Operations Report to Finance & Resources Committee, 7th February 2008

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Summary

This paper provides an update from the Registration Department for the period 1 October 2007 to 31 December 2007.

1) Operational Performance

a) Telephone Calls

i) UK Telephone Calls - During the period from 1 October 2007 to 31 December 2007 the team received a total of 32,644 telephone calls which is 17,043 more than the same period last year. 23,515 calls were answered which was 9,056 more than when compared to the same period last year .This 109% increase in the volume of telephone calls received has resulted in the department achieving a 63% increase in the number of UK telephone calls successfully answered.

ii) International Telephone Calls - During the period from 1 October 2007 to 31 December 2007 the team received a total of 2986 telephone calls, 94% of which were answered.

b) Application Processing

i) UK Applications - A total of 2007 new applications were received during this period and 1924 individuals were registered. Applications took on average eight working days to process which exceeds our target of ten working days.

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

ii) International Applications - A total of 467 new international applications were received in this period and 316 individuals were registered.

c) Emails

i) UK Emails - The team received approximately 60/80 emails per day and managed to respond to these within 48 of hours of receipt.

ii) International Emails - The team received approximately 20/30 emails per day and managed to respond to these within 48 hours of receipt.

d) Registration Renewal

At the start of August 28,866 occupational therapists and in September 22,588 biomedical scientists were invited to renew their registration. Due to the exceptional circumstances caused by the postal disruption to those renewing their registration, it was agreed to allow an additional 'grace period' for renewal applications to be received. Occupational therapists had until 30 November 2007 and biomedical scientists the 17 December 2007 to renew their registration. Of the number originally invited to renew registration, 8.3% of occupational therapists and 7.9% of biomedical scientists lapsed from the Register. This compares favourably with 2005 when 10.6% of occupational therapists and 8.3% of biomedical scientists were lapsed from the Register.

At the start of December 2007 24,362 radiographers were invited to renew their registration. **2) Employee Resource**

The department is operating with the budgeted headcount with operational effectiveness improving.

During the period Marianne Lawrence was recruited as a Customer Services Manager and both Petrina Baker and Anna Lubasinska as Registration Advisors.

Business improvement – Roy Dunn

Human Resources

Roy Dunn has taken over as the Head of Business Improvement. One of his responsibilities will be the maintenance of the ISO 9001:2000 quality management system

QMS review meetings

Below is a list of recent quality management system reviews:

- Communications
- Management review
- Quality

QMS process updates

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

- International
- Quality
- Communications

Last BSI Audit

The last BSi audit was held on 23 October 2007. The areas reviewed were:-

- Quality management
- Registrations UK
- Policy
- HR including Partner validation
- Staff training and development

HPC passed this audit

Next BSI Audit

The next BSI audit is scheduled for 8 April 2008. This external audit will review the following areas of the management system Registrations - International & Grandparenting and Management system organisation & review.

Business Continuity

A power outage occurred at HPC's London office on 8 January 2008 at approximately 4:30pm. The business continuity plan was invoked. Power was resumed at approximately 5pm.

A review of this incident was conducted and as a result the following improvements are being made to the business continuity plan:-

- Standard Operating Instructions (SOPs) are to be designed and issued to all employees on action to be taken as soon as the power is disrupted
- A designated EMT business continuity meeting point has been created
- The purchase and distribution of torches for key employees

HPC Major Projects February FY 2007/8 Narrative

No.	Project name	Commentary
MP25	Application Server Upgrade	Date extended since defects were found during testing. Therefore in order not to jeopardise CPD testing suspended until after CPD testing completed
MP26	Professional Qualifications Directive	Phase 2 of project has not been required due to low number of applications. Therefore project has been closed
MP29	Clinical psychologists competent authority	Due to legislative delays, project has now been merged with MP3
MP14	Online LISA authentication	 Due to legal requirements being included in the project, further technology development has now been completed, however the release date has been extended to 15th April 08 to ensure effective testing and roll out in line with overall project portfolio.

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HPC Major Projects 2007/8 Scorecard

No.	Prior ity	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	07/08 Budget*	Due Date	Status
MP25	1	Application Server Upgrade	Application Server Upgrade	M Seale	R Dunn	Y	Y	NA	£30 (C)	31/10/07 31/12/07 31/03/08	G
MP26	2a	Professional Qualifications Directive	Project to allow for temporary registrations, will include LISA development.	R Houghton	M Potter	Y	Y	N	£40 (C) £6.6 (O)	<u>Phase 1</u> Complete <u>Phase 2</u> TBD	Project complete
MP2	2b	Continuing Professional Development (CPD)	Implementation of processes to audit & track registrants' evidence of CPD.	G Ross- Sampson	R Houghton	Y	Y	Y	£85 (C) £80 (O)	30/04/09	G
MP29	2b	Clinical psychologists competent authority	Assumption of competent authority powers for clinical psychologists	R Houghton	M Potter	Y	Y	Y	Nil	10/08/07 10/10/07	Project merged
MP3	2b	On-boarding of the Applied Psychologists	On-boarding of the Applied Psychologists	G Ross- Sampson	R Houghton	Y	Y	N	£132 (O)	14/12/08	G
MP4	2b	On-boarding of Hearing Aid Council	Absorption of the Hearing Aid Council	G Ross- Sampson	R Houghton	N	N	N	On hold	01/04/09	On hold
MP5	2b	Equality and Diversity Project Phase 1	Revision of equality & diversity policies to ensure HPC is pro- actively eliminating discrimination	M Seale	M Guthrie	Y	Y	N	£43 (O)	31/03/08	G
MP30	2c	Registration fee change 09	Realignment of registration fee charges			Y	Y	NA	-	15/06/09	G

<u>Key</u>:

Green - Project is due to meet deadline

Amber - Indications are that it is probable that project will miss deadline

Red - Project has missed deadline

Date	Ver.	Dept/Cmte
2007-05-31	a	OPT

Doc Type AOD

Title Project summary 2007-8 May

Status of project has improved since last reporting cycle

Status of project is static since last reporting cycle

Status of project has declined since last reporting cycle

StatusIDraftIDD: NoneI

Int. Aud. Public RD: None * All amounts in £000's

(C) = Capex

(O) = Opex

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No.	Priority	Project name	Project Description	Project Sponsor	Project Lead	Project Charter	Project Plan	Business Reqs (if IT)	07/08 Budget*	Due Date	Status
MP24	2d	Stannery street	Refurbishment of Stannery Street building	M Seale	S Hall	N	N	Ν	£1.6M (C) £43 (O)	31/01/08	<mark>►</mark>
MP27	3	Replacement of Finance system	Replacement of SAGE and improvement of interfaces with other existing HPC systems.	S Leicester	M Cheema	Y	Y	Y	£19 (C)	30/04/08	G
MP28	3	Change of LISA access rights	Full review and implementation of revised access rights for LISA	S Leicester	M Cheema	Y	Y	Y	£35 (C)	15/04/08	G
MP14	4	Online LISA authentication	Giving registrants the ability to update their personal details online	G Ross- Sampson	R Houghton	Ν	Y	Y	-	07/12/07 15/04/08	G

HPC Major Projects 2007/8 Scorecard

Key:

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Amber - Indications are that it is probable that project will miss deadline

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Status of project has improved since last reporting cycle

Status of project is static since last reporting cycle Status of project has declined since last reporting cycle * All amounts in £000's(C) = Capex(O) = Opex

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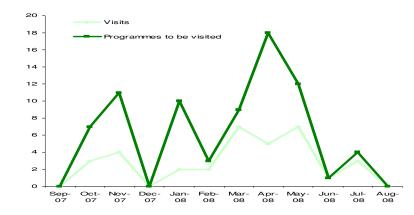
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Education – Approvals and monitoring

Approval visits 2007/08

The department has 34 visits in the schedule for the current academic year. These 34 visits will consider 75 programmes. There are three large multi-professional visits in April 2008.

	Visits	Programmes to be visited
Sep-07	0	0
Oct-07	3	7
Nov-07	4	11
Dec-07	0	0
Jan-08	2	7
Feb-08	2	3
Mar-08	7	9
Apr-08	5	18
May-08	7	12
Jun-08	1	1
Jul-08	3	4
Aug-08	0	0



The following table details the approval visit still to take place.

Visit date	Education provider	Programme(s)	Mode of Study
20/2/2008	University of Nottingham	Masters of Nutrition (MNutr)	Flexible
21/2/2008	University of Central Lancashire	BSc (Hons) Physiotherapy	Full Time
		BSc (Hons) Physiotherapy	Part Time
4/3/2008	University of Leeds	BSc (Hons) Radiography (Diagnostic)	Full Time
5/3/2008	University of Worcester	MA Drama Therapy	Part Time
11/3/2008	University of Wolverhampton	BSc (Hons) Applied Biomedical Science	Full Time
		BSc (Hons) Applied Biomedical Science	Part Time
11/3/2008	The University of Northampton	BSc (Hons) Podiatry	Full Time
11/3/2008	Welsh Ambulance Services NHS Trust	Paramedic Award	Full Time
18/3/2008	Open University	Foundation Degree in Health Sciences	Part Time
		Foundation Degree in Paramedic Science	Part Time
26/3/2008	East of England Ambulance NHS Trust	IHCD Paramedic Award	Part Time
8/4/2008	University of Plymouth	BSc (Hons) Occupational Therapy	Full Time
		BSc (Hons) Podiatry	Full Time
		BSc (Hons) Physiotherapy	Full Time
9/4/2008	University of Liverpool	BSc (Hons) Radiotherapy	Full Time
		BSc (Hons) Occupational Therapy	Full Time

		BSc (Hons) Orthoptics	Full Time		Metr
		BSc (Hons) Physiotherapy	Full Time		Univ
		BSc (Hons) Diagnostic	Full Time		
		Radiography		28/5/2008	Univ
15/4/2008	Coventry University	BSc (Hons) Dietetics	Full Time		Hud
		BSc (Hons) Occupational Therapy	Full Time	4/6/2008	Mido
		BSc (Hons) Occupational	Part Time		
		Therapy		1/7/2008	Univ
		BSc (Hons) Occupational	Part Time		Land
		Therapy	(In Service)	2/7/2008	Lond
		BSc (Hons) Physiotherapy	Full Time		Serv
		Foundation Degree in Paramedic Science	Full Time		
		Diploma Professional Development in Paramedic Practice	Full Time		•
		Diploma of Higher Education Operating Department Practice	Full Time		
16/4/2008	St George's, University of London	BSc (Hons) Diagnostic Radiography	Full Time		
16/4/2008	Swansea University	Dip HE Paramedic Science	Full Time		
7/5/2008	Yorkshire Ambulance Service	Paramedic Programme	Full Time		
		Paramedic Programme	Part Time		
7/5/2008	University of Portsmouth	BSc (Hons) Applied Biomedical Science	Part Time		
13/5/2008	South Western Ambulance NHS Trust	IHCD - Paramedic Programme	Full Time		
13/5/2008	The University of Northampton	BSc (Hons) Occupational Therapy	Full Time		
		BSc (Hons) Occupational Therapy	Part Time		
21/5/2008	University of Bradford	BSc (Hons) Applied Biomedical Science	Full Time		
		BSc (Hons) Applied Biomedical Science	Part Time		
27/5/2008	Manchester	FdSc Paramedic Science	Part Time		

	Metropolitan University		
		FdSc Paramedic Science	Full Time
28/5/2008	University of Huddersfield	BSc (Hons) Physiotherapy	Full Time
		Pg Dip Physiotherapy	Full Time
4/6/2008	Middlesex University	Biomedical Science (Clinical Laboratory Practice)	Full Time
1/7/2008	University of Central Lancashire	Foundation Degree Paramedic Science	Full Time
2/7/2008	London Ambulance Service NHS Trust	Paramedic Award	Block Release
		Paramedic Award	Full Time
		Paramedic Award	Part Time

Annual Monitoring 2007/08

The department has begun receiving annual monitoring submissions for the current academic year. The submission dates are at the end of each month. To date, 88% of expected audit submissions and 96% of expected declaration forms have been received. The three late forms have been chased up. The received audit submissions will be considered by visitors in February 2008.

	Audit submissions			
	Expected	Actual		
Dec-07	17	15		
Jan-08	15	1		
Feb-08	29	1		
Mar-08	31	0		
Apr-08	15	0		
May-08	1	0		
Jun-08	1	0		
Jul-08	0	0		
Aug-08	0	0		

Declarati	on forms	
Expected	Actual	
24	23	
41	12	
26	1	
25	3	
9	2	(
0	0	T
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1	0	A

Minor and Major Changes

The Department has received minor/major change submissions for 34 programmes in the current academic year. 62% of these submissions have been concluded. On average it is taking three months to consider each submission. This is in line with our guidance to education providers.

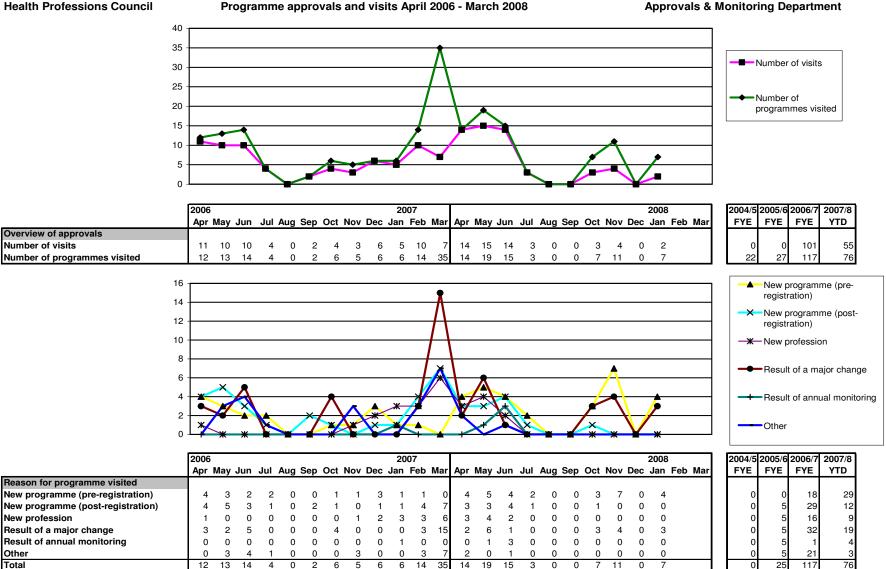
		Minor/major cl	nange submissions		
		Received	Concluded*		
	Sep-07	13	13		
	Oct-07	7	7		
	Nov-07	4	1		
	Dec-07	4	0		
	Jan-08	6	0		

(* includes those due to be considered at an Education and Training Panel in early Feb 08)

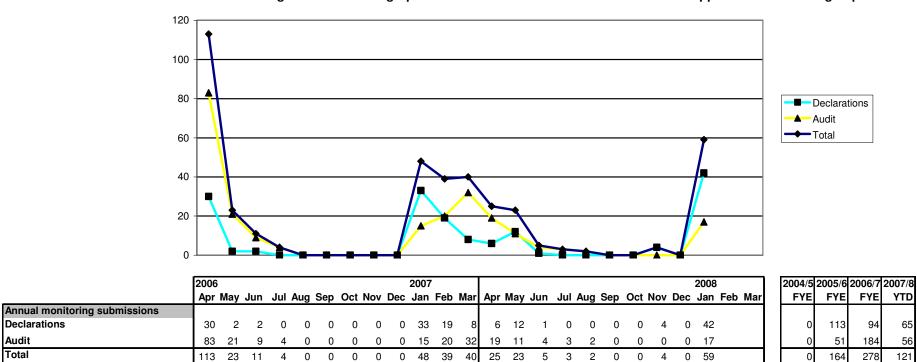
Employees

A temporary Team Administrator, Ruth Wood, joined the department in mid November 2007 to cover a period of maternity leave. Two new Education Officers, Elisa Simeoni and Paula Lescott, joined the Department in January 2008. This means that all Education Officers positions are now full.

Interviews for a replacement Education Administrator are due to take place in late January 2008.

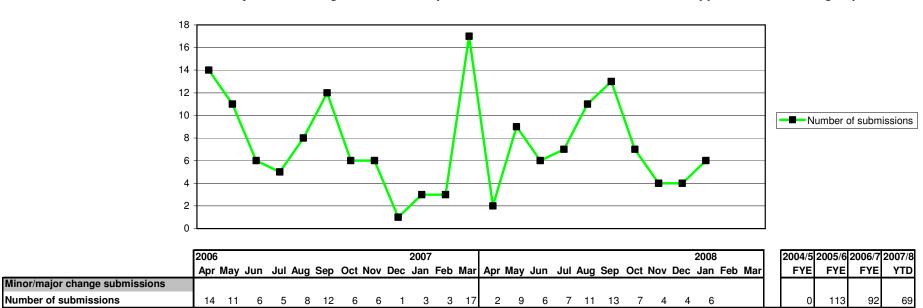


Approvals & Monitoring Department



Programme Monitoring April 2006 - March 2008

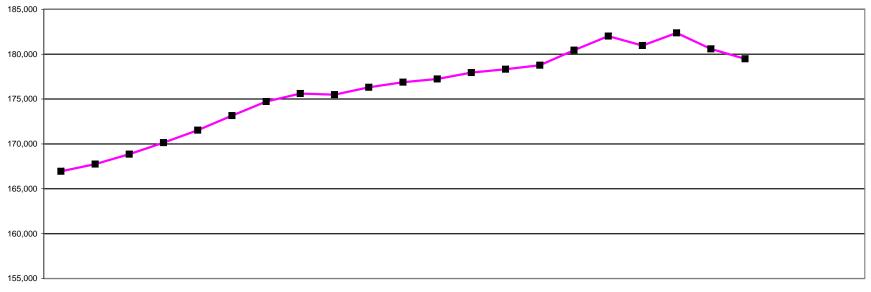
Approvals & Monitoring Department



Major/minor change submissions April 2006 - March 2008

Approvals & Monitoring Department





ĺ	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332	2,369	2,387	2,401	2,416	2,426	2,442	2,464	2,400	2,487				1,992	2,309	2,332	2,487
BS	21,516	21,582	21,733	21,775	21,930	22,029	22,119	22,211	22,293	22,392	22,470	22,510	22,588	22,646	22,698	22,777	22,847	22,696	22,680	22,665	20,992				21,158	21,322	22,510	20,992
сн	12,830	12,824	12,851	12,894	12,201	12,407	12,564	12,612	12,633	12,645	12,653	12,657	12,683	12,692	12,703	12,822	12,946	12,999	13,041	13,065	13,068				10,741	12,799	12,657	13,068
cs	4,031	4,052	4,088	4,090	4,121	4,141	4,159	4,182	4,193	4,209	4,227	4,241	4,283	4,297	4,304	4,291	4,288	3,958	4,061	4,109	4,121				3,719	3,999	4,241	4,121
DT	6,234	6,225	5,808	5,938	6,050	6,091	6,144	6,173	6,194	6,224	6,246	6,267	6,297	6,318	6,363	6,458	6,541	6,592	6,636	6,658	6,661				5,757	6,260	6,267	6,661
от	27,004	27,056	27,265	27,432	27,855	28,119	28,344	28,509	28,576	28,637	28,701	28,756	28,866	28,903	28,970	29,169	29,437	29,394	29,581	27,267	27,583				26,376	26,855	28,756	27,583
ODP	8,580	8,611	8,662	8,673	8,611	8,831	9,038	9,079	8,506	8,702	8,771	8,801	8,841	8,874	8,892	8,931	8,967	9,175	9,274	9,331	9,353				7,670	8,538	8,801	9,353
OR	1,236	1,238	1,249	1,259	1,274	1,282	1,285	1,287	1,286	1,289	1,291	1,291	1,287	1,287	1,265	1,272	1,198	1,225	1,237	1,242	1,237				1,277	1,234	1,291	1,237
PA	12,445	12,496	12,578	12,617	12,724	12,804	12,870	12,948	13,011	13,104	13,146	13,183	13,242	13,234	13,256	13,296	13,360	12,923	13,203	13,339	13,389				11,316	12,343	13,183	13,389
PH	36,743	37,221	37,947	38,398	39,161	39,558	39,902	40,107	40,196	40,352	40,514	40,587	40,766	40,897	40,991	41,621	42,238	42,533	42,755	42,945	43,017				36,978	40,005	40,587	43,017
РО	824	825	825	823	823	825	842	850	852	853	852	855	858	857	857	852	851	755	798	818	825				821	816	855	825
RA	22,399	22,490	22,886	23,207	23,537	23,709	23,893	24,019	24,077	24,164	24,226	24,278	24,362	24,406	24,522	24,986	25,275	25,411	25,534	25,548	25,523				22,360	22,164	24,278	25,523
SL	10,768	10,781	10,846	10,889	11,052	11,137	11,294	11,363	11,380	11,422	11,455	11,472	11,497	11,513	11,538	11,550	11,631	10,842	11,101	11,191	11,225				10,348	10,725	11,472	11,225
Total	166,944 <i>*</i>	167,737	168,858	170,134	171,524	173,138	174,709	175,609	175,479	176,295	176,875	177,230	177,939	178,311	178,760	180,441	182,005	180,945	182,365	180,578	179,481				160,513	169,369	177,230	179,481

NOTE: Information captured last day of each calendar month

Health Professions Council International & Grandparenting Application Status April 2006 - March 2008

International Registration Department

359

354

2006/7 2007/8

0

674

231

905

YTD

201

148

354

FYE

2005/6

FYE

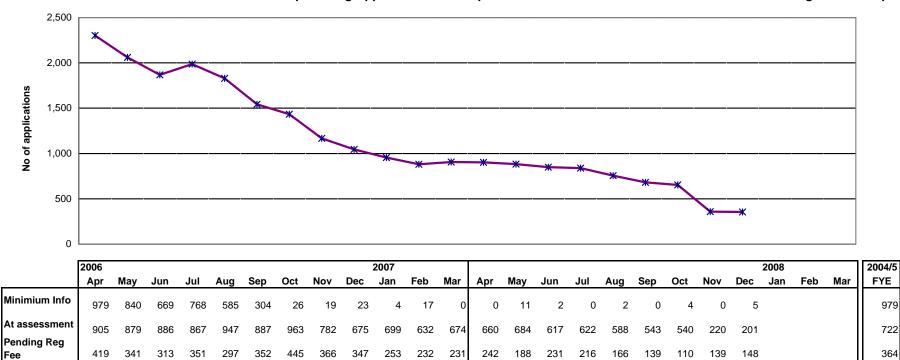
719

1,084

475

2,278

2,065



905

902

883

850

838

756

682

654

881

956

NOTE: Information covers international and grandparenting applications status progress only

1,829 1,543

Total

2,303 2,060

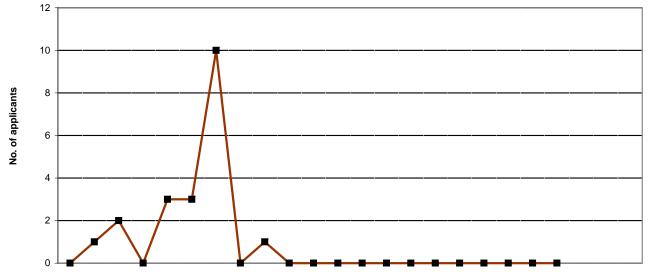
1,868

1,986

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

1,434 1,167

1,045

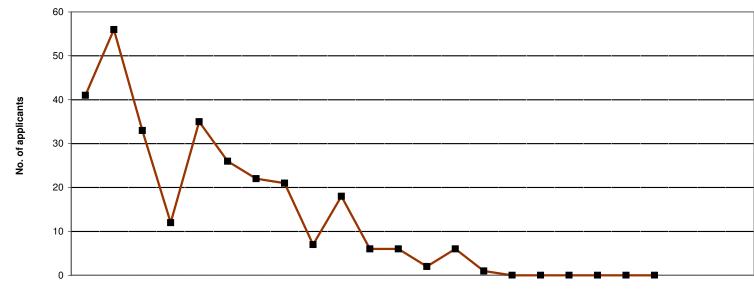


	2006									2007												2008			
	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Bio. Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
CI Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0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

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



Grandparenting Registrations April 2006 - March 2008

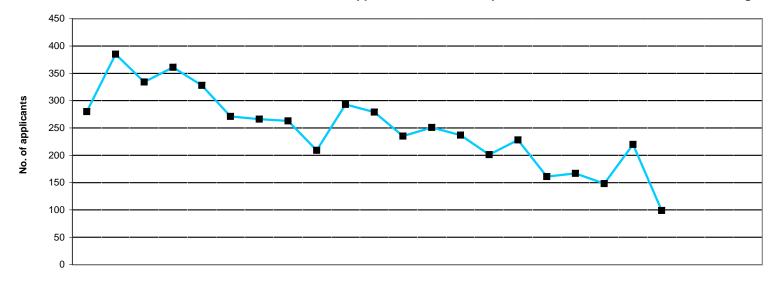


	2006									2007												2008				2004/	5
	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		FYE	
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0					1	3
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0	0	0	0	0	0	0	0					10)6
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2	0	2	0	0	0	0	0	0	0					16	55
Chirops/ Pods	16	19	15	4	16	12	12	5	1	4	4	3	0	1	0	0	0	0	0	0	0					1,30)9
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						(
OTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
ODPs	1	0	0	0	2	1	1	9	1	3	0	0	0	0	0	0	0	0	0	0	0						6
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						(
Paramedics	5	4	1	1	3	2	0	2	1	1	0	0	0	1	1	0	0	0	0	0	0					3	33
Physiotherapists	4	7	4	3	3	2	2	1	2	4	0	1	0	2	0	0	0	0	0	0	0					6	57
Prosth/Orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Radiographers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						(
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					9	}
TOTAL	41	56	33	12	35	26	22	21	7	18	6	6	2	6	1	0	0	0	0	0	0				1	1,80)(

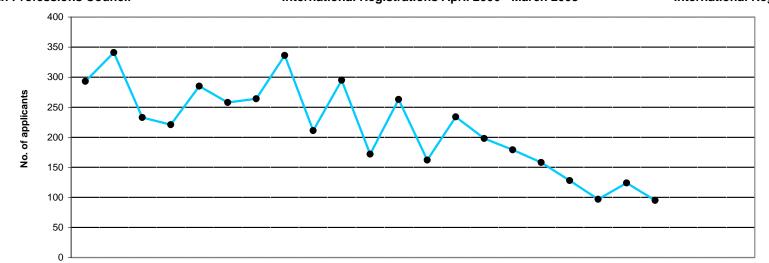
2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
13	35	5	0
106	148	18	2
165	318	78	2
1,309	1,476	111	1
0	1	0	0
1	3	0	0
6	10	18	0
0	0	0	0
33	115	20	2
67	178	33	2
1	1	0	0
0	1	0	0
99	9	0	0
1,800	2,295	283	9



New International Applications Received April 2006 - March 2008



	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1	0	3	0	2	1	1	2				15	14	15	11
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	38	31	32	30	23	19	27	11				710	756	496	246
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6	5	5	2	4	4	5	3	6	8				70	65	62	42
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9	3	4	4	4	2	2	3	8	1				89	40	51	31
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8	11	14	9	12	7	7	7	12	5				238	192	149	84
OTs	38	48	50	51	51	32	39	31	28	41	30	25	31	33	33	30	17	30	28	2	1				775	774	464	205
ODPs	0	3	2	2	3	2	3	0	4	5	0	1	3	0	1	0	1	0	0	0	1				8	29	25	6
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1	0	1	1	0	0	0	0	34	18				2	5	7	54
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2	7	2	1	0	4	1	0	3	0				29	17	39	18
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88	87	78	61	75	54	63	54	70	38				2,069	1,665	1,131	580
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1	0	0	0	1	1	3	0	0	0				11	10	9	5
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61	51	49	40	57	34	21	29	45	5				962	810	903	331
SLTs	10	24	13	1	15	13	10	16	13	19	10	9	17	12	18	10	7	10	4	12	9				257	249	153	99
TOTAL	280	385	334	361	328	271	266	263	209	293	279	235	251	237	201	228	161	167	148	220	99				5,235	4,626	3,504	1,712

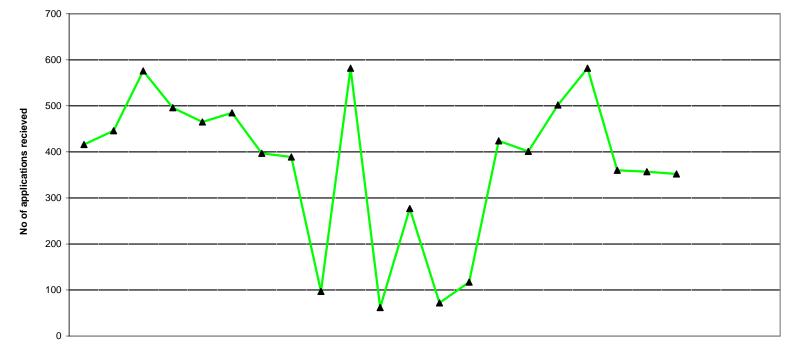


	2006									2007												2008			1	2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		FYE	FYE	FYE	YTD
Arts Therapists	0	1	1	0	2	0	0	1	1	0	0	0	2	0	2	0	0	0	1	0	1					9	3	6	6
Bio. Scientists	48	46	36	27	48	33	37	35	45	30	22	32	22	22	35	23	19	13	13	3	24					363	417	439	174
CI Scientists	0	4	6	1	5	3	2	6	1	3	3	1	2	4	2	2	3	0	0	4	1					20	26	35	18
Chirops/ Pods	4	3	2	1	6	3	0	6	1	8	0	3	7	3	2	3	8	2	2	2	1					39	25	37	30
Dietitians	7	9	7	21	15	8	7	13	13	18	8	12	6	3	7	15	7	8	7	6	4					164	93	138	63
OTs	73	49	35	26	41	50	23	73	26	41	34	38	29	32	23	31	23	15	7	48	16					668	615	509	224
ODPs	0	0	1	1	1	0	2	0	2	0	0	0	0	0	1	0	1	1	0	1	0					1	6	7	4
Orthoptists	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	3	0	0	0					1	3	3	4
Paramedics	0	2	0	0	2	2	0	3	2	2	2	1	3	0	2	2	0	1	1	0	3					19	6	16	12
Physiotherapists	75	151	75	82	91	77	95	80	56	73	68	62	26	110	62	56	42	42	35	27	28					1,339	1,193	985	428
Prosth/Orthotists	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	0	1	0	0	2	1					6	6	4	6
Radiographers	65	67	54	49	63	71	77	99	54	96	23	102	56	48	45	32	48	39	15	26	10					681	496	820	319
SLTs	20	7	16	12	11	11	20	19	10	24	11	12	7	12	16	15	6	4	16	5	6					204	218	173	87
TOTAL	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	179	158	128	97	124	95					3,514	3,107	3,172	1,375

International Registrations April 2006 - March 2008

International Registration Department

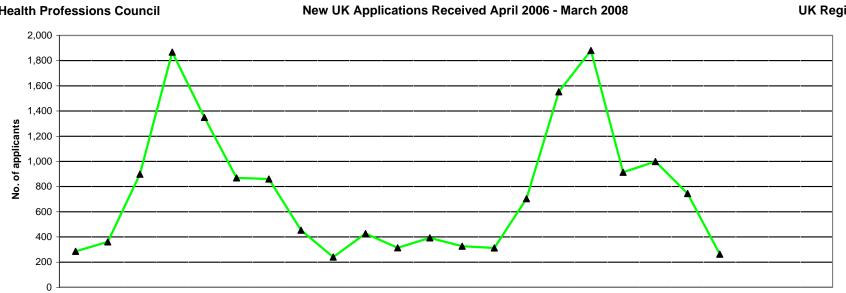




	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minimum Info	367	385	358	364	338	356	345	341	58	369	41	29	49	77	306	337	430	369	332	333	331				277	367	29	331
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17	22	39	105	39	64	205	26	21	19				32	41	17	19
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231	1	1	13	25	8	8	2	3	2				1	2	231	2
TOTAL	416	446	576	496	465	485	397	389	97	582	62	277	72	117	424	401	502	582	360	357	352				310	410	277	352

NOTE: Information covers UK applications only

Represents the current workload within the UK Registration Department as at the end of the month

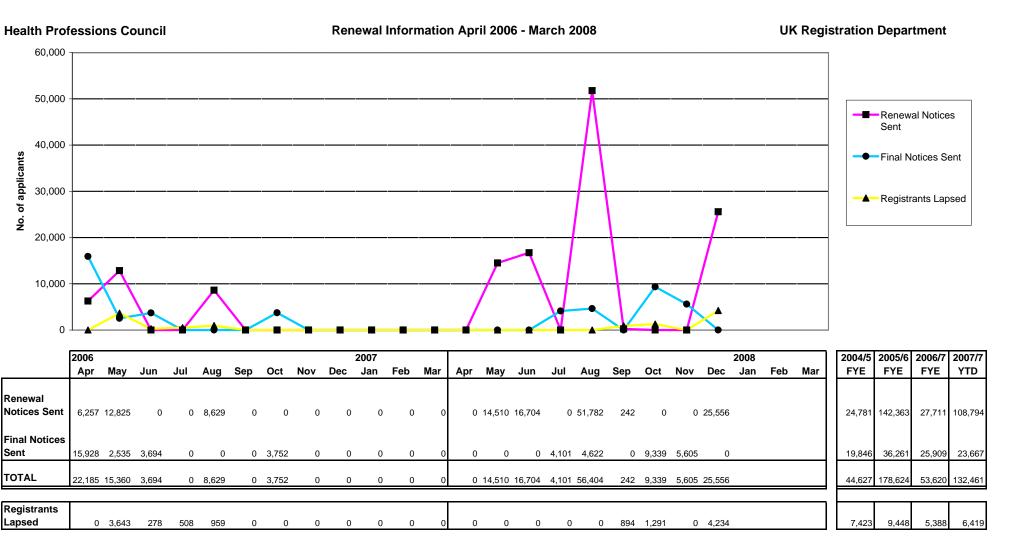


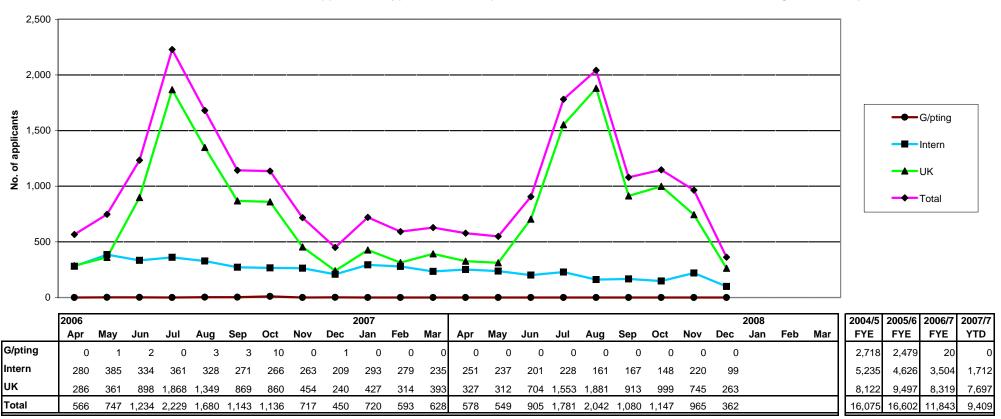
UK Registration Department

	2006									2007												2008			20	04/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	F	YE	FYE	FYE	YTD
Arts Ths	18	17	13	15	24	9	25	11	9	13	14	16	20	18	18	11	23	15	14	13	7					160	234	184	139
Bio. Scs	56	60	45	82	60	47	70	65	36	75	56	38	40	60	45	57	72	62	60	75	39					820	912	690	510
CI Scs	14	9	14	15	15	6	9	14	4	13	13	19	26	2	12	10	18	7	14	20	13					138	155	145	122
Ch/ Pods	1	4	60	116	64	34	30	6	9	11	4	2	4	10	46	119	118	38	36	25	4					329	399	341	400
Dietitians	20	16	60	106	28	20	26	11	4	6	10	24	13	20	62	72	67	30	34	24	7					319	367	331	329
ODPs	17	27	28	35	97	166	103	26	36	31	37	65	56	25	84	33	83	149	119	163	17					394	754	668	729
OTs	25	53	105	320	299	179	171	82	11	52	17	13	25	17	10	212	379	175	224	38	0				1	,468	1,544	1,327	1,080
Orths	1	1	6	14	9	3	2	2	0	3	0	0	0	0	3	15	14	3	5	0	36					44	34	41	76
Paras	53	80	54	86	78	65	59	74	56	95	42	65	48	75	66	52	99	68	85	103	58				1	,026	1,247	807	654
Physios	55	50	223	599	392	205	174	97	48	86	89	102	71	41	130	543	605	197	196	169	54				1	,926	2,051	2,120	2,006
Pr/Orths	4	1	1	0	0	0	22	1	2	1	0	0	0	0	0	0	1	0	18	8	2					40	46	32	29
Rads	12	27	253	396	153	74	66	23	10	9	9	19	8	24	193	381	251	76	88	32	10					886	1,008	1,051	1,063
SLTs	10	16	36	84	130	61	103	42	15	32	23	30	16	20	35	48	151	93	106	75	16					572	746	582	560
TOTAL	286	361	898	1,868	1,349	869	860	454	240	427	314	393	327	312	704	1,553	1,881	913	999	745	263				8	,122	9,497	8,319	7,697

30_20070312 (C) UK REG New UK Applications Received 2006-8

Health Professions Council





Application Types Received April 2006 - March 2008

International & UK Registration Departments

Health Professions Council

Total

618

715

21,212

14,876

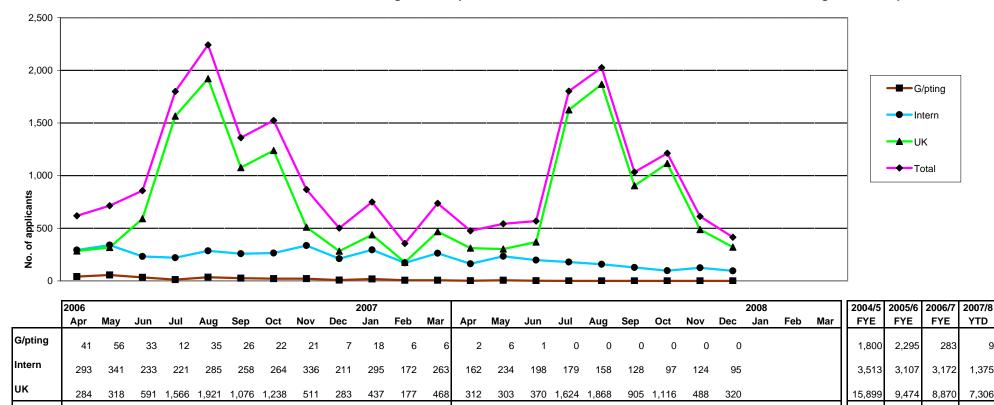
12,325

415

612

(

8,690



857 1,799 2,241 1,360 1,524

868

501

750

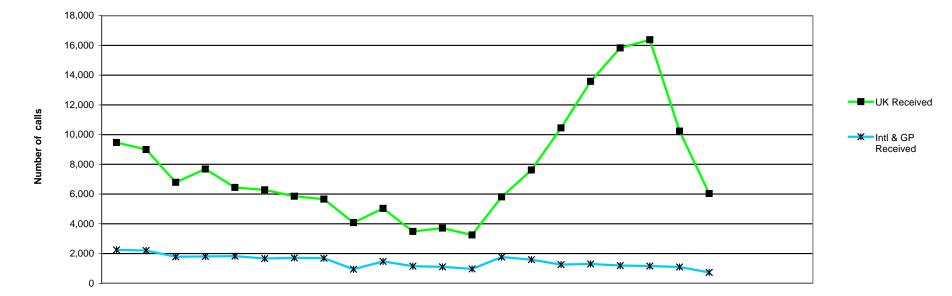
355

737

476

543

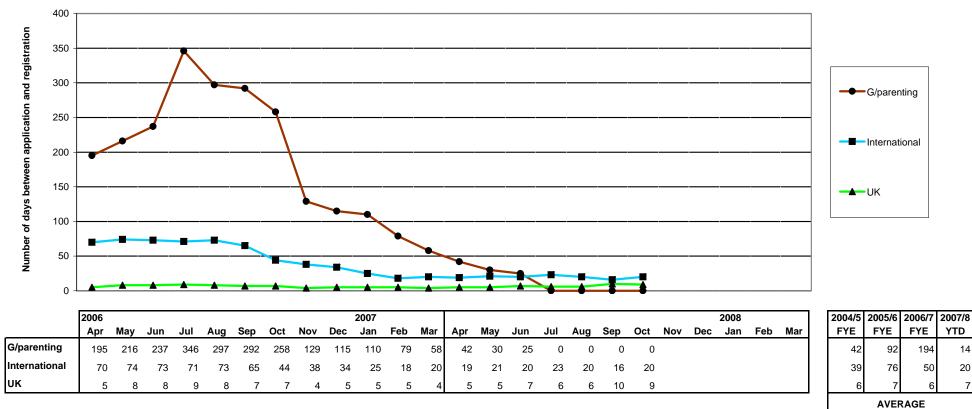
569 1,803 2,026 1,033 1,213



Registration Telephone Information April 2006 - March 2008

UK & International Registration Department

	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Intl & GP																												
Intl & GP Received	2,244	2,201	1,789	1,804	1,830	1,663	1,714	1,687	950	1,475	1,150	1,105	968	1,764	1,590	1,259	1,303	1,195	1,162	1,094	730				45,574	40,070	19,612	11,065
Answered	1,787	1,917	1,673	1,700	1,669	1,566	1,595	1,543	894	1,390	1,103	1,059	943	1,675	1,504	1,188	1,150	1,038	1,108	1,036	668				34,502	33,467	17,896	10,310
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96	97	95	95	94	89	87	95	95	92				76	84	92	93
Adandoned	457	284	116	104	161	97	119	144	56	85	47	46	25	89	86	71	153	157	54	58	62				11,264	6,627	1,716	755
Avg answer time (sec)	20	18	15	16	11	17	12	10	8	11	19	15	11	10	8	11	14	14	12	9	9				36	25	14	11
Avg talk time (min)	2.43	2.32	2.43	2.35	2.42	2.49	2.49	3.01	2.51	3.02	3.08	3.12	3.10	2.58	2.43	2.49	2.44	2.53	2.40	2.57	3.29				2.30	2.32	2.64	2.65
υκ																												
UK Received	9,464	8,995	6,787	7,683	6,441	6,280	5,856	5,663	4,082	5,033	3,489	3,715	3,248	5,808	7,622	10,448	13,576	15,827	16,371	10,232	6,041				103,274	70,233	73,488	89,173
Answered	7,845	7,995	6,464	6,983	6,121	5,555	5,284	5,439	3,736	4,980	3,450	3,641	3,207	5,598	7,360	9,105	9,924	8,640	10,429	8,460	4,626				79,498	50,518	67,493	67,349
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98	99	96	97	87	73	55	64	83	77				82	70	93	81
Adandoned	1,619	1,440	323	700	320	725	572	124	346	53	39	74	41	210	262	1,343	3,652	7,187	5,942	1,772	1,415				24,198	10,719	6,335	21,824
Avg answer time (sec)	86	96	44	74	54	52	32	22	27	16	18	21	20	30	21	29	103	161	267	74	75				67	64	45	87
Avg talk time (min)	2.25	2.46	2.24	2.12	2.16	2.22	2.02	2.04	2.21	2.07	2.08	2.05	2.02	2.08	2.27	2.19	2.35	3.00	3.06	2.43	3.12				2.13	1.78	2.16	2.50

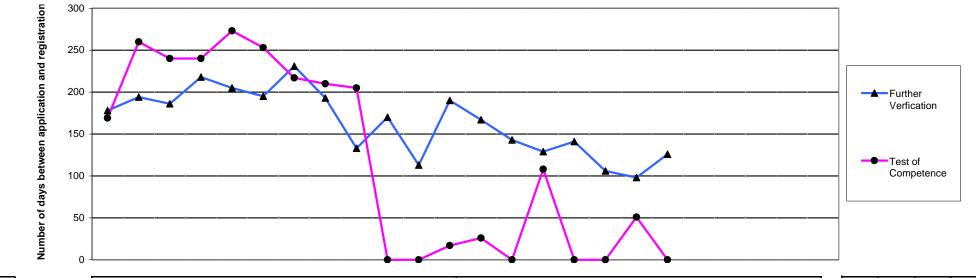


Days to Initial Assessment Decision from Application 2006-8

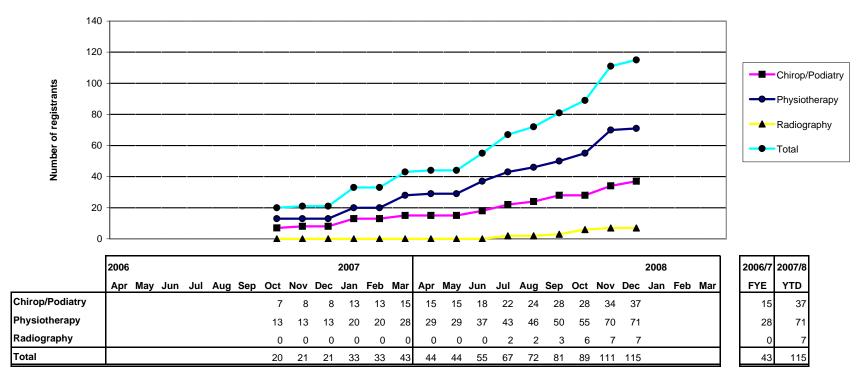
International & UK Registration Departments

NOTE: For INTL & GP assessments, measured from, the application is entered onto the registration system to initial assessor decision is made. (ACCEPT, REJECT, FV, TOC) For UK applications, measured from application is entered onto the registration system to when the applicant is registered. HPC applications only





ళ	ן	2006								2	2007												2008			20	04/5	2005/6	2006/7	2007/8
ing nal		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	F	YE	FTE	FTE	YTD
ent.	Further																													
par	Verfication	178	194	186	218	205	195	231	193	133	170	113	190	167	143	129	141	106	98	126							101	145	184	130
andparenting	Test of																													
ອັ	Competence	169	260	240	240	273	253	217	210	205	0	0	17	26	0	108	0	0	51	0							150	158	174	26
																												AVEF	RAGE	



Number of registrants with supplementary prescribing rights 2006-8

Health Professions Council