



# **Management Information Pack**

Marc Seale, Chief Executive & Registrar

Report to Council meeting 9 February 2012

## Chief Executive's Report to Council meeting on 8 February 2012 Contents

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**Chief Executive: Mr Marc Seale**

**1. Completed Meetings 1 December 2011 to 31 January 2012**

Meet the HPC (Pembroke)	1 Dec
Visit to Department of Health, Hong Kong	8 – 12 Dec
Chief Executives Steering Group	15 Dec
Professional Standards Strategy Board	16 Dec
CLEAR Mid-year Business Meeting	5 – 7 Jan
Association of Traditional Chinese Medicine and Acupuncture (and DH and MHRA)	12 Jan
Social Work Regulation Oversight Group	12 Jan
KPMG Regulating Healthcare dinner	12 Jan
Institute of Physics and Engineering in Medicine	17 Jan
Society of Clinical Perfusion Scientists	17 Jan
Department of Health	17 Jan
Save Herbal Medicine	18 Jan
Scottish Government (Edinburgh)	19 Jan
Scottish Social Services Council (Dundee)	20 Jan
Department of Health (Leeds)	23 Jan
Social Work Reform Board	24 Jan
Nursing and Midwifery Council	25 Jan
Project Board (re unlicensed herbal medicines)	26 Jan
College of Social Work: key stakeholders launch	31 Jan
Chief Executives Steering Group	31 Jan

**2. Scheduled Meetings**

Meet the HPC (Bath)	1 Feb
European Commission: Modernisation of the Professional Qualifications Directive (Brussels)	2 Feb
SMAE	3 Feb
Meet the HPC (Birmingham)	7 Feb
Legal Services Board	14 Feb
Royal College of Speech and Language Therapists	15 Feb
Social Work four country meeting	16 Feb

Society of Chiropractors and Podiatrists centenary reception	16 Feb
Project Board (re unlicensed herbal medicines)	23 Feb
Council for Healthcare Regulatory Excellence performance review	23 Feb
Social Work Regulation Oversight Group	29 Feb
Health Research Authority event	5 Mar
Healthcare Professionals Crossing Borders (Brussels)	7 Mar
Council for Healthcare Regulatory Excellence symposium 'Creating the Future'	8 – 9 Mar
Care Quality Commission	12 Mar
Chief Executives Steering Group	13 Mar
Professional Standards Strategy Board	20 Mar
European Forum	28 Mar
Project Board (re unlicensed herbal medicines)	29 Mar

## Business Process Improvement: Mr Roy Dunn

### 1. Human Resources

No changes to BPI.

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

The internal audit schedule for 2011 – 2012 is running. The Education Department has been audited, but their processes are being reviewed in light of the Education processes and systems project. Project Management and Policy and Standards have been audited. Secretariat, Grandparenting, Intermediate lapsing and Communications will be audited before the end of March. ServicePoint, Europa Quality Print and DeepStore will be audited in February.

### 3. QMS process updates

Secretariat and Communications processes are being reviewed.

### 4. BSI External Audit

BSI will next audit on 13 April, looking at the Registrations Grandparenting, Communications and Secretariat functions.

Document control, and management review processes will also be examined.

### 5. Business continuity

No major changes other than monthly list updates.

### 6. Information security management

A project proposal for just the initial work on ISO27001 goes to EMT for sign off at the end of January. This will allow the investigation and documentation part of the work to proceed without committing to the certification element.

### 7. Information & data management

Ongoing work has been provided to quantify payment types relating to historic balances on NetRegulate. Queries are being run upon request by Mazars and the Finance Department.

A further tranche of some of the earliest CPSM printed registers has been completed by the conservators.

### 8. Five Year Plan

BPI Department has now taken responsibility for maintaining the Five Year Plan. All internal departments have input to the assumptions, which are applied to the registrations forecast to produce the overall model. The Five Year Plan will be circulated with the latest version of the registrations forecast at the next Finance and Resources Committee meeting.

### 9. Risk Register

The Cross Department Team is looking at possible impacts of the London 2012 Olympic on day-to-day operations.

The general Risk Register is being updated in time for the next Audit Committee meeting.

**1. Engage with registrants to increase understanding of the benefits of regulation, the work of Council and what is required of them.**

**Professional media:** 36 mentions in professional media, topics included: renewals and CPD; student fitness to practise and registration; ftp hearing outcomes and HPC consultations.

**Meet the HPC events:** 47 registrant attendees the event in Pembroke, and 73 in Newry, Northern Ireland (December).

**HPC In Focus:** currently, 15,846 subscribers. December's edition included articles on the Education annual report 2010, scope of practice, and professionalism in healthcare professionals.

**Standards and guidance** distributed on request:

- Standards of conduct, performance and ethics (158)
- Professionalism in healthcare professionals (125)
- Guidance on conduct and ethics for students (69)
- CPD and your registration (57)

**Exhibitions and conferences:** exhibited at Society of Chiropractors and Podiatrists annual conference (November) and CPD presentation at Society of Radiographers London Executive Committee (November).

**Registration renewal:** biomedical scientists, 95.1% successfully renewed, with 63% using the online system. Communications plan with the Institute of Biomedical Science (IBMS) included articles in publications, newsletters and online.

**2. Extend engagement with service users through improved access to information about the HPC**

**Radio broadcast campaign:** radio interviews syndicated to 192 radio stations with a potential audience of 31,863,650. Interviews secured with Sky Sports News, BBC Radio Sheffield and Sunrise Radio London amongst others. Featured in news bulletins across the UK; radio features in Aberdeen, Brighton, Leicester, Manchester, Yorkshire. Coverage in professional journals included Frontline and Complete Nutrition.

**Public information packs:** 130 issued since last report.

**Exhibitions and conferences:** Older people campaign postcards included in the delegate packs of the National Care Forum Annual Conference (November).

**3. Undertake work to raise awareness and understanding of the need for the regulation of new professions for groups recommended by government**

**Media:** Press release issued and social media channels updated for proposed registration cycle for social workers (England) consultation. News item uploaded to web on the approaching close of the standards for social workers (England) consultations.

**Events:** joint HPC / GSCC stand and workshop at Community Care Live Children and Families Conference (November), and joint HPC / GSCC workshop at Compass jobs fair (November).

**Stakeholder meetings:**

NSPCC	18 Nov
British Association of Social Workers	16 Dec

#### **4. Influence the regulatory agenda through ongoing dialogue and engagement with stakeholders**

##### **Stakeholder meetings:**

EU Commission: event to discuss new green paper on updated Directive	7 Nov
Romanian authorities UK study visit	15 Nov
AURE: Alliance of UK regulators in Europe	24 Nov
Health Hotel	1 Dec
CSP: CPD audit	12 Dec

**Exhibitions and conferences:** Members of Scottish Parliament (MSP) researchers' event held in Edinburgh (23 November).

#### **5. Maintain internal communications**

**Intranet:** updates for the work database, news facility, micro news facility and media centre went live in December.

**HPC Update:** December's edition featured joint events with the GSCC, Romanian study visit and protection of title campaign.

#### **6. Increase awareness of HPC's role in regulation amongst all stakeholder audiences**

**Media coverage:** 80 mentions in relation to FtP outcomes across both national and regional media.

**Media releases, statements and news items** have included:

- HPC Chair's evidence to Commons Health Committee
- Council decisions: 6 December 2011
- Miss Eileen Thornton is awarded a CBE.

**Social media** channels updated: registration renewals, consultations, events / talks, publications (In Focus), Council decisions, Chair provides evidence at the Commons Health Committee and Miss Eileen Thornton is awarded a CBE.

**Employer events** held in Edinburgh (70 attendees) and Belfast (46 attendees) in November.

**Web:** deployment went live in December including updates to the FtP hearings, education and publication pages.

#### **7. Provide communications expertise to other HPC departments**

**Publications:** the annual report 2011 has been published.

**Projects:** representation on the following project boards:

- onboarding of social workers: comprehensive joint communications plan written
- PCI DSS (telephone number change): providing advice on communicating the changes internally and externally
- name change: considering all aspects of the change of name to the Health and Care Professions Council.

**Events:** provided event support and advice for education seminars held in Cardiff, Edinburgh and Belfast as well as support for the professionalism event in November.

### **1. Approval process**

The Department has spent the last couple of months organising and attending approval visits for the 2011 – 2012 academic year. In total, 71 visits across 89 programmes have been arranged between September 2011 – July 2012. This includes three multi-professional visits. The schedule of visits is now closed until July 2012, as we require six months' notice. Education providers have until December 2012 to request a visit before July 2013.

### **2. Annual monitoring process**

The Department has spent the past few months scheduling annual monitoring for the 2011 – 2012 academic year. Plans for the annual monitoring assessment days are nearing completion and dates for the first two assessment days for 2011 – 2012 have been confirmed as 28 February and 1 March 2012. Similarly to previous years, further assessment days will be scheduled for the end of March, May and June 2012. As a consequence, it is envisaged that the majority of annual monitoring visitor reports will be considered by the Education and Training Panels in May, June and July 2012.

### **3. Major change process**

There has been a decrease in the number of major change notifications we have received in December and January compared to the activity between September – November. However, this is to be expected as many education providers closed for the Christmas break. Since the last report to Council on 6 December we have received 29 new major change notifications, covering 19 programmes.

### **4. Complaints process**

The Department has received one new complaint since the last Council meeting. There are four complaints at varying stages of the education provider complaint process.

### **5. Partners**

Members of the Department have been involved in the recent recruitment of social worker visitors. Of the 30 required visitors, 24 offers have been made and accepted following interviews in November and December. A further round of interviews took place at the end of January for more visitors with clinical and practical experience.

New visitor training for social workers is planned for June and July 2012.

### **6. Social workers (England)**

Members of the Department continue to meet regularly with the General Social Care Council (GSCC) Social Work Education Group to discuss the transfer of approved programmes and implementation of our approval and monitoring post transfer. The Department continues to contribute to GSCC and College of Social Work (COSW) communication activities with social worker stakeholders and education providers to clarify our system of regulation and the functions undertaken by the GSCC which will not be transferred to the HPC. Members of the Department continue to attend meetings of the COSW Education Advisory Implementation Group, which is tasked with taking forward the Social Work Reform Board recommendations on education.

Six social worker specific education seminars are planned for 2012 –2013. The first three will take place in the first quarter of

the year and focus on a general introduction to HPC and our processes. A further three seminars focusing on the approval process will be held in the third quarter of the year.

### **7. Education systems and process review major project**

The Department is undertaking a full scale review of existing systems and processes to produce a business case and proposed solution for a new information system. This would form a second, separate (yet related) build project. Having completed the business analysis phase of the project, the Department is currently in the tendering phase, which includes functional and non-functional requirement gathering.

### **8. Communication with education provider and stakeholders**

The ninth issue of the Education Update was distributed to education providers, visitors, professional body representatives and other stakeholders in week commencing 23 January 2011 and can be found on the HPC website at <http://www.hpc-uk.org/education/update/>.

Members of the Department met with the following groups between December 2011 – February 2012:

- The Law Commission (in conjunction with Fitness to Practise and Registration)
- Colin Wright Associates (on behalf of the General Medical Council)
- The Association of Clinical Scientists
- Department of Health: Modernising Scientific Careers programme
- The College of Social Work
- The General Social Care Council

- The Office of the Independent Adjudicator for Higher Education

### **7. Employees**

Sagitta Fernando and Vineeta Patel joined the Department on 5 December as Team Administrator and Education Administrator respectively. This has taken the permanent Department head count to 14.



## Facilities: Mr Steven Hall

### **1. Employees**

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

Janet Thompson, Catering Officer, has left HPC to re-start her Legal Secretarial career and we wish her every success for the future. It is not currently planned to fill this position.

### **2. Vending machines**

Hot drinks vending machines have now been installed throughout the building and have proved very successful. There have also been changes in the service delivery of hospitality and catering to the business, which again are proving positive.

### **3. Park House windows**

The first tranche of these will be replaced late March, with the remainder marked for replacement in the next financial year.

### **4. Contract cleaning**

The contract to supply the cleaning and waste management services is currently tendered, with bids being required by 3 February.

### 1. General

Since the last Council Meeting, the Finance Department has produced the management accounts up to December 2011.

### 2. Supplier payments

At the end of December, 93.4% by value of the £338K Creditor payments were in the 30 days or less category.

### 3. Fee adjustments and income receipts handling

At the end of December, there was no backlog in registrant direct-debit cancellations and amendments. We had no backlog on rejected payments/ refunds and no backlog on mid-cycle lapsing of registrants. The banking of registrant cheques is up-to-date and there was one day backlog on credit-card reconciliations.

### 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. Chiropodist and hearing aid dispenser collections took place in December. Clinical scientist, orthoptist, paramedic, prosthetist-orthotist, radiographer and speech and language therapist collections are scheduled for January and February. Most of the income comprises renewal fees collection.

### 5. Funds under management

At the end of December 2011:  
£1.2M was invested in Lloyds instant access account earning 0.70% and  
£104k was invested in the Nat West Special Interest-bearing Account (SIBA) earning 0.50% per annum.

The following have been invested for longer periods at fixed rates:

£0.5M invested in Barclays money market account earning 0.86% (maturing Mid-June)

£0.5m invested in Nat West Bond earning 1.8% (maturing Mid-June)

£2.0M in Lloyds TSB money market account earning 1.25% (maturing Mid-March).

An additional £1.0M is invested in Nat West longterm deposit account earning 1.25% maturing March 2012.

### 6. Pensions

In December, there were 69 active members in the Friends Provident.

Flexiplan pension scheme update: From 1 April 2011, a monthly payment of £4,495.90 is being made as our contribution to the funding deficit. The initial hearing of the court case is expected to take place at the end of January or early February. The final hearing is currently due to take place in August or September 2012. The shortfall is being monitored and if the shortage reduced in the future there may be an opportunity to stop payments.

The CPSM pension scheme is now in the final stages of being wound-up and is expected to be complete before the end of the current financial year.

### 7. Employee training and 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. Significant financial work (next few months)**

- Work continues to find a resolution to the deferred income issue with all refunds made up to the end of December 2011. A manual process is now in place for refunds to be made each month.
- NAO interim audit is due to commence on Monday 23 January for two weeks and will look at transactions up to the end of December 2011.
- Mazars internal audit team are due to visit the Finance Department week beginning 13 February 2012 and will be looking at the purchase order process.
- Work has started to prepare information for the Annual Report and setting up templates.

## 1. Case Information

### Number of allegations

Between April and December 2011, 679 allegations/enquiries were received.

### Number of open cases pre-Investigating Committee Panel

At the end of December there were 445 open cases.

### Case to answer percentage

Of the cases considered by an Investigating Committee panel between April and December 2011 the case to answer percentage was 49 per cent. Taking into consideration the number of cases closed without referral to an Investigating Committee, the percentage of cases referred to a final hearing in this period was 29 per cent.

### Number of cases awaiting hearing

At the end of December 2011, there were 183 cases awaiting consideration by a substantive hearing panel.

### Case considered

376 cases were considered by panels of the Investigating Committee between April and December 2011. Panels are convened eight times per month

218 final hearing cases concluded between April and December 2011, with a further 107 review hearings and 142 interim order panels taking place

## 2. Interim orders

44 Interim Orders have been applied for between April and December 2011. It takes a mean and median average of 18

and 16 days from the decision to apply for the interim order to the application hearing taking place.

## 3. High Court

There are currently four outstanding high court appeals. There is a further case where the complainant is seeking permission to apply to for judicial review of a decision made by the Investigating Committee

## 4. Length of time

The time frame in which the HPC should now be notified that a case is ready to fix has now been reduced from four-and-a-half months to three-and-one-twelfth months.

### Length of time: Considered at Investigating Committee

For cases that have been considered at Investigating Committee panel between April 2011 and December 2011, the mean and median length of time was 6 and 5 months. As per the previously agreed audit schedule, an item is on this agenda on the number of types and numbers of cases considered by the Investigating Committee.

### Length of time: Considered at final hearing

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

### Length of time: Open to closure (all types)

Of the cases that were closed between April and December 2011, the mean and median length of time was 9 and 6 months. The closure types include those that were closed

without consideration by a panel of the Investigating Committee because they did not meet the standard of acceptance, those that where a no case to answer decision was reached by a panel of the Investigating Committee and those which were closed by a final hearing panel.

Number of Months	Number of Cases	Percentage of Cases	Cumulative Percentage
0-4	311	37	37
5-8	214	26	63
9-12	106	13	76
13-16	87	10	86
17-20	54	6	93
21-24	31	4	97
25-28	13	2	98
29-32	5	1	99
33-36	4	0	99
Over 36	6	1	100
<b>Total</b>	831	100	100

This demonstrates that more than 75 per cent of cases are concluded within a year of receipt.

### 5. Numbers of allegations

It is now forecast that approximately 930 allegations/enquiries will be received during the financial year (budgeted number about 800). This includes cases previously dealt with as self-referrals through the health and character process. Resources have been reallocated from within the case management team to ensure that case managers continue to manage an average of about 38 pre ICP cases per month. This allows cases to be chased in accordance with the operating guidance on this topic

### 6. Referral to final hearing

It is anticipated that the number of cases referred to final hearing will be approximately 225. This takes into account the number of cases closed as they do not meet the standard of acceptance and the number of cases closed because there is no case to answer.

### 7. Number of open cases: Conduct and Competence Committee and Health Committee

It is anticipated that by the end of the financial year, this figure will be about 170.

### 8. Protection of title

202 complaints about misuse of title were received between April and December 2011. At the end of December there were 30 open cases.

### 9. Registration appeals

Between April and December 2011, 36 new registration appeals were received. At the end of December there was a live case load of 21 cases.

### 10. Health and character

Between April and December 2011, 340 new Health and Character cases were received. At the end of December there was an open case load of 26 cases

### 11. Meetings and other stakeholder events

#### October 2011

CHRE Operational Excellence Workshop  
 Australian Health Practitioner Regulation Agency  
 Conference with Counsel  
 Ros Hayles, CHRE

Law Commission  
GSCC – re FTP Seminars  
General Optical Council  
Law Commission Advisory Group  
Media Launch – Protection of Title Campaign  
Employer Event –London  
Employer Event – Cardiff  
GSCC  
Ministry of Justice.

### **November 2011**

GSCC – Data requirements meeting  
Kingsley Napley  
Department of Health  
Employer Event –Edinburgh  
Employer Event- Belfast  
Chinese Ministry of Health  
Centre for Health Service Economics and Organisation  
Department of Health  
Blake Lapthorne  
Channel 4  
BACP  
Law Commission  
Unite  
Unison/Unions/Professional Bodies  
Media Training  
Ministry of Malaysia  
Centre for Health Service Economics and Organisation

### **December 2011**

GSCC Seminars\*2  
GSCC/Department of Health  
Tim Spencer-Lane, Law Commission

Conference with Counsel  
Ros Hayles, CHRE  
Law Commission  
Unision  
GSCC  
Botswana Ministry of Health  
Kingsley Napley  
Centre for Health Service Economics and Organisation  
Department of Health and Care Quality Commission

### **January 2012**

CLEAR  
GSCC  
SWROG  
Julia Drowne  
Atos Healthcare  
Kingsley Napley  
GSCC  
Department of Health  
Nursing and Midwifery Council  
CHRE Seminar

### **12. Resources**

The Department is currently operating at the anticipated budgeted head count with no vacant posts.

### **13. Partners**

Partner recruitment, training and reappointment is on-going.

### **14. Other**

Work continues with regards to the delivery of the case management system.

## Human Resources: Ms Teresa Haskins

### 1. Employee resourcing

#### HR (Partners)

Interviews were held for the part-time replacement post of Partner Administrator in December. Amy McAuliffe was appointed and started work at the HPC on 18 January 2012.

#### IT

Interviews were held for the new post of Infrastructure Support Engineer in December 2011. Unfortunately no appointment was made and the post is being re-advertised in January.

#### Registration

Following an external advertising campaign in November, Michael Davonport was appointed to a replacement Registration Adviser position.

Christopher French, formerly a Registration Adviser, was promoted to the replacement post of Registration Team Leader following an internal recruitment campaign.

Recruitment is currently in progress for a further three replacement Registration Adviser roles.

### 2. Other HR activities

#### GSCC transfer work

The GSCC commenced formal consultations with its employees in mid-January about COSOP, the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector, and about collective redundancies which are likely as a result of the GSCC's abolition. The HR Department is providing any necessary information required by the GSCC in order to assist it in carrying out its consultations effectively.

### Annual pay review and APDRs

Work has now begun on preparation of salary information for managers in advance of the annual pay review. The HPC's annual appraisal rounds, APDRs (Annual Performance Development Reviews) have also commenced.

### Training and development

The HPC's modular management development programme is running for a second year. Approximately 15 managers participated in module 1 which ran in late November 2011 and in module 2 which ran in January 2012.

Other training courses which the HR Department is running in January include training for managers in conducting effective Annual Performance Development Reviews.

### Employee well-being

As a result of feedback received from the 2011 Employee Attitude Survey, the HR Department has set up a number of well-being initiatives including individual health checks attended by 67 employees in November and December 2011, and smoking cessation seminars attended by 10 employees in January 2012.

## Information Technology: Mr Guy Gaskins

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

- **NetRegulate improvements major project:** This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

The project will implement improvements to security and financial reporting. It will be delivered in concert with changes needed for the transfer of the GSCC register and a new online paper renewal request function.

The project is in initiation with phased deliveries from March to July 2012.

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

- **Implement the upgrade of the desktop operating system to Windows 7:** This project will deliver an upgrade to the desktop and laptop operating systems from Windows XP to Windows 7.

Following a delay by Microsoft in releasing the software licence the initial build of the base installation is underway. A number of super users will be identified throughout the business who will be part of the pilot group to test the new software; prior to this the software will be deployed to the IT team for live testing.

The software will be deployed by phases to individual

business teams and departments. It is expected that the deployment will conclude early in the new financial year.

- **Fitness to Practise (FtP) case management system project:** This project provides status reports to the FtP Committee.

User acceptance testing has concluded with all major issues resolved. There will follow a regression test scheduled appropriately between the data migration tests and the development of the reports as part of the business intelligence (BI) capability.

The disaster recovery environment has been built and the applications are scheduled to be installed at the end of January 2012. Testing of the environment will commence in February.

This project is operating to the revised plan with an expected delivery in April 2012.

- **Education systems and process review:** This project aims to assess the current processes within the Education Department; determine revised processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The project is halfway through the requirements gathering stage after successfully mapping existing and target business processes.

Following the loss of the project lead and the need for more



requirements gathering workshops the project is expected to complete in September 2012.

- **Refit of the 33 Stannary street office:** This project aims to fit out the new offices at 33 Stannary Street to provide additional office and meeting room space. The IT team will support the implementation of the IT data and telephony services in the new building.

This project is now complete.

- **Web site development cycle:** The objective of this project is to deliver one of two controlled change releases to the corporate web site ([www.hpc-uk.org](http://www.hpc-uk.org)). This project is led by the Communications team.

The project has been initiated and a third party development company has been engaged to provide a proposal for the list of changes. The changes include addressing some issues identified in the penetration testing.

Changes to the HPC Intranet have been successfully released into the Production environment in December 2011.

The Internet changes have been split into several releases. The first release was successfully deployed in early December 2011; the second release has been tested successfully and is awaiting release, with a target of mid-January and the third release is currently in development with an expectation for a release in February.

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 pilot has concluded successfully. The software will be rolled out to all employees with the implementation of the Windows 7 upgrade project in early 2012.

The functionality will be ‘switched on’ for individual teams in a phased approach to minimise the risk of adversely impacting business operations.

- **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 sought to identify potential solutions and industry best practice for handling credit-card payments by telephone. External resources are being confirmed for a release to the production environment at the end of January 2012.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May 2011.

- **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 has been tested by the IT team and is also part of the pilot FtP 'Network encryption Project'.

The software will be implemented as part of the Windows 7 rollout in early 2012.

- **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 reviewed the options available to us and have requested further clarification from our support provider. It is expected that any implementation will be planned for mid-2012.

- **Service Availability**

**NetRegulate outage:** On Thursday 8 December an error was introduced into the system following a release of the NetRegulate system on the evening of the 7 December.

The release was intended to address two bugs in the software affecting the email functionality and the on-line capacity of the system. Unfortunately, under live load, the

system stopped internal users from logging into the system. The back-out plan was executed and the changes reversed within 3.5 hours of the issue being identified. This resulted in an outage of NetRegulate application for three and a half hours between 09:30 and 13:20.

The original bug release has been re-designed and retested successfully and is currently waiting for a deployment date; expected in mid-January 2012.

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

- **Recruitment:** Following a review of the expected workload over the next two-year cycle recruitment has started to increase the capacity of the infrastructure team.

Two unsuccessful rounds of recruitment were undertaken in November and December 2011, where no candidate met our acceptance standards. A new recruitment campaign will be started in early January 2012 following a review of our approach.

### 1. Recruitment

Following interviews in November and December, we have appointed the following social worker partners:

Registrant panel members – 33

Visitors – 18

No recruitment in other professions has taken place.

### 2. Training

The following training has taken place since the last report:

**New:**

CPD assessor: 1

**Refresher:**

Panel members: 21

Visitors: 19

### 3. Partner Appraisal

The following appraisals have taken place in the current financial year:

Panel members – 59

Registration assessors – 112

Panel chairs – 14

Visitors – 34

In order to ensure that all panel members are appraised within acceptable timeframes, appraisals will now be conducted at all types of public hearings instead of only at final hearings.

### 4. Partner Resignations

Since the last report 1 panel member, 1 registration assessor, 1 visitor and 1 CPD assessor has resigned. There is an ongoing fitness to practise case for one panel member.

### 5. Team Information

Amy McAuliffe has been appointed as a part time Team Administrator for three days per week until September 2012.

Kathryn Neuschafer, who has been on maternity leave since July 2011, has resigned from her post of Partner Manager to move back to Australia with her family. Hayley Graham, who was covering Kathryn's maternity leave, has agreed to stay on as Partner Manager on a permanent basis.

### 6. Social worker project

The first round of recruitment is almost complete and has proved successful so far.

The only role that we are expected to require a second round for is visitor. The application window for this opened on 16 January for four weeks.

Panel chair recruitment commences on 6 February.

All training dates are now confirmed.

**1. Meetings attended**

**14 November 2011 – 18 January 2012**

European Herbal and Traditional Medicine Practitioners Association (EHTPA), Department of Health, Medicines and Healthcare products regulatory agency (MHRA)	14 Nov
NES Allied Health Professions Advisory Group, Edinburgh	15 Nov
Department of Health, Welsh Government, Scottish Government, DHSSPS, Association of Clinical Scientists, Institute of Biomedical Science	21 Nov
Law Commission	21 Nov
Department of Health project board meeting for herbal medicine and traditional Chinese medicine practitioners	24 Nov
Podiatric surgery steering group (via teleconference)	28 Nov
Revalidation inter-regulatory group	29 Nov
Ministry of Health Malaysia	29 Nov
Meet the HPC, Pembroke	1 Dec
Traditional Chinese medicine regulators, Hong Kong	7 – 13 Dec
Department of Health and Care Quality Commission	19 Dec
College of Social Work CPD advisory implementation group	10 Jan
Association of Traditional Chinese Medicine and Acupuncture UK (ATCM), Department of Health, Medicines and Healthcare products regulatory agency (MHRA)	12 Jan
Department of Health, joint Professional Advisory Board CPD task and finish group	12 Jan

Save Herbal Medicine and Ayurvedic professional associations 18 Jan

**2. Consultations**

**Student fitness to practise and registration**

The consultation on student fitness to practise and registration opened on 1 November 2011. The consultation document was mailed out to about 800 individuals and organisations. The consultation was also promoted via an email to stakeholders, a press release and information on the HPC website. The GSCC also issued a press release. The consultation will run until 2 March 2012, with the results being presented to the Council in May 2012.

The literature review looking at the published evidence on student fitness to practise and registration is currently ongoing and is due to be completed by the end of January 2012. The literature review is being conducted by Prime Research and Development.

**Social workers (England) registration cycle**

The consultation on the registration cycle for social workers in England has been launched and will run until 29 February 2012.

**3. Closed consultations**

No consultations have closed since the last report to Council.

**4. Professional Liaison Groups**

There are no current PLGs.

## **5. Service user involvement in the design and delivery of education and training programmes (conducted by Kingston University and St George's University of London)**

This research has four components: a literature review; research with HPC approved providers; focus groups with service users, students and educators across three different education providers and three different professions; and a consensus workshop focusing on the standards of education and training.

Focus group research is currently ongoing and a 'consensus workshop' has been arranged for early February 2012. The research is due to be completed by the end of February 2012, informing discussion at the Education and Training Committee's March 2012 meeting.

## **6. Review of profession-specific standards of proficiency**

The review of the profession-specific standards of proficiency is ongoing. This review is being delivered on a rolling basis. In the first instance this involves professional bodies being invited to comment on revised drafts of their profession-specific standards, alongside the revised generic statements previously agreed by the Council.

The Education and Training Committee is currently due to consider drafts of standards for the first seven professions to be reviewed at its meeting in March 2012. It is then planned that a consultation will take place from April 2012.

## **7. Independent prescribing: physiotherapists and podiatrists**

The Department of Health recently consulted on extending independent prescribing rights to physiotherapists and

podiatrists. The early indications are that responses to the consultation were positive. The proposals will now require the approval of the Committee on Human Medicine and final ministerial sign off.

The ETC has already agreed that, if these proposals are implemented, we would produce standards of proficiency (or their functional equivalent) for prescribing entitlements. In anticipation of these changes, the Executive has begun initial work to put together a draft of standards for prescribing. The Executive will seek the input of the DH prescribing project board in developing the standards. It is currently anticipated that a consultation might take place early in 2012 – 2013 (subject to a final decision to proceed by the government).

## **8. CHRE performance review 2011 – 2012**

The 2011 – 2012 performance review submission was made in December 2011.

The Executive and the Chair are scheduled to meet the CHRE to discuss their initial assessment of our submission in February 2012.

## **9. Social workers (England)**

The Department is currently in the process of analysing the responses to the recent consultations on standards of proficiency and the threshold level of qualification for social workers in England. The results of the consultations are due to be considered by the Education and Training and the Council in March 2012.

## 1. Operational performance

### a) Telephone calls

**i) UK telephone calls:** During the period from 1 November to 31 December 2011 the team received a total of 15,419 telephone calls, which is 1,578 less calls when compared to the same period two years ago. The Department answered 96% of all those calls received compared to 92% during the same period two years ago.

**ii) International telephone calls:** During the period from 1 November 2011 to 31 December 2011, the team received a total of 1,810 telephone calls, which is 538 less than the same period last year. The Department answered 94% of all those calls received compared to 97% during the same period last year.

### b) Application processing

**i) UK applications:** A total of 1,631 new applications were received during this period and 1,646 individuals were registered, which is 172 more than the same period last year. Applications took on average six working days to process which is within our service standard of processing applications within ten working days of receipt. Applications for readmission took on average five working days to process which is within our service standard of processing applications within ten working days of receipt.

**ii) International applications:** A total of 457 new international applications were received in this period and 461 individuals were registered which is 145 more than the same period last year.

**iii) Grandparenting applications:** A total of 24 new grandparenting applications were received in this period and 30

individuals were registered, which is 8 more than the same period last year.

### c) Emails

**i) UK emails:** The team received approximately 100 emails per day and responded to these on average within two days 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 is within our service standard of 48 hours response time.

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

We requested a 2.5% audit sample of CPD profiles from radiographers at the beginning of December 2011. CPD assessment days are now being held every two weeks.

### e) Registration renewals

At the start of September 2011, 22,835 biomedical scientists were invited to renew their registration with 95.1% successfully renewing and 63% renewing using the online facility.

At the start of December 2011, 27,712 radiographers were invited to renew their registration and registrants have until 29 February 2012 to renew their registration. As at 16 January 2012, 13,869 registrants had renewed their registration with 79% renewing online.

## 2. Resource

### a) Employees

The Department is operating within the budgeted headcount.

### 1. Council members' self-assessment

The Chair has been holding telephone and face-to-face performance and development reviews with members during January. A paper summarising the reviews will be submitted to the Council meeting in July with statistics relating to attendance, in accordance with the decision of Council.

Following completion of the performance review exercise, the reappointments process will now start, together with the process for filling those vacancies that have arisen on Council.

### 2. Appointment of Council members

The Secretariat has been working closely with the Appointments Commission on the recruitment of Council members with the campaign starting at the end of February with a view to appointments being taken up on 1 July 2012 (or 1 August 2012 should a Social Worker be appointed).

This is the last time that HPC will work with the Appointments Commission in recruiting Council members since, subject to the passage of the Health and Social Care Bill, the Appointments Commission will be abolished in October 2012. This follows the publication of the Department of Health's Arms Length Body review in July 2010, when it was first announced that the Appointments Commission would be abolished.

CHRE (who will be renamed the Professional Standards Authority) will advise the Privy Council on appointments to the Councils of regulatory bodies.

### 3. Internal audit

During January, Mazars have been undertaking an internal audit on corporate governance and risk management, the findings of which will be presented to the Audit Committee on 13 March 2012.

### 4. Delegation from Botswana

On Tuesday 13 December, HPC hosted a delegation from Botswana comprising the Chairman, Vice-Chairman, Registrar, two Council members of the Botswana Health Professions Council (BHPC) and the Chair of the Nursing & Midwifery Council of Botswana. BHPC is a recently constituted health regulatory body and they regulate more than 30 different health professions with the exception of Nursing & Midwifery. There is, however, a proposal from Government to merge BHPC with the Nursing & Midwifery Council of Botswana.

The purpose of their visit was to look at best practice and benchmark against similar organisations.

### 5. Chair's training

At the October Council awayday held in Wales, the decision was taken that all members of Council should be trained in chairing skills.

A training session has therefore been organised for 29 March 2012 following the meeting of Council. This session will be led by Baroness Jill Pitkeathley, the Chair of CHRE.

### 6. Registration Appeal Chairs Training

Just by way of reminder, we are looking to increase the pool of registration appeals chairs and so a training session has been organised for Wednesday 22 February 2012, following the meeting of the Fitness to Practise Committee, at approximately 1:30pm. Places are still available. Please contact Louise Hart on 020 7840 9711 or [louise.hart@hpc-uk.org](mailto:louise.hart@hpc-uk.org).

### 6. External Meetings

Meeting with GSCC regarding Freedom of Information and Data Protection Acts	14 Dec
Department of Health	23 Jan

# Management Information Pack

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Marc Seale, Chief Executive & Registrar  
Figures for April to December 2011 to Council



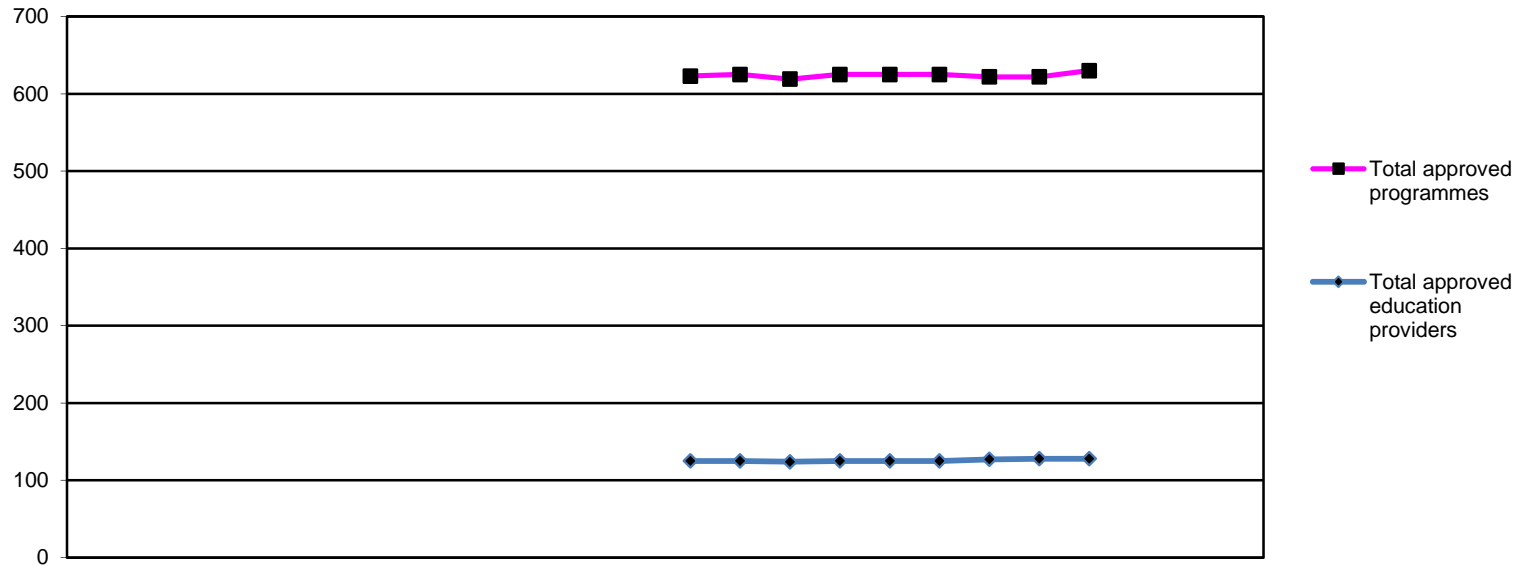
**hpc** health  
professions  
council



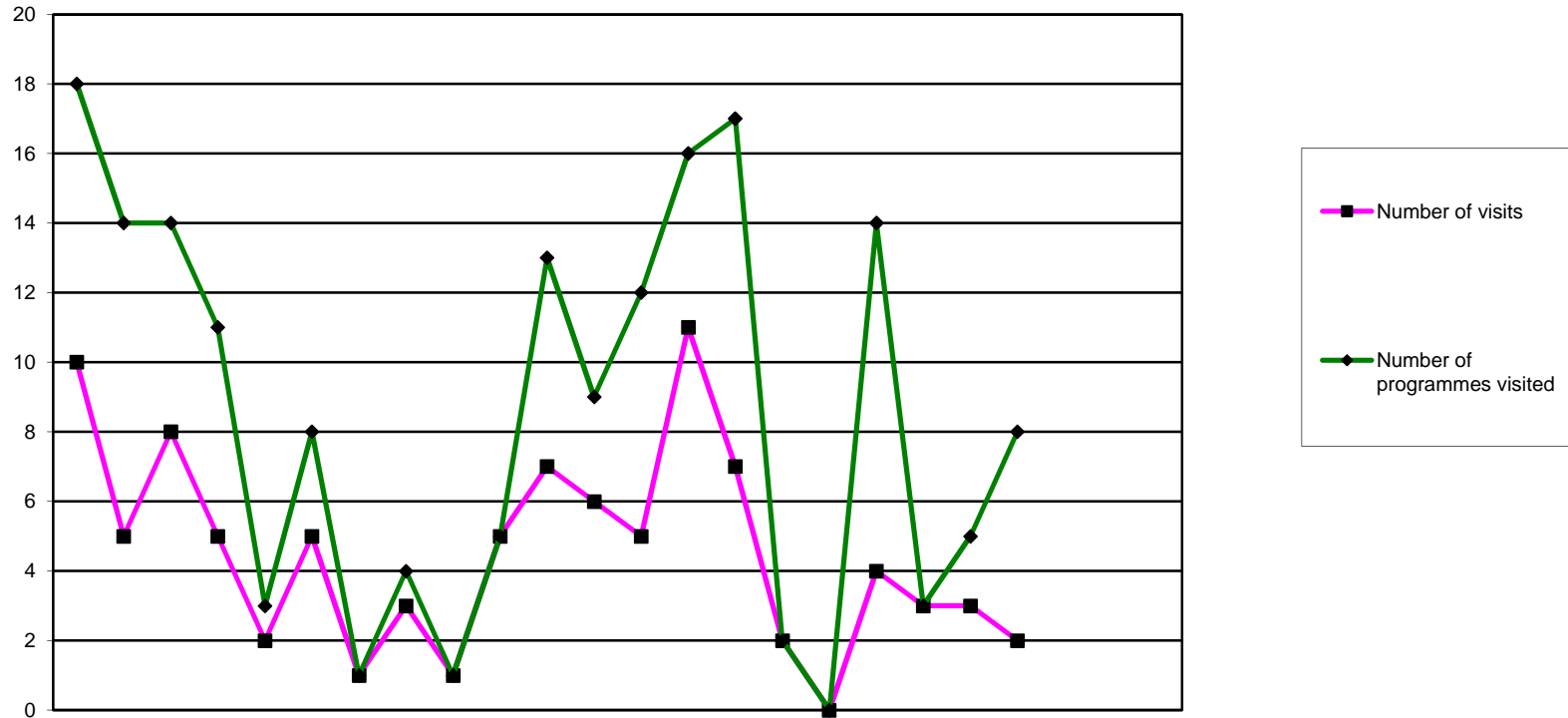
**Management Reporting Information to Council  
Health Professions Council  
Figures for April to December 2011**

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<b>Registration</b>	HPC Number of Registrants by Profession	11
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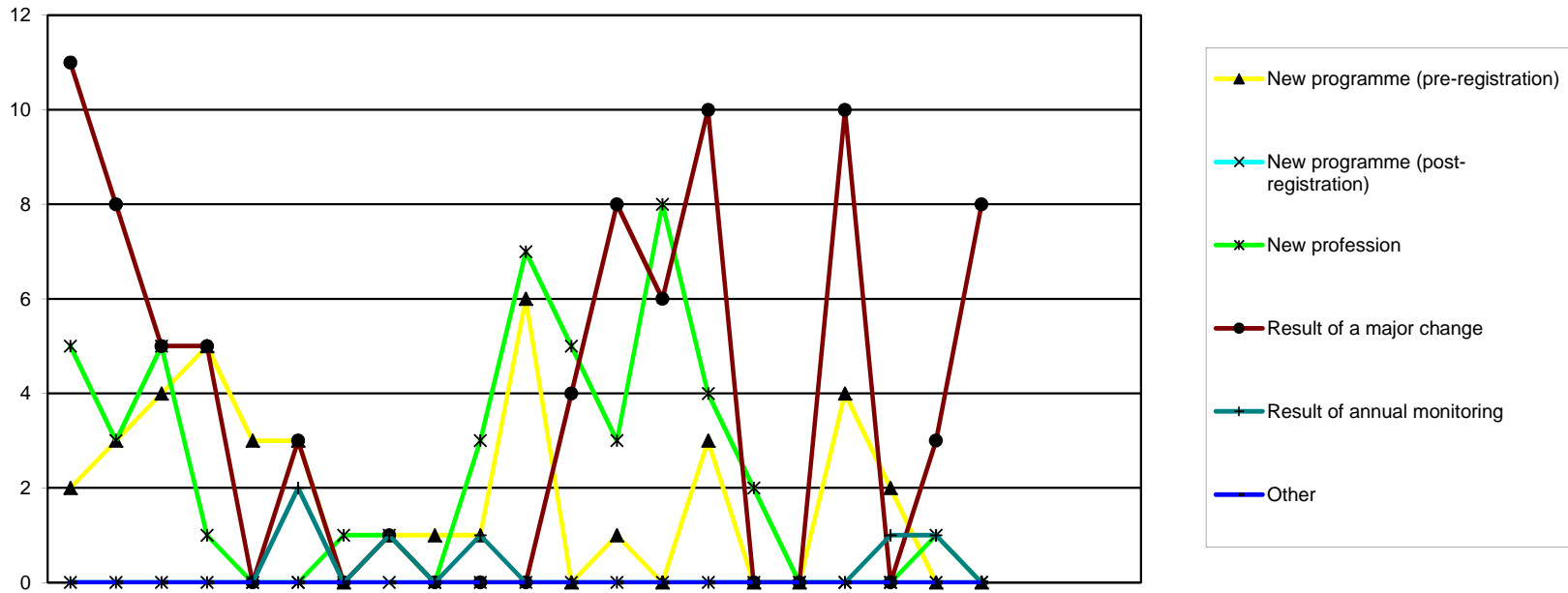
<b>Fitness to Practise</b>	Total Cases Considered	<b>27</b>
	Enquiries and allegations: source	<b>28</b>
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	2010			2011									2012									2011/12 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Arts therapists													27	27	21	27	27	27	21	21						21
Biomedical scientists													41	41	41	41	41	41	40	40						40
Chirops/ Pods													19	19	19	19	19	19	19	19						19
Clinical scientists													1	1	1	1	1	1	1	1						1
Dietitians													33	33	33	33	33	33	33	33						33
Hearing aid disps													18	18	16	18	18	18	15	15						15
OTs													73	74	73	74	74	74	73	73						73
ODPs													32	32	32	32	32	32	34	34						34
Orthoptists													2	2	2	2	2	2	2	2						2
Paramedics													51	50	50	50	50	50	50	50						50
Physiotherapists													68	69	68	69	69	69	67	67						67
Practitioner psychologists													83	83	88	83	83	83	93	93						93
Prosthetists/Orthotists													3	3	3	3	3	3	3	3						3
Radiographers													52	55	52	55	55	55	51	51						51
SLTs													32	32	32	32	32	32	32	32						32
Local anaesthesia													2	2	2	2	2	2	2	2						2
Prescription only medicine													8	8	9	8	8	8	9	9						9
Supplementary prescribing													78	76	77	76	76	76	77	77						77
<b>Total approved programmes</b>													623	625	619	625	625	625	622	622	630					622
<b>Total approved education providers</b>													125	125	124	125	125	125	127	128	128					128

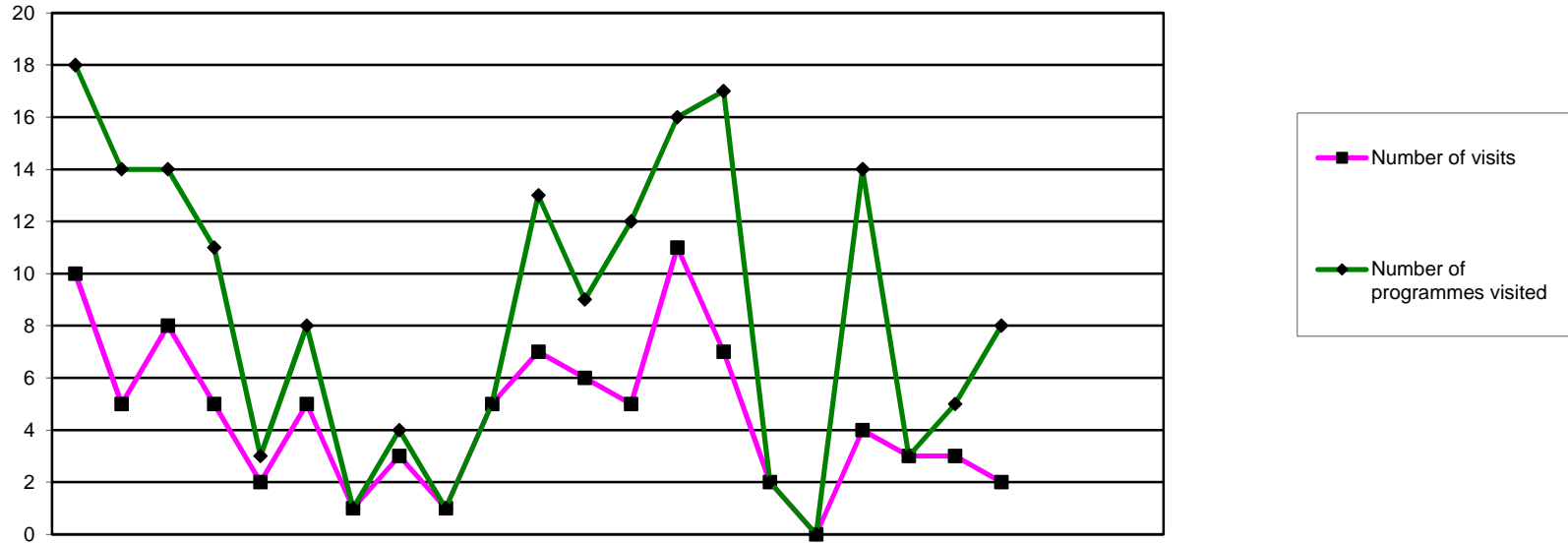


	2010			2011									2012			2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12																														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD																					
<b>Overview of approval visits</b>																																																				
<b>Number of visits</b>	10	5	8	5	2	5	1	3	1	5	7	6	5	11	7	2	0	4	3	3	2				0	101	63	42	38	58	37																					
<b>Number of programmes visited</b>	18	14	14	11	3	8	1	4	1	5	13	9	12	16	17	2	0	14	3	5	8				27	117	68	84	80	101	77																					



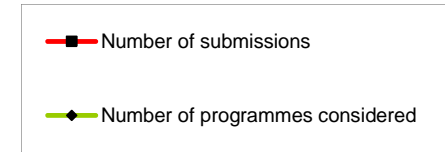
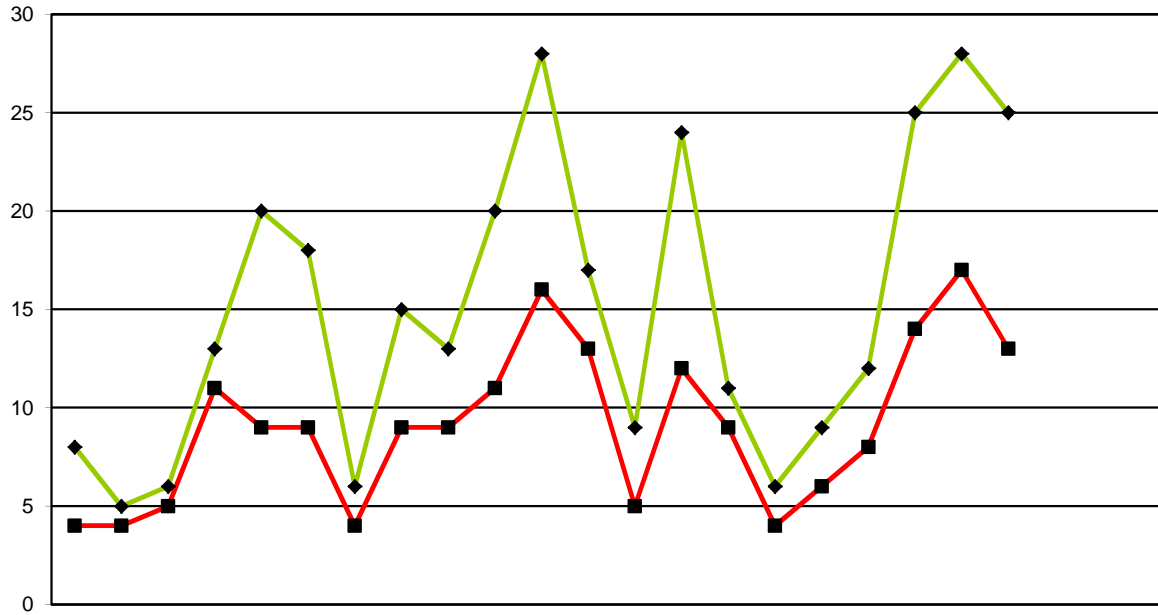
Reason for programme visited	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
New programme (pre-registration)	2	3	4	5	3	3	0	1	1	1	6	0	1	0	3	0	0	4	2	0	0			
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
New profession	5	3	5	1	0	0	1	1	0	3	7	5	3	8	4	2	0	0	0	1	0			
Result of a major change	11	8	5	5	0	3	0	1	0	0	0	4	8	6	10	0	0	10	0	3	8			
Result of annual monitoring	0	0	0	0	0	2	0	1	0	1	0	0	0	0	0	0	0	0	1	1	0			
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
<b>Total</b>	<b>18</b>	<b>14</b>	<b>14</b>	<b>11</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>14</b>	<b>3</b>	<b>5</b>	<b>8</b>			

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	10
7	29	1	7	1	0	0
5	16	4	0	7	31	18
5	32	26	53	42	37	45
5	1	3	3	3	4	2
5	21	2	0	2	0	0
<b>27</b>	<b>117</b>	<b>68</b>	<b>84</b>	<b>80</b>	<b>101</b>	<b>75</b>



	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			
<b>Annual monitoring submissions</b>																											
<b>Declarations</b>	4	29	27	12	0	0	1	16	25	35	43	40	20	13	4	2	0	0	8	26	16						
<b>Audit</b>	27	29	18	3	2	0	0	13	16	59	43	47	18	8	5	2	2	0	0	8	6						
<b>Total</b>	31	58	45	15	2	0	1	29	41	94	86	87	38	21	9	4	2	0	8	34	22						

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
113	94	143	167	105	232	89
51	184	135	136	123	257	49
164	278	278	303	228	489	138



	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
<b>Major change submissions</b>																								
<b>Number of submissions</b>	4	4	5	11	9	9	4	9	9	11	16	13	5	12	9	4	6	8	14	17	13			
<b>Number of programmes considered</b>	8	5	6	13	20	18	6	15	13	20	28	17	9	24	11	6	9	12	25	28	25			

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	88
25	97	109	141	179	169	149

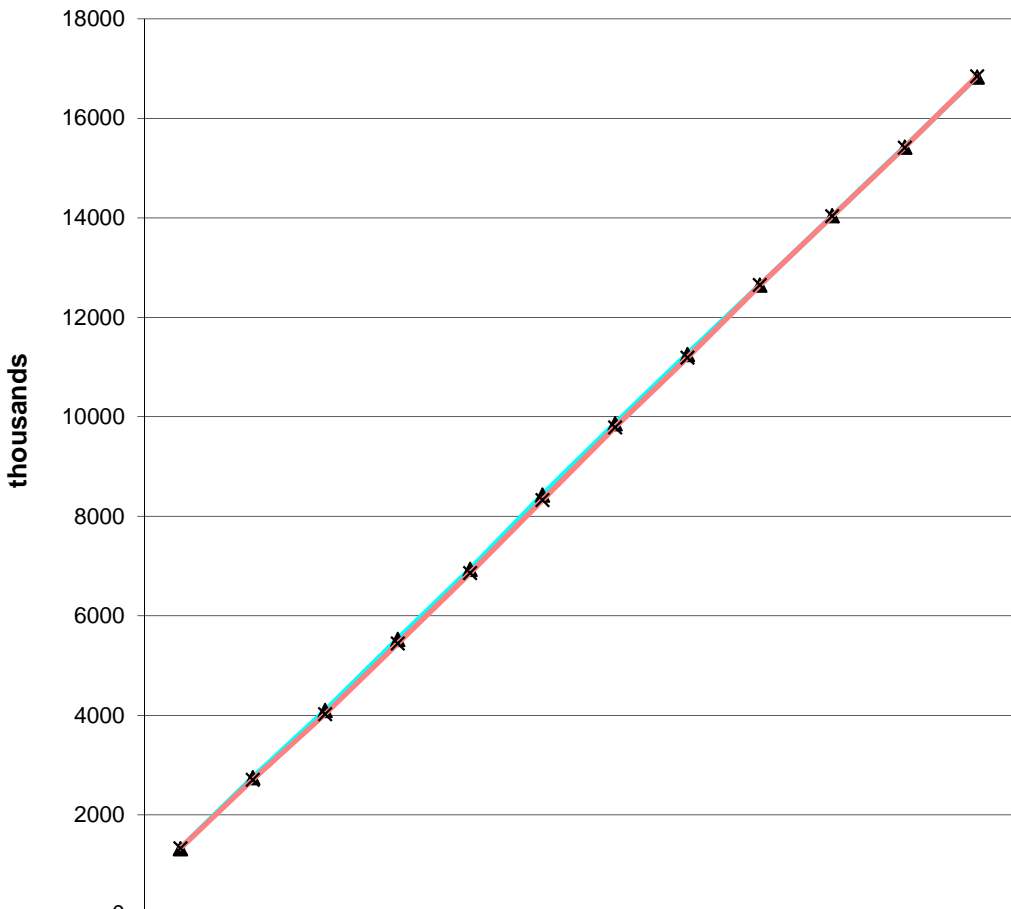
	2011									2012			Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000				
<b>INCOME</b>																
Registration Income	1,386	1,365	1,423	1,493	1,484	1,434	1,447	1,543	1,403				12,978	12,985	(7)	17,209
Cheque/credit card write off	0	0	0	0	0	0	0	0	0				(0)	0	(0)	3,000
<b>TOTAL INCOME*</b>	<b>1,386</b>	<b>1,365</b>	<b>1,423</b>	<b>1,493</b>	<b>1,484</b>	<b>1,434</b>	<b>1,447</b>	<b>1,543</b>	<b>1,403</b>				<b>12,978</b>	<b>12,985</b>	<b>(7)</b>	<b>17,212</b>
<b>EXPENDITURE</b>																
Chair	2	5	8	7	0	9	5	8	3				46	53	7	71
Chief Executive	23	38	26	36	26	42	28	28	23				272	236	(35)	312
Council & Committees	11	11	27	2	5	27	23	47	13				165	238	73	339
Communications	51	111	88	68	81	98	104	69	116				786	832	46	1,096
Depreciation	42	43	42	41	40	41	40	47	41				377	465	89	660
Education	56	68	63	54	44	62	50	63	51				511	567	56	785
Facilities Manangement	66	80	62	85	148	95	106	71	84				797	646	(151)	919
Finance	48	53	58	28	52	67	94	24	62				485	500	15	654
Fitness to Practise	629	738	684	588	627	642	671	605	537				5,722	5,646	(76)	7,494
Human Resources & Partners	32	40	73	85	48	63	79	92	48				559	686	127	851
IT Department	70	79	94	91	58	89	80	80	75				715	864	149	1,152
Operations Office	36	41	48	39	46	36	52	49	45				392	336	(56)	445
Policy & Standards	17	16	18	21	15	30	28	30	16				190	191	1	286
Major Projects	2	7	20	23	17	(3)	35	21	(25)				96	81	(16)	83
Registration	108	157	134	154	188	148	188	159	185				1,422	1,470	49	1,908
Secretariat	13	40	31	27	6	46	1	29	13				206	185	(21)	245
<b>TOTAL EXPENDITURE</b>	<b>1,206</b>	<b>1,526</b>	<b>1,477</b>	<b>1,350</b>	<b>1,402</b>	<b>1,491</b>	<b>1,584</b>	<b>1,420</b>	<b>1,286</b>				<b>12,742</b>	<b>12,999</b>	<b>257</b>	<b>17,300</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>180</b>	<b>(161)</b>	<b>(55)</b>	<b>143</b>	<b>83</b>	<b>(58)</b>	<b>(136)</b>	<b>122</b>	<b>117</b>				<b>236</b>	<b>(15)</b>	<b>250</b>	<b>(88)</b>

\* Total Income is excluding investment income

Note: No accruals have been posted for April

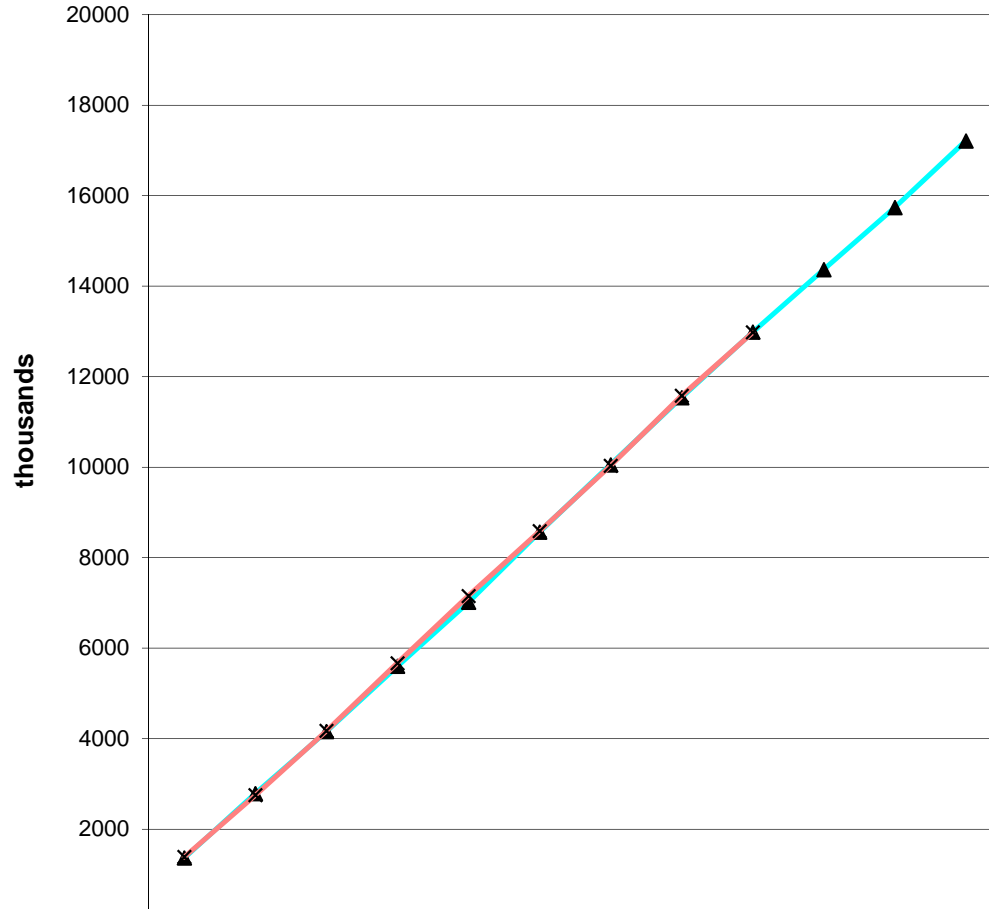


Income 2010/11 budgeted & actual



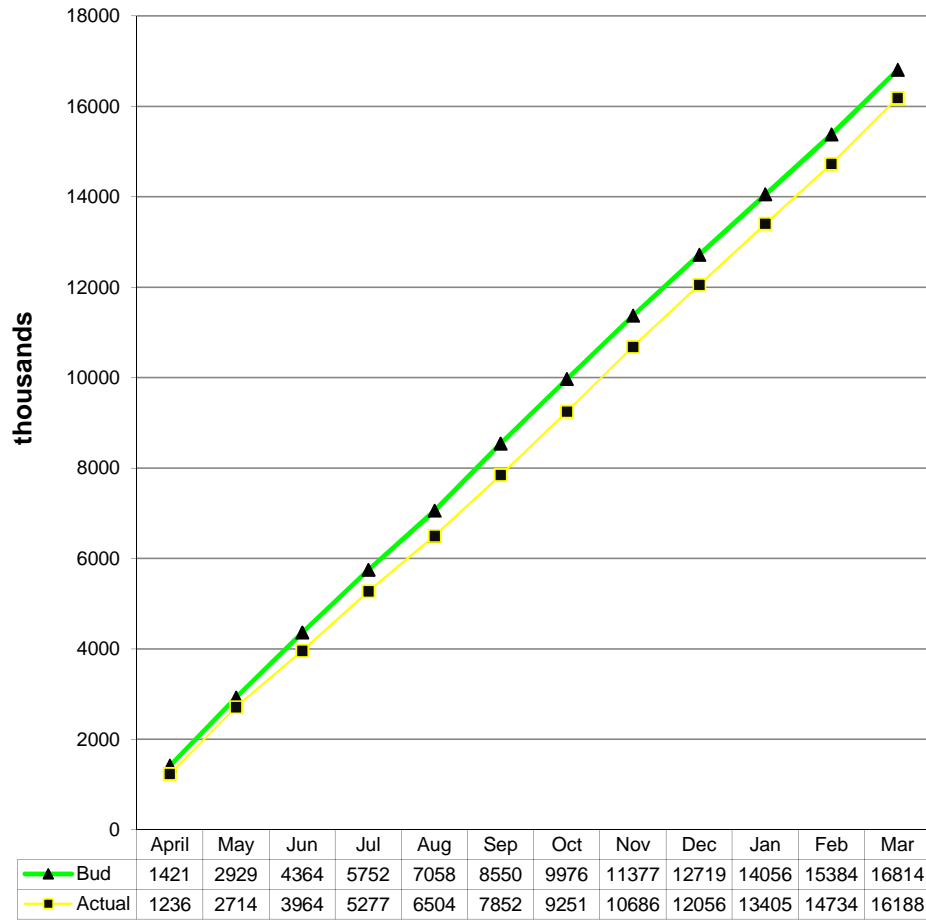
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
▲ Bud	1323	2751	4104	5531	6938	8431	9865	11256	12650	14043	15424	16834
× Actual	1327	2707	4026	5444	6863	8328	9790	11189	12647	14032	15411	16845

Income 2011/12 budgeted & actual

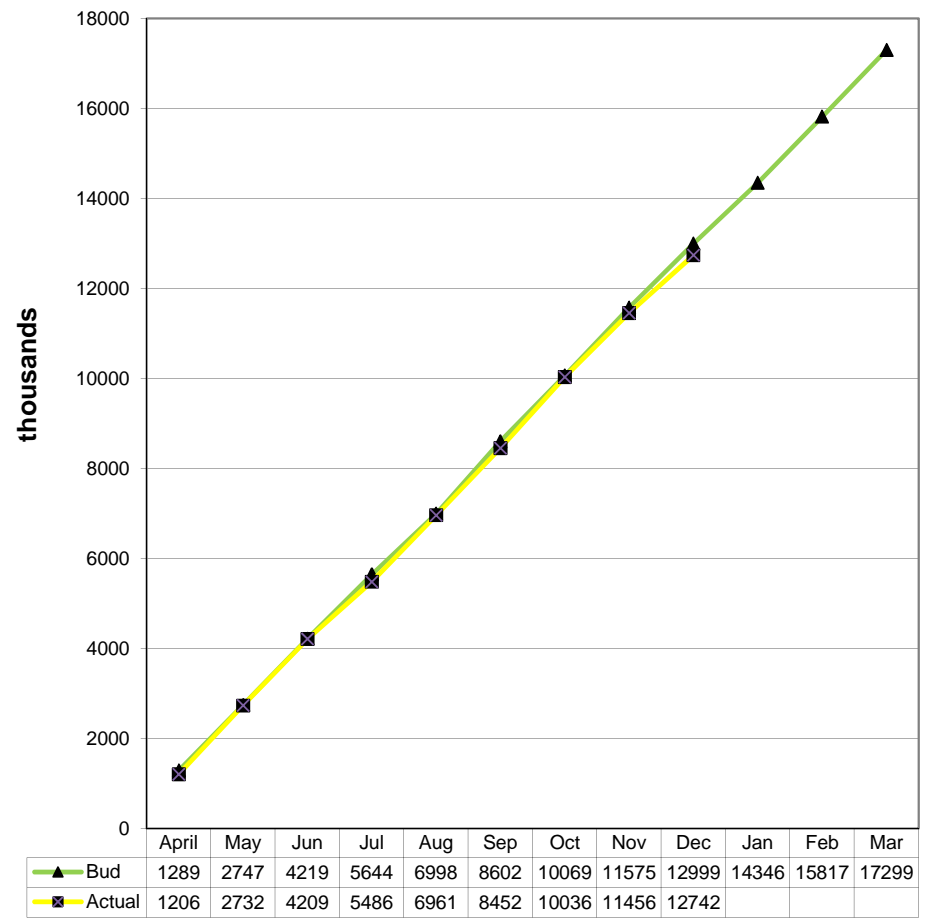


	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
▲ Bud	1365	2790	4159	5600	7013	8566	10054	11537	12986	14367	15738	17211
× Actual	1386	2751	4173	5667	7151	8585	10032	11575	12978			

**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				
<b>EXPENDITURE</b>																
Chair	4	1	(2)	(1)	6	(3)	1	(2)	3				7	53	46	
Chief Executive	4	(13)	(1)	(7)	(1)	(16)	(3)	0	2				(35)	236	272	
Council & Committees	0	8	6	12	1	21	21	(3)	7				73	238	165	
Communications	3	7	(1)	3	(33)	3	(11)	88	(15)				46	832	786	
Depreciation	4	3	3	3	4	3	26	18	24				89	465	377	
Education	3	17	3	3	15	(1)	16	(5)	4				56	567	511	
Facilities Management	6	(5)	12	(12)	(74)	(22)	(38)	(2)	(16)				(151)	646	797	
Finance	8	6	(2)	28	6	(11)	(37)	29	(12)				15	500	485	
Fitness to Practise	(31)	(135)	(10)	23	(1)	22	(63)	13	106				(76)	5,646	5,722	
Human Resources & Partners	22	29	(1)	43	2	11	13	(6)	13				127	686	559	
IT Department	23	14	5	3	37	13	13	15	26				149	864	715	
Operations Office	(0)	(6)	(13)	(4)	(8)	5	(12)	(6)	(10)				(56)	336	392	
Policy & Standards	1	5	1	(3)	17	(4)	(8)	(10)	3				1	191	190	
Major Projects	2	2	(12)	(14)	(8)	36	(26)	(20)	26				(16)	81	96	
Registration	28	19	18	4	(25)	79	(29)	(14)	(30)				49	1,470	1,422	
Secretariat	7	(21)	(11)	(7)	14	(24)	22	(8)	7				(21)	185	206	
<b>TOTAL BUDGET VARIANCE</b>	83	(68)	(6)	75	(47)	112	(116)	86	138	0	0	0	257	12,999	12,742	
<b>TOTAL MONTHLY BUDGET</b>	1,289	1,458	1,472	1,425	1,354	1,604	1,467	1,507	1,424	0	0	0			12,999	
<b>TOTAL EXPENDITURE</b>	1,206	1,526	1,477	1,350	1,402	1,491	1,584	1,420	1,286	0	0	0			12,742	

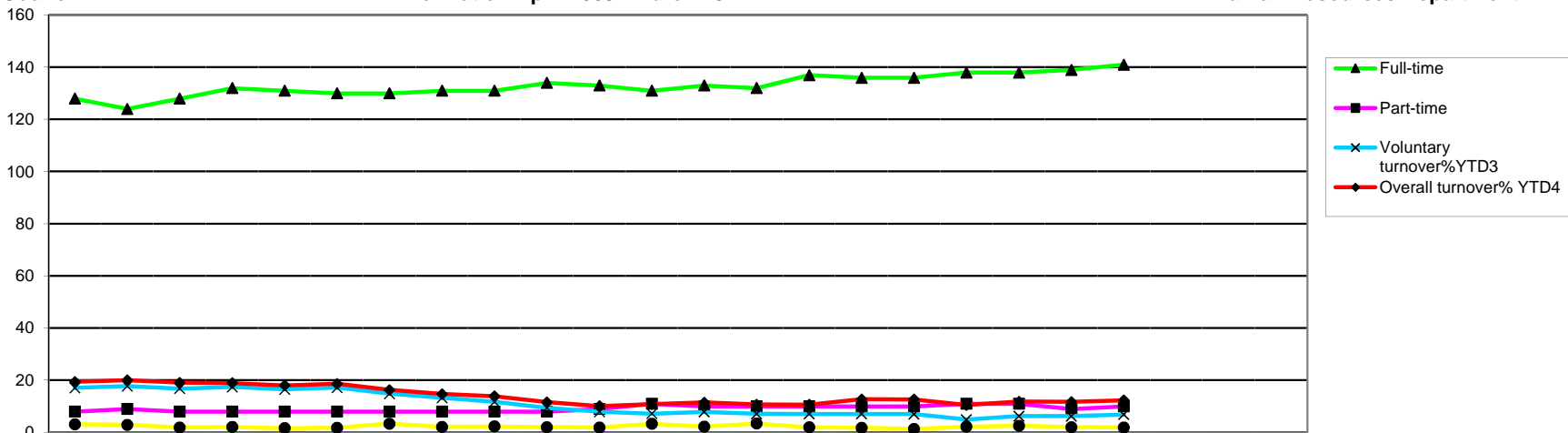
\* Total Income is excluding investment income

	Actual £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
<b>Non-current Assets</b>													
Property, Plant and Machinery		2,488	2,477	2,461	2,448	2,436	2,415	2,404	2,408	2,399			
Intangible assets		1,368	1,377	1,402	1,382	1,366	1,432	1,391	1,445	1,467			
<b>TOTAL FIXED ASSETS</b>		<b>3,856</b>	<b>3,854</b>	<b>3,863</b>	<b>3,830</b>	<b>3,802</b>	<b>3,847</b>	<b>3,795</b>	<b>3,853</b>	<b>3,866</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CURRENT ASSETS</b>													
Other current assets		473	446	418	477	459	404	373	383	360			
Financial assets		0	0	0	0	0	0	0	0	0			
Bank & Cash		7,928	7,484	7,925	7,527	8,949	9,369	8,828	8,124	8,200			
	<b>0</b>	<b>8,401</b>	7,930	8,343	8,004	9,408	9,773	9,201	8,507	8,560	0	0	0
<b>CURRENT LIABILITIES</b>													
Trade and other payables		(397)	(534)	(376)	(430)	(313)	(328)	(366)	(412)	(338)			
Other Liabilities		(1,109)	(1,149)	(1,267)	(1,109)	(1,165)	(1,246)	(1,390)	(1,125)	(1,093)			
Deferred income		(9,004)	(8,538)	(8,817)	(8,326)	(9,782)	(9,998)	(9,355)	(8,831)	(8,971)			
	<b>0</b>	<b>(10,510)</b>	(10,221)	(10,460)	(9,865)	(11,260)	(11,572)	(11,111)	(10,368)	(10,402)	0	0	0
<b>Total assets less liabilities</b>	<b>0</b>	<b>1,747</b>	<b>1,563</b>	<b>1,746</b>	<b>1,969</b>	<b>1,950</b>	<b>2,048</b>	<b>1,885</b>	<b>1,992</b>	<b>2,024</b>	<b>0</b>	<b>0</b>	<b>0</b>
Represented by:													
Revaluation Reserve		0	0	0	0	0	0	0	0	0			
Income and expenditure account		1,747	1,563	1,746	1,969	1,950	2,048	1,885	1,992	2,024			
	<b>0</b>	<b>1,747</b>	<b>1,563</b>	<b>1,746</b>	<b>1,969</b>	<b>1,950</b>	<b>2,048</b>	<b>1,885</b>	<b>1,992</b>	<b>2,024</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* 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	
<b>Opening Balance</b>		8,722	7,928	7,484	7,924	7,528	8,949	9,370	8,829	8,124				
Registration Income		1,386	1,365	1,422	1,494	1,483	1,433	1,449	1,543	1,462				13,037
Investment Income		5	1	4	1	6	1	4	27	8				57
Investment Sales		0	0	0	0	0	0	0	0	0				0
Deferred Income Movements		(796)	(465)	278	(491)	1,457	673	(644)	(523)	81				(430)
Department of Health funding		0	0	239	0	0	0	0	0	0				239
<b>Total Cash Receipts</b>		<b>595</b>	<b>901</b>	<b>1,943</b>	<b>1,004</b>	<b>2,946</b>	<b>2,107</b>	<b>809</b>	<b>1,047</b>	<b>1,551</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12,903</b>
Expenditure		1,163	1,598	1,398	1,331	1,497	1,538	1,614	1,464	1,436				13,039
Depreciation		(42)	(43)	(41)	(42)	(40)	(41)	(40)	(46)	(49)				(384)
Asset disposal / writeoff		0	0	0	0	0	0	0	0	0				0
Aged Cred / Accrual Movements		280	(224)	117	45	75	134	(181)	220	49				515
Debtor Movements		(28)	(27)	(23)	57	(19)	(53)	(31)	11	(17)				(130)
<b>Payments to Creditors</b>		<b>1,373</b>	<b>1,304</b>	<b>1,451</b>	<b>1,391</b>	<b>1,513</b>	<b>1,578</b>	<b>1,362</b>	<b>1,649</b>	<b>1,419</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13,040</b>
Capital Expenditure		16	41	52	9	12	108	(12)	103	56				385
Capital write-off		0	0	0	0	0	0	0	0	0				0
Investment Purchases		0	0	0	0	0	0	0	0	0				0
									0	0				0
<b>Other Payments</b>		<b>16</b>	<b>41</b>	<b>52</b>	<b>9</b>	<b>12</b>	<b>108</b>	<b>(12)</b>	<b>103</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>385</b>
<b>Closing Balance</b>	<b>8,722</b>	<b>7,928</b>	<b>7,484</b>	<b>7,924</b>	<b>7,528</b>	<b>8,949</b>	<b>9,370</b>	<b>8,829</b>	<b>8,124</b>	<b>8,200</b>	<b>0</b>	<b>0</b>	<b>0</b>	

\* Cash flow includes investment income



	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
<b>EMPLOYEES</b>																								
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
<b>Total employees</b>	<b>136</b>	<b>133</b>	<b>137</b>	<b>140</b>	<b>139</b>	<b>138</b>	<b>138</b>	<b>139</b>	<b>140</b>	<b>142</b>	<b>142</b>	<b>142</b>	<b>143</b>	<b>142</b>	<b>147</b>	<b>146</b>	<b>146</b>	<b>149</b>	<b>149</b>	<b>149</b>	<b>151</b>			
Full-time	128	124	128	132	131	130	130	131	131	134	133	131	133	132	137	136	136	138	138	139	141			
Part-time	8	9	8	8	8	8	8	8	8	8	9	11	10	10	10	10	10	11	11	9	10			
FTE	134	131	134	138	138	138	138	138	138	142	141	140	142	140	145	144	144	145	145	148	149			
Permanent	130	129	132	134	131	132	130	131	132	134	133	134	139	139	138	139	138	139	138	136	141			
Fixed-Term Contracts	6	4	5	5	7	7	7	8	8	10	9	8	4	5	9	7	8	10	11	14	8			
Starters (permanent)	1	0	4	3	1	0	0	2	1	1	1	1	0	0	0	0	0	0	0	0	2			
Starters (fixed-term)	1	0	1	0	1	3	0	1	0	2	1	0	0	2	7	2	2	4	1	1	2			
<b>Voluntary resignations<sup>1</sup></b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>			
Compulsory leavers <sup>2</sup>	0	0	0	0	0	1	0	1	1	0	0	2	0	0	0	3	0	1	0	1	1			
Total leavers (vol. & comp.)	1	2	1	1	2	4	0	1	1	0	0	2	2	1	1	4	2	1	2	0	2			
<b>Voluntary turnover%YTD<sup>3</sup></b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>15</b>	<b>13</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>			
Overall turnover% YTD <sup>4</sup>	19	20	19	19	18	19	16	15	14	12	10	11	11	11	11	13	13	10	12	12	12			
Agency days	21	27	13	3	3	10	14	79	44	27	49	70	55	36	22	31	46	87	91	76	21			
% work days lost to sickness	3	3	2	2	2	2	3	2	2	2	2	3	2	3	2	2	1	2	3	2	2			
Average sick-days YTD	7	8	8	8	8	7	8	7	7	7	6	6	6	6	6	6	6	6	6	6	6			
<b>Sick-days</b>	<b>85</b>	<b>73</b>	<b>58</b>	<b>63</b>	<b>50</b>	<b>54</b>	<b>101</b>	<b>64</b>	<b>70</b>	<b>62</b>	<b>60</b>	<b>103</b>	<b>69</b>	<b>106</b>	<b>63</b>	<b>55</b>	<b>43</b>	<b>71</b>	<b>80</b>	<b>67</b>	<b>57</b>			
<b>O.H. Refs</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>			

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
			124	132	144	148
<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>136</b>	<b>142</b>	<b>151</b>
73	75	104	113	124	131	141
5	4	3	3	5	11	10
76	77	106	115	127	140	149
74	78	101	113	126	134	141
4	1	5	4	3	8	8
6	46	42	36	37	15	5
	1	13	7	8	10	24
<b>3</b>	<b>20</b>	<b>17</b>	<b>22</b>	<b>22</b>	<b>10</b>	<b>10</b>
	1	8	3	3	5	8
-	21	25	25	25	15	17
*	<b>30</b>	<b>26</b>	<b>19</b>	<b>16</b>	<b>7</b>	<b>7</b>
	-	-	20	20	11	12
95	2590	2742	1,149	1385	360	611
*	4	3	4	3	2	2
			8	7	6	6
846	795	777	847	943	843	836
0	18	19	27	10	13	15

<sup>1</sup> **Voluntary Resignations:** Includes resignations of permanent employees, or resignations of fixed term employees prior to the end of their contract

<sup>2</sup> **Compulsory Leavers:** Records leavers except for resignations. Includes expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements

<sup>3</sup> **Voluntary Turnover YTD:** Shows the year to date turnover percentage (last twelve months) for resignations only

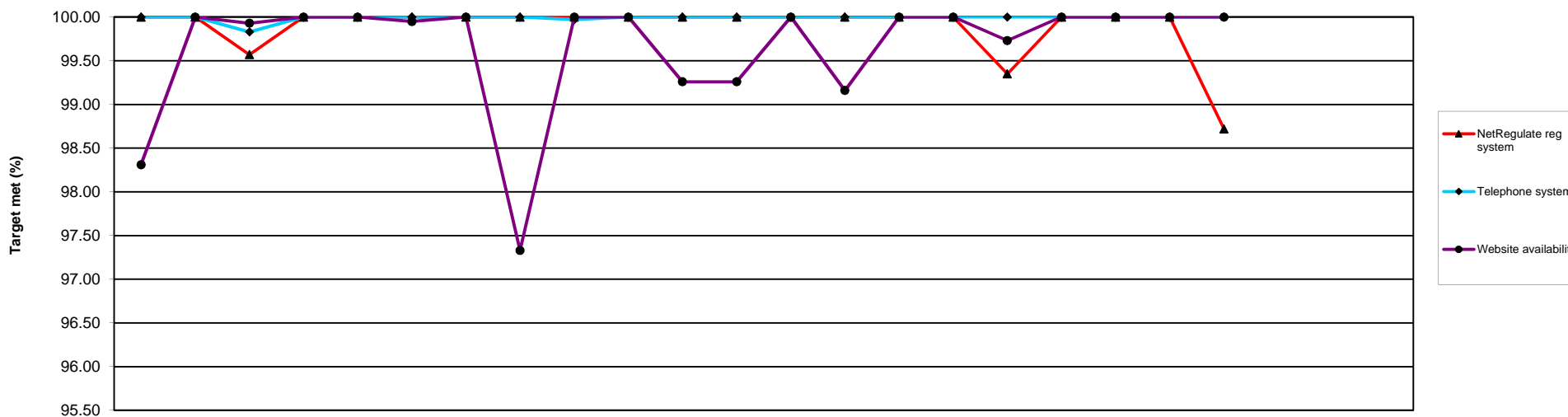
<sup>4</sup> **Overall Turnover:** Shows the year to date turnover (last twelve months) for all leavers - voluntary and compulsory

**FTE** Full-time equivalent

**YTD** Year to Date

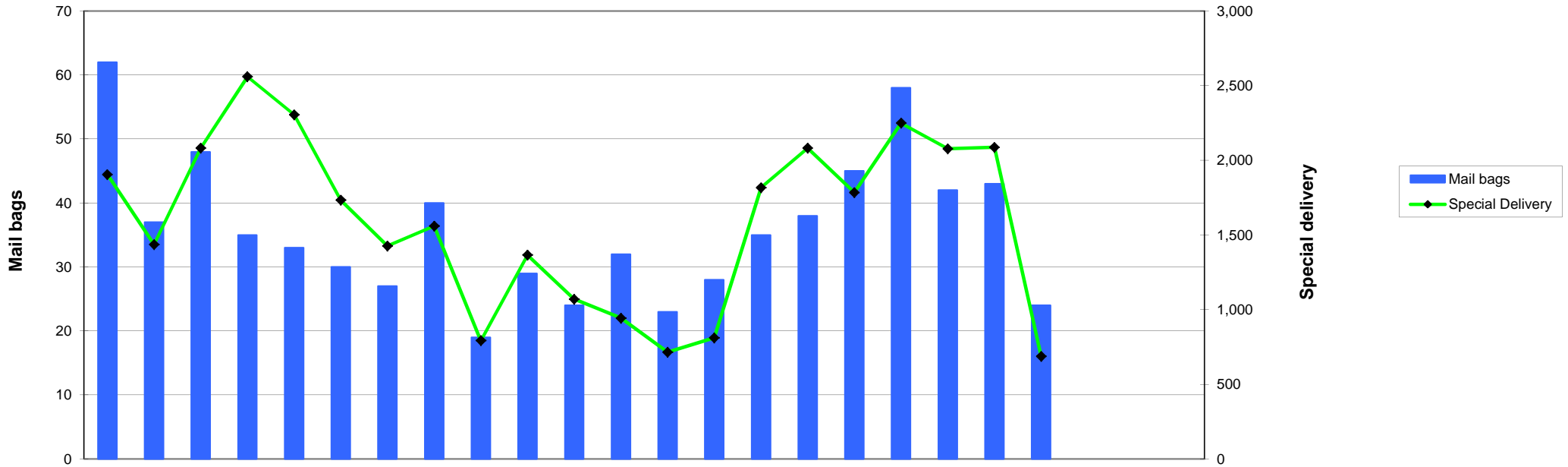
**FYE** Final Year End

**O.H. Refs** Occupational health referrals



	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	100.00	100.00	99.35	100.00	100.00	100.00	98.72									99.99	99.87	99.89	99.98	99.96	99.79							
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	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	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	100.00	100.00	99.73	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.99	99.50	99.88

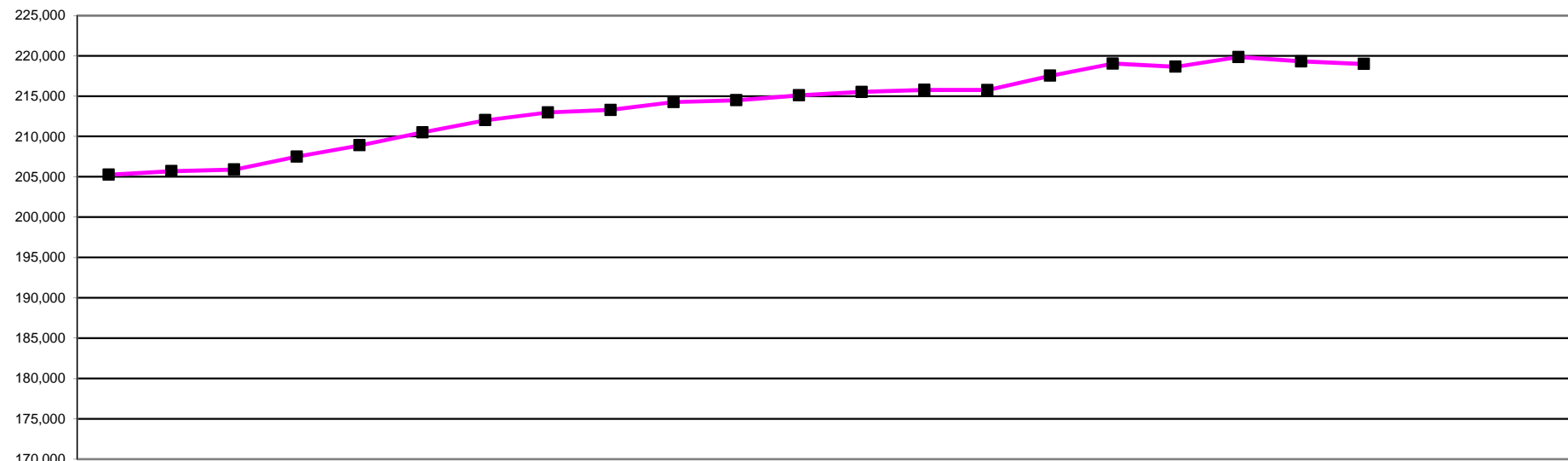
Performance targets	Uptime
Telephone system	98.45
NetRegulate reg system	97.85
Website availability	98.30



	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Mail bags</b>	62	37	48	35	33	30	27	40	19	29	24	32	23	28	35	38	45	58	42	43	24			
<b>Special Delivery</b>	1,905	1,437	2,082	2,561	2,306	1,734	1,427	1,561	793	1,366	1,071	944	715	811	1,818	2,082	1,785	2,250	2,078	2,088	688			

	2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
	FYE	FYE	FYE	FYE	FYE	FYE	YTD
<b>Mail bags</b>	654	341	429	314	645	416	336
<b>Special Delivery</b>	13,641	10,469	19,076	20,383	24,787	19,187	14,315

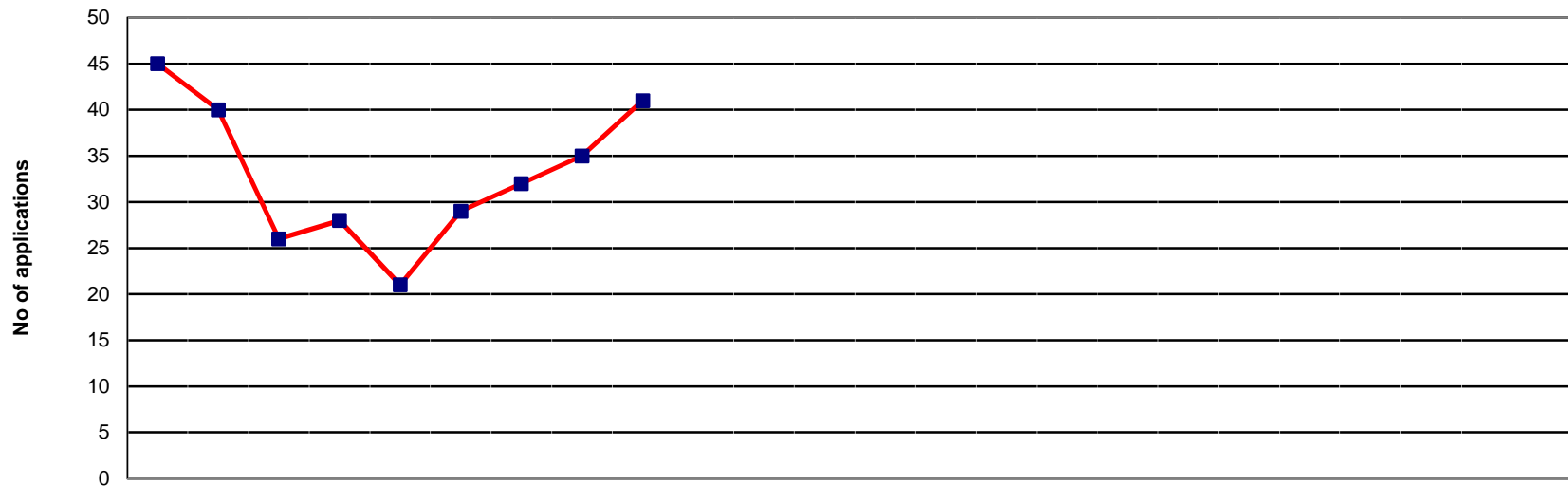




	2010			2011									2012									2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					
<b>AS</b>	2,797	2,796	2,650	2,688	2,720	2,765	2,792	2,818	2,838	2,860	2,880	2,900	2,913	2,913	2,928	2,948	2,986	3,013	3,047	3,073	3,098	2,509	2,576	2,785	2,900	3,098
<b>BS</b>	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	22,746	22,814	22,835	22,815	22,765	22,625	21,690	21,560	22,381	21,894	22,626	21,690
<b>CH</b>	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	12,759	12,833	12,944	12,984	13,013	13,023	13,023	13,055	12,581	12,897	12,737	13,023
<b>CS</b>	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	4,704	4,699	4,686	4,498	4,524	4,564	4,584	4,183	4,405	4,444	4,622	4,584
<b>DT</b>	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	7,402	7,537	7,632	7,663	7,709	7,724	7,731	6,663	6,700	7,160	7,323	7,731
<b>HAD+</b>	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	1,596	1,619	1,644	1,652	1,667	1,684	1,694				1,587	1,694
<b>OT</b>	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	32,334	32,514	32,808	32,757	32,802	31,399	31,591	28,107	30,122	30,351	32,134	31,591
<b>ODP</b>	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	10,381	10,398	10,463	10,684	10,814	10,831	10,863	9,458	9,587	10,085	10,314	10,863
<b>OR</b>	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	1,295	1,296	1,304	1,268	1,279	1,281	1,286	1,239	1,278	1,260	1,303	1,286
<b>PA</b>	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	17,003	17,086	17,210	17,083	17,377	17,559	17,652	13,703	15,019	15,766	16,785	17,652
<b>PH</b>	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	45,322	45,722	46,096	46,247	46,354	46,533	46,618	42,490	42,676	44,651	45,002	46,618
<b>PYL*</b>	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	16,451	16,711	16,799	16,916	17,172	17,444	17,557			15,583	17,161	17,557
<b>PO</b>	869	870	869	871	873	872	887	893	895	898	901	901	905	903	906	908	912	865	870	878	884	832	877	869	901	884
<b>RA</b>	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	26,767	27,202	27,413	27,535	27,651	27,712	27,697	23,541	25,318	25,195	26,614	27,697
<b>SL</b>	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	13,159	13,244	13,307	12,663	12,805	12,965	13,020	11,375	12,169	12,371	13,086	13,020
<b>Total</b>	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	215,753	217,531	219,039	218,643	219,849	219,295	218,988	178,715	185,689	205,311	215,095	218,988

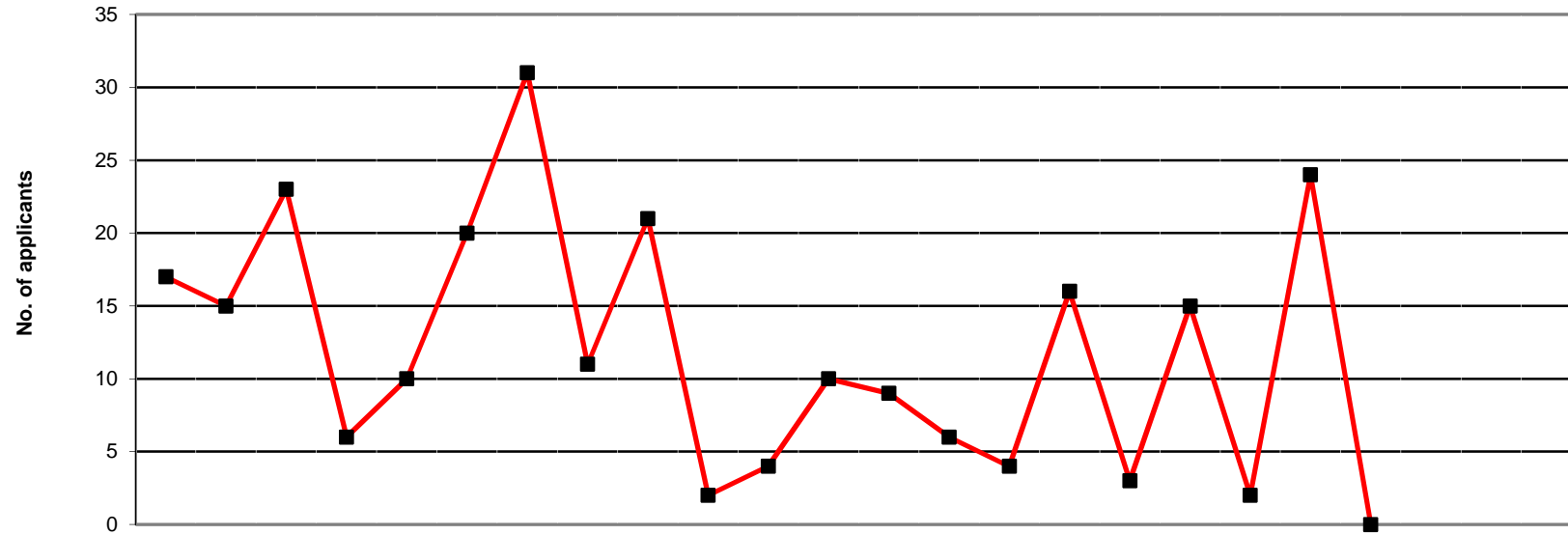
NOTE: Information captured last day of each calendar month

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

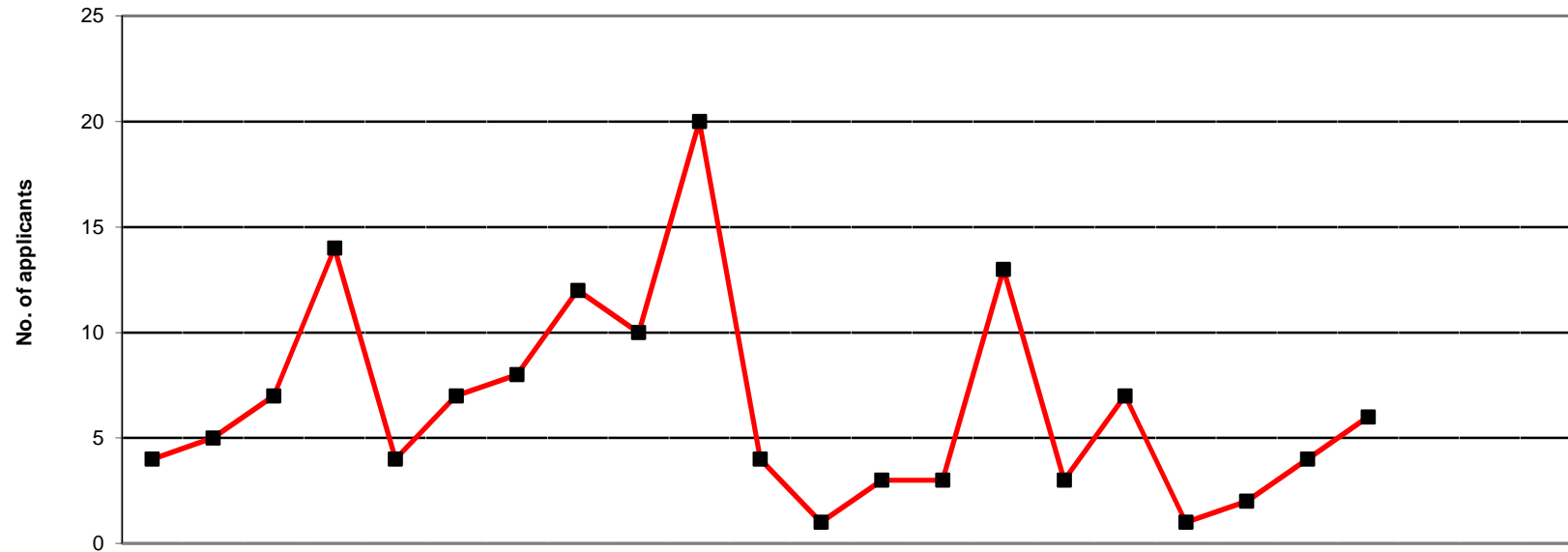


Current status	2011			2012									2013									11/12 YTD					
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar		
Minimum info	1	1	1	0	0	1	1	4	1																	1	
At scrutiny	35	32	21	24	19	25	28	28	33																	27	
Pending reg fee	9	7	4	4	2	3	3	3	7																	5	
<b>Total</b>	<b>45</b>	<b>40</b>	<b>26</b>	<b>28</b>	<b>21</b>	<b>29</b>	<b>32</b>	<b>35</b>	<b>41</b>																	<b>33</b>	
																											<b>Average</b>

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

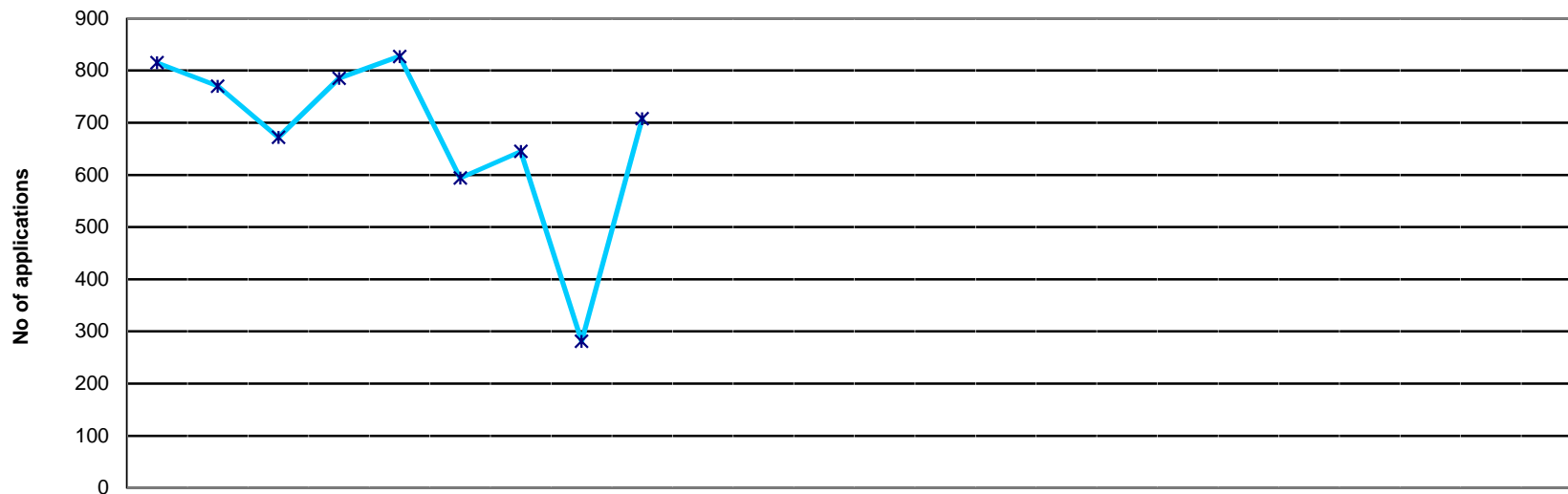


	2010			2011									2012			09/10	10/11	11/12									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Practitioner psychologists	17	15	23	6	10	20	31	11	21	2	4	10	9	6	4	16	3	15	2	24	0				93	170	79



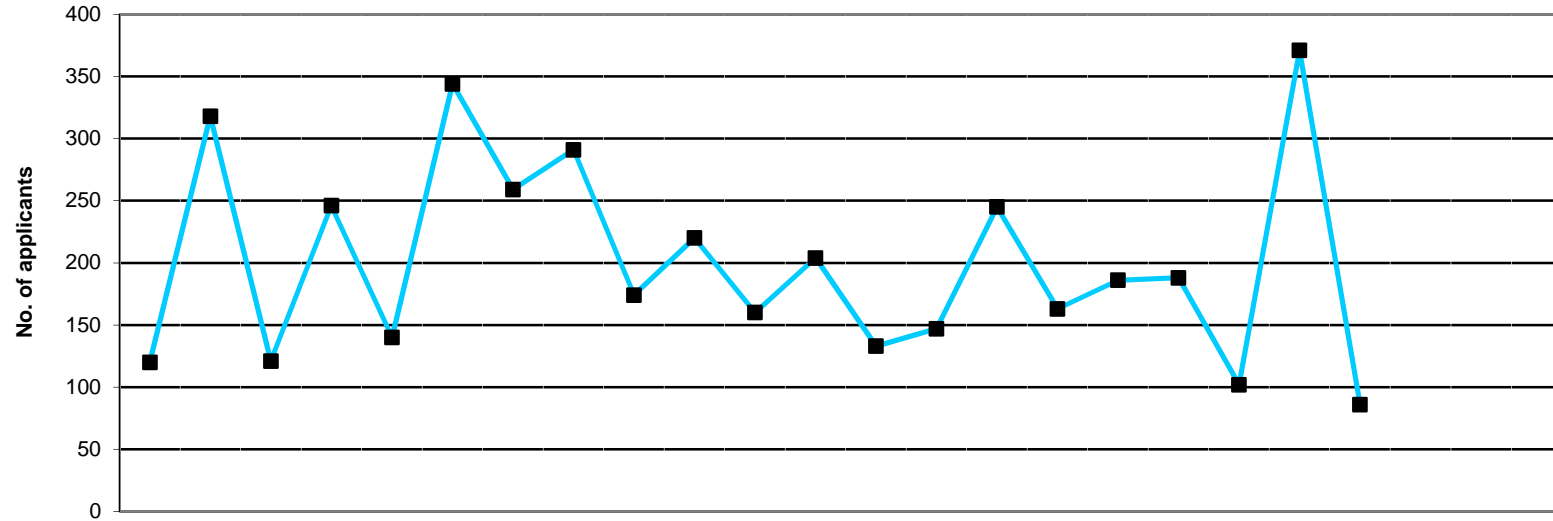
	2010			2011									2012			09/10	10/11	11/12									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Practitioner psychologists *	4	5	7	14	4	7	8	12	10	20	4	1	3	3	13	3	7	1	2	4	6				63	96	42

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



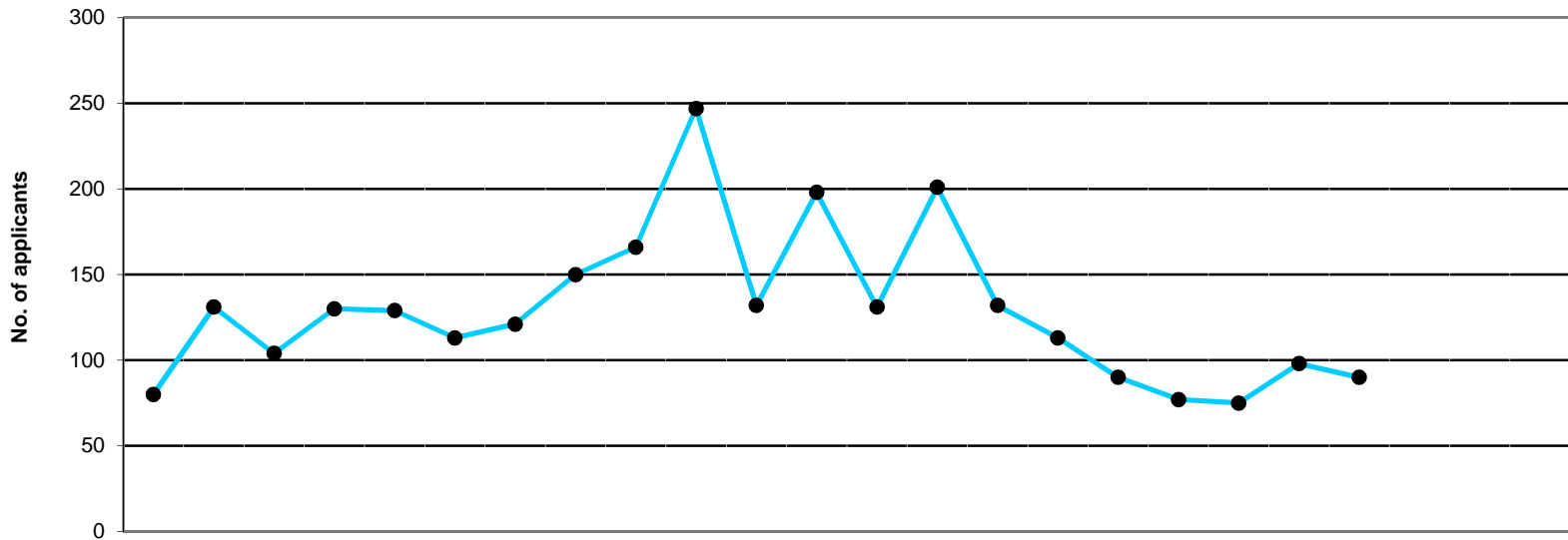
Current status	2011			2012							2013							11/12 YTD							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug		Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	61	73	100	23	35	49	62	77	26																56
At scrutiny	531	515	400	590	619	373	416	33	498																442
Pending reg fee	223	182	172	172	173	172	167	171	184																180
<b>Total</b>	<b>815</b>	<b>770</b>	<b>672</b>	<b>785</b>	<b>827</b>	<b>594</b>	<b>645</b>	<b>281</b>	<b>708</b>																<b>677</b>
																								<b>Average</b>	

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



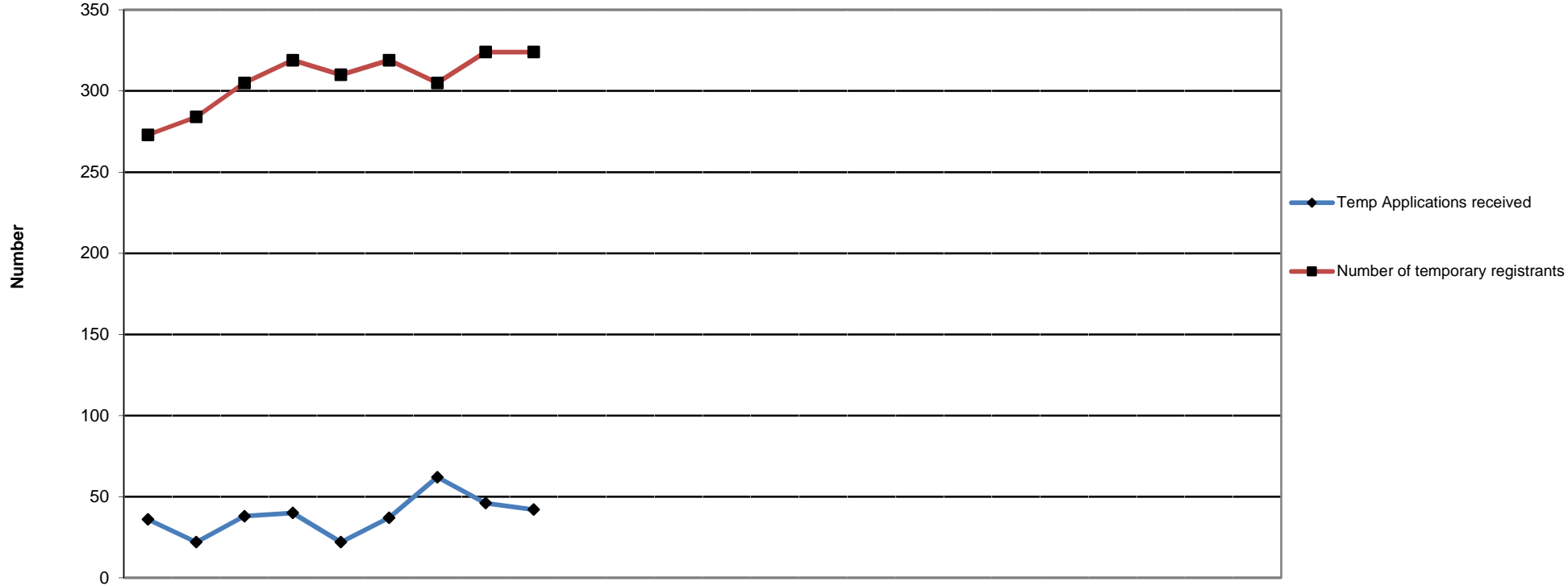
	2010			2011									2012						2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep					Oct	Nov	Dec
Arts Therapists	0	2	3	4	2	5	1	2	0	1	2	1	1	0	4	1	1	1	3	6	2	16	12	23	19
Bio. Scientists	12	33	14	31	19	41	26	32	23	15	14	13	13	9	18	16	14	16	8	38	3	307	290	273	135
Chirops/ Pods	2	7	0	3	1	3	3	2	0	1	0	3	3	3	3	3	3	2	1	4	1	23	34	25	23
CI Scientists	1	10	4	7	4	9	8	7	4	7	5	6	6	6	5	5	9	5	0	10	2	50	61	72	48
Dietitians	9	16	7	16	6	16	15	16	6	16	7	9	9	11	10	12	9	10	7	25	5	132	137	139	98
Hearing aid disps	0	0	0	0	0	0	0	4	0	0	0	2	2	0	0	1	0	2	0	1	0			8	6
OTs	20	54	14	29	20	54	46	42	29	30	22	21	21	22	29	10	21	31	13	39	9	404	340	381	195
ODPs	0	2	0	2	0	1	0	0	1	1	1	1	1	2	1	1	1	1	0	2	1	8	10	9	10
Orthoptists	1	0	0	0	0	1	0	0	1	2	0	0	0	0	0	2	0	1	0	0	1	3	1	5	4
Paramedics	3	4	3	6	1	8	4	2	1	2	2	3	3	2	3	6	5	5	4	4	0	46	50	39	32
Physiotherapists	31	97	38	70	42	95	78	86	58	76	54	71	71	55	97	49	69	51	26	137	36	774	745	796	591
Pract psychs	14	27	14	24	11	34	26	25	11	20	14	16	16	12	20	14	20	18	6	26	8		211	284	140
Prosth/Orthotists	0	0	1	0	1	1	2	2	0	1	0	2	2	0	0	1	1	1	1	1	0	9	3	10	7
Radiographers	20	48	17	43	25	61	37	47	26	30	29	34	34	15	43	28	22	25	20	55	13	364	312	417	255
SLTs	7	18	6	11	8	15	13	24	14	18	10	22	22	10	12	14	11	19	13	23	5	154	173	166	129
<b>Total</b>	<b>120</b>	<b>318</b>	<b>121</b>	<b>246</b>	<b>140</b>	<b>344</b>	<b>259</b>	<b>291</b>	<b>174</b>	<b>220</b>	<b>160</b>	<b>204</b>	<b>133</b>	<b>147</b>	<b>245</b>	<b>163</b>	<b>186</b>	<b>188</b>	<b>102</b>	<b>371</b>	<b>86</b>	<b>2,290</b>	<b>2,379</b>	<b>2,647</b>	<b>1,692</b>

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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts therapists	2	0	1	1	0	0	3	1	3	2	2	0	1	0	2	1	1	1	0	0	2			
Bio. scientists	10	12	14	14	15	13	23	8	33	29	23	8	19	13	15	7	4	3	1	3	18			
CI scientists	1	1	2	1	4	0	3	0	3	3	2	6	4	3	2	0	1	0	1	2	1			
Chirops/ pods	0	1	4	0	3	1	0	1	3	2	0	2	6	3	0	0	1	2	2	0	1			
Dietitians	5	2	4	17	8	7	2	5	6	12	9	11	5	5	2	12	8	6	11	3	4			
Hearing aid disps	0	0	0	0	0	0	0	0	0	2	2	0	0	1	0	0	0	0	0	1	0			
OTs	18	17	16	25	25	17	7	38	21	46	28	31	26	22	19	18	9	8	3	25	21			
ODPs	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	2	0	0	0			
Orthoptists	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0			
Paramedics	1	2	2	0	0	5	0	0	2	4	1	6	2	2	2	1	0	3	1	1	0			
Physiotherapists	10	70	29	29	31	43	38	46	48	75	40	41	17	115	42	43	42	27	23	32	20			
Pract psychs	4	7	9	13	8	9	8	12	10	27	6	14	3	1	26	5	6	7	3	8	8			
Prosth/orthotists	0	0	1	1	0	0	0	0	0	1	2	1	1	0	1	0	0	0	1	1	1			
Radiographers	17	8	11	19	23	15	22	32	29	27	7	60	31	28	11	20	16	17	7	13	9			
SLTs	12	11	11	8	12	3	14	7	8	17	10	17	16	7	10	6	2	1	22	9	5			
<b>Total</b>	<b>80</b>	<b>131</b>	<b>104</b>	<b>130</b>	<b>129</b>	<b>113</b>	<b>121</b>	<b>150</b>	<b>166</b>	<b>247</b>	<b>132</b>	<b>198</b>	<b>131</b>	<b>201</b>	<b>132</b>	<b>113</b>	<b>90</b>	<b>77</b>	<b>75</b>	<b>98</b>	<b>90</b>			

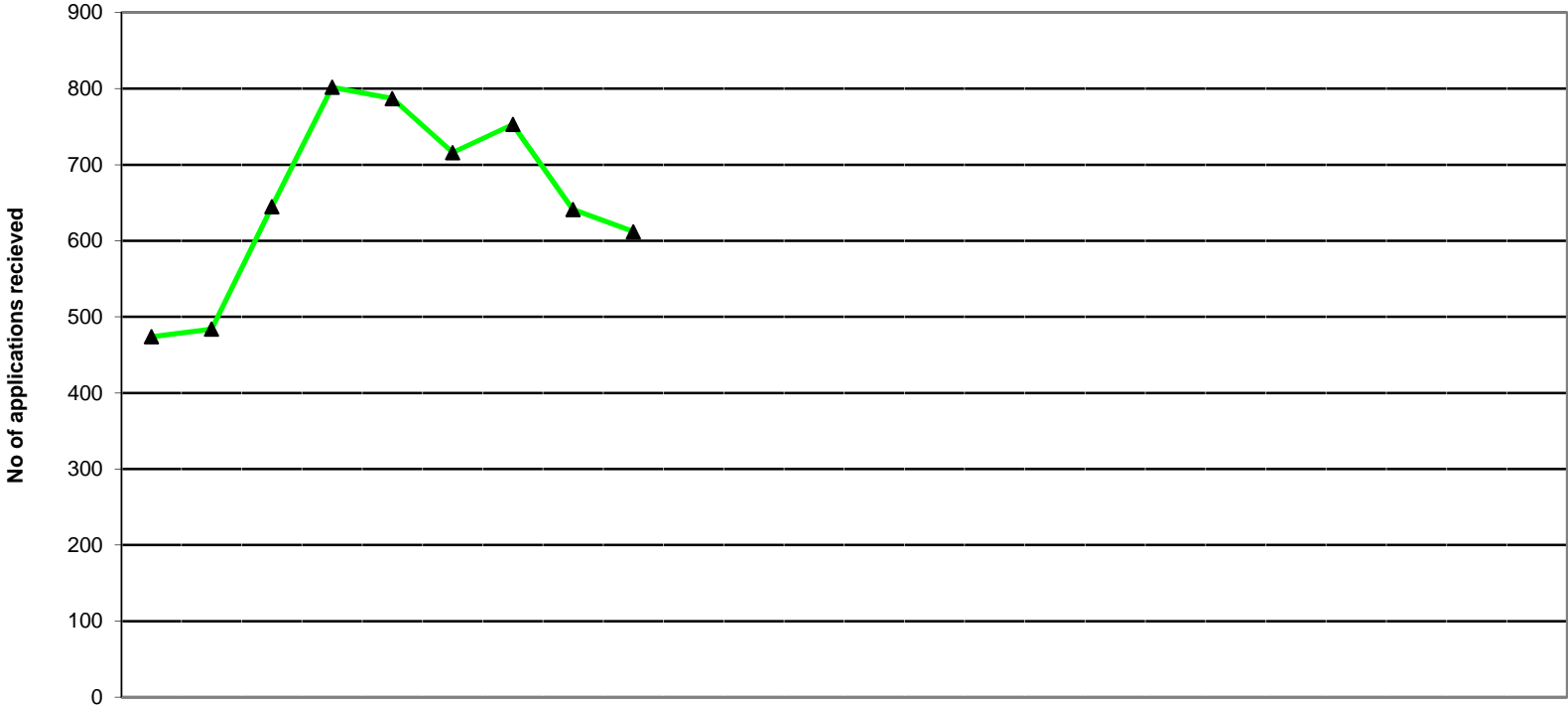
2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	YTD
8	6	4	15	8
231	236	162	202	83
30	28	22	26	14
39	27	15	17	15
94	97	80	88	56
			4	2
302	283	255	289	151
5	2	5	3	2
4	2	0	1	1
14	22	25	23	12
567	608	460	500	361
		95	127	67
6	3	1	6	5
428	336	206	270	152
134	105	114	130	78
1,862	1,755	1,444	1,701	1,007



	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	38	40	22	37	62	46	42																345
Number of temporary registrants	273	284	305	319	310	319	305	324	324																

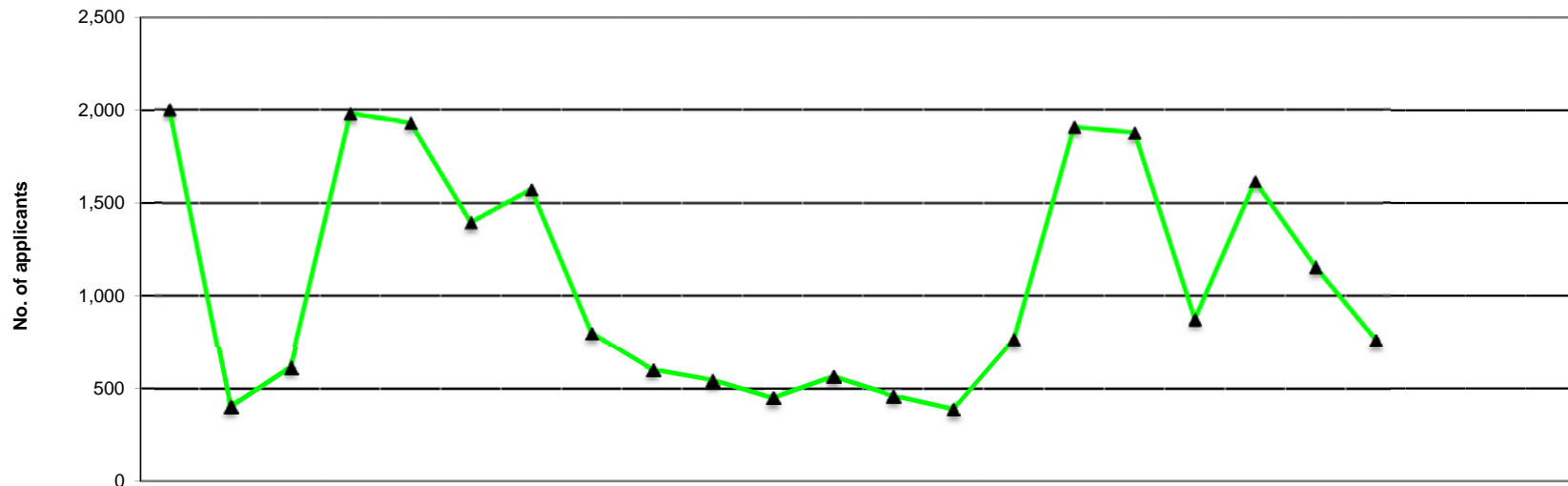






Current status	2011			2012						2013						11/12									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Minimum info	474	484	645	802	787	708	737	626	601																652
At scrutiny	0	0	0	0	0	8	16	14	10																5
Pending reg fee	0	0	0	0	0	0	0	1	1																0
<b>Total</b>	474	484	645	802	787	716	753	641	612																657
																								<b>Average</b>	

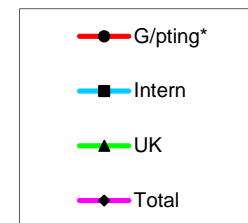
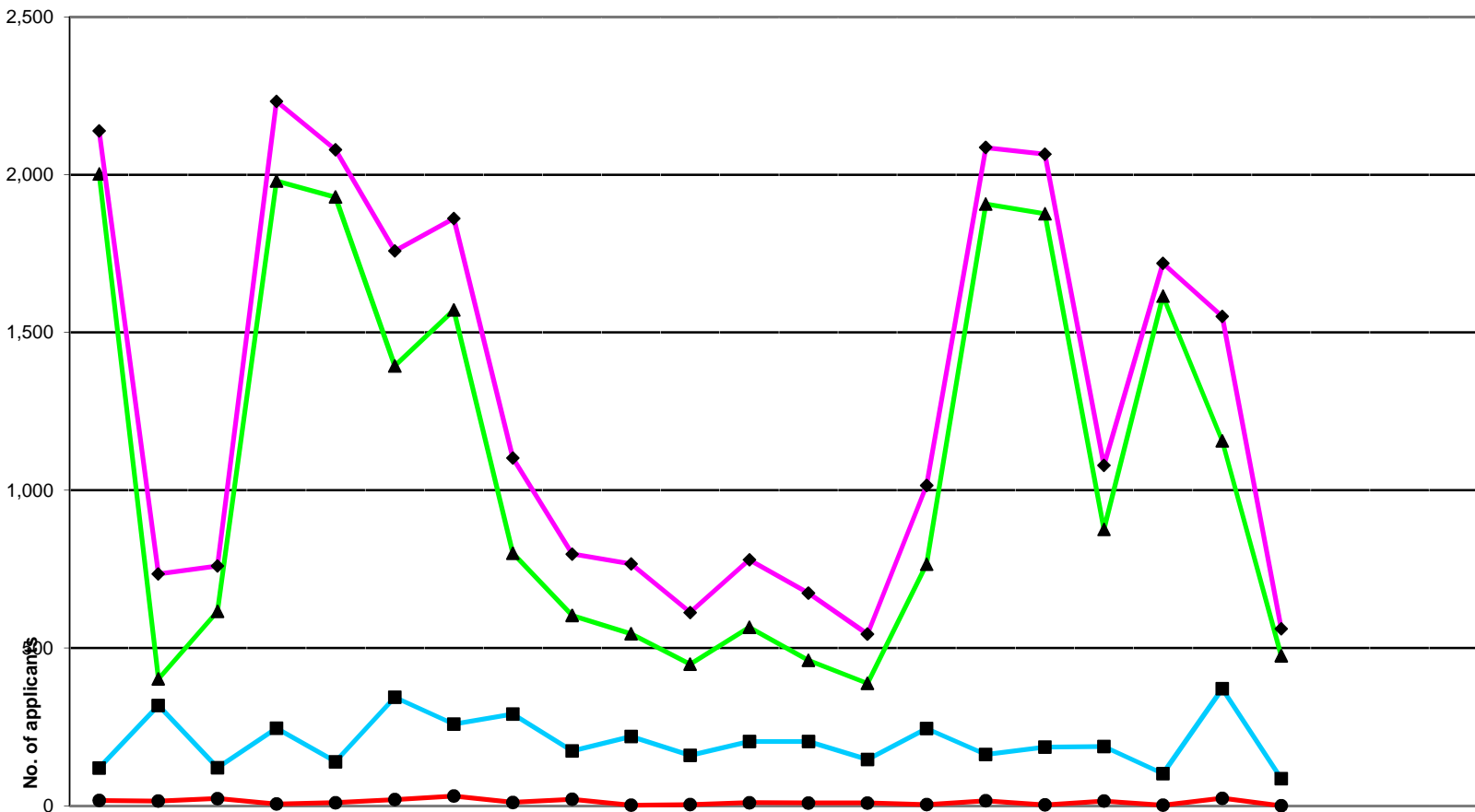
NOTE: Information covers UK applications only  
 Represents the current workload within the UK section as at the end of the month



	2010			2011									2012									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	YTD		
Arts therapists	18	15	14	29	29	37	31	23	8	21	16	16	18	10	9	22	50	23	40	34	12					235	234	257	218	
Bio. scientists	43	50	64	83	122	105	99	78	77	73	48	52	43	47	61	89	114	57	92	78	61					836	831	894	642	
Chirops/pods	1	4	15	134	114	67	40	18	14	10	3	7	7	6	22	103	111	38	36	23	4					282	429	427	350	
CI Scientists	32	18	18	23	19	9	18	17	16	17	20	33	39	26	22	24	31	4	18	27	14					469	218	240	205	
Dietitians	17	10	34	145	84	44	62	16	8	9	6	18	17	10	47	120	81	29	42	17	6					452	444	453	369	
Hearing aid disps+	1,577	2	5	2	13	10	13	10	9	4	12	4	7	5	6	25	20	8	22	20	7							1,781	120	
OTs	44	40	47	235	384	263	229	132	84	99	59	104	59	35	80	240	361	115	226	163	58					1,873	1,763	1,720	1,337	
ODPs	38	10	10	11	70	182	171	30	32	21	16	31	17	29	23	37	130	173	148	48	31					636	508	622	636	
Orthoptists	0	0	1	14	26	5	5	0	0	0	1	1	0	0	0	10	17	4	6	1	2					106	46	53	40	
Paramedics	66	69	56	101	92	112	211	98	90	73	102	93	83	91	103	93	199	115	293	179	81					1,402	1,158	1,163	1,237	
Physiotherapists	43	57	87	554	465	237	216	100	61	76	53	77	53	41	132	555	311	121	182	143	57					2,531	2,221	2,026	1,595	
Pract psychs	92	93	117	73	70	88	253	175	145	87	73	76	81	54	77	59	76	59	295	250	89							2,138	2,043	1,040
Prosth/orthotists	1	1	0	1	1	2	19	5	3	2	1	3	1	2	4	4	7	0	5	7	1					51	37	39	31	
Radiographers	6	11	124	449	300	121	97	36	17	19	23	18	16	13	156	406	228	72	109	59	20					1,377	1,251	1,221	1,079	
SLTs	24	22	24	126	140	112	107	62	39	34	16	33	20	19	24	120	140	58	101	107	321					834	759	739	910	
<b>Total</b>	<b>2,002</b>	<b>402</b>	<b>616</b>	<b>1,980</b>	<b>1,929</b>	<b>1,394</b>	<b>1,571</b>	<b>800</b>	<b>603</b>	<b>545</b>	<b>449</b>	<b>566</b>	<b>461</b>	<b>388</b>	<b>766</b>	<b>1,907</b>	<b>1,876</b>	<b>876</b>	<b>1,615</b>	<b>1,156</b>	<b>764</b>					<b>11,084</b>	<b>12,037</b>	<b>13,678</b>	<b>9,809</b>	

+Hearing Aid Dispensers migrated on in April 2010



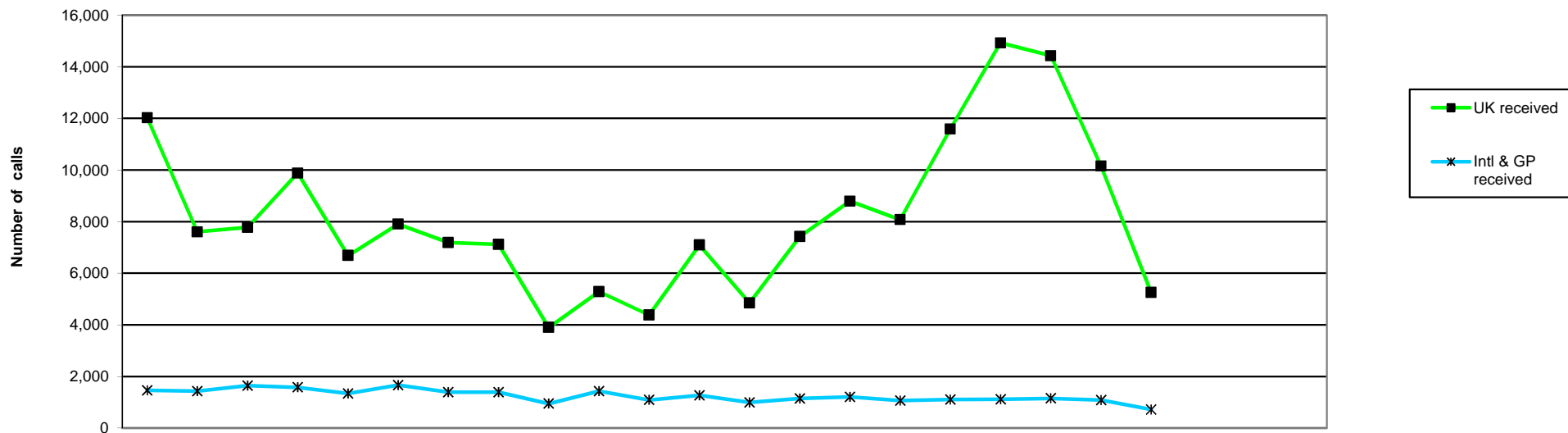


Apps Received	2010												2011												2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	9	4	16	3	15	2	24	0	9	9	4	16	3	15	2	24	0						
Intern	120	318	121	246	140	344	259	291	174	220	160	204	204	147	245	163	186	188	102	371	86	204	147	245	163	186	188	102	371	86						
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388	766	1,907	1,876	876	1,615	1,156	475	461	388	766	1,907	1,876	876	1,615	1,156	475						
Total	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613	780	674	544	1,015	2,086	2,065	1,079	1,719	1,551	561	674	544	1,015	2,086	2,065	1,079	1,719	1,551	561						

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	82
4,626	3,504	2,300	2,290	2,324	2,597	1,692
9,497	8,319	8,971	11,199	11,251	12,857	9,520
16,602	11,843	11,271	13,649	13,668	15,624	11,294

NB The data relates to application forms received, not total fees 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																																
<b>Intl &amp; GP</b>																																																															
<b>Intl &amp; GP received</b>	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	1,211	1,068	1,107	1,118	1,157	1,088	722																																										
<b>Answered</b>	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	1,151	1,020	1,056	1,018	1,064	997	682																																										
<b>Calls answered (%)</b>	92	95	94	95	94	97	98	97	97	96	97	98	97	95	95	96	95	94	92	92	95																																										
<b>Adandoned</b>	124	42	100	85	87	59	30	48	32	51	25	29	34	53	60	48	51	100	93	91	40																																										
<b>Avg answer time (sec)</b>	65	56	50	50	54	38	31	32	31	38	25	24	20	36	43	38	45	68	78	59	50																																										
<b>Avg talk time (min)</b>	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	3.22	3.28	3.33	3.23	3.36	3.35	3.36																																										
<b>UK</b>																																																															
<b>UK received</b>	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	8,799	8,080	11,597	14,930	14,431	10,159	5,260																																										
<b>Answered</b>	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	8,582	7,935	11,114	14,020	13,258	9,508	5,176																																										
<b>Calls answered (%)</b>	92	95	95	93	96	97	98	98	98	97	97	99	98	97	97	97	96	94	92	93	98																																										
<b>Adandoned</b>	953	355	430	678	258	262	180	153	68	142	80	93	105	203	217	145	483	910	1,173	651	84																																										
<b>Avg answer time (sec)</b>	62	42	45	59	40	36	29	27	27	29	21	20	23	28	29	29	37	54	69	57	23																																										
<b>Avg talk time (min)</b>	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	2.39	2.42	2.40	2.47	2.24	2.57	2.53																																										
<b>2005/6</b>																																																															
<b>2006/7</b>																																																															
<b>2007/8</b>																																																															
<b>2008/9</b>																																																															
<b>09/10</b>																																																															
<b>10/11</b>																																																															
<b>11/12</b>																																																															

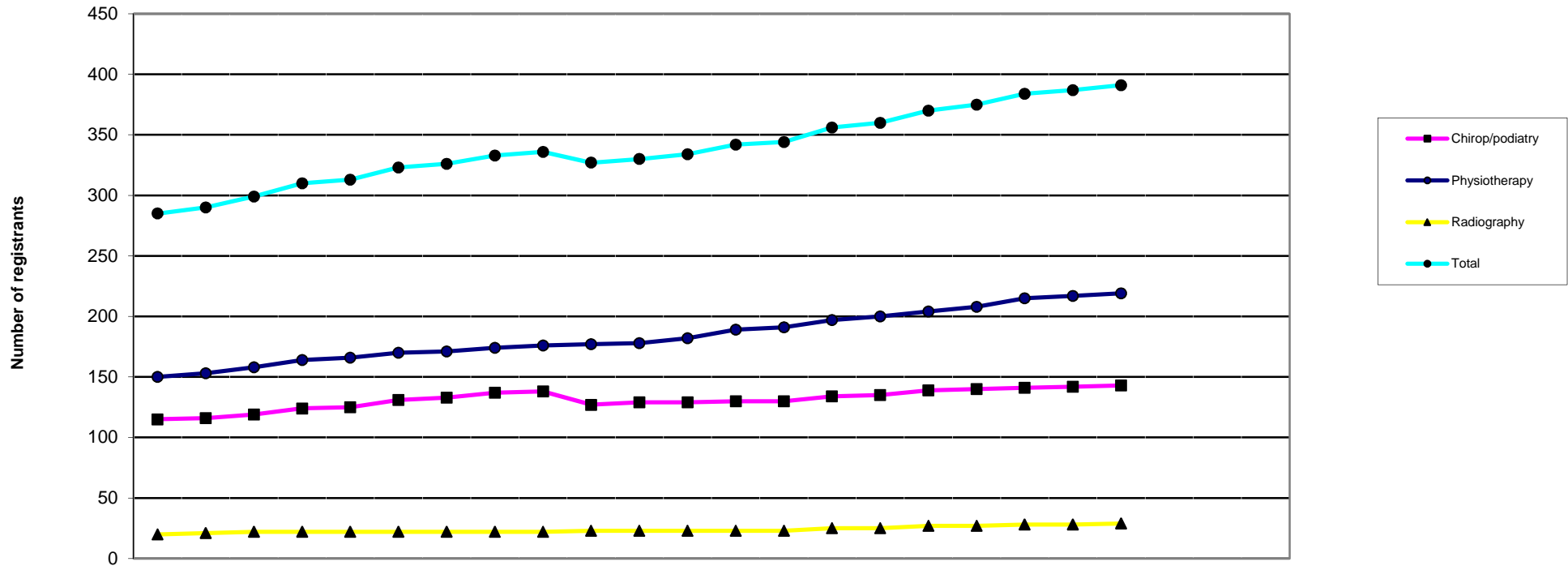


	2011			2012									2013									11/12			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
<b>No. selected for CPD</b>	0	0	466	470	813	0	0	0	0																1,749
<b>No. profiles received</b>	0	0	27	0	0	0	0	0	0																27
<b>No. profiles assessed</b>	0	0	0	0	0	0	0	0	0																0



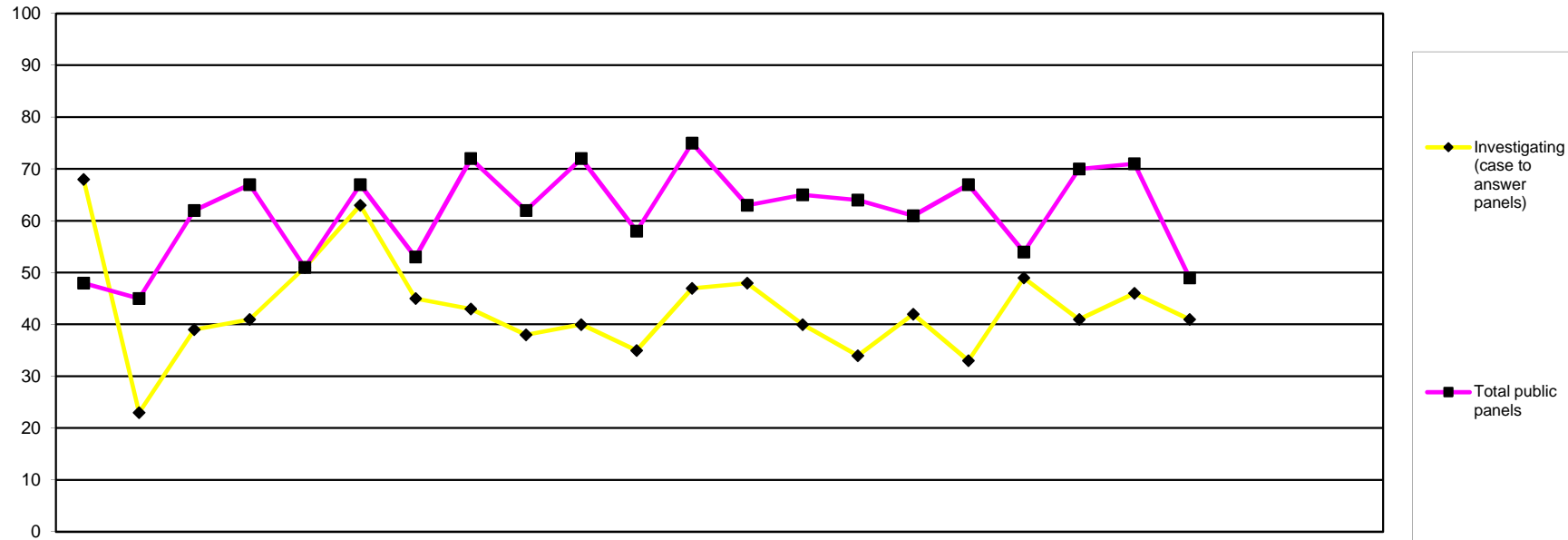
Health Professions Council

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



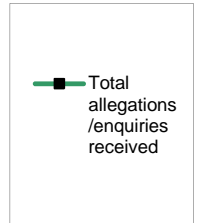
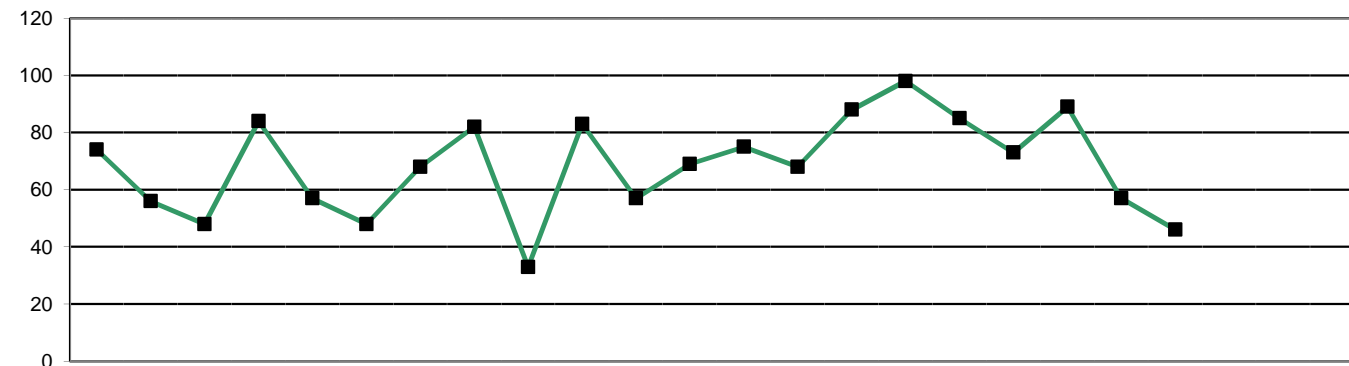
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Chiropr/podiatry</b>	115	116	119	124	125	131	133	137	138	127	129	129	130	130	134	135	139	140	141	142	143			
<b>Physiotherapy</b>	150	153	158	164	166	170	171	174	176	177	178	182	189	191	197	200	204	208	215	217	219			
<b>Radiography</b>	20	21	22	22	22	22	22	22	22	23	23	23	23	23	25	25	27	27	28	28	29			
<b>Total</b>	285	290	299	310	313	323	326	333	336	327	330	334	342	344	356	360	370	375	384	387	391			

2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	YTD
15	40	78	112	129	140
28	74	109	148	182	208
0	7	19	20	23	27
43	121	206	280	334	375



	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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
<b>Investigating (case to answer panels)</b>	68	23	39	41	51	63	45	43	38	40	35	47	48	40	34	42	33	49	41	46	41	297	363	486	533	374															
<b>Investigating (incorrect entry)</b>	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	1	1	19	1	3	3	5															
<b>Conduct &amp; Competence</b>	29	27	33	45	26	38	34	38	29	44	33	47	40	33	38	29	31	35	36	32	23	176	203	376	423	297															
<b>Health</b>	1	0	2	1	3	1	0	4	2	2	3	0	1	0	1	2	1	1	3	3	1	9	3	19	19	13															
<b>Review cases</b>	8	3	13	7	6	14	9	16	16	5	11	8	10	15	10	13	14	5	11	16	14	67	93	108	116	108															
<b>Interim order (application)</b>	4	4	2	6	5	2	5	2	3	3	5	7	3	2	8	12	4	6	1	7	8	20	30	41	48	51															
<b>Interim order (review)</b>	6	11	11	7	11	12	5	12	12	17	6	13	9	15	6	5	16	7	18	12	2	52	54	110	123	90															
<b>Total public panels</b>	48	45	62	67	51	67	53	72	62	72	58	75	63	65	64	61	67	54	70	71	49	343	384	657	732	564															
<b>Total panels</b>	116	68	101	108	102	130	98	115	100	112	93	122	111	105	98	103	100	103	111	117	90	640	747	1,143	1,265	938															

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



		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	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	29	48	46	45	49	33	27	45	26	29	48	46	45	49	33	27	Not recorded																									
	Employer	3	5	5	8	2	1	4	6	2	4	5	3	8	5	3	7	9	1	1	2	2	8	5	3	7	9	1	1	2	2																						44	50	78	48	38
	Public	8	10	11	10	8	6	8	18	7	18	5	11	18	6	7	10	15	9	13	10	14	18	6	7	10	15	9	13	10	14																						32	42	114	120	102
	Police	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	0	0	1	1	0																						3	4	4	1	3
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0																						1	2	0	0	1
	Registrant	6	1	5	5	4	3	3	3	1	7	2	4	0	3	2	4	2	9	7	0	0	0	3	2	4	2	9	7	0	0																						13	19	18	44	27
	Other	0	0	0	0	0	0	0	0	0	2	2	0	1	2	1	0	1	3	4	0	1	1	2	1	0	1	3	4	0	1																						2	10	14	4	13
	Article 22(6)/Anon	2	1	0	5	3	4	3	3	0	13	12	12	18	8	16	27	19	23	23	20	10	18	8	16	27	19	23	23	20	10																						14	15	15	58	164
Source of allegation	Total allegations	55	39	27	55	40	34	50	52	23	39	31	39	30	42	59	50	39	28	40	24	19	30	42	59	50	39	28	40	24	19	316	322	315	341	529	484	331																			
	Employer	21	19	12	15	9	17	13	17	7	16	8	15	9	16	36	27	17	13	25	11	12	9	16	36	27	17	13	25	11	12	113	164	127	149	182	169	166																			
	Public	21	10	10	12	15	10	15	14	6	6	7	10	12	10	7	12	6	3	9	6	3	12	10	7	12	6	3	9	6	3	61	77	76	67	152	136	68																			
	Police	4	1	1	5	3	1	2	2	0	4	1	0	1	2	5	4	5	1	0	1	0	1	2	5	4	5	1	0	1	0	27	31	32	32	36	24	19																			
	Professional body	1	0	0	0	0	1	1	0	0	0	0	0	2	2	0	2	0	0	1	0	1	2	2	0	2	0	0	1	0	1	0	1	6	1	1	3	8																			
	Registrant	0	1	1	2	4	0	6	5	2	5	0	4	1	0	2	1	3	1	0	2	0	1	0	2	1	3	1	0	2	0	30	16	22	30	45	30	10																			
	Other	3	2	0	2	0	0	0	0	2	4	1	0	1	2	3	0	3	0	1	0	1	1	2	3	0	3	0	1	0	1	13	7	3	14	21	14	11																			
	Article 22(6)/Anon	5	6	3	19	9	5	13	14	6	4	14	10	4	10	6	4	5	10	4	4	2	4	10	6	4	5	10	4	4	2	57	23	49	48	92	108	49																			
Allegation type	Misconduct	41	30	18	40	30	31	39	46	21	27	25	33	62	51	67	71	29	19	28	20	21	62	51	67	71	29	19	28	20	21	205	228	177	223	354	381	368																			
	Lack of competence	4	2	5	4	1	0	5	1	1	0	1	3	4	5	4	7	1	0	6	0	21	4	5	4	7	1	0	6	0	21	33	44	29	50	91	27	48																			
	Convict/caution	8	7	3	7	6	3	5	4	1	8	5	3	4	5	9	12	9	9	3	3	2	4	5	9	12	9	9	3	3	2	41	41	49	51	68	60	56																			
	Health	2	0	1	1	1	0	1	0	0	0	0	0	1	5	6	2	0	0	1	1	0	1	5	6	2	0	0	1	1	0	2	1	1	7	5	6	16																			
	Other regulator	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	2	1	0	1	1																			
	Incorrect or fraudulent entry	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	0	0	2	0	0	0	1	1	1	0	0	2	0	0	33	3	4	6	10	1	5																			
	Not classified	0	0	0	3	1	0	0	0	0	0	0	0	4	1	1	4	0	0	0	0	1	4	1	1	4	0	0	0	0	1	24	3	4	3	0	4	11																			
	Inclusion on a barring list	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A				4	0																				
Total allegations/enquiries received	74	56	48	84	57	48	68	82	33	83	57	69	75	68	88	98	85	73	89	57	46	75	68	88	98	85	73	89	57	46	314	318	424	483	772	760	679																				

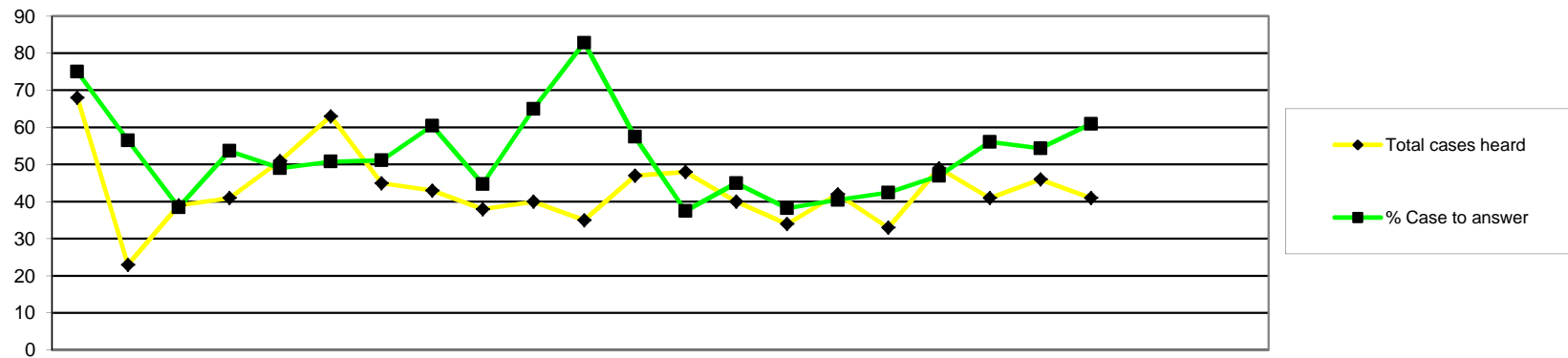
Health Professions Council

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

Fitness to Practise Department

	Professional						Article 22(6)/Anon
	Employer	Public	Police	Body	Registrant	Other	
Arts therapists	1	0	0	0	0	0	1
Biomedical scientists	20	4	1	0	5	4	17
Chiropodists & podiatrists	10	17	1	0	5	1	6
Clinical scientists	2	3	0	0	0	2	2
Dietitians	5	0	0	0	0	0	4
Hearing aid dispensers	1	14	0	1	0	0	3
Occupational therapists	35	12	3	0	2	0	13
ODPs	16	3	4	0	1	2	24
Orthoptists	2	0	0	0	0	0	0
Paramedics	50	16	6	3	12	4	99
Physiotherapists	24	32	3	4	3	2	18
Practitioner psychologists	6	62	1	0	7	6	11
Prosthetists & orthotists	1	0	0	0	0	0	1
Radiographers	20	5	3	0	2	1	8
SLTs	11	2	0	1	0	2	6
<b>Total</b>	<b>204</b>	<b>170</b>	<b>22</b>	<b>9</b>	<b>37</b>	<b>24</b>	<b>213</b>

Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12
16	10	5	9	2
26	43	39	36	51
40	62	76	74	40
6	8	4	10	9
14	1	12	9	9
				44
45	55	79	63	65
38	55	37	39	50
3	0	2	0	2
94	100	162	188	190
85	95	127	104	86
N/A	N/A	149	117	93
3	6	7	1	2
32	34	47	40	39
22	14	26	25	22
<b>424</b>	<b>483</b>	<b>772</b>	<b>759</b>	<b>679</b>



		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
Case to Answer	Total cases heard	68	23	39	41	51	63	45	43	38	40	35	47	48	40	34	42	33	49	41	46	41	178	299	363	499	533	374			
	Referred to CCC (Reg representations)	33	9	6	14	15	18	14	19	11	15	9	15	12	11	10	13	11	16	16	16	17	Not recorded	97	126	194	178	122			
	Referred to CCC (Rep representations)	3	0	0	2	2	2	2	3	1	4	1	2	3	2	1	2	0	2	2	2	0		25	14	20	22	14			
	Referred to CCC (No representations)	10	4	8	6	5	12	6	4	5	7	7	5	3	3	2	1	2	4	5	6	8		57	60	67	79	34			
	Referred to HC (Reg representations)	2	0	0	0	1	0	0	0	0	0	0	3	0	1	0	1	1	1	0	1	0		3	5	6	6	5			
	Referred to HC (Rep representations)	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0		2	0	0	3	1			
	Referred to HC (No representations)	3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0		1	0	1	5	0			
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0		1	0	1	1	0			
	Referred to IC (Rep representations)	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			
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	1	1	0	0			
	Total case to answer	51	13	15	22	25	32	23	26	17	26	29	27	18	18	13	17	14	23	23	25	25		82	186	206	290	306	176		
	% Case to answer	75	57	38	54	49	51	51	60	45	65	83	57	38	45	38	40	42	47	56	54	61		62	57	58	57	47			
No case to answer	Not referred (Reg representations)	15	8	18	10	17	26	20	14	18	12	18	19	24	17	17	18	16	22	12	17	9	Not recorded	78	115	176	195	152			
	Not referred (Rep representations)	1	0	2	5	2	2	1	0	0	0	0	0	1	1	2	0	1	1	5	2	4		8	13	8	13	17			
	Not referred (No representations)	0	1	0	2	1	2	1	1	1	1	0	0	2	3	2	3	2	2	1	1	2		21	21	14	10	18			
	Total cases not referred	16	9	20	17	20	30	22	15	19	13	23	19	27	21	21	21	19	25	18	20	20		107	149	198	223	192			
	Further Information	1	1	4	2	6	1	0	2	2	1	0	1	3	1	0	4	0	1	0	1	1	14	6	8	10	21	11			

**By profession**

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	1	0	0	0	0	1
Biomedical scientists	5	1	18	0	0	24
Chiropodists & podiatrists	17	2	12	2	0	33
Clinical scientists	3	0	3	0	0	6
Dietitians	3	0	2	0	0	5
Hearing aid dispensers	3	2	5	0	0	10
Occupational therapists	16	1	16	3	0	36
ODPs	12	0	11	0	0	23
Orthoptists	0	0	1	0	0	1
Paramedics	51	1	51	1	0	104
Physiotherapists	30	0	18	0	0	48
Practitioner psychologists	31	3	13	0	0	47
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	10	1	16	1	0	28
SLTs	5	0	5	0	0	10
<b>Total YTD</b>	<b>187</b>	<b>11</b>	<b>171</b>	<b>7</b>	<b>0</b>	<b>376</b>

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
11	6	4	2	1
14	42	26	37	24
31	31	53	60	33
6	7	3	4	6
9	5	7	13	5
			13	10
29	40	60	48	36
24	30	49	32	23
2	1	0	1	1
62	72	115	113	104
56	75	93	86	48
<b>0</b>	<b>0</b>	<b>38</b>	<b>66</b>	<b>47</b>
4	2	4	4	0
41	32	34	33	28
10	20	13	21	10
<b>299</b>	<b>363</b>	<b>499</b>	<b>533</b>	<b>376</b>

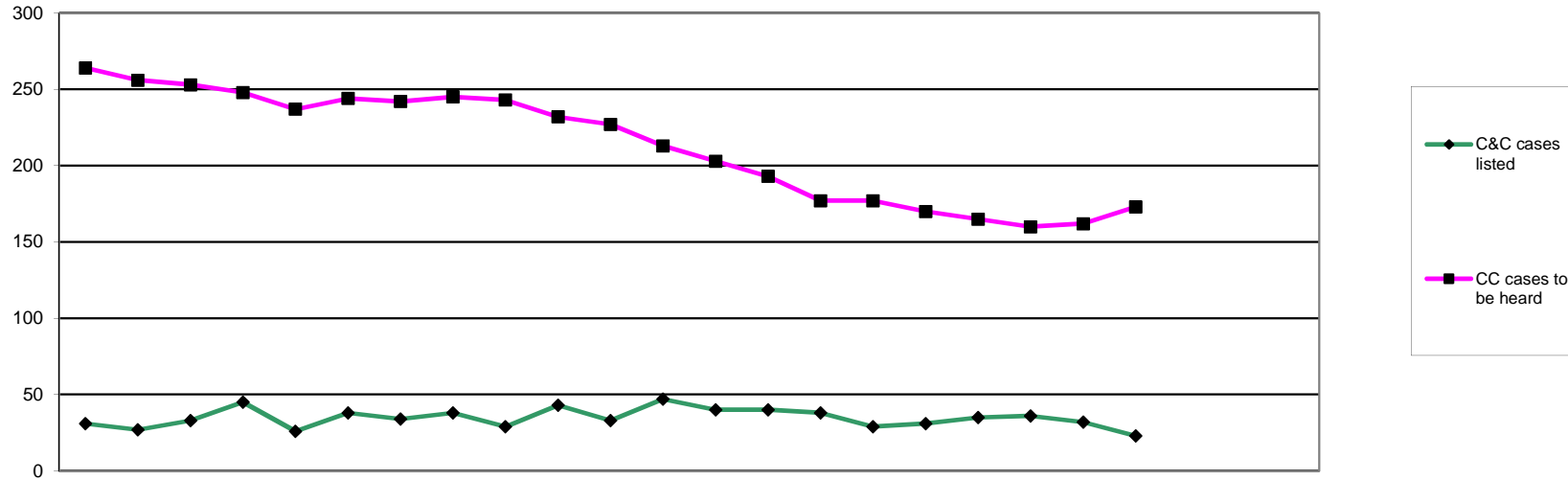
**By source of allegation**

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Employer	48	6	86	5	0	145
Public	71	5	15	0	0	91
Police	11	0	7	0	0	18
Professional body	0	0	3	0	0	3
Registrant	8	0	8	0	0	16
Other	7	0	6	1	0	14
Article 22(6)/Anon	42	0	46	1	0	89
<b>Total YTD</b>	<b>187</b>	<b>11</b>	<b>171</b>	<b>7</b>	<b>0</b>	<b>376</b>

2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
176	211	208	145
78	140	151	91
30	29	28	18
2	2	2	3
12	32	37	16
19	15	13	14
46	70	94	89
<b>363</b>	<b>499</b>	<b>533</b>	<b>376</b>

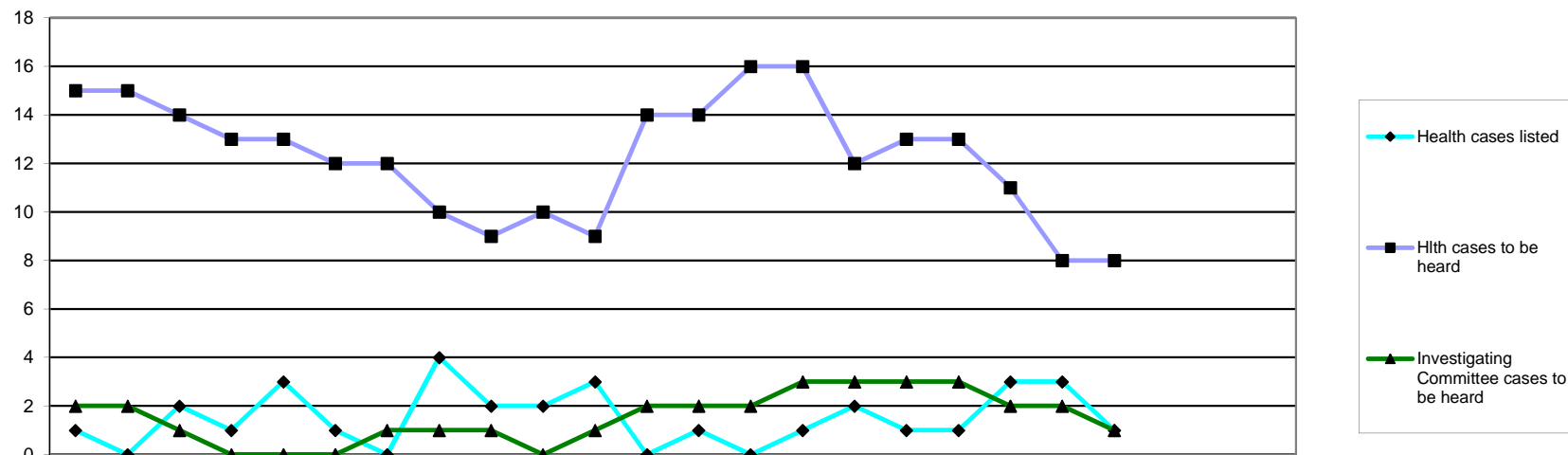
	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	5	4	1	14	0
Chiropodists & podiatrists	2	2	0	5	0
Clinical scientists	0	0	0	8	1
Dietitians	0	0	0	0	0
Hearing aid dispensers	0	0	0	2	0
Occupational therapists	3	3	0	6	0
ODPs	10	9	1	14	0
Orthoptists	0	0	0	0	0
Paramedics	13	12	1	27	2
Physiotherapists	6	5	1	11	1
Practitioner psychologists	1	1	0	4	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	3	2	1	4	0
SLTs	1	1	0	0	0
<b>Total</b>	<b>44</b>	<b>39</b>	<b>5</b>	<b>95</b>	<b>4</b>

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	19
6	5	13	10	7
4	0	0	5	8
0	0	0	0	0
			2	2
3	6	9	10	9
18	18	20	29	24
0	0	0	0	0
16	14	46	50	40
8	13	20	25	17
			3	5
0	0	0	0	0
7	6	12	18	7
0	3	8	4	1
<b>74</b>	<b>85</b>	<b>141</b>	<b>171</b>	<b>139</b>

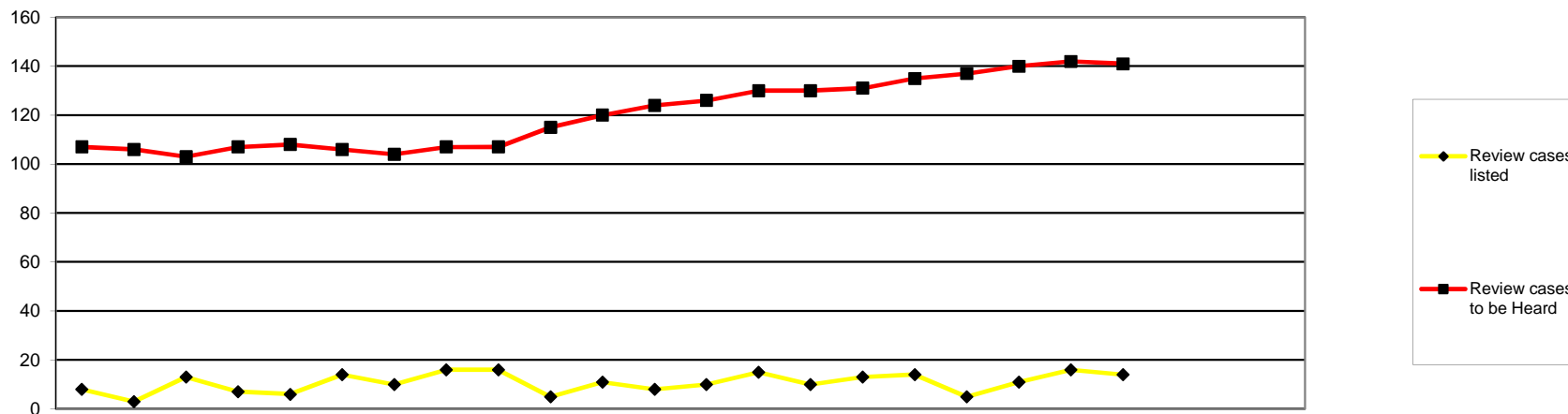


	2010			2011									2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
<b>C&amp;C cases listed</b>	31	27	33	45	26	38	34	38	29	43	33	47	40	40	38	29	31	35	36	32	23				73	119	176	231	351	424	304
<b>Struck off</b>	5	6	3	4	3	6	4	6	7	5	6	7	8	5	4	5	5	1	9	0	3				11	26	37	64	65	62	40
<b>Suspended</b>	3	3	3	6	1	3	3	5	2	9	4	2	1	5	3	1	7	4	1	6	5				19	19	30	23	38	44	33
<b>Conditions of practice</b>	3	0	1	1	1	2	0	3	1	1	3	5	3	4	1	2	1	5	1	3	0				5	5	7	10	14	21	20
<b>Caution</b>	1	6	8	10	10	4	7	4	3	6	4	8	7	7	7	7	3	8	5	6	4				8	32	28	24	46	71	54
<b>No further action</b>	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1				4	6	4	7	7	3	2
<b>Not well founded</b>	10	4	7	9	3	8	9	4	4	10	3	12	5	8	10	3	3	7	12	5	2					0	19	36	70	83	55
<b>Adjourned/part heard</b>	6	7	10	10	5	12	9	13	9	7	11	8	13	9	6	11	10	5	7	11	8				22	22	32	35	90	107	80
<b>Cancelled</b>	1	0	0	3	0	2	2	1	2	1	0	2	1	2	4	0	0	4	1	1	0					0	24	21	12	14	13
<b>Referred to Health</b>	0	0	0	0	0	0	0	1	0	1	2	1	0	0	1	0	0	0	0	0	0				1	0	1	0	2	5	1
<b>Removed - consent</b>	1	0	1	2	2	1	0	1	1	3	0	1	2	0	2	0	0	0	0	0	0									15	4
<b>CC cases to be heard</b>	264	256	253	248	237	244	242	245	243	232	227	213	203	193	177	177	170	165	160	162	173				59	59	172	117	233	214	173





		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
Health Committee	Health cases listed	1	0	2	1	3	1	0	4	2	2	3	0	1	0	1	2	1	1	3	3	1	8	7	9	2	6	19	13			
	Suspended	0	0	0	0	1	1	0	1	0	1	1	0	0	0	0	2	0	1	2	1	0	2	2	5	1	2	5	6			
	Conditions of practice	0	0	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	3	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	0	0	0	0	0	0	0	0			
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	Not recorded	1	1	3	1	0				
	Adjourned/part heard	1	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	1	0	1	0	0		1	0	0	3	3				
	Cancelled	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	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	0	0	1	1		0	0	0	1	2				
	Removed - consent	0	0	0	1	0	0	0	0	1	0	2	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0				
	Hlth cases to be heard	15	15	14	13	13	12	12	10	9	10	9	14	14	16	16	12	13	13	11	8	8	7	7	4	5	8	8	11			
Investigating	Removed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1						3	1	2			
	Amended	0	0	0	0	0	0	0	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	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	0	0	0	0	0	0	0						1	1	0			
	Adjourned/part heard/cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0						0	0	3			
	Investigating Committee cases to be heard	2	2	1	0	0	0	1	1	1	0	1	2	2	2	3	3	3	3	2	2	1						1	2	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
CCC and HC Review Hearings	Review cases listed	8	3	13	7	6	14	10	16	16	5	11	8	10	15	10	13	14	5	11	16	14				41	67	67	96	117	108
	Struck off	1	0	3	3	1	3	0	4	3	1	3	0	1	2	2	2	2	1	3	4	3					10	22	31	22	20
	Suspension continued	2	0	4	1	0	4	8	6	3	2	3	1	2	3	2	5	5	1	2	6	4					37	33	35	34	30
	Conditions continued	0	1	0	1	1	1	0	0	2	0	2	1	1	2	1	1	4	0	1	0	3					2	8	7	9	13
	Suspension revoked	0	1	0	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0					2	4	8	4	3
	Suspension revoked conditions imposed	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1	1	0	1	0	2	0					1	4	4	5	5
	Suspension revoked caution imposed	1	0	1	0	0	1	0	0	0	0	0	0	0	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	0	0	1	0	0	2	2					5	14	5	14	9
	Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	1	0	2	0	0					5	0	1	0	7
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					1	0	1	0	0
	Caution continued	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0									1
	Vol Removal (Consent)	0	0	0	0	1	1	1	1	1	0	0	2	0	1	0	2	1	1	1	1	2	0						3	8	8
	Adjourned/part heard	1	0	0	0	1	0	0	2	3	0	0	0	0	2	3	0	0	0	0	0	1					3	7	0	7	6
	Cancelled	0	1	0	0	0	1	0	0	1	1	2	2	0	0	0	0	0	1	1	0	0							1	8	2
	Article 30(7)			1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0								1	1
	Restored									1	0	0	1	0	0	1	1	0	0	0	0	1								2	3
	Review cases to be Heard	107	106	103	107	108	106	104	107	107	115	120	124	126	130	130	131	135	137	140	142	141					69	90	90	102	124

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	Cross Referred	Removed	Register entry amended	Restored	Not restored				Vol Removal (Consent)	Part Heard
Represented self	3	4	4	9	1	4	0	0	0	0	0	0	11	44	58	36
Representative	8	8	16	37	1	47	2	0	0	0	0	0	15	115	201	134
None	29	27	0	8	0	4	1	2	0	0	0	6	5	98	117	82
<b>Total</b>	<b>40</b>	<b>39</b>	<b>20</b>	<b>54</b>	<b>2</b>	<b>55</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>31</b>	<b>257</b>	<b>376</b>	<b>252</b>

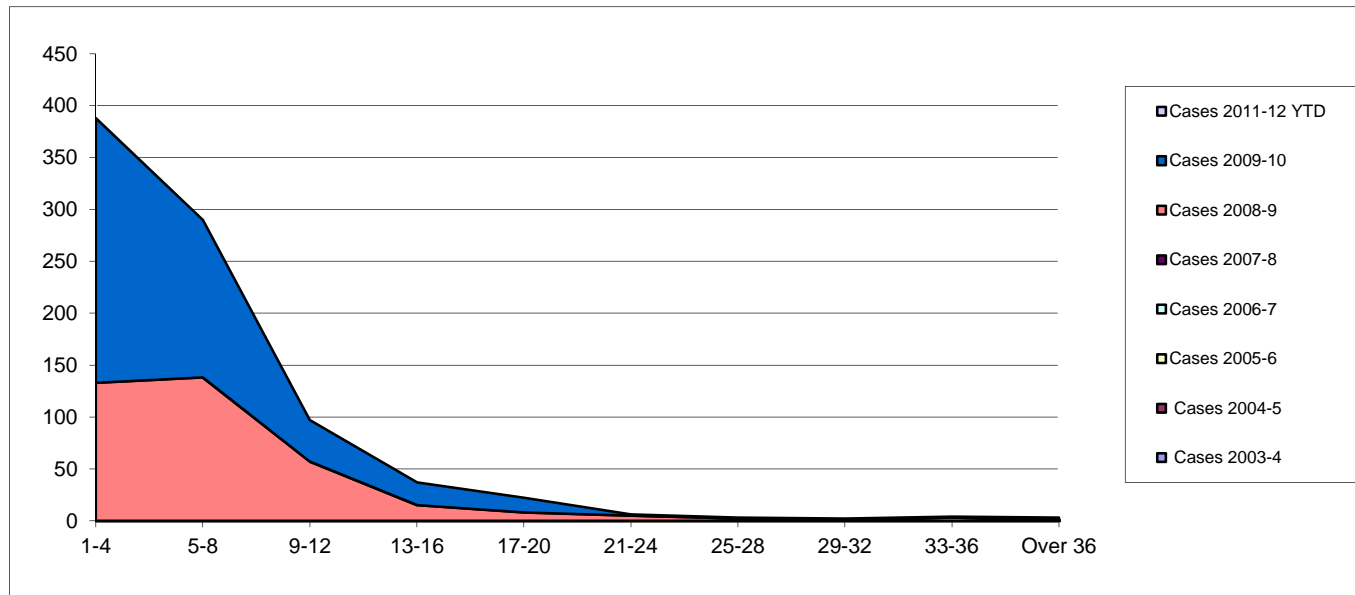
Profession	Represented self	Representative	None	% of representation
Arts therapists	0	4	1	80
Biomedical scientists	9	8	10	63
Chiropodists & podiatrists	0	24	2	92
Clinical scientists	3	1	3	57
Dietitians	0	5	2	71
Hearing aid dispensers	0	2	4	33
Occupational therapists	0	14	8	64
ODPs	0	10	9	53
Orthoptists	0	0	0	0
Paramedics	12	33	19	70
Physiotherapists	3	19	11	67
Practitioner psychologists	0	11	4	73
Prosthetists & orthotists	0	2	0	100
Radiographers	9	9	4	82
SLTs	1	9	9	53

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

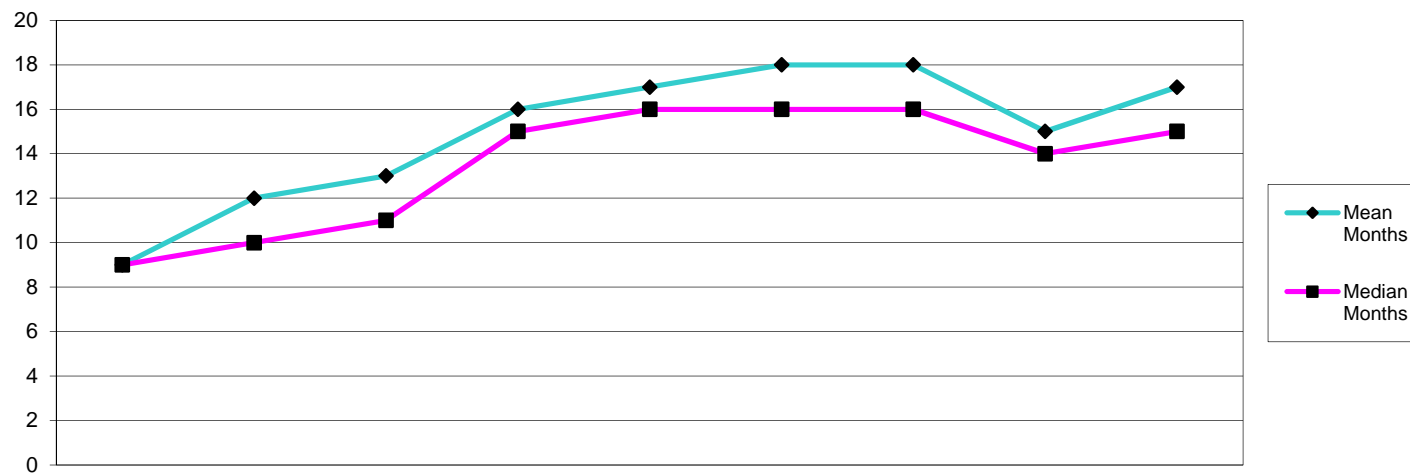
	Final Hearings													
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Cross Referred	Removed (fraudulent/incorrect)	Register entry amended	Part Heard	Vol Removal (Consent)		
Arts therapists	0	1	2	0	0	0	0	0	0	0	2	0		
Biomedical scientists	7	2	4	5	0	4	0	1	1	0	2	1		
Chiropodists & podiatrists	0	1	1	2	0	10	0	0	0	0	12	0		
Clinical scientists	0	1	1	2	0	0	0	0	0	0	2	0		
Dietitians	0	1	0	2	0	3	0	0	0	0	0	0		
Hearing aid dispensers	2	1	0	2	0	1	0	0	0	0	0	0		
Occupational therapists	2	6	1	5	0	6	0	0	1	0	2	0		
ODPs	9	3	0	3	0	0	0	1	0	0	2	0		
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0		
Paramedics	11	8	2	17	1	17	0	1	0	0	3	2		
Physiotherapists	5	6	2	5	0	6	0	0	0	0	6	1		
Practitioner psychologists	0	1	1	2	0	5	0	0	0	0	2	0		
Prosthetists & orthotists	0	0	1	0	0	0	0	0	0	0	1	0		
Radiographers	1	3	2	8	0	1	0	0	0	0	6	0		
SLTs	0	6	2	1	0	2	0	0	0	0	6	2		
<b>Total 2011/12 YTD</b>	<b>37</b>	<b>40</b>	<b>19</b>	<b>54</b>	<b>1</b>	<b>55</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>46</b>	<b>6</b>		
<b>Total 2010/11 FYE</b>	<b>62</b>	<b>49</b>	<b>26</b>	<b>71</b>	<b>4</b>	<b>85</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>55</b>	<b>17</b>		
<b>Total 2009/10 FYE</b>	<b>64</b>	<b>40</b>	<b>15</b>	<b>46</b>	<b>3</b>	<b>76</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>8</b>		
<b>Total 2008/2009 FYE</b>	<b>67</b>	<b>25</b>	<b>12</b>	<b>24</b>	<b>4</b>	<b>39</b>	<b>0</b>	<b>0</b>						
<b>Total 2007/2008 FYE</b>	<b>37</b>	<b>35</b>	<b>5</b>	<b>30</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>						
<b>Total 2006/2007 FYE</b>	<b>24</b>	<b>19</b>	<b>5</b>	<b>25</b>	<b>6</b>	<b>15</b>	<b>1</b>	<b>2</b>						
<b>Total 2005/2006 FYE</b>	<b>9</b>	<b>20</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>						

	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	1	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	4	0	0	0	1	0	0	0	0	0	0	0	0	0
Chiropodists & podiatrists	0	0	1	0	0	1	0	0	0	0	7	0	0	1	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	4	3	1	0	0	1	0	0	1	0	1	2	1	0	0
ODPs	0	4	0	0	0	1	1	0	1	0	0	0	0	0	0
Orthoptists	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
Paramedics	3	2	0	0	1	0	3	0	0	1	0	1	0	1	0
Physiotherapists	6	5	1	0	3	7	3	0	1	0	2	2	0	0	0
Practitioner psychologists	0	1	0	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	0	0	0
Radiographers	4	6	0	0	0	0	2	0	1	0	0	1	0	1	0
SLTs	2	0	0	0	0	1	0	0	3	0	2	2	0	0	0
<b>Total 2011/12 YTD</b>	<b>20</b>	<b>30</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>13</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>0</b>
<b>Total 2010/11 FYE</b>	<b>18</b>	<b>27</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>Total 2009/10 FYE</b>	<b>31</b>	<b>35</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>Total 2008/2009 FYE</b>	<b>16</b>	<b>51</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total 2007/2008 FYE</b>	<b>8</b>	<b>25</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total 2006/2007 FYE</b>	Not available														
<b>Total 2005/2006 FYE</b>	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	195	210	217	212	193	186	149			
	5-8	62	61	55	65	59	62	58	52	68	56	73	82	76	63	59	58	62	61	83	99	99			
	9-12	27	27	33	31	28	24	23	22	21	27	25	23	23	16	27	23	25	23	22	20	26			
	13-16	6	13	12	14	16	14	14	13	13	11	12	11	7	9	6	10	8	6	11	13	12			
	17-20	5	4	4	2	3	5	3	7	8	10	10	6	5	6	6	5	3	5	3	3	5			
	21-24	1	3	3	5	2	2	2	2	1	2	2	6	7	5	4	1	0	0	1	1	0			
	25-28	1	1	1	1	1	1	1	0	1	2	2	1	1	1	1	3	4	2	0	0	0			
	29-32	0	0	0	0	1	1	0	0	0	0	0	1	1	2	1	1	1	1	1	1	1			
	over 33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1			
Cases awaiting final hearing (from ICP)	1-4	152	151	134	119	104	100	110	116	109	102	99	98	86	88	85	82	76	76	82	91	100			
	5-8	78	73	81	77	89	110	91	83	83	72	78	73	78	72	59	62	55	59	53	45	43			
	9-12	33	33	35	33	41	29	29	33	38	52	39	35	33	26	28	24	27	27	23	24	20			
	13-16	7	7	7	11	6	8	16	15	16	10	12	12	12	15	13	11	14	8	8	7	14			
	17-20	7	7	9	5	4	3	2	3	3	4	7	7	8	5	3	5	6	5	2	0	1			
	21-24	2	1	1	2	5	4	6	3	1	0	0	2	1	3	6	6	5	4	1	2	2			
	25-28	1	1	1	1	1	0	0	2	2	3	1	0	0	0	0	0	1	2	4	4	2			
	29-32	1	0	0	0	0	1	1	1	1	0	0	1	1	2	1	0	0	0	0	0	1			
	over 33	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	2	2	0	0	0	0			

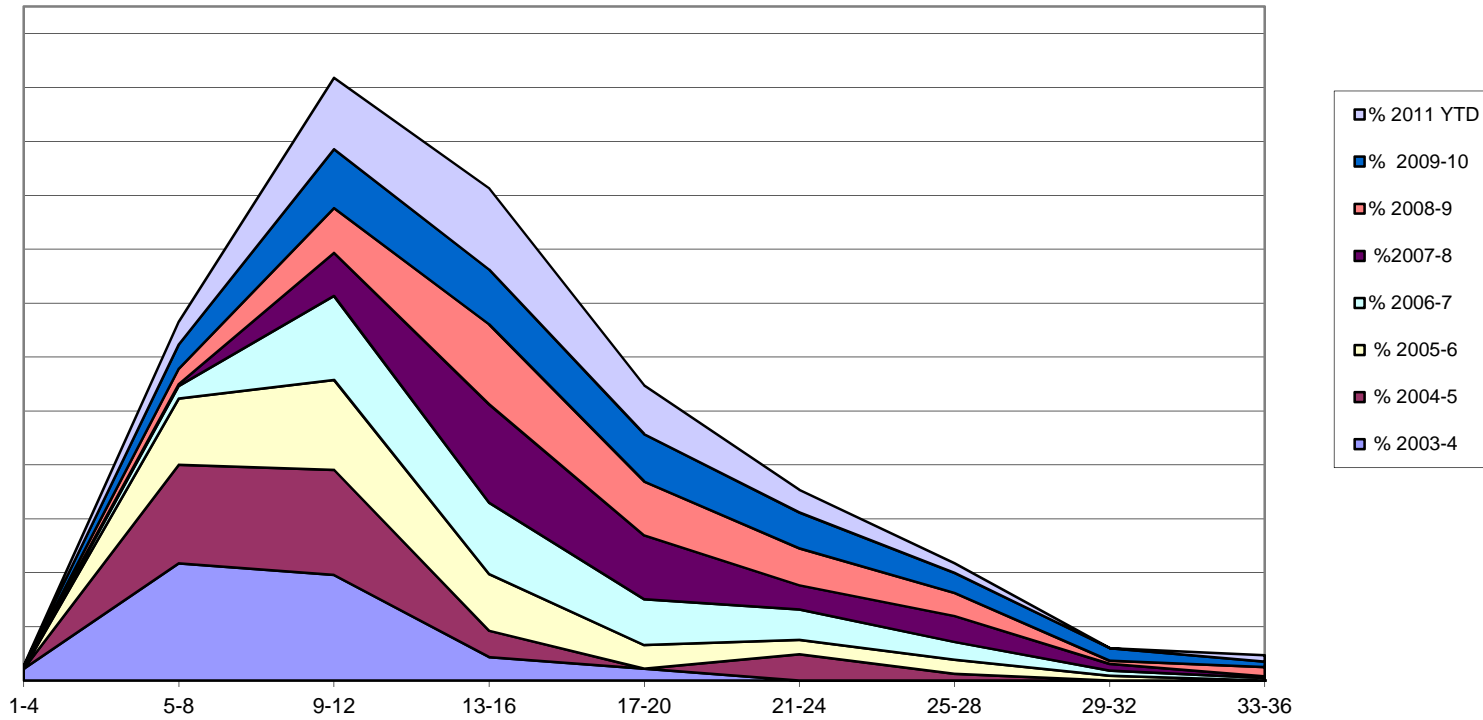


Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4						133	255	228	152
5-8						138	152	188	135
9-12						57	40	62	44
13-16						15	22	18	17
17-20						8	14	9	11
21-24						5	1	4	2
25-28						2	1	2	3
29-32						1	1	1	1
33-36						3	1	0	0
Over 36			Not available			1	2	0	0
<b>Mean Months</b>						<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>
<b>Median Months</b>						<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>
<b>Total Cases</b>						<b>363</b>	<b>489</b>	<b>512</b>	<b>365</b>



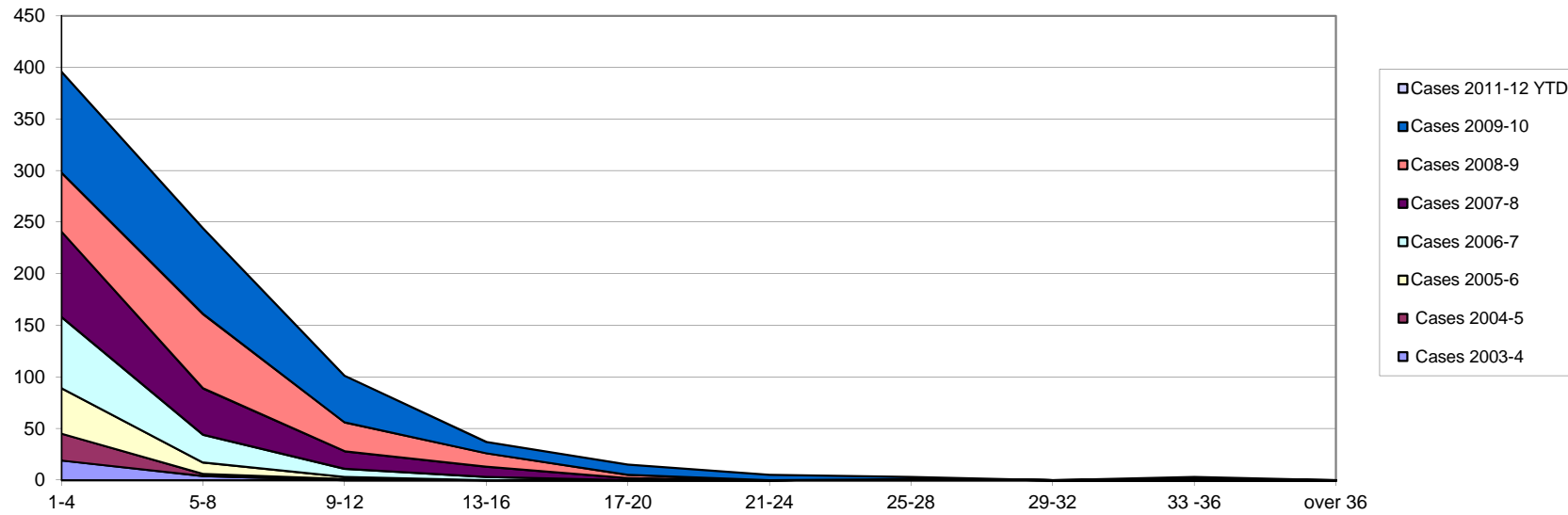
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	1	0	0	0	1	0	1	1	0
5-8	10	15	14	5	1	10	23	35	15
9-12	9	16	19	33	25	29	56	75	51
13-16	2	4	12	28	57	52	52	104	64
17-20	1	0	5	18	37	35	45	48	42
21-24	0	4	3	12	14	24	34	27	24
25-28	0	1	3	7	15	15	19	9	9
29-32	0	0	1	2	4	2	12	7	3
33-36	0	0	0	1	1	6	5	6	4
Over 36	0	0	0	0	0	2	9	3	6
<b>Mean Months</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>18</b>	<b>15</b>	<b>17</b>
<b>Median Months</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>16</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>15</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>106</b>	<b>156</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>218</b>

s to Practise

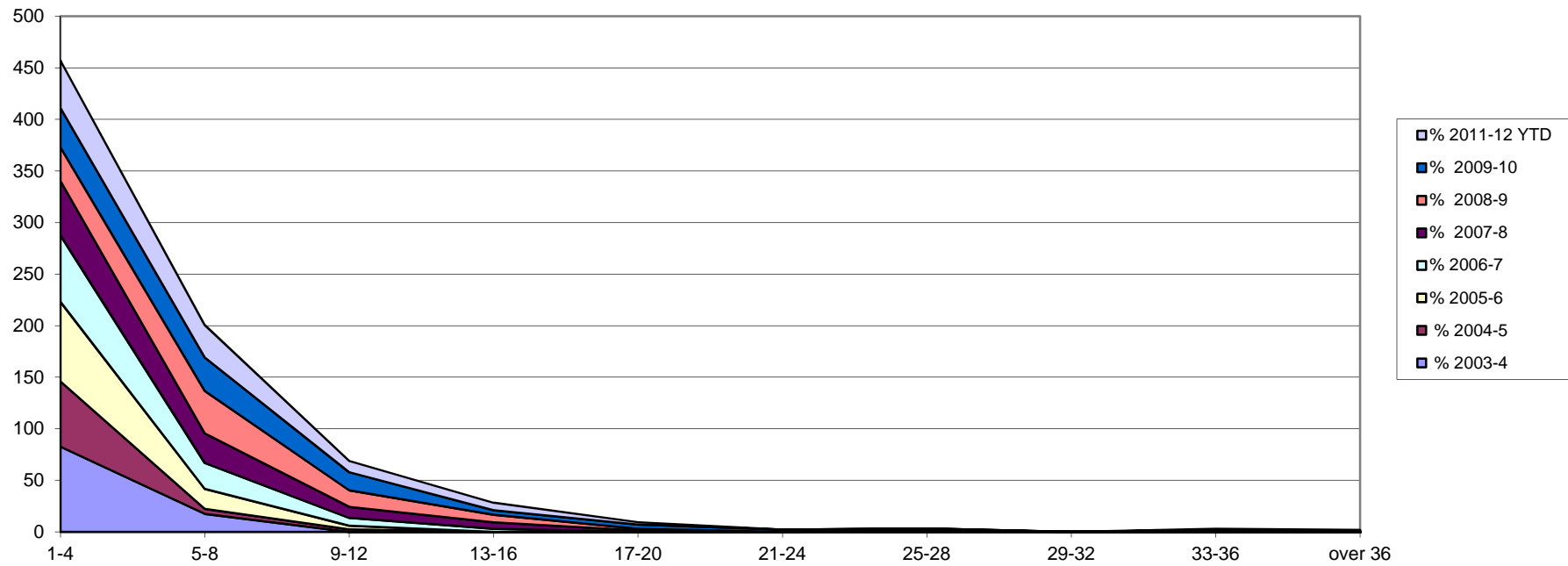


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	8.4
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.3	18.1
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.3	8.4
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	2.4
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.0	2.4

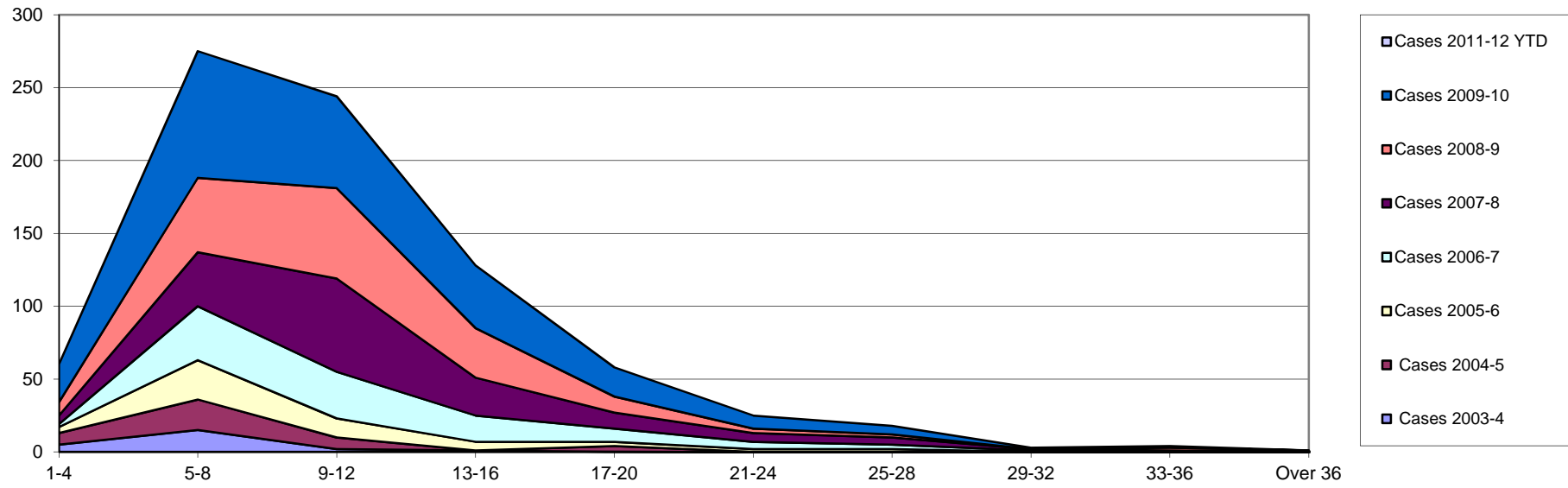




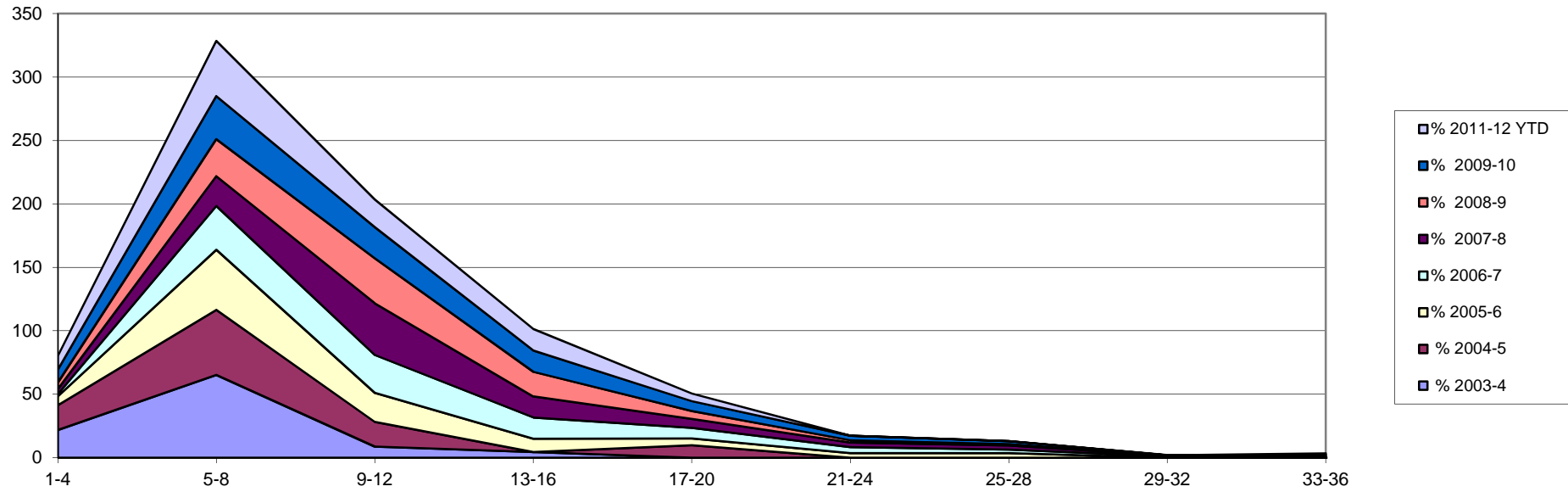
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	19	26	44	69	83	57	98	161	85
5-8	4	2	11	27	45	72	83	98	81
9-12	0	1	2	8	17	28	45	34	26
13-16	0	0	0	3	10	13	11	9	16
17-20	0	0	0	0	2	3	10	8	3
21-24	0	0	0	0	0	0	5	2	2
25-28	0	1	0	0	0	0	2	0	2
29-32	0	0	0	0	0	0	0	2	1
33-36	0	0	0	0	0	1	2	1	1
over 36	0	0	0	0	0	0	0	0	1
<b>Mean Months</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4.5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>
<b>Median Months</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>218</b>



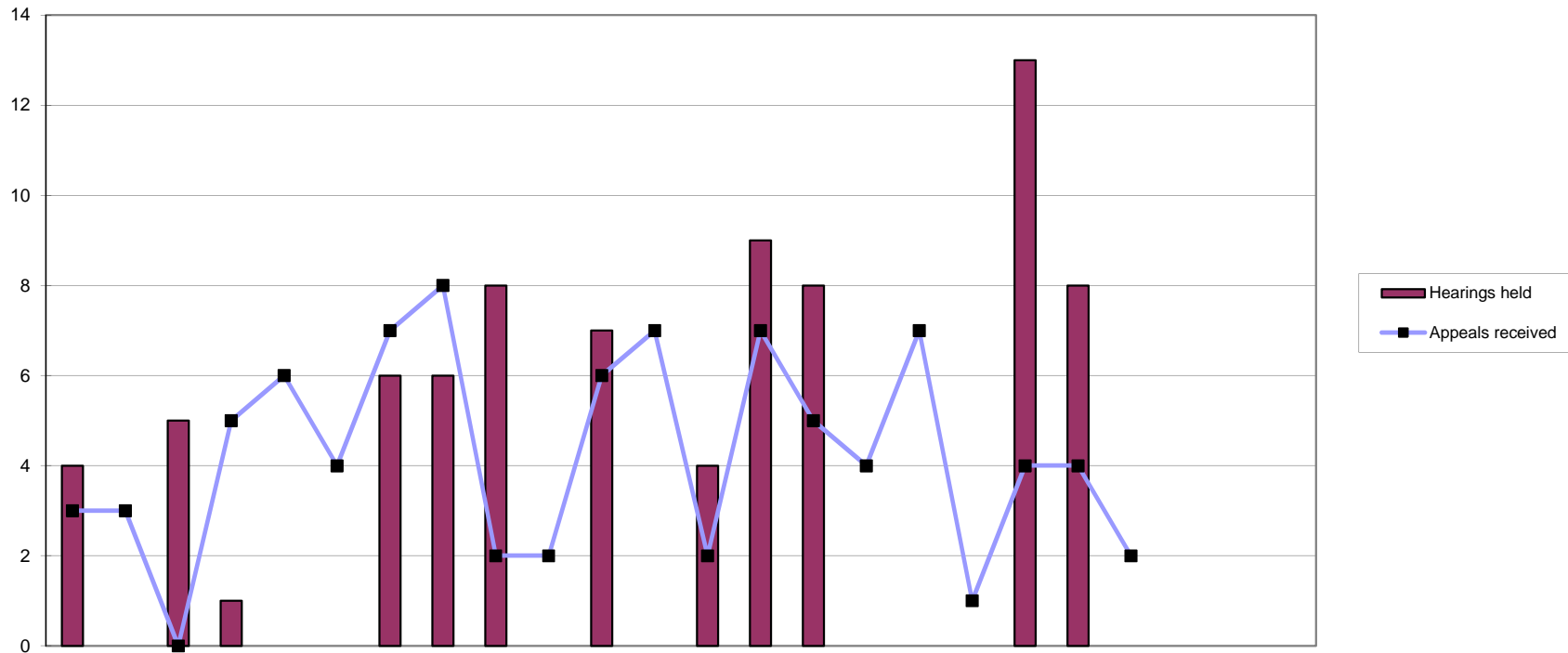
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	83	63	77	64	53	33	38	51	46
5-8	17	5	19	25	29	41	32	31	31
9-12	0	2	4	7	11	16	18	11	11
13-16	0	0	0	3	6	7	4	3	7
17-20	0	0	0	0	1	2	4	3	2
21-24	0	0	0	0	0	0	2	1	0
25-28	0	2	0	0	0	0	1	0	0
29-32	0	0	0	0	0	0	0	1	0
33-36	0	0	0	0	0	1	1	0	1
over 36	0	0	0	0	0	1	0	0	1



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	17
5-8	15	21	27	37	37	51	87	114	98
9-12	2	8	13	32	64	62	63	121	55
13-16	1	0	6	18	26	34	43	34	31
17-20	0	4	3	9	11	11	20	7	10
21-24	0	0	2	5	6	3	9	4	3
25-28	0	0	2	3	5	2	6	6	2
29-32	0	0	0	1	1	0	1	1	0
33-36	0	0	0	0	1	2	1	0	2
Over 36	0	0	0	0	0	1	0	0	0
<b>Mean Months</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>11.5</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>
<b>Median Months</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>8</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>218</b>

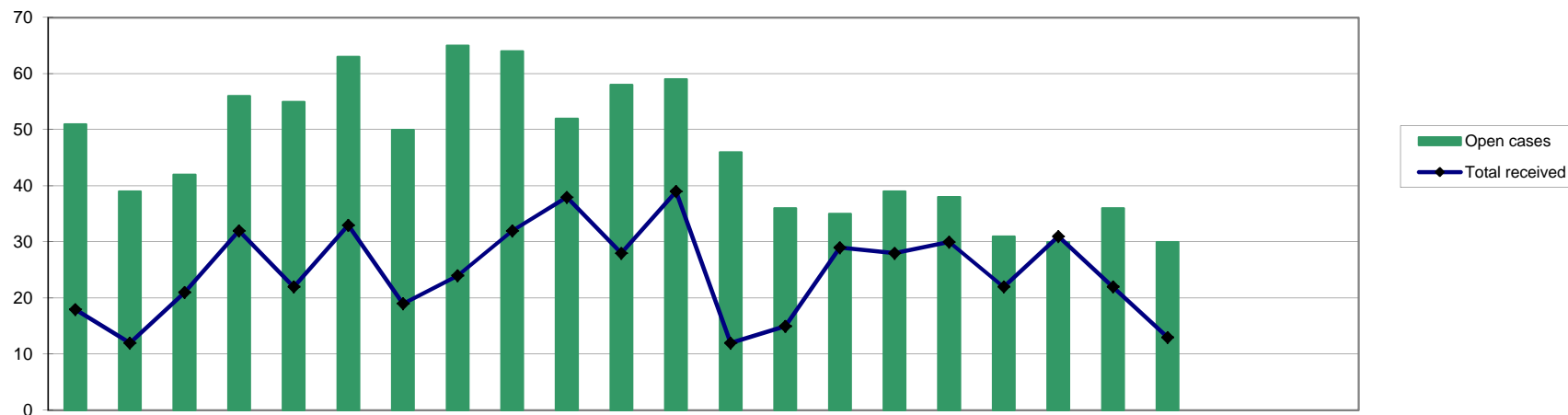


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	22	20	7	2	4	5	10	9	11
5-8	65	51	47	35	24	29	34	36	43
9-12	9	20	23	30	41	35	25	39	22
13-16	4	0	11	17	17	19	17	11	17
17-20	0	10	5	8	7	6	8	2	6
21-24	0	0	4	5	4	2	4	1	0
25-28	0	0	4	3	3	1	2	2	0
29-32	0	0	0	1	1	0	0	0	0
33-36	0	0	0	0	1	1	0	0	1
Over 36	0	0	0	0	1	1	0	0	0



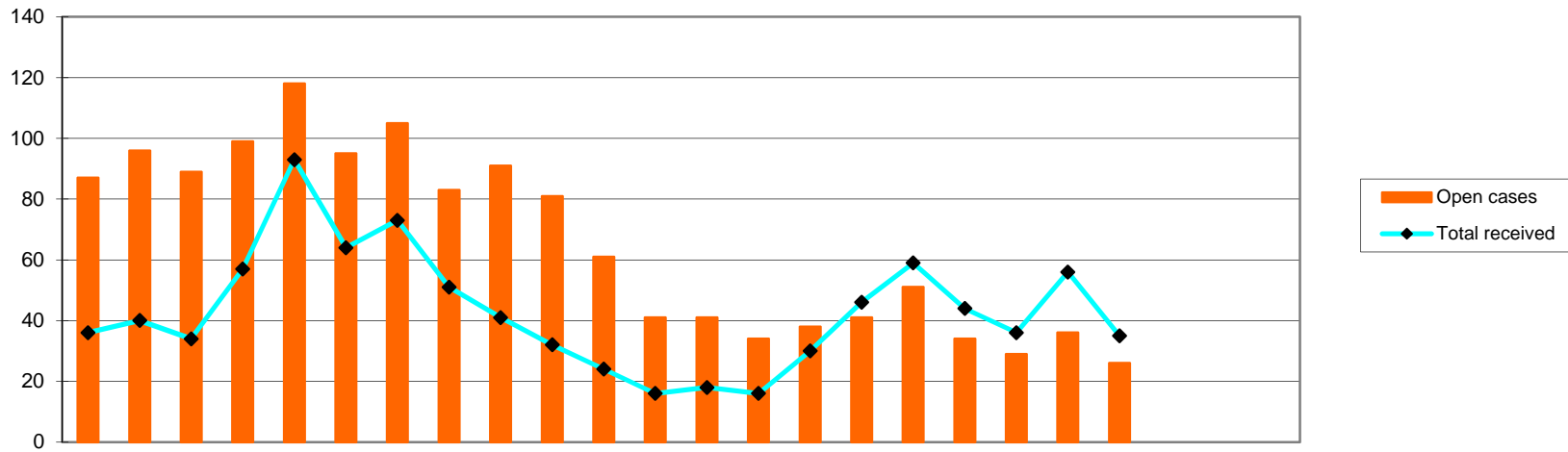
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	3	3	0	5	6	4	7	8	2	2	6	7	2	7	5	4	7	1	4	4	2			
Reviewed	4	0	5	0	0	0	6	6	8	0	8	0	4	9	8	0	0	0	13	8	0			
Hearings held	4	0	5	1	0	0	6	6	8	0	7	0	4	9	8	0	0	0	13	8	0			
Adjourned/postponed	1	0	1	0	0	0	0	1	1	0	0	0	0	3	0	0	0	0	1	1	0			
Withdrawn	1	0	0	0	0	1	0	0	0	0	0	1	0	1	1	0	1	0	0	0	0			
Allowed	2	0	4	0	0	0	4	4	2	0	6	0	2	4	5	0	0	0	1	4	0			
Dismissed	0	0	0	0	0	0	3	1	3	0	1	0	2	3	2	0	0	0	9	4	0			
Substitute decision	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Remit to ETC	0	0	1	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	2	0	0			
<b>Current active cases</b>	<b>10</b>	<b>13</b>	<b>9</b>	<b>13</b>	<b>18</b>	<b>21</b>	<b>22</b>	<b>24</b>	<b>19</b>	<b>21</b>	<b>22</b>	<b>27</b>	<b>25</b>	<b>27</b>	<b>19</b>	<b>23</b>	<b>30</b>	<b>31</b>	<b>24</b>	<b>19</b>	<b>21</b>			

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	36
266	90	65	55	41	37	42
266	90	65	55	38	37	42
19	20	10	9	4	4	5
13	16	15	2	1	3	3
128	33	29	23	14	22	16
88	29	31	17	7	8	20
0	0	0	0	0	0	0
31	6	4	7	13	2	4



	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
<b>Public</b>	1	0	3	3	2	1	4	1	1	1	1	3	2	2	5	1	7	3	6	1	0			
<b>Police</b>	0	0	1	0	2	0	0	0	1	3	2	3	0	3	2	2	2	4	5	1	1			
<b>HPC</b>	0	0	0	4	0	0	2	0	0	1	0	0	0	1	0	0	3	0	2	0				
<b>Anonymous</b>	0	3	1	2	6	4	0	2	2	3	2	1	0	3	5	5	10	0	4	1	1			
<b>Professional</b>	17	9	16	23	12	28	13	21	28	30	23	32	10	6	17	20	11	12	16	17	11			
<b>Total received</b>	18	12	21	32	22	33	19	24	32	38	28	39	12	15	29	28	30	22	31	22	13			
<b>Visits</b>	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0			
<b>Open cases</b>	51	39	42	56	55	63	50	65	64	52	58	59	46	36	35	39	38	31	30	36	30			

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	27
31	38	27	44	38	12	20
10	10	6	3	2	7	6
50	78	38	47	31	26	29
225	137	103	233	213	252	120
369	284	216	383	316	318	202
			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	0	3	1	2	0	0	0	36	27	81	43	154	4	8			
	Readmission	3	7	9	5	14	5	3	7	5	6	7	3	4	1	5	3	4	3	5	6	5	33	40	34	94	53	74	36			
	Admission	22	12	9	31	59	38	52	30	25	26	17	13	13	14	25	40	54	39	31	50	30	165	150	158	248	282	334	296			
	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	54	86	158	192	209	149	0
<b>Total received</b>		<b>36</b>	<b>40</b>	<b>34</b>	<b>57</b>	<b>93</b>	<b>64</b>	<b>73</b>	<b>51</b>	<b>41</b>	<b>32</b>	<b>24</b>	<b>16</b>	<b>18</b>	<b>16</b>	<b>30</b>	<b>46</b>	<b>59</b>	<b>44</b>	<b>36</b>	<b>56</b>	<b>35</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>	<b>698</b>	<b>561</b>	<b>340</b>			
Considered	Considered by panel	32	28	33	38	49	61	46	52	25	35	37	25	16	17	16	30	30	49	30	40	34	n/a	n/a	256	399	387	461	262			
	Referred to FTP	4	4	9	8	5	6	10	1	4	4	3	2	6	4	0	2	1	1	0	0	1	n/a	n/a	37	41	61	60	15			
	Admission rejected	1	0	1	0	1	0	1	0	0	2	1	0	0	1	0	0	0	0	0	0	2	n/a	n/a	2	6	2	7	3			
	Readmission rejected	1	0	3	2	1	2	1	1	1	1	1	0	0	0	0	0	0	2	0	1	1	n/a	n/a	3	8	7	14	4			
	Renewal rejected	0	0	0	0	0	0	0	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	1	2	0	0	2	0	2	n/a	n/a	34	82	66	87	12			
	Admission accepted	13	14	8	15	27	36	30	41	9	17	21	16	4	12	15	21	27	42	28	35	26	n/a	n/a	150	204	204	247	210			
	Readmission accepted	4	3	3	5	6	6	1	1	1	5	7	3	1	0	0	5	0	3	0	4	2	n/a	n/a	19	51	32	45	15			
	Renewal accepted	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	n/a	n/a	1	5	12	1	2			
	Closed before panel	3	3	8	7	21	28	16	22	25	7	6	7	1	5	8	13	16	12	10	9	10					143	153	84			
Open cases		87	96	89	99	118	95	105	83	91	81	61	41	41	34	38	41	51	34	29	36	26	n/a	n/a	75	75	87	35	330			