

Agenda Item 8

Enclosure 4

**Health and Care Professions Council
06 December 2017**

Chief Executive's report

For discussion

**From Marc Seale, Chief Executive and
Registrar**

Chief Executive's report – 6 December 2017

1. Meetings attended

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

2. Key areas to highlight to the Council

- The following are the key areas of organisational performance that I wish to bring to the Council's attention.

Financial performance year to date

- For the 7 months to 31 October 2017, income and expenditure are both on track overall.
- The month 6 forecast indicates that for the full year, income will be on budget, and overall expenditure will be £211k / 0.6% under budget. The forecast overall result, including bank interest but excluding any revaluation of buildings, is a small surplus of £47k. The original budget for the year was a deficit of £349k. The forecast will be updated in January based on 9 months' actual figures.

Professional Standards Authority performance review 2016-17

- The PSA performance review report was published on 13 October 2017. A separate paper is on the agenda at this meeting.
- A new major project has been initiated to help facilitate and coordinate the activities undertaken to address the issues raised by the latest PSA report.

Registration Transformation and Improvement project (CPD)

- At the time of writing, load testing results have been mixed and we are moving into the penetration testing and security phase. There are outstanding bugs that we are working to resolve. The bug noted to Council in the September 2017 project update paper, which requires intervention from Microsoft, still does not have a resolution date. Going live with this bug unresolved would have both an internal operational impact and a customer-facing impact. Internally we would not be able to monitor volumes of work accurately, and externally we will expect customer dissatisfaction to increase as multiple copies of the same email will be sent. Unless these issues are resolved satisfactorily in the very near future, the implementation will be postponed.

186 Kennington Park Road Building works

- The building works are progressing well with no change to the previously advised planned completion date.

Regulation of social workers in England

- A further meeting with the Department of Health and Department for Education took place on 25 October 2017. Registration and education arrangements were discussed. A verbal update will be provided.

Leasing of office space

- We have previously updated the Council about the leasing of office space. At time of writing, the contract was being negotiated.

Provision of legal services - preparation and presentation of fitness to practise cases

- We have taken up an option to seek to extend our contract with Kingsley Napley for a further 12 months to 31 March 2019. This decision was agreed by the Director of Fitness to Practise, Chief Executive and Chair.
- This decision has been made given current uncertainty about the timetable for the transfer of the regulation of social workers in England. Tendering now would have limited our ability to set out with any certainty our future requirements. We also plan to review our approach to external legal investigation as part of our FTP Improvement project.
- We have written to the supplier giving notice of our intention to extend. A meeting is planned for 1 December 2017 to discuss the supplier's interest in continuing and any changes in contract terms and volumes. Contingency plans are in place should the existing supplier be unwilling or unable to continue.
- We will re-tender this contract in 2019-20.

3. Updates

External consultations

- Since the last Council meeting, the following consultations have been published.
 - **Regulation of medical associate professions including physician associates.** A draft response to the consultation is on the Council agenda at this meeting.
 - **Reform of professional regulation.** A workshop to inform our response precedes this Council meeting. A draft response for Council approval will be considered at a special meeting of the Council on 18 January 2018.
 - **Regulation of nursing associates in England.** The Department of Health is consulting on the necessary legislation to regulate nursing associates in England through the Nursing and Midwifery Council (NMC).

Right touch reform

- The PSA has published 'Right touch reform'. The report looks at four areas: the role of regulators in the prevention of harm; the future of fitness to practise; professional regulators' role in education and training; and modernising registers. The intention is to provide background information and thinking to influence stakeholders' responses to the regulation reform consultation. A copy of the report has been made available to members as background for the workshop session that precedes this meeting.

Joint seminar with AHPRA

- On 15 November 2017 we held a joint research seminar with the Australian Health Practitioner Regulation Agency (AHPRA). The seminar took place in Melbourne, Australia the day before the Council for Licensure, Enforcement and Regulation (CLEAR) international congress. Michael Guthrie and Stephen Wordsworth co-presented on the University of Surrey research. This is the third research seminar we have held before the international congress (Edinburgh 2013; Amsterdam 2015) and the first we have arranged with an international partner organisation. The seminar had its largest attendance, with around 145 attendees from Australia, New Zealand, Canada, US, Ireland and the UK. A copy of the programme is available on members' iPads.

Memorandum of Understanding with the UK regulators of social workers

- A meeting of the five country regulators (the regulators in the UK and the Republic of Ireland) took place on 5 October 2017.
- The memorandum of understanding which currently means each body will accept each other's programme approval and registration decisions remains in place (with the exception of the three other UK regulators' decisions about the

Frontline programme). It was agreed that the three other UK regulators would discuss the best future arrangements with Social Work England once established.

Independent prescribing for paramedics

- There was press coverage on the weekend of 26 November 2017 reporting that Ministers intended to introduce legislation to allow paramedics to train as independent prescribers.
- If indeed agreed, a project will take place to make necessary changes to the registration system so that, in due course, paramedics who successfully complete an approved programme can have their entries in the Register annotated.

Chief Executive – Marc Seale

Meetings up to September 2017

Hazel Winning, Lead AHP Officer, Department of Health Belfast	10 Oct	Veronica Greenwood, Chair of the British & Irish Orthoptic Society	1 Nov
Colum Conway, Chief Executive and colleagues of Northern Ireland Social Care Council (NISCC), Belfast	10 Oct	Nicola Gale, President and colleagues of the British Psychological Society	1 Nov
Olive Macleod, Chief Executive of Regulation and Quality Improvement Authority (RQIA), Belfast	10 Oct	Ian Brack, Chief Executive of General Dental Council	2 Nov
Alison McCullough, Chair of Allied Health Professions Federation Northern Ireland (AHFNI), Belfast	11 Oct	AHPRA Research Seminar, Melbourne	15 Nov
Stakeholder Event, Understanding and Preventing FTP Concerns, Belfast	11 Oct	CLEAR International Congress, Melbourne	16-17 Nov
Strategic Away Day, Belfast	12-13 Oct	Colin Benjamin, Director of Office of Professional Regulation	20 Nov
Harry Cayton, Chief Executive of Professional Standards Authority	26 Oct	AHPs into Action Board, teleconference	21 Nov
Ruth Allen, Chief Executive of the British Association of Social Workers (BASW)	26 Oct	EMT Project Planning Meeting	24 Nov
Annual Scottish Regulation Event, Edinburgh	30 Oct	Regulatory Reform Session for Chairs and CEOs	27 Nov
Omer Tauqir, Director Lead of Grant Thornton	31 Oct	Lynne Rowley, Chair of the British Association of Prosthetists & Orthotists (BAPO)	29 Nov
		Roundtable meeting with Minister Philip Dunne, Minister of State for Health	30 Nov
		Ken Muir, Chief Executive for General Teaching Council for Scotland	1 Dec
		Robert Smart, CEO of PaperFree Solutions	4 Dec
		Department of Health meeting	5 Dec

Scheduled Meetings

Stephen Pickering, Royal Naval Medical Service	8 Dec
Gareth Thomas, President and colleagues of The Society and College of Radiographers	12 Dec
Dawn Scott, Chief Executive and Tracey Williams, Vice President of the Association for Perioperative Practice (AFPP)	14 Dec
Jeannie Watkins, President and Chair of Professional Standards, Faculty of Physician Associates at the Royal College of Physicians	14 Dec

Council meeting, 6 December 2017

Performance report

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Communications

Promoting professionalism, reforming regulation – the four UK Governments’ consultation

- Following publication of the consultation, we issued a statement to profession-specific media and directly emailed a range of stakeholders highlighting the importance of this consultation and encouraging them to respond. We have also written to the Health Ministers in Scotland and Wales. Other communications activities have included a news story and spotlight on our website homepage and a programme of posts on social media.
- Our communications work continues with ongoing social media, articles in upcoming HCPC e-newsletters and raising the consultation at relevant external events and meetings. We are also planning an event in January with professional bodies to hear their views and share our response. We will publish a statement and our response when it is submitted.

Department of Health’s consultation on the regulation of medical associate professions in the UK

- Following the launch of this consultation in October, we wrote to professional bodies and other stakeholders. We have also raised it at relevant external events and meetings, published a website news story and promoted it across social media channels.
- Ongoing communications work includes articles in upcoming HCPC e-newsletters and social media. Marc has also been invited to meet with Philip Dunne, Minister of State for Health and representatives from the relevant professional bodies and the Chief Executive of the GMC on 30 November 2017. We will publish a statement and our response when it is submitted.

Policy guidance and consultations

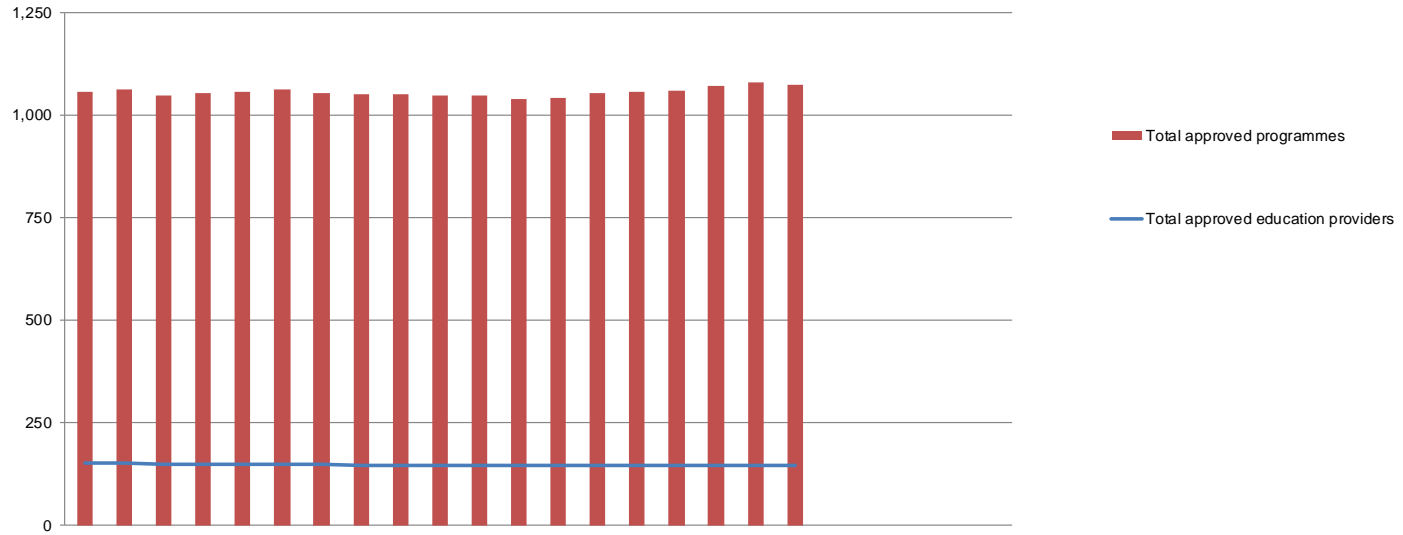
- Our consultation on the threshold level of qualification entry to the Register for paramedics was launched in September. To disseminate this we directly emailed relevant stakeholders, highlighted it at external events and meetings, issued a press release, published a news story on our website and in e-newsletters and posted on social media.

- In September we published our Guidance on social media and undertook a range of communications activities to highlight its publication. This included a press release to profession-specific media, a direct email to stakeholders, highlighted at relevant external events and meetings, a news story and spotlight on the website homepage, posts on social media, including a tweetchat and blog, and articles in e-newsletters.
- Our digital reach for both of the above has been significantly higher than we would usually experience for this type of activity. To date, the consultation document page has had 5,323 web page views and 1080 click throughs from social media posts. With the social media guidance, the relevant page on the website has had 12,994 web page views and 4,412 clicks from social media.

Education

- The number of approval cases scheduled in this financial year (2017-18) remains higher than budgeted forecast. The six month reforecast predicted 69 approval visits by year end; an increase of 7 and variance of 12% on the original budget. The number of approval cases scheduled is noticeably higher than previous financial years too (2015-16). – 59; 2016-17 – 45). These higher numbers are continuing into the next financial year (2018-19) as the visit schedule follows the academic year cycle (Sept 2017 – Aug 2018). The academic year picture is also showing an upwards trend (2015-16 – 45; 2016-17 – 61; 2017-18 – 56 to date). Resourcing levels are continually being monitored and work reordered to prioritise this increase in approval casework. Some enhancement work in the current work plan (relating to communications/publications) has been deferred to the next year to prioritise the delivery of this key regulatory process. The lower than budgeted number of major change cases in this financial year has also alleviated the pressure on resources.

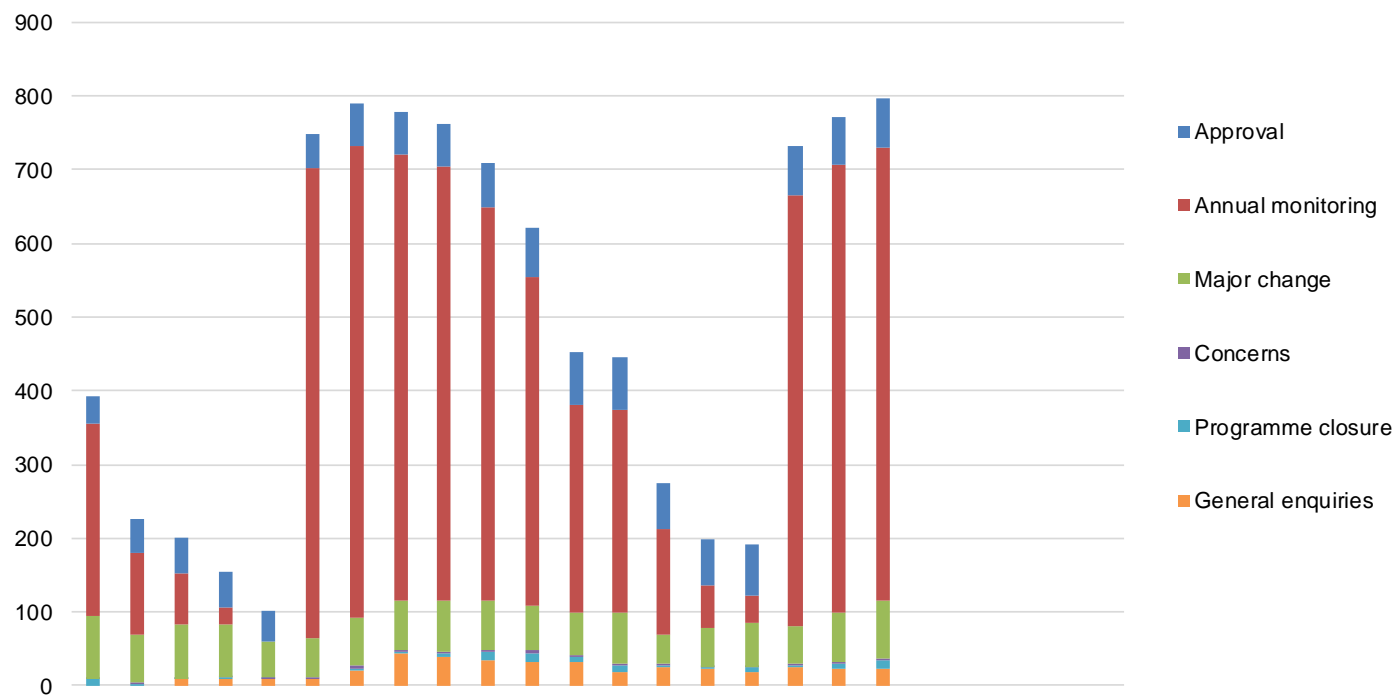
Number of approved programmes, by profession April 2016 - March 2018



Profession/entitlement	2016			2017										2018										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts therapists	31	31	30	30	29	29	29	29	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28	28
Biomedical scientists	65	65	63	63	62	62	62	62	62	62	60	60	60	60	60	64	64	64	64	64	64	64	64	64
Chiropodists/Podiatrists	20	20	20	20	19	19	19	19	17	17	17	17	17	17	17	18	18	19	19	19	19	19	19	19
Clinical scientists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Dietitians	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	33	33	33	33	33	33	33	33	33
Hearing aid dispensers	22	22	22	20	20	20	20	19	19	19	19	18	18	18	18	18	18	18	18	18	18	18	18	18
Occupational therapists	70	71	71	71	70	70	69	69	68	68	67	68	68	72	72	72	72	71	71	71	71	71	71	71
Operating Department Practitioners	38	37	37	38	38	38	37	37	37	35	35	34	34	33	33	34	36	36	36	36	36	36	36	36
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Paramedics	77	77	75	76	77	78	75	74	77	77	76	73	73	74	75	75	76	74	74	74	74	74	74	74
Physiotherapists	71	70	70	70	71	71	71	71	72	72	71	71	72	76	76	76	75	75	75	75	75	75	75	75
Practitioner psychologists	102	103	101	101	101	101	102	104	104	105	102	102	106	104	104	104	108	107	107	107	107	107	107	107
Prosthetists/Orthotists	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Radiographers	52	53	52	52	54	54	54	54	54	54	54	54	54	54	54	55	57	57	57	57	57	57	57	57
Social workers in England	242	243	242	250	251	253	253	252	252	249	252	252	252	252	252	254	251	252	251	251	251	251	251	251
Speech and language therapists	34	34	34	34	34	34	33	33	33	33	33	34	34	35	35	35	36	39	39	39	39	39	39	39
Prescription only medicines - administration	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	5	5	5	5	5	5	5
Prescription only medicines – sale / supply	8	8	7	7	7	7	6	6	6	6	6	6	6	6	6	6	6	7	6	6	6	6	6	6
Supplementary prescribing	53	52	52	52	52	52	52	52	52	52	51	51	51	50	50	50	50	50	50	50	50	50	50	50
Independent prescribing	93	94	94	94	94	96	95	94	94	96	96	95	95	95	95	98	98	98	98	98	98	98	98	98
Orthoptists - medicine exemptions																								
Approved mental health professionals	34	36	32	32	32	32	32	32	32	32	32	32	32	32	33	33	34	33	33	33	33	33	33	33
Podiatric surgery																								
Total approved programmes	1,056	1,060	1,046	1,054	1,055	1,060	1,053	1,049	1,051	1,048	1,047	1,039	1,040	1,053	1,056	1,059	1,069	1,078	1,074	1,074	1,074	1,074	1,074	1,074
Total approved education providers	150	151	147	147	148	149	147	146	146	146	146	145	145	146	146	146	144	144	144	144	144	144	144	144

2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
FYE	FYE	FYE	FYE	FYE	FYE	YTD
21	29	30	28	31	28	28
49	60	57	55	65	60	64
20	18	17	16	20	17	19
1	3	3	3	3	3	3
33	32	32	32	32	32	33
18	15	18	20	22	18	18
74	73	70	69	70	68	71
34	35	34	34	38	34	36
3	3	3	3	3	3	3
50	50	49	53	77	73	74
67	65	69	69	71	71	75
95	91	91	93	102	102	107
3	3	3	3	2	2	2
56	53	51	50	51	54	57
	231	223	221	242	252	251
32	31	30	31	34	34	39
2	4	4	4	4	4	5
9	9	10	9	8	6	6
77	77	62	59	53	51	50
		86	89	93	95	98
	27	26	26	34	32	33
644	909	968	967	1,055	1,039	1,074
128	150	151	143	150	145	144

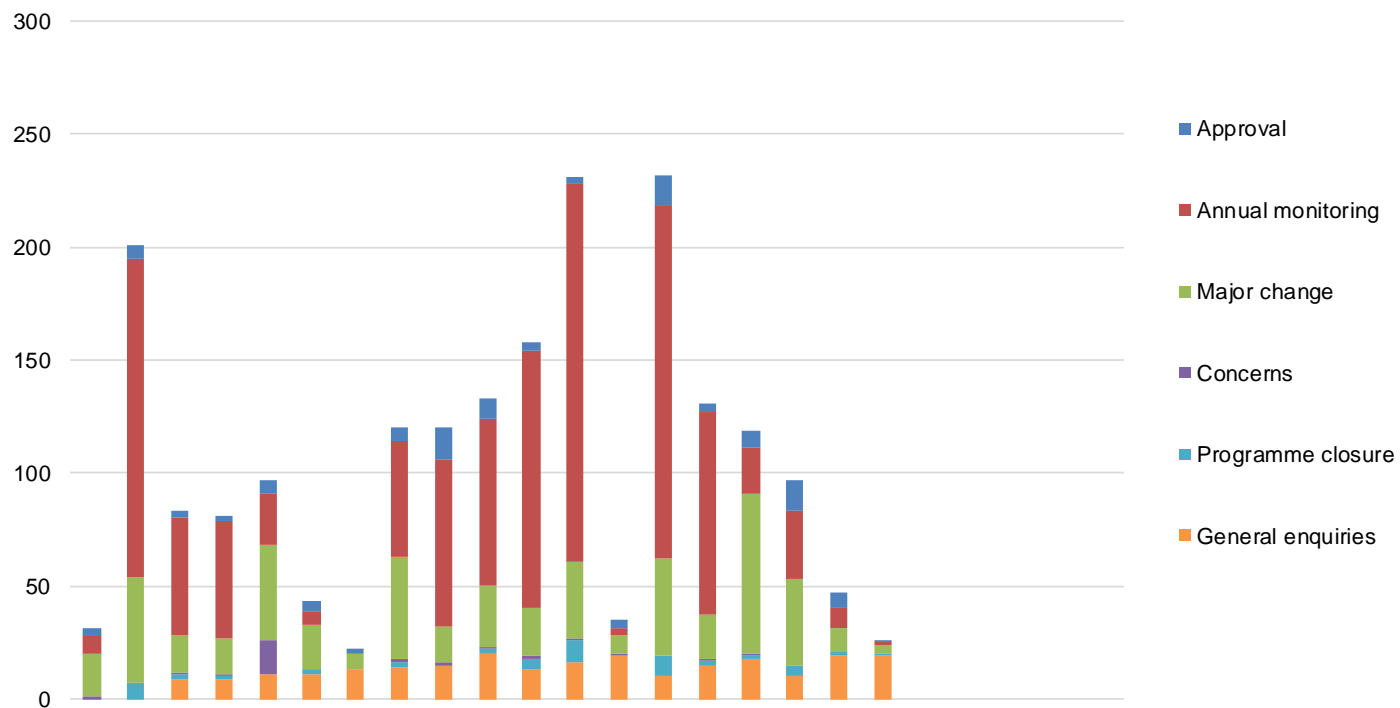
Overview of workload, Number of active cases, April 2016 - March 2018



Work area	2016			2017												2018									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval	37	45	48	49	43	47	58	57	57	62	67	70	72	63	62	69	65	64	68						
Annual monitoring	261	111	69	22	0	638	641	606	589	532	445	283	276	142	57	36	585	608	613						
Major change	85	66	73	71	48	53	64	67	69	67	61	57	68	40	53	60	51	67	80						
Concerns	1	2	1	1	2	2	5	3	4	4	4	3	2	2	1	2	2	2	2						
Programme closure	8	2	1	1	1	0	2	2	5	10	13	8	9	3	3	6	3	7	11						
General enquiries			8	10	8	9	20	43	38	35	31	31	19	25	22	18	25	23	23						
Total	392	226	200	154	102	749	790	778	762	710	621	452	446	275	198	191	731	771	797						

2015/16	2016/17	2017/18
FYE	FYE	YTD
34	70	68
264	283	613
69	57	80
2	3	2
4	8	11
	31	23
373	452	797

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



Work area	2016												2017												2018															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Approval	3	6	3	2	6	4	2	6	14	9	4	3	4	14	4	8	14	7	1																					
Annual monitoring	8	141	52	52	23	6	0	51	74	74	114	167	3	156	90	20	30	9	1																					
Major change	19	47	16	16	42	20	7	45	16	27	21	34	8	43	19	71	38	10	4																					
Concerns	1	0	1	1	15	0	0	2	1	1	1	1	1	0	1	1	0	0	0																					
Programme closure	0	7	2	1	0	2	0	2	0	2	5	10	0	9	2	1	5	2	1																					
General enquiries			9	9	11	11	13	14	15	20	13	16	19	10	15	18	10	19	19																					
Total	31	201	83	81	97	43	22	120	120	133	158	231	35	232	131	119	97	47	26																					

2015/16	2016/17	2017/18
FYE	FYE	YTD
133	62	52
928	762	309
306	310	193
9	24	3
38	31	20
	131	110
1,414	1,320	687

Finance

- In the Finance tables, income and expenditure is now compared against the month 6 forecast. For the 7 months to 31 October, income and expenditure are both on track overall.
- As part of the response to the PSA report, the Executive agreed an additional 7 fixed term contract posts in Fitness to Practise plus additional budget for external legal advice, meaning that FTP now forecasts a £357k / 2% overspend for the full year relative to the original budget. FTP costs exceeded forecast in October due to higher than expected days of hearings.
- HR forecasts a £56k / 6% overspend, caused by the increase in employee turnover and consequently higher recruitment costs. Other departments forecast underspends compared to their original budgets.
- The month 6 forecast indicates that for the full year, income will be on budget, and overall expenditure will be £211k / 0.6% under budget. The forecast overall result, including bank interest but excluding any revaluation of buildings, is a small surplus of £47k. The original budget for the year was a deficit of £349k. The forecast will be updated in January based on 9 months' actual figures.
- The cash balance at 31 October was £18.6m.
- Earlier in the year we had issued and then withdrawn a tender for FTP and Comms printing services under the Crown Commercial Services Managed Print framework agreement. In November, we reissued the tender with a revised specification. The closing date for responses is 1 December and we expect to complete the selection process before the Christmas break.
- Following a successful tender, a recommendation for Council to appoint new external auditors is included elsewhere on the Council's agenda.
- There have been no significant issues with core processes.

Variance Commentary

					Oct -17 Comments (Actuals vs 2017-18 M6 Forecast)	
Department	Movement YTD	M6 Forecast YTD	Forecast Variance	Budget Var %	Variations by Income Type	Variations by Profession
Total Income	19,380,988	19,336,025	44,963	0.2	On Target or variance below threshold	On Target or variance below threshold
EXPENDITURE						
Department	Movement YTD	M6 Forecast YTD	Variance v Budget	Variance v Budget %	Variations on Payroll	Variations on Non-payroll
Communications	623,200	650,688	27,487	4.2	On Target or variance below threshold	On Target or variance below threshold
Education	632,396	628,670	(3,727)	(0.6)	On Target or variance below threshold	On Target or variance below threshold
Office Services	1,407,490	1,427,815	20,325	1.4	On Target or variance below threshold	On Target or variance below threshold
Fitness to Practise	9,038,781	8,859,077	(179,704)	(2.0)	On Target or variance below threshold	£170k / 2% over forecast on non-payroll, of which £114k is partner and witness costs and £50k room hire costs due to 210 days of hearings in Oct vs 147 days forecast
IT Department	1,233,250	1,225,577	(7,673)	(0.6)	On Target or variance below threshold	On Target or variance below threshold
Department	Movement YTD	M6 Forecast YTD	Variance v Budget	Variance v Budget %	Variations on Payroll	Variations on Non-payroll
Major Projects	837,401	927,944	90,543	9.8	On Target or variance below threshold	£88k under forecast on 186KPR project due to timing differences on Opex/Capex split
Registration	1,937,289	2,021,730	84,442	4.2	On Target or variance below threshold	The new Xerox contract is now delivering savings which will be confirmed as we move from the previous printing and mailing process to the new model of holding limited stock. As expected when engaging with a new supplier there are still a number of invoice queries we are discussing with Xerox which may affect costs to date. Xerox have now forecasted monthly expenditure from December 2018 onwards with the start of the Radiographer renewals process, enabling HCPC to directly compare the suppliers forecasted expenditure with actual. The recent revised 2017 / 2018 six month budget / phased forecast has taken into consideration the new printing and mailing process and the associated Xerox billing arrangements

Income and Expenditure

31 October 2017

Income by Activity	Period 7	Year to date				Full Year Forecast (M6)	Full Year Budget
	Actual	Actual	M6 Forecast	Variance	Variance %		
Graduate Registration Fees	155,427	1,009,905	1,025,233	(15,328)	(1.5)	1,797,528	1,860,788
Readmission Fees	15,255	130,680	133,266	(2,586)	(1.9)	255,426	214,318
Renewal Fees	2,395,290	16,454,316	16,422,228	32,088	0.2	28,511,849	28,480,891
International Scrutiny Fees	146,520	981,640	980,621	1,019	0.1	1,787,347	1,824,911
UK Scrutiny Fees	153,342	804,447	774,677	29,770	3.8	1,091,365	1,026,069
Registration Income	2,865,834	19,380,988	19,336,025	44,963	0.2	33,443,516	33,406,977
Cheque/credit card write offs	0	0	0	0			0
Total Income	2,865,834	19,380,988	19,336,025	44,963	0.2	33,443,516	33,406,977
Chair	616	54,756	55,165	409	0.7	97,290	100,720
Chief Executive	38,543	224,299	214,220	(10,079)	(4.7)	361,490	357,202
Council & Committee	31,648	109,566	131,471	21,904	16.7	321,999	303,179
Communications	89,094	623,200	650,688	27,487	4.2	1,149,816	1,211,336
Education	92,596	632,396	628,670	(3,727)	(0.6)	1,135,895	1,178,318
Office Services	200,768	1,407,490	1,427,815	20,325	1.4	2,721,749	2,921,188
Finance	56,366	458,573	459,626	1,053	0.2	776,863	845,938
Fitness to Practise	1,503,940	9,038,781	8,859,077	(179,704)	(2.0)	15,154,291	14,797,229
Human Resources	126,544	626,737	635,990	9,253	1.5	1,054,105	997,163
Human Resources Partners	31,058	184,248	196,853	12,604	6.4	417,683	436,219
IT Department	181,809	1,233,250	1,225,577	(7,673)	(0.6)	2,225,418	2,277,810
Major Projects	693,360	837,401	927,944	90,543	9.8	1,491,170	1,486,909
Operations Office	47,152	356,893	359,229	2,335	0.7	637,244	644,280
Policy	31,538	260,958	260,839	(119)	(0.0)	429,559	446,946
Registration	202,480	1,937,289	2,021,730	84,442	4.2	3,512,277	3,659,028
Secretariat	20,850	158,781	159,311	531	0.3	264,939	272,381
Depreciation	66,069	468,193	467,924	(269)	(0.1)	879,278	905,736
PSA Levy	0	878,682	878,682	0	0.0	878,682	878,682
Apprenticeship Levy	0	16,567	19,512	2,945	15.1	34,234	35,337
Operating expenditure	3,414,430	19,508,062	19,580,322	72,260	0.4	33,543,982	33,755,601
Operating surplus/(deficit)	(548,596)	(127,074)	(244,297)	117,223		(100,466)	(348,624)
Other income							
Investment Income	12,372	94,007	94,218	(211)	(0.2)	147,501	0
	12,372	94,007	94,218	(211)	(0.2)	147,501	0
Total surplus/(deficit)	(536,224)	(33,067)	(150,079)	117,012		47,035	(348,624)

Payroll costs

31 October 2017

	Period 7	Year to date				Full Year	
	Actual	Actual	M6 Forecast	Variance	Variance %	Forecast (M6)	Full Year Budget
Chief Executive	21,558	153,975	155,856	1,881	1.2	273,051	272,802
Communications	52,771	375,381	375,646	264	0.1	647,396	673,273
Education	71,346	486,506	488,092	1,586	0.3	870,306	891,080
Office Services	25,871	171,328	172,457	1,129	0.7	312,357	332,860
Finance	39,923	278,106	277,863	(243)	(0.1)	493,263	496,638
Fitness to Practise	385,769	2,649,374	2,639,861	(9,513)	(0.4)	4,697,949	4,533,740
Human Resources	42,795	393,883	411,254	17,372	4.2	730,719	656,033
Human Resources Partners	11,328	70,757	70,693	(64)	(0.1)	129,529	125,546
IT Department	73,691	522,285	521,193	(1,092)	(0.2)	882,015	875,169
Major Projects	23,403	158,415	160,052	1,637	1.0	256,740	149,129
Operations Office	43,918	315,922	315,992	70	0.0	535,928	526,245
Policy	24,756	161,018	160,461	(556)	(0.3)	277,725	291,531
Registration	161,349	1,106,108	1,103,071	(3,037)	(0.3)	1,926,875	2,079,477
Secretariat	19,538	137,238	137,326	88	0.1	235,453	239,691
Payroll costs	998,015	6,980,296	6,989,818	9,522	0.1	12,269,306	12,143,214

Non-payroll costs

31 October 2017

	Period 7	Year to date				Full year	
	Actual	Actual	M6 Forecast	Variance	Variance %	Full Year Forecast (M6)	Full Year Budget
Chair	616	54,756	55,165	409	0.7	94,418	100,720
Chief Executive	16,985	70,324	58,364	(11,960)	(20.5)	88,439	84,400
Council & Committee	31,648	109,566	131,471	21,904	16.7	176,368	303,179
Communications	36,323	247,819	275,042	27,223	9.9	502,420	538,063
Education	21,249	145,890	140,578	(5,312)	(3.8)	265,589	287,238
Facilities Management	174,898	1,236,162	1,255,358	19,196	1.5	2,409,393	2,588,328
Finance	16,443	180,467	181,763	1,296	0.7	283,600	349,300
Fitness to Practise	1,118,171	6,389,408	6,219,216	(170,192)	(2.7)	10,456,342	10,263,489
Human Resources	83,749	232,854	224,736	(8,119)	(3.6)	323,386	341,130
Human Resources Partners	19,730	113,491	126,160	12,668	10.0	288,154	310,673
IT Department	108,118	710,965	704,384	(6,581)	(0.9)	1,343,403	1,402,641
Major Projects	669,957	678,986	767,892	88,906	11.6	1,234,430	1,377,121
Operations Office	3,234	40,971	43,237	2,266	5.2	101,316	118,035
Policy	6,781	99,940	100,378	438	0.4	151,834	155,415
Registration	41,130	831,181	918,659	87,478	9.5	1,585,402	1,579,551
Secretariat	1,312	21,542	21,985	443	2.0	29,486	32,690
PSA Levy	0	878,682	878,682	0	0.0	878,682	878,682
Apprenticeship Levy	0	16,567	19,512	2,945	15.1	34,234	35,337
Non-payroll costs	2,350,346	12,059,572	12,122,580	63,008	0.5	20,246,895	20,745,992

Statement of Financial Position

31 October 2017

	Actual Period 7	M6 Forecast YTD	M6 Forecast 31 March 2018	Budget 31 March 2018	Actual 31 March 2017
Non-current assets					
Land & buildings, at cost or valuation	4,982,617	4,825,891	5,952,876	6,431,833	4,615,000
Land & buildings depreciation	(26,921)	(26,922)	(46,152)	(62,267)	0
	4,955,696	4,798,970	5,906,725	6,369,566	4,615,000
Computer equipment, at cost	528,653	528,653	539,463	591,763	499,535
Computer equipment depreciation	(424,168)	(424,169)	(449,556)	(459,718)	(382,705)
	104,485	104,484	89,907	132,045	116,829
Office furniture and equipment, at cost	1,183,115	1,183,115	1,183,115	1,183,115	1,183,115
Office equipment depreciation	(517,524)	(517,251)	(585,746)	(570,333)	(413,863)
	665,591	665,864	597,369	612,782	769,252
Intangible assets	7,307,197	7,273,553	8,266,554	8,452,829	7,116,711
Intangible depreciation	(5,971,474)	(5,971,478)	(6,269,720)	(6,285,313)	(5,675,325)
	1,335,723	1,302,076	1,996,834	2,167,516	1,441,386
Total non-current assets	7,061,495	6,871,394	8,590,834	9,281,910	6,942,467
Current assets					
Other current assets	1,026,024	1,161,124	2,055,247	2,009,182	1,994,076
Cash & cash equivalents	18,645,670	19,029,290	18,708,704	18,543,425	19,528,831
	19,671,694	20,190,414	20,763,951	20,552,607	21,522,907
Total assets	26,733,189	27,061,808	29,354,785	29,834,517	28,465,374
Current liabilities					
Trade and other payables	497,460	624,314	624,314	430,848	430,848
Other liabilities	1,394,018	1,596,541	1,596,541	2,187,619	2,115,827
Deferred income	19,705,554	19,821,807	21,917,670	22,434,790	20,749,474
Total current liabilities	21,597,031	22,042,662	24,138,525	25,053,257	23,296,149
Liabilities greater than one year	163,052	163,052	163,052	163,052	163,052
Total assets less liabilities	4,973,107	4,856,094	5,053,208	4,618,208	5,006,174
General fund b/fwd	(4,155,121)	(4,155,121)	(4,155,121)	(4,155,121)	(4,155,121)
Rev Res - Land & Building	(851,052)	(851,052)	(851,052)	(851,052)	(851,052)
This periods (surplus)/deficit	33,067	150,079	(47,035)	387,965	
General fund c/fwd	(4,973,107)	(4,856,094)	(5,053,208)	(4,618,208)	(5,006,174)

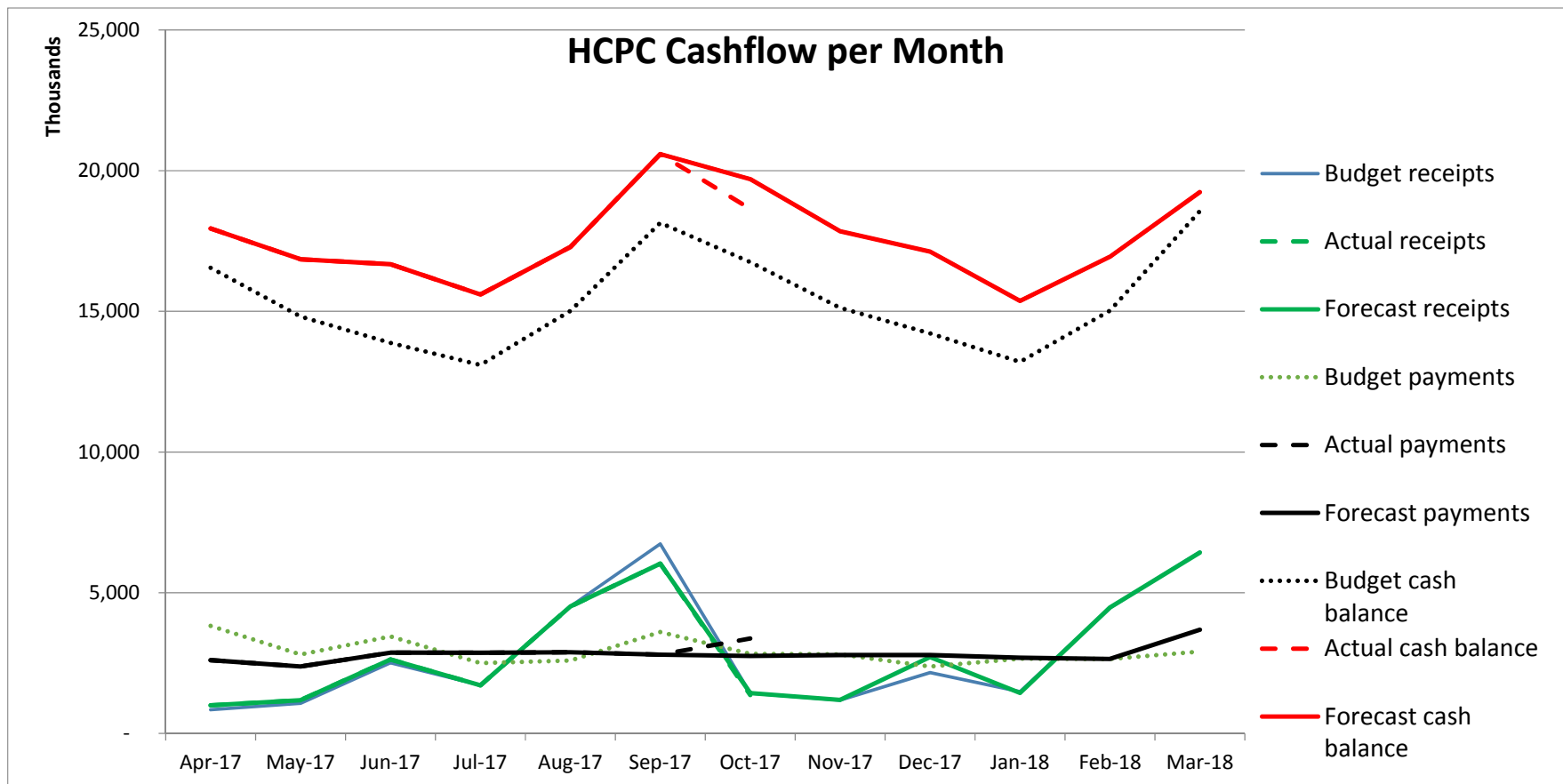
Projects

	Opex			Capex			Opex & Capex			Opex	Capex
	Actual YTD £	M6 Forecast 2017/18 YTD £	Variance £	Actual YTD £	M6 Forecast 2017/18 YTD £	Variance £	Actual YTD £	M6 Forecast 2017/18 YTD £	Variance £	M6 Forecast Full Year £	M6 Forecast Full Year £
HR and Partners Build	(8,394)	(9,536)	(1,141)	35,232	38,692	3,460	26,838	29,156	2,319	31,026	177,084
Reg Transformation and Improvement	127,659	131,288	3,629	93,426	56,322	(37,104)	221,086	187,610	(33,476)	395,543	600,448
Establishing the new Tribunal Service	(4,788)	(4,788)	(0)	(2,323)	(2,323)	0	(7,111)	(7,111)	(0)	(4,788)	(2,323)
PCI/DSS	0	0	0	0	0	0	0	0	0	0	0
HCPC website review and build	55,527	55,583	56	34,036	34,036	0	89,562	89,619	57	105,139	278,624
Net Regulate Changes	0	0	0	0	0	(0)	0	0	(0)	0	0
186 Kennington Park Road renovation	667,397	755,397	88,000	367,617	210,891	(156,727)	1,035,014	966,288	(68,727)	932,602	1,337,875
Education System Change	0	0	0	0	0	0	0	0	0	2,898	65,895
FTP CMS Review	0	0	0	0	0	0	0	0	0	28,750	0
	837,401	927,944	90,543	527,989	337,618	(190,371)	1,365,390	1,265,562	(99,827)	1,491,170	2,457,603

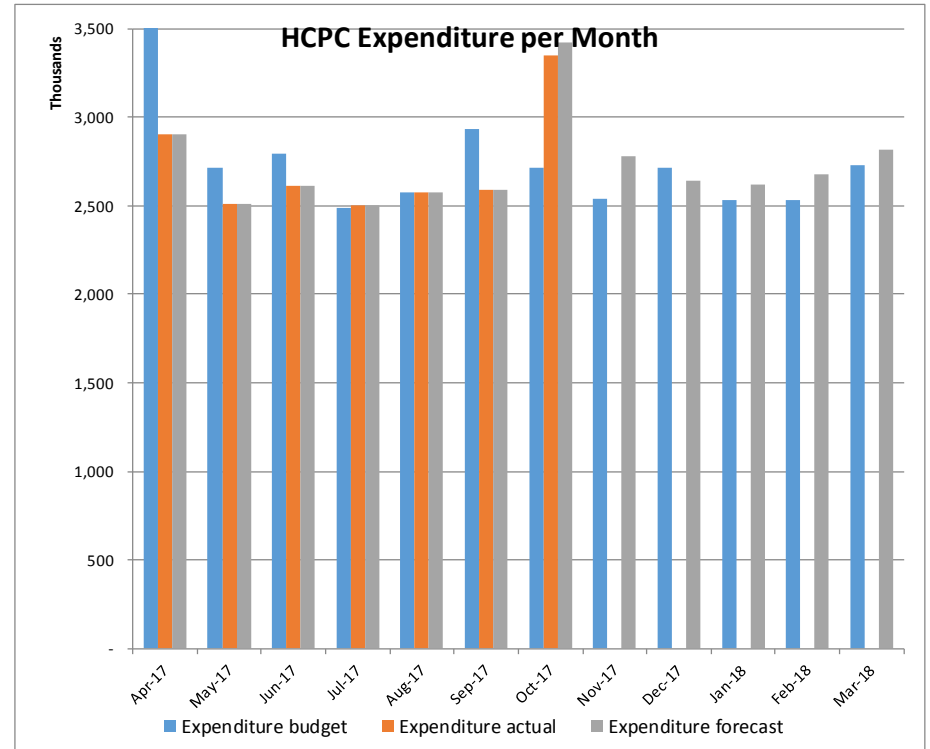
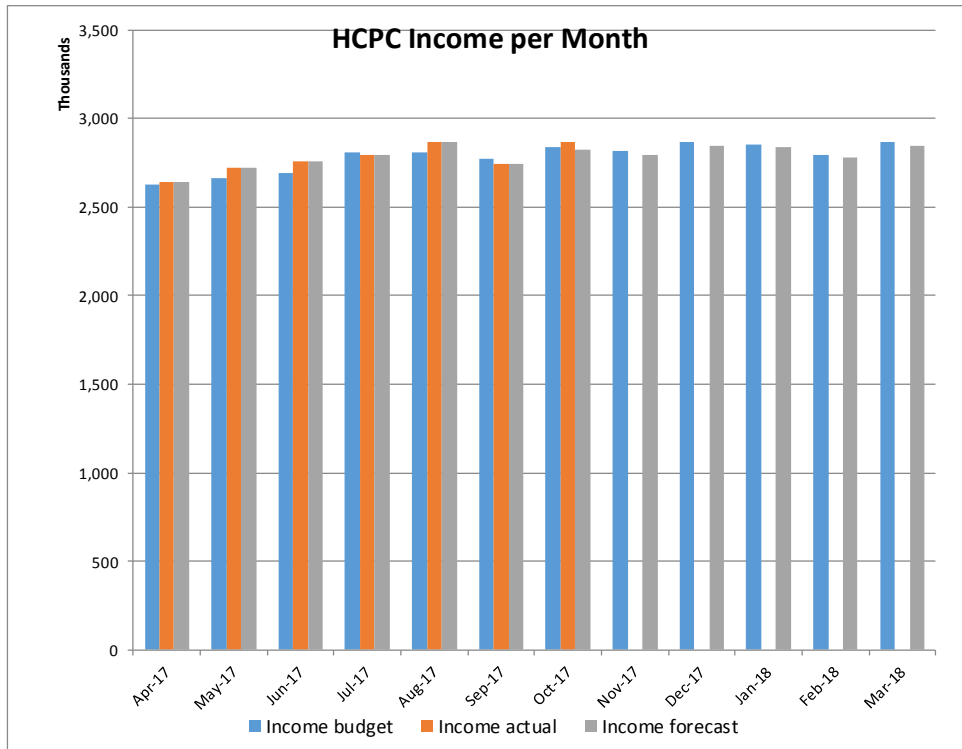
Cash flow statement

From 1 April 2017

	Year to date actual £	Year to date M6 forecast £	Full year M6 forecast £	Full year budget £
Operating surplus/(deficit)	(127,074)	(244,297)	(100,466)	(348,624)
Less: Depreciation	468,193	467,924	879,278	905,736
Decrease/(increase) in debtors & prepayments	968,052	832,952	(61,171)	(15,107)
Increase/(decrease) in creditors	(655,197)	(325,820)	(325,818)	71,792
(Decrease)/increase in deferred income	(1,043,920)	(927,667)	1,168,196	1,685,316
Net cash in/(out)flow from operating activities	(389,946)	(196,907)	1,560,019	2,299,114
Return on investments and servicing of finance				
Investment Income	94,007	94,218	147,501	0
Capital expenditure and financial investments				
Purchase of fixed assets	(587,222)	(396,852)	(2,527,647)	(3,245,179)
Increase/(decrease) in cash	(883,161)	(499,541)	(820,127)	(946,065)
Cash at beginning of period	19,528,831	19,528,831	19,528,831	19,528,831
Cash at end of period	18,645,670	19,029,290	18,708,704	18,543,425
Cash movement	(883,161)	(499,541)	(820,127)	(985,406)



2017-18



Fitness to Practise

The report is based on October 2017 data.

Number of new and open cases

- 185 new fitness to practise concerns were received in October. 1304 new cases have been received year-to-date. The total of new concerns received to date is 1,304. This is an average of 186 new cases per month. This is broadly in line with the forecast 187 new cases per month. (see Table 1).
- 1,678 cases were open at the end of October. 73% (1232) of these were at the pre-ICP stage of the process and 27% (446) post-ICP. The number of open pre-ICP cases has increased since August and is above the forecast. The increase is due to a slow down in the closure rate at Pre ICP stage following the introduction of an enhanced sign off process for pre-ICP closure decisions following the PSA performance review. (see Table 1).
- The case to answer rate has reduced to 54% in October, with a year to date average rate of 74%. The reduction in the case to answer rate can be partly attributed to ICPs requesting further information (see Table 1).
- 258 cases have been listed for final hearing and concluded year to date. This is slightly below the forecast expectation of 266 concluded cases. (see Table 1). This is partly due to a higher percentage of Hearings going adjourned or part heard in October. The majority of these were part heard due to the volume of late submitted evidence, unrepresented registrants, or complex witness evidence. We continue to refine our approach to managing adjournments, and have seen an improvement in the speed of relisting the resuming hearing. (see Table 17).
- 18 Interim Order applications were applied for compared to the monthly average of 14. Year to date 99 Interim Order applications have been listed. This is above the forecast of 94. (Table 3).
- The number of interim order review hearings in October and September was lower than previous months as well as the monthly average of 31 review hearings. However, the number of Interim Order reviews is approximately 10% above the forecast rate. This is in part due to the number of first time reviews of interim order applications earlier in the year. We are continuing to pilot holding reviews of existing reviews on the papers only where appropriate. We have held reviews on papers for 36 cases so far. Feedback from registrants, their representatives and Panel Chairs has been positive. (Table 3).

Table 1

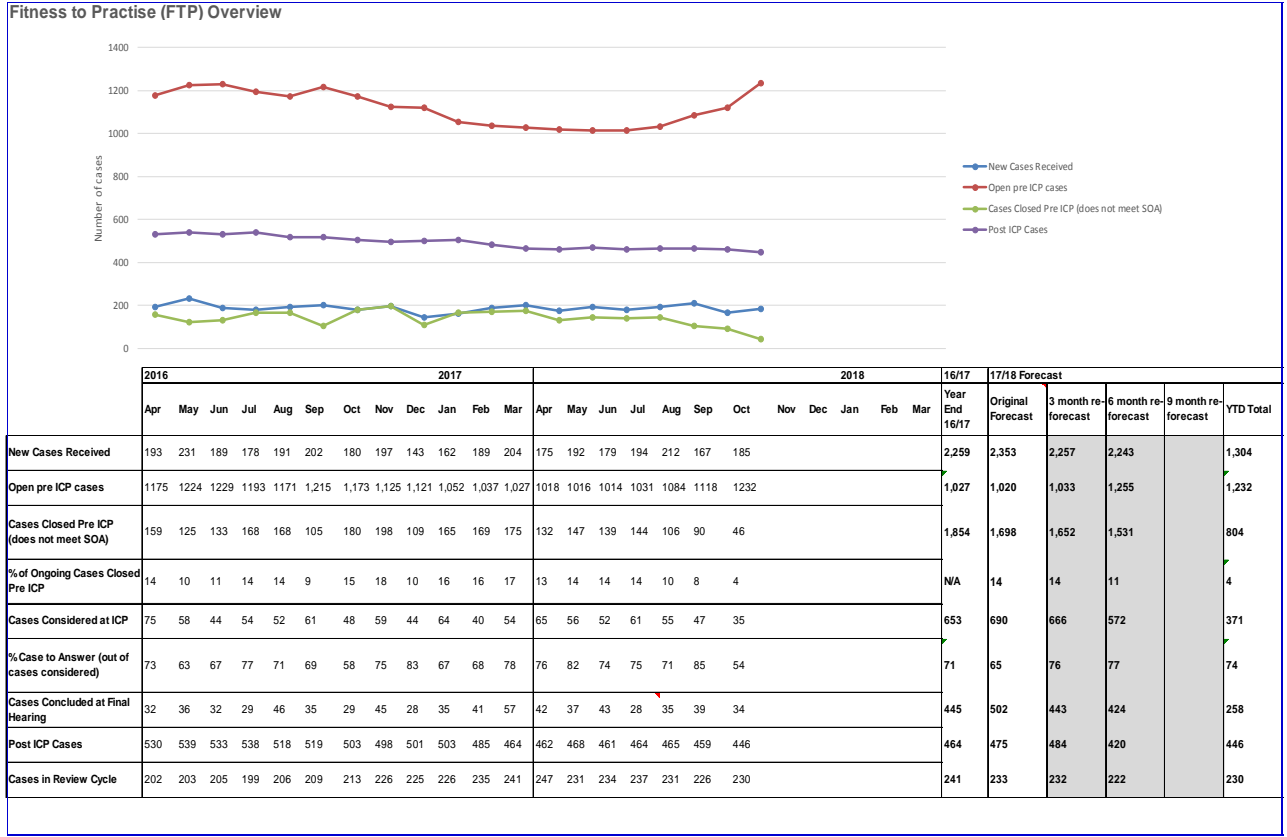


Table 2

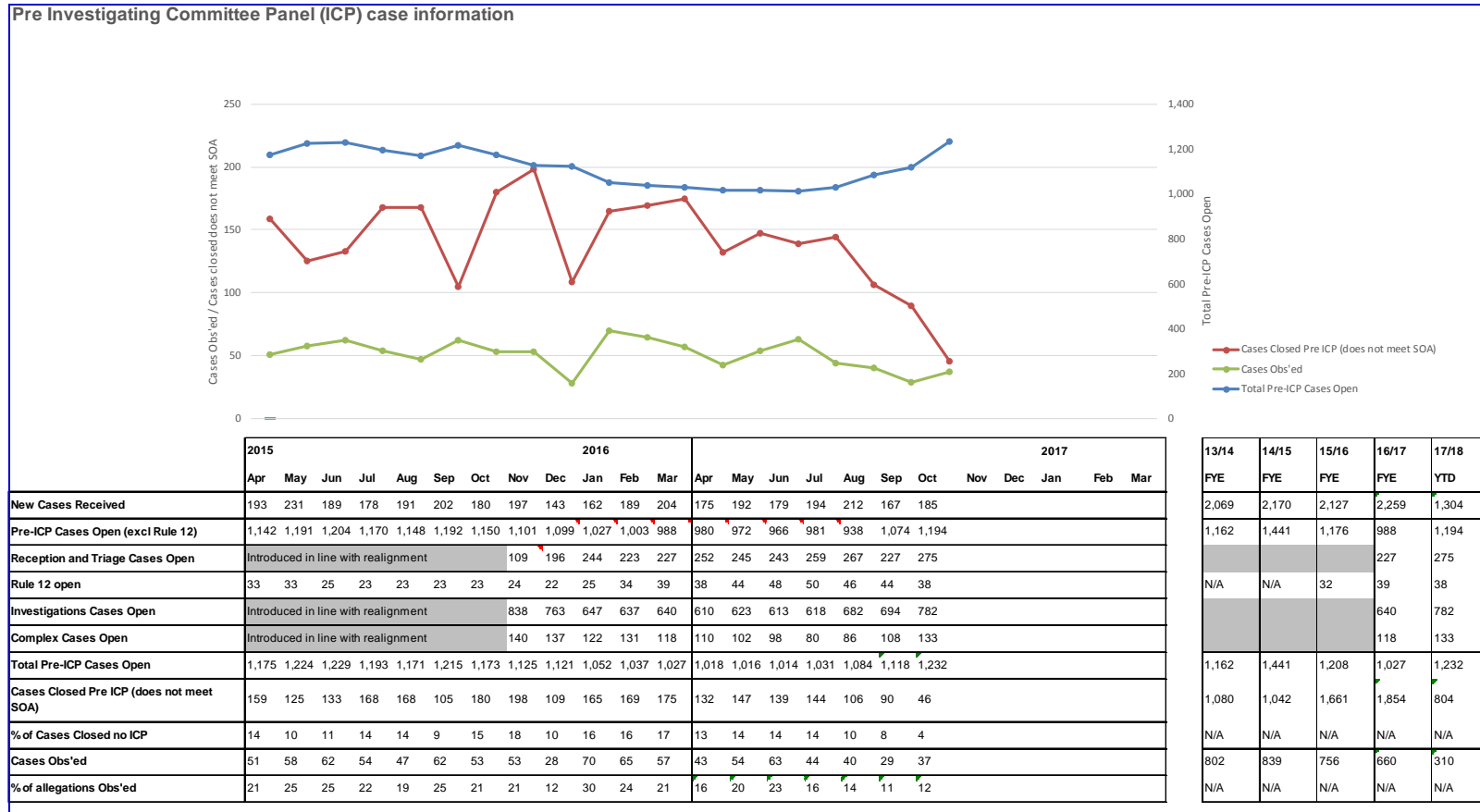
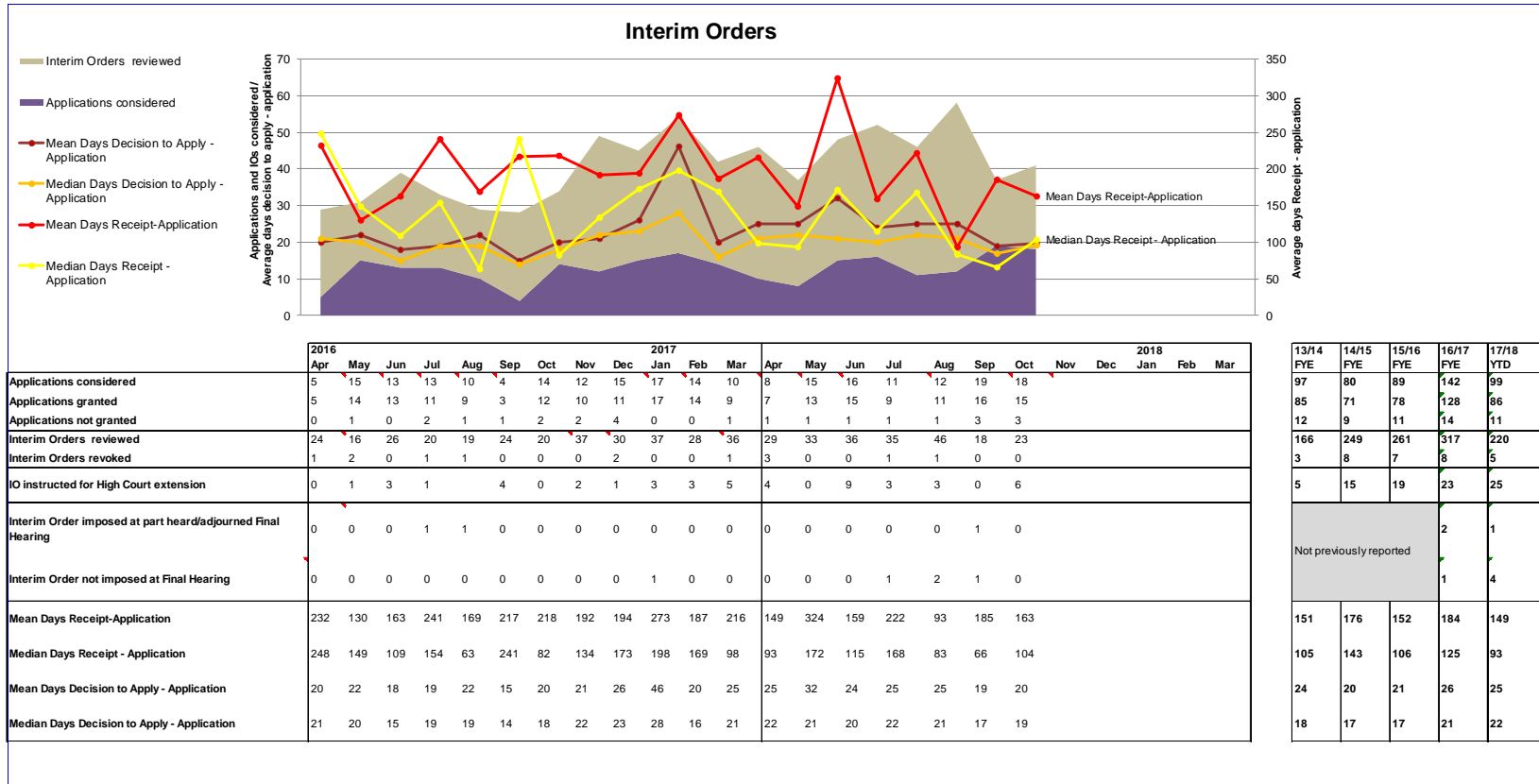


Table 3



Age profile of cases

- The age of the open pre ICP caseload since receipt has remained consistent with a mean age of six months and a median age of four months. The number of cases at the pre-ICP stage has increased due to focus on ensuring the quality and consistency of standard of acceptance closure decisions. We are monitoring carefully the number of cases at this stage of the process and the resources required to manage them. (see Table 4)
- The age profile of the pre-ICP cases where the Standard of Acceptance has been met remains consistent with mean average age of nine months and a median age of seven months. The age profile has improved with 40% of the caseload being older than eight months compared to 44% in the previous two months (see Table 5).
- There is a younger age profile of cases being considered by ICP with 74% of cases being considered at ICP being less than eight months old. This compares to 70% in September and 60% in August (see Table 7).
- The age of the open post ICP cases since receipt is broadly consistent with previous months, albeit with a slight increase in the mean. (Table 8).
- The total number of cases open at the post-ICP stage is 446 cases, which continues the trend in reducing the number of cases at this stage of the process. Of the open post-ICP cases at 57% of those were over 16 months old since receipt (see Table 8). There has been an improvement in the age profile of post-ICP cases since referral from ICP with 87% being less than 16 months old, compared with 85% in the previous six months (see Table 9).
- The age profile of open post ICP cases since referral by ICP remains consistent with previous months at eight and six months (mean and median). (see Table 9).
- We continue to focus on and conclude the older cases. Looking at case closures overall, 16% of cases closed were over 24 months old. (see table 12). Of cases concluded at final hearing, in the second quarter 42% of cases were older than 24 months. This compares to 34% in the first quarter. (see Table 11).

Length of time

- The median length of time from case receipt to closure on the grounds the case does not meet the Standard of Acceptance has increased to three months compared to September although the mean has decreased by one month. (see Table 6).
- The increase in the conclusion of older cases has resulted in an increase in mean length of time for the cases to conclude at hearings since receipt to 28 months mean in October from 26 and 25 in the previous two months. The median, however, has gone down to 22 from 24 in September and 23 in August. (see Table 11).
- There has been an increase in the mean and median length of time for cases concluding at final hearing following referral from the ICP to 18 and 15 months (mean and median) median in October comparing to respectively 14 and 11 in September. (see Table 10).

Table 4

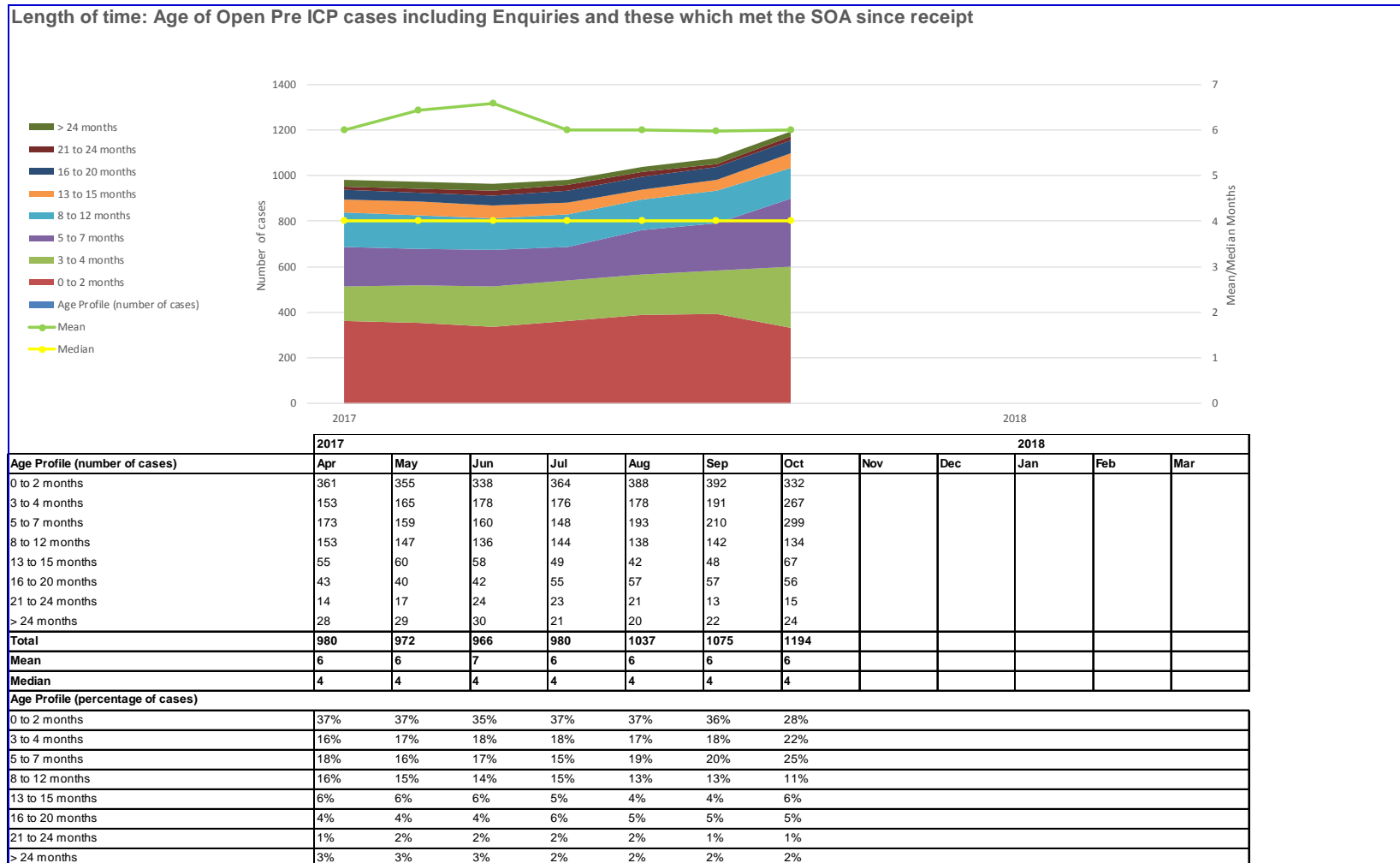
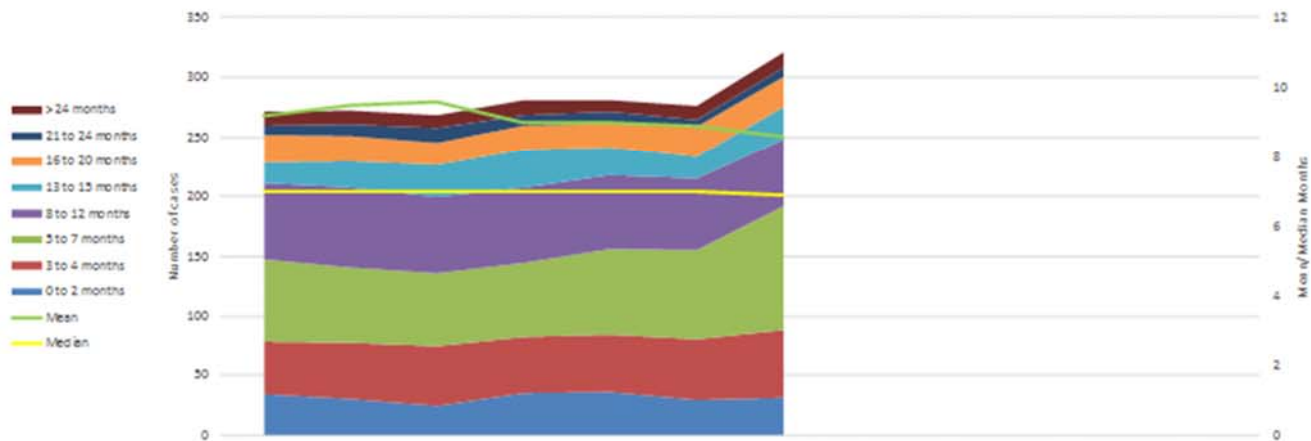


Table 5

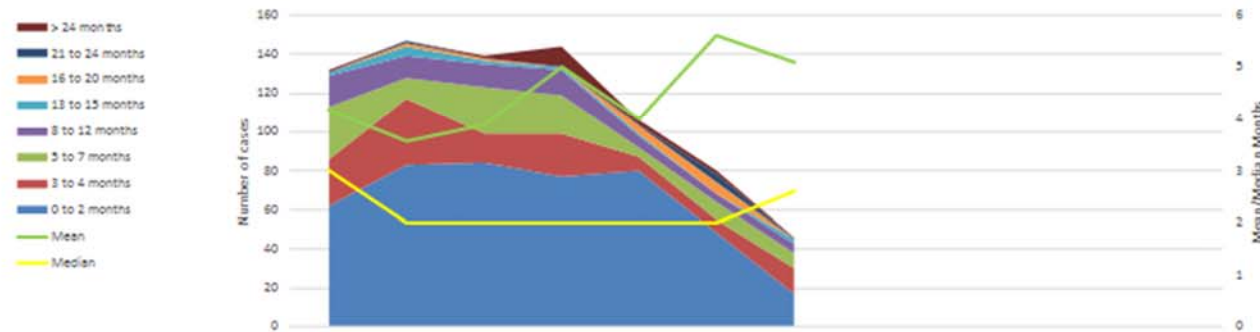
Length of time: Age of Open Pre-ICP cases, where SOA was met, since receipt



	2017								2018			
Age Profile (number of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	34	30	25	35	36	29	31					
3 to 4 months	45	48	50	48	49	52	57					
5 to 7 months	69	63	61	62	71	74	104					
8 to 12 months	63	67	64	63	62	60	56					
13 to 15 months	18	22	27	32	23	19	27					
16 to 20 months	23	21	18	20	21	25	26					
21 to 24 months	8	10	13	9	9	6	7					
>24 months	11	11	11	12	10	11	13					
Total	271	272	269	281	281	276	321					
Mean	9	9	10	9	9	9	9					
Median	7	7	7	7	7	7	7					
Age Profile (percentage of cases)												
0 to 2 months	13%	11%	9%	12%	13%	11%	10%					
3 to 4 months	17%	18%	19%	17%	17%	19%	18%					
5 to 7 months	25%	23%	23%	22%	25%	27%	32%					
8 to 12 months	23%	25%	24%	22%	22%	22%	17%					
13 to 15 months	7%	8%	10%	11%	8%	7%	8%					
16 to 20 months	8%	8%	7%	7%	7%	9%	8%					
21 to 24 months	3%	4%	5%	3%	3%	2%	2%					
>24 months	4%	4%	4%	4%	4%	4%	4%					

Table 6

Length of time: Receipt to Closure at SOA

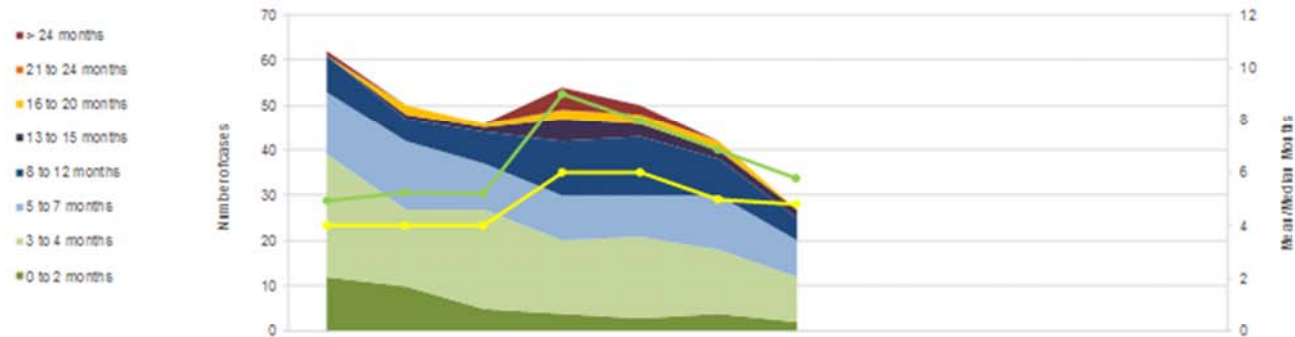


Age Profile (number of cases)	2017								2018			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	62	83	84	77	80	48	17					
3 to 4 months	24	34	15	22	7	7	13					
5 to 7 months	27	11	24	20	5	9	8					
8 to 12 months	16	11	12	13	6	4	5					
13 to 15 months	2	5	2	1	1	0	2					
16 to 20 months	0	2	1	0	4	6	0					
21 to 24 months	0	1	0	1	1	4	0					
> 24 months	1	0	1	10	2	2	1					
Total	132	147	139	144	106	80	46					
Mean	4	4	4	5	4	6	5					
Median	3	2	2	2	2	2	3					
Age Profile (percentage of cases)												
0 to 2 months	47%	56%	60%	53%	75%	60%	37%					
3 to 4 months	18%	23%	11%	15%	7%	9%	28%					
5 to 7 months	20%	7%	17%	14%	5%	11%	17%					
8 to 12 months	12%	7%	9%	9%	6%	5%	11%					
13 to 15 months	2%	3%	1%	1%	1%	0%	4%					
16 to 20 months	0%	1%	1%	0%	4%	8%	0%					
21 to 24 months	0%	1%	0%	1%	1%	5%	0%					
> 24 months	1%	0%	1%	7%	2%	3%	2%					

13/14	14/15	15/16	16/17	17/18
FYE	FYE	FYE	FYE	YTD
294	199	367	570	62
303	305	378	510	24
287	265	418	427	27
160	194	355	227	16
18	37	69	41	2
11	27	54	43	0
2	6	11	15	0
5	9	9	21	1
1080	1,042	1,661	1,854	794
5	6	6	5	4
4	5	5	4	3
27%	19%	22%	31%	8%
28%	29%	23%	28%	3%
27%	25%	25%	23%	3%
15%	19%	21%	12%	2%
2%	4%	4%	2%	0%
1%	3%	3%	2%	0%
0%	1%	1%	1%	0%
0%	1%	1%	1%	0%

Table 7

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



Age Profile (number of cases)	2017								2018				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
0 to 2 months	12	10	5	4	3	4	2						
3 to 4 months	27	17	22	16	18	14	10						
5 to 7 months	14	15	10	10	9	12	8						
8 to 12 months	8	5	7	12	13	8	5						
13 to 15 months	0	1	1	5	3	2	2						
16 to 20 months	0	2	1	2	2	2	0						
21 to 24 months	0	0	0	1	0	1	0						
>24 months	1	0	0	5	2	0	0						
Total	62	50	46	55	50	43	27						
Mean	5	5	5	5	8	7	6						
Median	4	4	4	6	6	5	5						

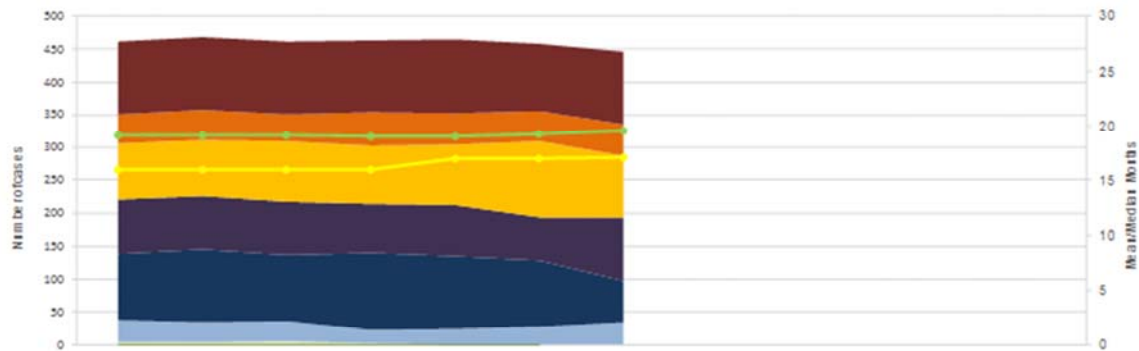
14/15	15/16	16/17	17/18
FYE	FYE	FYE	YTD
178	180	116	12
344	263	268	27
159	145	117	14
85	75	60	8
21	29	19	0
11	25	23	0
7	12	9	0
3	10	14	1
808	739	626	533
5	6	6	5
3	4	4	4

Age Profile (percentage of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	19%	20%	11%	7%	6%	9%	7%					
3 to 4 months	44%	34%	48%	29%	36%	33%	37%					
5 to 7 months	23%	30%	22%	18%	18%	28%	30%					
8 to 12 months	13%	10%	15%	22%	26%	19%	19%					
13 to 15 months	0%	2%	2%	9%	6%	5%	7%					
16 to 20 months	0%	4%	2%	4%	4%	5%	0%					
21 to 24 months	0%	0%	0%	2%	0%	2%	0%					
>24 months	2%	0%	0%	9%	4%	0%	0%					

FYE	FYE	FYE	YTD
22%	24%	19%	4%
43%	36%	43%	8%
20%	20%	19%	4%
11%	10%	10%	2%
3%	4%	3%	0%
1%	3%	4%	0%
1%	2%	1%	0%
0%	1%	2%	0%

Table 8

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

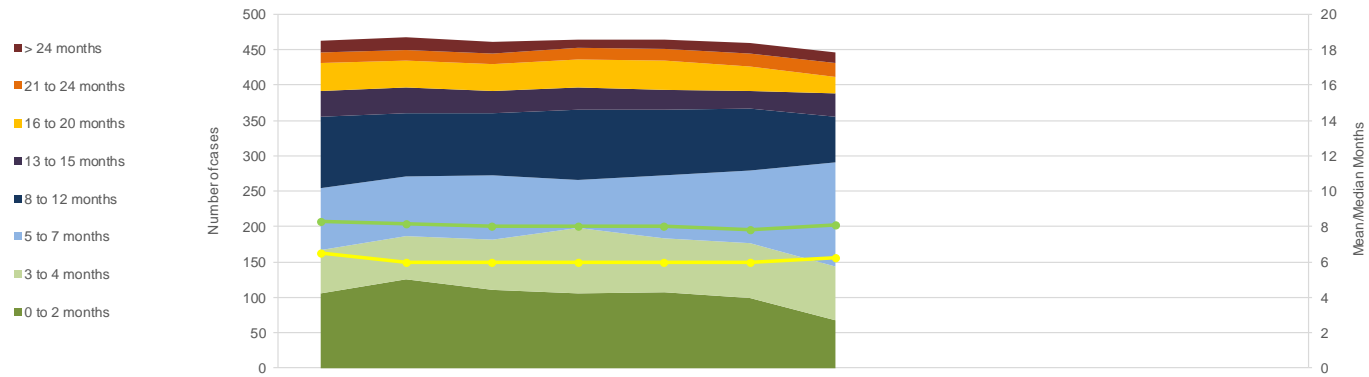


Age Profile (number of cases)	2017							2018				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	0	0	0	0	0	0	0					
3 to 4 months	3	3	5	2	1	1	1					
5 to 7 months	35	32	31	21	23	27	34					
8 to 12 months	101	111	101	118	112	100	62					
13 to 15 months	82	79	80	73	77	66	97					
16 to 20 months	86	86	92	88	92	116	93					
21 to 24 months	43	46	42	52	48	46	48					
> 24 months	112	111	110	110	112	103	111					
Total	462	468	461	464	465	459	446					
Mean	19	19	19	19	19	19	20					
Median	16	16	16	16	17	17	17					

Age Profile (percentage of cases)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	0%	0%	0%	0%	0%	0%	0%					
3 to 4 months	1%	1%	1%	0%	0%	0%	0%					
5 to 7 months	8%	7%	7%	5%	5%	6%	8%					
8 to 12 months	22%	24%	22%	25%	24%	22%	14%					
13 to 15 months	18%	17%	17%	16%	17%	14%	22%					
16 to 20 months	19%	18%	20%	19%	20%	25%	21%					
21 to 24 months	9%	10%	9%	11%	10%	10%	11%					
> 24 months	24%	24%	24%	24%	24%	22%	25%					

Table 9

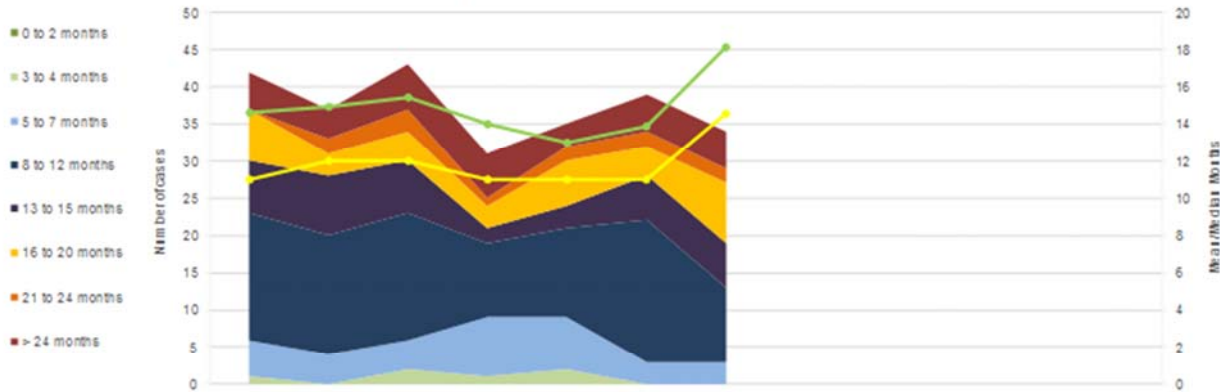
Length of time: Age of Open Post Investigating Committee Panel (ICP) cases since referral from Investigating Committee



Age Profile	2017								2018			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	105	125	110	105	107	99		68				
3 to 4 months	62	61	72	93	77	77		75				
5 to 7 months	87	85	91	68	88	104		147				
8 to 12 months	101	89	88	100	94	87		65				
13 to 15 months	37	37	30	30	28	25		33				
16 to 20 months	39	37	38	41	40	35		23				
21 to 24 months	15	16	16	16	17	18		20				
> 24 months	16	18	16	11	14	14		15				
Total	462	468	461	464	465	459	446					
Mean	8	8	8	8	8	8	8					
Median	7	6	6	6	6	6	6					
Age Profile (percentage of cases)												
0 to 2 months	23%	27%	24%	23%	23%	22%	15%					
3 to 4 months	13%	13%	16%	20%	17%	17%	17%					
5 to 7 months	19%	18%	20%	15%	19%	23%	33%					
8 to 12 months	22%	19%	19%	22%	20%	19%	15%					
13 to 15 months	8%	8%	7%	6%	6%	5%	7%					
16 to 20 months	8%	8%	8%	9%	9%	8%	5%					
21 to 24 months	3%	3%	3%	3%	4%	4%	4%					
> 24 months	3%	4%	3%	2%	3%	3%	3%					

Table 10

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



Age Profile	2017								2018				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
0 to 2 months	0	0	0	0	0	0	0						
3 to 4 months	1	0	2	1	2	0	0						
5 to 7 months	5	4	4	8	7	3	3						
8 to 12 months	17	16	17	10	12	19	10						
13 to 15 months	7	8	7	2	3	6	6						
16 to 20 months	7	3	4	3	6	4	8						
21 to 24 months	0	2	3	1	2	2	2						
> 24 months	5	4	6	6	3	5	5						
Total	42	37	43	28	35	39	34						
Mean	15	15	15	14	13	14	18						
Median	11	12	12	11	11	11	15						

Age Profile	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	0%	0%	0%	0%	0%	0%	0%					
3 to 4 months	2%	0%	5%	4%	6%	0%	0%					
5 to 7 months	12%	11%	9%	29%	20%	8%	9%					
8 to 12 months	40%	43%	40%	36%	34%	49%	29%					
13 to 15 months	17%	22%	16%	7%	9%	15%	18%					
16 to 20 months	17%	8%	9%	11%	17%	10%	24%					
21 to 24 months	0%	5%	7%	4%	6%	5%	6%					
> 24 months	12%	11%	14%	21%	9%	13%	15%					

13/14 FYE*	14/15 FYE*	15/16 FYE*	16/17 FYE	17/18 YTD
	2	0	2	0
	6	7	11	1
	86	67	79	5
	149	140	161	17
	44	33	66	7
	37	40	59	7
	14	16	21	0
	13	17	46	5
267	351	320	445	258
	11	12	14	15
	9	10	11	12

13/14 FYE*	14/15 FYE*	15/16 FYE*	16/17 FYE	17/18 YTD
	1%	0%	0%	0%
	2%	2%	2%	0%
	25%	21%	18%	2%
	42%	44%	36%	7%
	13%	10%	15%	3%
	11%	13%	13%	3%
	4%	5%	5%	0%
	4%	5%	10%	2%

*Previously reported in different format

Table 11

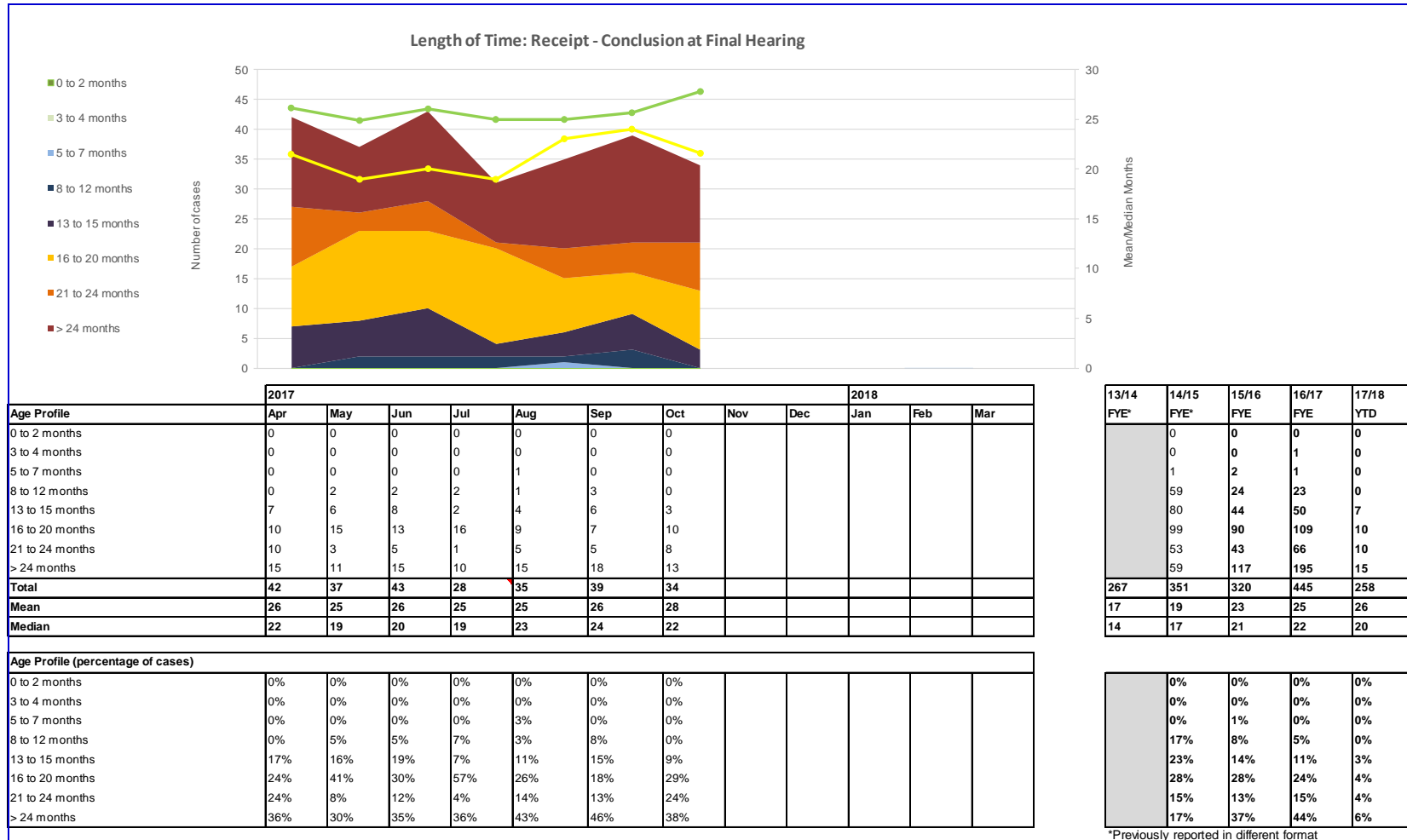
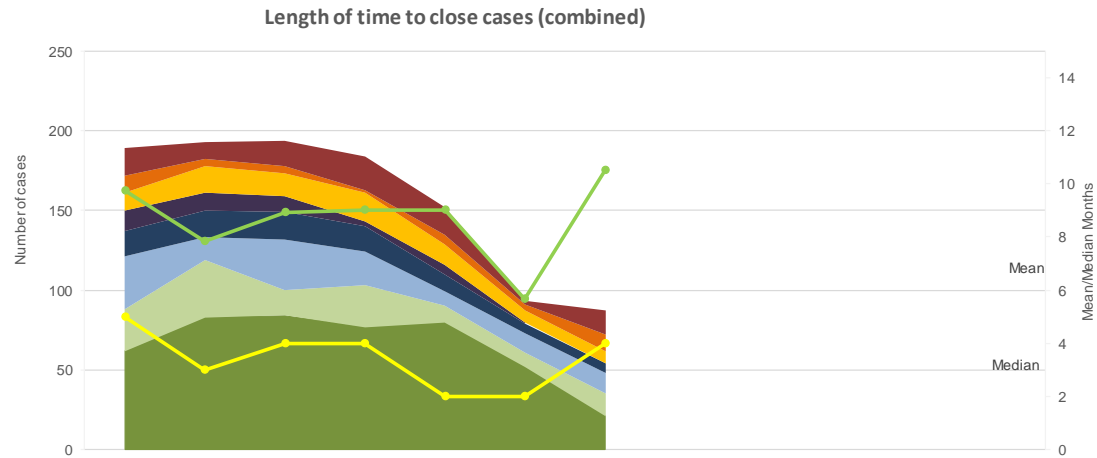


Table 12



Age Profile	2017								2018			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
0 to 2 months	62	83	84	77	80	52	21					
3 to 4 months	26	36	16	26	10	9	14					
5 to 7 months	33	14	32	21	9	12	13					
8 to 12 months	16	17	17	16	11	6	6					
13 to 15 months	13	11	10	3	6	1	7					
16 to 20 months	11	17	14	18	13	7	8					
21 to 24 months	11	4	5	2	6	4	10					
> 24 months	17	11	16	21	17	2	15					
Total	189	193	194	184	152	93	94					
Mean	10	8	9	9	9	6	11					
Median	5	3	4	4	2	2	4					

Age Profile	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
0 to 2 months	33%	43%	43%	42%	53%	56%	22%					
3 to 4 months	14%	19%	8%	14%	7%	10%	15%					
5 to 7 months	17%	7%	16%	11%	6%	13%	14%					
8 to 12 months	8%	9%	9%	9%	7%	6%	6%					
13 to 15 months	7%	6%	5%	2%	4%	1%	7%					
16 to 20 months	6%	9%	7%	10%	9%	8%	9%					
21 to 24 months	6%	2%	3%	1%	4%	4%	11%					
> 24 months	9%	6%	8%	11%	11%	2%	16%					

13/14 FYE*	14/15 FYE*	15/16 FYE*	16/17 FYE*	17/18 YTD
	202	365	587	62
	367	408	529	26
	395	499	486	33
	369	471	301	16
	144	139	109	13
	151	166	158	11
	72	65	84	11
	70	132	227	17
1678	1770	2245	2481	1099
8	9	9	9	9
5	7	7	5	4

13/14 FYE*	14/15 FYE*	15/16 FYE*	16/17 FYE*	17/18 YTD
		16%	24%	6%
		18%	21%	2%
		22%	20%	3%
		21%	12%	1%
		6%	4%	1%
		7%	6%	1%
		3%	3%	1%
		6%	9%	2%

*Previously reported in different format

Challenges to Fitness to Practise Decisions (see Table 13)

- One new appeal by a registrant was received in October. Of the open appeals, one appeal was withdrawn by the registrant appealant. The number of open registrant appeals is seven.
- The PSA have referred a decision of the Conduct and Competence Committee to the High Court under its section 29 powers. We are currently considering the appeal grounds.
- There are no ongoing judicial review claims where permission for judicial review has been granted by the Court. There is one case where permission for judicial review of an Investigating Committee Panel decision is being sought.

Other

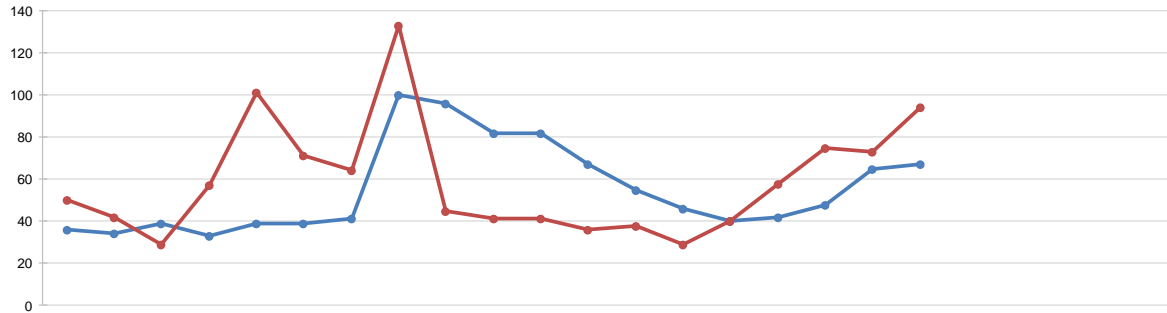
- We have brought a prosecution in relation to the misuse of a designated title (Chiropodist/Podiatrist). The case is due before the Magistrates Court in November.
- In response to the PSA performance review the department has been developing an FTP improvement plan. This will be managed as a major project.
- A selection of Case Managers have been trained on the introduction of an investigation planb which is designed to improve the quality of the investigation of pre-ICP cases up to the point of either closure or the drafting of an allegation. The pilot is scheduled to go live in early November 2017.
- In conjunction with Partners' team, we have revised and delivered training for Panel Chairs and Legal Assessors in October. The focus of the training is on the Panel Members working on case studies, and presenting their thoughts on how they would tackle the scenarios as a Panel.

Table 13

Cases at judicial review or High Court/Court of Sheriff stage																													
	2016			2017									2018									14/15	15/16	16/17	17/18				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Judicial review - received	0	0	0	0	0	0	0	1	0	1	2	0	1	0	0	0	0	0	0							5	1	4	0
Judicial review - open	1	1	1	0	1	0	0	1	1	1	3	3	2	1	1	0	1	0	0										
High court - PSA received	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1							5	3	2	
High court - PSA open	5	5	5	4	4	2	1	1	2	2	2	1	1	0	0	0	0	0	1										
High court - Registrant received	0	0	0	0	0	0	1	0	0	2	0	0	0	3	1	1	3	1	1							5	8	3	10
High Court - Registrant open	4	4	3	3	3	2	3	2	0	2	2	1	0	4	4	5	7	8	7										
IO Extension Application at High Court	0	1	3	1	0	0	0	3	4	3	0	4	4	0	2	4	3	0	6							5	12	19	15

Table 14

Health and Character Declarations



— Open cases
— Total received

	2016												2017												2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewal	2	0	2	3	0	0	6	63	31	2	0	0	2	4	0	2	0	0	1	2	4	0	2	0	0	1										
Readmission	6	15	6	1	10	7	5	4	8	8	26	5	7	7	7	5	3	5	3	7	7	7	5	3	5	3										
Admission	42	27	21	53	91	64	53	66	6	31	14	31	29	18	33	51	72	68	90	29	18	33	51	72	68	90										
Self-referral	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
Total received	50	42	29	57	101	71	64	133	45	41	41	36	38	29	40	58	75	73	94	38	29	40	58	75	73	94										
Admission accepted administratively	Not previously reported.											52	35	35	37	37	33	26	30	40	49	45	77													
Considered by panel	22	14	15	13	8	7	7	6	9	6	5	15	11	11	8	9	14	12	13	11	11	8	9	14	12	13										
Referred to FTP	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
Admission rejected by panel	0	1	4	0	1	0	1	2	1	0	1	0	0	1	0	0	2	0	1	0	1	0	0	2	0	1										
Readmission rejected by panel	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	1	1	2	0	0	1	1	1	1	2	0										
Renewal rejected by panel	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										
Not referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0										
Admission accepted by panel	17	12	11	11	50	7	4	2	5	2	1	4	6	7	2	1	9	7	11	6	7	2	1	9	7	11										
Readmission accepted	0	1	0	0	7	0	1	1	1	1	1	4	4	1	2	7	0	2	0	4	1	2	7	0	2	0										
Renewal accepted	0	0	0	0	0	0	0	1	2	2	0	5	1	1	2	0	2	0	1	1	1	2	0	2	0	1										
Open cases	36	34	39	33	39	39	41	100	96	82	82	67	55	46	40	42	48	65	67	55	46	40	42	48	65	67										

13/14 FYE	14/15 FYE	15/16 FYE	16/17 FYE	17/18 YTD
16	50	36	109	9
134	114	79	101	37
775	692	617	499	361
0	0	0	1	0
925	856	732	710	407
			285	300
460	480	336	127	78
1	1	1	1	0
11	24	20	11	4
18	3	0	1	6
0	1	0	0	0
0	0	0	0	1
424	449	308	126	43
6	0	0	17	16
0	0	0	10	7

363

Table 15

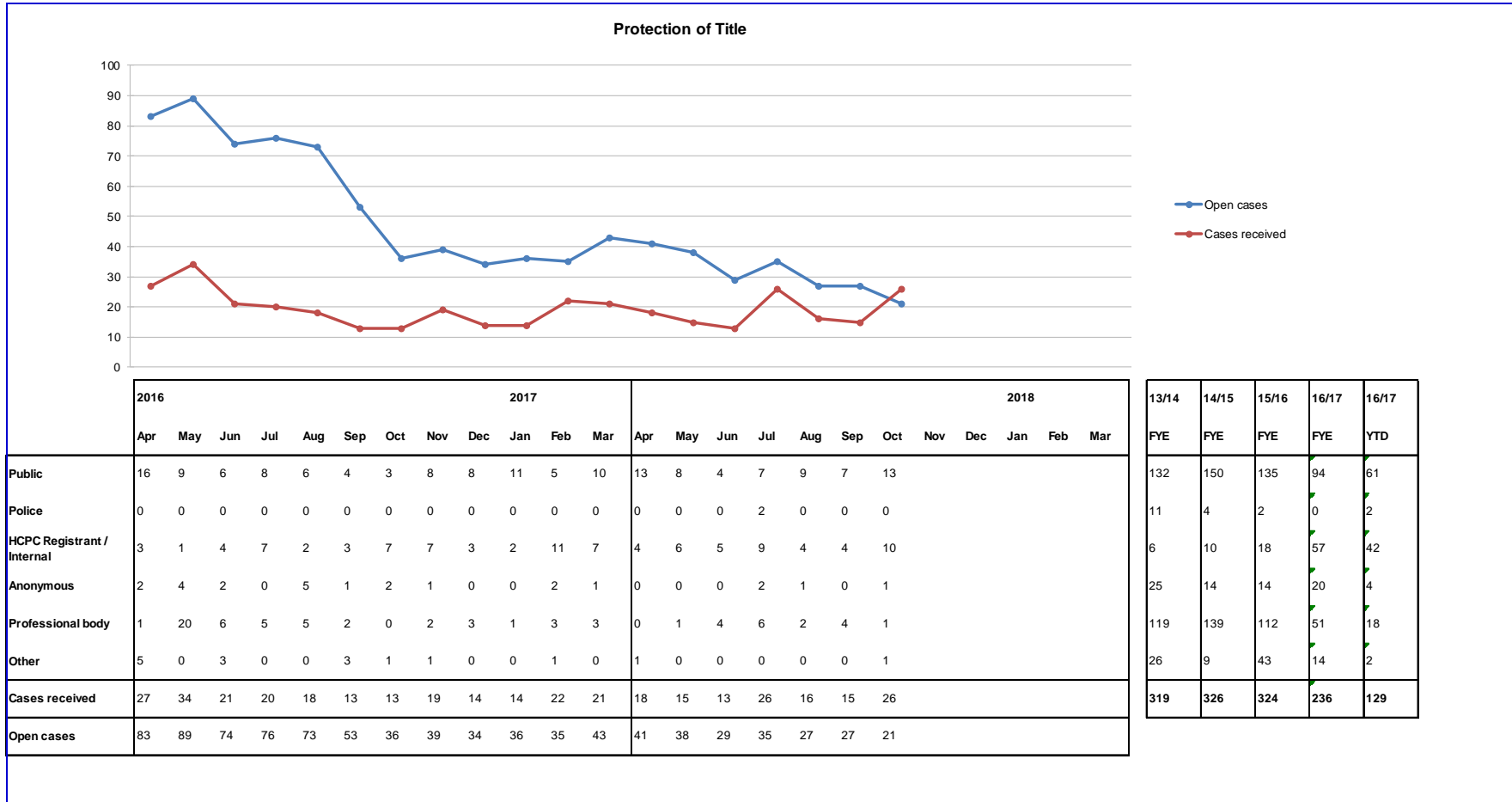
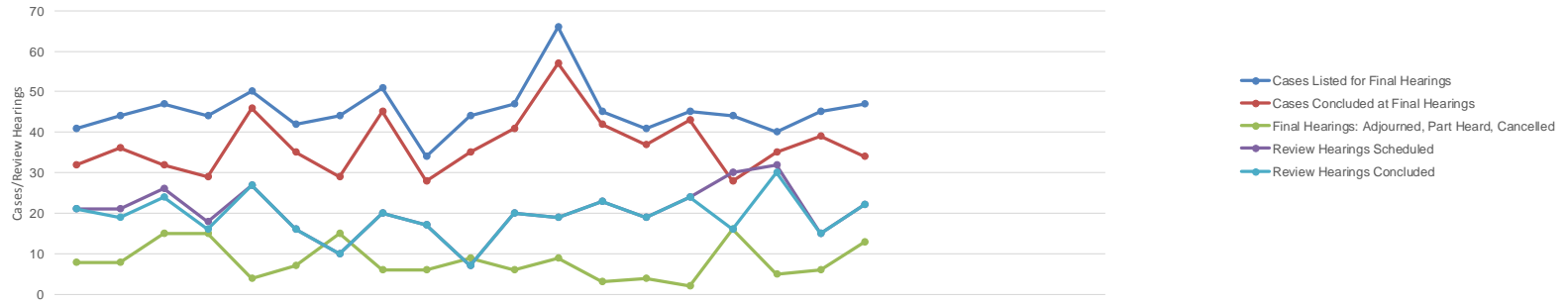


Table 16

Miscellaneous (MIS) cases																												
	2016												2017												2018			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	14/15 FYE	15/16 FYE	16/17 FYE	17/18 YTD
Cases received	90	68	81	68	77	98	51	58	57	47	60	62	48	58	45	82	102	67	81					814	821	817	483	
Cases closed	103	46	78	75	105	89	41	55	70	46	52	62	71	63	70	62	110	90	82					851	764	822	548	
Cases open	47	69	72	65	37	46	56	59	46	47	55	55	42	39	26	51	32	31	38									

Table 17

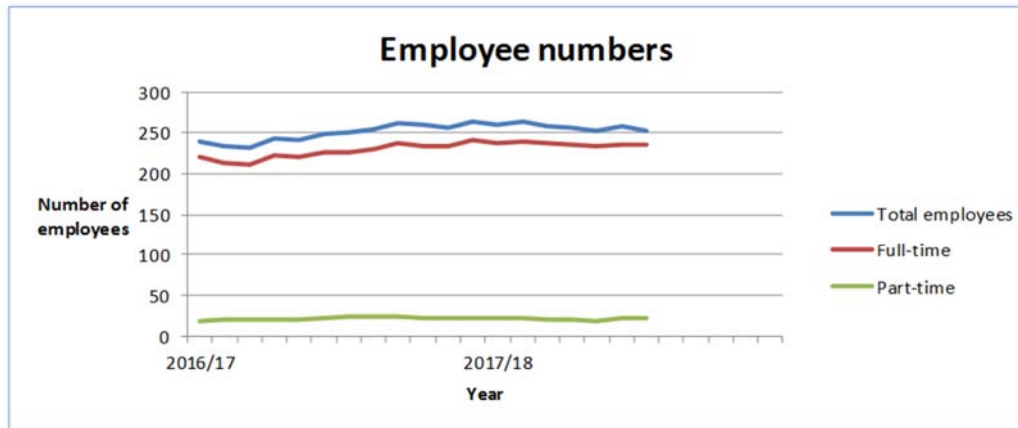
Hearings Management Information Summary



	2016			2017												2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Cases Listed for Final Hearings	41	44	47	44	50	42	44	51	34	44	47	66	45	41	45	44	40	45	47								
Cases Concluded at Final Hearings	32	36	32	29	46	35	29	45	28	35	41	57	42	37	43	28	35	39	34								
Final Hearings: Adjournd, Part Heard, Cancelled	8	8	15	15	4	7	15	6	6	9	6	9	3	4	2	16	5	6	13								
% of Hearings Adjournd/Part Heard	20	18	32	34	8	17	34	12	18	20	13	14	7	10	4	36	13	13	28								
Review Hearings Scheduled	21	21	26	18	27	16	10	20	17	7	20	19	23	19	24	30	32	15	22								
Review Hearings Concluded	21	19	24	16	27	16	10	20	17	7	20	19	23	19	24	16	30	15	22								
Cases in Review Cycle	202	203	205	199	206	209	213	226	225	226	235	241	247	231	234	237	231	226	230								
Preliminary Hearings	6	7	15	12	5	11	4	5	4	7	5	8	2	9	8	11	6	3	1								

Year End 16/17	17/18				YTD Total
	Original Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	
554	502	511	495		307
445	419	443	424		258
108	83	68	71		49
19	17	13	14		16
222	284	275	278		165
216	284	275	262		149
241	233	232	222		230
89	85	84	75		40

Human Resources



	2016/17												2017/18												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	YTD
EMPLOYEES																											
Budgeted employees	262	262	262	262	262	262	262	262	262	262	262	262	285	285	285	285	285	285	285	285	285	285	285	285	255	262	285
Total employees	240	233	231	244	242	248	250	254	261	260	256	264	260	263	259	256	252	258	253						234	249	253
Full-time	221	213	211	222	220	226	226	230	237	233	234	241	237	239	238	236	233	236	235						217	226	235
Part-time	19	20	20	20	21	22	24	24	24	23	22	23	23	22	21	20	19	22	23						19	22	23
Flexible working*	46	48	55	55	56	56	58	57	57	56	56	77	75	75	74	77	74	78	79						41	56	79
FTE*	235	229	227	239	237	241	241	245	252	248	249	259	255	256	255	251	247	253	253						230	242	253
Permanent	234	228	224	236	231	235	236	238	242	238	228	241	237	237	228	222	219	214	212						229	234	212
Maternity/paternity leave	6	6	5	5	4	4	4	6	6	6	9	9	9	10	11	14	11	11	11						3	6	11
Unpaid Sabbaticals	0	0	0	0	1	3	3	3	3	3	3	2	2	2	2	2	1	1	0							2	0
Fixed-Term Contracts	6	7	7	10	12	14	14	16	19	22	28	23	23	26	31	34	33	44	47						5	15	47
Starters (permanent)	6	3	0	8	4	7	2	5	8	1	0	1	4	2	1	1	1	0	2						44	45	11
Starters (fixed-term)	1	1	3	2	2	4	0	2	3	2	0	3	2	4	1	6	0	4	4						5	23	21

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

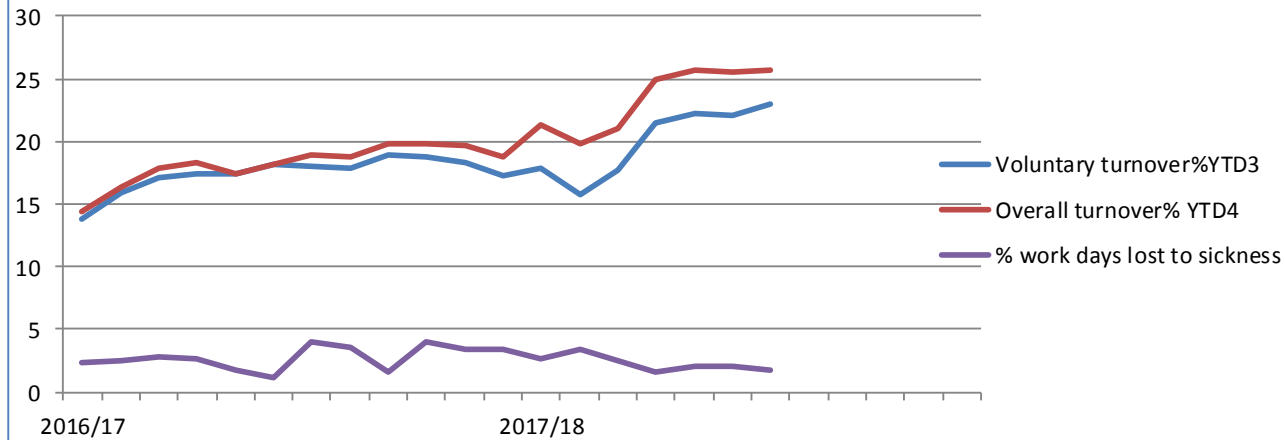
*FTE Full-time equivalent, includes maternity/paternity but does not include unpaid sabbaticals

YTD Year to Date

FYE Final Year End

S

Employee sickness absence & turnover



	2016/17												2017/18												15/16 FYE	16/17 FYE	17/18 YTD
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar			
Voluntary resignations¹	3	7	3	3	3	4	3	3	4	4	4	2	5	1	7	11	4	3	5						29	43	36
Compulsory leavers ²	0	0	2	0	0	0	2	0	0	0	1	0	3	1	0	0	0	0	0						4	5	4
Total leavers (vol. & comp.)	3	7	5	3	3	4	5	3	4	4	5	2	9	2	7	11	4	3	5	0	0	0	0	0	33	48	41
Voluntary turnover%YTD³	14	16	17	17	17	18	18	18	19	19	18	17	18	16	18	22	22	22	23						13	17	23
Overall turnover% YTD ⁴	14	16	18	18	17	18	19	19	20	20	20	19	21	20	21	25	26	26	26						15	19	26
Agency days	407	461	340	404	407	406	421	462	225	216	253	303	207	332	276	350	342	454	470						3684	4304	2431
% work days lost to sickness	2	3	3	3	2	1	4	4	2	4	3	3	3	3	3	2	2	2	2						2	3	2
Average sick-days YTD	6	6	6	6	6	6	6	6	6	7	7	7	7	8	8	8	8	8	8						6	6	8
Sick-days	121	131	145	135	96	59	208	189	87	216	183	187	156	197	143	94	118	117	96						1346	1757	921
Occ. Health Referrals	1	1	0	0	1	4	0	1	0	1	2	6	1	4	5	6	7	5	4						23	17	38

¹ Voluntary Resignations:

² Compulsory Leavers:

³ Voluntary Turnover YTD:

⁴ Overall Turnover:

FTE Full-time equivalent

YTD Year to Date

FYE Final Year End

- Employee turnover rates have stabilised at 26% over August, September and October. This is above the latest available UK national average of 23% for overall turnover. It is anticipated that turnover rates will continue at this level the rest of the financial year.

(source: 'XpertHR Labour turnover rates' published 2 October 2017).

Partner turnover

	2016			2017									2018									16/17	17/18			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Voluntary Resignations*	0	1	3	1	0	1	3	2	0	2	3	4	2	1	0	7	5	1	0						20	16
Compulsory Leavers*	3	3	2	16	1	0	0	0	0	0	4	0	2	1	0	24	0	0	0						29	27
Total Leavers (Vol & Comp)	3	4	5	17	1	1	3	2	0	2	7	4	4	2	0	31	5	1	0						49	43
Total Number of Partners	670	666	661	644	644	644	664	662	662	660	653	661	660	670	676	666	670	685	702						658	676
Voluntary Turnover%	0.0%	0.2%	0.5%	0.2%	0.0%	0.2%	0.5%	0.3%	0.0%	0.3%	0.5%	0.6%	3.3%	3.3%	2.9%	3.8%	4.5%	4.5%	4.0%						3.0%	2.4%
Overall Turnover%	0.4%	0.6%	0.8%	2.6%	0.2%	0.2%	0.5%	0.3%	0.0%	0.3%	1.1%	0.6%	7.6%	7.3%	6.5%	8.6%	9.2%	9.2%	8.7%						7.5%	6.4%

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

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

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

YTD = Year to date FYE = Final Year End

Operations

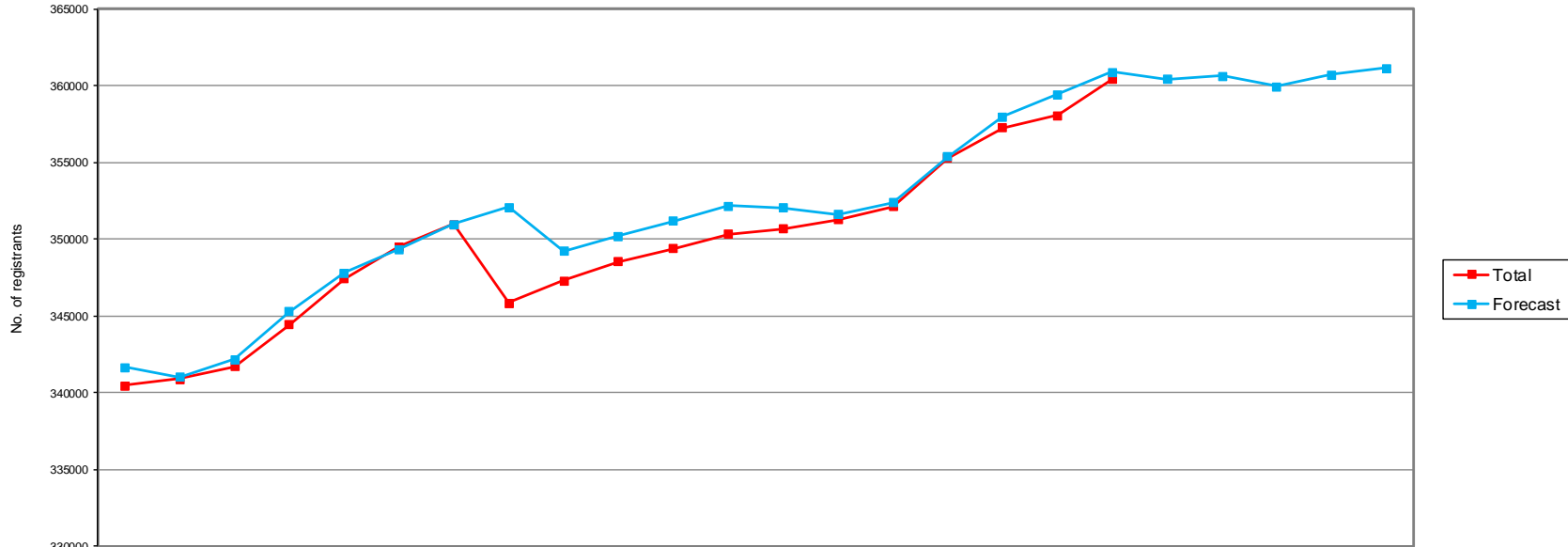
- This section provides an update about the work of the Registration Department for August to October 2017. All of the department's service standards were achieved during the period with the exception of calls handled, responding to UK / International emails and postal correspondence.
- A total of 7 professions were renewing their registration during this period. The decision not to send a paper renewal form has had a positive outcome with an overall increase in registrants using the online portal to renew their registration compared to the same period two years ago.
- 33 declarations from visiting health professionals were received during the period which is 61 (or 64.9 %) fewer compared to the same period last year. At the close of the period there were 118 registered visiting European health professionals, which is 185 (or 61.1%) fewer than the same period last year and 64 fewer than forecast. There continues to be a reduction in the number of declarations since the EU referendum in June 2016.
- 45,528 telephone calls were received through the UK call queues. This is 697 (or 1.6%) more than the same period two years ago. 81% of calls were answered compared to 95% during the same period two years ago. This service standard has been impacted by the shortage of appropriately skilled employees. This has been addressed through recruitment campaigns and the delivery of a training programme.
- 15,299 UK emails were received during the period which is 2,204 (or 16.9%) more emails compared to the same period two years ago. The increase in email volumes and the shortage of appropriately trained Registration Advisors has resulted in the service standard not being achieved.
- The number of fixed term contract Registration Advisor vacancies during the majority of this period was 8. A number of agency temporary employees were employed for the period until 2 November 2017 to backfill until the end of the recruitment process. An assessment day was held during October, following which 5 candidates were offered Registration Advisor roles. In addition there was a successful recruitment campaign and a new employee has been appointed to the vacant Team Leader position

At the time of writing this report 20 November 2017, recruitment is ongoing for the following roles:

- 2 x 2 year FTC Registration Advisors
- 1 x 2 year FTC Registration Appeals Coordinator
- 1 x Apprentice Registration Advisor

Number of Registrants by Profession April 2016 - March 2018

Registration Department

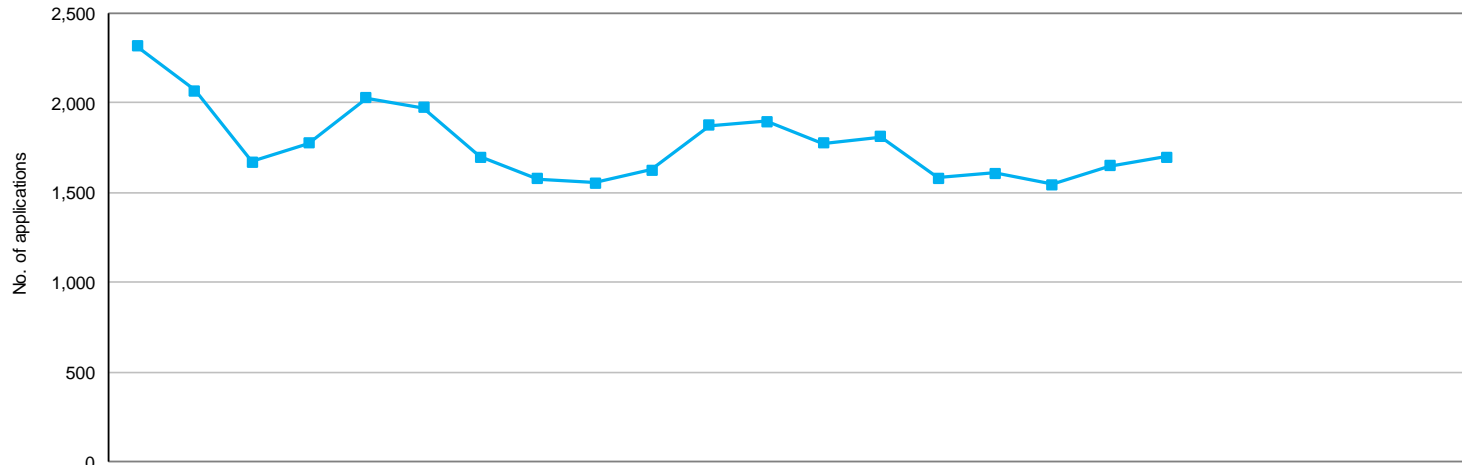


	2016			2017												2018						15/16	16/17	17/18						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Arts therapists	3,887	3,886	3,705	3,741	3,816	3,875	3,922	3,952	3,970	3,997	4,019	4,026	4,040	4,043	4,057	4,099	4,170	4,209	4,262											
Bio. scientists	22,191	22,228	22,305	22,386	22,534	22,626	22,655	22,631	22,708	22,794	22,849	22,902	22,906	22,879	22,974	23,100	23,172	23,119	23,153											
Chirops/pods	13,123	13,098	13,106	13,111	12,842	12,900	12,930	12,936	12,945	12,921	12,930	12,931	12,920	12,914	12,949	13,075	13,128	13,163	13,185											
Cl. Scientists	5,402	5,418	5,432	5,442	5,449	5,452	5,463	5,484	5,559	5,616	5,636	5,663	5,688	5,713	5,740	5,741	5,738	5,514	5,559											
Dietitians	9,004	9,000	8,926	8,828	8,942	8,994	9,013	9,035	9,042	9,069	9,084	9,107	9,120	9,131	9,173	9,355	9,464	9,505	9,541											
Hearing aid disps	2,457	2,458	2,457	2,451	2,412	2,459	2,493	2,518	2,537	2,561	2,580	2,593	2,607	2,627	2,648	2,682	2,726	2,761	2,803											
OTs	36,338	36,388	36,460	36,844	37,303	37,415	37,606	37,749	37,814	37,898	37,986	38,080	38,047	38,131	38,240	38,579	38,889	38,919	38,969											
ODPs	12,836	12,812	12,833	12,856	12,986	13,184	13,232	12,925	12,978	13,018	13,037	13,052	13,082	13,086	13,122	13,175	13,289	13,484	13,602											
Orthoptists	1,383	1,383	1,386	1,406	1,433	1,440	1,447	1,448	1,450	1,452	1,451	1,451	1,448	1,447	1,439	1,450	1,407	1,424	1,432											
Paramedics	22,492	22,553	22,626	22,778	22,941	23,300	23,441	23,519	23,600	23,763	23,877	23,992	24,084	24,230	24,285	24,459	24,031	24,455	24,722											
Physiotherapists	49,793	50,181	50,493	51,199	51,835	52,112	52,299	52,426	52,515	52,631	52,767	52,915	52,906	53,057	53,359	54,030	54,532	54,744	54,852											
Pract psychs	21,527	21,551	21,613	21,670	21,750	21,939	22,239	22,400	22,471	22,554	22,593	22,604	22,544	22,521	21,993	22,085	22,172	22,311	22,695											
Prosth/orthotists	1,006	1,007	1,013	1,037	1,051	1,054	1,056	1,060	1,062	1,061	1,064	1,063	1,062	1,062	1,072	1,091	1,094	1,037	1,045											
Radiographers	30,317	30,418	30,623	31,292	31,599	31,800	31,843	31,900	31,936	31,966	31,945	32,072	32,112	32,183	32,469	33,092	33,278	33,451	33,570											
Social workers	93,491	93,259	93,444	93,962	94,934	95,328	95,575	90,069	90,901	91,369	91,673	91,944	92,181	92,275	92,613	93,183	93,950	94,510	95,380											
SLTs	15,231	15,262	15,296	15,424	15,594	15,662	15,766	15,810	15,831	15,886	15,910	15,935	15,941	15,967	16,009	16,120	16,200	16,475	16,671											
Total	340,478	340,902	341,718	344,427	347,421	349,540	350,980	345,862	347,319	348,556	349,401	350,330	350,688	351,266	352,142	355,372	357,240	358,081	360,441											
Forecast	341,668	341,028	342,180	345,306	347,830	349,364	350,988	352,097	349,234	350,232	351,180	352,166	352,060	351,638	352,411	355,372	357,966	359,434	360,907	360,402	360,618	359,969	360,725	361,158	340,814	352,166	361,158			

NOTE: Information captured on the last day of each calendar month.
Forecast is based on the average percentage difference in number of registrants from 11/12 - 16/17

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

Registration Department

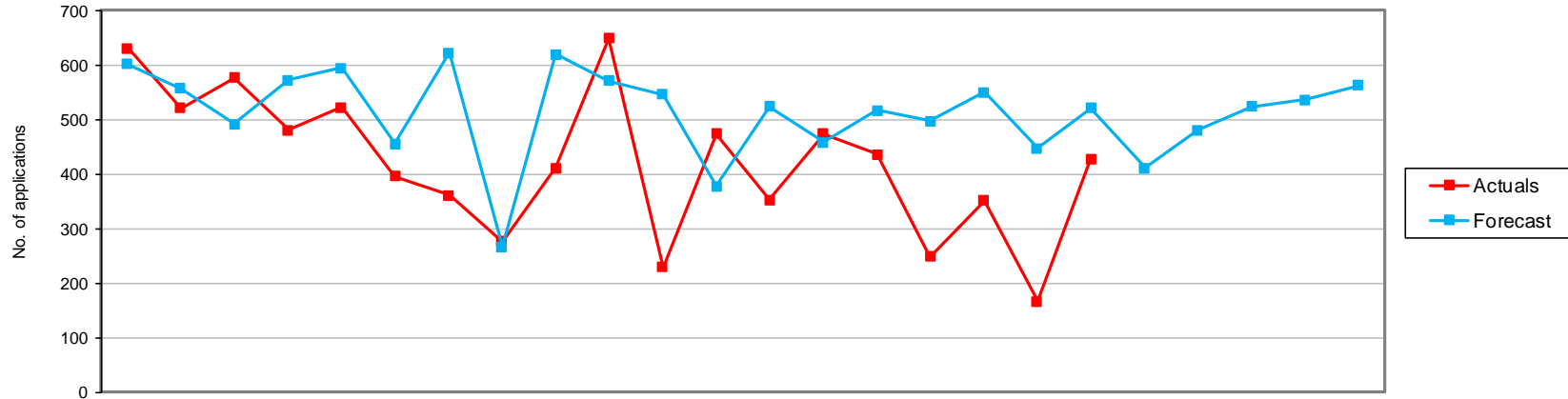


Current status	2016			2017									2018									15/16	16/17	17/18					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Minimum info	551	555	253	237	161	169	194	198	185	312	237	289	339	302	235	208	212	201	238										
At scrutiny	1,419	1,164	1,119	1,258	1,550	1,385	1,109	1,043	1,075	1,000	1,271	1,252	1,062	1,098	993	1,044	937	1,094	1,083										
Pending reg fee	343	347	301	280	315	417	393	336	292	313	366	354	374	409	352	358	397	353	378										
Total	2,313	2,066	1,673	1,775	2,026	1,971	1,696	1,577	1,552	1,625	1,874	1,895	1,775	1,809	1,580	1,610	1,546	1,648	1,699										

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

New International Applications Received April 2016 - March 2018

Registration Department

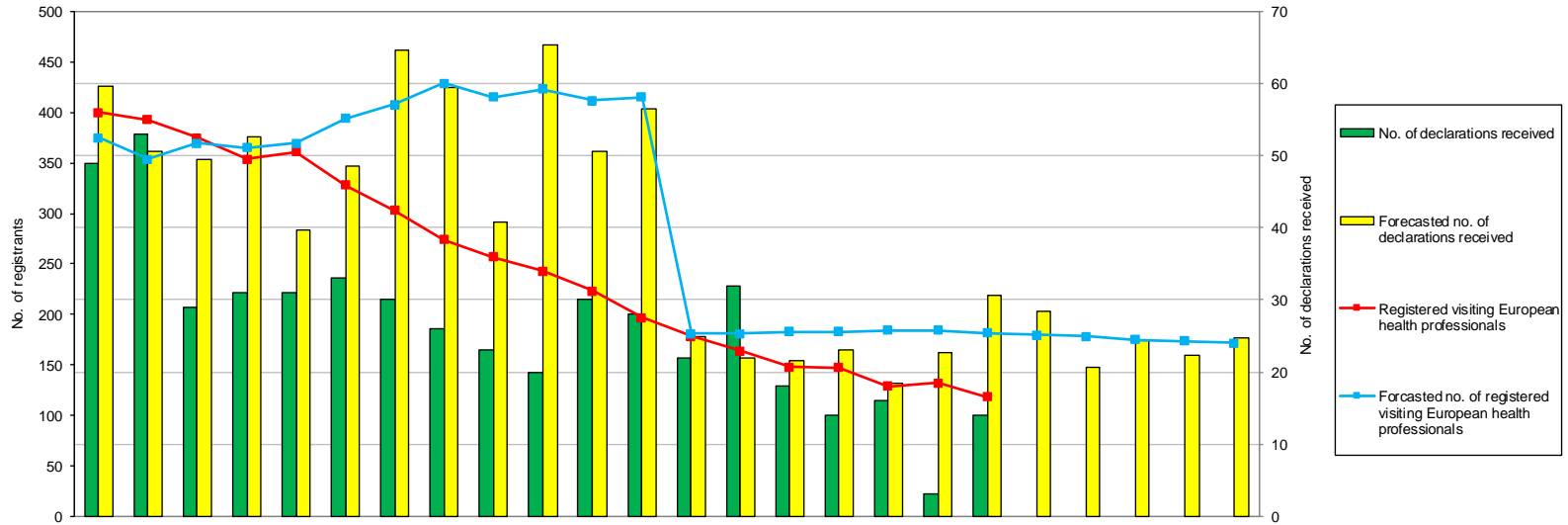


	2016			2017												2018						15/16	16/17	17/18				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Arts therapists	0	1	3	7	5	2	5	0	2	9	0	0	1	1	4	1	2	2	3							21	34	14
Bio. scientists	34	37	33	32	33	26	19	11	26	30	11	38	18	22	26	13	18	17	29							417	330	143
Chirops/pods	9	5	3	2	4	5	7	3	4	4	0	3	4	8	5	3	4	2	4							74	49	30
CI Scientists	9	13	11	11	7	3	11	5	4	7	5	10	7	4	9	9	4	4	9							99	96	46
Dietitians	44	26	25	21	19	18	12	8	14	17	5	27	20	32	24	8	21	3	19							288	236	127
Hearing aid disps	3	2	2	1	8	1	3	0	5	5	2	3	3	2	4	1	1	2	43							41	35	56
OTs	36	32	31	26	45	27	35	23	38	61	13	33	19	26	36	10	24	12	4							491	400	131
ODPs	2	2	4	0	0	0	2	3	0	2	2	2	1	3	2	2	0	1	0							11	19	9
Orthoptists	4	0	0	0	2	0	1	1	0	0	0	0	0	0	3	0	0	0	0							4	8	3
Paramedics	31	44	51	29	36	34	28	35	61	71	30	57	16	28	32	3	20	8	19							559	507	126
Physiotherapists	207	150	177	117	140	113	99	69	92	187	64	128	108	132	106	78	117	52	112							1,581	1,543	705
Pract psychs	58	31	40	39	40	33	24	21	23	29	15	26	19	37	30	28	18	9	28							398	379	169
Prosth/orthotists	2	0	0	1	1	0	2	1	2	1	1	3	2	4	2	1	1	2	0							16	14	12
Radiographers	92	69	93	75	88	72	61	45	69	118	41	80	73	87	83	39	72	27	81							955	903	462
Social workers	79	87	88	100	76	53	37	38	57	80	33	48	49	70	58	43	44	20	61							747	776	345
SLTs	20	22	16	19	18	9	15	13	14	28	7	16	12	17	12	10	5	5	15							289	197	76
Total	630	521	577	480	522	396	361	276	411	649	229	474	352	473	436	249	351	166	427							5,991	5,526	2,454
Forecast	602	557	491	572	594	455	623	267	620	571	546	378	523	458	516	497	550	447	521	411	481	523	536	562	5,625	6,276	6,025	

NOTE: All received applications, including those that may subsequently be returned, rejected or withdrawn.
 Forecast is based on the average number of INT applications received each month from 11/12 - 16/17, normalised against the latest monthly actuals available

Register of visiting European health professionals under EU Directive 2005/36/EC April 2016 - March 2018

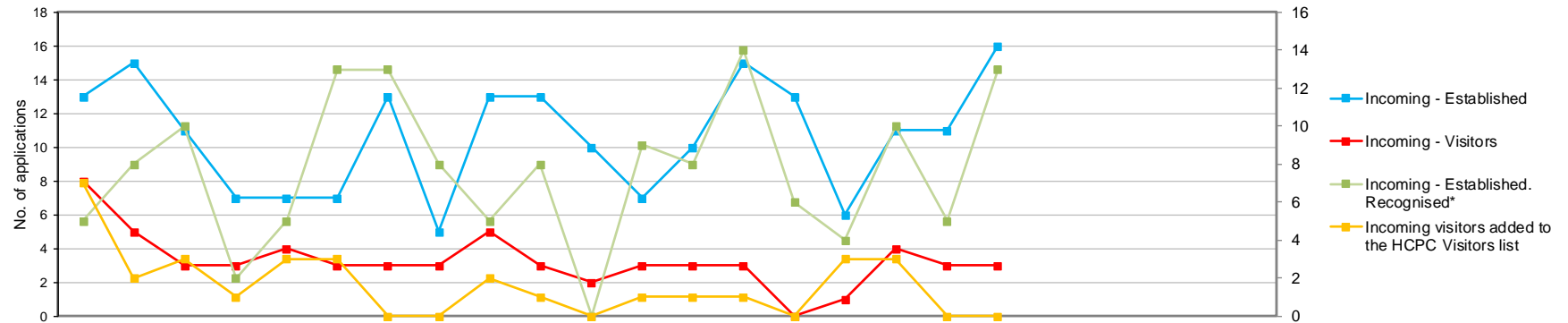
Registration Department



	2016			2017									2018									15/16	16/17	17/18						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
No. of declarations received	49	53	29	31	31	33	30	26	23	20	30	28	22	32	18	14	16	3	14								702	383	119	
Registered visiting European health professionals	400	393	375	354	361	328	303	274	257	243	223	197	178	164	148	147	129	132	118								371	197	118	
Forecasted no. of declarations received	60	51	49	53	40	49	65	59	41	65	51	57	25	22	22	23	18	23	31	28	21	24	22	25				625	638	284
Forecasted no. of registered visiting European health professionals	375	354	370	365	370	394	408	429	416	423	412	416	181	181	183	183	184	184	182	180	178	175	174	171				390	416	171

NOTE: Forecast is based on the average percentage increase or decrease on a monthly basis, using the actual figures between the period 11/12 - 14/15, normalised against the monthly actuals available.

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

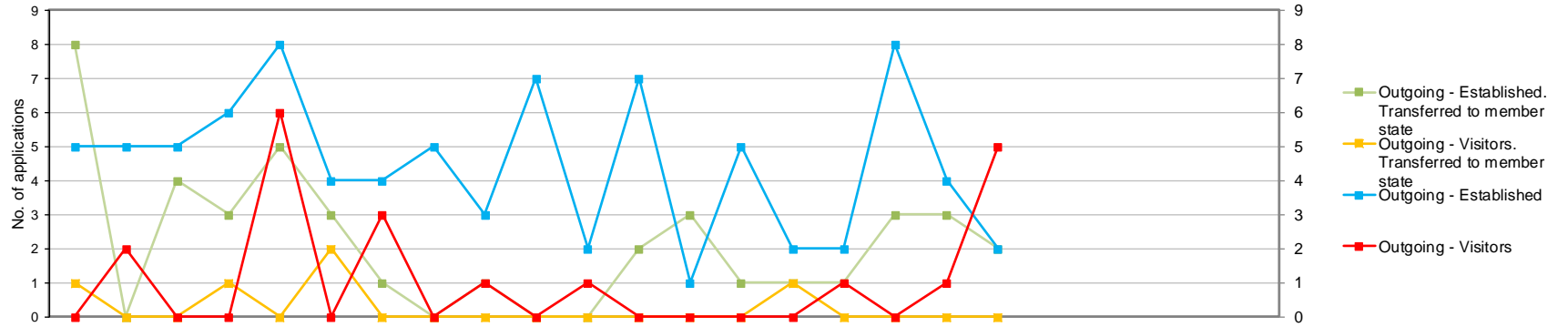


	2016												2017												2018												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD												
Incoming - Established	13	15	11	7	7	7	13	5	13	13	10	7	10	15	13	6	11	11	16	6	121	82																	
Incoming - Visitors	8	5	3	3	4	3	3	3	5	3	2	3	3	3	0	1	4	3	3	5	45	17																	
Incoming - Established. Recognised*	5	8	10	2	5	13	13	8	5	8	0	9	8	14	6	4	10	5	13	2	86	60																	
Incoming visitors added to the HCPC Visitors list	7	2	3	1	3	3	0	0	2	1	0	1	1	1	0	3	3	0	0	3	23	8																	

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

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

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

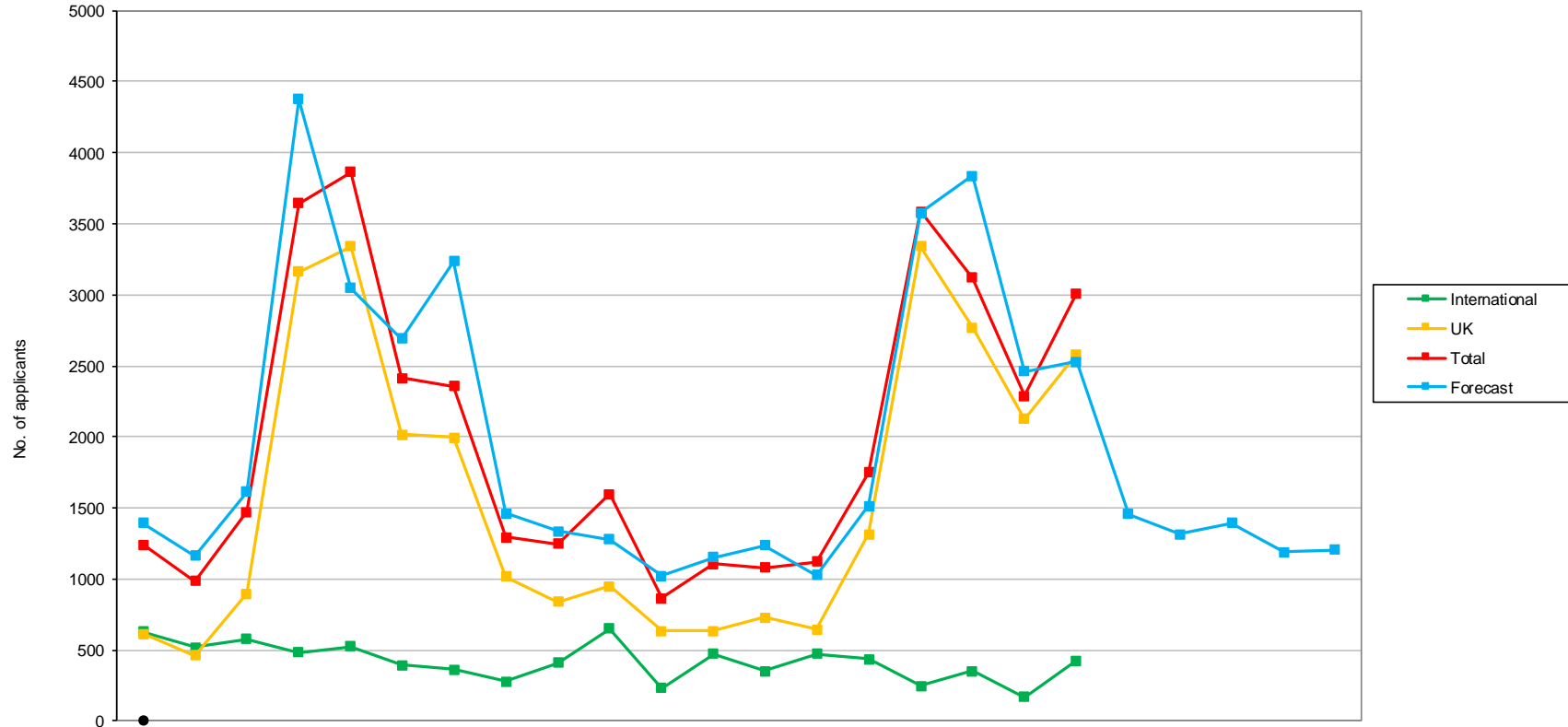


	2016			2017									2018			15/16	16/17	17/18												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Outgoing - Established	5	5	5	6	8	4	4	5	3	7	2	7	1	5	2	2	8	4	2											
Outgoing - Visitors	0	2	0	0	6	0	3	0	1	0	1	0	0	0	0	1	0	1	5											
Outgoing - Established. Transferred to member state	8	0	4	3	5	3	1	0	1	0	0	2	3	1	1	1	3	3	2											
Outgoing - Visitors. Transferred to member state	1	0	0	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0											

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

Application Types Received April 2016 - March 2018

Registration Department



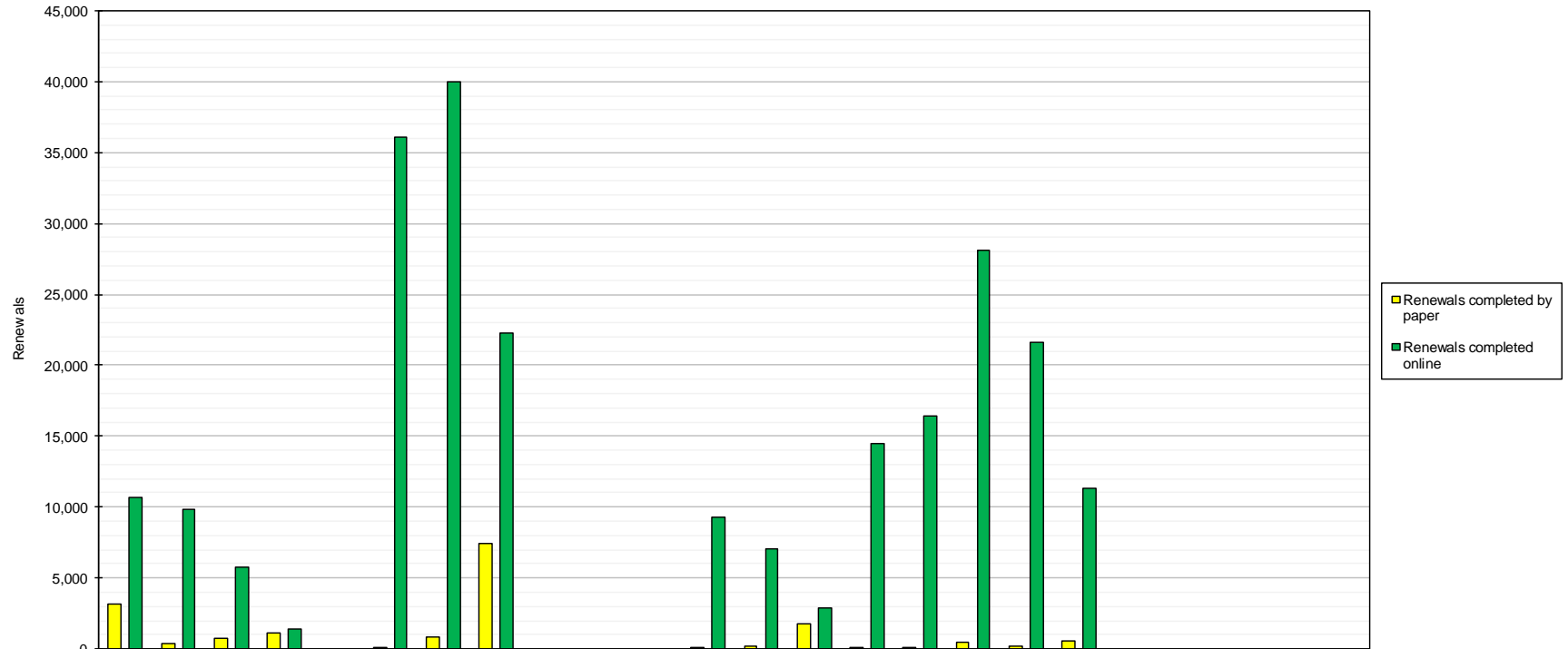
Apps Received	2016			2017									2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
International	630	521	577	480	522	396	361	276	411	649	229	474	352	473	436	249	351	166	427					
UK	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728	647	1,315	3,338	2,768	2,124	2,581					
Total	1,243	983	1,471	3,643	3,863	2,412	2,355	1,292	1,248	1,599	863	1,107	1,080	1,120	1,751	3,587	3,119	2,290	3,008					
Forecast	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,276	1,024	1,153	1,236	1,029	1,515	3,573	3,837	2,463	2,527	1,454	1,315	1,391	1,187	1,206

15/16	16/17	17/18
FYE	FYE	YTD
5,991	5,526	2,454
16,910	16,553	13,501
22,901	22,079	15,955
23,683	23,771	22,733

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

Renewal Information - on paper and online April 2016 - March 2018

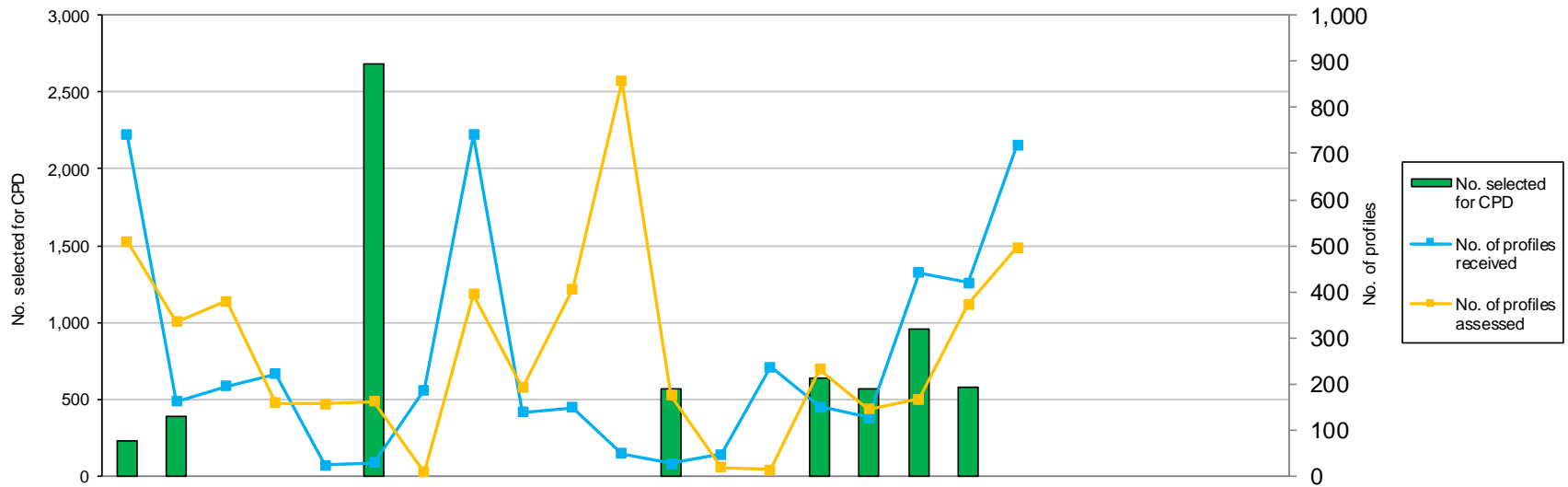
Registration Department



	2016			2017									2018									15/16	16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD				
Renewals completed by paper	3,148	415	739	1,151	0	117	868	7,413	0	0	0	61	230	1,798	33	75	514	218	590								20,074	13,912	3,458		
Renewals completed online	10,709	9,834	5,752	1,432	0	36,135	40,035	22,286	0	0	0	9,244	7,058	2,919	14,478	16,391	28,076	21,618	11,365									189,764	135,427	101,905	
Registrants removed	0	1,498	200	306	566	0	0	0	5,163	0	0	0	0	0	678	0	627	894	1,335										4,770	7,733	3,534

Continuing Professional Development process April 2016 - March 2018

Registration Department

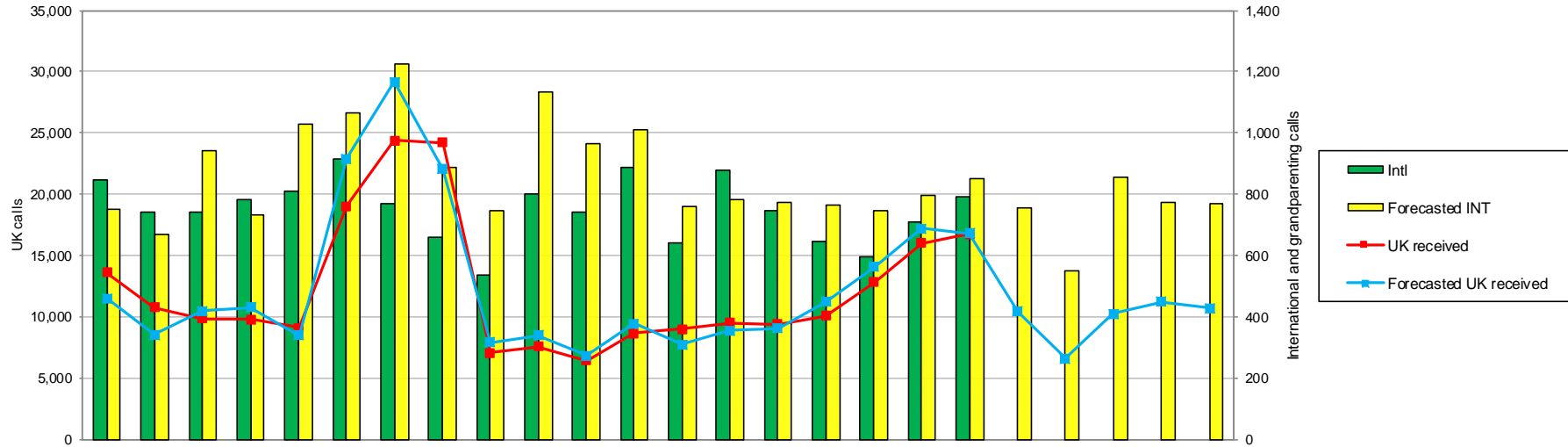


	2016												2017												2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No. selected for CPD	223	387	0	0	0	2,687	0	0	0	0	0	564	0	0	640	568	958	574	0	0	0	640	568	958	574	0										
No. of profiles received	740	161	194	221	23	28	186	740	138	148	49	26	46	236	149	126	441	419	719	46	236	149	126	441	419	719										
No. of profiles assessed	509	335	379	158	157	161	9	394	191	406	858	175	19	14	232	145	167	373	496	19	14	232	145	167	373	496										

15/16	16/17	17/18
FYE	FYE	YTD
4,737	3,861	2,740
3,262	2,654	2,136
3,237	3,732	1,446

Registration Telephone Information April 2016 - March 2018

Registration Department

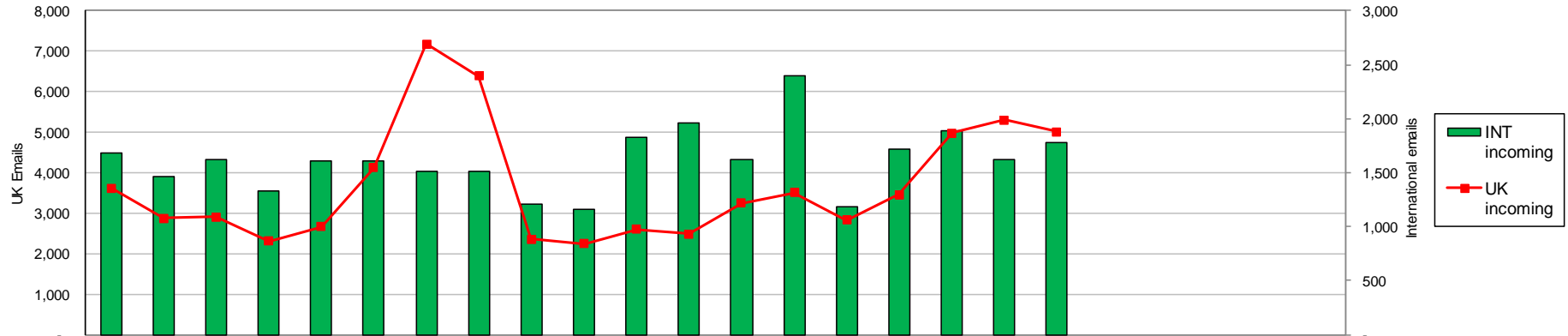


	2016			2017									2018									15/16	16/17	17/18						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Intl																														
Intl	845	742	743	784	809	914	767	659	535	801	742	886	641	877	745	644	593	709	791							8,411	9,227	5,000		
Answered	840	702	737	770	800	906	760	653	526	789	725	867	626	798	735	630	572	681	762								8,180	9,075	4,804	
Calls answered (%)	99	95	99	98	96	99	99	99	98	98	98	98	98	91	99	98	97	96	96								99	1,176	96	
Abandoned	5	40	6	14	9	8	7	6	9	12	17	19	15	79	10	14	21	28	29								51	152	196	
Avg answer time (sec)	50	44	46	49	40	41	44	44	49	45	79	45	56	59	45	53	76	87	49								29	576	61	
Avg talk time (min)	4.11	3.56	4.41	4.36	4.21	4.42	4.58	4.57	4.46	4.38	4.35	4.13	3.56	4.20	4.17	4.18	4.40	4.31	4.31								3.81	52	4.16	
UK																														
UK received	13,622	10,730	9,860	9,786	9,114	19,003	24,383	24,185	7,061	7,536	6,439	8,640	8,978	9,475	9,398	10,054	12,801	15,985	16,742								130,437	150,359	83,433	
Answered	12,380	9,752	9,378	9,202	8,753	16,691	19,660	19,709	6,854	7,028	6,079	8,246	8,429	8,507	9,071	9,639	10,869	12,874	12,661									127,363	133,732	72,050
Calls answered (%)	91	91	95	94	97	92	81	82	97	94	95	96	94	90	97	96	85	81	77								97	1,104	89	
Abandoned	1242	978	482	598	361	2,312	4,723	4,476	207	508	360	394	549	968	327	415	1,932	3,111	4,081								3,521	16,641	11,383	
Avg answer time (sec)	169	182	131	132	101	372	395	356	79	221	134	97	126	126	113	135	279	402	495								69	2,369	239	
Avg talk time (min)	3.20	3.31	3.32	3.24	3.13	3.16	3.50	3.58	3.49	4.03	3.59	3.43	3.33	3.44	3.27	3.24	3.46	3.48	3.54								3.11	41	3.39	
Forecasted INT	751	669	941	734	1,030	1,063	1,224	886	746	1,133	963	1,009	758	782	771	762	744	796	853	755	549	855	772	768			7,980	11,149	9,165	
Forecasted UK received	11494	8542	10439	10761	8483	22869	29442	22015	7911	8481	6833	9417	7735	8848	9056	11216	14042	17159	16781	10422	6591	10250	11217	10692			116,777	156,387	134,009	

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

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

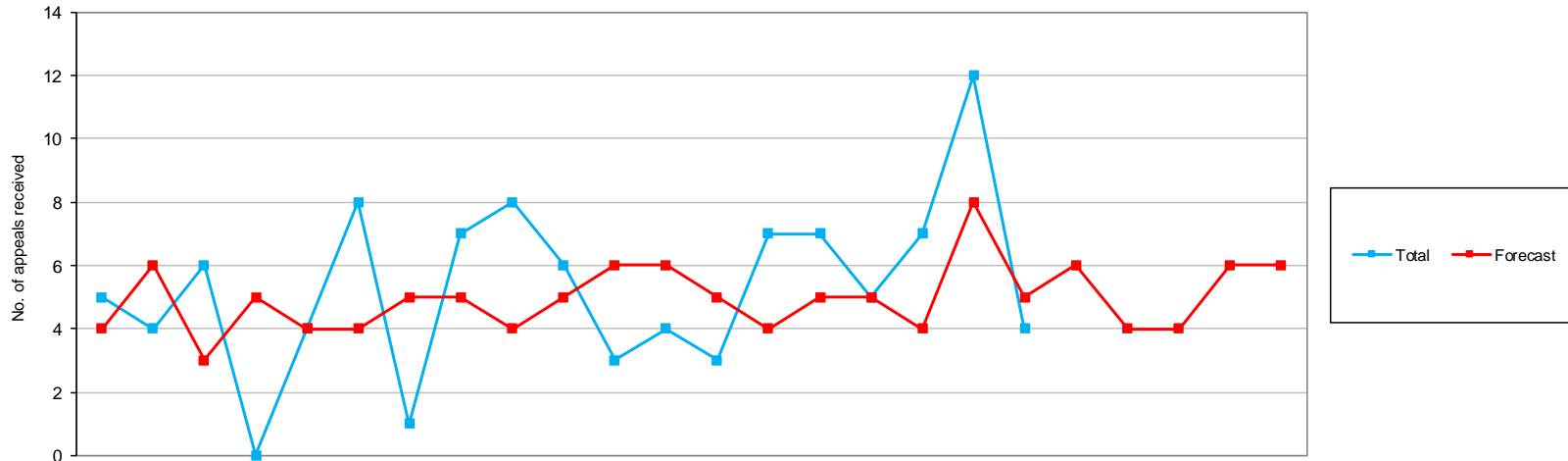
Registration Department



	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
UK incoming	3,624	2,875	2,903	2,310	2,672	4,120	7,185	6,391	2,351	2,247	2,601	2,489	3,249	3,506	2,830	3,452	4,980	5,303	5,016						
INT incoming	1,676	1,463	1,618	1,331	1,609	1,612	1,515	1,517	1,204	1,159	1,822	1,964	1,622	2,394	1,179	1,719	1,887	1,616	1,773						
Average working days																									
Avg working days UK	1	1	1	1	1	1	2	2	1	2	2	2	1	1	1	1	3	4	3						
Avg working days INT	2	2	2	2	2	2	4	2	1	2	2	3	2	1	1	2	2	4	2						
Total incoming	5,300	4,338	4,521	3,641	4,281	5,732	8,700	7,908	3,555	3,406	4,423	4,453	4,871	5,900	4,009	5,171	6,867	6,919	6,789						

15/16 FYE	16/17 FYE	17/18 YTD
40,157	41,768	28,336
9,886	18,490	12,190
1		
	1	2
	2	2
50,043	60,258	40,526

Registration Appeals Received April 2016 - March 2018



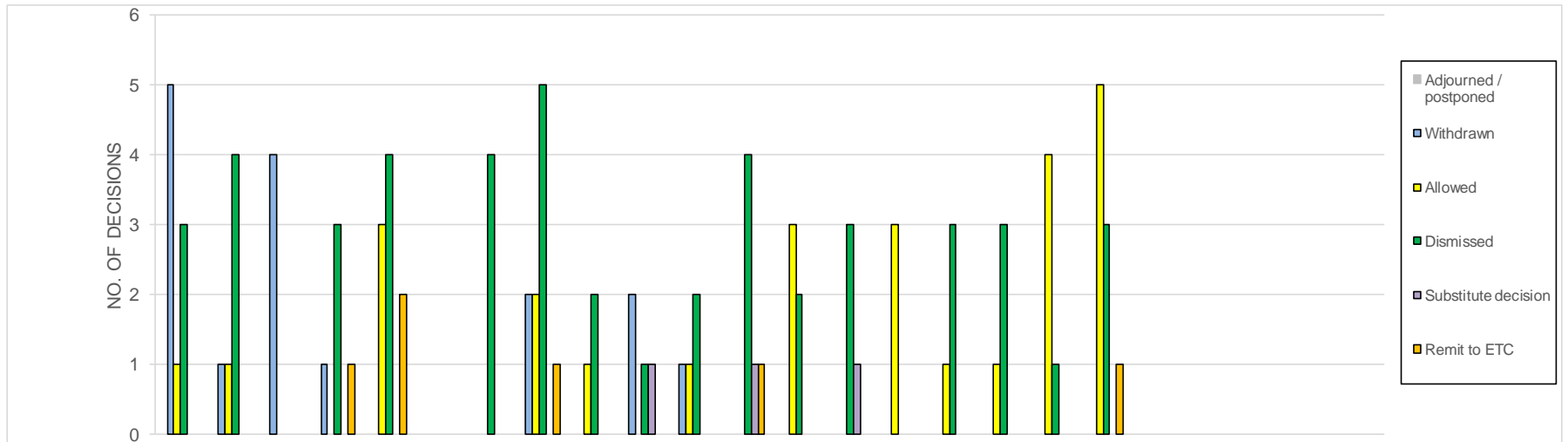
	2016			2017									2018						16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
EMR (1)	4	2	1	0	4	2	0	3	5	4	1	2	2	1	1	3	2	3	1							28	13
Non-EMR (2)	1	2	1	0	0	5	0	2	0	1	1	2	1	5	4	1	3	1	0							15	15
Visitors (3)	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0							2	0
UK (4)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0							1	0
Returners to practice (5)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							1	0
CPD (6)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	2	4	1							0	11
Health and Character declarations (7)	0	0	3	0	0	1	0	1	2	1	1	0	0	0	0	0	0	4	2							9	6
Total	5	4	6	0	4	8	1	7	8	6	3	4	3	7	7	5	7	12	4							56	45
Forecast	4	6	3	5	4	4	5	5	4	5	6	6	5	4	5	5	4	8	5	6	4	4	6	6	57	62	

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

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

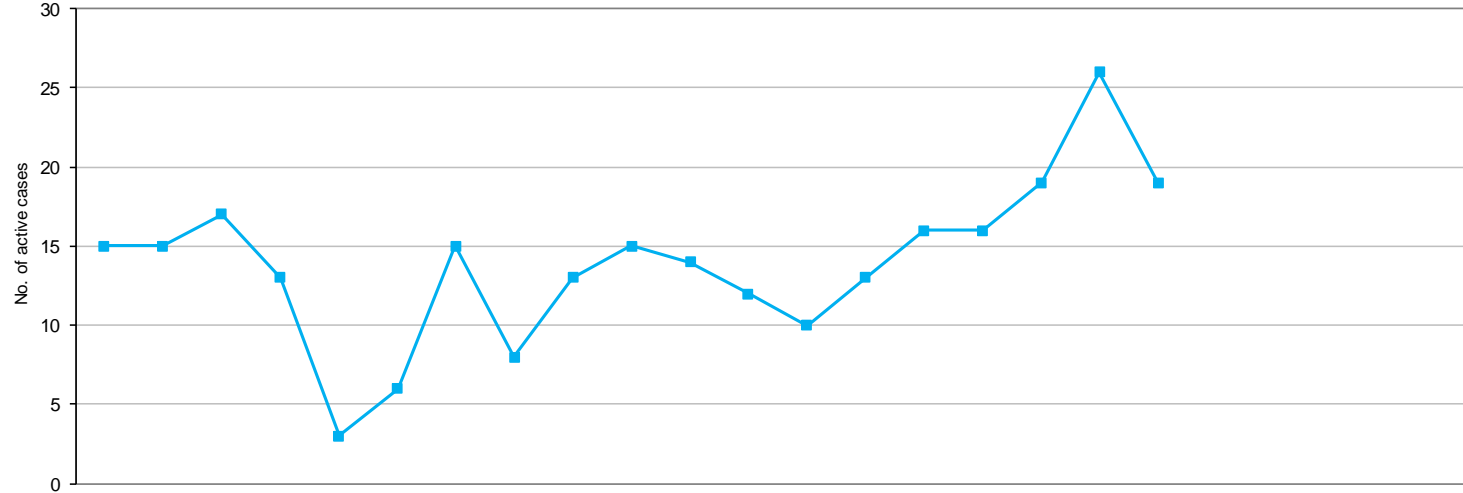
Registration Appeal Decisions April 2016 - March 2018

Registration Department



	2016			2017									2018									16/17	17/18			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Adjournd / postponed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0						0	2
Withdrawn	5	1	4	1	0	0	0	2	0	2	1	0	0	0	0	0	0	0	0						16	0
Allowed	1	1	0	0	3	0	0	2	1	0	1	0	3	0	3	1	1	4	5						9	17
Dismissed	3	4	0	3	4	0	4	5	2	1	2	4	2	3	0	3	3	1	3						32	15
Substitute decision	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0						2	1
Remit to ETC	0	0	0	1	2	0	0	1	0	0	0	1	0	0	0	0	0	0	1						5	1
Hearings held	4	5	0	4	9	0	4	8	3	2	3	6	5	4	4	4	4	6	9						48	36

Registration Appeals Status April 2016 - March 2018



	2016			2017									2018						16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Hearings scheduled	9	4	5	6	0	0	10	2	3	4	7	4	4	4	4	4	6	9	4							54	35
Awaiting scheduling	5	10	11	5	1	2	5	6	10	10	7	7	5	9	11	9	12	12	15							79	73
Awaiting further information	1	1	1	2	2	4	0	0	0	1	0	1	1	0	1	3	1	5	0							13	11
Current active cases	15	15	17	13	3	6	15	8	13	15	14	12	10	13	16	16	19	26	19							146	119

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

Policy and Standards

Annotation of orthoptists

- The Human Medicine Regulations 2012 have now been amended so that orthoptists are required to be annotated in the Register before they can sell or supply prescription only medicines from an exemptions list. This corrects an error in legislation identified by the Executive and previously notified to the Council.

Consultations

- The consultation on the threshold level of qualification for entry to the Register for paramedics is open and closes on 15 December 2017. The results are due to be considered by the Education and Training Committee and the Council in March 2018.

Indicative sanctions policy review

- At the last Council meeting, the Executive was asked to consider whether the timetable for completing the review might be shortened. The original timetable was for completion in mid November 2018.
- As this is not a publication that requires to be art worked, we have been able to bring forward the end date by approximately 4-6 weeks (subject to receiving necessary legal sign off), completing the review shortly after Council approval in September 2017. These timescales maintain a full 12 week consultation on the revised draft, in accordance with normal practice.
- The review provides an opportunity for thorough engagement with stakeholders to inform refinement to the existing policy. The Executive has identified no significant issues with the existing policy (for example, necessary changes because of case law) such that truncating the review is necessary.

Judicial review – Felix Ngole

- In October 2017, a judicial review claim was considered by the High Court about the decision of Sheffield University to remove Felix Ngole, a social work student, from a programme. The matter concerned social media posts in which Mr Ngole expressed views about gay marriage.
- As certain questions were raised in the permission hearing about the HCPC's role in student fitness to practise and programme approval, we intervened in the proceedings by providing a witness statement. Counsel was also able to provide verbal representations to the Court to help clarify some issues raised by the judge.
- Mr Ngole's application was dismissed. The judge commented that the court was 'considerably assisted' by the HCPC's evidence.