11	17					143
Open cases		59	90	86	98	80	74	97	60	52	71	62	59	58	64	64	96	94	115	108	100	97	94	87	87	n/a	n/a	75	75	87

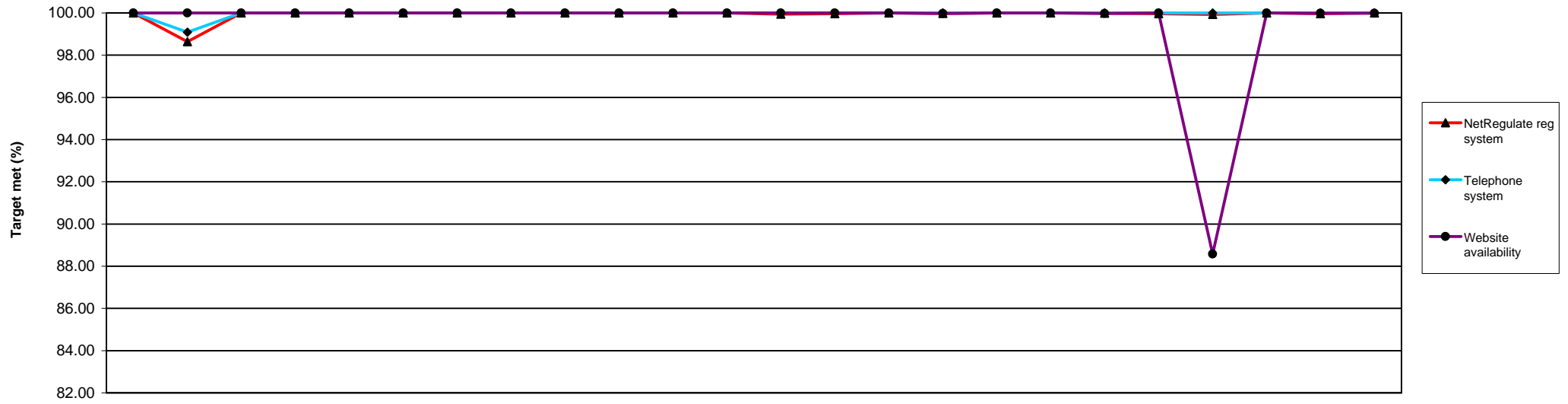


	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
<b>EMPLOYEES</b>																													
Budgeted employees	124	124	124	124	124	124	124	124	124	124	124	124	132	132	132	132	132	132	132	132	132	132	132	132				124	132
<b>Total employees</b>	<b>110</b>	<b>116</b>	<b>119</b>	<b>121</b>	<b>120</b>	<b>118</b>	<b>115</b>	<b>114</b>	<b>113</b>	<b>113</b>	<b>112</b>	<b>116</b>	<b>118</b>	<b>120</b>	<b>121</b>	<b>128</b>	<b>128</b>	<b>126</b>	<b>128</b>	<b>129</b>	<b>128</b>	<b>131</b>	<b>133</b>	<b>136</b>	<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>136</b>
Full-time	107	113	116	118	117	115	112	111	110	110	109	113	115	117	118	124	124	121	123	124	123	126	126	128	73	75	104	113	128
Part-time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	5	5	5	5	5	7	8	5	4	3	3	8
FTE	109	115	118	120	119	117	114	113	112	112	111	112	117	119	120	126	126	124	126	127	126	129	131	134	76	77	106	115	134
<b>Permanent</b>	<b>106</b>	<b>110</b>	<b>113</b>	<b>116</b>	<b>116</b>	<b>114</b>	<b>111</b>	<b>111</b>	<b>110</b>	<b>110</b>	<b>109</b>	<b>113</b>	<b>115</b>	<b>116</b>	<b>117</b>	<b>122</b>	<b>123</b>	<b>123</b>	<b>123</b>	<b>126</b>	<b>125</b>	<b>128</b>	<b>129</b>	<b>131</b>	<b>74</b>	<b>78</b>	<b>101</b>	<b>113</b>	<b>131</b>
Starters (permanent)	6	7	4	3	0	0	1	0	4	1	5	5	4	5	1	5	2	1	3	3	2	5	4	2	6	46	42	36	37
Leavers (permanent)	3	3	1	1	2	2	1	6	0	1	1	1	1	1	2	0	3	2	3	2	2	3	2	1	3	20	17	22	22
Voluntary turnover%YTD*	20	21	19	19	18	18	17	20	18	19	19	20	20	18	19	19	19	20	21	18	19	21	22	22	*	30	26	19	20
Overall turnover% YTD*	19	20	18	20	18	19	18	21	21	21	21	22	20	18	19	19	19	20	21	18	19	21	22	22				20	20
<b>Fixed-Term Contracts</b>	<b>4</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>5</b>	
Starters (fixed-term)	0	3	2	0	0	0	0	0	0	0	1	1	0	0	0	3	1	1	1	0	0	0	1	1				7	8
Leavers (fixed-term)	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0				3	3
Agency days	199	253	69	27	44	58	59	66	75	75	112	112	77	33	34	30	55	118	200	147	154	95	187	255	95	2590	2742	1,149	1,385
% work days lost to sickness	5	3	4	3	2	3	6	5	4	4	2	2	3	2	2	1	2	3	2	6	2	4	5	3	*	4	3	4	3
Average sick-days YTD	9	8	8	8	7	7	7	8	8	8	7	7	7	7	7	6	6	6	6	6	6	7	7	7				8	7
<b>Sick-days</b>	<b>88</b>	<b>67</b>	<b>76</b>	<b>71</b>	<b>36</b>	<b>70</b>	<b>119</b>	<b>88</b>	<b>68</b>	<b>71</b>	<b>46</b>	<b>48</b>	<b>65</b>	<b>50</b>	<b>46</b>	<b>44</b>	<b>40</b>	<b>79</b>	<b>53</b>	<b>163</b>	<b>59</b>	<b>113</b>	<b>128</b>	<b>103</b>	<b>846</b>	<b>795</b>	<b>777</b>	<b>847</b>	<b>943</b>
<b>O.H. Refs</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>18</b>	<b>19</b>	<b>27</b>	<b>10</b>

\* **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

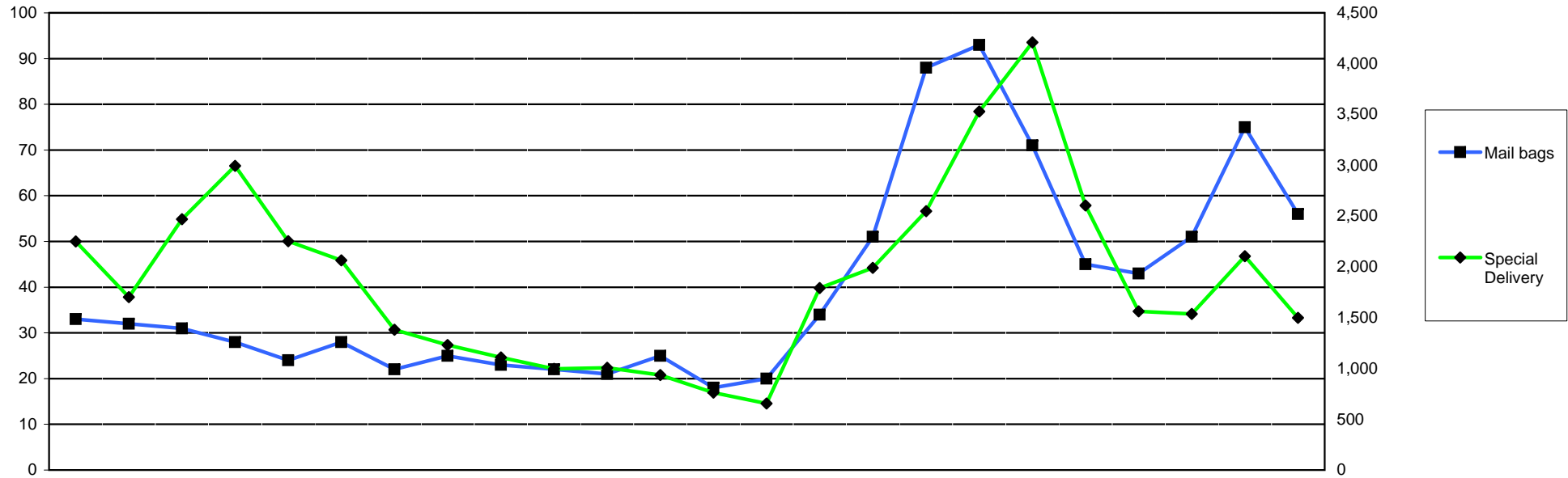
\* **Overall Turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

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

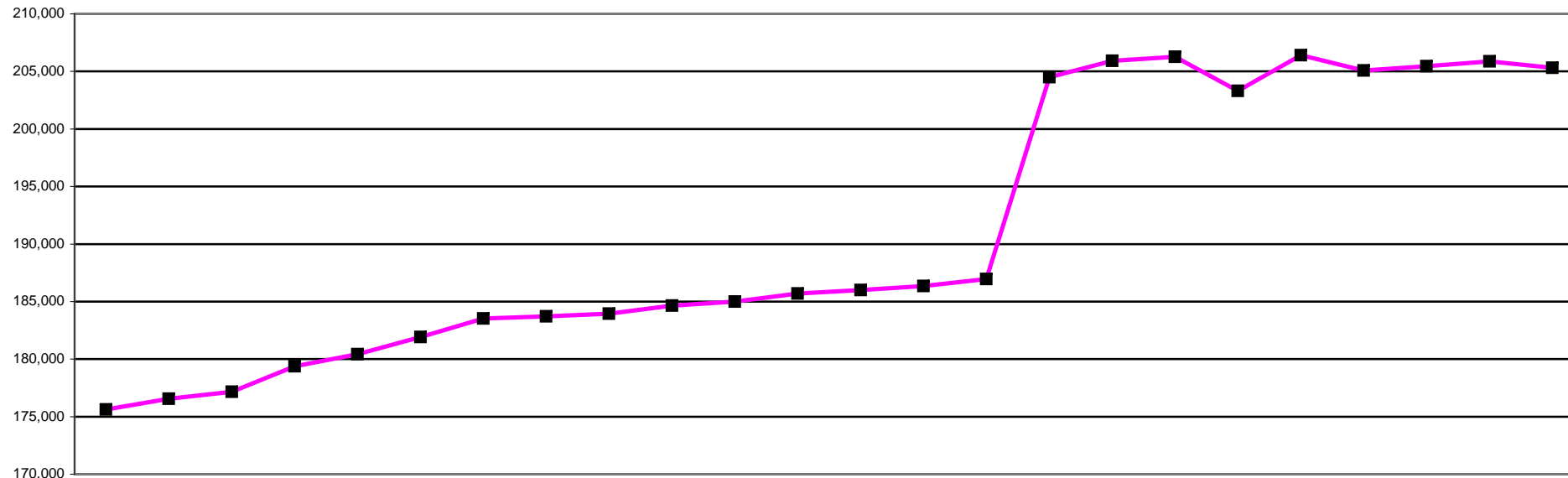


	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
NetRegulate reg system	100.00	98.64	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	99.90	99.99	99.87	99.89	99.98
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	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	100.00	99.98	100.00	88.58	100.00	99.99	99.99	100.00	99.99	100.00	100.00	99.04

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



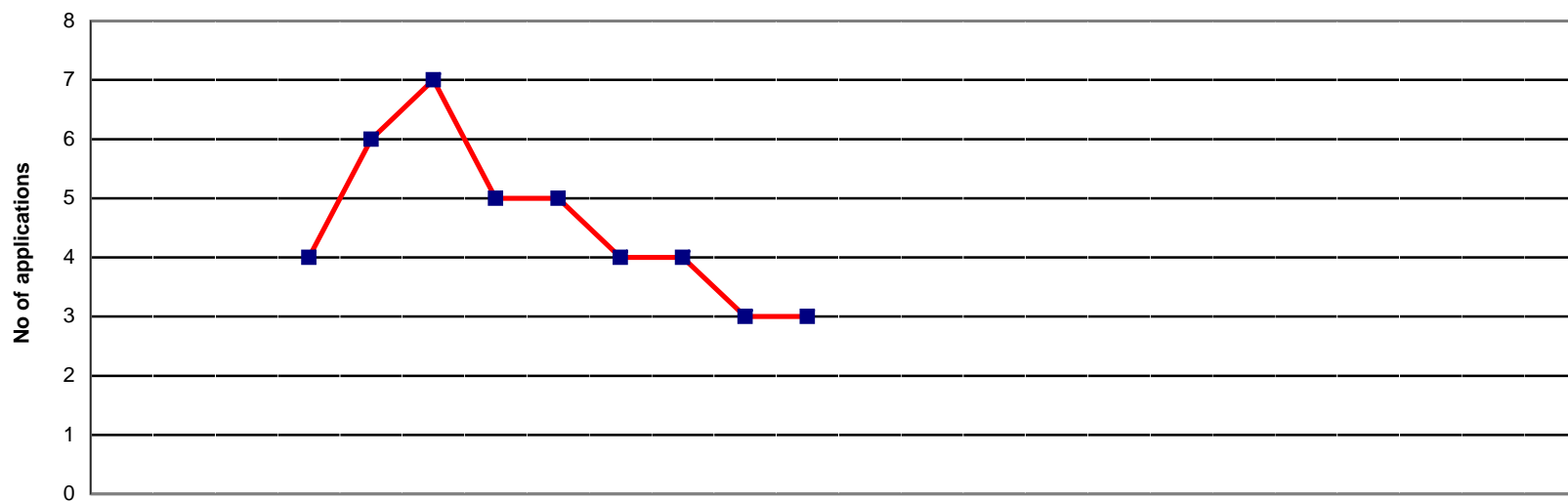
	2008			2009									2010					2005/6	2006/7	2007/8	2008/9	09/10							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
<b>Mail bags</b>	33	32	31	28	24	28	22	25	23	22	21	25	18	20	34	51	88	93	71	45	43	51	75	56	654	341	429	314	645
<b>Special Delivery</b>	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	2,547	3,530	4,209	2,604	1,561	1,536	2,104	1,498	13,641	10,469	19,076	20,383	24,787



	2008			2009									2010									2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar
<b>AS</b>	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	2,659	2,690	2,718	2,740	2,755	2,768	2,779	2,785	2,332	2,509	2,576	2,785
<b>BS</b>	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	22,546	22,569	22,516	22,533	21,703	21,786	21,836	21,894	22,510	21,560	22,381	21,894
<b>CH</b>	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	12,812	12,837	12,875	12,894	12,899	12,876	12,885	12,897	12,657	13,055	12,581	12,897
<b>CS</b>	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	4,454	4,434	4,326	4,351	4,372	4,394	4,408	4,444	4,241	4,183	4,405	4,444
<b>DT</b>	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	6,995	7,035	7,097	7,122	7,126	7,137	7,146	7,160	6,267	6,663	6,700	7,160
<b>OT</b>	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	30,914	30,954	27,524	29,805	30,016	30,127	30,205	30,351	28,756	28,107	30,122	30,351
<b>ODP</b>	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	9,687	9,791	9,938	9,969	10,012	10,048	10,063	10,085	8,801	9,458	9,587	10,085
<b>OR</b>	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	1,283	1,237	1,250	1,257	1,263	1,263	1,262	1,260	1,291	1,239	1,278	1,260
<b>PA</b>	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	15,338	15,072	15,300	15,444	15,537	15,589	15,683	15,766	13,183	13,703	15,019	15,766
<b>PH</b>	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	44,176	44,387	44,551	44,690	44,777	44,734	44,791	44,651	40,587	42,490	42,676	44,651
<b>PYL*</b>													15,536	15,553	15,600	15,794	16,071	15,038	15,244	15,379	15,583					15,583		
<b>PO</b>	838	839	839	842	842	842	869	867	872	874	877	877	877	874	876	873	872	870	846	854	860	865	867	869	855	832	877	869
<b>RA</b>	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	26,217	26,323	26,466	26,471	26,465	26,319	26,260	25,195	24,278	23,541	25,318	25,195
<b>SL</b>	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	12,403	12,458	12,099	12,216	12,258	12,298	12,315	12,371	11,472	11,375	12,169	12,371
<b>Total</b>	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	205,909	206,257	203,300	206,417	205,081	205,448	205,879	205,311	177,230	178,715	185,689	205,311

NOTE: Information captured last day of each calendar month

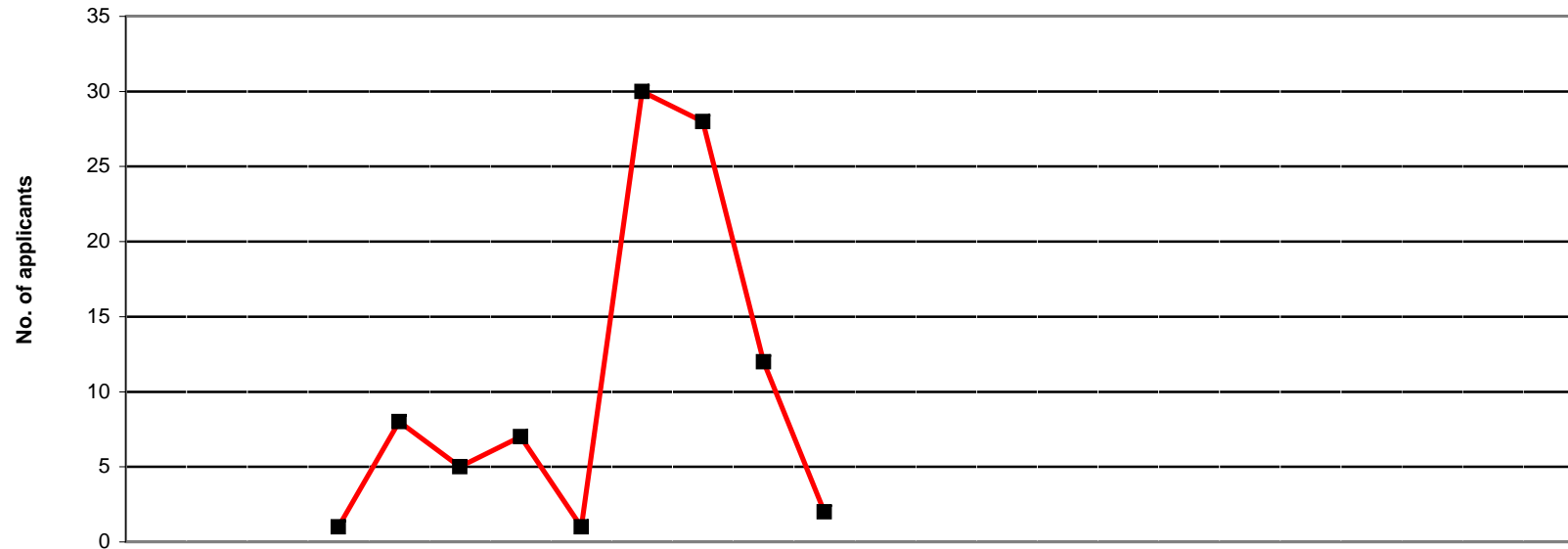
\* Practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011									09/10 FYE				
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Minimum info				3	4	4	3	3	3	3	3	3														3
At scrutiny				1	2	3	2	2	1	1	0	0														1
Pending reg fee				0	0	0	0	0	0	0	0	0														0
<b>Total</b>				4	6	7	5	5	4	4	3	3														5
																								<b>AVERAGE</b>		

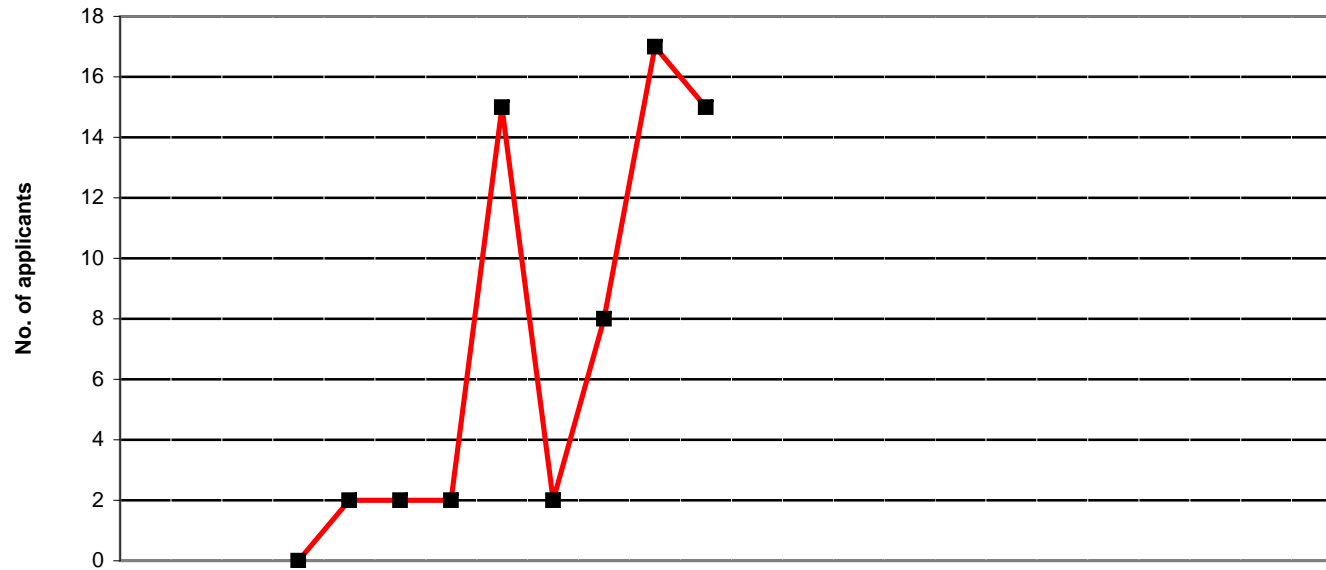
NOTE: Information covers grandparenting applications status progress only  
 Represents the current workload within the grandparenting section as at the end of the month

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



	2009			2010									2011									09/10 FYE				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Practitioner psychologists *				1	8	5	7	1	30	28	12	2														94
Total				1	8	5	7	1	30	28	12	2														94

\* Practitioner psychologists section of register opened 1st July 2009

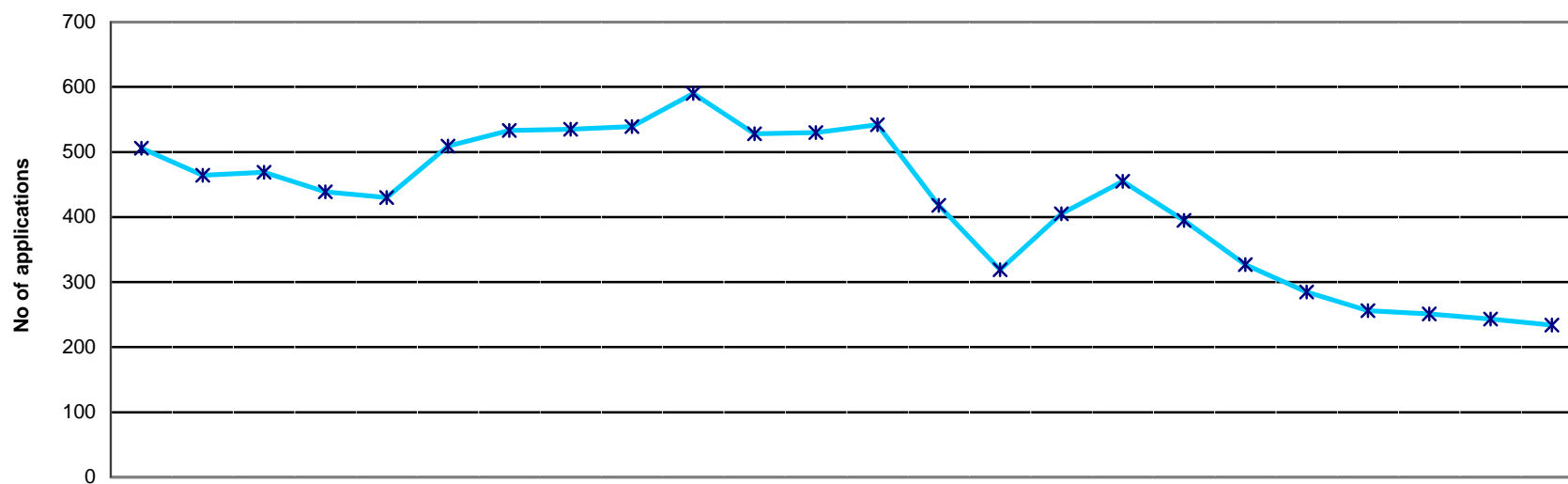


	2009			2010							2011													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Practitioner psychologists *				0	2	2	2	15	2	8	17	15												
<b>Total</b>				0	2	2	2	15	2	8	17	15												

09/10 FYE
63
63

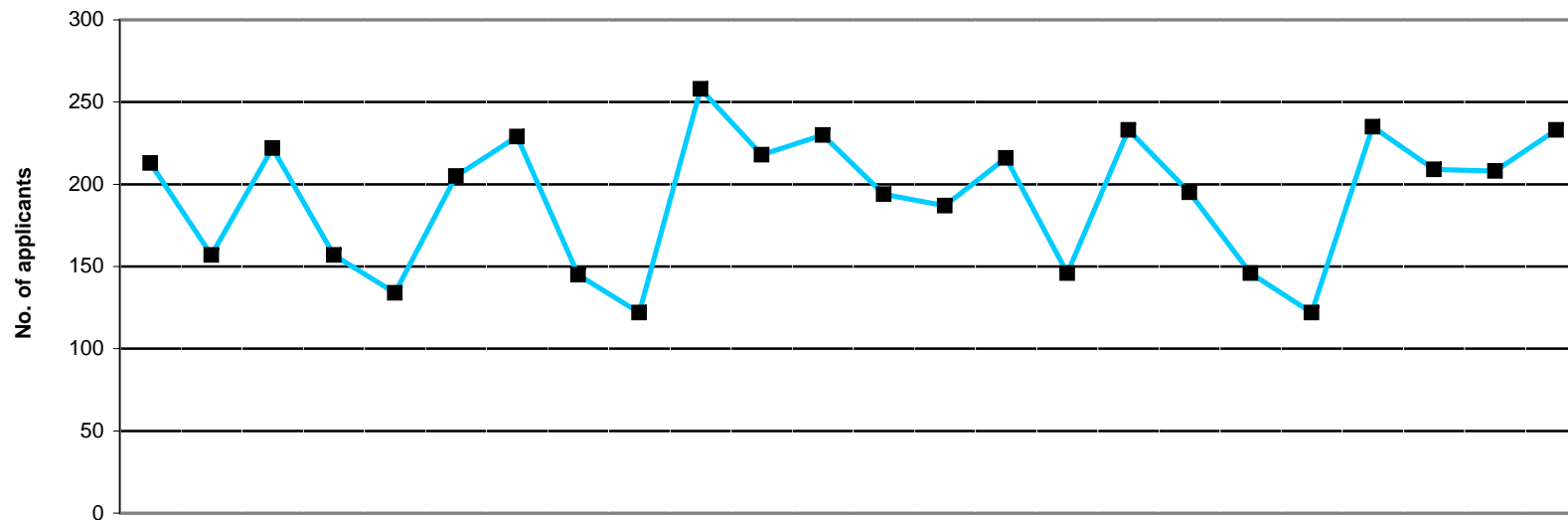
\* Practitioner psychologists section of register opened 1st July 2009





	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	FYE
Minimum info	29	36	35	41	41	31	44	45	49	67	68	69	71	72	71	89	83	85	85	84	85	86	86	85	1,588	353	6	46	82
At scrutiny	356	306	306	274	271	330	333	330	329	334	320	350	308	232	174	208	272	202	160	148	140	126	123	116	909	816	458	320	184
Pending reg fee	121	122	128	124	118	148	156	160	161	189	140	111	163	114	74	108	100	108	82	53	31	39	34	33	411	329	178	140	78
<b>Total</b>	<b>506</b>	<b>464</b>	<b>469</b>	<b>439</b>	<b>430</b>	<b>509</b>	<b>533</b>	<b>535</b>	<b>539</b>	<b>590</b>	<b>528</b>	<b>530</b>	<b>542</b>	<b>418</b>	<b>319</b>	<b>405</b>	<b>455</b>	<b>395</b>	<b>327</b>	<b>285</b>	<b>256</b>	<b>251</b>	<b>243</b>	<b>234</b>	<b>2,908</b>	<b>1,498</b>	<b>642</b>	<b>506</b>	<b>344</b>
<b>AVERAGE</b>																													

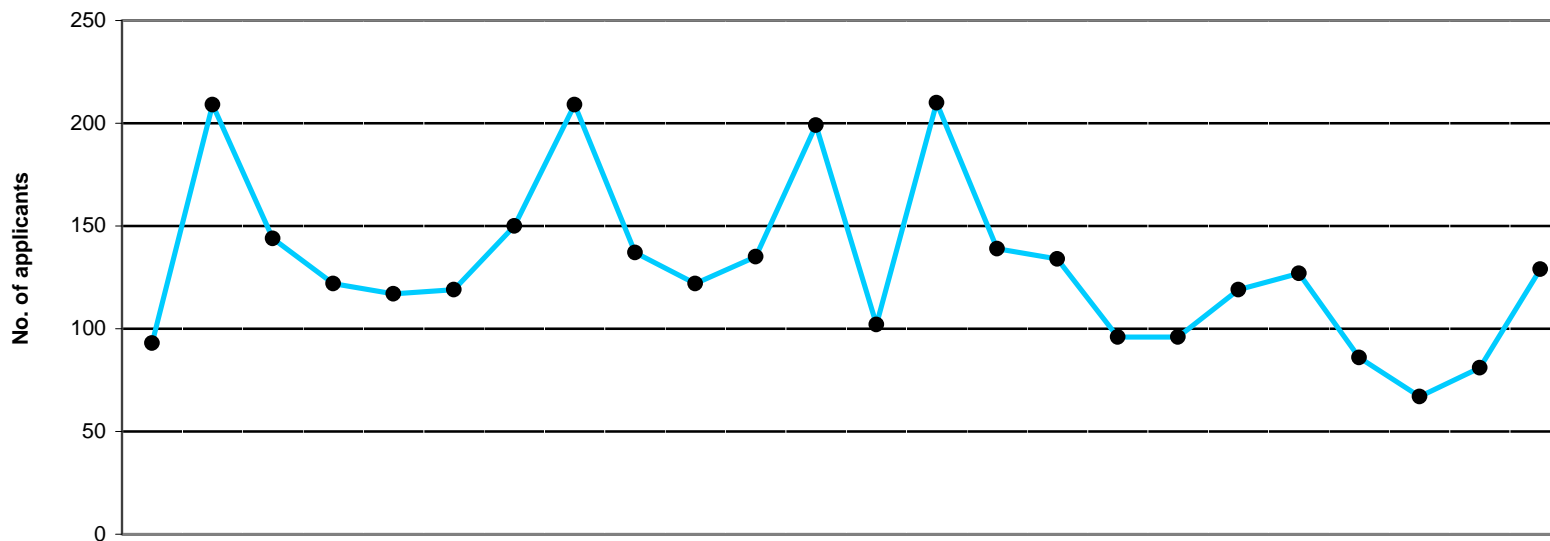
NOTE: Information covers international applications status progress only  
 Represents the current workload within the International Department as at the end of the month



	2008			2009									2010									2005/6	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	FYE
Arts Therapists	4	0	0	3	2	2	0	2	0	0	2	1	1	1	1	0	0	0	2	0	2	1	0	4	14	15	14	16	12
Bio. Scientists	22	19	34	28	19	30	27	4	28	35	32	29	27	22	28	19	25	35	22	9	29	18	25	31	756	496	323	307	290
Chirops/ Pods	2	4	3	4	1	2	1	0	0	1	3	2	1	1	4	4	3	5	0	1	4	7	1	3	40	51	41	23	34
CI Scientists	7	6	5	7	2	3	4	1	2	8	0	5	5	6	5	5	4	5	4	4	5	8	6	4	65	62	59	50	61
Dietitians	10	6	18	9	8	12	9	9	3	19	19	10	20	17	14	12	13	7	5	7	10	10	9	13	192	149	119	132	137
OTs	29	25	28	12	23	31	45	47	28	53	37	46	30	27	24	19	44	33	19	21	40	30	29	24	774	464	330	404	340
ODPs	0	2	0	1	0	2	2	0	0	0	0	1	3	0	1	1	2	0	0	0	0	1	1	1	29	25	6	8	10
Orthoptists	2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	5	7	5	3	1
Paramedics	3	0	4	1	3	4	8	0	1	8	9	5	2	6	7	2	3	2	3	4	3	4	8	6	17	39	23	46	50
Physiotherapists	85	52	73	62	53	86	73	47	28	76	70	69	69	71	74	48	83	50	46	35	63	73	59	74	1,665	1,131	791	774	745
Pract Psychs																2	11	13	13	16	28	22	21	30					156
Prosth/Orthotists	1	1	0	0	1	0	3	0	0	1	2	0	0	1	1	0	0	0	0	0	0	0	1	0	10	9	6	9	3
Radiographers	34	32	49	21	19	25	34	19	25	33	25	48	25	25	37	29	26	26	23	20	28	23	26	24	810	903	444	364	312
SLTs	14	10	8	9	3	8	23	16	7	24	18	14	11	9	20	5	19	19	9	5	23	12	22	19	249	153	139	154	173
<b>Total</b>	<b>213</b>	<b>157</b>	<b>222</b>	<b>157</b>	<b>134</b>	<b>205</b>	<b>229</b>	<b>145</b>	<b>122</b>	<b>258</b>	<b>218</b>	<b>230</b>	<b>194</b>	<b>187</b>	<b>216</b>	<b>146</b>	<b>233</b>	<b>195</b>	<b>146</b>	<b>122</b>	<b>235</b>	<b>209</b>	<b>208</b>	<b>233</b>	<b>4,626</b>	<b>3,504</b>	<b>2,300</b>	<b>2,290</b>	<b>2,324</b>

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

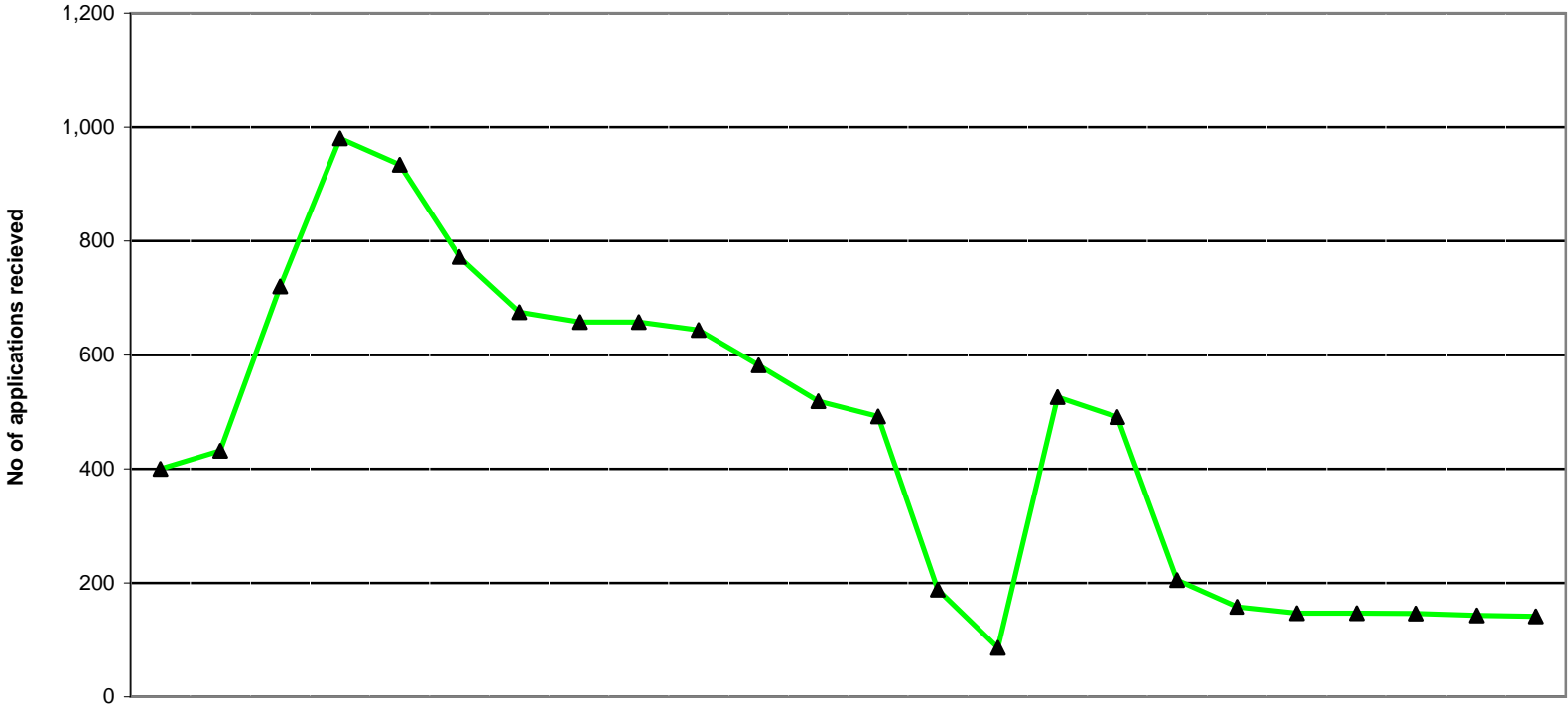
\* Practitioner psychologists section of register opened 1st July 2009



	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	0	1	1	0	0	1	1	0
Bio. scientists	19	16	15	17	21	22	16	22	16	28	14	30	8	18	20	14	11	12	14	9	30	5	6	15
CI scientists	1	0	3	4	5	1	4	3	1	2	3	1	1	4	3	1	0	1	3	4	0	1	1	3
Chirops/ pods	1	4	2	1	6	1	4	2	2	0	3	1	0	0	2	0	6	2	1	0	0	2	2	0
Dietitians	2	1	2	17	7	9	16	7	3	3	14	16	7	6	5	16	9	5	4	6	2	5	9	6
OTs	23	28	17	24	19	8	8	41	24	28	28	35	32	29	14	32	16	9	9	42	18	21	17	16
ODPs	0	1	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0	1	0	1	0	0	0	0
Orthoptists	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	2	1	1	1	0	5	5	1	3	3	2	1	6	0	0	10	0	1	1	2	0	2
Physiotherapists	8	134	61	31	32	45	51	74	51	28	50	43	12	113	46	39	38	37	43	34	20	14	29	35
Pract Psychs*																0	1	0	5	5	5	5	8	8
Prosth/orthotists	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0
Radiographers	31	15	33	22	19	26	33	42	29	25	7	54	31	28	26	21	11	16	16	12	6	6	4	29
SLTs	8	10	6	4	7	5	15	11	6	7	13	13	9	9	15	11	4	2	23	13	4	5	4	15
<b>Total</b>	<b>93</b>	<b>209</b>	<b>144</b>	<b>122</b>	<b>117</b>	<b>119</b>	<b>150</b>	<b>209</b>	<b>137</b>	<b>122</b>	<b>135</b>	<b>199</b>	<b>102</b>	<b>210</b>	<b>139</b>	<b>134</b>	<b>96</b>	<b>96</b>	<b>119</b>	<b>127</b>	<b>86</b>	<b>67</b>	<b>81</b>	<b>129</b>

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE
3	6	8	6	4
417	439	231	236	162
26	35	30	28	22
25	37	39	27	15
93	138	94	97	80
615	509	302	283	255
6	7	5	2	5
3	3	4	3	0
6	16	14	22	25
1,193	985	567	608	460
				37
6	4	6	3	1
496	820	428	336	206
218	173	134	105	114
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>1,756</b>	<b>1,386</b>

\* Practitioner psychologists section of register opened 1st July 2009

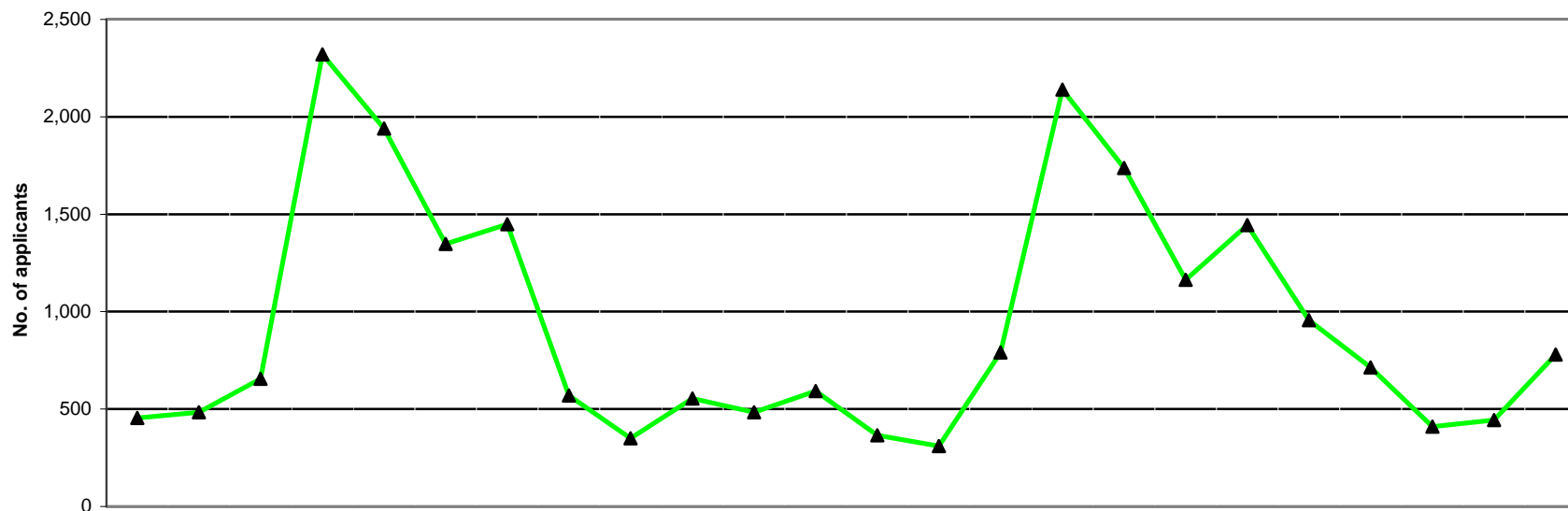


	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Minimum info</b>	379	401	666	938	871	731	649	635	635	623	558	493	471	152	70	475	487	202	156	145	145	144	141	139
<b>At scrutiny</b>	18	29	52	40	62	38	25	22	22	19	22	24	17	35	15	50	2	1	1	1	1	1	1	1
<b>Pending reg fee</b>	3	2	2	2	1	3	1	1	1	2	2	2	4	1	1	1	2	2	1	1	1	1	1	1
<b>Total</b>	400	432	720	980	934	772	675	658	658	644	582	519	492	188	86	526	491	205	158	147	147	146	143	141

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	FYE
477	279	302	632	227
33	84	51	31	11
2	28	6	2	1
512	391	359	665	239
<b>AVERAGE</b>				

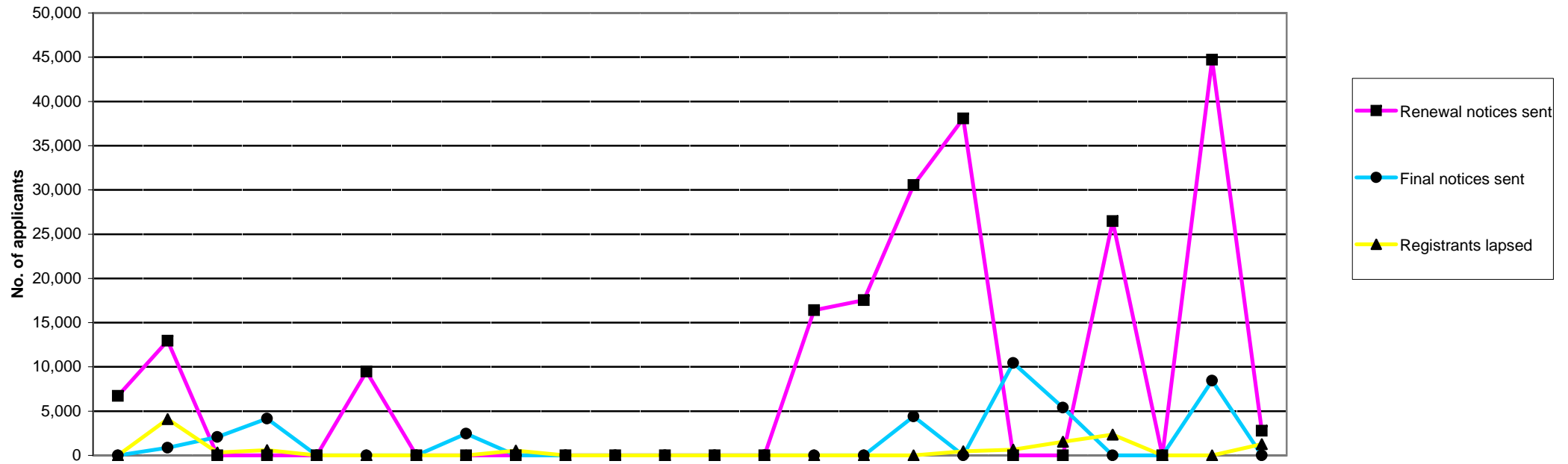
NOTE: Information covers UK applications only  
 Represents the current workload within the UK section as at the end of the month

New UK Applications Received 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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Arts therapists	24	14	8	20	26	31	29	13	16	27	15	12	22	14	23	22	35	24	26	23	14	10	6	15	234	184	170	235	234												
Bio. scientists	50	57	42	66	117	110	121	71	47	63	27	65	45	44	45	93	106	85	94	88	78	56	46	51	912	690	689	836	831												
Chirops/pods	37	27	20	25	19	15	22	16	14	27	32	28	33	4	32	144	89	39	28	19	8	6	10	17	155	145	167	282	429												
CI Scientists	5	1	36	153	111	55	57	13	6	13	10	9	6	22	20	12	18	13	16	16	19	19	18	39	399	341	415	469	218												
Dietitians	31	13	65	115	52	28	69	14	11	8	12	34	16	8	54	151	60	36	51	13	15	6	2	32	367	331	359	452	444												
OTs	72	65	3	297	380	302	317	105	59	62	107	104	55	41	90	318	356	243	231	145	73	46	54	111	1,544	1,327	1,321	1,873	1,763												
ODPs	39	21	7	35	92	179	117	26	31	47	22	20	34	16	9	16	61	120	121	37	35	19	12	28	754	668	804	636	508												
Orthoptists	0	2	53	24	8	5	8	2	1	2	1	0	0	0	1	12	11	6	9	4	3	0	0	0	34	41	41	106	46												
Paramedics	88	193	109	108	150	119	171	137	72	163	92	115	64	89	87	110	83	84	202	120	78	50	91	100	1,247	807	931	1,517	1,158												
Physiotherapists	62	58	135	748	534	268	265	99	56	97	92	117	50	35	189	670	469	200	204	80	76	57	64	127	2,051	2,120	2,276	2,531	2,221												
Pract Psychs*													15,564												68	92	250	317	256	98	111	160									
Prosth/orthotists	0	3	5	0	0	1	26	6	3	1	5	1	1	1	1	1	3	1	12	8	3	4	1	1	46	32	35	51	37												
Radiographers	25	9	155	618	249	104	108	18	10	21	32	28	11	26	212	480	217	98	100	24	17	8	7	51	1,008	1,051	1,108	1,377	1,251												
SLTs	21	21	18	111	202	130	139	49	24	23	36	60	28	10	27	111	162	122	100	62	38	31	21	47	746	582	655	834	759												
<b>Total</b>	<b>454</b>	<b>484</b>	<b>656</b>	<b>2,320</b>	<b>1,940</b>	<b>1,347</b>	<b>1,449</b>	<b>569</b>	<b>350</b>	<b>554</b>	<b>483</b>	<b>593</b>	<b>365</b>	<b>310</b>	<b>790</b>	<b>2,140</b>	<b>1,738</b>	<b>1,163</b>	<b>1,444</b>	<b>956</b>	<b>713</b>	<b>410</b>	<b>443</b>	<b>779</b>	<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>11,199</b>	<b>26,815</b>												

\* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register

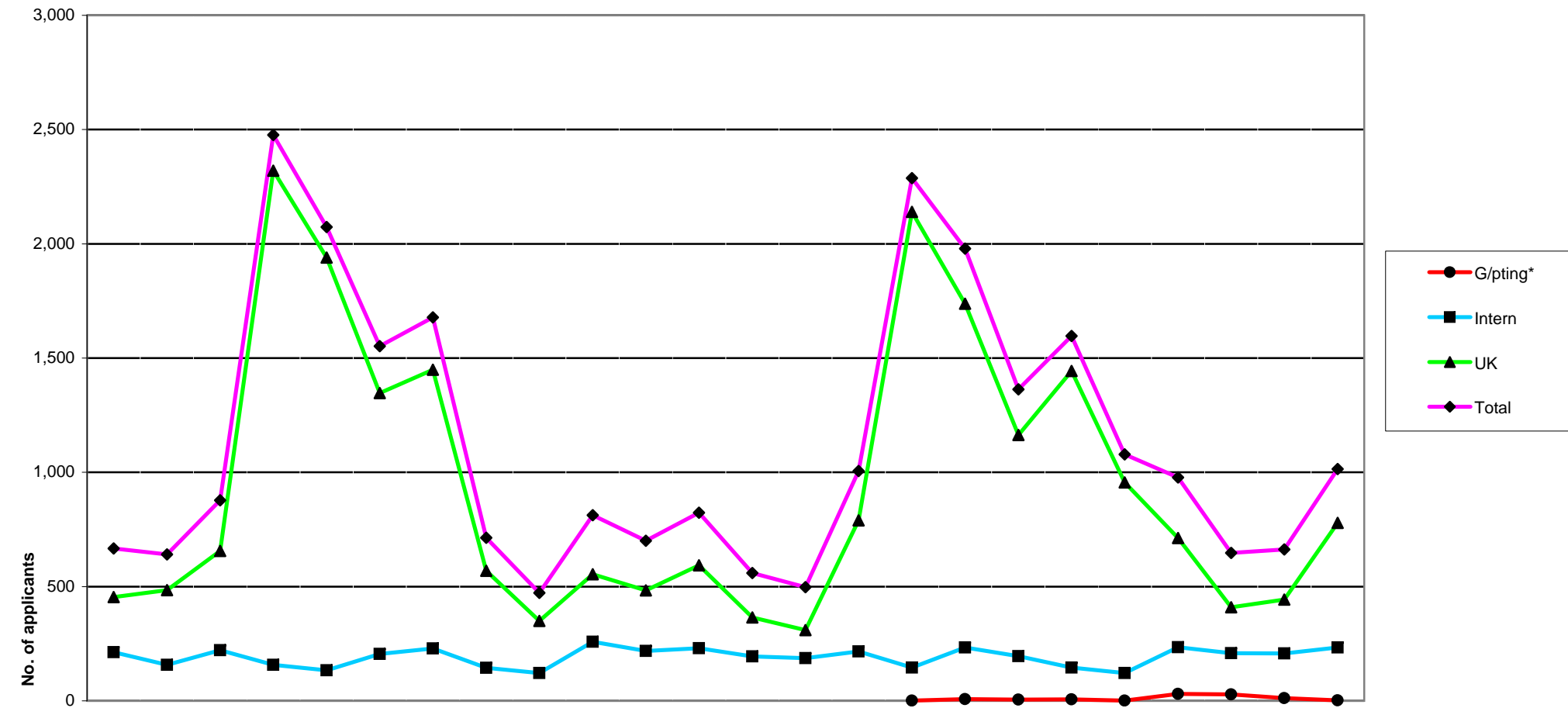


	2008			2009									2010											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Renewal notices sent</b>	6,718	12,956	0	0	0	9,464	0	0	0	0	0	0	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780
<b>Final notices sent</b>	0	860	2,070	4,157	0	0	0	2,459	0	0	0	0	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0
<b>Total</b>	6,718	13,816	2,070	4,157	0	9,464	0	2,459	0	0	0	0	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	2,780

2005/6	2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE	FYE
142,363	27,711	153,982	29,138	176,570
36,261	25,909	50,531	9,546	28,683
178,624	53,620	204,513	38,684	205,253

Registrants lapsed	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	0	4,101	325	583	0	0	0	0	541	0	0	0

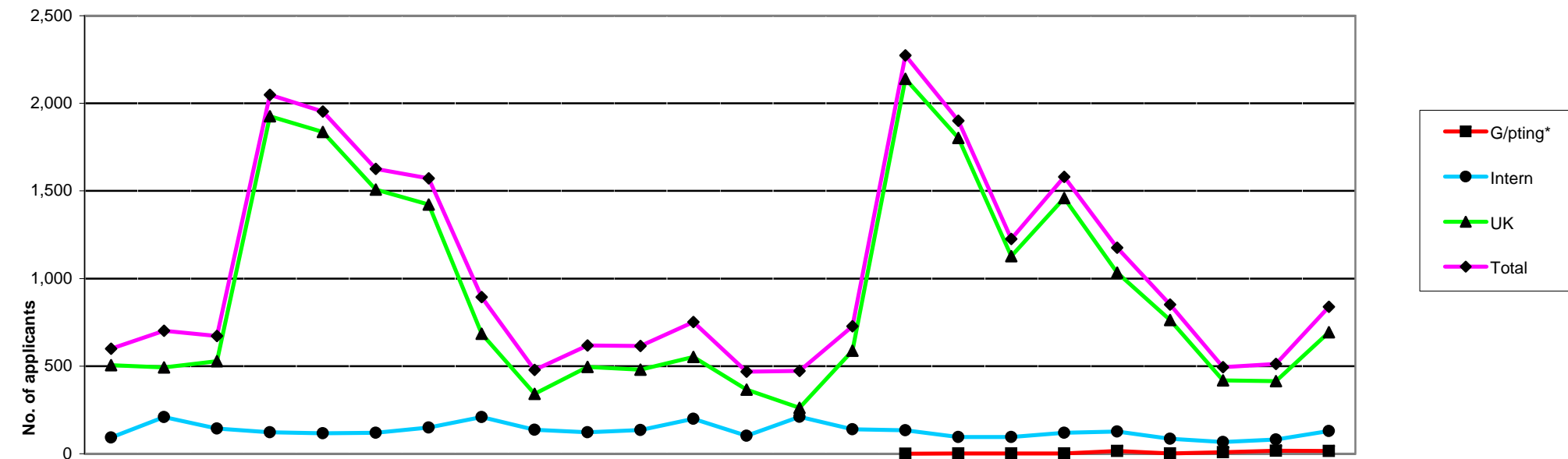
Registrants lapsed	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263



Apps Received	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	FYE
G/pting*																1	8	5	7	1	30	28	12	2					
Intern	213	157	222	157	134	205	229	145	122	258	218	230	194	187	216	146	233	195	146	122	235	209	208	233	4,626	3,504	2,300	2,290	2,324
UK	454	484	656	2,320	1,940	1,347	1,449	569	350	554	483	593	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	9,497	8,319	8,971	11,199	11,251
<b>Total</b>	<b>667</b>	<b>641</b>	<b>878</b>	<b>2,477</b>	<b>2,074</b>	<b>1,552</b>	<b>1,678</b>	<b>714</b>	<b>472</b>	<b>812</b>	<b>701</b>	<b>823</b>	<b>559</b>	<b>497</b>	<b>1,006</b>	<b>2,287</b>	<b>1,979</b>	<b>1,363</b>	<b>1,597</b>	<b>1,079</b>	<b>978</b>	<b>647</b>	<b>663</b>	<b>1,014</b>	<b>16,602</b>	<b>11,843</b>	<b>11,271</b>	<b>13,489</b>	<b>13,669</b>

**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

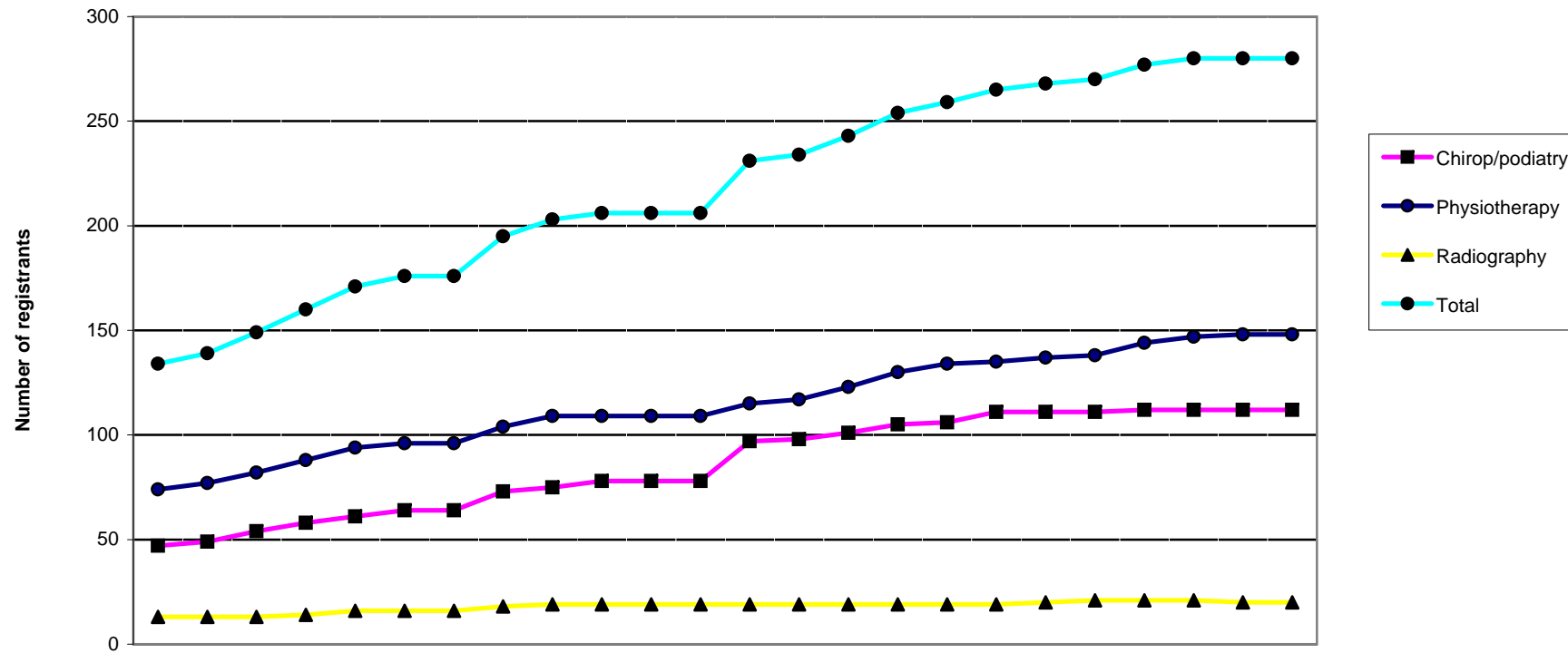


	2008			2009									2010									2005/6	2006/7	2007/8	2008/9	09/10			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
<b>G/pting*</b>																0	2	2	2	15	2	8	17	15	2,295	283	9	0	63
<b>Intern</b>	93	209	144	122	117	119	150	209	137	122	135	199	102	210	139	134	96	96	119	127	86	67	81	129	3,107	3,172	1,862	1,756	1,386
<b>UK</b>	506	493	528	1,926	1,837	1,507	1,422	685	341	496	480	553	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	9,474	8,870	8,355	10,774	11,069
<b>Total</b>	599	702	672	2,048	1,954	1,626	1,572	894	478	618	615	752	468	472	727	2,274	1,900	1,226	1,580	1,176	851	494	512	838	14,876	12,325	10,226	12,530	12,518

\* No grandparenting registrations until 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
<b>Chiropr/podiatry</b>	47	49	54	58	61	64	64	73	75	78	78	78	97	98	101	105	106	111	111	111	112	112	112	112
<b>Physiotherapy</b>	74	77	82	88	94	96	96	104	109	109	109	109	115	117	123	130	134	135	137	138	144	147	148	148
<b>Radiography</b>	13	13	13	14	16	16	16	18	19	19	19	19	19	19	19	19	19	19	20	21	21	21	20	20
<b>Total</b>	134	139	149	160	171	176	176	195	203	206	206	206	231	234	243	254	259	265	268	270	277	280	280	280

2006/7	2007/8	2008/9	09/10
FYE	FYE	FYE	FYE
15	40	78	112
28	74	109	148
0	7	19	20
43	121	206	280