



# **Management Information Pack**

Marc Seale, Chief Executive & Registrar

Report to Council meeting 29 March 2012

## Chief Executive's Report to Council meeting on 29 March 2012 Contents

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**Chief Executive: Mr Marc Seale**

**1. Completed Meetings 1 to 29 February 2012**

Meet the HPC (Bath)	1 Feb
European Commission: Modernisation of the Professional Qualifications Directive (Brussels) SMAE	2 Feb
Mazars	3 Feb
Society of Chiropractors and Podiatrists	6 Feb
Legal Services Board	10 Feb
Royal College of Speech and Language Therapists	14 Feb
Society of Chiropractors and Podiatrists centenary reception	15 Feb
Department of Health/solicitors re herbal medicine	16 Feb
College of Operating Department Practitioners	22 Feb
Project Board (re unlicensed herbal medicines)	23 Feb
KPMG	23 Feb
Council for Healthcare Regulatory Excellence performance review	23 Feb
Law Commission	24 Feb
Kingsley Napley	27 Feb
Bircham Dyson Bell	28 Feb
Social Work Regulation Oversight Group	29 Feb
British Association of Dramatherapists	29 Feb

**2. Scheduled Meetings**

British Psychological Society	1 Mar
Department of Health (Chief Health Professions Officer)	2 Mar
Department of Health (Chief Scientific Officer)	5 Mar
Health Research Authority event	5 Mar
Healthcare Professionals Crossing Borders (Brussels)	7 Mar
European Commission	8 Mar
Council for Healthcare Regulatory Excellence symposium 'Creating the Future'	8–9 Mar

Care Quality Commission	12 Mar
Chief Executives Steering Group	13 Mar
Scottish Government Regulators Liaison Group	14 Mar
Professional Standards Strategy Board	20 Mar
Health Research Authority	20 Mar
Association of Clinical Scientists Board	22 Mar
Department of Health	27 Mar
European Forum	28 Mar
Project Board (re unlicensed herbal medicines)	29 Mar
British Society of Hearing Aid Audiologists	17 Apr
Higher Specialist Scientific Training Strategic Oversight Board	17 Apr
Department of Health (re public health specialists)	24 Apr
European Parliament (IMCO Committee)	25 Apr
Project Board (re unlicensed herbal medicines)	26 Apr
Modernising Scientific Careers Implementation Group (Cardiff)	30 Apr

## Business Process Improvement: Mr Roy Dunn

### 1. Human Resources

No changes to BPI.

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

The internal audit schedule for 2011 – 2012 is running. Secretariat, Grandparenting, Intermediate lapsing and Communications will be audited before the end of March. ServicePoint, Europa Quality Print and DeepStore were audited in January and February.

### 3. QMS process updates

Secretariat and Communications processes are being reviewed. A major review of Finance Department processes is being undertaken.

### 4. BSI Audit

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

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

### 5. Business continuity

No major changes other than monthly list updates. The completion of the FTP project and the PCI-DSS project will require updates to parts of the plan, which are already in progress where information has been finalised.

### 6. Information security management

The project proposal for just the initial work on ISO27001 was signed off by EMT at the end of January. This will allow the investigation and documentation part of the work to proceed

without committing to the certification element. This places less of a burden on other parts of the organisation involved in significant project work.

The February all-employee meeting included an update on password design, and tricks to enable memory of complex passwords.

### 7. Information & data management

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

After the move from our previous archiving supplier, to our current supplier in April 2010, we have compared costs between the final year of the previous supplier and the current year of the present supplier so far. On average, we have found that costs have decreased overall. In fact, apart from one month, May 2011, when a bulk order of flatpacks was made, for each month, the cost of the present supplier has been less than the previous one. In fact, costs have been reduced even though the number of cartons has increased over time. The greatest benefit however, is the improved inherent security of the archived materials, due to its underground location.

### 8. Five Year Plan

BPI have Updated the Five Year Plan. All internal departments have input to the assumptions, which are applied to the Registrations forecast to produce the overall model.

### 9. Risk Register

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

Maps of predicted travel disruption have been made available to all employees, to enable them to find alternate routes to the office if required.

The general Risk Register was presented to the recent Audit Committee meeting.

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

**Professional media:** 35 mentions in professional media, topics included: CPD; FtP; registration renewal; and consultations.

**Publications:** *Why your HPC registration matters* leaflet published (February).

**Meet the HPC events:** Bath (1 February, 207 attendees); Birmingham (7 February, 214 attendees).

**HPC In Focus:** 16,343 subscribers. Articles published included: Eileen Thornton CBE; revised standard of acceptance for allegations; annotation of register; delegation and supervision.

**Standards and guidance** distributed on request: CPD and your registration (304); Guidance on Conduct and Ethics for Students (301); Standards of Conduct, Performance and Ethics (249); Professionalism in Healthcare Professionals (73).

**Exhibitions and conferences:** exhibited at Health and Wellbeing at Work (6-7 March, Birmingham).

**Registration renewal:** reminders published in professional press. Discussions with British Association of Arts Therapists, British Association of Dramatherapists, Chartered Society of Physiotherapists and British Association of Music Therapists. 95.6% of radiographers renewed, with 69.5% using the online system. This is an improvement on 2010 when 95.3% renewed.

**Grandparenting campaign for practitioner psychologists:** activities include adverts in profession-specific journals, UK-

wide mailing to 2,000 employers across NHS, Local Authority and private sectors and liaison with the British Psychological Society.

**2. Extend engagement with service users through improved access to information about the HPC**  
**Public information packs:** 148 issued since last report.

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

**Media:** News items published on the announced regulation of non-medical public health specialists and the Law Commissions' consultation on UK health and care regulation.

In relation to social workers in England:

**News items and social media channels** updated: prior to close of student fitness to practise and registration (including blog piece) and proposed registration cycle consultations; legislation and social work partner recruitment.

**Events:** joint HPC / GSCC stand and workshop Compass jobs fair (5 March, Birmingham).

**Stakeholder:** Monitoring of the Health and Social Care Bill (report stage). Meetings held with GSCC, College of Social Work, NSPCC (webinar) and CAF/CASS.

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

**Stakeholder meetings:** Alliance of UK regulators in Europe (17 January); Scottish Government (19 January); Scottish Independent Advocacy Alliance (19 January); EU Commission event on Professional Qualifications Directive (2 February).

**Annual professional body meetings:** Royal College of Speech and Language Therapists (15 February); College of Operating Department Practitioners (22 February); British Association of Arts Therapists (23 February); British Association of Dramatherapists (29 February); British Psychological Society (1 March); Institute of Biomedical Scientists (6 March)

**Exhibitions and conferences:** Welsh Labour spring conference (17-19 Feb); Northern Ireland AHP conference (29 Feb).

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

**All employee meeting:** 21 February: presentation about the role of social workers in England

**Intranet:** 19 news items including: Law Commission Consultation; grandparenting; and telephone number changes.

**HPC Update:** articles published on wellbeing initiatives, new telephone numbers and CSR (January); new *Why your HPC registration matters* leaflet and Meet the HPC events (February).

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

**Media coverage:** 56 mentions in relation to FtP outcomes.

**Media releases, statements, social media updates and news items** have included: Council vacancies; new telephone numbers; Welsh labour party conference; radiographers and physiotherapists renewals; HPC In Focus; Why your HPC

registration matters; Bath and Birmingham events; non-medical public health specialists; and FtP weekly media schedule.

**Web:** scoping work underway for web deployment (March / April). 49 updates to the HPC website including new bilingual version of the Welsh section, registration statistics and recruitment pages.

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

**Media:** used social media to promote partner recruitment, daily liaison with the FtP Department, liaised with HR, Secretariat and Partners to set up the new LinkedIn page for recruitment.

**Publications:** working with: Policy on revised Guidance on Health and Character; Operations on history of CPSM report; Education on annual report; and Registration on CPD report.

**Telephone number change:** communications activities included: intranet articles; HPC Update / HPC In Focus articles; internet news story; e-shots to stakeholders and media lists.

**Proposed name change:** working with external designers on revised design standard and templates, fortnightly project meetings, briefings delivered to departmental representatives.

### **1. Approval process**

The Department has spent the last couple of months organising and attending approval visits for the 2011 – 2012 academic year. In total, 68 visits across 87 programmes have been arranged between September 2011 – July 2012. This includes two multi-professional visits. The majority of visits are to practitioner psychologists and hearing aid dispenser programmes. Planning has begun for approval visits in the 2012 – 2013 academic year. Education providers have until December 2012 to request a visit before July 2013.

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

The Department has spent the past few months scheduling annual monitoring for the 2011 – 2012 academic year. The first two annual monitoring assessment days for 2011 – 2012 took place on 28 February and 1 March 2012. Similarly to previous years, further assessment days are scheduled for the end of March and May 2012.

As a consequence, it is envisaged that the majority of annual monitoring visitor reports will be considered by the Education and Training Panels in May and July 2012.

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

Following the decrease in the number of major change notifications received towards the end of 2011, we have received a higher volume in January and February 2012. This is a similar pattern to last year. Since the last Council meeting in February we have received 12 new major change notifications, covering 16 programmes.

### **4. Complaints process**

The Department has received no new complaints since the last Council meeting. There are three complaints at varying stages of the education provider complaint process.

### **5. Partners**

Members of the Department have been involved in the second round of interviews for social worker visitors this month. This round is focusing on social workers with predominantly practice/front line experience, as opposed to educational experience. Visitor training for all new social workers is planned for June and July 2012.

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

Members of the Department continue regularly to meet the General Social Care Council (GSCC) Social Work Education Group to discuss the transfer of approved programmes and implementation of our approval and monitoring post transfer. The Department continues to contribute to GSCC and College of Social Work (TCSW) communication activities with social worker stakeholders and members of the Department have attended the first in a series of joint GSCC/TCSW information days this month. Members of the Department continue to attend meetings of TCSW Education Advisory Implementation Group, which is tasked with taking forward the Social Work Reform Board recommendations on education.

### **7. Communication with stakeholders**

Members of the Department met the following groups between February – March 2012:

- The General Social Care Council
- All Japan Federation of Social Insurance Associations, in conjunction with EMT



- The College of Social Work
- Educational Psychology Initial Training National Steering Group

### **8. Employees**

David Christopher and Brendon Edmonds have recently moved to different roles within the Department. David is now an Education Officer and Brendon is now the Head of Educational Development. The Department is currently recruiting a replacement Education Manager.

**1. Employees**

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

**2. Park House windows**

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

**3. Contract cleaning**

The contract to supply the cleaning and waste management services has been tendered and a new supplier has been appointed, who will commence on 2 April 2012.

## 1. General

Since the last Council Meeting, the Finance Department has produced the January management accounts, the reforecast for the period to 31 March and revised the budget for 2012 – 2013.

## 2. Funds under management

At the end of February:

£3.3M was invested in Lloyds instant access account earning 0.70% and

£775k was invested in the Nat West Special Interest-bearing Account (SIBA) earning 0.50% per annum.

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

£0.5M invested in Barclays money market account earning 0.86% (6 months to 12.06.12),

£0.5m invested in Nat West Bond earning 1.8% (6 months to 16.06.12),

£2.0M in Lloyds TSB money market account earning 1.25% (3 months to 14.03.12).

£1.0M has been invested in a Nat West savings account for 1 year at 1.25%. This has now matured, although we continue to earn 1.25%, and we are considering current rates from Lloyds and NatWest.

In January, there were 69 active members in the Friends Provident Pension scheme.

The court case on the Flexiplan Pension scheme to determine payments to deferred pensioners who left service before 6 July 2006 which will decide the financial position, was heard over 4 days ending on 6 February. The judge's decision is expected by the end of March. We continue to pay £4,495 per month. A

further actuarial valuation is due at 31 March, which may result in a new recovery plan and changes to contributions

In January we received £84,000 in respect of the CPSM Pension scheme. This is the final amount, subject to recovery of tax deducted. The total cost of professional fees in connexion with the scheme to date amount to £102,000, with £39,000 in 2011 – 2012.

## 4. Employee training and staffing levels

There are nine 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.

## 5. Deferred income

The internal audit investigation into discrepancies between the NetRegulate reporting database and the deferred income recorded in Sage has concluded with recommendations which we are following, processing month end banking on that day, and the historic difference between the systems (£46,608) has been written off as a reduction of income in February.

## 6. Internal audit

Mazars have reported on the Purchase Ordering System (PRS) and this will be considered by the Audit Committee in March.

## 7. External audit

Templates for the Annual Report have been agreed with the NAO and the interim audit visit took place between 23 January and 3 February.

## Fitness to Practise: Ms Kelly Johnson

### 1. Case Information

#### Number of allegations

Between April 2011 and January 2012, 754 allegations/enquiries were received.

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

At the end of January there were 449 open cases.

#### Length of time: considered at Investigating Committee

For cases that have been considered at Investigating Committee panel between April 2011 and January 2012, the mean and median length of time was 6 and 5 months.

#### Case to answer percentage

Of the cases considered by an Investigating Committee panel between April 2011 and January 2012 the case to answer percentage was 51 per cent. Taking into consideration the number of cases closed without referral to an Investigating Committee, the percentage of cases referred to a final hearing in this period was 27 per cent.

#### Number of cases awaiting hearing

At the end of January 2012, there were 181 cases awaiting consideration by a substantive hearing panel with 57 cases listed for hearing and a further 31 ready for hearing

#### Case Considered

407 cases were considered by panels of the Investigating Committee between April 2011 and January 2012.

243 final hearing cases concluded between April 2011 and January 2012, with a further 118 review hearings and 164 interim order panels taking place

### 2. Interim orders

48 interim orders have been applied for between April and January 2012 with a further 116 reviews of interim orders taken place in the same period. It takes a mean and median average of 18 and 15 days from the decision to apply for the interim order to the application hearing taking place.

### 3. High Court

There are currently 3 outstanding high court appeals. There is a further case where the complainant is seeking permission to judicially review a decision of the Investigating Committee

### 4. Length of time

The time frame in which the HPC should now be notified that a case is ready to fix by its external legal service provider has now been reduced from 4 ½ months to about 3 months.

#### Length of time: considered at final hearing

Of the cases that concluded at final hearing between April 2011 and January 2012 the length of time taken for a case to conclude was a mean of 17 months and a median of 15 months, which compares to a mean and median of 15 and 14 months for 2010 – 2011

### 5. Numbers of allegations

It is now forecast that about 930 allegations/enquiries will be received over the course of the financial year. This includes cases that were previously dealt with as self-referrals through the health and character process.

### 6. Referral to final hearing

It is anticipated that the number of cases referred to final hearing in the financial year 2011 – 2012 will be about 250.

This takes into account the number of cases closed as they do not meet the standard of acceptance and the number of cases closed because there is no case to answer.

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

It is anticipated that by the end of the financial year, this figure will be about 188

### **8. Protection of title**

222 complaints about misuse of title were received between April 2011 and January 2012. At the end of January 2012 there were 22 open cases.

### **9. Registration Appeals**

Between April 2011 and January 2012, 41 new registration appeals were received. At the end of January 2012 there was a live case load of 21 cases.

### **10 Health and Character**

Between April 2011 and January 2012, 363 new Health and Character cases were received. At the end of January there was an open case load of 26 cases

### **11. Meetings and other Stakeholder Events February 2012**

Mills and Reeves Seminar  
General Social Care Council  
Scottish Social Care Council  
Parliamentary and Health Service Ombudsmen, Department of Health and General Social Care Council  
Registration Appeals Training  
Council for Healthcare Regulatory Excellence

Law Commission  
Care Quality Commission

### **12. Resources**

The Department is currently operating at the anticipated budgeted head count for 2011 – 2012. We have recently consulted on changes to the structure of the Fitness to Practise Department in order to ensure that it can improve upon the services it provide, ensure efficient and effective fitness to practise processes, to develop and enhance existing processes and to ensure that there is capacity to undertake the work of the Department. As a result, a number of new posts are being recruited for to aid with the management of the workload of the existing 15 professions regulated by HPC and to help prepare for new areas of work. In line with HR recruitment requirements relating to the transfer of the GSCC, external recruitment will be frozen after the end of April. We are currently recruiting for the following posts:

Head of Assurance and Development  
Head of Investigations  
Scheduling Manager  
Case Support Manager  
Case Advancement Team Manager  
Case Advancement Manager  
Assurance and Development Officer  
Lead Hearings Officer (currently filled on an acting basis)

Bahar Alaeddini has also resigned from her position as case manager to take up a position as a solicitor in a law firm. We are recruiting for her replacement

### **13. Partners**

Interviews for new panel chairs are scheduled to take place in April 2012. 211 applications were received. Dates for new and refresher training across the fitness to practise partner roles have also been scheduled.

### **14. Case Management System**

The Case Management System is scheduled to go-live on 2 April 2012. The FTP team are in the process of receiving training on the functionality of the new system. A range of activity is currently being undertaken to ensure a successful go-live. That activity includes the migration of structured and unstructured data from the old to the new systems, preparing the disaster recovery environment and communication to external and internal stakeholders as to the impact of go-live.

### **15. General Social Care Council**

HPC is now providing advice and guidance to the GSCC on conduct case files in the lead off to the transfer. Twice weekly case conferences are scheduled to discuss issues arising out of that advice. An administrator has been appointed to help in the co-ordination of the activity associated with the provision of this guidance.

### **16. Training**

In January 2012, the Hearings team received training from MIND on mental health awareness. This will be rolled out to the wider team later this year. The Hearings team have also received media awareness training with media training also provided to the FTP management team.

## **1. Employee resourcing**

### **Education**

Recruitment is in progress for the replacement role of Education Manager to replace Brendon Edmonds, who has recently been promoted to the role of Head of Education.

### **FTP**

Recruitment is in progress for a number of new roles in the Fitness to Practise Department including Head of FTP Assurance and Development, Head of Investigations, Lead Hearings Officer, Scheduling Manager, and Case Support Manager.

### **HR**

Interviews were held for the new fixed-term post of HR Administrator in February. Kim Wilcox will start in the role in early April.

### **IT**

Interviews were held for the new post of Infrastructure Support Engineer in February. Ken Wu was appointed and started work on 12 March 2012.

### **Projects**

Clare Reed, Project Portfolio Manager, will be going on maternity leave in June. Recruitment is currently in progress for her maternity cover.

### **Registration**

Following recruitment in December and January, three appointments have been made to replacement Registration Adviser roles. Sophie Cornillon took up her appointment in

February and Mark Arnuevo and Ayesha Khan are due to start work in March.

## **2. Other HR activities**

### **GSCC transfer work**

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

### **Annual pay review**

Work around management of the annual pay review including provision of information for managers and for the Remuneration Committee took place over January and February.

### **APDRs training and development**

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.

### **Restructuring**

The FTP Department carried out a restructuring exercise in January and February in order to make efficiency gains, process improvements, improvements to quality assurance for work covering our existing 15 professions, and in preparation for the new work areas of licensing, mediation, and the on-

boarding of social workers. The HR Department provided intensive advice and support during this process and is now implementing the recruitment that is required as a result of the restructuring.



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

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

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

The first changes for the GSCC are now in user acceptance testing as well as the online renewals form request changes.

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

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

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

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

team for live testing.

The software will be deployed by phases to individual business teams and departments.

The schedule for this project has been extended following the reprioritisation of resource to support the delivery of Major projects. It is still expected to be delivered in early 2012 fiscal year.

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

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

Testing of the disaster recovery environment has started; training of the users is in its third week; reports creation is going well and the data migration has completed the initial testing imports with few errors.

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

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

The requirements gathering phase has completed and the documents are being reviewed. Vendor selection is starting with some initial presentations from potential vendors before initiating the formal tendering process.

The project is expected to complete in September 2012.

- **Refit of the Evangelical Alliance office:** This project aims to fit out the office space on the ground floor of the Evangelical Alliance to provide additional office space. The IT team will support the implementation of the IT data and telephony services in the new building.

An initial survey of the premises has been performed by our preferred networking partner and indicative costs have been received. The project aims to complete by the end of May 2012.

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

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

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

The Internet changes have been split into several releases.

The first release was successfully deployed in early December 2011; the second was deployed at the start of February which included the new multiple registrant search function and the third release is currently in user acceptance testing and is targeted for release by the end of March.

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

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

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

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

This service went live on Monday 27 February.

- **Remote access security:** This project aims to improve the security provision for employees and external support organisations when they connect to the HPC services remotely. The software has been installed and has been tested by the IT team and is also part of the pilot FtP 'Network encryption Project'.

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

- **Blackberry disaster recovery service:** The Mobile Personal Mailing service has now become a business critical service. This project will investigate the options for creating a disaster recovery service and if appropriate to implement the service.

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

- **Service Availability**  
**NetRegulate outage:** On Tuesday 28 February a security certificate expired on our authentication infrastructure causing PCs to be unable to log into the network to access any service; the online services were not affected. The outage started at 08:40 and was resolved at 10:04, a total of 1hr and 24 minutes.

As a result of this incident procedures have been updated and a diary event has been entered into the infrastructure team calendars to alert the team to regenerate the

certificate.

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

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

Two unsuccessful rounds of recruitment were undertaken in November and December 2011 where no candidate met our acceptance standards.

Following a third round of recruitment in January 2012 we have now appointed Ken Yu to the role of Infrastructure Engineer; Ken will be starting with HPC on 12 March 2012.

## Partners: Ms Hayley Graham

### 1. Recruitment

Following interviews in January, we have appointed the following social worker partners:

Registration assessors – 21

Interviews to recruit 2 hearing aid dispensers are scheduled for 12/13 March 2012.

### 2. Training

The following training has taken place since the last report:

Registration assessors (clinical scientists) – 5 (29 February)  
Panel members – 11 - 18/19 January 2012

Required new and refresher training across all roles have now been scheduled for 2012/13 and partners have been invited to attend.

### 3. Partner appraisal

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

Panel Members – 73  
Registration Assessors – 112  
Panel Chairs – 17  
Visitors – 49

An evaluation of the partner appraisal process will commence in late March 2012.

### 4. Partner resignations

Since the last report, 1 registration assessor and 2 visitors have resigned. There is an on-going fitness to practise case for 1 panel member.

### 5. Partner agreement renewals

There are 59 panel members with agreements due to expire between 31 July – 30 September 2012.

Self-assessments have now been issued to partners for return by 20 March 2012.

Once these renewals are complete, an evaluation of the self-assessment re-appointment process will commence.

### 6. Team Information

Nothing to report

### 7. Social worker project

We have now recruited 72 registered social workers to perform partner roles after the transfer.

Applications for panel chairs closed on 2 March.  
Over 200 applications were received for around 12 posts.

Round 2 of social worker visitor recruitment has focussed on recruiting currently practising social workers, 13 candidates were interviewed on 5 & 6 March.

## Policy and Standards: Mr Michael Guthrie

### 1. Meetings attended 18 January – 7 March

Nursing and Midwifery Council	19 Jan
Social Work Reform Board	24 Jan
Department of Health	26 Jan
Department of Health National Allied Health Professionals Advisory Board	26 Jan
Department of Business Innovation and Skills, MRPQ Directive	26 Jan
Department of Health, AHP Prescribing Project Board	26 Jan
Actionable research	30 Jan
The College of Social Work: key stakeholder launch event	31 Jan
NHS Education for Scotland Podiatric Surgery Education Steering Group, Edinburgh	1 Feb
Meet the HPC event, Birmingham	7 Feb
Dementia Action Alliance	9 Feb
Society of Chiropodists and Podiatrists	10 Feb
Kingston / St. George's (University of London): Consensus workshop on service user involvement in education research	13 Feb
CHRE event: promoting patient safety, Cardiff	15 Feb
Department of Health	16 Feb
Association of Directors of Adult Social Services (ASASS) workforce network	17 Feb
Actionable research	21 Feb
Social Work Reform Board Careers Working Group	22 Feb
Department of Health: NAHPIST workshop	22 Feb
Department of Health	23 Feb
CHRE: performance review meeting	23 Feb
Department of Health: AHP Prescribing project (pre-meet for Commission on Human Medicines	24 Feb

meeting)	
Association of Genetic Nurses and Counsellors	27 Feb
Commission on Human Medicines (AHP Prescribing Project)	28 Feb
Care Quality Commission	29 Feb
Department of Health	2 Mar
Department of Health	5 Mar
Whittington Hospital: CPD presentation	6 Mar
Department of Health	6 Mar
Health Professions Crossing Borders, Brussels	7 Mar
Skills for Care	7 Mar
College of Social Work	7 Mar
All Japan Federation of Social Insurance Associations	7 Mar

### 2. Consultations

There are no open consultations.

### 3. Closed consultations

#### Student fitness to practise and registration

The consultation on student fitness to practise and registration closed on 2 March 2012. 118 responses to the consultation have been received to date. The literature review looking at the published evidence on student fitness to practise and registration has now been completed. The analysis of responses to the consultation and a copy of the completed literature review will be presented at the Council's meeting in May 2012.

#### Social workers (England) registration cycle

The consultation on the registration cycle for social workers in England closed on 29 February 2012. The analysis of consultation responses is an item on the agenda at this meeting.

#### **4. Professional Liaison Groups**

There are no current PLGs.

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

At its meeting in March 2012, the Education and Training Committee considered a paper from the Executive on this topic which attached the final research report. The research found that (amongst those who responded to the study) all approved HPC education providers involved service users in some way in their programmes.

The Committee agreed in principle that a consultation should be held on a new standard of education and training to more explicitly require involvement in the design and/or delivery of education and training programmes. A further paper will be taken to the Committee's June meeting which will propose the wording of the new standard and supporting guidance and outline implementation arrangements. Subject to the Committee's discussion, we anticipate a paper to the Council in July with a consultation taking place from September 2012.

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

The Council is invited at this meeting to approve for consultation the revised standards for six professions. The consultation would run from April to July 2012 (exact dates TBC). The next professions' standards to be reviewed are those for chiropodists / podiatrists; operating department practitioners; prosthetists / orthotists; and speech and language therapists. Draft standards are due to be considered by the Education and Training Committee in September 2012.

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

Charlotte Urwin has continued to participate in the Department of Health project to introduce independent prescribing rights for physiotherapists and podiatrists. This proposal is due to be considered by the Commission on Human Medicines and further updates will be provided about this area when available.

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

The Executive met with the CHRE in February 2012 as part of the annual performance review. This was a positive meeting and we anticipate publication of the CHRE's report in July 2012.

#### **9. Social workers in England**

The responses to the consultations on the standards of proficiency and the threshold level of qualification for entry to the Register for social workers in England are on the agenda at this meeting. The Department has continued to participate in various meetings in this area.

## 1. Operational performance

### a) Telephone calls

**i) UK telephone calls:** During the period from 1 January to 31 January 2012 the team received a total of 8,376 telephone calls which is 342 more calls when compared to the same period two years ago. The Department answered 96% of all those calls received compared to 97% during the same period two years ago.

**ii) International telephone calls:** During the period from 1 January 2012 to 31 January 2012 the team received a total of 1,176 telephone calls which is 257 less than the same period last year. The Department answered 93% of all those calls received compared to 96% during the same period last year.

### b) Application processing

**i) UK Applications:** A total of 459 new applications were received during this period and 466 individuals were registered, which is 81 less than the same period last year. Applications took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt. Applications for readmission took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt.

**ii) International applications:** A total of 140 new international applications were received in this period and 136 individuals were registered which is 111 less than the same period last year.

**iii) Grandparenting applications:** A total of 8 new grandparenting applications were received in this period and 8 individuals were registered which is 12 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 two days of receipt which is within our service standard of 48 hours.

**ii) International emails:** The team received approximately 20 emails per day and managed to respond to these on average within two days of receipt which is within our service standard of 48 hours response time.

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

We requested a 2.5% audit sample of CPD profiles from:

- Physiotherapists at the beginning of February 2012.

CPD assessment days are now being held every two weeks.

### e) Registration renewals

At the start of December 2011, 27,712 radiographers were invited to renew their registration and registrants have until 29 February 2012 to renew their registration.

At the start of February 2012, 46,689 physiotherapists were invited to renew their registration and registrants have until 30 April 2012 to renew their registration.

### a) Employees

The Department is operating within the budgeted headcount.

All new Registration Department employees attended a two-day course developed by the Institute of Customer Services entitled First Impressions. First Impressions is a course designed for frontline employees that serves as an introduction to customer service information, ideas and knowledge.

### 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 seven members will come to an end with all members seeking reappointment with the exception of John Harper and Annie Turner who have decided to step down. The decision on reappointments rests with the Appointments Commission, acting on behalf of the Privy Council, and their Health and Social care Appointments Committee agreed the reappointment of Mary Clark-Glass, Malcolm Cross, Jeff Lucas, Morag MacKellar and Penny Renwick at their meeting on 15 February, with terms of between two and three years (or until such time as the restructuring takes place).

### 2. Council appointment process

Two Council vacancies (one registrant and one lay) have been created following the decision of John Harper and Annie Turner to not seek reappointment. The recruitment campaign is now being run by the Appointments Commission on behalf of the Privy Council with the closing date for applications being Monday 26 March at 12 noon. 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 13 June 2012 for approval. The members appointed following this recruitment campaign will start their term on 1 July 2012, or, if a social worker (England) is appointed, on 1 August, subject to the passage of the Health and Social Care Bill.

### 3. October Council awayday

The Council awayday scheduled for 17-18 October 2012 will be held at the Lodge on Loch Lomond, Luss. A similar format to last year will be used with the strategy meeting starting after lunch on Wednesday 17 and the awayday concluding after Council on 18 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 17.

### 4. Internal audit

During January and February, an internal audit was carried out by Mazars on corporate governance. This report was submitted to the Audit Committee on 13 March for consideration. The Internal Auditors found that there was "Substantial Assurance" in relation to corporate governance and made three housekeeping recommendations.

One recommendation was in relation to travel since within their review of a sample of expense claims, they found that some journeys had been booked very close to the actual travel date, and not the two weeks in advance as stipulated in the Policy. The Secretary to Council will be writing to all Council members to remind them of the expenses policy.

### 5. External meetings

CHRE workshop on appointments	13 Feb
Regulators Governance Group	2 Mar



# Management Information Pack

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Marc Seale, Chief Executive & Registrar  
Report of figures for April 2011 to January 2012 to  
Council

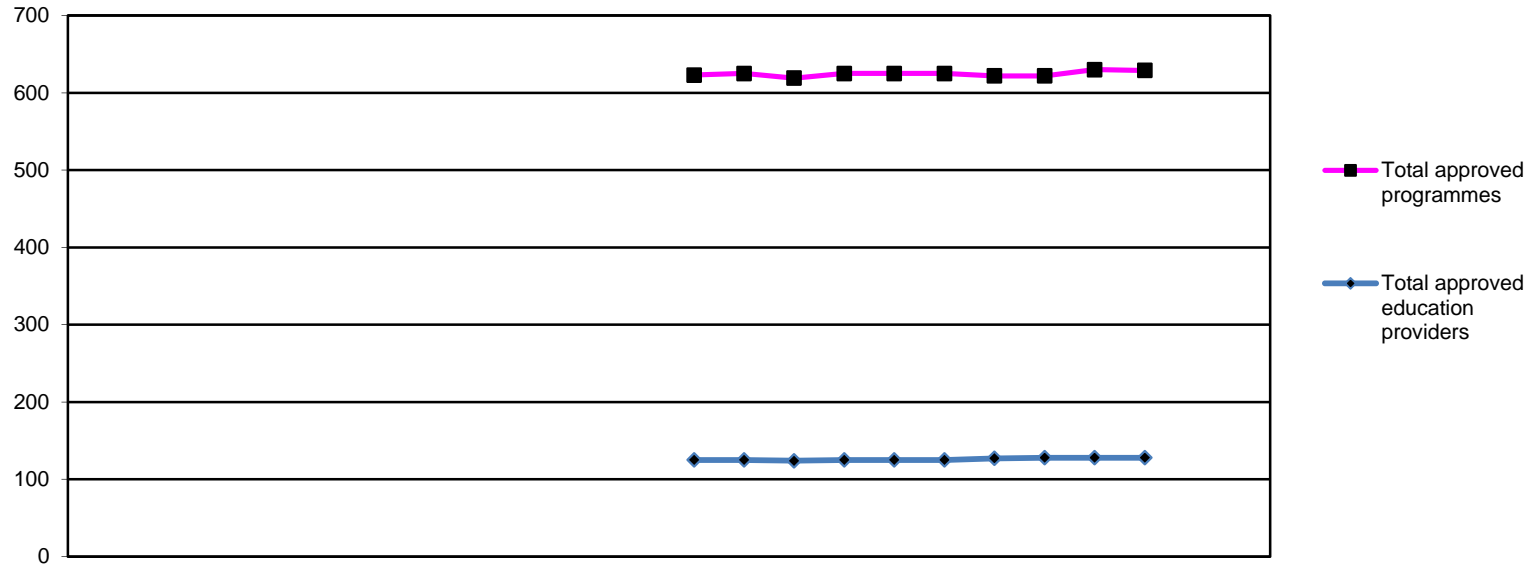


**hpc** health  
professions  
council

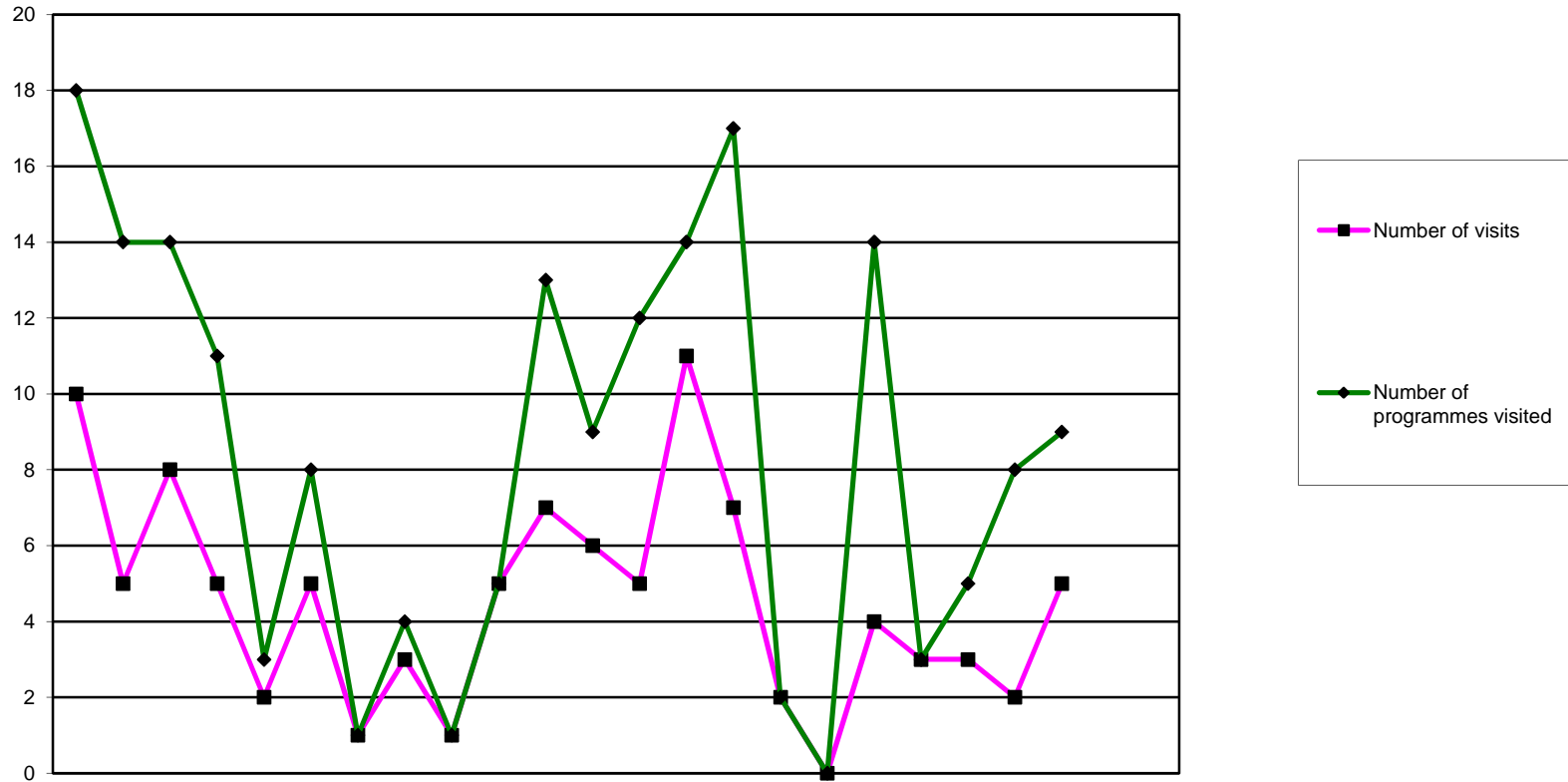
**Management Reporting Information to Council  
Health Professions Council  
Figures for April to January 2011**

<b>Education</b>	Number of approved programmes, by profession	<b>2a</b>
	Overview of approval visits	<b>2b</b>
	Reasons for visit	<b>2c</b>
	Programme monitoring	<b>2d</b>
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<b>Finance</b>	Consolidated Income and Expenditure	<b>4a</b>
	Consolidated Income budgeted & actual	<b>4b</b>
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	Consolidated Department Monthly Variances	<b>5</b>
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<b>Office Services</b>	Mail Volume	<b>10</b>
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<b>Grandparenting Registrations</b>	Grandparent applications workflow process at end of each month	<b>12</b>
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<b>Continuing Professional Development</b>	Continuing Professional Development process	<b>25</b>
<b>Supplementary prescribing</b>	Number of registrants with supplementary prescribing rights	<b>26</b>

<b>Fitness to Practise</b>	Total Cases Considered	<b>27</b>
	Enquiries and allegations: source	<b>28</b>
	Enquiries and Allegations: Profession & source of complaint	<b>29</b>
	Total Investigating Panel decisions and referrals	<b>30</b>
	Investigating Panel Decisions by profession and source of allegation	<b>31</b>
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	Panel Hearings, Decisions Conduct and Competence Committee	<b>33</b>
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	Panel Hearings Decisions CCC and HC Review	<b>35</b>
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	Length of time: Allegations	<b>38</b>
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	Allegations made - Investigating Panel percentages	<b>43</b>
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<b>Registration Appeals</b>	Registration Appeals	<b>46</b>
<b>Protection of Title</b>	Protection of Title	<b>47</b>
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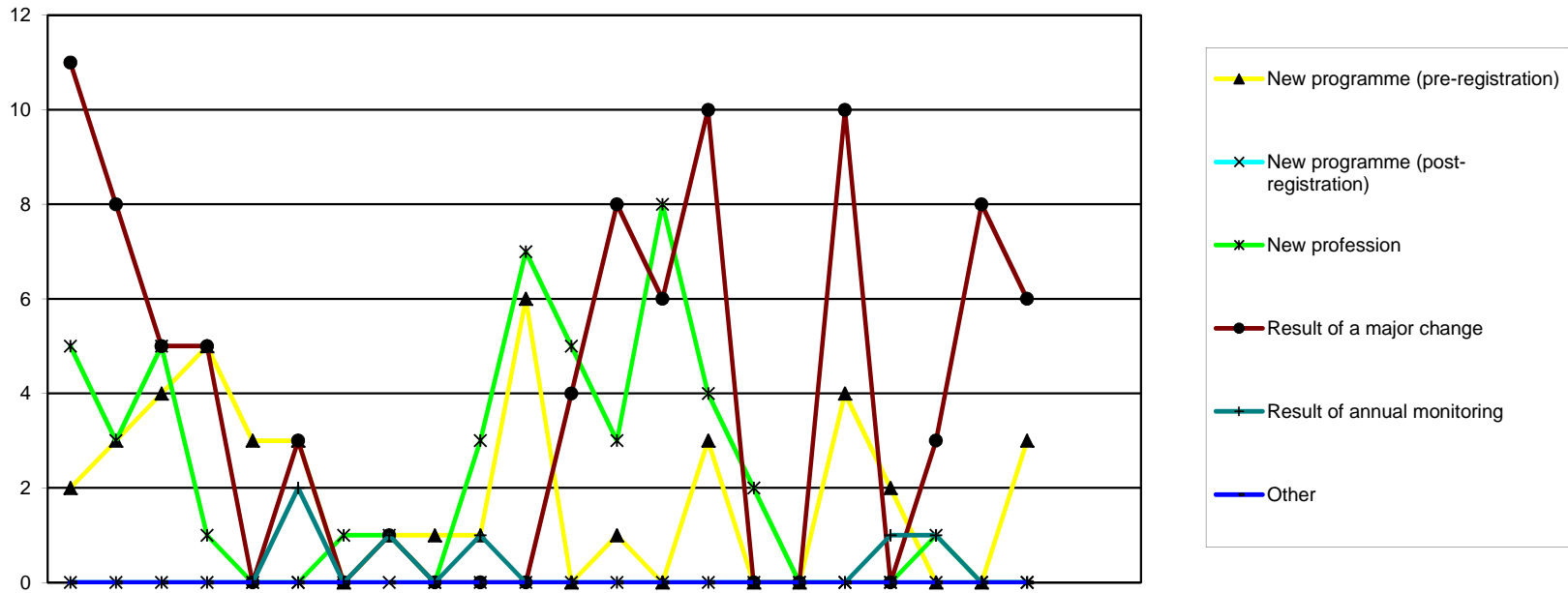


	2010			2011									2012									2011/12 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar
Arts therapists													27	27	21	27	27	27	21	21	21				21
Biomedical scientists													41	41	41	41	41	41	40	40	40				40
Chirops/ Pods													19	19	19	19	19	19	19	19	19				19
Clinical scientists													1	1	1	1	1	1	1	1	1				1
Dietitians													33	33	33	33	33	33	33	33	33				33
Hearing aid disps													18	18	16	18	18	18	15	15	15				15
OTs													73	74	73	74	74	74	73	73	74				74
ODPs													32	32	32	32	32	32	34	34	34				34
Orthoptists													2	2	2	2	2	2	2	2	2				2
Paramedics													51	50	50	50	50	50	50	50	50				50
Physiotherapists													68	69	68	69	69	69	67	67	68				67
Practitioner psychologists													83	83	88	83	83	83	93	93	95				95
Prosthetists/Orthotists													3	3	3	3	3	3	3	3	3				3
Radiographers													52	55	52	55	55	55	51	51	55				55
SLTs													32	32	32	32	32	32	32	32	32				32
Local anaesthesia													2	2	2	2	2	2	2	2	2				2
Prescription only medicine													8	8	9	8	8	8	9	9	9				9
Supplementary prescribing													78	76	77	76	76	76	77	77	77				77
<b>Total approved programmes</b>													623	625	619	625	625	625	622	622	630	629			629
<b>Total approved education providers</b>													125	125	124	125	125	125	127	128	128	128			128



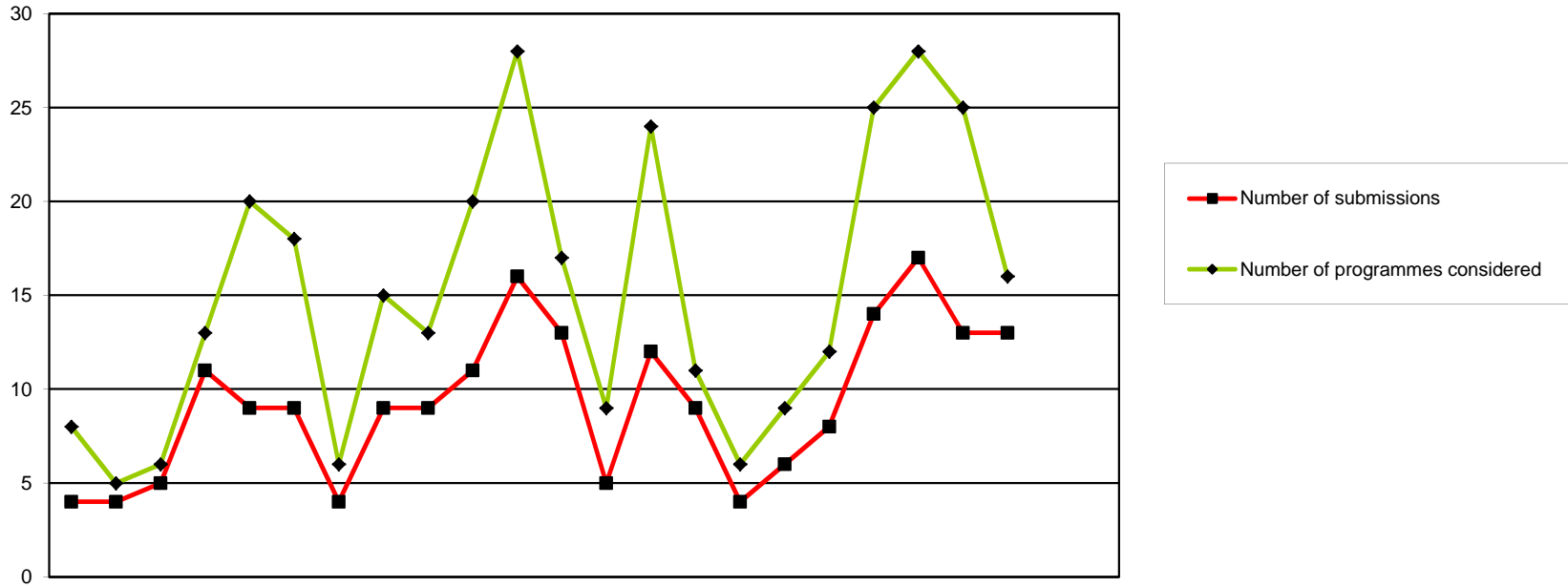
	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Overview of approval visits</b>																									
<b>Number of visits</b>	10	5	8	5	2	5	1	3	1	5	7	6	5	11	7	2	0	4	3	3	2	5			
<b>Number of programmes visited</b>	18	14	14	11	3	8	1	4	1	5	13	9	12	14	17	2	0	14	3	5	8	9			

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



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

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	13
7	29	1	7	1	0	0
5	16	4	0	7	31	18
5	32	26	53	42	37	51
5	1	3	3	3	4	2
5	21	2	0	2	0	0
<b>27</b>	<b>117</b>	<b>68</b>	<b>84</b>	<b>80</b>	<b>101</b>	<b>84</b>

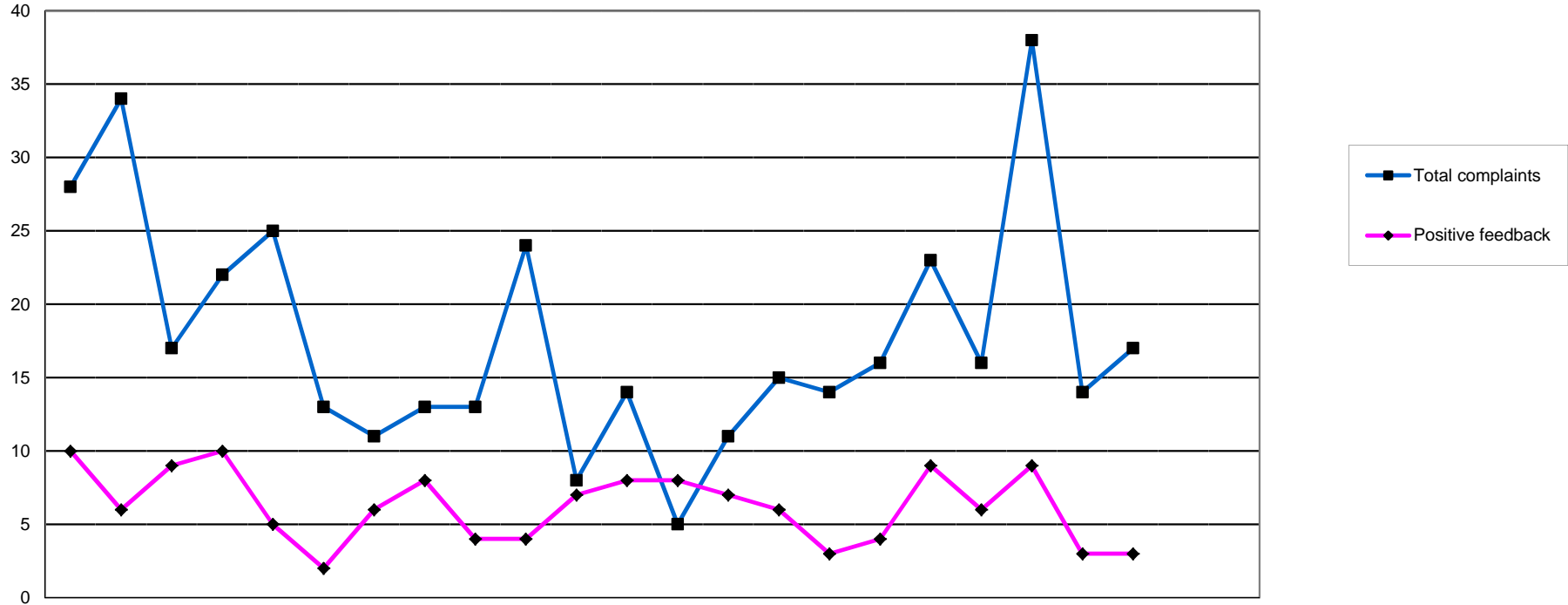


	2010			2011						2012															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Major change submissions</b>																									
<b>Number of submissions</b>	4	4	5	11	9	9	4	9	9	11	16	13	5	12	9	4	6	8	14	17	13	13			
<b>Number of programmes considered</b>	8	5	6	13	20	18	6	15	13	20	28	17	9	24	11	6	9	12	25	28	25	16			

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	104	101
25	97	109	141	179	169	165

Health Professions Council

Feedback April 2010 - March 2012



	2010			2011									2012			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE
<b>Application process</b>	1	3	4	4	4	7	1	4	3	6	1	1	0	0	0	0	0	2	2	0	1	3	39	23	28	29	4	39	8	
<b>Registration process</b>	20	20	10	13	15	6	8	9	7	13	7	8	4	7	14	12	15	18	13	35	11	13	169	88	122	361	163	136	142	
<b>External comms</b>	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	24	6	6	4	1	1	1	
<b>Responsiveness</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	2	0	0	2	0	0	
<b>Partner management</b>	0	3	2	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	4	4	8	0	
<b>Rules/legislation</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	17	11	10	3	5	0	2	
<b>Other</b>	7	8	1	4	5	0	1	0	3	4	0	5	1	2	0	2	1	3	1	3	2	1	7	16	18	44	45	38	16	
<b>Total complaints</b>	28	34	17	22	25	13	11	13	13	24	8	14	5	11	15	14	16	23	16	38	14	17	262	262	186	445	224	222	169	
<b>Positive feedback</b>	10	6	9	10	5	2	6	8	4	4	7	8	8	7	6	3	4	9	6	9	3	3	187	19	27	37	81	79	58	

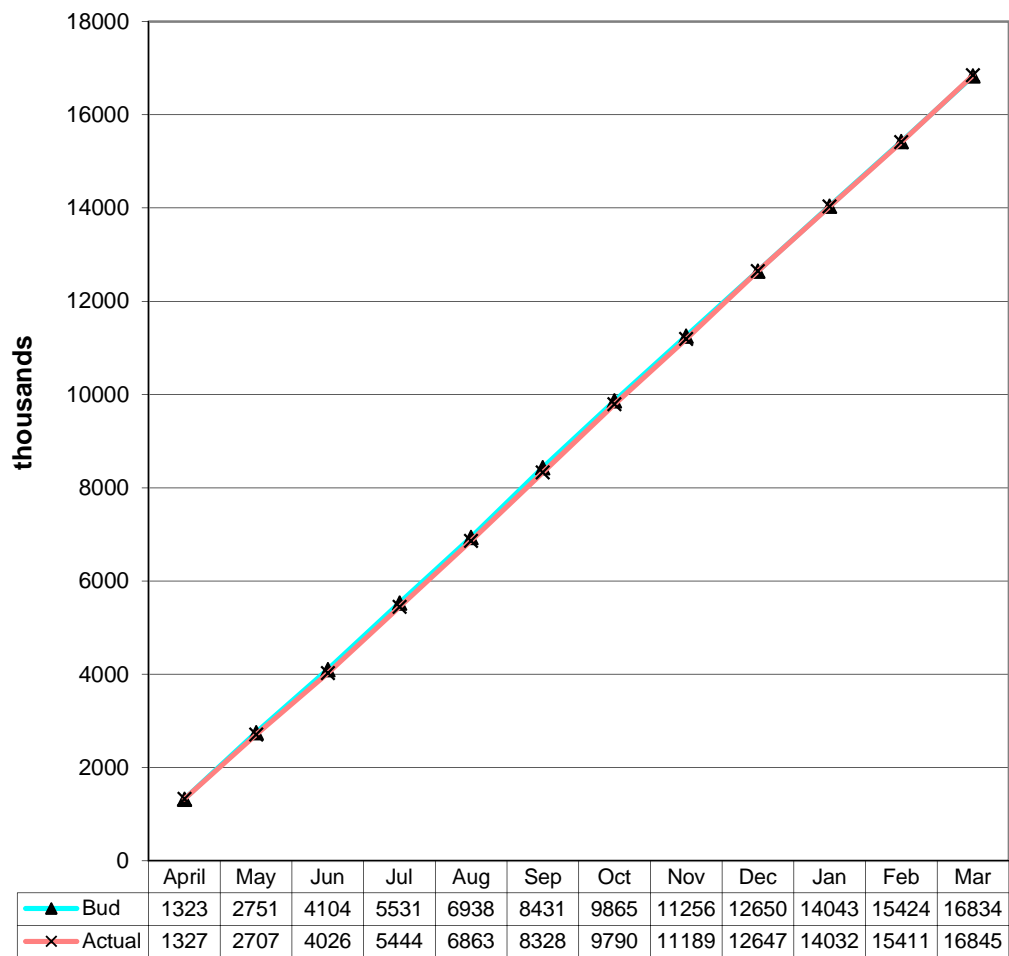


	2011										2012			Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000					
<b>INCOME</b>																	
Registration Income	1,386	1,365	1,423	1,493	1,484	1,434	1,447	1,543	1,403	1,410			14,388	14,366	23	17,209	
Cheque/credit card write off	0	0	0	0	0	0	0	0	0	0			(0)	0	(0)	3,000	
<b>TOTAL INCOME*</b>	<b>1,386</b>	<b>1,365</b>	<b>1,423</b>	<b>1,493</b>	<b>1,484</b>	<b>1,434</b>	<b>1,447</b>	<b>1,543</b>	<b>1,403</b>	<b>1,410</b>			<b>14,388</b>	<b>14,366</b>	<b>22</b>	<b>17,212</b>	
<b>EXPENDITURE</b>																	
Chair	2	5	8	7	0	9	5	8	3	9			55	59	4	71	
Chief Executive	23	38	26	36	26	42	28	28	23	28			299	263	(37)	312	
Council & Committees	11	11	27	2	5	27	23	47	13	6			172	246	74	339	
Communications	51	111	88	68	81	98	104	69	116	72			858	881	23	1,096	
Depreciation	42	43	42	41	40	41	40	47	41	41			418	530	113	660	
Education	56	68	63	54	44	62	50	63	51	61			572	623	51	785	
Facilities Management	66	80	62	85	148	95	106	71	84	77			874	740	(134)	919	
Finance	48	53	58	28	52	67	94	24	62	58			544	554	11	654	
Fitness to Practise	629	738	684	588	627	642	671	605	537	675			6,397	6,246	(151)	7,494	
Human Resources & Partners	32	40	73	85	48	63	79	92	48	55			614	749	135	851	
IT Department	70	79	94	91	58	89	80	80	75	78			793	958	165	1,152	
Operations Office	36	41	48	39	46	36	52	49	45	50			442	371	(72)	445	
Policy & Standards	17	16	18	21	15	30	28	30	16	18			208	223	15	286	
Major Projects	2	7	20	23	17	(3)	35	21	(25)	(1)			95	82	(14)	83	
Registration	108	157	134	154	188	148	188	159	185	148			1,570	1,616	47	1,908	
Secretariat	13	40	31	27	6	46	1	29	13	15			221	205	(16)	245	
<b>TOTAL EXPENDITURE</b>	<b>1,206</b>	<b>1,526</b>	<b>1,477</b>	<b>1,350</b>	<b>1,402</b>	<b>1,491</b>	<b>1,584</b>	<b>1,420</b>	<b>1,286</b>	<b>1,389</b>			<b>14,132</b>	<b>14,346</b>	<b>215</b>	<b>17,300</b>	
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>180</b>	<b>(161)</b>	<b>(55)</b>	<b>143</b>	<b>83</b>	<b>(58)</b>	<b>(136)</b>	<b>122</b>	<b>117</b>	<b>21</b>			<b>256</b>	<b>19</b>	<b>237</b>	<b>(88)</b>	

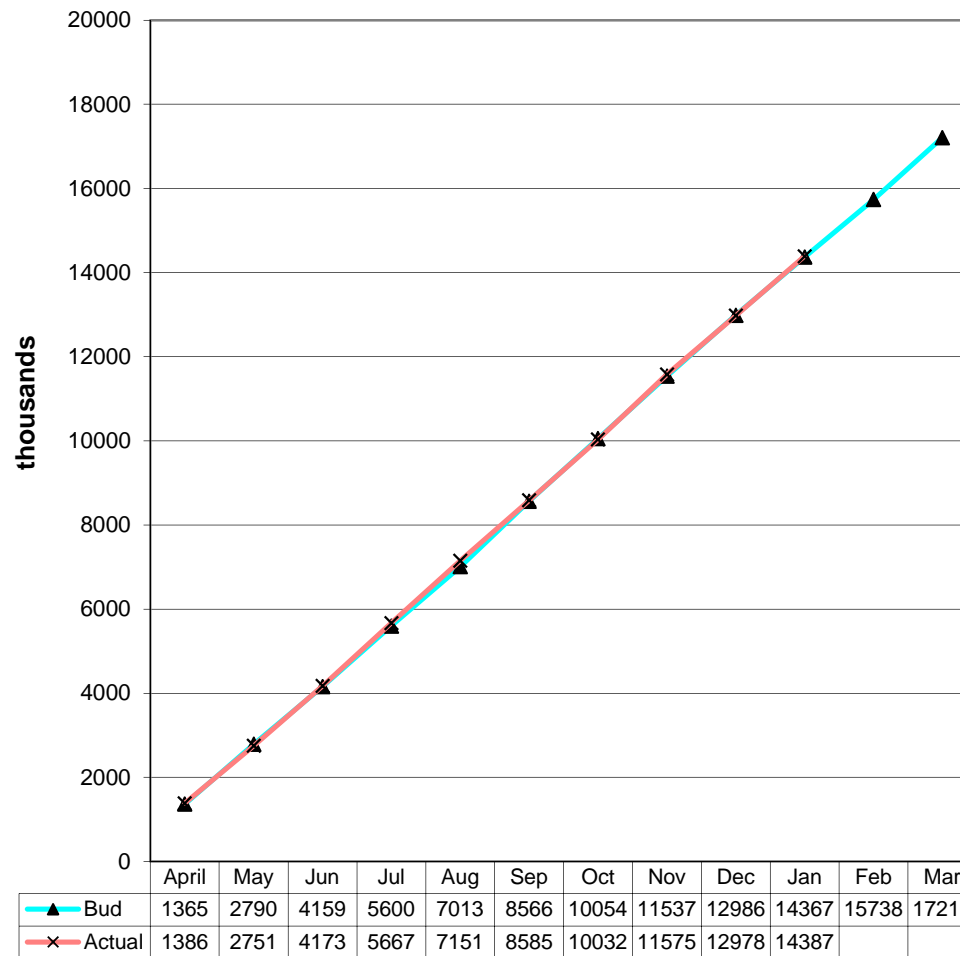
\* Total Income is excluding investment income

Note: No accruals have been posted for April

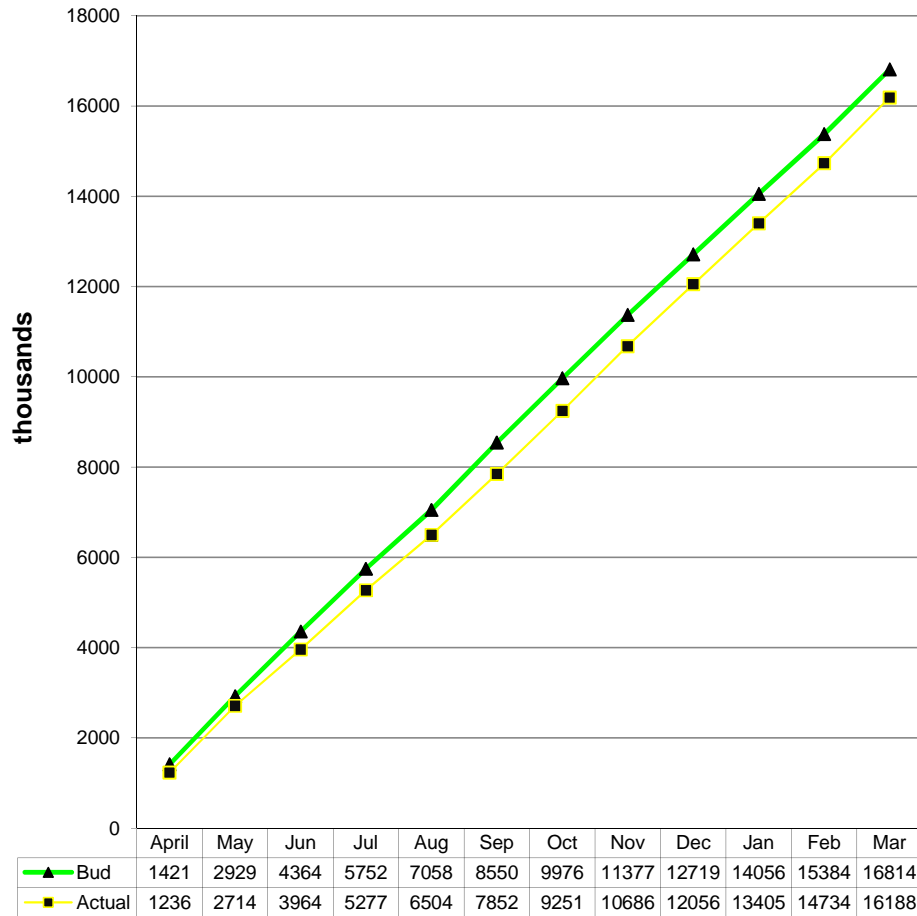
Income 2010/11 budgeted & actual



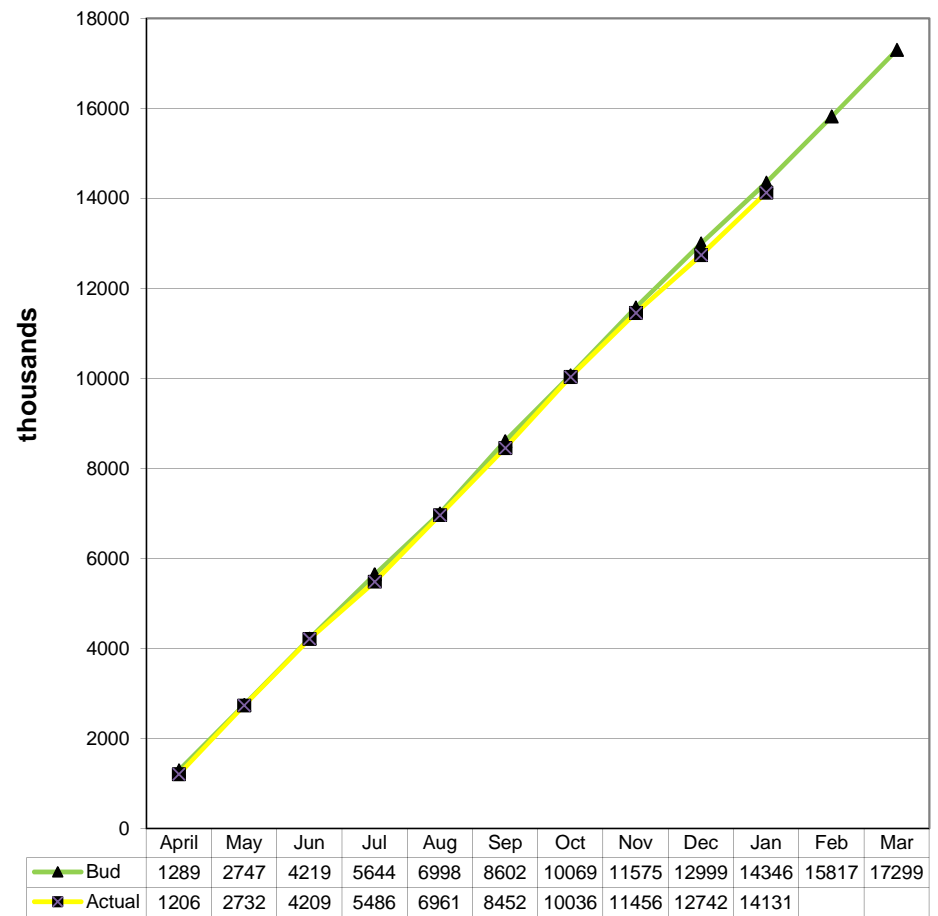
Income 2011/12 budgeted & actual



Expenditure 2010/11 budgeted & actual



Expenditure 2011/12 budgeted & actual



	2011						2012						Total to £000	Budget £000	Total Expenditure £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000			
<b>EXPENDITURE</b>															
Chair	4	1	(2)	(1)	6	(3)	1	(2)	3	(3)			4	59	55
Chief Executive	4	(13)	(1)	(7)	(1)	(16)	(3)	0	2	(1)			(37)	263	299
Council & Committees	0	8	6	12	1	21	21	(3)	7	1			74	246	172
Communications	3	7	(1)	3	(33)	3	(11)	88	(15)	(23)			23	881	858
Depreciation	4	3	3	3	4	3	26	18	24	24			113	530	418
Education	3	17	3	3	15	(1)	16	(5)	4	(5)			51	623	572
Facilities Management	6	(5)	12	(12)	(74)	(22)	(38)	(2)	(16)	17			(134)	740	874
Finance	8	6	(2)	28	6	(11)	(37)	29	(12)	(5)			11	554	544
Fitness to Practise	(31)	(135)	(10)	23	(1)	22	(63)	13	106	(75)			(151)	6,246	6,397
Human Resources & Partners	22	29	(1)	43	2	11	13	(6)	13	8			135	749	614
IT Department	23	14	5	3	37	13	13	15	26	16			165	958	793
Operations Office	(0)	(6)	(13)	(4)	(8)	5	(12)	(6)	(10)	(16)			(72)	371	442
Policy & Standards	1	5	1	(3)	17	(4)	(8)	(10)	3	14			15	223	208
Major Projects	2	2	(12)	(14)	(8)	36	(26)	(20)	26	2			(14)	82	95
Registration	28	19	18	4	(25)	79	(29)	(14)	(30)	(2)			47	1,616	1,570
Secretariat	7	(21)	(11)	(7)	14	(24)	22	(8)	7	5			(16)	205	221
<b>TOTAL BUDGET VARIANCE</b>	83	(68)	(6)	75	(47)	112	(116)	86	138	(42)	0	0	215	14,346	14,132
<b>TOTAL MONTHLY BUDGET</b>	1,289	1,458	1,472	1,425	1,354	1,604	1,467	1,507	1,424	1,347	0	0			14,346
<b>TOTAL EXPENDITURE</b>	1,206	1,526	1,477	1,350	1,402	1,491	1,584	1,420	1,286	1,389	0	0			14,132

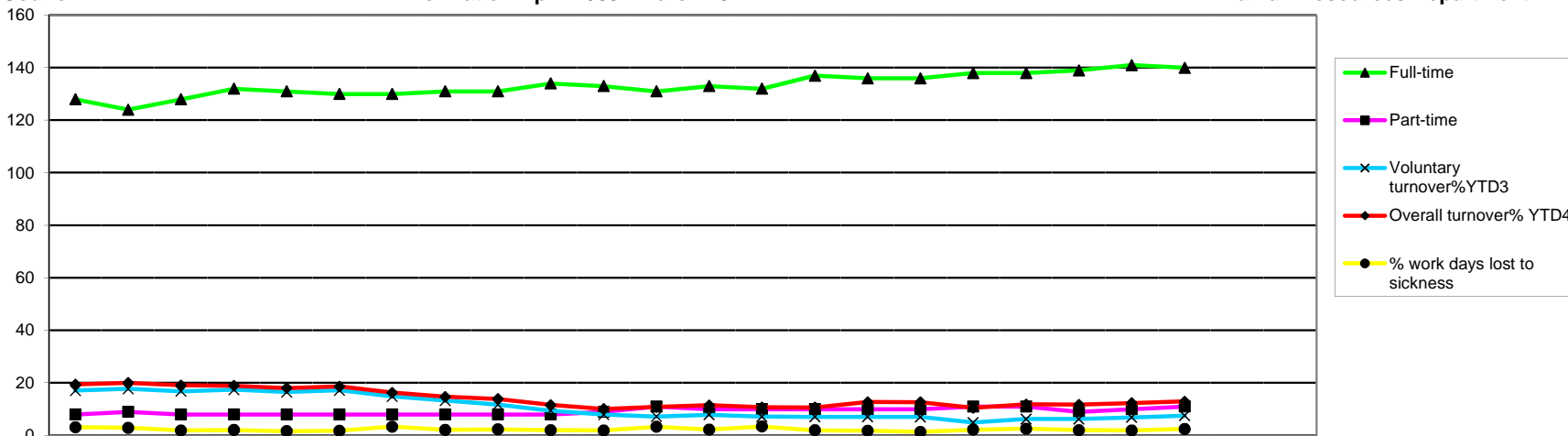
\* Total Income is excluding investment income

	Actual £000	2011								2012		
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000
<b>Non-current Assets</b>												
Property, Plant and Machinery		2,488	2,477	2,461	2,448	2,436	2,415	2,404	2,408	2,399	2,398	
Intangible assets		1,368	1,377	1,402	1,382	1,366	1,432	1,391	1,445	1,467	1,489	
<b>TOTAL FIXED ASSETS</b>		<b>3,856</b>	<b>3,854</b>	<b>3,863</b>	<b>3,830</b>	<b>3,802</b>	<b>3,847</b>	<b>3,795</b>	<b>3,853</b>	<b>3,866</b>	<b>3,887</b>	
<b>CURRENT ASSETS</b>												
Other current assets		473	446	418	477	459	404	373	383	360	336	
Financial assets		0	0	0	0	0	0	0	0	0	0	
Bank & Cash		7,928	7,484	7,925	7,527	8,949	9,369	8,828	8,124	8,200	7,743	
	<b>0</b>	<b>8,401</b>	7,930	8,343	8,004	9,408	9,773	9,201	8,507	8,560	8,079	
<b>CURRENT LIABILITIES</b>												
Trade and other payables		(397)	(534)	(376)	(430)	(313)	(328)	(366)	(412)	(338)	(382)	
Other Liabilities		(1,109)	(1,149)	(1,267)	(1,109)	(1,165)	(1,246)	(1,390)	(1,125)	(1,093)	(1,028)	
Deferred income		(9,004)	(8,538)	(8,817)	(8,326)	(9,782)	(9,998)	(9,355)	(8,831)	(8,971)	(8,467)	
	<b>0</b>	<b>(10,510)</b>	(10,221)	(10,460)	(9,865)	(11,260)	(11,572)	(11,111)	(10,368)	(10,402)	(9,877)	
<b>Total assets less liabilities</b>	<b>0</b>	<b>1,747</b>	<b>1,563</b>	<b>1,746</b>	<b>1,969</b>	<b>1,950</b>	<b>2,048</b>	<b>1,885</b>	<b>1,992</b>	<b>2,024</b>	<b>2,089</b>	
Represented by:												
Revaluation Reserve		0	0	0	0	0	0	0	0	0	0	
Income and expenditure account		1,747	1,563	1,746	1,969	1,950	2,048	1,885	1,992	2,024	2,089	
	<b>0</b>	<b>1,747</b>	<b>1,563</b>	<b>1,746</b>	<b>1,969</b>	<b>1,950</b>	<b>2,048</b>	<b>1,885</b>	<b>1,992</b>	<b>2,024</b>	<b>2,089</b>	

\* Balance sheet includes investment income

	Actual Mar 11 £000	2011									2012			Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000	
<b>Opening Balance</b>		8,722	7,928	7,484	7,924	7,528	8,949	9,370	8,829	8,124	7,959			
Registration Income		1,386	1,365	1,422	1,494	1,483	1,433	1,449	1,543	1,462	1,410			14,447
Investment Income		5	1	4	1	6	1	4	27	8	3			60
Investment Sales		0	0	0	0	0	0	0	0	0	0			0
Deferred Income Movements		(796)	(465)	278	(491)	1,457	673	(644)	(523)	81	(507)			(937)
Department of Health funding		0	0	239	0	0	0	0	0	0	0			239
Miscellaneous Income		0	0	0	0	0	0	0	0	0	86			86
<b>Total Cash Receipts</b>		<b>595</b>	<b>901</b>	<b>1,943</b>	<b>1,004</b>	<b>2,946</b>	<b>2,107</b>	<b>809</b>	<b>1,047</b>	<b>1,551</b>	<b>992</b>			<b>13,895</b>
Expenditure		1,163	1,598	1,398	1,331	1,497	1,538	1,614	1,464	1,662	1,204			14,469
Depreciation		(42)	(43)	(41)	(42)	(40)	(41)	(40)	(46)	(49)	(41)			(425)
Asset disposal / writeoff		0	0	0	0	0	0	0	0	0	0			0
Aged Cred / Accrual Movements		280	(224)	117	45	75	134	(181)	220	64	5			535
Debtor Movements		(28)	(27)	(23)	57	(19)	(53)	(31)	11	(17)	(24)			(154)
<b>Payments to Creditors</b>		<b>1,373</b>	<b>1,304</b>	<b>1,451</b>	<b>1,391</b>	<b>1,513</b>	<b>1,578</b>	<b>1,362</b>	<b>1,649</b>	<b>1,660</b>	<b>1,144</b>			<b>14,425</b>
Capital Expenditure		16	41	52	9	12	108	(12)	103	57	64			450
Capital write-off		0	0	0	0	0	0	0	0	0	0			0
Investment Purchases		0	0	0	0	0	0	0	0	0	0			0
									0	0	0			0
<b>Other Payments</b>		<b>16</b>	<b>41</b>	<b>52</b>	<b>9</b>	<b>12</b>	<b>108</b>	<b>(12)</b>	<b>103</b>	<b>57</b>	<b>64</b>			<b>450</b>
<b>Closing Balance</b>	<b>8,722</b>	<b>7,928</b>	<b>7,484</b>	<b>7,924</b>	<b>7,528</b>	<b>8,949</b>	<b>9,370</b>	<b>8,829</b>	<b>8,124</b>	<b>7,958</b>	<b>7,743</b>			

\* Cash flow includes investment income



	2011												2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>EMPLOYEES</b>																								
Budgeted employees	144	144	144	144	144	144	144	144	144	144	144	144	148	148	148	148	148	148	148	148	148	148	148	148
<b>Total employees</b>	<b>136</b>	<b>133</b>	<b>137</b>	<b>140</b>	<b>139</b>	<b>138</b>	<b>138</b>	<b>139</b>	<b>140</b>	<b>142</b>	<b>142</b>	<b>142</b>	<b>143</b>	<b>142</b>	<b>147</b>	<b>146</b>	<b>146</b>	<b>149</b>	<b>149</b>	<b>149</b>	<b>151</b>	<b>151</b>		
Full-time	128	124	128	132	131	130	130	131	131	134	133	131	133	132	137	136	136	138	138	139	141	140		
Part-time	8	9	8	8	8	8	8	8	8	8	9	11	10	10	10	10	10	11	11	9	10	11		
FTE	134	131	134	138	138	138	138	138	138	142	141	140	142	140	145	144	144	145	145	148	149	149		
Permanent	130	129	132	134	131	132	130	131	132	134	133	134	139	139	138	139	138	139	138	136	141	144		
Fixed-Term Contracts	6	4	5	5	7	7	7	8	8	10	9	8	4	5	9	7	8	10	11	14	8	7		
Starters (permanent)	1	0	4	3	1	0	0	2	1	1	1	1	0	0	0	0	0	0	0	0	2	0		
Starters (fixed-term)	1	0	1	0	1	3	0	1	0	2	1	0	0	2	7	2	2	4	1	1	2	1		
<b>Voluntary resignations<sup>1</sup></b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>		
Compulsory leavers <sup>2</sup>	0	0	0	0	0	1	0	1	1	0	0	2	0	0	0	3	0	1	0	1	1	0		
Total leavers (vol. & comp.)	1	2	1	1	2	4	0	1	1	0	0	2	2	1	1	4	2	1	2	0	2	1		
<b>Voluntary turnover% YTD<sup>3</sup></b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>15</b>	<b>13</b>	<b>12</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>		
Overall turnover% YTD <sup>4</sup>	19	20	19	19	18	19	16	15	14	12	10	11	11	11	11	13	13	10	12	12	12	13		
Agency days	21	27	13	3	3	10	14	79	44	27	49	70	55	36	22	31	46	87	91	76	21	21		
% work days lost to sickness	3	3	2	2	2	2	3	2	2	2	2	3	2	3	2	2	1	2	3	2	2	2		
Average sick-days YTD	7	8	8	8	8	7	8	7	7	7	6	6	6	6	6	6	6	6	6	6	6	6		
<b>Sick-days</b>	<b>85</b>	<b>73</b>	<b>58</b>	<b>63</b>	<b>50</b>	<b>54</b>	<b>101</b>	<b>64</b>	<b>70</b>	<b>62</b>	<b>60</b>	<b>103</b>	<b>69</b>	<b>106</b>	<b>63</b>	<b>55</b>	<b>43</b>	<b>71</b>	<b>80</b>	<b>67</b>	<b>57</b>	<b>71</b>		
<b>O.H. Refs</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>		

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
			124	132	144	148
<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>136</b>	<b>142</b>	<b>151</b>
73	75	104	113	124	131	130
5	4	3	3	5	11	11
76	77	106	115	127	140	149
74	78	101	113	126	134	144
4	1	5	4	3	8	14
6	46	42	36	37	15	7
	1	13	7	8	10	19
<b>3</b>	<b>20</b>	<b>17</b>	<b>22</b>	<b>22</b>	<b>10</b>	<b>10</b>
	1	8	3	3	5	8
-	21	25	25	25	15	18
*	<b>30</b>	<b>26</b>	<b>19</b>	<b>16</b>	<b>7</b>	<b>8</b>
	-	-	20	20	11	13
95	2590	2742	1,149	1385	360	440
*	4	3	4	3	2	2
			8	7	6	6
846	795	777	847	943	843	858
0	18	19	27	10	13	10

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

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

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

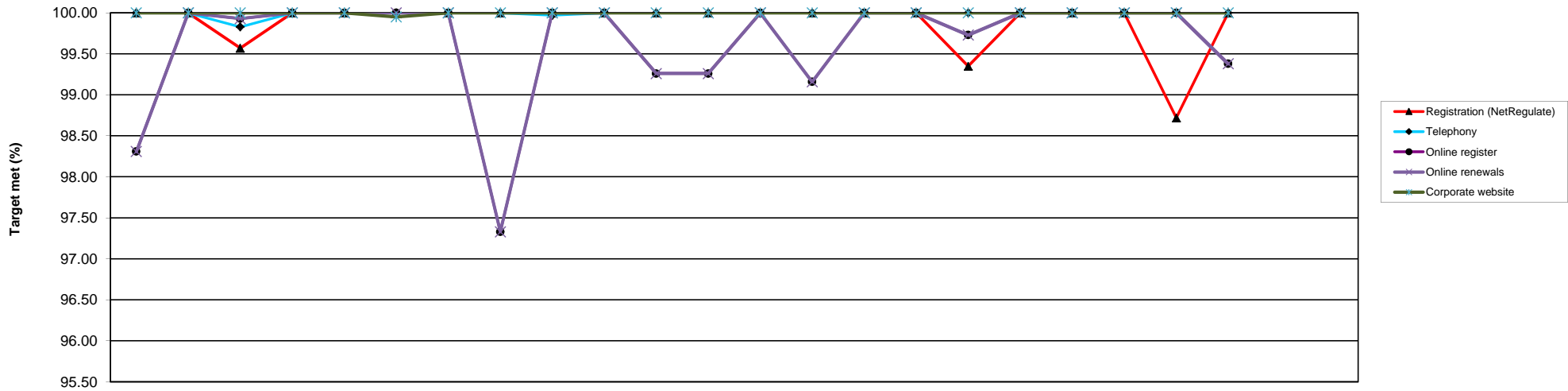
<sup>4</sup> **Overall Turnover:** Shows the year to date turnover (last twelve months) for all leavers - voluntary and compulsory

**FTE** Full-time equivalent

**YTD** Year to Date

**FYE** Final Year End

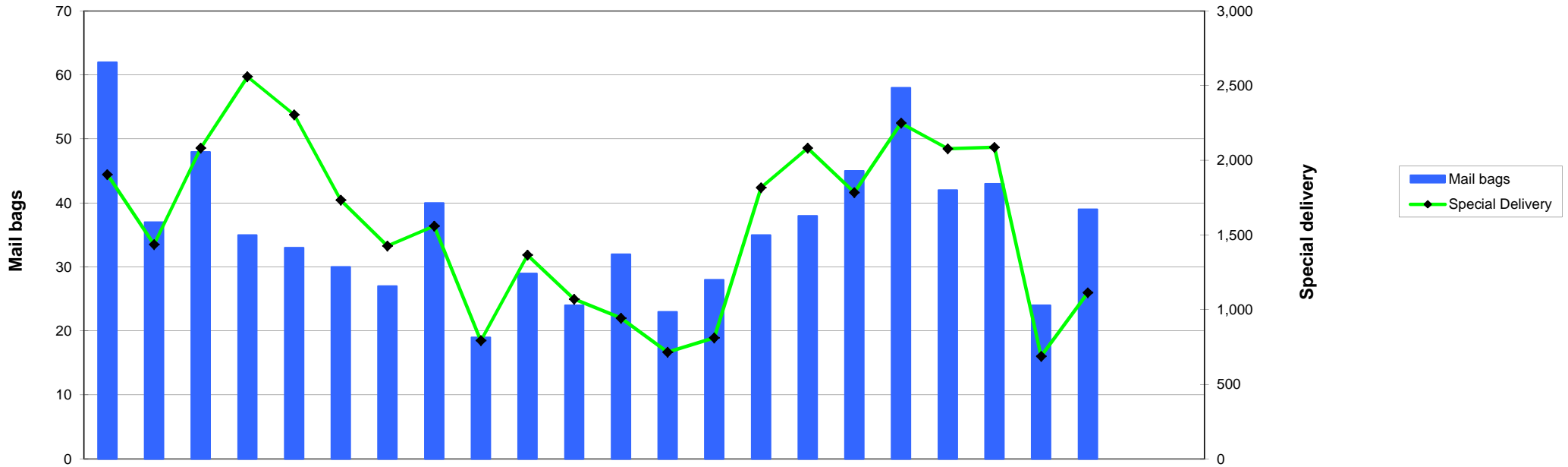
**O.H. Refs** Occupational health referrals



Service availability	2010			2011									2012									2006/7	2007/8	2008/9	09/10	10/11	11/12				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
Corporate website	100.00	100.00	100.00	100.00	100.00	99.95	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.99	100.00	100.00	
Online register	98.31	100.00	99.93	100.00	100.00	100.00	100.00	97.33	100.00	100.00	99.26	99.26	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	100.00	100.00	99.38					99.51	99.83	
Online renewals	98.31	100.00	99.93	100.00	100.00	100.00	100.00	97.33	100.00	100.00	99.26	99.26	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	100.00	100.00	99.38					99.51	99.83	
Registration (NetRegulate)	100.00	100.00	99.57	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	100.00	100.00	100.00	98.72	100.00	99.99	99.87	99.89	99.98	99.96	99.81
Telephony	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	99.97	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	99.83	99.92	100.00	99.98	100.00	

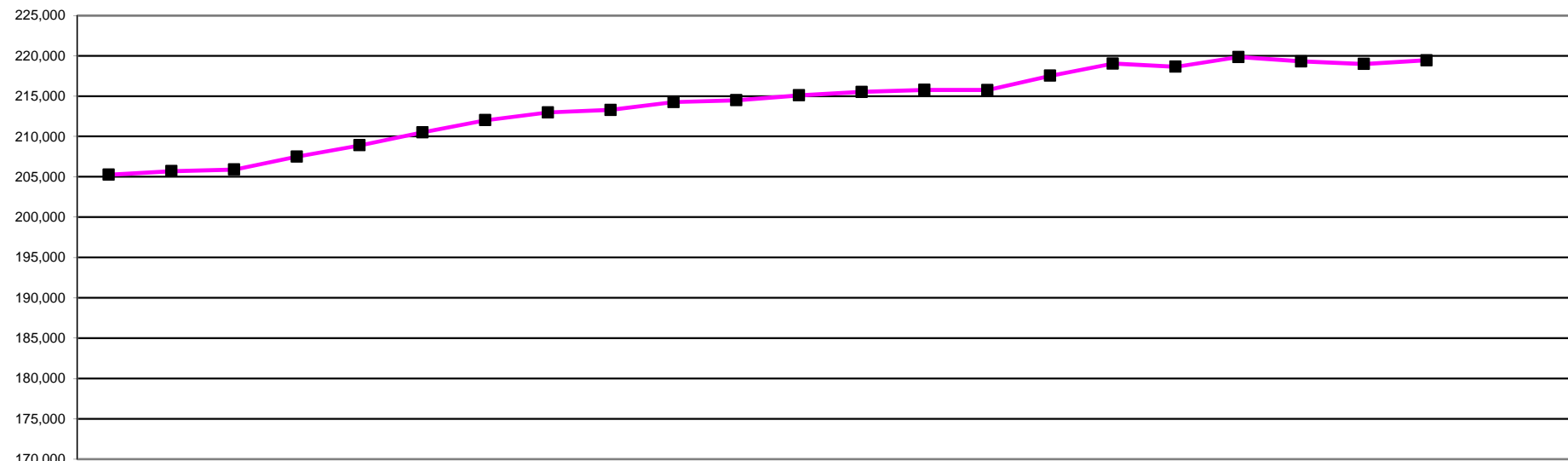
Performance targets	Uptime	Period
Corporate website	98.30	24 hr X 7 days
Online register	98.30	24 hr X 7 days
Online renewals	98.30	24 hr X 7 days
Registration (NetRegulate)	97.85	10 hr X 5 days
Telephony	98.45	10 hr X 5 days





	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Mail bags</b>	62	37	48	35	33	30	27	40	19	29	24	32	23	28	35	38	45	58	42	43	24	39		
<b>Special Delivery</b>	1,905	1,437	2,082	2,561	2,306	1,734	1,427	1,561	793	1,366	1,071	944	715	811	1,818	2,082	1,785	2,250	2,078	2,088	688	1,114		

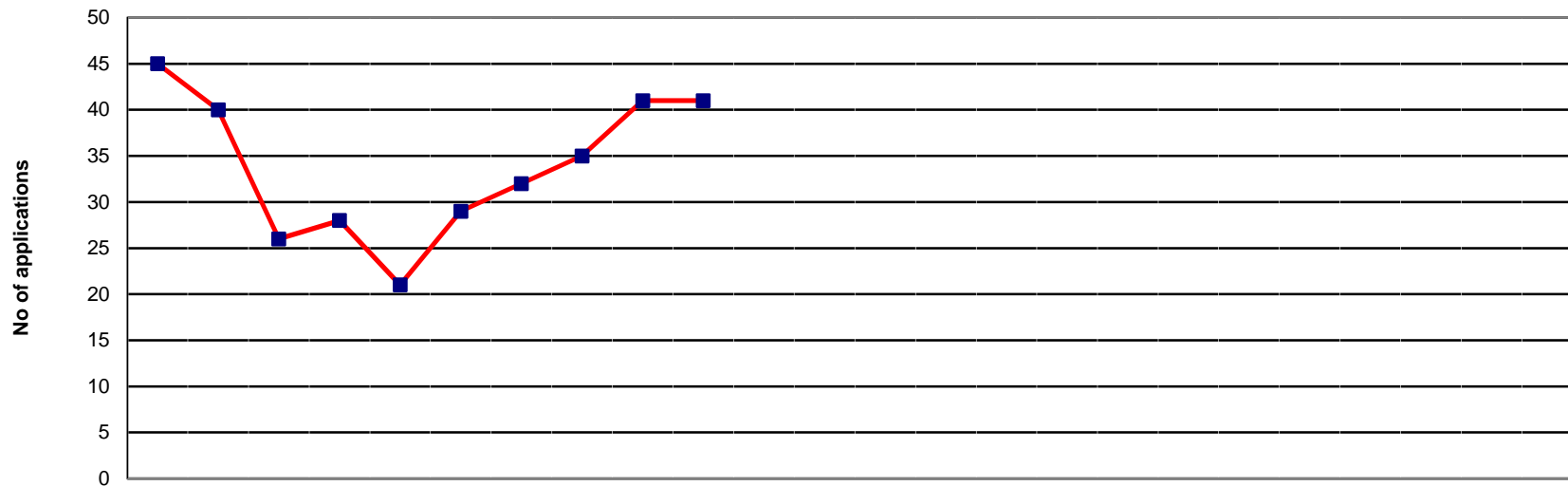
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	416	375
13,641	10,469	19,076	20,383	24,787	19,187	15,429



	2010			2011									2012									2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec						Jan
<b>AS</b>	2,797	2,796	2,650	2,688	2,720	2,765	2,792	2,818	2,838	2,860	2,880	2,900	2,913	2,913	2,928	2,948	2,986	3,013	3,047	3,073	3,098	3,111	2,509	2,576	2,785	2,900	3,111
<b>BS</b>	21,946	21,981	22,056	22,113	22,228	22,305	22,403	22,431	22,522	22,542	22,604	22,626	22,668	22,662	22,746	22,814	22,835	22,815	22,765	22,625	21,690	21,790	21,560	22,381	21,894	22,626	21,790
<b>CH</b>	12,870	12,858	12,788	12,823	12,465	12,577	12,640	12,673	12,704	12,706	12,716	12,737	12,740	12,743	12,759	12,833	12,944	12,984	13,013	13,023	13,023	13,004	13,055	12,581	12,897	12,737	13,004
<b>CS</b>	4,474	4,491	4,504	4,519	4,535	4,534	4,551	4,551	4,566	4,577	4,597	4,622	4,666	4,682	4,704	4,699	4,686	4,498	4,524	4,564	4,584	4,609	4,183	4,405	4,444	4,622	4,609
<b>DT</b>	7,142	7,126	6,841	6,981	7,101	7,163	7,229	7,259	7,267	7,293	7,299	7,323	7,348	7,360	7,402	7,537	7,632	7,663	7,709	7,724	7,731	7,745	6,663	6,700	7,160	7,323	7,745
<b>HAD+</b>	1,577	1,575	1,578	1,579	1,536	1,546	1,552	1,555	1,565	1,572	1,583	1,587	1,591	1,596	1,596	1,619	1,644	1,652	1,667	1,684	1,694	1,703				1,587	1,703
<b>OT</b>	30,440	30,494	30,562	30,743	31,083	31,395	31,588	31,764	31,782	31,920	31,998	32,134	32,186	32,240	32,334	32,514	32,808	32,757	32,802	31,399	31,591	31,705	28,107	30,122	30,351	32,134	31,705
<b>ODP</b>	10,130	10,134	10,099	10,087	10,122	10,293	10,450	10,500	10,165	10,247	10,292	10,314	10,339	10,336	10,381	10,398	10,463	10,684	10,814	10,831	10,863	10,899	9,458	9,587	10,085	10,314	10,899
<b>OR</b>	1,261	1,261	1,260	1,270	1,290	1,301	1,306	1,305	1,305	1,306	1,301	1,303	1,302	1,303	1,295	1,296	1,304	1,268	1,279	1,281	1,286	1,285	1,239	1,278	1,260	1,303	1,285
<b>PA</b>	15,866	15,905	15,950	16,019	16,090	16,198	16,355	16,471	16,562	16,615	16,693	16,785	16,861	16,926	17,003	17,086	17,210	17,083	17,377	17,559	17,652	17,714	13,703	15,019	15,766	16,785	17,714
<b>PH</b>	42,436	42,629	42,875	43,350	43,862	44,174	44,409	44,584	44,695	44,842	44,926	45,002	45,061	45,147	45,322	45,722	46,096	46,247	46,354	46,533	46,618	46,689	42,490	42,676	44,651	45,002	46,689
<b>PYL*</b>	15,723	15,813	15,955	16,058	16,146	16,257	16,508	16,719	16,869	17,001	17,094	17,161	17,209	17,211	16,451	16,711	16,799	16,916	17,172	17,444	17,557	17,656			15,583	17,161	17,656
<b>PO</b>	869	870	869	871	873	872	887	893	895	898	901	901	905	903	906	908	912	865	870	878	884	890	832	877	869	901	890
<b>RA</b>	25,307	25,334	25,460	25,850	26,172	26,336	26,447	26,511	26,554	26,857	26,544	26,614	26,616	26,616	26,767	27,202	27,413	27,535	27,651	27,712	27,697	27,569	23,541	25,318	25,195	26,614	27,569
<b>SL</b>	12,418	12,440	12,461	12,565	12,694	12,794	12,908	12,948	13,001	13,040	13,064	13,086	13,118	13,130	13,159	13,244	13,307	12,663	12,805	12,965	13,020	13,066	11,375	12,169	12,371	13,086	13,066
<b>Total</b>	205,256	205,707	205,908	207,516	208,917	210,510	212,025	212,982	213,290	214,276	214,492	215,095	215,523	215,768	215,753	217,531	219,039	218,643	219,849	219,295	218,988	219,435	178,715	185,689	205,311	215,095	219,435

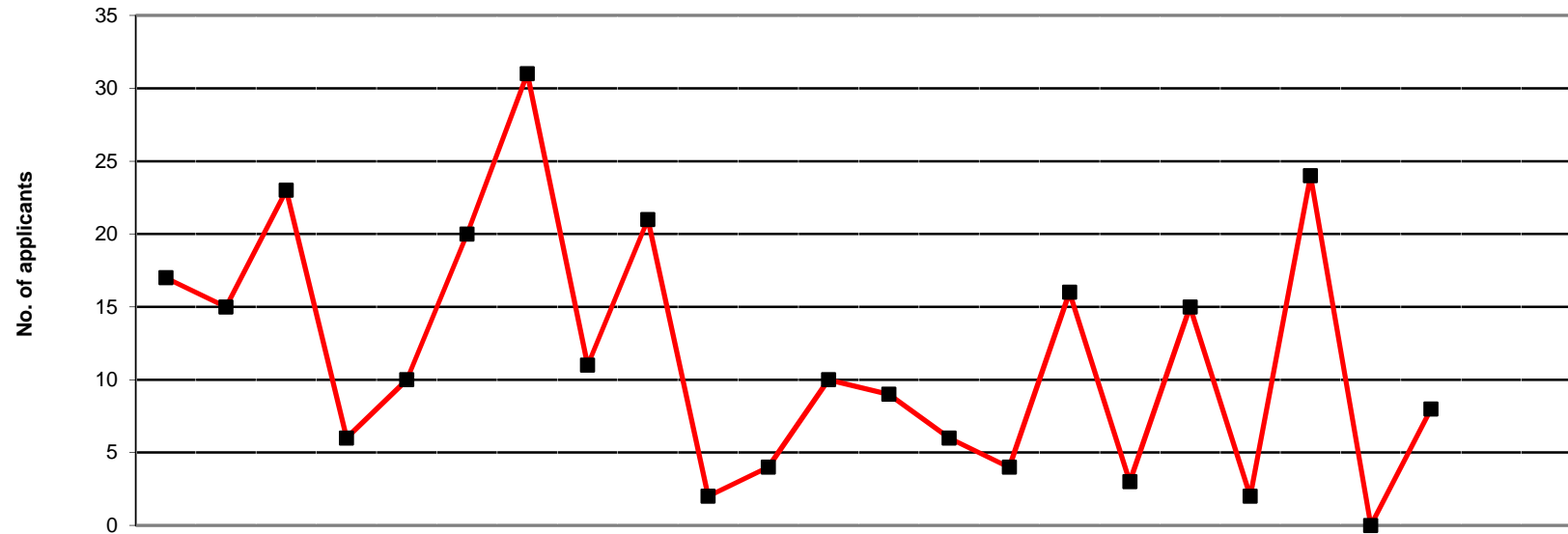
NOTE: Information captured last day of each calendar month

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



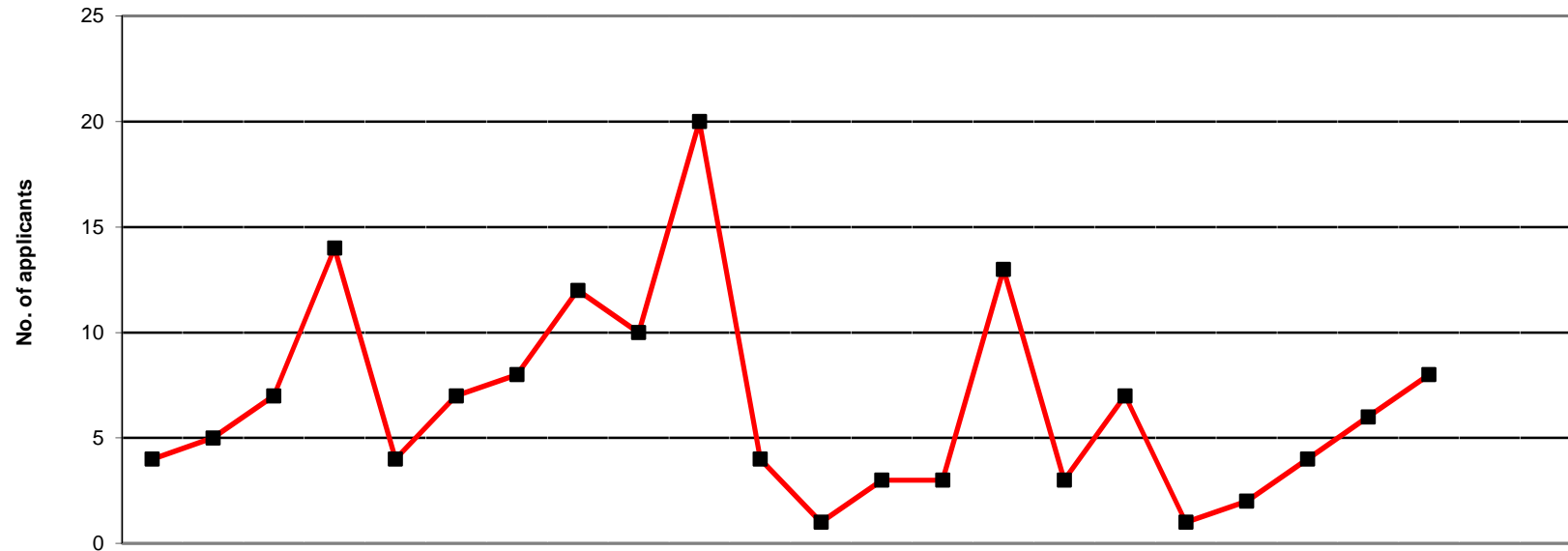
Current status	2011			2012									2013									11/12 YTD			
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar
Minimum info	1	1	1	0	0	1	1	4	1	2															1
At scrutiny	35	32	21	24	19	25	28	28	33	33															28
Pending reg fee	9	7	4	4	2	3	3	3	7	6															5
<b>Total</b>	<b>45</b>	<b>40</b>	<b>26</b>	<b>28</b>	<b>21</b>	<b>29</b>	<b>32</b>	<b>35</b>	<b>41</b>	<b>41</b>															<b>34</b>
																								<b>Average</b>	

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



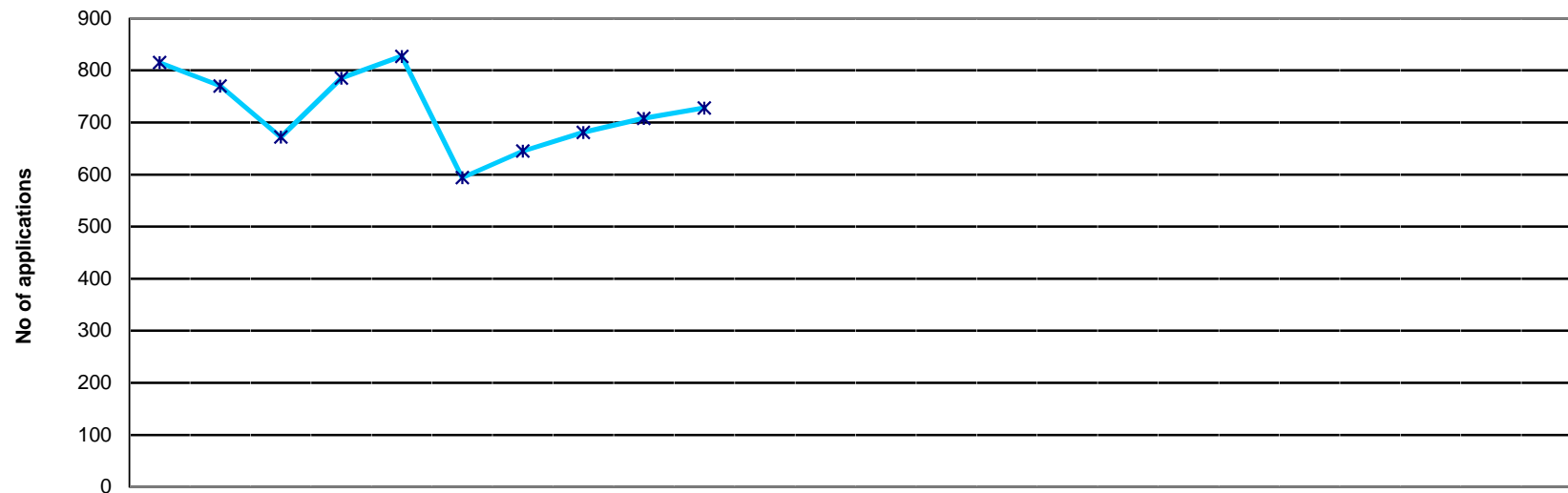
	2010			2011									2012			09/10	10/11	11/12										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Practitioner psychologists *	17	15	23	6	10	20	31	11	21	2	4	10	9	6	4	16	3	15	2	24	0	8				93	170	87

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



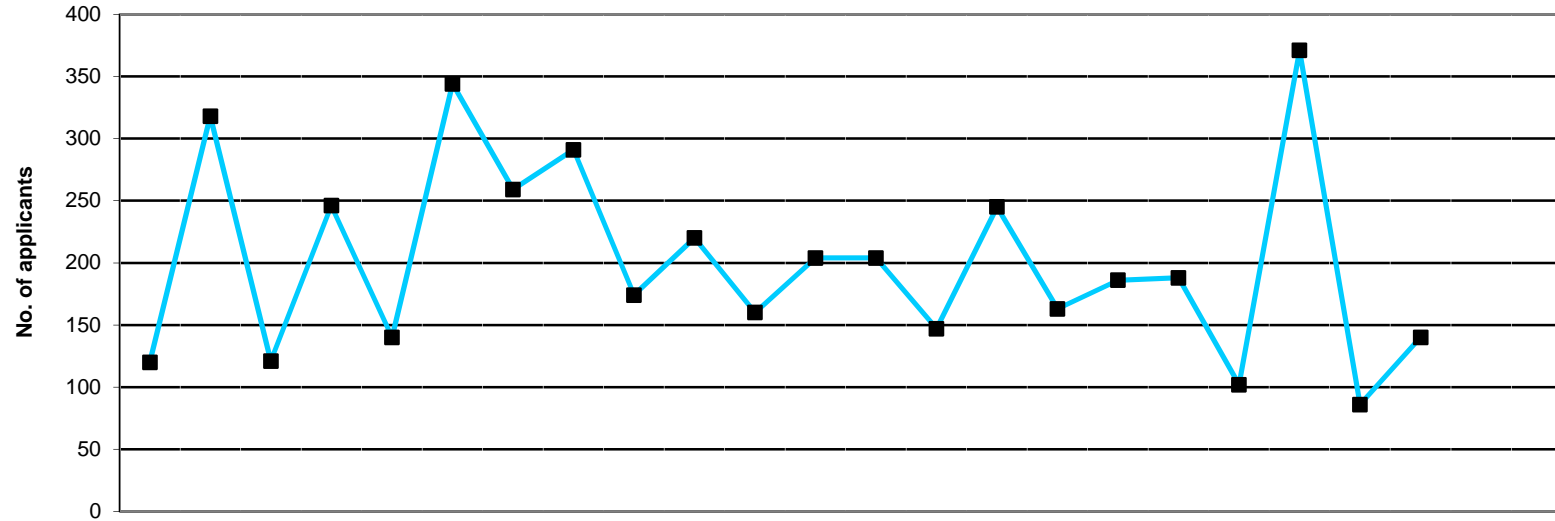
	2010			2011									2012			09/10	10/11	11/12										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Practitioner psychologists *	4	5	7	14	4	7	8	12	10	20	4	1	3	3	13	3	7	1	2	4	6	8				63	96	50

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



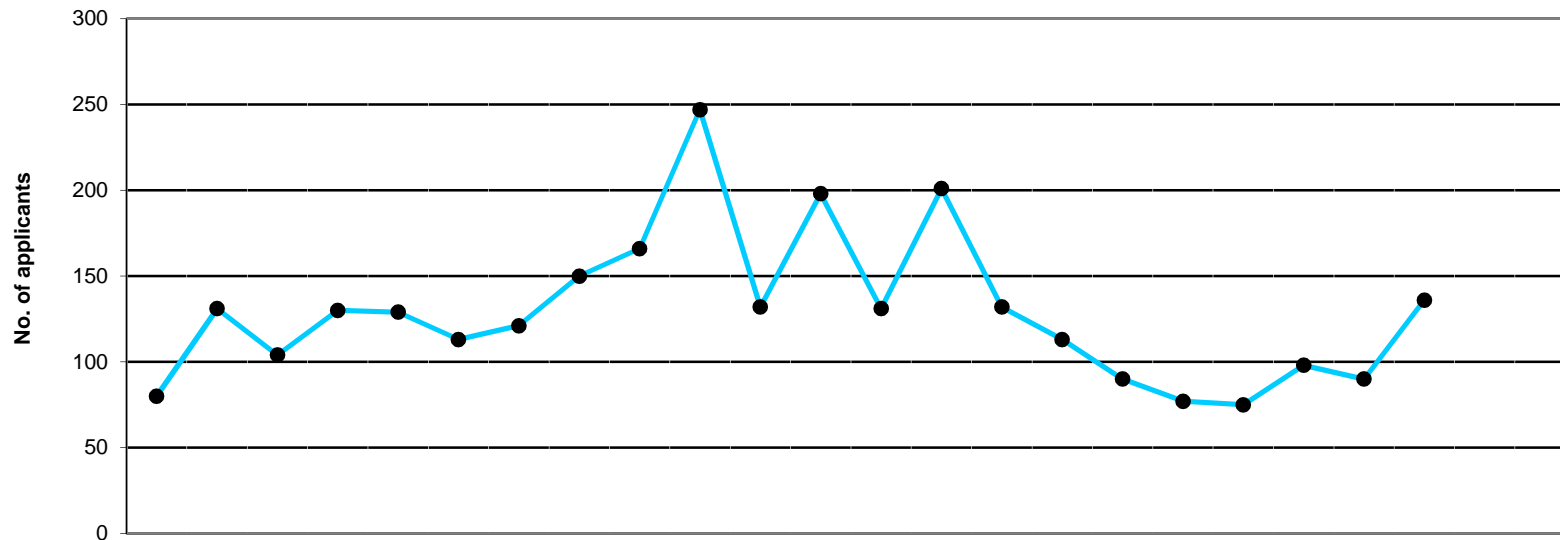
Current status	2011			2012									2013									11/12 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar
Minimum info	61	73	100	23	35	49	62	77	26	43															55
At scrutiny	531	515	400	590	619	373	416	433	498	488															486
Pending reg fee	223	182	172	172	173	172	167	171	184	197															181
<b>Total</b>	<b>815</b>	<b>770</b>	<b>672</b>	<b>785</b>	<b>827</b>	<b>594</b>	<b>645</b>	<b>681</b>	<b>708</b>	<b>728</b>															<b>723</b>
																								<b>Average</b>	

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



	2010			2011									2012									2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan
Arts Therapists	0	2	3	4	2	5	1	2	0	1	2	1	1	0	4	1	1	1	3	6	2	1	16	12	23	20
Bio. Scientists	12	33	14	31	19	41	26	32	23	15	14	13	13	9	18	16	14	16	8	38	3	17	307	290	273	152
Chirops/ Pods	2	7	0	3	1	3	3	2	0	1	0	3	3	3	3	3	3	2	1	4	1	1	23	34	25	24
CI Scientists	1	10	4	7	4	9	8	7	4	7	5	6	6	6	5	5	9	5	0	10	2	4	50	61	72	52
Dietitians	9	16	7	16	6	16	15	16	6	16	7	9	9	11	10	12	9	10	7	25	5	3	132	137	139	101
Hearing aid disps	0	0	0	0	0	0	0	4	0	0	0	2	2	0	0	1	0	2	0	1	0	1			9	7
OTs	20	54	14	29	20	54	46	42	29	30	22	21	21	22	29	10	21	31	13	39	9	22	404	340	381	217
ODPs	0	2	0	2	0	1	0	0	1	1	1	1	1	2	1	1	1	1	0	2	1	0	8	10	9	10
Orthoptists	1	0	0	0	0	1	0	0	1	2	0	0	0	0	0	2	0	1	0	0	1	0	3	1	5	4
Paramedics	3	4	3	6	1	8	4	2	1	2	2	3	3	2	3	6	5	5	4	4	0	3	46	50	39	35
Physiotherapists	31	97	38	70	42	95	78	86	58	76	54	71	71	55	97	49	69	51	26	137	36	42	774	745	796	633
Pract psychs	14	27	14	24	11	34	26	25	11	20	14	16	16	12	20	14	20	18	6	26	8	8		211	284	148
Prosth/Orthotists	0	0	1	0	1	1	2	2	0	1	0	2	2	0	0	1	1	1	1	1	0	0	9	3	10	7
Radiographers	20	48	17	43	25	61	37	47	26	30	29	34	34	15	43	28	22	25	20	55	13	25	364	312	417	280
SLTs	7	18	6	11	8	15	13	24	14	18	10	22	22	10	12	14	11	19	13	23	5	13	154	173	166	142
<b>Total</b>	<b>120</b>	<b>318</b>	<b>121</b>	<b>246</b>	<b>140</b>	<b>344</b>	<b>259</b>	<b>291</b>	<b>174</b>	<b>220</b>	<b>160</b>	<b>204</b>	<b>204</b>	<b>147</b>	<b>245</b>	<b>163</b>	<b>186</b>	<b>188</b>	<b>102</b>	<b>371</b>	<b>86</b>	<b>140</b>	<b>2,290</b>	<b>2,379</b>	<b>2,648</b>	<b>1,832</b>

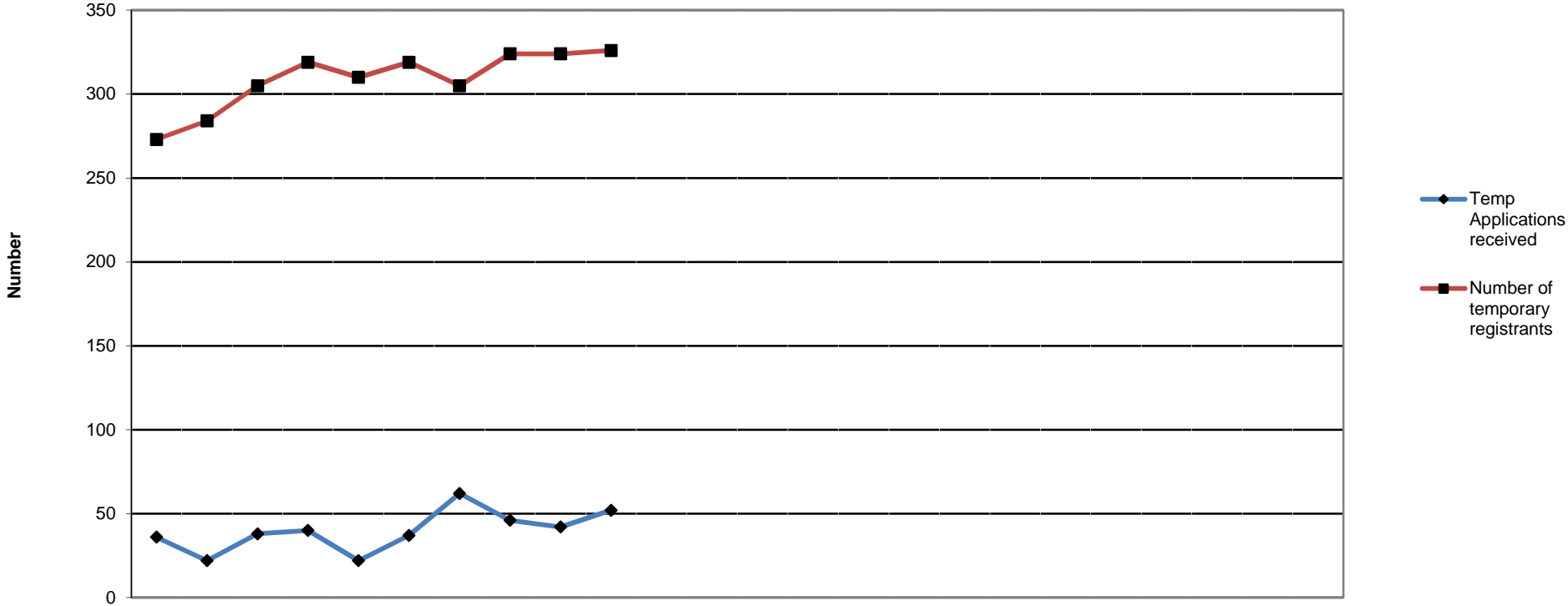
All received applications, including those that may subsequently be returned, rejected or withdrawn.



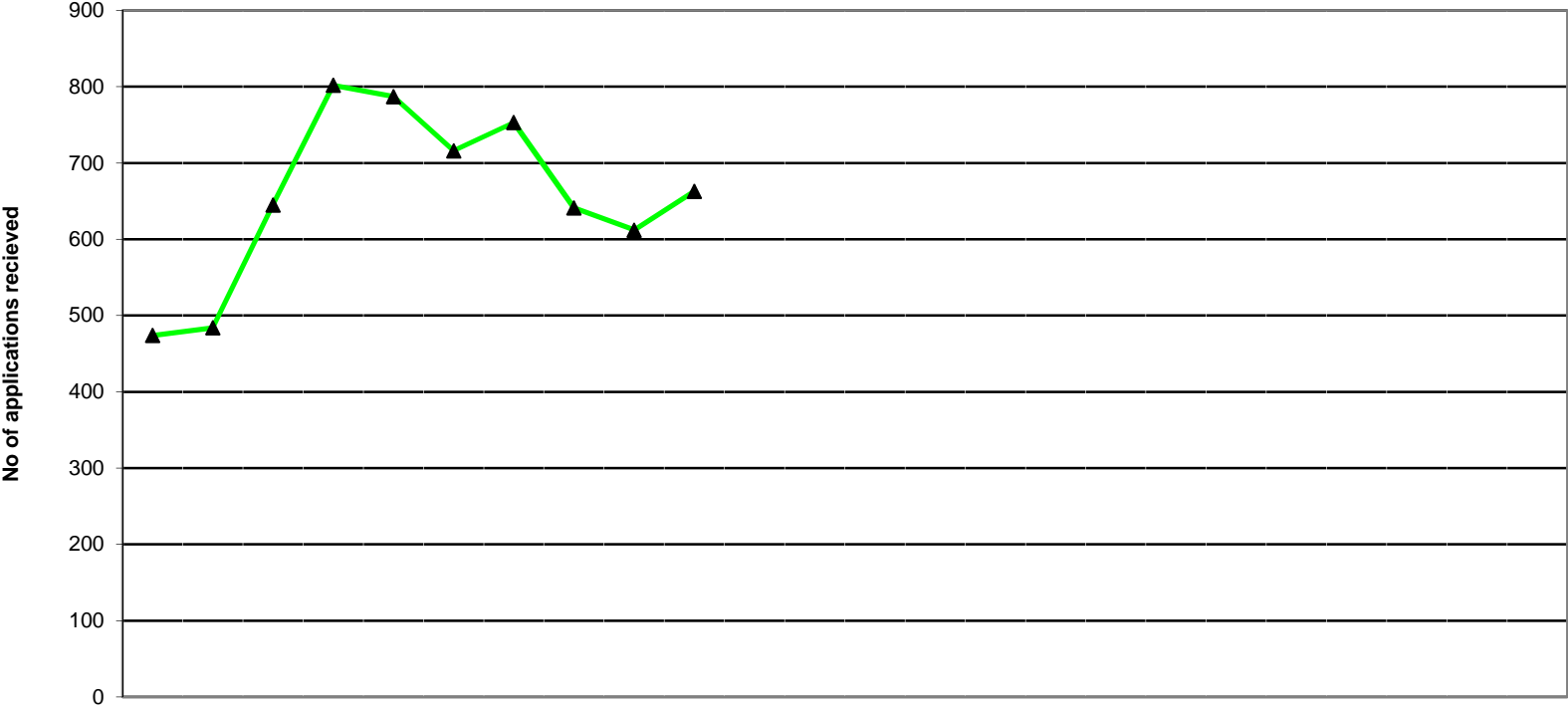
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts therapists	2	0	1	1	0	0	3	1	3	2	2	0	1	0	2	1	1	1	0	0	2	1		
Bio. scientists	10	12	14	14	15	13	23	8	33	29	23	8	19	13	15	7	4	3	1	3	18	8		
Chirops/ pods	0	1	4	0	3	1	0	1	3	2	0	2	6	3	0	0	1	2	2	0	1	1		
CI scientists	1	1	2	1	4	0	3	0	3	3	2	6	4	3	2	0	1	0	1	2	1	1		
Dietitians	5	2	4	17	8	7	2	5	6	12	9	11	5	5	2	12	8	6	11	3	4	8		
Hearing aid disps	0	0	0	0	0	0	0	0	0	2	2	0	0	1	0	0	0	0	0	1	0	2		
OTs	18	17	16	25	25	17	7	38	21	46	28	31	26	22	19	18	9	8	3	25	21	27		
ODPs	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0		
Orthoptists	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0		
Paramedics	1	2	2	0	0	5	0	0	2	4	1	6	2	2	2	1	0	3	1	1	0	3		
Physiotherapists	10	70	29	29	31	43	38	46	48	75	40	41	17	115	42	43	42	27	23	32	20	43		
Pract psychs	4	7	9	13	8	9	8	12	10	27	6	14	3	1	26	5	6	7	3	8	8	12		
Prosth/orthotists	0	0	1	1	0	0	0	0	0	1	2	1	1	0	1	0	0	0	1	1	1	2		
Radiographers	17	8	11	19	23	15	22	32	29	27	7	60	31	28	11	20	16	17	7	13	9	14		
SLTs	12	11	11	8	12	3	14	7	8	17	10	17	16	7	10	6	2	1	22	9	5	14		
<b>Total</b>	<b>80</b>	<b>131</b>	<b>104</b>	<b>130</b>	<b>129</b>	<b>113</b>	<b>121</b>	<b>150</b>	<b>166</b>	<b>247</b>	<b>132</b>	<b>198</b>	<b>131</b>	<b>201</b>	<b>132</b>	<b>113</b>	<b>90</b>	<b>77</b>	<b>75</b>	<b>98</b>	<b>90</b>	<b>136</b>		

2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	YTD
8	6	4	15	9
231	236	162	202	91
39	27	15	17	16
30	28	22	26	15
94	97	80	88	64
			4	4
302	283	255	289	178
5	2	5	3	2
4	2	0	1	1
14	22	25	23	15
567	608	460	500	404
		95	127	79
6	3	1	6	7
428	336	206	270	166
134	105	114	130	92
<b>1,862</b>	<b>1,755</b>	<b>1,444</b>	<b>1,701</b>	<b>1,143</b>



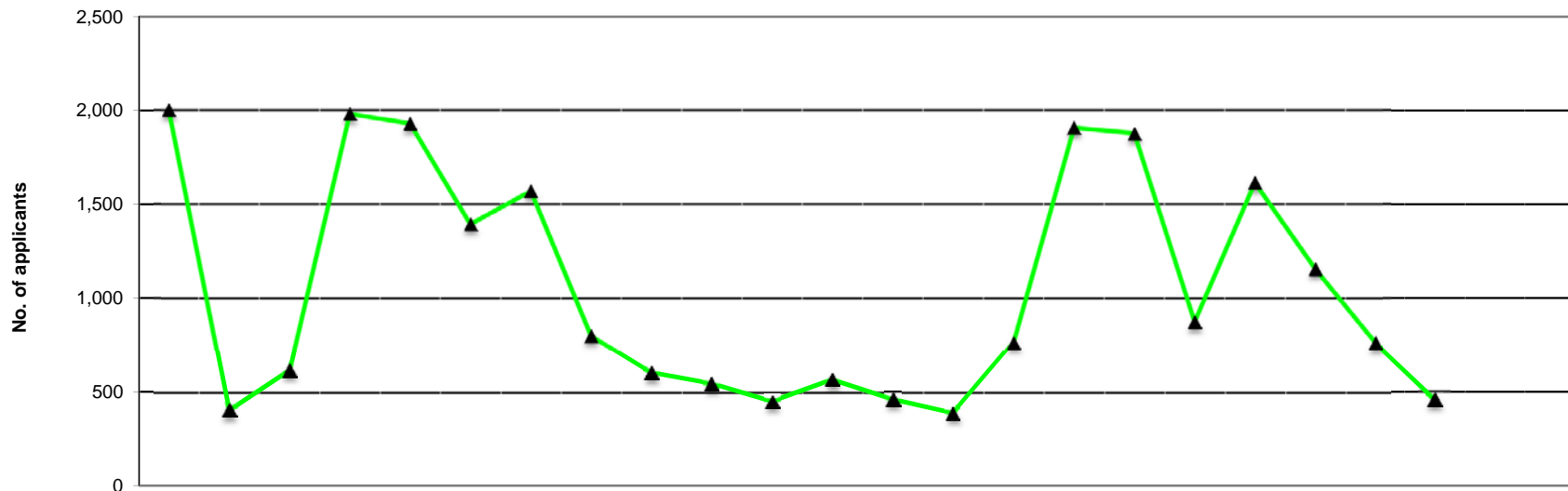


	2011			2012									2013									11/12			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Temp Applications received	36	22	38	40	22	37	62	46	42	52															397
Number of temporary registrants	273	284	305	319	310	319	305	324	324	326															



Current status	2011			2012									2013									11/12			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Minimum info	474	484	645	802	787	708	737	626	601	652															652
At scrutiny	0	0	0	0	0	8	16	14	10	11															6
Pending reg fee	0	0	0	0	0	0	0	1	1	0															0
<b>Total</b>	<b>474</b>	<b>484</b>	<b>645</b>	<b>802</b>	<b>787</b>	<b>716</b>	<b>753</b>	<b>641</b>	<b>612</b>	<b>663</b>															<b>658</b>
																									<b>Average</b>

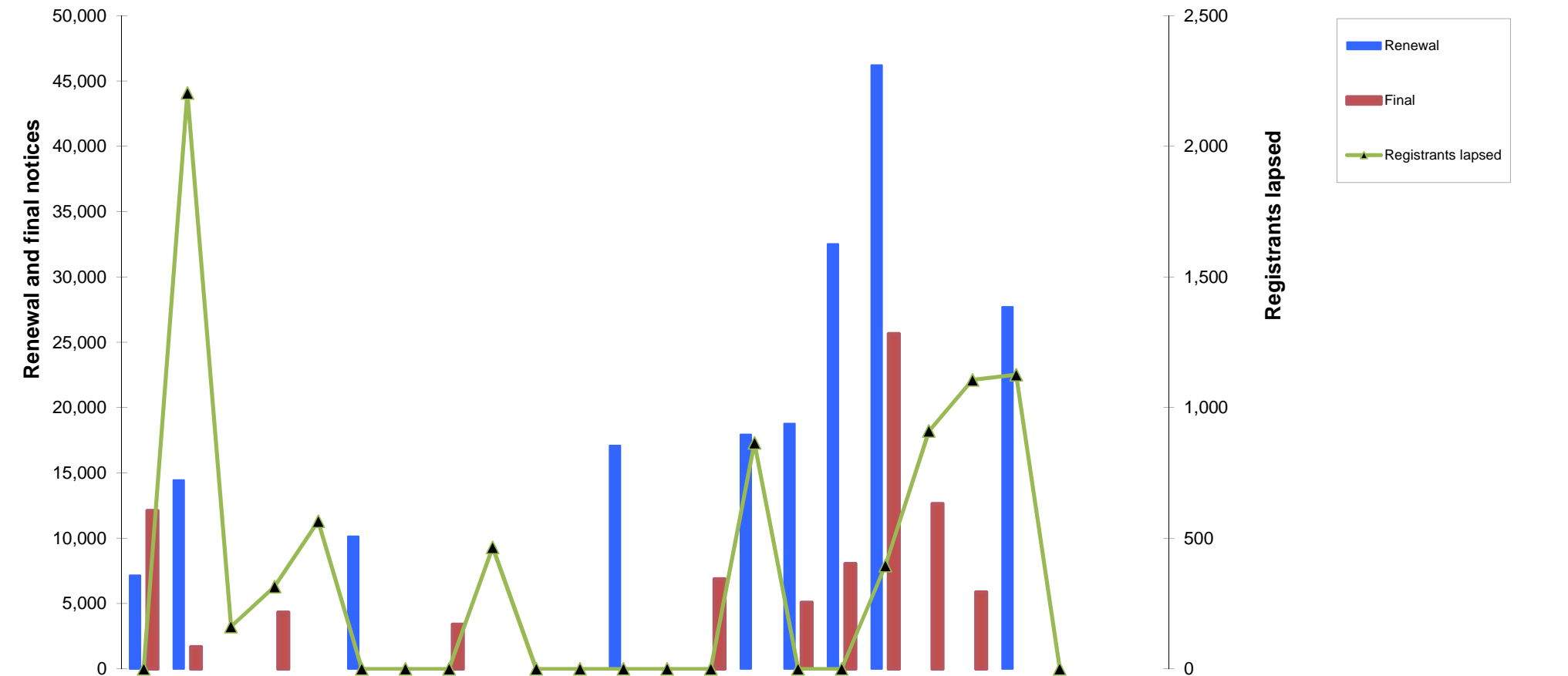
NOTE: Information covers UK applications only  
 Represents the current workload within the UK section as at the end of the month



	2010			2011									2012									2008/9	09/10	10/11	11/12		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE
Arts therapists	18	15	14	29	29	37	31	23	8	21	16	16	18	10	9	22	50	23	40	34	12	13		235	234	257	231
Bio. scientists	43	50	64	83	122	105	99	78	77	73	48	52	43	47	61	89	114	57	92	78	61	68		836	831	894	710
Chirops/pods	1	4	15	134	114	67	40	18	14	10	3	7	7	6	22	103	111	38	36	23	4	4		282	429	427	354
CI Scientists	32	18	18	23	19	9	18	17	16	17	20	33	39	26	22	24	31	4	18	27	14	21		469	218	240	226
Dietitians	17	10	34	145	84	44	62	16	8	9	6	18	17	10	47	120	81	29	42	17	6	6		452	444	453	375
Hearing aid disps+	1,577	2	5	2	13	10	13	10	9	4	12	4	7	5	6	25	20	8	22	20	7	6				1,787	126
OTs	44	40	47	235	384	263	229	132	84	99	59	104	59	35	80	240	361	115	226	163	58	70		1,873	1,763	1,720	1,407
ODPs	38	10	10	11	70	182	171	30	32	21	16	31	17	29	23	37	130	173	148	48	31	9		636	508	622	645
Orthoptists	0	0	1	14	26	5	5	0	0	0	1	1	0	0	0	10	17	4	6	1	2	0		106	46	53	40
Paramedics	66	69	56	101	92	112	211	98	90	73	102	93	83	91	103	93	199	115	293	179	81	75		1,402	1,158	1,163	1,312
Physiotherapists	43	57	87	554	465	237	216	100	61	76	53	77	53	41	132	555	311	121	182	143	57	77		2,531	2,221	2,026	1,672
Pract psychs	92	93	117	73	70	88	253	175	145	87	73	76	81	54	77	59	76	59	295	250	89	73			2,138	2,043	1,113
Prosth/orthotists	1	1	0	1	1	2	19	5	3	2	1	3	1	2	4	4	7	0	5	7	1	1		51	37	39	32
Radiographers	6	11	124	449	300	121	97	36	17	19	23	18	16	13	156	406	228	72	109	59	20	11		1,377	1,251	1,221	1,090
SLTs	24	22	24	126	140	112	107	62	39	34	16	33	20	19	24	120	140	58	101	107	321	25		834	759	739	935
<b>Total</b>	<b>2,002</b>	<b>402</b>	<b>616</b>	<b>1,980</b>	<b>1,929</b>	<b>1,394</b>	<b>1,571</b>	<b>800</b>	<b>603</b>	<b>545</b>	<b>449</b>	<b>566</b>	<b>461</b>	<b>388</b>	<b>766</b>	<b>1,907</b>	<b>1,876</b>	<b>876</b>	<b>1,615</b>	<b>1,156</b>	<b>764</b>	<b>459</b>		<b>11,084</b>	<b>12,037</b>	<b>13,684</b>	<b>10,268</b>

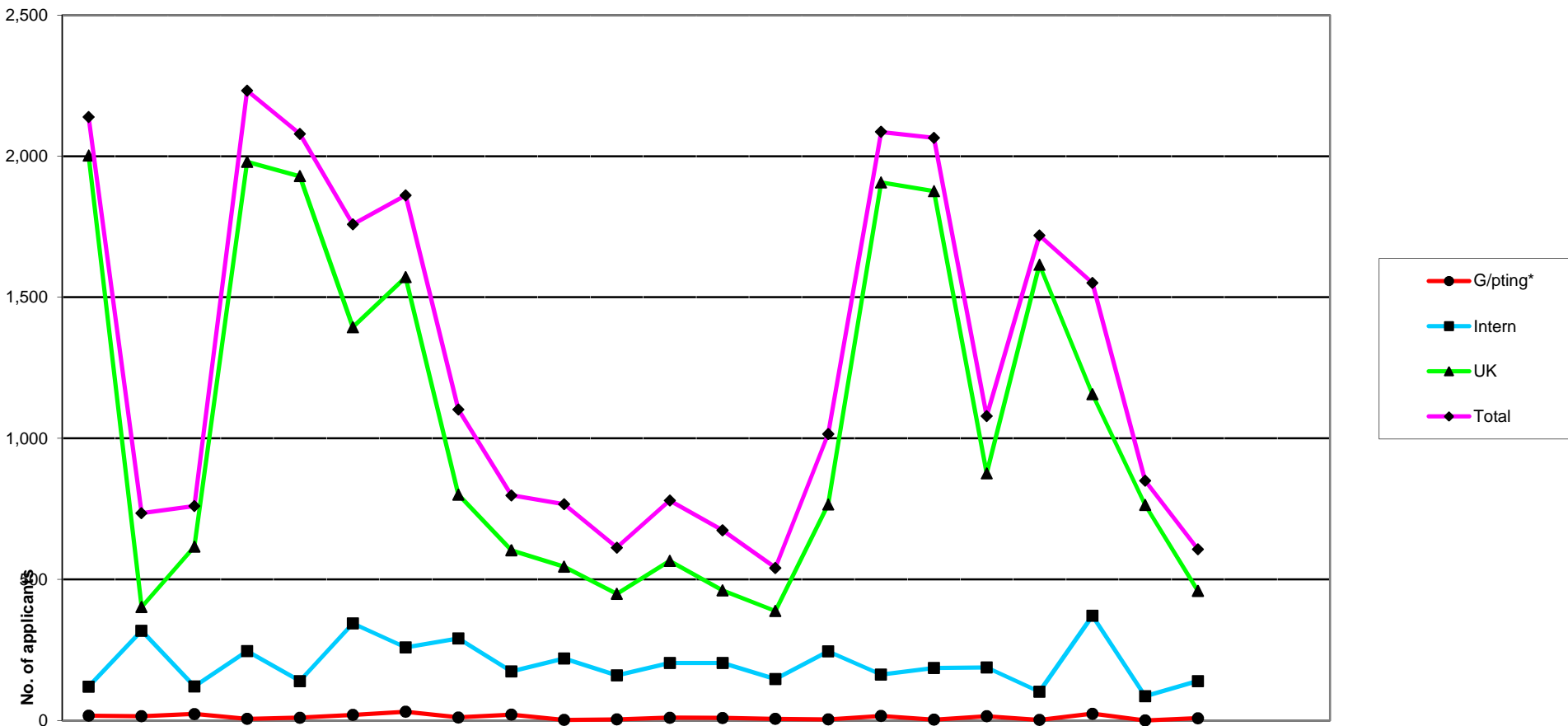
+Hearing Aid Dispensers migrated on in April 2010

enc 04 a1 - management data



Notices	2010											2011											2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
<b>Renewal</b>	7,165	14,451	0	0	0	10,141	0	0	0	0	0	17,095	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	0	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	0	
<b>Final</b>	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	0	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	0	
<b>Total</b>	19,281	16,151	0	4,335	0	10,141	0	3,409	0	0	0	17,095	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	0	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	0	
<b>Renewal on paper</b>													4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434													
<b>Renewal online</b>													1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681													

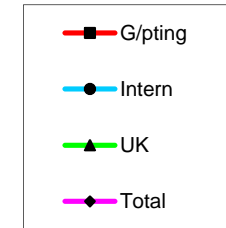
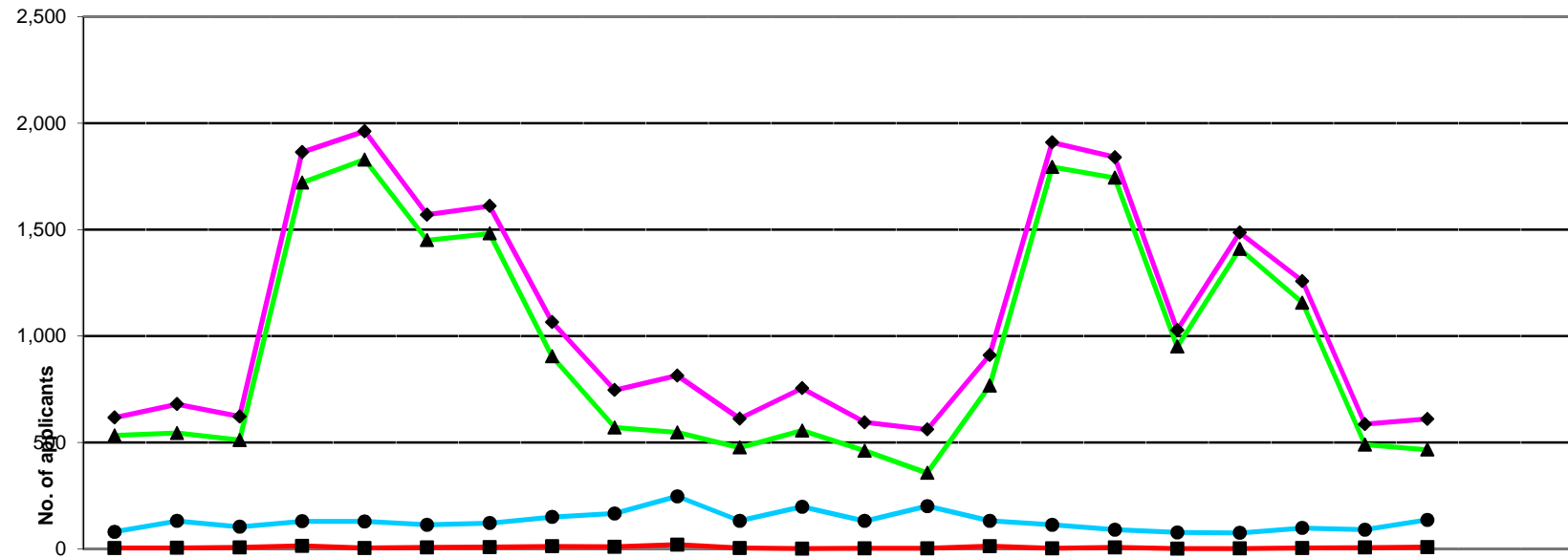
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	48,852	143,149
36,261	25,909	50,531	9,546	28,683	21,560	64,218
178,624	53,620	204,513	38,684	205,253	70,412	207,367
					0	46,501
					0	77,448
9,448	5,388	8,885	5,550	6,259	3,711	4,402



Apps Received	2010												2011												2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	6	4	16	3	15	2	24	0	8	9	6	4	16	3	15	2	24	0	8				
Intern	120	318	121	246	140	344	259	291	174	220	160	204	204	147	245	163	186	188	102	371	86	140	204	147	245	163	186	188	102	371	86	140				
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388	766	1,907	1,876	876	1,615	1,156	764	459	461	388	766	1,907	1,876	876	1,615	1,156	764	459				
Total	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613	780	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	607	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	607				

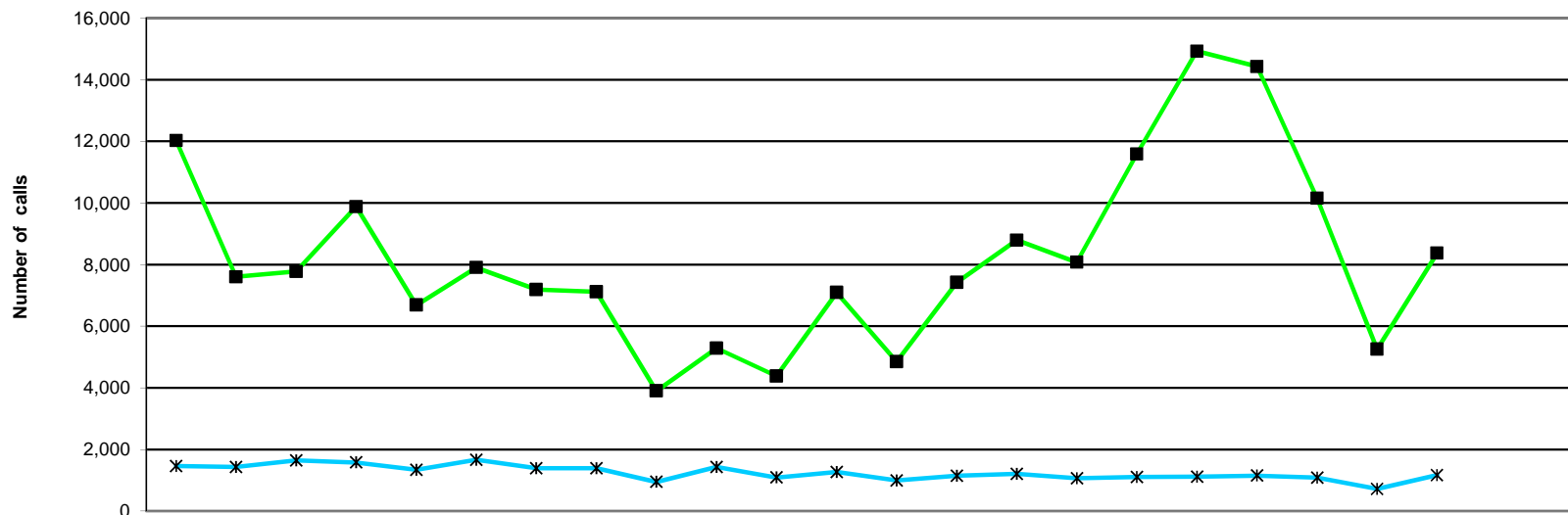
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	160	93	170	87
4,626	3,504	2,300	2,290	2,324	2,597	1,832
9,497	8,319	8,971	11,199	11,251	12,857	10,268
16,602	11,843	11,271	13,649	13,668	15,624	12,187

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



	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>G/pting</b>	4	5	7	14	4	7	8	12	10	20	4	1	3	3	13	3	7	1	2	4	6	8		
<b>Intern</b>	80	131	104	130	129	113	121	150	166	247	132	198	131	201	132	113	90	77	75	98	90	136		
<b>UK</b>	533	544	511	1,720	1,829	1,450	1,482	904	570	547	476	556	461	357	766	1,794	1,743	950	1,409	1,156	490	466		
<b>Total</b>	617	680	622	1,864	1,962	1,570	1,611	1,066	746	814	612	755	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610		

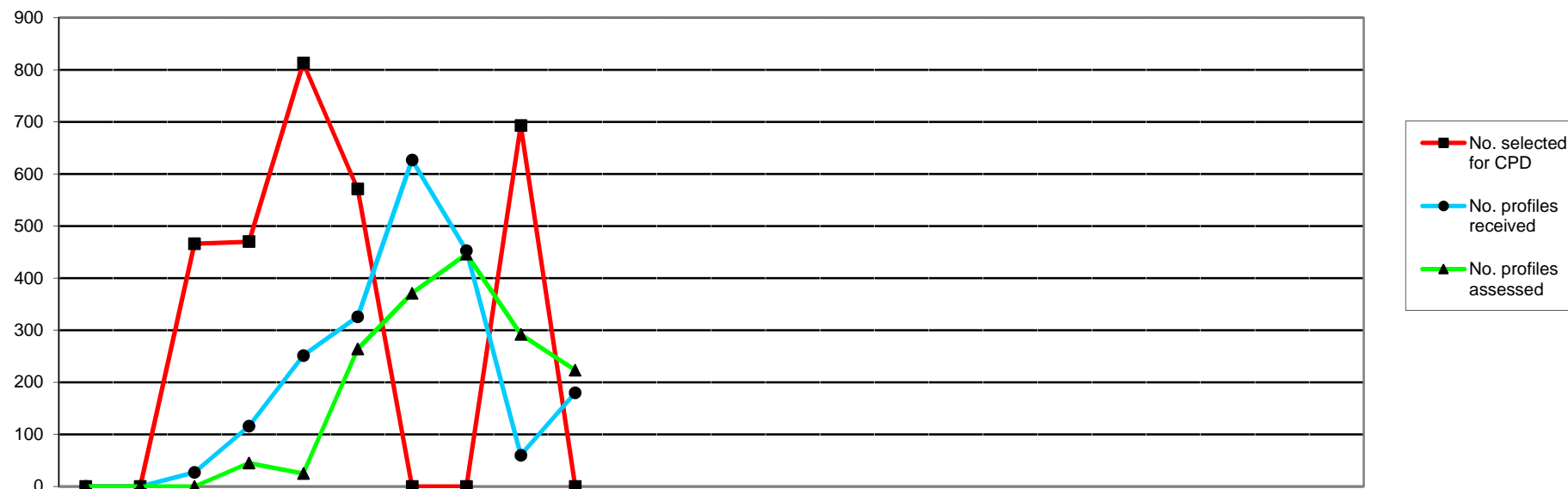
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	96	50
3,107	3,172	1,862	1,756	1,387	1,701	1,143
9,474	8,870	8,355	10,774	11,069	11,122	9,592
14,876	12,325	10,226	12,530	12,519	12,919	10,785



	2010			2011									2012									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE
<b>Intl &amp; GP</b>																														
<b>Intl &amp; GP received</b>	1,471	1,438	1,651	1,584	1,348	1,667	1,396	1,395	953	1,433	1,096	1,270	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	40,070	19,612	14,428	12,732	14,348	16,702	10,801	
<b>Answered</b>	1,347	1,371	1,551	1,499	1,261	1,608	1,366	1,347	925	1,382	1,071	1,241	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	33,467	17,896	13,388	11,397	14,185	15,969	10,151	
<b>Calls answered (%)</b>	92	95	94	95	94	97	98	97	97	96	97	98	97	95	95	96	95	94	92	92	95	93	84	92	93	90	95	96	94	
<b>Adandoned</b>	124	42	100	85	87	59	30	48	32	51	25	29	34	53	60	48	51	100	93	91	40	80	6,627	1,716	1,040	1,335	841	712	650	
<b>Avg answer time (sec)</b>	65	56	50	50	54	38	31	32	31	38	25	24	20	36	43	38	45	68	78	59	50	58	25	14	13	36	36	41	50	
<b>Avg talk time (min)</b>	3.41	3.44	3.49	3.49	3.51	3.32	3.31	3.54	3.40	3.47	3.23	3.31	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	2.32	2.64	2.79	3.25	3.18	3.41	3.24	
<b>UK</b>																														
<b>UK received</b>	12,034	7,611	7,782	9,883	6,688	7,907	7,190	7,118	3,902	5,293	4,386	7,096	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	70,233	72,488	123,967	92,018	119,887	86,890	93,912	
<b>Answered</b>	11,081	7,256	7,352	9,205	6,430	7,645	7,010	6,965	3,814	5,151	4,306	7,003	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	50,518	67,493	91,923	78,293	111,573	83,218	89,678	
<b>Calls answered (%)</b>	92	95	95	93	96	97	98	98	98	97	97	99	98	97	97	97	96	94	92	93	98	96	70	93	79	92	95	96	96	
<b>Adandoned</b>	953	355	430	678	258	262	180	153	68	142	80	93	105	203	217	145	483	910	1,173	651	84	263	10,719	6,335	32,034	13,725	8,314	3,652	4,234	
<b>Avg answer time (sec)</b>	62	42	45	59	40	36	29	27	27	29	21	20	23	28	29	29	37	54	69	57	23	36	64	45	102	85	48	36	39	
<b>Avg talk time (min)</b>	2.54	2.54	2.47	2.35	2.42	2.32	2.37	2.50	2.47	2.54	2.54	2.58	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	1.78	2.16	2.65	2.58	2.37	2.47	2.52	

Health Professions Council

Continuing Professional Development process April 2011 - March 2013

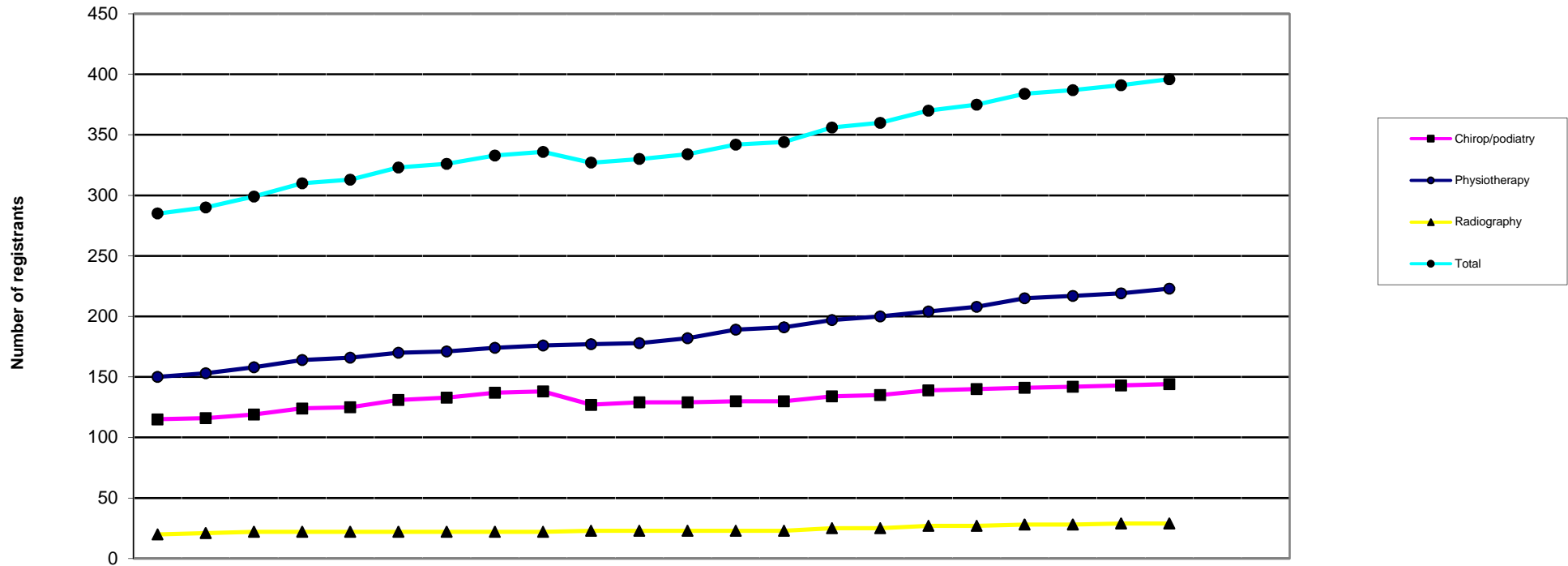


	2011			2012							2013							11/12 FYE	12/13 YTD								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			Sep	Oct	Nov	Dec	Jan	Feb	Mar	
No. selected for CPD	0	0	466	470	813	571	0	0	693	0																3,013	0
No. profiles received	0	0	27	116	251	326	627	453	60	180																2,040	0
No. profiles assessed	0	0	0	45	25	264	371	446	292	223																1,666	0



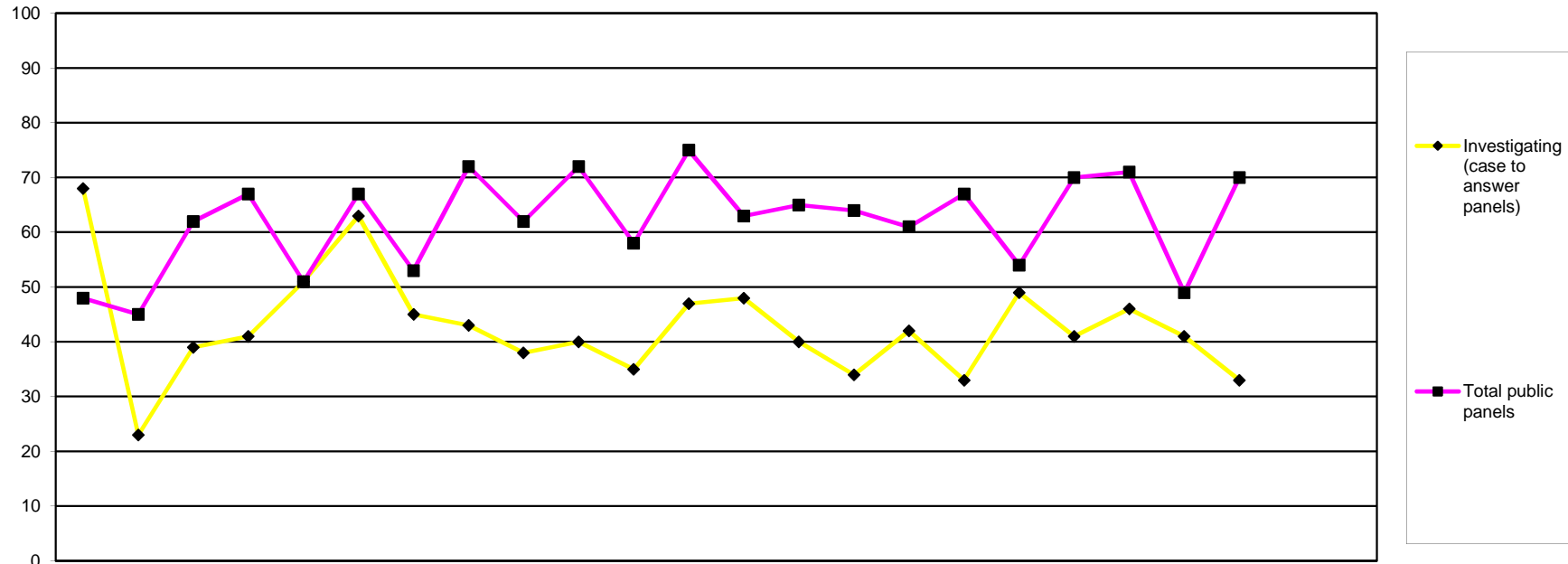
Health Professions Council

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



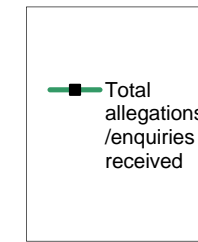
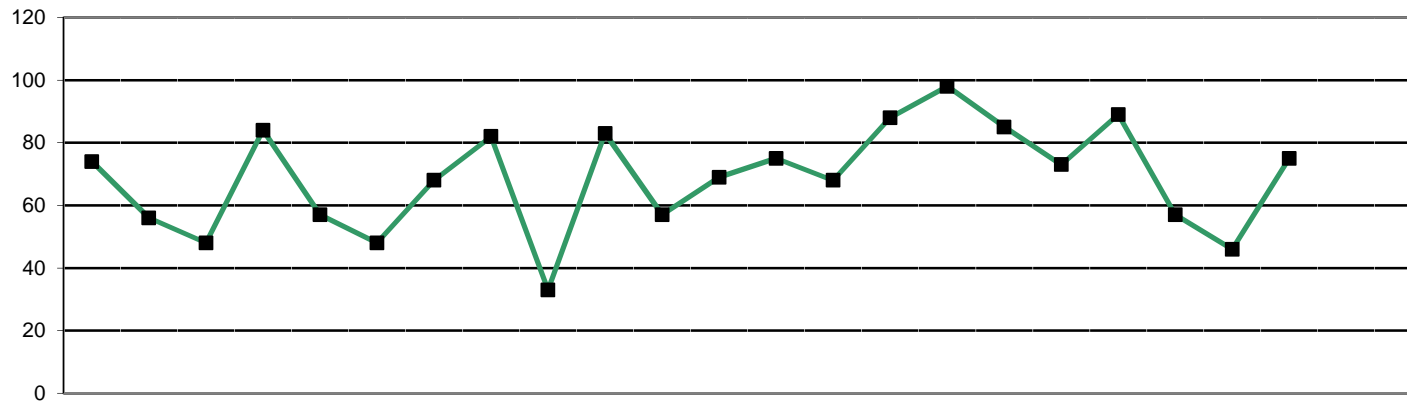
	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Chiropr/podiatry</b>	115	116	119	124	125	131	133	137	138	127	129	129	130	130	134	135	139	140	141	142	143	144			
<b>Physiotherapy</b>	150	153	158	164	166	170	171	174	176	177	178	182	189	191	197	200	204	208	215	217	219	223			
<b>Radiography</b>	20	21	22	22	22	22	22	22	22	23	23	23	23	23	25	25	27	27	28	28	29	29			
<b>Total</b>	285	290	299	310	313	323	326	333	336	327	330	334	342	344	356	360	370	375	384	387	391	396			

2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	YTD
15	40	78	112	129	144
28	74	109	148	182	223
0	7	19	20	23	29
43	121	206	280	334	396



		2010												2011												2012												2007/8	2008/9	09/10	10/11	11/12
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Public Panels	Investigating (case to answer panels)	68	23	39	41	51	63	45	43	38	40	35	47	48	40	34	42	33	49	41	46	41	33													297	363	486	533	407		
	Investigating (incorrect entry)	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	1	1	0													19	1	3	3	5		
	Conduct & Competence	29	27	33	45	26	38	34	38	29	44	33	47	40	33	38	29	31	35	36	32	23	34													176	203	376	423	331		
	Health	1	0	2	1	3	1	0	4	2	2	3	0	1	0	1	2	1	1	3	3	1	0													9	3	19	19	13		
	Review cases	8	3	13	7	6	14	9	16	16	5	11	8	10	15	10	13	14	5	11	16	14	11													67	93	108	116	119		
	Interim order (application)	4	4	2	6	5	2	5	2	3	3	5	7	3	2	8	12	4	6	1	7	8	4													20	30	41	48	55		
	Interim order (review)	6	11	11	7	11	12	5	12	12	17	6	13	9	15	6	5	16	7	18	12	2	21													52	54	110	123	111		
<b>Total public panels</b>	<b>48</b>	<b>45</b>	<b>62</b>	<b>67</b>	<b>51</b>	<b>67</b>	<b>53</b>	<b>72</b>	<b>62</b>	<b>72</b>	<b>58</b>	<b>75</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>61</b>	<b>67</b>	<b>54</b>	<b>70</b>	<b>71</b>	<b>49</b>	<b>70</b>													<b>343</b>	<b>384</b>	<b>657</b>	<b>732</b>	<b>634</b>			
<b>Total panels</b>	<b>116</b>	<b>68</b>	<b>101</b>	<b>108</b>	<b>102</b>	<b>130</b>	<b>98</b>	<b>115</b>	<b>100</b>	<b>112</b>	<b>93</b>	<b>122</b>	<b>111</b>	<b>105</b>	<b>98</b>	<b>103</b>	<b>100</b>	<b>103</b>	<b>111</b>	<b>117</b>	<b>90</b>	<b>103</b>													<b>640</b>	<b>747</b>	<b>1,143</b>	<b>1,265</b>	<b>1,041</b>			

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



		2010			2011									2012									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Source of enquiry	Total enquiries	19	17	21	29	17	14	18	30	10	44	26	30	45	26	29	48	46	45	49	33	27	45	Not recorded			109	142	243	275	393	
	Employer	3	5	5	8	2	1	4	6	2	4	5	3	8	5	3	7	9	1	1	2	2	3		44	50	78	48	41			
	Public	8	10	11	10	8	6	8	18	7	18	5	11	18	6	7	10	15	9	13	10	14	11		32	42	114	120	113			
	Police	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	1		3	4	4	1	4			
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0		1	2	0	0	1			
	Registrant	6	1	5	5	4	3	3	3	3	1	7	2	4	0	3	2	4	2	9	7	0	0		6	13	19	18	44	33		
	Other	0	0	0	0	0	0	0	0	0	2	2	0	1	2	1	0	1	3	4	0	1	3		2	10	14	4	16			
	Article 22(6)/Anon	2	1	0	5	3	4	3	3	3	0	13	12	12	18	8	16	27	19	23	23	20	10		21	14	15	15	58	185		
Source of allegation	Total allegations	55	39	27	55	40	34	50	52	23	39	31	39	30	42	59	50	39	28	40	24	19	30	316	322	315	341	529	484	361		
	Employer	21	19	12	15	9	17	13	17	7	16	8	15	9	16	36	27	17	13	25	11	12	14	113	164	127	149	182	169	180		
	Public	21	10	10	12	15	10	15	14	6	6	7	10	12	10	7	12	6	3	9	6	3	8	61	77	76	67	152	136	76		
	Police	4	1	1	5	3	1	2	2	0	4	1	0	1	2	5	4	5	1	0	1	0	2	27	31	32	32	36	24	21		
	Professional body	1	0	0	0	0	1	1	0	0	0	0	0	2	2	0	2	0	0	1	0	1	1	0	1	6	1	1	3	9		
	Registrant	0	1	1	2	4	0	6	5	2	5	0	4	1	0	2	1	3	1	0	2	0	0	30	16	22	30	45	30	10		
	Other	3	2	0	2	0	0	0	0	0	2	4	1	0	1	2	3	0	3	0	1	0	1	1	13	7	3	14	21	14	12	
	Article 22(6)/Anon	5	6	3	19	9	5	13	14	6	4	14	10	4	10	6	4	5	10	4	4	2	4	57	23	49	48	92	108	53		
Allegation type	Misconduct	41	30	18	40	30	31	39	46	21	27	25	33	62	51	67	71	29	19	28	20	21	22	205	228	177	223	354	381	390		
	Lack of competence	4	2	5	4	1	0	5	1	1	0	1	3	4	5	4	7	1	0	6	0	21	37	33	44	29	50	91	27	85		
	Convict/caution	8	7	3	7	6	3	5	4	1	8	5	3	4	5	9	12	9	9	3	3	2	13	41	41	49	51	68	60	69		
	Health	2	0	1	1	1	0	1	0	0	0	0	0	1	5	6	2	0	0	1	1	0	0	2	1	1	7	5	6	16		
	Other regulator	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	2	1	0	1	1		
	Incorrect or fraudulent entry	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	0	0	2	0	0	0	33	3	4	6	10	1	5		
	Not classified	0	0	0	3	1	0	0	0	0	0	0	0	4	1	1	4	0	0	0	0	1	2	24	3	3	0	4	4	13		
	Inclusion on a barring list	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	1	N/A			4	1				
Total allegations/enquiries received	74	56	48	84	57	48	68	82	33	83	57	69	75	68	88	98	85	73	89	57	46	75	314	318	424	483	772	760	754			

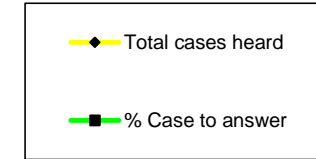
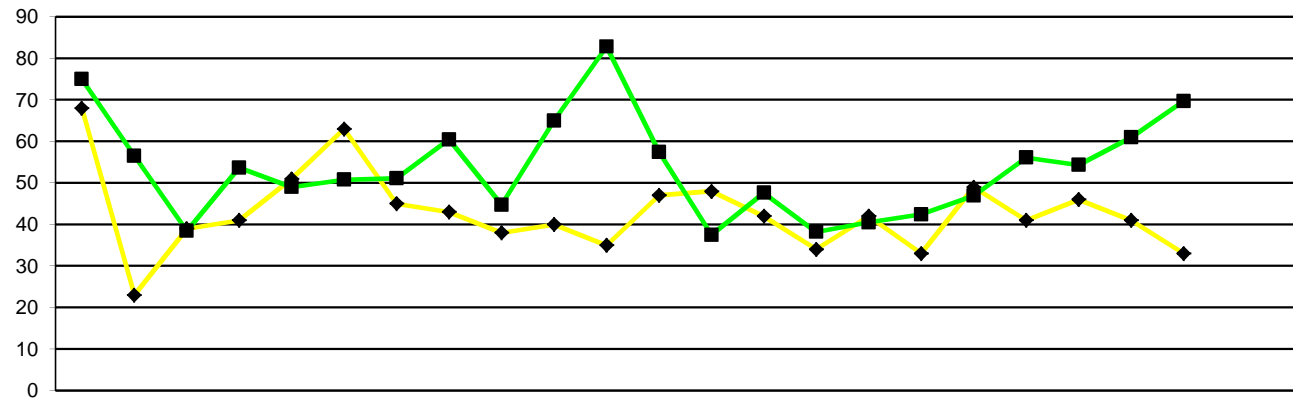
Health Professions Council

Enquiries and Allegations: Profession & source of complaint April 2011 - January 2012

Fitness to Practise Department

	Professional						Article 22(6)/Anon
	Employer	Public	Police	Body	Registrant	Other	
Arts therapists	1	1	0	0	0	0	1
Biomedical scientists	20	4	1	0	5	4	18
Chiropodists & podiatrists	11	18	1	0	5	1	8
Clinical scientists	2	3	0	0	0	2	2
Dietitians	6	0	0	0	0	0	4
Hearing aid dispensers	1	14	0	1	0	0	3
Occupational therapists	39	14	3	0	3	0	16
ODPs	19	3	4	1	1	2	27
Orthoptists	2	0	0	0	0	0	0
Paramedics	55	17	6	3	14	5	108
Physiotherapists	26	34	5	4	3	4	18
Practitioner psychologists	6	73	2	0	9	7	13
Prosthetists & orthotists	1	0	0	0	0	0	1
Radiographers	20	6	3	0	2	1	13
SLTs	12	2	0	1	1	2	6
<b>Total</b>	<b>221</b>	<b>189</b>	<b>25</b>	<b>10</b>	<b>43</b>	<b>28</b>	<b>238</b>

Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12
16	10	5	9	3
26	43	39	36	52
40	62	76	74	44
6	8	4	10	9
14	1	12	9	10
				44
45	55	79	63	75
38	55	37	39	57
3	0	2	0	2
94	100	162	188	208
85	95	127	104	94
N/A	N/A	149	117	110
3	6	7	1	2
32	34	47	40	45
22	14	26	25	24
<b>424</b>	<b>483</b>	<b>772</b>	<b>759</b>	<b>754</b>



	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Total cases heard</b>	68	23	39	41	51	63	45	43	38	40	35	47	48	42	34	42	33	49	41	46	41	33		
<b>Case to Answer</b>																								
Referred to CCC (Reg representations)	33	9	6	14	15	18	14	19	11	15	9	15	12	13	10	13	11	16	16	15	17	17		
Referred to CCC (Rep representations)	3	0	0	2	2	2	2	3	1	4	1	2	3	2	1	2	0	2	2	2	0	0		
Referred to CCC (No representations)	10	4	8	6	5	12	6	4	5	7	7	5	3	3	2	1	2	4	5	6	8	6		
Referred to HC (Reg representations)	2	0	0	0	1	0	0	0	0	0	0	3	0	1	0	1	1	1	0	2	0	0		
Referred to HC (Rep representations)	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0		
Referred to HC (No representations)	3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	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		
Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>Total case to answer</b>	51	13	15	22	25	32	23	26	17	26	29	27	18	20	13	17	14	23	23	25	25	23		
<b>% Case to answer</b>	75	57	38	54	49	51	51	60	45	65	83	57	38	48	38	40	42	47	56	54	61	70		
<b>No case to answer</b>																								
Not referred (Reg representations)	15	8	18	10	17	26	20	14	18	12	18	19	24	17	17	18	16	22	12	17	9	5		
Not referred (Rep representations)	1	0	2	5	2	2	1	0	0	0	0	0	1	1	2	0	1	1	5	2	4	1		
Not referred (No representations)	0	1	0	2	1	2	1	1	1	1	0	0	2	3	2	3	2	2	1	1	2	3		
<b>Total cases not referred</b>	16	9	20	17	20	30	22	15	19	13	23	19	27	21	21	21	19	25	18	20	15	9		
<b>Further Information</b>	1	1	4	2	6	1	0	2	2	1	0	1	3	1	0	4	0	1	0	1	1	1		

	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD
<b>Total cases heard</b>	178	299	363	499	533	409
<b>Case to Answer</b>						
Referred to CCC (Reg representations)		97	126	194	178	140
Referred to CCC (Rep representations)		25	14	20	22	14
Referred to CCC (No representations)		57	60	67	79	40
Referred to HC (Reg representations)		3	5	6	6	6
Referred to HC (Rep representations)		2	0	0	3	1
Referred to HC (No representations)		1	0	1	5	0
Referred to IC (Reg representations)		1	0	1	1	0
Referred to IC (Rep representations)		0	0	0	0	0
Referred to IC (No representations)		0	1	1	0	0
<b>Total case to answer</b>	82	186	206	290	306	201
<b>% Case to answer</b>		62	57	58	57	49
<b>No case to answer</b>						
Not referred (Reg representations)		78	115	176	195	157
Not referred (Rep representations)		8	13	8	13	18
Not referred (No representations)		21	21	14	10	21
<b>Total cases not referred</b>		107	149	198	223	196
<b>Further Information</b>	14	6	8	10	21	12

**By profession**

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	1	0	0	0	0	1
Biomedical scientists	6	2	21	0	0	29
Chiropodists & podiatrists	17	2	13	2	0	34
Clinical scientists	3	0	4	0	0	7
Dietitians	3	0	2	0	0	5
Hearing aid dispensers	3	2	6	0	0	11
Occupational therapists	17	1	19	3	0	40
ODPs	13	0	13	0	0	26
Orthoptists	0	0	1	0	0	1
Paramedics	52	1	56	1	0	110
Physiotherapists	33	0	21	0	0	54
Practitioner psychologists	32	3	14	0	0	49
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	11	1	18	1	0	31
SLTs	5	0	6	0	0	11
<b>Total YTD</b>	<b>196</b>	<b>12</b>	<b>194</b>	<b>7</b>	<b>0</b>	<b>409</b>

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
11	6	4	2	1
14	42	26	37	29
31	31	53	60	34
6	7	3	4	7
9	5	7	13	5
			13	11
29	40	60	48	40
24	30	49	32	26
2	1	0	1	1
62	72	115	113	110
56	75	93	86	54
<b>0</b>	<b>0</b>	<b>38</b>	<b>66</b>	<b>49</b>
4	2	4	4	0
41	32	34	33	31
10	20	13	21	11
<b>299</b>	<b>363</b>	<b>499</b>	<b>533</b>	<b>409</b>

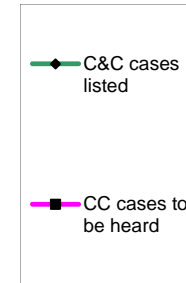
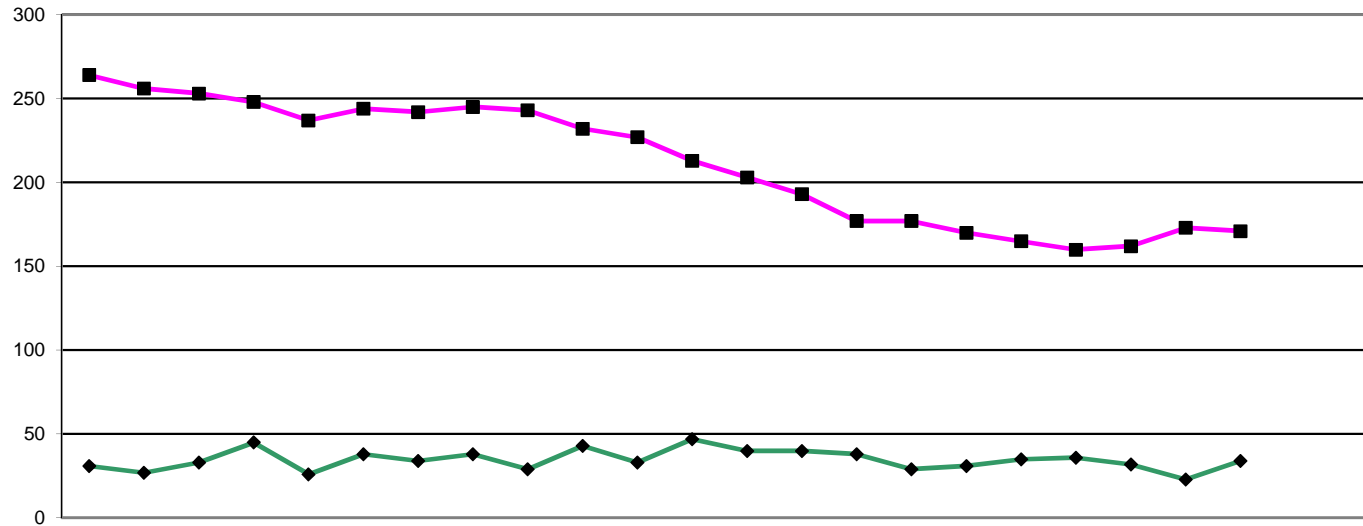
**By source of allegation**

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Employer	50	7	102	5	0	164
Public	74	5	15	0	0	94
Police	12	0	7	0	0	19
Professional body	0	0	3	0	0	3
Registrant	8	0	8	0	0	16
Other	7	0	6	1	0	14
Article 22(6)/Anon	45	0	53	1	0	99
<b>Total YTD</b>	<b>196</b>	<b>12</b>	<b>194</b>	<b>7</b>	<b>0</b>	<b>409</b>

2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
176	211	208	164
78	140	151	94
30	29	28	19
2	2	2	3
12	32	37	16
19	15	13	14
46	70	94	99
<b>363</b>	<b>499</b>	<b>533</b>	<b>409</b>

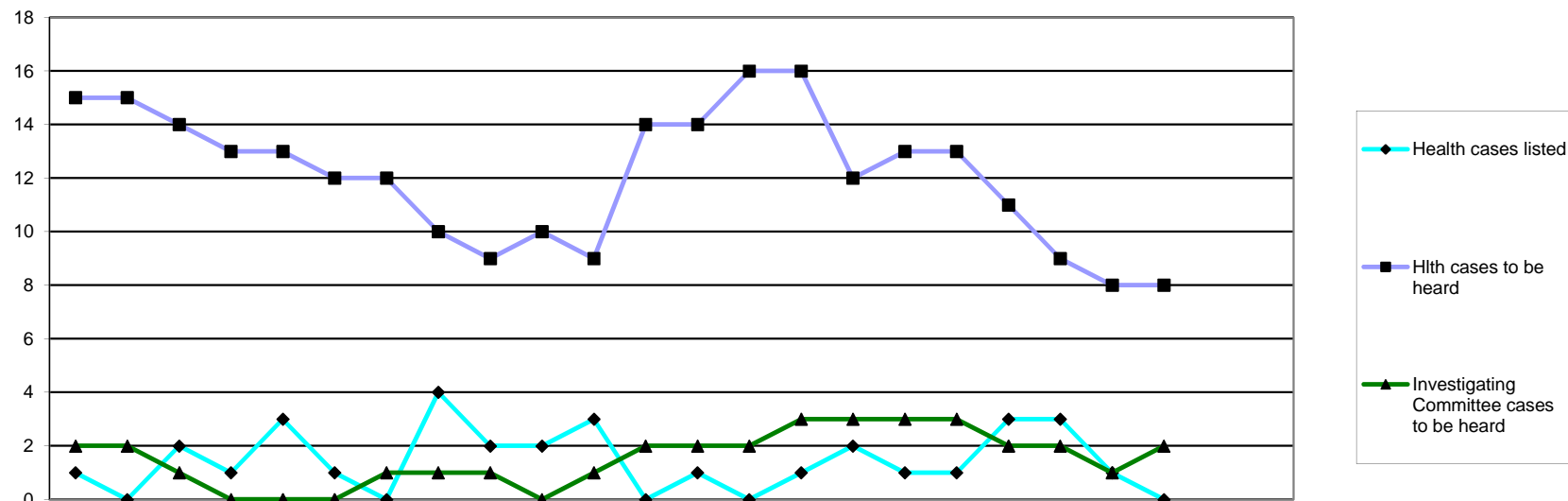
	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	6	5	1	15	0
Chiropodists & podiatrists	3	3	0	6	0
Clinical scientists	0	0	0	8	1
Dietitians	0	0	0	0	0
Hearing aid dispensers	0	0	0	2	0
Occupational therapists	3	3	0	6	0
ODPs	11	10	1	19	0
Orthoptists	0	0	0	0	0
Paramedics	13	12	1	37	2
Physiotherapists	7	6	1	14	1
Practitioner psychologists	1	1	0	5	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	3	2	1	4	0
SLTs	1	1	0	0	0
<b>Total</b>	<b>48</b>	<b>43</b>	<b>5</b>	<b>116</b>	<b>4</b>

Hearings held	Hearings held	Hearings held	Hearings held	Hearings held
2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	YTD
4	4	2	0	0
8	16	8	7	21
6	5	13	10	9
4	0	0	5	8
0	0	0	0	0
			2	2
3	6	9	10	9
18	18	20	29	30
0	0	0	0	0
16	14	46	50	50
8	13	20	25	21
			3	6
0	0	0	0	0
7	6	12	18	7
0	3	8	4	1
<b>74</b>	<b>85</b>	<b>141</b>	<b>171</b>	<b>164</b>

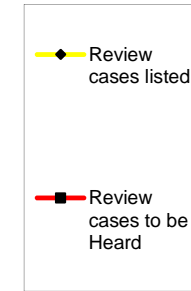
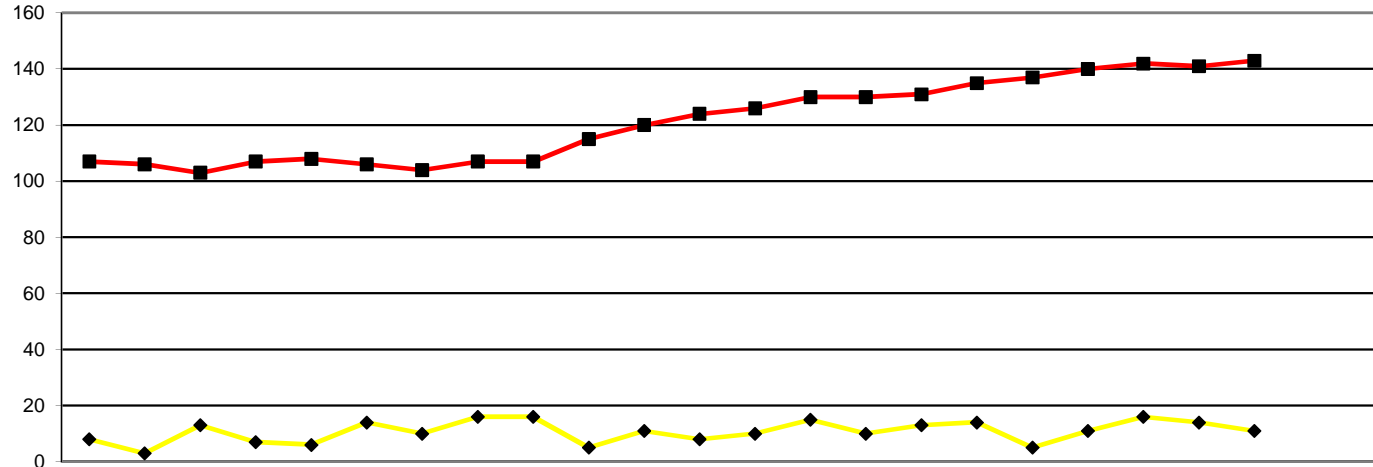


	2010			2011									2012									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE
<b>C&amp;C cases listed</b>	31	27	33	45	26	38	34	38	29	43	33	47	40	40	38	29	31	35	36	32	23	34		73	119	176	231	351	424	338
<b>Struck off</b>	5	6	3	4	3	6	4	6	7	5	6	7	8	5	4	5	5	1	9	0	3	4		11	26	37	64	65	62	44
<b>Suspended</b>	3	3	3	6	1	3	3	5	2	9	4	2	1	5	3	1	7	4	1	6	5	3		19	19	30	23	38	44	36
<b>Conditions of practice</b>	3	0	1	1	1	2	0	3	1	1	3	5	3	4	1	2	1	5	1	3	0	3		5	5	7	10	14	21	23
<b>Caution</b>	1	6	8	10	10	4	7	4	3	6	4	8	7	7	7	7	3	8	5	6	4	9		8	32	28	24	46	71	63
<b>No further action</b>	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0		4	6	4	7	7	3	2
<b>Not well founded</b>	10	4	7	9	3	8	9	4	4	10	3	12	5	8	10	3	3	7	12	5	2	5			0	19	36	70	83	60
<b>Adjourned/part heard</b>	6	7	10	10	5	12	9	13	9	7	11	8	13	9	6	11	10	5	7	11	8	9		22	22	32	35	90	107	89
<b>Cancelled</b>	1	0	0	3	0	2	2	1	2	1	0	2	1	2	4	0	0	4	1	1	0	0			0	24	21	12	14	13
<b>Referred to Health</b>	0	0	0	0	0	0	0	1	0	1	2	1	0	0	1	0	0	0	0	0	0	0		1	0	1	0	2	5	1
<b>Removed - consent</b>	1	0	1	2	2	1	0	1	1	3	0	1	2	0	2	0	0	0	0	0	0	1						15	5	
<b>CC cases to be heard</b>	264	256	253	248	237	244	242	245	243	232	227	213	203	193	177	177	170	165	160	162	173	171		59	59	172	117	233	214	171





		2010			2011									2012									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12				
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD	
Health Committee	Health cases listed	1	0	2	1	3	1	0	4	2	2	3	0	1	0	1	2	1	1	3	3	1	0			8	7	9	2	6	19	13	
	Suspended	0	0	0	0	1	1	0	1	0	1	1	0	0	0	0	2	0	1	2	1	0	0			2	2	5	1	2	5	6	
	Conditions of practice	0	0	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0			3	1	0	1	1	4	0	
	Caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	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	1	0	0	0	0	0	
	Not well founded	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					1	1	3	1	0	
	Adjourned/part heard	1	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	1	0	1	0	0	0			Not recorded		1	0	0	3	3	
	Cancelled	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0					2	0	0	0	1	0
	Referred to C&C	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0				0	0	0	0	1	2
	Removed - consent	0	0	0	1	0	0	0	0	1	0	2	0	0	0	1	0	0	0	0	0	1	0	0								2	2
	Hlth cases to be heard	15	15	14	13	13	12	12	10	9	10	9	14	14	16	16	12	13	13	13	11	9	8	8		7	7	4	5	8	14	8	
Investigating	Removed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0							3	1	2	
	Amended	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	
	Not well found	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	1	0	
	No further action	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0							1	1	0	
	Adjourned/part heard/cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0						0	0	3	
	Investigating Committee cases to be heard	2	2	1	0	0	0	1	1	1	0	1	2	2	2	3	3	3	3	3	2	2	1	2							1	2	2



		2010			2011									2012									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
CCC and HC Review Hearings	Review cases listed	8	3	13	7	6	14	10	16	16	5	11	8	10	15	10	13	14	5	11	16	14	11	Not recorded		41	67	67	96	117	119	
	Struck off	1	0	3	3	1	3	0	4	3	1	3	0	1	2	2	2	2	1	3	4	3	2				10	22	31	22	22	
	Suspension continued	2	0	4	1	0	4	8	6	3	2	3	1	2	3	2	5	5	1	2	6	4	4				37	33	35	34	34	
	Conditions continued	0	1	0	1	1	1	0	0	2	0	2	1	1	2	1	1	4	0	1	0	3	1				2	8	7	9	14	
	Suspension revoked	0	1	0	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0				2	4	8	4	3	
	Suspension revoked conditions imposed	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1	1	0	1	0	2	0	0				1	4	4	5	5	
	Suspension revoked caution imposed	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	3	1	3	0	
	Conditions revoked	2	0	3	1	2	0	0	2	2	1	1	0	0	4	0	0	1	0	0	2	2	1				5	14	5	14	10	
	Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	1	0	2	0	0	0				5	0	1	0	7	
	Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				1	0	1	0	0	
	Caution continued	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0								1	
	Vol Removal (Consent)	0	0	0	0	1	1	1	1	1	0	0	2	0	1	0	2	1	1	1	2	0	0						3	8	8	
	Adjourned/part heard	1	0	0	0	1	0	0	2	3	0	0	0	0	2	3	0	0	0	0	0	1	0				3	7	0	7	6	
	Cancelled	0	1	0	0	0	1	0	0	1	1	2	2	0	0	0	0	0	1	1	0	0	2						1	8	4	
	Article 30(7)			1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0							1	1	
	Restored									1	0	0	1	0	0	1	1	0	0	0	0	1	0							2	3	
	Review cases to be Heard	107	106	103	107	108	106	104	107	107	115	120	124	126	130	130	131	135	137	140	142	141	143			69	90	90	102	124	143	

## Representation

	Final Hearings-CCC												2009/10 FYE	2010/11 FYE	2011/12 YTD	
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	Cross Referred	Removed	Register entry amended	Restored	Not restored	Vol Removal (Consent)				Part Heard
Represented self	3	4	4	15	1	6	0	0	0	0	0	5	12	44	58	50
Representative	11	9	19	38	1	50	1	0	0	0	0	0	33	115	201	162
None	30	23	0	9	0	4	0	0	0	0	0	5	5	98	117	76
<b>Total</b>	<b>44</b>	<b>36</b>	<b>23</b>	<b>62</b>	<b>2</b>	<b>60</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>50</b>	<b>257</b>	<b>376</b>	<b>288</b>

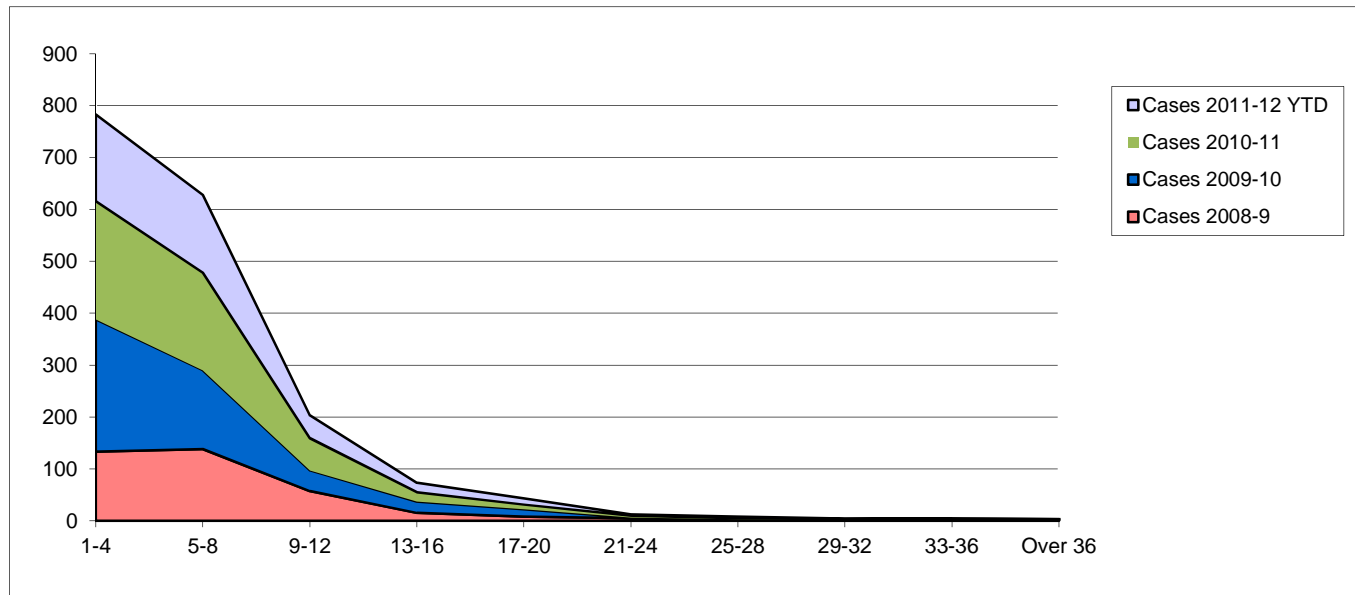
Profession	Represented self	Representative	None	% of representation
Arts therapists	0	4	0	100
Biomedical scientists	10	12	8	73
Chiropodists & podiatrists	2	26	3	90
Clinical scientists	3	2	3	63
Dietitians	0	5	1	83
Hearing aid dispensers	0	3	4	43
Occupational therapists	3	13	5	76
ODPs	1	8	9	50
Orthoptists	0	0	0	0
Paramedics	12	35	18	72
Physiotherapists	3	20	12	66
Practitioner psychologists	0	13	1	93
Prosthetists & orthotists	0	2	0	100
Radiographers	10	10	4	83
SLTs	1	9	8	56

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

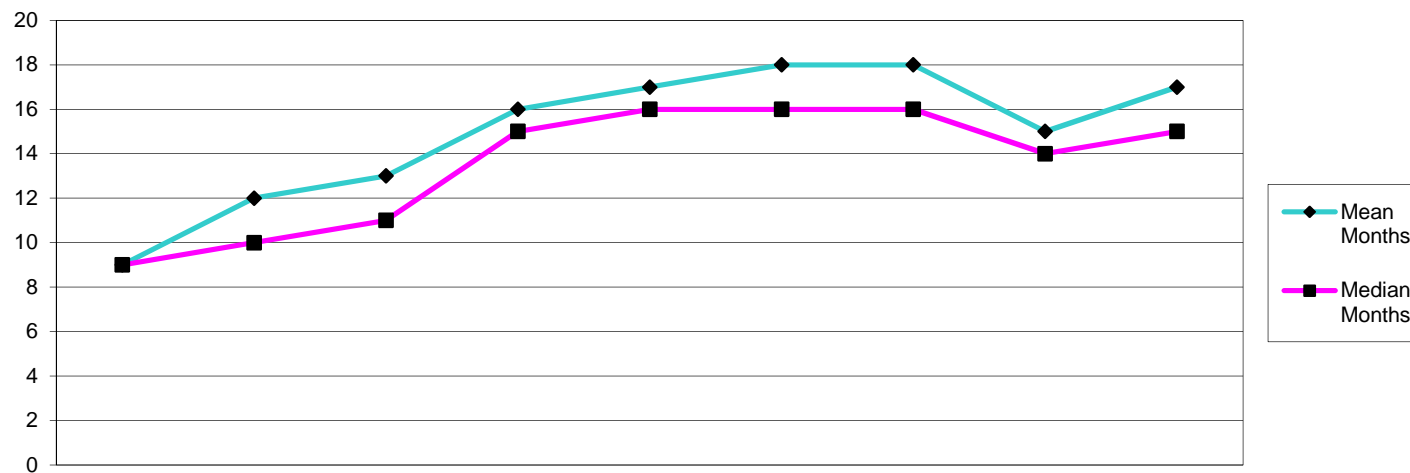
	Final Hearings											Vol Removal (Consent)
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Cross Referred	Removed (fraudulent/incorrect)	Register entry amended	Part Heard	
Arts therapists	0	0	2	0	0	0	0	0	0	0	2	0
Biomedical scientists	8	2	5	5	0	5	0	0	0	0	4	1
Chiropodists & podiatrists	3	1	1	3	0	10	0	0	0	0	13	0
Clinical scientists	0	1	1	4	0	0	0	0	0	0	2	0
Dietitians	0	1	0	2	0	3	0	0	0	0	0	0
Hearing aid dispensers	2	1	0	2	0	2	0	0	0	0	0	0
Occupational therapists	2	4	1	7	0	5	0	0	0	0	2	0
ODPs	9	1	0	4	0	2	0	0	0	0	2	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	12	9	2	18	1	18	0	1	0	0	3	1
Physiotherapists	7	5	4	5	0	6	0	0	0	0	6	2
Practitioner psychologists	0	1	2	2	0	6	0	0	0	0	3	0
Prosthetists & orthotists	0	0	1	0	0	0	0	0	0	0	1	0
Radiographers	1	4	2	9	1	1	0	0	0	0	6	0
SLTs	0	6	2	1	0	2	0	0	0	0	6	1
<b>Total 2011/12 YTD</b>	<b>44</b>	<b>36</b>	<b>23</b>	<b>62</b>	<b>2</b>	<b>60</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>50</b>	<b>5</b>
<b>Total 2010/11 FYE</b>	<b>62</b>	<b>49</b>	<b>26</b>	<b>71</b>	<b>4</b>	<b>85</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>55</b>	<b>17</b>
<b>Total 2009/10 FYE</b>	<b>64</b>	<b>40</b>	<b>15</b>	<b>46</b>	<b>3</b>	<b>76</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>8</b>
<b>Total 2008/2009 FYE</b>	<b>67</b>	<b>25</b>	<b>12</b>	<b>24</b>	<b>4</b>	<b>39</b>	<b>0</b>	<b>0</b>				
<b>Total 2007/2008 FYE</b>	<b>37</b>	<b>35</b>	<b>5</b>	<b>30</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>				
<b>Total 2006/2007 FYE</b>	<b>24</b>	<b>19</b>	<b>5</b>	<b>25</b>	<b>6</b>	<b>15</b>	<b>1</b>	<b>2</b>				
<b>Total 2005/2006 FYE</b>	<b>9</b>	<b>20</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>				

	Review Hearings														
	Struck off	Suspension continued	Suspension revoked	Suspension revoked caution imposed	Suspension revoked conditions imposed	Conditions continued	Conditions revoked	Conditions revoked caution imposed	Conditions revoked suspension imposed	Caution continued	Adjourned/Part Heard	Vol Removal (Consent)	Article 30(7)	Restored	Not restored
Arts therapists	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	4	0	0	0	1	0	0	0	0	0	0	0	0	0
Chiropodists & podiatrists	0	5	1	0	0	1	0	0	0	0	7	0	0	1	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	4	3	1	0	0	1	0	0	1	0	1	2	1	0	0
ODPs	2	4	0	0	0	1	1	0	1	0	0	0	0	0	0
Orthoptists	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
Paramedics	3	3	0	0	1	0	3	0	0	1	0	1	0	1	0
Physiotherapists	6	6	2	0	3	7	3	0	1	0	2	2	0	0	0
Practitioner psychologists	0	2	0	0	1	0	1	0	0	0	0	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	4	6	0	0	0	1	2	0	1	0	0	1	0	1	0
SLTs	2	0	0	0	0	1	0	0	3	0	2	2	0	0	0
<b>Total 2011/12 YTD</b>	<b>22</b>	<b>38</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>14</b>	<b>10</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>13</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>0</b>
<b>Total 2010/11 FYE</b>	<b>18</b>	<b>27</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>Total 2009/10 FYE</b>	<b>31</b>	<b>35</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>Total 2008/2009 FYE</b>	<b>16</b>	<b>51</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total 2007/2008 FYE</b>	<b>8</b>	<b>25</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total 2006/2007 FYE</b>	Not available														
<b>Total 2005/2006 FYE</b>	Not available														

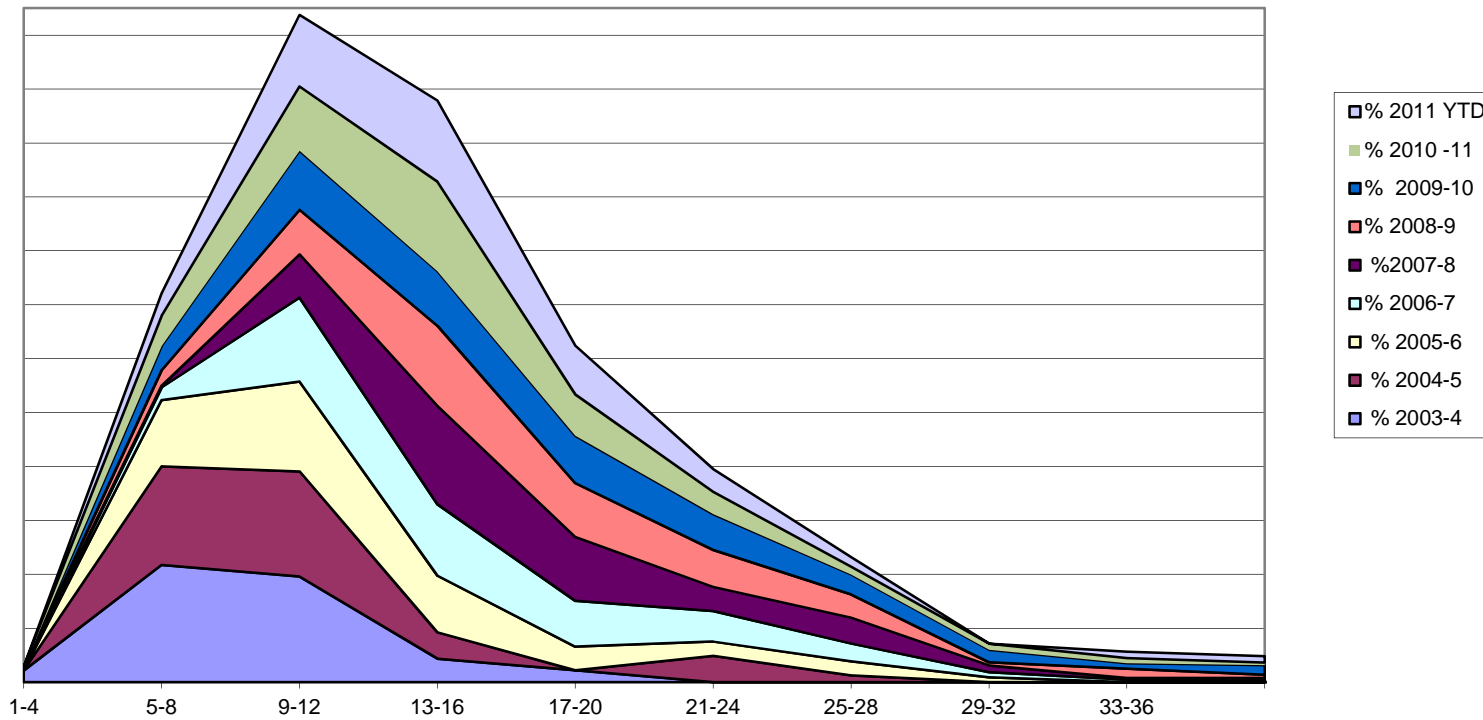
		Month of Panel																																			
		2010												2011												2012											
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases awaiting ICP	0-4	175	182	177	189	195	167	186	201	179	184	156	150	142	164	195	210	217	212	193	186	149	150	142	164	195	210	217	212	193	186	149	150				
	5-8	62	61	55	65	59	62	58	52	68	56	73	82	76	63	59	58	62	61	83	99	99	99	76	63	59	58	62	61	83	99	99	99				
	9-12	27	27	33	31	28	24	23	22	21	27	25	23	23	16	27	23	25	23	22	20	26	34	23	16	27	23	25	23	22	20	26	34				
	13-16	6	13	12	14	16	14	14	13	13	11	12	11	7	9	6	10	8	6	11	13	12	15	7	9	6	10	8	6	11	13	12	15				
	17-20	5	4	4	2	3	5	3	7	8	10	10	6	5	6	6	5	3	5	3	3	5	3	5	6	6	5	3	5	3	3	5	3				
	21-24	1	3	3	5	2	2	2	2	1	2	2	6	7	5	4	1	0	0	1	1	0	1	7	5	4	1	0	0	1	1	0	1				
	25-28	1	1	1	1	1	1	1	0	1	2	2	1	1	1	1	3	4	2	0	0	0	0	1	1	1	3	4	2	0	0	0	0				
	29-32	0	0	0	0	1	1	0	0	0	0	0	1	1	2	1	1	1	1	1	1	1	0	1	2	1	1	1	1	1	1	1	0				
	over 33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	2	0	0	0	0	0	1	1	1	1	2				
Cases awaiting final hearing (from ICP)	1-4	152	151	134	119	104	100	110	116	109	102	99	98	86	88	85	82	76	76	82	91	100	108	86	88	85	82	76	76	82	91	100	108				
	5-8	78	73	81	77	89	110	91	83	83	72	78	73	78	72	59	62	55	59	53	45	43	33	78	72	59	62	55	59	53	45	43	33				
	9-12	33	33	35	33	41	29	29	33	38	52	39	35	33	26	28	24	27	27	23	24	20	21	33	26	28	24	27	27	23	24	20	21				
	13-16	7	7	7	11	6	8	16	15	16	10	12	12	12	15	13	11	14	8	8	7	14	14	12	15	13	11	14	8	8	7	14	14				
	17-20	7	7	9	5	4	3	2	3	3	4	7	7	8	5	3	5	6	5	2	0	1	2	8	5	3	5	6	5	2	0	1	2				
	21-24	2	1	1	2	5	4	6	3	1	0	0	2	1	3	6	6	5	4	1	2	2	1	1	3	6	6	5	4	1	2	2	1				
	25-28	1	1	1	1	1	0	0	2	2	3	1	0	0	0	0	0	1	2	4	4	2	1	0	0	0	0	1	2	4	4	2	1				
	29-32	1	0	0	0	0	1	1	1	1	0	0	1	1	2	1	0	0	0	0	0	1	1	1	2	1	0	0	0	0	0	1	1				
	over 33	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	2	2	0	0	0	0	0	0	0	1	2	2	0	0	0	0	0				



Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4						133	255	228	167
5-8						138	152	188	150
9-12						57	40	62	44
13-16						15	22	18	18
17-20						8	14	9	12
21-24						5	1	4	2
25-28						2	1	2	3
29-32						1	1	1	1
33-36						3	1	0	0
Over 36			Not available			1	2	0	0
<b>Mean Months</b>						<b>7</b>	<b>6</b>	<b>6</b>	<b>6</b>
<b>Median Months</b>						<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>
<b>Total Cases</b>						<b>363</b>	<b>489</b>	<b>512</b>	<b>397</b>

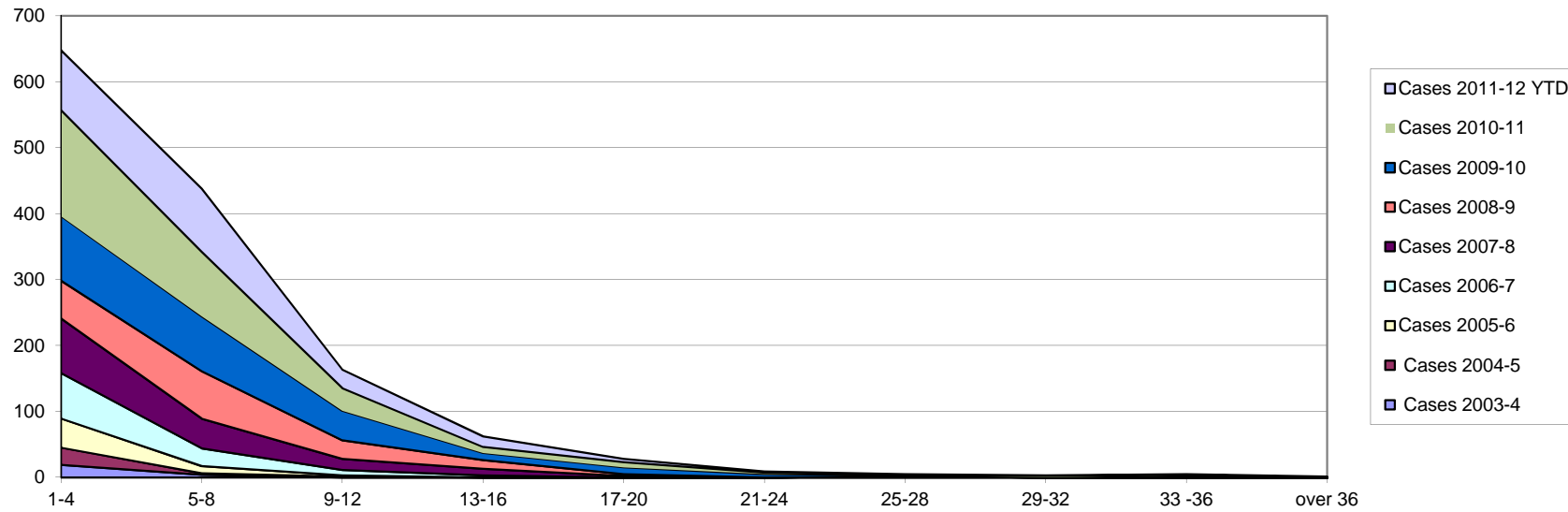


Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	1	0	0	0	1	0	1	1	0
5-8	10	15	14	5	1	10	23	35	16
9-12	9	16	19	33	25	29	56	75	60
13-16	2	4	12	28	57	52	52	104	71
17-20	1	0	5	18	37	35	45	48	45
21-24	0	4	3	12	14	24	34	27	25
25-28	0	1	3	7	15	15	19	9	11
29-32	0	0	1	2	4	2	12	7	5
33-36	0	0	0	1	1	6	5	6	4
Over 36	0	0	0	0	0	2	9	3	6
<b>Mean Months</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>18</b>	<b>15</b>	<b>17</b>
<b>Median Months</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>16</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>15</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>106</b>	<b>156</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>243</b>

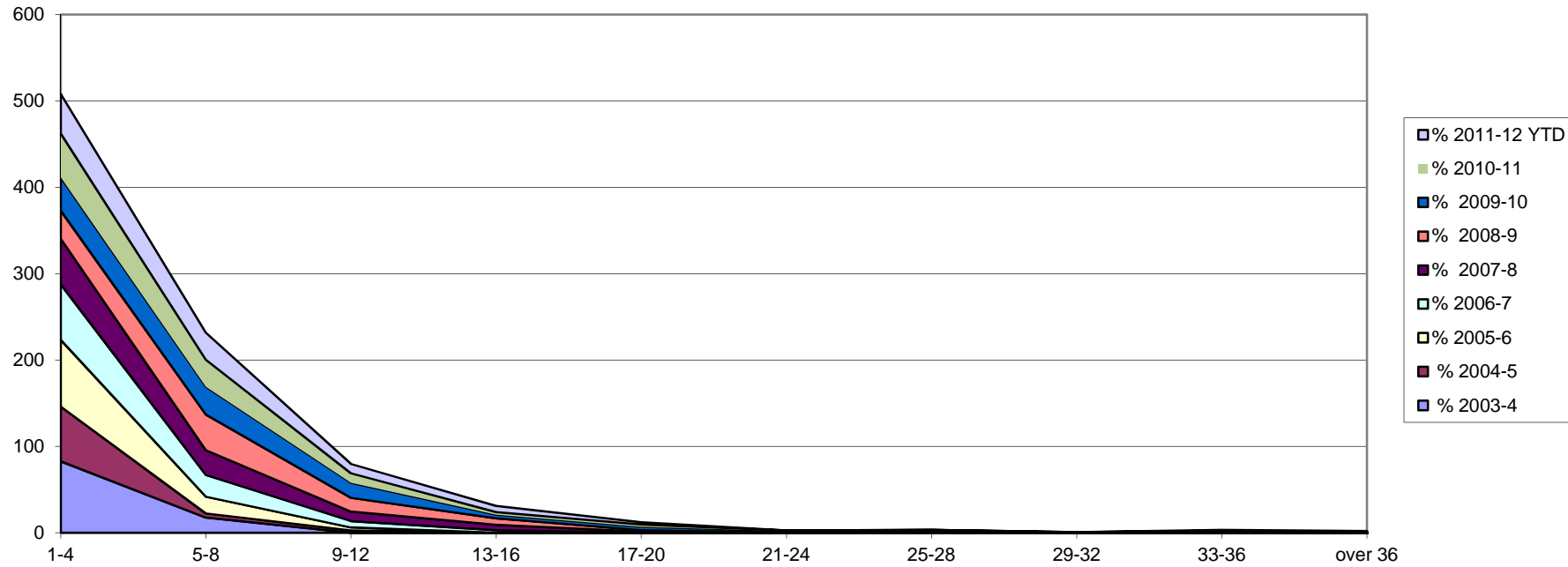


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	8.4
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1
17-20	4.3	0.0	8.8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

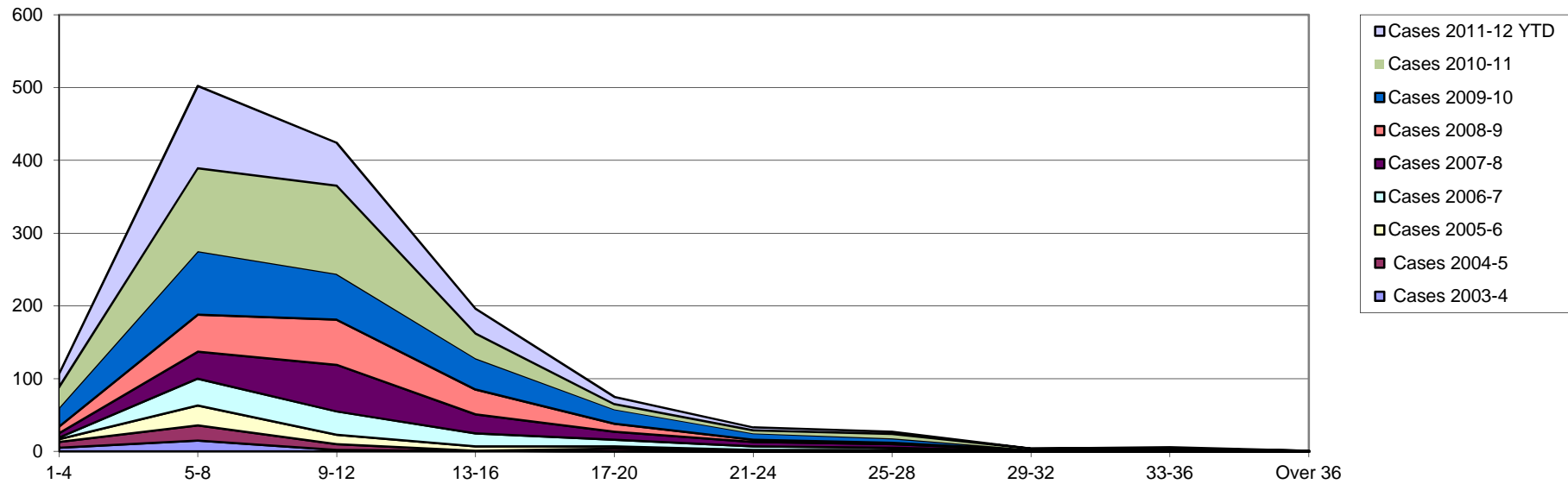




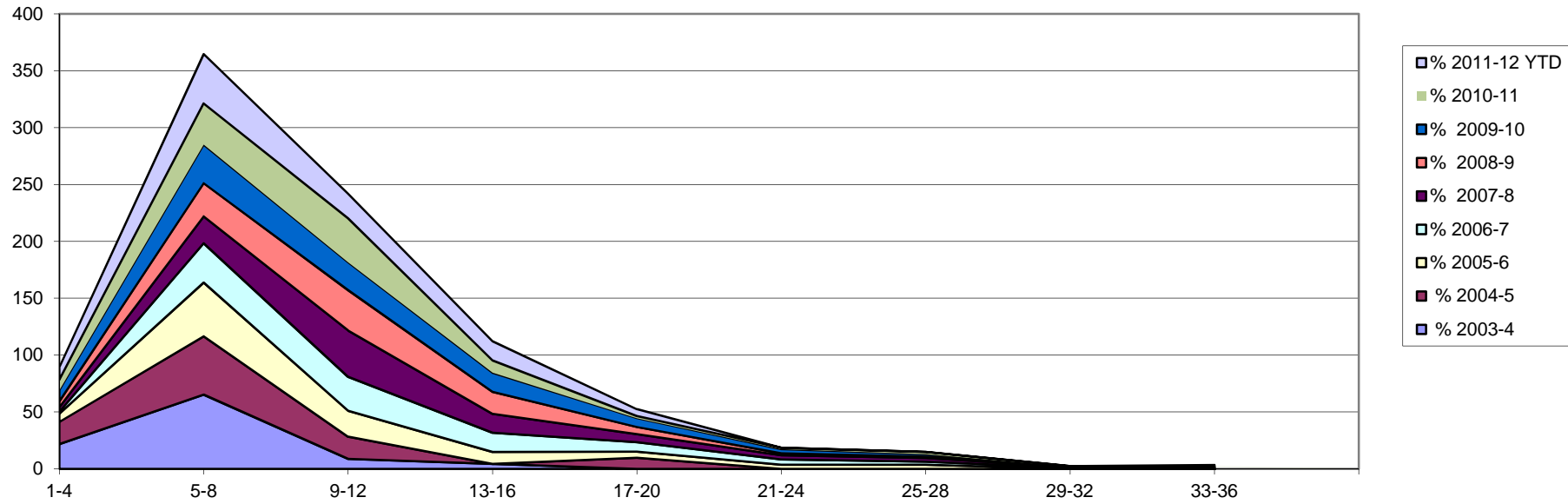
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	19	26	44	69	83	57	98	161	91
5-8	4	2	11	27	45	72	83	98	96
9-12	0	1	2	8	17	28	45	34	28
13-16	0	0	0	3	10	13	11	9	16
17-20	0	0	0	0	2	3	10	8	5
21-24	0	0	0	0	0	0	5	2	2
25-28	0	1	0	0	0	0	2	0	2
29-32	0	0	0	0	0	0	0	2	1
33 -36	0	0	0	0	0	1	2	1	1
over 36	0	0	0	0	0	0	0	0	1
<b>Mean Months</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4.5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>
<b>Meadian Months</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>243</b>



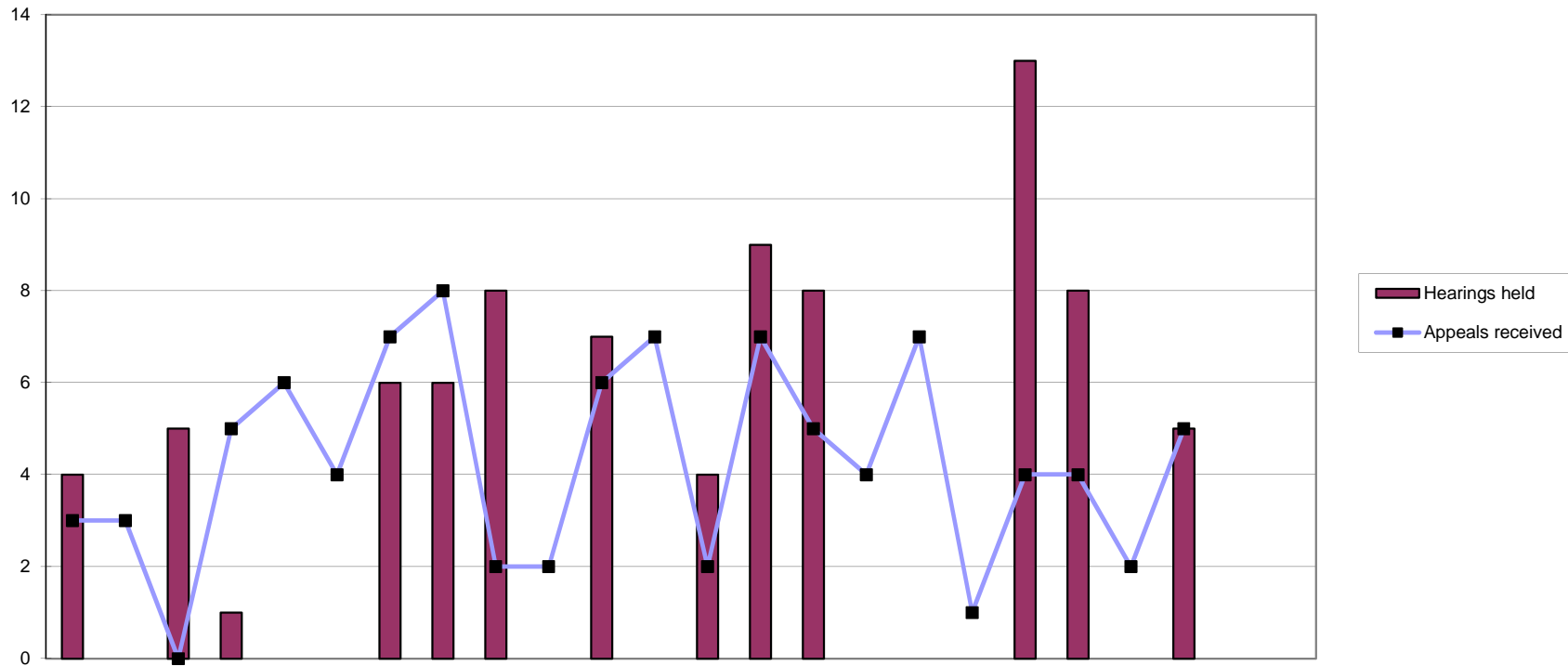
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	83	63	77	64	53	33	38	51	46
5-8	17	5	19	25	29	41	32	31	31
9-12	0	2	4	7	11	16	18	11	11
13-16	0	0	0	3	6	7	4	3	7
17-20	0	0	0	0	1	2	4	3	2
21-24	0	0	0	0	0	0	2	1	0
25-28	0	2	0	0	0	0	1	0	0
29-32	0	0	0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



Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	5	8	4	2	6	9	26	28	18
5-8	15	21	27	37	37	51	87	114	113
9-12	2	8	13	32	64	62	63	121	59
13-16	1	0	6	18	26	34	43	34	34
17-20	0	4	3	9	11	11	20	7	10
21-24	0	0	2	5	6	3	9	4	4
25-28	0	0	2	3	5	2	6	6	3
29-32	0	0	0	1	1	0	1	1	0
33-36	0	0	0	0	1	2	1	0	2
Over 36	0	0	0	0	0	1	0	0	0
<b>Mean Months</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>11.5</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>
<b>Median Months</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>8</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>243</b>

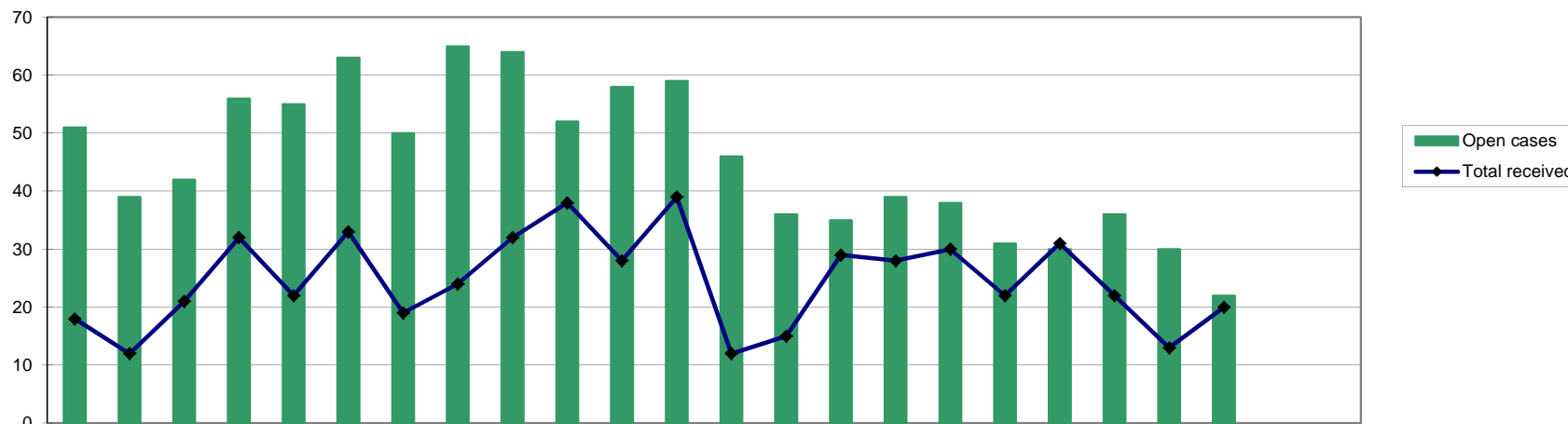


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	22	20	7	2	4	5	10	9	11
5-8	65	51	47	35	24	29	34	36	43
9-12	9	20	23	30	41	35	25	39	22
13-16	4	0	11	17	17	19	17	11	17
17-20	0	10	5	8	7	6	8	2	6
21-24	0	0	4	5	4	2	4	1	0
25-28	0	0	4	3	3	1	2	2	0
29-32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



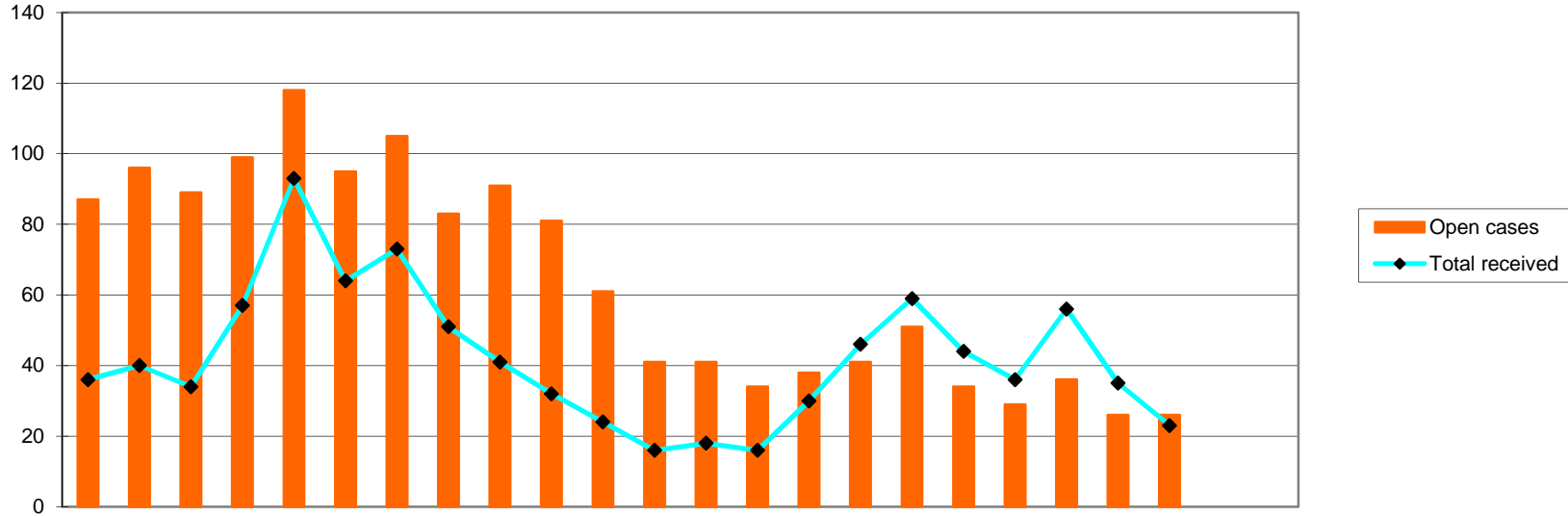
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	3	3	0	5	6	4	7	8	2	2	6	7	2	7	5	4	7	1	4	4	2	5		
Reviewed	4	0	5	0	0	0	6	6	8	0	8	0	4	9	8	0	0	0	13	8	0	6		
Hearings held	4	0	5	1	0	0	6	6	8	0	7	0	4	9	8	0	0	0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

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD
91	104	41	55	29	53	41
266	90	65	55	41	37	48
266	90	65	55	38	37	47
19	20	10	9	4	4	6
13	16	15	2	1	3	4
128	33	29	23	14	22	18
88	29	31	17	7	8	21
0	0	0	0	0	0	0
31	6	4	7	13	2	4



	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Public</b>	1	0	3	3	2	1	4	1	1	1	1	3	2	2	5	1	7	3	6	1	0	2		
<b>Police</b>	0	0	1	0	2	0	0	0	1	3	2	3	0	3	2	2	2	4	5	1	1	0		
<b>HPC</b>	0	0	0	4	0	0	2	0	0	1	0	0	0	1	0	0	0	3	0	2	0	0		
<b>Anonymous</b>	0	3	1	2	6	4	0	2	2	3	2	1	0	3	5	5	10	0	4	1	1	2		
<b>Professional</b>	17	9	16	23	12	28	13	21	28	30	23	32	10	6	17	20	11	12	16	17	11	16		
<b>Total received</b>	18	12	21	32	22	33	19	24	32	38	28	39	12	15	29	28	30	22	31	22	13	20		
<b>Visits</b>	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
<b>Open cases</b>	51	39	42	56	55	63	50	65	64	52	58	59	46	36	35	39	38	31	30	36	30	22		

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
53	21	42	56	32	21	29
31	38	27	44	38	12	20
10	10	6	3	2	7	6
50	78	38	47	31	26	31
225	137	103	233	213	252	136
369	284	216	383	316	318	222
			3	3	0	1



		2010			2011								2012						2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Received	Renewal	1	1	1	0	1	0	0	0	0	0	0	0	1	1	0	3	1	2	0	0	0	0	0	36	27	81	43	154	4	8	
	Readmission	3	7	9	5	14	5	3	7	5	6	7	3	4	1	5	3	4	3	5	6	5	3	33	40	34	94	53	74	39		
	Admission	22	12	9	31	59	38	52	30	25	26	17	13	13	14	25	40	54	39	31	50	30	20	165	150	158	248	282	334	316		
	Self referral	10	20	15	21	19	21	18	14	11	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	54	86	158	192	209	149	0
<b>Total received</b>		<b>36</b>	<b>40</b>	<b>34</b>	<b>57</b>	<b>93</b>	<b>64</b>	<b>73</b>	<b>51</b>	<b>41</b>	<b>32</b>	<b>24</b>	<b>16</b>	<b>18</b>	<b>16</b>	<b>30</b>	<b>46</b>	<b>59</b>	<b>44</b>	<b>36</b>	<b>56</b>	<b>35</b>	<b>23</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>	<b>698</b>	<b>561</b>	<b>363</b>		
Considered	Considered by panel	32	28	33	38	49	61	46	52	25	35	37	25	16	17	16	30	30	49	30	40	34	14	n/a	n/a	256	399	387	461	276		
	Referred to FTP	4	4	9	8	5	6	10	1	4	4	3	2	6	4	0	2	1	1	0	0	1	0	n/a	n/a	37	41	61	60	15		
	Admission rejected	1	0	1	0	1	0	1	0	0	2	1	0	0	1	0	0	0	0	0	0	2	0	n/a	n/a	2	6	2	7	3		
	Readmission rejected	1	0	3	2	1	2	1	1	1	1	1	0	0	0	0	0	0	2	0	1	1	0	n/a	n/a	3	8	7	14	4		
	Renewal rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	2	1	0	0		
	Not referred to FTP	9	7	8	8	9	11	3	8	10	6	4	4	5	0	1	2	0	0	2	0	2	1	n/a	n/a	34	82	66	87	13		
	Admission accepted	13	14	8	15	27	36	30	41	9	17	21	16	4	12	15	21	27	42	28	35	26	12	n/a	n/a	150	204	204	247	222		
	Readmission accepted	4	3	3	5	6	6	1	1	1	5	7	3	1	0	0	5	0	3	0	4	2	1	n/a	n/a	19	51	32	45	16		
	Renewal accepted	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	n/a	n/a	1	5	12	1	2		
	Closed before panel	3	3	8	7	21	28	16	22	25	7	6	7	1	5	8	13	16	12	10	9	10	7					143	153	91		
Open cases		87	96	89	99	118	95	105	83	91	81	61	41	41	34	38	41	51	34	29	36	26	26	n/a	n/a	75	75	87	35	26		