



# **Management Information Pack**

Marc Seale, Chief Executive & Registrar

Report to Council meeting 17 September 2010

## Chief Executive's Report to Council meeting on 17 September 2010 Contents

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## Chief Executive – Mr. Marc Seale

### 1. Completed Meetings 1 July to 31 August 2010

General Social Care Council	6 July
National Board for Certification in Occupational Therapy (NBCOT)	7 July
Professor Jeff Lucas (Bradford)	12 July
Department of Health	12 July
Health and Social Services, Guernsey	15 July
Listening Event – Berwick-upon-Tweed	19 July
Listening Event – Dundee	20 July
Council for Healthcare Regulatory Excellence	21 July
Regulators Forum	
Dave (brand agency)	26 July
NHS Employers	26 July
Department of Health/General Social Care Council	28 July
Defence Medical Services	29 July
Community Care Magazine	29 July
Council for Healthcare Regulatory Excellence	30 July
Registration Council of Clinical Physiologists	2 Aug
Kingsley Napley	3 Aug
National Audit Office	3 Aug
Department of Health	4 Aug

### 2. Scheduled Meetings

Social Work Regulation Oversight Group	3 Sept
Office of the Health Professions Adjudicator	3 Sept
UK Council for Psychotherapy	8 Sept
Chief Executives Steering Group	8 Sept
HUCBMS Conference (Aberdeen)	9 Sept
Dept of Health Legislation Project Board	15 Sept
CLEAR (annual educational conference)	23-25 Sept
IAMRA (9 conference on medical regulation)	26-29 Sept
Conservative Party Conference	4-6 Oct
Nursing and Midwifery Council	12 Oct

**1. Human Resources**

There are no changes.

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

The internal audit schedule for 2010 – 10 is running. Education and HR, have been audited. The new archive has had a preliminary audit.

Updating the Quality Management System is ongoing, with controls provided by Lotus Notes database functions.

**3. QMS process updates**

All Information Technology processes were reviewed at a recent IT planning day. The new processes have been applied to the QMS. The IT Department was able to draft their own processes saving significant time. The Partners Department is reviewing its processes over the summer.

**4. BSI Audit**

We will be working with a new external auditor from October 2010 after six years with Lisa Clarke. (This change may in fact be deferred).

**5. Business continuity**

There are no changes currently other than monthly list updates. We are preparing to plan the Communications business continuity exercise.

**6. Information security management**

Customisation for our cross organisation information security training solution are being designed.

We are progressing the background work to achieving ISO27001 in the medium-term

**7. Information & data management**

QMS and HPC intranet integration. Post roll-out changes have been designed and have been implemented by the developer.

The Business Process Improvement section is looking at possible scanning and presentation systems to speed up the CPD and International / Grandparenting assessment processes.

**8. Risk register**

Specific risks around implementing HPC's actions from the White Paper "Liberating the NHS: Report of the arm's-length bodies review "are being analysed. The next iteration of the general risk register is in preparation for presentation to the Audit Committee at the end of the summer. As a part of the General Social Care Council abolition project, a separate risk register is being prepared.

## 1. Media and public relations

Media releases issued in this quarter include the launch of the consultation to review the generic standards of proficiency as well as key organisational activities such as the new resources for promoting HPC registration. Fifteen releases were issued on Fitness to Practise (FtP) hearings on strike off and suspension outcomes in June and July.

In June and July, we had 45 mentions across national and regional media (including online) on general HPC issues eg HPC launches referrers' campaign. HPC FtP hearings were mentioned in 72 regional and national newspapers and we received 39 mentions in professional body publications.

We are currently developing a social media strategy which will include a social media policy for employees, a presence on Facebook and LinkedIn and the use of web/media feeds and Twitter.

The referrers' campaign was launched at the beginning of August. The purpose is to increase GP's and practice nurses' awareness of the HPC and highlight the importance of referring patients onto registered professionals. This is our first online campaign and will run for six months. The main focus of the campaign is an HPC micro site on Doctors.net.uk where we have access to over 173,000 primary and secondary care GMC-registered doctors. The news of the campaign has been widely picked up in industry media and in the first couple of weeks over 1,000 doctors viewed our micro site.

As part of this campaign the Media and PR Manager met the Royal College of General Practitioners, the Nursing and

Midwifery Council and the Royal College of Nursing and has submitted articles for their publications and newsletters and secured a feature on the NMC facebook. We are also running online banner advertisements on GPnotebook, PulseToday and SearchMedica.

The Google adwords campaign continues and we now have sponsored advertising on thomsonlocal.com encouraging members of the public to check that their chiropodist / podiatrist and physiotherapist is HPC-registered. Our targeted Yellow Pages directory advertising continues for these two professions as they pose a higher protection of title risk.

## 2. Stakeholder communications

Representatives from the communications team and members of the Fitness to Practise Department completed a series of three information events which began on the 15 July at the British Psychological Society's London Offices. They were attended by over one hundred practitioner psychologists from all seven domains. The events were jointly hosted by BPS and HPC and have received excellent feedback.

The Stakeholder Communications Manager represented the HPC at the June meeting of AURE (Alliance of UK Regulators in Europe). The issue of language competency was discussed at length and the group is working on a joint statement highlighting the importance of language competency and the responsibility of employers to have robust recruitment processes.

The GMC hosted a briefing event on 'End of Life Care' in the Scottish Parliament on 24 June which the Stakeholder

Communications Manager attended with other stakeholders from across Scotland. The event has initiated new contacts working in advocacy in Scotland and has led to HPC participating at the Citizens Advice Scotland event in September.

HPC jointly hosted a Parliamentary event for MP's researchers with the GMC, CQC, NMC, Monitor and the GSCC on 22 July. More than forty researchers attended the information event and were provided with information on the role of HPC and the other regulators. We have begun research into the possibility of hosting similar events in the devolved administrations.

The Stakeholder Communications Manager and Director of Policy and Standards undertook a two day visit to Northern Ireland on 26 and 27 July to meet other regulators, civil servants, and professional body representatives. We are also researching and planning a visit to Wales in September 2010.

Our participation in the Health Hotel continues. We have confirmed our speakers, chairs and the format of the fringes at the three main Westminster party political conferences.

We are now in the process of finalising our involvement with the main party conferences in the devolved administrations and we will provide an update in the next report. In addition to this work, we are researching attendance and participation at Health Committees in Westminster, European Union and the devolved administrations.

Monitoring of the parliaments and devolved administrations continues with follow up as required, although the level of

information has reduced now due to the summer recesses. We are currently preparing the monitoring lists for a one month trial in September in which we will monitor the European Parliament, the Commission and stakeholders across the EU.

### 3. Web

We have now launched 'audience pages' for 6 of our key stakeholders. These are designed to be alternative versions of the home page. The audience pages are aimed particularly at making the website more accessible for new users, providing specific information, related news and clear signposting to the sections of the website which are most relevant to each audience. The audiences included are 'registered health professionals', 'members of the public', 'employers', 'journalists and media', 'prospective registrants' and 'education providers'.

### 4. Publications

New publications this quarter have included:

- Council and Committee meetings calendar for 2010–11;
- Information for journalists cards (updated); and
- Referrers' guide to regulated health professionals (updated)

We are currently working on the Fitness to Practise annual report (to be published 14 September), Annual Monitoring: Supplementary Information for Education Providers (to be published 16 September), Education annual reports for 2008 – 09 and 2009 – 10 (to be published 7 October), and revisions to all three of the FtP information brochures (to be published 7 October).

All publication requests continue to be dealt with within three working days. Publications of particular interest distributed this quarter were:

- Guidance on conduct and ethics for students (1,388 copies);
- Standards of Conduct, Performance and Ethics (585 copies);
- Continuing professional development and your registration (185 copies).

These copies are in addition to publications distributed at HPC events and external conferences.

We have had two requests for translations into Bengali, one into Welsh and a request for an audio version of How to Make a Complaint about a Health Professional. These requests were dealt with within 10 working days.

Requests for public awareness packs (leaflets and posters) have increased this quarter, with 315 requests received. We are also including renewal posters in these packs. These have recently been updated and now include information about online renewals.

The new registration logo, which was launched in May this year, has had a good up take with 505 downloads (as of 8 August).

Issue 30 of our e-newsletter HPC in Focus was published on Friday 6 August. The next issue will be published Friday 1 October.

We also published Issue 9 of HPC Update (the internal employee newsletter) in June and are working on the September issue.

## 5. Events

The HPC has continued to have a presence at a range of stakeholder and registrant facing exhibitions and conferences across the UK. This included taking a stand and having speaker slots at:

- The Consumer Affairs and Trading Standards Conference
- The College of Occupational Therapists Annual Conference
- The British Dietetic Association Annual Conference
- Division of Forensic Psychology (BPS)

The Consumer Affairs and Trading Standards Conference was a new event for us. The Media and Public Relations Manager attended with a representative from FtP, they responded to questions and provided information on the HPC. Delegates were keen to learn more about the HPC and pass on information to their TSI officers and relevant colleagues.

August has been a quiet month with no events taking place, the conferences and exhibitions begin again in September where HPC representatives will be attending the following conferences;

- The Scottish Citizens Advice 2010 Conference
- British Association of Drama Therapists Annual Conference
- The Citizens Advice Service Annual Conference
- Naidex South

Listening events took place during July in Berwick-upon-Tweed and Dundee. Feedback received at the events was positive. CPD is still a popular topic with the majority of questions raised being around CPD standards and the audit process.

Planning is underway for the next set of listening events which are due to take place in November in Oxford and King's Lynn.

## 6. Internal communications

The next All Employee Meeting will take place on 8 September and will include an update from the Chief Executive on key organisational issues as well as a presentation from the Facilities Manager on the Facilities function.

## 7. Communications work for organisational activities

**Social workers:** a statement was issued in response to the government report on arms length bodies that set out the closure of the General Social Care Council (GSCC) in England and the transfer of its regulatory function to the Health Professions Council (HPC). Following on from this announcement and the dissemination of our statement there were 24 mentions in trade focussed media, online and on blog sites as well as an interview with the Chief Executive in Community Care (social workers industry magazine). We are continuing to monitor media on this subject and preparing a communications plan for the project.

**Counsellors and psychotherapists:** we continue to monitor all media including national, press and online and will respond to requests for comment or interview on a case by case basis. We have also put together a targeted plan for articles which are aimed at psychotherapists and counsellors professional journals as well as updates to the HPC blog.

**Registration renewal and CPD audits:** we continue to support the Registration Department in the delivery of the communications plan for each renewal cycle. In this quarter,

the stakeholder team and members of the Department met the Chartered Society of Physiotherapy (CSP) on 8 July to discuss the recently completed CPD audits and renewals for physiotherapists. They provided useful feedback from their experiences of members being audited. We also delivered a series of three briefings for the Registration teams on the CPD audits so far and highlighted the types of feedback and issues being raised at meetings and events.

## 8. HR

Lizzie Dowd joined as Communications Officer – Stakeholders, on 28 June. Lizzie has a broad range of Parliamentary experience and is a welcome addition to the stakeholder function.



### 1. Approval process

The Department has spent the last few months completing the schedule of visits for the remainder of the academic year and organising approval visits for the 2010 – 2011 and 2011 – 2012 academic years. The deadline for education providers wanting to arrange visits in 2010 – 2011 is December 2010. So far, visits have been arranged to 54 programmes across 42 education providers between September 2010 – July 2011, with the peak of approval activity happening between January 2011 – March 2011 as expected.

### 2. Annual monitoring process

Following the peak activity from February 2010 – July 2010, we have seen a decline in the submission of annual monitoring declarations as we move into the summer vacation. The last submission deadline for this academic year was Tuesday 31 August 2010 and any outstanding audit submissions and declarations were anticipated to be sent to the August and September Education and Training Panels to allow the Department to close off annual monitoring for this year. The scheduling process for annual monitoring in the 2010 – 2011 academic year began in week commencing 16 August.

### 3. Major change process

As expected, based on figures from the previous two academic years, we have seen a peak in the number of major change submissions during the summer period. However, the number of submissions is considerably lower than last year at the same time. Since the last Council meeting on 7 July 2010 we have received 19 new major change notifications.

### 4. New professions: practitioner psychologists and hearing aid dispensers

The Department has continued to strengthen communications with practitioner psychologists, particularly via collaborative working with the British Psychological Society (BPS). The Department met the BPS Membership and Quality Assurance teams on 27 August 2010 to discuss the differences between the processes and requirements of the BPS and the HPC.

The Department continues to work on individual areas of responsibility, as identified in the Education Department hearing aid dispenser (HAD) work plan. This includes the organisation of a series of HAD presentations and seminars for education providers, due to take place in Birmingham and London in November and December 2010. Further data cleansing activities will take place via the October edition of the Education update.

### 5. Counsellors and psychotherapists

The next Psychotherapists and Counsellors PLG meeting will take place on 30 September 2010. We await further information from Government regarding the prioritisation of new professions, which may impact upon the future regulation of psychotherapists and counsellors by the HPC. Again, the same is true for dance movement therapists.

### 6. Healthcare scientists and healthcare science practitioners

The Department of Health is continuing the work of the Advisory Group to the Education and Training Board. Whilst further meetings are taking place to continue discussions around the purpose, function and structure of the Education

and Training Board, the Director of Education no longer attends the meetings. It is still anticipated that the Education and Training Board will be an education provider awarding certification following completion of periods of supervised practice preceded by academic qualifications, which will require approval in a similar way to all other education providers' programmes.

### **7. Communications with education providers and stakeholders**

The fifth issue of the Education update is due to be distributed in week commencing 11 October. Work will shortly begin on the October edition, which will include initial annual monitoring correspondence.

Members of the Department have met with the following groups between June 2010 – September 2010;

- Department of Health Allied Health Professions Medicines Board Education and Governance working groups
- University of Manchester Clinical Psychologist annual review forum
- British Psychological Society
- The Head of Social Work and Dean of the School of Health at the University of Northampton
- East of England Ambulance Service NHS Trust (in conjunction with the Fitness to Practise Department)
- Isle of Wight NHS PCT - Ambulance Services (in conjunction with the Fitness to Practise Department)
- HPC Annual Meeting
- Educational Psychology National Forum

The Department has also spent the last few months organising the 2010-2011 education provider seminars. The seminars will focus on a theme of student conduct and ethics following the publication of our recent guidance documents, along with two further seminars for education providers running hearing aid dispenser programmes.

### **8. Partners**

Following interviews for three dietitian visitors on 22, 23 and 25 June, the three vacancies have been filled. A further position was offered to a fourth candidate in anticipation of the natural attrition rate during the reappointment process this year.

The Partners Department has now rolled out the revised performance appraisals for all visitors. There is no direct involvement for the Education Department, although assessments will take place at approval visits and assessment days. It is anticipated that the peer review process will improve visitor performance and assist in identifying training needs.

### **9. Employees**

There have been no resignations or new appointments. The Department is fully recruited.

The Department's annual awayday took place on Tuesday 24 August and was held at the Churchill Museum and Cabinet War Rooms. The awayday was an opportunity for the Department to spend time together outside of the usual office environment, with the theme of the day being an exploration of individual communication skills within the team and the opportunity to build on and improve our existing presentation skills.

### 1. Employees

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

### 2. Training

The Facilities Manager attended a course on computer aided design (CAD) in August.

### 3. Building refurbishments

In August 2010, the following works were carried out:

- Refurbishment of the toilets within Park House
- Remedial works to areas within Park House/20 Stannary Street showing evidence of damp penetration
- Redecoration of main staircase and traffic routes within Park House and 20 Stannary Street

All above took place out of office hours, minimising disruption to the business and stakeholders.

### 4. Access control

The lift within Park House has now been successfully integrated within the access control system.

### 5. Health & safety

Following two employees being referred to the occupational health service and recommendations from the latter, replacement chairs have been sourced and installed.

### 1. General

Since the last Council meeting, the Finance Department has produced the management accounts up to July 2010.

### 2. Supplier payments

At the end of July, 93% by value of the £604K Creditor payments (July Aged Creditor Listing) were in the 30 days or less category.

### 3. Fee adjustments and income receipts handling

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

### 4. Income collection cycle

Direct-debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Paramedic and orthoptist collections occurred in July, clinical scientist and prosthetist-orthotist in August. Most of the income comprises renewal fees collected.

### 5. Funds under management

At the end of June 2010, £2.0M was invested in the Nat West Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 0.50% per annum. The following were invested for three months (maturing early October 2010) at fixed rates: £0.5M invested in Barclays money market account earning

0.58% and £3.0M in Lloyds TSB money market account earning 1.1%. The investment portfolio (excluding £138k portfolio cash) at the end of July was valued at £1.85M. The investment portfolio value including cash & money market instruments was £1.99M. This compares with £2.07m at the start of the financial year.

### 6. Pensions

In June, there were 64 active members in the Friends Provident scheme.

### 7. Employee training and employee levels

There are seven full-time permanent employees in the department with one additional permanent post to be filled. Temporary employees are periodically taken on to cover employees on annual or sick-leave and to help achieve Finance Department service level targets.

### 8. Sage system support and development

The finance team are working with TSG, our Sage service provider, to work through the details of the Sage accounting system enhancements.

### 9. Significant financial projects/issues (next few months)

- Annual accounts have now been published.
- The finance team is reviewing the current use of PRS, our purchase order system, to indentify better use of the tool for the benefit of the organisation. A visit to Sicon who developed PRS is planned for August by the Finance team.
- A review of bank charges is currently taking place.
- Following the annual audit by the National Audit Office, a review meeting will be held within the next couple of months

to identify areas where improvements can be made to the process

- Tax returns have been prepared and submitted for HPC and 22-26 Stannary Street.
- Once the tax returns are complete HPC will initiate the process of winding-up 22/26 Stannary Street Limited; we are awaiting confirmation of approval from HMRC

**1. Final Hearings**

In June and July 2010 60 cases were concluded at final hearings. At the end of July 2010, there were 261 ongoing substantive cases with 117 cases listed for hearing. There were also a further 46 cases which were ready to be listed for hearing by the scheduling team.

The mean and median length of time from receipt of a case for it to conclude at final hearing at the end of July was 16 and 15 months respectively.

**2. Review Hearings**

In June and July 2010, 20 review hearings took place. At the end of July there were 107 registrants subject to a suspension or conditions of practice order.

**3. Interim Orders**

9 interim order applications were made in June and July 2010. A further 17 interim orders were reviewed in the same period with orders revoked.

**4. Investigating Committee**

131 new allegations or enquiries were received in June and July. At the end of July 2010, there were 379 open allegations or enquiries. 74 of those cases had not yet met the standard of acceptance for submission to a panel.

The case to answer rate for the financial year to July was 62%, which is 9% higher than the forecasted figure for 2010 – 11. 20 cases were closed between June and July 2010 before consideration by an Investigating Committee as they did not meet the standard of acceptance for allegations. In the year to

date 62% of cases have been closed without referral to a final hearing. The mean and median position for cases to be considered by an ICP is 5 and 4 months respectively.

**5. Health and character**

91 health and character declarations were received in June and July 2010. 66 self-referrals were received between April and July 2010, with a recommendation to refer 25 cases or 43% to an Investigating Committee under Article 22(6). Of the 31 Article 22(6) cases considered by Investigating Committees, 22 cases or 74% were referred.

At the end of July there were 99 open health and character cases.

**6. Protection of title**

42 complaints about misuse of title were received in June and July 2010. At the end of July 2010 there were 56 open protection of title cases.

**7. Registration appeals**

5 registration appeals were received in June and July 2010.

**8. High Court appeals/judicial reviews**

There is currently one outstanding High Court appeal.

One application was made to extend an interim order to the Court of Session. This application was granted,

Two pre-action protocol letters before judicial review have been received. A report on these cases will be provided to a future meeting of the Council.

## 9. Court of Appeal

Action is ongoing to seek recovery of HPC's costs in a court of appeal case.

At the end of June 2010, permission was denied for a registrant to appeal a High Court decision to the Court of Appeal. Action is ongoing in this case to seek recovery of costs.

## 10. Meetings

General Social Care Council	1 July
Conference with Counsel	6 July
Esther McMorris	8 July
BPS Cross-Divisional HPC Information Day	15 July
OHPA	15 July
South West Ambulance Service	23 July
Jo-Anne Carlye	2 Aug
Kingsley Napley	3 Aug
Penny Renwick	3 Aug
Kingsley Napley	9 Aug
Great Western Ambulance Service	10 Aug
London Ambulance Service	12 Aug
Regulators Vetting and Barring Meeting	12 Aug
Northern Irish Ambulance Service	16 Aug
Scottish Ambulance Service	17 Aug
Conference with Counsel	24 Aug

## 11. Resources

### Case management

Emily Furse was appointed to the position of Lead Case Manager in Case Team 1 and took up her role at the end July.

Andre Bourne joined the Department as a case manager in early July. Grant Edgeworth is leaving the Department to undertake full-time study, recruitment is underway to replace his position.

### Hearings

Catherine Beevis joined the Department as a Hearings Officer in July. We are currently recruiting for a Scheduling Officer to replace Ola Odasanya.

### Partners

Training for new panel members took place at the end of July with ongoing refresher training continuing throughout the Autumn.

### Case management system

Work continues to progress well, with a number of workshops and design meetings taking place over June, July and August 2010. Work continues on the migration strategy with workshops also scheduled to take place on reporting requirements.

## 1. Employee resourcing

### IT

Recruitment is in progress for the post of Infrastructure Support Manager to replace Tyrone Goulbourne who is leaving the HPC later in the year.

### Finance

On-line recruitment is in progress for the new fixed term (six months) post of Purchase Ledger Officer.

### Fitness to Practise

On-line recruitment is in progress for the replacement posts of Case Manager and Scheduling Officer in FTP.

### Registration

Three fixed term (six months) posts to replace Registration Advisers who resigned earlier in the year are being advertised on-line at present. One post has already been filled by Christopher French who joined the HPC in late August.

### On-line advertising

Due to lower volumes of recruitment and in order to make cost savings, the HR Department is trialling web-only advertising for certain jobs. Previously almost all recruitment was done via employment agencies. Costs, success rates and feedback from managers will be monitored closely and evaluated.

## 2. Training

Work has begun to create a management development programme. A line manager focus group was held in late July and programme design and development is now in progress.

## 3. Policy work

The HR team is in the process of reviewing policies on paternity leave to ensure compliance with new legislation, and is also preparing management guidance notes on probation.

## 4. Review of pay policy and process

Employee consultation on provisional pay-bands took place during June, and resulted in just three requests from employees to reconsider the banding of their roles. Cases for the three roles were considered by the internal pay working group and then by the EMT in July. A full progress report on the review has been submitted to the Remuneration Committee.

## 5. Internal Audit

The Department will undergo an internal audit with the Business Process Improvement Department in September, in preparation for the formal BSI Human Resources audit in October. Processes and information on the intranet are being updated in preparation for the audits.

## 6. Employee survey

The HR team is currently redesigning an employee attitude survey which will be circulated to all employees in October. Results will be analysed and appropriate action taken based on key findings later in the year.



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

- **Laptop replacement project:** The laptops are being distributed following an initial two week pilot. Only the pool (shared) laptops remain to be replaced.
- **IT upgrade to scanning solution:** Implement an upgrade to the Scanning solution of the Registration system to apply software fixes to a number of known errors. The User Acceptance Testing has been progressing and a number of faults have been identified. The final round of User Acceptance Testing has completed with a couple of low priority changes required. Planned release by the end of August.
- **IT virtual environment:** Implement a controlled virtual infrastructure to reduce the proliferation of physical servers and reduce the incidents of application conflicts. This is now complete.
- **ISO 9001 system:** This project develops the existing ISO 9001 quality management system to improve the integration with the HPC Intranet. This is now complete
- **Database Upgrade:** A project to upgrade a number of databases to a more recent version has started. An initial assessment of compatibility has completed and non-business critical systems have been upgraded and made live. The next step is to determine the approach taken for

the business critical applications and agree test cycles and the schedule.

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

- **Fitness to Practise (FTP) Case Management system project:** Design workshops for the case management system have concluded and workshops for the document management system, business intelligence and the interface between systems have begun, with an expected completion at the end of August. The system technical architecture design is now being developed. The design is expected to be agreed within September. The project is running to plan and to expectation.
- **Independent Safeguarding Authority (ISA) (Applicants):** This major project addresses the need to capture the ISA number for applicants. Relatively small changes are required within the NetRegulate application to accommodate the changes. The project has been re-scheduled following the government announcement concerning the re-scoping of the vetting and barring scheme. The project team will review the project status following the government comprehensive spending review.
- **Education, Approvals and Monitoring service:** We have engaged with an external development company to deliver a series of small changes to the Education system. The prioritised list of changes has been defined and an initial meeting held with the external development team. We are

currently waiting for the estimates of the work from the development company.

- **Telephony system development:** A number of changes to the telephony system call queues and messages were developed and released successfully in July. This adds a new option on the initial call tree for the reception telephone number.
- **Desktop applications upgrade:** Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7. The Microsoft Licensing model has been selected and we are now aligning the purchase of the licences with the start of the technical project in September.

**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 distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops. Users will be assigned to policies that control their rights following the completion of the laptop project.
- **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. The project has formally started with an initial review meeting in early July. A further vendor demonstration has been arranged for the end of August.

- **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 project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication. The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.
- **Penetration testing:** Conduct quarterly independent penetration tests of our environment to assure adequate security controls. The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the web site in early October.

**Strategic objective 4** – *“To meet internal organisation expectations for the capability of the IT function.”*

- **Service desk tool project:** The new software has been installed and we have applied patches to faults identified during testing. We now plan to release the new Service Desk tool in August applying a work around to address the known fault. The tool is planned for release to the pilot test group prior to general release.

### **1. Recruitment**

Recruitment has commenced for additional lay panel members. Vacancies have been advertised on the Cabinet Office Public Appointments online and The Times online and The Times in print. Applications for the ten lay panel member vacancies closes on 10 September 2010.

Orthoptist registrants have been contacted by mail in an attempt to fill the two panel member vacancies. Applications close 10 September 2010.

### **2. Training**

Six panel members attended induction training at Roots and Shoots training venue on 28 and 29 July 2010.

Four registration assessors attended induction training on 28 July at Park House.

Fifteen practitioner psychologist registration assessors attended refresher training at Roots and Shoots on 15 July 2010.

### **3. Partner resignations**

Following the end of the contract renewal period on 31 July 2010. Resignations were received from 23 roles comprising of seven panel members, seven registration assessors, eight visitors and one CPD assessor.

### **4. Partner appraisals**

The appraisal of registration assessors have commenced this month with physiotherapy being the first profession to undergo the peer appraisal. Panel member appraisals are continuing and visitor appraisals are being scheduled for the approval visits and annual monitoring days .

### **5. Department information**

The Department is currently recruiting for a fixed-term partner Team Administrator to replace the resignation of Hanna Crease.

In preparation for the Department's external audit with BSI in October, the Department will be having an internal audit with the Business Process Improvement Department in September. Process flows and the intranet are currently being updated in preparation for the audit

## Policy and Standards – Mr Michael Guthrie

### 1. Meetings undertaken

Integrity: Social Responsibility in Psychological Therapies	17 June
Mind / Witness	17 June
General Optical Council, Birmingham	17 June
KPMG	18 June
British Dietetic Association Conference, Aviemore	22 June
NHS Confederation, Liverpool	22-24 June
Department of Health	23 June
Division of Forensic Psychologists Conference, Canterbury	23 June
Paul Turner, Institute of Chartered Accountants in England and Wales	24 June
Institute for Transactional Analysis, Tunbridge Wells	26 June
Association of Physician Assistants	28 June
General Optical Council	28 June
Allied Health Professionals Prescribing Board	28 June
NHS Institute for Innovation	29 June
Roehampton University	29-30 June
University of Westminster	1 July
Lesley Smith	6 July
Revalidation Trip – regulators in Ontario, Canada	8-17 July
Horticultural Therapists	9 July
HPC Listening Event, Dundee	20 July
National Allied Health Professional Advisory Board	22 July
July Stakeholder Meetings, Northern Ireland including General Medical Council, Northern Ireland Social Care Council and Department of Health Social Services and Public Safety	26-27 July
King's Fund event: 'Public Health – A New Direction'	28 July
British Association of Sport and Exercise Sciences	28 July
Defence Medical Services	29 July
Eileen Thornton, Liverpool	30 July
Joanne Carlyle	2 Aug

Association for Family Therapy	3 Aug
Council for Healthcare Regulatory Excellence	10 Aug
Diane Waller, Brighton	12 Aug
Allied Health Professionals Prescribing Board	17 Aug

### 2. Consultations

#### Welsh language scheme

A consultation is being held until the 1 September 2010 on a draft HPC Welsh language scheme.

#### Generic standards of proficiency

A consultation is being held until 20 October 2010 on draft revised standards of proficiency.

### 3. Closed consultations

#### Standards of proficiency for health psychologists

The consultation closed on 12 July 2010 and an analysis of the responses is due to be considered by the Education and Training Committee at its September 2010 meeting.

### 4. Professional Liaison Groups

#### Psychotherapists and Counsellors

The Executive is currently planning and preparing for the subsequent PLG meetings commencing in September 2010. The Executive has attended an event and met with stakeholders in this area. The Executive has also written an article about the PLG work for potential publication in a professional body journal and is preparing others.

### 5. Post-registration qualifications

At its meeting in June 2010, the Education and Training Committee considered a draft consultation document to seek the views of stakeholders in this area. The Committee agreed and recommended the document to the consultation, subject to

some small changes to the document. This document has undergone further review and the Council is due to consider a paper at this meeting.

Subject to Council approval, the consultation would take place between October 2010 and the end of January 2011. It is currently planned that the outcomes of the consultation will be considered by the Education and Training Committee in March 2011 and subsequently by the Council.

#### **6. Review of the threshold level of qualification for entry to the Register**

At its meeting in June 2010, the Education and Training Committee considered a second paper looking at the threshold level of qualification for entry to the Register (the first standard of the standards of education and training, 'SET 1').

The Committee considered a range of options including whether the standard should be amended, removed or retained. The Committee decided that the standard should remain in its current terms but that further information should be produced by the Executive in order to clarify the purpose and application of the standard; the factors which would be taken into account in establishing the level for a new profession joining the Register; and the factors which would be taken into account in considering whether the level of an existing regulated profession should be changed.

This information will be prepared by the Executive and considered by the Committee at a future meeting.

#### **7. CPD profiles**

The Department is continuing to review profiles and liaise with the relevant professional bodies. A number of draft profiles are

at various stages of the drafting and approval process, including:

- Practitioner psychologists
- Dietitians
- Hearing aid dispensers
- Art therapists

#### **8. CHRE performance review 2009 – 10**

The final report from the 2009 – 2010 CHRE performance review was published in July 2010. The Council is due to consider a paper at this meeting discussing the content of the report.

#### **9. Revalidation**

In July, Megan Scott, Policy Manager and the Chair of Council undertook a fact-finding visit to a number of regulators in Ontario, Canada. The purpose of the visit was to explore the regulators' quality assurance programmes, arrangements which are similar to UK proposals on revalidation but which are focused on improving the quality of registrants' practice. The visit was very helpful indeed and a report is currently being prepared for a future Council meeting.

#### **10. Resources**

Sarah Oliver joined the Department in July to the new role of PA/Administrator. Sarah is PA to the Director of Policy and Standards and the Director of Communications and Administrator to the Policy and Standards Department.

Megan Scott, Policy Manager, who has been managing the HPC's revalidation projects, is left the HPC at the end of August to return to Australia

## 1. Operational performance

### a) Telephone calls

**i) UK telephone calls:** During the period from 1 June to 31 July 2010 the team answered a total of 16,557 telephone calls which is 209 less than the same period two years ago.

**ii) International telephone calls:** During the period from 1 June to 31 July 2010 the team answered a total of 3,050 telephone calls which is 370 more than the same period last year.

### b) Application processing

**i) UK applications:** A total of 2,596 new applications were received during this period and 2,231 individuals were registered, which is 497 less than the same period last year. Applications were processed within our service standard of ten working days of receipt.

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

**ii) International applications:** A total of 367 new international applications were received in this period and 234 individuals were registered which is 39 less than the same period last year.

**iii) Grandparenting applications:** A total of 29 new grandparenting applications were received in this period and 21 individuals were registered.

### c) Emails

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

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

### e) Registration renewals

At the start of April 2010, 7,164 renewal forms were sent to dietitians. This year a record total of 95.7% successfully renewed their registration for the next two-year cycle, which is an improvement of 4.4% compared to the last renewal period. A total of 3,243 registrants renewed online which represents 45% of those registrants invited to renew their registration.

At the start of May 2010, 1,573 renewal forms were sent to hearing aid dispensers. A total of 96.7% successfully renewed their registration for the next two-year cycle with 57% renewing online.

At the start of May 2010, 12,878 renewal forms were sent to chiropodists / podiatrists. This year a record total of 96.1% successfully renewed their registration for the next two-year cycle, which is an improvement of 3.4% compared to the last renewal period. A total of 6,226 registrants renewed online which represents 48% of those registrants invited to renew their registration.

## 2. Resource

### a) Employees

The Department is operating within the budgeted headcount.

### **1. Training for Council members**

Council members were invited to attend a training session on the Health Professions Order and the legislative framework to be run by Jonathan Bracken, solicitor to HPC, after the meeting of Council on 17 September between 2 and 4pm.

If you are not able to attend the training, please let the Secretariat know if you would like to receive a copy of the presentation.

### **2. Health Professions Council annual report and accounts**

The Health Professions Council annual report and accounts 2009 – 10 were laid in Parliament on 27 July 2010.

### **3. Council awayday 13 and 14 October 2010**

Travel arrangements for the Council awayday should have now been made. Please note that the awayday will start with lunch at 1pm on Wednesday 13 October and we are anticipating that the Council meeting will finish at approximately 4pm on Thursday 14 October. The programme for the awayday will be sent to you together with the papers for the Council meeting in the usual way.

### **4. Annual meeting**

Invitations for the Health Professions Council annual meeting were sent out at the end of July. The meeting will be held at The Hub in Edinburgh on Tuesday 14 September 2010 and the HPC will be represented by Anna van der Gaag, Keith Ross, Morag MacKellar and members of the Executive.

There will be presentations on the revalidation research project being carried out by Durham University and a presentation on the MORI research carried out on the expectations of complainants.

### **5. Register of Interests and the Code of Conduct**

As part of the September Council agenda, members will be invited to agree a revised declaration of interests form and a form on which they can subscribe to the Code of Conduct.

Subject to their approval, the forms will be issued to all members and they are asked to complete the forms by no later than 1 November 2010.

Should members have any questions relating to the completion of these forms, do not hesitate to contact the Secretariat.

### **6. Freedom of Information**

In July, the Secretariat introduced a revised process for dealing with Freedom of Information and subject access requests which are sent to HPC. All requests are now channelled through Secretariat and this is to ensure that an accurate record of all requests can be maintained and ensure responses are consistent. Guidance was provided to employees on the Freedom of Information Act (FOIA) and the Data Protection Act (DPA) in order that requests could easily be identified, including those that did not specifically mention either of the Acts.

### **7. Training for employees**

The Secretariat and Policy and Standards joint team awayday, was held on 5/6 August 2010.

# Management Information Pack

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

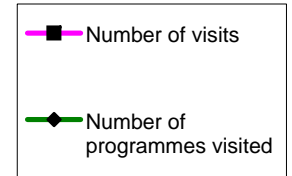
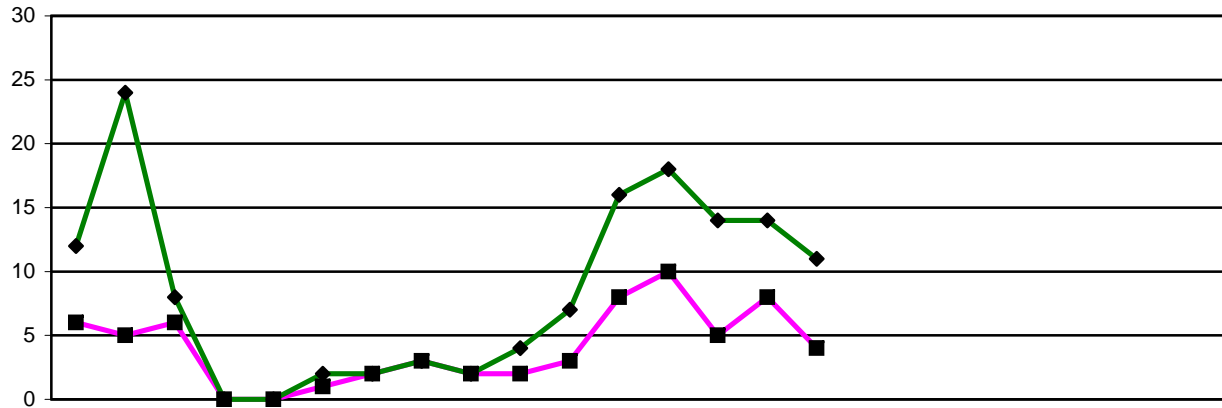


**hpc** health  
professions  
council



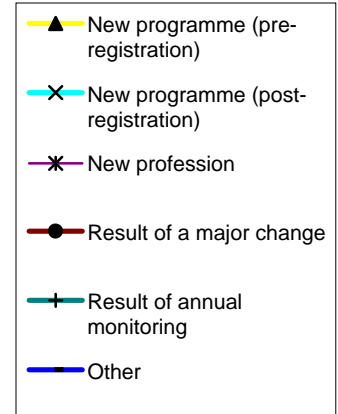
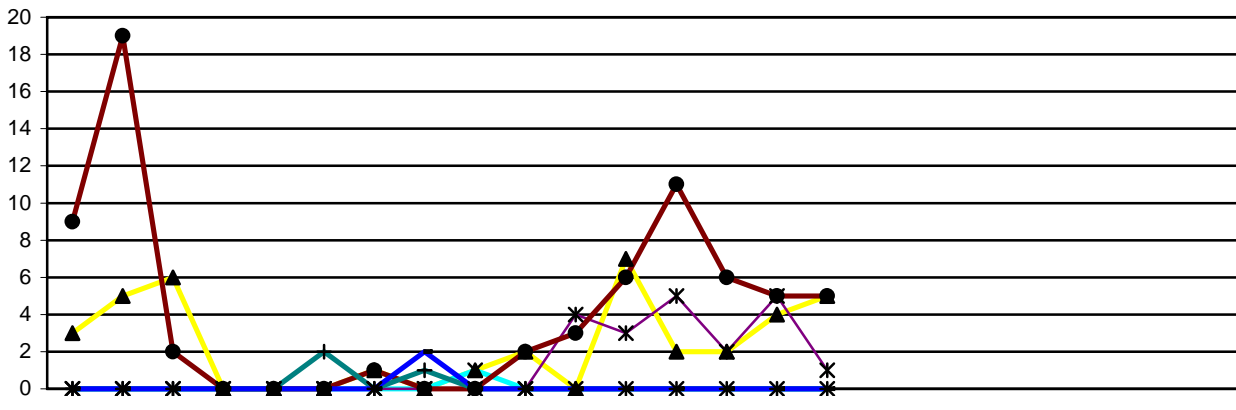
**Management Reporting Information to Council**  
**Health Professions Council**  
**Figures for April to July 2010**

<b>Education</b>	Programme approvals and visits	<b>2a</b>
	Programme monitoring	<b>2b</b>
	Major change submissions	<b>2c</b>
<b>Feedback</b>	Feedback	<b>3</b>
<b>Finance</b>	Consolidated Income and Expenditure	<b>4a</b>
	Consolidated Income budgeted & actual	<b>4b</b>
	Consolidated expenditure budgeted & actual	<b>4c</b>
	Consolidated Department Monthly Variances	<b>5</b>
	Consolidated Balance Sheet	<b>6</b>
	Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Human Resources</b>	HR Information	<b>8</b>
<b>Information &amp; IT</b>	IT Infrastructure	<b>9</b>
<b>Office Services</b>	Mail Volume	<b>10</b>
<b>Registration</b>	HPC Number of Registrants by Profession	<b>11</b>
<b>Grandparenting Registrations</b>	Status of grandparent applications at end of each month	<b>12</b>
	New Grandparent Applications Received	<b>13</b>
	Grandparent Registrations	<b>14</b>
<b>International Registrations</b>	Status of international applications at end of each month	<b>15</b>
	New International Applications Received	<b>16</b>
	International Registrations	<b>17</b>
<b>UK Registrations</b>	Status of UK applications at end of each month	<b>18</b>
	New UK Applications Received	<b>19</b>
	Renewal Information	<b>20</b>
<b>Grandparent, International &amp; UK Registrations</b>	Application Types Received	<b>21</b>
	New Registrants	<b>22</b>
	Registration Telephone Information	<b>23</b>
	Number of registrants with supplementary prescribing rights	<b>24</b>
<b>Fitness to Practise</b>	Total Cases Considered	<b>25</b>
	Enquiries and allegations: source	<b>26</b>
	Panel Hearings, Decisions	<b>27</b>
	Cases Pending: Investigating Committee	<b>28</b>
	Cases Pending: Conduct and Competence, Health & Review Hearing	<b>29</b>
<b>Registration Appeals</b>	Registration Appeals	<b>30</b>
<b>Protection of Title</b>	Protection of Title	<b>31</b>
<b>Health and Character</b>	Health and Character Declarations	<b>32</b>



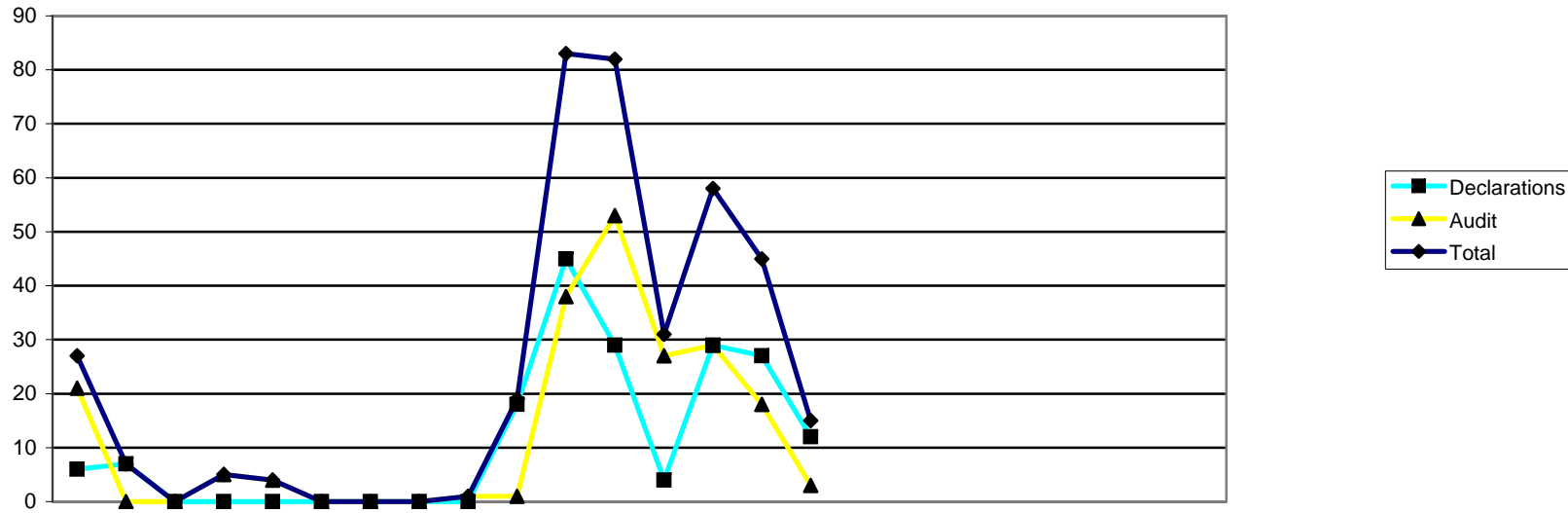
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Overview of approval visits</b>																									
<b>Number of visits</b>	6	5	6	0	0	1	2	3	2	2	3	8	10	5	8	4									
<b>Number of programmes visited</b>	12	24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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	27
27	117	86	84	80	57



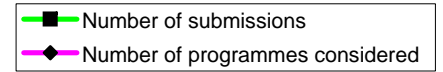
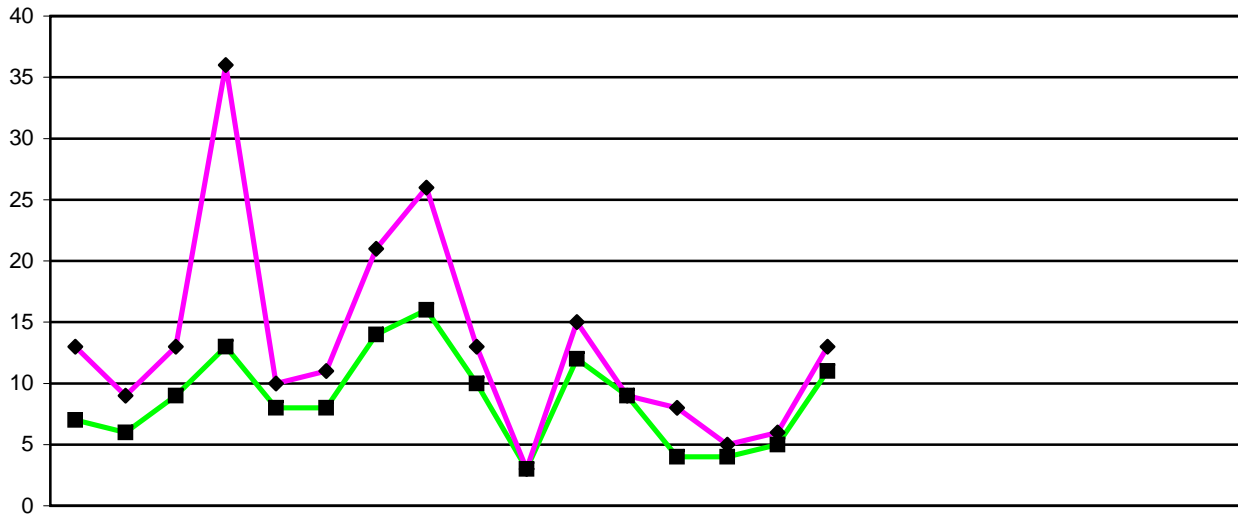
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Reason for programme visited</b>																									
<b>New programme (pre-registration)</b>	3	5	6	0	0	0	1	0	1	2	0	7	2	2	4	5									
<b>New programme (post-registration)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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	13
5	29	1	0	1	0
5	16	4	0	7	13
5	32	26	53	42	27
5	1	3	3	3	0
5	21	2	0	2	0
25	117	68	77	80	53



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Annual monitoring submissions</b>																								
<b>Declarations</b>	6	7	0	0	0	0	0	0	0	18	45	29	4	29	27	12								
<b>Audit</b>	21	0	0	5	4	0	0	0	1	1	38	53	27	29	18	3								
<b>Total</b>	27	7	0	5	4	0	0	0	1	19	83	82	31	58	45	15								

2005/6	2006/7	2007/8	2008/9	09/10	09/10
FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	72
51	184	135	136	123	77
164	278	278	303	228	149

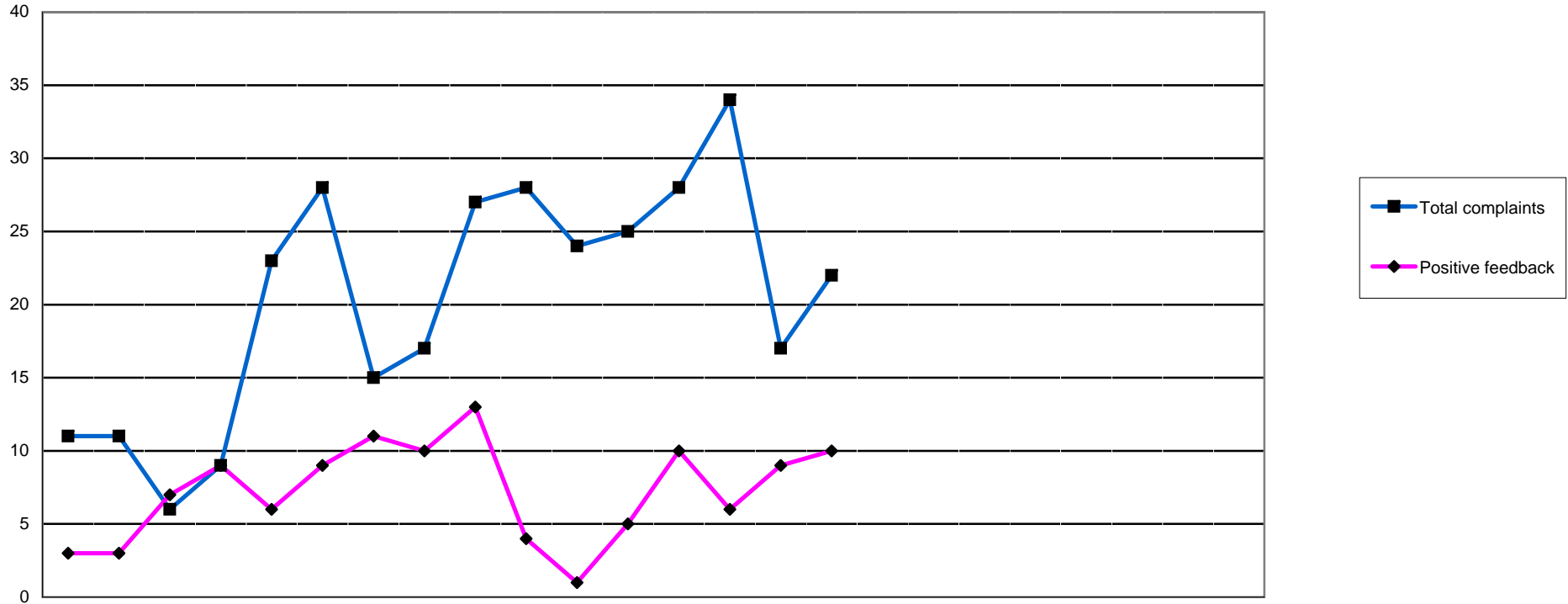


	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Major change submissions</b>																								
<b>Number of submissions</b>	7	6	9	13	8	8	14	16	10	3	12	9	4	4	5	11								
<b>Number of programmes considered</b>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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	24
25	97	109	141	179	32

Health Professions Council

Feedback April 2009 to March 2011



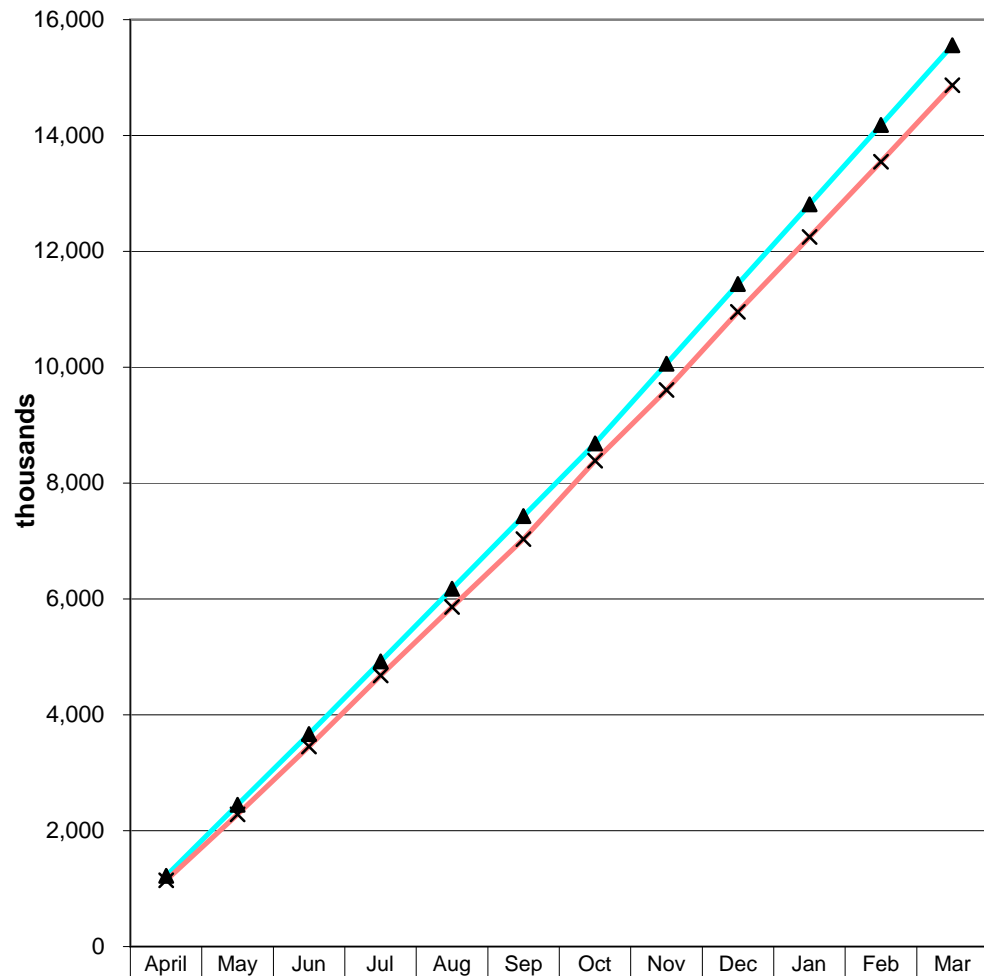
	2009			2010									2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Application process	0	0	0	0	0	0	0	0	0	0	1	3	1	3	4	4									39	23	28	29	4	12
Registration process	9	6	4	5	17	25	11	13	17	24	15	17	20	20	10	13									169	88	122	361	163	63
External comms	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0									24	6	6	4	1	0
Responsiveness	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0									6	2	0	0	2	0
Partner management	2	1	0	1	0	0	0	0	0	0	0	0	0	3	2	1									0	4	2	4	4	6
Rules/legislation	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	0									17	11	10	3	5	0
Other	0	3	1	1	4	2	4	4	10	3	8	5	7	8	1	4									7	16	18	44	45	20
<b>Total complaints</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>23</b>	<b>28</b>	<b>15</b>	<b>17</b>	<b>27</b>	<b>28</b>	<b>24</b>	<b>25</b>	<b>28</b>	<b>34</b>	<b>17</b>	<b>22</b>									<b>262</b>	<b>262</b>	<b>186</b>	<b>445</b>	<b>224</b>	<b>101</b>
<b>Positive feedback</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>10</b>									<b>187</b>	<b>19</b>	<b>27</b>	<b>37</b>	<b>81</b>	<b>35</b>

	2010				2011								Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000				
<b>INCOME</b>																
Registration Income	1,327	1,380	1,319	1,418									5,444	5,531	(87)	16,834
Cheque/credit card write off	(0)	0	0	0									0	0	0	(3)
<b>TOTAL INCOME*</b>	<b>1,327</b>	<b>1,380</b>	<b>1,319</b>	<b>1,418</b>									<b>5,444</b>	<b>5,531</b>	<b>(87)</b>	<b>16,831</b>
<b>EXPENDITURE</b>																
Chair	2	9	2	7									20	20	0	50
Chief Executive	23	34	24	26									107	106	(1)	313
Council & Committees	6	16	28	18									68	109	41	400
Communications	77	117	75	58									327	371	44	1,122
Depreciation	49	51	35	40									175	180	5	541
Education	66	69	67	59									261	283	22	745
Facilities Management	56	85	63	71									275	306	31	895
Finance	48	53	58	45									204	214	10	647
Fitness to Practise	500	502	563	651									2,216	2,350	134	7,146
Human Resources & Partners	45	87	65	60									257	318	61	932
IT Department	72	88	62	79									301	348	47	1,041
Operations Office	35	47	44	41									167	164	(3)	502
Policy & Standards	12	18	15	25									70	92	22	313
Major Projects	31	109	(0)	3									143	145	3	296
Registration	199	175	125	113									612	657	45	1,616
Secretariat	14	19	26	15									74	87	12	252
<b>TOTAL EXPENDITURE</b>	<b>1,236</b>	<b>1,478</b>	<b>1,250</b>	<b>1,312</b>									<b>5,277</b>	<b>5,752</b>	<b>475</b>	<b>16,811</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>91</b>	<b>(98)</b>	<b>68</b>	<b>106</b>									<b>167</b>	<b>(221)</b>	<b>388</b>	<b>20</b>

\* Total Income is excluding investment income

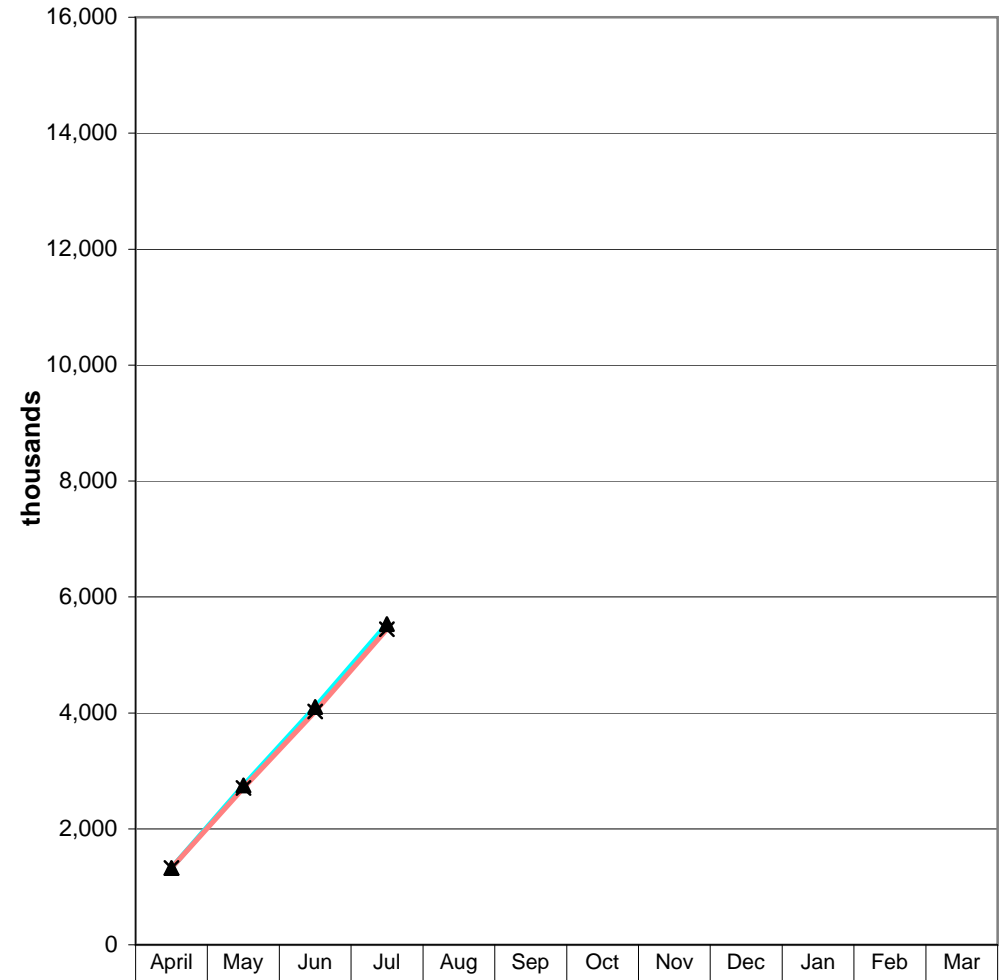
Note: No accruals have been posted for April

Income 2009/10 budgeted & actual



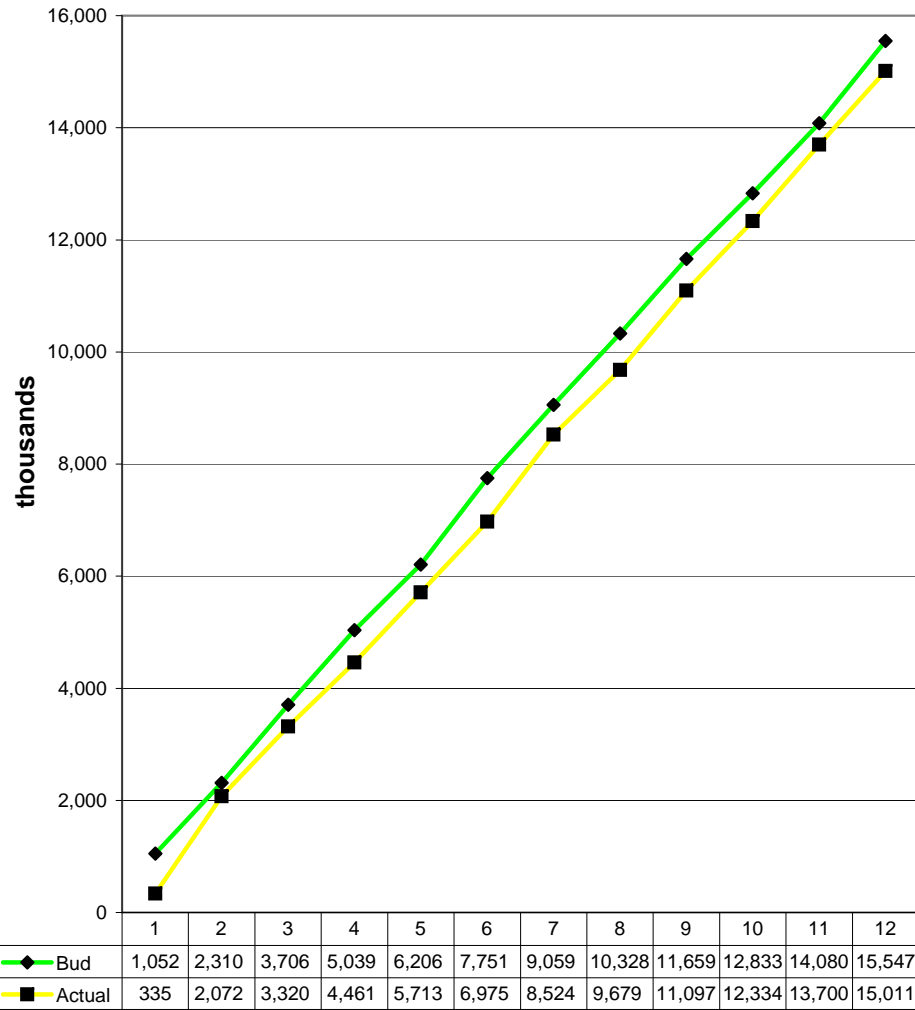
▲ Bud	1,223	2,446	3,668	4,923	6,177	7,431	8,686	10,060	11,435	12,810	14,185	15,559
× Actual	1,142	2,280	3,454	4,681	5,864	7,034	8,388	9,605	10,955	12,248	13,546	14,869

Income 2010/11 budgeted & actual

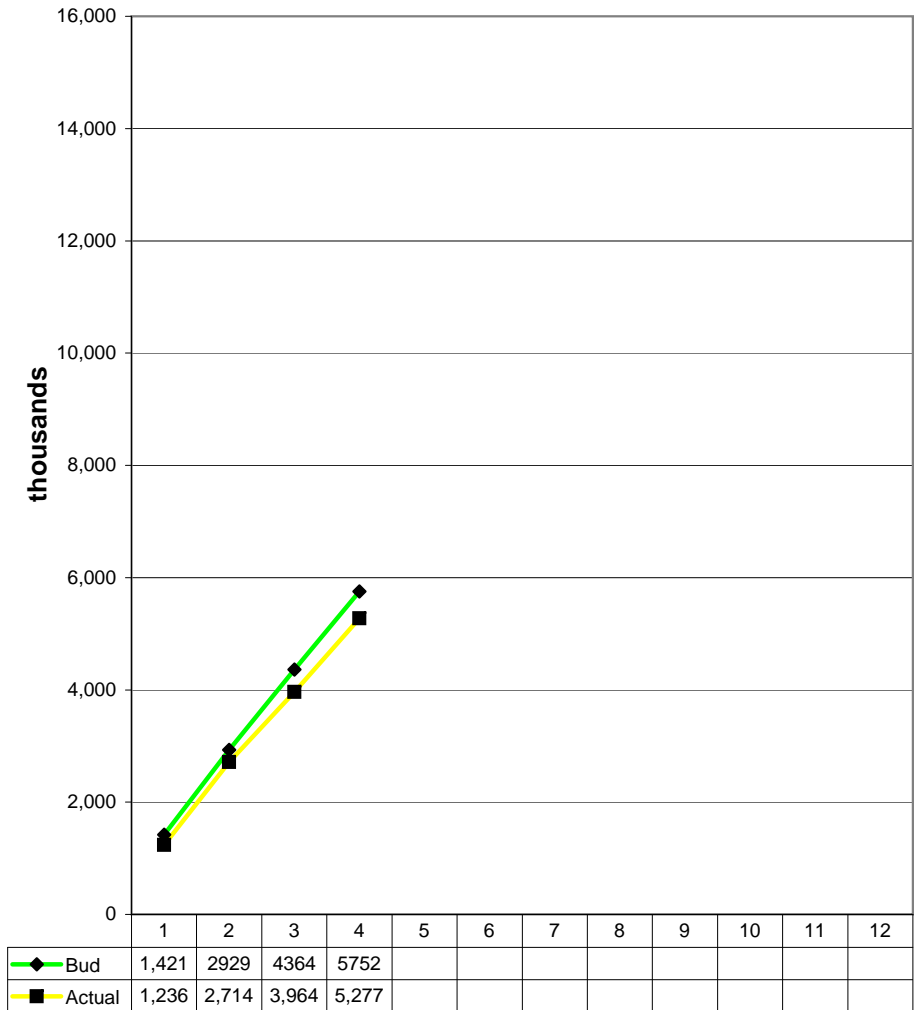


▲ Bud	1,323	2,751	4,104	5,531								
× Actual	1,327	2,707	4,026	5,444								

Expenditure 2009/10 budgeted & actual



Expenditure 2010/11 budgeted & actual





	2010				2011								Total to Jun £000	Budget Jun £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	2	(5)	3	0									0	20	20
Chief Executive	4	(9)	1	3									(1)	106	107
Council & Committees	7	12	16	6									41	109	68
Communications	9	(3)	(14)	52									44	371	327
Depreciation	(3)	(4)	9	4									5	180	175
Education	2	(2)	17	6									22	283	261
Facilities Management	22	(2)	10	2									31	306	275
Finance	2	(1)	(3)	12									10	214	204
Fitness to Practise	71	64	68	(68)									134	2,350	2,216
Human Resources & Partners	32	(9)	12	26									61	318	257
IT Department	8	(3)	36	7									47	348	301
Operations Office	3	(3)	(2)	(1)									(3)	164	167
Policy & Standards	8	10	7	(3)									22	92	70
Major Projects	21	(45)	15	12									3	145	143
Registration	(9)	29	11	14									45	657	612
Secretariat	5	1	1	6									12	87	74
<b>TOTAL BUDGET VARIANCE</b>	184	30	185	76									<b>475</b>	<b>5,752</b>	<b>5,277</b>
<b>TOTAL MONTHLY BUDGET</b>	1,421	1,507	1,436	1,388											<b>5,752</b>
<b>TOTAL EXPENDITURE</b>	1,236	1,478	1,250	1,312											<b>5,277</b>

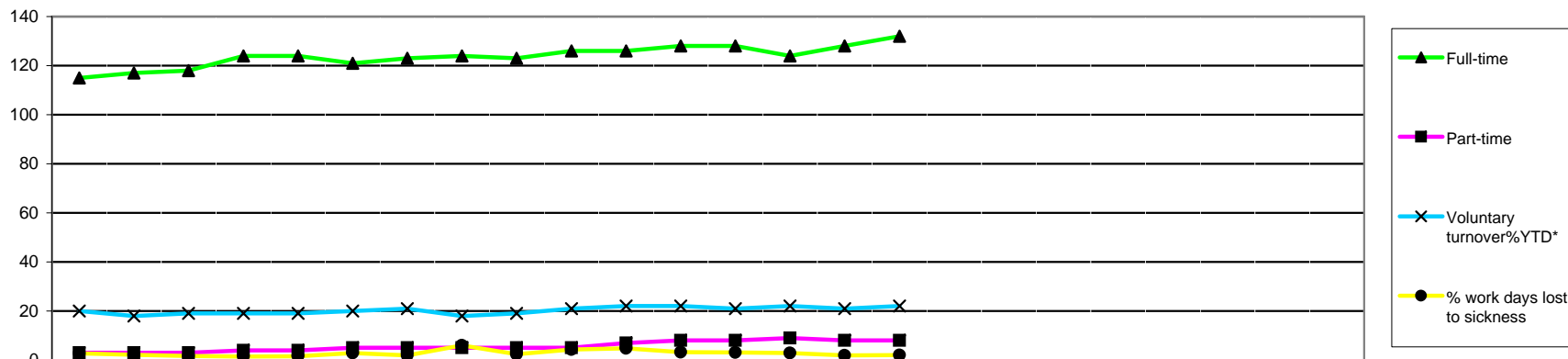
\* Total Income is excluding investment income

	<i>Actual</i> £000	2010					2011						
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000
<b>Non-current Assets</b>													
Property, Plant and Machinery	2,567	2,574	2,587	2,613	2,611								
Intangible assets	964	926	963	947	945								
<b>TOTAL FIXED ASSETS</b>	<b>3,531</b>	<b>3,500</b>	<b>3,550</b>	<b>3,560</b>	<b>3,556</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CURRENT ASSETS</b>													
Other current assets	207	489	445	374	359								
Financial assets	1,926	1,912	1,834	1,766	1,851								
Bank & Cash	5,649	5,822	5,269	4,772	5,427								
	7,782	8,223	7,548	6,912	7,637	0	0	0	0	0	0	0	0
<b>CURRENT LIABILITIES</b>													
Trade and other payables	(426)	(352)	(573)	(536)	(601)								
Other Liabilities	(1,129)	(817)	(925)	(855)	(887)								
Deferred income	(8,814)	(9,518)	(8,751)	(8,223)	(8,665)								
	(10,369)	(10,687)	(10,249)	(9,614)	(10,153)	0	0	0	0	0	0	0	0
<b>Total assets less liabilities</b>	<b>944</b>	<b>1,036</b>	<b>849</b>	<b>858</b>	<b>1,040</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Represented by:													
Revaluation Reserve	4	4	4	4	4								
Income and expenditure account	940	1,032	845	854	1,036								
	944	1,036	849	858	1,040	0	0	0	0	0	0	0	0

\* Balance sheet includes investment income

	Actual Mar 10 £000	2010											2011			Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000			
<b>Opening Balance</b>		5,649	5,820	5,269	4,771	5,427	5,427	5,427	5,427	5,427	5,427	5,427	5,427			
Registration Income		1,327	1,380	1,318	1,419									5,444		
Investment Income		2	6	7	13									28		
Investment Sales		12	0	12	13									37		
Deferred Income Movements		705	(766)	(531)	442									(150)		
Department of Health funding														0		
<b>Total Cash Receipts</b>		<b>2,046</b>	<b>620</b>	<b>806</b>	<b>1,887</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,359</b>		
Expenditure		1,236	1,478	1,250	1,312									5,276		
Depreciation		(49)	(51)	(35)	(40)									(175)		
Asset disposal / writeoff		0	0	0	0									0		
Aged Cred / Accrual Movements		387	(325)	107	(97)									72		
Debtor Movements		282	(44)	(72)	(14)									152		
<b>Payments to Creditors</b>		<b>1,856</b>	<b>1,058</b>	<b>1,250</b>	<b>1,161</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5,325</b>		
Capital Expenditure		19	100	42	38									199		
Capital write-off														0		
Investment Purchases		0	13	12	32									57		
														0		
<b>Other Payments</b>		<b>19</b>	<b>113</b>	<b>54</b>	<b>70</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>256</b>		
<b>Closing Balance</b>	<b>5,649</b>	<b>5,820</b>	<b>5,269</b>	<b>4,771</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>	<b>5,427</b>			

\* Cash flow includes investment income

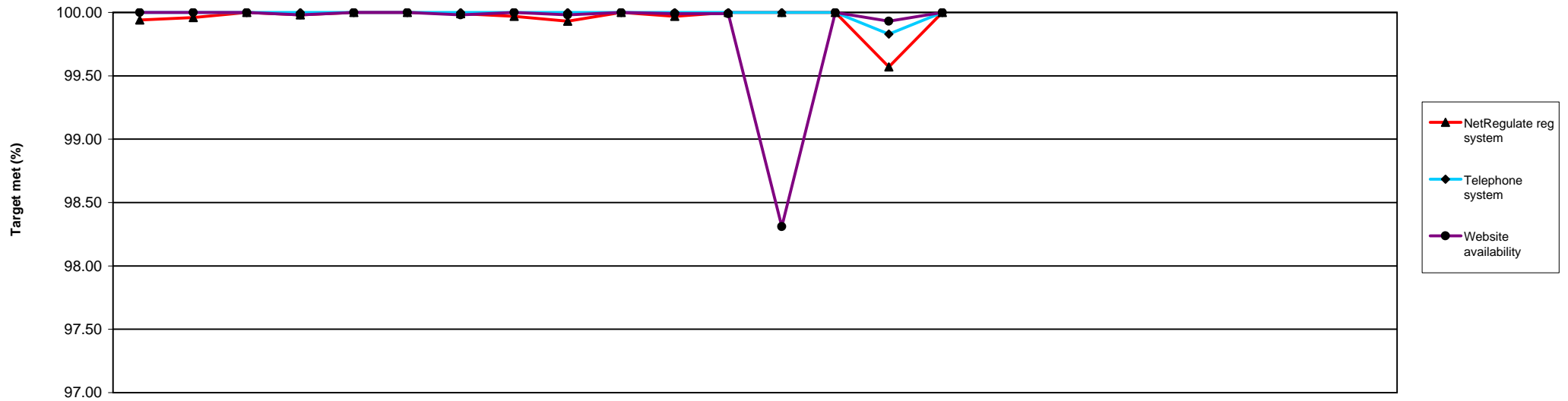


	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD				
<b>EMPLOYEES</b>																																		
Budgeted employees	132	132	132	132	132	132	132	132	132	132	132	132	144	144	144	144	144	144	144	144	144	144	144	144				124	132	144				
<b>Total employees</b>	<b>118</b>	<b>120</b>	<b>121</b>	<b>128</b>	<b>128</b>	<b>126</b>	<b>128</b>	<b>129</b>	<b>128</b>	<b>131</b>	<b>133</b>	<b>136</b>	<b>136</b>	<b>133</b>	<b>137</b>	<b>140</b>									<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>136</b>	<b>140</b>				
Full-time	115	117	118	124	124	121	123	124	123	126	126	128	128	124	128	132									73	75	104	113	124	132				
Part-time	3	3	3	4	4	5	5	5	5	5	7	8	8	9	8	8								5	4	3	3	5	8					
FTE	117	119	120	126	126	124	126	127	126	129	131	134	134	131	134	138								76	77	106	115	127	138					
<b>Permanent</b>	<b>115</b>	<b>116</b>	<b>117</b>	<b>122</b>	<b>123</b>	<b>123</b>	<b>123</b>	<b>126</b>	<b>125</b>	<b>128</b>	<b>129</b>	<b>131</b>	<b>130</b>	<b>129</b>	<b>132</b>	<b>134</b>								<b>74</b>	<b>78</b>	<b>101</b>	<b>113</b>	<b>126</b>	<b>134</b>					
Starters (permanent)	4	5	1	5	2	1	3	3	2	5	4	2	1	0	4	3								6	46	42	36	37	8					
Leavers (permanent)	1	1	2	0	3	2	3	2	2	3	2	1	0	2	1	1								3	20	17	22	22	4					
Voluntary turnover%YTD*	20	18	19	19	19	20	21	18	19	21	22	22	21	22	21	22								*	30	26	19	20	22					
Overall turnover% YTD*	20	18	19	19	19	20	21	18	19	21	22	22	22	23	21	22												20	20	22				
<b>Fixed-Term Contracts</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>4</b>								<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>4</b>					
Starters (fixed-term)	0	0	0	3	1	1	1	0	0	0	1	1	1	0	1	0																		
Leavers (fixed-term)	0	0	0	1	0	1	0	1	0	0	0	0	1	1	0	0																		
Agency days	77	33	34	30	55	118	200	147	154	95	187	255	21	27	13									95	2590	2742	1,149	1385	61					
% work days lost to sickness	3	2	2	1	2	3	2	6	2	4	5	3	3	3	2	2								*	4	3	4	3	2					
Average sick-days YTD	7	7	7	6	6	6	6	6	6	7	7	7	7	8	8	8											8	7	8					
<b>Sick-days</b>	<b>65</b>	<b>50</b>	<b>46</b>	<b>44</b>	<b>40</b>	<b>79</b>	<b>53</b>	<b>163</b>	<b>59</b>	<b>113</b>	<b>128</b>	<b>103</b>	<b>85</b>	<b>73</b>	<b>58</b>	<b>63</b>								<b>846</b>	<b>795</b>	<b>777</b>	<b>847</b>	<b>943</b>	<b>279</b>					
<b>O.H. Refs</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>								<b>0</b>	<b>18</b>	<b>19</b>	<b>27</b>	<b>10</b>	<b>7</b>					

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

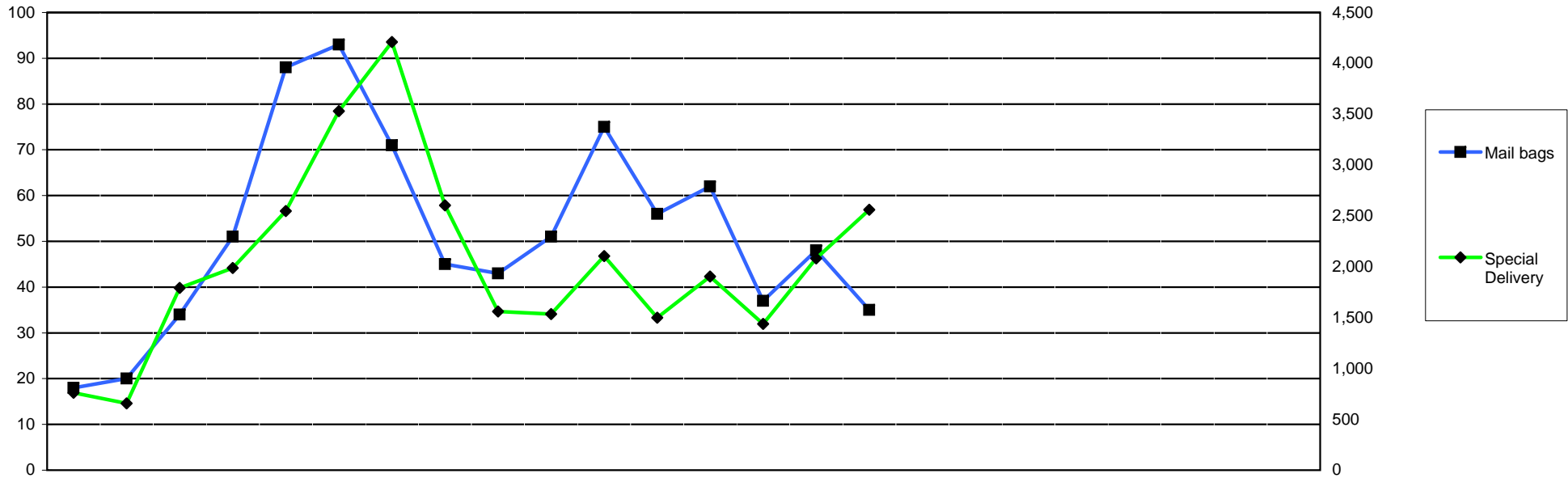
\* **Overall Turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

FTE: Full-time equivalen



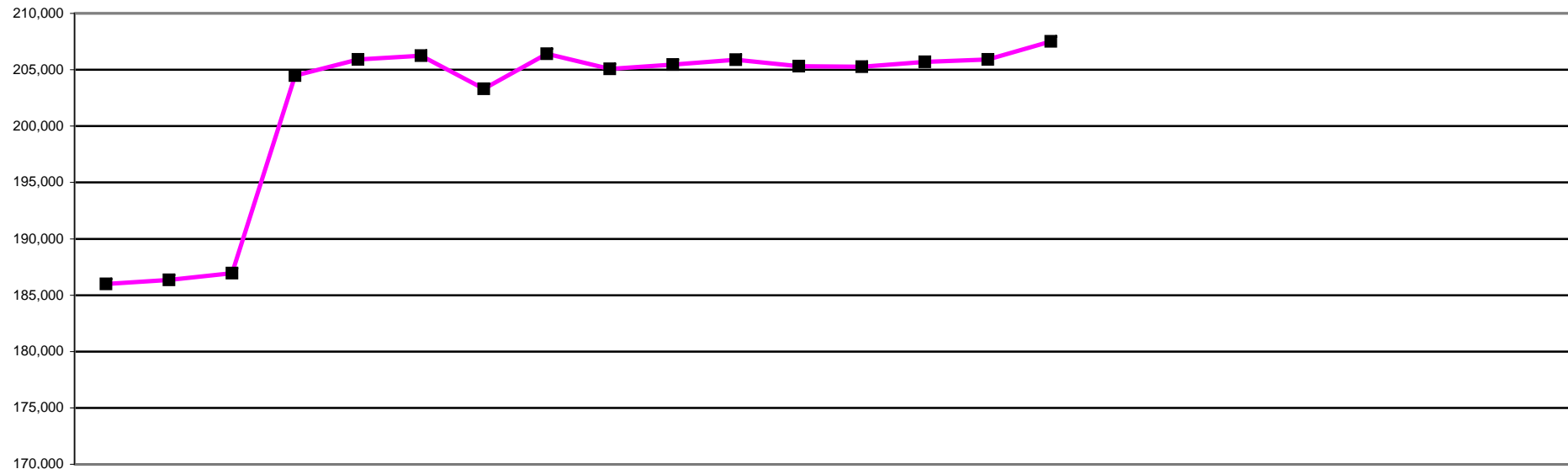
	2009		2010										2011										2006/7	2007/8	2008/9	09/10	10/11					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD			
NetRegulate reg system	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00	99.57	100.00												99.99	99.87	99.89	99.98	99.89
Telephone system	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00												99.99	99.83	99.92	100.00	99.96
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00	99.93	100.00												99.99	100.00	100.00	99.99	99.56

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



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Mail bags</b>	18	20	34	51	88	93	71	45	43	51	75	56	62	37	48	35									
<b>Special Delivery</b>	762	656	1,791	1,989	2,547	3,530	4,209	2,604	1,561	1,536	2,104	1,498	1,905	1,437	2,082	2,561									

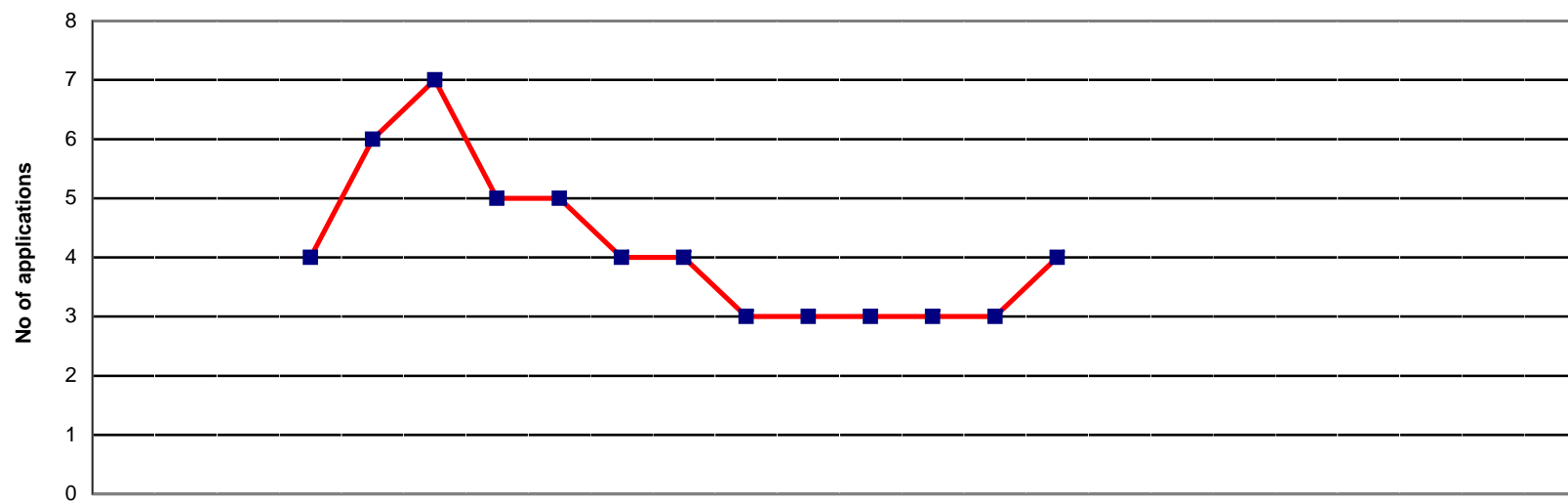
2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	182
13,641	10,469	19,076	20,383	24,787	7,985



	2009			2010									2011									2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar			
AS	2,592	2,602	2,621	2,636	2,659	2,690	2,718	2,740	2,755	2,768	2,779	2,785	2,797	2,796	2,650	2,688										2,509	2,576	2,785	2,796		
BS	22,413	22,418	22,484	22,546	22,546	22,569	22,516	22,533	21,703	21,786	21,836	21,894	21,946	21,981	22,056	22,113											21,560	22,381	21,894	21,981	
CH	12,595	12,596	12,609	12,723	12,812	12,837	12,875	12,894	12,899	12,876	12,885	12,897	12,870	12,858	12,788	12,823											13,055	12,581	12,897	12,858	
CS	4,434	4,453	4,467	4,456	4,454	4,434	4,326	4,351	4,372	4,394	4,408	4,444	4,474	4,491	4,504	4,519											4,183	4,405	4,444	4,491	
DT	6,722	6,735	6,777	6,920	6,995	7,035	7,097	7,122	7,126	7,137	7,146	7,160	7,142	7,126	6,841	6,981											6,663	6,700	7,160	7,126	
HAD+													1,577	1,575	1,578	1,579														1,575	
OT	30,166	30,245	30,321	30,567	30,914	30,954	27,524	29,805	30,016	30,127	30,205	30,351	30,440	30,494	30,562	30,743											28,107	30,122	30,351	30,494	
ODP	9,633	9,636	9,645	9,665	9,687	9,791	9,938	9,969	10,012	10,048	10,063	10,085	10,130	10,134	10,099	10,087											9,458	9,587	10,085	10,134	
OR	1,276	1,275	1,270	1,277	1,283	1,237	1,250	1,257	1,263	1,263	1,262	1,260	1,261	1,261	1,260	1,270											1,239	1,278	1,260	1,261	
PA	15,075	15,154	15,186	15,281	15,338	15,072	15,300	15,444	15,537	15,589	15,683	15,766	15,866	15,905	15,950	16,019											13,703	15,019	15,766	15,905	
PH	42,669	42,840	42,997	43,700	44,176	44,387	44,551	44,690	44,777	44,734	44,791	44,651	42,436	42,629	42,875	43,350											42,490	42,676	44,651	42,629	
PYL*				15,536	15,553	15,600	15,794	16,071	15,038	15,244	15,379	15,583	15,723	15,813	15,955	16,058														15,583	15,813
PO	877	874	876	873	872	870	846	854	860	865	867	869	869	870	869	871											832	877	869	870	
RA	25,357	25,338	25,494	26,001	26,217	26,323	26,466	26,471	26,465	26,319	26,260	25,195	25,307	25,334	25,460	25,850											23,541	25,318	25,195	25,334	
SL	12,195	12,186	12,203	12,304	12,403	12,458	12,099	12,216	12,258	12,298	12,315	12,371	12,418	12,440	12,461	12,565												11,375	12,169	12,371	12,440
<b>Total</b>	<b>186,004</b>	<b>186,352</b>	<b>186,950</b>	<b>204,485</b>	<b>205,909</b>	<b>206,257</b>	<b>203,300</b>	<b>206,417</b>	<b>205,081</b>	<b>205,448</b>	<b>205,879</b>	<b>205,311</b>	<b>205,256</b>	<b>205,707</b>	<b>205,908</b>	<b>207,516</b>											<b>178,715</b>	<b>185,689</b>	<b>205,311</b>	<b>205,707</b>	

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



	2009			2010									2011											
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info				3	4	4	3	3	3	3	3	3	3	3	3	4								
At scrutiny				1	2	3	2	2	1	1	0	0	0	0	0	0								
Pending reg fee				0	0	0	0	0	0	0	0	0	0	0	0	0								
<b>Total</b>				4	6	7	5	5	4	4	3	3	3	3	3	4								

09/10 FYE	10/11 YTD
3	3
1	0
0	0
5	3
<b>AVERAGE</b>	

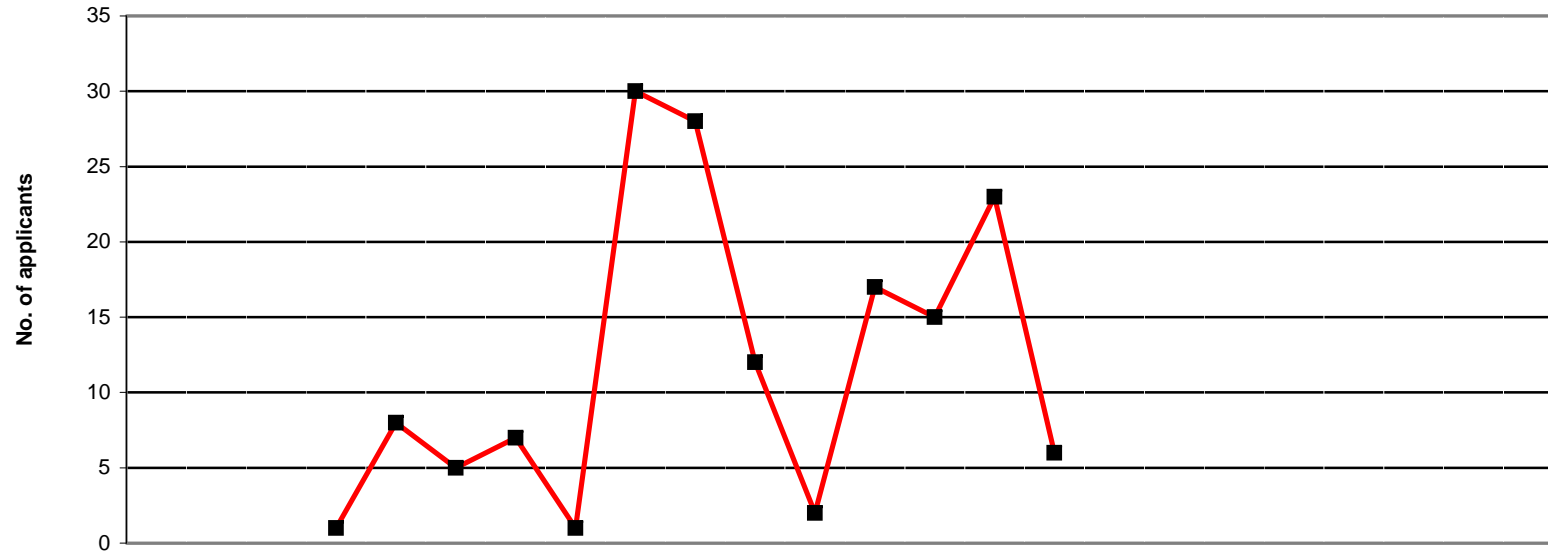
NOTE: Information covers grandparenting applications status progress only  
 Represents the current workload within the grandparenting section as at the end of the month

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



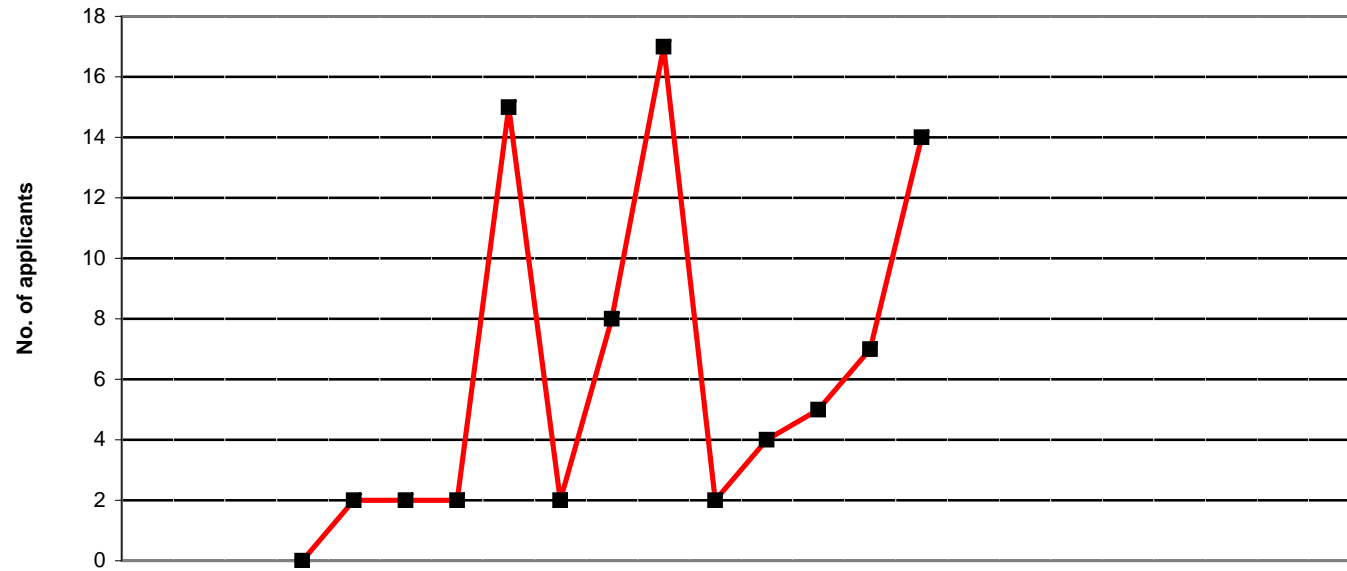
Health Professions Council

New Grandparent Applications Received April 2009 - March 2011 Registration Department



	2009			2010												2011			09/10 FYE	10/11 YTD							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			Oct	Nov	Dec	Jan	Feb	Mar	
Practitioner psychologists *				1	8	5	7	1	30	28	12	2	17	15	23	6										155	61

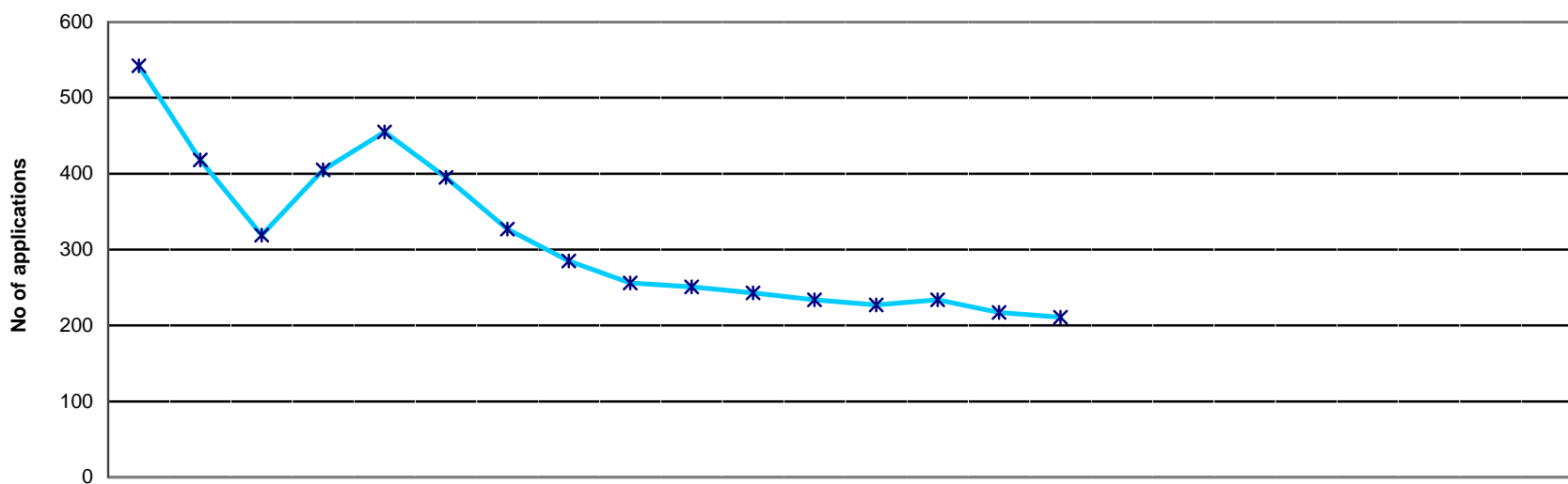
\* Practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Practitioner psychologists *				0	2	2	2	15	2	8	17	2	4	5	7	14								

09/10 FYE	10/11 YTD
80	30

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



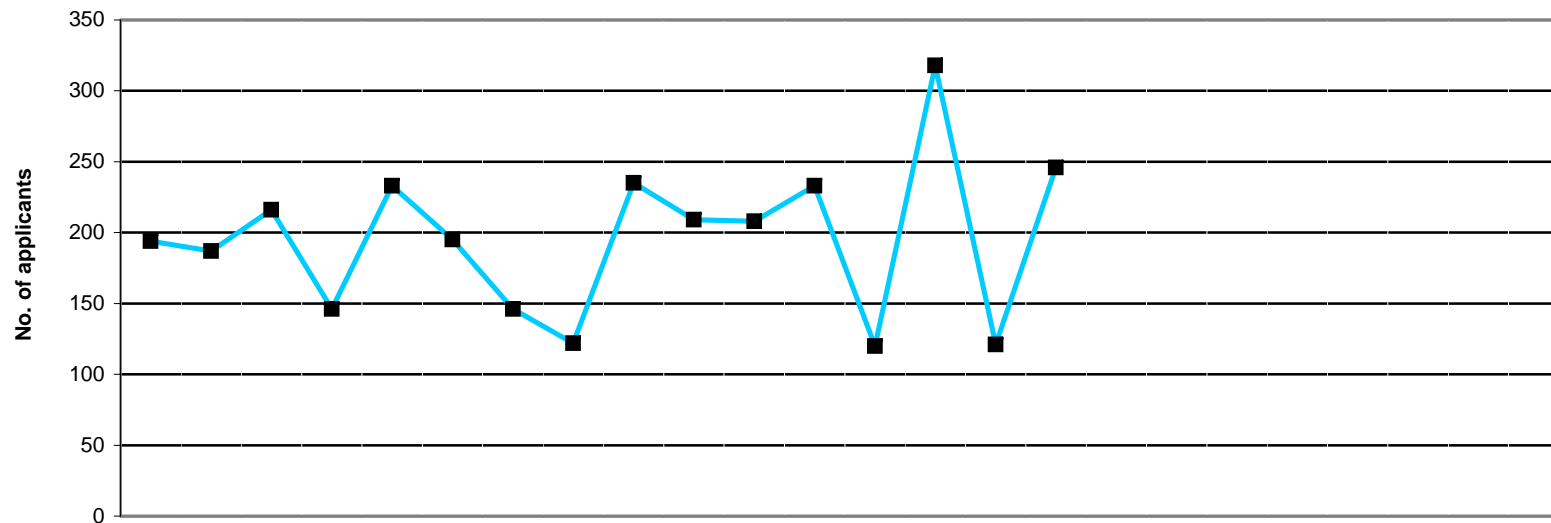
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum info	71	72	71	89	83	85	85	84	85	86	86	85	86	85	83	83									
At scrutiny	308	232	174	208	272	202	160	148	140	126	123	116	111	116	105	101									
Pending reg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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
1,588	353	6	46	82	84
909	816	458	320	184	108
411	329	178	140	78	30
<b>2,908</b>	<b>1,498</b>	<b>642</b>	<b>506</b>	<b>344</b>	<b>222</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

Health Professions Council

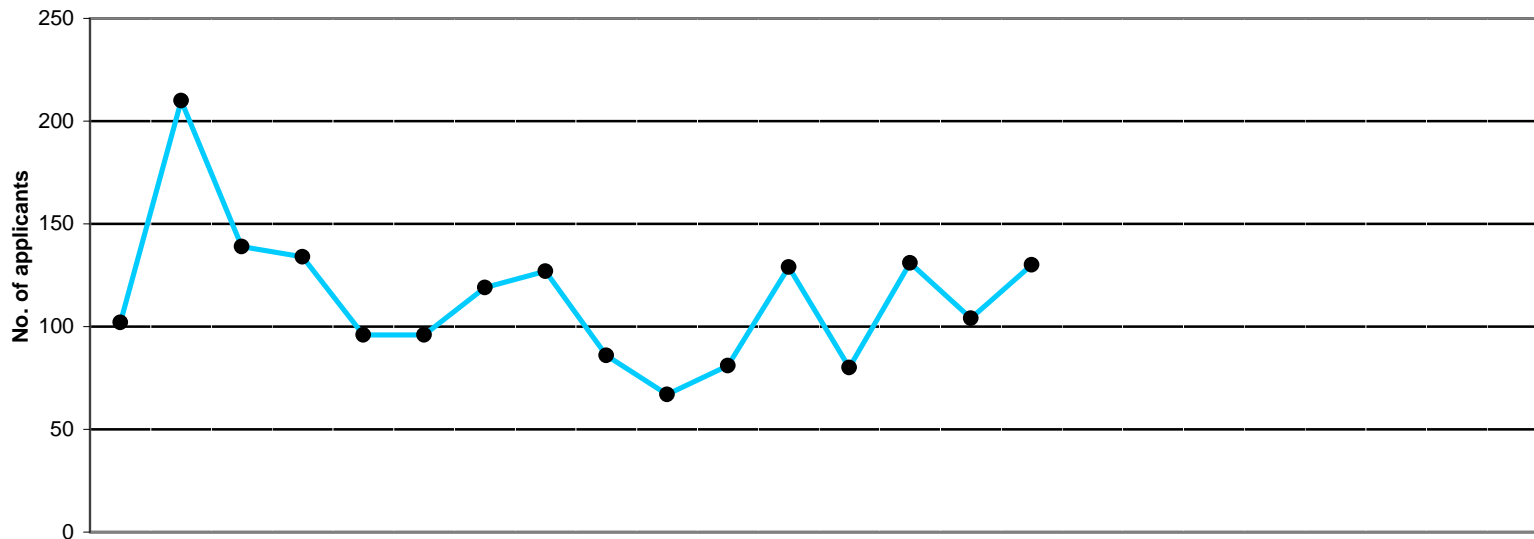
New International Applications Received April 2009 - March 2011



	2009			2010									2011						2008/9 FYE	09/10 FYE	10/11 YTD									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov	Dec	Jan	Feb	Mar			
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3	4										16	12	9		
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14	31											307	290	90	
Chirops/ Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0	3											23	34	12	
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4	7											50	61	22	
Dietitians	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7	16											132	137	48	
Hearing aid disps+													0	0	0	0														0
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14	29												404	340	117
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2	0	2											8	10	4	
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0											3	1	1	
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3	6											46	50	16	
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38	70											774	745	236	
Pract psychs*				2	11	13	13	16	28	22	21	30	14	27	14	24													211	79
Prosth/Orthotists	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0											9	3	1	
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17	43												364	312	128
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6	11												154	173	42
<b>Total</b>	<b>194</b>	<b>187</b>	<b>216</b>	<b>146</b>	<b>233</b>	<b>195</b>	<b>146</b>	<b>122</b>	<b>235</b>	<b>209</b>	<b>208</b>	<b>233</b>	<b>120</b>	<b>318</b>	<b>121</b>	<b>246</b>											<b>2,290</b>	<b>2,379</b>	<b>805</b>	

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

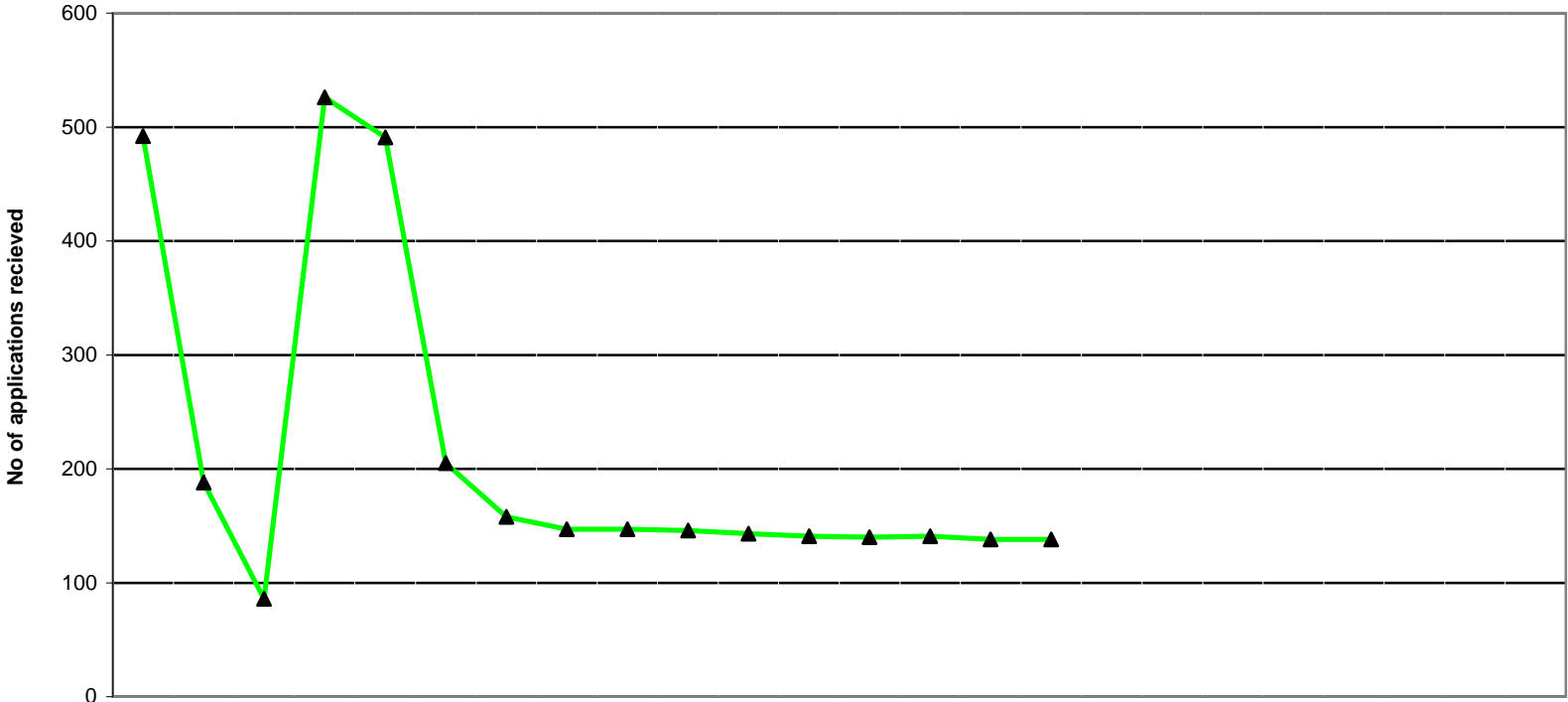
\* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
3	6	8	6	4	4
417	439	231	236	162	50
26	35	30	28	22	5
25	37	39	27	15	5
93	138	94	97	80	28
					0
615	509	302	283	255	76
6	7	5	2	5	1
3	3	4	2	0	1
6	16	14	22	25	5
1,193	985	567	608	460	138
				70	33
6	4	6	3	1	2
496	820	428	336	206	55
218	173	134	105	114	42
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>1,755</b>	<b>1,419</b>	<b>445</b>

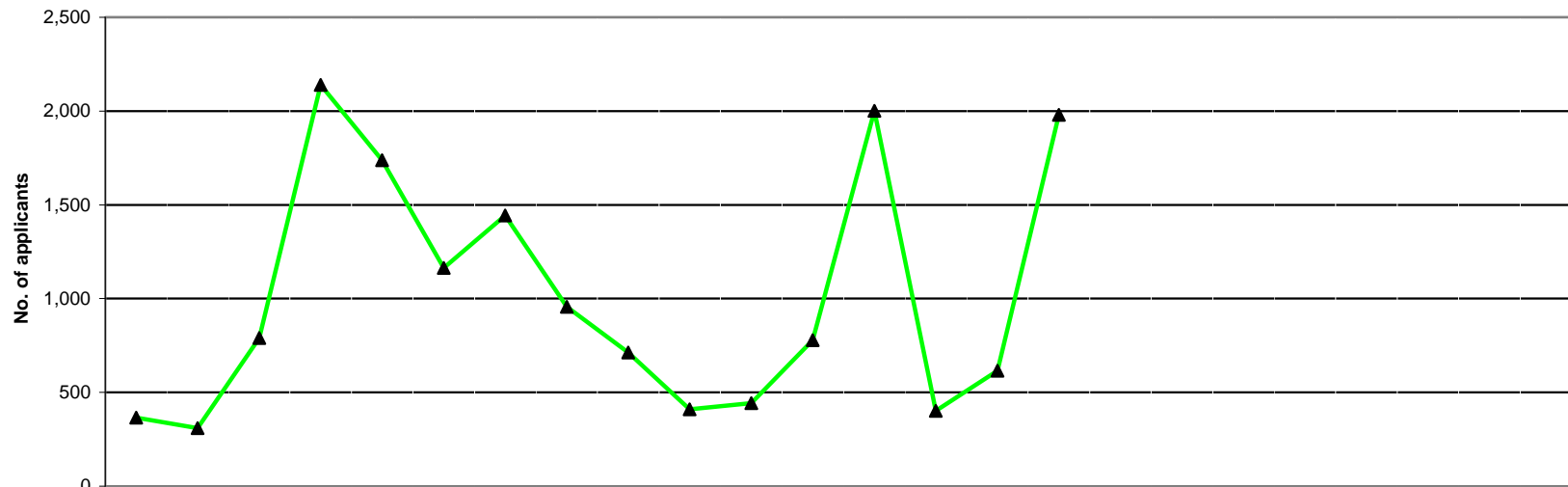
\* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
477	279	302	632	227	137
33	84	51	31	11	1
2	28	6	2	1	1
512	391	359	665	239	139
<b>AVERAGE</b>					

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

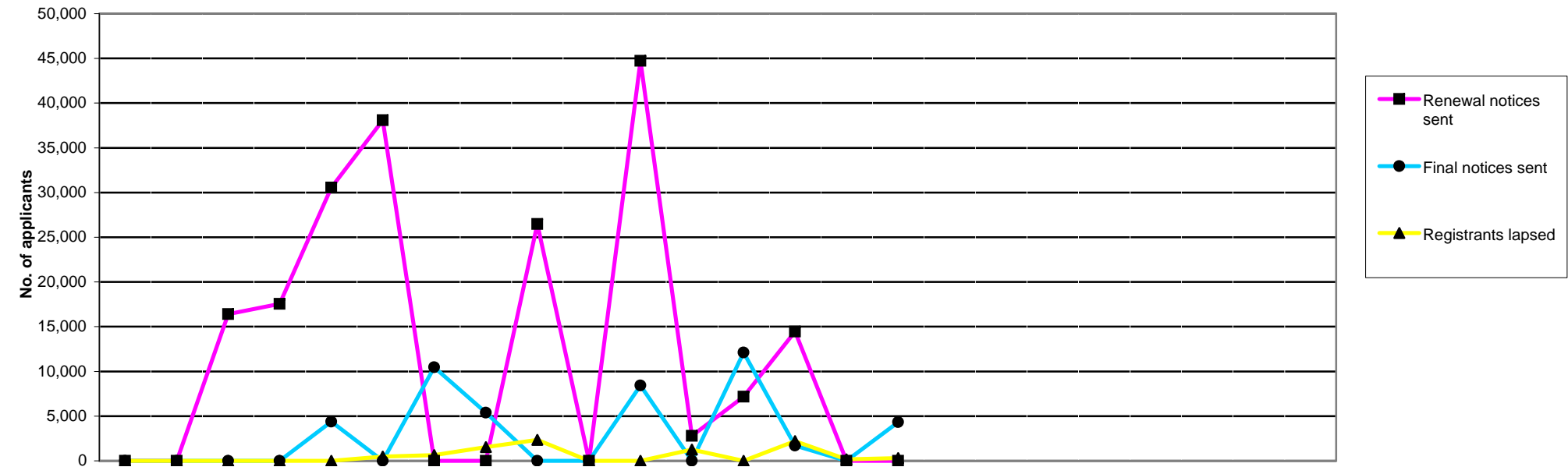


	2009												2010												2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD						
Arts therapists	22	14	23	22	35	24	26	23	14	10	6	15	18	15	14	29									234	184	170	235	234	76						
Bio. scientists	45	44	45	93	106	85	94	88	78	56	46	51	43	50	64	83									912	690	689	836	831	240						
Chirops/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4	15	134									155	145	167	282	429	154						
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18	18	23									399	341	415	469	218	91						
Dietitians	16	8	54	151	60	36	51	13	15	6	2	32	17	10	34	145									367	331	359	452	444	206						
Hearing aid disps+													1,577	2	5	2														1,586						
OTs	55	41	90	318	356	243	231	145	73	46	54	111	44	40	47	235									1,544	1,327	1,321	1,873	1,763	366						
ODPs	34	16	9	16	61	120	121	37	35	19	12	28	38	10	10	11									754	668	804	636	508	69						
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0	1	14									34	41	41	106	46	15						
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69	56	101									1,247	807	931	1,402	1,158	292						
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57	87	554									2,051	2,120	2,276	2,531	2,221	741						
Pract psychs*				15564**	68	92	250	317	256	98	111	160	92	93	117	73													1,727	375						
Prosth/orthotists	1	1	1	1	3	1	12	8	3	4	1	1	1	1	0	1									46	32	35	51	37	3						
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11	124	449									1,008	1,051	1,108	1,377	1,251	590						
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22	24	126									746	582	655	834	759	196						
<b>Total</b>	<b>365</b>	<b>310</b>	<b>790</b>	<b>2,140</b>	<b>1,738</b>	<b>1,163</b>	<b>1,444</b>	<b>956</b>	<b>713</b>	<b>410</b>	<b>443</b>	<b>779</b>	<b>2,002</b>	<b>402</b>	<b>616</b>	<b>1,980</b>									<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>11,084</b>	<b>11,626</b>	<b>5,000</b>						

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

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

+Hearing Aid Dispensers migrated on in April 2010



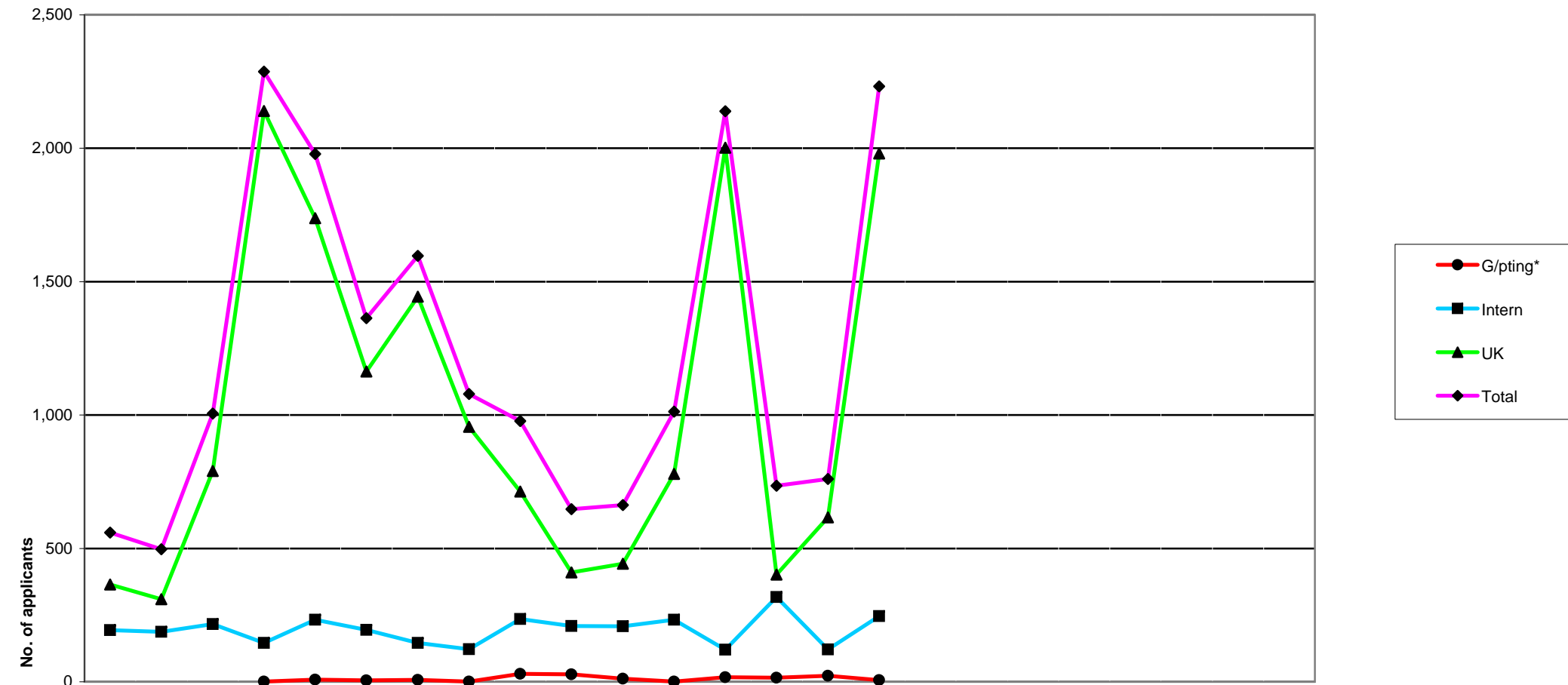
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Renewal notices sent</b>	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451	0	0									
<b>Final notices sent</b>	0	0	0	0	4,391	0	10,456	5,396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

<b>Registrants lapsed</b>	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
	0	0	0	0	0	462	645	1,534	2,355	0	0	1,263	0	2,204	162	315

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	21,616
36,261	25,909	50,531	9,546	28,683	18,151
178,624	53,620	204,513	38,684	205,253	39,767

9,448	5,388	8,885	5,550	6,259	2,681
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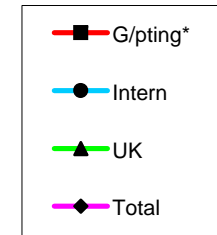
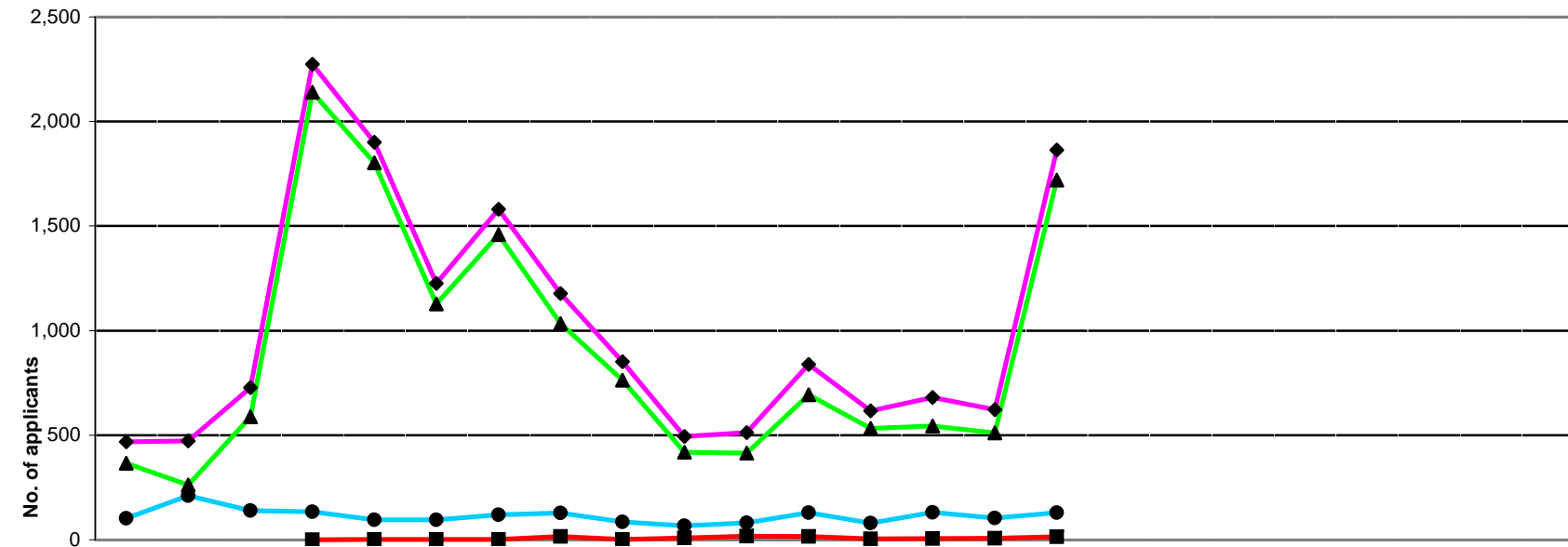


Apps Received	2009			2010									2011											
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting*				1	8	5	7	1	30	28	12	1	17	15	23	6								
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246								
UK	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616	1,980								
<b>Total</b>	<b>559</b>	<b>497</b>	<b>1,006</b>	<b>2,287</b>	<b>1,979</b>	<b>1,363</b>	<b>1,597</b>	<b>1,079</b>	<b>978</b>	<b>647</b>	<b>663</b>	<b>1,013</b>	<b>2,139</b>	<b>735</b>	<b>760</b>	<b>2,232</b>								

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	92	93	61
4,626	3,504	2,300	2,290	2,324	805
9,497	8,319	8,971	11,199	11,251	5,000
16,602	11,843	11,271	13,581	13,668	5,866

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

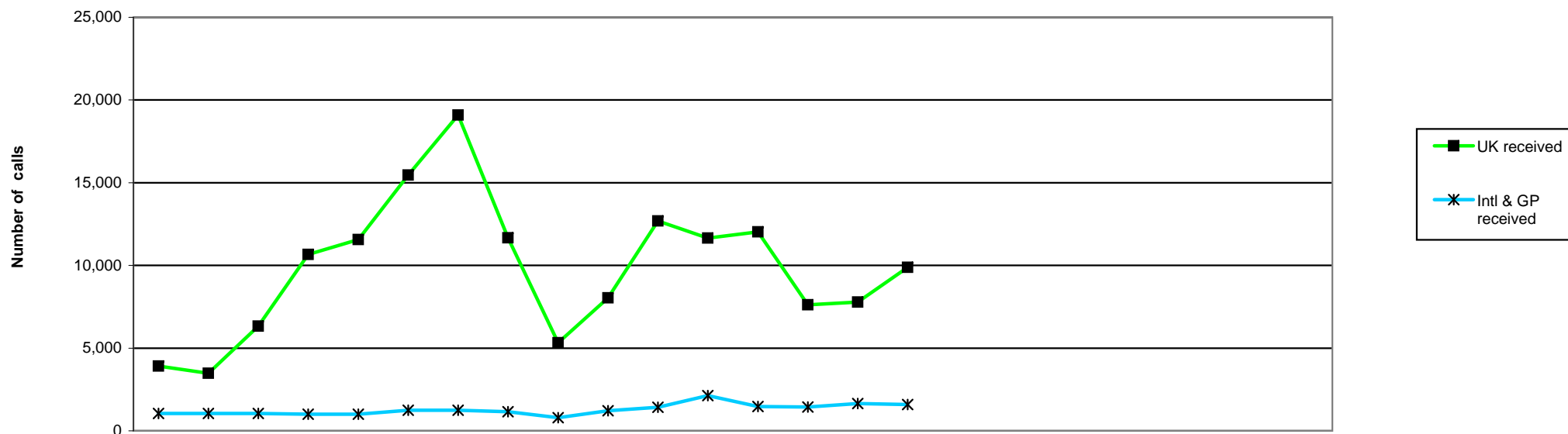
\* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011												
	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 *				0	2	2	2	15	2	8	17	15	4	5	7	14									
Intern	102	210	139	134	96	96	119	128	86	67	81	129	80	131	104	130									
UK	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511	1,720									
Total	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	622	1,864									

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	30
3,107	3,172	1,862	1,756	1,387	445
9,474	8,870	8,355	10,774	11,069	3,308
14,876	12,325	10,226	12,530	12,519	3,783

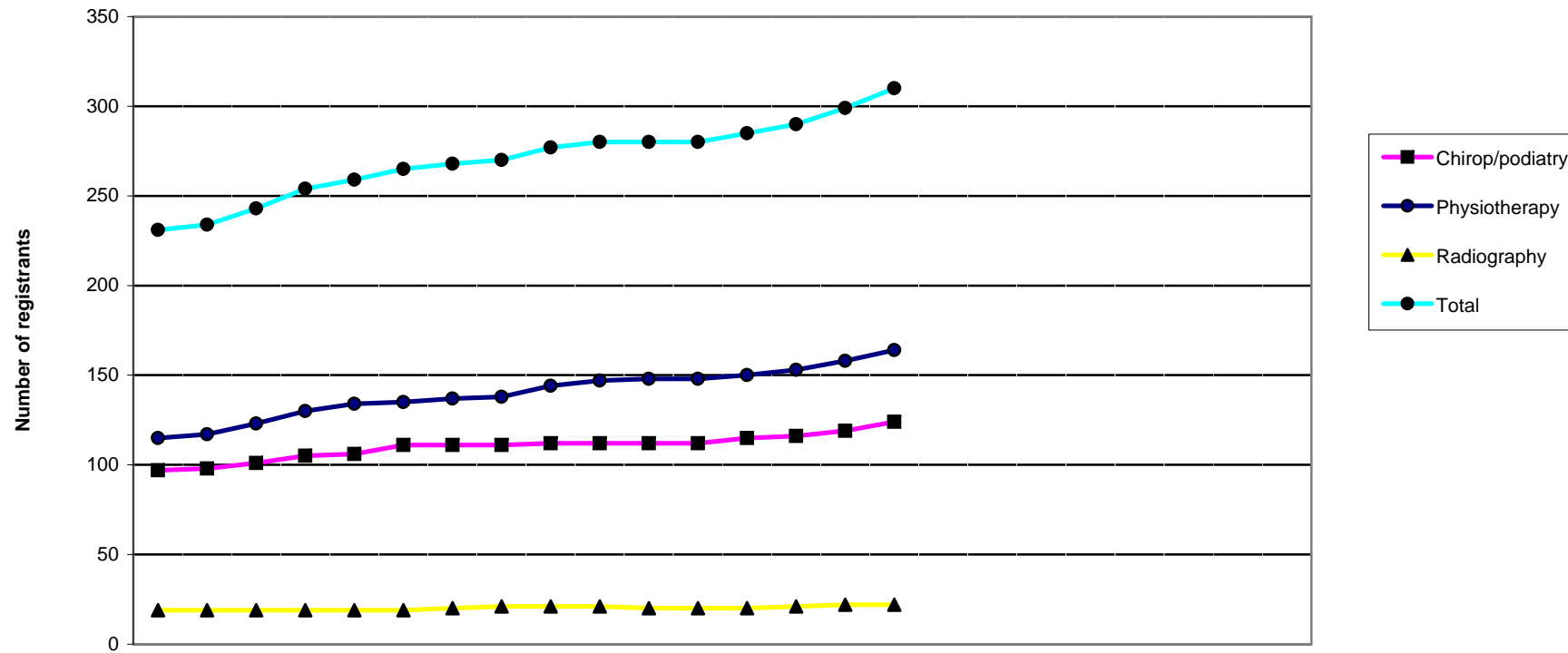
\* No grandparenting registrations until practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
<b>Intl &amp; GP</b>																															
<b>Intl &amp; GP received</b>	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	1,211	1,419	2,130	1,471	1,438	1,651	1,584										40,070	19,612	14,428	12,732	14,348	6,144
<b>Answered</b>	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157	1,321	1,883	1,347	1,371	1,551	1,499										33,467	17,896	13,388	11,397	14,185	5,768
<b>Calls answered (%)</b>	96	94	98	98	99	96	94	92	94	96	93	88	92	95	94	95										84	92	93	90	95	94
<b>Adandoned</b>	45	64	23	18	15	52	77	96	52	54	98	247	124	42	100	85										6,627	1,716	1,040	1,335	841	351
<b>Avg answer time (sec)</b>	24	21	15	18	20	34	44	54	42	34	52	75	65	56	50	50										25	14	13	36	36	55
<b>Avg talk time (min)</b>	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	3.41	3.44	3.49	3.49										2.32	2.64	2.79	3.25	3.18	3.46
<b>UK</b>																															
<b>UK received</b>	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329	8,034	12,693	11,653	12,034	7,611	7,782	9,883										70,233	72,488	123,967	92,018	119,887	37,310
<b>Answered</b>	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	11,081	7,256	7,352	9,205										50,518	67,493	91,923	78,293	111,573	34,894
<b>Calls answered (%)</b>	99	99	99	99	98	92	84	87	96	97	94	93	92	95	95	93										70	93	79	92	95	94
<b>Adandoned</b>	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	953	355	430	678										10,719	6,335	32,034	13,725	8,314	2,416
<b>Avg answer time (sec)</b>	14	14	12	21	26	61	118	137	35	32	48	60	62	42	45	59										64	45	102	85	48	52
<b>Avg talk time (min)</b>	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	2.54	2.54	2.47	2.35										1.78	2.16	2.65	2.58	2.37	2.48

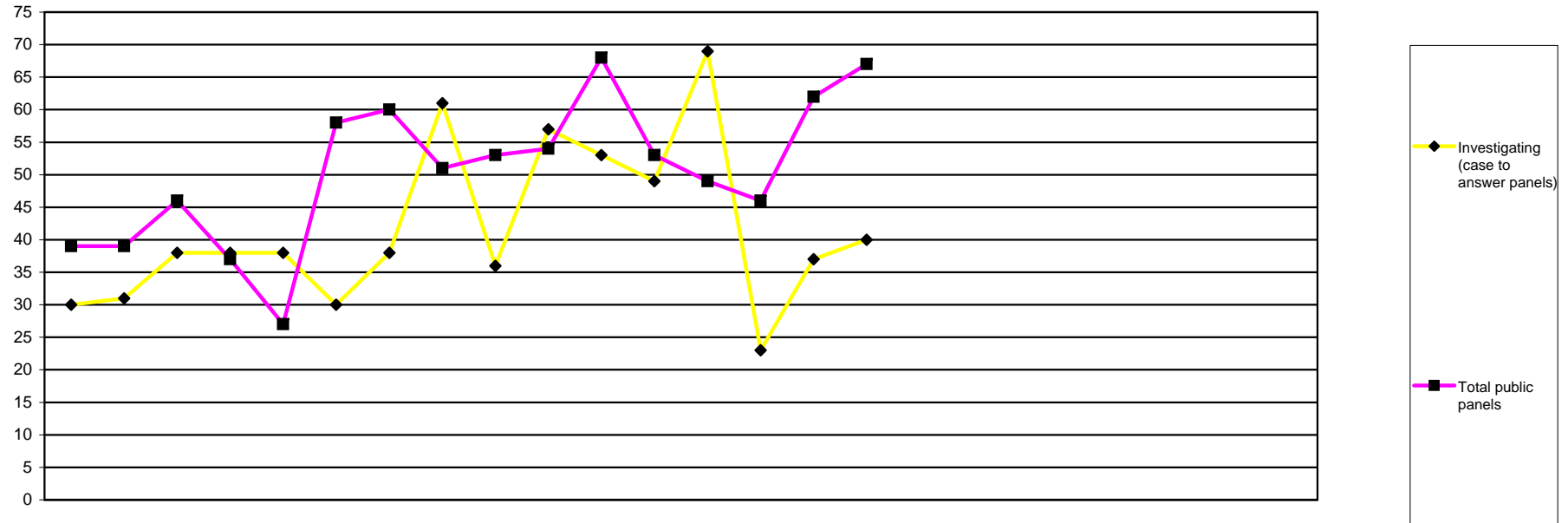
Health Professions Council

Number of registrants with supplementary prescribing rights 2009-11



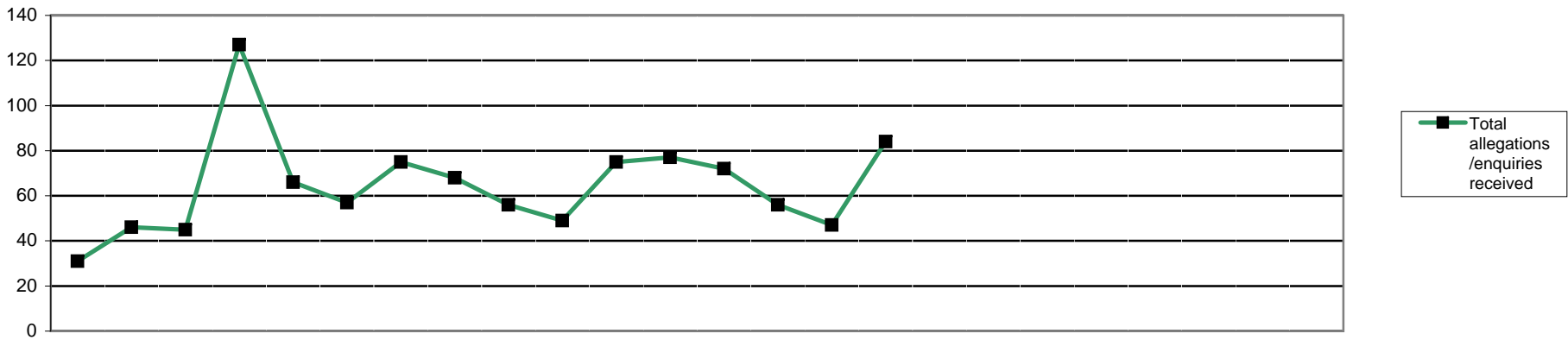
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Chiropr/podiatry</b>	97	98	101	105	106	111	111	111	112	112	112	112	115	116	119	124									
<b>Physiotherapy</b>	115	117	123	130	134	135	137	138	144	147	148	148	150	153	158	164									
<b>Radiography</b>	19	19	19	19	19	19	20	21	21	21	20	20	20	21	22	22									
<b>Total</b>	231	234	243	254	259	265	268	270	277	280	280	280	285	290	299	310									

2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	YTD
15	40	78	112	124
28	74	109	148	164
0	7	19	20	22
43	121	206	280	310



	2009			2010									2011									2007/8	2008/9	09/10	10/11						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD			
<b>Investigating (case to answer panels)</b>	30	31	38	38	38	30	38	61	36	57	53	49	69	23	37	40															
<b>Public Panels</b>																															
Investigating (incorrect entry)	1	1	0	0	0	0	0	0	0	0	1	1	0	0	1	1															
Conduct & Competence	20	19	27	26	24	37	36	29	31	34	33	35	29	27	33	45															
Health	1	0	0	0	0	0	1	0	0	3	1	0	1	0	2	1															
Review cases	3	9	8	2	9	9	10	14	8	9	10	5	8	3	13	7															
Interim order (application)	9	2	3	2	3	4	2	2	7	4	5	3	4	7	2	7															
Interim order (review)	5	8	8	7	5	8	11	6	7	4	18	9	7	9	11	6															
<b>Total public panels</b>	39	39	46	37	27	58	60	51	53	54	68	53	49	46	62	67															
<b>Total panels</b>	69	70	84	75	79	88	98	112	89	111	121	102	118	69	99	107															

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



		2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Source of enquiry	Total enquiries	5	19	17	45	19	22	24	19	15	15	14	29	17	17	20	29														
	Employer	3	9	8	10	8	10	15	5	4	2	3	1	3	5	5	8														
	Public	0	8	4	30	6	10	4	4	9	11	7	21	8	10	10	10														
	Police	0	0	2	0	0	0	0	0	1	0	0	1	0	0	0	1														
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0														
	Registrant	1	1	1	2	1	1	2	6	1	0	0	2	6	1	5	5														
	Other	0	0	0	2	2	1	1	3	0	1	3	1	0	0	0	0														
	Article 22(6)/Anon	1	1	2	1	2	0	2	1	0	1	1	3	0	1	0	5														
Source of allegation	Total allegations	26	27	28	82	47	35	51	49	41	34	61	48	55	39	27	55									316	322	315	341	529	176
	Employer	12	21	12	26	13	10	18	11	11	15	20	13	21	19	12	15									113	164	127	149	182	67
	Public	3	1	7	33	16	8	14	15	15	8	17	15	21	10	10	12								61	77	76	67	152	53	
	Police	3	2	2	4	4	4	2	2	2	5	3	3	4	1	1	5								27	31	32	32	36	11	
	Professional body	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0								0	1	6	1	1	1	
	Registrant	4	1	1	3	3	4	5	6	2	2	5	9	0	1	1	2								30	16	22	30	45	4	
	Other	1	0	1	6	1	2	3	2	2	0	1	2	3	2	0	2								13	7	3	14	21	7	
	Article 22(6)/Anon	3	2	5	10	10	6	9	13	9	4	15	6	5	6	3	19								57	23	49	48	92	33	
Allegation type	Misconduct	14	16	13	53	32	23	41	33	28	23	42	36	41	30	18	40									205	228	177	223	354	129
	Lack of competence	6	4	10	15	8	7	7	7	5	6	10	6	4	2	5	4									33	44	29	50	91	15
	Conviction/caution	5	6	4	12	4	5	3	7	5	5	6	6	8	7	3	7									41	41	49	51	68	25
	Health	1	0	0	1	1	0	0	1	1	0	0	0	2	0	1	1									2	1	1	7	5	4
	Other regulator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									1	0	2	1	0	0
	Incorrect or fraudulent entry	0	1	1	1	2	0	0	1	2	0	2	0	0	0	0	0									33	3	4	6	10	0
	Not classified	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3											24	3	0	3
	Total allegations /enquiries received	31	46	45	127	66	57	75	68	56	49	75	77	72	56	47	84									314	318	424	483	772	259



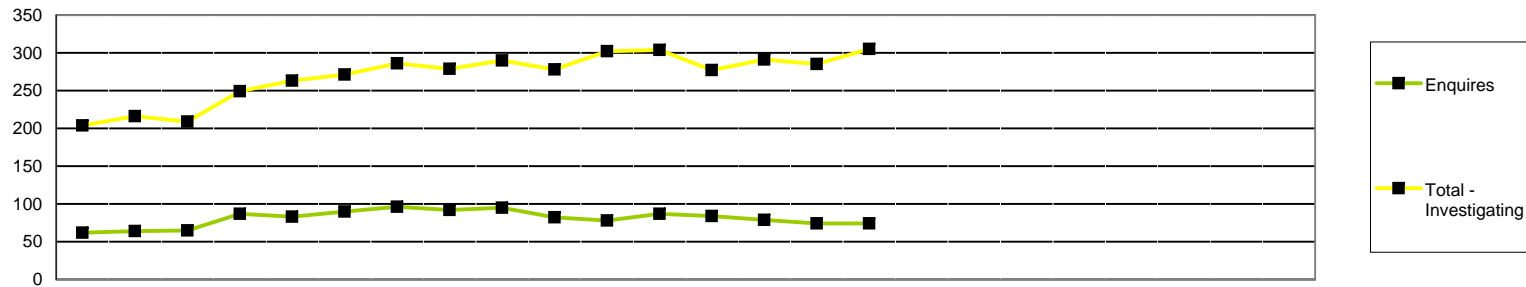
Page 27 cont part 2 Panel Hearings Decisions: Health and Investigating Hearings

Fitness to Practise Department

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



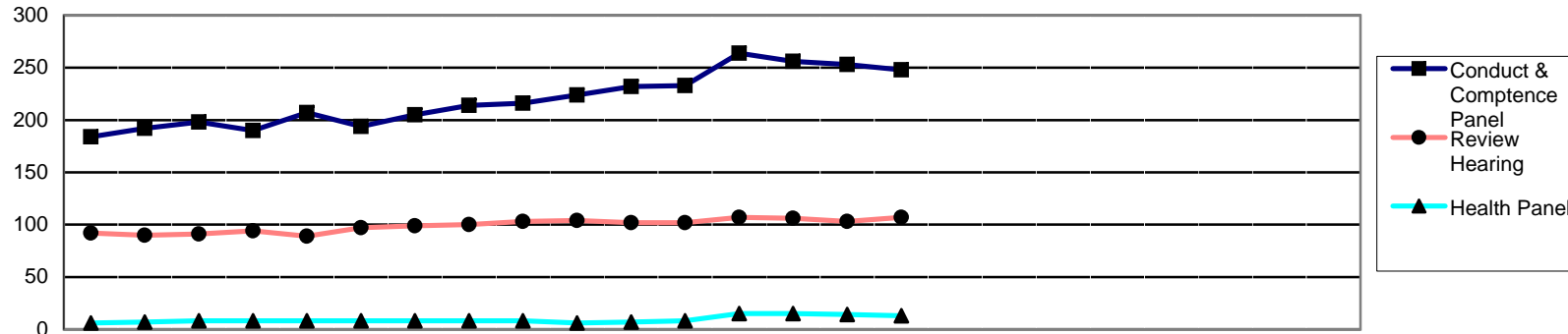
		2009				2010							2011							2005/6	2006/7	2007/8	2008/9	09/10	10/11								
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD		
<b>CCC and HC Review Hearings</b>	<b>Review cases listed</b>	3	9	8	2	9	9	10	14	8	9	10	5	8	3	13	7		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



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Enquires</b>																								
Arts therapists	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	2	2	3	2	5	8	9	9	7	5	4	6	7	7	7	4								
Chiropractists & podiatrists	4	4	2	5	4	6	7	5	6	4	4	5	5	5	4	7								
Clinical scientists	1	1	1	1	1	0	1	0	0	0	0	0	0	0	0	1								
Dietitians	6	6	5	5	1	2	2	2	2	2	2	2	2	0	0	0								
Hearing aid dispensers+																								
Occupational therapists	10	15	15	10	11	8	11	9	11	8	8	14	14	14	11	11								
ODPs	12	8	8	8	7	8	5	5	4	3	3	0	0	0	0	2								
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1								
Paramedics	11	13	13	15	15	18	16	16	14	12	13	13	14	14	11	13								
Physiotherapists	12	11	12	9	7	11	18	17	19	16	15	14	11	10	13	12								
Practitioner psychologists*																								
Prosthetists & orthotists	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0								
Radiographers	2	3	3	3	2	4	6	7	7	5	7	6	4	5	2	1								
SLTs	1	1	2	3	5	5	5	6	9	5	3	4	4	5	4	4								
<b>Total - Enquiries</b>	62	64	65	87	83	90	96	92	95	82	78	87	84	79	74	74								
<b>Investigating Panel</b>																								
Arts therapists	1	1	1	3	2	4	3	2	2	1	1	1	3	3	2	2								
Biomedical scientists	11	10	10	12	10	11	13	11	15	12	16	21	17	21	19	22								
Chiropractists & podiatrists	25	26	28	28	29	25	24	26	25	25	28	27	25	27	25	28								
Clinical scientists	4	4	3	3	3	4	4	4	3	4	6	5	5	6	6	5								
Dietitians	1	1	2	3	7	5	5	1	1	1	4	7	8	9	9	8								
Hearing aid dispensers+																								
Occupational therapists	33	33	29	34	33	40	38	29	29	30	28	25	25	21	29	33								
ODPs	27	29	20	16	14	13	11	15	16	20	20	20	19	17	17	16								
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0								
Paramedics	37	44	50	65	63	57	68	67	69	65	65	68	58	69	74	80								
Physiotherapists	46	47	45	43	46	49	52	56	52	51	51	47	40	38	31	32								
Practitioner psychologists*																								
Prosthetists & orthotists	2	2	2	2	2	4	4	3	2	2	2	4	3	2	0	0								
Radiographers	13	14	13	15	16	13	14	15	14	10	12	15	15	17	18	16								
SLTs	4	5	6	6	8	10	7	6	10	12	14	10	8	10	10	11								
<b>Total - Investigating</b>	204	216	209	249	263	271	286	279	290	278	302	304	277	291	285	305								

2005/6	2006/7	2007/8	2008/9	09/10	10/11				
FYE	FYE	FYE	FYE	FYE	YTD				
Not available				0	0				
				6	4				
				5	7				
				0	1				
				2	0				
Not available				14	11				
				0	2				
				1	1				
				13	13				
				14	12				
Not available				22	13				
				0	0				
				6	1				
				4	4				
				87	74				
2	3	1	1	1	2				
5	10	13	14	21	22				
24	26	18	27	27	28				
3	4	3	4	5	5				
1	3	4	0	7	8				
Not available				6	6				
				14	19	22	29	25	33
				14	15	18	26	20	16
				0	1	1	0	1	0
				19	47	40	35	68	80
50	55	43	39	47	32				
Not available				53	46				
				2	3	2	2	4	0
				18	32	17	12	15	16
				6	10	16	5	10	11
				158	228	198	194	304	305

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



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Conduct &amp; Competence Panel</b>																									
Arts therapists	12	13	6	6	7	3	4	2	2	3	3	2	2	2	2	3									
Biomedical scientists	15	16	16	13	14	11	11	11	12	12	13	14	15	16	16	15									
Chiropodists & podiatrists	16	15	17	18	18	17	18	18	20	22	22	22	22	21	19	15									
Clinical scientists	4	4	3	3	3	3	3	3	3	3	2	3	3	3	3	3									
Dietitians	2	2	2	2	2	3	3	3	2	1	1	1	1	1	1	1									
Hearing aid dispensers+													8	8	8	7									
Occupational therapists	26	27	26	27	27	22	28	30	27	25	24	25	24	24	22	23									
ODPs	19	22	25	25	23	22	20	17	18	18	20	19	23	19	20	20									
Orthoptists	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0									
Paramedics	40	40	43	46	47	48	50	57	58	62	67	63	71	66	65	63									
Physiotherapists	29	30	34	27	32	30	29	29	32	34	39	40	44	45	46	46									
Practitioner psychologists*				0	10	7	7	9	11	13	14	15	21	22	21	21									
Prosthetists & orthotists	1	1	1	1	1	1	1	2	2	2	1	2	2	3	3	3									
Radiographers	11	14	16	16	17	22	24	25	23	23	20	17	17	15	15	18									
SLTs	8	7	8	6	5	5	7	8	6	6	6	10	11	11	12	10									
<b>Total - Conduct &amp; Competence</b>	<b>184</b>	<b>192</b>	<b>198</b>	<b>190</b>	<b>207</b>	<b>194</b>	<b>205</b>	<b>214</b>	<b>216</b>	<b>224</b>	<b>232</b>	<b>233</b>	<b>264</b>	<b>256</b>	<b>253</b>	<b>248</b>									

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	1	8	11	2	3
7	9	7	12	14	15
13	12	12	15	22	15
1	0	3	4	3	3
3	1	4	2	1	1
					7
12	19	19	25	25	23
8	9	18	15	19	20
0	0	0	1	0	0
29	40	45	40	63	63
14	16	28	30	40	46
				15	21
4	0	0	1	2	3
7	14	23	13	17	18
7	3	4	8	10	10
<b>105</b>	<b>124</b>	<b>171</b>	<b>177</b>	<b>233</b>	<b>248</b>

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

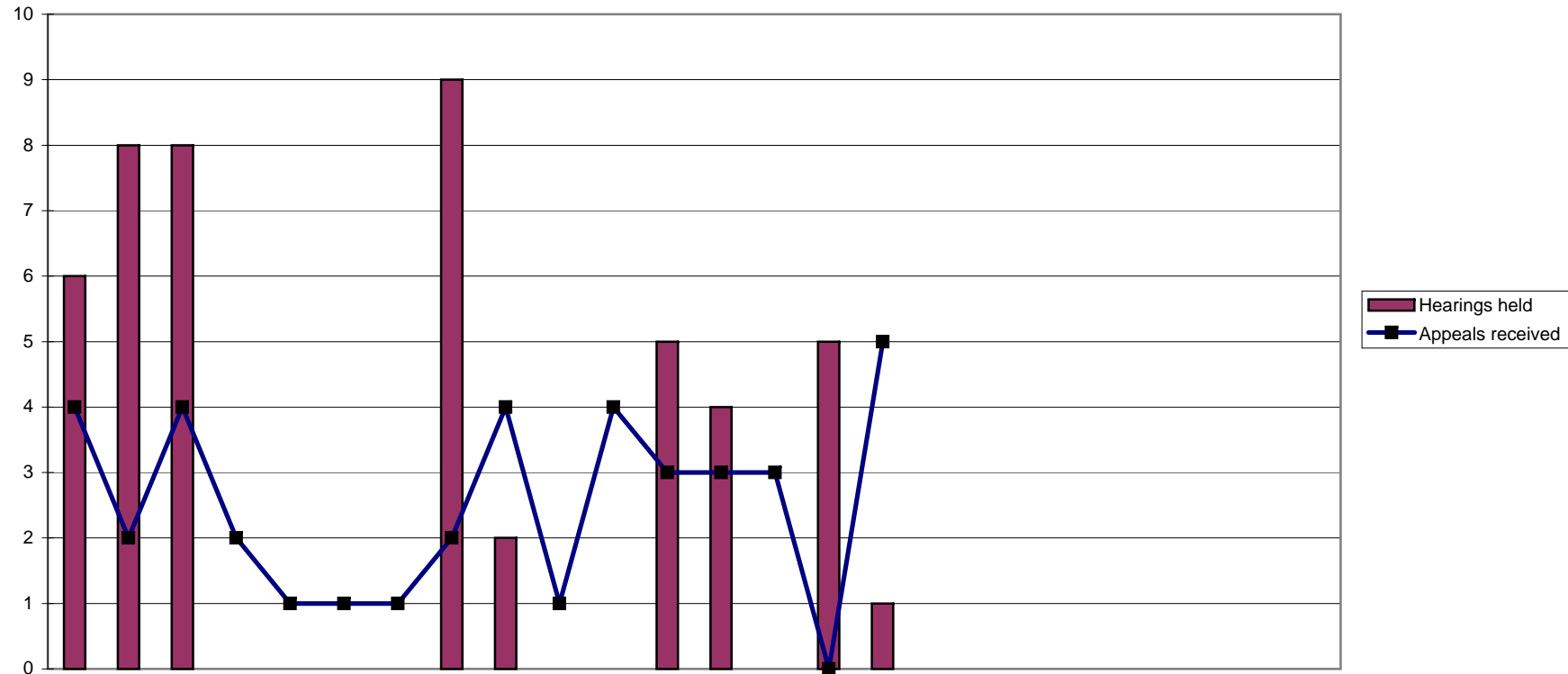
+ Hearing aid dispensers section of register opened 1st April 2010

Page 29 cont Cases Pending: Health Panel and Review Hearings April 2009 - March 2011

	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
<b>Health Panel</b>																														
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1									0	0	0	0	0	1
Biomedical scientists	1	1	1	1	1	1	0	0	0	0	0	0	1	1	1	1									2	1	0	1	0	1
Chiropodists & podiatrists	1	1	1	1	1	1	1	1	1	0	0	0	3	3	1	1									0	0	0	0	0	1
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0	0
Hearing aid dispensers+													0	0	0	0														0
Occupational therapists	1	0	0	0	0	1	1	1	1	2	2	3	5	5	5	4									2	2	0	1	3	4
ODPs	0	2	2	2	2	2	3	3	3	3	4	4	4	4	4	4									1	2	0	0	4	4
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	1	0	0	0
Paramedics	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0									0	1	0	0	0	0
Physiotherapists	1	1	1	1	1	1	2	2	2	1	1	1	1	1	1	1									2	0	0	1	1	1
Practitioner psychologists*				0	0	0	0	0	0	0	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	0									0	0	0	0	0	0
Radiographers	1	1	1	1	1	0	0	0	0	0	0	0	1	1	1	1									1	0	2	1	0	1
SLTs	1	1	1	1	1	1	1	1	1	0	0	0	0	0	0	0									0	0	1	1	0	0
<b>Total - Health</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>13</b>									<b>8</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>13</b>
<b>Review Hearing</b>																														
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0	0	0
Biomedical scientists	4	3	4	5	5	6	6	8	9	10	10	10	10	10	9	11									5	6	5	4	10	11
Chiropodists & podiatrists	5	6	6	5	5	5	5	5	5	4	4	4	4	4	7	7									3	5	5	5	4	7
Clinical scientists	2	2	2	2	2	2	2	1	1	1	1	1	1	1	0	0									1	2	2	2	1	0
Dietitians	3	3	3	3	3	3	2	1	1	1	1	1	1	1	0	1									2	4	2	3	1	1
Hearing aid dispensers+													1	1	1	0														0
Occupational therapists	16	15	16	17	16	17	16	16	16	16	15	16	19	20	20	21									5	10	20	16	16	21
ODPs	7	8	8	7	6	6	6	7	7	7	6	6	6	8	8	9									1	2	3	6	6	9
Orthoptists	0	0	0	0	0	0	1	1	1	1	1	1	1	1	1	1									0	0	0	0	1	1
Paramedics	13	11	11	11	9	11	13	12	13	14	12	12	13	11	11	11									4	9	15	12	12	11
Physiotherapists	27	27	24	27	26	25	25	26	24	25	26	26	26	25	23	22									18	23	30	27	26	22
Practitioner psychologists*				0	0	3	3	3	3	3	4	4	4	4	4	5													4	5
Prosthetists & orthotists	1	1	1	1	1	1	1	1	1	0	1	1	2	2	1	1									0	1	1	1	1	1
Radiographers	10	10	12	12	12	14	14	14	16	15	15	14	13	12	13	12									2	3	3	10	14	12
SLTs	4	4	4	4	4	4	5	5	6	7	6	6	6	6	5	6									3	4	4	4	6	6
<b>Total - Review hearing</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>94</b>	<b>89</b>	<b>97</b>	<b>99</b>	<b>100</b>	<b>103</b>	<b>104</b>	<b>102</b>	<b>102</b>	<b>107</b>	<b>106</b>	<b>103</b>	<b>107</b>									<b>44</b>	<b>69</b>	<b>90</b>	<b>90</b>	<b>102</b>	<b>107</b>

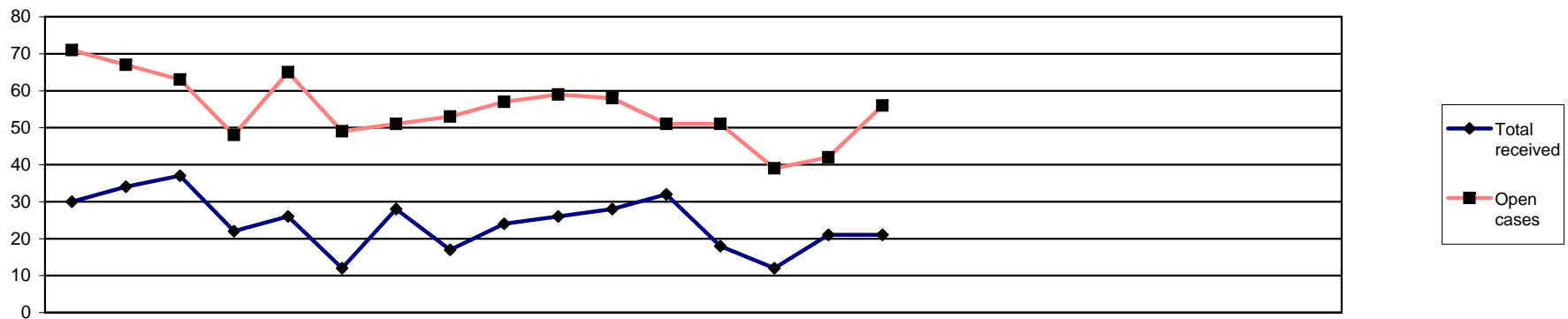
\* Practitioner psychologists section of register opened 1st July 2009

+ Hearing aid dispensers section of register opened 1st April 2010



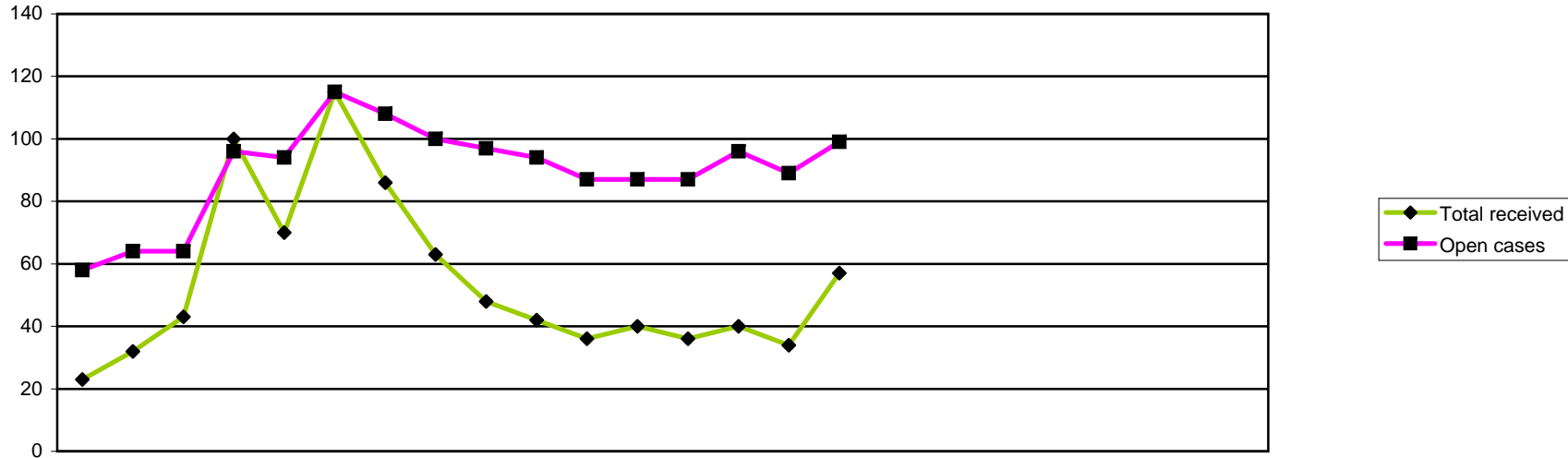
	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Appeals received	4	2	4	2	1	1	1	2	4	1	4	3	3	3	0	5									
Reviewed	8	9	8	0	0	0	0	9	2	0	0	5	4	0	5	0									
Hearings held	6	8	8	0	0	0	0	9	2	0	0	5	4	0	5	1									
Adjourned/postponed	2	1	0	0	0	0	0	0	0	0	0	1	1	0	1	0									
Withdrawn	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0									
Allowed	1	5	1	0	0	0	0	4	1	0	0	2	2	0	4	0									
Dismissed	0	1	3	0	0	0	0	1	1	0	0	1	0	0	0	0									
Substitute decision	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0									
Remit to ETC	5	2	3	0	0	0	0	2	0	0	0	1	0	0	0	0									
Current active cases	22	16	7	9	11	12	13	6	8	9	12	11	10	13	9	17									

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



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

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 YTD
53	21	42	56	32	7
31	38	27	44	38	1
10	10	6	3	2	1
50	78	38	47	31	5
225	137	103	233	213	58
369	284	216	383	316	72
			3	3	0



		2009			2010								2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Received	Renewal	0	1	11	9	14	54	30	21	11	2	1	0	1	1	1	0	36	27	81	43	154	3								
	Readmission	2	5	3	6	5	5	5	7	5	3	2	5	3	7	9	5	33	40	34	94	53	24								
	Admission	10	10	15	60	37	36	33	20	21	19	8	13	22	12	9	31	165	150	158	248	282	74								
	Self referral	11	16	14	25	14	20	18	15	11	18	25	22	10	20	15	21	54	86	158	192	209	66								
<b>Total received</b>		<b>23</b>	<b>32</b>	<b>43</b>	<b>100</b>	<b>70</b>	<b>115</b>	<b>86</b>	<b>63</b>	<b>48</b>	<b>42</b>	<b>36</b>	<b>40</b>	<b>36</b>	<b>40</b>	<b>34</b>	<b>57</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>	<b>698</b>	<b>167</b>								
Considered	Considered by panel	16	21	23	37	52	30	43	48	32	30	32	23	32	28	33	38	n/a	n/a	256	399	387	131								
	Referred to FTP	2	2	5	6	6	1	8	10	4	4	7	6	4	4	9	8	n/a	n/a	37	41	61	25								
	Admission rejected	0	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	n/a	n/a	2	6	2	2								
	Readmission rejected	0	3	0	0	0	0	0	1	0	2	1	0	1	0	3	2	n/a	n/a	3	8	7	6								
	Renewal rejected	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	n/a	n/a	0	2	1	0								
	Not referred to FTP	2	6	4	5	3	4	7	6	2	8	12	7	9	7	8	8	n/a	n/a	34	82	66	32								
	Admission accepted	10	7	11	24	37	22	24	18	21	11	12	7	13	14	8	15	n/a	n/a	150	204	204	50								
	Readmission accepted	2	2	2	2	6	2	1	7	3	3	0	2	4	3	3	5	n/a	n/a	19	51	32	15								
	Renewal accepted	0	0	1	0	0	1	3	4	0	2	0	1	0	0	1	0	n/a	n/a	1	5	12	1								
	Closed before panel	6	6	16	28	10	15	11	4	5	14	11	17	3	3	8	7					143	21								
Open cases		58	64	64	96	94	115	108	100	97	94	87	87	87	96	89	99	n/a	n/a	75	75	87	99								