

Council, 6 July 2017

Chief Executive's report

Executive summary and recommendations

Introduction

At its meeting in May 2017, the Council agreed a revised approach to performance reporting to Council.

The paper at this meeting is a pilot of the new approach. A Chief Executive's report incorporating a single performance report is attached. An abridged version of the paper agreed by the Council at its last meeting is attached for reference.

The Council is invited to discuss the attached report, including assuring itself that the revised approach meets its needs.

Any further revisions to the content or format of the report would be incorporated into reporting to the September 2017 meeting and at subsequent meetings.

Decision

This paper is for discussion.

Background information

Performance reporting to Council, May 2017
<http://www.hcpc-uk.org/assets/documents/100053B5Enc05-PerformancereportingtoCouncil.pdf>

Please note that the report reflects the period to end of May 2017 and is therefore a short reporting period.

Resource implications

None

Financial implications

None

Appendices

For reference, an abridged form of the paper considered by the Council in May 2017 is appended. This has been produced to guide employees on what is required to be included in the performance report.

Date of paper

23 June 2017

Chief Executive's report – 6 July 2017

1. Meetings attended

- A list of the meetings the Chief Executive has attended since the last Council meeting is attached.

2. External policy matters

Political context

- The first Queen's speech of this parliament took place on Wednesday 21 June 2017. Primary legislation to reform the legislation of the nine professional regulators overseen by the Professional Standards Authority (PSA) was not included in the legislative programme.
- It is currently unclear whether ministers will decide to continue with the consultations on regulatory reform, or on the regulation of physician associates (which could be implemented via secondary legislation).
- The ministerial teams in each Department relevant to us are as follows:
 - Jeremy Hunt MP – Secretary of State for Health
 - Philip Dunne MP – Minister of State, Health (holds the professional regulation portfolio)
 - Justine Greening MP – Secretary of State for Education
 - Anne Milton MP – Minister of State, Education
 - Robert Goodwill MP – Minister of State, Education
- We do not currently know which Minister will hold responsibility for the creation of Social Work England.
- Ben Gummer, who advocated consolidation of the professional regulators when he was a health minister, lost his seat in the recent election. Edward Timpson, who was an education minister in the last parliament and held responsibility for the reforms to social work regulation also lost his seat.

Regulation of physician associates

- A briefing paper on the regulation of physician associates is planned for the Council's next meeting in September 2017.

Memorandum of understanding with the Care Councils

- At the last meeting, an update was provided about the three care councils' decision not to register graduates from the Frontline programme without conditions / requirements for further training.
- The five country meeting of the social work regulators (the four UK regulators and the regulator in the Republic of Ireland), where this issue will next be discussed, is due to take place on 13 July 2017.

3. Professional Standards Authority

- The PSA performance review for 2016-2017 continues. At the time of writing we were expecting a copy of the report from the recent fitness to practise case audit, the findings of which will inform the PSA's overall assessment of our performance.
- The PSA have recently launched a consultation on reviewing the Standards of good regulation which it uses in the performance review. The consultation seeks views on the issues that the PSA has identified with the current standards and performance review approach, which may inform a future consultation on proposed changes to the Standards.
- The Policy team will be drafting a response. The timescales for the consultation do not allow a draft to be brought to the Council for comment prior to submission. Council members are invited to send any comments on the consultation to Katherine Timms, Policy Manager (katherine.timms@hcpc-uk.org) by 1 September 2017.

4. Financial and operational update

- 4.1 There are no specific areas I wish to highlight in the newly revised performance report (attached).

Chief Executive – Marc Seale

Meetings up to June 2017

Single Market Forum Workshop (Brussels)	16 May
Meeting with Patricia Livsey, Lead of Regulation at Council of Deans, Plymouth University	15 May
Chief Executives Steering Group (CESG)	17 May
HCPC All Employee Development Day	19 May
Department of Health meeting	24 May
Meeting with National Commission on Certification of Physician Assistants (Atlanta, USA)	1 June
Meeting with Virginia Department of Health Professions (Richmond, USA)	5 June
Meeting with District of Columbia Department of Health (Washington, USA)	6 June
Meeting with Warren Turner at London South Bank University	12 June
Meeting with Harry Cayton, PSA	13 June
EMT Off-Site	15 June

Meeting with Ella Joseph from Think Ahead	19 June
CPD Revised Standards Event (Edinburgh)	22 June

Scheduled Meetings

International Network of Physical Therapy Regulatory Authorities (INPTRA Conference, South Africa)	30 June
Meet the HCPC event (Southampton)	11 July
Chief Executives Steering Group (Edinburgh)	12 July

Council meeting, 6 July 2017

Performance report

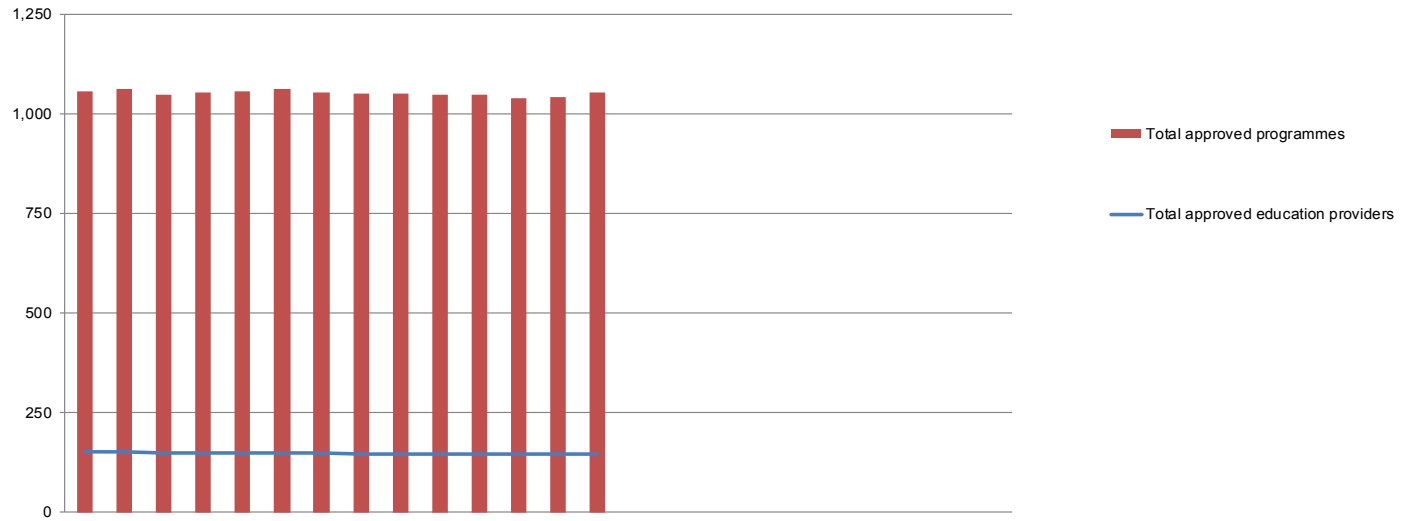
Contents

Education3
Finance7
Fitness to practise.....22
Human resources40
Operations.....48
Policy and standards66

Education

- The number of approval cases already scheduled in this financial year (2017-18) remains unusually high compared to forecast (51 scheduled: 60 budget). However, the revised reforecast for the entire year shows that the overall variance has dropped slightly in May 2017. 68 approval visits are now forecast by year end, eight more visits than budget; a variance of +13%. (See pages 5 and 6)
- The Directorate has had relatively little activity around higher and degree apprenticeships in May 2017. No approval or major change cases have been received for biomedical scientist programmes (the only profession which has had its apprenticeships standards and assessment plan approved). Work to develop standards continues to progress for various professions.

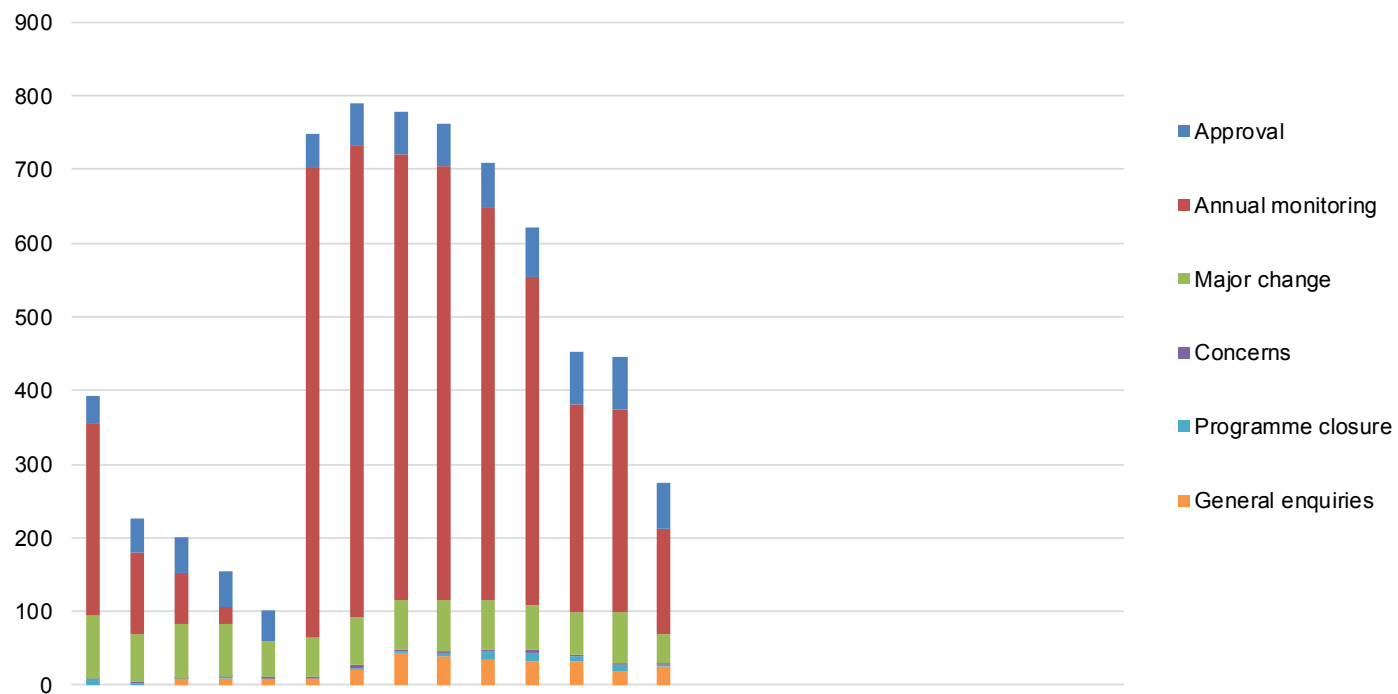
Number of approved programmes, by profession April 2016 - March 2018



Profession/entitlement	2016			2017												2018									
	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	31	31	30	30	29	29	29	29	28	28	28	28	28	28											
Biomedical scientists	65	65	63	63	62	62	62	62	62	62	60	60	60	60											
Chiropodists/ Podiatrists	20	20	20	20	19	19	19	19	17	17	17	17	17	17											
Clinical scientists	3	3	3	3	3	3	3	3	3	3	3	3	3	3											
Dietitians	32	32	32	32	32	32	32	32	32	32	32	32	32	32											
Hearing aid dispensers	22	22	22	20	20	20	20	19	19	19	19	18	18	18											
Occupational therapists	70	71	71	71	70	70	69	69	68	68	67	68	68	72											
Operating Department Practitioners	38	37	37	38	38	37	37	37	35	35	34	34	33	33											
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3											
Paramedics	77	77	75	76	77	78	75	74	77	77	76	73	74	73											
Physiotherapists	71	70	70	70	71	71	71	71	72	72	71	71	72	76											
Practitioner psychologists	102	103	101	101	101	101	102	104	104	105	102	102	106	106											
Prosthetists/Orthotists	2	2	2	2	2	2	2	2	2	2	2	2	2	2											
Radiographers	52	53	52	52	54	54	54	54	54	54	54	54	54	54											
Social workers in England	242	243	242	250	251	253	252	252	249	252	252	252	252	252											
Speech and language therapists	34	34	34	34	34	34	33	33	33	33	33	34	34	35											
Prescription only medicines - administration	4	4	4	4	4	4	4	4	4	4	4	4	4	4											
Prescription only medicines – sale / supply	8	8	7	7	7	7	6	6	6	6	6	6	6	6											
Supplementary prescribing	53	52	52	52	52	52	52	52	52	52	52	51	51	51											
Independent prescribing	93	94	94	94	94	96	95	94	94	96	96	95	95	95											
Orthoptists - medicine exemptions																									
Approved mental health professionals	34	36	32	32	32	32	32	32	32	32	32	32	32	32											
Podiatric surgery																									
Total approved programmes	1,056	1,060	1,046	1,054	1,055	1,060	1,053	1,049	1,051	1,048	1,047	1,039	1,040	1,053											
Total approved education providers	150	151	147	147	148	149	147	146	146	146	146	145	145	146											

2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
FYE	FYE	FYE	FYE	FYE	FYE	YTD
21	29	30	28	31	28	28
49	60	57	55	65	60	60
20	18	17	16	20	17	17
1	3	3	3	3	3	3
33	32	32	32	32	32	32
18	15	18	20	22	18	18
74	73	70	69	70	68	72
34	35	34	34	38	34	33
3	3	3	3	3	3	3
50	50	49	53	77	73	74
67	65	69	69	71	71	76
95	91	91	93	102	102	106
3	3	3	3	2	2	2
56	53	51	50	51	54	54
	231	223	221	242	252	252
32	31	30	31	34	34	35
2	4	4	4	4	4	4
9	9	10	9	8	6	6
77	77	62	59	53	51	51
		86	89	93	95	95
	27	26	26	34	32	32
644	909	968	967	1,055	1,039	1,053
128	150	151	143	150	145	146

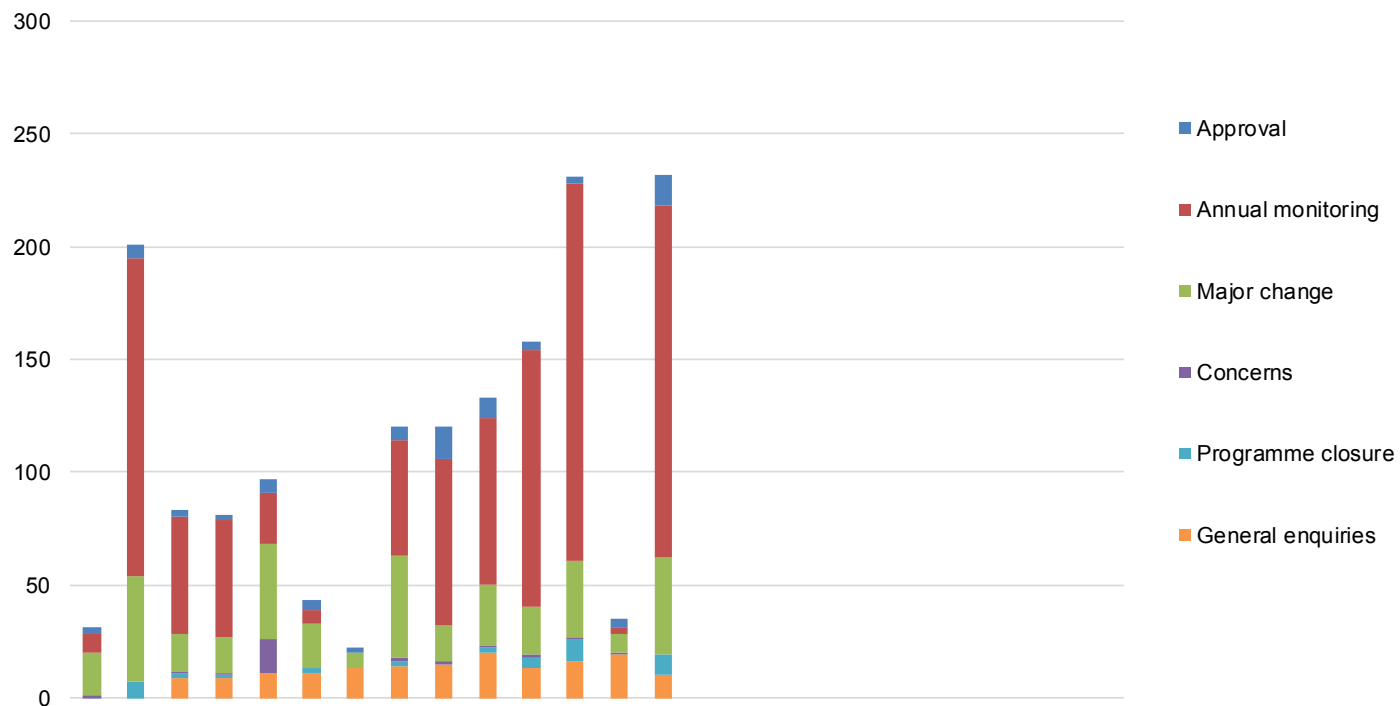
Overview of workload, Number of active cases, April 2016 - March 2018



Work area	2016		2017												2018										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval	37	45	48	49	43	47	58	57	57	62	67	70	72	63											
Annual monitoring	261	111	69	22	0	638	641	606	589	532	445	283	276	142											
Major change	85	66	73	71	48	53	64	67	69	67	61	57	68	40											
Concerns	1	2	1	1	2	2	5	3	4	4	4	3	2	2											
Programme closure	8	2	1	1	1	0	2	2	5	10	13	8	9	3											
General enquiries			8	10	8	9	20	43	38	35	31	31	19	25											
Total	392	226	200	154	102	749	790	778	762	710	621	452	446	275											

2015/16	2016/17	2017/18
FYE	FYE	YTD
34	70	63
264	283	142
69	57	40
2	3	2
4	8	3
	31	25
373	452	275

Overview of workload, Number of resolved cases, April 2016 - March 2018



Work area	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval	3	6	3	2	6	4	2	6	14	9	4	3	4	14											
Annual monitoring	8	141	52	52	23	6	0	51	74	74	114	167	3	156											
Major change	19	47	16	16	42	20	7	45	16	27	21	34	8	43											
Concerns	1	0	1	1	15	0	0	2	1	1	1	1	1	0											
Programme closure	0	7	2	1	0	2	0	2	0	2	5	10	0	9											
General enquiries			9	9	11	11	13	14	15	20	13	16	19	10											
Total	31	201	83	81	97	43	22	120	120	133	158	231	35	232											

2015/16	2016/17	2017/18
FYE	FYE	YTD
133	62	18
928	762	159
306	310	51
9	24	1
38	31	9
	131	29
1,414	1,320	267

Finance

- The month 2 management accounts show that income is in line with budget. Expenditure is £931k under budget, but that includes the reversal of accruals made at the 31 March 2017, for which the related invoices have not yet come through. A clearer picture of expenditure will emerge in months 3 and 4. (See page 10)
- The cash balance at 31 May was £16.85m. There has been a net cash outflow of £2.7m in the year to date, which is the result of no large direct debit collections from registrants in the first two months. (See page 14)
- The contract for the refurbishment of 186 Kennington Park Road was signed by the Chief Executive with the approval of the Chair in May.
- We issued a tender for Communications and Fitness to Practise printing and distribution services under the Government's managed print framework agreement. On review the specification did not reflect our strategy of moving to paperless processes. Following legal advice, we have therefore withdrawn the tender and will reissue it later in the year, in line with the strategy, and following trials of paperless processes for FTP bundles.
- The National Audit Office's final audit is almost complete and there have been no significant control issues. Grant Thornton have completed their 2016-17 programme, including a review of payroll, which also found no major issues.
- There have been no significant issues with core processes.

Variance Commentary					May -17 Comments (Actuals vs 2017-18 Budget)	
Department	Movement YTD	Budget YTD	Budget Variance	Budget Var %	Variations by Income Type	Variations by Profession
Total Income	5,361,181	5,287,753	73,428	1.4	On Target or variance below threshold	On Target or variance below threshold
EXPENDITURE						
Department	Movement YTD	Budget YTD	Variance v Budget	Variance v Budget %	Variations on Payroll	Variations on Non-payroll
Communications	147,063	194,825	47,763	24.5	On Target or variance below threshold	£14k underspend in campaigns mainly due to timing of PO for pharmacy and waiting room leaflets, which has been processed in June. £10k underspend in small project costs due to phasing of the budget.
Education	197,374	216,359	18,985	8.8	On Target or variance below threshold	On Target or variance below threshold
Office Services	374,976	490,668	115,692	23.6	On Target or variance below threshold	£32k underspend in postage due to delays in raising PO for May. £11k underspend in dilapidation due to the capitalisation of 405 dilapidation, this underspend is expected until month 6 reforecast. £13k underspend in building refurbishment as commencement of work has been delayed £10k underspend in electricity as invoices are issued quarterly.

Department	Movement YTD	Budget YTD	Variance v Budget	Variance v Budget %	Variations on Payroll	Variations on Non-payroll
Fitness to Practise	2,328,424	2,507,874	179,450	7.2	On Target or variance below threshold	£38k underspend in other legal costs, this is a result of a successful costs award in respect of the Court of Appeal Case. £40k underspend in transcription writers due to timing differences. £55k underspend in panel fees, accommodation and subsistence mainly due to over accrual in the prior year, which results in a credit to the account.
IT Department	370,135	369,421	(713)	(0.2)	On Target or variance below threshold	On Target or variance below threshold
Major Projects	18,642	262,352	243,710	92.9	On Target or variance below threshold	£108k underspend in Registration project due to slippage, support and maintenance costs for software licenses are now being moved from Spring to Autumn. £50k underspend in HR&Partner project was due to poor invoicing by the supplier, and £50k underspend in Web Review and Build project due to phasing.
Registration	472,562	596,223	123,661	20.7	On Target or variance below threshold	£91k underspend in printing, this is due to delays with supplier invoice. £12k underspend in CPD assessments due to phasing, there are a number of profiles due to be assessed in the coming month. £24k overspend in international assessors fees as 825 more applications received in April and May than originally budgeted.

Income and Expenditure

31 May 2017

	Period 2	Year to date				Full Year Budget
	Actual	Actual	2017-18 Budget	Variance	Variance %	
Income by Activity						
Graduate Registration Fees	132,556	268,421	288,267	(19,846)	(6.9)	1,860,788
Readmission Fees	23,895	40,500	21,456	19,044	88.8	214,318
Renewal Fees	2,323,033	4,634,064	4,591,757	42,307	0.9	28,480,891
International Scrutiny Fees	199,980	336,105	289,516	46,589	16.1	1,824,911
UK Scrutiny Fees	38,619	82,089	96,757	(14,668)	(15.2)	1,026,069
Registration Income	2,718,083	5,361,179	5,287,753	73,426	1.4	33,406,977
Cheque/credit card write offs	2	2	0	2		0
Total Income	2,718,085	5,361,181	5,287,753	73,428	1.4	33,406,977
Chair	402	5,369	20,120	14,751	73.3	100,720
Chief Executive	25,896	58,112	63,700	5,589	8.8	357,202
Council & Committee	6,851	12,027	30,566	18,540	60.7	303,179
Communications	83,956	147,063	194,825	47,763	24.5	1,211,336
Education	110,739	197,374	216,359	18,985	8.8	1,178,318
Office Services	185,285	374,976	490,668	115,692	23.6	2,921,188
Finance	88,550	134,873	173,080	38,207	22.1	845,938
Fitness to Practise	1,240,564	2,328,424	2,507,874	179,450	7.2	14,797,229
Human Resources	100,097	145,354	189,087	43,733	23.1	997,163
Human Resources Partners	36,623	57,131	83,487	26,355	31.6	436,219
IT Department	203,982	370,135	369,421	(713)	(0.2)	2,277,810
Major Projects	62,911	18,642	262,352	243,710	92.9	1,526,250
Operations Office	51,222	104,468	129,380	24,913	19.3	644,280
Policy	24,155	57,623	81,930	24,307	29.7	446,946
Registration	261,835	472,562	596,223	123,661	20.7	3,659,028
Secretariat	20,500	43,383	45,530	2,148	4.7	272,381
Depreciation	63,138	127,196	130,484	3,288	2.5	905,736
PSA Levy	0	878,682	878,682	0	0.0	878,682
Apprenticeship Levy	2,773	5,580	5,890	310	5.3	35,337
Operating expenditure	2,569,479	5,538,971	6,469,659	930,688	14.4	33,794,942
Operating surplus/(deficit)	148,606	(177,790)	(1,181,906)	1,004,116	(85)	(387,965)
Other income						
Investment Income	20,091	52,509	0	(52,509)		0
Total surplus/(deficit)	168,697	(125,281)	(1,181,906)	1,056,625	(89)	(387,965)

Payroll costs

31 May 2017

	Period 2	Year to date				Full Year Budget
	Actual	Actual	Budget	Variance	Variance %	
Chief Executive	21,206	46,541	49,634	3,093	6.2	272,802
Communications	55,925	108,798	112,212	3,414	3.0	673,273
Education	78,759	144,225	145,495	1,269	0.9	891,080
Office Services	25,014	45,454	55,477	10,023	18.1	332,860
Finance	39,564	78,664	79,856	1,192	1.5	496,638
Fitness to Practise	404,322	772,569	782,478	9,909	1.3	4,533,740
Human Resources	50,498	89,141	107,458	18,317	17.0	656,033
Human Resources Partners	10,418	22,512	20,924	(1,587)	(7.6)	125,546
IT Department	77,398	146,529	157,189	10,660	6.8	875,169
Major Projects	15,166	33,769	38,268	4,499	11.8	149,129
Operations Office	44,868	88,844	87,708	(1,136)	(1.3)	526,245
Policy	20,997	41,808	48,589	6,781	14.0	291,531
Registration	160,553	310,169	328,645	18,476	5.6	2,079,477
Secretariat	20,166	38,946	39,948	1,003	2.5	239,691
Payroll costs	1,024,855	1,967,966	2,053,879	85,914	4.2	12,143,214

Non-payroll costs

31 May 2017

	Period 2	Year to date				Full year
	Actual	Actual	Budget	Variance	Variance %	Full Year Budget
Chair	402	5,369	20,120	14,751	73.3	100,720
Chief Executive	4,690	11,571	14,067	2,496	17.7	84,400
Council & Committee	6,851	12,027	30,566	18,540	60.7	303,179
Communications	28,031	38,265	82,613	44,348	53.7	538,063
Education	31,980	53,149	70,864	17,716	25.0	287,238
Office Services	160,270	329,522	435,191	105,669	24.3	2,588,328
Finance	48,986	56,209	93,223	37,015	39.7	349,300
Fitness to Practise	836,242	1,555,855	1,725,396	169,541	9.8	10,263,489
Human Resources	49,599	56,213	81,629	25,416	31.1	341,130
Human Resources Partners	26,204	34,620	62,562	27,943	44.7	310,673
IT Department	126,583	223,606	212,233	(11,373)	(5.4)	1,402,641
Major Projects	47,745	(15,127)	224,084	239,211	106.8	1,377,121
Operations Office	6,354	15,624	41,673	26,049	62.5	118,035
Policy	3,158	15,815	33,342	17,527	52.6	155,415
Registration	101,282	162,393	267,578	105,185	39.3	1,579,551
Secretariat	334	4,437	5,582	1,145	20.5	32,690
PSA Levy	0	878,682	878,682	0	0.0	878,682
Apprenticeship Levy	2,773	5,580	5,890	310	5.3	35,337
Non-payroll costs	1,481,485	3,443,809	4,285,295	841,486	19.6	20,745,992

Statement of Financial Position				
31 May 2017				
	Actual Period 2	Budget YTD	Budget 31 March 2018	Actual 31 March 2017
Non-current assets				
Land & buildings, at cost or valuation	4,624,056	4,629,500	6,431,833	4,615,000
Land & buildings depreciation	(7,692)	(6,900)	(62,267)	0
	4,616,364	4,622,600	6,369,566	4,615,000
Computer equipment, at cost	528,653	499,535	591,763	499,535
Computer equipment depreciation	(394,552)	(393,593)	(459,718)	(382,705)
	134,101	105,942	132,045	116,829
Office furniture and equipment, at cost	1,183,115	1,183,115	1,183,115	1,183,115
Office equipment depreciation	(441,755)	(440,502)	(570,333)	(413,863)
	741,361	742,613	612,782	769,252
Intangible assets	7,105,298	7,399,827	8,452,829	7,116,711
Intangible depreciation	(5,755,092)	(5,761,383)	(6,285,313)	(5,675,325)
	1,350,206	1,638,443	2,167,516	1,441,386
Total non-current assets	6,842,032	7,109,598	9,281,910	6,942,467
Current assets				
Other current assets	1,250,239	1,113,182	2,009,182	1,994,076
Cash & cash equivalents	16,852,028	15,693,242	18,543,425	19,528,831
	18,102,267	16,806,424	20,552,607	21,522,907
Total assets	24,944,299	23,916,022	29,834,517	28,465,374
Current liabilities				
Trade and other payables	768,474	430,848	430,848	430,848
Other liabilities	1,615,718	2,125,949	2,187,619	2,115,827
Deferred income	17,516,164	17,371,906	22,434,790	20,749,474
Total current liabilities	19,900,355	19,928,703	25,053,257	23,296,149
Liabilities greater than one year	163,052	163,052	163,052	163,052
Total assets less liabilities	4,880,892	3,824,267	4,618,208	5,006,174
General fund b/fwd	(4,155,121)	(4,155,121)	(4,155,121)	(4,155,121)
Rev Res - Land & Building	(851,052)	(851,052)	(851,052)	(851,052)
This periods profit/loss	125,281	1,181,906	387,965	
General fund c/fwd	(4,880,892)	(3,824,267)	(4,618,208)	(5,006,174)

Projects

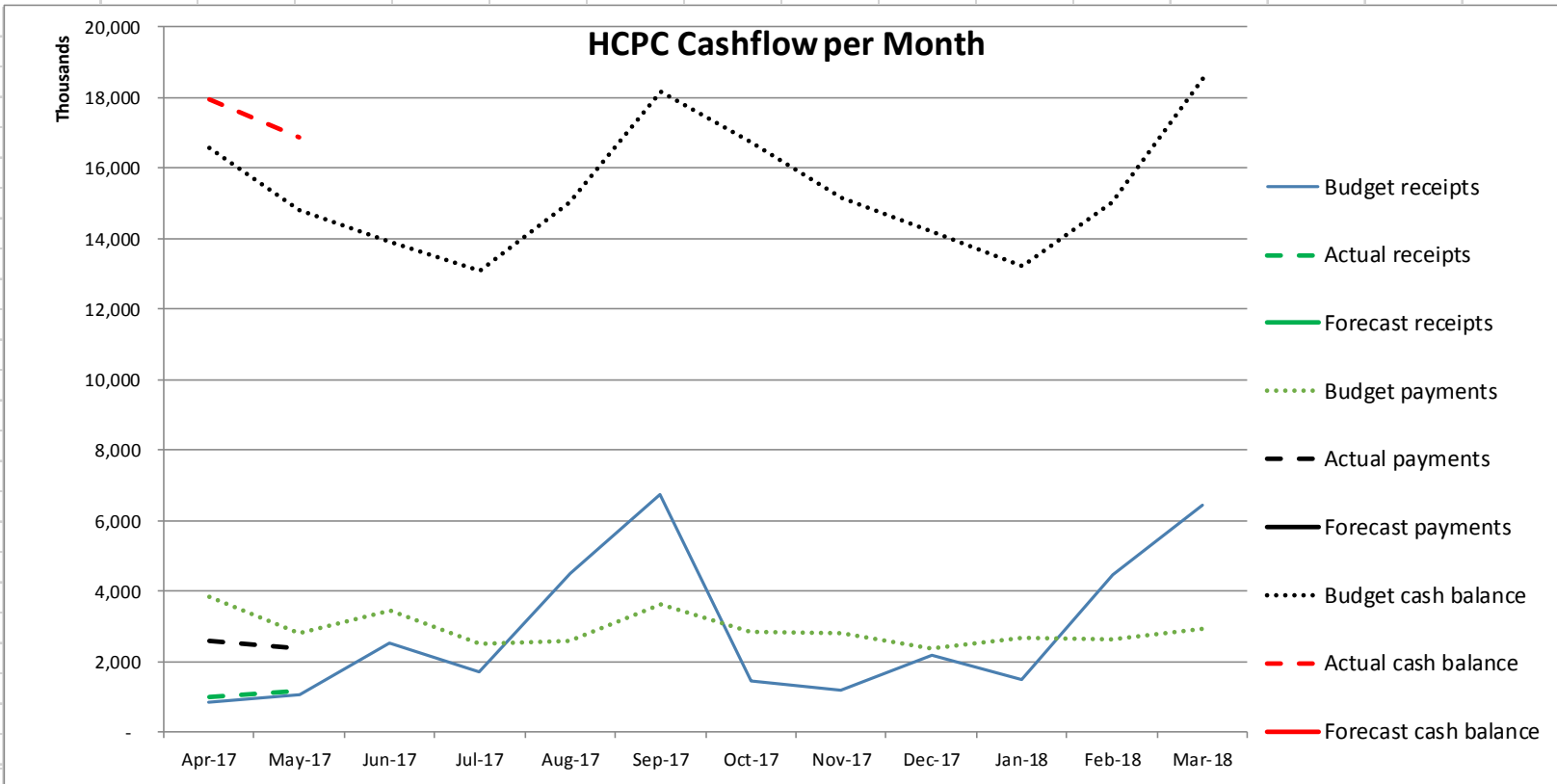
		Opex			Capex			Opex & Capex			Opex	Capex
		Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget	Variance	Budget	Budget
		YTD £	2017/18	£	YTD £	2017/18	£	YTD £	2017/18	£	Full Year £	Full Year £
HR and Partners Build	MP78	(25,362)	24,053	49,415	(3,295)	132,319	135,614	(28,657)	156,372	185,029	31,968	177,702
Reg Transformation and Improvement	MP85	18,796	144,671	125,875	(1,840)	127,000	128,840	16,956	271,671	254,715	410,457	642,500
Establishing the new Tribunal Service	MP86	(5,148)	11,500	16,648	(7,171)	13,297	20,468	(12,319)	24,797	37,116	11,500	13,297
PCI/DSS	MP87	0	0	0		10,000	10,000	0	10,000	10,000	8,000	25,000
HCPC website review and build	MP90	30,356	82,129	51,773	0	0	0	30,356	82,129	51,773	133,695	337,884
Net Regulate Changes	MP88	0	0	0	(307)	500	807	(307)	500	807	0	500
186 Kennington Park Road renovation	MP89	0	0	0	9,056	14,500	5,444	9,056	14,500	5,444	898,983	1,850,833
Education System Change	MP93	0	0	0		0	0	0	0	0	2,898	65,895
FTP CMS Review	MP94	0	0	0		0	0	0	0	0	28,750	0
		18,642	262,352	243,711	(3,557)	297,616	301,173	15,085	559,968	544,884	1,526,250	3,113,610

Cash flow statement

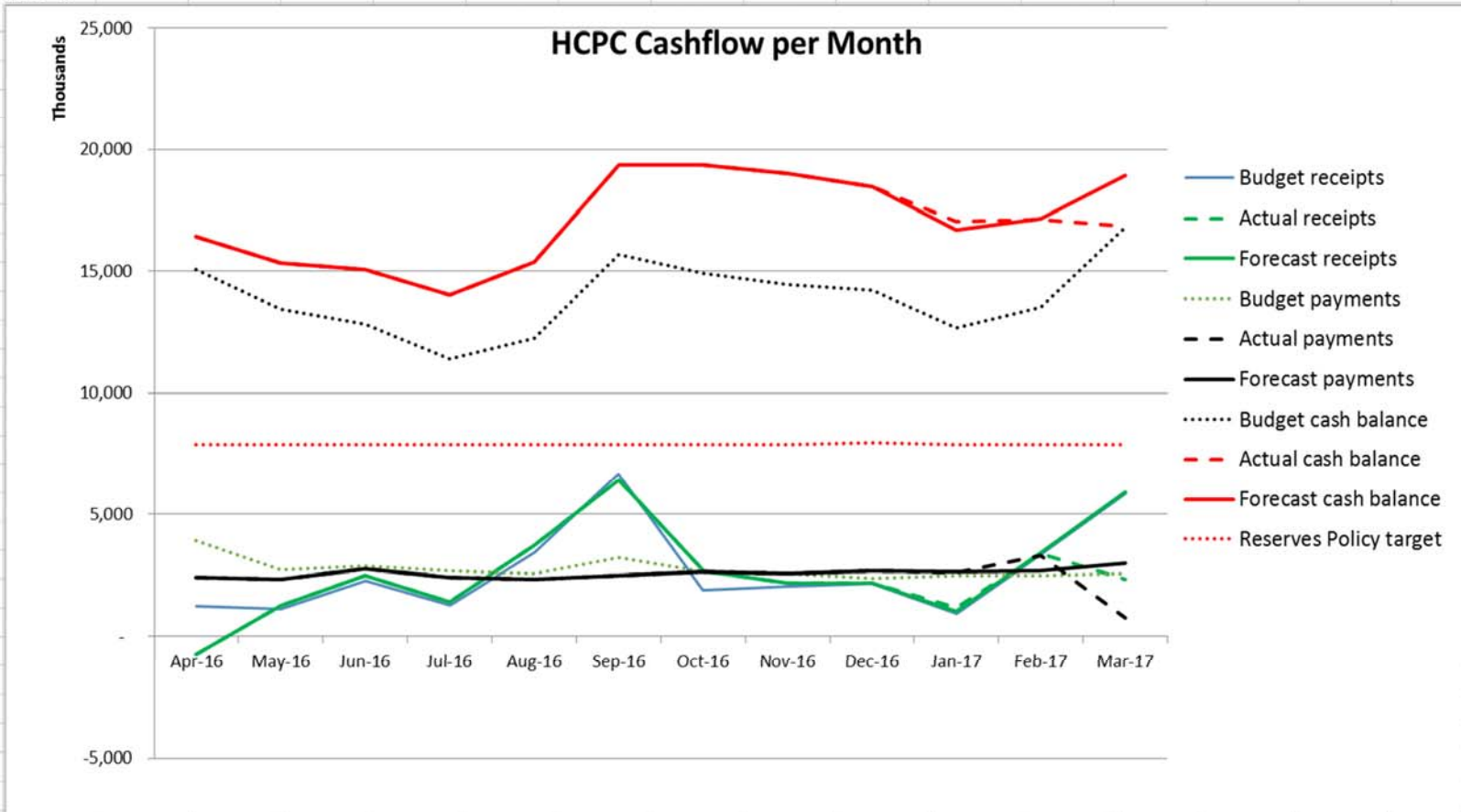
From 1 April 2017

	Year to date actual £	Year to date Budget £	Full year budget £
Operating surplus/(deficit)	(177,790)	(1,181,906)	(387,965)
Less: Depreciation	127,196	130,484	905,736
Decrease/(increase) in debtors & prepayments	743,837	880,894	(15,107)
Increase/(decrease) in creditors	(162,483)	10,122	71,792
(Decrease)/increase in deferred income	(3,233,310)	(3,377,568)	1,685,316
Net cash in/(out)flow from operating activities	(2,702,550)	(3,537,973)	2,259,773
Return on investments and servicing of finance			
Investment Income	52,509	0	0
Capital expenditure and financial investments			
Purchase of Fixed Assets	(26,761)	(297,616)	(3,245,179)
Increase/(decrease) in cash	(2,676,803)	(3,835,589)	(985,406)
Cash at beginning of period	19,528,831	19,528,831	19,528,831
Cash at end of period	16,852,028	15,693,242	18,543,425
Cash movement	(2,676,803)	(3,835,589)	(985,406)

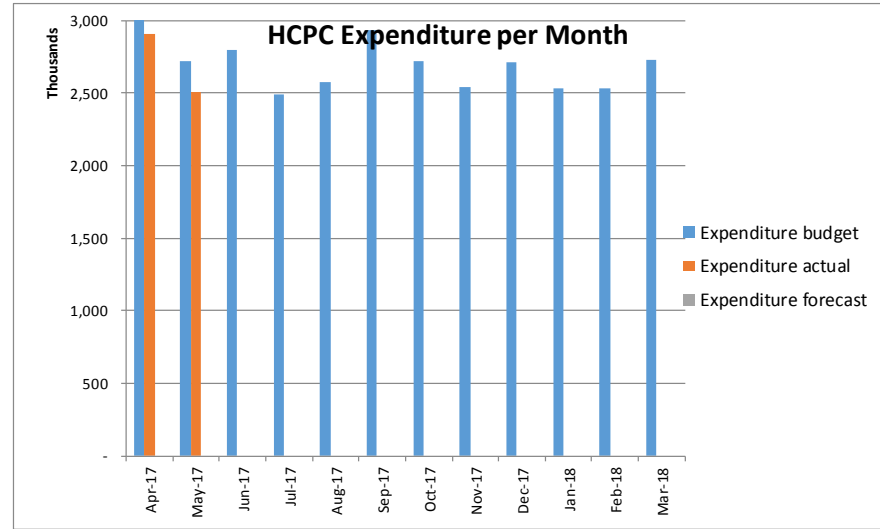
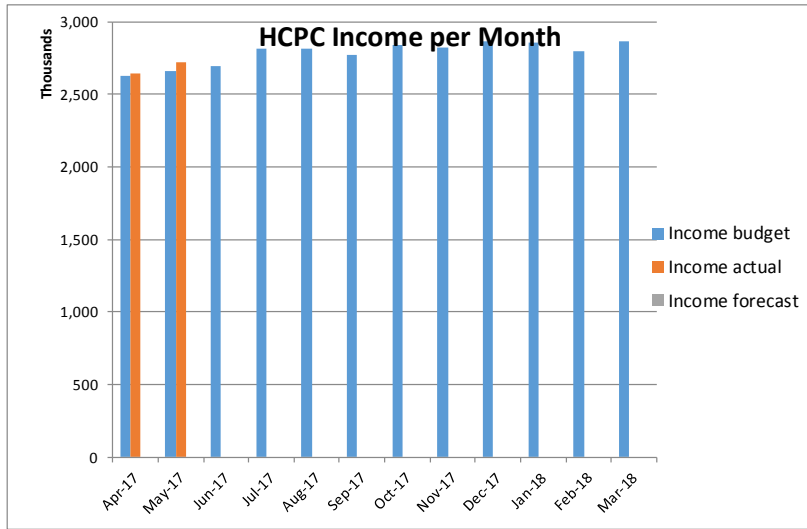
2017-18



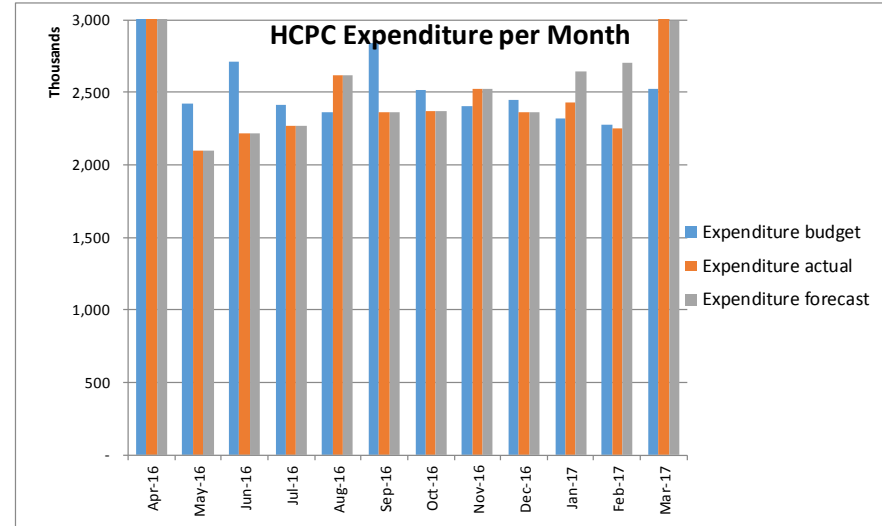
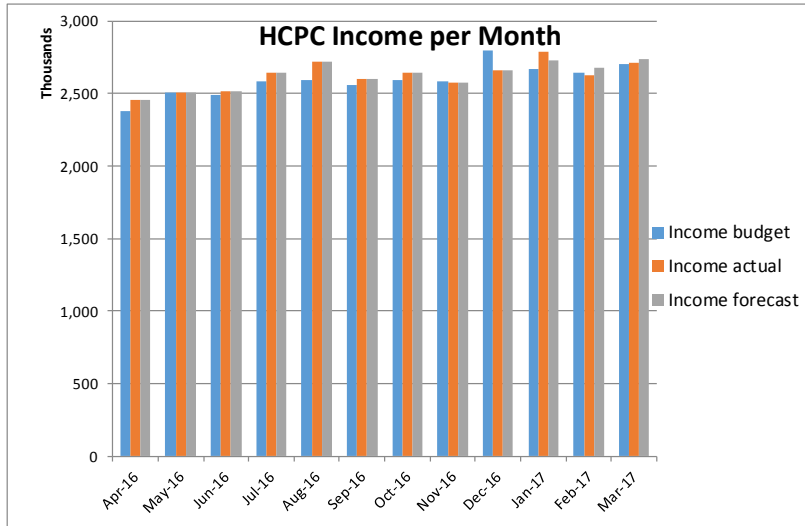
2016-17



2017-18

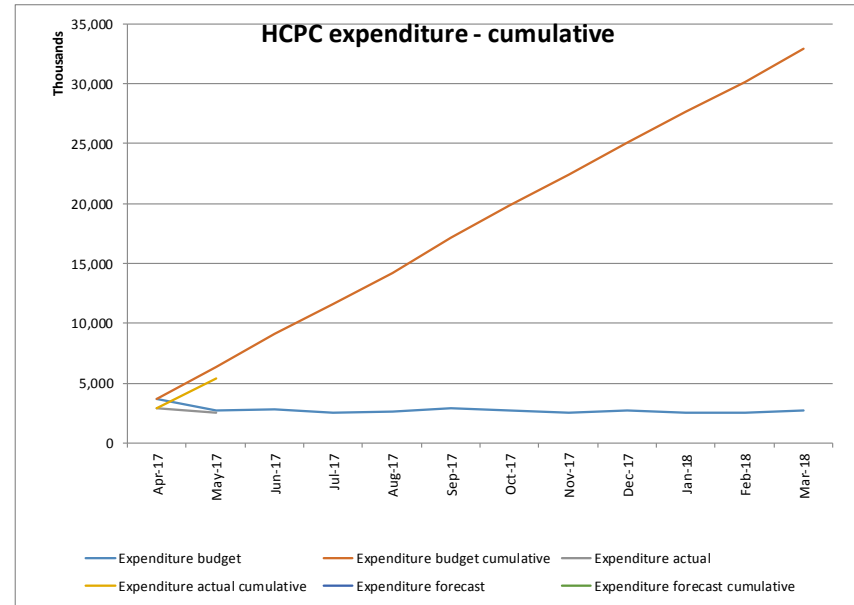
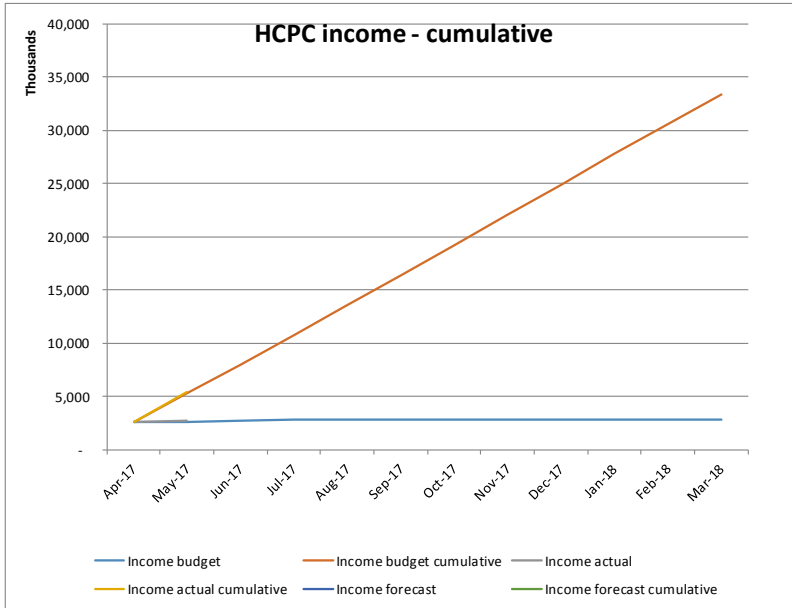


2016-17

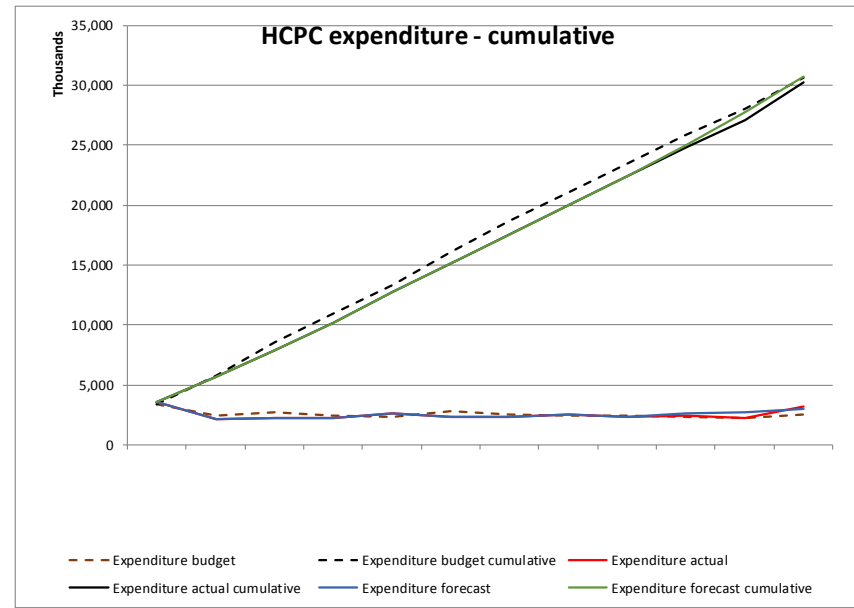
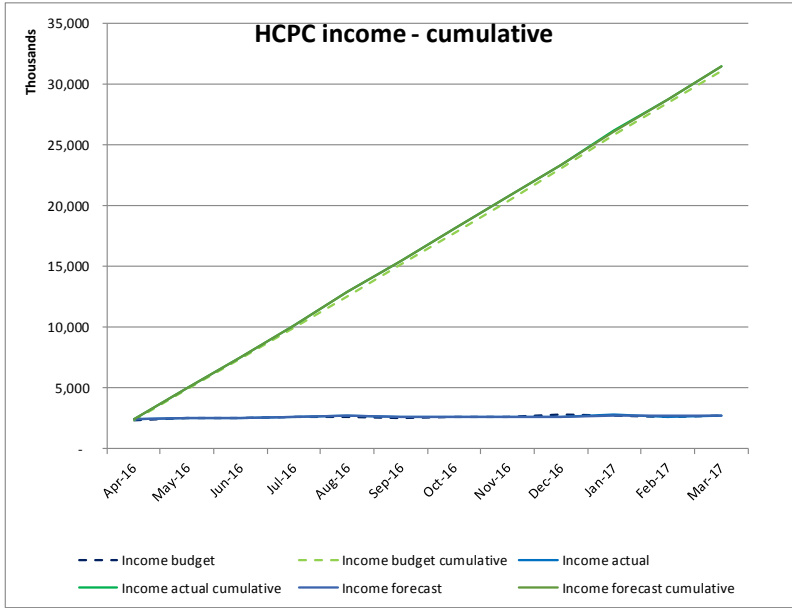


	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Income budget	2,626,997	2,660,756	2,689,162	2,809,636	2,808,967	2,771,607	2,840,858	2,817,534	2,864,760	2,854,523	2,796,495	2,865,682
Income actual	2,643,096	2,718,085	0	0	0	0	0	0	0	0	0	0
Income forecast												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Expenditure budge	3,622,465	2,716,709	2,794,981	2,489,357	2,577,177	2,928,843	2,716,118	2,539,447	2,711,778	2,530,680	2,533,432	2,728,218
Expenditure actual	2,905,435	2,506,340	0	0	0	0	0	0	0	0	0	0
Expenditure forecast												

2017-18



2016-17



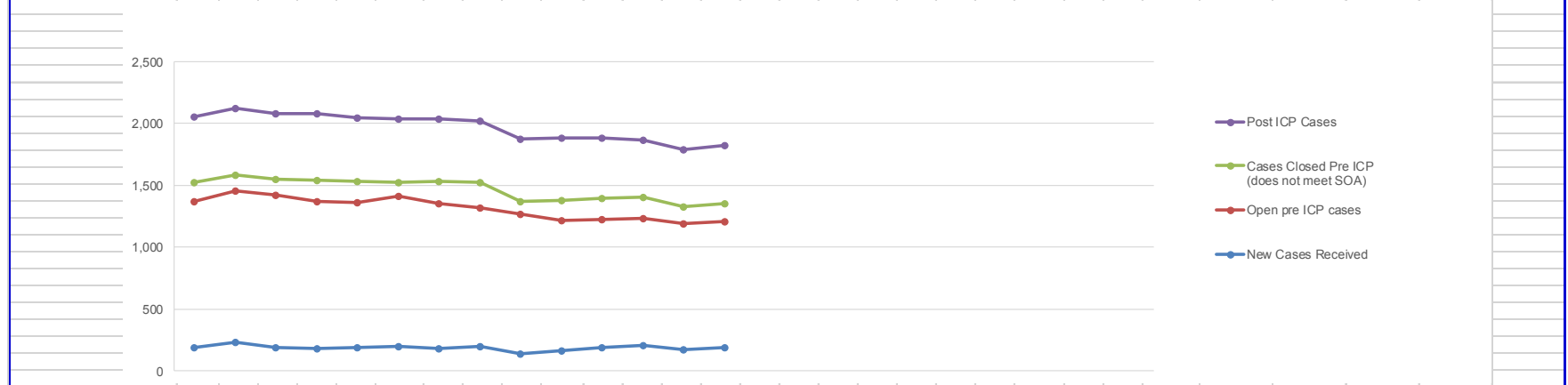
Fitness to practise

New and open cases

- 192 new cases were received in May 2017, which is 20% below our forecast of 241. Year to date, we have received 17% fewer cases than forecast. (See page 24)
- The total number of cases open at the end of May 2017 was 1,484, with 1,016 at the pre-Investigating Committee Panel (ICP) stage of the process and 468 post-ICP. This total is 3% below the forecasted figure of 1,529. This reflects the lower than forecast number of new cases and the above forecast number of cases being closed at the Standard of Acceptance (SOA) stage. (See page 24)
- The number of cases closed as not meeting the Standard of Acceptance (147 cases) was slightly above forecast in May 2017. Year to date, however, we have closed 6% fewer cases at this stage of the process than forecast. This reflects the below forecast number of new cases received. (See page 24)
- The case to answer rate (82% in May 2017) continues to be higher than the forecast. Year to date, the case to answer rate stands at 14% above forecast, which equates to 11 more cases referred than forecast. (See page 24)
- The number of cases concluded at final hearing in May 2017 was 37. Year to date, 79 cases have been concluded at a final hearing, which is 18% above forecast.
- We anticipate we have reached the stage where the open post ICP caseload is unlikely to decrease significantly as the number of newly referred (case to answer) cases broadly matches the number that are concluded at final hearings each month. A total of 88 cases have been referred so far this year, against a total of 79 cases concluded at a final hearing.
- The number of cases in the review cycle has decreased slightly from 247 in April to 231 in May 2017. This figure (231), is 3% below our forecast of 239 cases. (See page 24)
- Analysis of recent substantive order cases shows an emerging trend in orders being imposed for shorter lengths of time. Shorter orders require additional review hearings, which are more complex to fit around the final hearing activity. We know that these shorter reviews are more likely to have a further reviewable sanction imposed, and are less likely to have the engagement of the registrant or their representative. We also know that it can be difficult for a Registrant to demonstrate remediation of the issues addressed by the original panel. We have started to review our guidance to panels to assist them.
- The number of Interim Order applications made, year to date, is 12% below forecast. 15 applications were made in May 2017, 13 of which were granted. (See page 27)

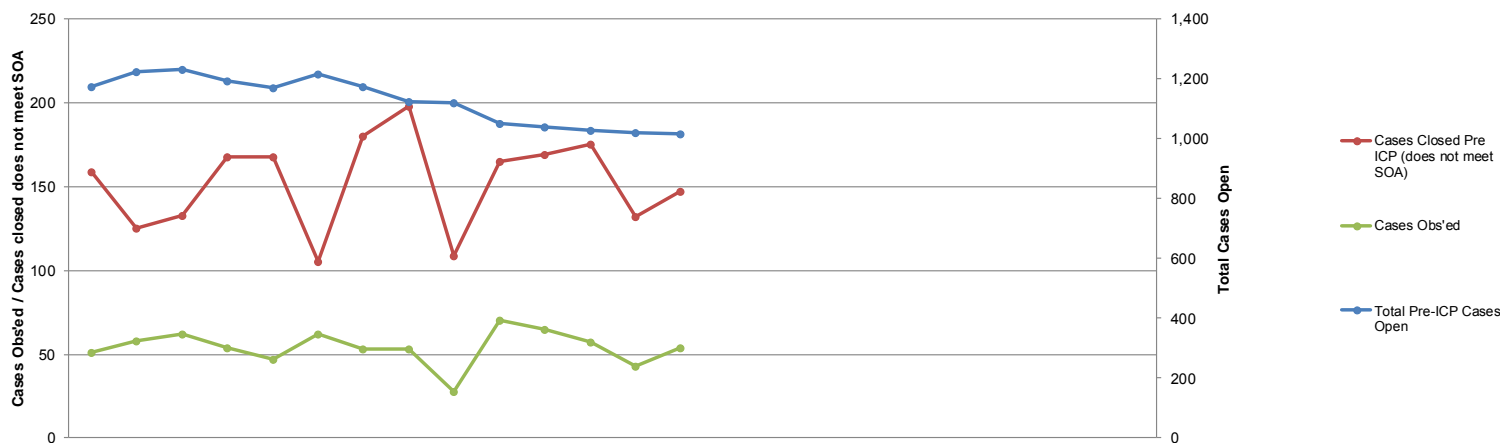
- The volume of Interim Order review hearings (33 in May 2017) remains high and, year to date, is 72% above forecast. Analysis of the Interim Order cases suggests that this high level will continue for the next quarter at least as cases progress to closure. (See page 27)
- The number of cases where a panel does not find the case well founded has increased slightly since January 2017, when compared to the previous 12 months. The rate per month has gone up from around 9 to around 11. Reasons can vary for this finding, and may relate to the facts, the grounds or whether there is current impairment. We review these cases as part of our monthly audit process and concentrate on those where facts or grounds are not found, as this is an indicator of the allegation drafting or ICP decision making, as well as our external legal investigation processes.
- We are due to complete the three month reforecast of activity in July which will reflect the actual number of new cases received. We will carefully consider the variances outlined. The reducing number of new and open fitness to practise cases will reduce the impact on other parts of the fitness to practise process. The increase in the case to answer rate and the Interim Order review hearings will, however, increase the volume of hearings activity, and will be reflected in the reforecast of budget and resources.

Fitness to Practise (FTP) Overview



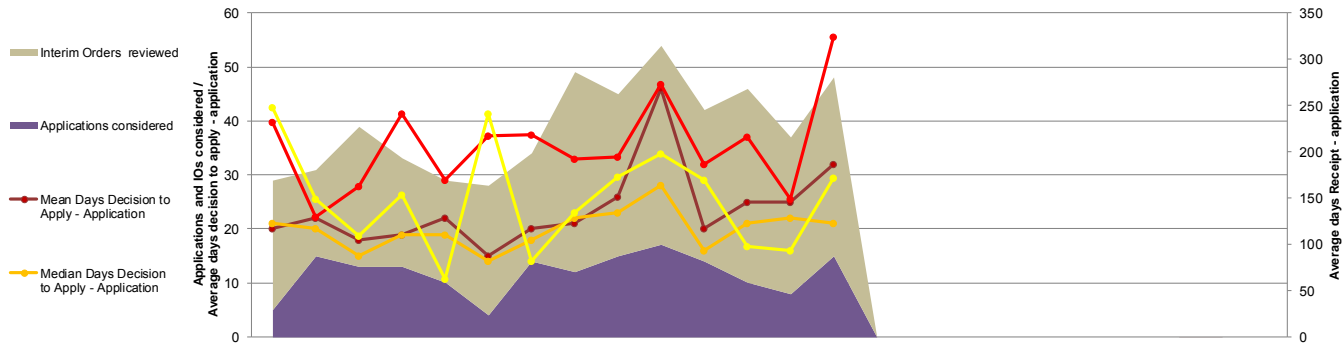
	2016					2017							2018					16/17	17/18 Forecast			YTD Total								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	Year End 16/17	Original Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast
New Cases Received	193	231	189	178	191	202	180	197	143	162	189	204	175	192											2,259	2,353				367
Open pre ICP cases	1,175	1,224	1,229	1,193	1,171	1,215	1,173	1,125	1,121	1,052	1,037	1,027	1,018	1,016											1,027	1,020				1,016
Cases Closed Pre ICP (does not meet SOA)	159	125	133	168	168	105	180	198	109	165	169	175	132	147											1,854	1,698				279
% of Ongoing Cases Closed Pre ICP	14	10	11	14	14	9	15	18	10	16	16	17	13	14											N/A	N/A				14
Cases Considered at ICP	75	58	44	54	52	61	48	59	44	64	40	54	65	56											653	690				121
% Case to Answer (out of cases concluded)	73	63	67	77	71	69	58	75	83	67	68	78	76	82											71	65				79
Cases Concluded at Final Hearing	32	36	32	29	46	35	29	45	28	35	41	57	42	37											445	502				79
Post ICP Cases	530	539	533	538	518	519	503	498	501	503	485	464	462	468											464	475				468
Cases in Review Cycle	202	203	205	199	206	209	213	226	225	226	235	241	247	231											241	233				231

Pre Investigating Committee Panel (ICP) case information



	2015				2016												2017			13/14	14/15	15/16	16/17	17/18						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
New Cases Received	193	231	189	178	191	202	180	197	143	162	189	204	175	192												2,069	2,170	2,127	2,259	367
Pre-ICP Cases Open (excl Rule 12)	1,142	1,191	1,204	1,170	1,148	1,192	1,150	1,101	1,099	1,027	1,003	988	980	972												1,162	1,441	1,176	988	972
Reception and Triage Cases Open	Introduced in line with realignment								109	196	244	223	227	252	245														227	245
Rule 12 open	33	33	25	23	23	23	23	24	22	25	34	39	38	44												N/A	N/A	32	39	44
Investigations Cases Open	Introduced in line with realignment								838	763	647	637	640	610	623														640	623
Complex Cases Open	Introduced in line with realignment								140	137	122	131	118	110	102														118	102
Total Pre-ICP Cases Open	1,175	1,224	1,229	1,193	1,171	1,215	1,173	1,125	1,121	1,052	1,037	1,027	1,018	1,016												1,162	1,441	1,208	1,027	1,016
Cases Closed Pre ICP (does not meet SOA)	159	125	133	168	168	105	180	198	109	165	169	175	132	147												1,080	1,042	1,661	1,854	279
% of Cases Closed no ICP	14	10	11	14	14	9	15	18	10	16	16	17	13	14												N/A	N/A	N/A	N/A	N/A
Cases Obs'ed	51	58	62	54	47	62	53	53	28	70	65	57	43	54												802	839	756	660	97
% of allegations Obs'ed	21	25	25	22	19	25	21	21	12	30	24	21	16	20												N/A	N/A	N/A	N/A	N/A

Interim Orders



	2016												2017												2018		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Applications considered	5	15	13	13	10	4	14	12	15	17	14	10	8	15													
Applications granted	5	14	13	11	9	3	12	10	11	17	14	9	7	13													
Applications not granted	0	1	0	2	1	1	2	2	4	0	0	1	1	1													
Interim Orders reviewed	24	16	26	20	19	24	20	37	30	37	28	36	29	33													
Interim Orders revoked	1	2	0	1	1	0	0	0	2	0	0	1	3	0													
IO instructed for High Court extension	0	1	3	1		4	0	2	1	3	3	5	4	0													
Interim Order imposed at part heard/adjourned Final Hearing	0	0	0	1	1	0	0	0	0	0	0	0	0	0													
Interim Order not imposed at Final Hearing	0	0	0	0	0	0	0	0	0	1	0	0	0	0													
Mean Days Receipt-Application	232	130	163	241	169	217	218	192	194	273	187	216	149	324													
Median Days Receipt - Application	248	149	109	154	63	241	82	134	173	198	169	98	93	172													
Mean Days Decision to Apply - Application	20	22	18	19	22	15	20	21	26	46	20	25	25	32													
Median Days Decision to Apply - Application	21	20	15	19	19	14	18	22	23	28	16	21	22	21													

13/14	14/15	15/16	16/17	17/18
FYE	FYE	FYE	FYE	YTD
97	80	89	142	23
85	71	78	128	20
12	9	11	14	2
166	249	261	317	62
3	8	7	8	3
5	15	19	23	4
Not previously reported				2
				0
				1
				0
151	176	152	184	149
105	143	106	125	93
24	20	21	26	25
18	17	17	21	22

Age profile of cases

- Overall, the age profile of cases has reduced since the last reporting period.
- The age of profile of cases in the receipt to closure at SOA stage of the process is reducing. In May 2017, 79% of the cases at this stage were under four months old, which is an increase of 17% on the end of the year 2016/17 figures. (See page 29)
- The percentage of cases under 15 months old in the SOA met to conclusion at ICP has increased 8% from 88% in March 2017 to 96% in May 2017. It is also notable, that in May there were no cases over the age of 20 months. (See page 31)
- The age of the open post ICP cases since receipt remains constant, with 52% of cases over 15 months old. (See page 34)
- There has also been an increase of 22% of the volume of cases concluding at final hearing that are under 20 months old. (See page 37)

Length of time

- Overall, in the key measures of length of time, there have been positive improvements since the last reporting period.
- The mean and median age of cases being closed at the SOA stage of the process at the end of 2016/17 was five and three months (March 2017). In May 2017, this has reduced to four (mean) and two months (median). (See page 29)
- At the conclusion of 2016/17, the mean and median length of time from the point of meeting the Standard of Acceptance to conclusion at the ICP was eight and five months (March 2017). In May 2017, the mean and median length of time was six and four months. (See page 31)
- The length of time from receipt to case conclusion has also reduced from 26 months (mean) and 22 months (median) in April 2017 to 25 months (mean) and 19 months (median) in May 2017. This reflects our focus on concluding the older cases. (See

page 37)

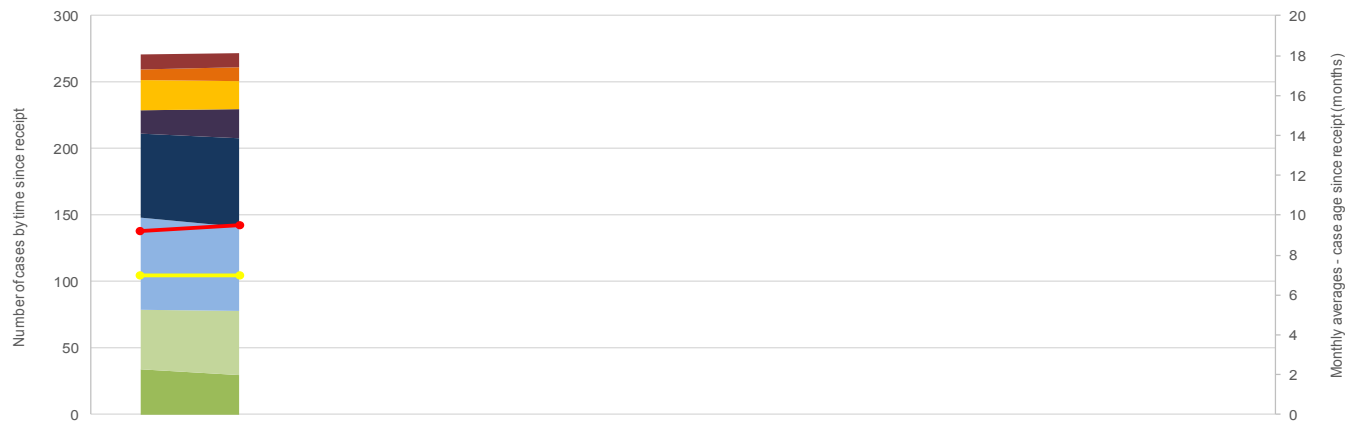
- The combined length of time to close cases at various stages of the process has significantly decreased from ten months (mean) and five months (median) in the last two months to eight months (mean) and three months (median) in May. (See page 38)
- In May, a larger proportion of cases were closed earlier, for example 92% of cases were up to 20 months old at closure time comparing to around 85% in the last three quarters. The proportion of cases older than 24 months at closure decreased to 6%, the lowest number in the last 13 months. (See page 38)

Length of time: Receipt to Closure at Standards of Acceptance (SOA)



Age Profile (number of cases)	2017												2018				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	13/14	14/15	15/16	16/17	17/18
0 to 2 months	62	83											294	199	367	570	62
3 to 4 months	24	34											303	305	378	510	24
5 to 7 months	27	11											287	265	418	427	27
8 to 12 months	16	11											160	194	355	227	16
13 to 15 months	2	5											18	37	69	41	2
16 to 20 months	0	2											11	27	54	43	0
21 to 24 months	0	1											2	6	11	15	0
> 24 months	1	0											5	9	9	21	1
Total	132	147											1080	1,042	1,661	1,854	279
Mean	4	4											5	6	6	5	4
Median	3	2											4	5	5	4	3
Age Profile (percentage of cases)																	
0 to 2 months	47%	56%											27%	19%	22%	31%	22%
3 to 4 months	18%	23%											28%	29%	23%	28%	9%
5 to 7 months	20%	7%											27%	25%	25%	23%	10%
8 to 12 months	12%	7%											15%	19%	21%	12%	6%
13 to 15 months	2%	3%											2%	4%	4%	2%	1%
16 to 20 months	0%	1%											1%	3%	3%	2%	0%
21 to 24 months	0%	1%											0%	1%	1%	1%	0%
> 24 months	1%	0%											0%	1%	1%	1%	0%

Length of time: Age of Open pre Investigating Committee Panel (ICP) cases, where Standard of Acceptance (SOA) was met, since receipt



	2017								2018			
Age Profile (number of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	34	30										
3 to 4 months	45	48										
5 to 7 months	69	63										
8 to 12 months	63	67										
13 to 15 months	18	22										
16 to 20 months	23	21										
21 to 24 months	8	10										
> 24 months	11	11										
Total	271	272										
Mean	9	9										
Median	7	7										
Age Profile (percentage of cases)												
0 to 2 months	13%	11%										
3 to 4 months	17%	18%										
5 to 7 months	25%	23%										
8 to 12 months	23%	25%										
13 to 15 months	7%	8%										
16 to 20 months	8%	8%										
21 to 24 months	3%	4%										
> 24 months	4%	4%										

Length of time: Standards of Acceptance (SOA) to Conclusion at Investigating Committee Panel (ICP)



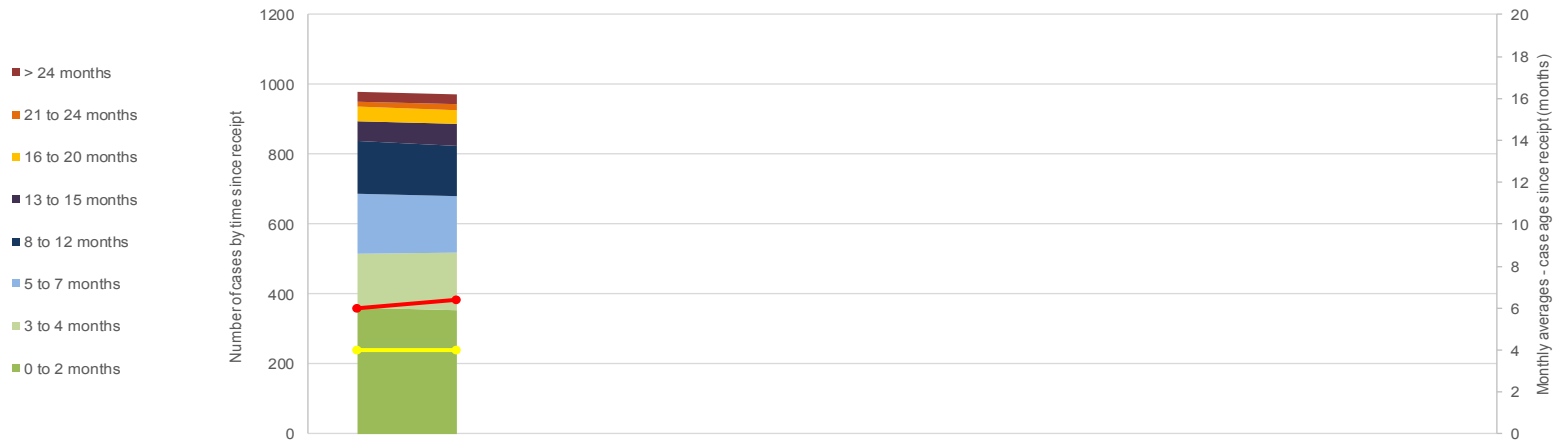
	2017										2018		
Age Profile (number of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
0 to 2 months	12	10											
3 to 4 months	27	17											
5 to 7 months	14	15											
8 to 12 months	8	5											
13 to 15 months	0	1											
16 to 20 months	0	2											
21 to 24 months	0	0											
> 24 months	1	0											
Total	62	50											
Mean	5	5											
Median	4	4											

	14/15	15/16	16/17	17/18
FYE	FYE	FYE	YTD	
0 to 2 months	178	180	116	12
3 to 4 months	344	263	268	27
5 to 7 months	159	145	117	14
8 to 12 months	85	75	60	8
13 to 15 months	21	29	19	0
16 to 20 months	11	25	23	0
21 to 24 months	7	12	9	0
> 24 months	3	10	14	1
Total	808	739	626	112
Mean	5	6	6	5
Median	3	4	4	4

Age Profile (percentage of cases)	2017 Apr	2017 May										
0 to 2 months	19%	20%										
3 to 4 months	44%	34%										
5 to 7 months	23%	30%										
8 to 12 months	13%	10%										
13 to 15 months	0%	2%										
16 to 20 months	0%	4%										
21 to 24 months	0%	0%										
> 24 months	2%	0%										

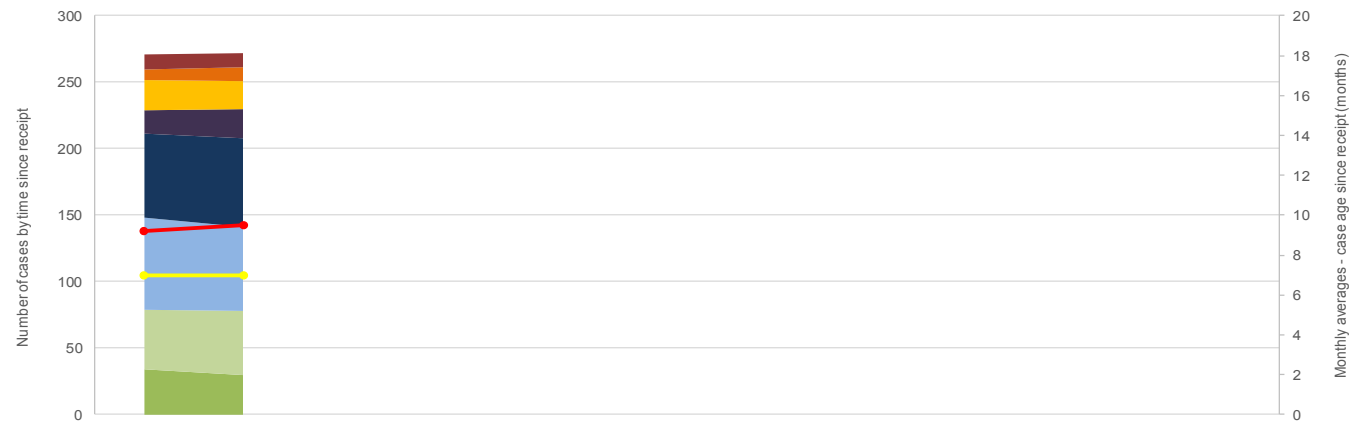
	FYE	FYE	FYE	YTD
0 to 2 months	22%	24%	19%	11%
3 to 4 months	43%	36%	43%	24%
5 to 7 months	20%	20%	19%	13%
8 to 12 months	11%	10%	10%	7%
13 to 15 months	3%	4%	3%	0%
16 to 20 months	1%	3%	4%	0%
21 to 24 months	1%	2%	1%	0%
> 24 months	0%	1%	2%	1%

Length of time: Age of Open pre Investigating Committee Panel (ICP) cases including Enquiries and these which met the Standards of Acceptance (SOA) since receipt



	2017						2018					
Age Profile (number of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	361	355										
3 to 4 months	153	165										
5 to 7 months	173	159										
8 to 12 months	153	147										
13 to 15 months	55	60										
16 to 20 months	43	40										
21 to 24 months	14	17										
> 24 months	28	29										
Total	980	972										
Mean	6	6										
Median	4	4										
Age Profile (percentage of cases)												
0 to 2 months	37%	37%										
3 to 4 months	16%	17%										
5 to 7 months	18%	16%										
8 to 12 months	16%	15%										
13 to 15 months	6%	6%										
16 to 20 months	4%	4%										
21 to 24 months	1%	2%										
> 24 months	3%	3%										

Length of time: Age of Open pre Investigating Committee Panel (ICP) cases, where Standard of Acceptance (SOA) was met, since receipt



	2017						2018					
Age Profile (number of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	34	30										
3 to 4 months	45	48										
5 to 7 months	69	63										
8 to 12 months	63	67										
13 to 15 months	18	22										
16 to 20 months	23	21										
21 to 24 months	8	10										
> 24 months	11	11										
Total	271	272										
Mean	9	9										
Median	7	7										
Age Profile (percentage of cases)												
0 to 2 months	13%	11%										
3 to 4 months	17%	18%										
5 to 7 months	25%	23%										
8 to 12 months	23%	25%										
13 to 15 months	7%	8%										
16 to 20 months	8%	8%										
21 to 24 months	3%	4%										
> 24 months	4%	4%										

Length of time: Age of Open Post Investigating Committee Panel (ICP) cases since receipt



	2017						2018					
Age Profile (number of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	0	0										
3 to 4 months	3	3										
5 to 7 months	35	32										
8 to 12 months	101	111										
13 to 15 months	82	79										
16 to 20 months	86	86										
21 to 24 months	43	46										
> 24 months	112	111										
Total	462	468										
Mean	19	19										
Median	16	16										
Age Profile (percentage of cases)												
0 to 2 months	0%	0%										
3 to 4 months	1%	1%										
5 to 7 months	8%	7%										
8 to 12 months	22%	24%										
13 to 15 months	18%	17%										
16 to 20 months	19%	18%										
21 to 24 months	9%	10%										
> 24 months	24%	24%										

Length of time: Age of Open Post Investigating Committee Panel (ICP) cases since referral from Investigating Committee



	2017										2018		
Age Profile	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
0 to 2 months	105	125											
3 to 4 months	62	61											
5 to 7 months	87	85											
8 to 12 months	101	89											
13 to 15 months	37	37											
16 to 20 months	39	37											
21 to 24 months	15	16											
> 24 months	16	18											
Total	462	468											
Mean	8	8											
Median	7	6											
Age Profile (percentage of cases)													
0 to 2 months	23%	27%											
3 to 4 months	13%	13%											
5 to 7 months	19%	18%											
8 to 12 months	22%	19%											
13 to 15 months	8%	8%											
16 to 20 months	8%	8%											
21 to 24 months	3%	3%											
> 24 months	3%	4%											

Length of Time: Investigating Committee Panel (ICP) Decision - Conclusion at Final Hearing



Age Profile	2017					2018						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	0	0										
3 to 4 months	1	0										
5 to 7 months	5	4										
8 to 12 months	17	16										
13 to 15 months	7	8										
16 to 20 months	7	3										
21 to 24 months	0	2										
> 24 months	5	4										
Total	42	37										
Mean	15	15										
Median	11	12										

Age Profile	2017	2018	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	0%	0%										
3 to 4 months	2%	0%										
5 to 7 months	12%	11%										
8 to 12 months	40%	43%										
13 to 15 months	17%	22%										
16 to 20 months	17%	8%										
21 to 24 months	0%	5%										
> 24 months	12%	11%										

Age Profile	Monthly averages of ICP to conclusion at Final Hearing time (months)				
	13/14 FYE*	14/15 FYE*	15/16 FYE*	16/17 FYE	17/18 YTD
0 to 2 months		2	0	2	0
3 to 4 months		6	7	11	1
5 to 7 months		86	67	79	5
8 to 12 months		149	140	161	17
13 to 15 months		44	33	66	7
16 to 20 months		37	40	59	7
21 to 24 months		14	16	21	0
> 24 months		13	17	46	5
Total	267	351	320	445	79
Mean		11	12	14	15
Median		9	10	11	12
0 to 2 months		1%	0%	0%	0%
3 to 4 months		2%	2%	2%	1%
5 to 7 months		25%	21%	18%	6%
8 to 12 months		42%	44%	36%	22%
13 to 15 months		13%	10%	15%	9%
16 to 20 months		11%	13%	13%	9%
21 to 24 months		4%	5%	5%	0%
> 24 months		4%	5%	10%	6%

*Previously reported in different format

Length of Time: Receipt - Conclusion at Final Hearing



Age Profile		2017										2018		
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
0 to 2 months	No	0	0											
3 to 4 months	No	0	0											
5 to 7 months	No	0	0											
8 to 12 months	No	0	2											
13 to 15 months	No	7	6											
16 to 20 months	No	10	15											
21 to 24 months	No	10	3											
> 24 months	No	15	11											
Total		42	37											
Mean		26	25											
Median		22	19											

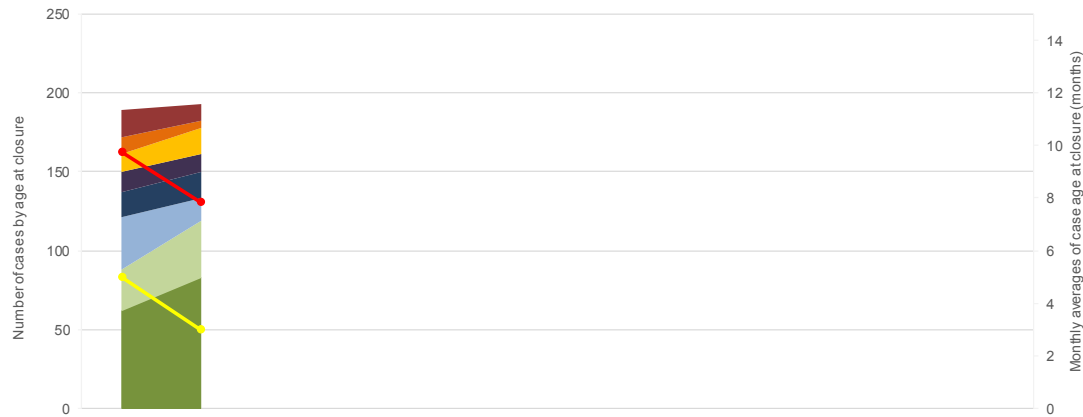
	13/14	14/15	15/16	16/17	17/18
	FYE'	FYE'	FYE	FYE	YTD
		0	0	0	0
		0	0	1	0
		1	2	1	0
		59	24	23	0
		80	44	50	7
		99	90	109	10
		53	43	66	10
		59	117	195	15
	267	351	320	445	79
	17	19	23	25	26
	14	17	21	22	20

Age Profile (percentage of cases)		2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
	%	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	%	0%	0%										
3 to 4 months	%	0%	0%										
5 to 7 months	%	0%	0%										
8 to 12 months	%	0%	5%										
13 to 15 months	%	17%	16%										
16 to 20 months	%	24%	41%										
21 to 24 months	%	24%	8%										
> 24 months	%	36%	30%										

	0%	0%	0%	0%
	0%	0%	0%	0%
	0%	1%	0%	0%
	17%	8%	5%	0%
	23%	14%	11%	9%
	28%	28%	24%	13%
	15%	13%	15%	13%
	17%	37%	44%	19%

*Previously reported in different format

Length of time to close cases (combined)



	2017		2018									
Age Profile	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	62	83										
3 to 4 months	26	36										
5 to 7 months	33	14										
8 to 12 months	16	17										
13 to 15 months	13	11										
16 to 20 months	11	17										
21 to 24 months	11	4										
> 24 months	17	11										
Total	189	193										
Mean	10	8										
Median	5	3										

Age Profile	2017 (Apr)	2017 (May)	2018 (Jan)
0 to 2 months	33%	43%	202
3 to 4 months	14%	19%	367
5 to 7 months	17%	7%	395
8 to 12 months	8%	9%	369
13 to 15 months	7%	6%	144
16 to 20 months	6%	9%	151
21 to 24 months	6%	2%	72
> 24 months	9%	6%	70

	13/14 FYE*	14/15 FYE*	15/16 FYE*	16/17 FYE	17/18 YTD
		202	365	587	62
		367	408	529	26
		395	499	486	33
		369	471	301	16
		144	139	109	13
		151	166	158	11
		72	65	84	11
		70	132	227	17
	1678	1770	2245	2481	382
	8	9	9	9	9
	5	7	7	5	4
			16%	24%	16%
			18%	21%	7%
			22%	20%	9%
			21%	12%	4%
			6%	4%	3%
			7%	6%	3%
			3%	3%	3%
			6%	9%	4%

*Previously reported in different format

Challenges to Fitness to Practise Decisions

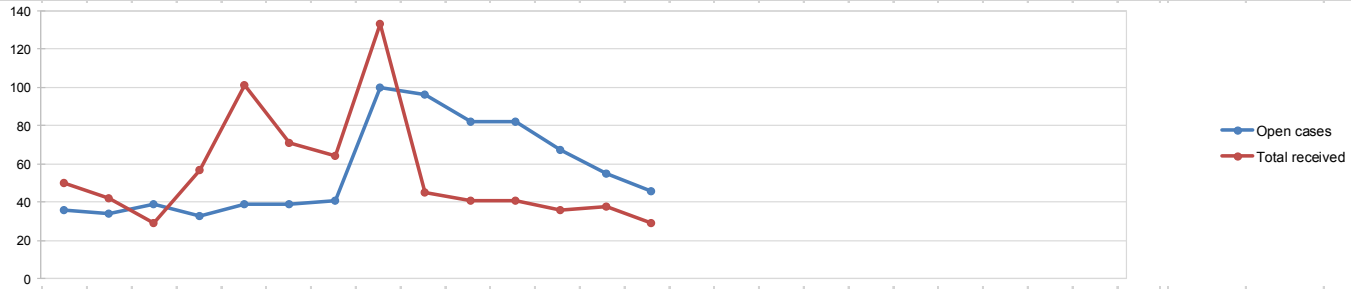
- Three new registrant appeals were received in May 2017 and one remains ongoing. There are, therefore, four active registrant appeal cases.
- The PSA did not appeal any decisions in May 2017.
- No new Judicial Reviews were received and only one remains ongoing. We are currently preparing our response and a hearing date has yet to be listed.

Other

- The Case Reception & Triage team received received 187 general enquiry phone calls in May, an increase on the previous month. Of those, 145 calls related to FTP cases and 42 calls to non-FTP matters. The team also dealt with 25 enquiries by email. The average time to respond to an email enquiry was six working days, which remains above the two day service standard.
- As part of a broader project looking at our approach to General Enquiries, we will be reviewing our processes for handling enquiries by email to ensure we are more responsive to incoming emails. This will also involve a review of the criteria for Miscellaneous cases and enquiries to clarify areas of overlap. We will also be looking at ways that we can support the team to deliver good customer service.

Cases at judicial review or High Court/Court of Sheriff stage																											
	2016												2017												2018		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 FYE
Judicial review - received	0	0	0	0	0	0	0	1	0	1	2	0	1	0										5	1	4	0
Judicial review - open	1	1	1	0	1	0	0	1	1	1	3	3	2	1													
High court - PSA received	0	0	0	1	0	0	0	0	1	0	0	0	0	0										5	3	2	
High court - PSA open	5	5	5	4	4	2	1	1	2	2	2	1	1	0													
High court - Registrant received	0	0	0	0	0	0	1	0	0	2	0	0	0	3										5	8	3	3
High Court - Registrant open	4	4	3	3	3	2	3	2	0	2	2	1	0	4													
IO extension application at High Court	0	1	3	1	0	0	0	3	4	3	0	4	4	0										5	12	19	0

Health and Character Declarations



	2016			2017												2018										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Received	Renewal	2	0	2	3	0	0	6	63	31	2	0	0	2	4											
	Readmission	6	15	6	1	10	7	5	4	8	8	26	5	7	7											
	Admission	42	27	21	53	91	64	53	66	6	31	14	31	29	18											
	Self-referral	0	0	0	0	0	0	0	0	0	0	1	0	0	0											
	Total received	50	42	29	57	101	71	64	133	45	41	41	36	38	29											
Considered	Admission accepted administratively	Not previously reported.							52	35	35	37	37	33	26											
	Considered by panel	22	14	15	13	8	7	7	6	9	6	5	15	11	11											
	Referred to TP F	0	0	0	0	0	0	0	0	0	0	0	1	0	0											
	Admission rejected by panel	0	1	4	0	1	0	1	2	1	0	1	0	0	1											
	Readmission rejected by panel	0	0	0	0	0	0	1	0	0	0	0	0	0	1											
	Renewal rejected by panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
	Not referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
	Admission accepted by panel	17	12	11	11	50	7	4	2	5	2	1	4	6	7											
	Readmission accepted	0	1	0	0	7	0	1	1	1	1	1	4	4	1											
	Renewal accepted	0	0	0	0	0	0	0	1	2	2	0	5	1	1											
Open cases	36	34	39	33	39	39	41	100	96	82	82	67	55	46												

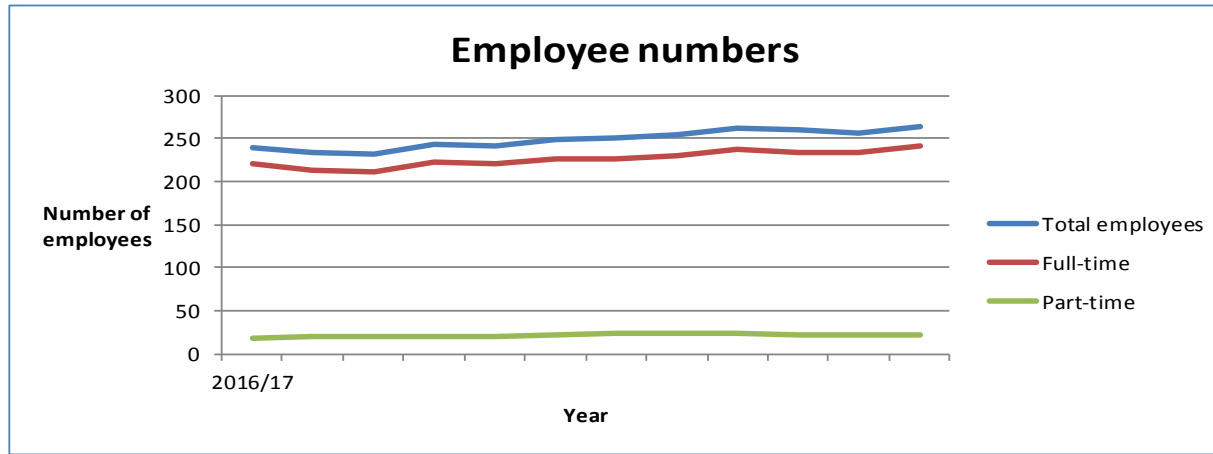
	13/14	14/15	15/16	16/17	17/18
	FYE	FYE	FYE	FYE	YTD
Renewal	16	50	36	109	6
Readmission	134	114	79	101	14
Admission	775	692	617	499	47
Self-referral	0	0	0	1	0
Total received	925	856	732	710	67
Admission accepted administratively				255	59
Considered by panel	460	480	336	127	22
Referred to TP F	1	1	1	1	0
Admission rejected by panel	11	24	20	11	1
Readmission rejected by panel	18	3	0	1	1
Renewal rejected by panel	0	1	0	0	0
Not referred to FTP	0	0	0	0	0
Admission accepted by panel	424	449	308	126	13
Readmission accepted	6	0	0	17	5
Renewal accepted	0	0	0	10	2

101

Miscellaneous (MIS) cases																									14/15	15/16	16/17	17/18			
2016													2017												2018			FYE	FYE	FYE	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							
Cases received	90	68	81	68	77	98	51	58	57	47	60	62	48	58												814	821	817	106		
Cases closed	103	46	78	75	105	89	41	55	70	46	52	62	71	63												851	764	822	134		
Cases open	47	69	72	65	37	46	56	59	46	47	55	55	42	39																	

Human resources

- Employee turnover rates have remained constant at around 18% (voluntary) and around 20% (overall turnover) over the past 6 months. These rates are in line with the UK national average of 21.5% for overall turnover (source: 'XpertHR Labour turnover rates' published 24 October 2016).



	2016/17												2017/18												15/16 FYE	16/17 YTD	17/18 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				
EMPLOYEES																												
Budgeted employees	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	262	285	255	262	285
Total employees	240	233	231	244	242	248	250	254	261	260	256	264	260												260	234	249	260
Full-time	221	213	211	222	220	226	226	230	237	233	234	241	237												237	217	226	237
Part-time	19	20	20	20	21	22	24	24	24	23	22	23	23												23	19	22	23
Flexible working*	46	48	55	55	56	56	58	57	57	56	56	77	75												75	41	56	75
FTE*	235	229	227	239	237	241	241	245	252	248	249	259	255												255	230	242	255
Permanent	234	228	224	236	231	235	236	238	242	238	228	241	237												237	229	234	237
Maternity/paternity leave	6	6	5	5	4	4	4	6	6	6	9	9	9	10											10	3	6	10
Unpaid Sabbaticals	0	0	0	0	1	3	3	3	3	3	3	2	2	2											2		2	2
Fixed-Term Contracts	6	7	7	10	12	14	14	16	19	22	28	23	23												23	5	15	23
Starters (permanent)	6	3	0	8	4	7	2	5	8	1	0	1	4	4											4	44	45	8
Starters (fixed-term)	1	1	3	2	2	4	0	2	3	2	0	3	2	2											2	5	23	4

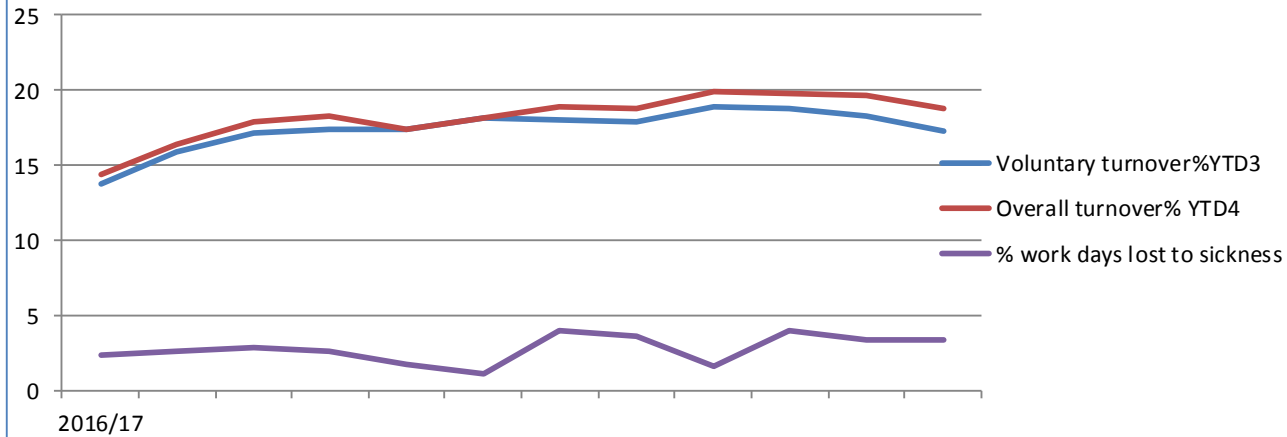
***Flexible working** Includes flexible working arrangements separate or in conjunction with part time working

***FTE** Full-time equivalent, includes maternity/paternity but does not include unpaid sabbaticals

YTD Year to Date

FYE Final Year End

Employee sickness absence & turnover



	2016/17												2017/18												15/16 FYE	16/17 FYE	17/18 YTD
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
Voluntary resignations¹	3	7	3	3	3	4	3	3	4	4	4	2	5												29	43	5
Compulsory leavers ²	0	0	2	0	0	0	2	0	0	0	1	0	3												4	5	3
Total leavers (vol. & comp.)	3	7	5	3	3	4	5	3	4	4	5	2	8	0	0	0	0	0	0	0	0	0	0	0	33	48	8
Voluntary turnover%YTD³	14	16	17	17	17	18	18	18	19	19	18	17	18												13	17	18
Overall turnover% YTD⁴	14	16	18	18	17	18	19	19	20	20	20	19	21												15	19	21
Agency days	407	461	340	404	407	406	421	462	225	216	253														3684	4001	3594
% work days lost to sickness	2	3	3	3	2	1	4	4	2	4	3	3	3												2	3	3
Average sick-days YTD	6	6	6	6	6	6	6	6	6	7	7	7	7												6	6	7
Sick-days	121	131	145	135	96	59	208	189	87	216	183	187	156												1346	1757	156
Occ. Health Referrals	1	1	0	0	1	4	0	1	0	1	2	6	1	4											23	17	5

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

FTE Full-time equivalent
YTD Year to Date
FYE Final Year End

Partner turnover

	2016			2017									2018									16/17	17/18			
	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
Voluntary Resignations*	0	1	3	1	0	1	3	2	0	2	3	4	2	1											20	3
Compulsory Leavers*	3	3	2	16	1	0	0	0	0	0	4	0	2	1											29	3
Total Leavers (Vol & Comp)	3	4	5	17	1	1	3	2	0	2	7	4	4	2											49	6
Total Number of Partners	670	666	661	644	644	644	664	662	662	660	653	661	660	670											658	670
Voluntary Turnover%	0.0%	0.2%	0.5%	0.2%	0.0%	0.2%	0.5%	0.3%	0.0%	0.3%	0.5%	0.6%	3.3%	3.3%											3.0%	3.3%
Overall Turnover%	0.4%	0.6%	0.8%	2.6%	0.2%	0.2%	0.5%	0.3%	0.0%	0.3%	1.1%	0.6%	7.6%	7.3%											7.5%	7.3%

*Compulsory Leavers includes agreement not renewed (failed renewal assessment or changed resource requirements, 8 year rule, voluntary de-registrations)

** Voluntary Turnover of Partners: for 2016/17 this is calculated by month, for 2017/18 this is a rolling % calculated over the preceding 12 months

Turnover information does not capture those Partners who move from one role to another or those who leave one role and remain in another

YTD = Year to date FYE = Final Year End

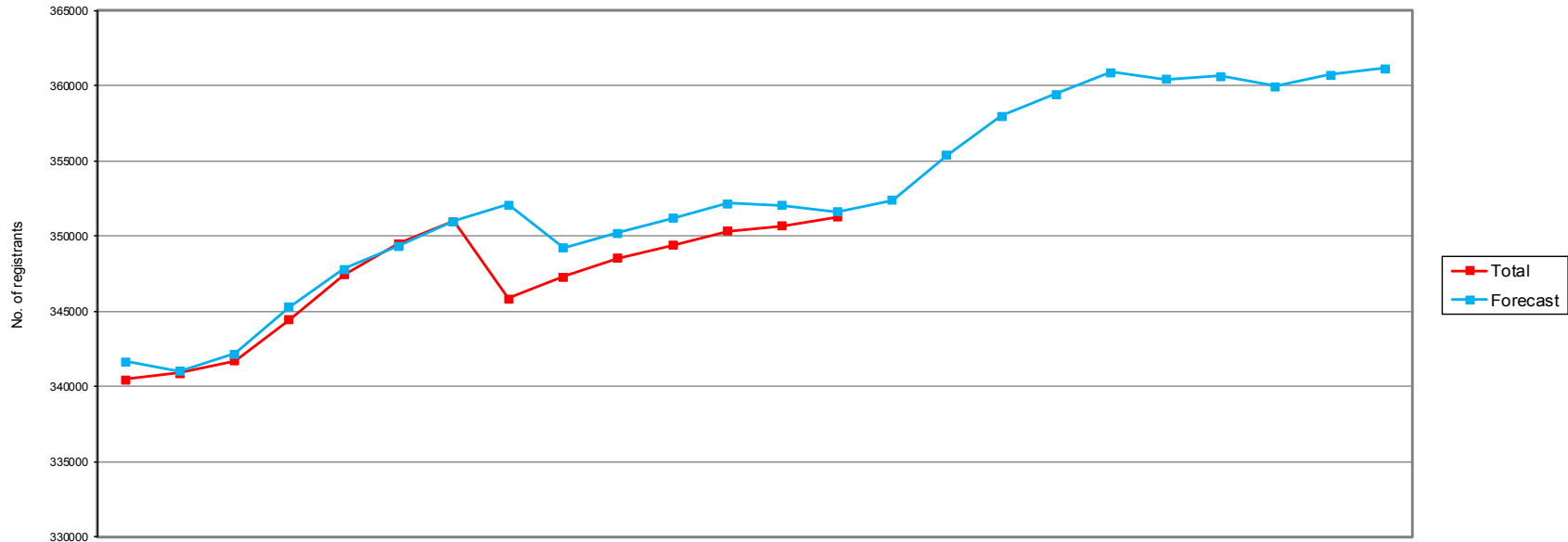
Operations

Registration

- All of the department's service standards were achieved during the period with the exception of calls handled. 90% of UK calls and 91% of International calls were answered, compared to a service standard of 95%. Operational performance in this area was affected by the availability of appropriately trained registration advisors; it is expected that this service standard will be met in the next reporting period. (See page 60)
- A total of 3,506 UK emails were received which is 1,322 (or 60.5%) more than the same period in 2015. All emails were answered with an average of 1 working day. A total of 2,394 international emails were received which is 931 or 63.6% more compared to the same period last year. Whilst the volume of emails has increased, the nature of the enquiries has remained broadly the same. There has been a significant increase in this medium of communication and resources are assigned to this task accordingly to maintain service standards. (See page 61)
- Since the beginning of the year, recruitment campaigns have not been particularly successful and this has resulted in fewer fully trained advisors available to undertake tasks such as call handling. Recently, a number of temporary employees have been recruited to cover the resource shortage and a new recruitment approach is being planned with Human Resources. The department is currently recruiting for 5 vacant registration advisor positions.
- 32 declarations from visiting health professionals were received during the period which is 21 (or 39.6%) fewer compared to the same period last year. At the close of the period there were 164 registered visiting European health professionals, which is 229 (or 58.2%) fewer than the same period last year and 17 fewer than forecast. There continues to be a reduction in the numbers of declarations since the EU referendum in June 2016. (See page 52)

Number of Registrants by Profession April 2016 - March 2018

Registration Department

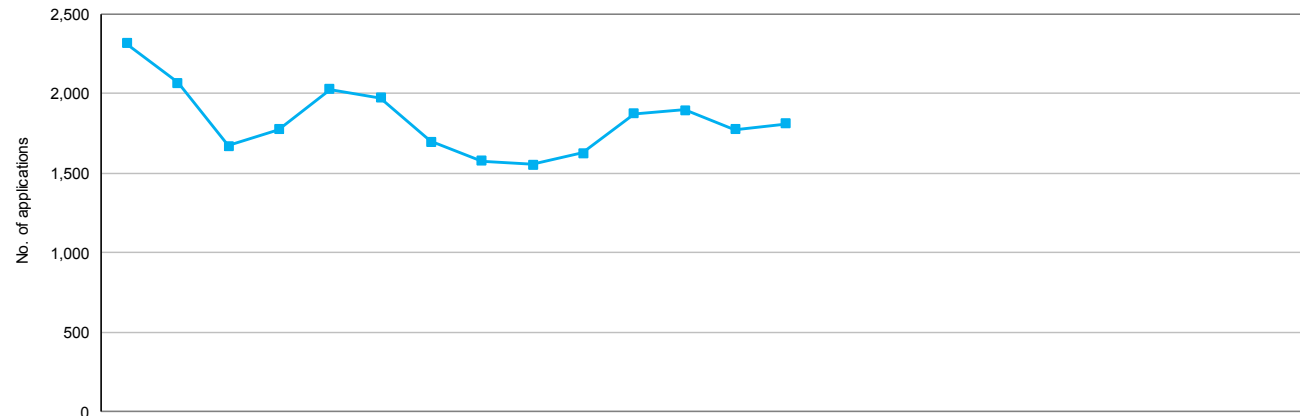


	2016			2017									2018						15/16	16/17	17/18										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD				
Arts therapists	3,887	3,886	3,705	3,741	3,816	3,875	3,922	3,952	3,970	3,997	4,019	4,026	4,040	4,043																	
Bio. scientists	22,191	22,228	22,305	22,386	22,534	22,626	22,655	22,631	22,708	22,794	22,849	22,902	22,906	22,879																	
Chirops/pods	13,123	13,098	13,106	13,111	12,842	12,900	12,930	12,936	12,945	12,921	12,930	12,931	12,920	12,914																	
Cl. Scientists	5,402	5,418	5,432	5,442	5,449	5,452	5,463	5,484	5,559	5,616	5,636	5,663	5,688	5,713																	
Dietitians	9,004	9,000	8,926	8,828	8,942	8,994	9,013	9,035	9,042	9,069	9,084	9,107	9,120	9,131																	
Hearing aid disps	2,457	2,458	2,457	2,451	2,412	2,459	2,493	2,518	2,537	2,561	2,580	2,593	2,607	2,627																	
OTs	36,338	36,388	36,460	36,844	37,303	37,415	37,606	37,749	37,814	37,898	37,986	38,080	38,047	38,131																	
ODPs	12,836	12,812	12,833	12,856	12,986	13,184	13,232	12,925	12,978	13,018	13,037	13,052	13,082	13,086																	
Orthoptists	1,383	1,383	1,386	1,406	1,433	1,440	1,447	1,448	1,450	1,452	1,451	1,451	1,448	1,447																	
Paramedics	22,492	22,553	22,626	22,778	22,941	23,300	23,441	23,519	23,600	23,763	23,877	23,992	24,084	24,230																	
Physiotherapists	49,793	50,181	50,493	51,199	51,835	52,112	52,299	52,426	52,515	52,631	52,767	52,915	52,906	53,057																	
Pract psychs	2,1527	2,1551	2,1613	2,1670	2,1750	2,1939	22,239	22,400	22,471	22,554	22,593	22,604	22,544	22,521																	
Prosth/orthotists	1,006	1,007	1,013	1,037	1,051	1,054	1,056	1,060	1,062	1,061	1,064	1,063	1,062	1,062																	
Radiographers	30,317	30,418	30,623	31,292	31,599	31,800	31,843	31,900	31,936	31,966	31,945	32,072	32,112	32,183																	
Social workers	93,491	93,259	93,444	93,962	94,934	95,328	95,575	90,069	90,901	91,369	91,673	91,944	92,181	92,275																	
SLTs	15,231	15,262	15,296	15,424	15,594	15,662	15,766	15,810	15,831	15,886	15,910	15,935	15,941	15,967																	
Total	340,478	340,902	341,718	344,427	347,421	349,540	350,980	345,862	347,319	348,556	349,401	350,330	350,688	351,266																	
Forecast	341,668	341,028	342,180	345,306	347,830	349,364	350,988	352,097	349,234	350,232	351,180	352,166	352,060	351,638	352,411	355,372	357,966	359,434	360,907	360,402	360,618	359,969	360,725	361,158	340,814	352,166	361,158				

NOTE: Information captured on the last day of each calendar month.

International applications workflow process at end of each month April 2016 - March 2018

Registration Department



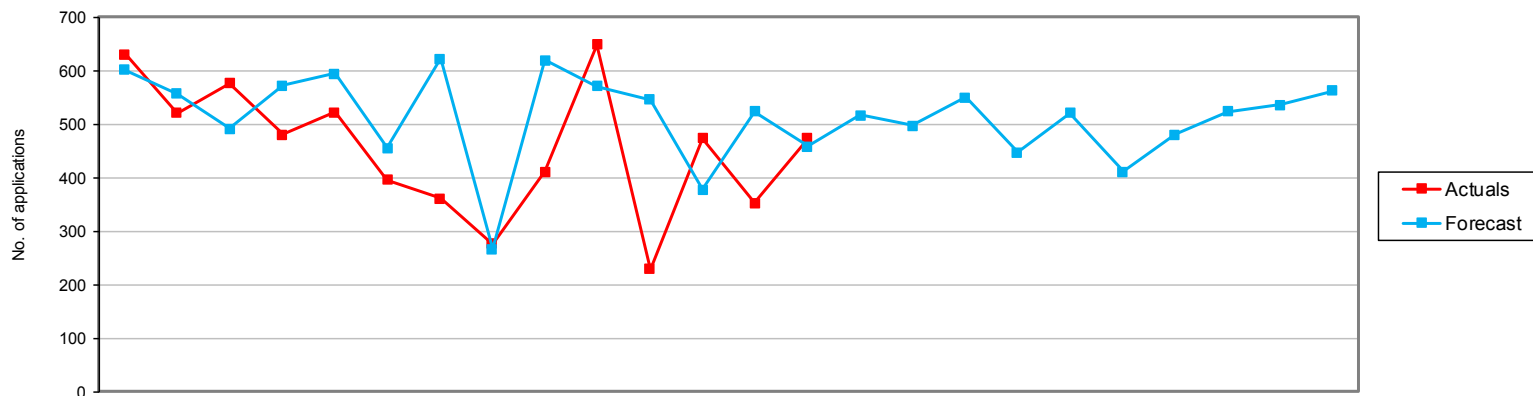
Current status	2016			2017									2018		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Minimum info	551	555	253	237	161	169	194	198	185	312	237	289	339	302	
At scrutiny	1,419	1,164	1,119	1,258	1,550	1,385	1,109	1,043	1,075	1,000	1,271	1,252	1,062	1,098	
Pending reg fee	343	347	301	280	315	417	393	336	292	313	366	354	374	409	
Total	2,313	2,066	1,673	1,775	2,026	1,971	1,696	1,577	1,552	1,625	1,874	1,895	1,775	1,809	

15/16 FYE	16/17 FYE	17/18 YTD
386	289	302
1,126	1,252	1,098
252	354	409
1,764	1,895	1,809

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

New International Applications Received April 2016 - March 2018

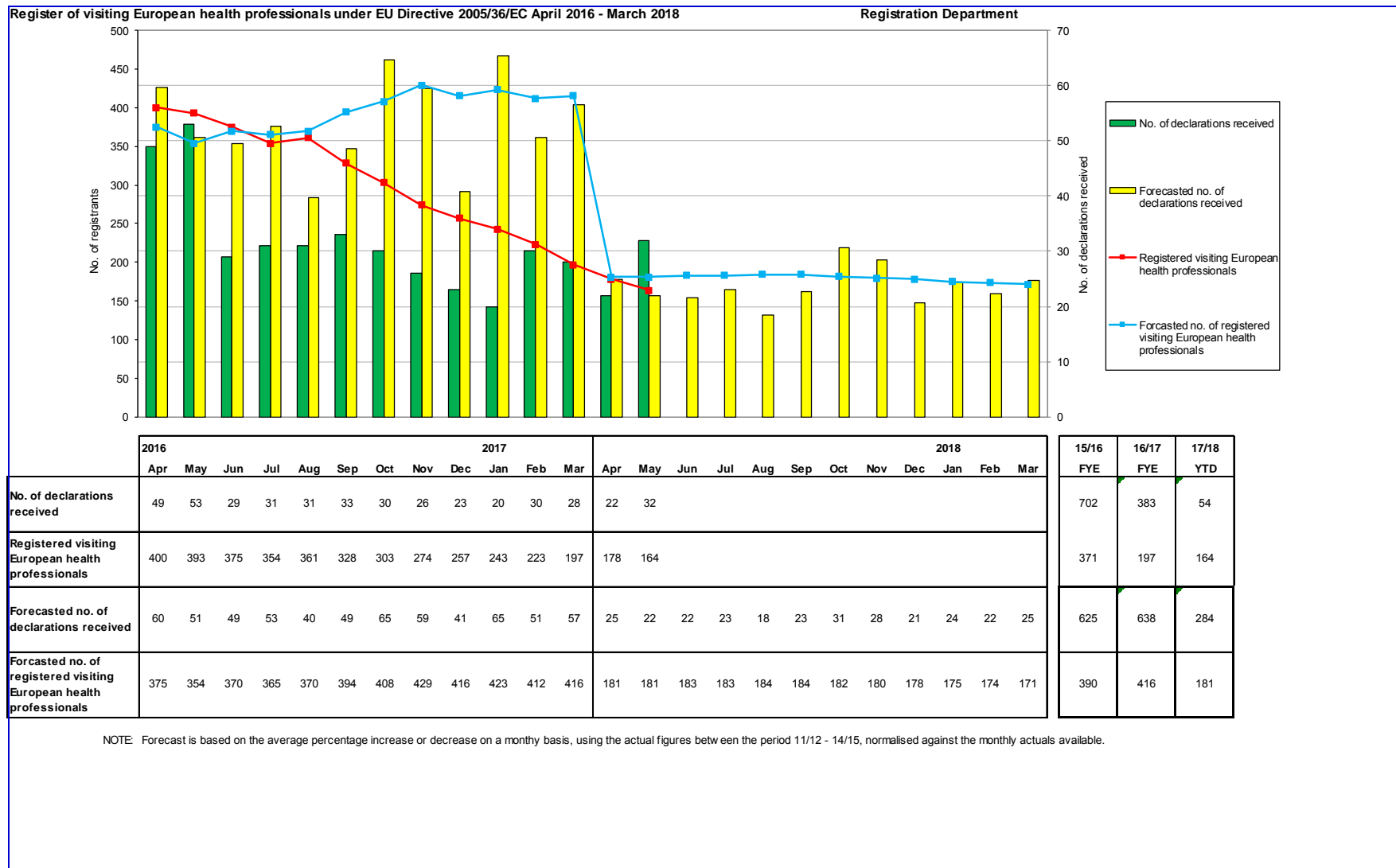
Registration Department



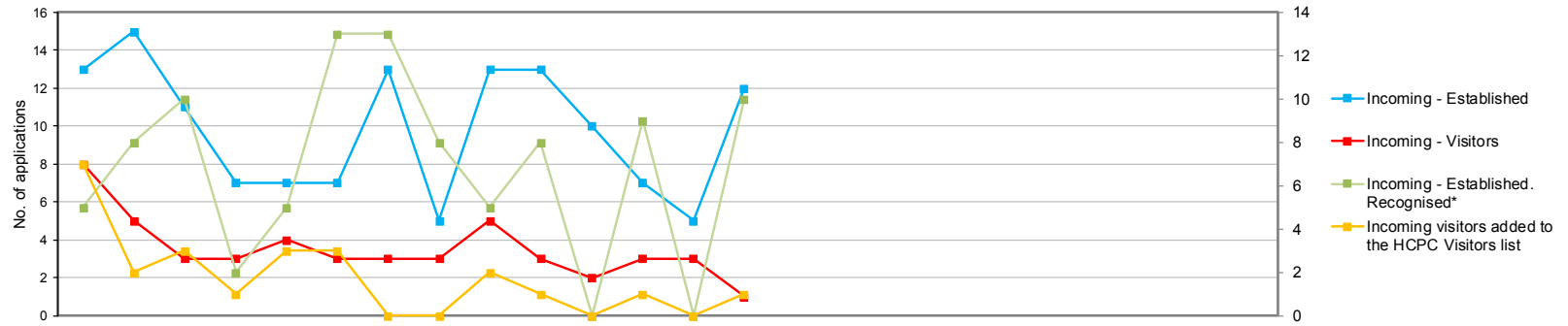
	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Arts therapists	0	1	3	7	5	2	5	0	2	9	0	0	1	1											
Bio. scientists	34	37	33	32	33	26	19	11	26	30	11	38	18	22											
Chirops/pods	9	5	3	2	4	5	7	3	4	4	0	3	4	8											
CI Scientists	9	13	11	11	7	3	11	5	4	7	5	10	7	4											
Dietitians	44	26	25	21	19	18	12	8	14	17	5	27	20	32											
Hearing aid disps	3	2	2	1	8	1	3	0	5	5	2	3	3	2											
OTs	36	32	31	26	45	27	35	23	38	61	13	33	19	26											
ODPs	2	2	4	0	0	0	2	3	0	2	2	2	1	3											
Orthoptists	4	0	0	0	2	0	1	1	0	0	0	0	0	0											
Paramedics	31	44	51	29	36	34	28	35	61	71	30	57	16	28											
Physiotherapists	207	150	177	117	140	113	99	69	92	187	64	128	108	132											
Pract psychs	58	31	40	39	40	33	24	21	23	29	15	26	19	37											
Prosth/orthotists	2	0	0	1	1	0	2	1	2	1	1	3	2	4											
Radiographers	92	69	93	75	88	72	61	45	69	118	41	80	73	87											
Social workers	79	87	88	100	76	53	37	38	57	80	33	48	49	70											
SLTs	20	22	16	19	18	9	15	13	14	28	7	16	12	17											
Total	630	521	577	480	522	396	361	276	411	649	229	474	352	473											
Forecast	602	557	491	572	594	455	623	267	620	571	546	378	523	458	516	497	550	447	521	411	481	523	536	562	

15/16	16/17	17/18
FYE	FYE	YTD
21	34	2
417	330	40
74	49	12
99	96	11
288	236	52
41	35	5
491	400	45
11	19	4
4	8	0
559	507	44
1,581	1,543	240
398	379	56
16	14	6
955	903	160
747	776	119
289	197	29
5,991	5,526	825
5,625	6,276	6,025

NOTE: All received applications, including those that may subsequently be returned, rejected or withdraw n.
Forecast is based on the average number of INT applications received each month from 11/12 - 15/16, normalised against the latest monthly actuals available



European Professional Card (EPC) incoming applications April 2016 - March 2018



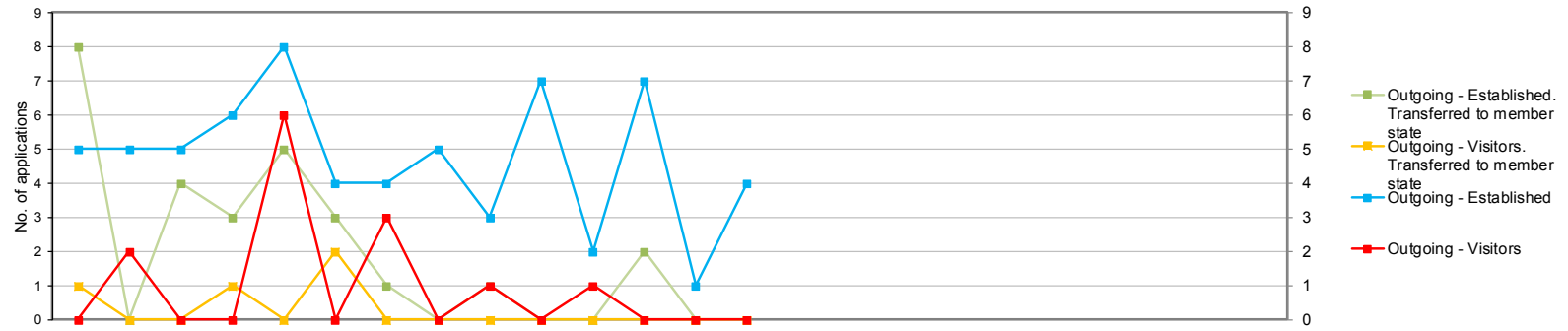
	2016 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2017 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2018 Jan	Feb	Mar	
Incoming - Established	13	15	11	7	7	7	13	5	13	13	10	7	5	12											
Incoming - Visitors	8	5	3	3	4	3	3	3	5	3	2	3	3	1											
Incoming - Established. Recognised*	5	8	10	2	5	13	13	8	5	8	0	9	0	10											
Incoming visitors added to the HCPC Visitors list	7	2	3	1	3	3	0	0	2	1	0	1	0	1											

	15/16 FYE	16/17 FYE	17/18 YTD
Incoming - Established	6	121	17
Incoming - Visitors	5	45	4
Incoming - Established. Recognised*	2	86	10
Incoming visitors added to the HCPC Visitors list	3	23	1

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016.

* Applications that have been recognised may not be registered immediately as the registration fee is required. Figure does not include applications where the decision is a period of adaptation.

European Professional Card (EPC) outgoing applications April 2016 - March 2018

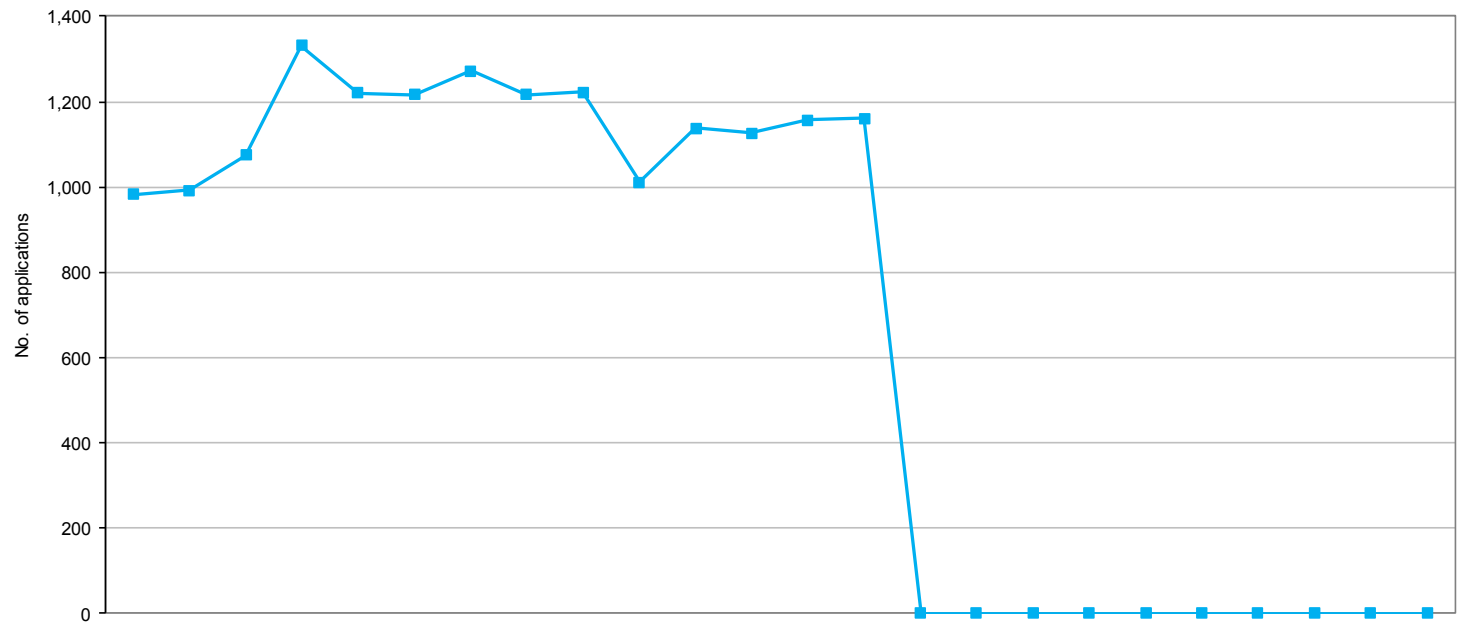


	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Outgoing - Established	5	5	5	6	8	4	4	5	3	7	2	7	1	4											
Outgoing - Visitors	0	2	0	0	6	0	3	0	1	0	1	0	0	0											
Outgoing - Established. Transferred to member state	8	0	4	3	5	3	1	0	1	0	0	2	0	0											
Outgoing - Visitors. Transferred to member state	1	0	0	1	0	2	0	0	0	0	0	0	0	0											

	15/16 FYE	16/17 FYE	17/18 YTD
Outgoing - Established	14	61	5
Outgoing - Visitors	2	13	0
Outgoing - Established. Transferred to member state	1	27	0
Outgoing - Visitors. Transferred to member state	0	4	0

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016. Registration of an outgoing application is completed by the host member state. The HCPC ensures the application is complete before transferring ownership on.

UK applications workflow process at end of each month April 2016 - March 2018 **Registration Department**

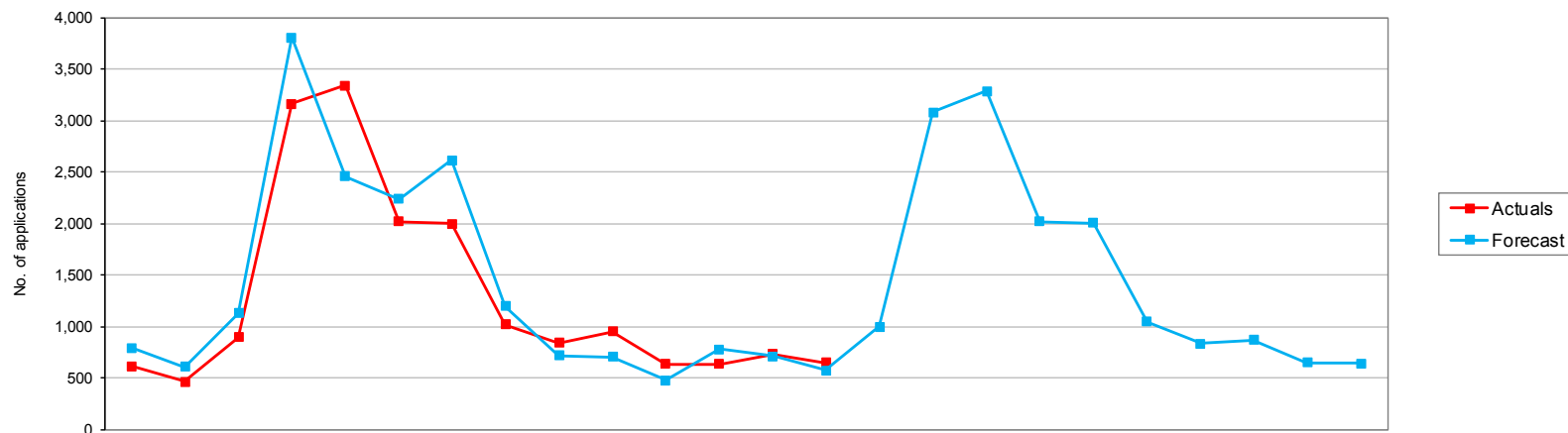


	2016			2017									2018									15/16	16/17	17/18					
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Minimum info	975	985	1,068	1,317	1,211	1,207	1,256	1,198	1,207	1,000	1,128	1,111	1,142	1,148													1,041	1,111	1,148
At scrutiny	1	1	1	2	1	1	5	1	2	1	1	4	1	1													1	4	1
Pending reg fee	6	6	6	12	8	9	12	17	14	10	10	12	14	13													8	12	13
Total	982	992	1,075	1,331	1,220	1,217	1,273	1,216	1,223	1,011	1,139	1,127	1,157	1,162	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

New UK Applications Received April 2016 - March 2018

Registration Department

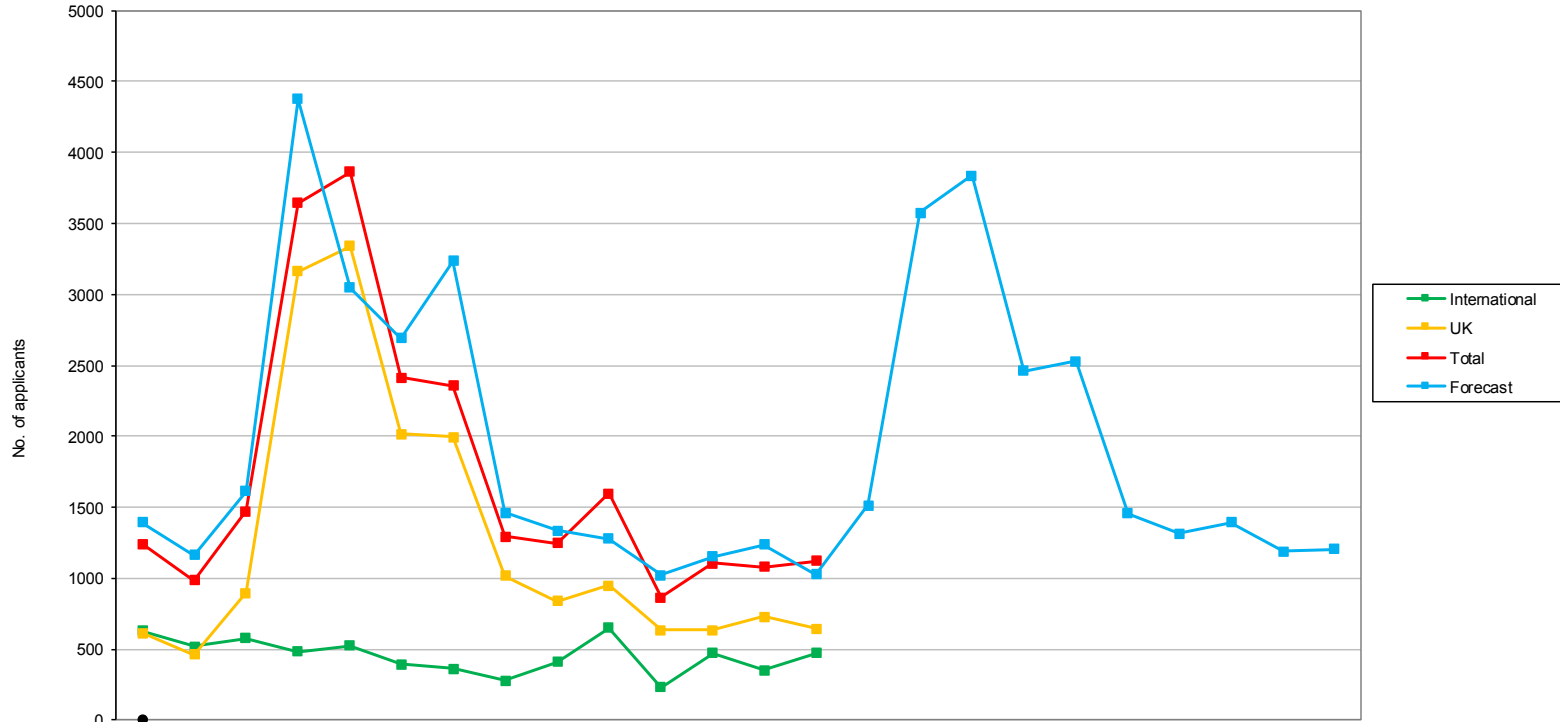


	2016			2017												2018												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Arts therapists	12	18	8	31	73	51	50	33	21	23	13	10	18	11												304	343	29		
Bio. scientists	49	51	62	107	144	68	100	66	48	97	58	51	46	53												840	901	99		
Chirops/pods	3	0	78	143	73	44	17	6	6	8	3	2	2	2												360	383	4		
CI Scientists	28	14	12	14	17	6	13	24	95	40	27	25	23	22												303	315	45		
Dietitians	35	13	38	143	73	24	18	12	6	8	6	11	10	6												428	387	16		
Hearing aid disps	16	7	6	33	65	27	45	18	21	27	13	8	16	10												278	286	26		
OTs	43	30	49	393	439	168	198	91	53	71	69	49	42	42												1,663	1,653	84		
ODPs	39	13	26	45	177	153	97	27	13	25	10	16	51	13												679	641	64		
Orthoptists	0	0	6	21	28	8	6	2	2	2	1	0	0	0												63	76	0		
Paramedics	85	59	94	125	242	274	161	63	94	160	104	94	116	108												1,435	1,555	224		
Physiotherapists	30	22	111	646	480	153	135	65	59	69	79	55	48	20												1,881	1,904	68		
Pract psychs	36	36	43	48	78	156	347	132	76	72	39	37	57	40												1,074	1,100	97		
Prosth/orthotists	1	0	7	23	12	4	1	2	0	1	2	1	0	2												51	54	2		
Radiographers	14	35	223	649	250	104	45	27	21	14	21	22	16	36												1,397	1,425	52		
Social workers	203	143	116	597	1,020	703	646	413	309	281	164	201	270	270												5,374	4,796	540		
SLTs	19	21	15	145	170	73	115	35	13	52	25	51	13	12												780	734	25		
Total	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728	647												16,910	16,553	1,375		
Forecast	790	608	1,124	3,803	2,453	2,235	2,612	1,196	716	705	478	775	713	571	999	3,076	3,287	2,016	2,006	1,043	834	868	651	644	18,058	17,495	16,708			

NOTE: Forecast is based on the average number of UK applications received each month from 11/12 - 16/17, normalised against the latest monthly actuals available.
Social worker section of the Register opened 1 Aug 2012 (covers England only).

Application Types Received April 2016 - March 2018

Registration Department



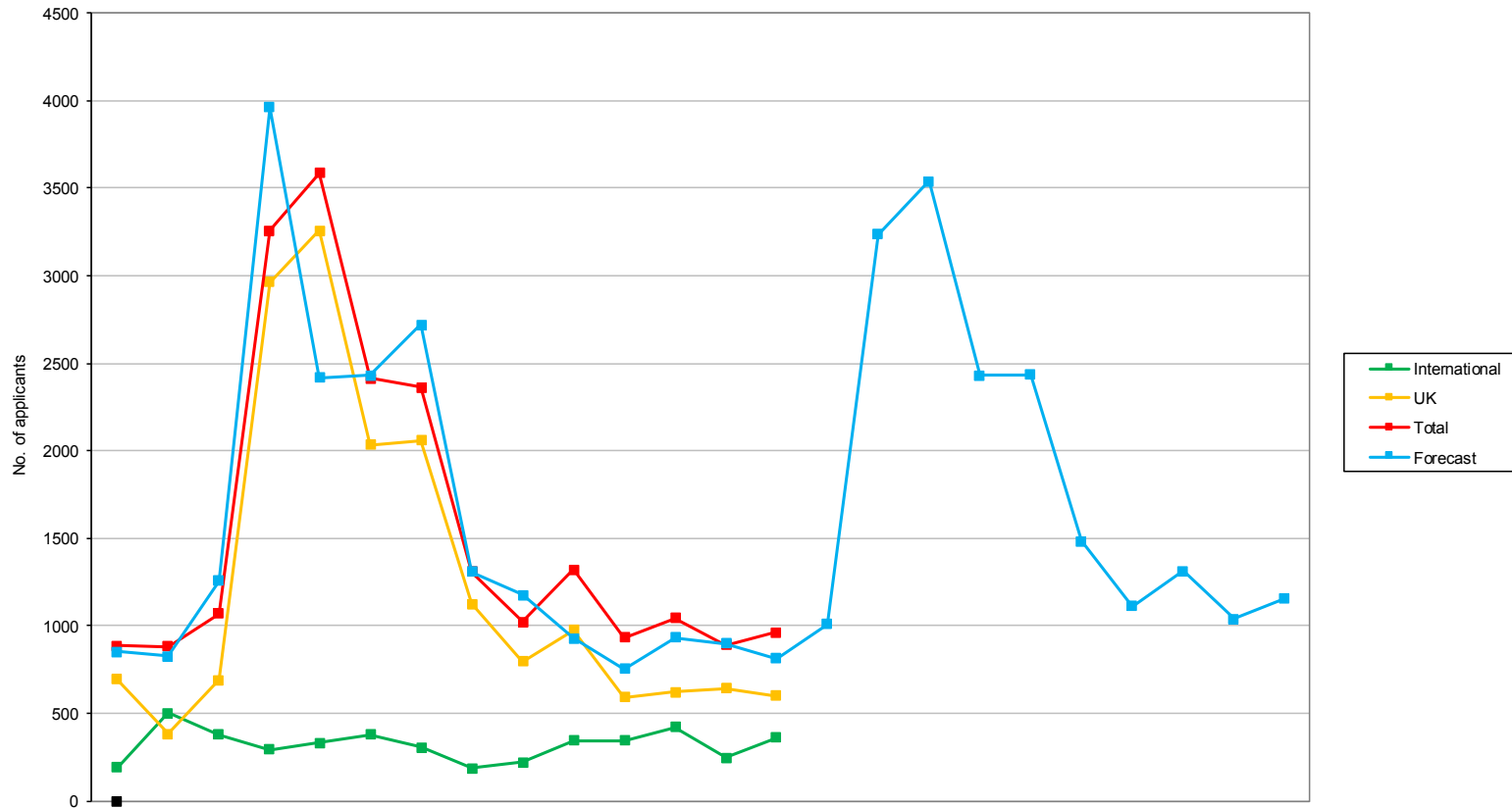
Apps Received	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
International	630	521	577	480	522	396	361	276	411	649	229	474	352	473											
UK	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728	647											
Total	1,243	983	1,471	3,643	3,863	2,412	2,355	1,292	1,248	1,599	863	1,107	1,080	1,120											
Forecast	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,276	1,024	1,153	1,236	1,029	1,515	3,573	3,837	2,463	2,527	1,454	1,315	1,391	1,187	1,206	

15/16	16/17	17/18
FYE	FYE	YTD
5,991	5,526	825
16,910	16,553	1,375
22,901	22,079	2,200
23,683	23,771	22,733

NOTE: The data relates to application forms received, not total fees received.
 Forecast is the combined forecast of international applications received and UK applications received.

New Registrants April 2016 - March 2018

Registration Department



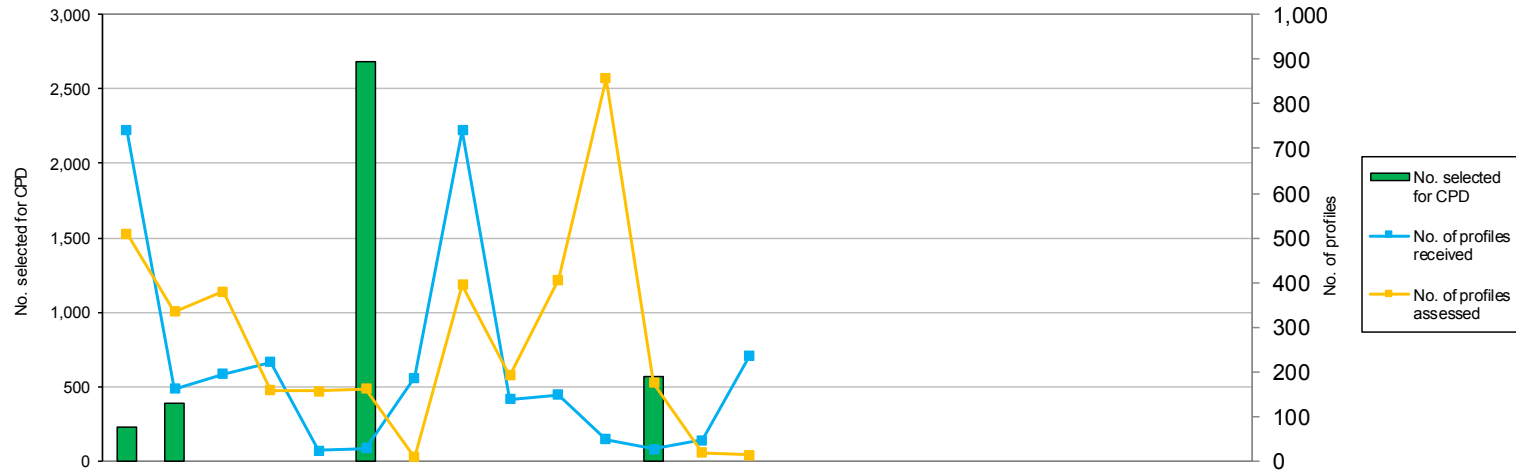
	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
International	193	503	380	294	331	378	305	186	222	346	344	423	246	360											
UK	693	381	690	2,965	3,257	2,034	2,058	1,124	799	977	591	621	645	602											
Total	886	884	1,070	3,259	3,588	2,412	2,363	1,310	1,021	1,323	935	1,044	891	962											
Forecast	852	828	1,259	3,962	2,417	2,429	2,722	1,310	1,175	931	755	933	898	815	1,012	3,239	3,541	2,431	2,437	1,486	1,111	1,314	1,041	1,157	

15/16	16/17	17/18
FYE	FYE	YTD
2,871	3,905	606
16,468	16,190	1,247
19,340	20,095	1,853
20,364	19,573	20,482

NOTE: Forecast is the combined forecast of international applications received and UK applications registered.

Continuing Professional Development process April 2016 - March 2018

Registration Department

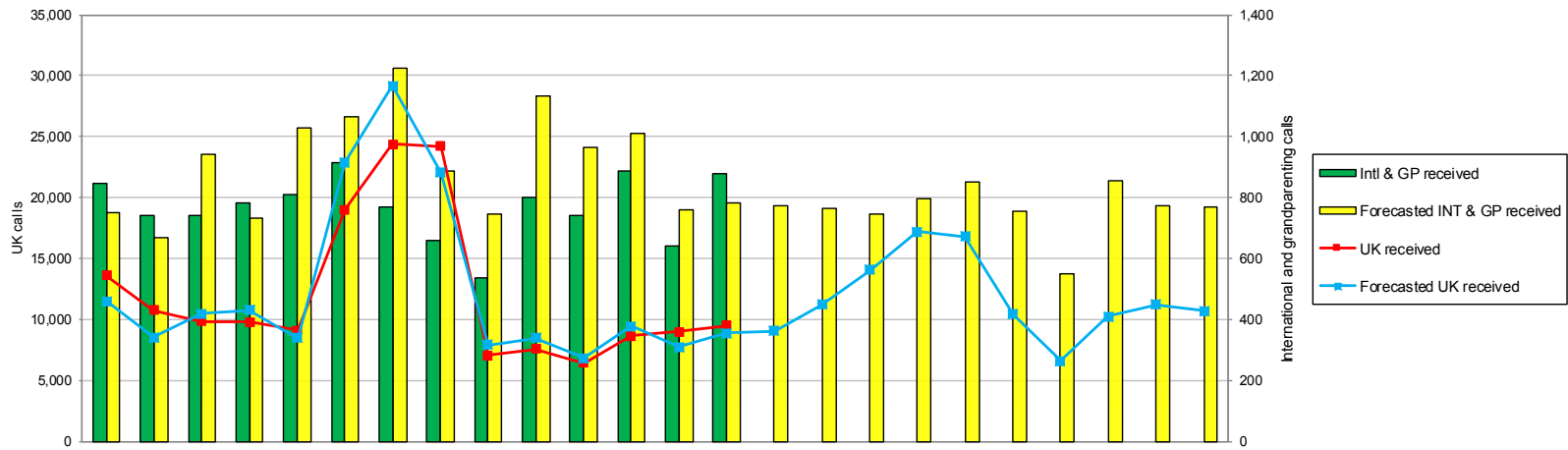


	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
No. selected for CPD	223	387	0	0	0	2,687	0	0	0	0	0	564	0	0											
No. of profiles received	740	161	194	221	23	28	186	740	138	148	49	26	46	236											
No. of profiles assessed	509	335	379	158	157	161	9	394	191	406	858	175	19	14											

15/16	16/17	17/18
FYE	FYE	YTD
4,737	3,861	0
3,262	2,654	282
3,237	3,732	33

Registration Telephone Information April 2016 - March 2018

Registration Department

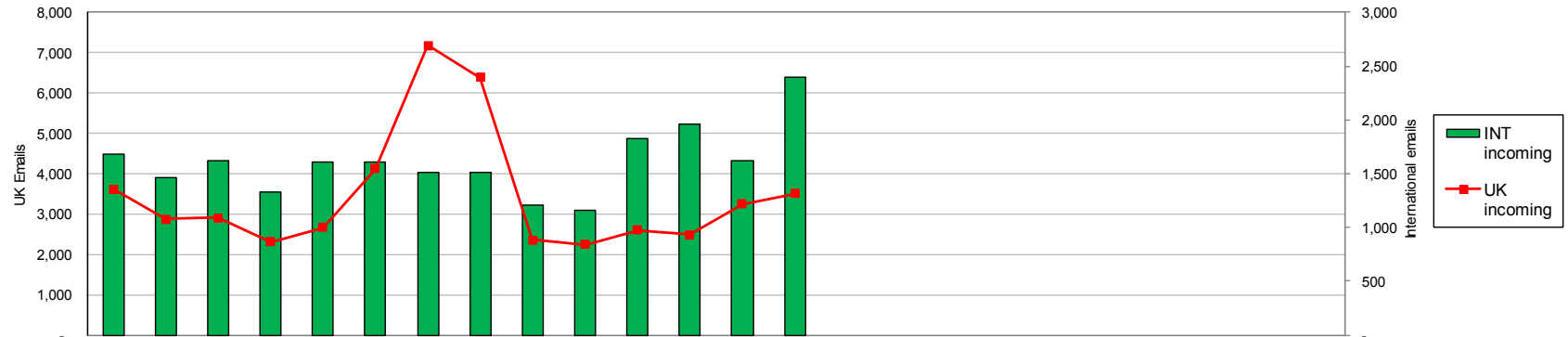


	2016			2017									2018			15/16	16/17	17/18										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Intl & GP																												
Intl & GP received	845	742	743	784	809	914	767	659	535	801	742	886	641	877												8,411	9,227	15,18
Answered	840	702	737	770	800	906	760	653	526	789	725	867	626	798												8,180	9,075	14,24
Calls answered (%)	99	95	99	98	96	99	99	99	98	98	98	98	98	91												99	1,176	94
Abandoned	5	40	6	14	9	8	7	6	9	12	17	19	15	79												51	152	94
Avg answer time (sec)	50	44	46	49	40	41	44	44	49	45	79	45	56	59												29	576	58
Avg talk time (min)	4.11	3.56	4.41	4.36	4.21	4.42	4.58	4.57	4.46	4.38	4.35	4.13	3.56	4.20												3.81	52	3.88
UK																												
UK received	13,622	10,730	9,860	9,786	9,114	19,003	24,383	24,185	7,061	7,536	6,439	8,640	8,978	9,475											130,437	150,359	18,453	
Answered	12,380	9,752	9,378	9,202	8,753	16,691	19,660	19,709	6,854	7,028	6,079	8,246	8,429	8,507											127,363	133,732	16,936	
Calls answered (%)	91	91	95	94	97	92	81	82	97	94	95	96	94	90											97	1,104	92	
Abandoned	1242	978	482	598	361	2,312	4,723	4,476	207	508	360	394	549	968											3,521	16,641	15,17	
Avg answer time (sec)	169	182	131	132	101	372	395	356	79	221	134	97	126	126											69	2,369	126	
Avg talk time (min)	3.20	3.31	3.32	3.24	3.13	3.16	3.50	3.58	3.49	4.03	3.59	3.43	3.33	3.44											3.11	41	3.39	
Forecasted INT & GP received	751	689	941	734	1030	1063	1224	886	746	1133	963	1009	758	782	771	762	744	796	853	755	549	855	772	768	7,980	11,149	9,185	
Forecasted UK received	1194	854	1043	1076	8483	22869	29412	22016	7911	8481	6833	9417	7735	8848	9056	1216	14042	17169	16781	10422	6591	10250	1217	10692	116,777	156,387	134,009	

NOTE: Forecast is based on registration cycles, using the average figures between 12/13 and 16/17, normalised against the latest monthly actuals available.

UK and international emails received at end of each month April 2016 - March 2018

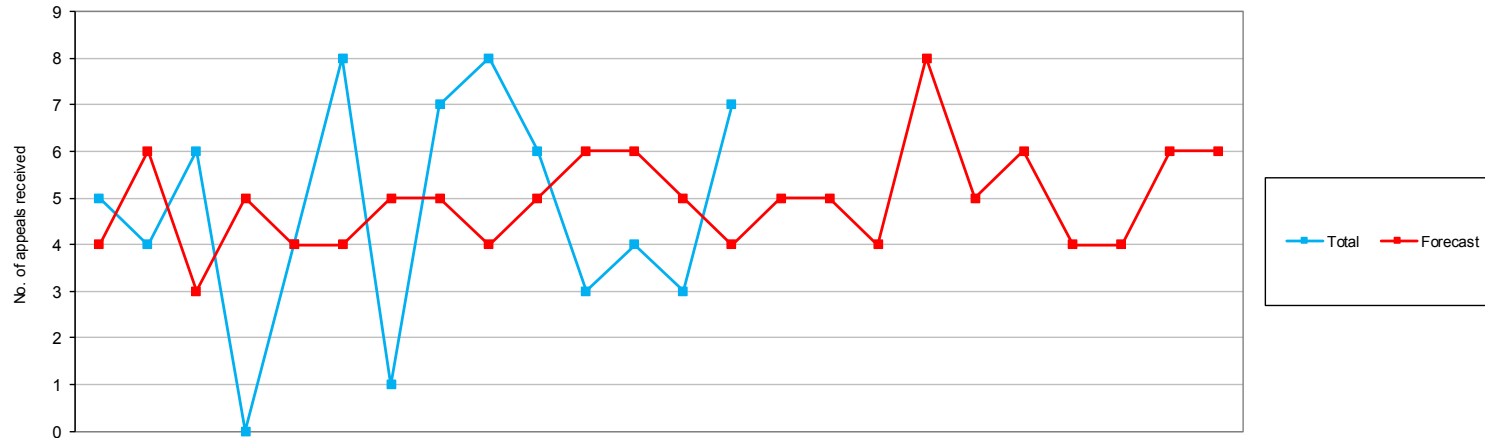
Registration Department



	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
UK incoming	3,624	2,875	2,903	2,310	2,672	4,120	7,185	6,391	2,351	2,247	2,601	2,489	3,249	3,506											
INT incoming	1,676	1,463	1,618	1,331	1,609	1,612	1,515	1,517	1,204	1,159	1,822	1,964	1,622	2,394											
Average working days																									
Avg working days UK	1	1	1	1	1	1	2	2	1	2	2	2	1	1											
Avg working days INT	2	2	2	2	2	2	4	2	1	2	2	3	2	1											
Total incoming	5,300	4,338	4,521	3,641	4,281	5,732	8,700	7,908	3,555	3,406	4,423	4,453	4,871	5,900											

15/16 FYE	16/17 FYE	17/18 YTD
40,157	41,768	6,755
9,886	18,490	4,016
1		
	1	1
	2	1
50,043	60,258	10,771

Registration Appeals Received April 2016 - March 2018



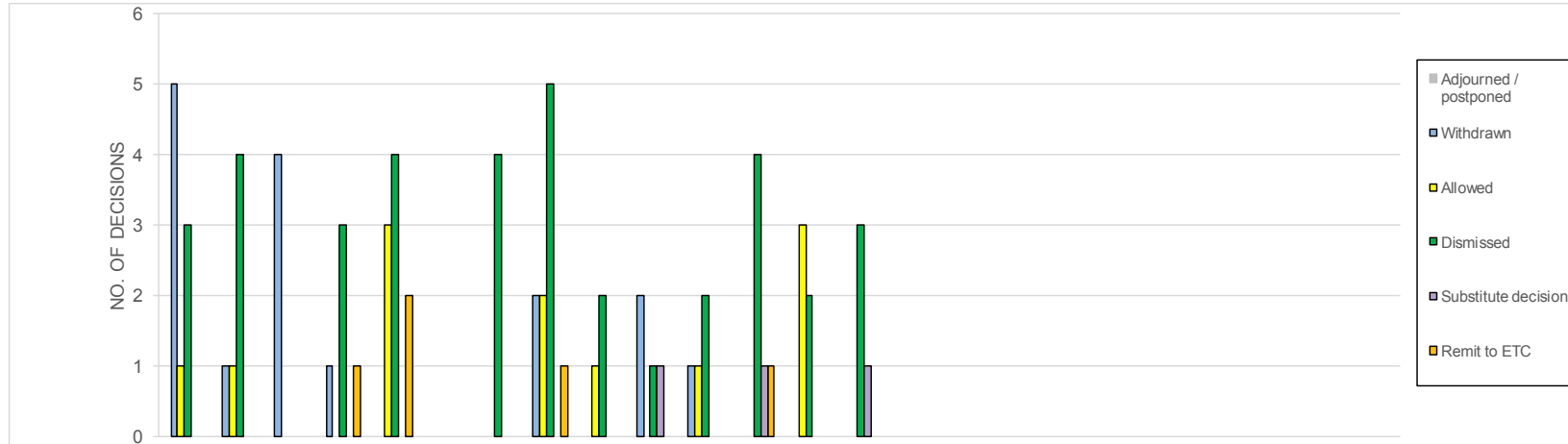
	2016			2017									2018									16/17	17/18					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD		
EMR (1)	4	2	1	0	4	2	0	3	5	4	1	2	2	1												28	3	
Non-EMR (2)	1	2	1	0	0	5	0	2	0	1	1	2	1	5													15	6
Visitors (3)	0	0	0	0	0	0	0	1	1	0	0	0	0	0													2	0
UK (4)	0	0	0	0	0	0	1	0	0	0	0	0	0	0													1	0
Returners to practice (5)	0	0	1	0	0	0	0	0	0	0	0	0	0	0													1	0
CPD (6)	0	0	0	0	0	0	0	0	0	0	0	0	0	1													0	1
Health and Character declarations (7)	0	0	3	0	0	1	0	1	2	1	1	0	0	0													9	0
Total	5	4	6	0	4	8	1	7	8	6	3	4	3	7												56	10	
Forecast	4	6	3	5	4	4	5	5	4	5	6	6	5	4	5	5	4	8	5	6	4	4	6	6	57	62		

NOTE: Forecast is based on the average number of appeals received from 11/12 to 16/17.

- 1 International applications with European Mutual Recognition (EMR) rights.
- 2 International applications without EMR rights.
- 3 Declarations to be on the Register of visiting health professionals.
- 4 UK applications for registration.
- 5 Applications for readmission to the Register.
- 6 Continuing Professional Development profiles.
- 7 Any application where a positive declaration has been made by the applicant for health and character.

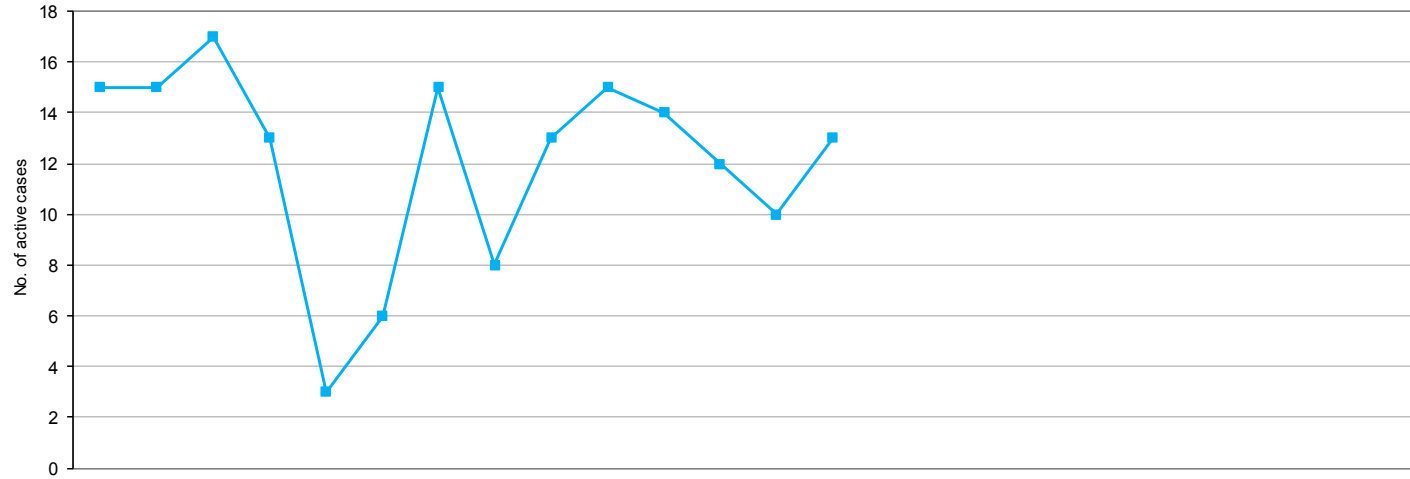
Registration Appeal Decisions April 2016 - March 2018

Registration Department



	2016			2017												2018			16/17	17/18							
	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	
Adjournd / postponed	0	0	0	0	0	0	0	0	0	0	0	0	0	0												0	0
Withdrawn	5	1	4	1	0	0	0	2	0	2	1	0	0	0												16	0
Allowed	1	1	0	0	3	0	0	2	1	0	1	0	3	0												9	3
Dismissed	3	4	0	3	4	0	4	5	2	1	2	4	2	3												32	5
Substitute decision	0	0	0	0	0	0	0	0	0	1	0	1	0	1												2	1
Remit to ETC	0	0	0	1	2	0	0	1	0	0	0	1	0	0												5	0
Hearings held	4	5	0	4	9	0	4	8	3	2	3	6	5	4												48	9

Registration Appeals Status April 2016 - March 2018



	2016			2017									2018									16/17 FYE	17/18 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	
Hearings scheduled	9	4	5	6	0	0	10	2	3	4	7	4	4	4												54	8
Awaiting scheduling	5	10	11	5	1	2	5	6	10	10	7	7	5	9												79	14
Awaiting further information	1	1	1	2	2	4	0	0	0	1	0	1	1	0												13	1
Current active cases	15	15	17	13	3	6	15	8	13	15	14	12	10	13												12	0

NOTE: Information covers registration appeals status progress only.
Represents the current workload within the appeals section as at the end of the month.

Projects

- The Registrations Transformation and Improvement project has experienced issues during the testing phase and was granted further time and budget by EMT in May 2017.
- The approach taken by our build supplier to speed up delivery by overlapping some of the build and test stages of the project created more User Acceptance Testing (UAT) bugs. Issues were encountered as a result of the SharePoint integration design and required rework. General usability issues were encountered with the portal that required rework.
- The budget has increased by £122,491 to £1,266,896 and the go-live date has moved by 5 months to November 2017. No further funds were required for the build supplier. The additional funds were to cover internal backfill costs only.
- The budget increase has come out of the existing major project budget allocation. The time extension does not have a major operational impact on the business.
- The Health and Care Professions Tribunal Service (HCPTS) became operational on 28 April 2017 and the project has been closed. The project closure report is to be reviewed by EMT in June 2017.
- The Net Regulate changes 2016-17 project is closing and the project closure report is to be reviewed by EMT in June 2017.

Policy and standards

- Revised standards of education and training and guidance were published on 27 June 2017 and will become effective from the 2017-18 academic year.
- The Policy and Standards Work plan for 2017-18 includes work to support the Fitness to Practise Directorate with reviewing the indicative sanctions policy (a policy which continues to fall within the Council's remit). In the past, the policy has been updated based on our experience and case law and presented to the Council for approval. As part of a more thorough review, a number of activities are taking or have taken place including market research with members of the public and workshops with HCPTS employees. A paper on the scope of the review and activities to date will be brought to the Council meeting in September 2017. The views of the Tribunal Advisory Committee are being sought at their meeting in September 2017. It is planned that a consultation document and updated policy will be brought to the Council at its meeting in February 2018.

Appendix

Guide to performance reporting to Council

Summary

- The Council has agreed a new approach to performance reporting (May 2017).
- A single performance report will now be produced rather than separate directorate reports.
- The amount of data in performance reporting will be reduced, with data supported by an analytical commentary which focuses on explaining positive and adverse variances in performance data.

Revised performance reporting

The revised report to Council consists of the following.

Chief Executive's report

- The report highlights significant external policy issues and (where necessary) highlights any significant financial and operational issues identified in the attached performance report.

Performance report

The performance report for Council consists of the following.

Management commentary.

- A single collated commentary, divided by directorate.
- The following approach should be taken to writing the commentary.
 - The commentary should include the areas outlined in appendix one. In some cases, it might not be necessary to provide any commentary on a routine basis.
 - The commentary should avoid 'descriptive statistics' where performance trends are simply summarised, wherever possible. The commentary should be 'analytical', identifying not only the trend or variance but also explaining the consequences – the 'so what? question'. So the commentary is likely to need to provide.

- A description of the positive or adverse variance against previous reporting periods, service standards and/or other benchmarks.
- Information about the impact of that variance – for example on resources or on other areas of performance.
- Information about whether that trend is expected to continue in future reporting periods (if predictable / known).
- Where relevant, information about any remedial or corrective actions that have been put in place or are being put in place.
- The areas to be included include a catch-all provision: 'Any other activities which in the Executive's opinion should be brought to the Council's attention'. This permits inclusion of other information which on an irregular basis it might be necessary or significant enough to highlight to the Council. For example, this might include challenges in recruitment which are significant enough to affect operational performance.

FOR REFERENCE - COUNCIL JUNE 2017

Appendix 1: Content of performance report to Council

Chief Executive's report (enclosing Performance report)

The Chief Executive's report will include the following (where relevant).

External policy matters

- This section includes information/ updates about significant issues / areas currently described in the Chief Executive's report. Examples include policy proposals; external consultations; legislation; Professional Standards Authority updates; and other developments which may impact on the organisation now or in the future. (A list of the Chief Executive's meetings to be included.)

Financial and operational update

- This section includes any significant / key information from the attached commentary in the performance report (where necessary). Examples might include key financial information; significant variances in operational data; or activities to bring to the Council's attention.

Performance report

The enclosed performance report includes commentary and the data outlined in appendix 2. The following describes the areas to be covered in the commentary on a regular basis and what may be included in exception.

Bullet points must be used. In-text page references will be added where necessary to allow the reader to more easily cross-reference commentary with the performance data set.

Communications

- Any significant trends in media reporting and stakeholder engagement activities which could impact upon organisational reputation.
- Any other activities which in the Executive's opinion should be brought to the Council's attention.

Education

- Any trends / significant variances in the number of approval cases (visits, annual monitoring, and major change) compared to forecast.
- Any other trends / significant variances or activities which in the Executive's opinion should be brought to the Council's attention.

Finance

- Any trends / significant variances in income and expenditure vs budget/forecast.
- Any trends / significant variances in cash balance vs budget/forecast.
- Any significant procurement activity.
- Any issues (by exception) with core processes or audits.

- Any other trends / significant variances or activities which in the Executive's opinion should be brought to the Council's attention.

Fitness to practise

- Any trends / significant variances in the number of new cases compared to forecast.
- Any trends / significant variances in the number of open cases at each stage of the process compared to forecast.
- Any trends / significant variances in the age profile of cases compared to (the) previous reporting period(s).
- Any trends / significant variances in the mean and median length of time to conclude a case from receipt to final hearing; and the overall time to closure compared to (the) previous reporting period(s).
- Any trends / significant variances in the mean and median days from receipt to interim order application; and from decision to apply to application, compared to (the) previous reporting period(s).
- Information about cases referred to court by the Professional Standards Authority.
- Information about cases at judicial review or high court stage including outcomes.
- Any other trends / significant variances or activities which in the Executive's opinion should be brought to the Council's attention.

Human resources

- Any trends / significant variances in employee turnover, compared to relevant industry benchmarks.
- Any trends / significant variances in partner numbers that could impact significantly on the delivery of operational activities.
- Any other trends / significant variances or activities which in the Executive's opinion should be brought to the Council's attention.

Information technology

- Any changes in service availability such that they impact significantly on the delivery of operational activities.
- Any other activities which in the Executive's opinion should be brought to the Council's attention.

Operations

- Registration
- Any trends / significant variances in registration numbers compared to forecast.
- Any trends / significant variances in application numbers compared to forecast.

- Any trends / significant variances in processing times compared to service standards.
 - Any trends / significant variances in call and emailing handling volumes and times, compared to (the) previous reporting period(s) and service standards.
 - Any significant trends in registration appeal volumes, processing times or outcomes.
- Projects
- Any significant exceptions in the delivery of major projects; information about project initiation and closure.
- All directorate
- Any other trends / significant variances or activities which in the Executive's opinion should be brought to the Council's attention.

Policy and Standards

- List of any open or recently closed consultations and when it is anticipated the outcomes will be considered by the Council and/or a Committee (if not included on the Council meeting agenda).
- Any other activities which in the Executive's opinion should be brought to the Council's attention (should they be not already covered in the Chief Executive's report).

Secretariat

- Information about any data breaches reported to the Information Commissioner's Office and any updates about the outcome of previous reports (if made).
- Any other significant activities which in the Executive's opinion should be brought to the Council's attention (examples might include appointments activity).

Appendix 2: Data to be included in new performance report ('core data set')

This table outlines the data included in the performance report to Council.

Area	Data
Education	<ul style="list-style-type: none"> • Number of approved programmes • Overview of workload, number of active cases • Overview of workload, number of resolved cases
Finance	<ul style="list-style-type: none"> • Variance commentary on larger departments (includes expenditure by department against forecast, with explanatory commentary) • Income and expenditure (includes income by activity and overall operational surplus / deficit) • Payroll costs (broken down by department) • Non-payroll costs (broken down by department) • Statement of financial position • Projects (opex and capex by project) • Cash flow • Graphs – cashflow, income and expenditure
Fitness to practise	<ul style="list-style-type: none"> • Fitness to practise overview (includes new cases received and case to answer rate) • Pre investigating committee panel (ICP) information (includes information about cases closed at standard of acceptance stage) • Length of time: age of open pre-investigating committee (ICP) cases including enquiries since receipt • Length of time: age of open pre-investigating committee panel cases since receipt • Length of time: receipt to closure at standard of acceptance • Length of time: standard of acceptance to conclusion at ICP • Age of open post-investigating committee panel (ICP) cases since receipt • Age of open post investigating committee panel cases since referral from Investigating Committee • Length of time: receipt to closure at final hearing • Length of time: investigating committee panel to conclusion at final hearing

	<ul style="list-style-type: none"> • Length of time to close cases (combined) • Cases at judicial court / sheriff court stage • Interim orders • Health and character declarations • Protection of title cases • Miscellaneous cases • Tribunal service summary (previously hearings management information summary)
Human resources	<ul style="list-style-type: none"> • Employee numbers (includes comparison to budgeted headcount) • Employee sickness absence and turnover • Partner numbers and turnover
Operations	<p>Overall registration figures:</p> <ul style="list-style-type: none"> • Number of registrants by profession • New registrants (broken down by grandparenting, international and UK, compared to forecast) <p>International</p> <ul style="list-style-type: none"> • International applications workflow (includes numbers at scrutiny, numbers pending registration fee) • International applications received (by profession) • Register of visiting European health professionals • European professional card – incoming and outgoing applications <p>UK</p> <ul style="list-style-type: none"> • UK applications workflow (includes numbers at scrutiny, numbers pending registration fee) • UK applications received (by profession)

Grandparenting (when running; currently closed)

- Grandparenting applications workflow (includes numbers at scrutiny, numbers pending registration fee)
- Grandparenting applications received (by profession)

CPD

- CPD process (includes number selected for audit, received profiles and assessed profiles)

Registration telephone call and email workload

- Registration telephone information (includes received calls against forecasts, answered calls, abandonment rate)
- UK and international emails received

Registration appeals

- Registration appeals received (by route to registration / category)
- Registration appeal decisions
- Registration appeal status

FOR REFERENCE - COUNCIL JULY 2017

Appendix 3: Data no longer included in regular reporting to the Council

This table outlines the data previously provided in reporting to Council but which is no longer provided to the Council on a regular or routine basis.

Directorate	Data
Communications	<ul style="list-style-type: none"> • Events – overview of events • Events – attendees at Meet the HCPC events - delegates by profession • Publishing – Public awareness packs requested • Publishing – HCPC In Focus – distribution • Publishing – Registration logo – number of downloads • Publishing – Standards of proficiency – hard copies requested by profession • Publishing – Top five requested publications • Web – HCPC website visits • Web – Register activity – search result page views • Digital and social media – HCPC mobile apps • Digital and social media – HCPC mobile app – Register searches • Digital and social media – HCPC You tube channel activity • Digital and social media – Followers across social media platforms • Digital and social media – Twitter – followers vs tweets • HCPC blog – top ten page views for reporting period • HCPC blog – top ten page views since established
Education	<ul style="list-style-type: none"> • Reasons for approval visits • Approval visits by profession • Overview of approval visits (number of visits, number of programmes) • Overview of annual monitoring audit submissions (number of audits, number of programmes considered) • Overview of major change submissions (number of notifications, number of programmes) • Overview of workload, number of cancelled cases

	<ul style="list-style-type: none"> • Overview of concerns about approved programmes (Includes outcomes)
Finance	<ul style="list-style-type: none"> • Variance commentary on smaller departments • Income by profession • Capital expenditure page (project capital expenditure will still be shown)
Fitness to practise	<ul style="list-style-type: none"> • Scheduling forecast and management information summary • Scheduling activity overview: Cases scheduled this month for future months • Hearing days and witnesses • 405 Kennington Road capacity • Panel hearings decisions (preliminary and final hearings)
Human Resources	<ul style="list-style-type: none"> • Partner roles – Numbers (breaks down registrant and lay and by role type)
Information technology	<ul style="list-style-type: none"> • IT service availability
Operations	<ul style="list-style-type: none"> • International registrations (included elsewhere in core data set) • New UK registrations (included elsewhere in core data set) • Renewals information (includes numbers of notices sent, number of reminders sent) • Number of registrants with supplementary prescribing rights • Number of registrants with independent prescribing rights • Project management scorecards • Business process improvement – Audit schedule • Office services – Mail service
Secretariat	<ul style="list-style-type: none"> • Number of customer service (organisational) complaints. • Number of Freedom of information (FOI) and Data Protection Act (DPA) requests.