



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting 7 July 2011

Chief Executive's Report to Council meeting on 7 July 2011 Contents

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1. Completed Meetings 1 May to 30 June 2011

Registration Council for Clinical Physiologists	3 May
Social Services Strategy and Improvement Division, Welsh Assembly Government	4 May
College of Occupational Therapists	5 May
Association for Perioperative Practice	5 May
Council member visit (University of Hertfordshire)	9 May
UK Public Health Register	10 May
Society of Chiropractors and Podiatrists	10 May
Chief Executives Steering Group	10 May
British Academy of Audiology	11 May
Association of Educational Psychologists	11 May
EC Steering Group on European Professional Card	23 May
Various stakeholders (Brussels)	24+25 May
Project Board (re unlicensed herbal medicines)	26 May
Hong Kong Department of Health	1 June
Department of Health teleconference (re unlicensed herbal medicines)	6 June
Chief Scientific Officer, Department of Health	6 June
Professional Standards Programme Board	8 June
Academy for Healthcare Science	8 June
Department of Health meeting (re unlicensed herbal medicines)	10 June
NHS Education for Scotland	13 June
Meet the HPC (Bradford)	14 June
Institute of Physics and Engineering in Medicine	15 June
Meet the HPC (Sheffield)	16 June
INPTRA Forum (Amsterdam)	19+20 June
National Audit Office	21 June
Society of Sports Therapists	28 June
Chief Executives Steering Group	28 June
Project Board (re unlicensed herbal medicines)	30 June

2. Scheduled meetings

General Optical Council	5 July
Faculty of Public Health	5 July
Council for Healthcare Regulatory Excellence	5 July
Regulators Forum	
Meet the HPC (Canterbury)	6 July
EC Steering Group on European Professional Card	8 July
EU Directive on professional qualifications event	11 July
Social Work Reform Board	12 July
International Centre for Research in Arts Therapies at Imperial seminar	13 July
Social Work Regulation Oversight Group	14 July
Health Hotel	14 July
HSST Oversight Board	18 July
Council for Healthcare Regulatory Excellence	20 July
Department of Health (Leeds)	21 July
Project Board (re unlicensed herbal medicines)	28 July

Business Process Improvement: Mr Roy Dunn

1. Human resources

No changes to BPI. The Operations Department PA has left the organisation and the replacement (Ruth Cooper) will be trained in ISO9001 auditing

Business Process Improvement and Operations have moved from the Mezzanine floor to a part of Park House.

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

The internal audit schedule for 2011 – 2012 has begun.

QMS process updates

Work plan processes have been reviewed, and an updated project re-prioritisation process rolled out. Other project processes are being reviewed.

Work plans process has been updated.

BSI audit

The ISO9001:2008 audit took place on 5 April with our new auditor, John Doyle, looking at International Registrations, the whole Quality Management System function at HPC, plus workplace and IT provision. HPC passed the audit. Next external audit is scheduled for October

3. Business continuity

There are no changes currently other than monthly list updates. The 2011 exercise took place on the 27 May near Uxbridge (IT systems) and Sevenoaks (Business Continuity Management).

4. Information security management

Customisation for our cross-organisation information security training solution have been rolled out to all employees. 132 persons have undertaken the on line Cardinus Information Security training to date.

Further policy documents (ISO27001 deliverables) are in preparation. Templates requiring heavy customisation have been obtained.

A data audit will be carried out to capture possible areas of information security risk.

5. Information & data management

Test are being carried out to ensure the migration of the reporting databases from one server and database software version does not introduce any unconstrained variances.

6. Risk Register

The next update is being prepared for the September 2011 edition before being circulated to the Audit Committee, including the GSCC project risk register.

Specific risks around implementing HPC's actions from the White Paper *Liberating the NHS: Report of the arm's-length bodies review* and are included in the current published version.

7. Conservation of old CPSM registers

The first five registers have now been restored and they will be available at the Council meeting for members who are interested to see. It is proposed, gradually, to restore and conserve all of those that have been damaged.

Communications: Mrs Jacqueline Ladds

1. Media and public relations

Since the last report, we have issued a media release on the reappointments of the lay members to Council, a response to the Munro report on social care and to the Panorama programme on 'Undercover Care: The Abuse Exposed'. We have also updated our position statements on student registration, voluntary registers and the regulation of herbalists and healthcare scientists.

Six releases were issued on FTP hearings on strike off and suspension outcomes during this period.

For the month of April we had 63 mentions across national and regional media. This included 18 on general HPC issues, 6 related to social workers, 13 related to the regulation of Herbalists, Traditional Chinese Medicine practitioners and the Command Paper, and 19 in professional body publications as well as 26 FtP mentions. We issued 10 social media updates on key organisational issues as listed in our social media planner.

For the month of May we had 36 mentions across national and regional media. This included 2 on general HPC issues, 8 related to social workers, and 20 in professional body publications. We issued 13 social media updates on key organisational issues as listed in our social media planner.

The referrers' campaign has now ended. The closing statistics show that almost 4,000 doctors visited the microsite 7,180 times, an average of 1.8 visits per doctor with above average time spent on the site.

The Google adwords campaign is resulting in an average of 73 people a day clicking through to the Register and website. Our sponsored advertising on thomsonlocal.com and targeted Yellow Pages directory advertising continues. This is designed to encourage members of the public to check that their chiropodist / podiatrist and physiotherapist is HPC-registered.

Discussions and planning continue for a protection of title campaign with the Chartered Society of Physiotherapy, the Football Association and Markettiers4DC.

2. Stakeholder communications

Preparatory work for the three main party conferences in September / October continues. We are partnering with Help the Hospices and our fringe theme will be the proposed regulation of the adult social care workforce.

Working with the Policy Department we made a submission to the House of Lords EU Sub-Committee on the mutual recognitions of professional qualifications. Our submission focused on the current review of the Directive (2005/36/EC) and HPC's input to the professional card steering group. The Chief Executive gave oral evidence on 23 June.

We submitted written evidence to the House of Commons Health Select Committee on the regulation of the public health professions workforce. The submission updated the Committee on our current progress investigating voluntary registers and supported CHRE's similar investigations looking at quality assured voluntary registration.

The stakeholder team attended the Society of Chiropractors and Podiatrists (SoCP) Parliamentary reception on 7 June, which

provided a useful opportunity to meet the SoCP communication team.

Monitoring through Dods of the UK and EU Parliaments continues with many updates received concerning the 'pause and reflection' of the Health and Social Care Bill.

We attended the regular Alliance of UK Regulators in Europe (AURE) meeting, where discussions focused on the professional card project and the re-launch of the single market in 2012.

Structured stakeholder visits took place in Northern Ireland 17/18 May, Brussels 24/25 May and Scotland 13/14 June.

Meetings took place with the following individuals and organisations: Marina Yannakoudakis MEP (Cons, Spokesperson for Health); Malcolm Harbour MEP (Chair of Internal Market Committee); Emma McClarkin MEP (Rapporteur on forthcoming Green Paper); Pauline Mulholland, Lead Allied Health Professions Officer (NI); Andre McKeown, Communications Officer, Northern Ireland Social Care Council; NHS Education for Scotland; GDC Policy Officer Scotland; Nicola Gilray, Communications Manager, Scottish Social Services Council; SoCP Policy Officer, Scotland

Response to the July employer events in Liverpool and Birmingham has been positive. Both are now fully booked with approximately 100 delegates.

We also met the NMC Director for Scotland and Northern Ireland and discussed collaborative work at the devolved party

conferences and the Member of Scottish Parliament researchers' event later this year.

3. Web

In May we received 31 internal requests for changes to the website and intranet. All requests are responded to within three working days, either informing of completed work or providing a timescale for completion. Examples of requests have included news items for the intranet and website, changes to content and broken links. We are also working with the Registration Department to update the FAQ section of the website.

The HPC registration logo was downloaded 168 times in May. There were no downloads from people not on the Register.

Deployments include an updated version of our events calendar for the website, enabling registrants to sign up for HPC events directly through the website, rather than having to phone / email. We have also introduced RSS feeds.

The new hpcheck website was launched on 13 June 2011. It includes an improved search form, clearer search results, the addition of suspended registrants appearing on the Register, and also a refreshed design and revised and up-to-date content.

We are currently working on the development of our iPhone application which is expected to be launched in July 2011.

4. Publishing

New and recently revised publications have included:

- an Easy Read version of How to raise a concern; and

- a revised and updated version of the registration renewal reminder poster for registrants.

We are currently working on the following publications.

- An introduction to our education processes (published July 2011)
- Council / Committee meeting mini-calendar (published July 2011)
- Annual report and accounts (published August 2011)
- Education annual report (published September 2011)
- Fitness to practise annual report (published September 2011)
- Professionalism and conscientiousness in healthcare professionals (research report, published September 2011)
- Revised / bilingual versions of the joint regulators' leaflet (date tbc)
- Report on the history of the CPSM (date tbc)
- Continuing professional development annual report (date tbc)

All publication requests continue to be dealt with within three working days. Publications of particular interest in May were:

- Standards of Conduct, Performance and Ethics (110 copies);
- Student guidance on conduct, performance and ethics (103 copies);
- Standards of Proficiency for dietitians (100 copies); and
- Continuing Professional Development (40 copies).

These copies are in addition to publications distributed at HPC events and external conferences. We received 59 requests from registrants for public awareness packs in May 2011. We are also including renewal posters and leaflets on promoting your registration in these packs.

Issue 35 of our e-newsletter HPC In Focus was published on Friday 3 June. The next issue will be published on Friday 5 August 2011.

5. Events

In May and June the HPC exhibited at The British Psychological Society Annual Conference, Primary Care, UK Radiological Congress and College of Occupational Therapy. During May we also had a speaking slot at the British Dietetic Association Annual Conference.

Meet the HPC events took place in Bradford and Sheffield with approximately 300 attendees. Our July Meet the HPC event in Canterbury is full and we are expecting 240 delegates for the two sessions.

6. Internal communications

The all-employee training away-day took place at the Royal Geographical Society in May with a focus on innovation and new business ideas. This was followed by an all employee meeting in June where an update on organisational projects was given.

Issue 14 of HPC Update was published in June. We are currently planning the September issue.

7. Communications work for organisational activities

Transfer of social workers (England) Register:

For a more detailed update on communications activities, please see the paper entitled Transfer of Regulatory Functions from the General Social Care Council, Communications Committee, 22 June 2011. Two particular activities to highlight for this period are:

Following an article by Lord Hunt criticising the government's decision to abolish the General Social Care Council, we published a response on e-Politix outlining why we are well placed to regulate social workers. We have also arranged a meeting with Lord Hunt.

We attended the Community Care Live conference in May 2011, which was held in London. Here we participated in The College of Social Work's advice clinic and we also held a joint workshop session with the GSCC on the changing face of social work regulation. Community Care Live is a two-day conference and exhibition aimed at social care professionals and attracts over 2,000 delegates, most of them practising social workers.

Registration renewals:

Practitioner psychology renewals were completed on Tuesday 31 May, with a reduced number of registrants lapsing, 6.5% (1,117 registrants) down from 7.2% in 2009. We worked closely with the Registration Department and the British Psychological Society to communicate key messages to registrants.

Professional body renewal meetings took place with the British and Irish Orthoptic Society and the College of Occupational Therapists during June in preparation for their upcoming

renewal and CPD audits. Meetings are also being arranged and held with professional bodies for the renewal of paramedics (due by 31 August 2011).

Name change:

We have appointed an external design agency to redraw the main logo, produce an English / Welsh bilingual version and a revised 'HPC Registered' logo, as well as a version of the new logo for online social media channels. The agency work is taking place now because the logo creates a number of dependencies for the project.

We now have a working draft of the HCPC logo which will be used to gather accurate estimates for the cost of making the necessary amendments.

A project initiation document (PID) is currently being drafted. Once accurate costs and timings have been gathered a project plan will be created and the project will be initiated.

1. Approval process

The Department is coming to the end of the period of peak approvals activity between January – June 2011. There are currently 6 visits reviewing 13 programmes scheduled from June – August 2011. There are also 49 visits reviewing 54 programmes scheduled in the 2011 – 2012 academic year, from September 2011 – August 2012. The schedule of visits is now closed until December 2011, as we require six months' notice. As such, education providers also have until December 2011 to request a visit before July 2012.

2. Annual monitoring process

The Department is reaching the end of the peak of annual monitoring activity as we move into the summer months. Since the last Council meeting, the Department has held two further annual monitoring assessment days. These were held on 24 and 26 May 2011, with 8 visitors attending each day.

As no further assessment days are planned this academic year, it is envisaged that the majority of the annual monitoring visitors' reports will be considered by the Education and Training Panels in June and July 2011.

The most recent deadline for annual monitoring submissions was Tuesday 31 May 2011. The remaining submission deadlines for this academic year fall at the following times:

- Thursday 30 June 2011
- Friday 29 July 2011
- Wednesday 31 August 2011

Monthly reminders continue to be sent to ensure submission of documentation from education providers.

3.

Major change process

Following the high volume of major change notifications received between January – March 2011, there has been a decrease in the

number of submissions as we move into the summer months. Since the last Council meeting on 12 May we have received 22 new notifications, covering 20 programmes.

4. Complaints process

The Department has processed the following education provider complaints since the inception of the education provider complaint process. The figures relate to financial, rather than academic years.

Year	Number of complaints received
2009 – 2010	6
2010 – 2011	5
2011 – 2012	1 (to date)

Year	Number of complaints	Number of approved programmes (approx)	Percentage of programmes affected by complaints
2009 – 2010	6	480	1.3%
2010 – 2011	5	630	0.8%
2011 – 2012	1	630	0.1%

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Outcome	Year		
	2009 – 2010	2010 – 2011	2011 – 2012
Directed visit	0	0	0
No case to answer	4 (66%)	1 (20%)	0

Approval visit	0	0	0
Major change process	1 (16%)	0	0
Annual monitoring process	0	0	0
Withdrawn	0	1 (20%)	0
Ongoing	1 (16%)	3 (60%)	1 (100%)

5. Practitioner psychologists

A total of 30 out of the 33 required visits (91%) in the 2011 – 2012 academic year have been scheduled and we have until December 2011 to schedule the remainder.

6. Hearing aid dispensers

A total of 4 out of the 6 required visits (67%) have already been scheduled in the 2011 – 2012 academic year and we have until December 2011 to schedule the remainder.

7. Social workers (England)

Members of the Department continue to meet the General Social Care Council regularly and other social work stakeholders to discuss the transfer of approved programmes and implementation of our approval and monitoring post transfer, both of which are proceeding as planned. An outline of the planned operational processes was presented to the Education & Training Committee in June 2011.

8. Communications with education providers and stakeholders

Members of the Department met the following groups between May – July 2011:

- Norwegian Registration Authority for Health Personnel (in conjunction with the Executive Management Team)
- Macmillan Cancer Support
- The General Social Care Council
- The Office of the Independent Adjudicator
- The Social Work Reform Board, Education Working Group
- NHS Education for Scotland (both in conjunction with the Executive Management Team and independently)

The seventh issue of the Education Update was distributed to education providers, visitors, professional body representatives and other stakeholders on 4 May 2011 and can be found on the HPC website at <http://www.hpc-uk.org/education/update/>.

9. Partners

Members of the Department have been involved in the recruitment and selection of chiropodist/podiatrist, paramedic, physiotherapist, radiographer and speech and language therapist visitors this month. Final interviews took place during week commencing 13 June 2011.

10. Employees

The temporary Department structure which has been in place since January 2011 became permanent in June 2011. Subsequently, Paula Lescott and Brendon Edmonds have been confirmed as permanent Education Managers. Osama Ammar will remain as Acting Head of Education Development until the end of August 2011, when he will be leaving the HPC. Recruitment for a permanent Head of Education Development and temporary Education Officer is likely to begin in July 2011.

Facilities Management: Mr Stephen Hall

1. Employees

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

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2. Health & Safety

No Health & Safety incidents since last report.

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3. Water quality testing and risk assessment

This took place 6 May with no negative reports or actions required

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4. Building refurbishment

Areas within the premises not re-decorated within the last 3 years will be refurbished over the summer months, all work to be carried out at weekends/out of hours to minimise disruption. Planning permission will be sought to replace some of the windows within Park House, hopefully late summer/early autumn.

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5. 33 Stannary Street

There is nothing to report as yet.

Finance: Mr Gary Butler

1. General

Since the last Council meeting, the Finance Department has produced the management accounts up to April 2011.

2. Supplier payments

At the end of April, 98% by value of the £397K Creditor payments were in the 30 days or less category.

3. Fee adjustments and income receipts handling

At the end of April, there was no backlog in Registrant direct debit cancellations and amendments against a two-day backlog target. We had no 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 twoday 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. Arts therapist, biomedical scientist, operating department practitioners and practitioner psychologist collections occurred in April. Chiropodist, dietitian and hearing aid dispenser collections were made in May and June. Most of the income comprises of renewal fees collected.

5. Funds under management

At the end of April 2011 investments were as follows:

Bank	Amount (£)	Interest%	Term
LloydsTSB	2.8m	0.75	instant
NatWest	617k	0.5	
Barclays	0.5m	0.62	3 months
NatWest	1m	2.25	3 months
LloydsTSB	3m	1.25	3 months

6. Pensions

In April, there were 66 active members in the Friends Provident.

Flexiplan pension scheme update: HPC has now had official notification of the operational financial charges for the Flexiplan scheme. From 1 April 2011 a monthly payment of £4,495 will be made as our contribution to the funding deficit. The latest update indicates that the test court case to determine the overall liability is not expected to take place until early 2012.

7. Employee training and staffing levels

There are eight full-time employees in the Department. Temporary employees are periodically hired to cover for employees on annual or sickleave and to help achieve Finance Department service level targets.

8. Sage system support and development

The finance team is working with TSG, our Sage service provider, to work through the details of the Sage accounting system enhancements. A new version of Sage is planned for later in the financial year together with PRS enhancements.

9. Significant financial projects/Issues (next few months)

- The purchase order product, PRS, has been reviewed by the finance team. It is planned to roll- out a new version of the product later this year at the same time as a new release of the Sage accounting system. PRS is a product of Sicon who are now a Sage business partner. This will improve compatibility between the accounting and purchase order systems.
- As part of the process, it is intended to visit another customer who is already using the new release of PRS to help identify the best use of new features.

Fitness to Practise: Ms Kelly Johnson

1. Number of allegations

Between April and May 2011, 143 allegations/enquiries were received.

2. Number of open cases pre-Investigating Committee Panel

At the end of May 2011, there were 397 open cases.

3. Length of time

For cases that have been considered at Investigating Committee panel between April 2011 and May 2011 the mean and median length of time was 7 and 6 months. This is being kept under review to ensure that the length of time does not increase.

4. Case to answer percentage

Of the cases considered by an Investigating Committee panel between April and May 2011 the case to answer percentage was 41 per cent.

5. Number of cases awaiting hearing

At the end of May 2011, there were 212 cases awaiting consideration by a substantive hearing panel. Of those cases 80 cases have been listed for hearing with another 40 ready to fix.

6. Length of time

Of the cases that concluded at final hearing between April 2011 and May 2011 the length of time taken for a case to conclude was a mean of 17 months and a median of 14 months which compares to a mean and median of 15 and 14 months for 2010 – 2011.

7. Case considered

88 cases were considered by panels of the Investigating Committee in April and May 2011. The target for the year is 640 cases. 55 final hearing cases have concluded in April and May 2011, with a further 25 review hearings and 29 interim order panels taking place

8. Protection of title

27 complaints about misuse of title were received between April and May 2011. At the end of May there were 36 open cases

9. Registration appeals

Between April and May 2011, 9 new registration appeals were received. At the end of May there was a live case load of 27 cases.

10. Health and character

Between April and May 2011, 34 new health and character cases were received.

11. Meetings

CORU	1 Apr	
GSCC	11 Apr	
Kingsley Napley	18 Apr	
GDC	20 Apr	
Nigerian Medical and Dental Council	26 Apr	
James Rice, High Court hearing	5 May	
Association of Educational Psychologists	11 May	
South Central Ambulance Service NHS Trust	16 May	
Ipsos Mori	17 May	
Social Care Councils	19 May	
SAFH	23 May	

1 April

12. Resources

Michael Demisse and Ewan Shears have joined the Department as case support officers. Both were formally registration advisors. Kayleigh Birtwistle, also previously a registration advisor has joined the Department as a scheduling officer. Hayley Fulcher has been appointed as a case manager. Hayley, Michael and Kayleigh have been appointed on a contract basis to provide backfill cover to members of the FTP team that are involved in the case management system project.

Ifat Reader and Catherine Beevis (previously a hearing officer) have been appointed as Case Managers. Ifat replaces Alan Shilabeer who has been appointed as a Lead Case Manager and Catherine replaces Joanna Power who is leaving HPC at the end of July.

13. Other

Work is continuing with regards to the development of the FTP case management system. A stakeholder event took place on 26 May 2011 to discuss the work we are undertaking with regards to alternative mechanisms to resolve disputes. Work on the easy read brochure is now completed.

1. Employee resourcing

Fitness to Practise

Following external and internal advertising campaigns in May:

- Brian James was appointed to the post of Head of Adjudication (maternity cover). Brian will cover Alison Abodarham's maternity cover for 12 months from 28 June 2011.
- Ifat Reader was appointed to the post of Case Manager

Following internal advertising campaigns:

- Jason Rowbottom, formerly Hearings Officer, was appointed to the fixed term post of Acting Lead Hearings Officer
- Kayleigh Birtwistle, formerly a Registration Adviser, was appointed to the post of Scheduling Officer
- Ewan Shears and Michael Demissie, formerly Registration Advisers, were appointed to two permanent vacancies for Case Support Officers

Recruitment is currently in progress for the fixed term post of Hearings Officer.

2. Partners

Hayley Graham has been appointed as Partner Manager (maternity cover) following a recruitment campaign in May. Hayley starts work on 11 July and will cover Kathryn Neuschafer's maternity leave until July 2012.

3. Projects

Following interviews in May, Paul Nevin has been appointed to the new fixed-term post of Project Manager.

4. Registration

Interviews were held for four replacement roles of Registration Adviser in May. Ashley Antonio-Mortley, Edolene Peters, Louise Devlin and Jasmine Sayeed were appointed and started work in early June.

5. Other HR activities

Training

The HR team has developed an organisational training plan based on analysis of training needs identified during Annual Performance Development Reviews (APDRs), discussions with key departmental managers and with reference to the HPC's overall strategic aims. Courses will run from June 2011 onwards.

GSCC Transfer work

Work on the GSCC transfer continues to be a key area of activity. Recent work has included re-aligning the HR transfer project timetable with the revised transfer date of 1 July and identification a provider of specialist actuarial advice relating to potential pensions liabilities.

6. Policy work

As a result of recent legislation, the HR team is in the process of reviewing the HPC's retirement policy. We are also auditing a number of HR policies to ensure that there are no necessary changes as a result of the new Bribery Act 2010.

7. Employee turnover

Exit interview data has been analysed and the 2010 – 2011 Employee exit interview report has been provided to the Committee in a separate paper. In 2010 – 2011 the overall employee turnover rate for the HPC was 11%, and the

voluntary turnover rate was 7%. Table 1 illustrates how these rates compare with national averages:

Table 1	CIPD 2010 Survey*	IRS 2010 Survey+	HPC 2010/11
Overall Turnover	13.5%	12%	11%
Voluntary turnover	8.4%	8.6%	7%

*CIPD Resourcing and Talent Planning Survey 2010
+2010 IRS survey of Staff Turnover Rates

Information Technology: Mr Guy Gaskins

Strategic objective 1 – “*To drive efficiencies within the organisation by the use of information technology and information systems.*”

- **Database upgrade**

A project to upgrade a number of databases to a more recent version has started. This will ensure continued support for the applications.

The reporting database has now been converted and is being tested with our Information team.

Strategic objective 2 – “*To apply information technology within the organisation where it can create business advantage.*”

- **Fitness to Practise (FTP) Case Management system project**

This project provides status reports to the FTP Committee.

The following pieces of work have now been undertaken:

- training strategy written
- testing strategy written
- UAT test manager engaged
- Net Regulate web service developed
- EDRMS configured according to specification
- scanning solution configured
- network architecture delivered into HPC's test environment
- logistics of training organised
- link testing undertaken
- backfill for UAT organised.

Four resources within the FTP Department have been allocated to undertake user acceptance testing and to write

the training material on a full-time basis.

The project plan is currently being realigned and it is likely that that the project will be delivered later than previously anticipated. This is due to a delay in the development of part of the system which has had an impact on the delivery of testing, migration and the preparation of reports.

The expectation now is for the project to be delivered in early 2012.

- **NetRegulate platform refresh** – This project aims to upgrade each of the separate platforms that NetRegulate is dependent upon to operate. This includes the operating system, database, application server and clients.

Initial development of the approach has been started and our database vendor has been engaged to plan the database upgrade.

A review of the project approach has been agreed with Digital Steps Ltd who will perform any changes needed to the application to make it work on the upgraded platforms.

The target implementation date for this project is the end of July 2011.

- **Registration system upgrade (NetRegulate)** – As part of the major project Enhancements to the Online Register the NetRegulate system was upgraded successfully to version 4.2.2 on Wednesday 1 June.

- **IT continuity file replication** – This project aims to improve the method by which we replicate files from our corporate fileserver to the disaster recovery environment.

We are looking to replace the current method with one that will reduce the time it takes to replicate files to the disaster recovery environment ensuring a consistent state if we had a critical failure.

Initial testing of the new service is positive.

The target implementation date is end of June 2011.

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

- **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.

The Fitness to Practise (FTP) team will be the pilot group for this new functionality.

The pilot group has been identified and are having the software enabled on their PCs. The pilot will run for approximately two months depending upon feedback.

- **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.

There has been a delay to this project to allow for confirmation of how the reconciliation of payments will be achieved and to validate the exact requirements of our payment provider WorldPay.

The project has also engaged a PCI assessor to verify how HPC process credit-cards using two paper based credit card processes that have been identified by the project team. The revised target implementation date for the telephony solution is July 2011.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May.

- **Remote access security** – This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.
- The software has been installed and is being tested by the IT team. This is now going to be piloted by the Fitness to Practise team along with the Network Encryption Project pilot.
- **Blackberry disaster recovery service** – The Mobile Personal Mailing service has now become a business critical service. This project will investigate the options for

creating a disaster recovery service and if appropriate to implement the service. This will allow the Blackberry handsets to operate in the event of a critical infrastructure failure.

We have engaged with a specialist organisation to provide us with the technical options that we have open to us to provide a resilient service.

- **Annual disaster recovery testing** – The annual testing was completed on Friday 27 May. The tests focused on a hypothetical scenario encompassing three critical failures. A team comprising of members of EMT, middle management and the Chair of HPC ran the scenario in a new invocation centre in Sevenoaks.

The test was successful and also encompassed a standard validation of the registration system accessed from the invocation centre near Uxbridge.

- **Penetration testing** – Conduct quarterly independent penetration tests of our environment to assure adequate security controls. This penetration test combines both infrastructure and application testing. The testers initially use automated tools to probe the HPC infrastructure on a number of interfaces including the web sites and the online register and online renewal systems. The information from the probes is then used by the testers to attempt to manually circumvent the HPC security and gain access to sensitive areas or prove that a vulnerability does exist.

This test also includes the annual application test where a particular focus is paid to the web applications. This is

particularly relevant as we prepare to launch a revised online register website.

The penetration test took place in the week of 30 May 2011; we are awaiting the report.

- **Service availability**
Online renewals and online register outage – On Sunday 29 May an error with the Oracle database caused the outage of both the online renewals and the online register services.

Oracle has confirmed that this is a known error that will be rectified by upgrading to version 11.2 as part of the NetRegulate platform refresh project.

The online renewals and register applications were unavailable between 01:27 and 07:30.

Partners: Ms Kathryn Neuschafer

1. Recruitment

The following roles have been filled since the last report

- four arts therapist visitors (2xarts, 1xdrama and 1xmusic therapist).
- practitioner psychologist visitors (1xeducational and 1xoccupational psychologist).
- four registration assessor practitioner psychologists (1xhealth, 1xcounselling, 1xforensic and 1xeducational).

Unfilled roles from recent recruitment include registration assessor practitioner psychologist (counselling and health modalities).

Interviews are scheduled for the week commencing 13 June for visitor roles across multiple professions and a prosthetist and orthotist panel member following a mail-out of the vacancies to all registrants.

We are currently recruiting for the unfilled practitioner psychologist roles from previous campaigns and for the vacancies that have been created through the practitioner psychologist agreement renewals.

2. Training

Six new registration assessors attended training on 8 April. Eighteen new panel members attended induction training on 12 May 2011. Sixteen panel chairs attended refresher training on 7 June. There is a registration assessor refresher training session scheduled for psychologists on 16 June 2011.

3. Partner appraisal and assessment

Six Panel Chairs and thirty-seven panel members recently underwent a self-assessment in line with their agreement

renewals. All panel chairs were successful in this process. Four panel members profiles failed to demonstrate an adequate understanding and application of the competencies resulting in non-renewal of their agreement.

4. Partner resignations

There was one registration assessor resignation during April. In addition to the above non-agreement renewals, there was one lay panel member resignation and one registration assessor termination in May.

5. Team information

Kathryn Neuschafer will be commencing maternity leave on 21 June for twelve months. Hayley Graham has been appointed as the Acting Partner Manager and will commence in the post on 11 July.

Policy and Standards: Mr Michael Guthrie

1. Meetings attended: 13 April – 15 June 2011

British Psychological Society (BPS)	13 Apr
Department of Health, AHP Prescribing (teleconference)	19 Apr
Department of Health, Education and Governance Workgroup AHP Prescribing Board	20 Apr
NHS Education for Scotland Podiatric Surgery Sub-group (teleconference)	21 Apr
Nigerian Medical and Dental Council	26 Apr
Northern Ireland Social Care Council, Belfast	5 May
Department of Health, Vetting and Barring Scheme	6 May
General Dental Council (GDC)	9 May
UK Public Health Register (UKPHR)	10 May
Careers Working Group	11 May
Council on Licensure Enforcement and Regulation (CLEAR) (teleconference)	12 May
Care Council for Wales, Cardiff	13 May
Northern Ireland Department of Health, Social Services and Public Safety, Belfast	17 May
Northern Ireland Social Care Council, Belfast	17 May
UK Inter-Professional Group (UKIPG)	17 May
Professional Regulation Working Party	
Care Quality Commission	18 May
Community Care Live	19 May
AHP Prescribing Study Day	19 May
SAFH, Norwegian Registration Authority for Health Personnel	23 May
Association of Directors of Children's Services Workforce and Development Policy Committee	23 May
Scottish Social Services Council (teleconference)	25 May
Social Work Reform Board	26 May
AHP Prescribing Project Board	26 May

Social Care Institute for Excellence (SCIE) / Healthcare Quality Improvement Partnership (HQIP) Workshop	27 May
European Herbal and Traditional Medicine Practitioners Association (EHTPA)	3 June
Department of Health (teleconference)	6 June
Association of Directors of Adult Social Services (ADASS) Workforce Network	10 June
Department of Health	10 June
NHS Education for Scotland	13 June
AHP Informatics Forum / Taskforce	14 June
Meet the HPC, Bradford	14 June

2. Consultations

Guidance on health and character

The consultation will close on 1 July 2011 with the results being presented to the Education and Training Committee and the Council in September 2011.

3. Closed consultations

No consultations have closed since the last report.

4. Professional Liaison Groups

There are no current PLGs.

5. Social workers (England)

The transfer of regulatory functions from the GSCC is now expected to take place in July 2012. The Council is being asked to approve consultations on the draft standards of proficiency for social workers in England and the threshold level of qualification for entry to the Register. The consultation is expected to run from July 2011 to November 2011.

The Social Work Reform Board has continued to meet and recently discussed proposals for an assessed and supported year in employment. The Board agreed to recommend to Government that there should be statutory link between completion of the ASYE and continued registration. Once the Board's recommendations are finalised, a separate paper will be brought to the Council at an appropriate point.

At its meeting in June 2011, the Education and Training Committee also considered a paper about the HPC's future role with regards to training for Approved Mental Health Professionals (AMHPs). The HPC will inherit from the GSCC a statutory responsibility to set criteria for AMHP training and to approve AMHP training programmes against those criteria.

6. Independent prescribing

The Executive has continued to participate as part of the Department of Health AHP Prescribing Board looking at extending independent prescribing rights to physiotherapists and podiatrists who have undertaken appropriate training.

The Education and Training Committee has previously agreed that should such entitlements be introduced, the HPC would develop, consult on and publish standards of proficiency (or their functional equivalent) for the range of prescribing entitlements. These standards could then be used in programme approval and would complement practice guidance being developed by the Board for ownership by the professional bodies involved. Timescales for this work are currently unclear whilst Ministerial approval is sought by the Department of Health. Further updates will be provided when available.

The Education and Training Committee has been considering a request that the HPC should own the curriculum guidance for independent prescribing being developed by the Board.

6. Service user involvement in the design and delivery of education and training programmes

The Executive has issued a research brief for a literature review and research with education providers looking at service user involvement in the design and delivery of education and training programmes. This research will inform a decision by the Education and Training Committee about potential changes to the standards of education and training. The research team is expected to be appointed in July 2011, with the results being reported to the Education and Training Committee in March 2012.

7. Voluntary registration

The Command Paper 'Enabling Excellence' said that the Department of Health would work with the HPC to explore the feasibility of setting up a voluntary register of social care workers. The Executive has undertaken a number of meetings in order to benefit from the experience of the Care Councils elsewhere in the UK who already register many groups of social care workers, many on a statutory basis. This has identified a number of interesting issues and perspectives that, in due course, the Council will need to consider. It is anticipated that a paper may be presented to the Council at a future point.

8. Impact assessment

The HPC's proposed powers to establish voluntary registers are subject to carrying out an impact assessment and consultation.

The Policy and Standards Department, Chief Executive, Chair of Council, Secretary to Council, Chair of Finance and Resources Committee and the Chair of Audit Committee recently attended impact assessment training at the National School of Government. The training covered the principles, methods and approaches to impact assessment, with participants able to discuss how this might apply to issues around voluntary registration of professional/occupational groups and voluntary registration of students.

9. Annotation of the Register ('post-registration qualifications')

Following the recent consultation on the HPC's proposed approach, the Education and Training Committee considered a discussion paper from the Executive at its meeting in June 2011. It is anticipated that a further paper will be brought to the Committee and to the Council at their meetings in September 2011, with the intention that a clear statement of policy in this area should be agreed.

Registration: Mr Richard Houghton

1. Operational performance

a) Telephone calls

i) UK telephone calls: During the period from 1 April to 31 May 2011 the team answered a total of 11,972 telephone calls which is 4,619 more than the same period two years ago.

ii) International telephone calls: During the period from 1 April to 31 May 2011 the team answered a total of 2,067 telephone calls which is 651 less than the same period last year.

b) Application processing

i) UK applications: A total of 849 new applications were received during this period and 818 individuals were registered, which is 259 less than the same period last year. Applications were processed within our service standard of ten working days of receipt.

Applications for readmission were processed within our service standard of ten working days of receipt.

ii) International applications: A total of 280 new international applications were received in this period and 332 individuals were registered which is 121 more than the same period last year.

iii) Grandparenting applications: A total of 15 new grandparenting applications were received in this period and 3 individuals were registered which is 6 less than the same period

i) UK emails: The team received approximately 100 emails per day and responded to these on average within one day of receipt which is within our service standard of 48 hours.

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 meets our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) audit

The last remaining assessments of operating department practitioner's CPD profiles continued to be performed during this period.

e) Registration renewals

At the start of March 2011 all registered practitioner psychologists were invited to renew their registration for the next two-year cycle. This year a record total of 93.5% successfully renewed their registration for the next two-year cycle, which is an improvement of 0.7% compared to the last renewal period. A total of 54.3% of registered practitioner psychologists renewed online.

2. Resource

a) Employees

The Department is operating within the budgeted headcount.

1. Fitness to practise seminar

On 26 May, following the meeting of the Fitness to Practise Committee, a stakeholder event was held to discuss alternative mechanisms for resolving disputes. Key stakeholders were invited to Park House to discuss the literature review carried out by the University of Strathclyde on behalf of the HPC.

The event was well-attended and the feedback received will inform the work of the Executive going forward.

2. Appointment of Council members

The appointment process to recruit two registrant members of Council is due to conclude on 30 June with the recommendations of the panel to be considered by the Health and Social Care Appointments Committee in early July. We will be welcoming our two new registrant members at Council on 7 July 2011.

3. Annual meeting

Last year, the decision was made to hold the annual meeting in one of the other three countries. The event was held in Scotland and the turnout and feedback were positive. It has been agreed that we should hold the event at Park House this year and, going forward, alternate with the other three country venues biannually. All Council members are asked to stay on for this event which will conclude no later than 4pm.

4. New calendar

The mini calendar of Council and Committee meeting dates for 2011 – 2012 has now been printed and copies will be made available at the Council meeting. Further copies are available from the Secretariat.

5. Committee appointments

Committee appointments were last made in July 2009 all for terms of two years. As you will see from the paper on today's agenda, it was not possible to determine Committee membership for our new registrant members in the timeframe provided under the appointments process. This exercise will therefore be undertaken over the course of the summer and this will provide an opportunity to review committee membership of existing members. Whilst no major changes are expected, we do need to be mindful of the skill requirements and needs of Committees and so there may be a degree of change. Should any member wish to be considered for appointment to an alternative Committee, please contact the Secretariat.

6. Awayday

Arrangements for this year's awayday (19 – 20 October) to be held at the Quay Hotel, Deganwy, North Wales are in hand. Secretariat will be co-ordinating transportation and will be in touch as soon as the train companies have released tickets for these dates.

7. External meetings

UKIPG Corporate Governance Group Meeting	16 May
Regulators Equality and Inclusion forum	18 May
Healthcare regulators' governance group	27 June

8. Training for employees

Members of the Secretariat team attended the following training:

Freedom of Information training, PDP Training	10 May
Professional regulation seminar	29 June

Management Information Pack

Marc Seale, Chief Executive & Registrar
Report of figures for April to May 2011 to Council

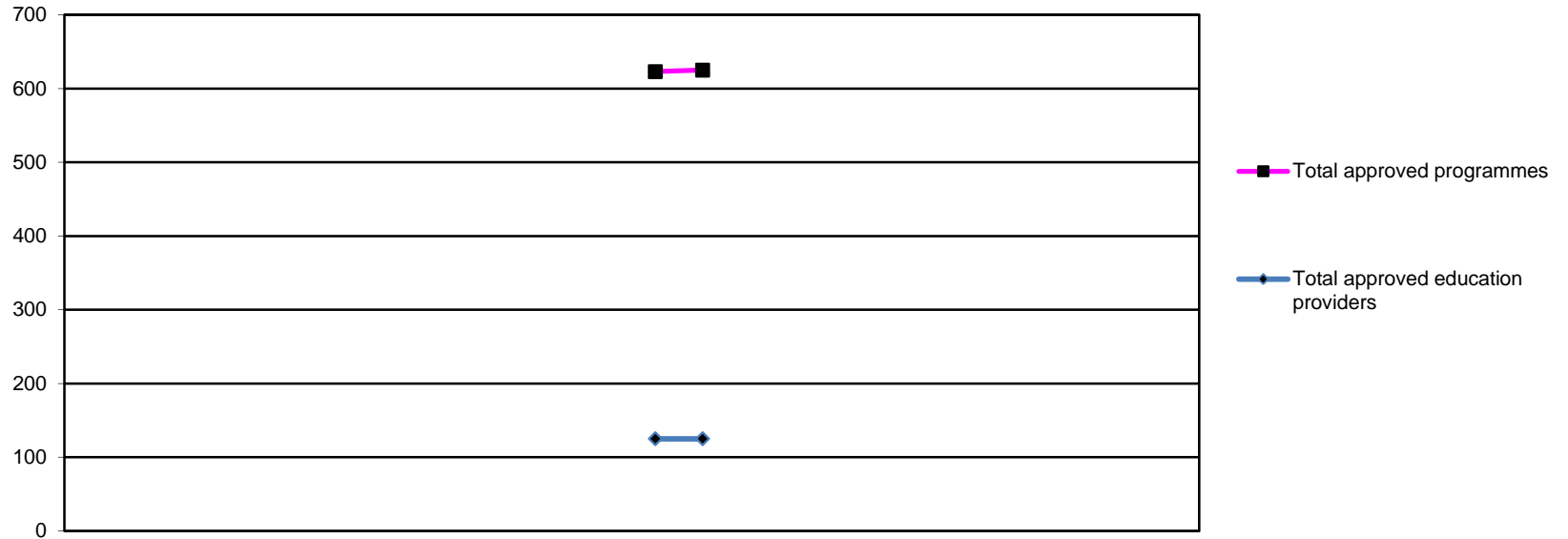


hpc health
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council

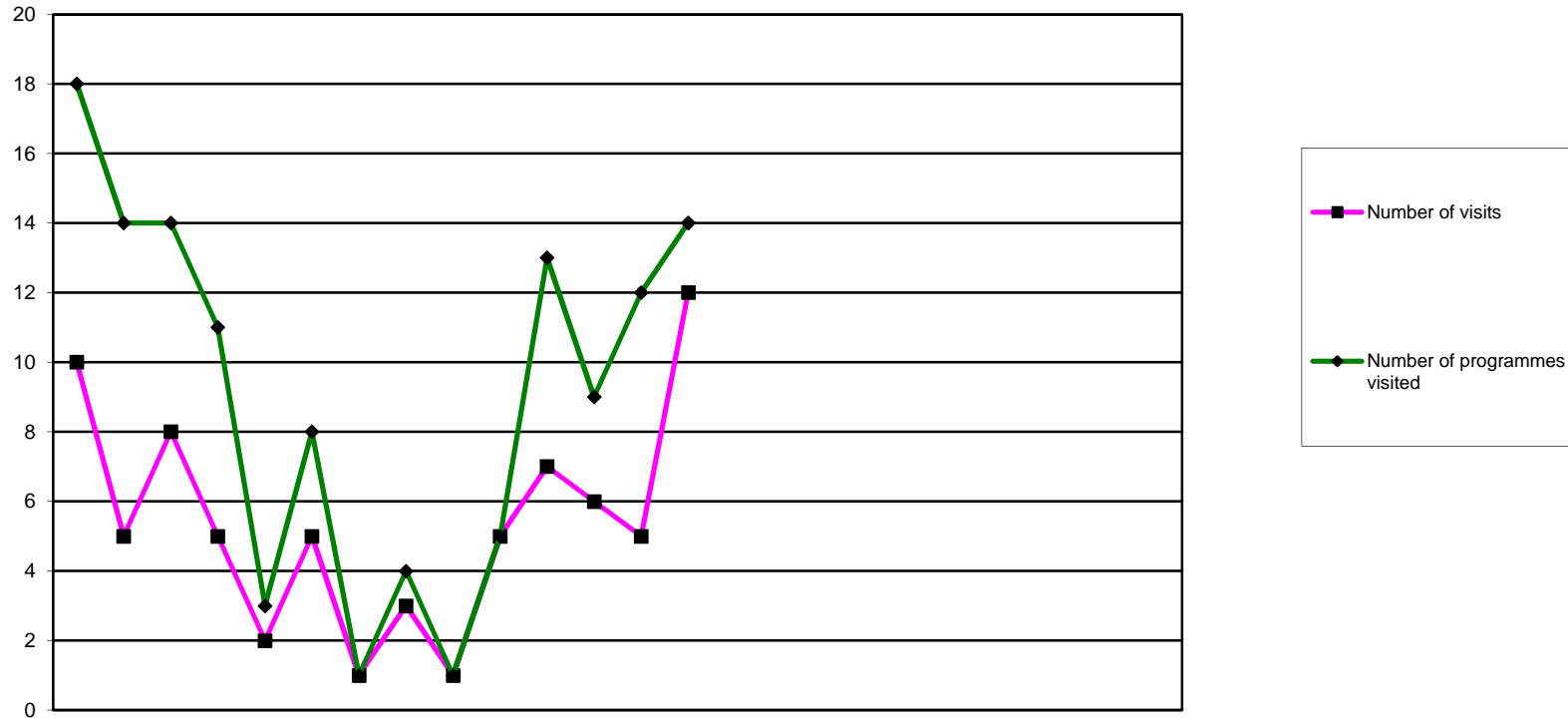
**Management Reporting Information to Council
Health Professions Council
Figures for April to May 2011**

Education	Number of approved programmes, by profession	2a
	Overview of approval visits	2b
	Reasons for visit	2c
	Programme monitoring	2d
	Major change submissions	2e
Feedback	Feedback	3
Finance	Consolidated Income and Expenditure	4a
	Consolidated Income budgeted & actual	4b
	Consolidated expenditure budgeted & actual	4c
	Consolidated Department Monthly Variances	5
	Consolidated Balance Sheet	6
	Consolidated Cash Flow Actual and Forecast	7
Human Resources	HR Information	8
Information & IT	IT Infrastructure	9
Office Services	Mail Volume	10
Registration	HPC Number of Registrants by Profession	11
Grandparenting Registrations	Grandparent applications workflow process at end of each month	12
	New Grandparent Applications Received	13
	Grandparent Registrations	14
International Registrations	International applications workflow process at end of each month	15
	New International Applications Received	16
	International Registrations	17
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Supplementary prescribing	Number of registrants with supplementary prescribing rights	26

Fitness to Practise	Total Cases Considered	27
	Enquiries and allegations: source	28
	Enquiries and Allegations: Profession & source of complaint	29
	Total Investigating Panel decisions and referrals	30
	Investigating Panel Decisions by profession and source of allegation	31
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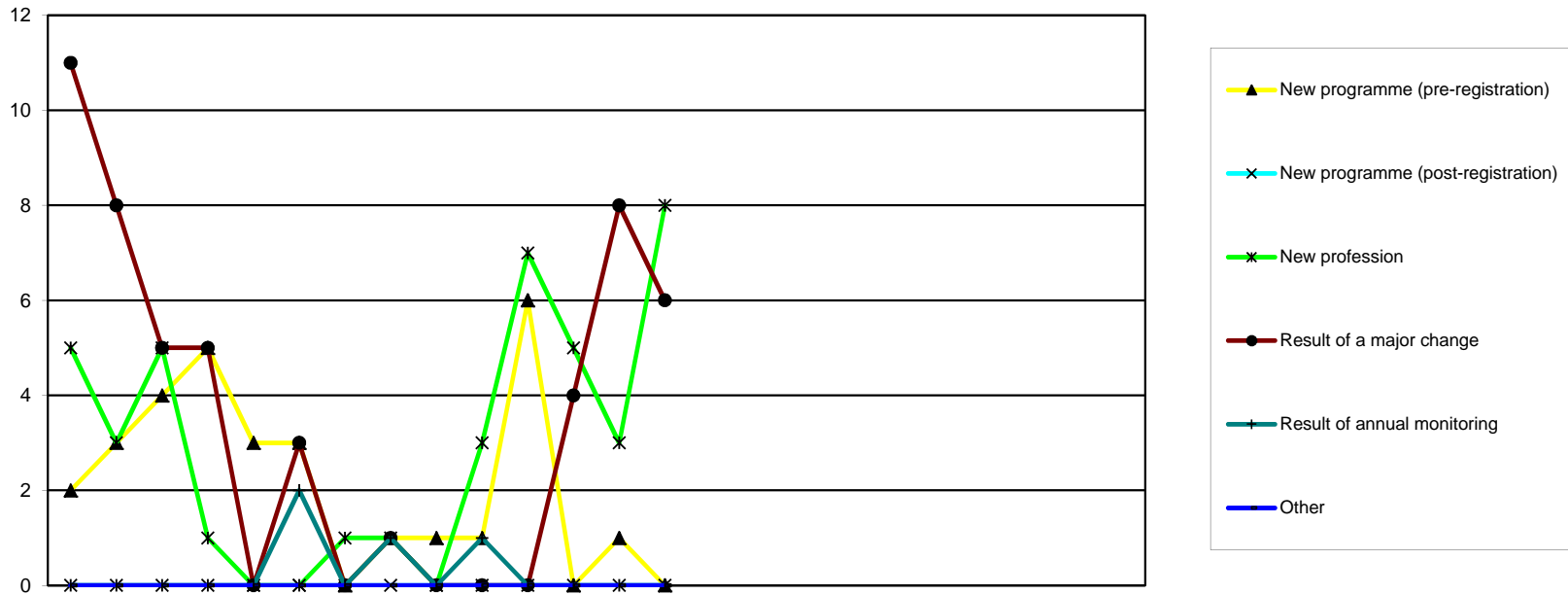


	2010			2011									2012									2011/12 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Arts therapists													27	27												27
Biomedical scientists													41	41												41
Chirops/ Pods													19	19												19
Clinical scientists													1	1												1
Dietitians													33	33												33
Hearing aid disps													18	18												18
OTs													73	74												74
ODPs													32	32												32
Orthoptists													2	2												2
Paramedics													51	50												50
Physiotherapists													68	69												69
Practitioner psychologists													83	83												83
Prosthetists/Orthotists													3	3												3
Radiographers													52	55												55
SLTs													32	32												32
Local anaesthesia													2	2												2
Prescription only medicine													8	8												8
Supplementary prescribing													78	76												76
Total approved programmes													623	625												625
Total approved education providers													125	125												125



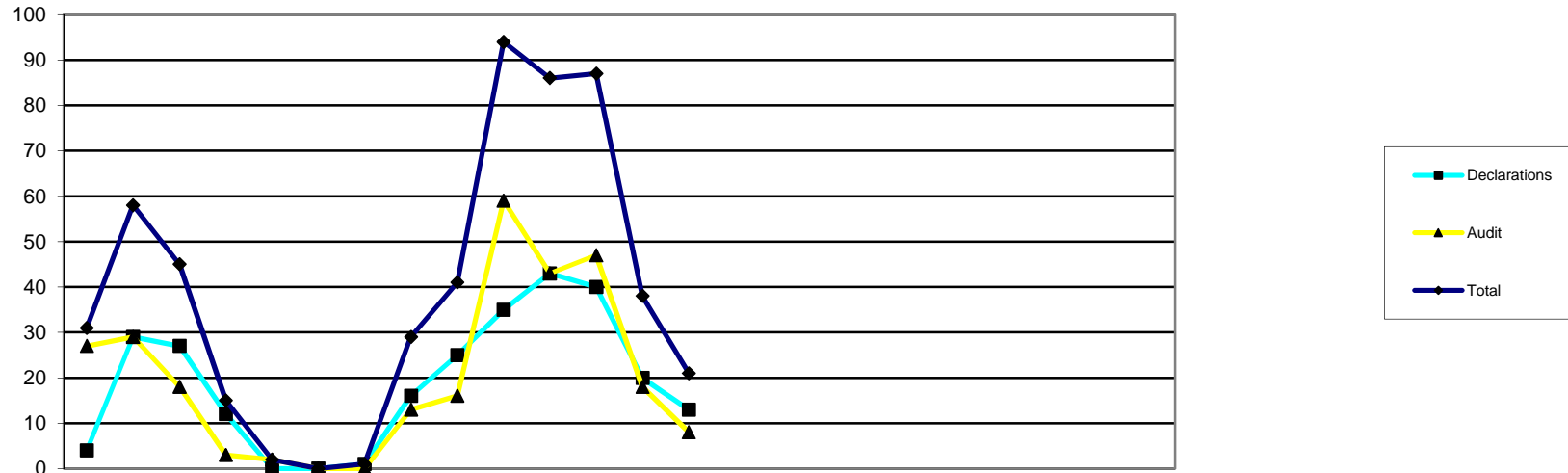
	2010			2011									2012		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Overview of approval visits															
Number of visits	10	5	8	5	2	5	1	3	1	5	7	6	5	12	
Number of programmes visited	18	14	14	11	3	8	1	4	1	5	13	9	12	14	

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	58	17
27	117	68	84	80	101	26



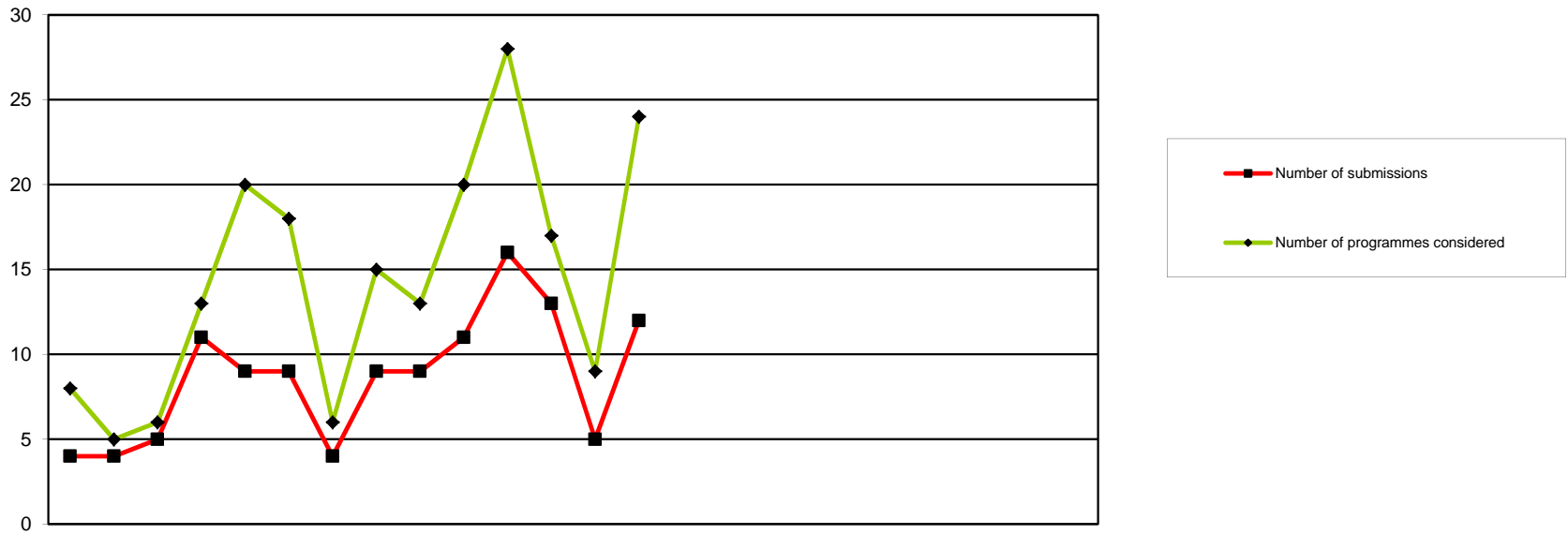
Reason for programme visited	2010			2011									2012		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
New programme (pre-registration)	2	3	4	5	3	3	0	1	1	1	6	0	1	0	
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
New profession	5	3	5	1	0	0	1	1	0	3	7	5	3	8	
Result of a major change	11	8	5	5	0	3	0	1	0	0	0	4	8	6	
Result of annual monitoring	0	0	0	0	0	2	0	1	0	1	0	0	0	0	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	18	14	14	11	3	8	1	4	1	5	13	9	12	14	

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
0	18	32	21	25	29	1
7	29	1	7	1	0	0
5	16	4	0	7	31	11
5	32	26	53	42	37	14
5	1	3	3	3	4	0
5	21	2	0	2	0	0
27	117	68	84	80	101	26



	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Annual monitoring submissions																								
Declarations	4	29	27	12	0	0	1	16	25	35	43	40	20	13										
Audit	27	29	18	3	2	0	0	13	16	59	43	47	18	8										
Total	31	58	45	15	2	0	1	29	41	94	86	87	38	21										

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	232	33
51	184	135	136	123	257	26
164	278	278	303	228	489	59

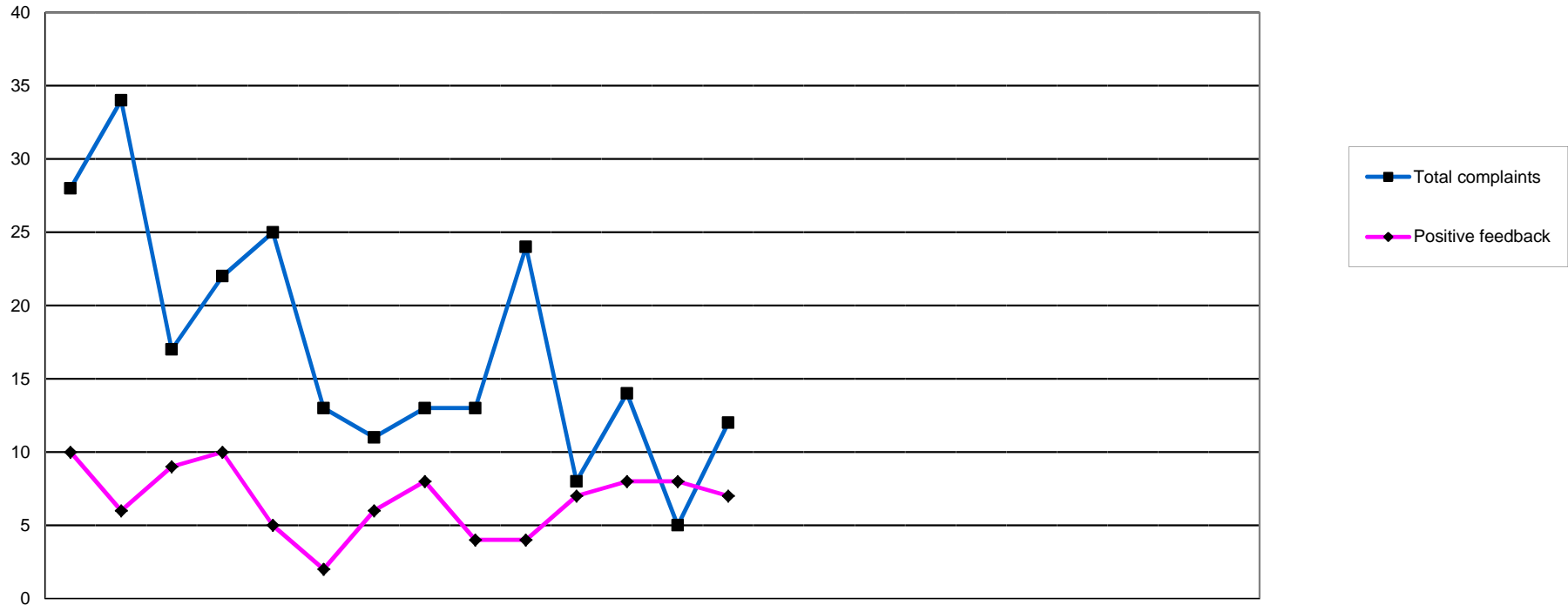


	2010			2011									2012		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Major change submissions															
Number of submissions	4	4	5	11	9	9	4	9	9	11	16	13	5	12	
Number of programmes considered	8	5	6	13	20	18	6	15	13	20	28	17	9	24	

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	104	17
25	97	109	141	179	169	33

Health Professions Council

Feedback April 2010 - March 2012



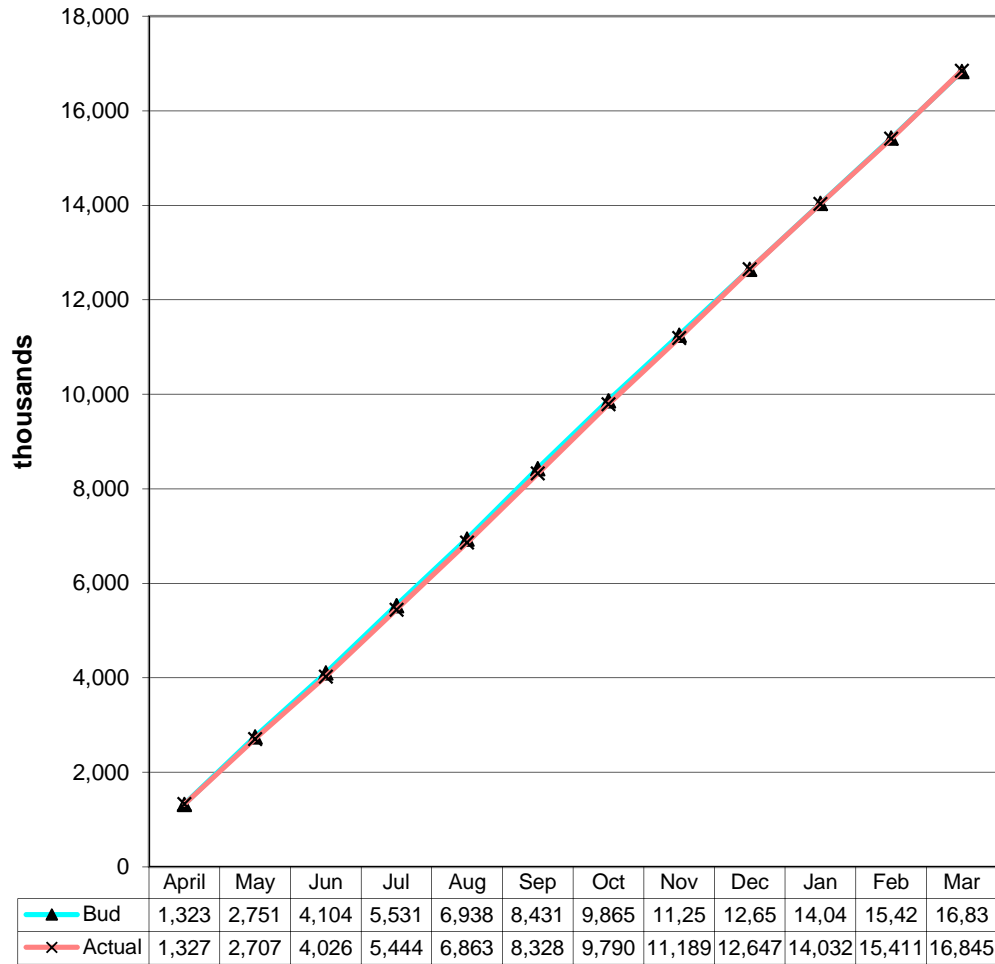
	2010			2011									2012									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Application process	1	3	4	4	4	7	1	4	3	6	1	1	0	0											39	23	28	29	4	39	0
Registration process	20	20	10	13	15	6	8	9	7	13	7	8	4	8											169	88	122	361	163	136	12
External comms	0	0	0	0	0	0	0	0	0	1	0	0	0	1											24	6	6	4	1	1	1
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0											6	2	0	0	2	0	0
Partner management	0	3	2	1	1	0	1	0	0	0	0	0	0	0											0	4	2	4	4	8	0
Rules/legislation	0	0	0	0	0	0	0	0	0	0	0	0	0	1											17	11	10	3	5	0	1
Other	7	8	1	4	5	0	1	0	3	4	0	5	1	2											7	16	18	44	45	38	3
Total complaints	28	34	17	22	25	13	11	13	13	24	8	14	5	12											262	262	186	445	224	222	17
Positive feedback	10	6	9	10	5	2	6	8	4	4	7	8	8	7											187	19	27	37	81	79	15

	2011								2012					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					
INCOME																	
Registration Income	1,386	1,365											2,751	2,789	(39)	17,209	
Cheque/credit card write off	0	0											0	0	0	3,000	
TOTAL INCOME*	1,386	1,365											2,751	2,789	(39)	17,212	
EXPENDITURE																	
Chair	2	5											7	12	5	71	
Chief Executive	23	38											61	52	(9)	312	
Council & Committees	11	11											22	31	9	339	
Communications	51	111											162	172	10	1,096	
Depreciation	42	43											85	92	7	660	
Education	56	68											124	144	20	785	
Facilities Management	66	80											146	146	1	919	
Finance	48	53											100	115	14	654	
Fitness to Practise	629	738											1,368	1,202	(166)	7,494	
Human Resources & Partners	32	40											72	123	51	851	
IT Department	70	79											149	187	37	1,152	
Operations Office	36	41											77	71	(6)	445	
Policy & Standards	17	16											33	39	6	286	
Major Projects	2	7											9	12	3	83	
Registration	108	157											264	311	47	1,908	
Secretariat	13	40											53	39	(14)	245	
TOTAL EXPENDITURE	1,206	1,526	0	0	0	0	0	0	0	0	0	0	2,732	2,747	15	17,300	
OPERATING SURPLUS/(DEFICIT)	180	(161)	0	0	0	0	0	0	0	0	0	0	19	42	(24)	(88)	

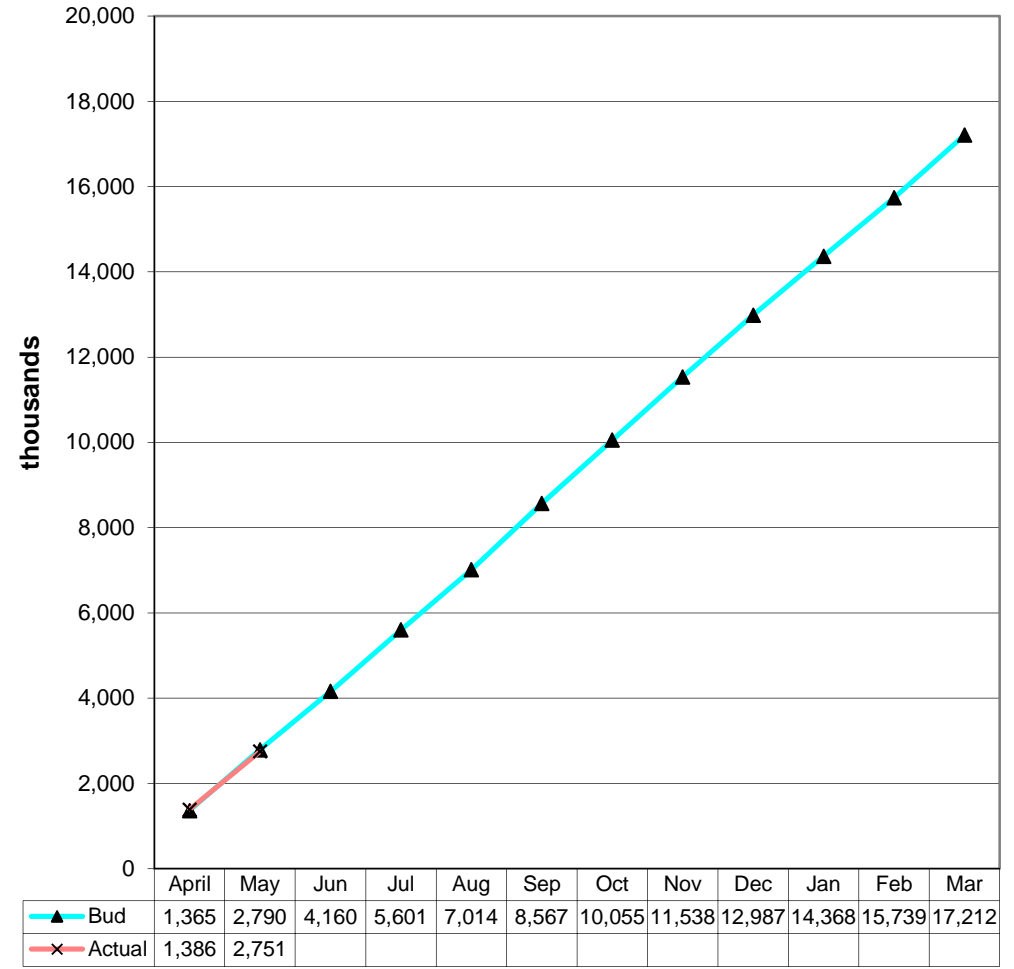
* Total Income is excluding investment income

Note: No accruals have been posted for April

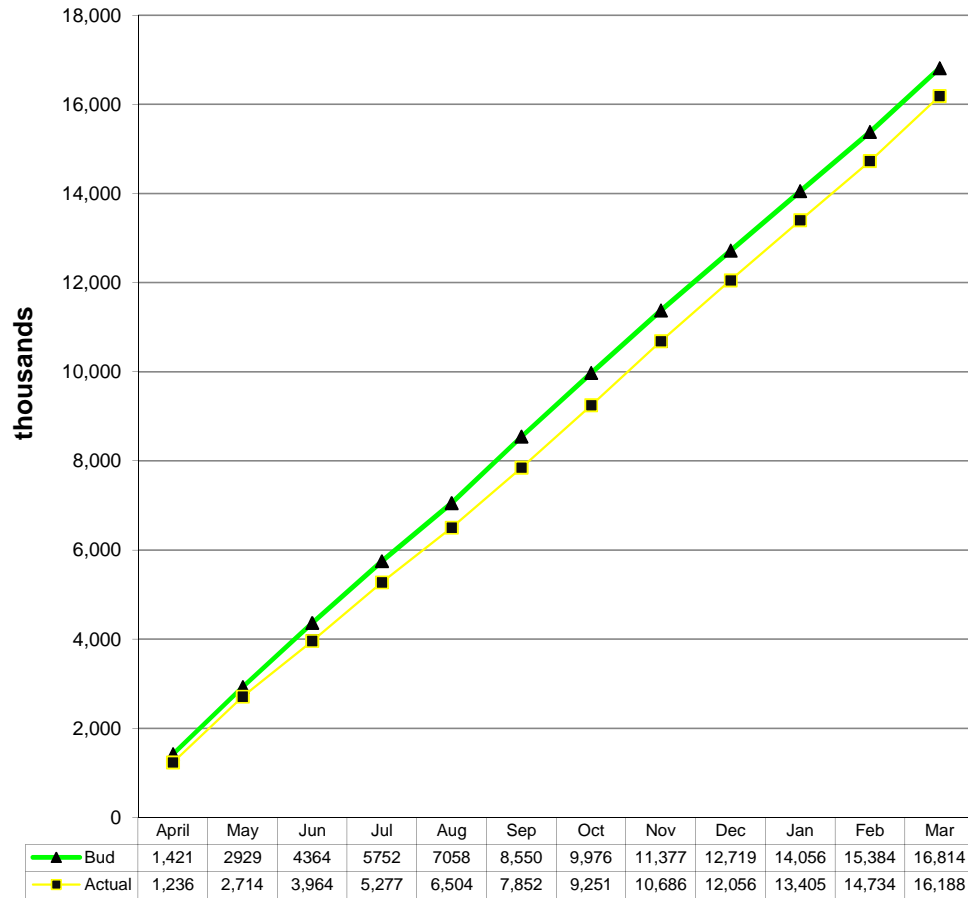
Income 2010/11 budgeted & actual



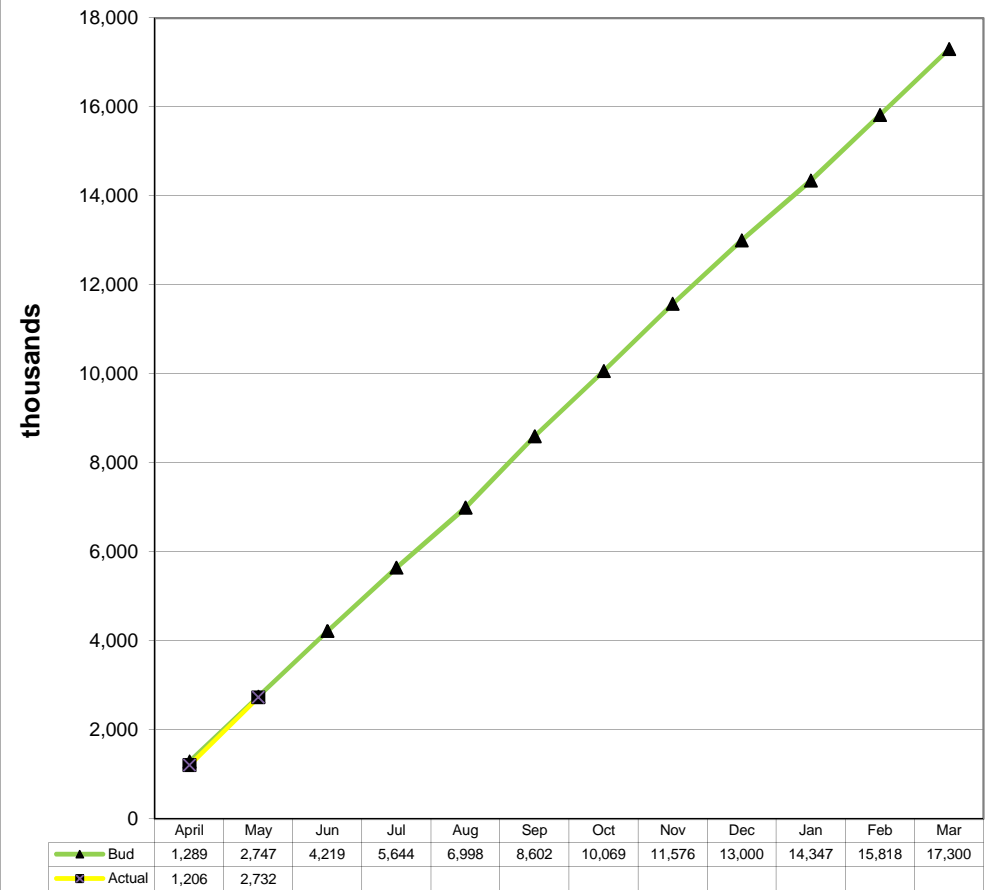
Income 2011/12 budgeted & actual



Expenditure 2010/11 budgeted & actual



Expenditure 2011/12 budgeted & actual



	2011				2012									Total to £000	Budget £000	Total Expenditure £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				
EXPENDITURE																
Chair	4	1											5	12	7	
Chief Executive	4	(13)											(9)	52	61	
Council & Committees	0	8											9	31	22	
Communications	3	7											10	172	162	
Depreciation	4	3											7	92	85	
Education	3	17											20	144	124	
Facilities Management	6	(5)											1	146	146	
Finance	8	6											14	115	100	
Fitness to Practise	(31)	(135)											(166)	1,202	1,368	
Human Resources & Partners	22	29											51	123	72	
IT Department	23	14											37	187	149	
Operations Office	(0)	(6)											(6)	71	77	
Policy & Standards	1	5											6	39	33	
Major Projects	2	2											3	12	9	
Registration	28	19											47	311	264	
Secretariat	7	(21)											(14)	39	53	
TOTAL BUDGET VARIANCE	83	(68)	0	0	0	0	0	0	0	0	0	0	15	2,747	2,732	
TOTAL MONTHLY BUDGET	1,289	1,458	0	0	0	0	0	0	0	0	0	0			2,747	
TOTAL EXPENDITURE	1,206	1,526	0	0	0	0	0	0	0	0	0	0			2,732	

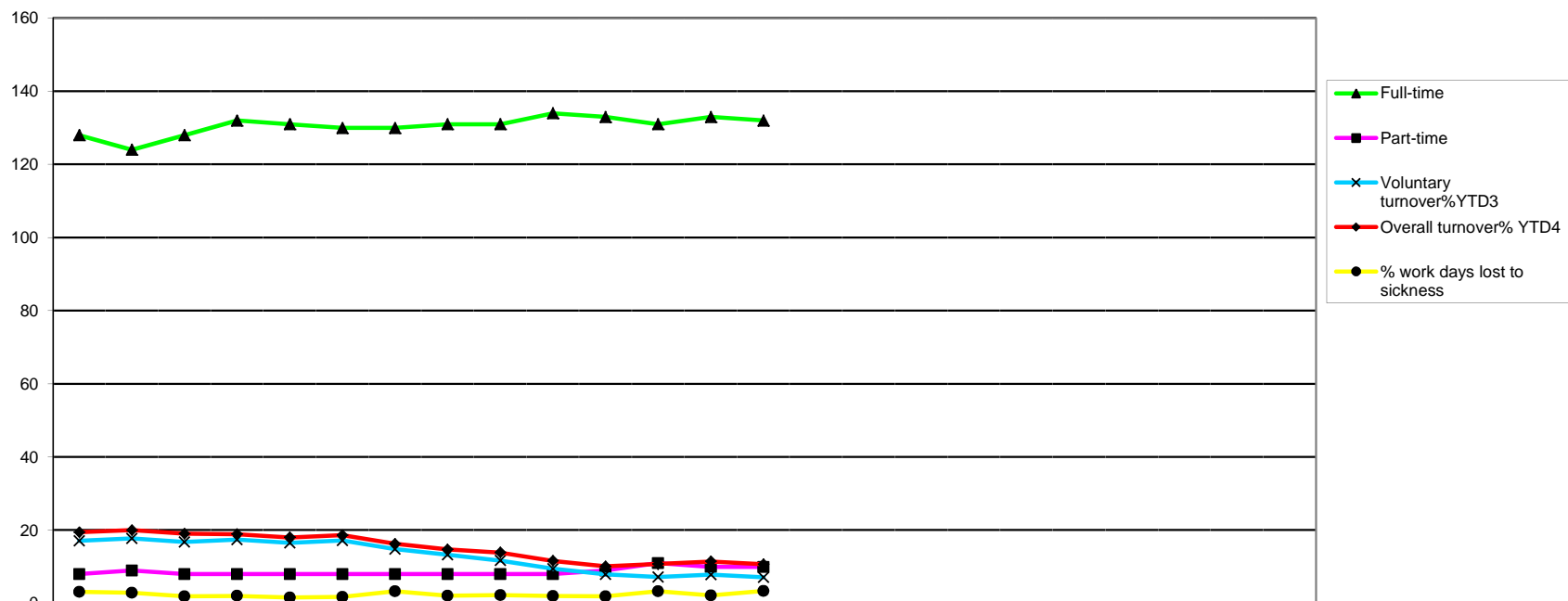
* Total Income is excluding investment income

	<i>Actual</i> £000	2011							2012				
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000
Non-current Assets													
Property, Plant and Machinery		2,488	2,477										
Intangible assets		1,368	1,377										
TOTAL FIXED ASSETS		3,856	3,854					0	0	0	0	0	0
CURRENT ASSETS													
Other current assets		473	446										
Financial assets		0	0										
Bank & Cash		7,928	7,484										
	0	8,401	7,930	0	0	0	0	0	0	0	0	0	0
CURRENT LIABILITIES													
Trade and other payables		(397)	(534)										
Other Liabilities		(1,109)	(1,149)										
Deferred income		(9,004)	(8,538)										
	0	(10,510)	(10,221)	0	0	0	0	0	0	0	0	0	0
Total assets less liabilities	0	1,747	1,563	0	0	0	0	0	0	0	0	0	0
Represented by:													
Revaluation Reserve		0	0										
Income and expenditure account		1,747	1,563										
	0	1,747	1,563	0	0	0	0	0	0	0	0	0	0

* Balance sheet includes investment income

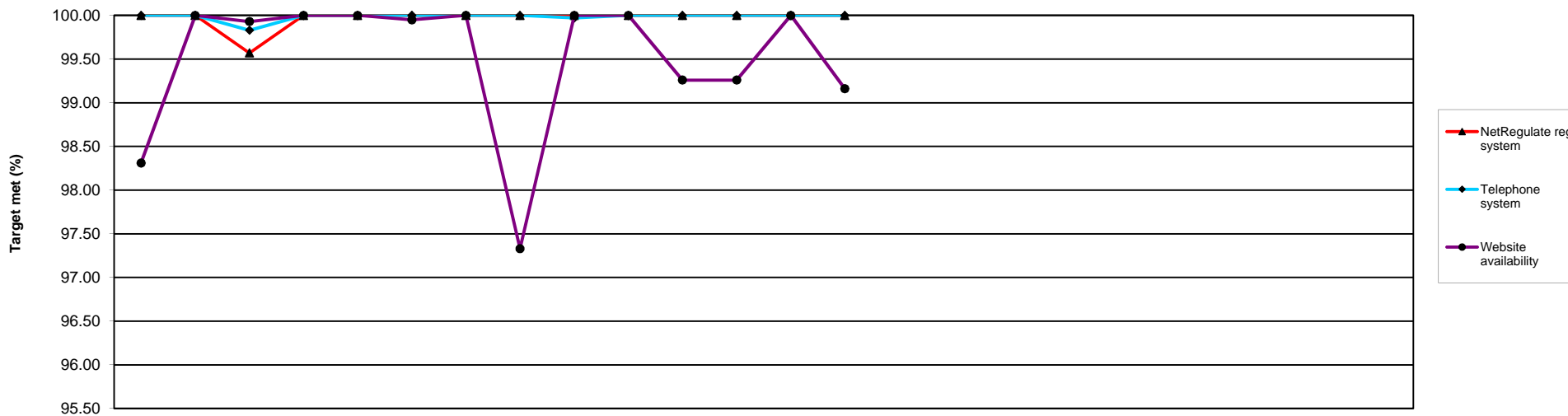
	Actual Mar 11 £000	2011										2012			Total £000	
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000			
Opening Balance		8,722	7,928													
Registration Income		1,386	1,365													2,751
Investment Income		5	1													6
Investment Sales		(796)	(465)													(1,261)
Deferred Income Movements		0	0													0
Department of Health funding		0	0													0
Total Cash Receipts		595	901	0	0	0	0	0	0	0	0	0	0	0	0	1,496
Expenditure		1,163	1,598													2,761
Depreciation		(42)	(43)													(85)
Asset disposal / writeoff		0	0													0
Aged Cred / Accrual Movements		280	(224)													56
Debtor Movements		(28)	(27)													(55)
Payments to Creditors		1,373	1,304	0	0	0	0	0	0	0	0	0	0	0	0	2,677
Capital Expenditure		16	41													57
Capital write-off		0	0													0
Investment Purchases		0	0													0
Other Payments		16	41	0	0	0	0	0	0	0	0	0	0	0	0	57
Closing Balance	8,722	7,928	7,484	0	0	0	0	0	0	0	0	0	0	0	0	

* Cash flow includes investment income



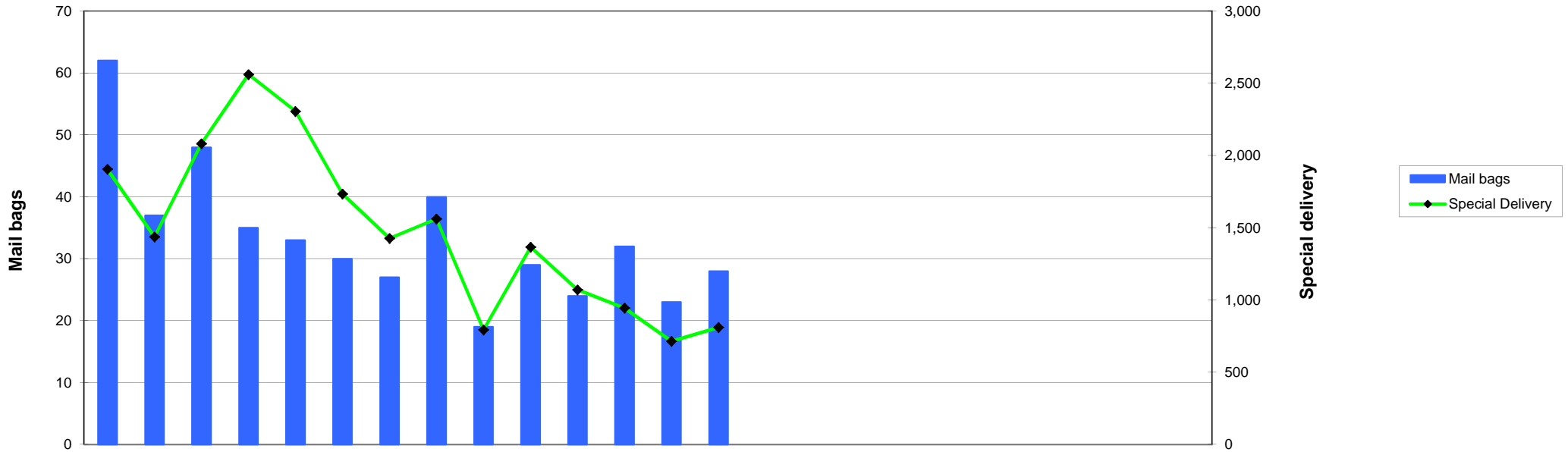
	2011												2012												2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
EMPLOYEES																															
Budgeted employees	144	144	144	144	144	144	144	144	144	144	144	144	148	148	148	148	148	148	148	148	148	148	148	148				124	132	144	148
Total employees	136	133	137	140	139	138	138	139	140	142	142	142	143	142											78	79	107	116	136	142	142
Full-time	128	124	128	132	131	130	130	131	131	134	133	131	133	132											73	75	104	113	124	131	132
Part-time	8	9	8	8	8	8	8	8	8	8	9	11	10	10										5	4	3	3	5	11	10	
FTE	134	131	134	138	138	138	138	138	138	142	141	140	142	140										76	77	106	115	127	140	140	
Permanent	130	129	132	134	131	132	130	131	132	134	133	134	139	139										74	78	101	113	126	134	139	
Fixed-Term Contracts	6	4	5	5	7	7	7	8	8	10	9	8	4	5									4	1	5	4	3	8	5		
Starters (permanent)	1	0	4	3	1	0	0	2	1	1	1	1	0	0									6	46	42	36	37	15	14		
Starters (fixed-term)	1	0	1	0	1	3	0	1	0	2	1	0	0	2									0	1	13	7	8	10	9		
Voluntary resignations¹	1	2	1	1	2	3	0	0	0	0	0	0	2	1									3	20	17	22	22	10	11		
Compulsory leavers ²	0	0	0	0	0	1	0	1	1	0	0	2	0	0										1	8	3	3	5	5		
Total leavers (vol. & comp.)	1	2	1	1	2	4	0	1	1	0	0	2	2	1									-	21	25	25	25	15	16		
Voluntary turnover% YTD³	17	18	17	17	17	17	15	13	12	9	8	7	8	7									*	30	26	19	16	7	7		
Overall turnover% YTD⁴	19	20	19	19	18	19	16	15	14	12	10	11	11	11										-	-	-	20	20	11	11	
Agency days	21	27	13	3	3	10	14	79	44	27	49	70	55	36									95	2590	2742	1,149	1385	360	394		
% work days lost to sickness	3	3	2	2	2	2	3	2	2	2	2	3	2	3									*	4	3	4	3	2	3		
Average sick-days YTD	7	8	8	8	8	7	8	7	7	7	6	6	6	6												8	7	6	6		
Sick-days	85	73	58	63	50	54	101	64	70	62	60	103	69	106									846	795	777	847	943	843	827		
O.H. Refs	3	0	2	2	0	0	1	1	1	0	1	2	1	1									0	18	19	27	10	13	11		

¹ **Voluntary Resignations:** Includes resignations of permanent employees, or resignations of fixed term employees prior to the end of their contract
² **Compulsory Leavers:** Records leavers except for resignations. Includes expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements
³ **Voluntary Turnover YTD:** Shows the year to date turnover percentage (last twelve months) for resignations only
⁴ **Overall Turnover:** Shows the year to date turnover (last twelve months) for all leavers - voluntary and compulsory



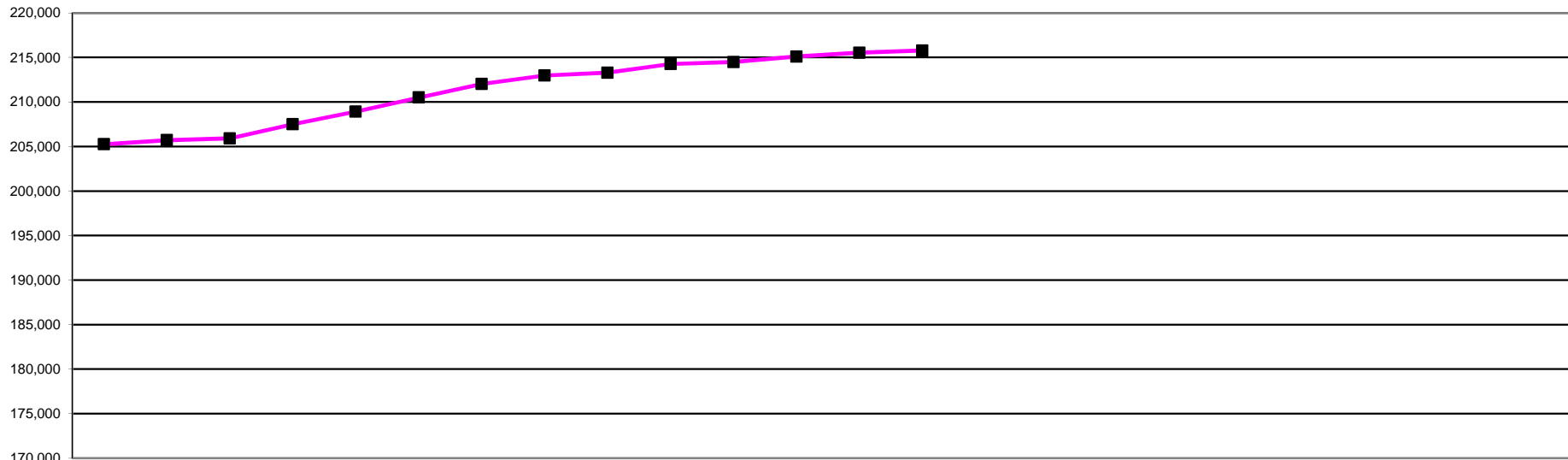
	2010			2011									2012						2006/7	2007/8	2008/9	09/10	10/11	11/12													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD							
NetRegulate reg system	100.00	100.00	99.57	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00																	99.99	99.87	99.89	99.98	99.96	100.00	
Telephone system	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	99.97	100.00	100.00	100.00	100.00	100.00																		99.99	99.83	99.92	100.00	99.98	100.00
Website availability	98.31	100.00	99.93	100.00	100.00	99.95	100.00	97.33	100.00	100.00	99.26	99.26	100.00	99.16																		99.99	100.00	100.00	99.99	99.50	99.58

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



	2010			2011									2012		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Mail bags	62	37	48	35	33	30	27	40	19	29	24	32	23	28	
Special Delivery	1,905	1,437	2,082	2,561	2,306	1,734	1,427	1,561	793	1,366	1,071	944	715	811	

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	416	51
13,641	10,469	19,076	20,383	24,787	19,187	1,526



	2010												2011												2012												2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
AS	2,797	2,796	2,650	2,688	2,720	2,765	2,792	2,818	2,838	2,860	2,880	2,900	2,913	2,913												2,509	2,576	2,785	2,900	2,913											
BS	21,946	21,981	22,056	22,113	22,228	22,305	22,403	22,431	22,522	22,542	22,604	22,626	22,668	22,662												21,560	22,381	21,894	22,626	22,662											
CH	12,870	12,858	12,788	12,823	12,465	12,577	12,640	12,673	12,704	12,706	12,716	12,737	12,740	12,743												13,055	12,581	12,897	12,737	12,743											
CS	4,474	4,491	4,504	4,519	4,535	4,534	4,551	4,551	4,566	4,577	4,597	4,622	4,666	4,682												4,183	4,405	4,444	4,622	4,682											
DT	7,142	7,126	6,841	6,981	7,101	7,163	7,229	7,259	7,267	7,293	7,299	7,323	7,348	7,360												6,663	6,700	7,160	7,323	7,360											
HAD+	1,577	1,575	1,578	1,579	1,536	1,546	1,552	1,555	1,565	1,572	1,583	1,587	1,591	1,596															1,587	1,596											
OT	30,440	30,494	30,562	30,743	31,083	31,395	31,588	31,764	31,782	31,920	31,998	32,134	32,186	32,240												28,107	30,122	30,351	32,134	32,240											
ODP	10,130	10,134	10,099	10,087	10,122	10,293	10,450	10,500	10,165	10,247	10,292	10,314	10,339	10,336												9,458	9,587	10,085	10,314	10,336											
OR	1,261	1,261	1,260	1,270	1,290	1,301	1,306	1,305	1,305	1,306	1,301	1,303	1,302	1,303												1,239	1,278	1,260	1,303	1,303											
PA	15,866	15,905	15,950	16,019	16,090	16,198	16,355	16,471	16,562	16,615	16,693	16,785	16,861	16,926												13,703	15,019	15,766	16,785	16,926											
PH	42,436	42,629	42,875	43,350	43,862	44,174	44,409	44,584	44,695	44,842	44,926	45,002	45,061	45,147												42,490	42,676	44,651	45,002	45,147											
PYL*	15,723	15,813	15,955	16,058	16,146	16,257	16,508	16,719	16,869	17,001	17,094	17,161	17,209	17,211														15,583	17,161	17,211											
PO	869	870	869	871	873	872	887	893	895	898	901	901	905	903												832	877	869	901	903											
RA	25,307	25,334	25,460	25,850	26,172	26,336	26,447	26,511	26,554	26,857	26,544	26,614	26,616	26,616												23,541	25,318	25,195	26,614	26,616											
SL	12,418	12,440	12,461	12,565	12,694	12,794	12,908	12,948	13,001	13,040	13,064	13,086	13,118	13,130												11,375	12,169	12,371	13,086	13,130											
Total	205,256	205,707	205,908	207,516	208,917	210,510	212,025	212,982	213,290	214,276	214,492	215,095	215,523	215,768												178,715	185,689	205,311	215,095	215,768											

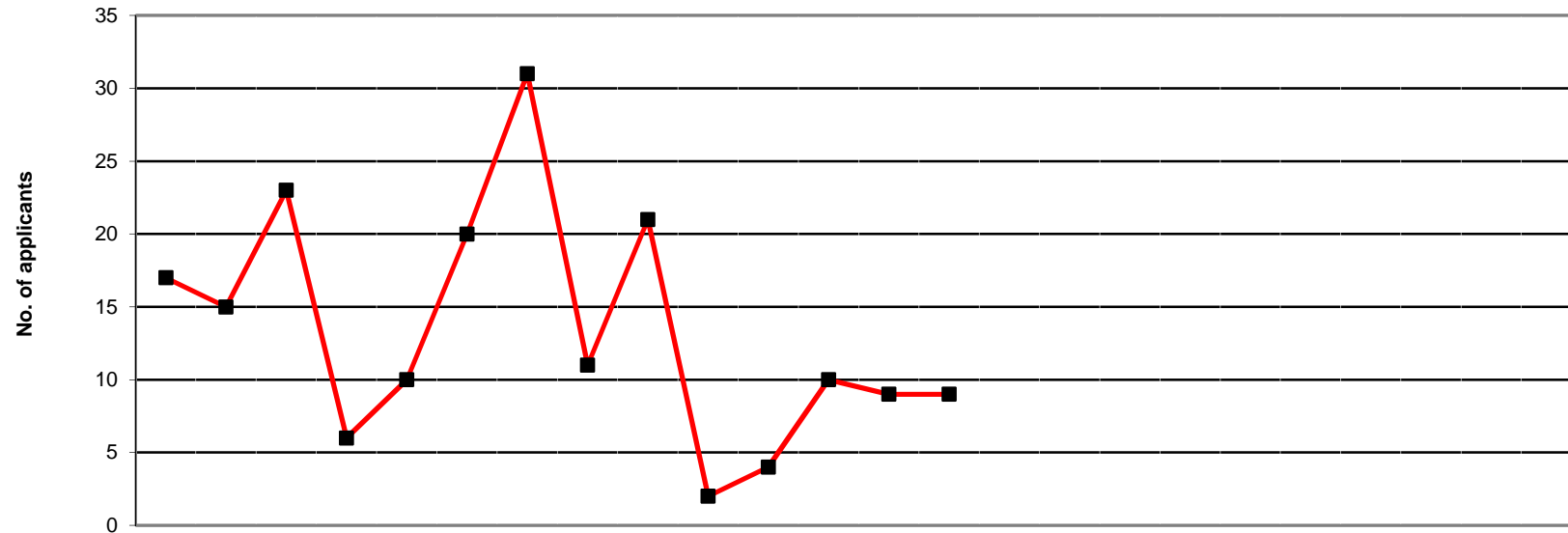
NOTE: Information captured last day of each calendar month

*Practitioner psychologists section of register opened 1st July 2009 +Hearing aid dispensers section of register opened 1 April 2010



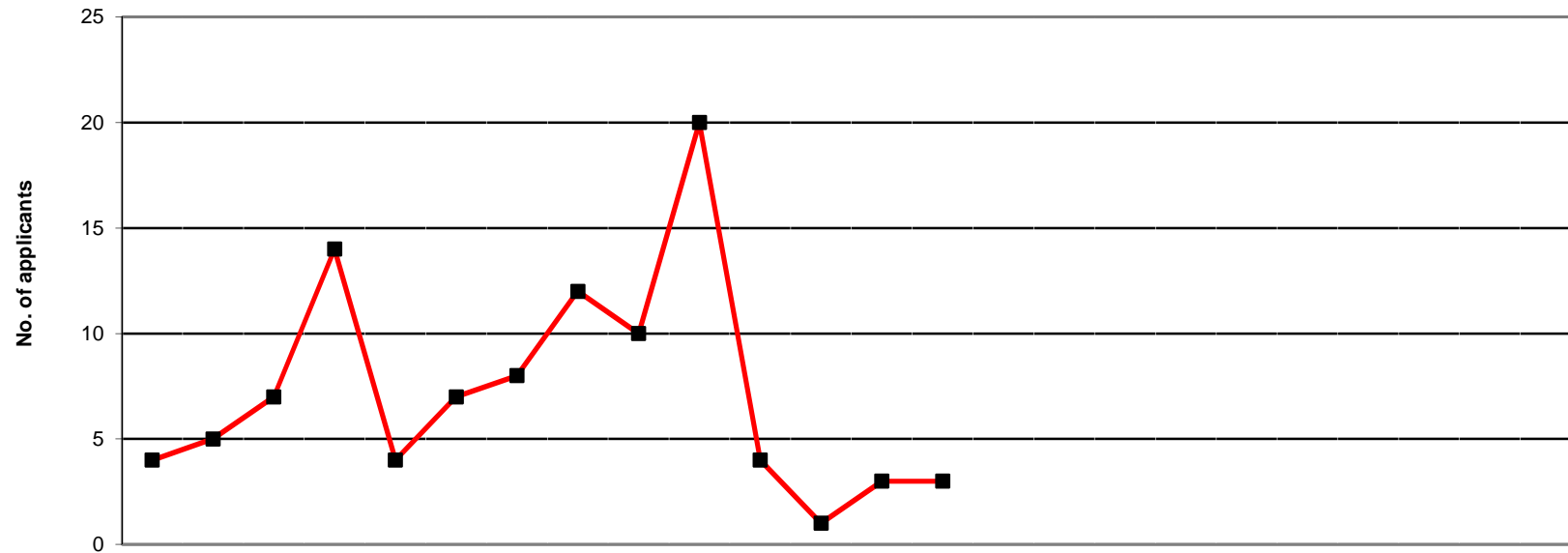
Current status	2011		2012											2013									11/12 YTD			
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		Feb	Mar	
Minimum info	1	1																								1
At scrutiny	35	32																								34
Pending reg fee	9	7																								8
Total	45	40																								43
																										Average

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



	2010			2011									2012			09/10	10/11	11/12											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Practitioner psychologists *	17	15	23	6	10	20	31	11	21	2	4	10	9	9													93	170	18

* Practitioner psychologists section of register opened 1st July 2009



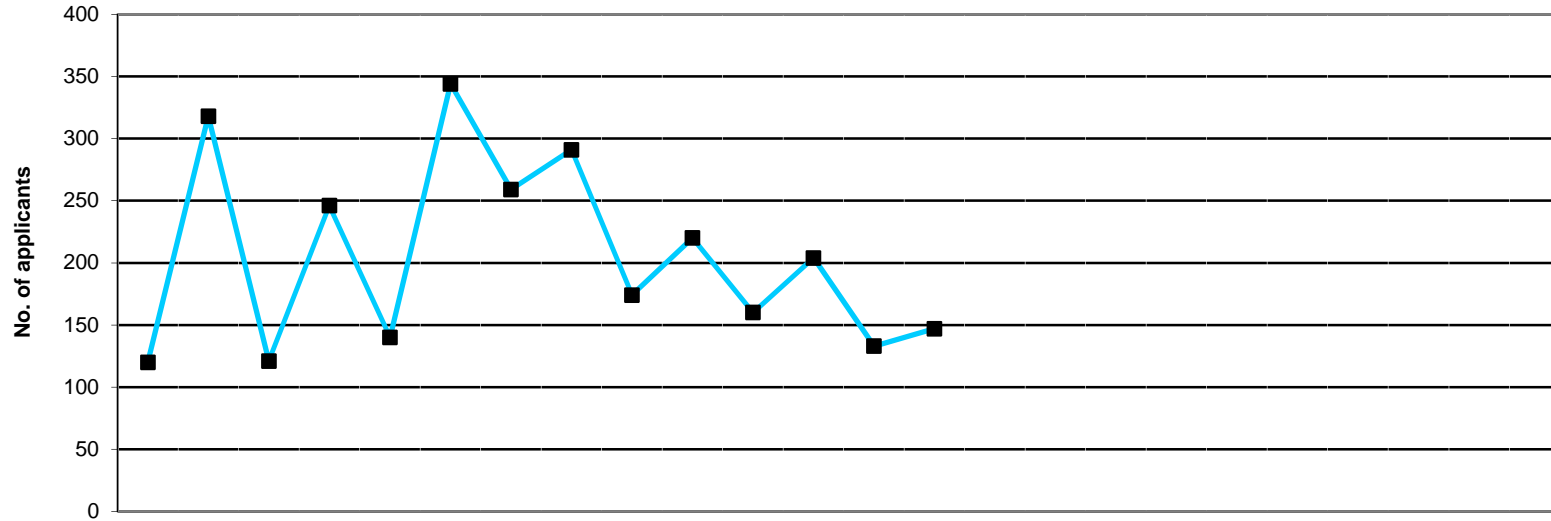
	2010			2011									2012									09/10	10/11	11/12					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Practitioner psychologists *	4	5	7	14	4	7	8	12	10	20	4	1		3	3												63	96	6

* Practitioner psychologists section of register opened 1st July 2009



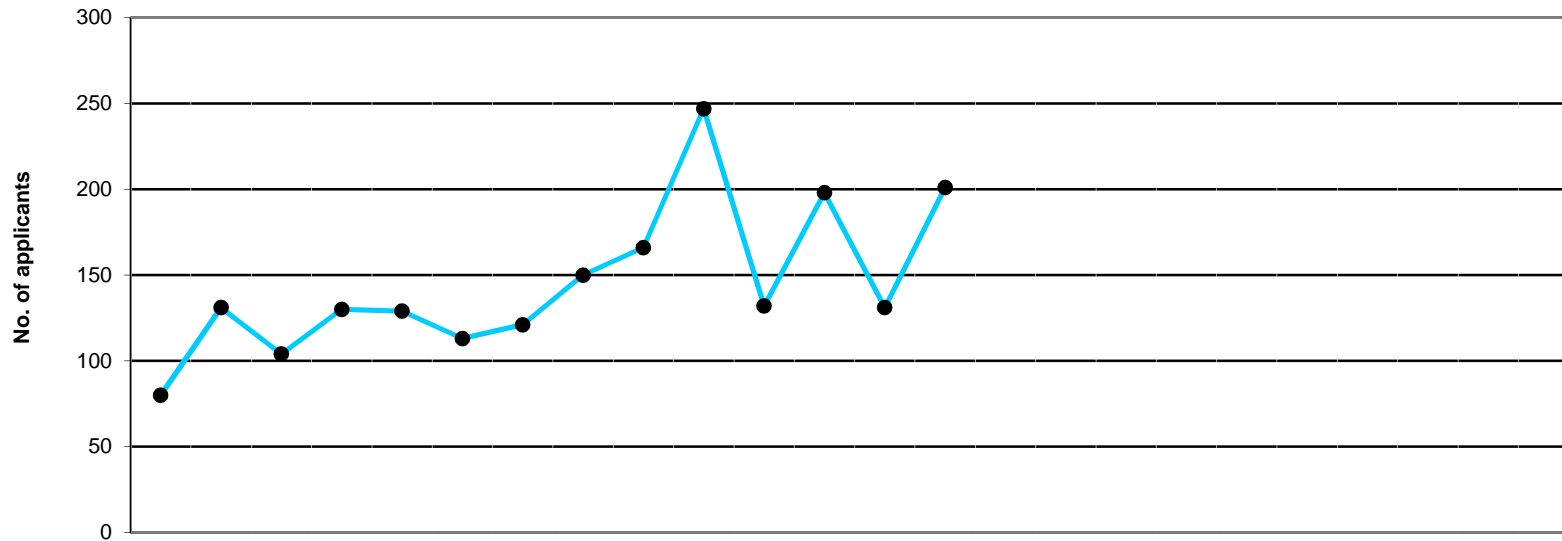
Current status	2011			2012									2013									11/12 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Minimum info	61	73																								67
At scrutiny	531	515																								523
Pending reg fee	223	182																								203
Total	815	770																								793
																									Average	

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



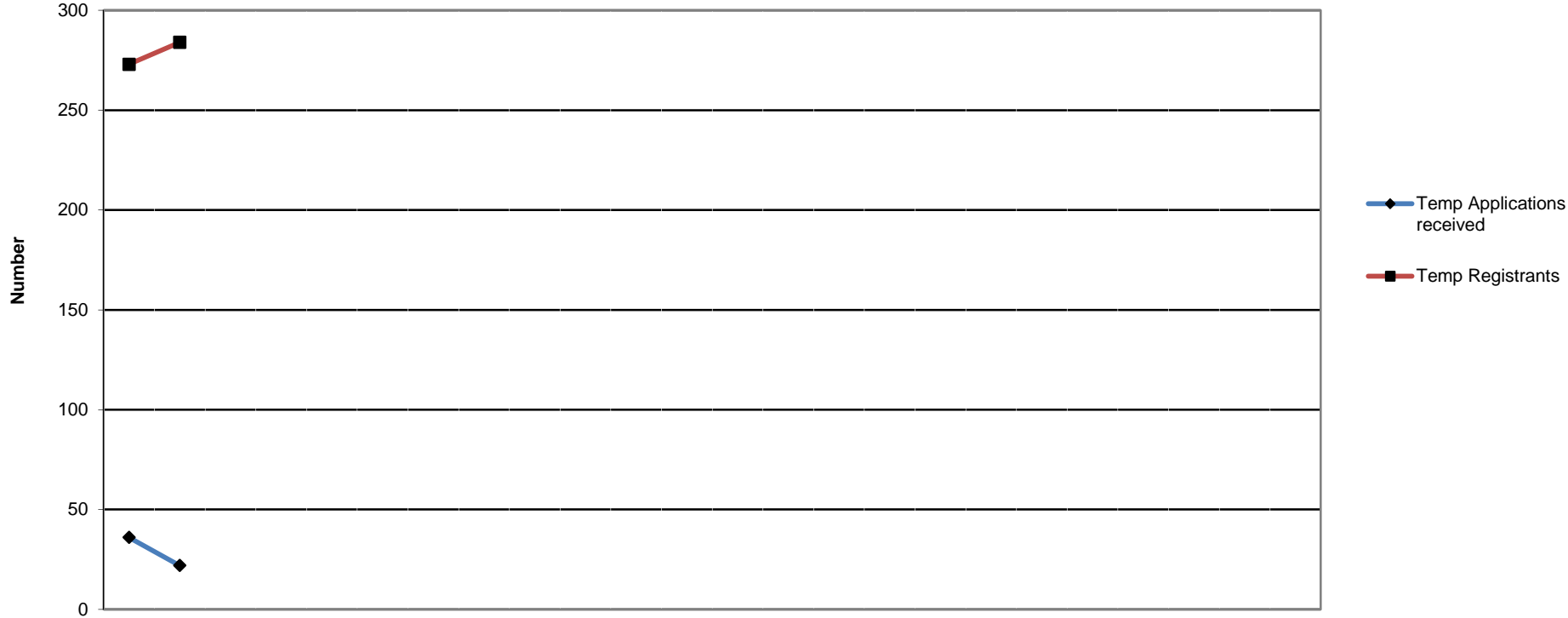
	2010			2011									2012						2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep					Oct	Nov	Dec	Jan	Feb	Mar		
Arts Therapists	0	2	3	4	2	5	1	2	0	1	2	1	1	0												16	12	23	1	
Bio. Scientists	12	33	14	31	19	41	26	32	23	15	14	13	13	9												307	290	273	22	
Chirops/ Pods	2	7	0	3	1	3	3	2	0	1	0	3	3	3												23	34	25	6	
CI Scientists	1	10	4	7	4	9	8	7	4	7	5	6	6	6												50	61	72	12	
Dietitians	9	16	7	16	6	16	15	16	6	16	7	9	9	11												132	137	139	20	
Hearing aid disps	0	0	0	0	0	0	0	4	0	0	0	2	2	0															4	2
OTs	20	54	14	29	20	54	46	42	29	30	22	21	21	22												404	340	381	43	
ODPs	0	2	0	2	0	1	0	0	1	1	1	1	1	2												8	10	9	3	
Orthoptists	1	0	0	0	0	1	0	0	1	2	0	0	0	0												3	1	5	0	
Paramedics	3	4	3	6	1	8	4	2	1	2	2	3	3	2												46	50	39	5	
Physiotherapists	31	97	38	70	42	95	78	86	58	76	54	71	71	55												774	745	796	126	
Pract psychs	14	27	14	24	11	34	26	25	11	20	14	16	16	12														211	264	28
Prosth/Orthotists	0	0	1	0	1	1	2	2	0	1	0	2	2	0												9	3	10	2	
Radiographers	20	48	17	43	25	61	37	47	26	30	29	34	34	15												364	312	417	49	
SLTs	7	18	6	11	8	15	13	24	14	18	10	22	22	10												154	173	166	32	
Total	120	318	121	246	140	344	259	291	174	220	160	204	133	147												2,290	2,379	2,623	351	

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

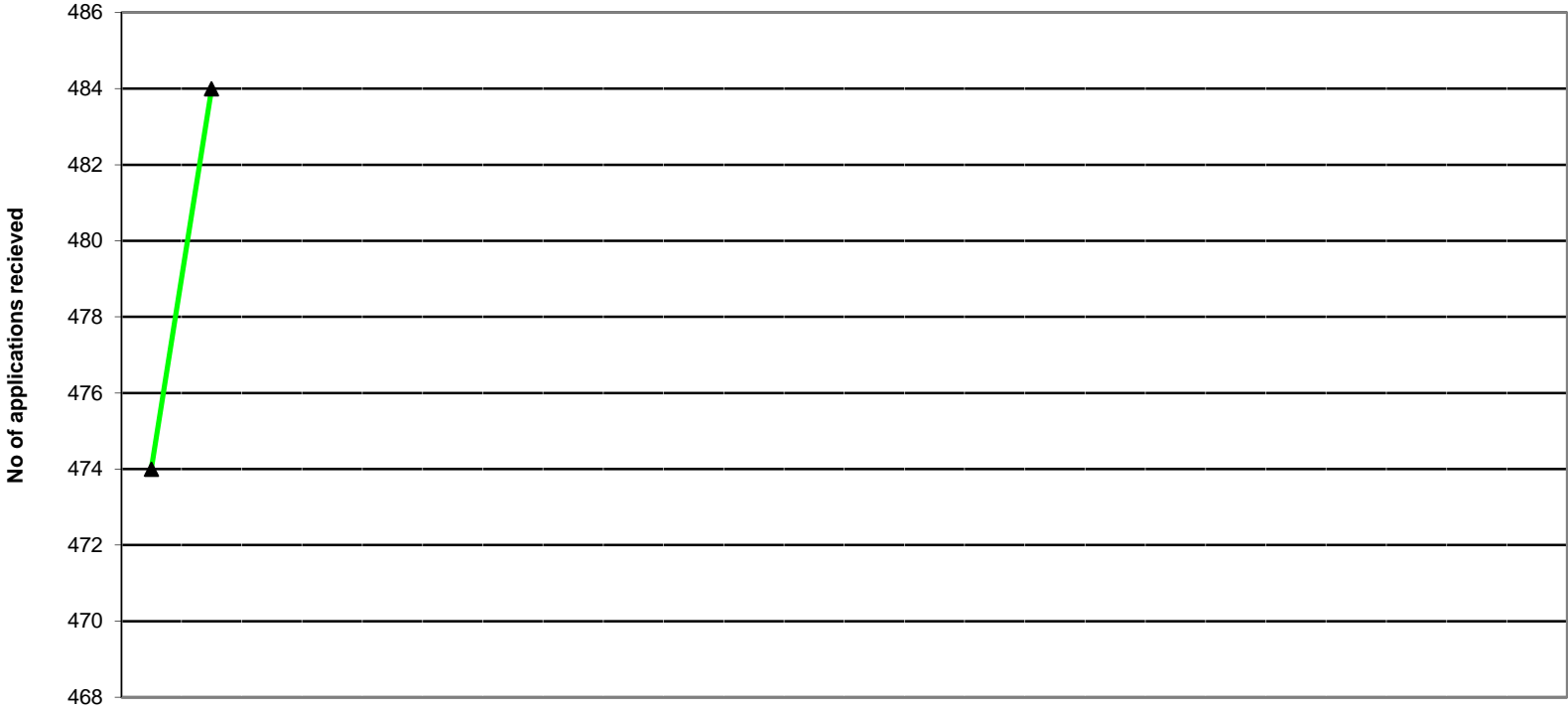


	2010			2011									2012		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Arts therapists	2	0	1	1	0	0	3	1	3	2	2	0	1	0	
Bio. scientists	10	12	14	14	15	13	23	8	33	29	23	8	19	13	
CI scientists	1	1	2	1	4	0	3	0	3	3	2	6	4	3	
Chirops/ pods	0	1	4	0	3	1	0	1	3	2	0	2	6	3	
Dietitians	5	2	4	17	8	7	2	5	6	12	9	11	5	5	
Hearing aid disps	0	0	0	0	0	0	0	0	0	2	2	0	0	1	
OTs	18	17	16	25	25	17	7	38	21	46	28	31	26	22	
ODPs	0	0	0	1	0	0	1	0	0	0	0	1	0	0	
Orthoptists	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
Paramedics	1	2	2	0	0	5	0	0	2	4	1	6	2	2	
Physiotherapists	10	70	29	29	31	43	38	46	48	75	40	41	17	115	
Pract psychs	4	7	9	13	8	9	8	12	10	27	6	14	3	1	
Prosth/orthotists	0	0	1	1	0	0	0	0	0	1	2	1	1	0	
Radiographers	17	8	11	19	23	15	22	32	29	27	7	60	31	28	
SLTs	12	11	11	8	12	3	14	7	8	17	10	17	16	7	
Total	80	131	104	130	129	113	121	150	166	247	132	198	131	201	

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
3	6	8	6	4	15	1
417	439	231	236	162	202	32
26	35	30	28	22	26	7
25	37	39	27	15	17	9
93	138	94	97	80	88	10
					4	1
615	509	302	283	255	289	48
6	7	5	2	5	3	0
3	3	4	2	0	1	1
6	16	14	22	25	23	4
1,193	985	567	608	460	500	132
				95	127	4
6	4	6	3	1	6	1
496	820	428	336	206	270	59
218	173	134	105	114	130	23
3,107	3,172	1,862	1,755	1,444	1,701	332

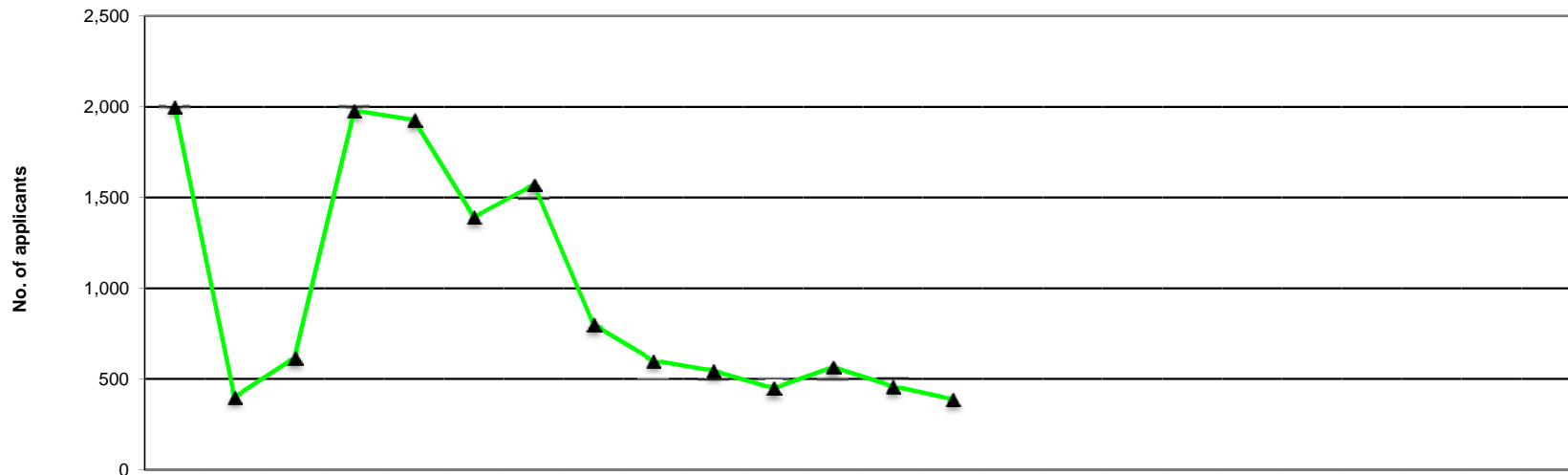


	2011		2012											2013											11/12	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
Temp Applications received	36	22																							58	
Temp Registrants	273	284																								557



Current status	2011			2012									2013									11/12					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD		
Minimum info	474	484																							479		
At scrutiny	0	0																								0	
Pending reg fee	0	0																								0	
Total	474	484																								479	
																											Average

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



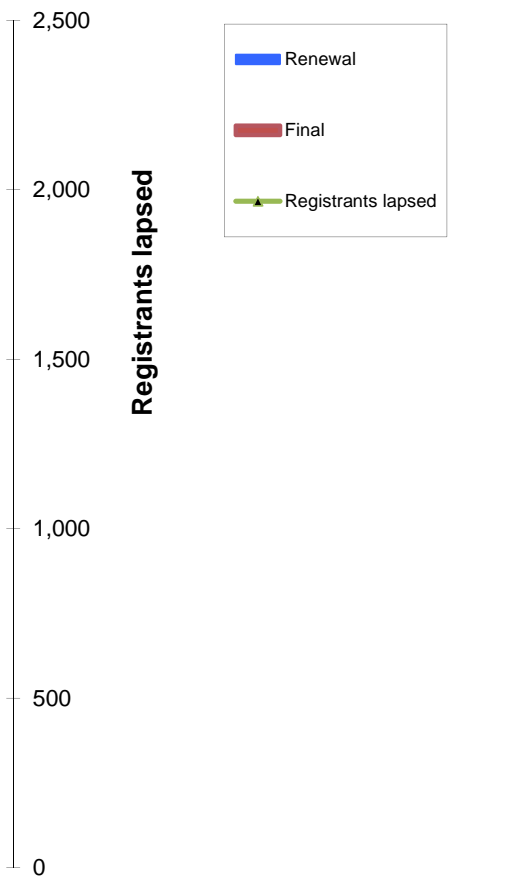
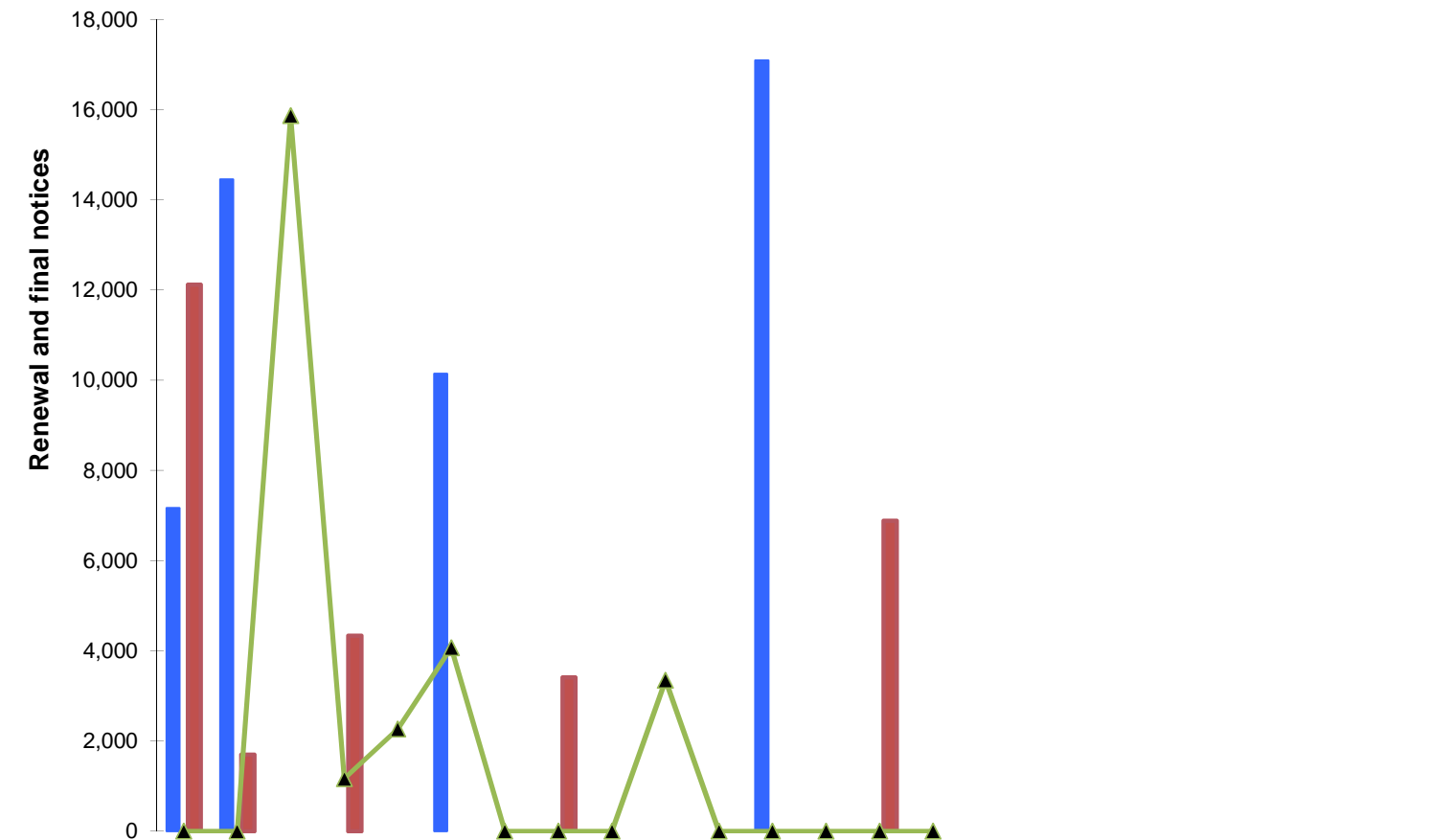
	2010			2011									2012						2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD	
Arts therapists	18	15	14	29	29	37	31	23	8	21	16	16	18	10											234	184	170	235	234	257	28	
Bio. scientists	43	50	64	83	122	105	99	78	77	73	48	52	43	47											912	690	689	836	831	894	90	
Chirops/pods	1	4	15	134	114	67	40	18	14	10	3	7	7	6											155	145	167	282	429	427	13	
CI Scientists	32	18	18	23	19	9	18	17	16	17	20	33	39	26											399	341	415	469	218	240	65	
Dietitians	17	10	34	145	84	44	62	16	8	9	6	18	17	10											367	331	359	452	444	453	27	
Hearing aid disps+	1,577	2	5	2	13	10	13	10	9	4	12	4	7	5																1,673	12	
OTs	44	40	47	235	384	263	229	132	84	99	59	104	59	35											1,544	1,327	1,321	1,873	1,763	1,720	94	
ODPs	38	10	10	11	70	182	171	30	32	21	16	31	17	29											754	668	804	636	508	622	46	
Orthoptists	0	0	1	14	26	5	5	0	0	0	1	1	0	0											34	41	41	106	46	53	0	
Paramedics	66	69	56	101	92	112	211	98	90	73	102	93	83	91											1,247	807	931	1,402	1,158	1,163	174	
Physiotherapists	43	57	87	554	465	237	216	100	61	76	53	77	53	41											2,051	2,120	2,276	2,531	2,221	2,026	94	
Pract psychs	92	93	117	73	70	88	253	175	145	87	73	76	81	54																2,138	1,477	135
Prosth/orthotists	1	1	0	1	1	2	19	5	3	2	1	3	1	2											46	32	35	51	37	39	3	
Radiographers	6	11	124	449	300	121	97	36	17	19	23	18	16	13											1,008	1,051	1,108	1,377	1,251	1,221	29	
SLTs	24	22	24	126	140	112	107	62	39	34	16	33	20	19											746	582	655	834	759	739	39	
Total	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388											9,497	8,319	8,971	11,084	12,037	13,004	849	

+Hearing Aid Dispensers migrated on in April 2010

Health Professions Council

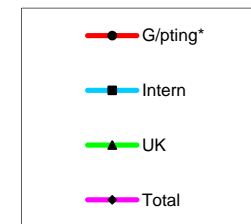
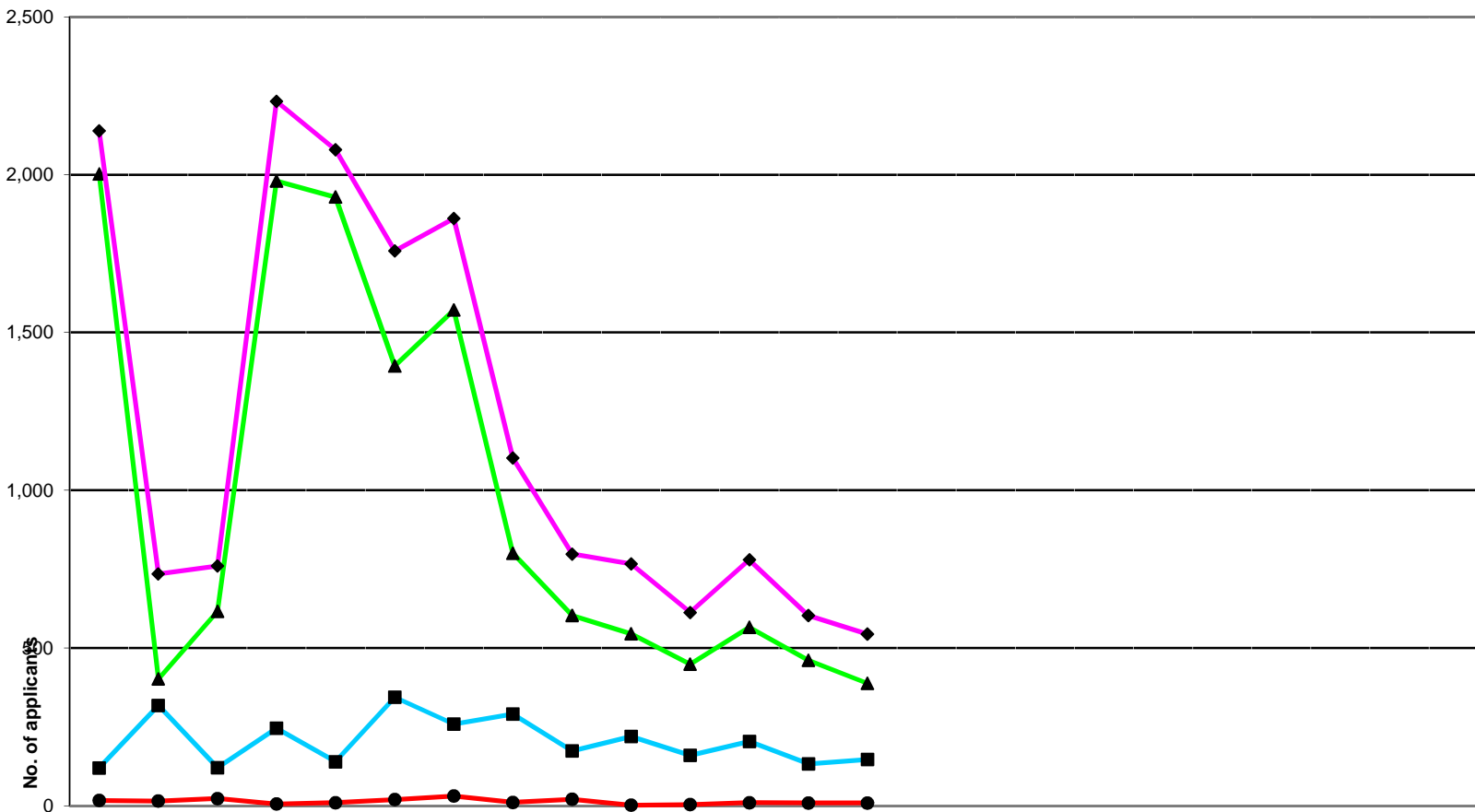
Renewal Information April 2010 - March 2012

Registration Department



Notices	2010												2011												2012												
	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	
Renewal	7,165	14,451	0	0	0	10,141	0	0	0	0	0	17,095	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Final	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0	0	6,886	0	0	0	0	0	0	0	0	0	0	0	6,886	0	0	0	0	0	0	0	0	0	0	0
Total	19,281	16,151	0	4,335	0	10,141	0	3,409	0	0	0	17,095	0	6,886	0	0	0	0	0	0	0	0	0	0	0	6,886	0	0	0	0	0	0	0	0	0	0	0
Renewal on paper																									4,662 2,982												
Renewal online																									1,986 2,661												
Registrants lapsed	0	2,204	162	315	565	0	0	0	0	465	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	

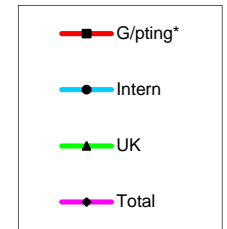
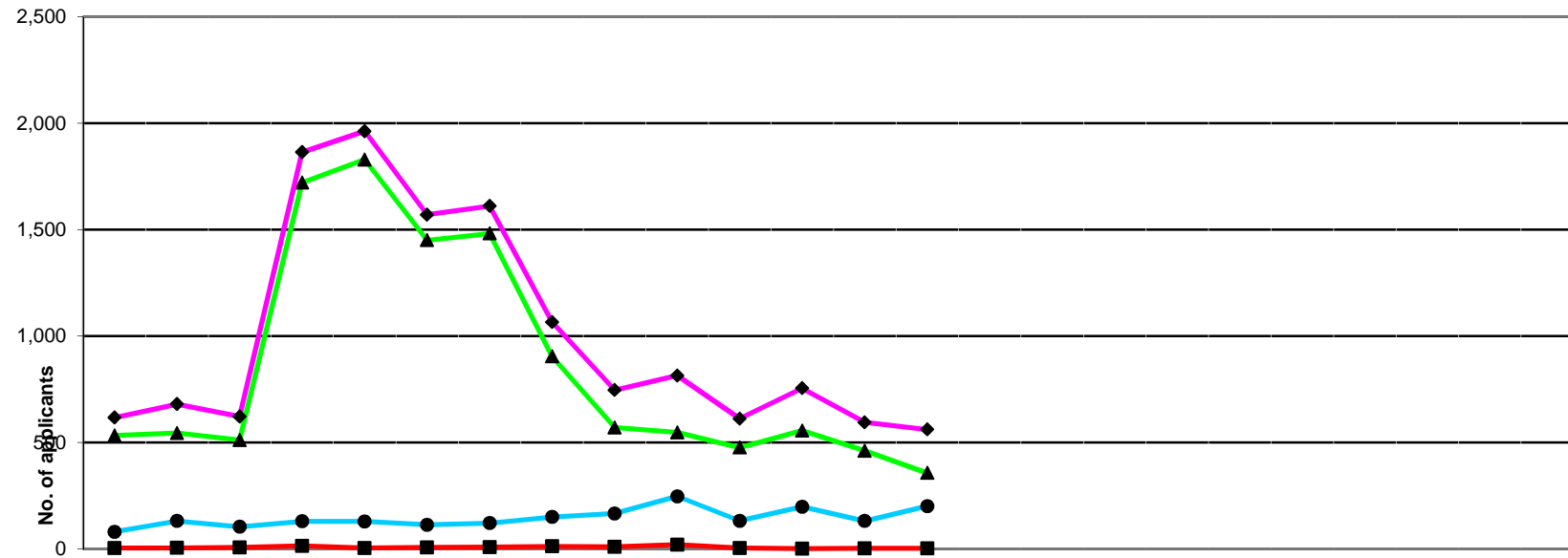
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	48,852	0
36,261	25,909	50,531	9,546	28,683	21,560	6,886
178,624	53,620	204,513	38,684	205,253	70,412	6,886
					0	7,644
					0	4,647
9,448	5,388	8,885	5,550	6,259	3,711	0



Apps Received	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	9											
Intern	120	318	121	246	140	344	259	291	174	220	160	204	133	147											
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388											
Total	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613	780	603	544											

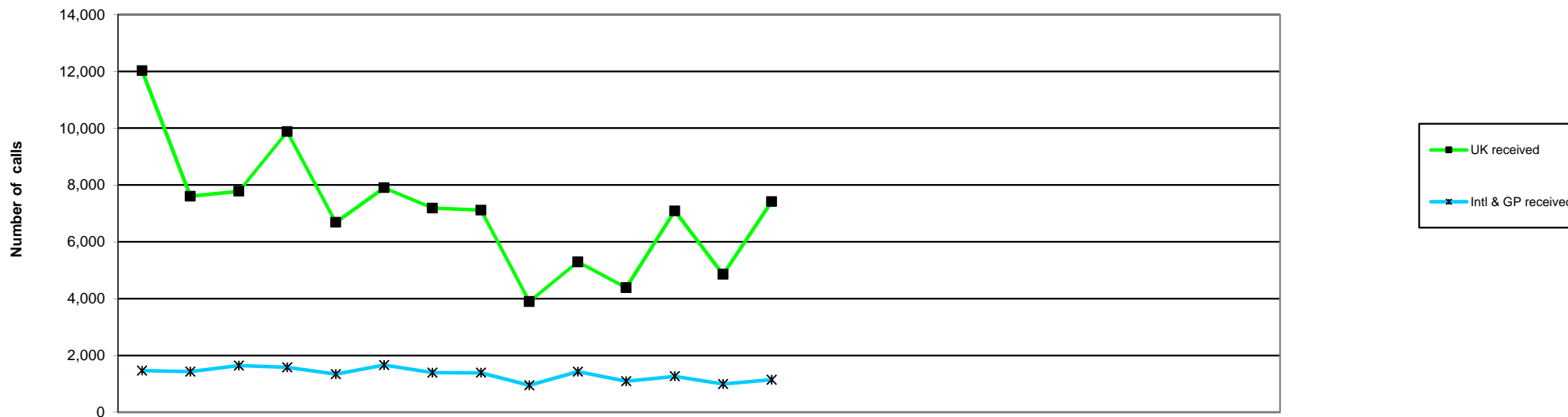
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	160	93	170	18
4,626	3,504	2,300	2,290	2,324	2,597	280
9,497	8,319	8,971	11,199	11,251	12,857	849
16,602	11,843	11,271	13,649	13,668	15,624	1,147

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



	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
G/pting*	4	5	7	14	4	7	8	12	10	20	4	1	3	3											
Intern	80	131	104	130	129	113	121	150	166	247	132	198	131	201											
UK	533	544	511	1,720	1,829	1,450	1,482	904	570	547	476	556	461	357											
Total	617	680	622	1,864	1,962	1,570	1,611	1,066	746	814	612	755	595	561											

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	96	6
3,107	3,172	1,862	1,756	1,387	1,701	332
9,474	8,870	8,355	10,774	11,069	11,122	818
14,876	12,325	10,226	12,530	12,519	12,919	1,156



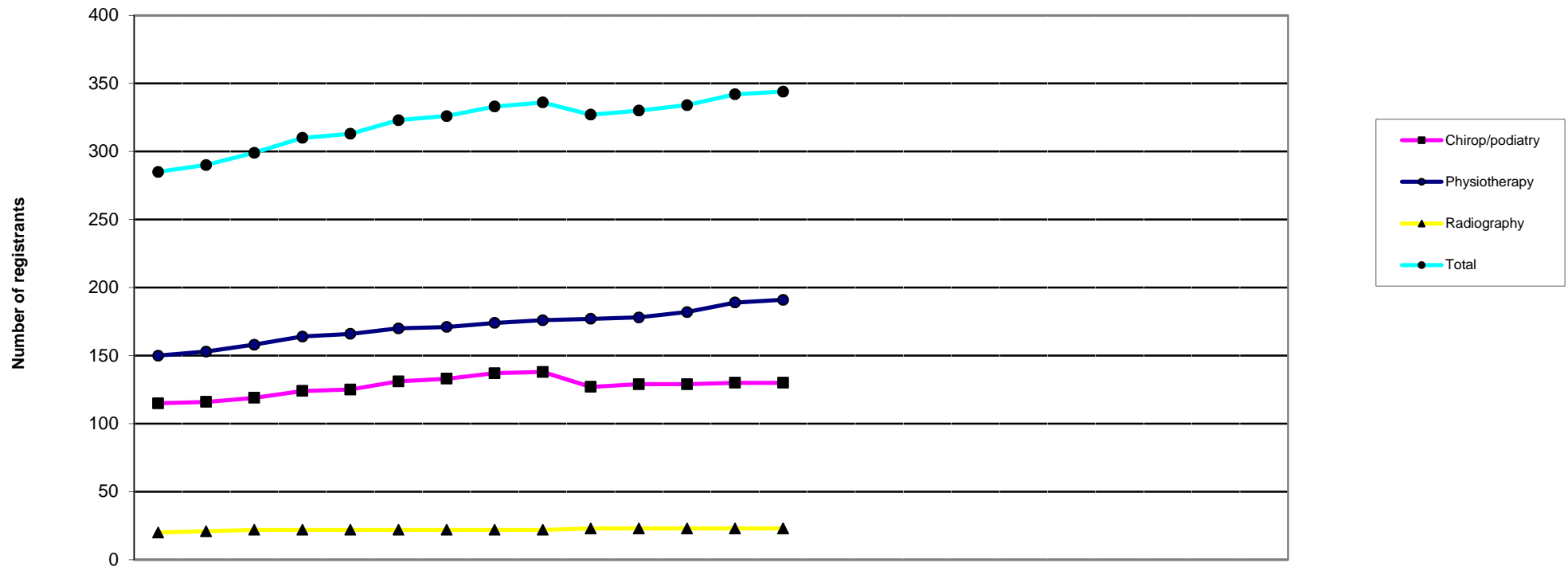
	2010			2011									2012			2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun								Jul	Aug	Sep	Oct	Nov	Dec
Intl & GP																												
Intl & GP received	1,471	1,438	1,651	1,584	1,348	1,667	1,396	1,395	953	1,433	1,096	1,270	1,002	1,152								40,070	19,612	14,428	12,732	14,348	16,702	2,154
Answered	1,347	1,371	1,551	1,499	1,261	1,608	1,366	1,347	925	1,382	1,071	1,241	968	1,099								33,467	17,896	13,388	11,397	14,185	15,969	2,067
Calls answered (%)	92	95	94	95	94	97	98	97	97	96	97	98	97	95								84	92	93	90	95	96	96
Adandoned	124	42	100	85	87	59	30	48	32	51	25	29	34	53								6,627	1,716	1,040	1,335	841	712	87
Avg answer time (sec)	65	56	50	50	54	38	31	32	31	38	25	24	20	36								25	14	13	36	36	41	28
Avg talk time (min)	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40	3.47	3.23	3.31	2.39	3.41								2.32	2.64	2.79	3.25	3.18	3.41	2.90
UK																												
UK received	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902	5,293	4,386	7,096	4,856	7,424								70,233	72,488	123,967	92,018	119,887	86,890	12,280
Answered	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814	5,151	4,306	7,003	4,751	7,221								50,518	67,493	91,923	78,293	111,573	83,218	11,972
Calls answered (%)	92	95	95	93	96	97	98	98	98	97	97	99	98	97								70	93	79	92	95	96	98
Adandoned	953	355	430	678	258	262	180	153	68	142	80	93	105	203								10,719	6,335	32,034	13,725	8,314	3,652	308
Avg answer time (sec)	62	42	45	59	40	36	29	27	27	29	21	20	23	28								64	45	102	85	48	36	26
Avg talk time (min)	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47	2.54	2.54	2.58	2.58	2.56								1.78	2.16	2.65	2.58	2.37	2.47	2.57



	2011		2013										2012										11/12			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	
No. selected for CPD	0	0																							0	
No. profiles received	0	0																								0
No. profiles assessed	0	0																								0

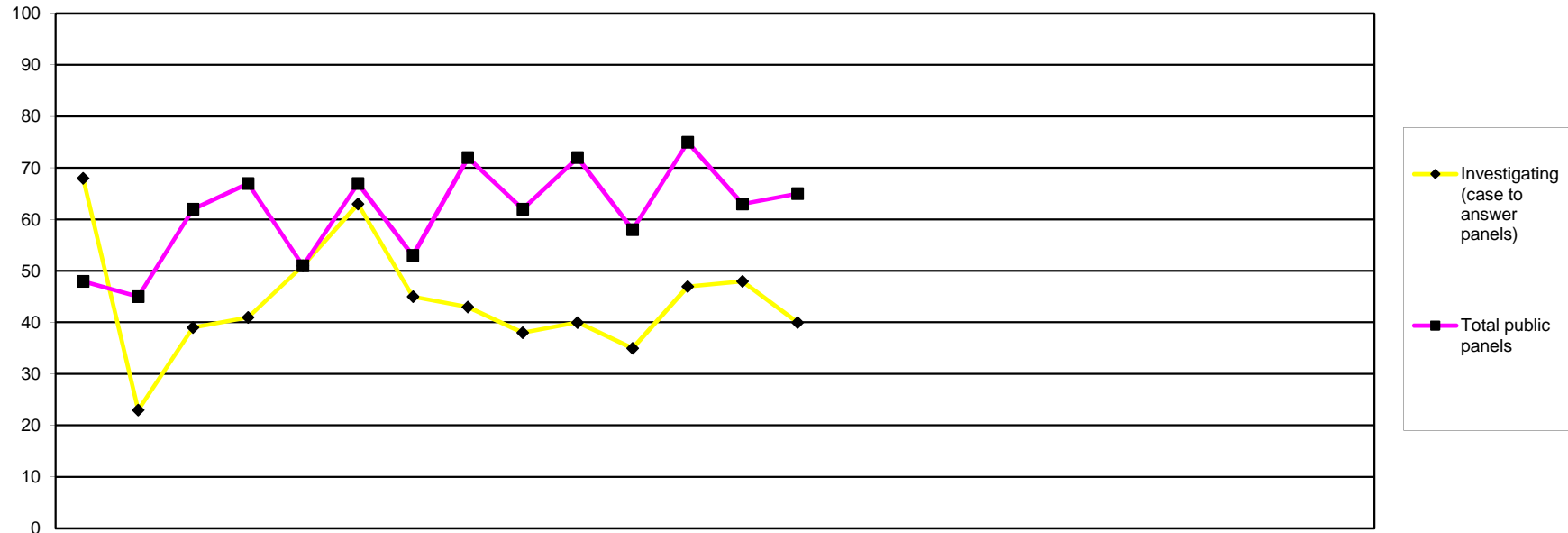
Health Professions Council

Number of registrants with supplementary prescribing rights April 2010 - March 2012



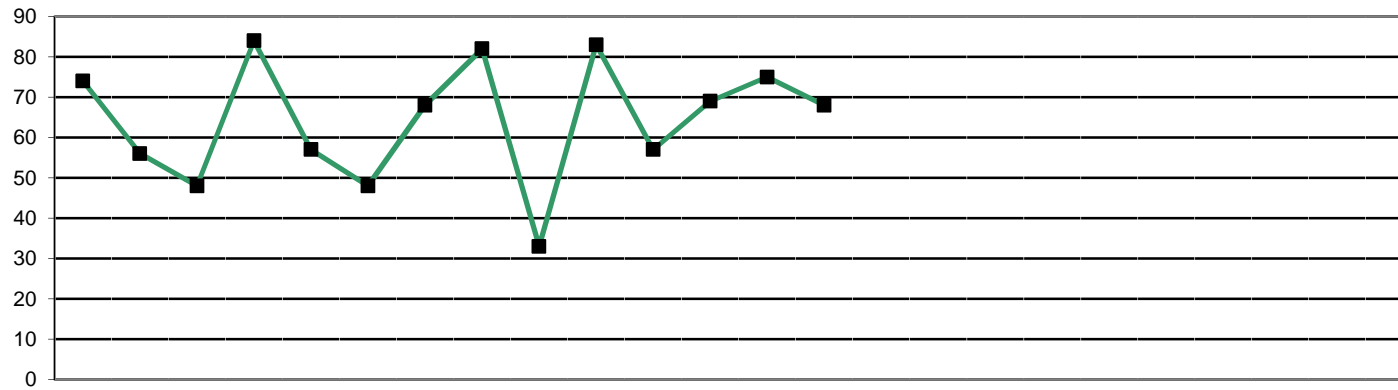
	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chirop/podiatry	115	116	119	124	125	131	133	137	138	127	129	129	130	130											
Physiotherapy	150	153	158	164	166	170	171	174	176	177	178	182	189	191											
Radiography	20	21	22	22	22	22	22	22	22	23	23	23	23	23											
Total	285	290	299	310	313	323	326	333	336	327	330	334	342	344											

2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	YTD
15	40	78	112	129	130
28	74	109	148	182	191
0	7	19	20	23	23
43	121	206	280	334	344



	2010			2011									2012			2007/8	2008/9	09/10	10/11	11/12										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Investigating (case to answer panels)	68	23	39	41	51	63	45	43	38	40	35	47	48	40												297	363	486	533	88
Investigating (incorrect entry)	0	0	1	1	0	0	0	0	0	1	0	0	0	0												19	1	3	3	0
Conduct & Competence	29	27	33	45	26	38	34	38	29	44	33	47	40	33												176	203	376	423	73
Health	1	0	2	1	3	1	0	4	2	2	3	0	1	0												9	3	19	19	1
Review cases	8	3	13	7	6	14	9	16	16	5	11	8	10	15												67	93	108	116	25
Interim order (application)	4	4	2	6	5	2	5	2	3	3	5	7	3	2												20	30	41	48	5
Interim order (review)	6	11	11	7	11	12	5	12	12	17	6	13	9	15												52	54	110	123	24
Total public panels	48	45	62	67	51	67	53	72	62	72	58	75	63	65												343	384	657	732	128
Total panels	116	68	101	108	102	130	98	115	100	112	93	122	111	105												640	747	1,143	1,265	216

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



■ Total allegations/enquiries received

		2010			2011									2012					2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12							
		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	FYE	YTD
Source of enquiry	Total enquiries	19	17	21	29	17	14	18	30	10	44	26	30	45	26	Not recorded		109	142	243	275	71										
	Employer	3	5	5	8	2	1	4	6	2	4	5	3	8	5	44	50	78	48	13												
	Public	8	10	11	10	8	6	8	18	7	18	5	11	18	6	32	42	114	120	24												
	Police	0	0	0	1	0	0	0	0	0	0	0	0	0	1	3	4	4	1	1												
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	1												
	Registrant	6	1	5	5	4	3	3	3	3	1	7	2	4	0	3	13	19	18	44	3											
	Other	0	0	0	0	0	0	0	0	0	2	2	0	1	2	2	10	14	4	3												
	Article 22(6)/Anon	2	1	0	5	3	4	3	3	0	13	12	12	18	8	14	15	15	58	26												
Source of allegation	Total allegations	55	39	27	55	40	34	50	52	23	39	31	39	30	42	316	322	315	341	529	484	72										
	Employer	21	19	12	15	9	17	13	17	7	16	8	15	9	16	113	164	127	149	182	169	25										
	Public	21	10	10	12	15	10	15	14	6	6	7	10	12	10	61	77	76	67	152	136	22										
	Police	4	1	1	5	3	1	2	2	0	4	1	0	1	2	27	31	32	32	36	24	3										
	Professional body	1	0	0	0	0	1	1	0	0	0	0	0	2	2	0	1	6	1	1	3	4										
	Registrant	0	1	1	2	4	0	6	5	2	5	0	4	1	0	30	16	22	30	45	30	1										
	Other	3	2	0	2	0	0	0	0	0	2	4	1	0	1	2	13	7	3	14	21	14	3									
	Article 22(6)/Anon	5	6	3	19	9	5	13	14	6	4	14	10	4	10	57	23	49	48	92	108	14										
Allegation type	Misconduct	41	30	18	40	30	31	39	46	21	27	25	33	62	51	205	228	177	223	354	381	113										
	Lack of competence	4	2	5	4	1	0	5	1	1	0	1	3	4	5	33	44	29	50	91	27	9										
	Convict/caution	8	7	3	7	6	3	5	4	1	8	5	3	4	5	41	41	49	51	68	60	9										
	Health	2	0	1	1	1	0	1	0	0	0	0	0	1	5	2	1	1	7	5	6	6										
	Other regulator	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	2	1	0	1	0										
	Incorrect or fraudulent entry	0	0	0	0	0	0	0	0	1	0	0	0	0	1	33	3	4	6	10	1	1										
	Not classified	0	0	0	3	1	0	0	0	0	0	0	0	4	1	24	3	3	0	4	4	5										
Total allegations/enquiries received	74	56	48	84	57	48	68	82	33	83	57	69	75	68	314	318	424	483	772	760	143											

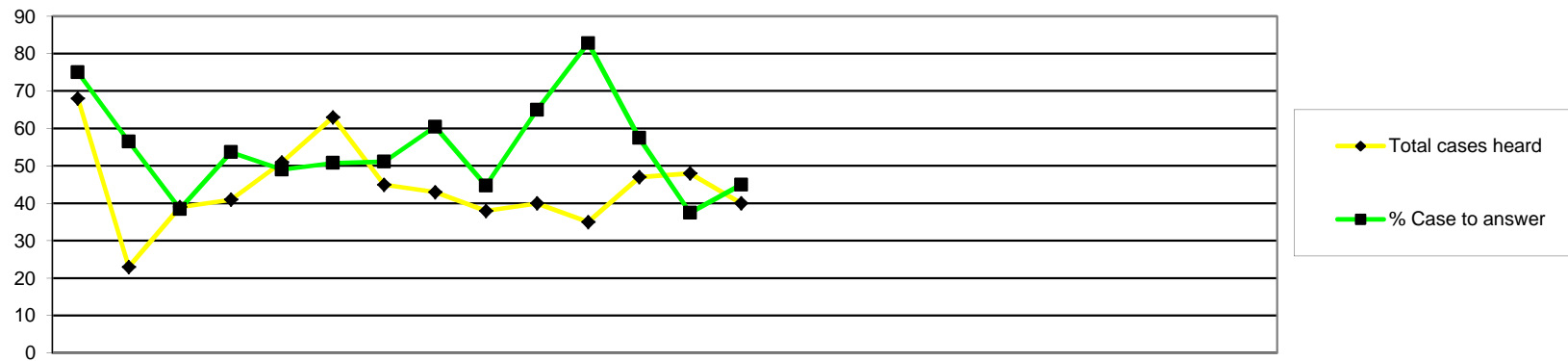
Health Professions Council

Enquiries and Allegations: Profession & source of complaint April 2011 - May 2011

Fitness to Practise Department

	Professional						Article 22(6)/Anon
	Employer	Public	Police	Body	Registrant	Other	
Arts therapists	0	0	0	0	0	0	0
Biomedical scientists	0	0	0	0	0	1	4
Chiropodists & podiatrists	1	4	0	0	1	1	1
Clinical scientists	0	0	0	0	0	0	0
Dietitians	1	0	0	0	0	0	2
Hearing aid dispensers	0	5	0	1	0	0	0
Occupational therapists	6	4	2	0	0	0	3
ODPs	3	2	1	0	0	0	2
Orthoptists	0	0	0	0	0	0	0
Paramedics	17	6	1	2	0	0	22
Physiotherapists	3	6	0	2	0	1	2
Practitioner psychologists	2	17	0	0	3	3	2
Prosthetists & orthotists	0	0	0	0	0	0	0
Radiographers	4	2	0	0	0	0	1
SLTs	1	0	0	0	0	0	1
Total	38	46	4	5	4	6	40

Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12
16	10	5	9	0
26	43	39	36	5
40	62	76	74	8
6	8	4	10	0
14	1	12	9	3
				44
45	55	79	63	15
38	55	37	39	8
3	0	2	0	0
94	100	162	188	48
85	95	127	104	14
N/A	N/A	149	117	27
3	6	7	1	0
32	34	47	40	7
22	14	26	25	2
424	483	772	759	143



		2010			2011									2012												
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Case to Answer	Total cases heard	68	23	39	41	51	63	45	43	38	40	35	47	48	40											
	Referred to CCC (Reg representations)	33	9	6	14	15	18	14	19	11	15	9	15	12	11											
	Referred to CCC (Rep representations)	3	0	0	2	2	2	2	3	1	4	1	2	3	2											
	Referred to CCC (No representations)	10	4	8	6	5	12	6	4	5	7	7	5	3	3											
	Referred to HC (Reg representations)	2	0	0	0	1	0	0	0	0	0	0	3	0	1											
	Referred to HC (Rep representations)	0	0	1	0	1	0	0	0	0	0	0	1	0	1											
	Referred to HC (No representations)	3	0	0	0	1	0	1	0	0	0	0	0	0	0											
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	1	0	0											
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
	Total case to answer	51	13	15	22	25	32	23	26	17	26	29	27	18	18											
	% Case to answer	75	57	38	54	49	51	51	60	45	65	83	57	38	45											
No case to answer	Not referred (Reg representations)	15	8	18	10	17	26	20	14	18	12	18	19	24	17											
	Not referred (Rep representations)	1	0	2	5	2	2	1	0	0	0	0	0	1	1											
	Not referred (No representations)	0	1	0	2	1	2	1	1	1	1	0	0	2	3											
	Total cases not referred	16	9	20	17	20	30	22	15	19	13	23	19	27	21											
	Further Information	1	1	4	2	6	1	0	2	2	1	0	1	3	1											

2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	YTD
178	299	363	499	533	88
Not recorded	97	126	194	178	23
	25	14	20	22	5
	57	60	67	79	6
	3	5	6	6	1
	2	0	0	3	1
	1	0	1	5	0
	1	0	1	1	0
	0	0	0	0	0
	0	1	1	0	0
	82	186	206	290	306
Not recorded	62	57	58	57	41
	78	115	176	195	41
	8	13	8	13	2
	21	21	14	10	5
	107	149	198	223	48
14	6	8	10	21	4

By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists		0	0	0	0	0
Biomedical scientists	1	0	3	0	0	4
Chiropodists & podiatrists	4	1	4	0	0	9
Clinical scientists		0	0	0	0	0
Dietitians	1	0	0	0	0	1
Hearing aid dispensers		0	1	0	0	1
Occupational therapists	2	0	2	2	0	6
ODPs	3	0	3	0	0	6
Orthoptists		0	1	0	0	1
Paramedics	15	1	11	0	0	27
Physiotherapists	10	0	1	0	0	11
Practitioner psychologists	8	1	4	0	0	13
Prosthetists & orthotists		0		0	0	0
Radiographers	3	1	4	0	0	8
SLTs	1	0	0	0	0	1
Total YTD	48	4	34	2	0	88

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
11	6	4	2	0
14	42	26	37	4
31	31	53	60	9
6	7	3	4	0
9	5	7	13	1
				13
29	40	60	48	6
24	30	49	32	6
2	1	0	1	1
62	72	115	113	27
56	75	93	86	11
0	0	38	66	13
4	2	4	4	0
41	32	34	33	8
10	20	13	21	1
299	363	499	533	88

By source of allegation

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Employer	12	2	16	2	0	32
Public	14	2	3	0	0	19
Police	6	0	1	0	0	7
Professional body	0	0	0	0	0	0
Registrant	3	0	4	0	0	7
Other	1	0	1	0	0	2
Article 22(6)/Anon	12	0	9	0	0	21
Total YTD	48	4	34	2	0	88

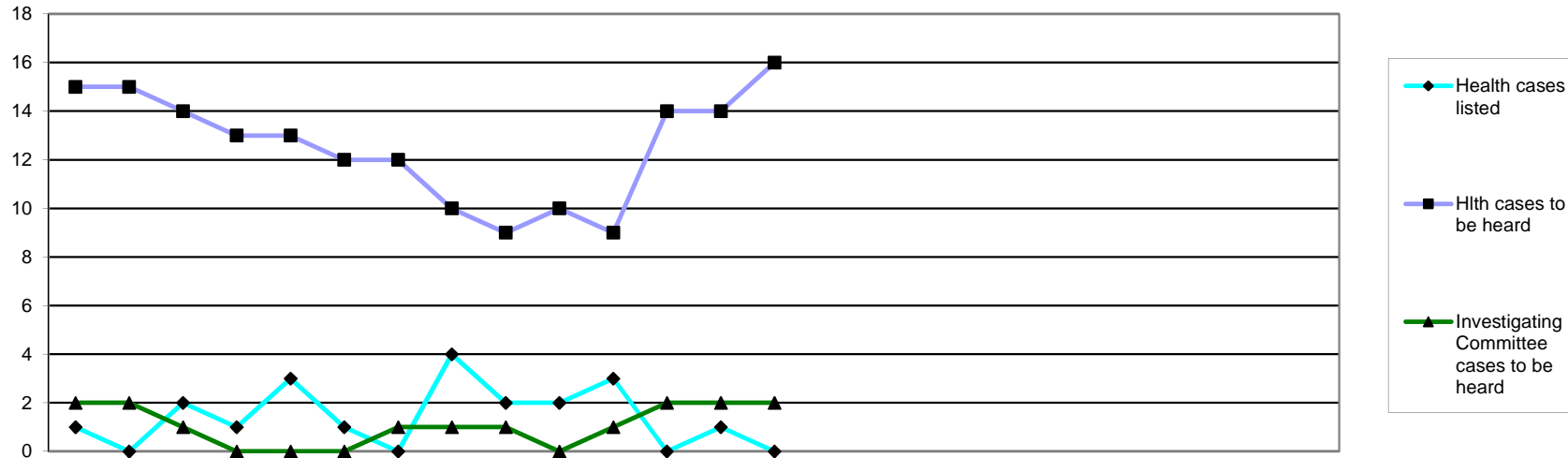
2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
176	211	208	32
78	140	151	19
30	29	28	7
2	2	2	0
12	32	37	7
19	15	13	2
46	70	94	21
363	499	533	88

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	1	0	1	4	0
Chiropodists & podiatrists	0	0	0	0	0
Clinical scientists	0	0	0	3	1
Dietitians	0	0	0	0	0
Hearing aid dispensers	0	0	0	0	0
Occupational therapists	0	0	0	1	0
ODPs	1	1	0	5	0
Orthoptists	0	0	0	0	0
Paramedics	2	2	0	8	0
Physiotherapists	0	0	0	1	0
Practitioner psychologists	1	1	0	1	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	0	0	0	1	0
SLTs	0	0	0	0	0
Total	5	4	1	24	1

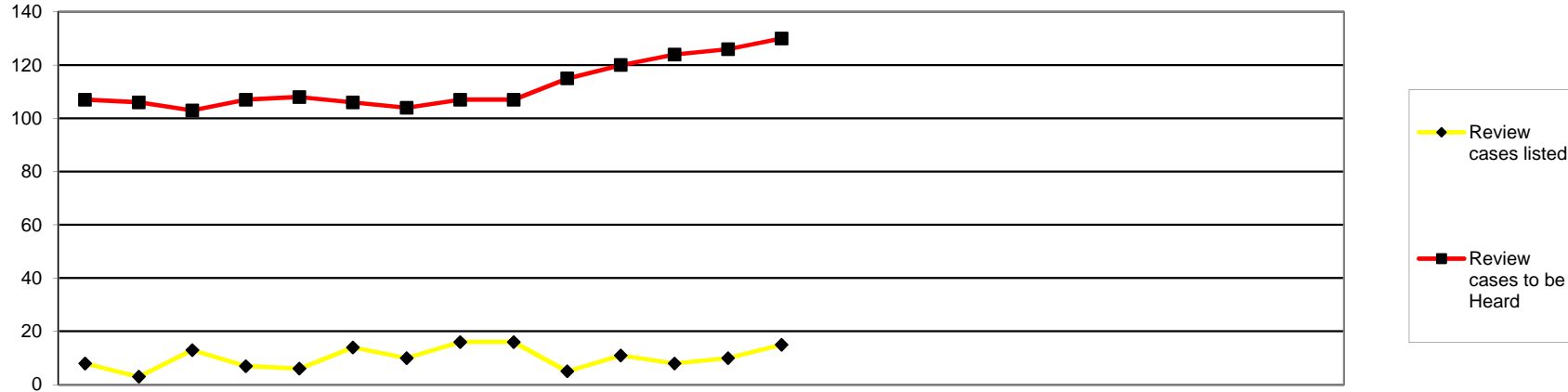
Hearings held	Hearings held	Hearings held	Hearings held	Hearings held
2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	YTD
4	4	2	0	0
8	16	8	7	5
6	5	13	10	0
4	0	0	5	3
0	0	0	0	0
			2	0
3	6	9	10	1
18	18	20	29	6
0	0	0	0	0
16	14	46	50	10
8	13	20	25	1
			3	2
0	0	0	0	0
7	6	12	18	1
0	3	8	4	0
74	85	141	171	29

Health Professions Council Panel Hearings Decisions Health and Investigating April 2010 to March 2012

Fitness to Practise Department



	2010			2011												2012			2006/7	2007/8	2008/9	09/10	10/11	11/12								
	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	YTD		
Health Committee	Health cases listed	1	0	2	1	3	1	0	4	2	2	3	0	1	0											7	9	2	6	19	1	
	Suspended	0	0	0	0	1	1	0	1	0	1	1	0	0	0											2	5	1	2	5	0	
	Conditions of practice	0	0	2	0	0	0	0	1	1	0	0	0	0	0											1	0	1	1	4	0	
	Caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	0	0	0	0	0	
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0											1	0	0	0	0	0	
	Not well founded	0	0	0	0	1	0	0	0	0	0	0	0	0	0													1	1	3	1	0
	Adjournd/part heard	1	0	0	0	0	0	0	2	0	0	0	0	1	0												1	0	0	3	1	
	Cancelled	0	0	0	0	0	0	0	0	0	1	0	0	0	0													2	0	0	1	0
	Referred to C&C	0	0	0	0	1	0	0	0	0	0	0	0	0	0													0	0	0	1	0
	Removed - consent	0	0	0	1	0	0	0	0	1	0	2	0	0	0																	0
	Hlth cases to be heard	15	15	14	13	13	12	12	10	9	10	9	14	14	16											7	4	5	8	8	16	
Investigating	Removed	0	0	0	1	0	0	0	0	0	0	0	0	0															3	1	0	
	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0															1	0	0	
	Not well found	0	0	1	0	0	0	0	0	0	0	0	0	0															0	1	0	
	No further action	0	0	0	0	0	0	0	0	0	1	0	0	0															1	1	0	
	Adjournd/part heard	0	0	0	0	0	0	0	0	0	0	0	0	0															0	0	0	
Investigating Committee cases to be heard	2	2	1	0	0	0	1	1	1	0	1	2	2	2															1	2	2	



	2010			2011									2012						2006/7	2007/8	2008/9	09/10	10/11	11/12						
	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	YTD
Review cases listed	8	3	13	7	6	14	10	16	16	5	11	8	10	15											41	67	67	96	117	25
Struck off	1	0	3	3	1	3	0	4	3	1	3	0	1	2												10	22	31	22	3
Suspension continued	2	0	4	1	0	4	8	6	3	2	3	1	2	3												37	33	35	34	5
Conditions continued	0	1	0	1	1	1	0	0	2	0	2	1	1	2												2	8	7	9	3
Suspension revoked	0	1	0	1	0	1	0	1	0	0	0	0	1	1												2	4	8	4	2
Suspension revoked conditions imposed	1	0	1	0	0	1	1	0	0	0	0	1	0	0												1	4	4	5	0
Suspension revoked caution imposed	1	0	1	0	0	1	0	0	0	0	0	0	0	0												0	3	1	3	0
Conditions revoked	2	0	3	1	2	0	0	2	2	1	1	0	0	4												5	14	5	14	4
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	3	0												5	0	1	0	3
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0												1	0	1	0	0
Catuation continued	0	0	0	0	0	0	0	0	0	0	0	0	1	0																1
Vol Removal (Consent)	0	0	0	0	1	1	1	1	1	0	0	2	0	1														3	1	1
Adjourned/part heard	1	0	0	0	1	0	0	2	3	0	0	0	0	2												3	7	0	7	2
Cancelled	0	1	0	0	0	1	0	0	1	1	2	2	0	0														1	8	0
Article 30(7)			1	0	0	0	0	0	0	0	0	0	1	0															1	1
Restored									1	0	0	1	0	0															2	0
Review cases to be Heard	107	106	103	107	108	106	104	107	107	115	120	124	126	130											69	90	90	102	124	130

Representation

	Final Hearings-CCC															2009/10 FYE	2010/11 FYE	2011/12 YTD
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed	Register entry amended	Restored	Not restored	Vol Removal (Consent)	Part Heard				
Represented self	0	0	0	2	0	2	0	0	0	0	0	0	0	0	4	44	58	8
Representative	1	1	7	10	0	8	0	0	0	0	0	0	0	0	7	115	201	34
None	12	5	0	2	0	3	0	0	0	0	0	0	2	2	98	117	26	
Total	13	6	7	14	0	13	0	0	0	0	0	0	2	13	257	376	68	

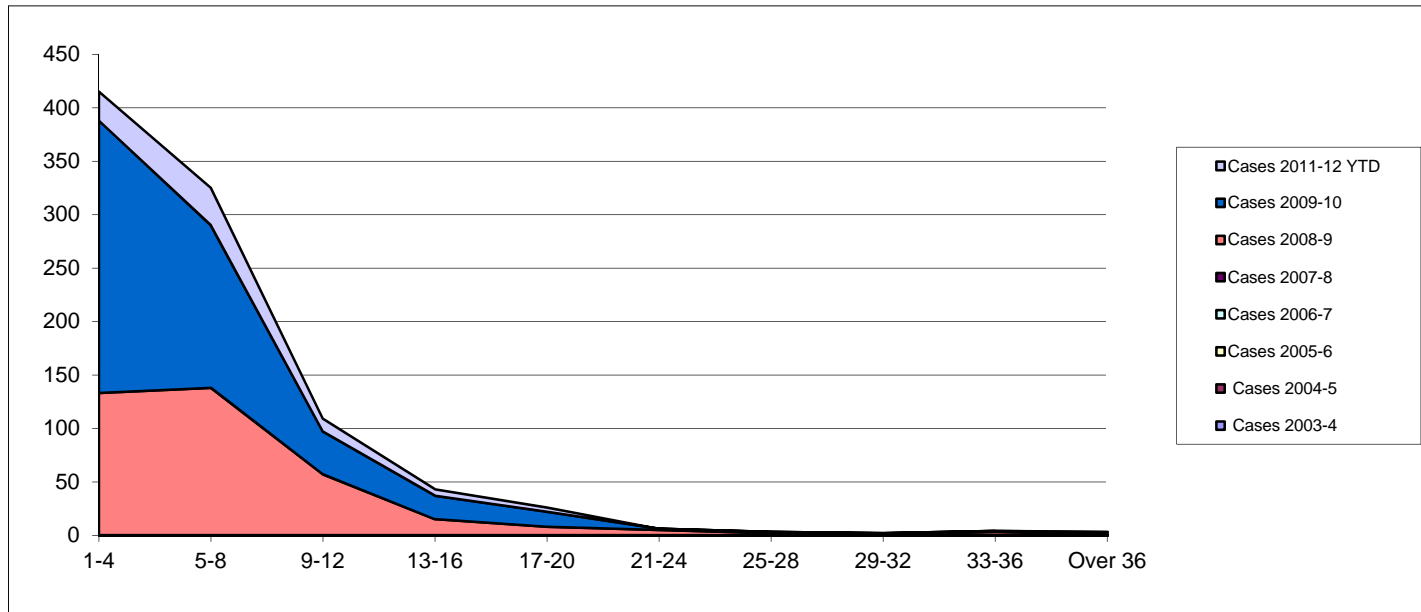
Profession	Represented self	Representative	None	% of representation
Arts therapists	0	3	0	100
Biomedical scientists	2	3	3	63
Chiropodists & podiatrists	0	3	2	60
Clinical scientists	1	0	0	100
Dietitians	0	1	0	100
Hearing aid dispensers	0	0	1	0
Occupational therapists	0	2	2	50
ODPs	0	2	4	33
Orthoptists	0	0	0	0
Paramedics	2	10	6	67
Physiotherapists	0	7	4	64
Practitioner psychologists	0	1	1	50
Prosthetists & orthotists	0	1	0	100
Radiographers	0	0	2	0
SLTs		1	1	50

The above tables do not include cases that were adjourned, postponed or cancelled

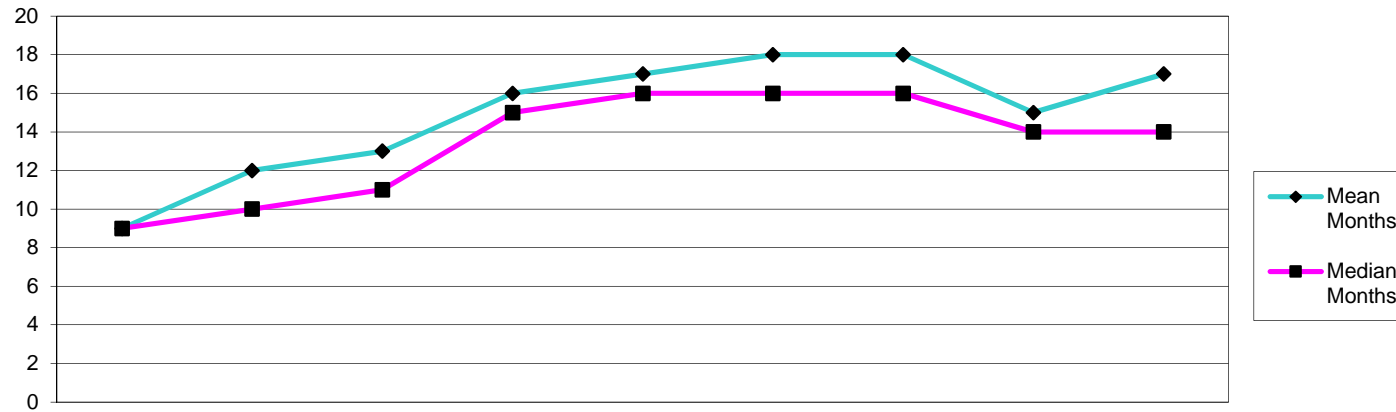
	Final Hearings													
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed	Register entry amended	Restored	Not restored	Part Heard	Vol Removal (Consent)
Arts therapists	0	0	1	0	0	0	0	0	0	0	0	0	2	0
Biomedical scientists	2	0	2	1	0	2	0	0	0	0	0	0	1	0
Chiropodists & podiatrists	0	0	1	0	0	3	0	0	0	0	0	0	0	0
Clinical scientists	0	0	0	1	0	0	0	0	0	0	0	0	1	0
Dietitians	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Hearing aid dispensers	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	0	2	0	2	0	0	0	0	0	0	0	0	0	0
ODPs	5	1	0	0	0	0	0	0	0	0	0	0	2	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	4	1	1	4	0	5	0	0	0	0	0	0	2	1
Physiotherapists	1	1	1	3	0	2	0	0	0	0	0	0	1	0
Practitioner psychologists	0	1	0	1	0	0	0	0	0	0	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Radiographers	0	1	0	2	0	0	0	0	0	0	0	0	2	0
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Total 2011/12 YTD	13	7	6	14	0	13	0	0	0	0	0	0	13	2
Total 2010/11 FYE	62	49	26	71	4	85	1	6	1	0	55	17		
Total 2009/10 FYE	64	40	15	46	3	76	0	2	3	1	7	8		
Total 2008/2009 FYE	67	25	12	24	4	39	0	0						
Total 2007/2008 FYE	37	35	5	30	23	24	0	0						
Total 2006/2007 FYE	24	19	5	25	6	15	1	2						
Total 2005/2006 FYE	9	20	6	9	3	1	6	3						

	Review Hearings														
	Struck off	Suspension continued	Suspension revoked	Suspension revoked caution imposed	Suspension revoked conditions imposed	Conditions continued	Conditions revoked	Conditions revoked caution imposed	Conditions revoked suspension imposed	Caution continued	Adjourned/Part Heard	Vol Removal (Consent)	Article 30(7)	Restored	Not restored
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropodists & podiatrists	0	0	1	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
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	1	0	1	0	0	0	0	0	1	0	1		1	0	0
ODPs	0	2	0	0	0	1	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
Paramedics	1	1	0	0	0	0	2	0	0	1	0	0	0	0	0
Physiotherapists	1	0	0	0	0	2	2	0	0	0	1	1	0	0	0
Practitioner psychologists	0	0	0	0	0	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
Radiographers	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
SLTs	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Total 2011/12 YTD	3	5	2	0	0	3	4	0	3	0	2	1	1	0	0
Total 2010/11 FYE	18	27	3	4	3	9	12	1	0	0	1	7	1	2	0
Total 2009/10 FYE	31	35	8	1	4	7	5	1	1	0	2	1	2	0	0
Total 2008/2009 FYE	16	51	8	2	3	3	1	0	0	0	3	0	0	0	0
Total 2007/2008 FYE	8	25	2	0	0	3	0	0	0		4	0	0	0	0
Total 2006/2007 FYE	Not available														
Total 2005/2006 FYE	Not available														

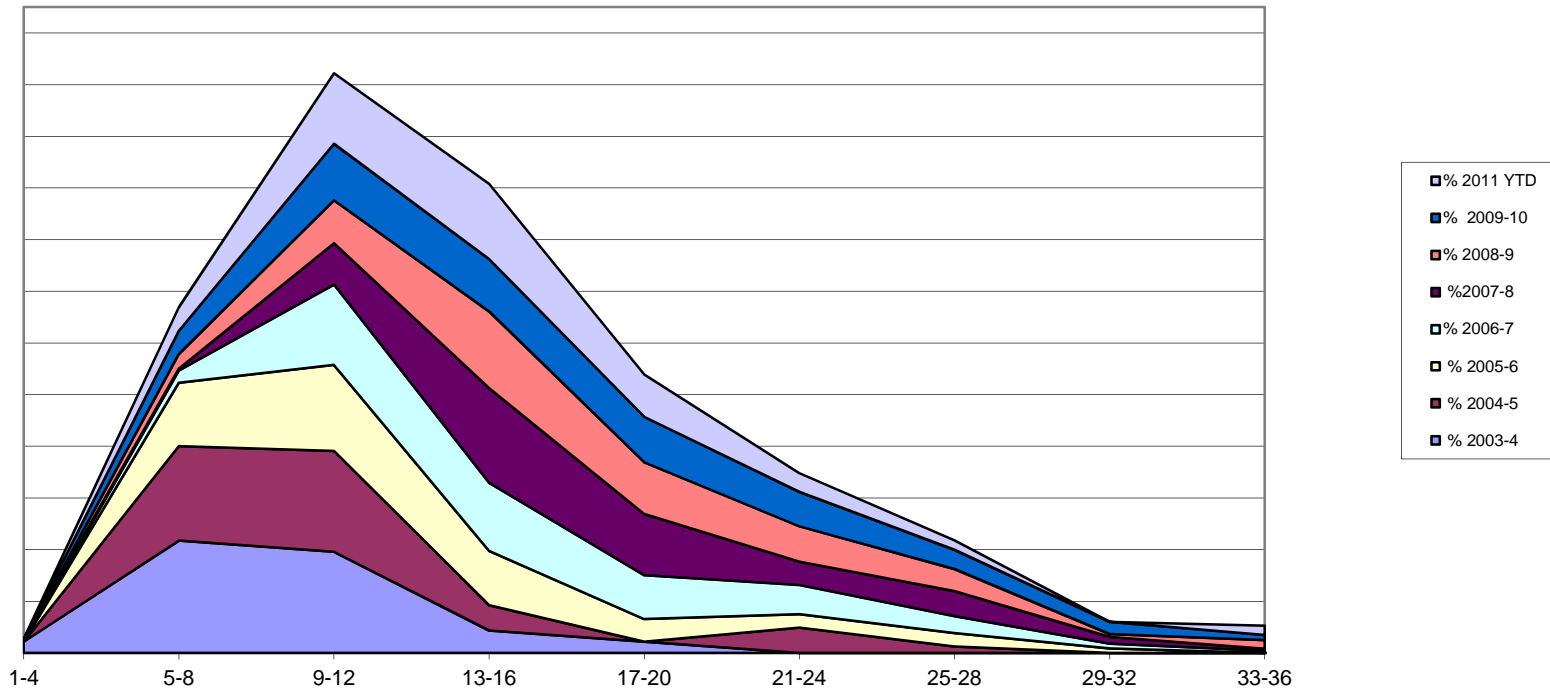
		Month of Panel																								
		2010			2011						2012															
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases awaiting ICP	0-4	175	182	177	189	195	167	186	201	179	184	156	150	142	164											
	5-8	62	61	55	65	59	62	58	52	68	56	73	82	76	63											
	9-12	27	27	33	31	28	24	23	22	21	27	25	23	23	16											
	13-16	6	13	12	14	16	14	14	13	13	11	12	11	7	9											
	17-20	5	4	4	2	3	5	3	7	8	10	10	6	5	6											
	21-24	1	3	3	5	2	2	2	2	1	2	2	6	7	5											
	25-28	1	1	1	1	1	1	1	0	1	2	2	1	1	1											
	29-32	0	0	0	0	1	1	0	0	0	0	0	1	1	2											
	over 33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
Cases awaiting final hearing (from ICP)	1-4	152	151	134	119	104	100	110	116	109	102	99	98	86	88											
	5-8	78	73	81	77	89	110	91	83	83	72	78	73	78	72											
	9-12	33	33	35	33	41	29	29	33	38	52	39	36	33	26											
	13-16	7	7	7	11	6	8	16	15	16	10	12	12	13	16											
	17-20	7	7	9	5	4	3	2	3	3	4	7	7	8	5											
	21-24	2	1	1	2	5	4	6	3	1	0	0	2	1	3											
	25-28	1	1	1	1	1	0	0	2	2	3	1	0	0	0											
	29-32	1	0	0	0	0	1	1	1	1	0	0	1	1	2											
	over 33	0	0	0	0	0	0	0	0	0	1	1	1	0	0											



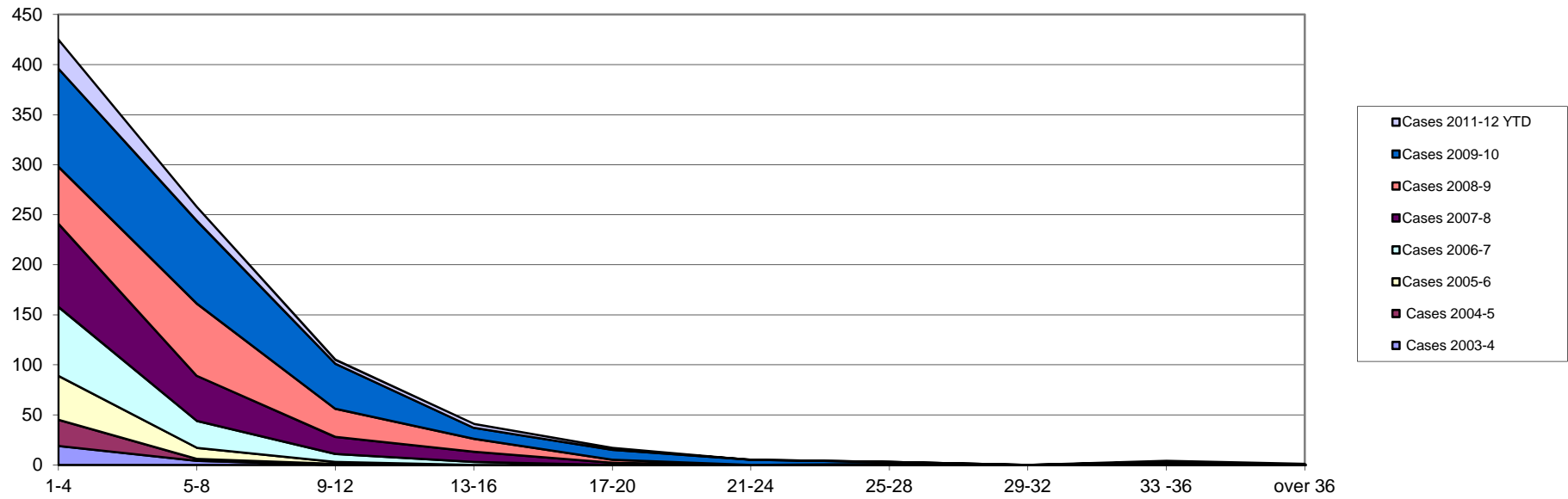
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4						133	255	228	27
5-8						138	152	188	35
9-12						57	40	62	12
13-16						15	22	18	6
17-20						8	14	9	4
21-24						5	1	4	0
25-28						2	1	2	0
29-32						1	1	1	0
33-36						3	1	0	0
Over 36			Not available			1	2	0	0
Mean Months						7	6	6	7
Median Months						5	4	5	6
Total Cases						363	489	512	84



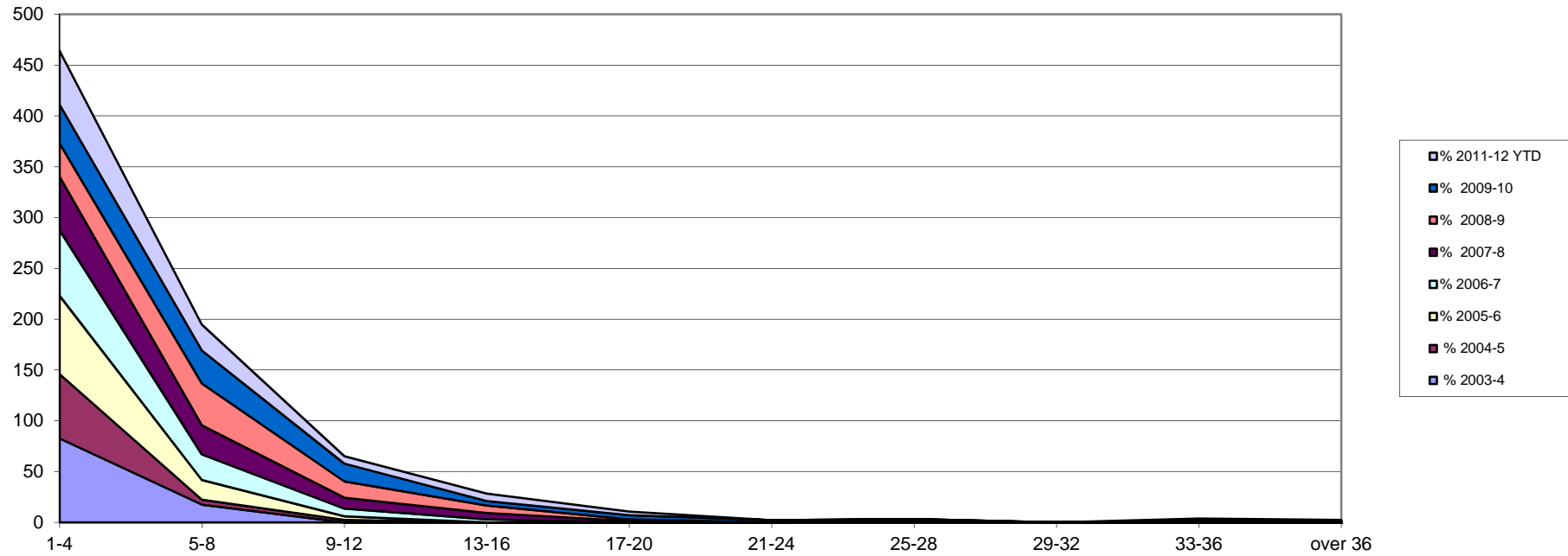
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	1	0	0	0	1	0	1	1	0
5-8	10	15	14	5	1	10	23	35	5
9-12	9	16	19	33	25	29	56	75	15
13-16	2	4	12	28	57	52	52	104	16
17-20	1	0	5	18	37	35	45	48	9
21-24	0	4	3	12	14	24	34	27	4
25-28	0	1	3	7	15	15	19	9	2
29-32	0	0	1	2	4	2	12	7	0
33-36	0	0	0	1	1	6	5	6	2
Over 36	0	0	0	0	0	2	9	3	2
Mean Months	9	12	13	16	17	18	18	15	17
Median Months	9	10	11	15	16	16	16	14	14
Total Cases	23	41	57	106	156	175	256	315	55



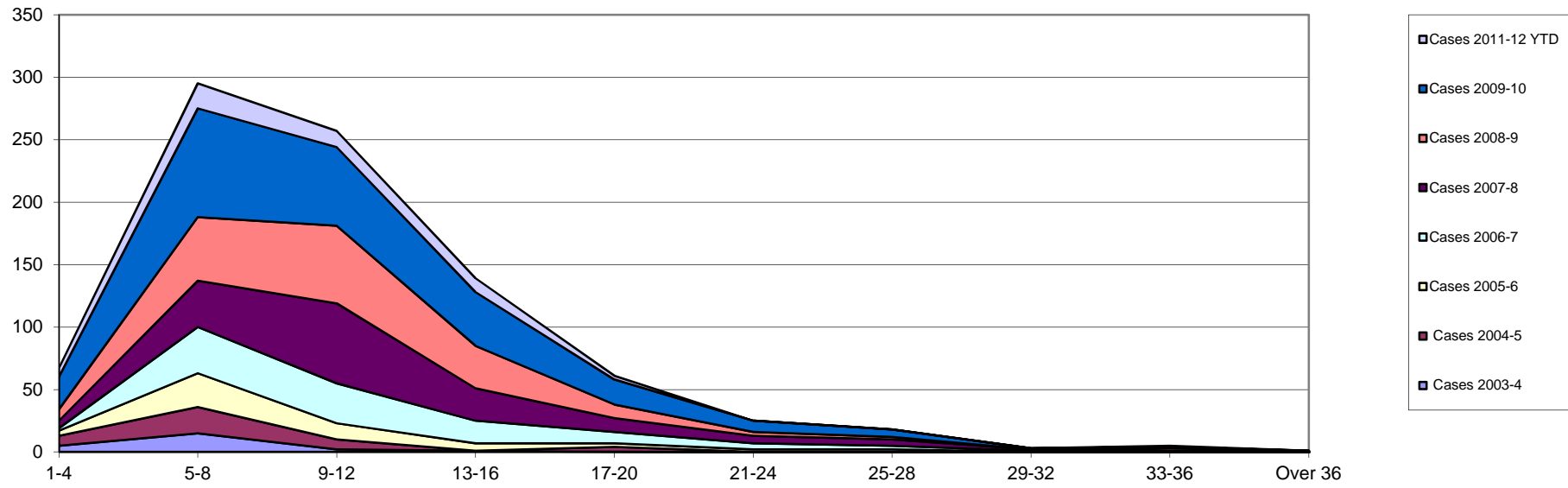
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	9.1
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	27.3
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	29.1
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.3	16.4
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.3	7.3
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	2.9	3.6
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	2.2	0.0
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	1.9	3.6
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.0	3.6



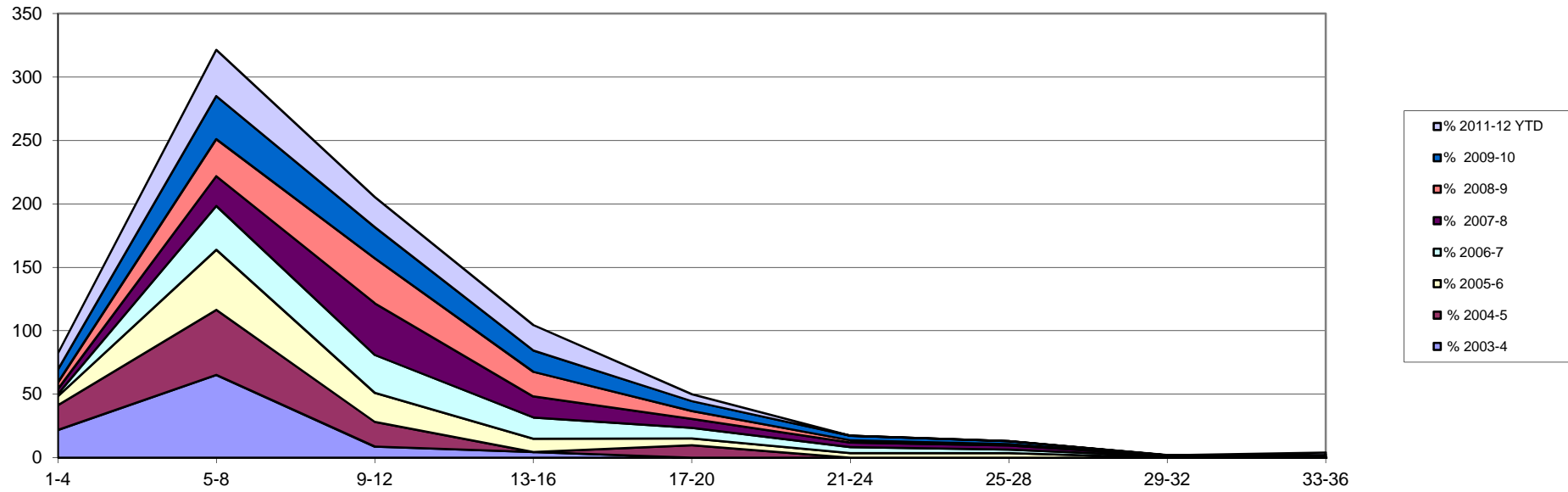
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	19	26	44	69	83	57	98	161	29
5-8	4	2	11	27	45	72	83	98	14
9-12	0	1	2	8	17	28	45	34	4
13-16	0	0	0	3	10	13	11	9	4
17-20	0	0	0	0	2	3	10	8	2
21-24	0	0	0	0	0	0	5	2	0
25-28	0	1	0	0	0	0	2	0	0
29-32	0	0	0	0	0	0	0	2	0
33 -36	0	0	0	0	0	1	2	1	1
over 36	0	0	0	0	0	0	0	0	1
Mean Months	3	4	3	4.5	6	7	7	6	7
Meadian Months	3	3	3	3	4	6	5	4	4
Total Cases	23	41	57	107	157	175	256	315	55



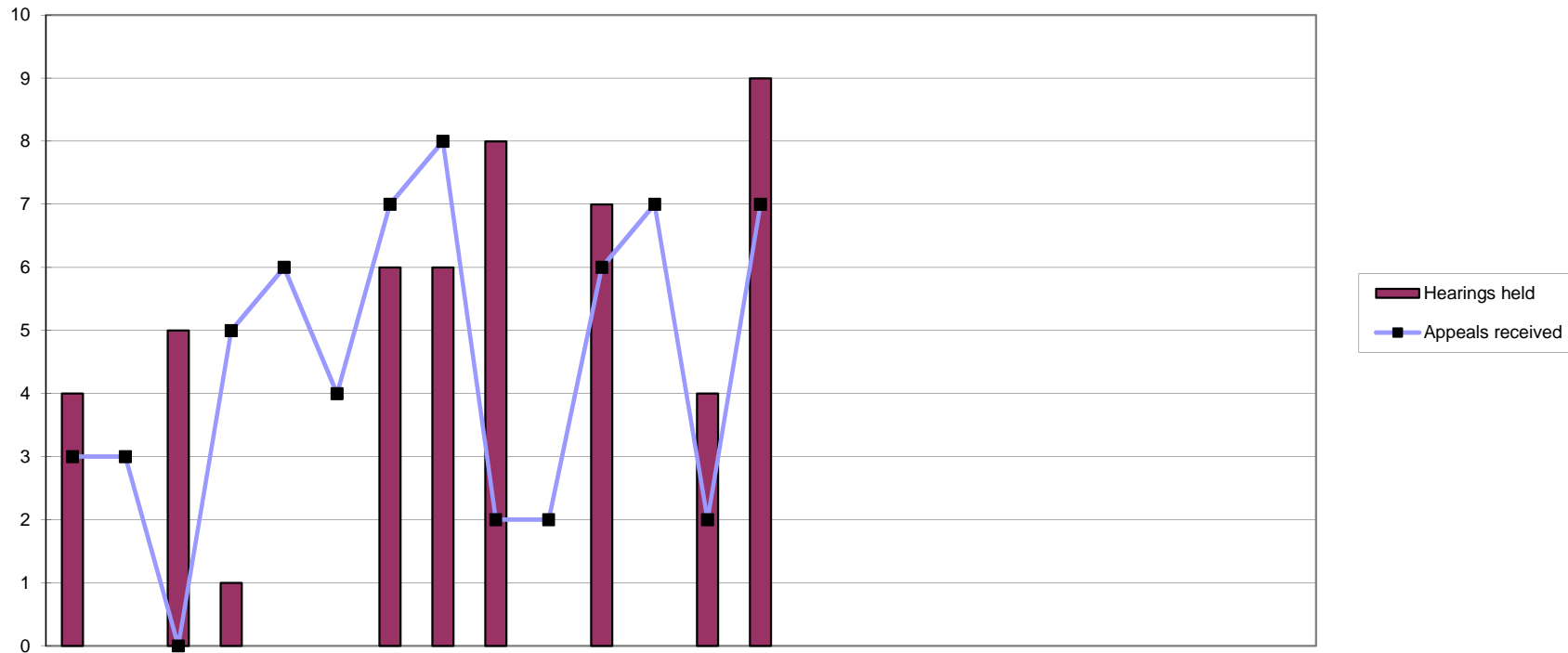
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	83	63	77	64	53	33	38	51	53
5-8	17	5	19	25	29	41	32	31	25
9-12	0	2	4	7	11	16	18	11	7
13-16	0	0	0	3	6	7	4	3	7
17-20	0	0	0	0	1	2	4	3	4
21-24	0	0	0	0	0	0	2	1	0
25-28	0	2	0	0	0	0	1	0	0
29-32	0	0	0	0	0	0	0	1	0
33-36	0	0	0	0	0	1	1	0	2
over 36	0	0	0	0	0	1	0	0	2



Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	5	8	4	2	6	9	26	28	7
5-8	15	21	27	37	37	51	87	114	20
9-12	2	8	13	32	64	62	63	121	13
13-16	1	0	6	18	26	34	43	34	11
17-20	0	4	3	9	11	11	20	7	3
21-24	0	0	2	5	6	3	9	4	0
25-28	0	0	2	3	5	2	6	6	0
29-32	0	0	0	1	1	0	1	1	0
33-36	0	0	0	0	1	2	1	0	1
Over 36	0	0	0	0	0	1	0	0	0
Mean Months	6	8	10	11.5	12	11	11	9	10
Median Months	5	7	8	10	11	10	9	9	9
Total Cases	23	41	57	107	157	175	256	315	55

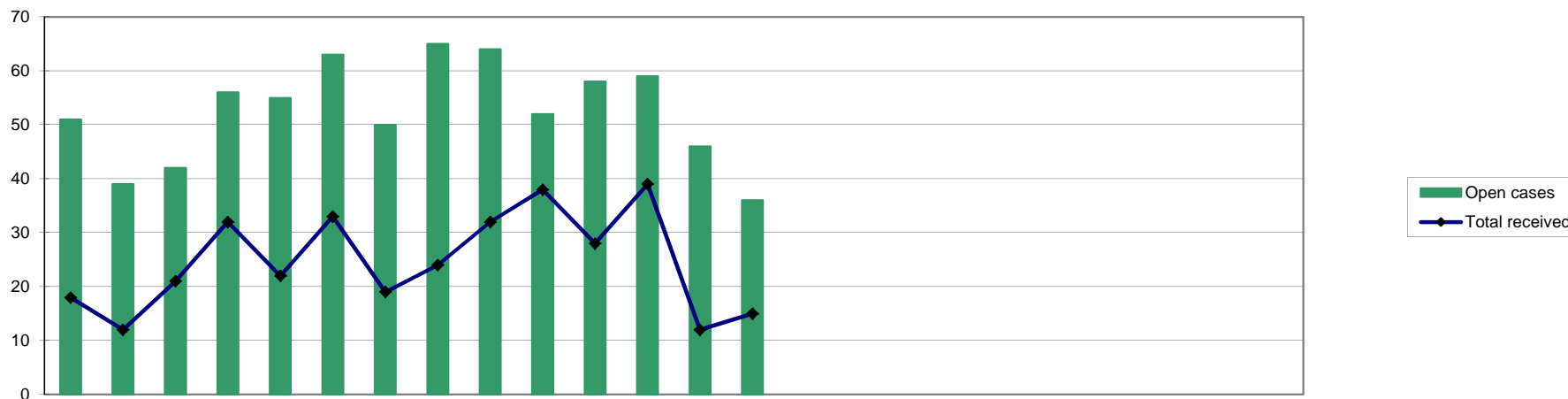


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	22	20	7	2	4	5	10	9	13
5-8	65	51	47	35	24	29	34	36	36
9-12	9	20	23	30	41	35	25	39	24
13-16	4	0	11	17	17	19	17	11	20
17-20	0	10	5	8	7	6	8	2	5
21-24	0	0	4	5	4	2	4	1	0
25-28	0	0	4	3	3	1	2	2	0
29-32	0	0	0	1	1	0	0	0	0
33-36	0	0	0	0	1	1	0	0	2
Over 36	0	0	0	0	1	1	0	0	0



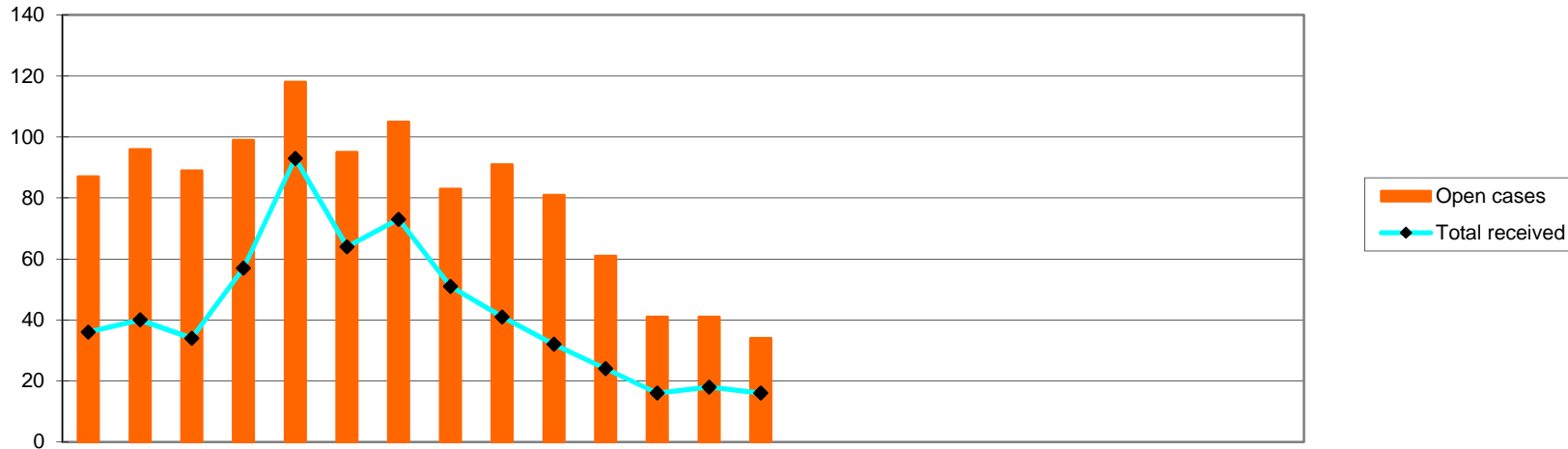
	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Appeals received	3	3	0	5	6	4	7	8	2	2	6	7	2	7											
Reviewed	4	0	5	0	0	0	6	6	8	0	8	0	4	9											
Hearings held	4	0	5	1	0	0	6	6	8	0	7	0	4	9											
Adjourned/postponed	1	0	1	0	0	0	0	1	1	0	0	0	0	3											
Withdrawn	1	0	0	0	0	1	0	0	0	0	1	1	0	1											
Allowed	2	0	4	0	0	0	3	4	2	0	6	0	2	4											
Dismissed	0	0	0	0	0	0	3	1	3	0	1	0	2	3											
Substitute decision	0	0	0	0	0	0	0	1	0	0	0	0	0	0											
Remit to ETC	0	0	0	0	0	0	0	0	2	0	0	0	0	1											
Current active cases	10	13	9	13	18	21	22	24	19	21	22	27	25	27											

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD
91	104	41	55	29	53	9
266	90	65	55	41	37	13
266	90	65	55	38	37	13
19	20	10	9	4	4	3
13	16	15	2	1	4	1
128	33	29	23	14	21	6
88	29	31	17	7	8	5
0	0	0	0	0	0	0
31	6	4	7	13	2	1



	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Public	1	0	3	3	2	1	4	1	1	1	1	3	2	2											
Police	0	0	1	0	2	0	0	0	1	3	2	3	0	3											
HPC	0	0	0	4	0	0	2	0	0	1	0	0	0	1											
Anonymous	0	3	1	2	6	4	0	2	2	3	2	1	0	3											
Professional	17	9	16	23	12	28	13	21	28	30	23	32	10	6											
Total received	18	12	21	32	22	33	19	24	32	38	28	39	12	15											
Visits	0	0	0	0	0	0	0	0	0	0	0	0	1	0											
Open cases	51	39	42	56	55	63	50	65	64	52	58	59	46	36											

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
53	21	42	56	32	21	4
31	38	27	44	38	12	3
10	10	6	3	2	7	1
50	78	38	47	31	26	3
225	137	103	233	213	252	16
369	284	216	383	316	318	27
			3	3	0	1



		2010			2011							2012						2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12									
		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	FYE	YTD	
Received	Renewal	1	1	1	0	1	0	0	0	0	0	0	0	1	1											36	27	81	43	154	4	2	
	Readmission	3	7	9	5	14	5	3	7	5	6	7	3	4	1												33	40	34	94	53	74	5
	Admission	22	12	9	31	59	38	52	30	25	26	17	13	13	14												165	150	158	248	282	334	27
	Self referral	10	20	15	21	19	21	18	14	11	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	54	86	158	192	209	149	0
	Total received	36	40	34	57	93	64	73	51	41	32	24	16	18	16											288	303	431	577	698	561	34	
Considered	Considered by panel	32	28	33	38	49	61	46	52	25	35	37	25	16	17												n/a	n/a	256	399	387	461	33
	Referred to FTP	4	4	9	8	5	6	10	1	4	4	3	2	6	4												n/a	n/a	37	41	61	60	10
	Admission rejected	1	0	1	0	1	0	1	0	0	2	1	0	0	1												n/a	n/a	2	6	2	7	1
	Readmission rejected	1	0	3	2	1	2	1	1	1	1	1	0	0	0												n/a	n/a	3	8	7	14	0
	Renewal rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0												n/a	n/a	0	2	1	0	0
	Not referred to FTP	9	7	8	8	9	11	3	8	10	6	4	4	5	0												n/a	n/a	34	82	66	87	5
	Admission accepted	13	14	8	15	27	36	30	41	9	17	21	16	4	12												n/a	n/a	150	204	204	247	16
	Readmission accepted	4	3	3	5	6	6	1	1	1	5	7	3	1	0												n/a	n/a	19	51	32	45	1
	Renewal accepted	0	0	1	0	0	0	0	0	0	0	0	0	0	0												n/a	n/a	1	5	12	1	0
	Closed before panel	3	3	8	7	21	28	16	22	25	7	6	7	1	5																143	153	6
	Open cases	87	96	89	99	118	95	105	83	91	81	61	41	41	34												n/a	n/a	75	75	87	35	75