



Management Information Pack

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

Chief Executive's Report to Council meeting on 31 March 2011 Contents

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1. Completed meetings 1 to 28 February 2011

Social Work Regulation Oversight Group	1 Feb
Social work government liaison officers	2 Feb
Chief Executives Steering Group	3 Feb
Social Care Association	7 Feb
Society of Chiropractors and Podiatrists	8 Feb
Association of Professional Music Therapists	8 Feb
General Optical Council	14 Feb
College of Paramedics	15 Feb
Institute of Chiropractors and Podiatrists	16 Feb
British Dietetic Association	17 Feb
Royal College of Speech and Language Therapists	17 Feb
UK Council for Psychotherapy	18 Feb
Skilsure	18 Feb
European Commission public hearing on the Professional Qualifications Directive	21 Feb
European Commission Steering Group on European professional card	25 Feb
Capsticks	28 Feb
Institute of Biomedical Science	28 Feb
Matrix	28 Feb

2. Scheduled meetings

Professional Standards Programme Board	2 Mar
Society of Radiographers	2 Mar
Council for Healthcare Regulatory Excellence	3 Mar
General Social Care Council conference	4 Mar
National Clinical Assessment Service	9 Mar
British Chiropractic and Podiatry Association	9 Mar
Social Work Regulation Oversight Group	10 Mar
Department of Health (Leeds)	14 Mar
Registration Council for Clinical Physiologists	15 Mar
Chief Executives Steering Group	15 Mar
British Society of Hearing Aid Audiologists	16 Mar
Complementary and Natural Healthcare Council	16 Mar
Association of Educational Psychologists	17 Mar
Chartered Society of Physiotherapy	17 Mar
British Association of Art Therapists	18 Mar
'Meet the HPC' event (Holyhead)	22 Mar
Northern Ireland Social Care Council	24 Mar
'Meet the HPC' event (Derry)	24 Mar
Scottish Government Regulators Liaison Group	30 Mar

1. Human Resources

No changes.

The Business Process Improvement section moved from the Mezzanine floor to a part of Park House with the Operations Director in early March.

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

The internal audit schedule for 2010 – 2011 is running. The new archive at Deepstore in Cheshire has had a second audit by Tom Berrie and was found to be secure. Greg Ross-Sampson and Roy Dunn also attended to evaluate security and risk factors.

Tom Berrie has audited additional key suppliers, including Europa Quality Print and will continue this function.

2. QMS process updates

Project prioritisation processes are being reviewed with the IT, Operations and Chief Executive.

Some processes are being moved to “company wide” processes under the Chief Executive’s control.

3. BSI Audit

The next ISO9001:2008 audit will be on 5 April with our new auditor, John Doyle, looking at international registrations, the whole Quality Management System function at HPC, plus workplace and IT provision.

4. Business continuity

There are no changes currently other than monthly list updates. Planning for the 2011 three-day exercise is ongoing.

An exchange of ancillary banking items in the HPC war boxes has taken place following the move from NatWest Bank to Lloyds Bank.

Further changes will be required when the debit/credit-card charging Semafone PCI-DSS compliant solution is rolled out to the business.

5. Information security management

Customisation for our cross-organisation information security training solution have been delivered. Approximately 80% of employees have login details. Pass-marks of 70-100% are being achieved.

An interactive All-Employee Meeting presentation on Information Security was delivered on 23 February. This also introduced the online training solution. A low-level competition highlighted some key elements of the information security standard.

A new information asset classification policy (ISO27001 deliverable) has been signed off by EMT. This is being shared with the Fitness to Practise Department to develop their internal document classification.

6. Information & data management

BPI and the Registration Department have looked at possible scanning and presentation systems to speed up CPD and international/grandparenting assessment processes. Security is of course highly important. A trial of the system in house with CPD assessors was successful.

Trial restoration of historic hard copy registers is underway since early February. Documents are currently being cleaned and neutralised, before rebinding.

7. Risk register

The February 2011 update to the risk register has been circulated to the Audit Committee.

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

Communications – Mrs Jacqueline Ladds

1. Media and Public Relations

Media releases issued in this quarter include the launch of the HPC's new information about the fitness to practise process which highlighted the new fitness to practise (FtP) visual presentation. Ten releases were issued on FtP hearings on strike off and suspension outcomes from early January to March 2011.

For the month of January we had 99 mentions across national and regional media regarding FtP hearings. We had 8 mentions on general HPC issues, 6 mentions related to social workers, 2 mentions from monitored blogs and 13 mentions in professional body publications.

For the month of February we had 93 mentions across national and regional media regarding FtP hearings. We had 16 mentions on general HPC issues, 8 mentions related to social workers, 29 mentions on the Command paper, and 24 mentions in professional body publications.

The implementation plan for the organisation's social media strategy is nearing completion and we are progressing the e-learning module with Citizens Advice Scotland.

The referrers' campaign has been extended to the end of March. The content on the microsite has been refreshed and the campaign is featured in the weekly bulletins to GPs. To date, 3,418 doctors have visited the microsite 5,925 times which is an average of 1.7 visits per doctor.

The February direct mail campaign of our public information materials to Patient Advisory Liaison Managers, Community Health Councils and other patient groups went ahead as scheduled.

The Google adwords campaign is resulting in an average of 73 people a day clicking through to our website. We continue with our sponsored advertising on thomsonlocal.com encouraging members of the public to check that their chiropodist/podiatrist and physiotherapist is HPC-registered. Our targeted Yellow Pages directory advertising continues for these two professions also

The Media and PR Manager is scheduled to meet the Chartered Society of Physiotherapy to discuss taking forward a protection of title campaign.

2. Stakeholder communications

Meetings this quarter have included:

- Help the Hospices
- Association of Palliative Social Workers
- General Medical Council (Scotland)
- Alliance of UK Regulators in Europe
- General Social Care Council
- British Association of Drama Therapists
- College of Paramedics
- British Dietetic Association
- Royal College of Speech and Language Therapists
- Institute of Chiropodists and Podiatrists
- British Chiropody and Podiatry Association

- British Psychological Society
- Chartered Society of Physiotherapists

Planning for the party conferences in 2011 is continuing with our membership of Health Hotel now confirmed. Meetings will take place in March where we will discuss the issues we want to address at this year's conferences.

We met the GMC to begin planning a joint parliamentary researchers' event in the Scottish Parliament. This will take place in the autumn and will include other health and social care regulators.

Monitoring parliamentary traffic continues to increase; this is largely due to the Parliamentary scrutiny of the Scotland Bill, the Health and Social Care Bill and February's Command Paper on the future of health regulation.

Annual meetings with professional bodies have been taking place with support provided by Communications to the Chief Executive and Chair.

We are currently working with the Policy and Standards and Registrations departments to submit a response the European Commission on the review of Directive 2005/36/EC (recognition of professional qualifications). In support of this work we attended a one day public hearing in Brussels supporting the Chief Executive.

3. Web

The fitness to practise section ('complaints') has now been re-launched with new content and structure. The revised content reflects our new publications in this area, while the new structure focuses on providing relevant information for the different audiences (registrants, representatives, employers, witnesses and the public).

The latest website deployment is currently in user acceptance testing. This deployment includes improvements for the events information and the addition of RSS feeds for our news stories and press releases.

The project to develop the hpcheck.org microsite is now in the 'Technical Assurance' phase. This work includes assessing the security risk of the new architecture and identifying mitigations to reduce or remove the risk.

4. Publications

We are currently working on producing:

- Literature review for alternative mechanisms for resolving disputes (to be published March 2011)
- Returners to Practise (to be published March 2011)
- Updated version of renewal poster (to be published March 2011)

The most frequently requested publications continue to be:

- Guidance on conduct performance and ethics;
- Standards of conduct performance and ethics; and

- Continuing professional development.

We received 142 requests from registrants for public awareness packs in January and February 2011. We are also including renewal posters and leaflets on promoting your registration in these packs.

Issue 33 of our e-newsletter HPC In Focus was published on Friday 4 February. The next issue will be published in April.

5. Events

The HPC will be exhibiting at the following events:

- Unison
- Naidex National
- British Psychological Society
- Primary Care

We are pleased to be show partners at Naidex National for a third year. This gives the HPC many advantages such as additional stand space free of charge and increased exposure through the show's promotional materials. As part of the free seminar at this event programme, the HPC will present on all three days of the exhibition, giving an up date on the CPD audits.

We will also have a speaking slot at the British Dietetic Association's Annual Conference in May 2011.

Employer events have been taking place in Swansea, Plymouth, Newcastle, Aberdeen and Belfast. The events have

focused on employer's interaction with the HPC including registration renewal, CPD, international registrants and fitness to practise. The feedback we have received so far has been overwhelmingly positive, including support for the revised format of the events. We have started planning the next series of events to run in 2011 – 2012 including preliminary work on social work specific events.

The first of the renamed Meet the HPC Events will take place in Anglesey and Derry in March 2011. Preparations for the 2011 – 2012 series of Meet the HPC events are underway with dates and locations confirmed.

6. Internal communications

We published issue twelve of HPC Update on Wednesday 23 February at the all employee meeting. We also completed an internal survey to improve this form of internal communication moving forward.

The next All Employee meeting will take place on Friday 8 April and preparations have begun for the All Employee Training Awayday which will take place on 20 May.

7. Communications work for organisational activities
Transfer of social workers (England) Register: activities in this quarter have included:

The Chair and Chief Executive participated in two social work conferences organised by the GSCC. Members of the communications team provided support, and attended both conferences and participated in the afternoon workshops.

We have submitted written evidence to the Health and Social Care Bill Committee; our response provided further information on a range of key issues relating to the transfer, was supportive of the Bill and highlighted our commitment to working closely with the GSCC and other stakeholders.

We have provided written briefings on a range of issues for the Department of Health to brief Ministers when the relevant section of the Bill is discussed by the Public Bills Committee in March.

1. Approval process

As expected, based on the figures for previous years the peak of approval activity for this academic year takes place between January – June 2011. There are currently 30 visits reviewing 50 programmes scheduled from April – September 2011. This includes a number of small scale multi-professional visits and one large scale multi-professional visit covering five professions. The schedule of visits is now closed until October 2011, as we require six months notice.

Following the approval review day on 11 January 2011, a summary report was presented to the Education and Training Committee on 10 March 2011.

2. Annual monitoring process

The Department has spent the last couple of months preparing for the annual monitoring assessment days in the 2010 – 2011 academic year. The first assessment days took place on 1, 22 and 24 March 2011, with further assessment days planned for week commencing 23 May 2011 and 27 June 2011. The revised SETs are in use for the 2010 – 2011 cycle of annual monitoring.

The deadlines for this year have once again been batched to improve process efficiency and ensure that internal quality processes have been completed. The upcoming deadlines fall at the following times:

Friday 29 April 2011	Friday 29 July 2011
Tuesday 31 May 2011	Wednesday 31 August 2011
Thursday 30 June 2011	Friday 30 September 2011

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

Following the annual monitoring review day on 29 October 2010, a summary report was presented to the Education and Training Committee on 10 March 2011.

3. Major change process

Following the decrease in the number of major change notifications received towards the end of 2010, we have received a high volume of major change notifications since January 2011, but they are progressing well and being processed to the required timescales. Since the last Council meeting on 10 February 2011 we have received 27 new major change notifications, covering 24 programmes.

Following the major change review day on 19 October 2010, a summary report was presented to the Education and Training Committee on 10 March 2011.

4. Practitioner psychologists

The Department has spent the last month scheduling the 24 practitioner psychologists' visits across 32 programmes, which are due to be held in the next (2011 – 2012) academic year. 10 out of the 24 visits (42%) have now been scheduled and we have until December 2011 to schedule the remainder.

5. Hearing aid dispensers

There are no updates specific to the Department since the last Council meeting on 10 February 2011.

6. Counsellors and psychotherapists

There are no updates specific to the Department since the last Council meeting on 10 February 2011.

7. Healthcare scientists and healthcare science practitioners

There are no updates specific to the Department since the last Council meeting on 10 February 2011.

8. Social workers (England)

Members of the Department continue regularly to meet the General Social Care Council (GSCC) Social Work Education Group. Regular two monthly meetings have been established to discuss the transfer of approved programmes and implementation of our approval and monitoring post transfer. The focus for these meetings is social worker pre-registration programmes, as well as approved mental health professional programmes (a post-registration qualification that is likely to result in annotation to our register).

Members of the Department have also met a wider range of social work stakeholders, including the British Association of Social Workers and Social Work Reform Board Education Working Group. A presentation was also given at the UK Standing Conference of Stakeholders in Social Work Education.

9. Communications with education providers and stakeholders

Members of the Department met the following groups between February – March 2011:

- Prospective Council members (open-day arranged by Secretariat Department)
- The Social Work Reform Board – Education Working Group
- The College of Operating Department Practitioners
- The UK Inter-Professional Group Further and Higher Education Working Party
- The General Social Care Council
- Department of Health (in conjunction with the Executive Management Team)
- The Quality Assurance Agency for Higher Education
- UK Standing Conference of Stakeholders in Social Work Education (in conjunction with the Policy and Standards Department)

10 Partners

Members of the Department were involved in interviews to recruit new occupational therapist and hearing aid dispenser partners, which took place in February 2011. Three occupational therapist visitors and one hearing aid dispenser visitor were successfully recruited and will receive new visitor training in July 2011. Further recruitment for chiropodist, paramedic, physiotherapist, speech and language therapist and radiographer visitors will take place in May and June 2011.

11. Employees

Following the interim structure adopted by the Department between January – April 2011, a revised permanent structure is anticipated in the 2011 – 2012 financial year. Information on this will be presented to the next Education and Training Committee meeting on 9 June 2011.

Osama Ammar is currently Acting Head of Education Development, and Brendon Edmonds and Paula Lescott continue to act as Education Managers. All other positions in the Department remain the same.

1. Employees

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

2. Health & Safety

There were no health & safety incidents since the last report.

3. Office churn

On Saturday 5 March, 26 employees were moved to new locations within Park House. The Departments affected by the move were Fitness to Practise and Operations.

The move, managed jointly by Facilities and the IT Department, was completed successfully and all re-located employees were able to work from the start of business on Monday, 7th March.

1. General

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

2. Nine-month forecast

The nine-month forecast has been completed and the results are shown in the year to date and year end position forecast columns on pages 3, 5 and 8. The forecast operating surplus for the year is expected to be £329k compared to the original budget surplus for the year or £20k.

3. Supplier payments

At the end of January, 97% by value of the £461K Creditor payments were in the 30 days or less category.

4. Fee adjustments and income receipts handling

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

5. Income collection cycle

Direct debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Paramedic, orthoptist, radiographer, clinical scientist, prosthetist and orthotist and speech and language therapist collections occurred in January and February. Physiotherapist and

occupational therapist collections are scheduled for March. Most of the income comprises of renewal fees collected.

6. Funds under management

At the end of January 2011, £4.1M was invested in Lloyds instant access account and £209k was invested in the Nat West Special Interest-bearing Account (SIBA), both earning 0.50% per annum. The following have been invested for 3 months (maturing end January 2011) at fixed rates: £0.5M invested in Barclays money market account earning 0.60%, £0.5m invested in Nat West deposit account earning 1.25% and £0M in Lloyds TSB money market account earning 1.25% (Note: Due to Money market rules the £3.0M with Lloyds matured on 31 January and was automatically transferred to the Lloyds instant access account. This was put back on the money market on 1 February).

The investment portfolio (excluding £162k portfolio cash) at the end of January was valued at £2.06M. The investment portfolio value including cash & money market instruments was £2.23M. This compares £2.07m at the start of the financial year. Update: Following the Council decision in February and best advice from Rensburg Sheppards, the investment portfolio was fully realised and funds of £2.25M were credited to HPC bank accounts on 2 March.

7. Pensions

In September, there were 65 active members in the Friends Provident. Flexiplan pension scheme update: HPC has now had official notification of the operational financial charges for the Flexiplan scheme. From 1 April 2011 a monthly payment of

£4,495.90 will be made as our contribution to the funding deficit. The latest update indicates that the test court case to determine the overall liability is not expected to take place until early 2012.

8. 22-26 Stannary Street Ltd.

Notification has now been received from Companies House that 22-26 Stannary Street Limited had been dissolved effective from 1 March 2011.

9. Employee training and levels

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

10. Sage system support and development

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

Significant Financial Projects/Issues (next few months)

- The purchase order product, PRS, has been reviewed by the finance team. It is planned to role out a new version of the product next year at the same time as a new release of the Sage accounting system. PRS is a product of Sicon who are now a Sage business partner. This will improve compatibility between the accounting and purchase order systems.

- Following a visit to Sicon by HPC Finance team and TSG (HPC's Sage retailer), a fixed asset module has now been installed in HPC offices which offers improved asset management including reporting and depreciation accounting integrated with Sage accounting program. This has now been activated, populated with live data and assets verified in preparation of the financial year end.

Fitness to Practise – Ms Kelly Johnson

1. Number of allegations

In January and February 2011, 140 Allegations/enquiries were received.

2. Number of open cases pre-Investigating Committee Panel

At the end of February 2011, there was an open pre-ICP case load of 375 cases. At the start of the financial year, there were 390 cases.

3. Length of time

For cases that have been considered at Investigating Committee panel between April 2010 and Feb 2011, the mean and median length of time was 6 and 5 months.

At the end of February 2011 there were 51 cases over 5 months old where the request for observations from the registrant had not been sent. In 45 of those cases we are waiting for information from third parties (this includes waiting for information where a police or employer investigation has not yet concluded.

4. Case to answer percentage

Of cases considered by an Investigating Committee panel between April 2010 and February 2011, the case to answer percentage was 57 per cent. Taking into account cases that are closed before consideration by an Investigating Committee panel (for instance as they do not meet the standard of acceptance for allegations), the percentage of cases that were referred to final hearing in the same period was 38 per cent

5. Number of cases awaiting hearing

At the end of February 2011, there were 237 cases awaiting consideration by a substantive panel. 125 of those cases have a hearing date or proceedings have started but not concluded. There were a further 34 cases that were ready to fix. There were 7 cases over five months that are not ready to fix and in those cases a number of complex issues that have arisen since their referral by the Investigating Committee.

6. Length of time

Of the cases that concluded at final hearing between April 2010 and February 2011 the total length of time taken for a case to conclude is a mean of 15 months and a median of 14 months which compares to a mean and median of 18 and 16 months for 2009-10.

7. Protection of title

Between April 2010 and February 2011, 278 complaints about misuse of title have been received. At the end of February there were 52 open cases.

8. Registration Appeals

Six new appeals were received during February 2011. Registration appeals have been listed for hearing in Edinburgh on 1 April 2011.

9. Health and Character

56 new health and character declarations were received in January and February 2011. At the end of February there were 61 open cases

10. Meetings

NHS Professionals	5 Jan
Care Quality Commission	6 Jan
Jim Petter, College of Paramedics	21 Jan
High Court Stephen Brennan	21 Jan
Sally Feaver Directors of OT Education	21 Jan
Kingsley Napley	24 Jan
KPMG	24 Jan
Care Councils Regulatory Affairs Directors	24 Jan
Robert Gordon University	26 Jan
Benjamin James, Bircham Dyson Bell	27 Jan
National Executive Committee, Association of Educational Psychologists	28 Jan
General Social Care Council	28 Jan
Blake Laphorne	28 Jan
General Social Care Council	31 Jan
KN/HPC Efficiency Committee	31 Jan
BASW	31 Jan
Employer Event, Swansea	3 Feb
CHRE	7 Feb
Employer Event, Plymouth	8 Feb
Locktons (Insurance Brokers)	11 Feb
Employer Event, Newcastle	15 Feb
College of Paramedics	15 Feb
Institute of Chiropractors and Podiatrists	16 Feb
GSCC Conduct Team	16 Feb
Kingsley Napley	28 Feb

11. Resources

We are currently recruiting for the newly created posts of Hearings Manager and Information Compliance Officer. We are

also recruiting for a further Hearings Officer. Emily Furse has tendered her resignation as lead case manager. Recruitment for her replacement is currently taking place.

12. Other

The CHRE audit of the initial stages of HPC's fitness to practise processes took place in December 2010. We are expecting the final report to be published at the end of March 2011

Work continues on the development of the case management system with a number of meetings and workshops taking place with developments and contractors involved in the implementation of the system.

**1. Employee resourcing
Communications**

Interviews for the replacement post of Communication Officer (Events) were held in February. Samantha Herelle was appointed and starts work at the HPC in late March.

2. Fitness to Practise

Recruitment is in progress for the new posts of Hearings Manager and Hearings Officer, and the replacement post of Lead Case Manager. Interviews for all three posts will take place in March.

3. HR and Partners

Sam Ha, HR Co-ordinator, has returned to work part-time following her maternity leave. Marche Wilson, who was seconded to cover the maternity leave, has returned to her role as Partner Administrator.

4. Registration

Interviews were held for a replacement role of Registration Adviser in February. Tameka Anthrobus was appointed and started work on 28 February.

5. Other HR activities

GSCC Transfer work

Preparation for the announcement of the HR implications of the GSCC transfer, and follow up work including question and answer sessions, publishing of FAQs on the intranet, advice

to line managers and employees, and planning of further work, has been a key area of activity for the HR Department since the Council's last meeting.

6. Training

The HPC's management development programme is continuing, and the HR team is now in the process of analysing training needs identified during the APDRs (Annual Performance Development Reviews) which were due to be completed by the end of February.

Diversity training for nine recently appointed employees was held on 4 March.

7. Policy work

The HR team has reviewed the HPC's policy for bank holiday entitlements for part-timers to ensure that all part-time employees receive the appropriate proportion of bank holidays compared with the entitlements of full-time employees. We have also drafted new criteria for the annual Employee of the Year award to be considered by the ECG (Employee Consultation Group).

8. Review of pay policy and process

Work around management of the annual pay review including provision of information for managers and for the Remuneration Committee has taken place over January and February, in addition to consultation on the new pay policy.

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

- **Database Upgrade**

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

Except for an outstanding issue with the reporting database this is now complete. The outstanding issue has not yet been resolved and an external agency has been engaged to support us through the issue.

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

- **Fitness to Practise (FTP) Case management system project** :This project provides status reports to the FTP Committee. The design is now complete and costs are being confirmed for the implementation phase. The project is running to plan and to expectation.

The Document and Records Management system (DRM) has been installed along with the new scanning solution. The Case Management system is currently in development.

- **Education service:** We have engaged with an external development company to deliver a series of small changes to the Education system.

There has been a delay in this project following faults being identified within user acceptance testing cycles. The expectation is that the service will be released by the end of the fiscal year.

- **Desktop applications upgrade:** Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

A super-user group has been formed and has received the new software to test. The super users have received specific bespoke training to give them a more comprehensive understanding of the new products and to allow them to become the first reference point for questions within each department.

The implementation timetable has been published along with training schedules. The feedback from the super-users is positive.

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

- **Network encryption project:** The new encryption product has been purchased and installed. The tool allows very granular control by user and by personal computer, called Port Control. It can be used to determine who is able to write data to removable media and whether it is required to be encrypted.

The Fitness to Practise (FtP) team will be the pilot group for

this new functionality. A meeting has been arranged to agree the timetable for implementation with FtP.

- **Credit-card handling:** Support the project to outsource credit card handling to reduce organisation risk of fraud.

PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit-card payments by telephone.

A number of technical issues have been identified which the project team are working through. It is expected that the implementation date will be delayed by at least two weeks but the issues appear resolvable.

- **Remote access security:** This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely.

The software has been installed and is being tested by the IT team. The service will be rolled out in a phased approach by individual laptop user.

This is expected to be completed by the end of March.

- **Penetration testing:** Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the website in early October. the web release has been delayed and we are waiting on a successful testing cycle before deploying to the live environment. Following the web release a penetration test will be conducted.

- **Service availability**
Online renewals and online register outage: On Tuesday 8 February there was a failure of one of the three application servers used to provide the online renewal and online register services.

The online renewals and register applications were unavailable between 03:00 and 08:30.

The external service provider that hosts these servers misunderstood the set of instructions that they should follow in the event of a server failure. The action they took caused the outage of the service; if they had taken no action the service capacity would have been reduced but the service would have remained available.

The instructions that they follow have now been clarified.

1. Recruitment

All occupational therapy and hearing aid dispenser visitor vacancies were filled in the recent recruitment campaign.

Shortlisting is currently in progress for visitor practitioner psychologists (counselling and occupational) and visitor arts therapists.

Shortlisting is also in progress for panel members prosthetist/orthotist and operating department practitioners and registration assessor practitioner psychologists (counselling, educational and health).

Interviews for the above roles are scheduled for the week commencing 21 March 2011.

Ten appointable lay panel members who were interviewed in October 2010 were contacted and offered appointments due to the projected increase in hearings in 2011 – 2012 and beyond. All ten individuals accepted and will be trained in May 2011.

2. Training

There was no training scheduled for February and March 2011. The team is currently scheduling refresher training for all eligible partners for 2011 – 2012.

3. Partner resignations

One chiropodist/podiatrist visitor and one CPD assessor resigned in January 2011. One prosthetist/orthotist visitor resigned in February 2011.

4. Partner appraisals

Partner appraisals have been scheduled for March. Twenty-five visitors will be appraised across three annual monitoring days and the visit schedule. Seven panel member appraisals have been scheduled and seven pairs of registration assessors.

Feedback from appraisals undertaken in February is being collated and distributed to appraisees.

The panel member and panel chair self assessment forms have been distributed to the remaining 43 partners whose agreements are up for renewal.

5. Team information

The partner team has also been working on recruitment and training plans for 2011 – 2012.

Policy and Standards – Mr Michael Guthrie

1. Meetings undertaken: 20 January to 9 March 2011

General Social Care Council (GSCC)	20 Jan
Department of Health, Allied Health Professions Prescribing Board	21 Jan
United Kingdom Council for Psychotherapy (UKCP)	24 Jan
The College of Social Work	26 Jan
Association of Education Psychologists (AEP)	28 Jan
(BASW)	31 Jan
Department of Health (teleconference)	1 Feb
Department of Health, Safeguarding adults NHS group meeting	3 Feb
Social Care Association	7 Feb
Council for Healthcare Regulatory Excellence CHRE	8 Feb
Skills for Care	15 Feb
Healthcare Quality Improvement Partnership	21 Feb
Francis Ward, Social Care Card	22 Feb
Vetting and Barring Scheme	23 Feb
Department of Health, NLC CL Framework and Accreditation steering group meeting	24 Feb
Mazars	28 Feb
CHRE	1 Mar
Institute of Biomedical Science AGM, Glasgow	3 Mar
CHRE	3 Mar
Association of Directors of Adult Social Services Workforce Network	4 Mar
Employer Event, Belfast	8 Mar

2. Consultations

There are no open consultations.

3. Closed consultations

Generic standards of proficiency

The consultation closed on 20 October 2010 on draft revised generic standards of proficiency. The Council is due to consider a paper about the responses to this consultation at this meeting.

Post-registration qualifications

The consultation closed on 1 February 2011. We received 95 responses to the consultation.

The responses are being analysed and will be considered by the Education and Training Committee in the first instance at its meeting in June 2011.

4. Professional Liaison Groups Psychotherapists and Counsellors

A report to the Council is being prepared for the May 2011 meeting.

Social workers (England only)

The last meeting of the PLG will take place on 11 April 2011. The draft standards for consultation are due to be considered by the Education and Training Committee and the Council at their June and July 2011 meetings.

5. Independent prescribing

A request has been received from the DH AHP Prescribing Board that the HPC might own the curriculum framework which is currently being developed to cover supplementary prescribing for radiographers, podiatrists and physiotherapists

and the planned extension of independent prescribing to physiotherapists and podiatrists. The Education and Training Committee will be considering the request at its meeting in March 2011 and this may be subsequently considered by the Council.

6. Guidance on health and character

The Rules to remove the health reference will 'go live' from 1 April 2011. The self-referral process has also recently been amended and streamlined. As result, the guidance on health and character has been updated. This is due to be considered by the Council at this meeting with a consultation being held April to July 2011. It is anticipated that the guidance will be published in late 2011 or early 2012.

7. Consultation on reviewing the mutual recognition directives

The European Union is currently seeking views from competent authorities on potential changes to the Directives which govern mutual recognition of EEA nationals. The Department is currently collating a response to the consultation, working closely with colleagues in the Communications and Registrations Departments.

8. Student registration

The Health and Social Care Bill 2011 if passed into law would allow the regulators to set up voluntary registers of students, subject to impact assessment and a consultation. The GSCC currently maintains a voluntary register of student social workers.

At this meeting, Council will be asked to agree a process to make a formal decision about this topic. This will include an impact assessment followed by a consultation to run alongside the other consultations on standards and rule changes related to the social workers project, with a final decision being reached in February 2012.

9. CHRE performance review 2010 – 2011

The Executive has provided further information to the CHRE in response to a range of questions from the CHRE's first assessment. The Executive has subsequently met with the CHRE as part of the performance review process; a final report is anticipated in late June or July 2011.

1. Operational performance

a) Telephone calls

i) UK telephone calls: During the period from 1 January 2011 to 28 February 2011 the team answered a total of 9,457 telephone calls which is 666 more than the same period two years ago.

ii) International telephone calls: During the period from 1 January 2011 to 28 February 2011 the team answered a total of 2,453 telephone calls, which is 25 less than the same period last year.

b) Application processing

i) UK applications: A total of 994 new applications were received during this period and 1,023 individuals were registered, which is 190 more than the same period last year. Applications were processed within our service standard of ten working days of receipt.

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

ii) International applications: A total of 380 new international applications were received in this period and 379 individuals were registered which is 231 more than the same period last year.

iii) Grandparenting applications: A total of six new grandparenting applications were received in this period and 24 individuals were registered which is one less than the same period last year.

c) Emails

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

ii) International emails: The team received approximately 20 emails per day and managed to respond to these on average within two days of receipt which compares favourably with our service standard of five working days response time.

d) Continuing Professional Development (CPD) Audit

Assessment days continued to be held during this period.

e) Registration renewals

No professions were invited to renew their profession during this period.

2. Resource

Employees

The Department is operating within the budgeted headcount

1. Council reappointment process

In 2009, Council members were appointed for terms ranging between two and four years, in order to facilitate continuity and ensure that not all members' terms came to an end at the same time. In July this year, the current terms of five members will come to an end with all members seeking reappointment with the exception of Neil Willis who has decided to step down, having served on the Council since May 2001. The decision on reappointments rests with the Appointments Commission, acting on behalf of the Privy Council, and their Health and Social Care Appointments Committee will consider the reappointment of members at their meeting in March.

2. Council appointment process

Two registrant vacancies were created following the death of Patricia Blackburn and the decision of Neil Willis to not seek reappointment. In anticipation of the recruitment campaign, two "open days" were held on 9 February and 1 March 2011 for prospective members to visit HPC, meet Council members and the Executive, and understand more about the work of HPC. The recruitment campaign is now being run by the Appointments Commission on behalf of the Privy Council and, once the campaign has been completed, the decisions of the interviewing panel will be submitted to the meeting of the Health and Social care Appointments Committee on 1 June 2011 for approval. The members appointed following this recruitment campaign will start their term on 1 July 2011.

3. October Council Away day

The Council Awayday scheduled for 19-20 October 2011 will be held at Quay Hotel in Deganwy, near Llandudno, North Wales.

A similar format to last year will be used with the strategy meeting starting after lunch on Wednesday 19 October and the awayday concluding after Council on 20 at approximately 3pm. The Secretariat will be in touch in due course to discuss travel arrangements although it is expected that the majority of Council members will be able to travel on the morning of 19.

4. Internal audit

During January and February, an internal audit was carried out by PKF on corporate governance and risk management, and the report was submitted to the Audit Committee on 16 March for consideration. The report found that HPC's governance was sound.

5. External Meetings

Meeting with Mazars to discuss internal audit plans 28 Feb

6. Training for Employees

Members of the Secretariat team attended the following training:

Microsoft Office 2010 "Training for trainers" on 2-4 March 2011.

Management Information Pack

Marc Seale, Chief Executive & Registrar
Report of figures for April 2010 to January 2011 to
Council

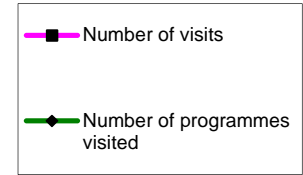
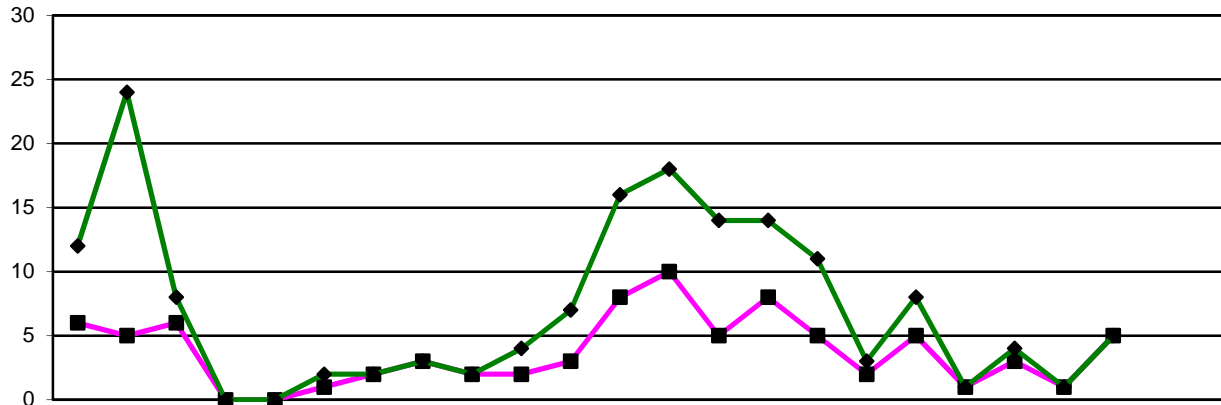


hpc health
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**Management Reporting Information to Council
Health Professions Council
Figures for April 2010 to January 2011**

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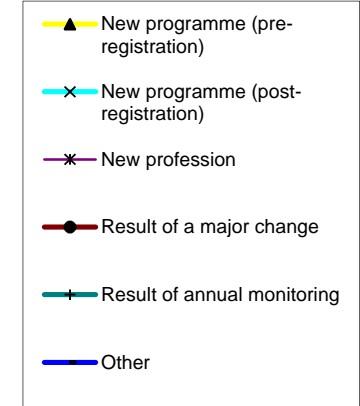
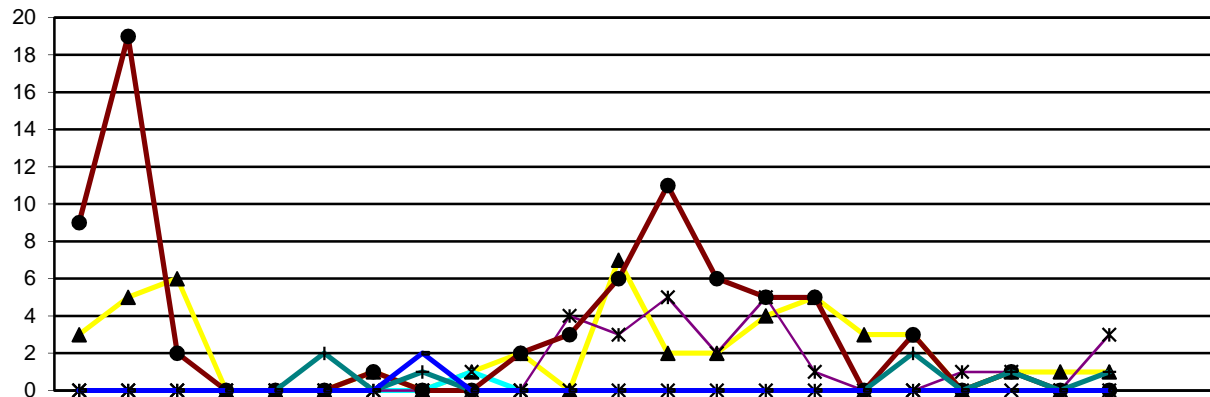


	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Overview of approval visits																									
Number of visits	6	5	6	0	0	1	2	3	2	2	3	8	10	5	8	5	2	5	1	3	1	5			
Number of programmes visited	12	24	8	0	0	2	2	3	2	4	7	16	18	14	14	11	3	8	1	4	1	5			

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	45
27	117	86	84	80	79

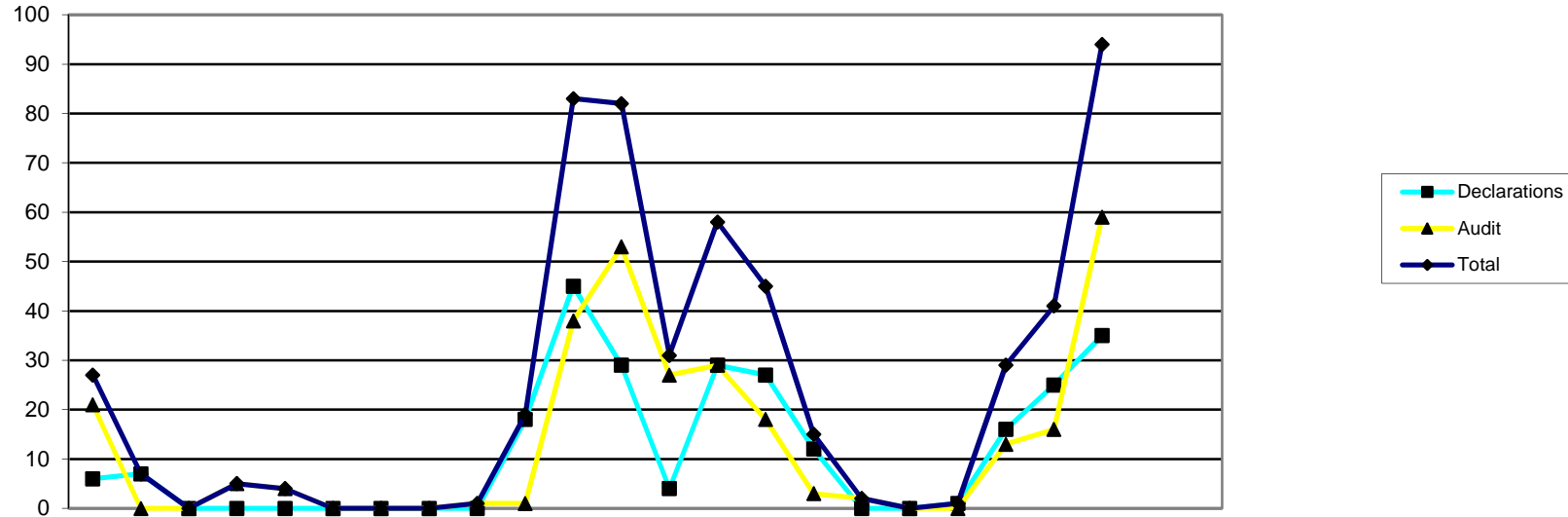
Overview of approval visits

Number of visits	6	5	6	0	0	1	2	3	2	2	3	8	10	5	8	5	2	5	1	3	1	5
Number of programmes visited	12	24	8	0	0	2	2	3	2	4	7	16	18	14	14	11	3	8	1	4	1	5



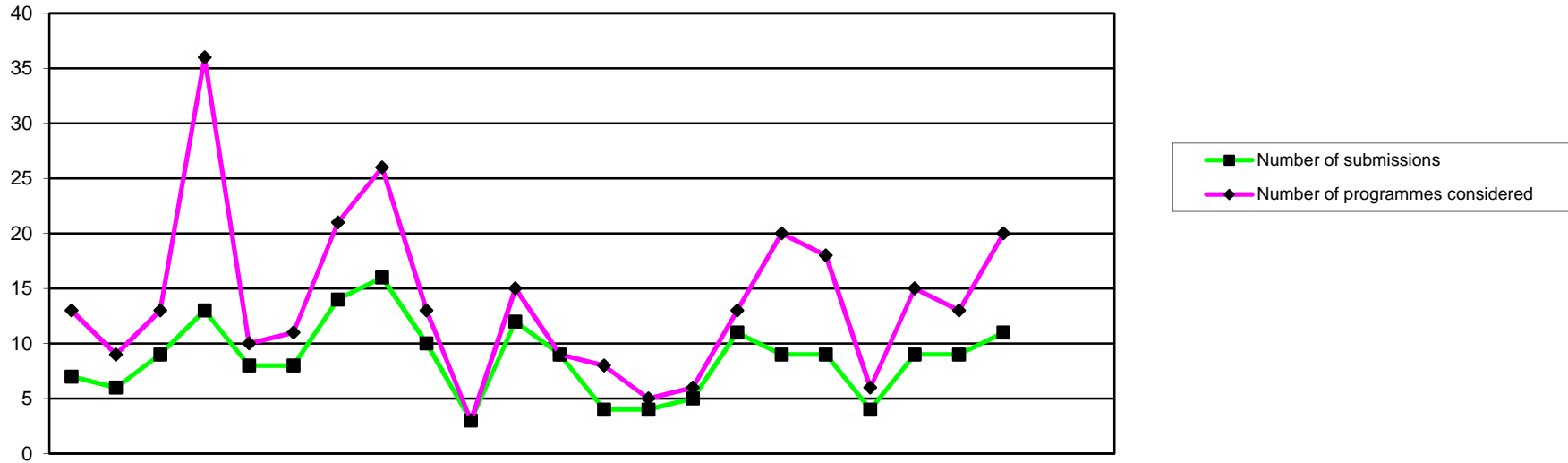
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Reason for programme visited																									
New programme (pre-registration)	3	5	6	0	0	0	1	0	1	2	0	7	2	2	4	5	3	3	0	1	1	1			
New programme (post-registration)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
New profession	0	0	0	0	0	0	0	0	0	0	4	3	5	2	5	1	0	0	1	1	0	3			
Result of a major change	9	19	2	0	0	0	1	0	0	2	3	6	11	6	5	5	0	3	0	1	0	0			
Result of annual monitoring	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	2	0	1	0	1			
Other	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Total	12	24	8	0	0	2	2	3	2	4	7	16	18	10	14	11	3	8	1	4	1	5			

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	22
5	29	1	0	1	0
5	16	4	0	7	18
5	32	26	53	42	31
5	1	3	3	3	4
5	21	2	0	2	0
25	117	68	77	80	75



Annual monitoring submissions	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Declarations	6	7	0	0	0	0	0	0	0	18	45	29	4	29	27	12	0	0	1	16	25	35			
Audit	21	0	0	5	4	0	0	0	1	1	38	53	27	29	18	3	2	0	0	13	16	59			
Total	27	7	0	5	4	0	0	0	1	19	83	82	31	58	45	15	2	0	1	29	41	94			

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	149
51	184	135	136	123	167
164	278	278	303	228	316

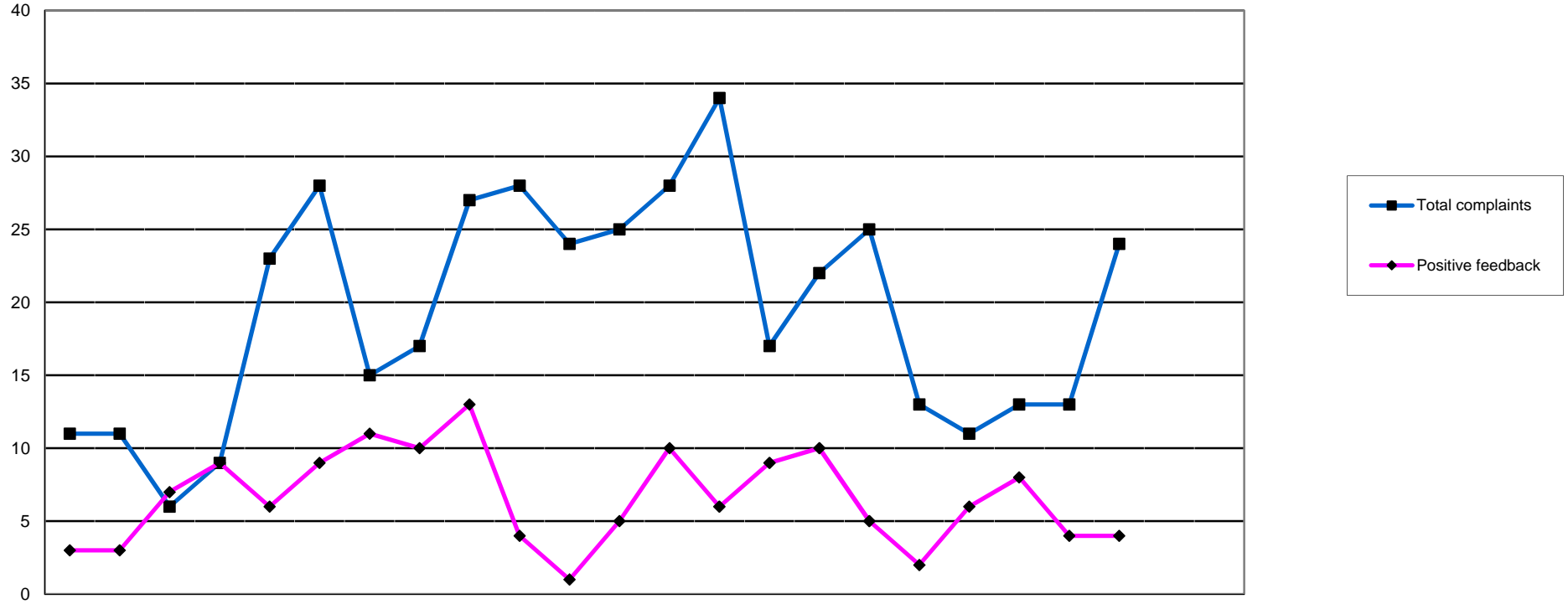


Major change submissions	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of submissions	7	6	9	13	8	8	14	16	10	3	12	9	4	4	5	11	9	9	4	9	9	11			
Number of programmes considered	13	9	13	36	10	11	21	26	13	3	15	9	8	5	6	13	20	18	6	15	13	20			

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	75
25	97	109	141	179	124

Health Professions Council

Feedback April 2009 to March 2011



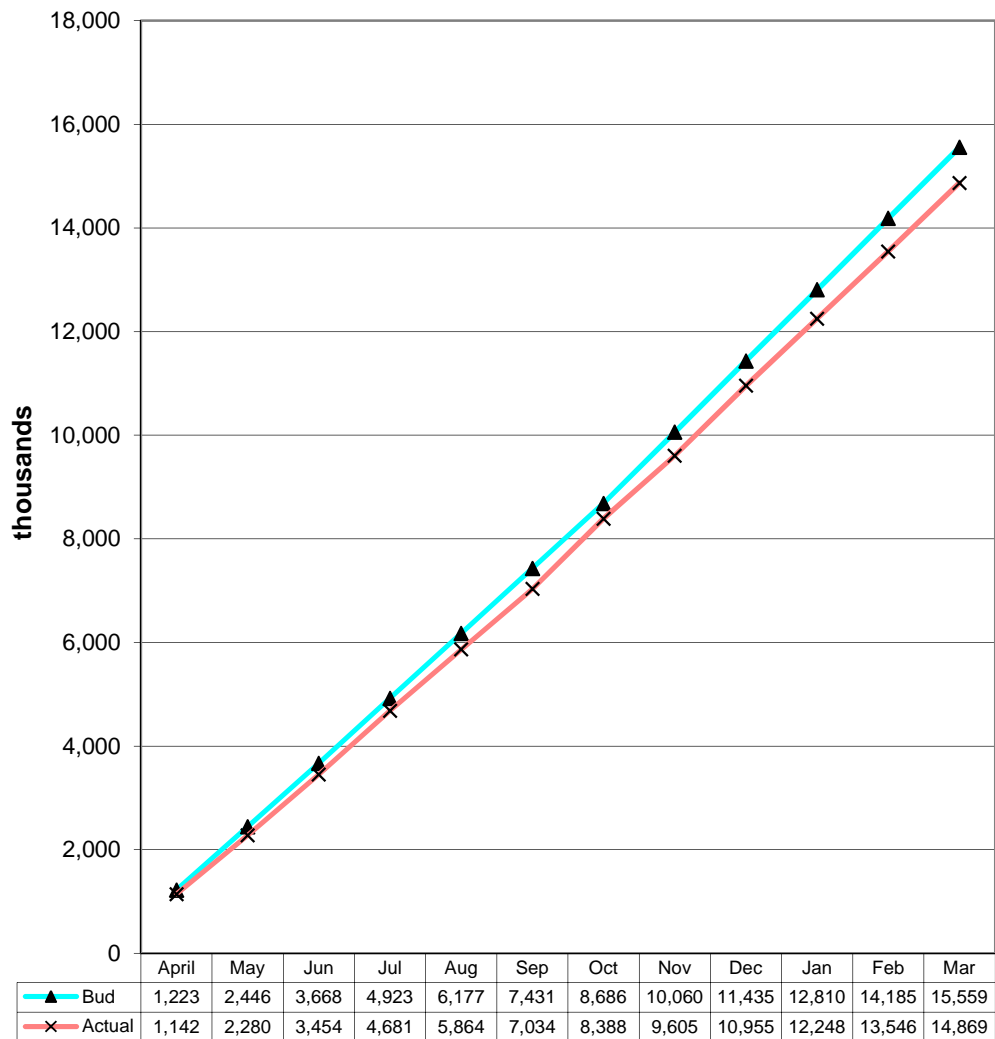
	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Application process	0	0	0	0	0	0	0	0	0	0	1	3	1	3	4	4	4	7	1	4	3	6	39	23	28	29	4	37	
Registration process	9	6	4	5	17	25	11	13	17	24	15	17	20	20	10	13	15	6	8	9	7	13	169	88	122	361	163	121	
External comms	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	24	6	6	4	1	1	
Responsiveness	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	2	0	0	2	0	
Partner management	2	1	0	1	0	0	0	0	0	0	0	0	0	3	2	1	1	0	1	0	0	0	0	4	2	4	4	8	
Rules/legislation	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	17	11	10	3	5	0	
Other	0	3	1	1	4	2	4	4	10	3	8	5	7	8	1	4	5	0	1	0	3	4	7	16	18	44	45	33	
Total complaints	11	11	6	9	23	28	15	17	27	28	24	25	28	34	17	22	25	13	11	13	13	24	262	262	186	445	224	200	
Positive feedback	3	3	7	9	6	9	11	10	13	4	1	5	10	6	9	10	5	2	6	8	4	4	187	19	27	37	81	64	

	2010										2011			Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000					
INCOME																	
Registration Income	1,327	1,380	1,319	1,418	1,420	1,466	1,461	1,399	1,460	1,383			14,032	14,043	(11)	16,834	
Cheque/credit card write off	(0)	0	0	0	0	0	0	(1)	(1)	(0)			(3)	3	(5)	(3)	
TOTAL INCOME*	1,327	1,380	1,319	1,418	1,420	1,466	1,461	1,398	1,459	1,383			14,029	14,041	(11)	16,831	
EXPENDITURE																	
Chair	2	9	2	7	1	12	1	5	4	4			46	42	(4)	50	
Chief Executive	23	34	24	26	29	55	32	(2)	126	33			380	263	(116)	313	
Council & Committees	6	16	28	18	12	19	35	29	16	12			190	320	131	400	
Communications	77	117	75	58	84	77	101	85	62	53			787	963	176	1,122	
Depreciation	49	51	35	40	43	43	43	43	44	44			434	450	16	541	
Education	66	69	67	59	60	52	60	64	46	57			600	613	12	745	
Facilities Management	56	85	63	71	104	91	68	64	72	69			743	748	6	895	
Finance	48	53	58	45	43	50	64	53	65	24			504	542	38	647	
Fitness to Practise	500	502	563	651	537	605	599	736	514	717			5,924	5,942	17	7,146	
Human Resources & Partners	45	87	65	60	37	27	68	102	70	53			613	782	169	932	
IT Department	72	88	62	79	59	81	72	76	109	82			780	861	81	1,041	
Operations Office	35	47	44	41	39	38	46	49	34	31			404	411	7	502	
Policy & Standards	12	18	15	25	24	15	21	17	15	16			178	258	80	313	
Major Projects	31	109	(0)	3	6	30	51	(51)	9	10			197	266	68	296	
Registration	199	175	125	113	128	136	121	145	151	131			1,424	1,383	(42)	1,616	
Secretariat	14	19	26	15	23	17	17	22	32	15			200	209	9	252	
TOTAL EXPENDITURE	1,236	1,478	1,250	1,312	1,228	1,348	1,398	1,436	1,369	1,349			13,405	14,053	648	16,811	
OPERATING SURPLUS/(DEFICIT)	91	(98)	68	106	192	118	62	(38)	90	33			624	(12)	637	20	

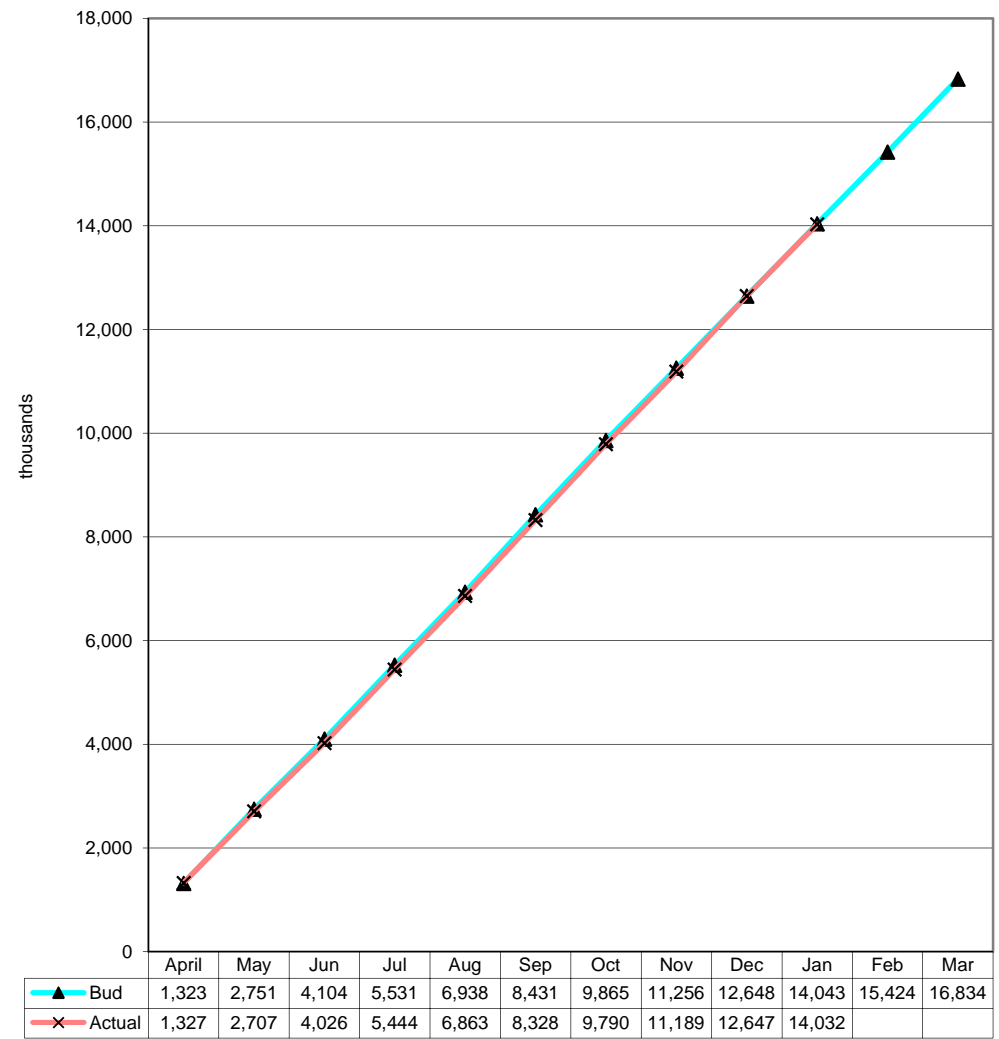
* Total Income is excluding investment income

Note: No accruals have been posted for April

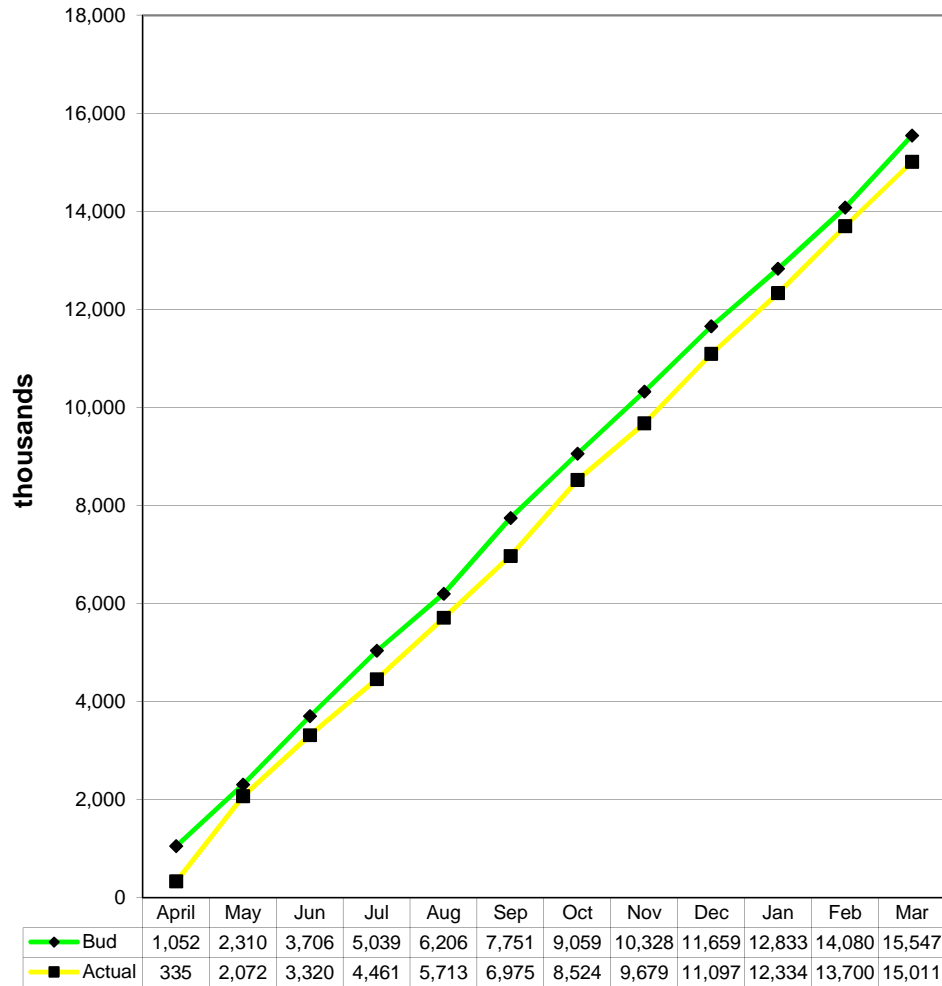
Income 2009/10 budgeted & actual



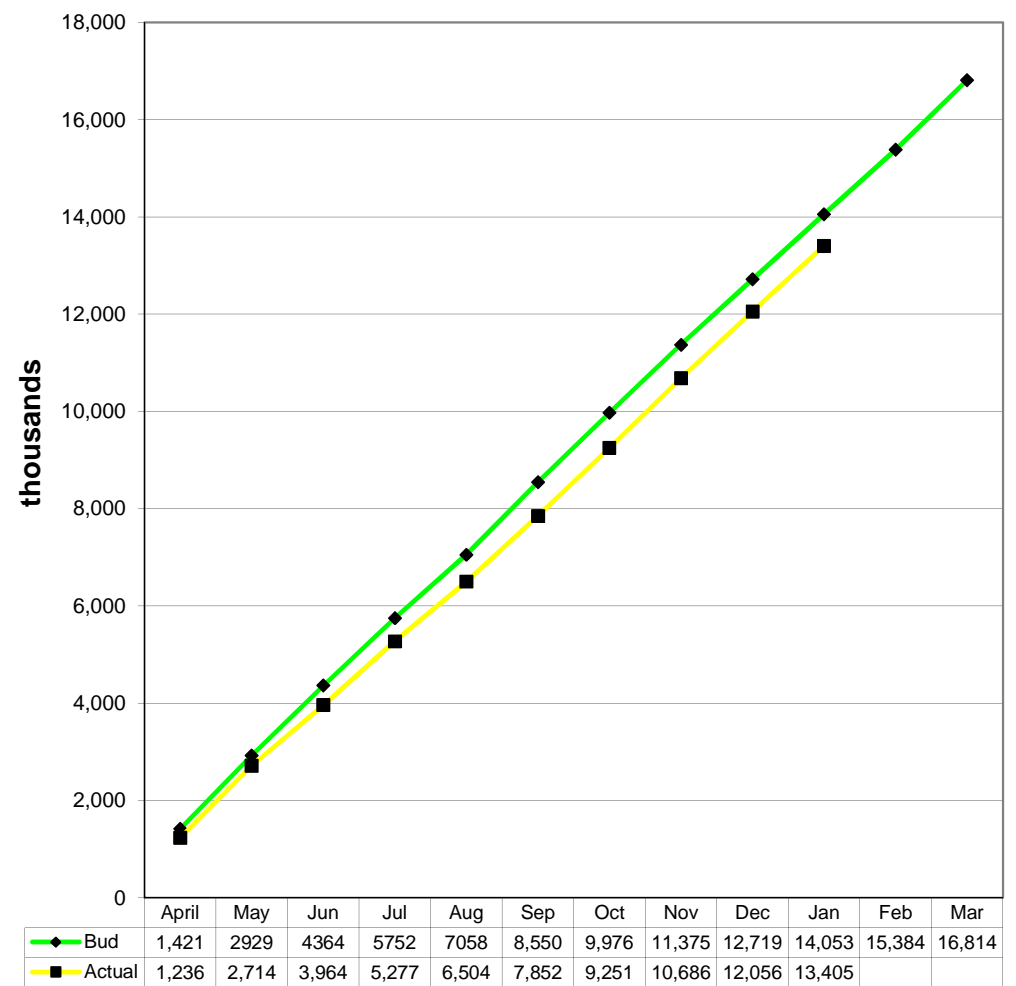
Income 2010/11 budgeted & actual



Expenditure 2009/10 budgeted & actual



Expenditure 2010/11 budgeted & actual



	2010												2011		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to Jan	Budget Jan	Total Expenditure
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
EXPENDITURE															
Chair	2	(5)	3	0	0	0	0	(5)	1	0			(4)	42	46
Chief Executive	4	(9)	1	3	(4)	(28)	(7)	31	(101)	(6)			(116)	263	380
Council & Committees	7	12	16	6	(4)	34	10	2	8	39			131	320	190
Communications	9	(3)	(14)	52	(16)	58	20	36	11	23			176	963	787
Depreciation	(3)	(4)	9	4	1	2	3	3	1	1			16	450	434
Education	2	(2)	17	6	(6)	5	(5)	(13)	3	6			12	613	600
Facilities Management	22	(2)	10	2	(31)	(15)	5	10	1	4			6	748	743
Finance	2	(1)	(3)	12	10	2	(8)	2	(12)	34			38	542	504
Fitness to Practise	71	64	68	(68)	46	49	(20)	(156)	106	(142)			17	5,942	5,924
Human Resources & Partners	32	(9)	12	26	41	52	8	(26)	4	29			169	782	613
IT Department	8	(3)	36	7	24	1	12	11	(17)	4			81	861	780
Operations Office	3	(3)	(2)	(1)	4	6	(4)	(3)	3	3			7	411	404
Policy & Standards	8	10	7	(3)	3	15	14	17	4	5			80	258	178
Major Projects	21	(45)	15	12	6	(13)	(8)	72	6	2			68	266	197
Registration	(9)	29	11	14	10	(22)	(4)	(19)	(35)	(16)			(42)	1,383	1,424
Secretariat	5	1	1	6	(4)	5	5	(1)	(11)	3			9	209	200
TOTAL BUDGET VARIANCE	184	30	185	76	78	151	22	(39)	(28)	(13)			648	14,053	13,405
TOTAL MONTHLY BUDGET	1,421	1,507	1,436	1,388	1,306	1,499	1,421	1,397	1,342	1,337					14,053
TOTAL EXPENDITURE	1,236	1,478	1,250	1,312	1,228	1,348	1,398	1,436	1,369	1,349					13,405

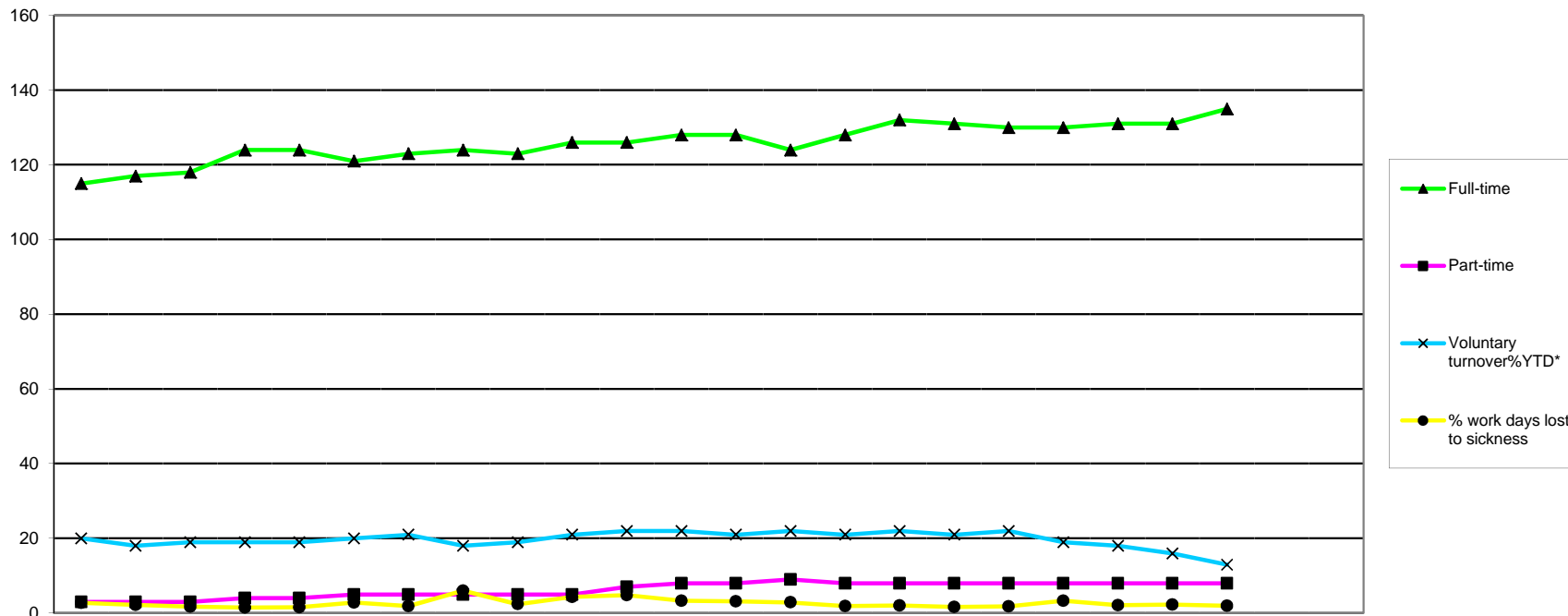
* Total Income is excluding investment income

	<i>Actual</i> £000	2010										2011	
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000
Non-current Assets													
Property, Plant and Machinery	2,567	2,574	2,587	2,613	2,611	2,599	2,590	2,578	2,567	2,610	2,602		
Intangible assets	964	926	963	947	945	927	911	903	1,122	1,179	1,189		
TOTAL FIXED ASSETS	3,531	3,500	3,550	3,560	3,556	3,526	3,501	3,481	3,689	3,789	3,791	0	0
CURRENT ASSETS													
Other current assets	207	489	445	374	359	349	318	271	241	210	179		
Financial assets	1,926	1,912	1,834	1,766	1,851	1,829	1,967	2,019	1,978	2,099	2,064		
Bank & Cash	5,649	5,822	5,269	4,772	5,427	5,384	6,406	6,904	6,072	4,780	5,608		
	7,782	8,223	7,548	6,912	7,637	7,562	8,691	9,194	8,291	7,089	7,851	0	0
CURRENT LIABILITIES													
Trade and other payables	(426)	(352)	(573)	(536)	(601)	(851)	(545)	(660)	(761)	(442)	(462)		
Other Liabilities	(1,129)	(817)	(925)	(855)	(887)	(897)	(946)	(994)	(1,059)	(970)	(975)		
Deferred income	(8,814)	(9,518)	(8,751)	(8,223)	(8,665)	(8,114)	(9,251)	(9,545)	(8,734)	(7,830)	(8,528)		
	(10,369)	(10,687)	(10,249)	(9,614)	(10,153)	(9,862)	(10,742)	(11,199)	(10,554)	(9,242)	(9,965)	0	0
Total assets less liabilities	944	1,036	849	858	1,040	1,226	1,450	1,476	1,426	1,636	1,677	0	0
Represented by:													
Revaluation Reserve	4	4	4	4	4	4	4	4	4	4	4		
Income and expenditure account	940	1,032	845	854	1,036	1,222	1,446	1,472	1,422	1,632	1,673		
	944	1,036	849	858	1,040	1,226	1,450	1,476	1,426	1,636	1,677	0	0

* Balance sheet includes investment income

	Actual Mar 10 £000	2010											2011			Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000			
Opening Balance		5,649	5,820	5,269	4,771	5,914	5,382	6,406	6,904	6,072	4,780	5,608	5,608			
Registration Income		1,327	1,380	1,318	1,419	1,419	1,466	1,243	1,400	1,460	1,383			13,815		
Investment Income		2	6	7	13	5	7	0	24	11	0			75		
Investment Sales		12	0	12	13	11	10	0	14	0	36			108		
Deferred Income Movements		705	(766)	(531)	929	(1,038)	1,139	510	(810)	(902)	697			(67)		
Department of Health funding														0		
Total Cash Receipts		2,046	620	806	2,374	397	2,622	1,753	628	569	2,116	0	0	13,931		
Expenditure		1,236	1,478	1,250	1,312	1,212	1,439	1,629	1,440	1,369	1,457			13,822		
Depreciation		(49)	(51)	(35)	(40)	(42)	(43)	(43)	(43)	(44)	(44)			(434)		
Asset disposal / writeoff		0	0	0	0	0	0	0	0	0	0			0		
Aged Cred / Accrual Movements		387	(325)	107	(97)	(251)	154	(305)	(165)	407	(37)			(125)		
Debtor Movements		282	(44)	(72)	(14)	(11)	(30)	(47)	(30)	(31)	(31)			(28)		
Payments to Creditors		1,856	1,058	1,250	1,161	908	1,520	1,234	1,202	1,701	1,345	0	0	13,235		
Capital Expenditure		19	100	42	38	21	24	17	205	146	(57)			555		
Capital write-off								0	0	0	0			0		
Investment Purchases		0	13	12	32	0	54	4	53	14	0			182		
Other Payments		19	113	54	70	21	78	21	258	160	(57)	0	0	737		
Closing Balance	5,649	5,820	5,269	4,771	5,914	5,382	6,406	6,904	6,072	4,780	5,608	5,608	5,608			

* Cash flow includes investment income

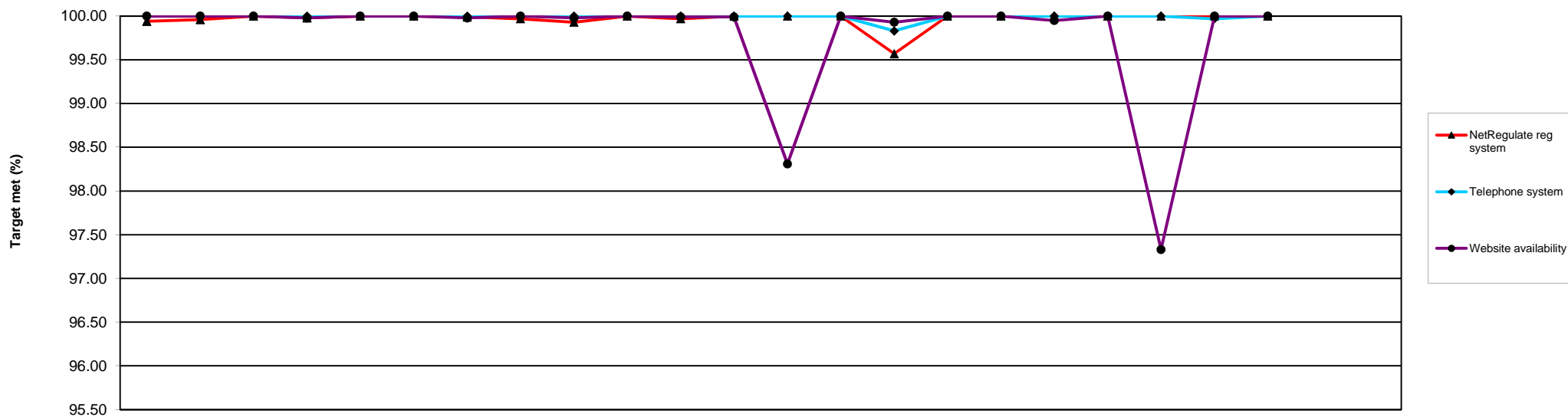


	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD		
EMPLOYEES																																
Budgeted employees	132	132	132	132	132	132	132	132	132	132	132	132	144	144	144	144	144	144	144	144	144	144	144	144				124	132	144		
Total employees	118	120	121	128	128	126	128	129	128	131	133	136	136	133	137	140	139	138	138	139	140	143				78	79	107	116	136	143	
Full-time	115	117	118	124	124	121	123	124	123	126	126	128	128	124	128	132	131	130	130	131	131	131	135				73	75	104	113	124	135
Part-time	3	3	3	4	4	5	5	5	5	5	7	8	8	9	8	8	8	8	8	8	8	8	8				5	4	3	3	5	8
FTE	117	119	120	126	126	124	126	127	126	129	131	134	134	131	134	138	138	138	138	138	138	138	142				76	77	106	115	127	142
Permanent	115	116	117	122	123	123	123	126	125	128	129	131	130	129	132	134	131	132	130	131	132	134				74	78	101	113	126	134	
Starters (permanent)	4	5	1	5	2	1	3	3	2	5	4	2	1	0	4	3	1	0	0	2	1	1				6	46	42	36	37	13	
Leavers (permanent)	1	1	2	0	3	2	3	2	2	3	2	1	0	2	1	1	2	3	0	1	0	0				3	20	17	22	22	10	
Voluntary turnover%YTD*	20	18	19	19	19	20	21	18	19	21	22	22	21	22	21	22	21	22	19	18	16	13				*	30	26	19	20	20	
Overall turnover% YTD*	20	18	19	19	19	20	21	18	19	21	22	22	22	22	23	21	22	22	23	19	18	16	13									
Fixed-Term Contracts	4	4	4	6	5	3	4	3	3	3	3	5	6	4	5	5	7	7	7	8	8	10				4	1	5	4	3	10	
Starters (fixed-term)	0	0	0	3	1	1	1	0	0	0	1	1	1	0	1	0	1	3	0	1	0	2				1	1	13	7	8	9	
Leavers (fixed-term)	0	0	0	1	0	1	0	1	0	0	0	0	1	1	0	0	1	1	0	0	0	0				1	8	3	3	3	4	
Agency days	77	33	34	30	55	118	200	147	154	95	187	255	21	27	13	3	3	10	14	79	44	27				95	2590	2742	1,149	1385	241	
% work days lost to sickness	3	2	2	1	2	3	2	6	2	4	5	3	3	3	2	2	2	2	3	2	2	2				*	4	3	4	3	2	
Average sick-days YTD	7	7	7	6	6	6	6	6	6	7	7	7	7	8	8	8	8	8	7	8	7	7										
Sick-days	65	50	46	44	40	79	53	163	59	113	128	103	85	73	58	63	50	54	101	64	70	62				846	795	777	847	943	680	
O.H. Refs	1	0	0	1	1	1	0	2	0	0	1	3	3	0	2	2	0	0	1	1	1	0				0	18	19	27	10	10	

* **Voluntary Turnover:** This figure records voluntary resignations only and excludes leavers due to expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements. Prior to April 2009 only expiries of fixed term contracts were excluded

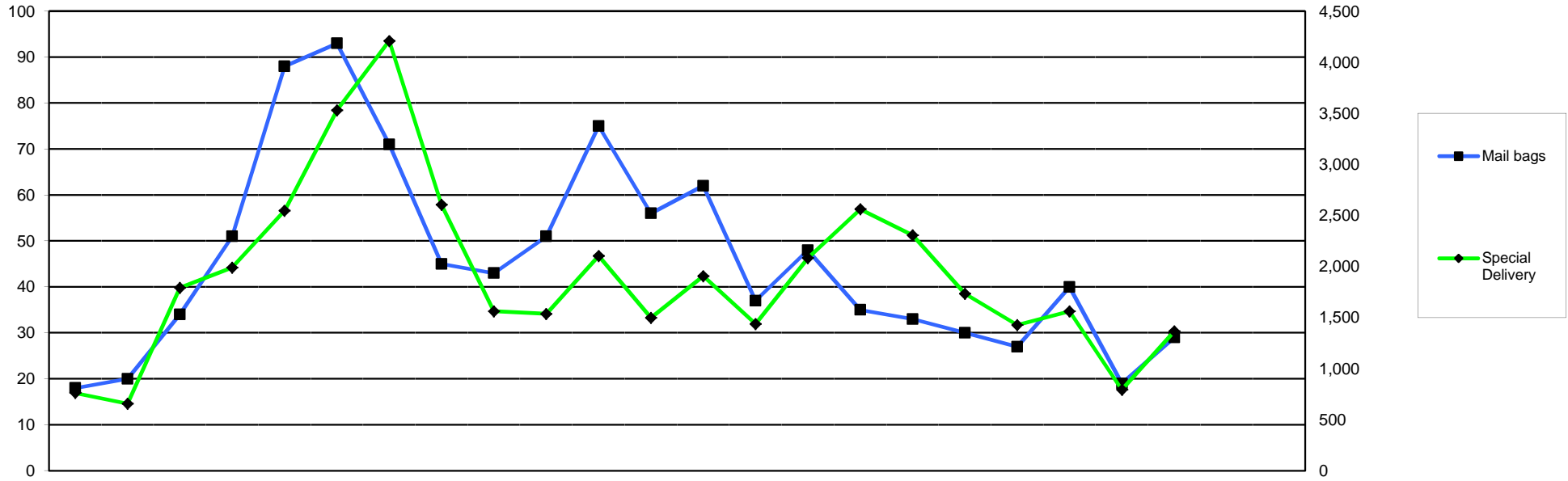
* **Overall Turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

FTE: Full-time equivalent **O.H.Refs:** Occupational health referrals



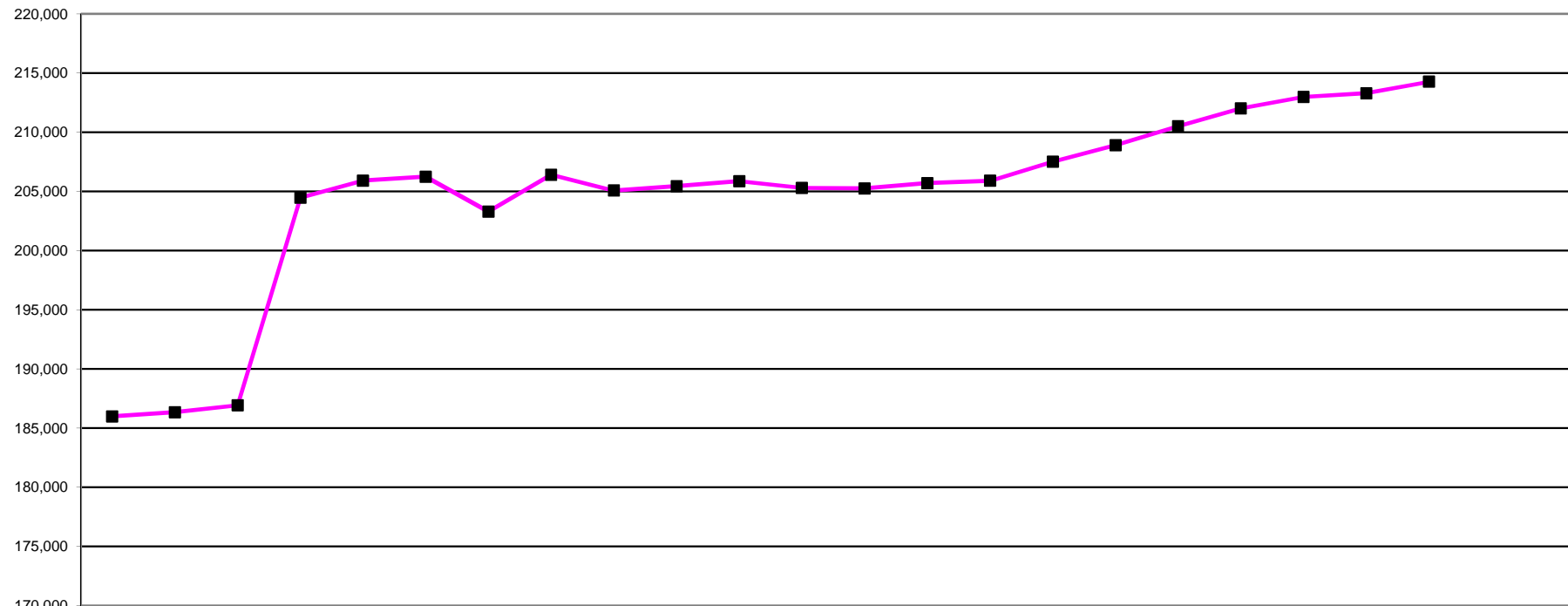
	2009			2010									2011									2006/7	2007/8	2008/9	09/10	10/11						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD			
NetRegulate reg system	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00	99.57	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.87	99.89	99.98	99.96
Telephone system	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	100.00	99.97	100.00	100.00	100.00	100.00	100.00	99.99	99.83	99.92	100.00	99.98
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00	99.93	100.00	100.00	99.95	100.00	97.33	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.99	99.55	

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



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Mail bags	18	20	34	51	88	93	71	45	43	51	75	56	62	37	48	35	33	30	27	40	19	29		
Special Delivery	762	656	1,791	1,989	2,547	3,530	4,209	2,604	1,561	1,536	2,104	1,498	1,905	1,437	2,082	2,561	2,306	1,734	1,427	1,561	793	1,366		

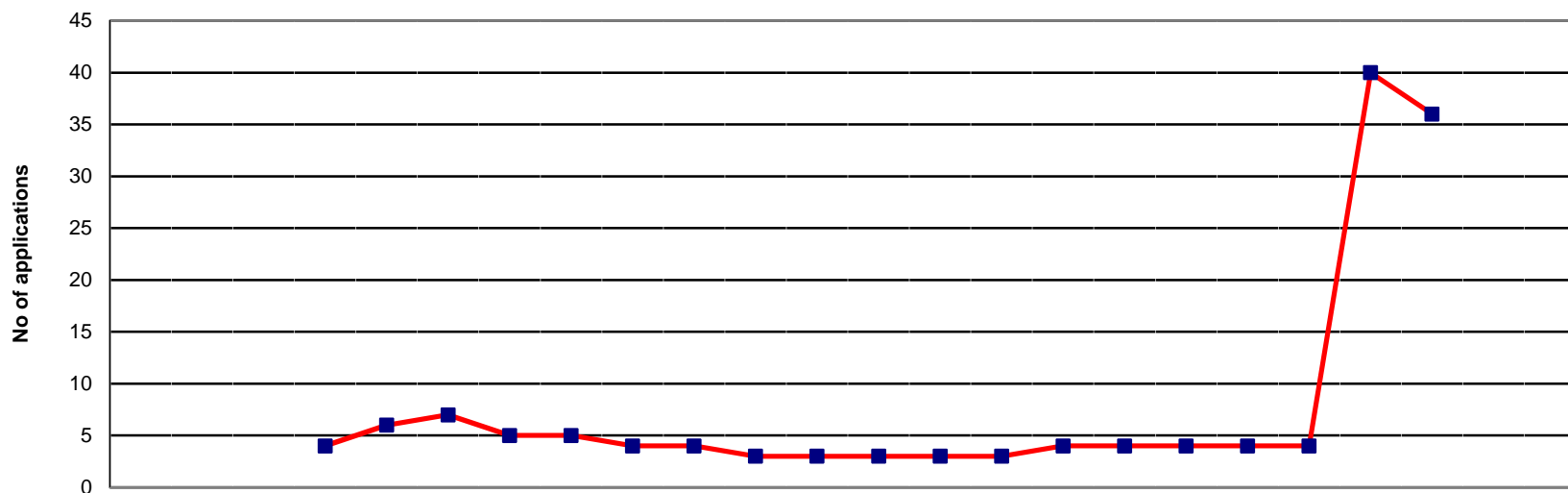
2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	360
13,641	10,469	19,076	20,383	24,787	17,172



	2009			2010									2011									2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 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	
AS	2,592	2,602	2,621	2,636	2,659	2,690	2,718	2,740	2,755	2,768	2,779	2,785	2,797	2,796	2,650	2,688	2,720	2,765	2,792	2,818	2,838	2,860	2,509	2,576	2,785	2,860			
BS	22,413	22,418	22,484	22,546	22,546	22,569	22,516	22,533	21,703	21,786	21,836	21,894	21,946	21,981	22,056	22,113	22,228	22,305	22,403	22,431	22,522	22,542	21,560	22,381	21,894	22,542			
CH	12,595	12,596	12,609	12,723	12,812	12,837	12,875	12,894	12,899	12,876	12,885	12,897	12,870	12,858	12,788	12,823	12,465	12,577	12,640	12,673	12,704	12,706	13,055	12,581	12,897	12,706			
CS	4,434	4,453	4,467	4,456	4,454	4,434	4,326	4,351	4,372	4,394	4,408	4,444	4,474	4,491	4,504	4,519	4,535	4,534	4,551	4,551	4,566	4,577	4,183	4,405	4,444	4,577			
DT	6,722	6,735	6,777	6,920	6,995	7,035	7,097	7,122	7,126	7,137	7,146	7,160	7,142	7,126	6,841	6,981	7,101	7,163	7,229	7,259	7,267	7,293	6,663	6,700	7,160	7,293			
HAD+													1,577	1,575	1,578	1,579	1,536	1,546	1,552	1,555	1,565	1,572							1,572
OT	30,166	30,245	30,321	30,567	30,914	30,954	27,524	29,805	30,016	30,127	30,205	30,351	30,440	30,494	30,562	30,743	31,083	31,395	31,588	31,764	31,782	31,920	28,107	30,122	30,351	31,920			
ODP	9,633	9,636	9,645	9,665	9,687	9,791	9,938	9,969	10,012	10,048	10,063	10,085	10,130	10,134	10,099	10,087	10,122	10,293	10,450	10,500	10,165	10,247	9,458	9,587	10,085	10,247			
OR	1,276	1,275	1,270	1,277	1,283	1,237	1,250	1,257	1,263	1,263	1,262	1,260	1,261	1,261	1,260	1,270	1,290	1,301	1,306	1,305	1,305	1,306	1,239	1,278	1,260	1,306			
PA	15,075	15,154	15,186	15,281	15,338	15,072	15,300	15,444	15,537	15,589	15,683	15,766	15,866	15,905	15,950	16,019	16,090	16,198	16,355	16,471	16,562	16,615	13,703	15,019	15,766	16,615			
PH	42,669	42,840	42,997	43,700	44,176	44,387	44,551	44,690	44,777	44,734	44,791	44,651	42,436	42,629	42,875	43,350	43,862	44,174	44,409	44,584	44,695	44,842	42,490	42,676	44,651	44,842			
PYL*				15,536	15,553	15,600	15,794	16,071	15,038	15,244	15,379	15,583	15,723	15,813	15,955	16,058	16,146	16,257	16,508	16,719	16,869	17,001			15,583	17,001			
PO	877	874	876	873	872	870	846	854	860	865	867	869	869	870	869	871	873	872	887	893	895	898	832	877	869	898			
RA	25,357	25,338	25,494	26,001	26,217	26,323	26,466	26,471	26,465	26,319	26,260	25,195	25,307	25,334	25,460	25,850	26,172	26,336	26,447	26,511	26,554	26,857	23,541	25,318	25,195	26,857			
SL	12,195	12,186	12,203	12,304	12,403	12,458	12,099	12,216	12,258	12,298	12,315	12,371	12,418	12,440	12,461	12,565	12,694	12,794	12,908	12,948	13,001	13,040	11,375	12,169	12,371	13,040			
Total	186,004	186,352	186,950	204,485	205,909	206,257	203,300	206,417	205,081	205,448	205,879	205,311	205,256	205,707	205,908	207,516	208,917	210,510	212,025	212,982	213,290	214,276	178,715	185,689	205,311	214,276			

NOTE: Information captured last day of each calendar month
Item 8 enc 4 a1 - CEO report

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

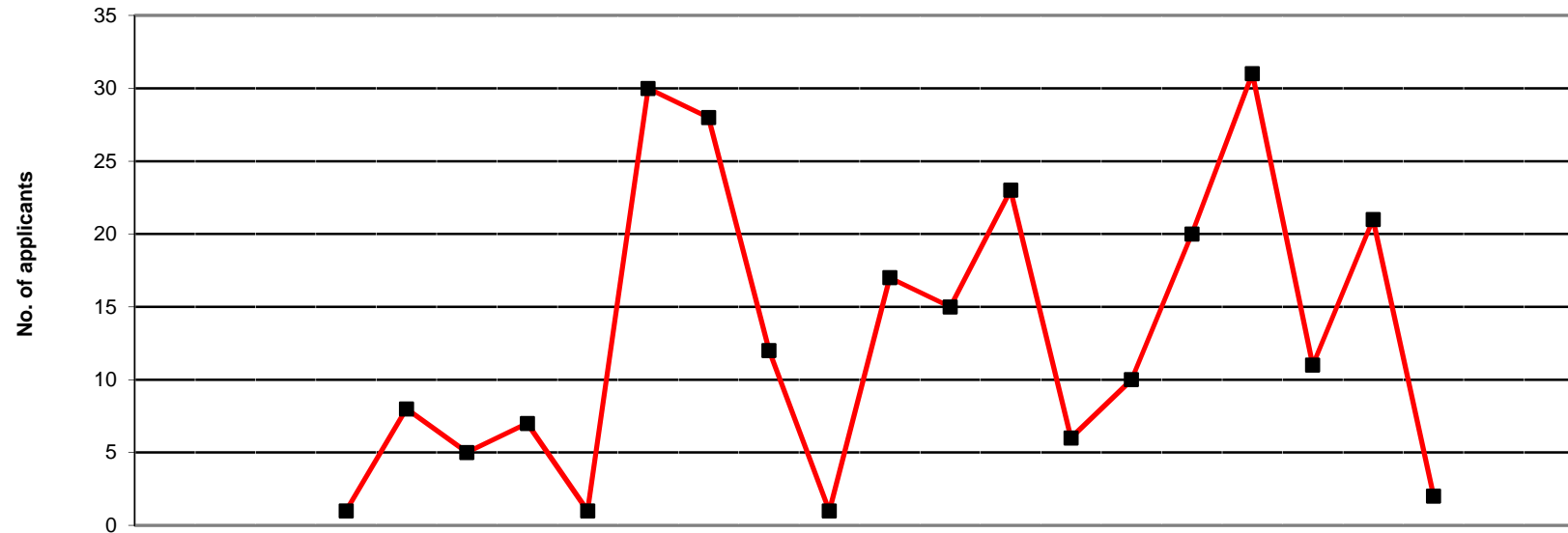


	2009			2010									2011									09/10 FYE	10/11 YTD	
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan
Minimum info				3	4	4	3	3	3	3	3	3	3	3	3	4	4	4	4	4	2	2	3	3
At scrutiny				1	2	3	2	2	1	1	0	0	0	0	0	0	0	0	0	0	32	32	1	6
Pending reg fee				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	2	0	1
Total				4	6	7	5	5	4	4	3	3	3	3	3	4	4	4	4	4	40	36	5	11
														AVERAGE										

NOTE: Information covers grandparenting applications status progress only

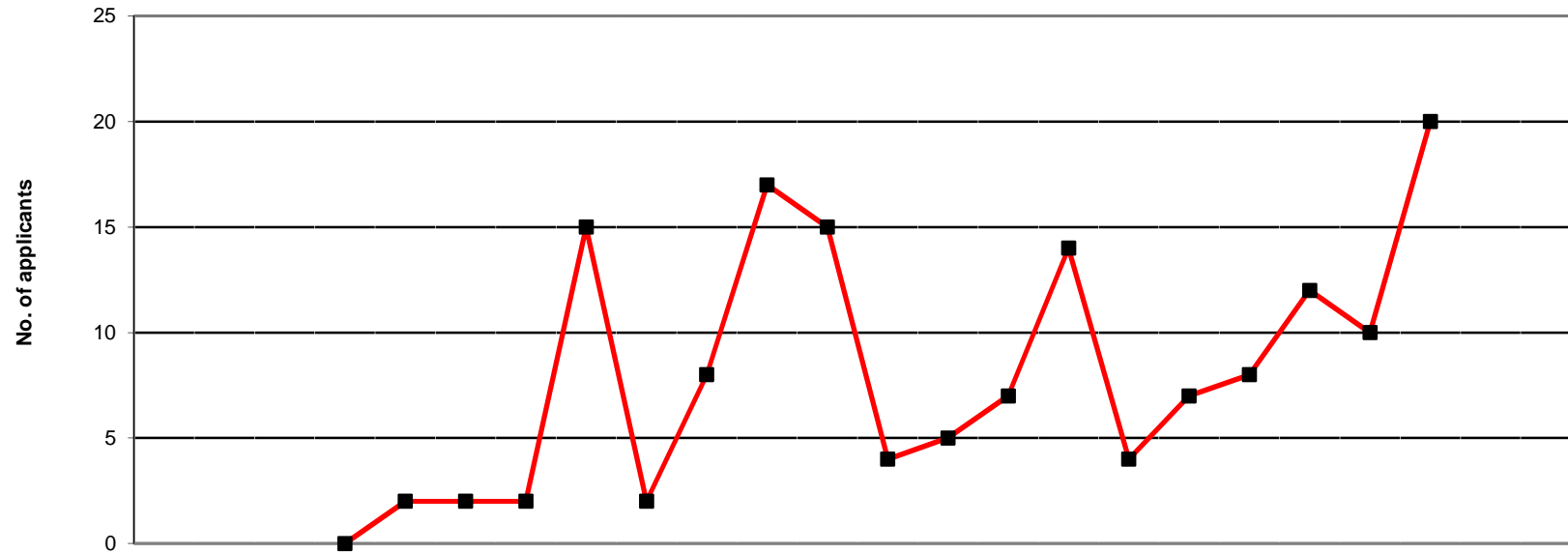
Represents the current workload within the grandparenting section as at the end of the month

NB the practitioner psychologists section of register opened 1st July 2009



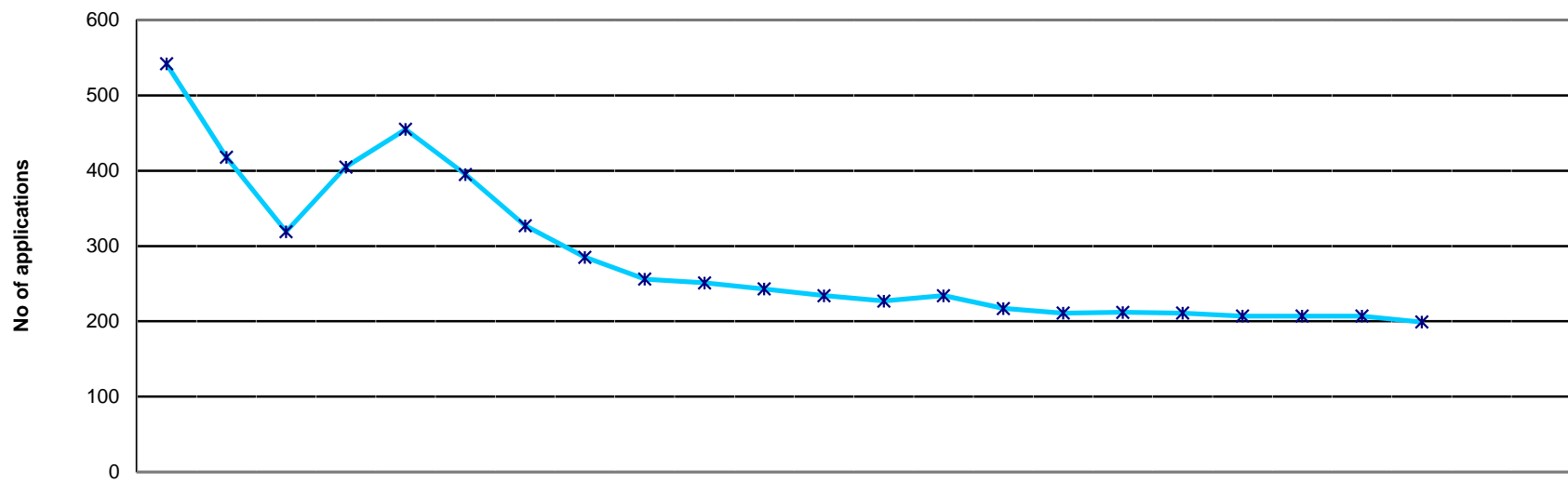
	2009			2010												2011			09/10 FYE	10/11 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			Oct	Nov	Dec	Jan	Feb	Mar
Practitioner psychologists *				1	8	5	7	1	30	28	12	1	17	15	23	6	10	20	31	11	21	2			93	156

* Practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011									09/10	10/11			
	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
Practitioner psychologists *				0	2	2	2	15	2	8	17	15	4	5	7	14	4	7	8	12	10	20			63	91

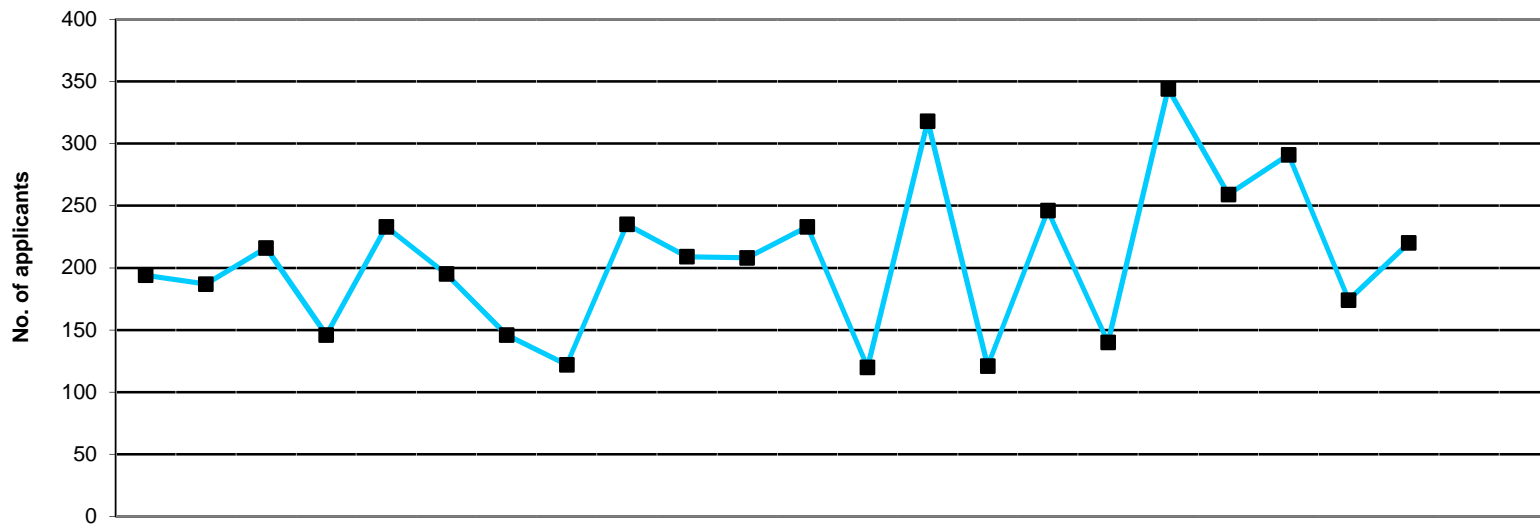
* Practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	71	72	71	89	83	85	85	84	85	86	86	85	86	85	83	83	86	86	85	86	86	84		
At scrutiny	308	232	174	208	272	202	160	148	140	126	123	116	111	116	105	101	99	98	96	96	96	93		
Pending reg fee	163	114	74	108	100	108	82	53	31	39	34	33	30	33	29	27	27	27	26	25	25	22		
Total	542	418	319	405	455	395	327	285	256	251	243	234	227	234	217	211	212	211	207	207	207	199		

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
1,588	353	6	46	82	85
909	816	458	320	184	101
411	329	178	140	78	27
2,908	1,498	642	506	344	213
AVERAGE					

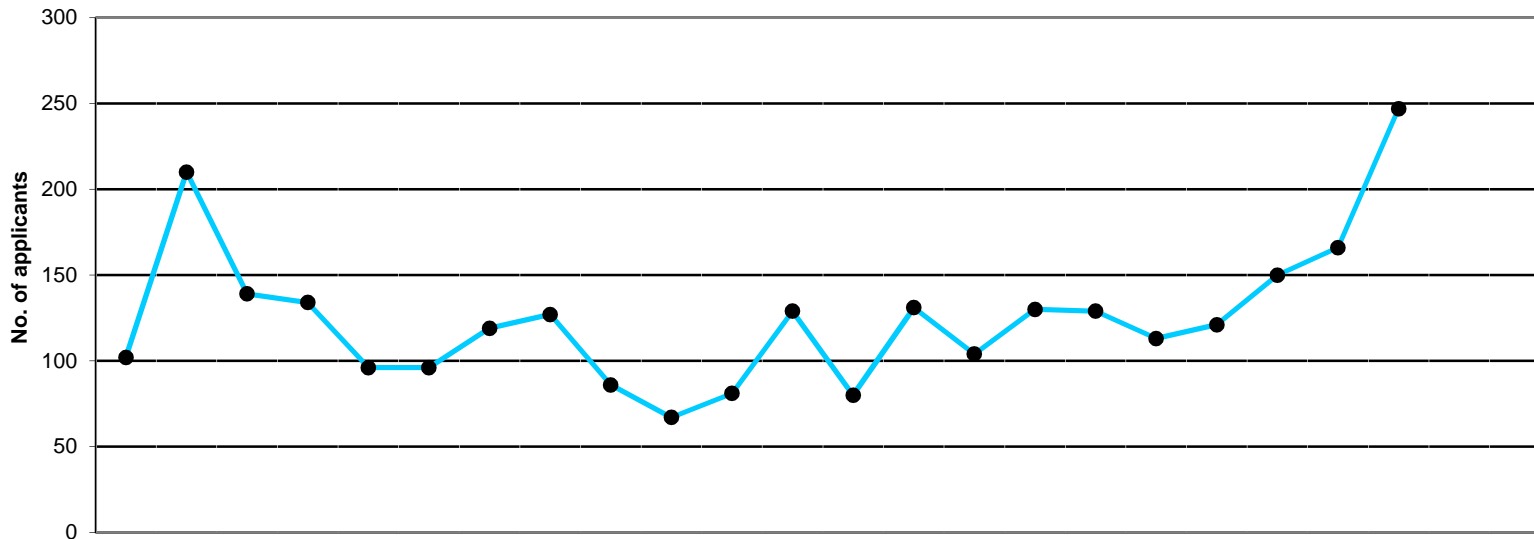
NOTE: Information covers international applications status progress only
 Represents the current workload within the International Department as at the end of the month



	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3	4	2	5	1	2	0	1	14	15	14	16	12	20	
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14	31	19	41	26	32	23	15	756	496	323	307	290	246	
Chirops/ Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0	3	1	3	3	2	0	1	40	51	41	23	34	22	
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4	7	4	9	8	7	4	7	65	62	59	50	61	61	
Dietitians	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7	16	6	16	15	16	6	16	192	149	119	132	137	123	
Hearing aid dispst+													0	0	0	0	0	0	0	4	0	0						4	
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14	29	20	54	46	42	29	30	774	464	330	404	340	338	
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2	0	2	0	1	0	0	1	1	29	25	6	8	10	7	
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	2	5	7	5	3	1	5	
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3	6	1	8	4	2	1	2	17	39	23	46	50	34	
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38	70	42	95	78	86	58	76	1,665	1,131	791	774	745	671	
Pract psychs*				2	11	13	13	16	28	22	21	30	14	27	14	24	11	34	26	25	11	20					156	206	
Prosth/Orthotists	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	2	2	0	1	10	9	6	9	3	8	
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17	43	25	61	37	47	26	30	810	903	444	364	312	354	
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6	11	8	15	13	24	14	18	249	153	139	154	173	134	
Total	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259	291	174	220	4,626	3,504	2,300	2,290	2,324	2,233	

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

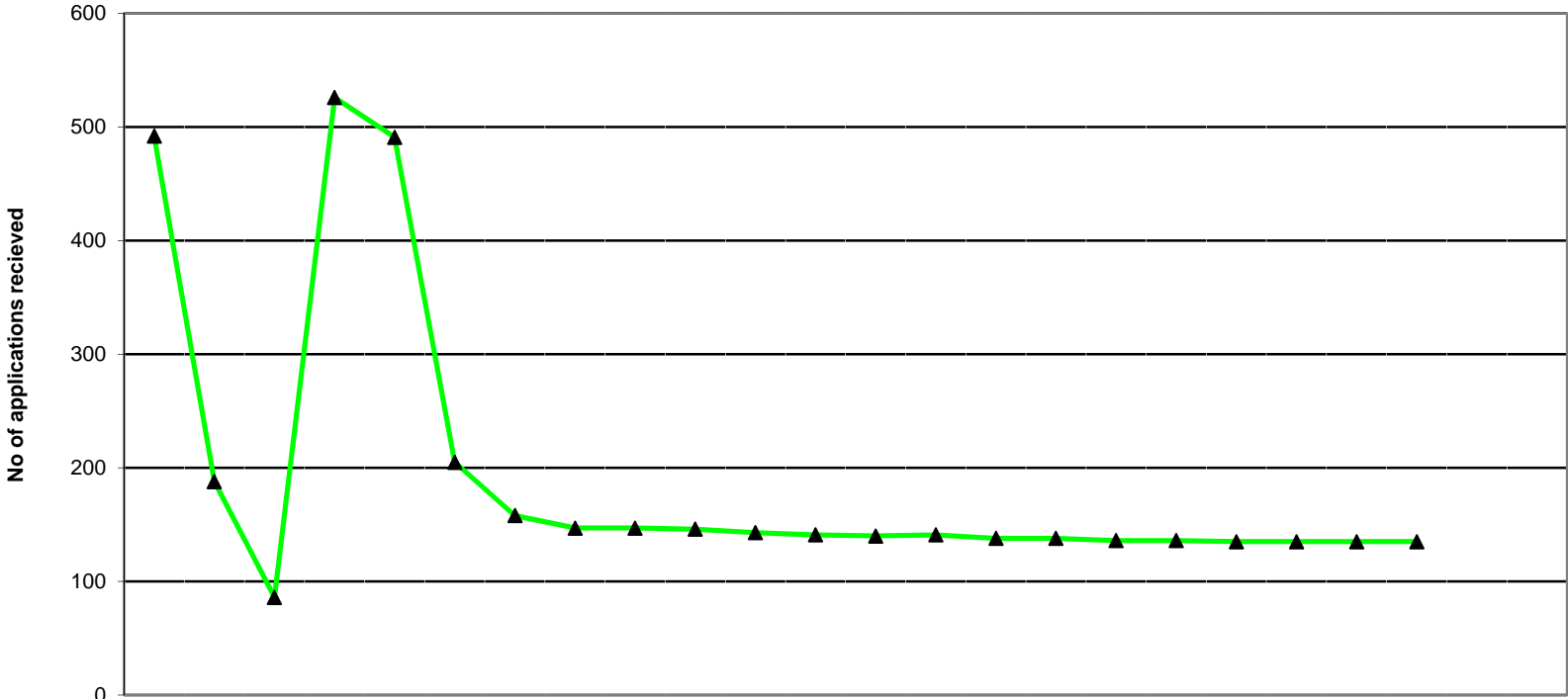
* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



	2009			2010									2011										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Arts therapists	0	0	0	0	0	1	1	0	0	1	1	0	2	0	1	1	0	0	3	1	3	2	
Bio. scientists	8	18	20	14	11	12	14	9	30	5	6	15	10	12	14	14	15	13	23	8	33	29	
CI scientists	1	4	3	1	0	1	3	4	0	1	1	3	1	1	2	1	4	0	3	0	3	3	
Chirops/ pods	0	0	2	0	6	2	1	0	0	2	2	0	0	1	4	0	3	1	0	1	3	2	
Dietitians	7	6	5	16	9	5	4	6	2	5	9	6	5	2	4	17	8	7	2	5	6	12	
Hearing aid disps+													0	0	0	0	0	0	0	0	0	0	2
OTs	32	29	14	32	16	9	9	42	18	21	17	16	18	17	16	25	25	17	7	38	21	46	
ODPs	0	2	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
Paramedics	2	1	6	0	0	10	0	1	1	2	0	2	1	2	2	0	0	5	0	0	2	4	
Physiotherapists	12	113	46	39	38	37	43	34	20	14	29	35	10	70	29	29	31	43	38	46	48	75	
Pract psychs*				0	1	0	5	5	5	5	8	8	4	7	9	13	8	9	8	12	10	27	
Prosth/orthotists	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	
Radiographers	31	28	26	21	11	16	16	12	6	6	4	29	17	8	11	19	23	15	22	32	29	27	
SLTs	9	9	15	11	4	2	23	13	4	5	4	15	12	11	11	8	12	3	14	7	8	17	
Total	102	210	139	134	96	96	119	127	86	67	81	129	80	131	104	130	129	113	121	150	166	247	

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
3	6	8	6	4	13
417	439	231	236	162	171
26	35	30	28	22	18
25	37	39	27	15	15
93	138	94	97	80	68
					2
615	509	302	283	255	230
6	7	5	2	5	2
3	3	4	2	0	1
6	16	14	22	25	16
1,193	985	567	608	460	419
				37	107
6	4	6	3	1	3
496	820	428	336	206	203
218	173	134	105	114	103
3,107	3,172	1,862	1,755	1,386	1,371

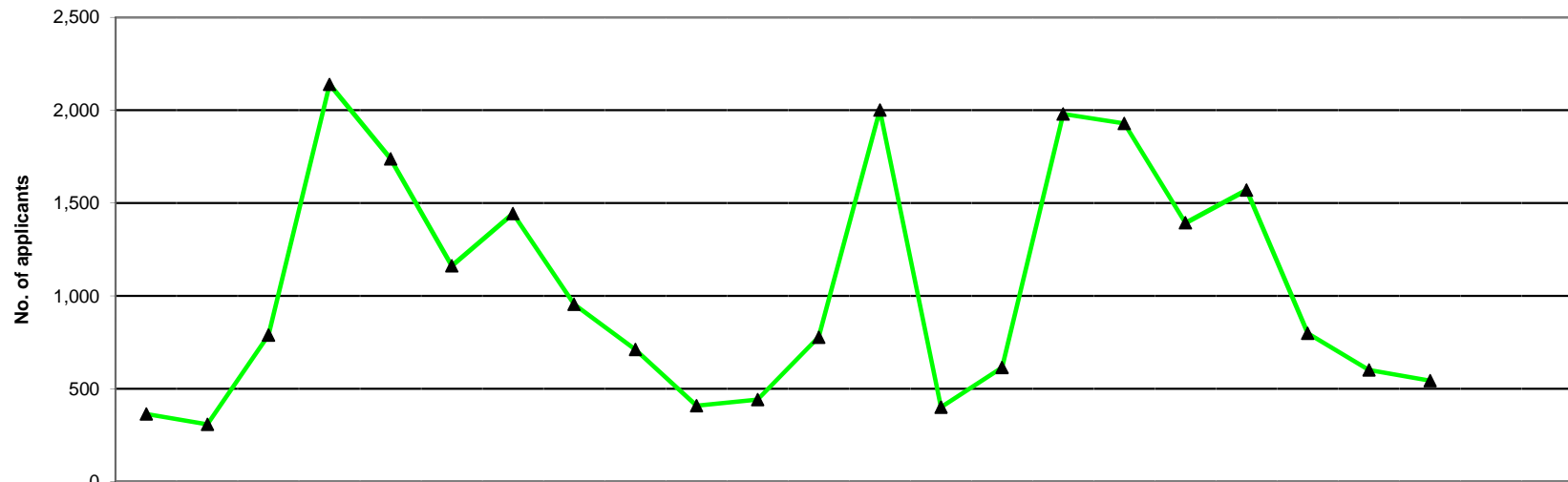
* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	471	152	70	475	487	202	156	145	145	144	141	139	138	139	136	136	134	134	133	133	133	133	133	133
At scrutiny	17	35	15	50	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Pending reg fee	4	1	1	1	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Total	492	188	86	526	491	205	158	147	147	146	143	141	140	141	138	138	136	136	135	135	135	135	135	135

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
477	279	302	632	227	135
33	84	51	31	11	1
2	28	6	2	1	1
512	391	359	665	239	137
AVERAGE					

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

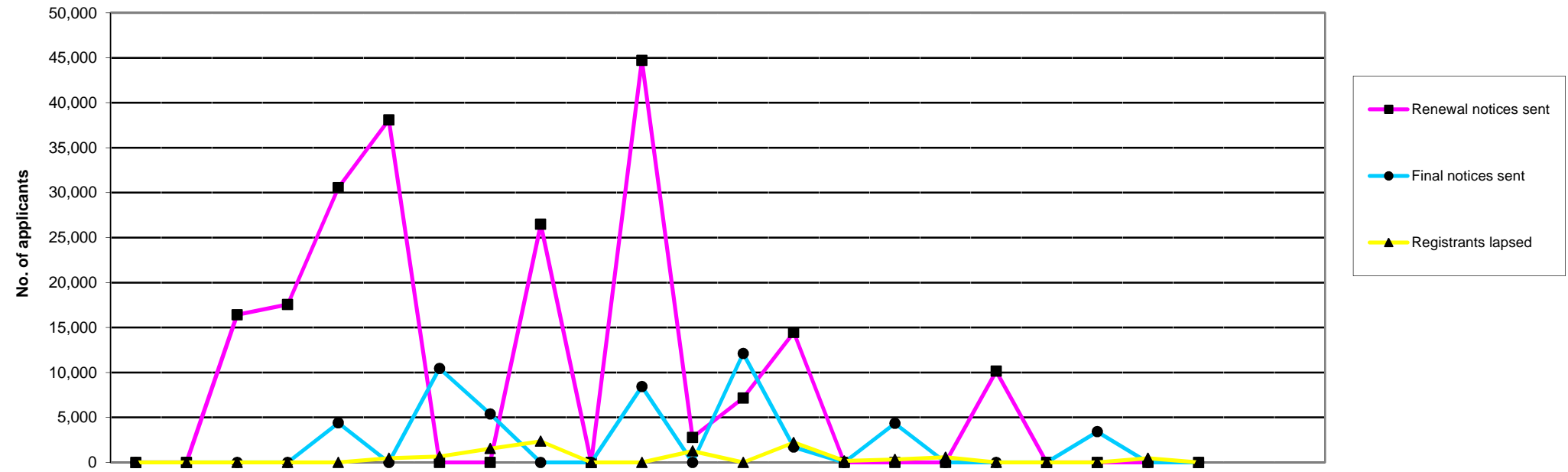


	2009												2010												2011												2005/6	2006/7	2007/8	2008/9	09/10	10/11
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Arts therapists	22	14	23	22	35	24	26	23	14	10	6	15	18	15	14	29	29	37	31	23	8	21	18	15	14	29	29	37	31	23	8	21	234	184	170	235	234	225				
Bio. scientists	45	44	45	93	106	85	94	88	78	56	46	51	43	50	64	83	122	105	99	78	77	73	43	50	64	83	122	105	99	78	77	73	912	690	689	836	831	794				
Chirops/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4	15	134	114	67	40	18	14	10	1	4	15	134	114	67	40	18	14	10	155	145	167	282	429	417				
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18	18	23	19	9	18	17	16	17	32	18	18	23	19	9	18	17	16	17	399	341	415	469	218	187				
Dietitians	16	8	54	151	60	36	51	13	15	6	2	32	17	10	34	145	84	44	62	16	8	9	17	10	34	145	84	44	62	16	8	9	367	331	359	452	444	429				
Hearing aid disps+													1,577	2	5	2	13	10	13	10	9	4																		1,645		
OTs	55	41	90	318	356	243	231	145	73	46	54	111	44	40	47	235	384	263	229	132	84	99	44	40	47	235	384	263	229	132	84	99	1,544	1,327	1,321	1,873	1,763	1,557				
ODPs	34	16	9	16	61	120	121	37	35	19	12	28	38	10	10	11	70	182	171	30	32	21	38	10	10	11	70	182	171	30	32	21	754	668	804	636	508	575				
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0	1	14	26	5	5	0	0	0	0	0	1	14	26	5	5	0	0	0	34	41	41	106	46	51				
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69	56	101	92	112	211	98	90	73	66	69	56	101	92	112	211	98	90	73	1,247	807	931	1,402	1,158	968				
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57	87	554	465	237	216	100	61	76	43	57	87	554	465	237	216	100	61	76	2,051	2,120	2,276	2,531	2,221	1,896				
Pract psychs*				15564**	68	92	250	317	256	98	111	160	92	93	117	73	70	88	253	175	145	87	92	93	117	73	70	88	253	175	145	87					1,352	1,193				
Prosth/orthotists	1	1	1	1	3	1	12	8	3	4	1	1	1	1	0	1	1	2	19	5	3	2	1	1	0	1	1	2	19	5	3	2	46	32	35	51	37	35				
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11	124	449	300	121	97	36	17	19	6	11	124	449	300	121	97	36	17	19	1,008	1,051	1,108	1,377	1,251	1,180				
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22	24	126	140	112	107	62	39	34	24	22	24	126	140	112	107	62	39	34	746	582	655	834	759	690				
Total	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	9,497	8,319	8,971	11,084	11,251	11,842				

* Practitioner psychologists section of register opened 1st July 2009 number in July represents transfer from BPS register

** Practitioner psychologists migrated in bulk not included in monthly total for July 2009

+Hearing Aid Dispensers migrated on in April 2010

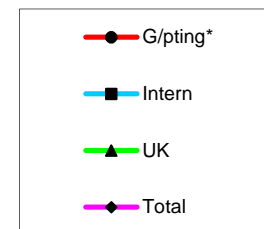
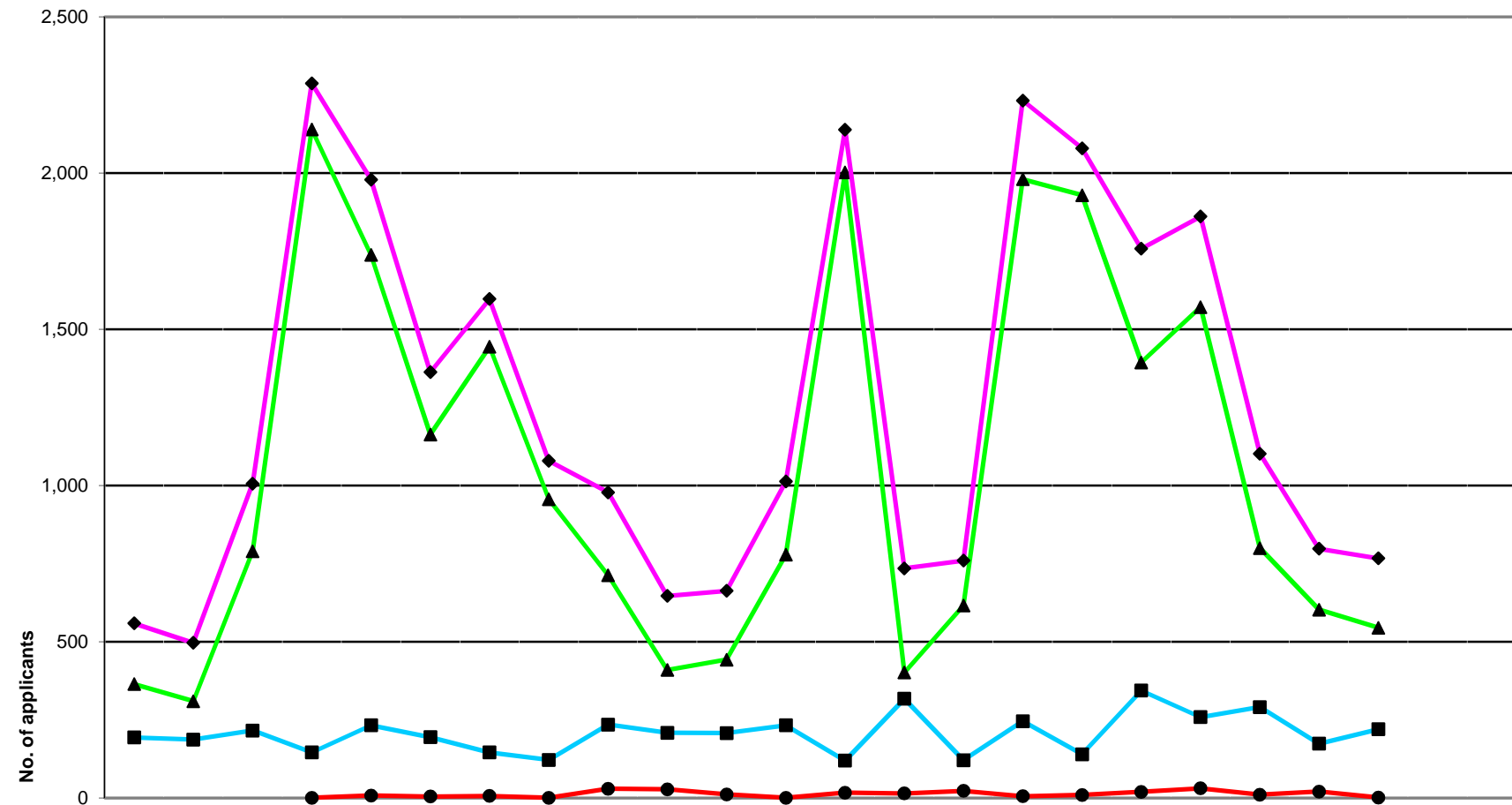


	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal notices sent	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451	0	0	0	10,141	0	0	0	0	0	0
Final notices sent	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0
Total	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	4,043	19,281	18,355	162	4,650	565	10,141	0	3,409	0	0	0	0

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	31,757
36,261	25,909	50,531	9,546	28,683	21,560
178,624	53,620	204,513	38,684	205,253	53,317

Registrants lapsed	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204	162	315	565	0	0	0	465	0
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9,448	5,388	8,885	5,550	6,259	3,711
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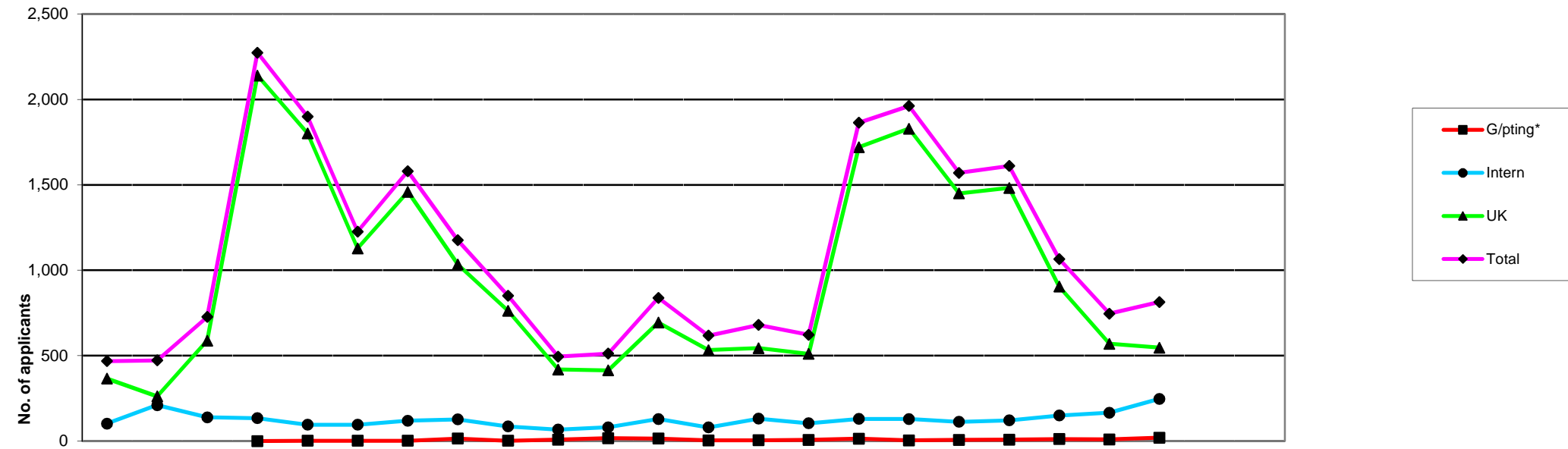


Apps Received	2009			2010									2011											
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting*				1	8	5	7	1	30	28	12	1	17	15	23	6	10	20	31	11	21	2		
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259	291	174	220		
UK	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545		
Total	559	497	1,006	2,287	1,979	1,363	1,597	1,079	978	647	663	1,013	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767		

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	92	93	156
4,626	3,504	2,300	2,290	2,324	2,233
9,497	8,319	8,971	11,084	11,251	11,842
16,602	11,843	11,271	13,466	13,668	14,231

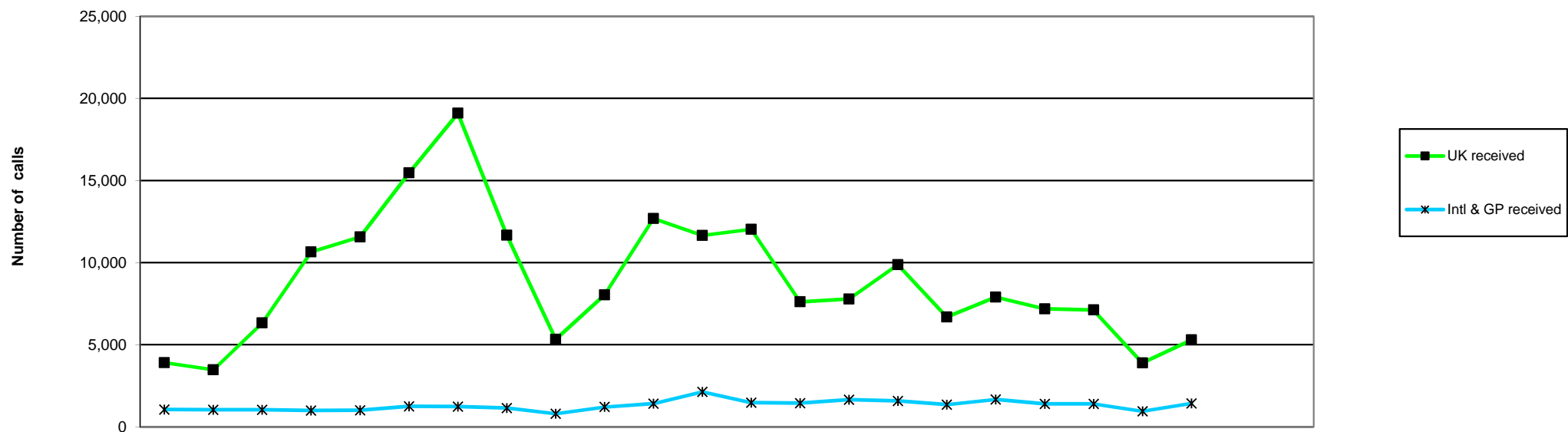
NB The data relates to application forms received, not total fees received.

* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
G/pting*				0	2	2	2	15	2	8	17	15	4	5	7	14	4	7	8	12	10	20									
Intern	102	210	139	134	96	96	119	127	86	67	81	129	80	131	104	130	129	113	121	150	166	247									
UK	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511	1,720	1,829	1,450	1,482	904	570	547									
Total	468	472	727	2,274	1,900	1,226	1,580	1,176	851	494	512	838	617	680	622	1,864	1,962	1,570	1,611	1,066	746	814									

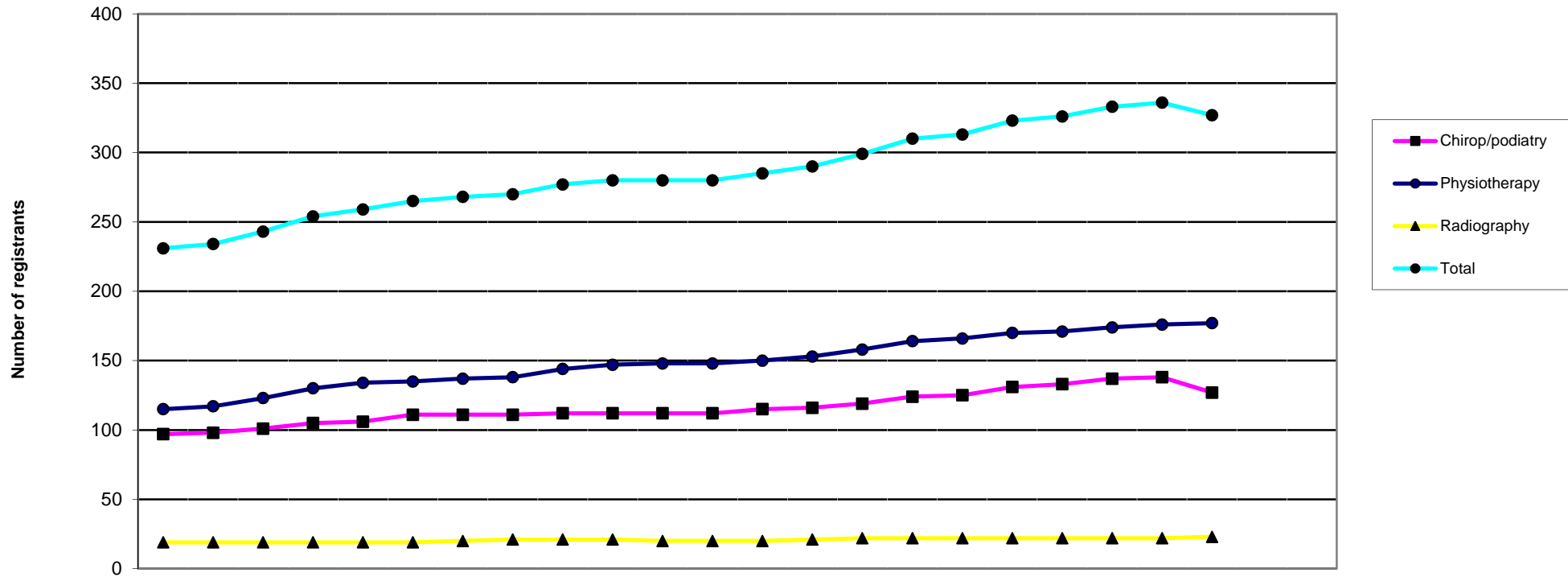
* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD				
Intl & GP																																		
Intl & GP received	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	1,211	1,419	2,130	1,471	1,438	1,651	1,584	1,348	1,667	1,396	1,395	953	1,433							40,070	19,612	14,428	12,732	14,348	14,336
Answered	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157	1,321	1,883	1,347	1,371	1,551	1,499	1,261	1,608	1,366	1,347	925	1,382							33,467	17,896	13,388	11,397	14,185	13,657
Calls answered (%)	96	94	98	98	99	96	94	92	94	96	93	88	92	95	94	95	94	97	98	97	97	96							84	92	93	90	95	95
Adandoned	45	64	23	18	15	52	77	96	52	54	98	247	124	42	100	85	87	59	30	48	32	51							6,627	1,716	1,040	1,335	841	658
Avg answer time (sec)	24	21	15	18	20	34	44	54	42	34	52	75	65	56	50	50	54	38	31	32	31	38							25	14	13	36	36	45
Avg talk time (min)	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40	3.47							2.32	2.64	2.79	3.25	3.18	3.44
UK																																		
UK received	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329	8,034	12,693	11,653	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902	5,293							70,233	72,488	123,967	92,018	119,887	75,408
Answered	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814	5,151							50,518	67,493	91,923	78,293	111,573	71,909
Calls answered (%)	99	99	99	99	98	92	84	87	96	97	94	93	92	95	95	93	96	97	98	98	98	97							70	93	79	92	95	96
Adandoned	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	953	355	430	678	258	262	180	153	68	142							10,719	6,335	32,034	13,725	8,314	3,479
Avg answer time (sec)	14	14	12	21	26	61	118	137	35	32	48	60	62	42	45	59	40	36	29	27	27	29							64	45	102	85	48	40
Avg talk time (min)	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47	2.54							1.78	2.16	2.65	2.58	2.37	2.45

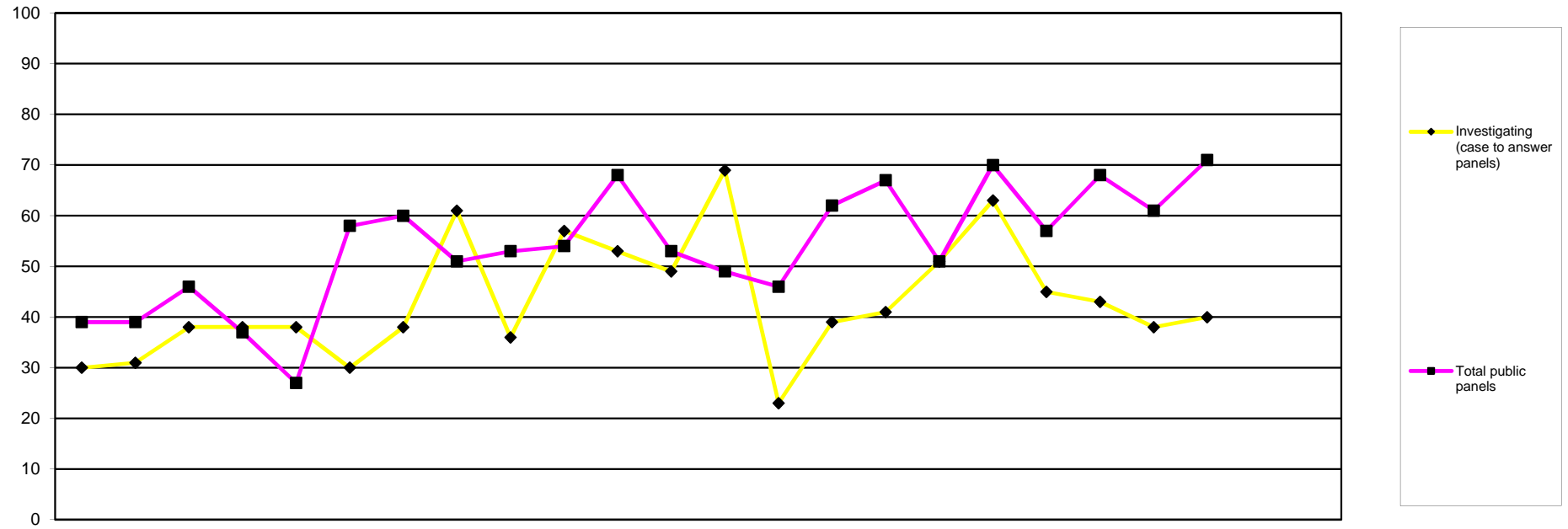
Health Professions Council

Number of registrants with supplementary prescribing rights 2009-11



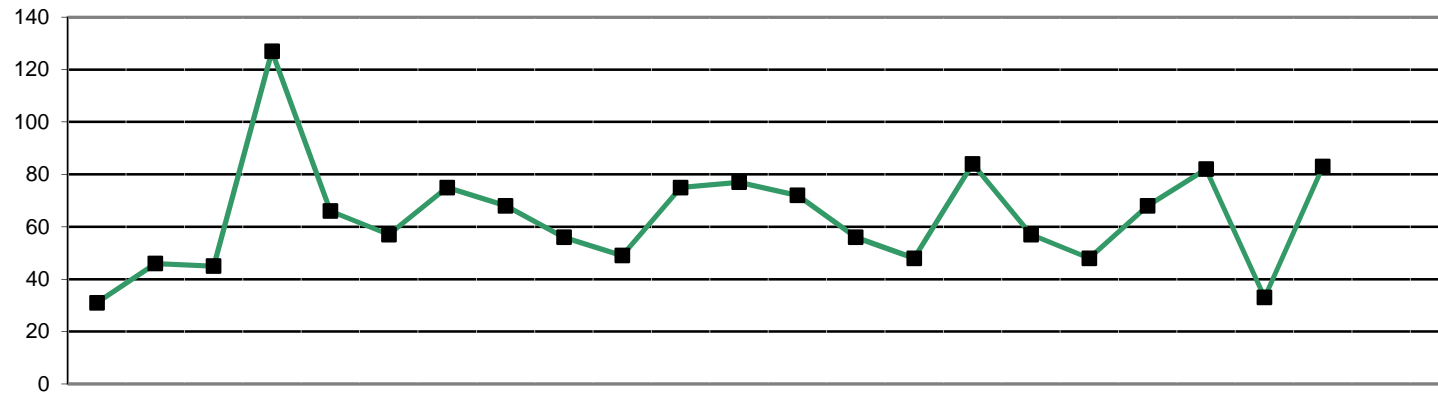
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chiropr/podiatry	97	98	101	105	106	111	111	111	112	112	112	112	115	116	119	124	125	131	133	137	138	127			
Physiotherapy	115	117	123	130	134	135	137	138	144	147	148	148	150	153	158	164	166	170	171	174	176	177			
Radiography	19	19	19	19	19	19	20	21	21	21	20	20	20	21	22	22	22	22	22	22	22	23			
Total	231	234	243	254	259	265	268	270	277	280	280	280	285	290	299	310	313	323	326	333	336	327			

2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	YTD
15	40	78	112	127
28	74	109	148	177
0	7	19	20	23
43	121	206	280	327



		2009			2010									2011									2007/8	2008/9	09/10	10/11			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Public Panels	Investigating (case to answer panels)	30	31	38	38	38	30	38	61	36	57	53	49	69	23	39	41	51	63	45	43	38	40	297	363	499	452		
	Investigating (incorrect entry)	1	1	0	0	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	1	19	1	4	3		
	Conduct & Competence Healthn	20	19	27	26	24	35	36	28	31	34	33	35	29	27	33	45	26	38	34	38	29	44	176	203	348	343		
	Review cases	1	0	0	0	0	2	1	1	0	3	1	0	1	0	2	1	3	1	0	4	2	2	9	3	9	16		
	Interim order (application)	3	9	8	2	9	9	10	14	8	9	10	5	8	3	13	7	6	14	9	16	16	5	67	93	96	97		
	Interim order (review)	9	2	3	2	3	4	2	2	7	4	5	3	4	7	2	7	5	4	2	5	2	3	20	30	46	41		
	Interim order (review)	5	8	8	7	5	8	11	6	7	4	18	9	7	9	11	6	11	13	12	5	12	16	52	54	96	102		
Total public panels	39	39	46	37	27	58	60	51	53	54	68	53	49	46	62	67	51	70	57	68	61	71	343	384	599	602			
Total panels	69	70	84	75	79	88	98	112	89	111	121	102	118	69	101	108	102	133	102	111	99	111	640	747	1098	1054			

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



Total allegations/enquiries received

		2009			2010								2011								2005/6	2006/7	2007/8	2008/9	09/10	10/11					
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Source of enquiry	Total enquiries	5	19	17	45	19	22	24	19	15	15	14	29	17	17	21	29	17	14	18	30	10	44	Not recorded							
	Employer	3	9	8	10	8	10	15	5	4	2	3	1	3	5	5	8	2	1	4	6	2	4								
	Public	0	8	4	30	6	10	4	4	9	11	7	21	8	10	11	10	8	6	8	18	7	18								
	Police	0	0	2	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0							0	
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	
	Registrant	1	1	1	2	1	1	2	6	1	0	0	2	6	1	5	5	4	3	3	3	3	1							7	
	Other	0	0	0	2	2	1	1	3	0	1	3	1	0	0	0	0	0	0	0	0	0	0							2	
	Article 22(6)/Anon	1	1	2	1	2	0	2	1	0	1	1	3	0	1	0	5	3	4	3	3	0	13								
Source of allegation	Total allegations	26	27	28	82	47	35	51	49	41	34	61	48	55	39	27	55	40	34	50	52	23	39	316	322	315	341	529	414		
	Employer	12	21	12	26	13	10	18	11	11	15	20	13	21	19	12	15	9	17	13	17	7	16								
	Public	3	1	7	33	16	8	14	15	15	8	17	15	21	10	10	12	15	10	15	14	6	6								
	Police	3	2	2	4	4	4	2	2	2	5	3	3	4	1	1	5	3	1	2	2	0	4								
	Professional body	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0								
	Registrant	4	1	1	3	3	4	5	6	2	2	5	9	0	1	1	2	4	0	6	5	2	5								
	Other	1	0	1	6	1	2	3	2	2	0	1	2	3	2	0	2	0	0	0	0	2	4								
	Article 22(6)/Anon	3	2	5	10	10	6	9	13	9	4	15	6	5	6	3	19	9	5	13	14	6	4								
Allegation type	Misconduct	14	16	13	53	32	23	41	33	28	23	42	36	41	30	18	40	30	31	39	46	21	27	205	228	177	223	354	323		
	Lack of competence	6	4	10	15	8	7	7	7	5	6	10	6	4	2	5	4	1	0	5	1	1	0								
	Convict/caution	5	6	4	12	4	5	3	7	5	5	6	6	8	7	3	7	6	3	5	4	1	8								
	Health	1	0	0	1	1	0	0	1	1	0	0	0	2	0	1	1	1	0	1	0	0	0								
	Other regulator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0								
	Incorrect or fraudulent entry	0	1	1	1	2	0	0	1	2	0	2	0	0	0	0	0	0	0	0	1	0	0								
	Not classified	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	0	0	0	0	0								
Inclusion on a barring list													0	0	0	0	0	0	0	0	0	4									
Total allegations/enquiries received	31	46	45	127	66	57	75	68	56	49	75	77	72	56	48	84	57	48	68	82	33	83	314	318	424	483	772	631			

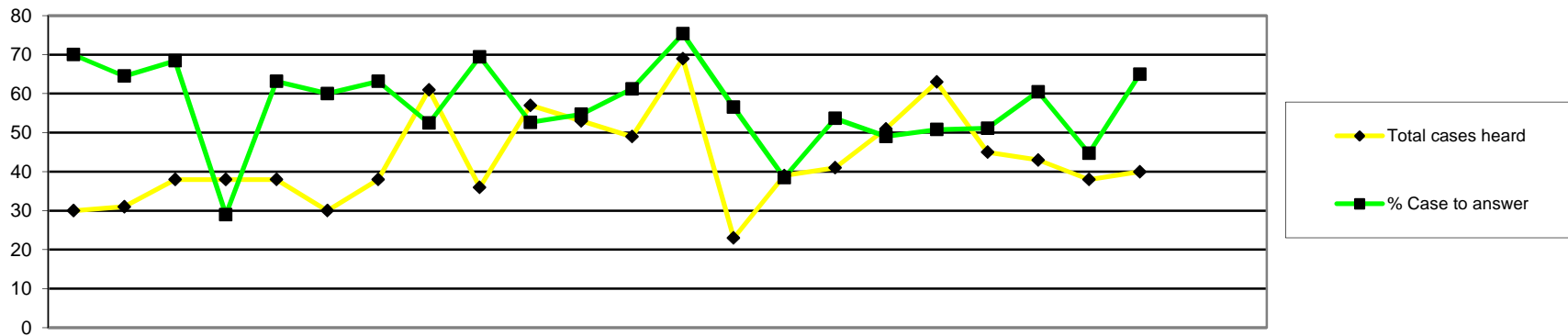
Health Professions Council

Enquiries and Allegations: Profession & source of complaint April 2010 - January 2011

Fitness to Practise Department

	Professional						Article 22(6)/Anon
	Employer	Public	Police	Body	Registrant	Other	
Arts therapists	4	1	0	0	2	0	2
Biomedical scientists	17	3	0	0	2	0	8
Chiropodists & podiatrists	14	27	4	0	9	0	4
Clinical scientists	3	2	0	0	0	0	4
Dietitians	6	0	0	0	2	0	1
Hearing aid dispensers	11	28	0	2	0	1	0
Occupational therapists	13	16	2	0	11	3	9
ODPs	13	3	2	1	2	0	7
Orthoptists	0	0	0	0	0	0	0
Paramedics	50	23	4	0	7	2	61
Physiotherapists	21	34	7	0	14	4	7
Practitioner psychologists	7	78	0	0	11	4	4
Prosthetists & orthotists	0	0	0	0	1	0	0
Radiographers	21	1	3	0	0	1	6
SLTs	7	7	1	0	3	1	2
Total	187	223	23	3	64	16	115

Total 2007/8	Total 2008/9	Total 2009/10	Total to date
16	10	5	9
26	43	39	30
40	62	76	58
6	8	4	9
14	1	12	9
			42
45	55	79	54
38	55	37	28
3	0	2	0
94	100	162	147
85	95	127	87
N/A	N/A	149	104
3	6	7	1
32	34	47	32
22	14	26	21
424	483	772	631



		2009			2010									2011									2006/7	2007/8	2008/9	09/10	10/11			
		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
Case to Answer	Total cases heard	30	31	38	38	38	30	38	61	36	57	53	49	69	23	39	41	51	63	45	43	38	40		178	299	363	499	452	
	Referred to CCC (Reg representations)	13	13	20	7	14	12	18	21	18	19	19	20	34	9	6	14	15	18	14	19	11	15			97	126	194	155	
	Referred to CCC (Rep representations)	0	1	1	2	2	1	2	2	3	3	1	2	3	0	0	2	2	2	2	3	1	4			25	14	20	19	
	Referred to CCC (No representations)	6	5	4	2	7	5	3	9	4	7	8	7	10	4	8	6	5	12	6	4	5	7			57	60	67	67	
	Referred to HC (Reg representations)	1	1	0	0	1	0	1	0	0	0	1	1	2	0	0	0	1	0	0	0	0	0			3	5	6	3	
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0			2	0	0	2	
	Referred to HC (No representations)	0	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	1	0	1	0	0	0			1	0	1	5	
	Referred to IC (Reg representations)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			1	0	1	0	
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0			0	1	1	0	
	Total case to answer	21	20	26	11	24	18	24	32	25	30	29	30	52	13	15	22	25	32	23	26	17	26		82	186	206	290	251	
% Case to answer	70	65	68	29	63	60	63	52	69	53	55	61	75	57	38	54	49	51	51	60	45	65			62	57	58	56		
No case to answer	Not referred (Reg representations)	9	8	10	24	11	9	12	26	10	21	20	16	15	8	18	10	17	26	20	14	18	12			78	115	176	158	
	Not referred (Rep representations)	0	0	1	2	1	1	0	0	0	2	1	0	1	0	2	5	2	2	1	0	0	0			8	13	8	13	
	Not referred (No representations)	0	1	1	0	1	1	2	1	0	2	2	3	0	1	0	2	1	2	1	1	1	1			21	21	14	10	
	Total cases not referred	9	9	12	26	13	11	14	27	10	25	23	19	16	9	20	17	20	30	22	15	19	13			107	149	198	181	
Further Information	0	1	0	1	1	1	0	2	1	2	1	0	1	1	4	2	6	1	0	2	2	1		14	6	8	10	20		

By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	0	0	1	1	0	2
Biomedical scientists	8	1	22	1	0	32
Chiropodists & podiatrists	19	7	19	1	0	46
Clinical scientists	1	0	2	0	0	3
Dietitians	3	2	7	0	0	12
Hearing aid dispensers	6	1	3	0	0	10
Occupational therapists	16	2	21	3	0	42
ODPs	7	0	21	0	0	28
Orthoptists	1	0	0	0	0	1
Paramedics	30	2	64	1	0	97
Physiotherapists	34	1	35	1	0	71
Practitioner psychologists	38	2	19	0	0	59
Prosthetists & orthotists	2	0	2	0	0	4
Radiographers	11	2	13	1	0	27
SLTs	5	0	12	1	0	18
Total YTD	181	20	241	10	0	452

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 YTD
11	6	4	2
14	42	26	32
31	31	53	46
6	7	3	3
9	5	7	12
			10
29	40	60	42
24	30	49	28
2	1	0	1
62	72	115	97
56	75	93	71
0	0	38	59
4	2	4	4
41	32	34	27
10	20	13	18
299	363	499	452

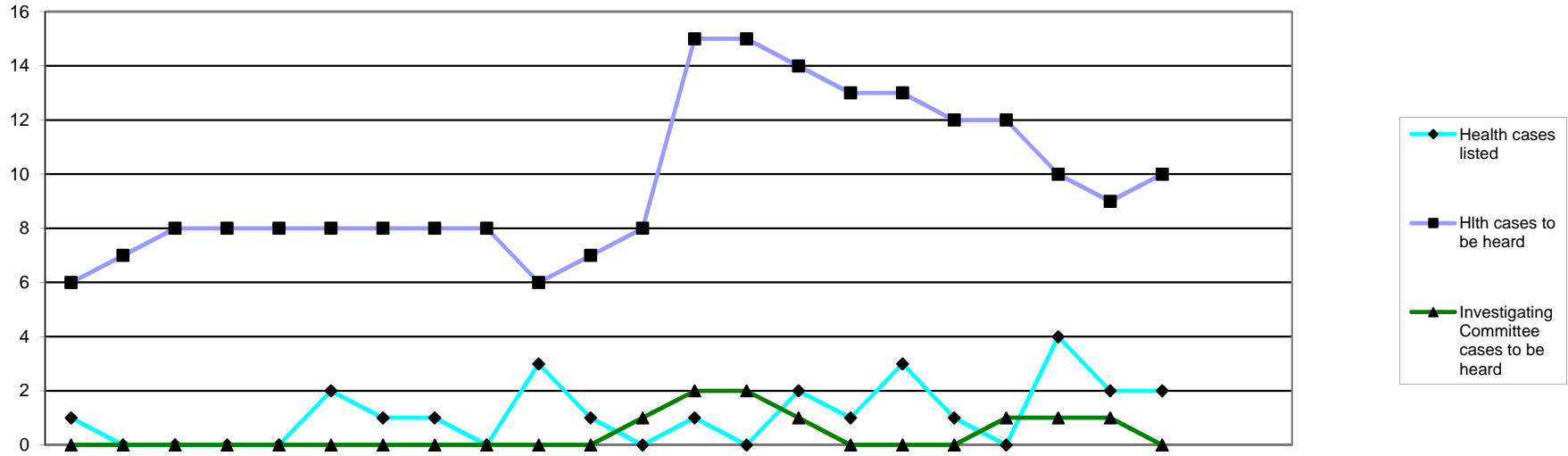
By source of allegation

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Employer	31	9	130	7	0	177
Public	96	6	28	0	0	130
Police	11	0	15	0	0	26
Professional body	0	0	1	0	0	1
Registrant	15	3	9	0	0	27
Other	6	0	4	0	0	10
Article 22(6)/Anon	22	2	54	3	0	81
Total YTD	181	20	241	10	0	452

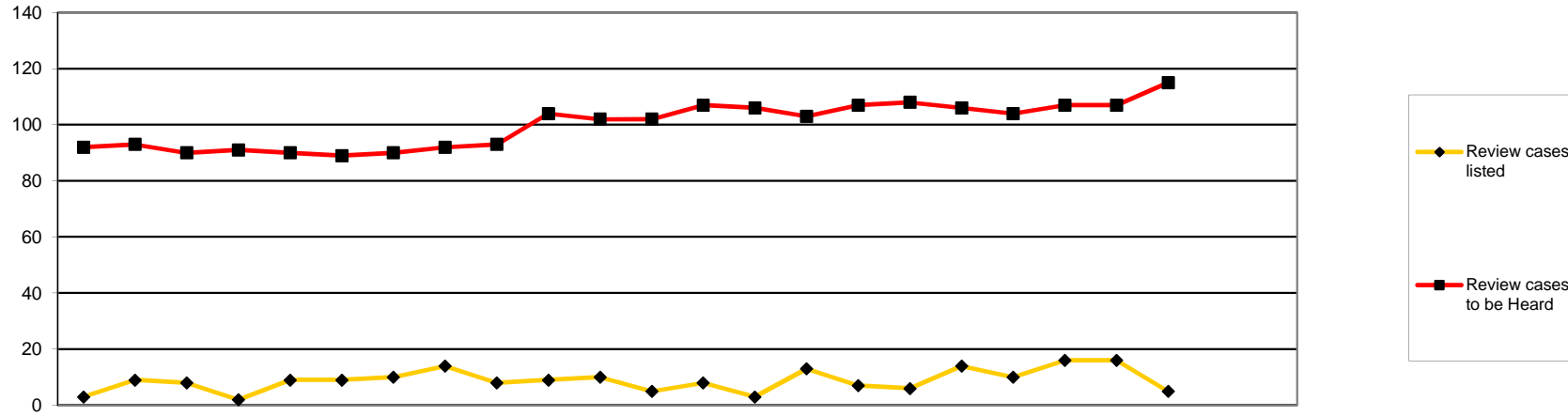
2008/2009 FYE	2009/10 FYE	2010/11 YTD
176	211	177
78	140	130
30	29	26
2	2	1
12	32	27
19	15	10
46	70	81
363	499	452

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	1	0
Biomedical scientists	5	5	0	1	0
Chiropodists & podiatrists	2	2	0	5	0
Clinical scientists	3	3	0	0	0
Dietitians	0	0	0	0	0
Hearing aid dispensers	1	1	0	1	1
Occupational therapists	4	2	2	6	0
ODPs	4	4	0	19	2
Orthoptists	0	0	0	0	0
Paramedics	11	11	0	28	1
Physiotherapists	5	5	0	16	0
Practitioner psychologists	0	0	0	8	1
Prosthetists & orthotists	0	0	0	0	0
Radiographers	5	4	1	11	3
SLTs	0	0	0	4	0
Total	40	37	3	100	8

Hearings held 2007/8 FYE	Hearings held 2008/9 FYE	Hearings held 2009/10 FYE	Hearings held 2010/11 YTD
4	4	2	1
8	16	8	6
6	5	13	7
4	0	0	3
0	0	0	0
			2
3	6	9	10
18	18	20	23
0	0	0	0
16	14	46	39
8	13	20	21
			8
0	0	0	0
7	6	12	16
0	3	8	4
74	85	141	140



		2009			2010									2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
Health Committee	Health cases listed	1	0	0	0	0	2	1	1	0	3	1	0	1	0	2	1	3	1	0	4	2	2	8	7	9	3	9	16			
	Suspended	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	1	1	0	1	0	1	2	2	5	1	4	4			
	Conditions of practice	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	1	1	0	3	1	0	1	1	4		
	Caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0		
	Not well founded	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	Not recorded			1	1	3	1	
	Adjourned/part heard	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0						1	0	1	3
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1						2	0	0	1
	Referred to C&C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0						0	0	0	1
	Removed - consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0								2
	Hlth cases to be heard	6	7	8	8	8	8	8	8	8	6	7	8	15	15	14	13	13	12	12	10	9	10	7	7	4	5	8	10			
	Investigating	Removed	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0							3	1	
Amended		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0							1	0	
Not well found		0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0							0	1	
No further action		1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1							1	1	
Adjourned/part heard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0	
Investigating Committee cases to be heard	0	0	0	0	0	0	0	0	0	0	0	1	2	2	1	0	0	0	0	1	1	1	0							1	0	



	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Review cases listed	3	9	8	2	9	9	10	14	8	9	10	5	8	3	13	7	6	14	10	16	16	5				41	67	67	96	98
Struck off	2	5	3	1	1	1	2	7	3	3	3		1	0	3	3	1	3	0	4	3	1					10	31	31	19
Suspension continued	1	3	4	0	4	3	4	4	2	3	3	4	2	0	4	1	0	4	8	6	3	2					37	31	35	30
Conditions continued	0	0	1	0	0	3	0	0	2	0	1	0	0	1	0	1	1	1	0	0	2	0					2	7	7	6
Suspension revoked	0	0	0	0	3	0	2	1	0	1	1	0	0	1	0	1	0	1	0	1	0	0					2	8	8	4
Suspension revoked conditions imposed	0	0	0	0	0	1	1	0	1	1	0	0	1	0	1	0	0	1	1	0	0	0					1	4	4	4
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0	0	0	0					0	0	1	3
Conditions revoked	0	1	0	0	1	1	0	1	0	0	1	0	2	0	3	1	2	0	0	2	2	1					5	5	5	13
Conditions revoked suspension imposed	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0					5	1	1	0
Conditions revoked caution imposed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					1	1	1	0
Vol Removal (Consent)	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	1	1	1	1	0							5	5
Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	2	3	0					3	0	0	7
Cancelled	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	1							1	4
Article 30(7)															1	0	0	0	0	0	0	0								1
Restored review cases to be Heard																						1	0							1
	92	93	90	91	90	89	90	92	93	104	102	102	107	106	103	107	108	106	104	107	107	115				69	90	90	102	115

Representation

	Final Hearings-CCC														2009/10 FYE	2010/11 YTD
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed	Register entry amended	Restored	Not restored	Vol Removal (Consent)	Part Heard		
Represented self	3	3	0	13	1	12	0	0	0	0	0	0	0	14	44	46
Representative	9	17	15	37	1	51	0	2	0	0	0	0	1	23	115	156
None	38	22	3	9	1	6	0	0	1	0	0	0	13	2	98	95
Total	50	42	18	59	3	69	0	2	1	0	0	0	14	39	257	297

Profession	Represented self	Representative	None	% of representation
Arts therapists	0	0	0	0
Biomedical scientists	5	4	7	56
Chiropodists & podiatrists	0	14	9	61
Clinical scientists	2	0	1	67
Dietitians	0	2	1	67
Hearing aid dispensers	3	2	4	56
Occupational therapists	3	15	14	56
ODPs	5	8	12	52
Orthoptists	0	0	0	0
Paramedics	15	47	17	78
Physiotherapists	8	37	9	83
Practitioner psychologists	1	17	4	82
Prosthetists & orthotists	0	2	1	67
Radiographers	4	9	7	65
SLTs	0	4	4	50

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

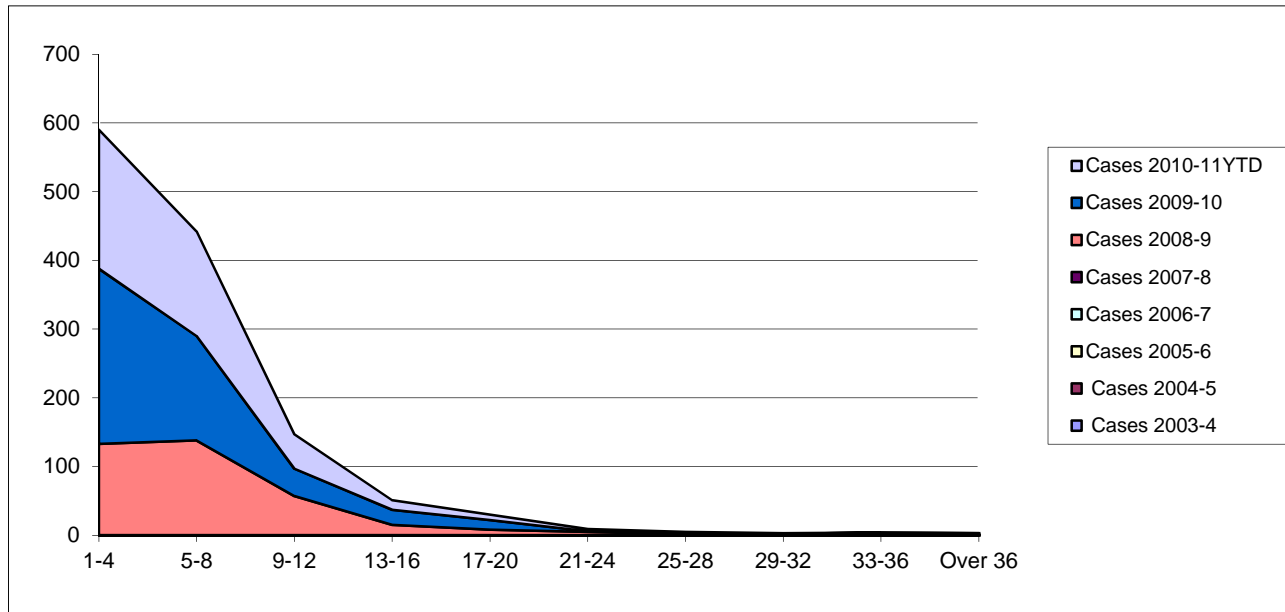
	Final Hearings											
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed	Register entry amended	Part Heard	Vol Removal (Consent)
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	3	2	0	4	0	3	0	0	1	0	3	0
Chiropodists & podiatrists	6	2	2	6	0	5	0	0	0	0	1	1
Clinical scientists	0	0	1	0	0	0	0	0	0	0	1	1
Dietitians	0	2	0	1	0	0	0	0	0	0	0	1
Hearing aid dispensers	2	2	0	0	0	4	0	0	0	0	1	0
Occupational therapists	3	6	3	4	0	6	1	1	0	0	2	5
ODPs	3	7	2	6	1	4	0	1	0	0	1	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	12	4	1	26	1	24	0	0	0	0	9	2
Physiotherapists	10	10	3	9	0	10	0	0	0	0	9	3
Practitioner psychologists	1	2	2	0	0	8	0	0	0	0	4	0
Prosthetists & orthotists	2	0	1	0	0	0	0	0	0	0	0	0
Radiographers	6	4	2	2	1	4	0	0	0	0	4	1
SLTs	2	1	1	1	0	1	0	0	0	0	3	0
Total 2010/11 YTD	50	42	18	59	3	69	1	2	1	0	38	14
Total 2009/10 FYE	64	40	15	46	3	76	0	2	3	1	7	8
Total 2008/2009 FYE	67	25	12	24	4	39	0	0				
Total 2007/2008 FYE	37	35	5	30	23	24	0	0				
Total 2006/2007 FYE	24	19	5	25	6	15	1	2				
Total 2005/2006 FYE	9	20	6	9	3	1	6	3				

	Review Hearings												
	Struck off	Suspension continued	Suspension revoked	Suspension revoked caution imposed	Suspension revoked conditions imposed	Conditions continued	Conditions revoked	Conditions revoked caution imposed	Conditions revoked suspension imposed	Adjourned/Part Heard	Vol Removal (Consent)	Article 30(7)	Restored
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	4	0	1	0	1	1	1	0	0	1	0	0
Chiropodists & podiatrists	0	0	0	0	0	0	2	0	0	0	0	0	0
Clinical scientists	1	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	1	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	1	0	0	0	0	0	0	0	0	0	0
Occupational therapists	3	4	1	0	1	0	1	0	0	0	4	1	0
ODPs	0	2	1	0	0	1	0	0	0	0	0	0	0
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	0
Paramedics	2	2	0	2	1	0	2	0	0	0	0	0	1
Physiotherapists	3	4	0	0	1	3	3	0	0	0	0	0	0
Practitioner psychologists	0	0	0	0	0	1	0	0	0	0	0	0	0
Prosthetists & orthotists	1	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	3	3	0	0	0	0	1	0	0	0	0	0	0
SLTs	0	3	0	0	0	0	1	0	0	1	0	0	0
Total 2010/11 YTD	15	23	3	3	3	6	11	1	0	1	5	1	1
Total 2009/10 YTD	15	23	3	3	3	6	11	1	0	1	5	1	1
Total 2008/2009 YTD	16	51	8	2	3	3	1	0	0	3	0	0	0
Total 2007/2008 FYE	8	25	2	0	0	3	0	0	0	4	0	0	0
Total 2006/2007 FYE													
Total 2005/2006 FYE													

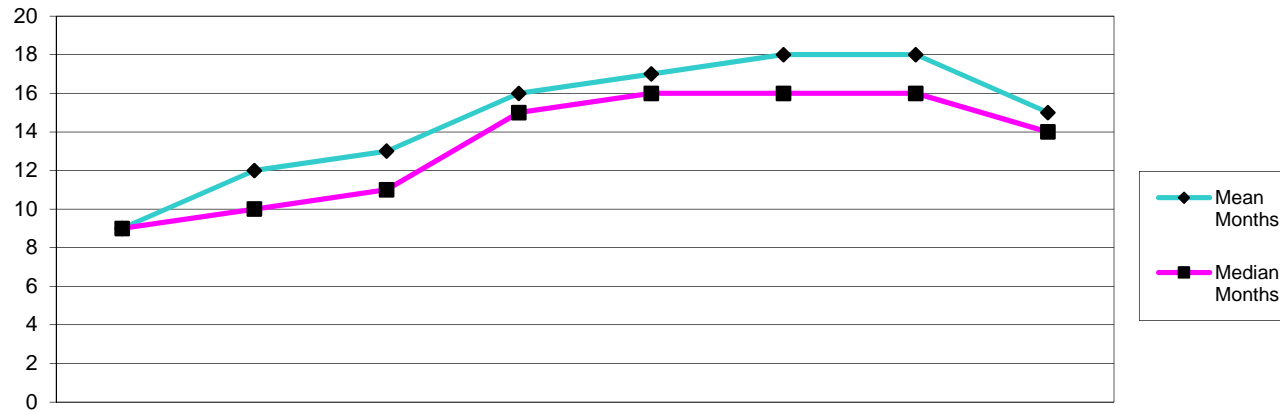
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		Month of Panel																							
		2009						2010						2011											
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases awaiting ICP	0-4	122	139	137	171	193	197	209	191	191	175	200	204	175	182	177	189	195	167	186	201	179	184		
	5-8	50	42	42	43	37	41	47	57	69	67	61	63	62	61	55	65	59	62	58	52	68	56		
	9-12	14	16	17	23	21	18	16	15	12	20	19	25	27	27	33	31	28	24	23	22	21	27		
	13-16	10	7	9	8	7	9	9	12	13	9	10	5	6	13	12	14	16	14	14	13	13	11		
	17-20	2	3	1	2	3	4	3	3	3	5	5	5	5	4	4	2	3	5	3	7	8	10		
	21-24	1	1	0	0	0	0	0	0	1	1	1	1	1	3	3	5	2	2	2	2	1	2		
	25-28	2	1	1	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	0	1	2		
	29-32	1	1	1	2	1	1	1	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0		
	over 33	2	1	1	0	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0		
Cases awaiting final hearing (from ICP)	1-4	80	85	95	91	99	91	97	104	111	118	132	121	152	151	134	119	104	100	110	116	109	102		
	5-8	54	53	61	47	44	49	54	68	62	71	67	71	78	73	81	77	89	110	91	83	83	72		
	9-12	18	22	25	29	41	26	34	21	19	20	18	32	33	33	35	33	41	29	29	33	38	52		
	13-16	21	21	17	14	8	12	12	16	22	12	14	10	7	7	7	11	6	8	16	15	16	10		
	17-20	14	17	12	10	5	6	8	6	3	2	3	2	7	7	9	5	4	3	2	3	3	4		
	21-24	0	0	4	5	9	9	7	6	3	4	4	5	2	1	1	2	5	4	6	3	1	0		
	25-28	2	0	1	1	1	1	2	2	3	2	1	0	1	1	1	1	1	0	0	2	2	3		
	29-32	0	1	1	1	1	0	0	0	0	0	0	1	1	0	0	0	0	1	1	1	1	0		
	over 33	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	

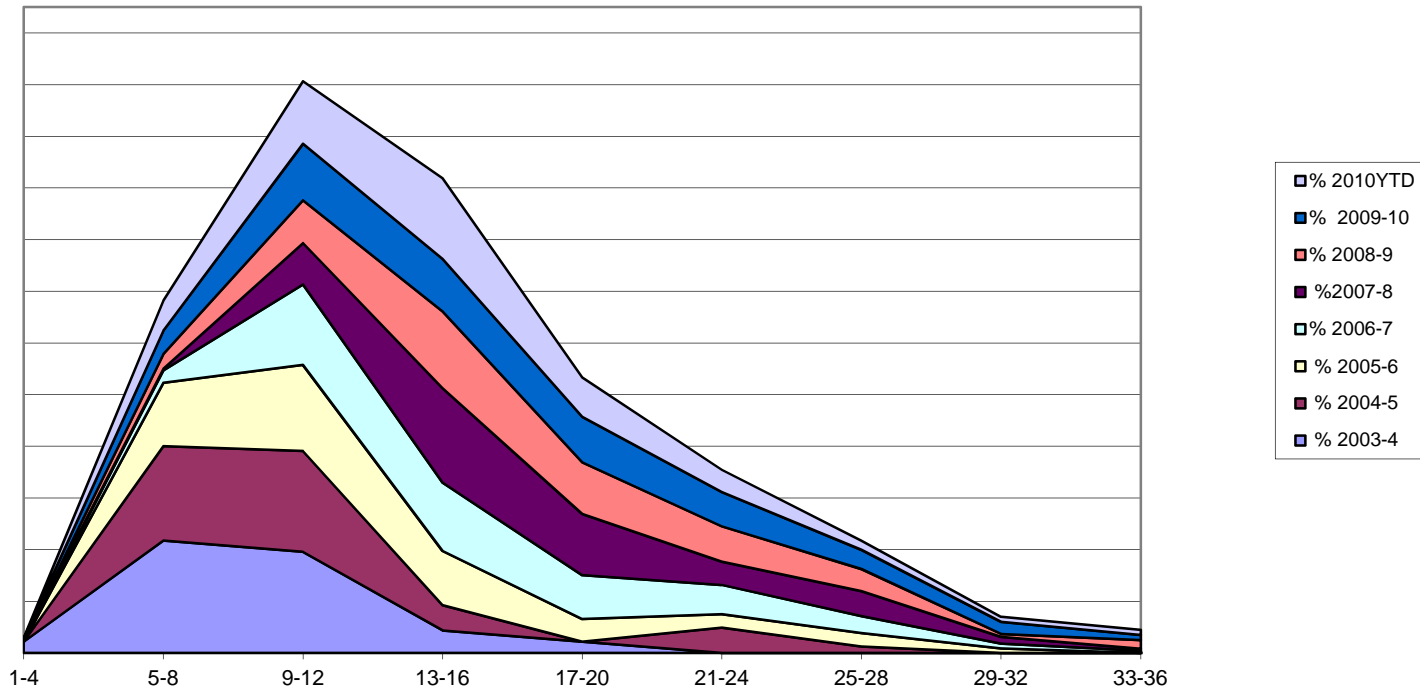
Health Professions Council Length of time: Cases Investigating Committee (excluding further information) 2003-4 to 2010-11 Fitness to Practise



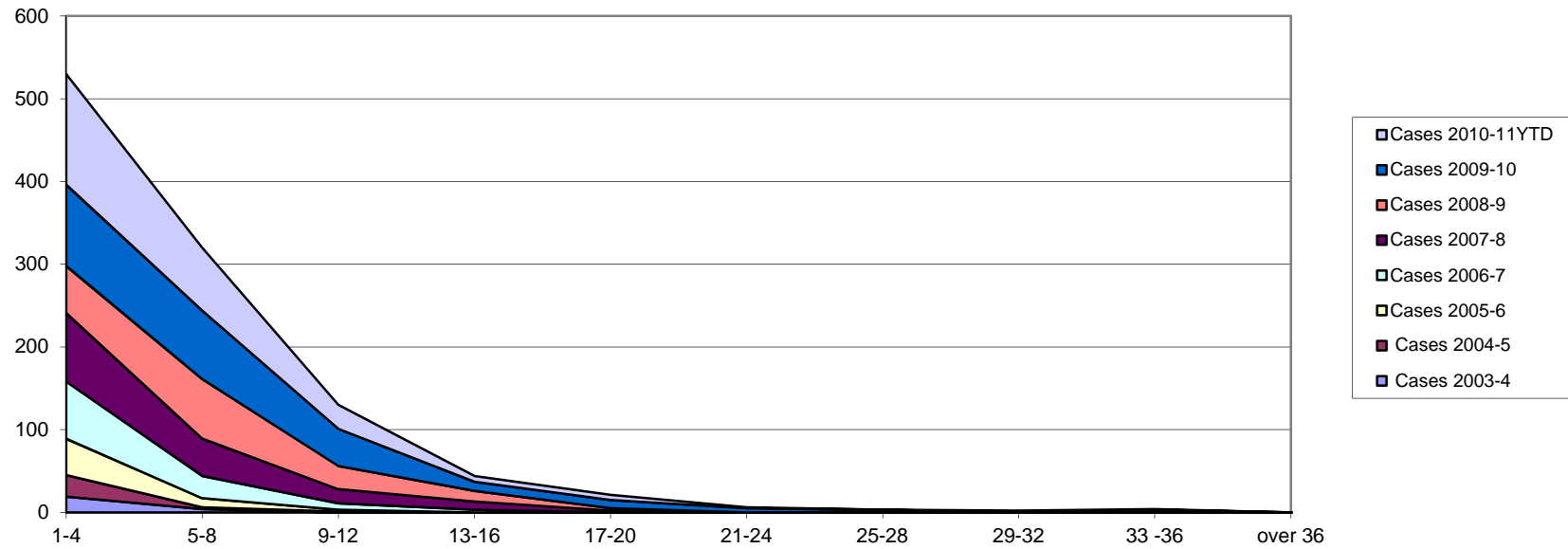
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4						133	255	202
5-8						138	152	152
9-12						57	40	50
13-16						15	22	14
17-20						8	14	8
21-24						5	1	3
25-28						2	1	2
29-32						1	1	1
33-36						3	1	0
Over 36			Not available			1	2	0
Mean Months						7	6	6
Median Months						5	4	5
Total Cases						363	489	432



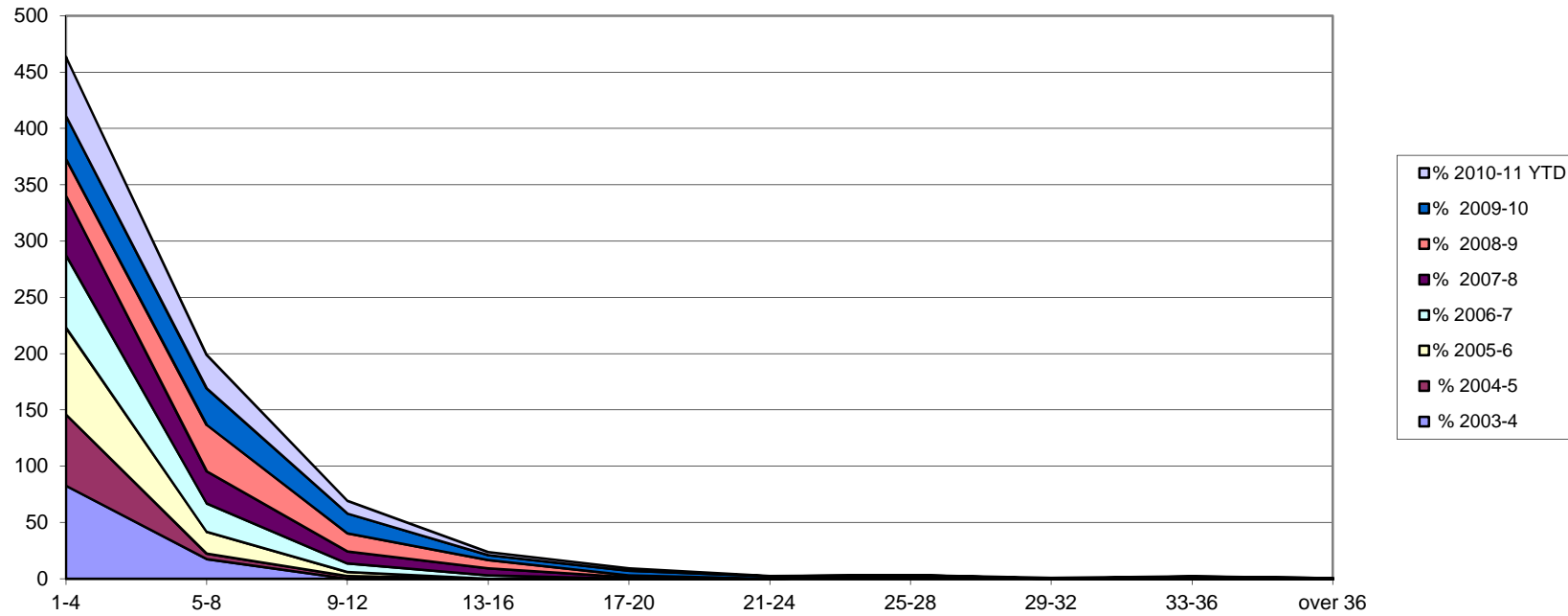
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4	1	0	0	0	1	0	1	1
5-8	10	15	14	5	1	10	23	30
9-12	9	16	19	33	25	29	56	62
13-16	2	4	12	28	57	52	52	80
17-20	1	0	5	18	37	35	45	39
21-24	0	4	3	12	14	24	34	22
25-28	0	1	3	7	15	15	19	9
29-32	0	0	1	2	4	2	12	5
33-36	0	0	0	1	1	6	5	5
Over 36	0	0	0	0	0	2	9	3
Mean Months	9	12	13	16	17	18	18	15
Median Months	9	10	11	15	16	16	16	14
Total Cases	23	41	57	106	156	175	256	256



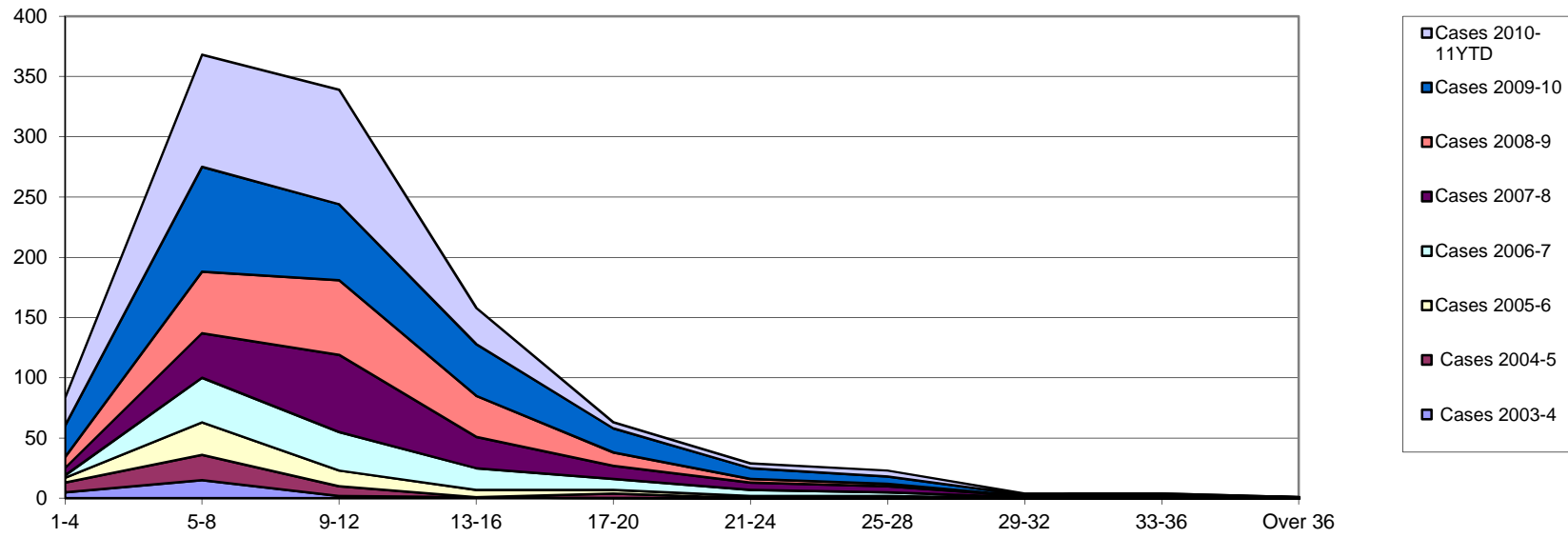
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.4
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.7
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	24.2
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	31.3
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.2
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.6
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	3.5
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	2.0
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	2.0
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.2



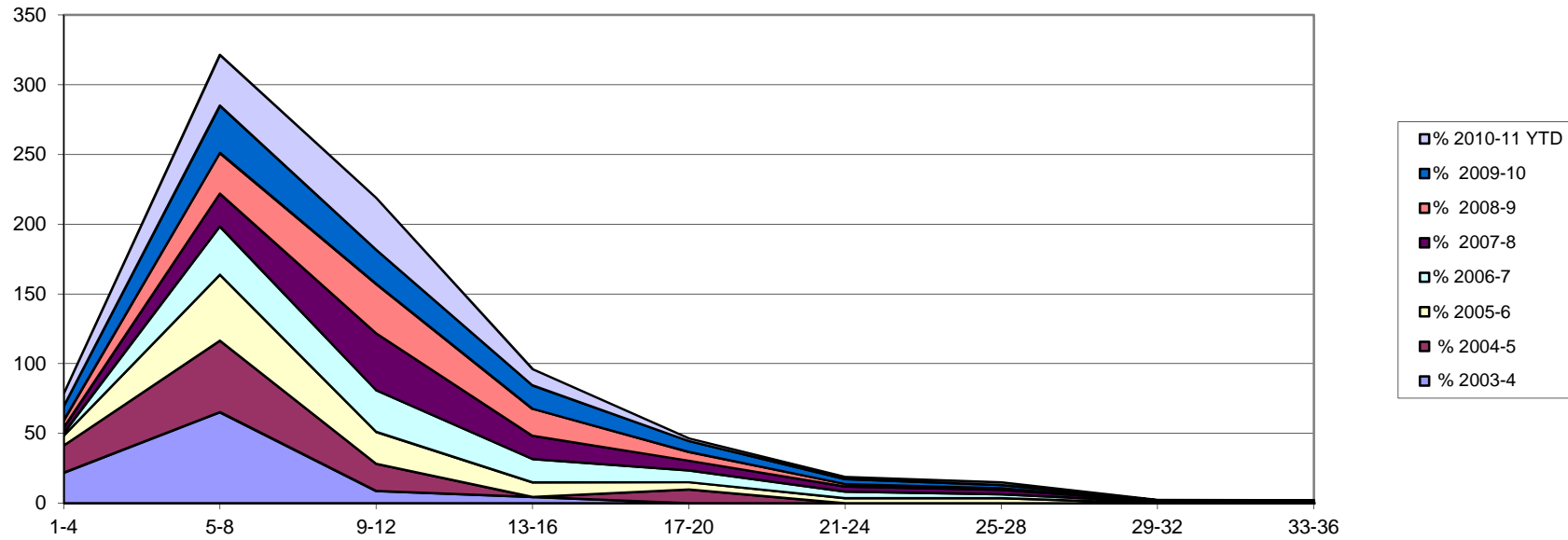
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4	19	26	44	69	83	57	98	134
5-8	4	2	11	27	45	72	83	76
9-12	0	1	2	8	17	28	45	29
13-16	0	0	0	3	10	13	11	7
17-20	0	0	0	0	2	3	10	6
21-24	0	0	0	0	0	0	5	1
25-28	0	1	0	0	0	0	2	0
29-32	0	0	0	0	0	0	0	2
33 -36	0	0	0	0	0	1	2	1
over 36	0	0	0	0	0	0	0	0
Mean Months	3	4	3	4.5	6	7	7	6
Meadian Months	3	3	3	3	4	6	5	4
Total Cases	23	41	57	107	157	175	256	256



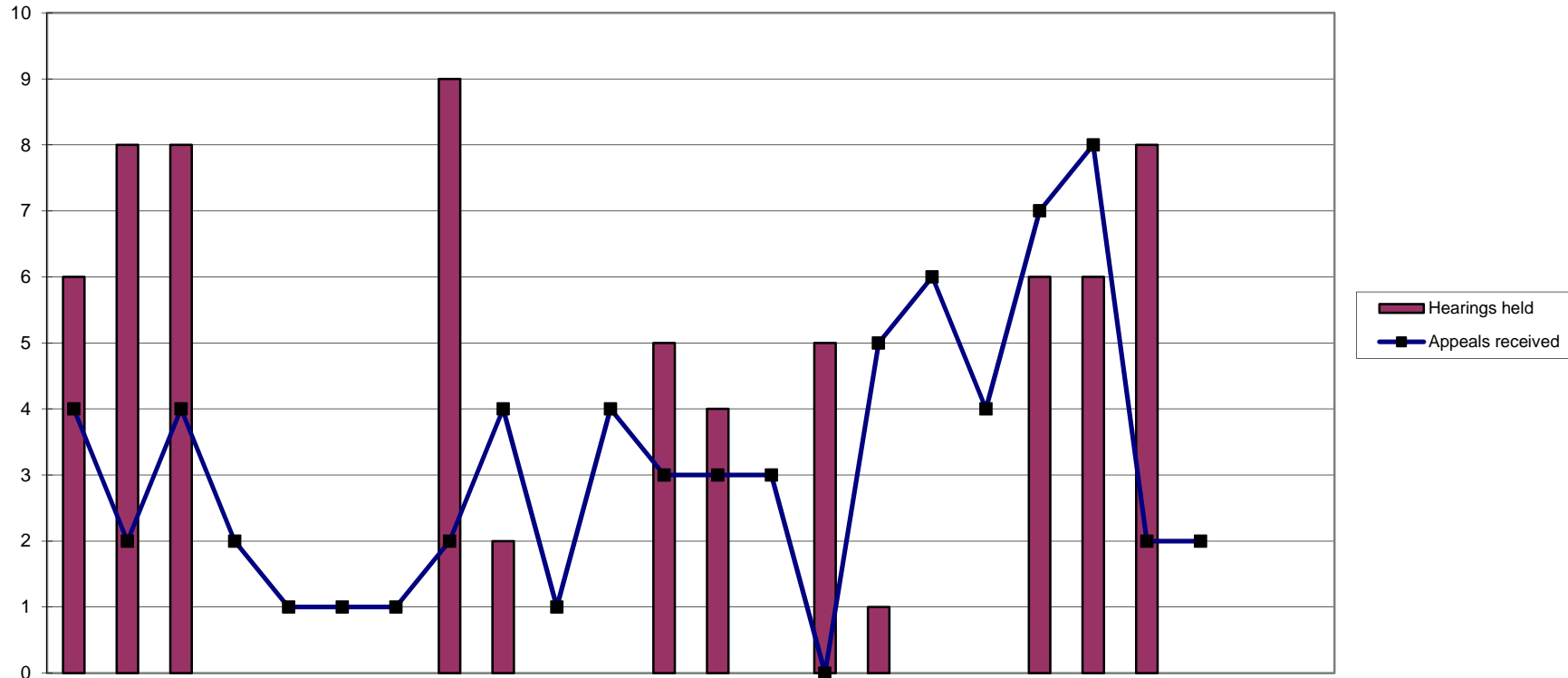
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11 YTD
1-4	83	63	77	64	53	33	38	52
5-8	17	5	19	25	29	41	32	30
9-12	0	2	4	7	11	16	18	11
13-16	0	0	0	3	6	7	4	3
17-20	0	0	0	0	1	2	4	2
21-24	0	0	0	0	0	0	2	0
25-28	0	2	0	0	0	0	1	0
29-32	0	0	0	0	0	0	0	1
33-36	0	0	0	0	0	1	1	0
over 36	0	0	0	0	0	1	0	0



Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4	5	8	4	2	6	9	26	23
5-8	15	21	27	37	37	51	87	93
9-12	2	8	13	32	64	62	63	95
13-16	1	0	6	18	26	34	43	30
17-20	0	4	3	9	11	11	20	5
21-24	0	0	2	5	6	3	9	4
25-28	0	0	2	3	5	2	6	5
29-32	0	0	0	1	1	0	1	1
33-36	0	0	0	0	1	2	1	0
Over 36	0	0	0	0	0	1	0	0
Mean Months	6	8	10	11.5	12	11	11	10
Median Months	5	7	8	10	11	10	9	9
Total Cases	23	41	57	107	157	175	256	256

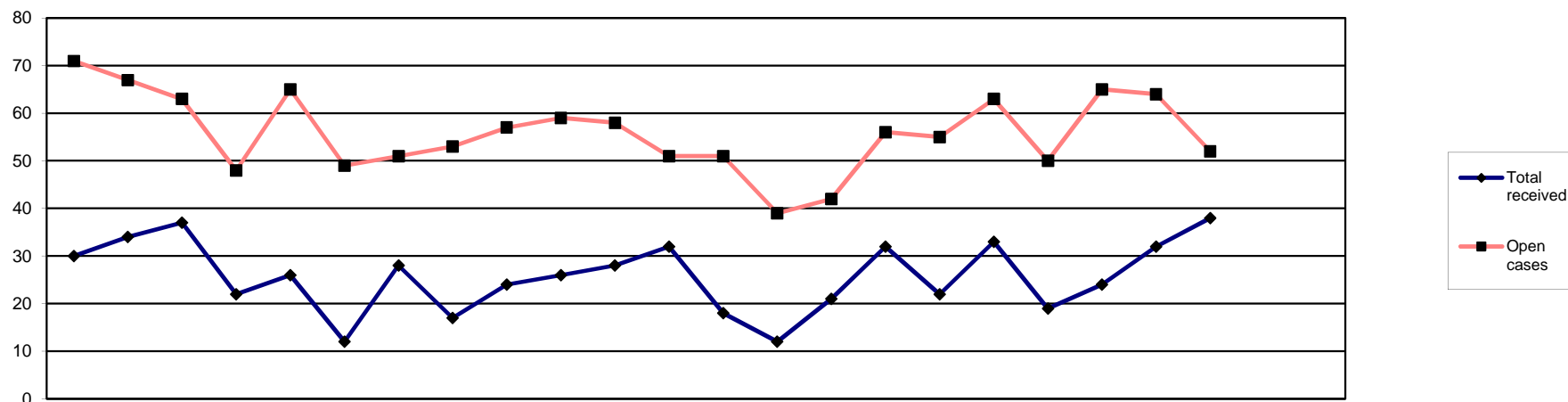


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11 YTD
1-4	22	20	7	2	4	5	10	9
5-8	65	51	47	35	24	29	34	36
9-12	9	20	23	30	41	35	25	37
13-16	4	0	11	17	17	19	17	12
17-20	0	10	5	8	7	6	8	2
21-24	0	0	4	5	4	2	4	2
25-28	0	0	4	3	3	1	2	2
29-32	0	0	0	1	1	0	0	0
33-36	0	0	0	0	1	1	0	0
Over 36	0	0	0	0	1	1	0	0



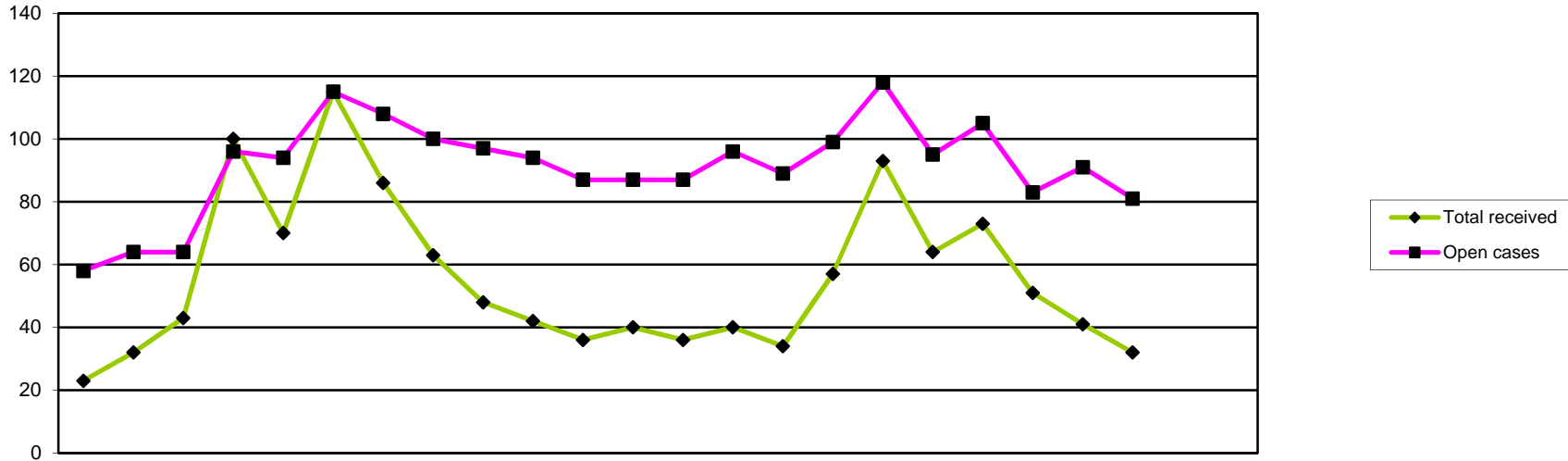
	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	4	2	4	2	1	1	1	2	4	1	4	3	3	3	0	5	6	4	7	8	2	2		
Reviewed	8	9	8	0	0	0	0	9	2	0	0	5	4	0	5	0	0	0	6	6	8	0		
Hearings held	6	8	8	0	0	0	0	9	2	0	0	5	4	0	5	1	0	0	6	6	8	0		
Adjourned/postponed	2	1	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	1	1	0		
Withdrawn	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0		
Allowed	1	5	1	0	0	0	0	4	1	0	0	2	2	0	4	0	0	0	3	4	2	0		
Dismissed	0	1	3	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	3	1	3	0		
Substitute decision	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0		
Remit to ETC	5	2	3	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	2	0		
Current active cases	22	16	7	9	11	12	13	6	8	9	12	11	10	13	9	13	18	21	22	24	19	21		

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
91	104	41	55	29	40
266	90	65	55	41	29
266	90	65	55	38	30
19	20	10	9	4	4
13	16	15	2	1	2
128	33	29	23	14	15
88	29	31	17	7	7
0	0	0	0	0	1
31	6	4	7	13	2



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Public	0	1	13	3	2	2	4	1	1	2	1	2	1	0	3	3	2	1	4	1	1	1	1	1
Police	3	2	4	3	4	3	1	5	6	3	1	3	0	0	1	0	2	0	0	0	1	3	0	0
HPC	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	4	0	0	2	0	0	1	0	0
Anonymous	2	2	4	1	4	2	4	1	0	7	2	2	0	3	1	2	7	4	0	1	2	3	0	0
Professional	25	29	16	15	16	5	19	10	17	14	23	24	17	9	16	23	11	28	13	21	28	30	0	0
Total received	30	34	37	22	26	12	28	17	24	26	28	32	18	12	21	32	22	33	19	24	32	38	0	0
Visits	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Open cases	71	67	63	48	65	49	51	53	57	59	58	51	51	39	42	56	55	63	50	65	64	52	0	0

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
53	21	42	56	32	17
31	38	27	44	38	7
10	10	6	3	2	7
50	78	38	47	31	23
225	137	103	233	213	196
369	284	216	383	316	250
			3	3	0



		2009			2010								2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Received	Renewal	0	1	11	9	14	54	30	21	11	2	1	0	1	1	1	0	1	0	0	0	0	0	0	36	27	81	43	154	4	
	Readmission	2	5	3	6	5	5	5	7	5	3	2	5	3	7	9	5	14	5	3	7	5	6	33	40	34	94	53	64		
	Admission	10	10	15	60	37	36	33	20	21	19	8	13	22	12	9	31	59	38	52	30	25	26	165	150	158	248	282	304		
	Self referral	11	16	14	25	14	20	18	15	11	18	25	22	10	20	15	21	19	21	18	14	11	0	54	86	158	192	209	149		
Total received		23	32	43	100	70	115	86	63	48	42	36	40	36	40	34	57	93	64	73	51	41	32	288	303	431	577	698	521		
Considered	Considered by panel	16	21	23	37	52	30	43	48	32	30	32	23	32	28	33	38	49	61	46	52	25	35	n/a	n/a	256	399	387	399		
	Referred to FTP	2	2	5	6	6	1	8	10	4	4	7	6	4	4	9	8	5	6	10	1	4	4	n/a	n/a	37	41	61	55		
	Admission rejected	0	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	0	1	0	0	2	n/a	n/a	2	6	2	6		
	Readmission rejected	0	3	0	0	0	0	0	1	0	2	1	0	1	0	3	2	1	2	1	1	1	1	n/a	n/a	3	8	7	13		
	Renewal rejected	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	2	1	0		
	Not referred to FTP	2	6	4	5	3	4	7	6	2	8	12	7	9	7	8	8	9	11	3	8	10	6	n/a	n/a	34	82	66	79		
	Admission accepted	10	7	11	24	37	22	24	18	21	11	12	7	13	14	8	15	27	36	30	41	9	17	n/a	n/a	150	204	204	210		
	Readmission accepted	2	2	2	2	6	2	1	7	3	3	0	2	4	3	3	5	6	6	1	1	1	5	n/a	n/a	19	51	32	35		
	Renewal accepted	0	0	1	0	0	1	3	4	0	2	0	1	0	0	1	0	0	0	0	0	0	0	n/a	n/a	1	5	12	1		
	Closed before panel	6	6	16	28	10	15	11	4	5	14	11	17	3	3	8	7	21	28	16	22	25	7					143	140		
Open cases		58	64	64	96	94	115	108	100	97	94	87	87	87	96	89	99	118	95	105	83	91	81	n/a	n/a	75	75	87	81		