# Operations Report to Finance & Resources Committee, 19<sup>th</sup> March 2008 Contents

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# Registrations – Richard Houghton

#### **Summary**

This paper provides an update from the Registration Department for the period from 1 January 2008 to 31 January 2008.

# 1) Operational Performance

#### a) Telephone Calls

- i) UK Telephone Calls During the period from 1 January 2008 to 31 January 2008 the team received a total of 11,752 telephone calls which is 2,807 more than the same period two years ago which equates to a 31% increase in the volume of telephone calls received. 7,849 telephone calls were answered which was 243 more than when compared to the same period two years ago.
- **ii) International Telephone Calls -** During the period from 1 January 2008 to 31 January 2008 the team received a total of 1,222 telephone calls, 95% of which were answered.

The Registration Department achieved an overall service level of 91% during this period against a service standard of 80%.

# b) Application Processing

i) UK Applications - A total of 436 new applications were received during this period and 406 individuals were registered. Applications took on average seven working days to process which exceeds our service standard of processing applications within ten working days of receipt.

Applications for readmission took an average of six working days to process which exceeds our service standard of processing applications within ten working days of receipt.

**ii) International Applications -** A total of 229 new international applications were received in this period and 136 individuals were registered. Applications were being processed within four to six weeks of receipt which exceeds our service standard of processing applications within three months of receipt of all documents.

### c) Emails

- i) UK Emails The team received approximately 60/80 emails per day and responded to these within 48 of hours of receipt which compares favourably with our service standard of five working days response time.
- **ii) International Emails -** The team received approximately 20/30 emails per day and managed to respond to these within 48 hours of receipt which compares favourably with our service standard of five working days response time.

# d) Registration Renewal

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.

All new registration employees recruited during the past 12 months have commenced an Institute of Customer Services (ICS) accredited training programme which provides delegates with a foundation in the knowledge, understanding and skills

needed to become a Customer Service Professional. The ICS programme is a 20-hour improvement course which is delivered over 2 days and includes the latest industry research on customer service, keeping the registrations teams at the cutting edge of customer service professionalism. The participant guide includes a choice of work based assignments that have been customised to meet the specific needs of the Health Professions Council.

# **Project management – Claire Phillips**

# **HPC Major Projects March FY 2007/8 Narrative**

No.	Project name	Commentary
MP25	Application Server Upgrade	<ul> <li>As of 26th February, performance issues are still outstanding and being worked upon by third party suppliers</li> <li>Therefore in order to minimise the business risk associated with the physiotherapy renewal cycle, roll out of the technology upgrade has been rescheduled to the end of March.</li> <li>It is probable that the project will make the 31st March 2008 deadline, but for the purposes of conservative reporting (and due to committee paper lead times) this project has been reported as amber</li> </ul>
МР3	On-boarding of the Practitioner Psychologists	Due to a change in the likely date for legislative approval of the Section 60 the project date has been re-aligned.
MP27	Replacement of Finance system	<ul> <li>Due to poor supplier performance the non-business critical element of this project has been delayed</li> <li>The core element of the Finance system will be upgraded as per the project plan, however a web-based user interface will be delivered after the planned date.</li> <li>In order to ensure that the testing period for the non-business critical element of the project is adequate and that the roll out does not interfere with the Finance department's end of financial year peak (reporting and audit) the roll out is rescheduled for July 2008.</li> </ul>
MP24	Stannary street	See separate report
MP28	Change of LISA access rights	<ul> <li>The technology aspect of this project is dependent on the successful roll out of the Application Server upgrade</li> <li>At the time of writing there is an element of uncertainty whether this project will therefore meet its deadline, therefore the project has been marked as declining.</li> </ul>
MP14	Online LISA authentication	<ul> <li>The technology aspect of this project is dependent on the successful roll out of the Application Server upgrade</li> <li>At the time of writing there is an element of uncertainty whether this project will therefore meet its deadline, therefore the project has been marked as declining.</li> </ul>

# **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	G Gaskins	Y	Y	NA	£30 (C)	31/10/07 31/12/07 31/03/08	A
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	
MP3	2b	On-boarding of the Practitioner Psychologists	On-boarding of the Practitioner Psychologists	G Ross- Sampson	R Houghton	Y	Y	N	£132 (O)	14/12/08 10/02/09	
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	6
MP30	2c	Registration fee change 09	Realignment of registration fee charges	M Seale	S Leicester	Y	Υ	NA	-	15/06/09	G



Green - Project is due to meet deadline

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

Red - Project has missed deadline



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

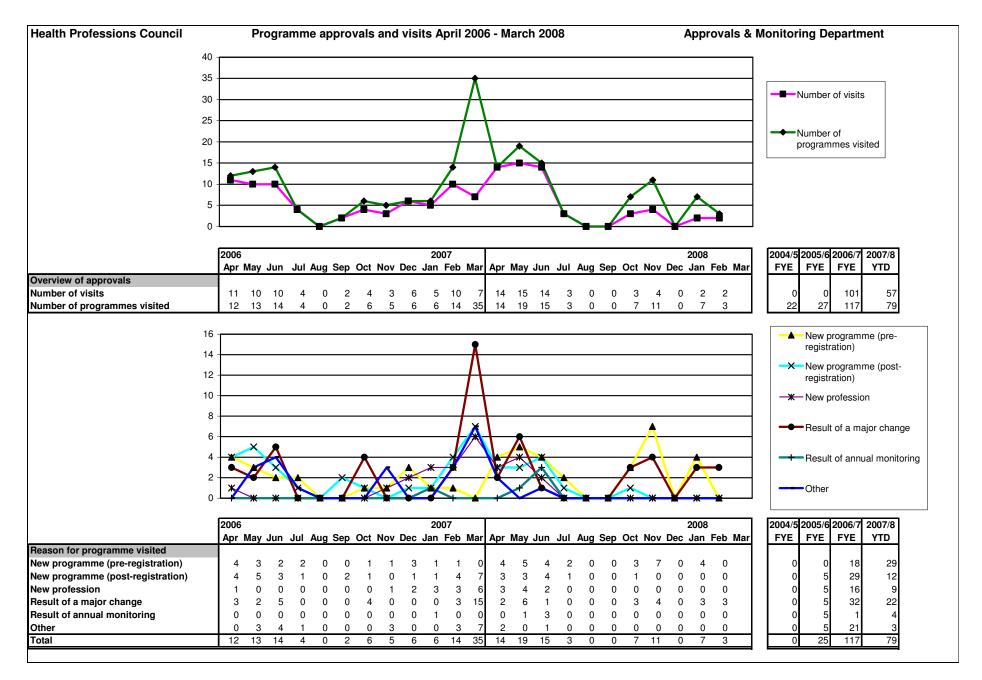
(C) = Capex

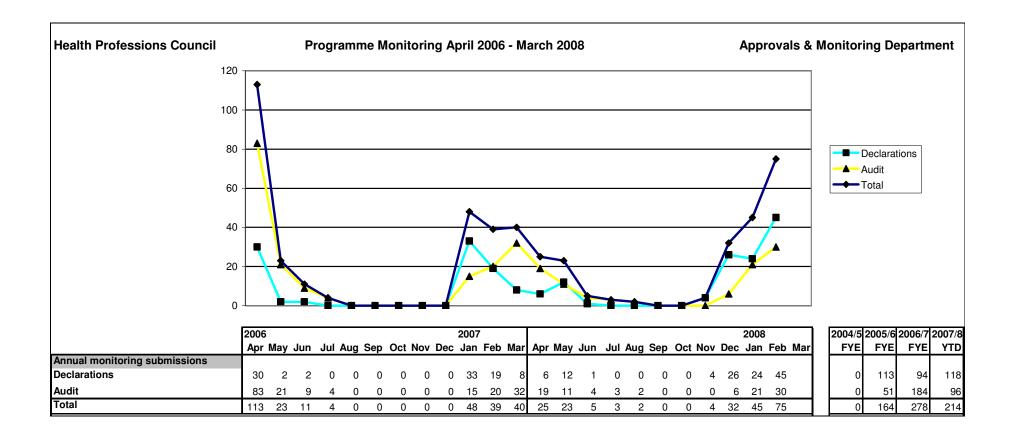
(O) = Opex

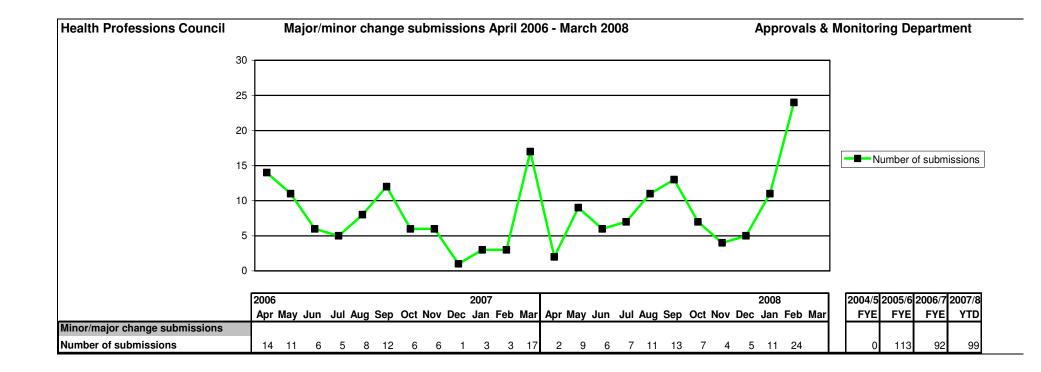
# **HPC Major Projects 2007/8 Scorecard**

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	Stannary street	Refurbishment of Stannary Street building	M Seale	SHall	N	N	N	£1.6M (C) £43 (O)	31,/01,/08 <b>10,/03,/08</b>	A
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	Į.
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	N	Υ	Y	-	07/12/07 <b>15/04/08</b>	G









# **Business Improvement – Roy Dunn**

#### **Human Resources**

No changes.

#### **Quality Management System (QMS) review meetings**

Below is a list of recent quality management system reviews:

- Education
- Management review
- Quality

The Audit Committee underwent training on the ISO system at HPC on 27<sup>th</sup> February 2008.

# QMS process updates

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

- Education
- 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.

We are evaluating auditing against the 9001:2000 standard, vs. auditing against the Eight Management Principles. However no change is likely in the immediate future.

#### **Business Continuity**

We are working with an external Continuity consultant to update the current BC plan to match BS25999 requirements, and training exercises are being developed for EMT and MMT.

## **Information & Data Management**

A series of 5 potential archive sites have been visited including the existing supplier and a Salt Mine in Cheshire.

Costs and service options are being analysed with a view to enhancing physical and process driven security.

All existing archived material is being given increased security with tamper evident security tags.

Some data transfer processes are being updated as physical security is enhanced further.

Monthly management reports formats are being updated for the new Financial year.

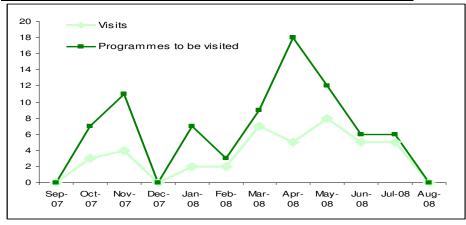
A series of improved meta data reports are being tested for monitoring upgrades or changes to the registrations system.

# **Education – Approvals and monitoring**

# Approval visits 2007/08

The department has 41 visits in the schedule for the current academic year. These 41 visits will consider 79 programmes. The next five months represent the peak workload for visits – with 30 visits (73% of the total) covering 51 programmes. There are three large multi-professional visits planned for 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	8	12
Jun-08	5	6
Jul-08	5	6
Aug-08	0	0



#### **Annual Monitoring 2007/08**

The department is in the middle of its peak of annual monitoring work. The expected submission dates from education providers are at the end of each month. To date, 95% of expected audit submissions have been received, with the majority on time. There is a 5% non-submission rate. Non submissions get reported to the Education and Training Panel for consideration.

	Audit submissions				
	Expected	Actual			
Dec-07	17	17			
Jan-08	15	14			
Feb-08	29	27			
Mar-08	33	0			
Apr-08	15	0			
May-08	1	0			
Jun-08	1	0			
Jul-08	0	0			
Aug-08	0	0			

Actual submissions				
On	Loto	Non		
time	Late	submissions		
15	2	0		
14	0	1		
27	0	2		
-	-	-		
-	-	-		
-	-	-		
-	-	-		
-	-	-		
-	-	-		

The first assessment day was held in mid Feb 08, with the second planned for mid March 2008. Eight partners and four executive members attend each day. The number of partners has been reduced this year to make the assessment days more cost effective.

At the first assessment day, the visitors recommended that the majority of programmes (79%) continue to meet our standards. These recommendations will be considered by the Education and Training Panel in late March 2008. This means that the entire process has taken three months or less for these programmes, which is within the estimated time period. At the first assessment day, the visitors requested further information for the remaining 21% of programmes, before making a final recommendation to Panel.

	Type of assessment			
	Assessment day	Postal		
Dec-07	14 (Feb 08)	3		
Jan-08	14 (Feb 08)	0		
Feb-08	27 (Mar 08)	0		

Outcome of as	ssessment day
Visitors' requested more info	Sent to Panel (continues to meet standards)
2	12
4	10
tbc	tbc

To date, 97% of expected declaration forms have been received, with the majority on time. There is a 3% non-submission rate. Non submissions get reported to the Education and Training Panel for consideration.

	Declaration forms				
	Expected	Actual			
Dec-07	24	24			
Jan-08	40	39			
Feb-08	29	27			
Mar-08	25	10			
Apr-08	9	3			
May-08	0	0			
Jun-08	1	0			
Jul-08	8	1			
Aug-08	1	0			

Ac	Actual declaration forms				
On	Late	Non			
time	Late	submissions			
23	1	0			
37	2	1			
27	0	2			
10	-	-			
3	-	-			
-	-	-			
-	-	-			
1	-	-			
-	-	-			

All declaration forms go direct to the Education and Training Panel for consideration. 42 programmes were considered at their February meeting and 62 are due to be considered at their March meeting.

This means that the entire process is taking 33 days on average, which is considerably below the three months estimated time period.

# **Minor and Major Changes**

The Department has received minor/major change submissions for 64 programmes in the current academic year. 55% 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 change submissions			
	Received	Concluded*		
Sep-07	13	13 (100%)		
Oct-07	7	7 (100%)		
Nov-07	4	2 (50%)		
Dec-07	5	5 (100%)		
Jan-08	11	7 (64%)		
Feb-08	24	1 (4%)		

(\* includes those due to be considered at an Education and Training Panel in late March 08)

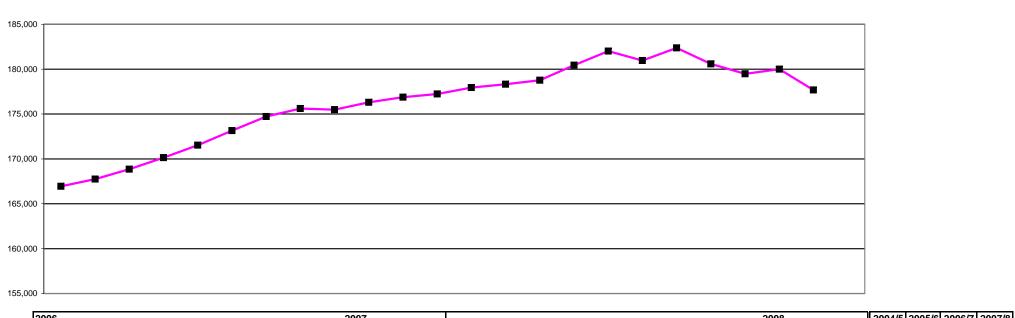
# **Employees**

The department has successfully recruited to a number of positions in early 2008. Ruth Wood who was the temporary Team Administrator (covering a period of maternity leave) has been successful in getting a permanent position as Education Administrator. Both Osama Ammar and Tracey Samuel-Smith have been successful in getting the two new Education Manager positions which are part of the department reorganisation.

#### **Publications**

The department has recently finalised two publications. The new 'Major change – supplementary information' offers guidance for

education providers about the revised major change process. The annual report offers a detailed analysis of the three operational processes during the 2006-07 academic year.

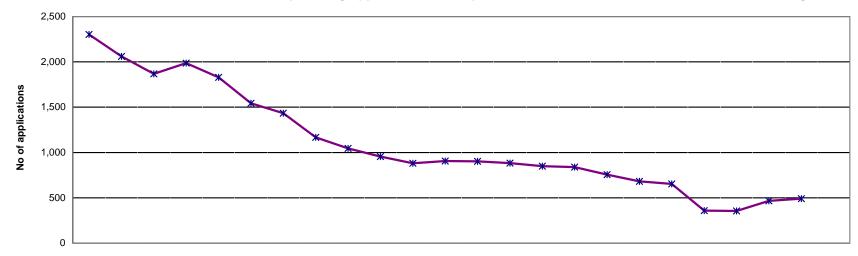


	2006									2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
AS	2,334	2,336	2,120	2,139	2,185	2,205	2,255	2,269	2,282	2,302	2,323	2,332	2,369	2,387	2,401	2,416	2,426	2,442	2,464	2,400	2,487	2,510	2,492		1,992	2,309	2,332	2,510
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	21,426	21,461		21,158	21,322	22,510	21,426
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	13,056	13,056		10,741	12,799	12,657	13,056
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	4,144	4,148		3,719	3,999	4,241	4,144
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	6,690	6,695		5,757	6,260	6,267	6,690
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	27,905	27,936		26,376	26,855	28,756	27,905
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	9,410	9,424		7,670	8,538	8,801	9,410
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	1,236	1,236		1,277	1,234	1,291	1,236
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	13,534	13,563		11,316	12,343	13,183	13,534
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	42,661	42,660		36,978	40,005	40,587	42,661
РО	824	825	825	823	823	825	842	850	852	853	852	855	858	857	857	852	851	755	798	818	825	832	833		821	816	855	832
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	25,298	22,865		22,360	22,164	24,278	25,298
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	11,298	11,311		10,348	10,725	11,472	11,298
Total	166,944	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	180,000	177,680		160,513	169,369	177,230	180,000

NOTE: Information captured last day of each calendar month

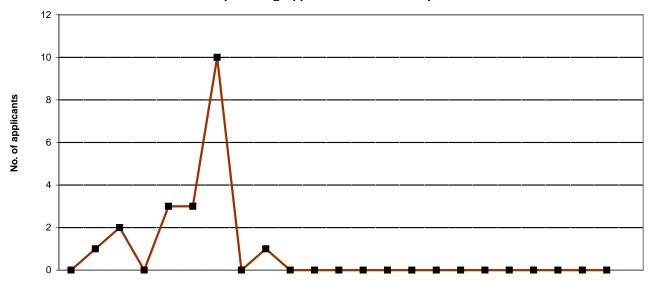
# Health Professions Council International & Grandparenting Application Status April 2006 - March 2008

# **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
Minimium Info	979	840	669	768	585	304	26	19	23	4	17	0	0	11	2	0	2	0	4	0	5	0	26		979	719	0	0
At assessment	905	879	886	867	947	887	963	782	675	699	632	674	660	684	617	622	588	543	540	220	201	282	276		722	1,084	674	282
Pending Reg Fee	419	341	313	351	297	352	445	366	347	253	232	231	242	188	231	216	166	139	110	139	148	184	188		364	475	231	184
Total	2,303	2,060	1,868	1,986	1,829	1,543	1,434	1,167	1,045	956	881	905	902	883	850	838	756	682	654	359	354	466	490		2,065	2,278	905	466

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

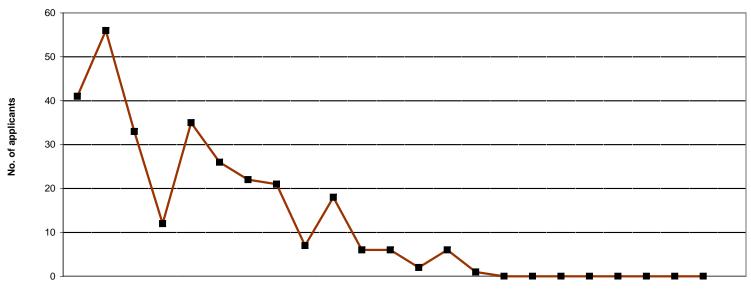


	2006									2007												2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Bio. Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CI Scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0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

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

# **Grandparenting Registrations April 2006 - March 2008**

# **International Registration Department**

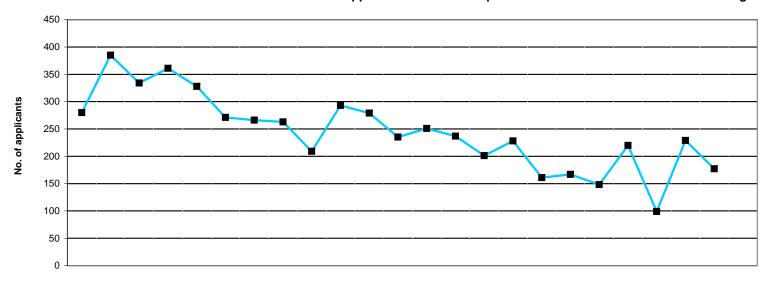


	2006									2007												2008	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb Ma
Arts Therapists	1	1	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Bio. Scientists	4	3	3	1	1	2	1	1	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0
CI Scientists	10	22	10	2	9	7	6	3	2	4	1	2	0	2	0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

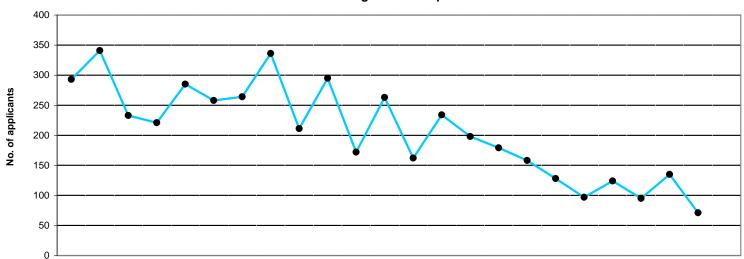
2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
13	35	5	0
106	148	18	2
165	318	78	2
1,309	1,476	111	1
0	1	0	0
1	3	0	0
6	10	18	0
0	0	0	0
33	115	20	2
67	178	33	2
1	1	0	0
0	1	0	0
99	9	0	0
1,800	2,295	283	9

# New International Applications Received April 2006 - March 2008

# **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
Arts Therapists	1	1	0	2	3	2	1	1	1	1	0	2	1	1	0	3	0	2	1	1	2	0	2		15	14	15	13
Bio. Scientists	43	52	44	53	51	42	42	39	32	39	37	22	35	38	31	32	30	23	19	27	11	29	20		710	756	496	295
CI Scientists	8	8	8	9	4	6	4	4	2	2	1	6	5	5	2	4	4	5	3	6	8	5	6		70	65	62	53
Chirops/ Pods	6	4	3	4	3	5	7	1	2	2	5	9	3	4	4	4	2	2	3	8	1	5	3		89	40	51	39
Dietitians	19	19	13	7	12	13	9	12	10	17	10	8	11	14	9	12	7	7	7	12	5	14	12		238	192	149	110
OTs	38	48	50	51	51	32	39	31	28	41	30	25	31	33	33	30	17	30	28	34	18	28	17		775	774	464	299
ODPs	0	3	2	2	3	2	3	0	4	5	0	1	3	0	1	0	1	0	0	0	1	0	0		8	29	25	6
Orthoptists	0	0	0	1	0	0	0	0	2	2	1	1	0	1	1	0	0	0	0	2	1	0	0		2	5	7	5
Paramedics	4	4	1	2	4	3	2	0	5	6	6	2	7	2	1	0	4	1	0	3	0	2	2		29	17	39	22
Physiotherapists	78	124	123	105	112	79	65	95	69	92	101	88	87	78	61	75	54	63	54	70	38	78	65		2,069	1,665	1,131	723
Prosth/Orthotists	0	0	0	1	2	1	1	1	1	1	0	1	0	0	0	1	1	3	0	0	0	1	0		11	10	9	6
Radiographers	73	98	77	123	68	73	83	63	40	66	78	61	51	49	40	57	34	21	29	45	5	46	38		962	810	903	415
SLTs	10	24	13	1	15	13	10	16	13	19	10	9	17	12	18	10	7	10	4	12	9	21	12		257	249	153	132
TOTAL	280	385	334	361	328	271	266	263	209	293	279	235	251	237	201	228	161	167	148	220	99	229	177		5,235	4,626	3,504	2,118

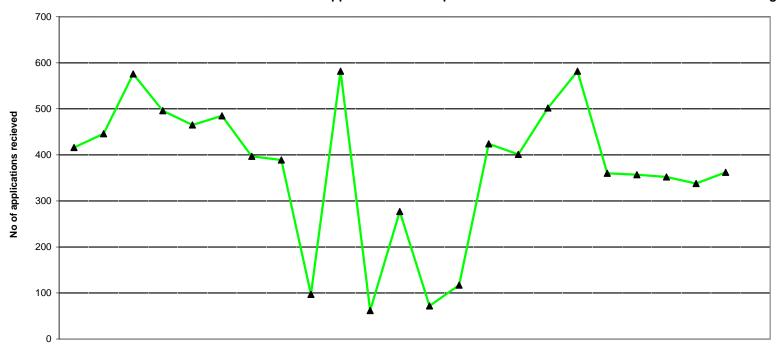


	2006									2007												2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Therapists	0	1	1	0	2	0	0	1	1	0	0	0	2	0	2	0	0	0	1	0	1	2	0	
Bio. Scientists	48	46	36	27	48	33	37	35	45	30	22	32	22	22	35	23	19	13	13	3	24	13	16	
CI Scientists	0	4	6	1	5	3	2	6	1	3	3	1	2	4	2	2	3	0	0	4	1	3	1	
Chirops/ Pods	4	3	2	1	6	3	0	6	1	8	0	3	7	3	2	3	8	2	2	2	1	5	1	
Dietitians	7	9	7	21	15	8	7	13	13	18	8	12	6	3	7	15	7	8	7	6	4	10	5	
OTs	73	49	35	26	41	50	23	73	26	41	34	38	29	32	23	31	23	15	7	48	16	28	9	
ODPs	0	0	1	1	1	0	2	0	2	0	0	0	0	0	1	0	1	1	0	1	0	1	0	
Orthoptists	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	3	0	0	0	0	0	
Paramedics	0	2	0	0	2	2	0	3	2	2	2	1	3	0	2	2	0	1	1	0	3	0	0	
Physiotherapists	75	151	75	82	91	77	95	80	56	73	68	62	26	110	62	56	42	42	35	27	28	47	25	
Prosth/Orthotists	1	1	0	1	0	0	1	0	0	0	0	0	2	0	0	0	1	0	0	2	1	0	0	
Radiographers	65	67	54	49	63	71	77	99	54	96	23	102	56	48	45	32	48	39	15	26	10	11	6	
SLTs	20	7	16	12	11	11	20	19	10	24	11	12	7	12	16	15	6	4	16	5	6	15	8	
TOTAL	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	179	158	128	97	124	95	135	71	

2004/5	2005/6	2006/7	2007/8
FYE	FYE	FYE	YTD
9	3	6	8
363	417	439	203
20	26	35	22
39	25	37	36
164	93	138	78
668	615	509	261
1	6	7	5
1	3	3	4
19	6	16	12
1,339	1,193	985	500
6	6	4	6
681	496	820	336
204	218	173	110
3,514	3,107	3,172	1,581

# UK Application Status April 2006 - March 2008

#### **UK Registration Department**

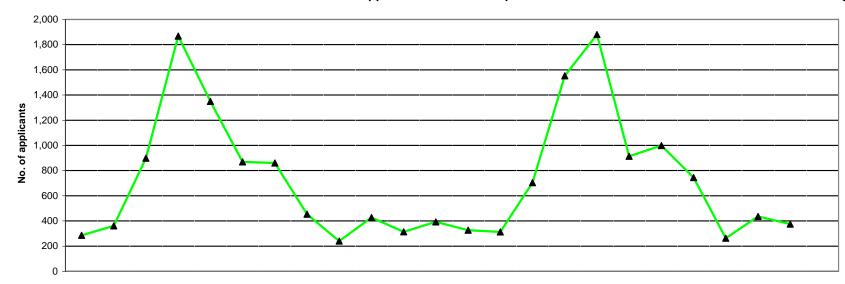


	2006									2007												2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum Info	367	385	358	364	338	356	345	341	58	369	41	29	49	77	306	337	430	369	332	333	331	309	333	
Awaiting Pass List	47	57	210	97	110	110	46	48	39	205	21	17	22	39	105	39	64	205	26	21	19	27	26	
Pending Reg. Fee	2	4	8	35	17	19	6	0	0	8	0	231	1	1	13	25	8	8	2	3	2	2	3	
TOTAL	416	446	576	496	465	485	397	389	97	582	62	277	72	117	424	401	502	582	360	357	352	338	362	

I	2004/5	2005/6	2006/7	2007/8
	FYE	FYE	FYE	YTD
	277	367	29	309
	32	41	17	27
	1	2	231	2
	310	410	277	338

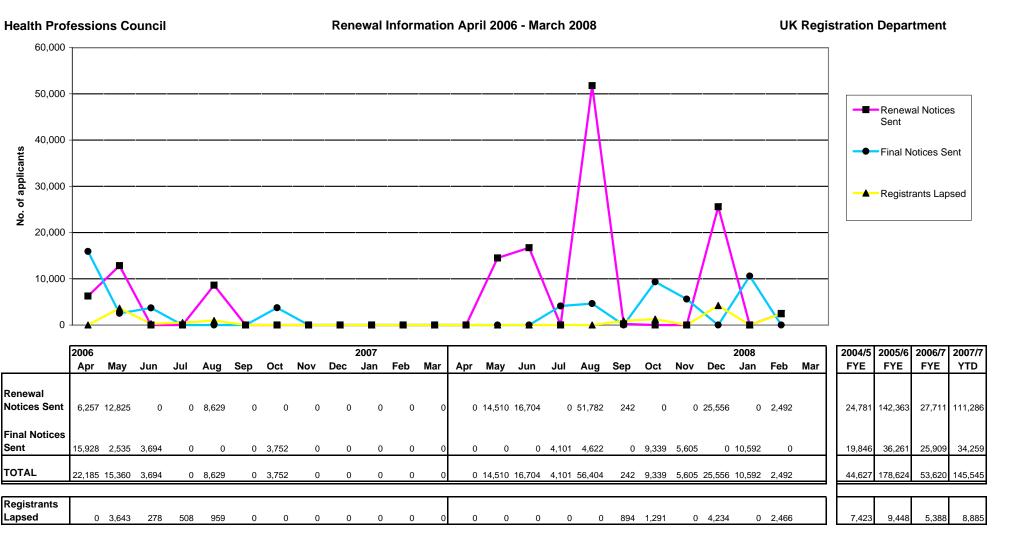
NOTE: Information covers UK applications only

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



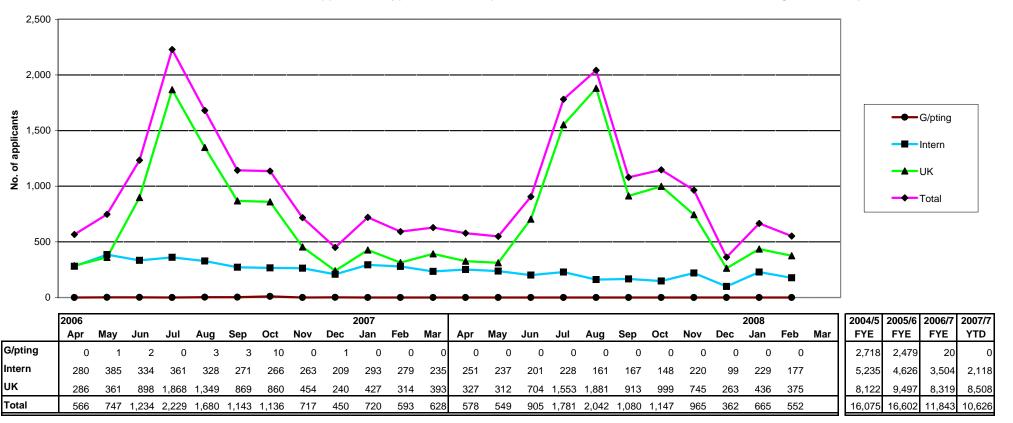
	2006									2007												2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts Ths	18	17	13	15	24	9	25	11	9	13	14	16	20	18	18	11	23	15	14	13	7	13	16	
Bio. Scs	56	60	45	82	60	47	70	65	36	75	56	38	40	60	45	57	72	62	60	75	39	78	57	
CI Scs	14	9	14	15	15	6	9	14	4	13	13	19	26	2	12	10	18	7	14	20	13	10	14	
Ch/ Pods	1	4	60	116	64	34	30	6	9	11	4	2	4	10	46	119	118	38	36	25	4	6	5	
Dietitians	20	16	60	106	28	20	26	11	4	6	10	24	13	20	62	72	67	30	34	24	7	13	8	
ODPs	17	27	28	35	97	166	103	26	36	31	37	65	56	25	84	33	83	149	119	163	17	39	19	
OTs	25	53	105	320	299	179	171	82	11	52	17	13	25	17	10	212	379	175	224	38	36	59	62	
Orths	1	1	6	14	9	3	2	2	0	3	0	0	0	0	3	15	14	3	5	0	0	0	1	
Paras	53	80	54	86	78	65	59	74	56	95	42	65	48	75	66	52	99	68	85	103	58	112	52	
Physios	55	50	223	599	392	205	174	97	48	86	89	102	71	41	130	543	605	197	196	169	54	67	100	
Pr/Orths	4	1	1	0	0	0	22	1	2	1	0	0	0	0	0	0	1	0	18	8	2	4	0	
Rads	12	27	253	396	153	74	66	23	10	9	9	19	8	24	193	381	251	76	88	32	10	11	15	
SLTs	10	16	36	84	130	61	103	42	15	32	23	30	16	20	35	48	151	93	106	75	16	24	26	
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	436	375	

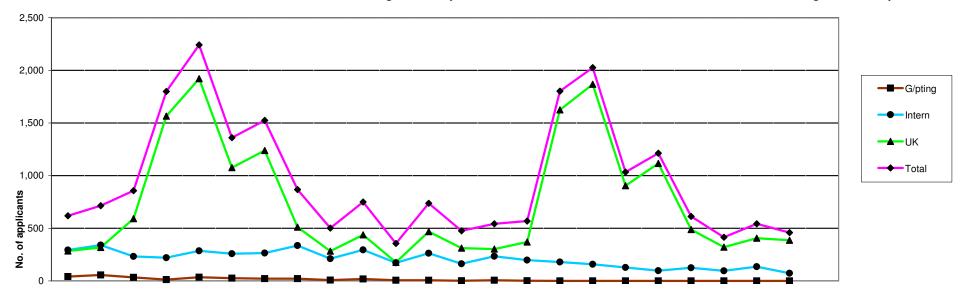
2004/5 FYE	2005/6 FYE	2006/7 FYE	2007/8 YTD
160	234	184	168
820	912	690	645
138	155	145	146
329	399	341	411
319	367	331	350
394	754	668	787
1,468	1,544	1,327	1,237
44	34	41	41
1,026	1,247	807	818
1,926	2,051	2,120	2,173
40	46	32	33
886	1,008	1,051	1,089
572	746	582	610
8,122	9,497	8,319	8,508



#### Application Types Received April 2006 - March 2008

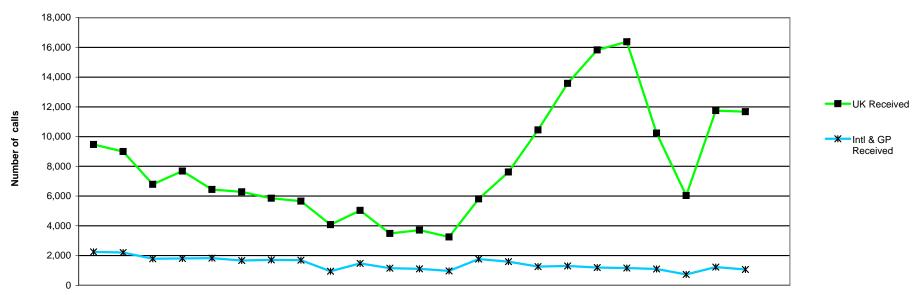
#### **International & UK Registration Departments**





	2006								:	2007												2008			2004/5	2005/6	2006/7	2007/8
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
G/pting	41	56	33	12	35	26	22	21	7	18	6	6	2	6	1	0	0	0	0	0	0	0	0		1,800	2,295	283	9
Intern	293	341	233	221	285	258	264	336	211	295	172	263	162	234	198	179	158	128	97	124	95	136	73		3,513	3,107	3,172	1,584
UK	284	318	591	1,566	1,921	1,076	1,238	511	283	437	177	468	312	303	370	1,624	1,868	905	1,116	488	320	406	386		15,899	9,474	8,870	8,098
Total	618	715	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	612	415	542	459		21,212	14,876	12,325	9,691

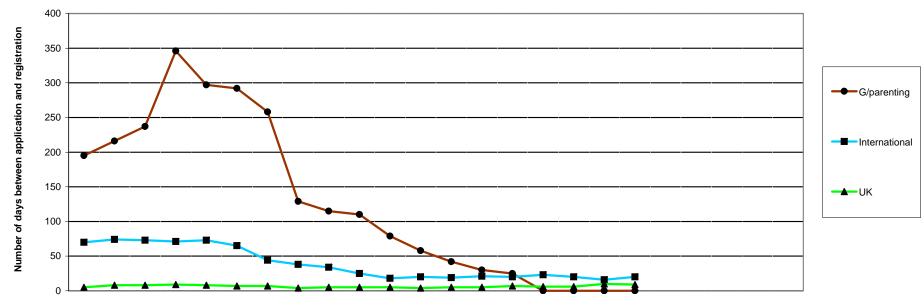
Received



	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	1,222	1,063		45,57	4 40,070	19,612	13,350
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	1,157	990		34,50	2 33,467	17,896	12,457
Calls answered (%)	80	87	93	94	92	94	93	92	94	94	96	96	97	95	95	94	89	87	95	95	92	95	93		7	6 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	65	73		11,26	4 6,627	1,716	893
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	12	16		3	6 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	3.28	3.14		2.3	0 2.32	2.64	2.75
uĸ																												
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	11,752	11,675		103,27	4 70,233	73,488	112,600
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	7,849	9,549		79,49	8 50,518	67,493	84,747
Calls answered (%)	83	84	95	91	95	89	90	98	92	99	99	98	99	96	97	87	73	55	64	83	77	67	82		8	2 70	93	80
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	3,893	2,126		24,19	8 10,719	6,335	27,843
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	71	95		6	7 64	45	86
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	3.05	3.00		2.1	3 1.78	2.16	2.60

### Days to Initial Assessment Decision from Application 2006-8

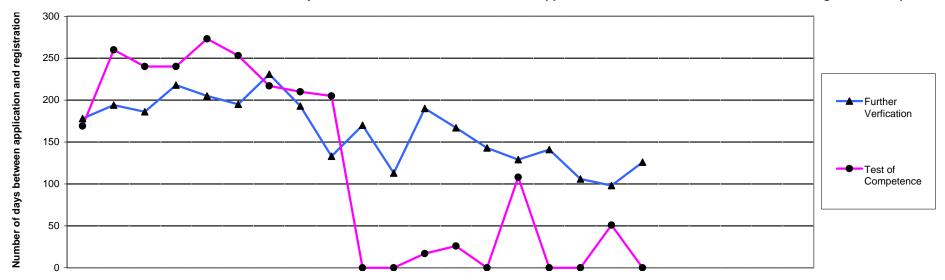
#### **International & UK Registration Departments**



	2006									2007												2008		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/parenting	195	216	237	346	297	292	258	129	115	110	79	58	42	30	25	0	0	0	0					
International	70	74	73	71	73	65	44	38	34	25	18	20	19	21	20	23	20	16	20					
UK	5	8	8	9	8	7	7	4	5	5	5	4	5	5	7	6	6	10	9					

2004/5	2005/6	2006/7	2007/8										
FYE	FYE	FYE	YTD										
42	92	194	14										
39	76	50	20										
6	7	6	7										
AVERAGE													

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



ð	]	2006									2007												2008		
ing na l		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
ent tio	Further																								
rus Bar	Verfication	178	194	186	218	205	195	231	193	133	170	113	190	167	143	129	141	106	98	126					
and Inte	Test of																								
Grandparenting & International	Competence	169	260	240	240	273	253	217	210	205	0	0	17	26	0	108	0	0	51	0					

2004/5	2005/6	2006/7	2007/8								
FYE	FTE	FTE	YTD								
101	145	184	130								
150	158	174	26								
AVERAGE											

#### Number of registrants with supplementary prescribing rights 2006-8

