



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting May 2013

Chief Executive's Report to Council meeting May 2013 Contents

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1. Completed Meetings 1 March to 30 April 2013

Professional Standards Authority annual performance review	5 Mar
Professional Standards Strategy Board	6 Mar
Regulators Liaison Group	12 Mar
APHG seminar: Regulating health and care professionals: keeping patients safe	14 Mar
Meet the HCPC (Margate)	14 Mar
Department of Health (Leeds)	25 Mar
Project Board (re unlicensed herbal medicines)	26 Mar
Law Commission	27 Mar
EIPA Maastricht	11 Apr
College of Clinical Perfusion Scientists	15 Apr
Chief Executives Steering Group	16 Apr
European Forum	17 Apr
Meet the HCPC (Isle of Man)	23 Apr
Quarterly Health and Social Care Regulatory Forum	29 Apr
Higher Specialist Scientific Training , Strategic Oversight Board	30 Apr

HCPC seminar: 'The Role of Research in Regulation: Sharing Best Practice'

26 June

2. Scheduled Meetings

Health Education England Healthcare Science Programme Board	7 May
Chief Executives Steering Group	14 May
Project Board (HM & TCM Practitioners)	21 May
ACESA international conference	28-30 May
Lead Allied Health Professionals (Wales)	5 June
Westminster Health Forum Keynote Seminar: Healthcare regulation post Francis: the Care Quality Commission, patient care, and quality and safety	11 June
European Commission workshop on regulated professions (Brussels)	17 June
Project Board meeting for HM&TCM practitioners	25 June

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to BPI. However, the Department will swap locations with the Projects Department in May.

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

The internal audit schedule for 2013 –14 is being arranged. This will need to synchronise with the next planned round of BSI Audits.

No further NMR's (Nonconformance) have been declared.

2. QMS process updates

The major review of Finance Department processes is now being validated. The Preventive Action process has been updated.

4. BSI audit

The next audit is scheduled for 2 May. This will complete the current three-year audit cycle. The Finance Department will be audited.

The HCPC QMS / ISMS will be migrated to the new BSI platform following completion of departmental training and the May BSI audit.

5. Business continuity

Each department has been updating the appropriate area of the plan, for a final paper. The next business continuity test will involve the CDT group and how they manage the scenario provided.

6. Information security management

The next information security training (CBT) package for all employees, will be purchased and customised following the Information Security Europe exhibition in late April.

The collection of information assets round HCPC continues, and the assets scored for risk. The use of vsRisk system continues. A statistical snapshot is provided below (as of 17 April).

Item	No of Items	No in Use
Assets	324	291
Asset Owners	13	13
Asset Groups	36	36
Threats	138	96
Vulnerabilities	308	198
Controls*	133*	114
Risk Assessments	2045	2031

Controls* = 133 standard ISO27002 controls possible

The BPI Department is encouraging suppliers dealing with HCPC data to work toward information security certification to lower our risks round external data-loss.

Work on developing a secure web delivery method for confidential content for various parts of the business continues, with an existing supplier. This supplier plans to complete their ISO27001 work on key sites in May.

7. Information & data management

We have completed a catalogue of historic documents as an important part of our legacy work. These are mostly unique, one-off and original documents of historical interest to us, and which we are retaining for posterity. Examples include the

original copies of the standing orders of the CPSM Council and Boards, the original CPSM Board registers, our only surviving original copy of the Professions Supplementary to Medicine Act 1960, and original copies of some old CPSM publications, such as the first CPSM publicity handbook “Professions Supplementary to Medicine” published in 1966.

We have also now scanned quite a number of legacy material of historical interest as electronic versions. This was from copies where the original paper documents have long been lost. We have formed a comprehensive PDF electronic archive of them, which we would like to make publically available via the website.

We will very shortly be evaluating and obtaining legal advice on the paper archive from 1960-1970 which we have inherited from CPSM, to determine what, if any, we should retain. CPSM microfilmed all of this material in the 1980s and we now keep all the relevant microfilm spools in a secure place on HCPC premises. Microfilm is one of the most durable material for storage of data in existence, and we will be determining what, if any, of the original paper, hardcopy we need to keep, apart from unique hardcopy documents of historical interest.

We will be carrying out our annual audit of the hardcopy archive at Winsford, Cheshire, in the late spring or early summer.

The Rolling Registrations Forecast is being updated with the latest yearend figures. This will go to the next Finance & Resources Committee meeting. The Five Year Plan will be updated based on the Registration forecast and updates to plane business systems.

8. Risk Register

The next iteration of the Risk Register will be prepared from July onwards, and the Commentary on the Top Ten risks will be updated by Risk owners.

9. Courses, conferences and training

Both members of the Department continue to attend relevant courses, conferences and seminars in relation to the Department’s work, in particular recently, ones relating to business continuity and information security.

1. Approval process

The Department is still in a period of peak approvals activity. There are currently 16 visits, reviewing 70 programmes, scheduled between May – September 2013. The majority of visits are to social work programmes (59%), followed by paramedic programmes (9%), biomedical science programmes (6%) and occupational therapy programmes (7%).

2. Annual monitoring process

The Department is currently preparing for the final annual monitoring assessment days for 2012–13 on 4, 5 and 6 June 2013. 54 audit submissions will be considered across these three assessment days. It is envisaged that the majority of annual monitoring visitor reports from these assessment days will be considered by the Education and Training Panels in July and August 2013. One audit submission is due to be considered via postal assessment and is expected to go to the Education and Training Panels in June. Following the peak activity between December 2013 – May 2013, we expect to see a decline in annual monitoring submissions as we move into the summer months.

3. Major change process

Since our last report to Council on 27 March we have received four new major change notifications, covering four programmes.

4. Complaint process

The Department has received no new complaints since our last report to Council. There are currently no outstanding complaints.

The Department has recently undertaken a review of the complaint process to identify potential enhancements and ensure the process continues to be efficient and manageable for education providers and their stakeholders to engage with. As a result of the review the operational process and standard documentation have been updated to ensure efficiency and clarity at all stages.

5. Publications

Following approval from the Education and Training Committee in March the Education annual report 2012 was published in May 2013. The report covers the last academic year (2011-2012).

6. Communication with stakeholders

The thirteenth issue of the Education update was distributed to education providers, visitors and other education stakeholders this week and is available on the HCPC website at: <http://www.hcpc-uk.org/education/update/>

Members of the Department met the following groups between March – May 2013:

- Nursing and Midwifery Council
- Academy for Healthcare Science

7. Seminars

The Department has now begun organising the six education seminars planned for 2013-14. Two seminars will be focused on social work and the remaining seminars will focus on service user and carer involvement. Dates and locations for the seminars are currently being finalised.

An article providing feedback from the education seminars in 2012-2013 is included in the May 2013 edition of the Education update.

8. Employees

The Department has recruited a replacement Education Officer following Maria Burke's resignation and departure in March 2013. The new Education Officer is due to join the Department later this month. This retains the total number of Department employees at 18.

1. Employees

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

2. First Aid training

John Dongahy, member of Council provided training to our First Aiders on 27 March on the use of defibrillators and we should like to record our thanks for this highly informative session

3. 186 Kennington Park Road

Work is continuing in conjunction with Architects and Cost Consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

4. 33 Stannary Street

Landlord approval has been sought and obtained to install air conditioning into the premises we lease in 33 Stannary Street, along with the installation of a dedicated fibre optic link to this property.

1. General

Since the last Council Meeting, the Finance Department has produced the February management accounts.

2. Results

There is an operating deficit of £81k for the year to February and an overall deficit of £243k after our income and expenditure on the GSCC transfer and our investment income. We have invoiced the Department of Health for £1,144k to date which has been paid.

2. Funds under management

At the end of February 2013, £5.0M was held in short term accounts at Lloyds and NatWest, earning 1.25% until 28 February when NatWest reduced their rate to 0.50%.

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

£2M in a Lloyds deposit account earning 3.25% (1 year to 13.08.13),

£0.5M in a Nat West Bond at 3.0% (1 year to 27.03.13),

1.5M in a NatWest fixed term deposit at 3.00% (1 year to 10.07.13),

£2M in a Lloyds deposit account earning 2.6% (1 year to 28.10.13) and

£2M in a Santander deposit account earning 2.5% (1 year to 03.02.14).

3. Pensions

In February, there were 76 active members in the Friends Provident Pension scheme.

We attended a meeting in London in April when the Trustee of the Flexiplan scheme provided details of the

funding position and the Actuarial Valuation as at 31 March 2012. The actuarial valuation showed a reduced deficit and we await revised proposals for the funding plan.

4. Employee training and levels

We have recruited a Procurement Manager, Wangari Farrelly who joined on 22 April.

Fitness to Practise: Ms Kelly Johnson

1. Case Information

The statistical information relating to the work of the Fitness to Practise Department can be found in the management information pack. This report provides other pertinent information and reflects the full year position for 2012-13

2. Number of Cases received

1653 new cases were received between April 2012 and March 2013 which although an increase of 44 per cent from 2011-12 was broadly in line with forecast.

3. Pre and Investigating Committee Panel Cases

Between April 2012 and March 2013 543 (non-social work transfer) cases were considered at investigating committee. Of those cases 523 were concluded with 301 cases referred for final hearing. 704 (non-social work transfer) cases were closed without referral to an investigating committee. In total 24 per cent of cases received were referred for a final hearing.

4. Number of open cases pre-Investigating Committee Panel

At the end of March 2013 there were 857 non GSCC transfer cases open. This was an increase from the previous months due to the number of new cases received in March.

The number of cases per Case Manager is currently higher than forecast. Cases are not evenly distributed amongst Case Managers, due to differing levels of experience amongst Case Managers. This will change as new case managers are appointed and proceed through their probation periods. We have defined the tasks that must be given priority in order to meet forecast and reduce risk and we continue to look at

available resources across the Case Management Team as a whole each week.

5. Hearings

Final Hearings

253 (non-social work transfer cases) were held between April 2012 and March 2013. 228 cases had a final hearing outcome

Review Hearings

143 review hearings took place between April 2012 and March 2013

Interim Order Hearings

152 interim order and review hearings took place between April 2012 and March 2013

Number of cases awaiting hearing

At the end of March there were 255 (non social work transfer) open final hearing cases and 85 social work transfer cases. Of those cases. Of those cases 153 cases are post ICP and not ready to fix, 87 have been fixed, 12 are awaiting the expiration of their appeal period and the remainder are being actively managed by the scheduling team.

General Social Care Council Transfer Cases

495 cases were reviewed when the regulatory responsibilities of the GSCC were transferred to the HCPC. That included 217 were within the pre ICP remit, 14 cases that were subject to an interim order, 45 cases where the registrant was subject to conditional registration or a suspension order, 40 caution orders, 15 character cases and 12 cases concerning students.

As at the end of March there were 64 cases within the pre ICP and enquiry remit. 30 cases have been closed without referral to an investigating committee, 148 cases have had requests for observations sent to the registrant concerned, 123 cases have been considered by a panel of the investigating committee with 100 cases referred for final hearing. 20 final hearing cases, 10 review cases and 54 interim order cases have taken place. There are currently 85 cases that are open post ICP with active case management or scheduling activity being undertaken.

6. High Court and First Tier Tribunal Cases

All 9 First Tier Tribunal Cases have now been concluded. There are no outstanding high court cases and there are three on going judicial review cases.

7. Health and Character

905 new cases were received between April 2012 and March 2013 which is an increase of 55 per cent compared to the previous financial year. Approximately 50 per cent of the declarations related to social work applicants or registrants.

At the end of March there were 61 open health and character cases

8. Registration Appeals

68 new cases were received between April 2012 and March 2013. This is an increase of 30 per cent compared to 2011-12. At the end of March there were 37 open cases with further appeal dates listed for April and May.

9. Prosecution of Offences

321 new cases were received between April 2012 and March 2013. This was an increase of 17 per cent compared to 2011-12.

At the end of March 2013 there were 46 open cases

10. Resources

Since the date of the last report to Council, the following appointments have been made:

Alan Shillabeer – Investigations Manager (previously Case Team Manager, replacement post)
Jodie Godden – Case Team Manager (previously Case Manager, replacement post)
Cara Donald – Case Team Manager (previously Case Manager, replacement post)
Fulden Boyraz – Case Manager (previously Hearings Officer, replacement post)
Katia Vandenbrouke – Case Manager (replacement post)
Dawn Ebanks – Case Manager (replacement post)
Enda Heslin – Case Manager (replacement post)
Benjamin Anafi – Case Manager (maternity cover)
Laura Quartermain – Case Manager (maternity cover)
Francine Leach – PA to the Director of Fitness to Practise (replacement post)
Tamara Etmuss Noble – Lead Hearings Officer (previously Hearings Officer, new post)
Amaka Rapu – Hearings Officer (previously Scheduling Officer, replacement post)
Rory Byrne – Hearings Officer (replacement post)
Amanda Johnson – Hearings Officer (new post)
Taryn Tran - Scheduling Officer (new post)

Ray Penamante – Scheduling Officer (new post)
Sabrina Reekhaye – Team Administrator (maternity cover/new post)

Planning is also underway for the arrangements for the maternity cover of the Head of Case Management

11. Partners

FTP continue to deliver new and refresher training for FTP partners. A review day for panel chairs took place on 30 April 2013.

12. Other

Work continues on the tender for the provision of legal services with adverts scheduled to be placed in the appropriate media in early May. Work also continues on the tender for the provision of transcription writer with invitations to tender dispatched the week commencing 29 April 2013

Work is underway to prepare the logistical arrangements for the upcoming audit of the initial stages of HCPC's fitness to practise processes by the Professional Standards Authority (PSA). The audit is scheduled to start on 5 June 2013

Activity continues in the work streams of ensuring efficiency, data security, improving the fitness to practise experience and pre-hearing case management.

Human Resources: Ms Teresa Haskins

1. Employee resourcing Communications

Recruitment is in progress for the new posts of Events Administrator and Communications Officer (Website).

Education

Recruitment is in progress for a replacement role of Education Officer and interviews are due to be held on 22 April 2012.

Finance

Wangari Farrelly has been appointed to the new post of Procurement Manager and started work at the HCPC on 22 April 2013.

The new Director of Finance has been appointed, Tim Moore.

Fitness to Practise

Following interviews in March and April, the following appointments have been made:

Alan Shillabeer, currently Case Team Manager, was appointed to the post of Investigations Manager.

Cara Donald and Jodie Godden, formerly Case Managers, were appointed to one new and one replacement post of Case Team Manager.

Tamara Etmuss-Noble, formerly a Hearings Officer, has been appointed to the new post of Lead Hearings Officer.

Laura Quartermain and Benjamin Anafi have been appointed to two maternity cover Case Manager posts.

Enda Heslin, Dawn Ebanks, Katia Vandenbroucke and Fulden Boyraz, formerly a Hearings Officer, have been appointed to four replacement Case Manager posts.

Francine Leach has been appointed to the replacement role of PA to the Director of Fitness to Practise.

Rory Byrne, Amanda Johnson and Amaka Rapu, formerly a Scheduling Officer, have been appointed to one new and two replacement Hearings Officer roles.

Recruitment is in progress one new and two replacement Scheduling Officer posts.

IT

Recruitment is in progress for the new posts of IT Service Support Analyst and IT Infrastructure Support Engineer.

Registration

Recruitment is in progress for the new posts of Customer Services Manager and Team Leader, and three replacement posts of Registration Adviser.

Secretariat

Following interviews in April, Ruth Cooper, formerly PA to the Director of Operations, has been appointed to the new post of Service and Complaints Manager.

2. Other HR activities

HR and Partners process and systems review project

The main focus of the HR team's work in March and April has been carrying out a review of and documenting current processes in line with the project plan. Detailed planning of the

next stage of the project, which involves defining new and updated processes, is now in progress.

Annual pay review

Pay letters have been issued to all employees following approval of the 2013-14 budget by Council on 27 March and the payroll has been updated.

APDRs training and development

The HR team is in the process of analysing training needs identified during the APDRs (Annual Performance Development Reviews).

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.

This project has now been completed and is in the closure stage.

- **HR and Partners Systems and Process Review** – This project aims to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The operational As-is process maps have been completed and the To-be process workshops are being planned for May and June 2013.

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.

The registration team are now using Windows7 PCs. The team managers will continue to use Windows XP while an upgrade to the telephony system is performed. This is expected to complete within this financial year.

Windows 7 has now been deployed to: registrations, policy, secretariat, partners, HR and Facilities departments. The Communication and Business Process Improvement departments are in the process of upgrade. The remaining departments including FTP, Finance and Education are being planned to fit into the business cycle to minimise disruption.

This project is expected to complete by July 2013.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

The project is in the start-up phase with an expectation that it will initiate in May 2013. The initial requirements workshops with the supplier, known as the ‘Discovery’ phase has begun and is expected to conclude in May 2013.

Some additional workshops are required to complete the initial phase which will delay initiation by approximately a month.

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

A new project has been initiated in October which will deliver a package of small changes to the web site and intranet. The project expects to deliver to the end of this financial year.

The developments are currently in user acceptance testing. The deployment is expected in May 2013.

- **New name project** – This project aims to transition the organisation from being called HPC to HCPC (Health and Care Professions Council)

There are numerous IT related changes necessary to complete the transition to the new name. These changes as well as other non-IT changes are being prioritised and planned to be amended over a period of several months.

This project is now complete.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

The project is in start-up and the detailed scope is being established and agreed. The plan looks to deliver an update to the application base software in July 2013.

- **Facilities ticketing system** – The aim of this project is to deliver a web based ticketing system to enable employees to raise tickets against facilities incidents.

This project is now complete.

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.

This is being delivered as part of the deployment of the Windows 7 upgrade. To date the FTP, registration, policy, secretariat and partners departments are actively using the software.

- **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 laptop token software has been distributed and we are currently running in parallel with the existing system to confirm stability.

This project is now complete.

Partners: Ms Hayley Graham

1. Recruitment

Recruitment for 2013-14 has commenced for the following roles:

Role	Profession	Number
Panel member	Biomedical scientist	5
	Occupational therapist	4
	Physiotherapist	6
	Radiographer	7
Registration assessor	Clinical scientist – audiology	1
	Practitioner psychologist (sport and exercise)	1

The application window closes on 28 April 2013. Interviews will be held in June.

2. FtP agreement renewal (self-assessment)

68 Panel members have agreements that are due to expire by 31 July 2013. They have been asked to complete a self-assessment by 24 April 2013.

3. Training

The following training has recently taken place/ is scheduled:

Type	Role	Date	Attendees
Refresher	Registration Assessor	17 April	22
Refresher	Panel Member	24 April	25
Refresher	Panel Chair	30 April	24

4. Partner Appraisal

The following appraisals were completed in the 2012/13 financial year.

Role	Number
Panel member	111
Chair	25
Visitor	54
Registration Assessor	51

We are about to roll out updated appraisal documentation for panel members. Appraisal will be rebranded 'performance assessment' to reflect that the assessment is in fact a peer observation and self-assessment. Updated documents for Panel Chairs, Registration Assessors and Visitors will follow.

5. Partner Resignations

Since the last report, 1 panel member and 1 panel chair have resigned.

Policy and Standards: Mr Michael Guthrie

1. Meetings attended

6 March – 18 April 2013

Ministry of Justice	7 Mar
Department of Health Francis Inquiry seminar	7 Mar
Care Quality Commission	12 Mar
12 – 14 Mar ENPCA (Cyprus)	
Meet the HCPC (Margate)	14 Mar
Care Quality Commission stakeholder workshop	18 Mar re
Winterbourne View recommendations	
Department of Health paramedic workforce summit	19 Mar
HCPC Employer Event (Glasgow)	19 Mar
HCPC Employer Event (York)	20 Mar
British Society of Hearing Aid Audiologists Council	20 Mar
Human Tissue Authority and Professional Standards Authority seminar on consent	22 Mar
Durham University – research team	25 Mar
Shaping Our Lives	27 Mar
Council of Deans of Health	4 Apr
Macmillan values-based standards regulatory meeting	8 Apr
British Psychoanalytic Council	10 Apr
Healthwatch network national launch	11 Apr
British Association of Art Therapists (teleconference)	11 Apr
Social Work Action Network conference (Southbank University)	12 Apr
Department of Health	15 Apr
Public Health Workforce Advisory Group taskforce on regulation	16 Apr

2. Open consultations

Consultation on profession-specific standards of proficiency for speech and language therapists

This consultation opened on 5 April 2013 and runs until 28 June 2013.

3. Recently closed consultations

Consultation on criteria for approving Approved Mental Health Professional (AMHP) programmes in England

This consultation closed on 19 April 2013. The results of the consultation and revised criteria are due to be considered by the Education and Training Committee and by the Council at their meetings in June and July 2013.

Consultations on profession-specific standards of proficiency for chiropodists / podiatrists, and for prosthetists / orthotists

These consultations closed on 2 April 2013. The results of the consultations and revised standards are due to be considered by the Education and Training Committee and by the Council at their meetings in June and July 2013.

4. Service user and carer involvement in approved programmes

At its meeting in March 2013, the Education and Training Committee agreed to amend the Standards of education and training (SETs) to make the involvement of service users and carers in approved programmes a compulsory requirement.

The Committee will consider a further paper in June 2013 which will include a redraft of the proposed standard and guidance. The Council will be invited to ratify the Committee's decisions in July 2013.

The Committee is also considering whether to pilot the use of 'service user / carer visitors' as part of visit panels. A further paper on this topic is due to be considered by the Committee at its June 2013 meeting.

5. Paramedic education summit

In March 2013 the Department of Health in England held a summit which discussed workforce and education issues for the paramedic profession. The Director of Policy and Standards presented on the HCPC's role in setting the threshold level of qualification for entry to the Register.

Paramedic education and training has moved increasingly into the higher education sector over recent years. 83% of approved paramedic programmes are now delivered above the existing threshold of 'equivalent to certificate of higher education' at diploma of higher education and above.

The standards of proficiency for paramedics are being reviewed this year, with a consultation planned from winter 2013. Once new standards are agreed in 2014, the Executive plans to invite the Education and Training Committee to discuss whether consideration should be given to consulting on amending the threshold level for this profession.

The College of Paramedics has commissioned research in this area and the Director of Policy and Standards has participated as a part of the research team's project advisory board. With the College's permission, the Executive plans to include the final research report in the agenda at a future meeting of the Education and Training Committee.

6. Review of the profession-specific standards of proficiency

Revised standards of proficiency for consultation for operating department practitioners are due to be considered by the Education and Training Committee and the Council at their meetings in June 2013.

The outcomes of the professional body review of the standards for practitioner psychologists are being reviewed by the Executive.

7. Review of the standards of conduct, performance and ethics

The following are recent or upcoming milestones in the review project.

- Workshops were held on the standards at the HCPC employer events in Glasgow and York in March 2013. The feedback gathered was enormously useful and there were many themes which are common across the different research activities to date.
- The research carried out on our behalf by 'The Focus Group' is continuing and is due to conclude in May 2013. This includes focus groups and interviews with registrants and service users across the four countries. The researchers will present their findings to the Education and Training Committee in June 2013, with a copy of the report included 'to note' at the Council meeting in July 2013.
- We recently met with a service user led organisation in social care to explore the potential for a small scale piece of focus group / interview work with social care service users

and their carers. We will be considering a proposal for this work in the near future.

8. Annotation of the Register – qualifications in podiatric surgery

The Council previously agreed to annotate the Register entries of chiropodists / podiatrists who hold qualifications in podiatric surgery.

The Executive has begun to develop standards (the equivalent of SOPs and SETs) for approving qualifications in podiatric surgery, drawing on the existing standards which already exist in this area. A stakeholder meeting to discuss the draft is planned in May 2013. The Education and Training Committee and the Council are due to consider draft standards for consultation at their meetings in June and July 2013.

9. Public health specialists

In January 2012, the Government announced that it intended that in the future the HCPC would become responsible for regulating public health specialists from non-medical backgrounds. This group numbers around 500 individuals who are currently voluntary registered with the UK Public Health Register.

The Executive recently met with the public health team at the Department of Health in England who have now been tasked with progressing this policy. The timescales for this work are subject to further discussion, but at this stage the Department intends to consult on legislation later in 2013, with the intention of a register opening by January 2015. A paper on this topic will be presented at the July 2013 Council meeting.

10. Department resourcing

Jane Tuxford (previously PA to the Chief Executive and Chair) joined the Department on 2 April 2013 as PA to the Director of Policy and Standards and PA to the Director of Communications.

1. Operational Performance

a) Telephone calls

i) UK telephone calls - During the period from 1 March to 31 March 2013 the team received a total of 8,369 telephone calls which is 1,273 more calls when compared to the same period two years ago and represents a 18% increase in call volumes. The Department answered 96% of calls received compared to 99% during the same period two years ago.

ii) International telephone calls - During the period from 1 March to 31 March 2013 the team received a total of 590 telephone calls which is 362 less than the same period last year and represents a 38% decrease in call volumes. The Department answered 92% of calls received compared to 96% during the same period last year.

b) Application Processing

i) UK applications - A total of 882 new applications were received which is 375 more when compared to the same period last year and represents a 74% increase in UK application volumes. The Department registered 870 applications which is 375 more when compared to the same period last year and represents a 76% increase. Applications took on average five working days to process, compared to eight working days during the same period last year, which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average two working days to process, compared to seven working days during the same period last year, which is within our service standard of processing applications within ten working days of receipt.

ii) International applications - A total of 228 new applications were received which is 213 less when compared to the same period last year and represents a 48% decrease in international application volumes. The Department registered 174 applications which is 32 more when compared to the same period last year and represents a 23% increase.

iii) Grandparenting applications – A total of 7 grandparenting applications were registered which is 4 more when compared to the same period last year and represents a 133% increase.

c) Emails

i) UK Emails - The team received approximately 170 emails per day which is 83 more when compared to the same period two years ago and represents a 95% increase in UK email volumes. The team responded to these on average within two days of receipt which is within our service standard of 48 hours response time and is the same response performance achieved in March 2011.

ii) International Emails - The team received approximately 12 emails per day which is 1 more when compared to the same period last year and represents a 9% increase in international email volumes. The team responded to these on average within two days of receipt which is within our service standard of 48 hours response time and is the same response performance achieved in March 2012.

d) Continuing Professional Development (CPD) audit

There were no CPD assessment days held during this period but there were two CPD assessor training days held for new registration assessors.

e) Registration renewals

At the start of March 2013, 19,293 practitioner psychologists were invited to renew their registration and registrants have until 31 May 2013 to renew their registration. As at 10 April 2013, 9,951 registrants had renewed their registration.

2) Resource

a) Employees

The Department is operating within the budgeted headcount.

1. Appointment of Council Members

The Privy Council has now confirmed the extension of terms of those members whose term was due to come to an end in June, namely, John Donaghy, Julia Drown, Richard Kennett, Arun Midha, Keith Ross, Eileen Thornton and Diane Waller. The extension of terms is until 31 December 2013 or until the restructuring of Council takes place.

As you know, the Appointments Commission has now been abolished and whilst the decision in relation to appointments will still rest with the Privy Council, it will be down to the regulators to manage the process with the PSA providing advice to the Privy Council on the process that has been followed. Council will be asked to agree the process by which HCPC will administer appointments at the meeting today. This process will then be initiated to start the recruitment campaign for members of the restructured Council who will take office from 1 January 2014, subject to the passage of legislation.

2. Constitution Order

In the next few weeks, the Department of Health are due to publish a consultation paper in relation to HCPC's Constitution Order. This will set out the proposals to reduce the Council from 20 members to 12 members. The Executive will draft a response for consideration at the next meeting of Council.

3. Resources

As you may be aware, the Complaints function has now been moved and comes under the Secretariat Directorate. Ruth Cooper, PA to the Director of Operations, has been appointed to the Service and Complaints manager role.

4. External Meetings

Indemnity insurance FtP issues meeting	19 Mar
Department of Health update	25 Mar
Implementation of Professional Indemnity Insurance	26 Mar,
Department of Health	

5. Training for Employees

Members of the Secretariat team attended the following training:

Practitioner certificate in Data Protection	15-19 Apr
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Management Information Pack

Marc Seale, Chief Executive & Registrar
Report of figures for April 2012 to March 2013 to
Council

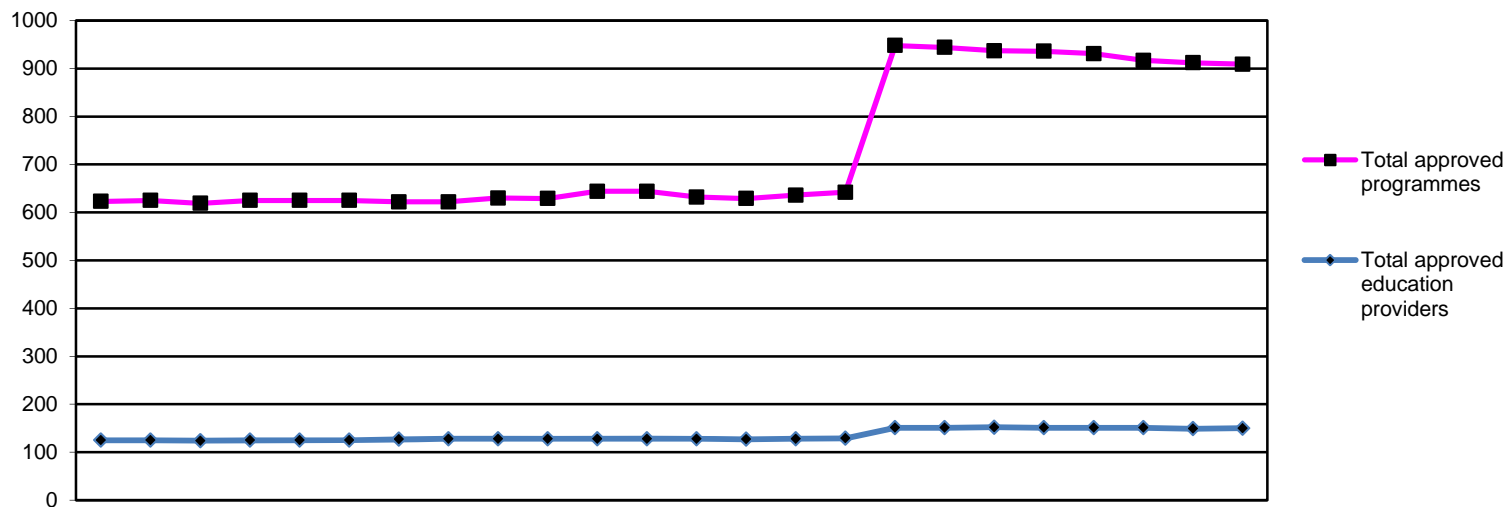


hcpc health & care
professions
council

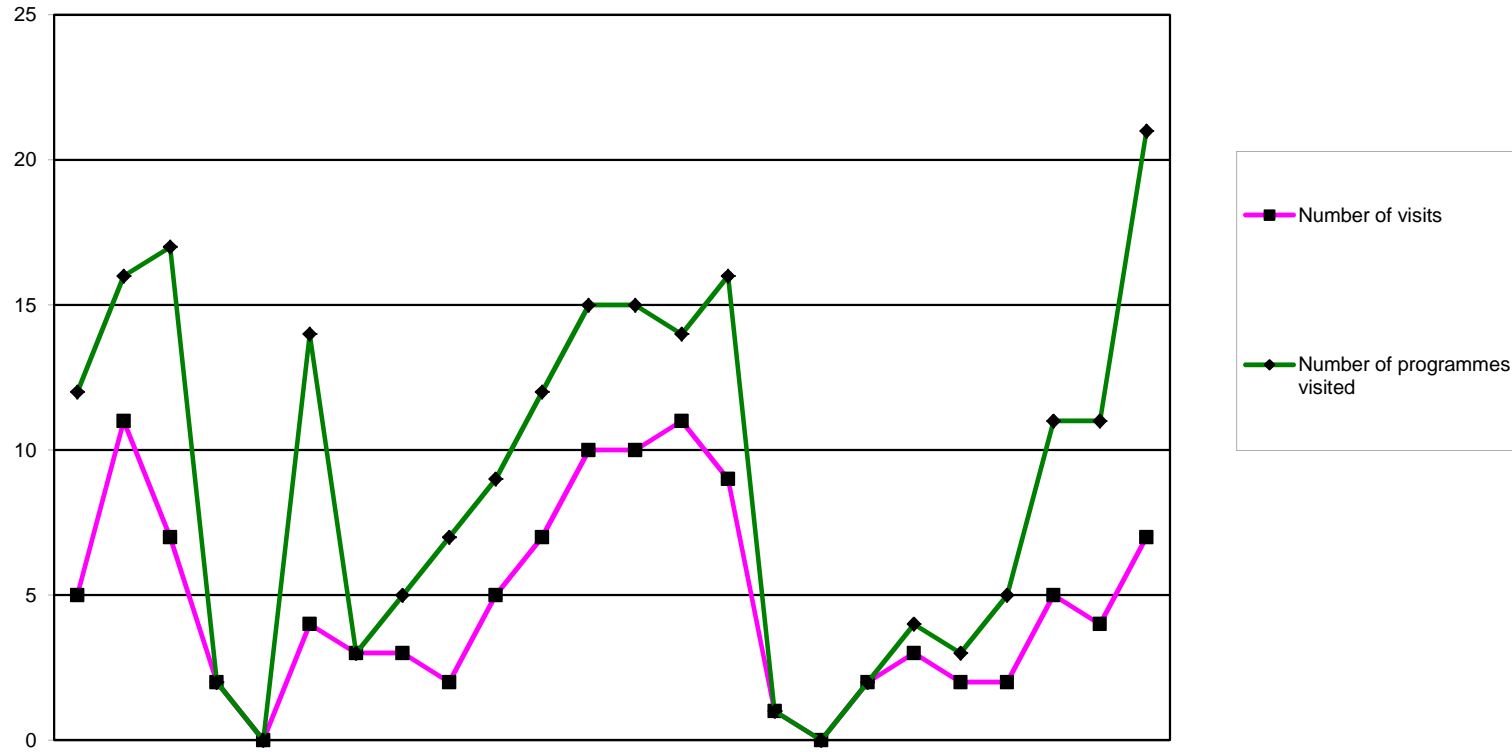
**Management Reporting Information to Council
Health and Care Professions Council
Figures for April 2012 to March 2013**

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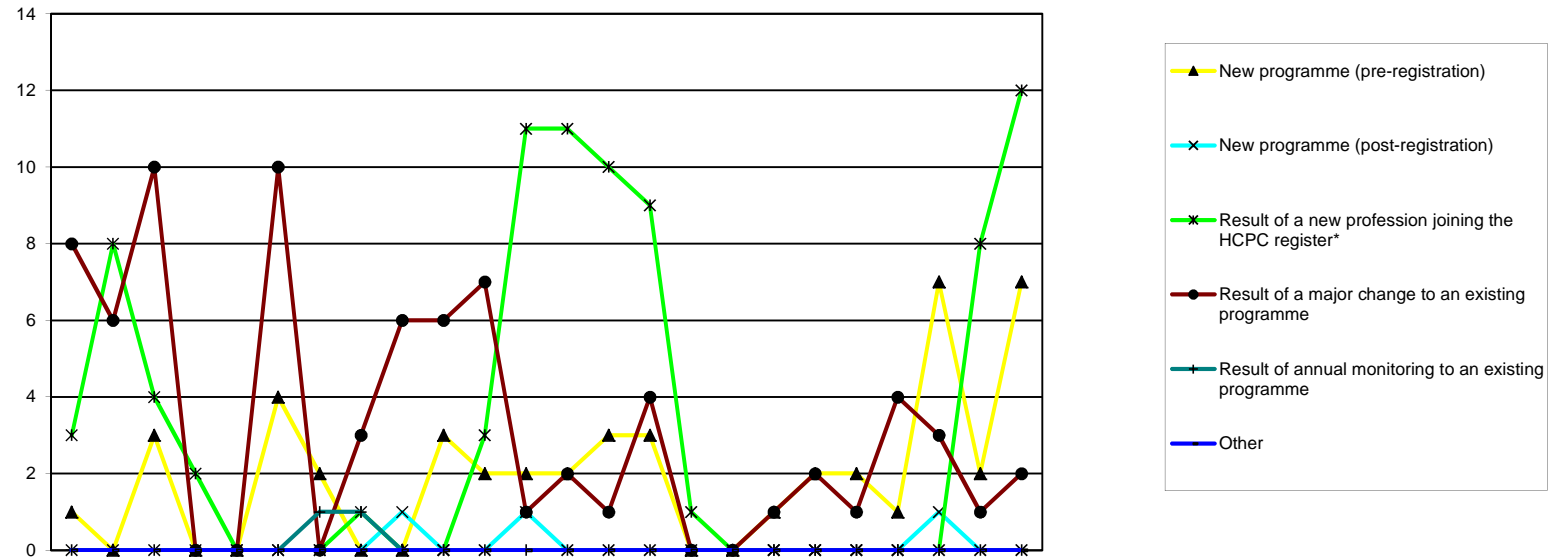


	2011			2012									2013									2011/12 FYE	2012/13 FYE			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	Mar
Arts therapists	27	27	21	27	27	27	21	21	21	21	21	21	20	20	20	29	29	29	29	29	29	29	29	29	21	29
Biomedical scientists	41	41	41	41	41	41	40	40	40	40	49	49	48	51	52	51	51	55	55	54	54	52	60	60	49	60
Chiropodists/ Podiatrists	19	19	19	19	19	19	19	19	19	19	20	20	20	20	20	20	20	20	19	19	19	18	18	20	18	
Clinical scientists	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	3	3	3	3	3	3	1	3
Dietitians	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	32	32	32	32	32	32	32	33	32
Hearing aid dispensers	18	18	16	18	18	18	15	15	15	15	18	18	13	13	14	14	17	17	16	16	16	15	15	15	18	15
Occupational therapists	73	74	73	74	74	74	73	73	74	74	74	74	74	74	74	74	74	73	73	74	73	73	73	73	74	73
Operating Department Practitioners	32	32	32	32	32	32	34	34	34	34	34	34	32	31	33	33	33	33	33	33	33	33	35	35	34	35
Orthoptists	2	2	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Paramedics	51	50	50	50	50	50	50	50	50	50	50	50	50	48	49	47	48	48	48	48	48	48	48	50	50	50
Physiotherapists	68	69	68	69	69	69	67	67	68	67	67	67	65	65	65	65	65	64	63	63	64	64	65	65	67	65
Practitioner psychologists	83	83	88	83	83	83	93	93	95	95	95	95	95	94	94	94	94	93	93	93	93	93	91	91	95	91
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Radiographers	52	55	52	55	55	55	51	51	55	55	56	56	55	54	54	54	54	54	54	54	53	53	53	53	56	56
Social workers in England													271	267	265	264	259	248	237	231						
Speech and language therapists	32	32	32	32	32	32	32	32	32	32	32	32	32	31	31	31	31	31	31	31	31	31	31	31	31	31
Local anaesthesia	2	2	2	2	2	2	2	2	2	2	2	2	2	2	4	4	4	4	4	4	4	4	4	4	2	4
Prescription only medicine	8	8	9	8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9
Supplementary prescribing	78	76	77	76	76	76	77	77	77	77	77	77	77	77	77	77	77	76	76	76	78	76	77	77	77	77
Approved mental health professionals													31	27	27	29	28	27	27	27						
Total approved programmes	623	625	619	625	625	625	622	622	630	629	644	644	632	629	636	642	948	944	937	936	931	917	912	909	644	909
Total approved education providers	125	125	124	125	125	125	127	128	128	128	128	128	128	127	128	129	151	151	152	151	151	151	149	150	128	150



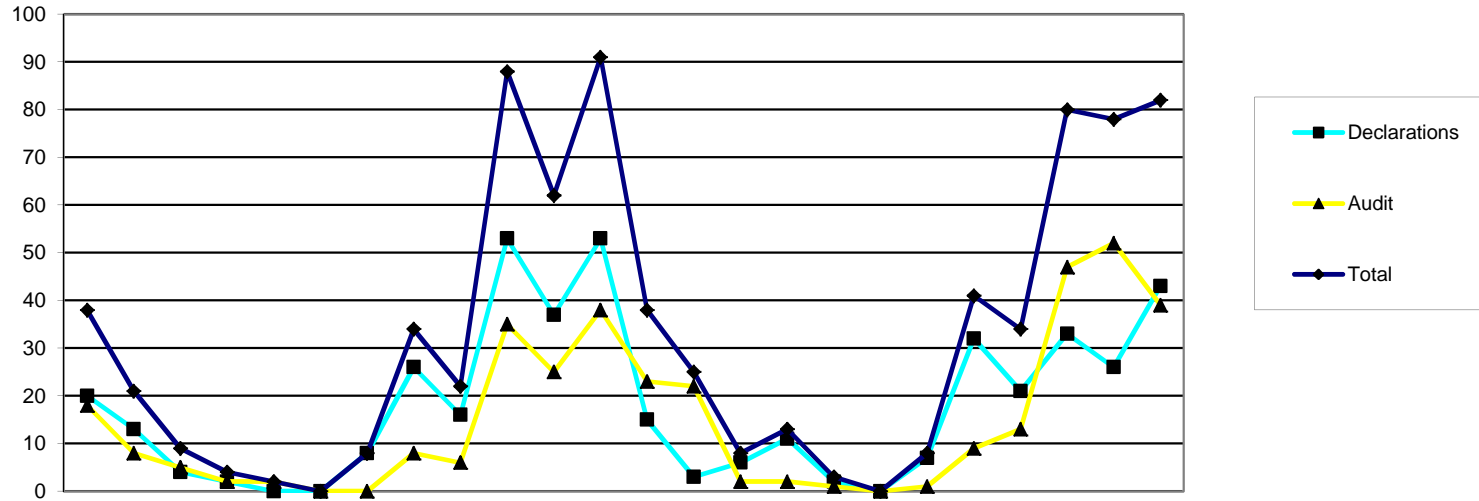
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Overview of approval visits																								
Number of visits	5	11	7	2	0	4	3	3	2	5	7	10	10	11	9	1	0	2	3	2	2	5	4	7
Number of programmes visited	12	16	17	2	0	14	3	5	7	9	12	15	15	14	16	1	0	2	4	3	5	11	11	21

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE
0	101	63	42	38	58	59	56
27	117	68	84	80	101	112	103



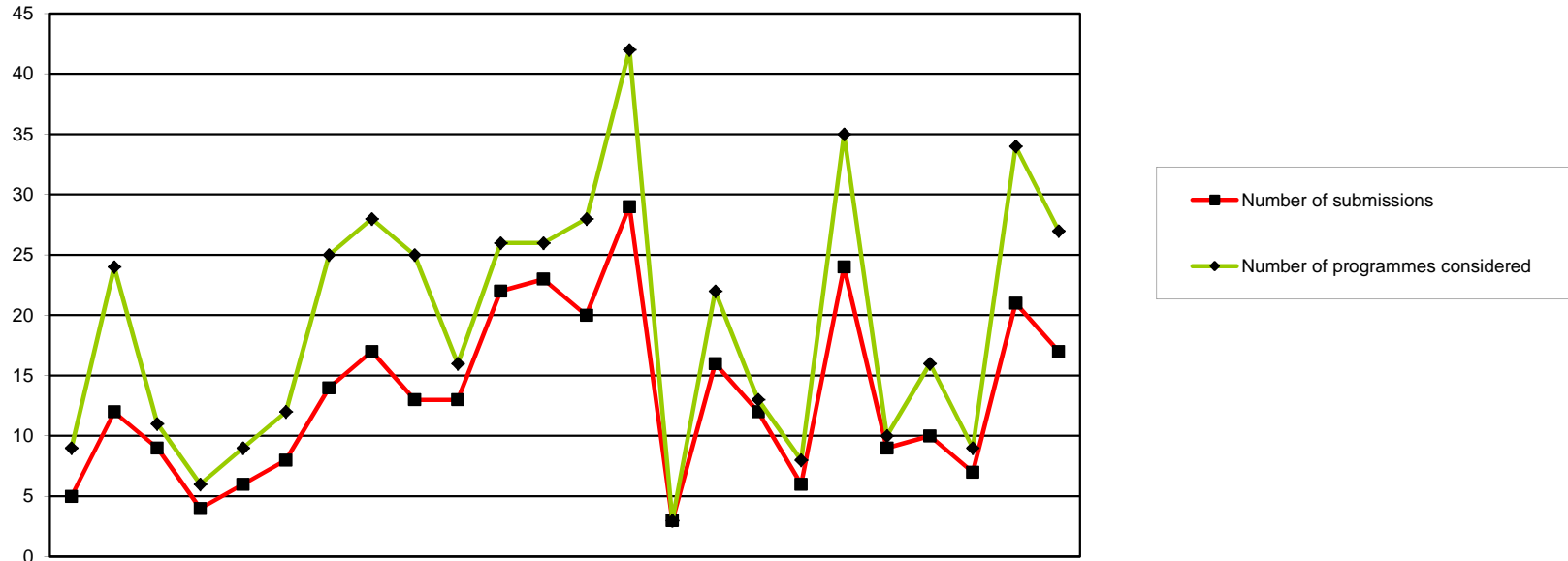
Reason for programme visited	2011			2012												2013			2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13								
	Apr	May	Jun	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE
New programme (pre-registration)	1	0	3	0	0	4	2	0	0	3	2	2	2	3	3	0	0	1	2	2	1	7	2	7	0	18	32	21	25	29	17	30		
New programme (post-registration)	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	7	29	1	7	1	0	2	1	
Result of a new profession joining the HCPC register*	3	8	4	2	0	0	0	1	0	0	3	11	11	10	9	1	0	0	0	0	0	0	0	8	12	5	16	4	0	7	31	32	51	
Result of a major change to an existing programme	8	6	10	0	0	10	0	3	6	6	7	1	2	1	4	0	0	1	2	1	4	3	1	2	5	32	26	53	42	37	57	21		
Result of annual monitoring to an existing programme	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	1	3	3	3	4	2	0	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	21	2	0	2	0	0	0	
Total	12	14	17	2	0	14	3	5	7	9	12	15	15	14	16	1	0	2	4	3	5	11	11	21	27	117	68	84	80	101	110	103		

* - Practitioner psychologists July 2009 - July 2012
 - Hearing Aid Dispensers April 2010 - July 2012
 - Social workers in England August 2012 - July 2015



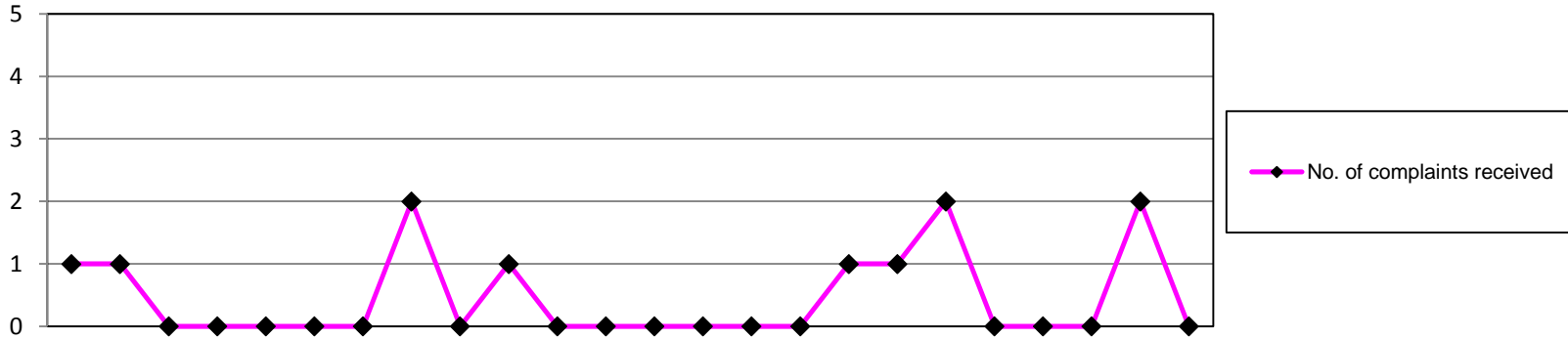
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Annual monitoring submissions																								
Declarations	20	13	4	2	0	0	8	26	16	53	37	53	15	3	6	11	2	0	7	32	21	33	26	43
Audit	18	8	5	2	2	0	0	8	6	35	25	38	23	22	2	2	1	0	1	9	13	47	52	39
Total	38	21	9	4	2	0	8	34	22	88	62	91	38	25	8	13	3	0	8	41	34	80	78	82

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE
113	94	143	167	105	232	232	199
51	184	135	136	123	257	147	211
164	278	278	303	228	489	379	410



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Major change submissions																								
Number of submissions	5	12	9	4	6	8	14	17	13	13	22	23	20	29	3	16	12	6	24	9	10	7	21	17
Number of programmes considered	9	24	11	6	9	12	25	28	25	16	26	26	28	42	3	22	13	8	35	10	16	9	34	27

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE
16	51	62	66	115	104	146	174
25	97	109	141	179	169	217	247



		2011			2012						2013														
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Complaints outcomes	No. of complaints received	1	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	1	1	2	0	0	0	2	0
	Directed visit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Approval process	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Major change process	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Annual monitoring process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unsubstantiated	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	1	2	0	0	0	2	0
	Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE
No. of complaints received	6	5	5	6
No. of approved progs	480	623	644	917
% progs affected by complaints	1.3%	0.8%	0.8%	0.7%

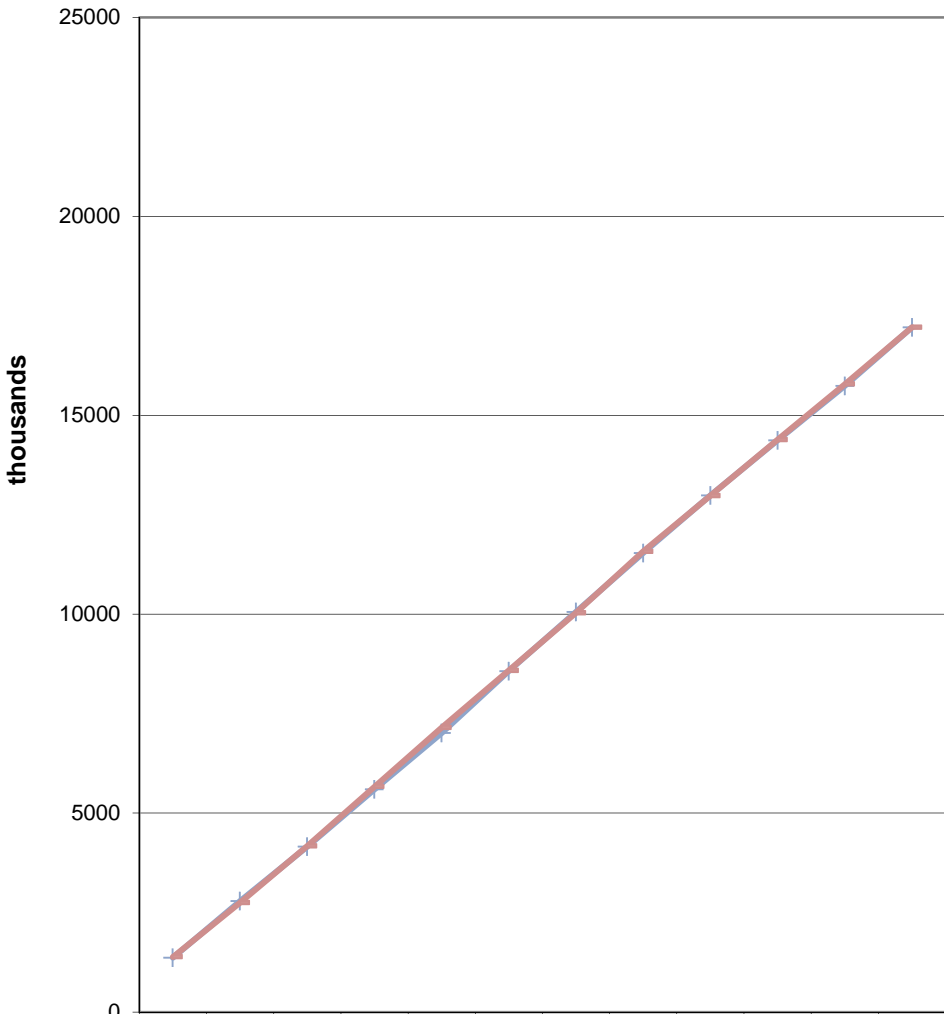
Health Professions Council

Income and Expenditure

Finance Department

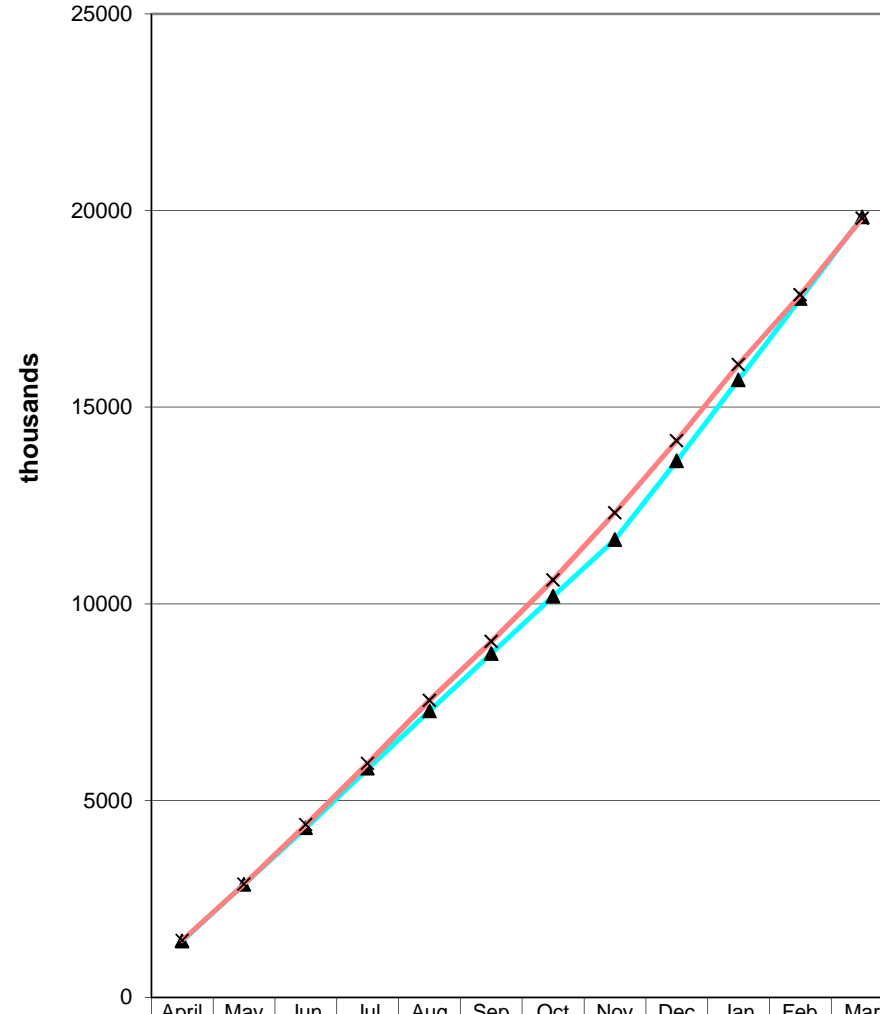
	2012												2013												Total to																
	April			May			Jun			Jul			Aug			Sep			Oct			Nov			Dec			Jan			Feb			Mar			YTD	Forecast	Variance	Approved	Reforecast
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000					
INCOME																																									
Registration Income	1,445	1,430	1,513	1,559	1,600	1,496	1,563	1,714	1,828	1,937	1,770	1,946													19,801	20,058	(257)	19,833	20,058												
Cheque/credit card write off												45													45		45	(3)													
TOTAL INCOME	1,445	1,430	1,513	1,559	1,600	1,496	1,563	1,714	1,828	1,937	1,770	1,991													19,846	20,058	(212)	19,830	20,058												
EXPENDITURE																																									
Chair	4	8	3	5	6	6	5	6	6	7	11	6													74	75	1	80	75												
Chief Executive	19	40	43	36	56	29	33	3	49	50	2	72													433	418	(15)	385	418												
Council & Committees	0	17	23	24	1	39	30	21	17	6	13	19													211	255	44	346	255												
Communications	70	123	31	66	69	98	139	116	75	75	73	111													1,047	1,034	(14)	1,133	1,034												
Depreciation	68	75	69	69	82	73	75	75	75	76	62	54													852	832	(20)	762	832												
Education	71	83	79	58	62	73	64	65	83	76	71														841	900	59	1,013	900												
Facilities Management	79	169	37	137	91	76	93	164	68	72	135	23													1,145	1,428	283	1,185	1,428												
Finance	62	57	57	50	48	69	72	84	45	62	56	58													720	718	(2)	719	718												
Fitness to Practise	584	611	555	559	695	739	711	817	756	827	700	903													8,458	8,809	352	9,874	8,809												
Human Resources & Partners	66	35	57	56	37	43	72	96	67	88	84	64													765	860	95	856	860												
IT Department	119	92	72	99	118	119	98	107	109	98	132	147													1,310	1,269	(42)	1,227	1,269												
Major Projects	28	4	108	(11)	(3)	0	6	1	1	1	55	44													234	210	(24)	257	210												
Operations Office	52	45	82	47	52	58	67	78	44	86	45	51													706	627	(79)	587	627												
Policy	20	23	17	18	16	18	19	19	20	24	39	23													257	326	69	332	326												
Registration	156	170	164	293	346	173	255	210	219	178	175	195													2,534	2,516	(18)	2,347	2,516												
Secretariat	15	11	21	17	14	18	20	18	16	22	17	17													206	238	32	281	238												
										0	0	0																													
TOTAL EXPENDITURE	1,413	1,562	1,420	1,526	1,683	1,621	1,769	1,878	1,631	1,755	1,678	1,857													19,793	20,515	722	21,384	20,516												
OPERATING SURPLUS/(DEFICIT)	32	(132)	93	33	(83)	(125)	(206)	(164)	197	182	92	134													53	(457)	(511)	(1,554)	(458)												
Grant income	0	0	0	0	490	0	43	500	0	37	74	261													1,405	1,405	0	(1,750)	(1,750)												
Costs relating to the transfer of GSCC	13	108	144	109	33	0	(5)	(5)	0	(2)	0	0													396	396	0	477	477												
Costs relating to the name change	0	11	35	45	14	8	(3)	(7)	(1)	4	0	3													109	109	0	142	142												
Social Workers FTP	4	41	50	37	72	131	99	75	46	176	133	134													998	998	0	0	844												
Employee Costs - GSCC staff transfer	0	0	0	7	23	1	0	0	0	0	0	(3)													28	28	0	0	31												
Costs Relating to Herbal Medicine	0	0	0	0	6	0	0	0	0	0	0	0													6	6	0	0	6												
Payroll costs for secondment to DOH	0	0	0	0	0	0	0	0	0	10	3	3													16	16	0	0	13												
Investment Income	0	1	12	0	0	10	28	12	15	14	18	31													141	141	0	0	(111)												
Impairment on Freehold land and buildings								0	0	0	0	(125)													(125)	(125)															
TOTAL SURPLUS/(DEFICIT)	15	(291)	(125)	(165)	258	(255)	(226)	285	166	56	47	165													(79)	(589)	(511)	(1,185)	(110)												

Income 2011/12 budgeted & actual



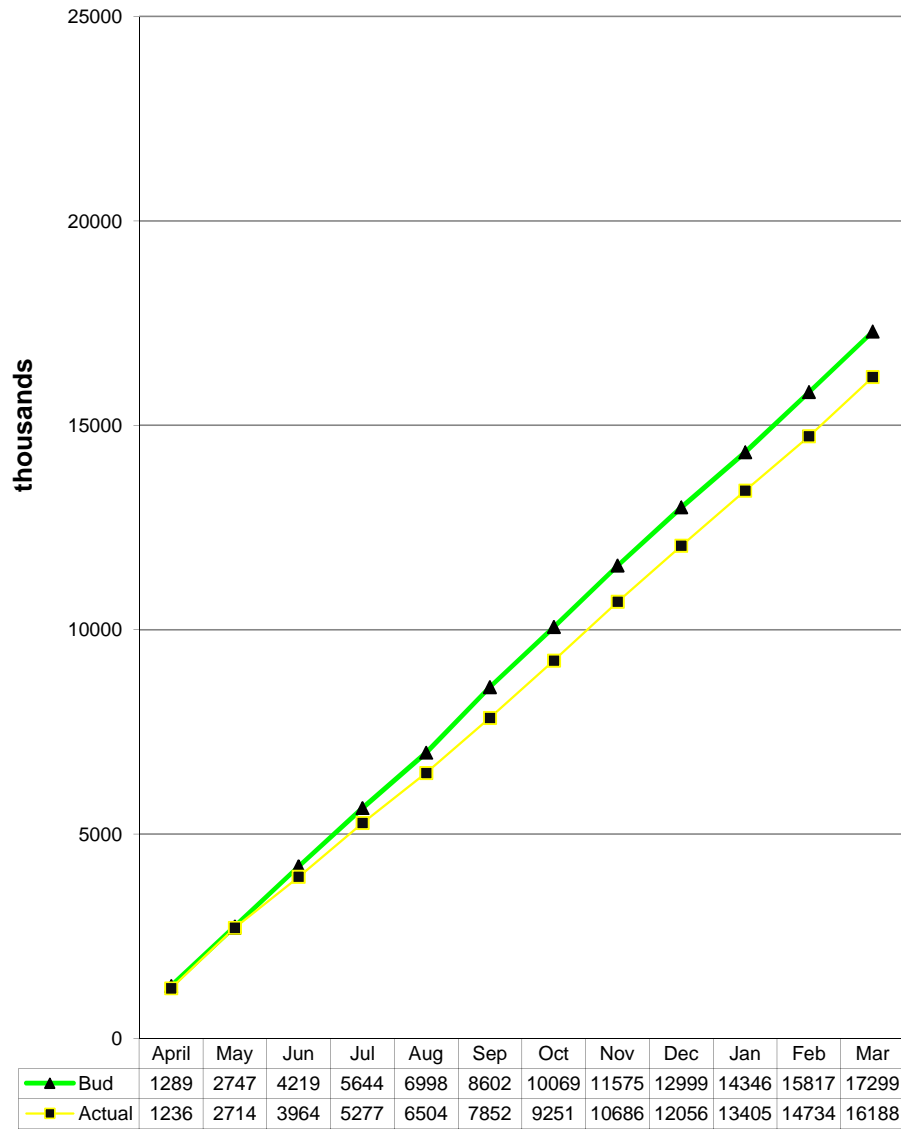
Bud	1365	2790	4159	5600	7013	8566	10054	11537	12986	14367	15738	17211
Actual	1386	2751	4173	5667	7151	8585	10032	11575	12978	14387	15783	17209

Income 2012/13 budgeted & actual

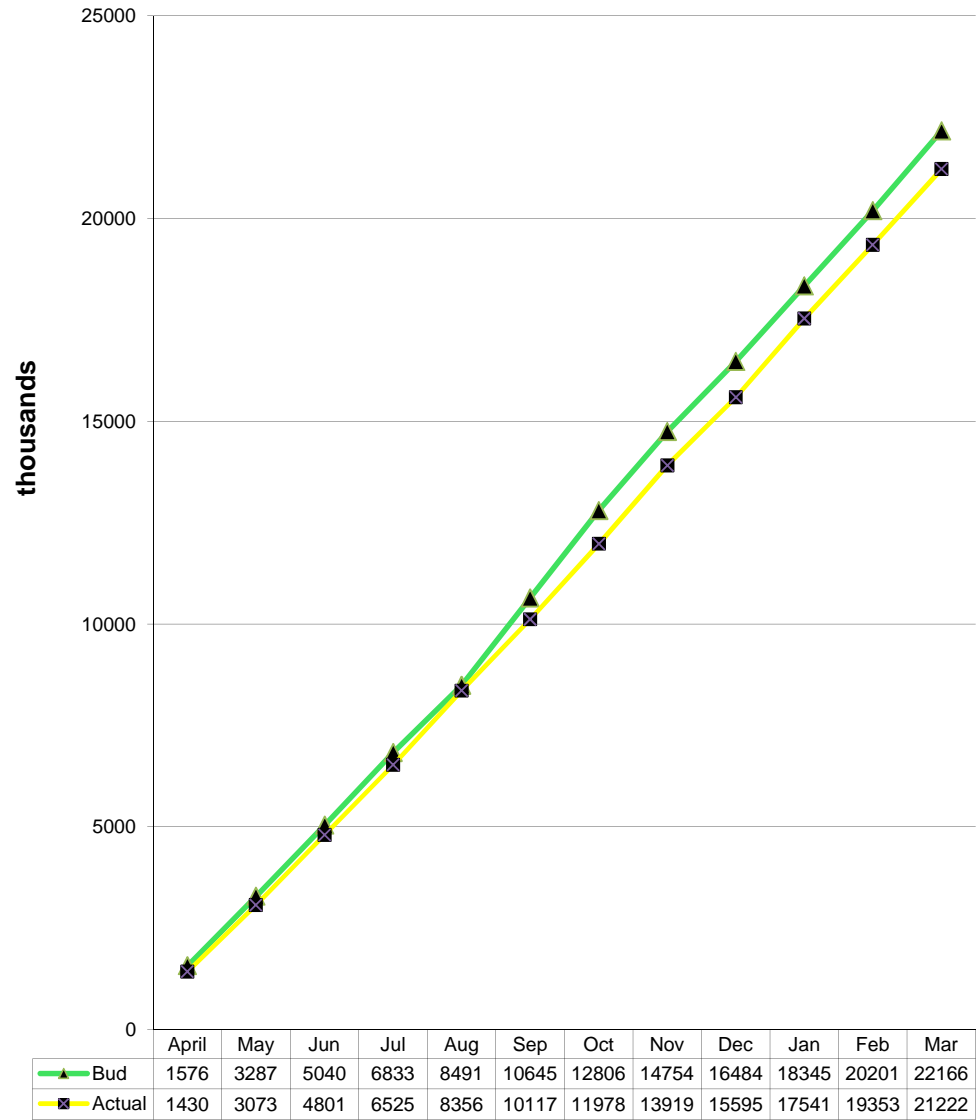


Bud	1431	2870	4313	5820	7279	8736	10195	11631	13632	15694	17756	19834
Actual	1445	2875	4388	5947	7547	9043	10606	12320	14148	16085	17855	19801

Expenditure 2011/12 budgeted & actual



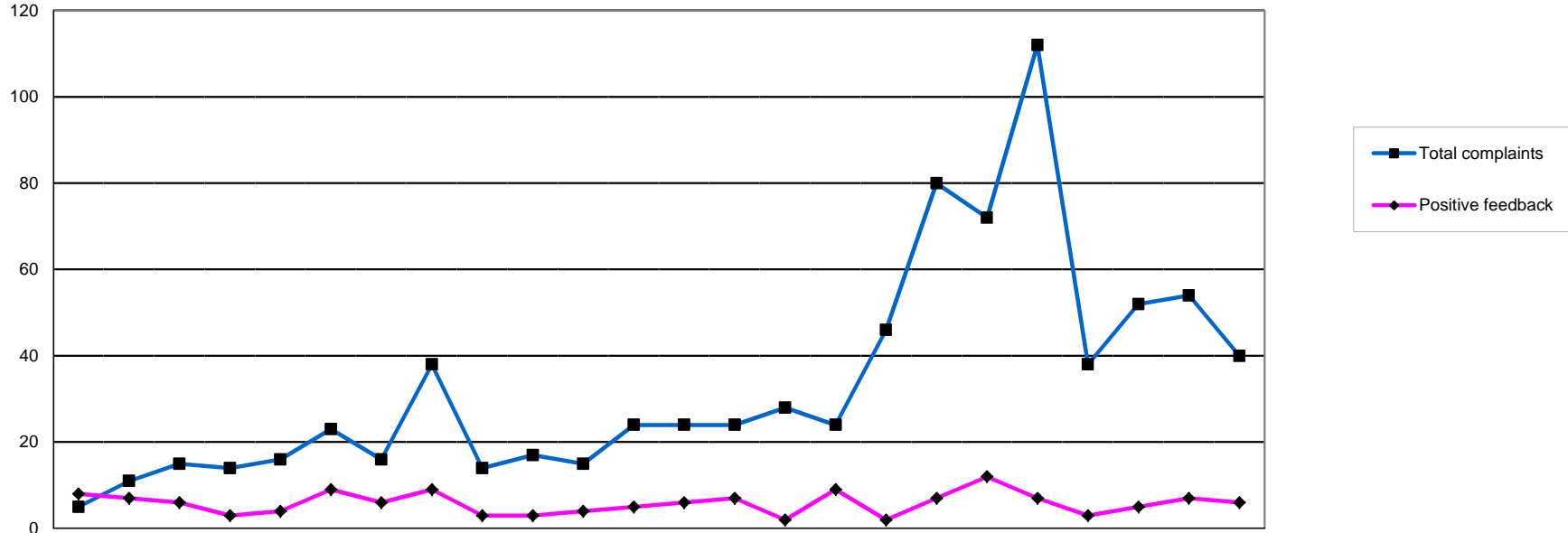
Expenditure 2012/13 budgeted & actual



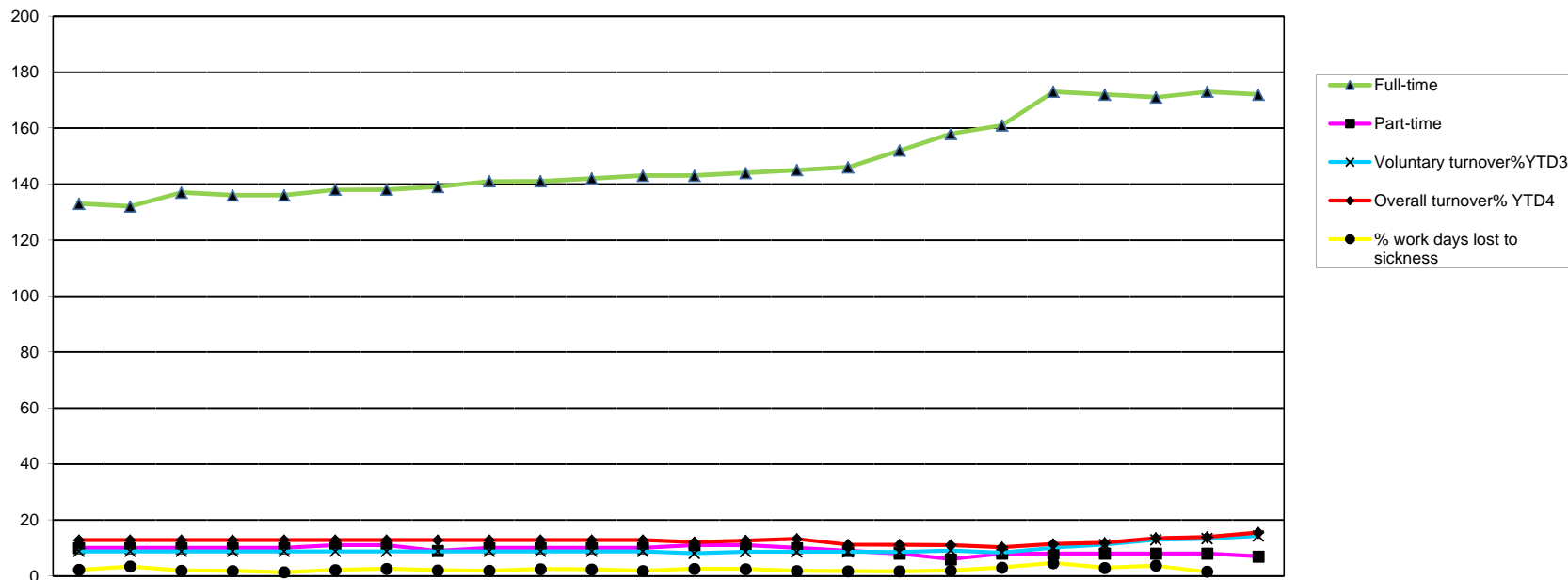
	2012												2013		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to	Reforecast	Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	Expenditure
EXPENDITURE															
Chair	2	(2)	3	1	(0)	(0)	0	(1)	(1)	(2)	1	2	1	75	74
Chief Executive	8	(15)	(18)	(6)	9	3	(3)	20	(11)	10	(12)	8	(15)	418	433
Council & Committees	11	3	13	(4)	6	(3)	13	(34)	15	(5)	30	11	44	255	211
Communications	(13)	(17)	44	31	(7)	(4)	(29)	0	(19)	35	(34)	(13)	(14)	1,034	1,047
Depreciation	(2)	(9)	(4)	(5)	(18)	(9)	(7)	54	(0)	(1)	(19)	(2)	(20)	832	841
Education	9	17	14	23	18	14	10	(90)	89	(83)	36	9	59	900	841
Facilities Management	5	(21)	4	(38)	9	23	9	(20)	9	31	272	5	283	1,428	1,145
Finance	2	9	5	11	15	(6)	(11)	(16)	6	(37)	21	2	(2)	718	720
Fitness to Practise	63	84	42	80	(86)	125	116	(417)	348	(184)	180	63	352	8,809	8,458
Human Resources & Partners	6	30	(48)	23	7	20	19	(55)	0	59	33	6	95	860	765
IT Department	(20)	8	34	0	(18)	(10)	2	7	2	9	(55)	(20)	(42)	1,269	1,310
Major Projects	(2)	5	(33)	1	35	(0)	(6)	2	(1)	21	(45)	(2)	(24)	210	234
Operations Office	1	(4)	3	(1)	(32)	(7)	(19)	68	(101)	2	11	1	(79)	627	706
Policy	(21)	74	(72)	22	1	5	6	(8)	2	26	35	(21)	69	326	257
Registration	38	50	(50)	(132)	82	19	4	(19)	(11)	119	(117)	38	(18)	2,516	2,534
Secretariat	7	12	4	6	9	8	5	(46)	(2)	(6)	36	7	32	238	206
												0			
TOTAL BUDGET VARIANCE	94	223	(61)	13	29	177	108	(555)	325	(5)	374	94	722	20,515	19,782
TOTAL MONTHLY BUDGET	1,507	1,785	1,359	1,539	1,712	1,798	1,878	1,323	1,956	1,751	2,051	1,951			20,609
TOTAL EXPENDITURE	1,413	1,562	1,420	1,526	1,683	1,621	1,769	1,878	1,631	1,755	1,678	1,857			19,793

	<i>Actual</i> £000	2012									2013		
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000
Non-current Assets													
Property, Plant and Machinery		3,369	3,359	3,399	3,395	3,398	3,405	3,398	3,387	3,381	3,390	3,385	3,338
Intangible assets		1,670	1,631	1,581	1,578	1,540	1,477	1,420	1,321	1,263	1,237	1,205	1,218
TOTAL FIXED ASSETS		5,039	4,990	4,980	4,973	4,938	4,882	4,818	4,708	4,644	4,627	4,590	4,556
CURRENT ASSETS													
Other current assets		604	705	607	623	860	442	455	352	380	390	404	543
Bank & Cash		7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811	12,218	13,017	15,584
	0	8,568	7,769	7,970	7,503	9,028	11,204	11,563	13,157	13,191	12,608	13,421	16,127
CURRENT LIABILITIES													
Trade and other payables		(529)	(875)	(354)	(707)	(525)	(544)	(567)	(632)	(289)	(500)	(389)	(954)
Other Liabilities		(1,220)	(934)	(1,358)	(1,065)	(1,322)	(1,393)	(1,357)	(1,165)	(1,202)	(1,185)	(1,233)	(1,159)
Deferred income		(9,932)	(9,294)	(9,717)	(9,349)	(10,505)	(12,790)	(13,324)	(14,651)	(14,760)	(13,682)	(14,475)	(16,489)
	0	(11,681)	(11,103)	(11,429)	(11,121)	(12,352)	(14,727)	(15,248)	(16,448)	(16,251)	(15,367)	(16,097)	(18,602)
Total assets less liabilities	0	1,926	1,656	1,521	1,355	1,614	1,359	1,133	1,417	1,584	1,868	1,916	2,081
Represented by:													
Revaluation Reserve		0	0	0	0	0	0	0	0	0	0	0	0
Income and expenditure account		1,926	1,656	1,521	1,355	1,614	1,359	1,133	1,418	1,585	1,868	1,916	2,081
	0	1,926	1,656	1,521	1,355	1,614	1,359	1,133	1,418	1,585	1,868	1,916	2,081

	Actual Mar 12 £000	2012												Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	2013 Jan £000	Feb £000	Mar £000	
Opening Balance		8,709	7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811	12,218	13,017	
Registration Income		1,445	1,430	1,513	1,559	1,600	1,496	1,564	1,714	1,828	1,937	1,769	1,991	19,846
Investment Income		1	0	12	0	0	10	28	12	15	15	19	30	142
Investment Sales		0	0	0	0	0	0	0	0	0	0	0	0	0
Deferred Income Movements		(562)	(641)	424	(366)	1,135	2,305	534	1,326	110	(1,078)	793	2,014	5,994
Department of Health funding		0	0	0	0	0	490	43	500	0	275	73	262	1,643
Total Cash Receipts		884	789	1,949	1,193	2,735	4,301	2,169	3,552	1,953	1,149	2,654	4,297	27,625
Expenditure		1,430	1,712	1,659	1,724	1,831	1,761	1,864	1,941	1,676	1,941	1,813	1,968	21,320
Depreciation		(72)	(72)	(68)	(68)	(82)	(72)	(75)	(75)	(75)	(76)	(63)	(55)	(852)
Asset disposal / writeoff		0	0	0	0	0	0	0	0	0	0	0	0	0
Aged Cred / Accrual Movements		29	(60)	77	(60)	103	(247)	12	128	305	(194)	64	(492)	(335)
Debtor Movements		88	101	(98)	17	(453)	272	13	(103)	28	11	13	138	27
Payments to Creditors		1,475	1,681	1,570	1,614	1,399	1,714	1,814	1,892	1,934	1,682	1,827	1,559	20,161
Capital Expenditure		154	8	80	62	47	(2)	9	(35)	11	58	26	171	589
Capital write-off/Adjustments		0	0	0	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
Other Payments		154	8	80	62	47	(2)	9	(35)	11	58	26	171	589
Closing Balance		7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811	12,218	13,017	15,584	



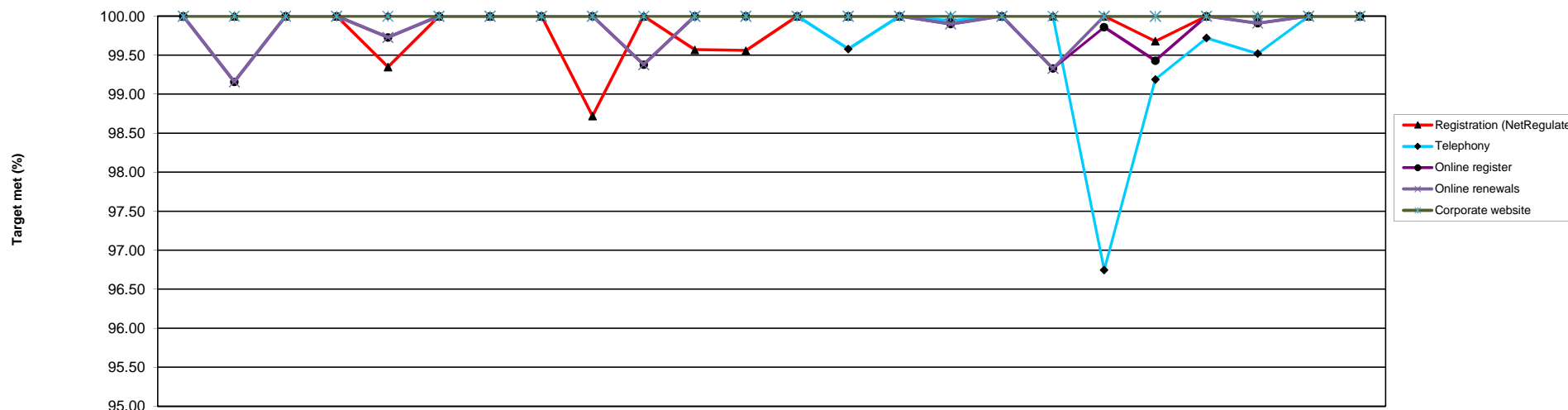
	2011			2012									2013									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE
Application process	0	0	0	0	0	2	2	0	1	3	3	15	5	5	3	2	8	5	6	6	3	4	10	10	39	23	28	29	4	39	26	67
Registration process	4	7	14	12	15	18	13	35	11	13	7	5	13	17	20	11	26	66	61	99	21	42	39	20	169	88	122	361	163	136	154	435
External comms	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	3	3	4	0	0	7	1	0	2	24	6	6	4	1	1	2	21
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	6	2	0	0	2	0	0	1
Partner management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4	2	4	4	8	0	1
Rules/legislation	0	1	1	0	0	0	0	0	0	0	0	1	3	0	1	0	5	2	0	1	5	2	0	2	17	11	10	3	5	0	3	21
Other	1	2	0	2	1	3	1	3	2	1	5	2	3	2	3	8	4	3	5	5	2	3	5	5	7	16	18	44	45	38	23	48
Total complaints	5	11	15	14	16	23	16	38	14	17	15	24	24	24	28	24	46	80	72	112	38	52	54	40	262	262	186	445	224	222	208	594
Positive feedback	8	7	6	3	4	9	6	9	3	3	4	5	6	7	2	9	2	7	12	7	3	5	7	6	187	19	27	37	81	79	67	73



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
EMPLOYEES																								
Budgeted employees	148	148	148	148	148	148	148	148	148	148	148	148	165	165	165	165	186	186	186	186	186	186	186	186
Total employees	143	142	147	146	146	149	149	149	151	151	152	153	154	155	155	160	164	169	180	180	179	182	179	
Full-time	133	132	137	136	136	138	138	139	141	141	142	143	143	144	145	146	152	158	161	173	172	171	173	172
Part-time	10	10	10	10	10	11	11	9	10	10	10	10	11	11	10	9	8	6	8	8	8	8	8	7
FTE	142	140	145	144	144	145	145	148	149	149	149	151	152	153	153	153	159	163	168	180	179	178	180	178
Permanent	139	139	138	139	138	139	138	136	141	144	150	142	146	147	148	148	154	159	166	177	175	173	176	174
Fixed-Term Contracts	4	5	9	7	8	10	11	14	8	9	10	11	8	8	7	7	6	5	3	3	5	6	5	5
Starters (permanent)	0	0	0	0	0	0	0	0	2	0	0	2	0	2	2	1	7	4	4	11	1	2	4	1
Starters (fixed-term)	0	2	7	2	2	4	1	1	2	1	1	1	2	1	0	0	0	1	1	3	2	1	0	0
Voluntary resignations¹	2	1	1	1	2	0	2	0	1	1	1	1	1	2	1	1	2	1	1	3	3	4	2	3
Compulsory leavers ²	0	0	0	3	0	1	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Total leavers (vol. & comp.)	2	1	1	4	2	1	2	1	2	1	1	1	1	2	2	1	2	1	1	3	3	4	2	4
Voluntary turnover% YTD³	9	9	9	9	9	9	9	9	9	9	9	9	8	9	9	9	9	9	8	10	11	13	13	14
Overall turnover% YTD⁴	13	13	13	13	13	13	13	13	13	13	13	13	12	13	13	11	11	11	10	11	12	13	14	16
Agency days	55	36	22	31	46	87	91	76	21	21	27	56	60	124	204	434	573	501	588	847	468	122	100	104
% work days lost to sickness	2	3	2	2	1	2	3	2	2	2	2	2	3	2	2	2	2	2	3	5	3	4	2	3
Average sick-days YTD	6	6	6	6	6	6	6	6	6	6	6	6	6	5	5	5	5	5	6	6	6	7	7	7
Sick-days	69	106	63	55	43	71	80	67	57	71	76	61	84	88	60	58	59	71	112	183	114	146	102	
O.H. Refs	1	1	0	2	1	2	1	1	3	2	1	0	3	4	1	4	1	2	1	4	4	3	4	

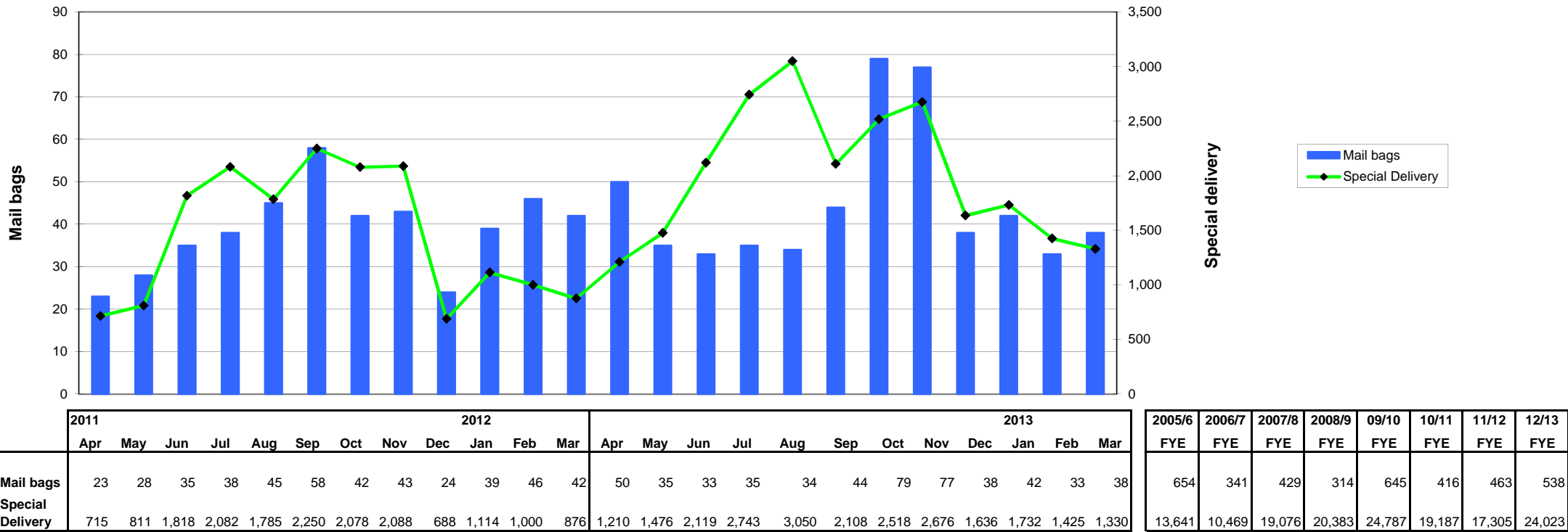
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE
			124	132	144	148	186
78	79	107	116	136	142	153	179
73	75	104	113	124	131	143	173
5	4	3	3	5	11	10	7
76	77	106	115	127	140	151	178
74	78	101	113	126	134	142	174
4	1	5	4	3	8	11	5
6	46	42	36	37	15	4	39
	1	13	7	8	10	24	11
3	20	17	22	22	10	13	24
	1	8	3	3	5	6	2
-	21	25	25	25	15	19	26
*	30	26	19	16	7	9	14
	-	-	20	20	11	13	16
95	2590	2742	1,149	1385	360	568	4123
*	4	3	4	3	2	2	2
			8	7	7	6	6
846	795	777	847	943	843	819	1140
0	18	19	27	10	13	15	35

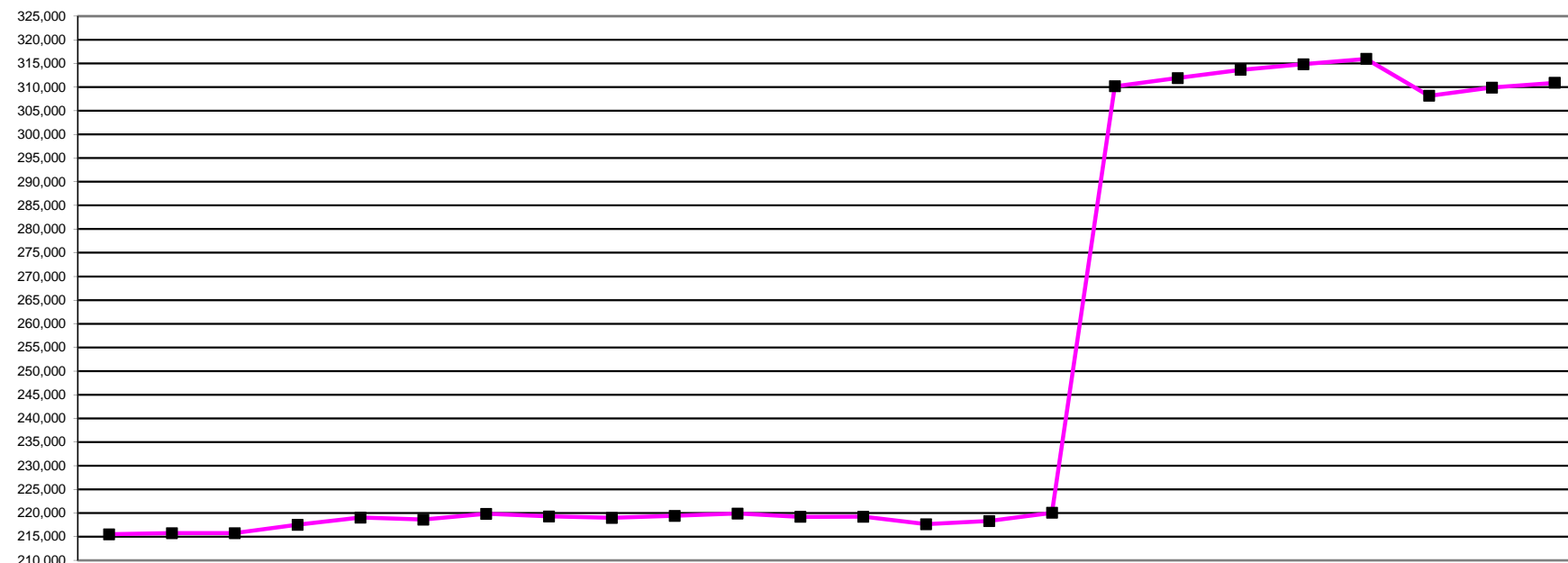
¹ Voluntary Resignations:
² Compulsory Leavers:
³ Voluntary Turnover YTD:
⁴ Overall Turnover:
 FTE



Service availability	2011			2012									2013									2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13				
	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	
Corporate website	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	100.00	100.00	99.99	100.00	100.00	100.00	
Online register	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00	100.00	99.90	100.00	99.33	99.86	99.43	100.00	99.91	100.00	100.00					99.51	99.86	99.87	
Online renewals	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00	100.00	99.90	100.00	99.33	100.00	100.00	100.00	99.91	100.00	100.00					99.51	99.86	99.93	
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.68	100.00	100.00	100.00	100.00	99.99	99.87	99.89	99.98	99.96	99.77	99.97	
Telephony	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	99.58	100.00	99.94	100.00	100.00	100.00	96.75	99.19	99.72	99.52	100.00	100.00	99.99	99.83	99.92	100.00	99.98	100.00	99.56

Performance targets	Uptime target	Period
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration (NetRegulate)	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days

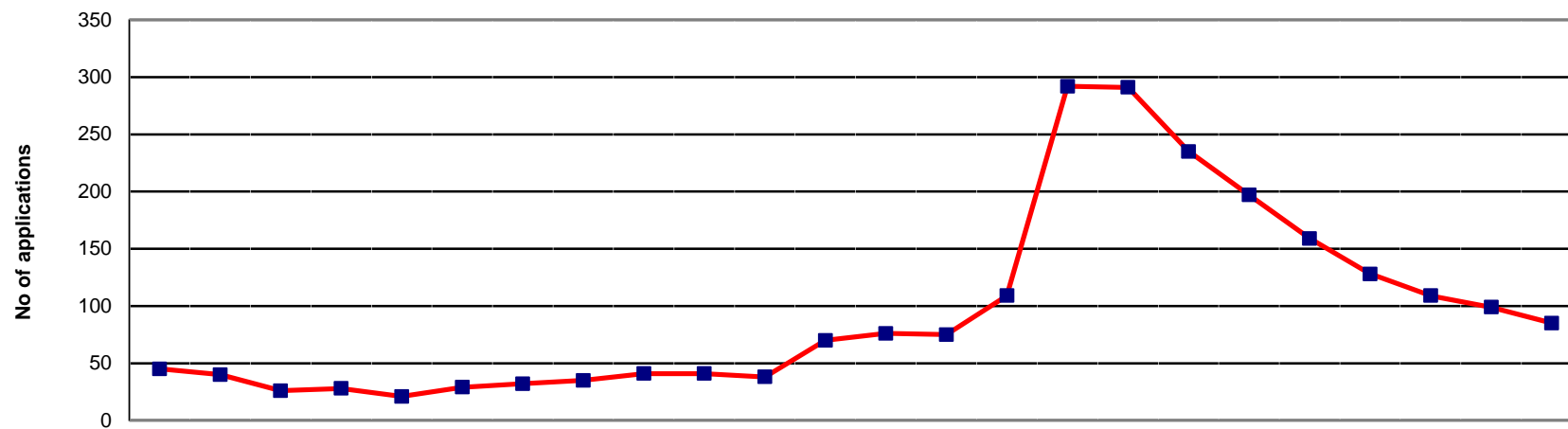




	2011			2012									2013									2007/8	2008/9	09/10	10/11	11/12	12/13													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE										
AS	2,913	2,913	2,928	2,948	2,986	3,013	3,047	3,073	3,098	3,111	3,127	3,121	3,127	2,893	2,914	2,967	3,039	3,072	3,102	3,126	3,154	3,158	3,173	3,185	2,509	2,576	2,785	2,900	3,121	3,185										
BS	22,668	22,662	22,746	22,814	22,835	22,815	22,765	22,625	21,690	21,790	21,860	21,886	21,886	21,904	21,925	21,988	22,115	22,183	22,217	22,237	22,311	22,325	22,376	22,402	21,560	22,381	21,894	22,626	21,886	22,402										
CH	12,740	12,743	12,759	12,833	12,944	12,984	13,013	13,023	13,023	13,004	13,007	13,005	13,000	12,963	12,949	13,005	12,554	12,662	12,705	12,728	12,734	12,726	12,743	12,754	13,055	12,581	12,897	12,737	13,005	12,754										
CS	4,666	4,682	4,704	4,699	4,686	4,498	4,524	4,564	4,584	4,609	4,637	4,665	4,679	4,725	4,728	4,735	4,754	4,749	4,755	4,779	4,792	4,800	4,816	4,847	4,183	4,405	4,444	4,622	4,665	4,847										
DT	7,348	7,360	7,402	7,537	7,632	7,663	7,709	7,724	7,731	7,745	7,760	7,782	7,789	7,776	7,777	7,579	7,731	7,784	7,820	7,836	7,838	7,853	7,868	7,890	6,663	6,700	7,160	7,323	7,782	7,890										
HAD	1,591	1,596	1,596	1,619	1,644	1,652	1,667	1,684	1,694	1,703	1,713	1,772	1,724	1,731	1,725	1,758	1,694	1,725	1,748	1,765	1,780	1,788	1,801	1,806				1,587	1,772	1,806										
OT	32,186	32,240	32,334	32,514	32,808	32,757	32,802	31,399	31,591	31,705	31,840	31,946	31,928	32,120	32,187	32,454	32,879	33,044	33,171	33,359	33,456	33,500	33,612	33,717	28,107	30,122	30,351	32,134	31,946	33,717										
ODP	10,339	10,336	10,381	10,398	10,463	10,684	10,814	10,831	10,863	10,899	10,910	10,929	10,929	10,966	10,978	11,001	11,089	11,303	11,424	11,438	11,468	11,188	11,217	11,246	9,458	9,587	10,085	10,314	10,929	11,246										
OR	1,302	1,303	1,295	1,296	1,304	1,268	1,279	1,281	1,286	1,285	1,288	1,286	1,286	1,284	1,282	1,291	1,313	1,316	1,322	1,324	1,327	1,321	1,327	1,329	1,239	1,278	1,260	1,303	1,286	1,329										
PA	16,861	16,926	17,003	17,086	17,210	17,083	17,377	17,559	17,652	17,714	17,829	17,913	17,935	17,997	18,032	18,162	18,340	18,661	18,883	19,014	19,116	19,153	19,289	19,373	13,703	15,019	15,766	16,785	17,913	19,373										
PH	45,061	45,147	45,322	45,722	46,096	46,247	46,354	46,533	46,618	46,689	46,699	46,516	46,479	44,514	44,785	45,402	45,908	46,125	46,332	46,450	46,532	46,592	46,708	46,842	42,490	42,676	44,651	45,002	46,516	46,842										
PYL	17,209	17,211	16,451	16,711	16,799	16,916	17,172	17,444	17,557	17,656	17,761	17,845	17,864	18,015	18,072	18,156	18,271	18,415	18,775	18,997	19,121	19,169	19,294	19,341			15,583	17,161	17,845	19,341										
PO	905	903	906	908	912	865	870	878	884	890	890	893	894	897	910	917	923	923	930	930	932	933	935	936	832	877	869	901	893	936										
RA	26,616	26,616	26,767	27,202	27,413	27,535	27,651	27,712	27,697	27,569	27,470	26,480	26,533	26,666	26,807	27,245	27,542	27,652	27,751	27,787	27,814	27,802	27,767	27,820	23,541	25,318	25,195	26,614	26,480	27,820										
SW*																																								
SL	13,118	13,130	13,159	13,244	13,307	12,663	12,805	12,965	13,020	13,066	13,127	13,173	13,175	13,214	13,253	13,390	13,608	13,660	13,776	13,876	13,918	13,951	14,003	14,033	11,375	12,169	12,371	13,086	13,173	14,033										
Total	215,523	215,768	215,753	217,531	219,039	218,643	219,849	219,295	218,988	219,435	219,918	219,212	219,228	217,665	218,324	220,050	310,234	311,952	313,703	314,871	316,015	308,203	309,934	310,942	178,715	185,689	205,311	215,095	219,212	310,942										

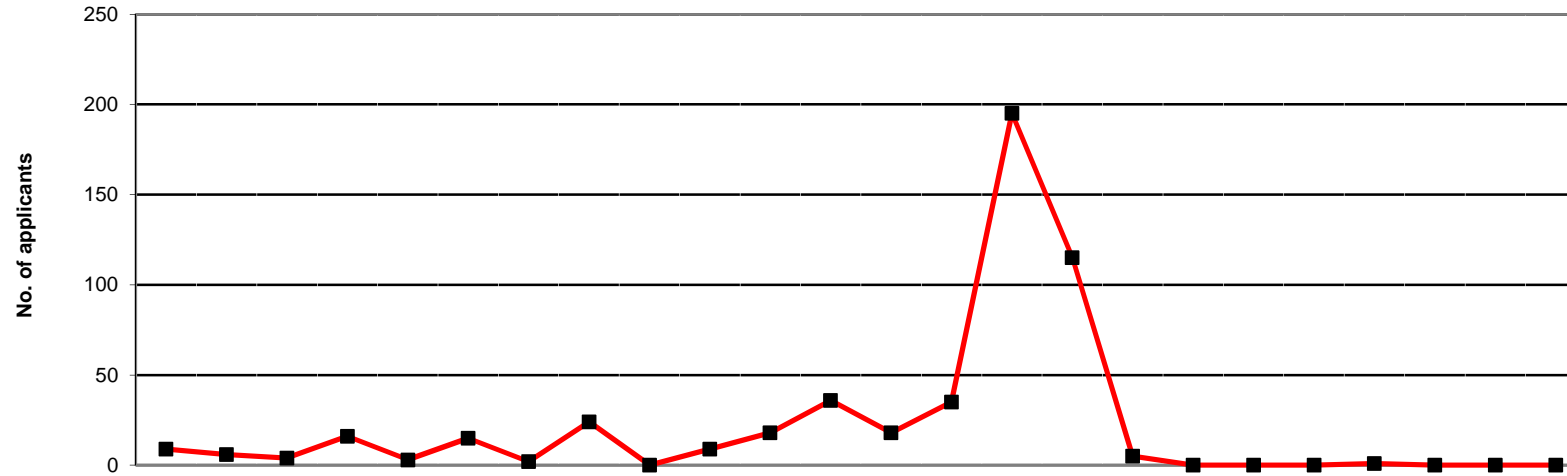
NOTE: Information captured last day of each calendar month

*Social worker section of register opened 1st Aug 2012 (covers England only)



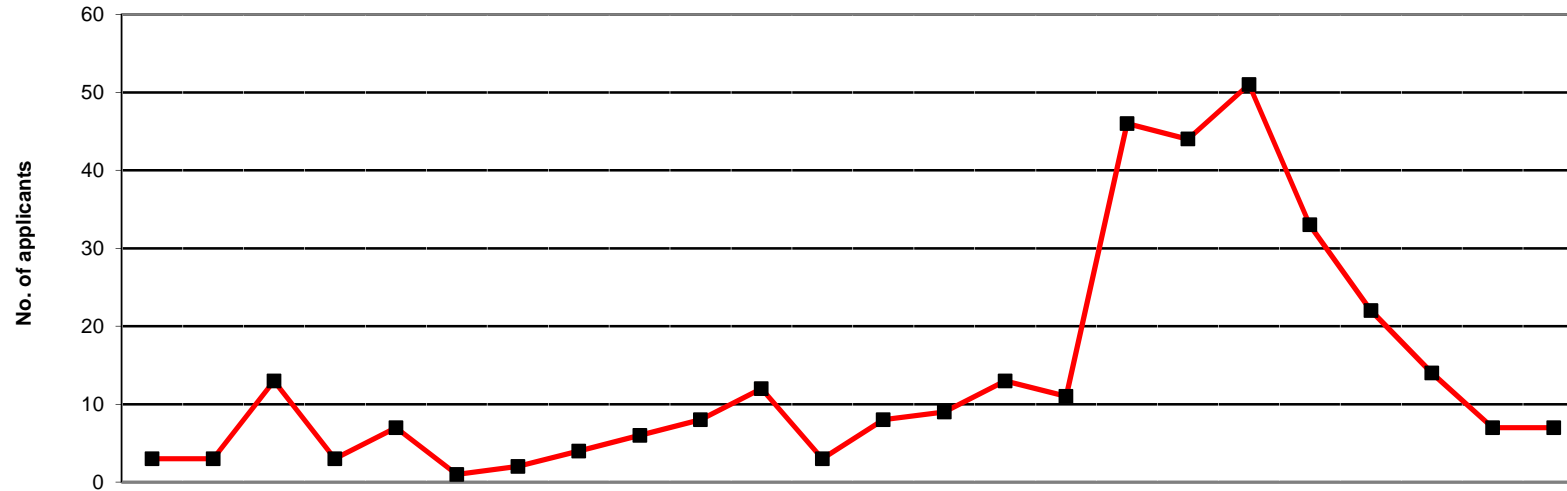
Current status	2011			2012									2013									11/12 FYE	12/13 YTD			
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	Mar
Minimum info	1	1	1	0	0	1	1	4	1	2	5	30	32	31	60	129	28	20	13	12	5	5	3	2	4	28
At scrutiny	35	32	21	24	19	25	28	28	33	33	30	33	39	39	45	153	247	182	162	135	107	93	80	64	28	112
Pending reg fee	9	7	4	4	2	3	3	3	7	6	3	7	5	5	4	10	16	33	22	12	16	11	16	19	5	14
Total	45	40	26	28	21	29	32	35	41	41	38	70	76	75	109	292	291	235	197	159	128	109	99	85	37	155
																								Average	Average	

NOTE: Information covers grandparenting applications status progress only
 Represents the current workload within the grandparenting section as at the end of the month
No new forms accepted after delivery of first post 2nd July 2012



	2011			2012									2013									09/10	10/11	11/12	12/13				
	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	
Practitioner psychologists *	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0	0	0	1	0	0	0	93	170	142	369

* Practitioner psychologists section of register opened 1st July 2009
 No new forms accepted after delivery of first post 2nd July 2012

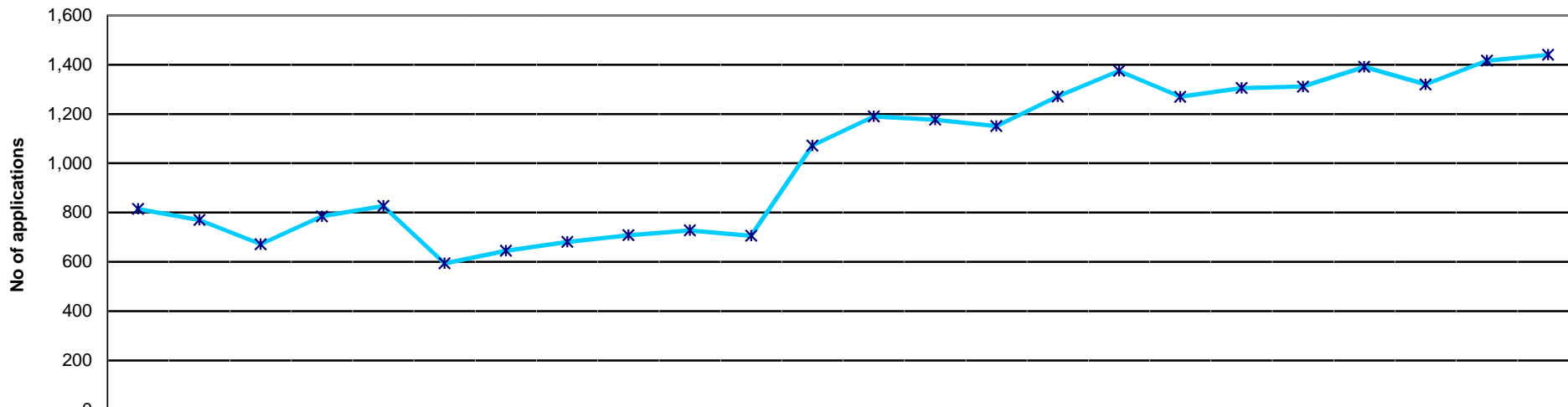


	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Practitioner psychologists *	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22	14	7	7

09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
63	96	65	265

* Practitioner psychologists section of register opened 1st July 2009
 No new forms accepted after delivery of first post 2nd July 2012

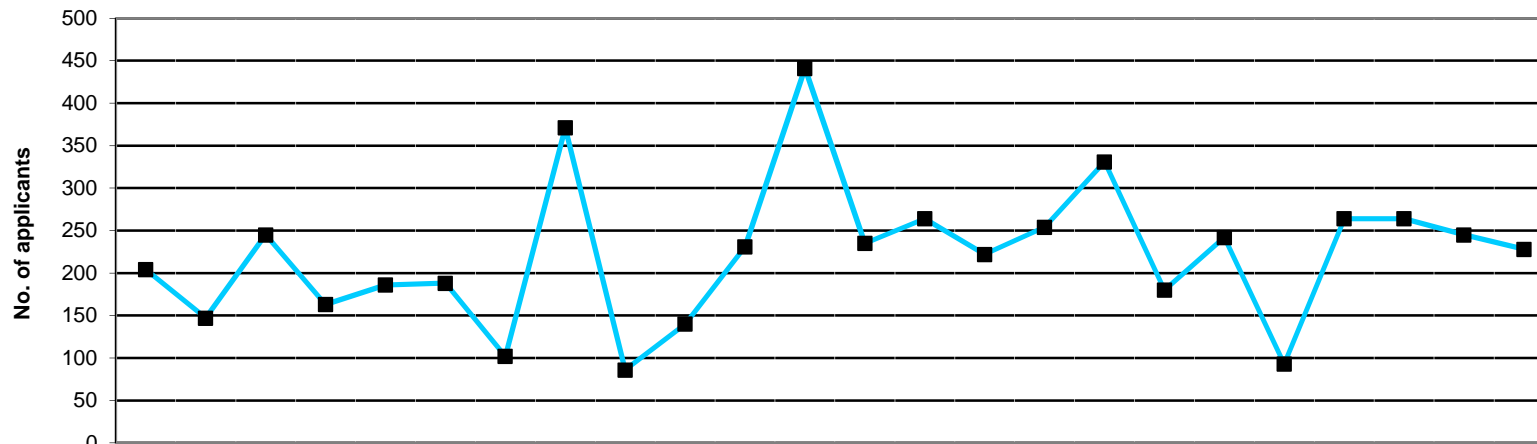
Health and Care Professions Council International applications workflow process at end of each month April 2011 - March 2013 Registration Department



Current status	2011			2012									2013											
	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	43	20	315	358	399	304	392	316	318	347	365	382	352	357	406
At scrutiny	531	515	400	590	619	373	416	433	498	488	489	529	586	572	616	661	827	684	730	748	783	732	798	736
Pending reg fee	223	182	172	172	173	172	167	171	184	197	197	228	246	206	231	218	232	268	228	198	226	236	261	298
Total	815	770	672	785	827	594	645	681	708	728	706	1,072	1,190	1,177	1,151	1,271	1,375	1,270	1,305	1,311	1,391	1,320	1,416	1,440

11/12 FYE	12/13 YTD
74	358
490	706
187	237
751	1,301
Average	

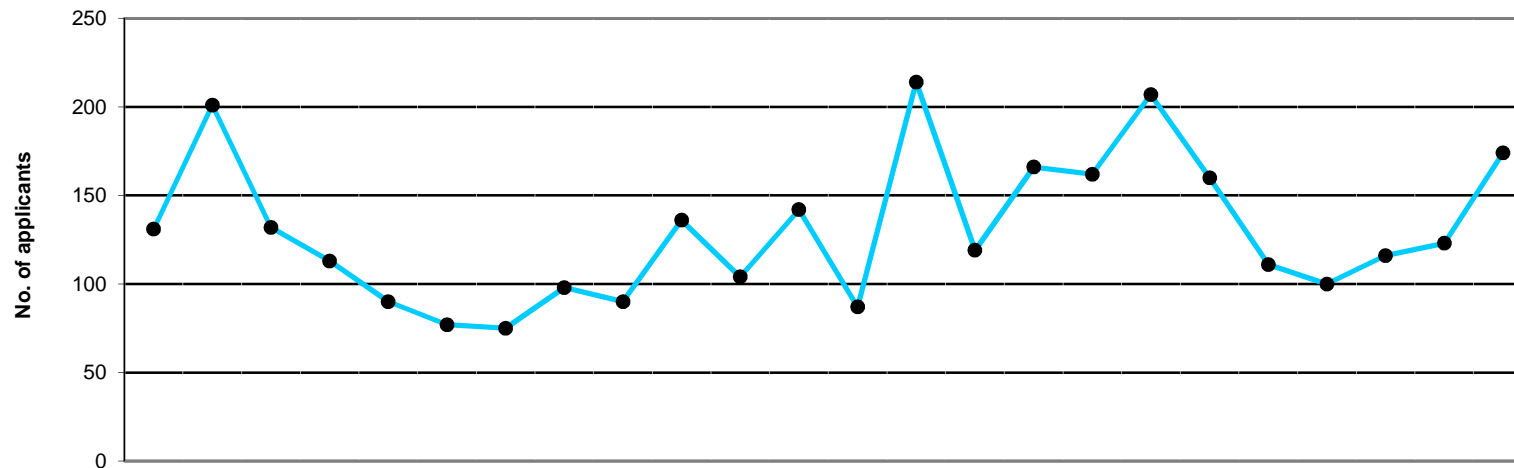
NOTE: Information covers international applications status progress only
Represents the current workload within the International Department as at the end of the month



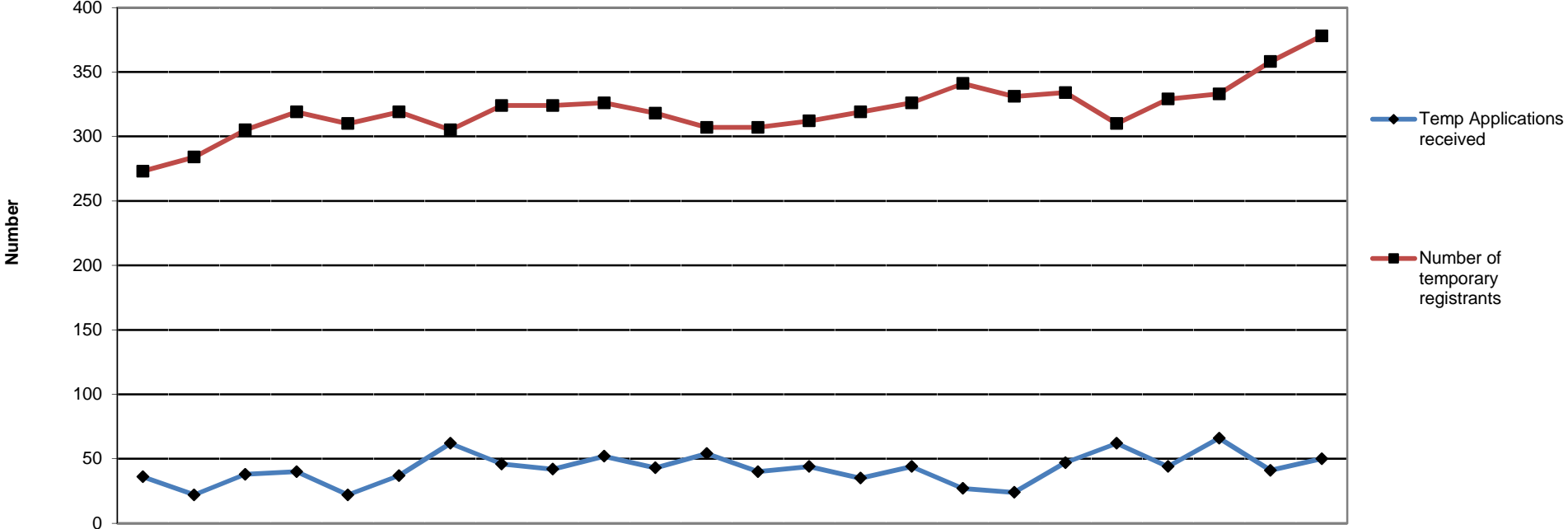
	2011			2012									2013									2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec						Jan	Feb	Mar
Arts Therapists	1	0	4	1	1	1	3	6	2	1	2	1	4	2	0	1	2	1	1	0	2	1	0	3	16	12	23	23	17
Bio. Scientists	13	9	18	16	14	16	8	38	3	17	22	23	14	32	26	36	20	14	25	6	11	20	17	16	307	290	273	197	237
Chirops/ Pods	3	3	3	3	3	2	1	4	1	1	4	3	0	2	2	1	4	1	4	0	2	2	3	2	23	34	25	31	23
CI Scientists	6	6	5	5	9	5	0	10	2	4	5	17	8	13	9	14	5	3	4	2	8	4	9	7	50	61	72	74	86
Dietitians	9	11	10	12	9	10	7	25	5	3	17	30	16	25	12	13	16	7	12	3	12	7	7	6	132	137	139	148	136
Hearing aid disps	2	0	0	1	0	2	0	1	0	1	1	2	2	1	1	2	1	0	1	0	0	1	2	1			6	10	12
OTs	21	22	29	10	21	31	13	39	9	22	24	65	17	26	29	29	31	26	41	10	23	32	29	27	404	340	381	306	320
ODPs	1	2	1	1	1	1	0	2	1	0	1	1	0	1	1	1	3	3	3	0	2	1	0	0	8	10	9	12	15
Orthoptists	0	0	0	2	0	1	0	0	1	0	0	0	1	1	0	1	1	0	1	0	0	0	0	0	3	1	5	4	5
Paramedics	3	2	3	6	5	5	4	4	0	3	1	4	5	4	5	5	5	3	8	3	4	4	6	6	46	50	39	40	58
Physiotherapists	71	55	97	49	69	51	26	137	36	42	83	158	97	97	73	72	70	48	70	34	85	97	73	63	774	745	796	874	879
Pract psychs	16	12	20	14	20	18	6	26	8	8	10	30	23	21	17	27	16	13	9	8	32	16	20	17		156	236	188	219
Prosth/Orthotists	2	0	0	1	1	1	1	1	0	0	2	1	0	1	1	1	2	0	2	0	1	1	1	0	9	3	10	10	10
Radiographers	34	15	43	28	22	25	20	55	13	25	41	76	29	27	33	37	27	24	29	9	32	33	30	26	364	312	417	397	336
Social workers*																	113	17	24	10	38	26	33	40					301
SLTs	22	10	12	14	11	19	13	23	5	13	18	30	19	11	13	14	15	20	8	8	12	19	15	14	154	173	166	190	168
Total	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264	264	245	228	2,290	2,324	2,597	2,504	2,822

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

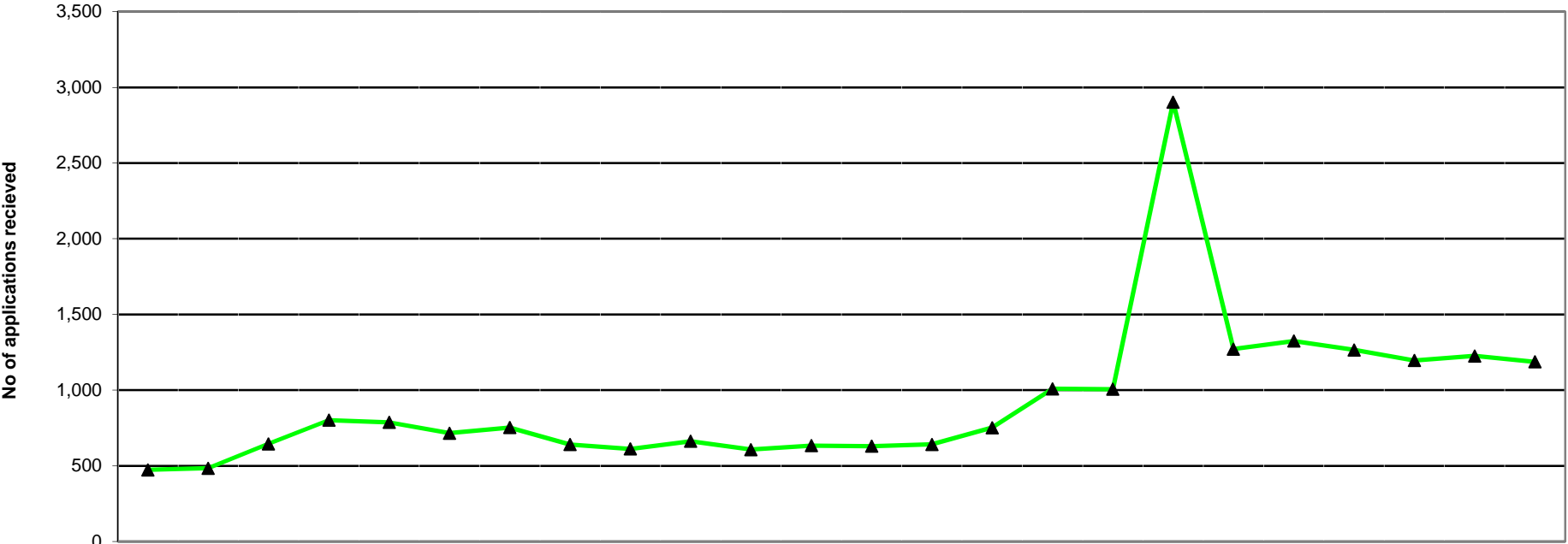
*Social worker section of register open 1st Aug 2012 (covers England only)



	2011			2012									2013									2007/8	2008/9	09/10	10/11	11/12	12/13			
	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
Arts therapists	1	0	2	1	1	1	0	0	2	1	0	1	2	2	4	0	0	1	1	0	1	0	0	3	8	6	4	15	10	14
Bio. scientists	19	13	15	7	4	3	1	3	18	8	15	16	10	14	7	9	9	22	18	8	21	9	13	14	231	236	162	202	122	154
Chirops/ pods	6	3	0	0	1	2	2	0	1	1	0	0	2	0	0	0	6	1	1	1	1	0	2	1	39	27	15	17	16	15
CI scientists	4	3	2	0	1	0	1	2	1	1	4	4	3	3	0	3	3	1	6	2	0	5	3	5	30	28	22	26	23	34
Dietitians	5	5	2	12	8	6	11	3	4	8	4	10	2	5	0	23	14	13	7	3	6	8	7	9	94	97	80	88	78	97
Hearing aid disps	0	1	0	0	0	0	0	1	0	2	1	0	0	0	0	0	2	2	0	2	0	1	0	1				4	5	8
OTs	26	22	19	18	9	8	3	25	21	27	17	22	22	29	10	29	14	29	9	38	13	15	22	19	302	283	255	289	217	249
ODPs	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	5	2	5	3	3	1
Orthoptists	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	4	3	0	1	2	1
Paramedics	2	2	2	1	0	3	1	1	0	3	3	2	0	5	0	0	1	9	0	1	2	2	2	2	14	22	25	23	20	24
Physiotherapists	17	115	42	43	42	27	23	32	20	43	28	31	11	113	46	55	68	79	65	28	24	39	47	58	567	608	460	500	463	633
Pract psychs	3	1	26	5	6	7	3	8	8	12	9	3	5	7	12	11	8	11	9	6	7	5	5	9			95	127	91	95
Prosth/orthotists	1	0	1	0	0	0	1	1	1	2	0	0	1	0	0	0	0	0	1	0	0	1	3	0	6	3	1	6	7	6
Radiographers	31	28	11	20	16	17	7	13	9	14	5	45	22	26	24	18	25	33	25	8	12	9	4	35	428	336	206	270	216	241
Social workers*																	0	0	0	0	4	12	5	9						30
SLTs	16	7	10	6	2	1	22	9	5	14	16	8	7	10	16	18	12	6	17	14	9	10	9	9	134	105	114	130	116	137
Total	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100	116	123	174	1,862	1,756	1,444	1,701	1,389	1,739

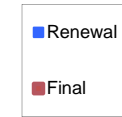
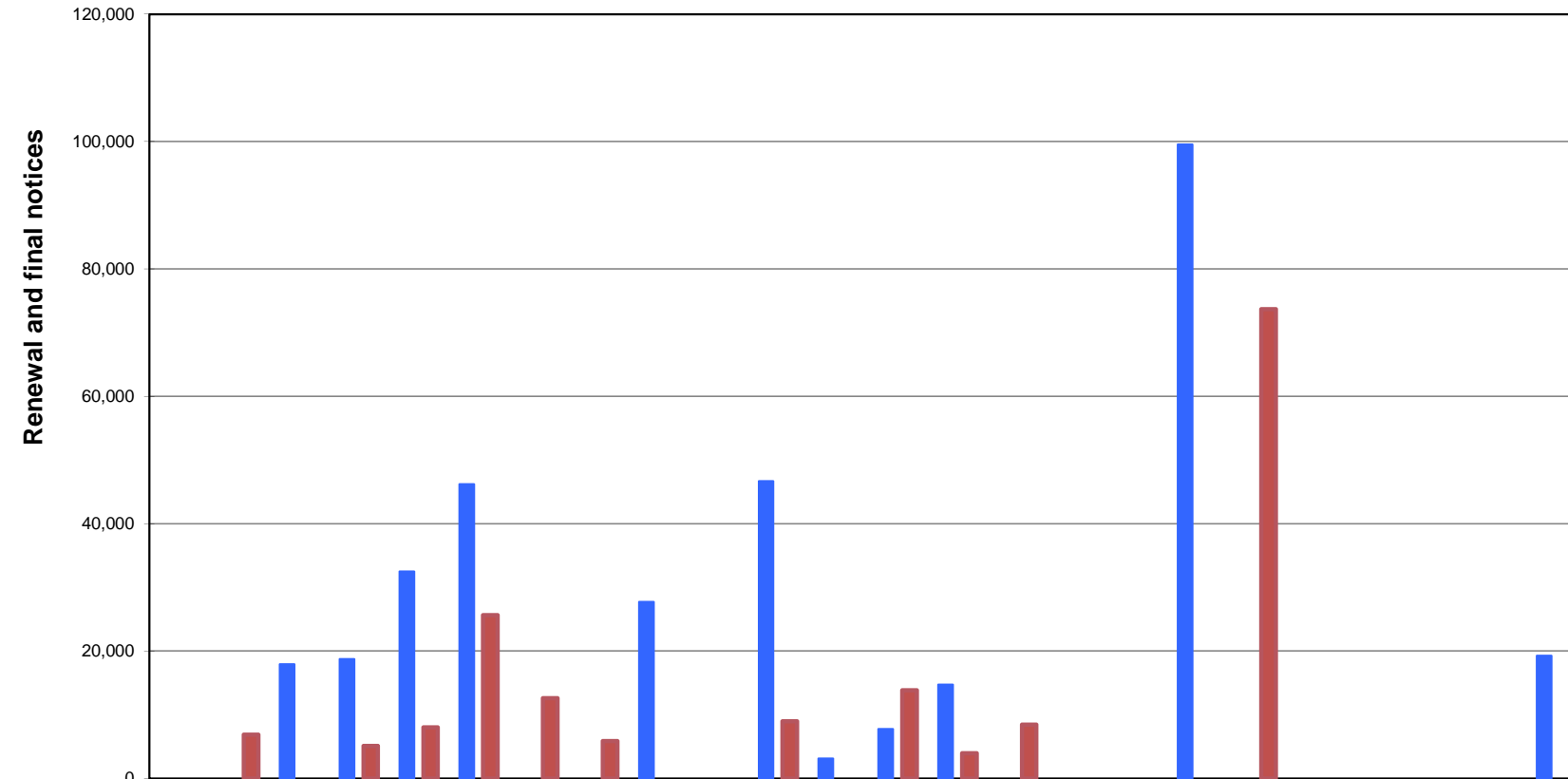


	2011			2012									2013									11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Temp Applications received	36	22	38	40	22	37	62	46	42	52	43	54	40	44	35	44	27	24	47	62	44	66	41	50	494	524
Number of temporary registrants	273	284	305	319	310	319	305	324	324	326	318	307	307	312	319	326	341	331	334	310	329	333	358	378	3,714	3,978



Current status	2011			2012									2013									11/12	12/13			
	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	YTD
Minimum info	474	484	645	802	787	708	737	626	601	652	600	629	625	636	746	1,000	1,000	2,892	1,266	1,319	1,262	1,190	1,222	1,182	645	1,195
At scrutiny	0	0	0	0	0	8	16	14	10	11	7	5	5	6	5	9	6	10	5	6	4	6	4	5	6	6
Pending reg fee	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Total	474	484	645	802	787	716	753	641	612	663	607	634	630	642	752	1,009	1,006	2,903	1,271	1,325	1,266	1,196	1,226	1,187	651	1,201
																									Average	Average

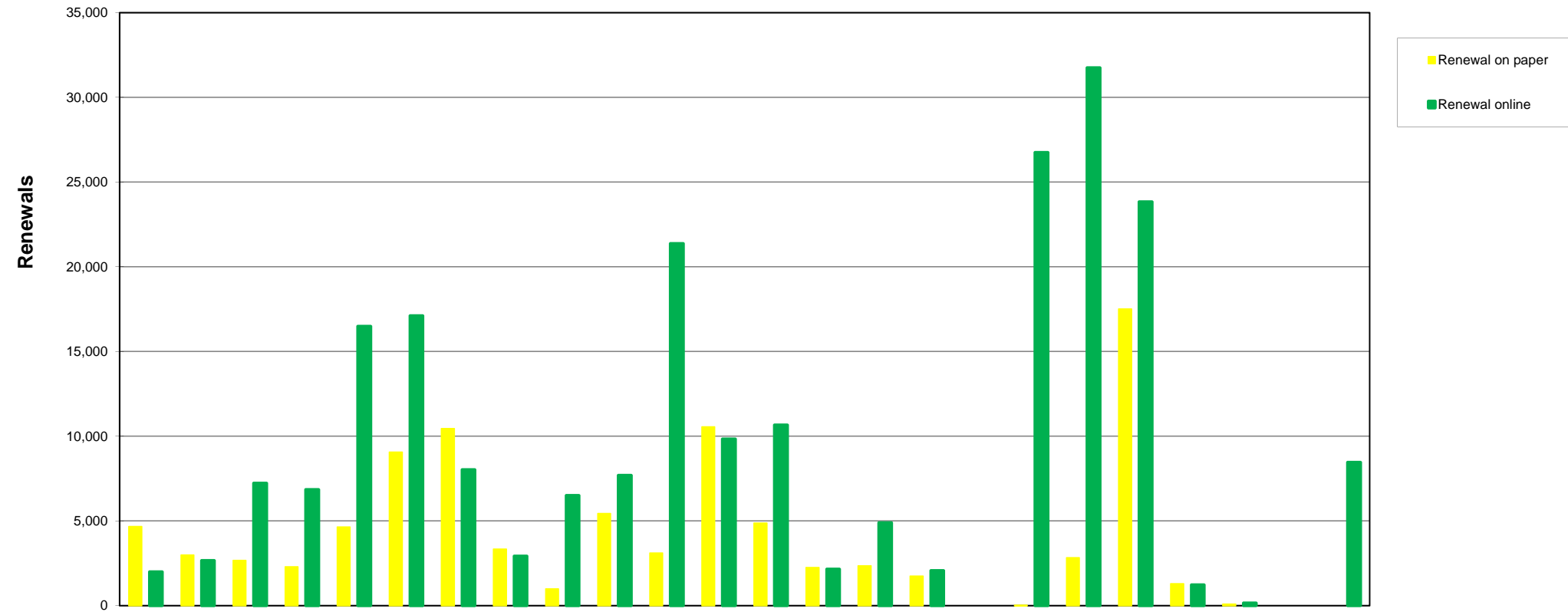
NOTE: Information covers UK applications only
 Represents the current workload within the UK section as at the end of the month



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May*	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	46,689	3,127	7,782	14,736	0	0	0	99,563	0	0	0	0	0	19,277
Final	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872	3,985	8,477	0	0	0	73,684	0	0	0	0	0

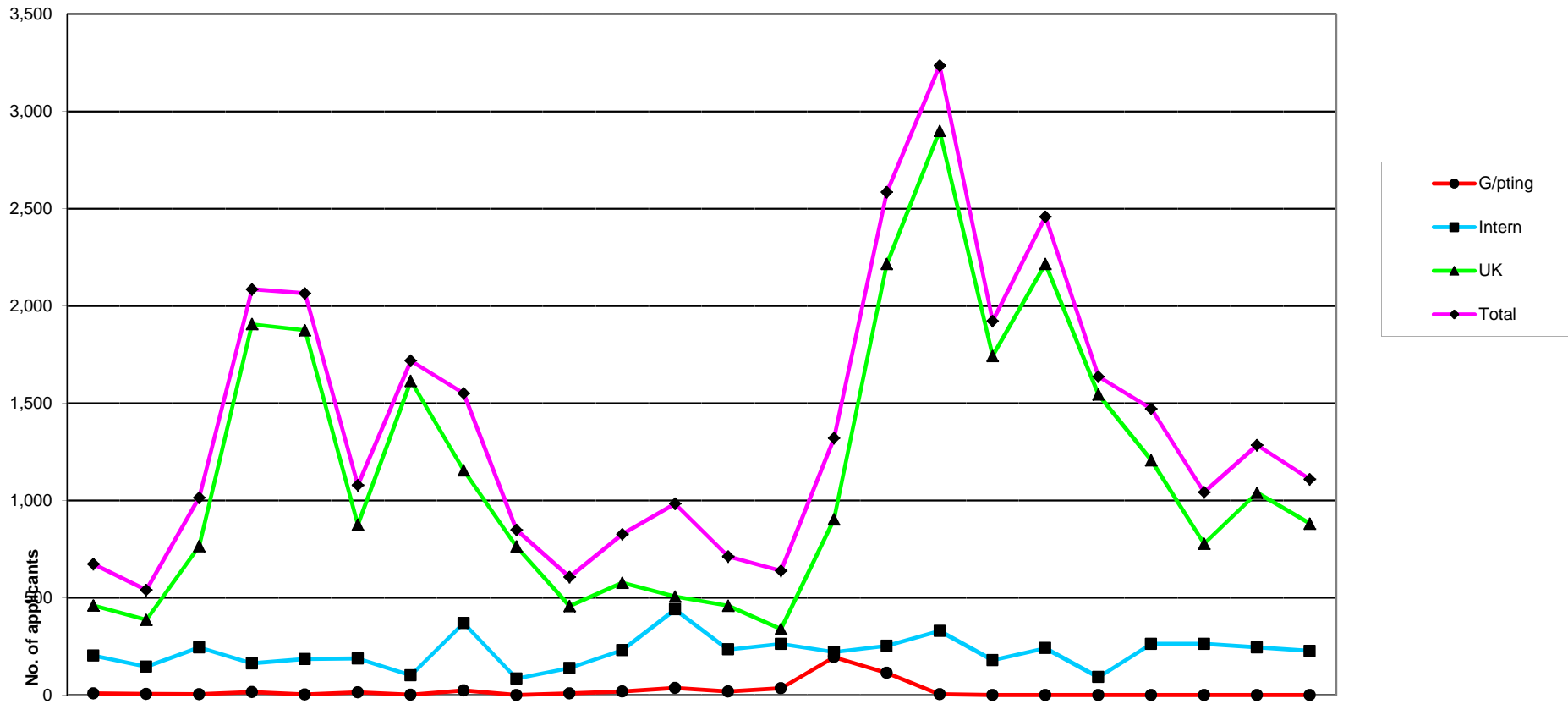
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	48,852	192,965	141,358
36,261	25,909	50,531	9,546	28,683	21,560	73,214	100,018

* From May 2012, in order to change registrants' behaviour and encourage more registrants to renew on time, the mailings of renewal notices and final notices were adjusted.



	2011												2012												2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal on paper	4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434	3,095	10,545	4,863	2,246	2,341	1,731	0	4	2,824	17,511	1,286	83	0	0	4,863	2,246	2,341	1,731	0	4	2,824	17,511	1,286	83	0	0
Renewal online	1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681	21,371	9,838	10,656	2,144	4,887	2,065	0	26,756	31,744	23,829	1,228	154	0	8,453	10,656	2,144	4,887	2,065	0	26,756	31,744	23,829	1,228	154	0	8,453

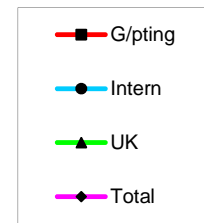
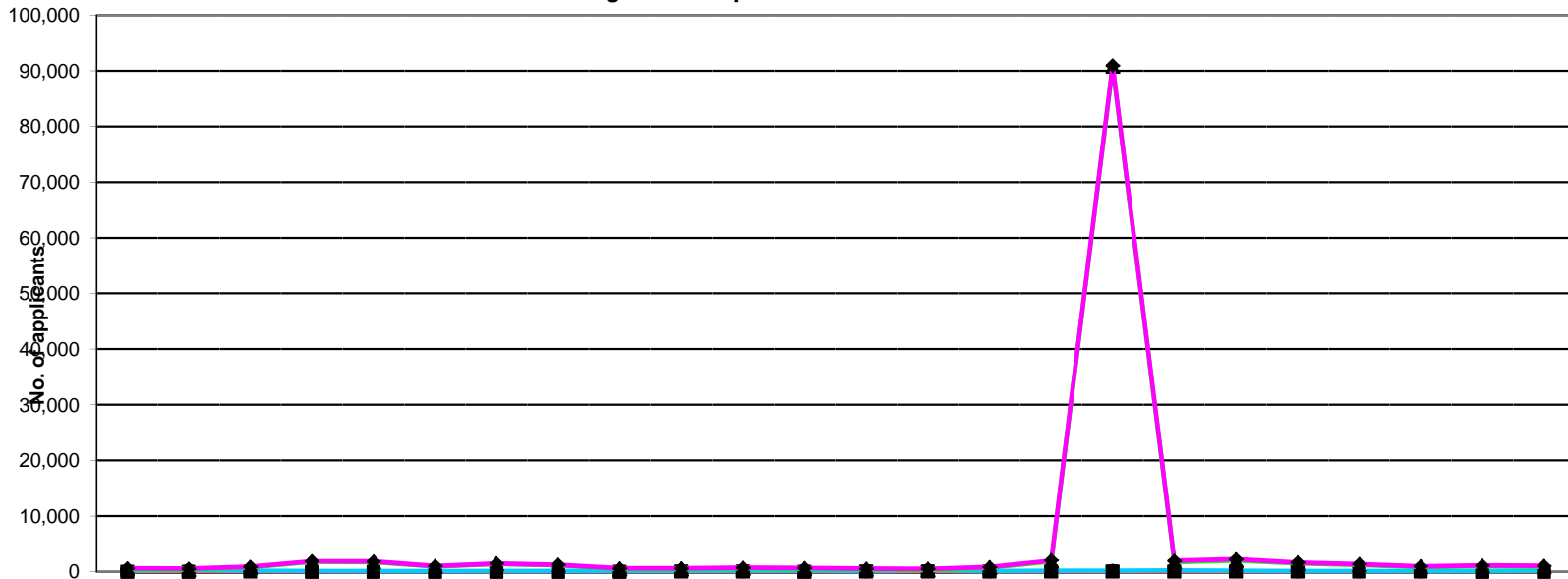
11/12	12/13
FYE	YTD
60,141	32,889
108,657	111,916



Apps Received	2011			2012									2013											
	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	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0	0	1	0	0	0
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264	264	245	228
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882
Total	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	608	827	984	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE
2,479	20	0	106	93	170	142	369
4,626	3,504	2,300	2,290	2,324	2,597	2,504	2,822
9,497	8,319	8,971	11,084	12,037	13,684	11,353	16,233
16,602	11,843	11,271	13,480	14,454	16,451	13,999	19,424

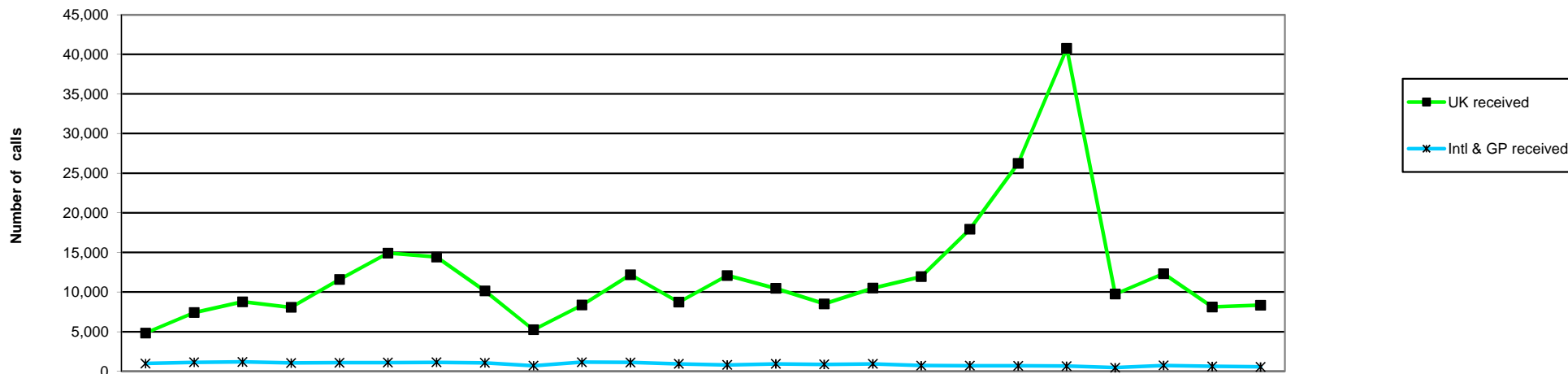
NB The data relates to application forms received, not total fees received.



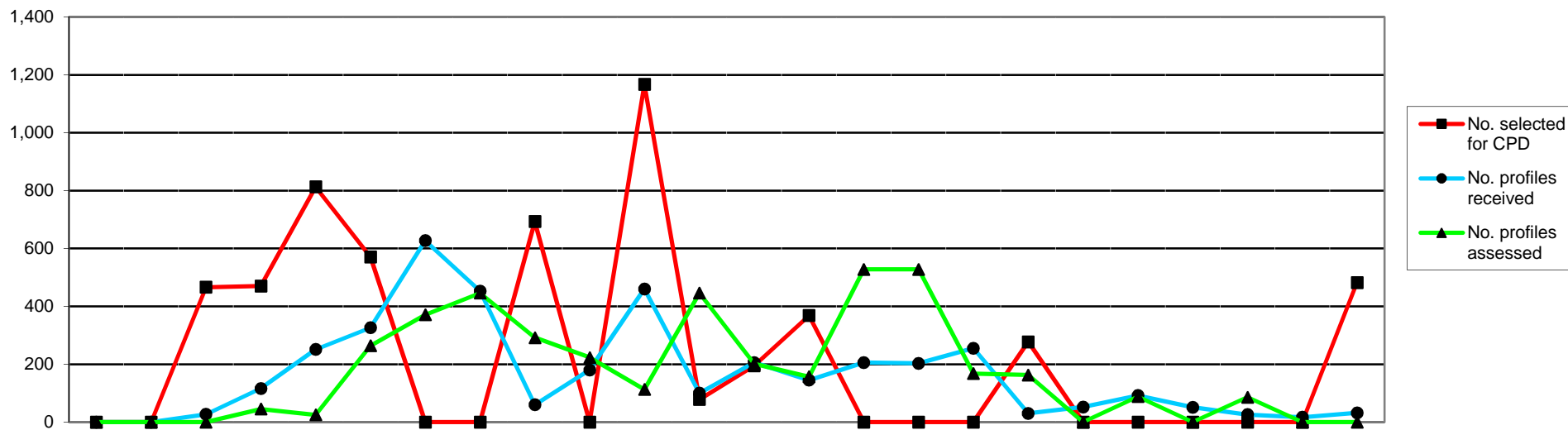
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22	14	7	7
Intern	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100	116	123	174
UK	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870
Total	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,051

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE
2,295	283	9	0	63	96	65	265
3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,739
9,474	8,870	8,355	10,774	11,069	11,122	10,675	103,346
14,876	12,325	10,226	12,530	12,576	12,919	12,129	105,350

* The inflated figure for UK for August includes the new SW's added on the 1st August 2012

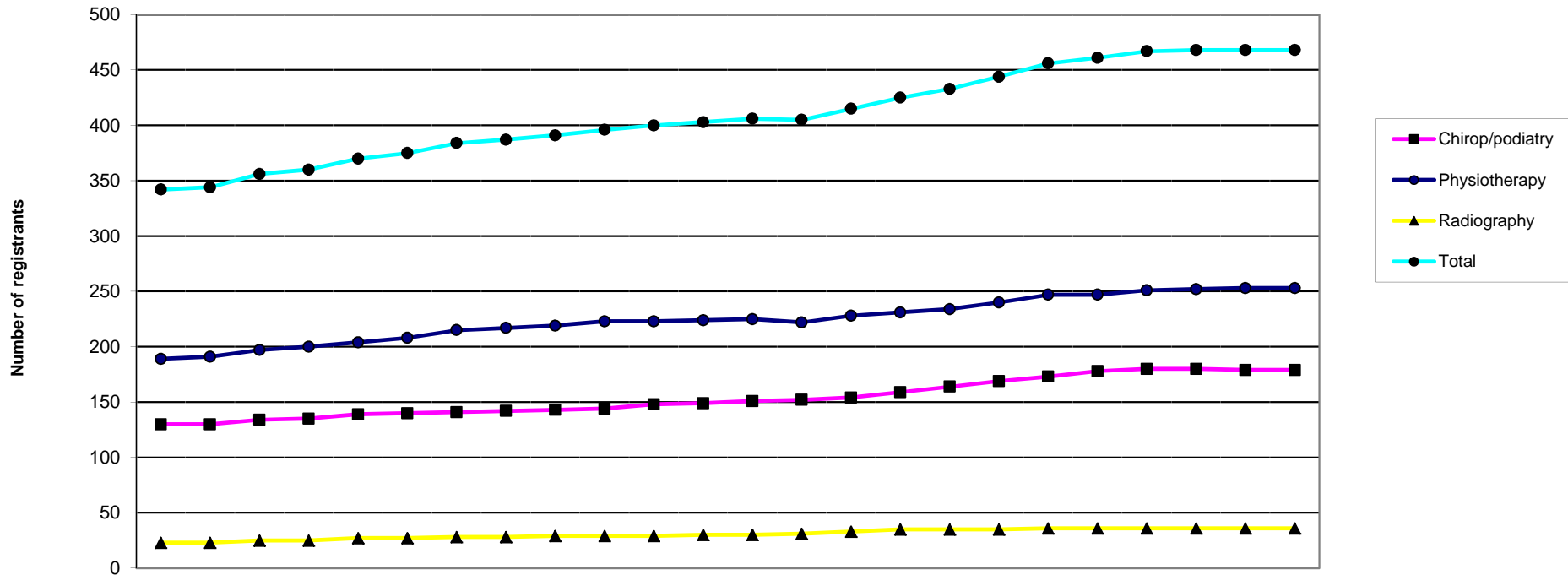


	2011			2012									2013									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Intl & GP																																
Intl & GP received	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833	963	896	954	737	723	707	685	488	766	638	590	40,070	19,612	14,428	12,732	14,348	16,702	12,886	8,980
Answered	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794	877	848	914	675	705	682	662	450	697	587	545	33,467	17,896	13,388	11,397	14,185	15,969	12,137	8,436
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	96	92	98	96	97	92	91	92	92	84	92	93	90	95	96	94	94
Abandoned	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	62	18	25	23	38	69	51	45	6,627	1,716	1,040	1,335	841	712	749	544
Avg answer time (sec)	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42	54	32	35	46	82	82	74	31	25	14	13	36	36	41	49	53
Avg talk time (min)	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	3.56	3.56	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	4.08	2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.85
UK																																
UK received	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	12,200	8,735	12,099	10,481	8,533	10,516	11,965	17,941	26,254	40,761	9,757	12,333	8,138	8,369	70,233	72,488	123,967	92,018	119,887	86,890	114,847	177,147
Answered	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	11,722	8,418	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	11,178	7,715	8,033	50,518	67,493	91,923	78,293	111,573	83,218	109,818	157,334
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	95	95	96	92	72	93	91	95	96	70	93	79	92	95	96	96	92
Abandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	617	667	2,065	11,424	716	1,155	423	336	10,719	6,335	32,034	13,725	8,314	3,652	5,029	19,813
Avg answer time (sec)	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39	42	34	61	279	63	77	47	64	64	45	102	85	48	36	38	70
Avg talk time (min)	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	3.03	3.12	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	3.20	3.21	3.15	1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.28



	2011			2012									2013									11/12 FYE	12/13 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	
No. selected for CPD	0	0	466	470	813	571	0	0	693	0	1,167	78	195	368	0	0	0	277	0	0	0	0	0	0	482	4,258	1,322
No. profiles received	0	0	27	116	251	326	627	453	60	180	460	100	206	145	206	203	255	30	52	92	51	26	17	32	2,600	1,315	
No. profiles assessed	0	0	0	45	25	264	371	446	292	223	113	446	201	157	528	528	168	163	0	88	0	86	0	0	2,225	1,919	

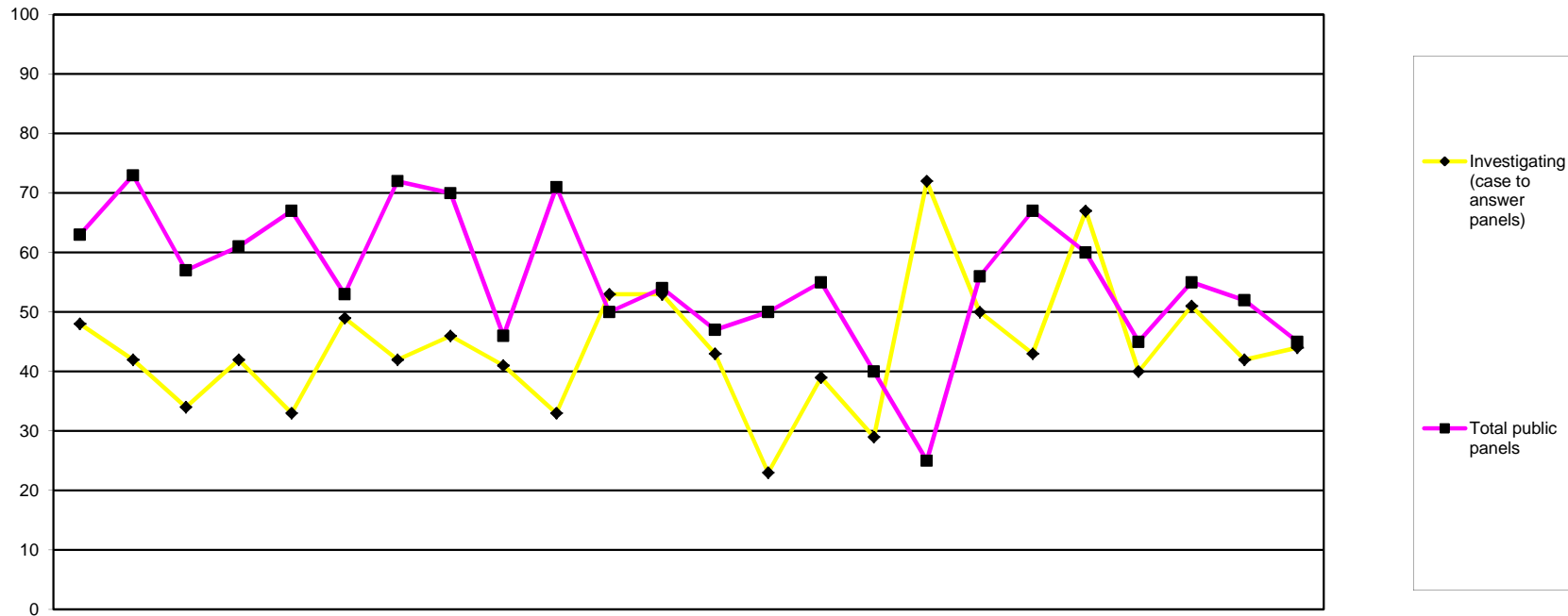
Health and Care Professions Council Number of registrants with supplementary prescribing rights April 2011 - March 2013



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Chirop/podiatry	130	130	134	135	139	140	141	142	143	144	148	149	151	152	154	159	164	169	173	178	180	180	179	179
Physiotherapy	189	191	197	200	204	208	215	217	219	223	223	224	225	222	228	231	234	240	247	247	251	252	253	253
Radiography	23	23	25	25	27	27	28	28	29	29	29	30	30	31	33	35	35	35	36	36	36	36	36	36
Total	342	344	356	360	370	375	384	387	391	396	400	403	406	405	415	425	433	444	456	461	467	468	468	468

2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE
15	40	78	112	129	149	179
28	74	109	148	182	224	253
0	7	19	20	23	30	36
43	121	206	280	334	403	468

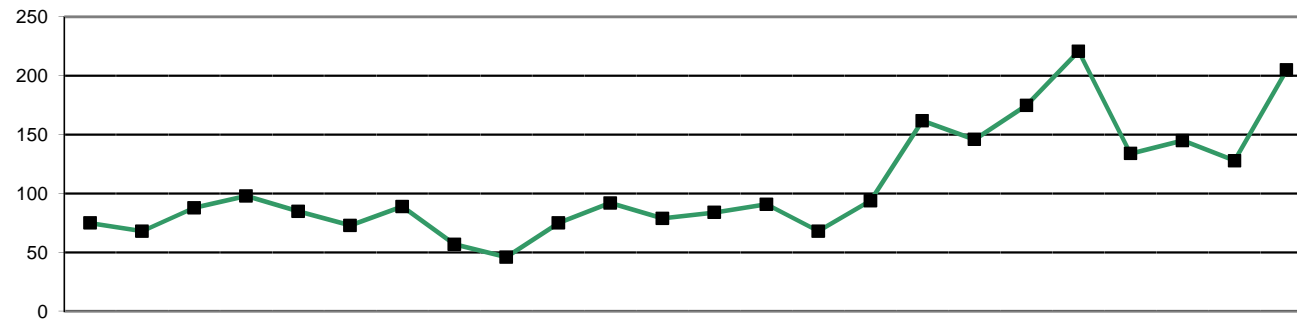
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	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Investigating (case to answer panels)	48	42	34	42	33	49	42	46	41	33	53	53	43	23	39	29	72	50	43	67	40	51	42	44
Total final hearings held	41	41	38	31	31	35	42	35	22	35	25	28	23	29	22	11	10	23	31	23	23	22	23	13
Review hearings Interim order (application)	10	15	5	13	14	5	11	16	14	11	10	10	5	11	11	9	11	10	21	18	8	15	14	10
Interim order (review)	3	2	8	5	4	6	1	7	8	4	5	2	5	5	5	5	2	2	1	11	1	3	6	3
Total public panels	9	15	6	12	18	7	18	12	2	21	10	14	14	5	17	15	2	21	14	8	13	15	9	19
Total public panels	63	73	57	61	67	53	72	70	46	71	50	54	47	50	55	40	25	56	67	60	45	55	52	45
Total panels	111	115	91	103	100	102	114	116	87	104	103	107	90	73	94	69	97	106	110	127	85	106	94	89

2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE
297	363	463	533	516	543
204	207	398	445	404	253
67	93	124	116	134	143
20	30	53	48	55	49
52	54	130	123	144	152
343	384	705	732	737	597
640	747	1,168	1,265	1,253	1,140

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

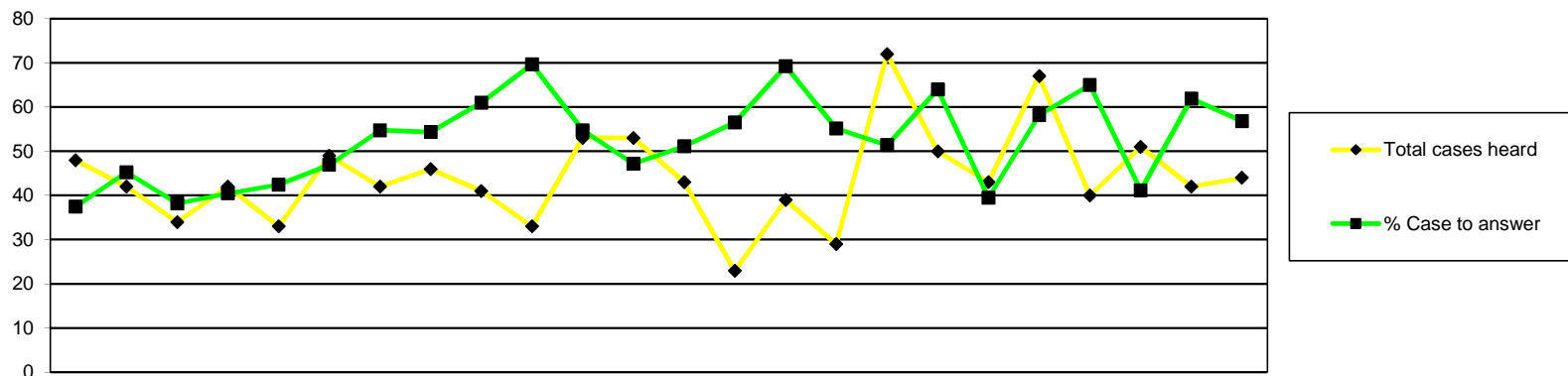


■ Total allegations /enquiries received

		2011			2012									2013									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13				
		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	FYE	FYE	
Source of enquiry	Total enquiries	45	26	29	48	46	45	49	33	27	45	58	49	64	69	45	76	145	134	162	200	120	130	116	191	Not recorded			109	142	243	275	500	1452
	Article 22(6)/Anon	18	8	16	27	19	23	23	20	10	21	20	21	7	0	2	8	1	4	5	7	5	3	6	8		14	15	15	58	226	56		
	Employer	8	5	3	7	9	1	1	2	2	3	15	9	7	18	6	28	41	30	29	46	28	17	16	31		44	50	78	48	65	297		
	Other	1	2	1	0	1	3	4	0	1	3	1	1	0	18	4	1	10	3	6	13	5	12	7	5		2	10	14	4	18	84		
	Other Registrant	0	3	2	4	2	9	7	0	0	6	3	6	5	6	5	2	5	18	5	10	13	10	3	11		13	19	18	44	42	93		
	Police	0	1	0	0	0	0	1	1	0	1	1	0	1	1	0	1	2	5	2	0	0	2	2	2		3	4	4	1	5	18		
	Professional body	0	1	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	1	2	4	2	4	3	0		1	2	0	0	3	18		
	Public	18	6	7	10	15	9	13	10	14	11	18	10	24	15	19	27	65	54	75	90	46	51	50	88		32	42	114	120	141	604		
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	18	11	9	9	21	19	38	30	21	31	29	46		NA	NA	NA	NA	NA	282		
Source of allegation	Total allegations	30	42	59	50	39	28	40	24	19	30	34	30	20	22	23	18	17	12	13	21	14	15	12	14	316	322	315	341	529	484	425	201	
	Article 22(6)/Anon	4	10	6	4	5	10	4	4	2	4	1	3	0	0	1	0	0	0	0	0	0	0	1	0	57	23	49	48	92	108	57	2	
	Employer	9	16	36	27	17	13	25	11	12	14	25	19	15	14	8	7	16	10	11	13	13	11	7	13	113	164	127	149	182	169	224	138	
	Other	1	2	3	0	3	0	1	0	1	1	2	1	0	1	0	2	0	0	0	0	0	0	0	0	30	16	22	30	45	14	15	3	
	Other Registrant	1	0	2	1	3	1	0	2	0	0	1	0	1	0	2	0	0	2	0	0	0	0	1	0	13	7	3	14	21	30	11	6	
	Police	1	2	5	4	5	1	0	1	0	2	0	1	0	3	0	1	0	0	0	2	1	1	1	0	27	31	32	32	36	24	22	9	
	Professional body	2	2	0	2	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	1	6	1	1	3	9	3	
	Public	12	10	7	12	6	3	9	6	3	8	5	6	3	3	11	7	0	0	0	2	0	2	2	0	61	77	76	67	152	136	87	30	
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	1	1	1	1	0	2	2	0	1	0	0							0	10	
Allegation type	Barring allegation	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	N/A					4	1	1	
	Convict/caution	4	5	9	12	9	9	3	3	2	13	10	3	1	0	0	0	0	0	0	1	1	0	1	0	41	41	49	51	68	60	82	4	
	Health	1	5	6	2	0	0	1	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1	7	5	6	20	0	
	Incorrect or competence	0	1	1	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	33	3	4	6	10	1	6	0	
	Misconduct	4	5	4	7	1	0	6	0	21	37	45	4	2	2	6	3	0	0	0	1	1	1	0	1	33	44	29	50	91	27	134	17	
	Not classified	62	51	67	71	29	19	28	20	21	22	29	23	3	11	16	8	4	3	4	7	0	4	5	5	205	228	177	223	354	381	442	70	
	Other regulator	4	1	1	4	0	0	0	0	1	2	3	0	14	9	1	7	13	9	9	0	0	0	0	0			24	3	0	4	16	62	
	Total allegations /enquiries received	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	1	0	1	1	0	
		75	68	88	98	85	73	89	57	46	75	92	79	84	91	68	94	162	146	175	221	134	145	128	205	314	318	424	483	772	759	925	1,653	

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral
Arts therapists	0	3	2	0	0	0	1	1
Biomedical scientists	3	11	2	13	0	0	0	8
Chiropodists & podiatrists	3	7	2	4	3	1	28	5
Clinical scientists	1	1	1	3	0	0	2	1
Dietitians	1	5	0	0	0	1	3	3
Hearing aid dispensers	2	8	0	1	0	2	11	1
Occupational therapists	4	27	0	7	0	1	19	18
ODPs	2	29	1	1	1	1	3	7
Orthoptists	0	0	0	0	0	0	1	1
Paramedics	26	87	15	17	1	0	18	98
Physiotherapists	0	25	10	4	6	3	56	19
Practitioner psychologists	2	20	23	19	1	1	100	13
Prosthetists & orthotists	1	0	0	0	0	0	0	0
Radiographers	1	25	2	5	5	0	4	13
Social workers	12	176	30	22	10	11	371	101
SLTs	0	11	1	1	0	0	16	4
Total	58	435	89	97	27	21	633	293

Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12	Total 2012/13
16	10	5	9	4	7
26	43	39	36	66	37
40	62	76	74	55	53
6	8	4	10	9	9
14	1	12	9	12	13
			44	23	25
45	55	79	63	96	76
38	55	37	39	63	45
3	0	2	0	2	2
94	100	162	188	253	262
85	95	127	104	118	123
N/A	N/A	149	117	139	179
3	6	7	1	2	1
32	34	47	40	58	55
					733
22	14	26	25	25	33
424	483	772	759	925	1,653



		2011			2012									2013									2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13				
		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	FYE	
Case to Answer	Total cases heard	48	42	34	42	33	49	42	46	41	33	53	53	43	23	39	29	72	50	43	67	40	51	42	44	178	299	363	499	533	516	543	
	Referred to CCC (Reg representations)	12	13	10	13	11	16	16	15	17	17	23	13	12	7	16	13	20	19	11	26	13	15	17	12	Not recorded	97	126	194	178	176	181	
	Referred to CCC (Rep representations)	3	2	1	2	0	2	2	2	0	0	1	4	1	0	3	0	5	2	1	3	3	2	1	8		25	14	20	22	19	29	
	Referred to CCC (No representations)	3	2	2	1	2	4	5	6	8	6	3	7	9	6	8	3	11	9	5	10	9	3	8	2		57	60	67	79	49	83	
	Referred to HC (Reg representations)	0	1	0	1	1	1	0	2	0	0	0	0	0	0	0	0	1	2	0	0	1	0	0	1		3	5	6	6	6	5	
	Referred to HC (Rep representations)	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0		2	0	0	3	2	0	
	Referred to HC (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	0		2	1	0	1	5	0	3
	Referred to IC (Reg 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		1	0	1	1	0	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	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	0	0		0	0	1	1	0	0	0
	Total case to answer	18	19	13	17	14	23	23	25	25	23	29	25	22	13	27	16	37	32	17	39	26	21	26	25		82	186	206	290	306	254	301
% Case to answer	38	45	38	40	42	47	55	54	61	70	55	47	51	57	69	55	51	64	40	58	65	41	62	57		62	57	58	57	49	55		
No case to answer	Not referred (Reg representations)	24	17	17	18	16	22	12	17	9	5	20	20	17	7	7	8	26	11	21	24	11	25	7	12	Not recorded	78	115	176	195	197	176	
	Not referred (Rep representations)	1	1	2	0	1	1	5	2	4	1	1	2	2	1	1	3	4	4	3	0	2	1	6	1		8	13	8	13	21	28	
	Not referred (No representations)	2	3	2	3	2	2	1	1	2	3	3	5	0	2	2	1	4	0	2	2	0	0	1	4		21	21	14	10	29	18	
	Total cases not referred	27	21	21	21	19	25	18	20	15	9	23	27	19	10	10	12	34	15	26	26	13	26	14	17		107	149	198	223	246	222	
Further Information	3	2	0	4	0	1	1	1	1	1	2	2	2	0	2	1	1	3	0	2	1	4	2	2	14	6	8	10	21	18	20		

By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	2	0	1	0	0	3
Biomedical scientists	5	1	20	0	0	26
Chiropodists & podiatrists	16	0	10	1	0	27
Clinical scientists	1	0	2	0	0	3
Dietitians	7	0	7	0	0	14
Hearing aid dispensers	1	0	7	1	0	9
Occupational therapists	24	0	20	0	0	44
ODPs	6	1	29	1	0	37
Orthoptists	0	0	1	0	0	1
Paramedics	40	9	78	1	0	128
Physiotherapists	33	3	33	0	0	69
Practitioner psychologists	45	2	17	3	0	67
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	13	0	22	0	0	35
Social workers	23	3	31	1	0	58
SLTs	6	1	14	0	0	21
Total YTD	222	20	293	8	0	543

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE
11	6	4	2	1	3
14	42	26	37	37	26
31	31	53	60	40	27
6	7	3	4	10	3
9	5	7	13	5	14
			13	12	9
29	40	60	48	55	44
24	30	49	32	37	37
2	1	0	1	1	1
62	72	115	113	139	128
56	75	93	86	65	69
0	0	38	66	60	67
4	2	4	4	0	1
41	32	34	33	39	35
10	20	13	21	15	21
299	363	499	533	516	543

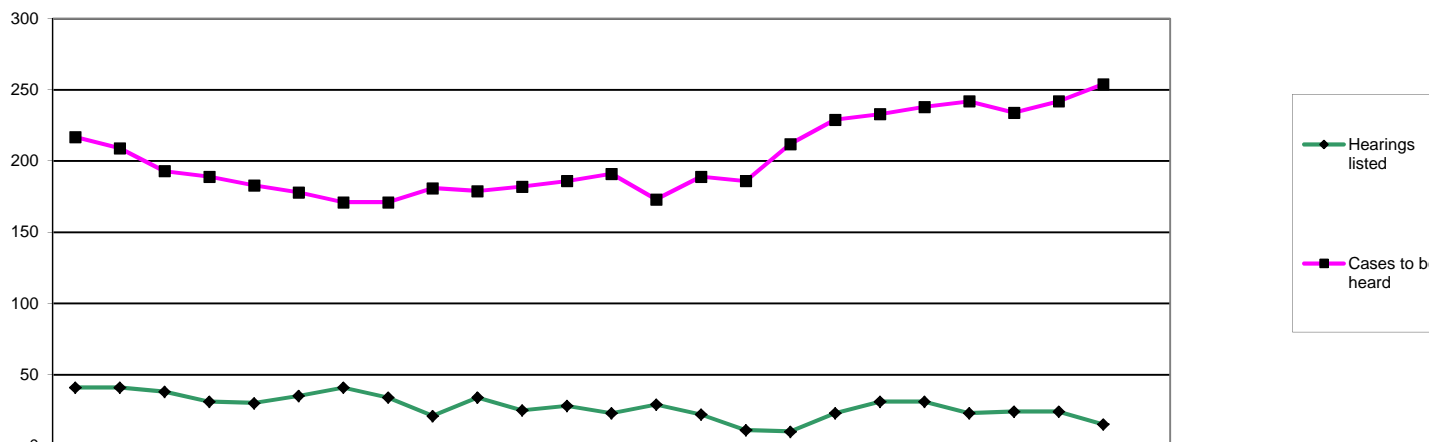
By source of allegation

	No Case to Answer	Case to answer				Total
		FI	CCC	HC	IC	
Article 22(6)/Anon	16	4	50	2	0	72
Employer	68	7	183	5	0	263
Other	6	4	13	1	0	24
Other Registrant	16	0	6	0	0	22
Police	8	2	7	0	0	17
Professional body	1	0	1	0	0	2
Public	88	1	20	0	0	109
Self referral	19	2	13	0	0	34
Total YTD	222	20	293	8	0	543

2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE
46	70	94	139	72
176	211	208	204	263
19	15	13	14	24
12	32	37	22	22
30	29	28	21	17
2	2	2	5	2
78	140	151	111	109
				34
363	499	533	516	543

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	1	1	0	16	0
Chiropodists & podiatrists	4	4	0	7	2
Clinical scientists	0	0	0	0	0
Dietitians	0	0	0	0	0
Hearing aid dispensers	2	1	1	0	0
Occupational therapists	3	3	0	9	0
ODPs	9	8	1	42	2
Orthoptists	0	0	0	0	0
Paramedics	9	9	0	33	2
Physiotherapists	3	3	0	26	2
Practitioner psychologists	2	2	0	9	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	1	1	0	5	0
Social workers	7	5	2	0	0
SLTs	2	2	0	4	0
Total	43	39	4	151	8

Hearings held 2007/8 FYE	Hearings held 2008/9 FYE	Hearings held 2009/10 FYE	Hearings held 2010/11 FYE	Hearings held 2011/12 FYE	Hearings held Total 2012/13 FYE
4	4	2	0	0	0
8	16	8	7	23	17
6	5	13	10	10	11
4	0	0	5	9	0
0	0	0	0	0	0
			2	2	2
3	6	9	10	11	12
18	18	20	29	35	51
0	0	0	0	0	0
16	14	46	50	64	42
8	13	20	25	27	29
		3	11	7	11
0	0	0	0	0	0
7	6	12	18	8	6
					7
0	3	8	4	1	6
74	85	141	171	197	194



	2011												2012												2013												2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13																																																																																																				
	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	FYE	FYE																																																																																																				
Conduct & Competence and Health Committee																																					73	119	176	231	351	424	399	266																																																																																																				
Hearings listed	41	41	38	31	30	35	41	34	21	34	25	28	23	29	22	11	10	23	31	31	23	24	24	15																																																																																																																								
Adjourned / cancelled / postponed																																					3	3	2	0	0	1	6	5	0	1	1	2																																																																																																
Caution	7	8	6	7	3	8	6	5	4	9	2	4	4	7	6	3	0	6	3	2	1	3	5	1	8	32	28	24	46	71	69	41																																																																																																																
Conditions of practice	3	4	1	2	1	5	1	3	0	3	5	1	0	2	1	0	0	0	2	0	0	6	1	2	5	5	7	10	14	21	29	14																																																																																																																
No further action	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	4	6	4	7	7	3	2	2																																																																																																																
Not well founded	5	7	10	3	3	7	13	4	2	5	3	4	6	6	5	3	4	1	7	4	6	4	5	3																																																																																																																								
Part heard	13	9	6	11	11	4	8	11	8	9	1	5	2	1	1	1	0	0	0	3	2	1	0	0	22	22	32	35	90	107	96	11																																																																																																																
Referred to other committee	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	1	0	2	5	3	2																																																																																																																
Removed - consent	2	0	3	0	0	0	0	1	0	1	0	0	2	0	0	0	1	0	2	1	3	1	2	0																																																																																																																								
Struck off	8	5	4	5	5	1	9	1	2	4	4	8	2	5	4	2	1	6	5	4	5	4	4	2	11	26	37	64	65	62	56	44																																																																																																																
Suspended	1	5	3	3	7	5	3	8	4	3	9	4	4	5	3	2	4	8	5	10	6	4	5	5	19	19	30	23	38	44	55	61																																																																																																																
Cases to be heard	217	209	193	189	183	178	171	171	181	179	182	186	191	173	189	186	212	229	233	238	242	234	242	254	59	59	172	117	233	214	186	254																																																																																																																
Investigating																																																																																																																																																
Amended	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0																																																																																																																								
Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																																																																																																																								
Part heard	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0																																																																																																																								
Removed	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0																																																																																																																								
Investigating Committee cases to be heard	2	2	3	3	3	3	2	2	1	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3																																																																																																																								

Representation

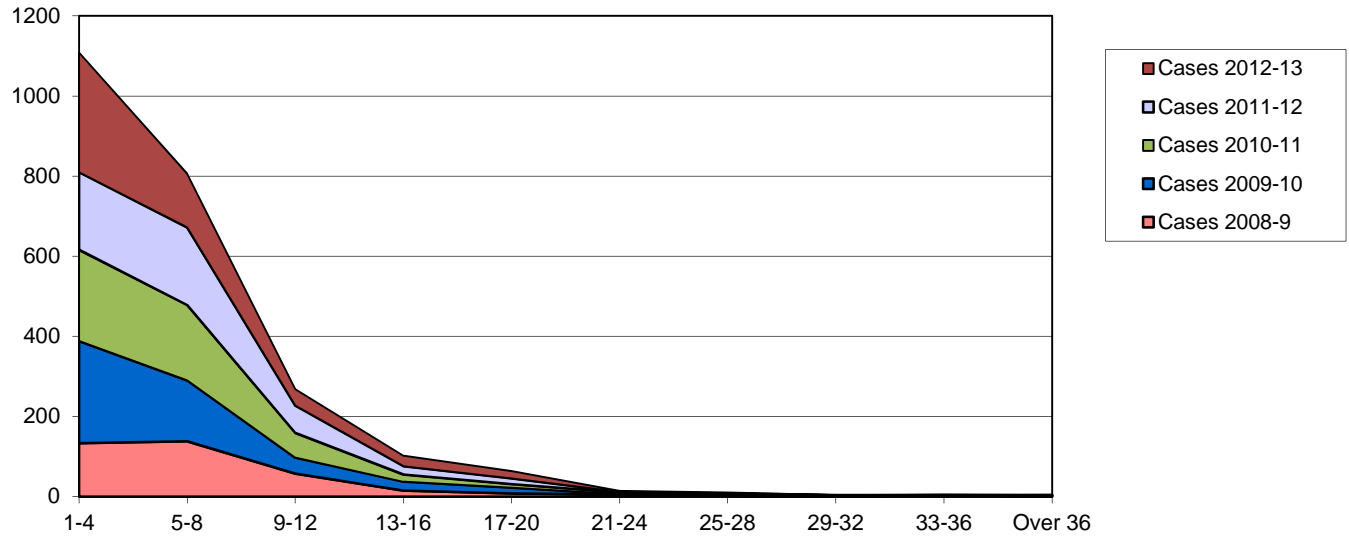
	Final Hearings-CCC											2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Not restored	Register entry amended	Removed	Restored	Struck off	Suspended	Vol Removal (Consent)				
Represented self	11	1	0	6	0	0	0	0	3	9	1	44	58	50	31
Representative	19	13	1	42	0	0	0	0	8	19	0	115	201	189	102
None	11	0	0	6	0	0	1	0	33	33	11	98	117	101	95
Total	41	14	1	54	0	0	1	0	44	61	12	257	376	340	228

Profession	Represent ed self	Representa tive	None	% of represent ation
Arts therapists	0	0	0	0
Biomedical scientists	3	5	9	47
Chiropodists & podiatrists	1	9	2	83
Clinical scientists	0	3	0	100
Dietitians	1	0	0	100
Hearing aid dispensers	2	1	2	60
Occupational therapists	0	15	12	56
ODPs	4	4	12	40
Orthoptists	0	0	0	0
Paramedics	9	28	33	53
Physiotherapists	4	19	10	70
Practitioner psychologists	1	10	2	85
Prosthetists & orthotists	0	0	1	0
Radiographers	4	8	8	60
Social workers	1	0	0	
SLTs	1	2	4	43

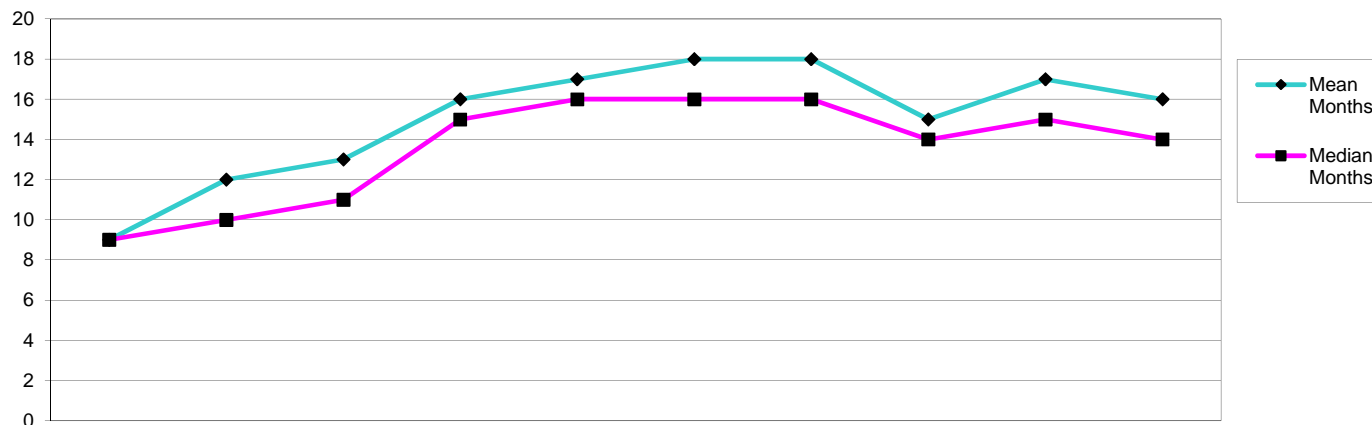
	Final Hearings									
	Caution	Conditions of Practice	No Further Action	Not Well Founded	NR	Register entry amended	Removed (fraudulent/in correct)	Struck off	Suspended	Vol Removal (Consent)
Arts therapists	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	4	4	0	3	0	0	1	4	1	0
Chiropodists & podiatrists	0	0	0	6	0	0	0	3	2	0
Clinical scientists	0	0	1	1	0	0	0	1	0	0
Dietitians	0	0	0	0	0	0	0	0	1	0
Hearing aid dispensers	0	0	0	2	0	0	0	1	1	1
Occupational therapists	3	3	0	4	0	0	0	4	11	1
ODPs	5	1	0	2	0	0	0	4	7	1
Orthoptists	0	0	0	0	0	0	0	0	0	0
Paramedics	11	1	0	16	0	0	0	16	24	2
Physiotherapists	9	4	0	7	0	0	0	7	4	2
Practitioner psychologists	3	0	0	7	0	0	0	0	3	0
Prosthetists & orthotists	1	0	0	0	0	0	0	0	0	0
Radiographers	5	0	0	6	0	0	0	3	3	3
Social workers	0	0	0	0	0	0	0	0	1	0
SLTs	0	1	0	0	0	0	0	1	3	1
Total 2012/13 YTD	41	14	1	54	0	0	1	44	61	11
Total 2011/12 FYE	69	29	1	68	0	0	2	56	55	7
Total 2009/10 FYE	46	15	3	76	0	1	3	64	40	8
Total 2008/2009 FYE	24	12	4	39	0			67	25	
Total 2007/2008 FYE	30	5	23	24	0			37	35	
Total 2006/2007 FYE	25	5	6	15	1			24	19	
Total 2005/2006 FYE	9	6	3	1	6			9	20	

	Review Hearings										
	Adjourned/Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Vol Removal (Consent)	Total
Arts therapists	0	0	0	0	2	0	0	0	1	0	3
Biomedical scientists	0	0	0	5	3	0	0	1	7	0	16
Chiropodists & podiatrists	0	0	0	1	0	0	0	3	4	1	9
Clinical scientists	0	0	0	1	0	0	0	0	1	1	3
Dietitians	0	0	0	0	0	0	0	0	2	1	3
Hearing aid dispensers	0	0	0	0	1	0	0	2	1	0	4
Occupational therapists	0	0	0	2	3	0	0	4	7	0	16
ODPs	0	0	0	0	0	0	0	4	4	0	8
Orthoptists	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	1	0	5	0	0	2	8	1	17
Physiotherapists	1	1	1	4	9	0	0	4	7	0	27
Practitioner psychologists	1	0	0	0	4	0	0	1	1	0	7
Prosthetists & orthotists	0	0	0	1	1	0	0	0	0	0	2
Radiographers	0	0	0	5	1	0	0	6	5	0	17
Social workers	0	0	0	0	0	0	0	0	0	0	0
SLTs	0	0	0	0	1	0	0	2	6	0	9
Total 2012/13 YTD	2	1	2	19	30	0	0	29	54	4	141
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9	137
Total 2009/10 FYE	0	1	2	11	13	0	2	31	36	2	98
Total 2008/2009 FYE	3	0	2	6	9	0	0	16	51	0	87
Total 2007/2008 FYE	4	0		3	2	0	0	8	25	0	42
Total 2006/2007 FYE	Not available										
Total 2005/2006 FYE	Not available										

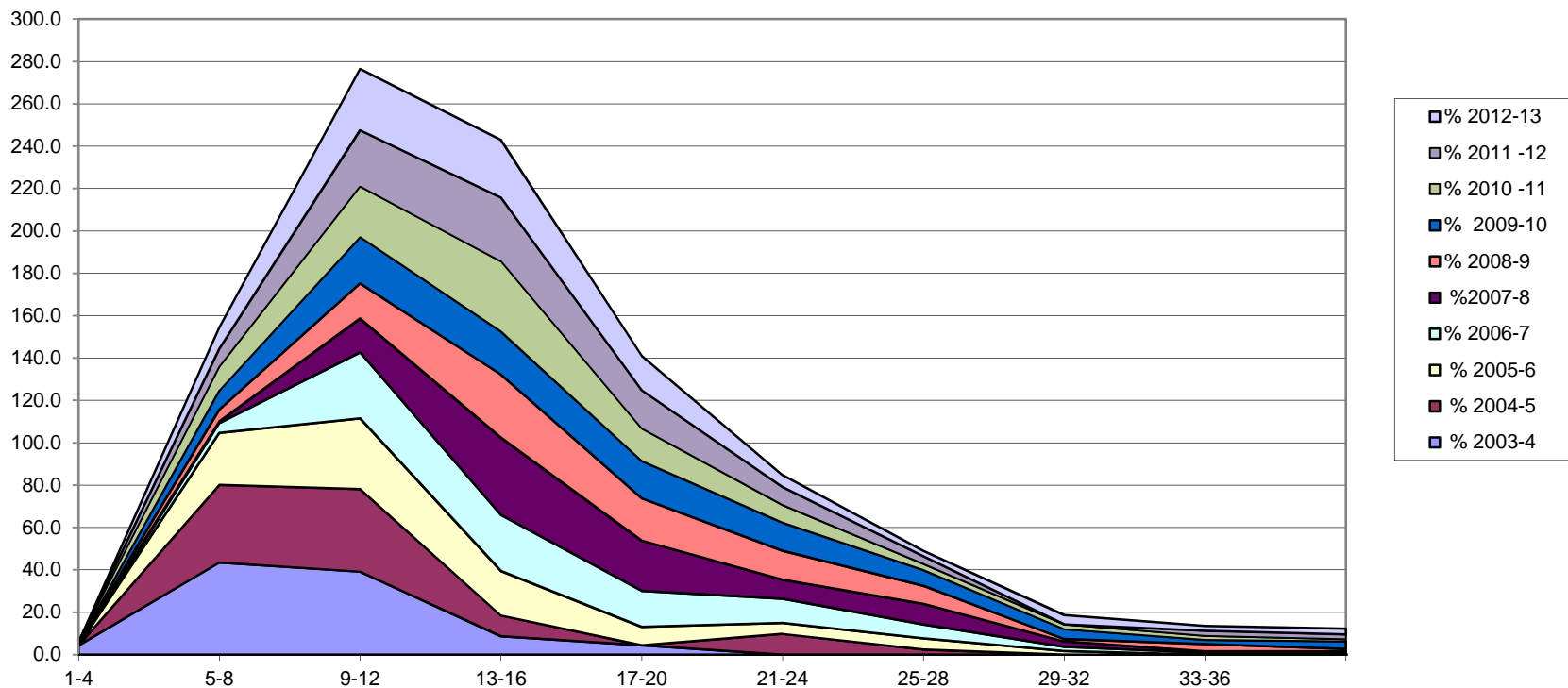
		Month of Panel																																			
		2011												2012												2013											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases awaiting ICP	0-4	142	164	195	210	217	212	193	186	149	150	139	135	139	143	113	137	120	202	222	149	139	146	151	160	139	143	113	137	120	202	222	149	139	146	151	160
	5-8	76	63	59	58	62	61	83	99	99	99	77	64	53	58	62	66	50	43	30	25	29	26	22	20	53	58	62	66	50	43	30	25	29	26	22	20
	9-12	23	16	27	23	25	23	22	20	26	34	46	46	37	38	27	29	20	20	16	14	14	14	13	15	37	38	27	29	20	20	16	14	14	14	13	15
	13-16	7	9	6	10	8	6	11	13	12	15	11	12	13	12	21	21	21	14	12	10	9	6	8	8	13	12	21	21	21	14	12	10	9	6	8	8
	17-20	5	6	6	5	3	5	3	3	5	3	6	8	8	4	2	7	7	10	12	12	13	8	6	4	8	4	2	7	7	10	12	12	13	8	6	4
	21-24	7	5	4	1	0	0	1	1	0	1	1	1	2	1	3	3	2	3	1	1	1	7	8	10	2	1	3	3	2	3	1	1	1	7	8	10
	25-28	1	1	1	3	4	2	0	0	0	0	0	0	0	1	1	1	2	0	1	1	0	0	0	1	0	1	1	1	2	0	1	1	0	0	0	1
	29-32	1	2	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0
	over 33	0	0	0	0	0	1	1	1	1	2	1	1	1	1	1	1	1	1	0	0	0	1	1	1	1	1	1	1	1	1	0	0	0	1	1	1
Cases awaiting final hearing (from ICP)	1-4	86	88	85	82	76	76	82	91	100	108	115	114	106	98	104	89	103	136	119	123	136	112	112	106	106	98	104	89	103	136	119	123	136	112	112	106
	5-8	78	72	59	62	55	59	53	45	43	33	42	54	62	61	68	72	68	64	66	69	59	82	84	93	62	61	68	72	68	64	66	69	59	82	84	93
	9-12	33	26	28	24	27	27	23	24	20	21	14	9	18	9	12	20	32	24	34	34	33	28	28	31	18	9	12	20	32	24	34	34	33	28	28	31
	13-16	12	15	13	11	14	8	8	7	14	14	8	7	4	5	3	2	2	1	6	8	11	9	9	13	4	5	3	2	2	1	6	8	11	9	9	13
	17-20	8	5	3	5	6	5	2	0	1	2	3	2	2	2	1	2	1	1	4	3	2	1	4	6	2	2	1	2	1	1	4	3	2	1	4	6
	21-24	1	3	6	6	5	4	1	2	2	1	1	0	0	0	1	1	1	2	1	0	0	1	1	1	0	0	1	1	1	2	1	0	0	1	1	1
	25-28	0	0	0	0	1	2	4	4	2	1	0	1	1	0	0	0	0	0	1	1	1	1	3	3	1	0	0	0	0	0	1	1	1	1	3	3
	29-32	1	2	1	0	0	0	0	0	1	1	2	1	1	1	0	0	0	0	1	0	0	0	1	1	1	1	0	0	0	0	1	0	0	0	1	1
	over 33	0	0	1	2	2	0	0	0	0	0	0	1	0	0	1	1	1	1	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0



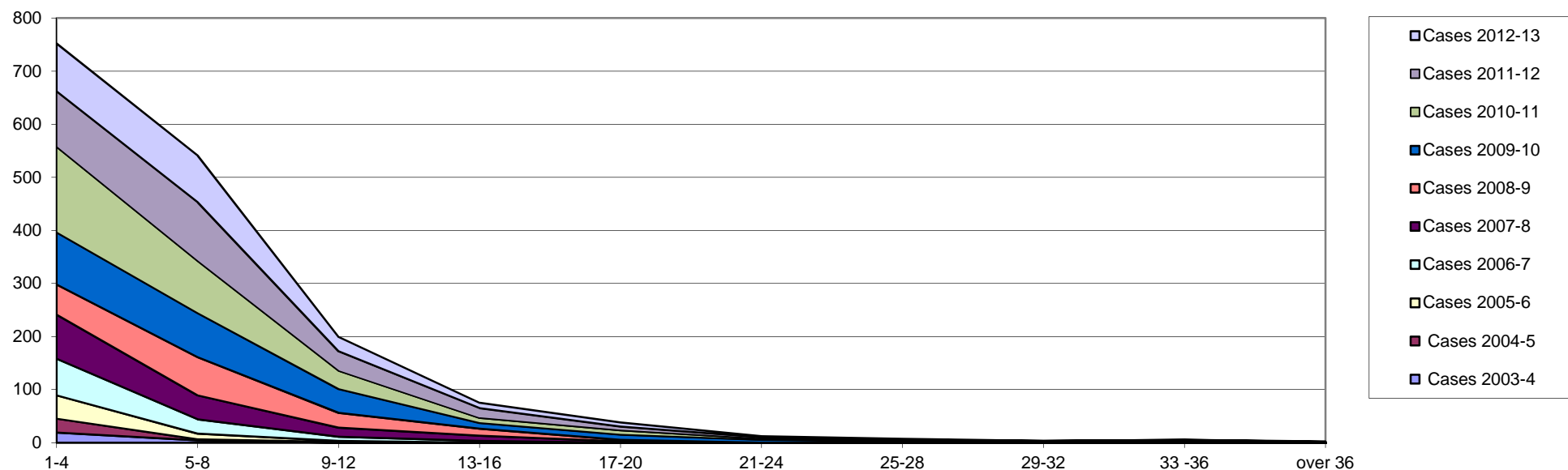
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13
	4	5	6	7	8	9	10	11	12	13
1-4						133	255	228	194	298
5-8						138	152	188	194	134
9-12						57	40	62	68	41
13-16						15	22	18	21	26
17-20						8	14	9	14	19
21-24						5	1	4	2	2
25-28						2	1	2	3	2
29-32						1	1	1	1	0
33-36						3	1	0	0	0
Over 36			Not available			1	2	0	1	1
Mean Months						7	6	6	7	6
Median Months						5	4	5	5	4
Total Cases						363	489	512	498	523



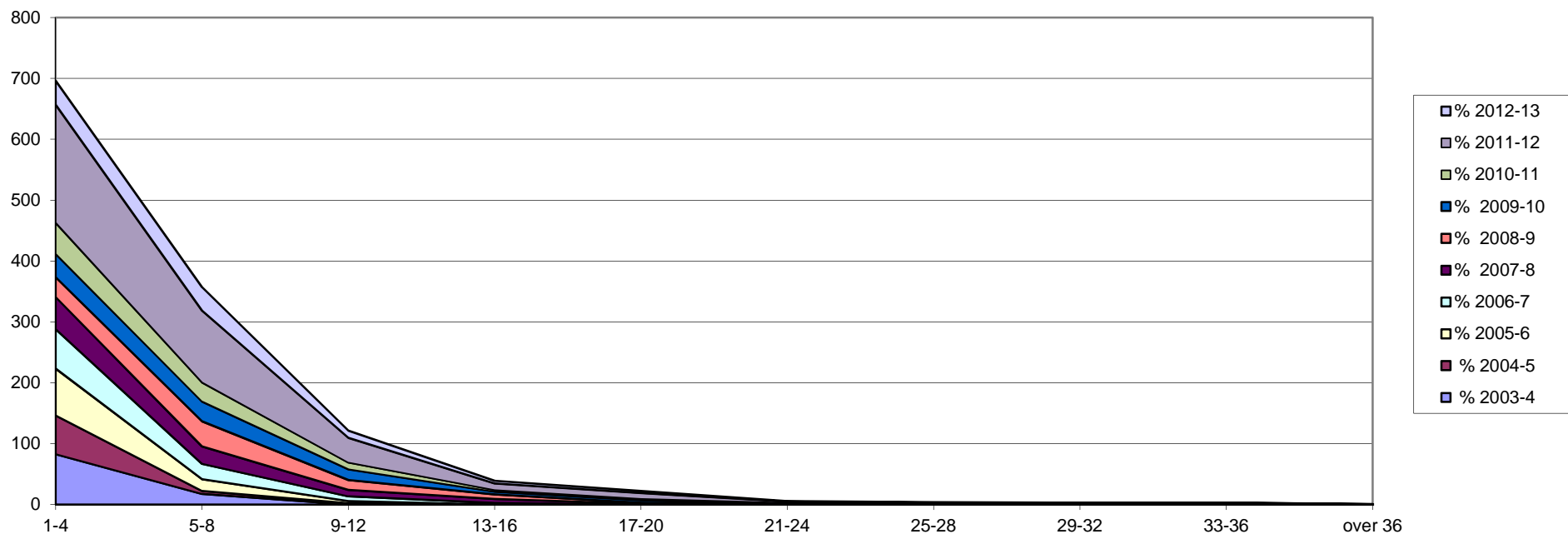
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13
1-4	1	0	0	0	1	0	1	1	0	0
5-8	10	15	14	5	1	10	23	35	18	23
9-12	9	16	19	33	25	29	56	75	71	66
13-16	2	4	12	28	57	52	52	104	79	62
17-20	1	0	5	18	37	35	45	48	57	37
21-24	0	4	3	12	14	24	34	27	31	13
25-28	0	1	3	7	15	15	19	9	14	6
29-32	0	0	1	2	4	2	12	7	3	10
33-36	0	0	0	1	1	6	5	6	7	5
Over 36	0	0	0	0	0	2	9	3	7	6
Mean Months	9	12	13	16	17	18	18	15	17	16
Median Months	9	10	11	15	16	16	16	14	15	14
Total Cases	23	41	57	106	156	175	256	315	287	228



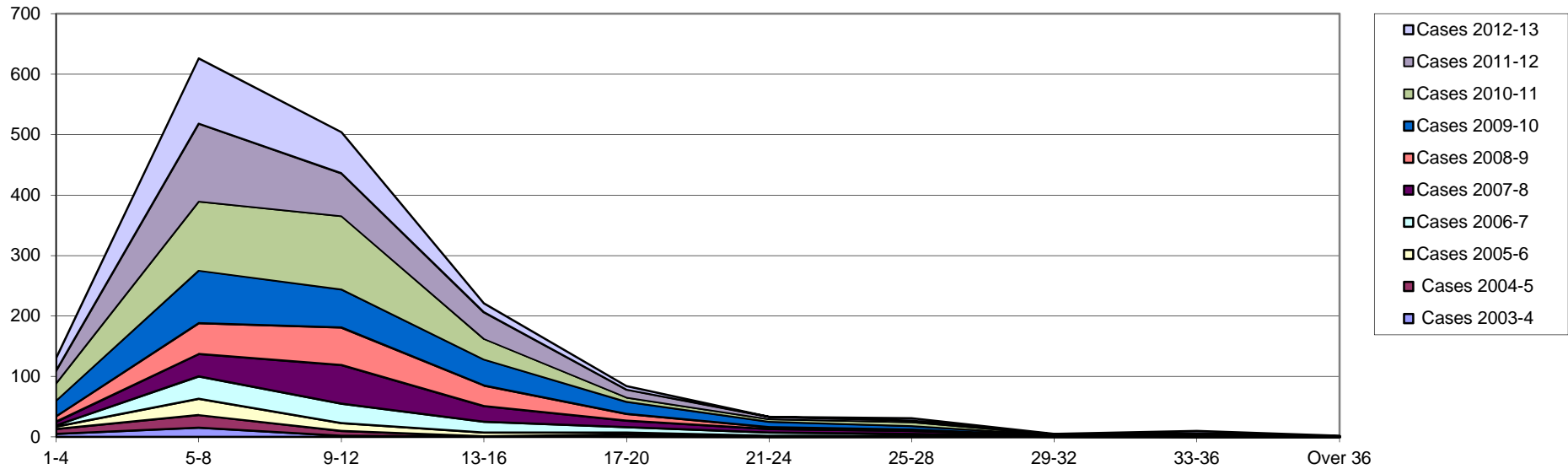
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 -12	% 2012-13
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	8.4	10.1
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5	28.9
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1	27.2
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.3	18.1	16.2
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.3	8.4	5.7
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	2.9	3.6	2.6
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	2.2	0.0	4.4
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	1.9	2.4	2.2
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.0	2.4	2.6



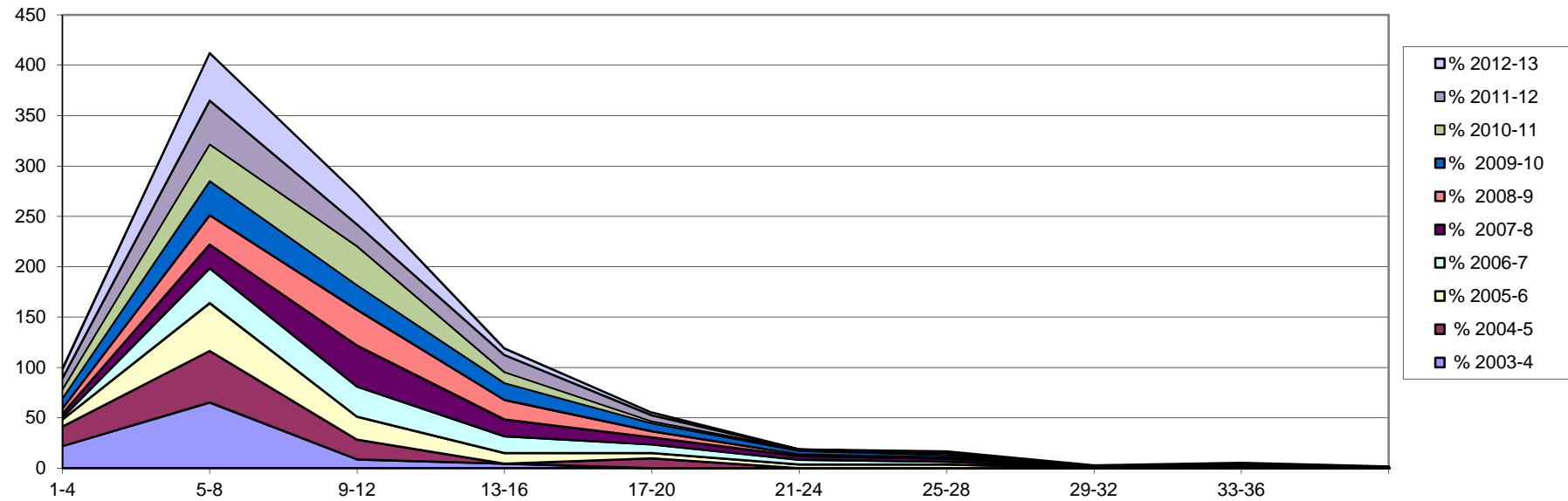
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13
1-4	19	26	44	69	83	57	98	161	105	90
5-8	4	2	11	27	45	72	83	98	111	88
9-12	0	1	2	8	17	28	45	34	37	27
13-16	0	0	0	3	10	13	11	9	19	10
17-20	0	0	0	0	2	3	10	8	7	8
21-24	0	0	0	0	0	0	5	2	3	2
25-28	0	1	0	0	0	0	2	0	2	2
29-32	0	0	0	0	0	0	0	2	1	0
33 -36	0	0	0	0	0	1	2	1	1	0
over 36	0	0	0	0	0	0	0	0	1	1
Mean Months	3	4	3	4.5	6	7	7	6	7	7
Meadian Months	3	3	3	3	4	6	5	4	5	5
Total Cases	23	41	57	107	157	175	256	315	287	228



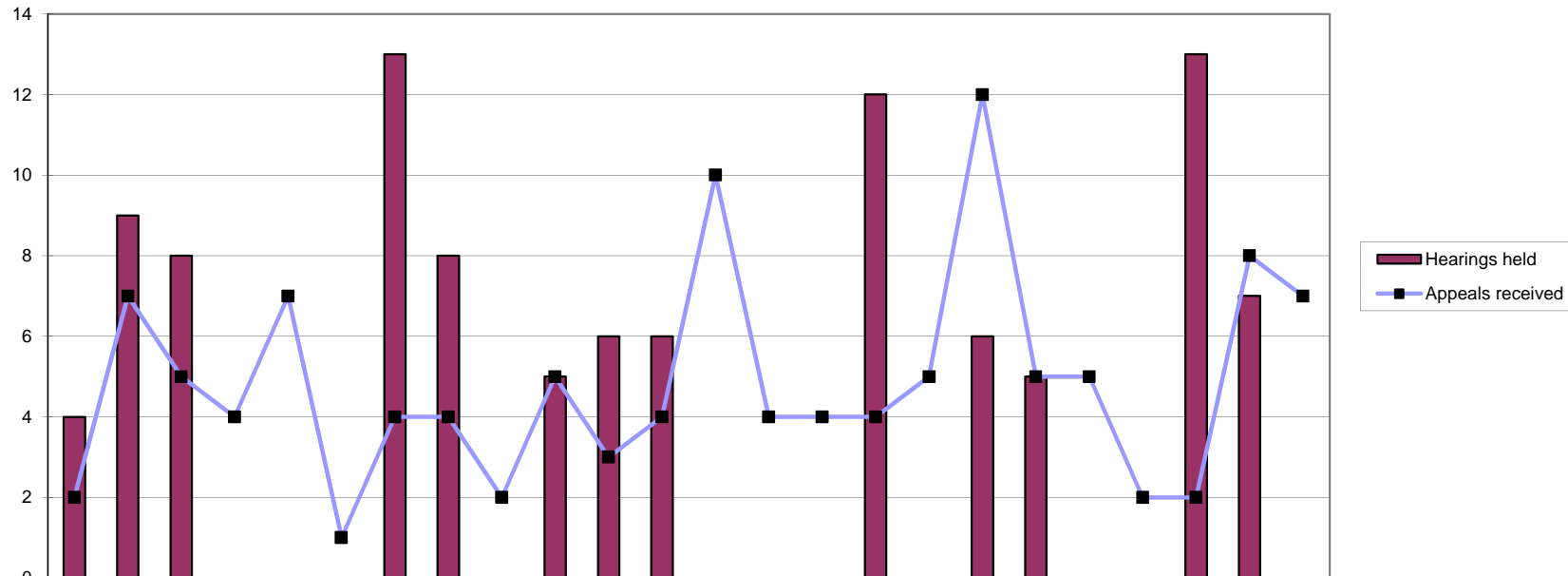
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13
1-4	83	63	77	64	53	33	38	51	194	39
5-8	17	5	19	25	29	41	32	31	118	39
9-12	0	2	4	7	11	16	18	11	41	12
13-16	0	0	0	3	6	7	4	3	11	4
17-20	0	0	0	0	1	2	4	3	10	4
21-24	0	0	0	0	0	0	2	1	2	1
25-28	0	2	0	0	0	0	1	0	0	1
29-32	0	0	0	0	0	0	0	1	2	0
33-36	0	0	0	0	0	1	1	0	1	0
over 36	0	0	0	0	0	1	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	Cases 2012-13
1-4	5	8	4	2	6	9	26	28	21	21
5-8	15	21	27	37	37	51	87	114	129	108
9-12	2	8	13	32	64	62	63	121	71	68
13-16	1	0	6	18	26	34	43	34	44	15
17-20	0	4	3	9	11	11	20	7	13	6
21-24	0	0	2	5	6	3	9	4	4	0
25-28	0	0	2	3	5	2	6	6	3	4
29-32	0	0	0	1	1	0	1	1	0	1
33-36	0	0	0	0	1	2	1	0	2	4
Over 36	0	0	0	0	0	1	0	0	0	1
Mean Months	6	8	10	11.5	12	11	11	9	10	9
Median Months	5	7	8	10	11	10	9	9	8	8
Total Cases	23	41	57	107	157	175	256	315	287	228

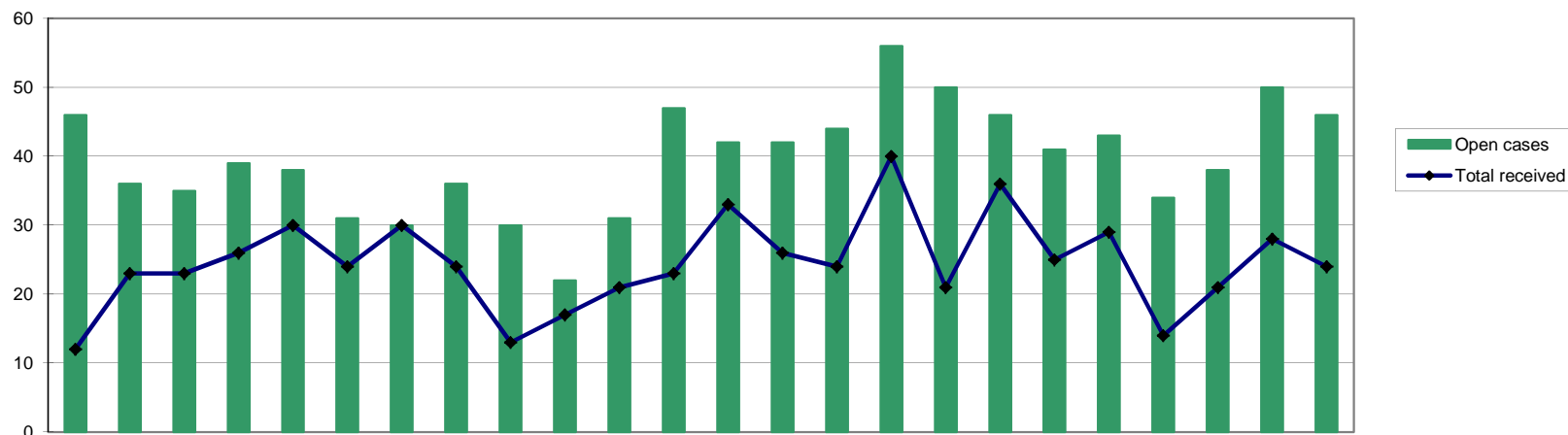


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13
1-4	22	20	7	2	4	5	10	9	11	9
5-8	65	51	47	35	24	29	34	36	43	47
9-12	9	20	23	30	41	35	25	39	22	30
13-16	4	0	11	17	17	19	17	11	17	7
17-20	0	10	5	8	7	6	8	2	6	3
21-24	0	0	4	5	4	2	4	1	0	0
25-28	0	0	4	3	3	1	2	2	0	2
29-32	0	0	0	1	1	0	0	0	0	0
33-36	0	0	0	0	1	1	0	0	1	2
Over 36	0	0	0	0	1	1	0	0	0	0



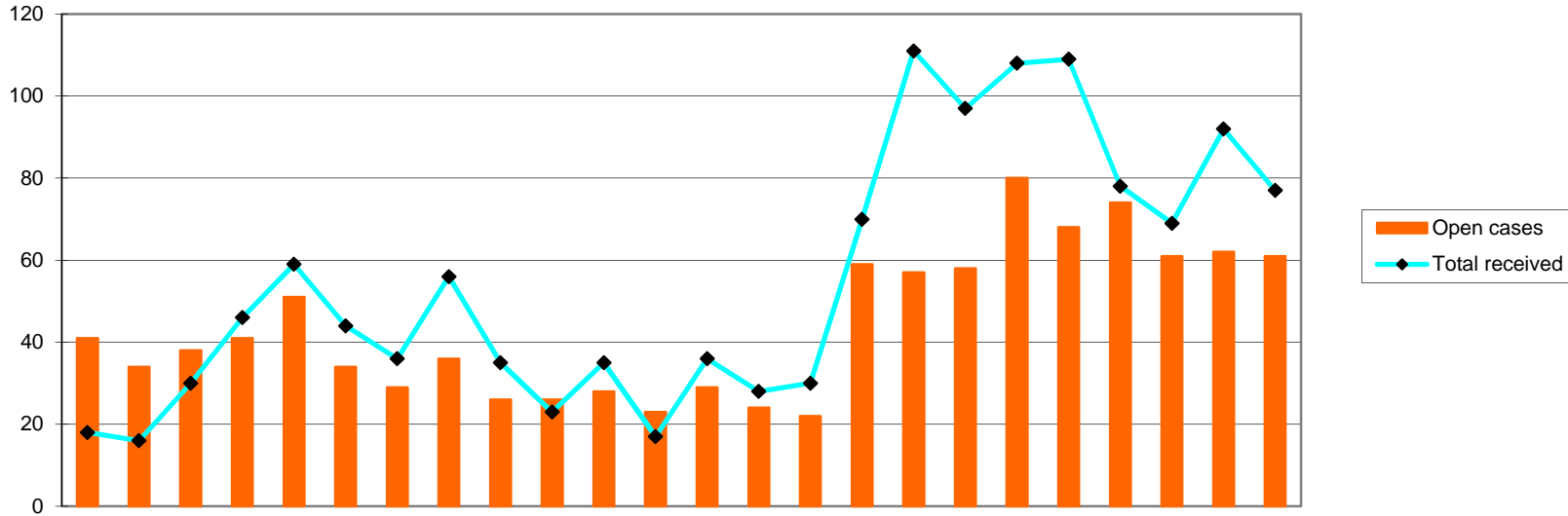
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	2	7	5	4	7	1	4	4	2	5	3	4	10	4	4	4	5	12	5	5	2	2	8	7
Reviewed	4	9	8	0	0	0	13	8	0	6	6	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearings held	4	9	8	0	0	0	13	8	0	5	6	6	0	0	0	12	0	6	5	0	0	13	7	0
Adjourned/postponed	0	3	0	0	0	0	1	1	0	1	0	1	0	0	0	1	0	1	0	0	0	1	1	0
Withdrawn	0	1	1	0	1	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0
Allowed	2	4	5	0	0	0	1	4	0	2	1	1	0	0	0	8	0	2	2	0	0	4	4	0
Dismissed	2	3	2	0	0	0	9	4	0	1	5	3	0	0	0	3	0	3	3	0	0	6	2	0
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Remit to ETC	0	1	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Current active cases	25	27	19	23	30	31	24	19	21	21	18	15	25	29	33	25	30	37	33	38	40	28	33	37

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE
91	104	41	55	29	53	48	68
266	90	65	55	41	37	60	0
266	90	65	55	38	37	59	43
19	20	10	9	4	4	7	4
13	16	15	2	1	3	7	0
128	33	29	23	14	22	20	20
88	29	31	17	7	8	29	17
0	0	0	0	0	0	0	0
31	6	4	7	13	2	4	2



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public	2	5	2	1	7	3	6	2	0	2	1	4	9	2	10	13	6	12	12	10	3	7	11	4
Police	0	3	2	2	2	5	4	1	1	0	3	0	2	1	1	3	4	4	3	1	1	1	3	3
HPC	0	1	0	0	0	3	0	2	0	0	1	0	1	0	0	0	0	1	0	0	0	1	0	0
Anonymous	0	3	5	5	9	0	4	1	1	1	0	0	0	0	1	4	0	2	0	2	0	2	1	3
Professional	10	11	14	18	12	13	16	18	11	14	16	19	19	20	11	17	9	10	7	15	10	9	13	14
Other						NA							2	3	1	3	2	7	3	1	0	1	0	0
Total received	12	23	23	26	30	24	30	24	13	17	21	23	33	26	24	40	21	36	25	29	14	21	28	24
Visits	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Open cases	46	36	35	39	38	31	30	36	30	22	31	47	42	42	44	56	50	46	41	43	34	38	50	46

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE
53	21	42	56	32	21	35	99
31	38	27	44	38	12	23	27
10	10	6	3	2	7	7	3
50	78	38	47	31	26	29	15
225	137	103	233	213	252	172	154
369	284	216	383	316	318	266	321
			3	3	1	1	0



		2011				2012								2013								2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13				
		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	FYE	FYE
Received	Renewal	1	1	0	3	1	2	0	0	0	0	0	0	0	0	0	1	1	1	4	32	1	0	0	0	36	27	81	43	154	4	8	40
	Readmission	4	1	5	3	4	3	5	6	5	3	9	3	5	8	5	4	5	9	4	6	5	22	30	21	33	40	34	94	53	74	51	124
	Admission	13	14	25	40	54	39	31	50	30	20	26	14	31	20	25	65	105	86	100	71	72	47	62	56	165	150	158	248	282	334	356	740
	Self-referral	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0	0	1	0	0	0	0	0	0	54	86	158	192	209	149	0	1
Total received		18	16	30	46	59	44	36	56	35	23	35	17	36	28	30	70	111	97	108	109	78	69	92	77	288	303	431	577	698	561	415	905
Considered	Considered by panel	16	17	16	30	30	49	30	40	34	14	28	18	11	22	23	20	79	49	16	84	40	53	51	43	n/a	n/a	256	399	387	461	322	491
	Referred to FTP Admisison rejected	6	4	0	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	37	41	61	60	15	0
	Readmission rejected	0	1	0	0	0	0	0	0	2	0	1	2	0	1	1	1	6	4	1	5	2	2	3	2	n/a	n/a	2	6	2	7	6	28
	Renewal rejected	0	0	0	0	0	2	0	1	1	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	3	8	7	14	6	2
	Not referred to FTP Admission accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	n/a	n/a	0	2	1	0	0	1
	Admission accepted	5	0	1	2	0	0	2	0	2	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	n/a	n/a	34	82	66	87	13	3
	Readmission accepted	4	12	15	21	27	42	28	35	26	12	22	12	7	18	19	19	73	45	15	79	38	51	48	41	n/a	n/a	150	204	204	247	256	453
	Renewal accepted	1	0	0	5	0	3	0	4	2	1	3	4	2	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	19	51	32	45	23	2
Open cases	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	n/a	n/a	1	5	12	1	2	2	
Open cases		41	34	38	41	51	34	29	36	26	26	28	23	29	24	22	59	57	58	80	68	74	61	62	61	n/a	n/a	75	75	87	35	23	61