



Management Information Pack

Marc Seale, Chief Executive & Registrar

Report to Council meeting 6 December 2011

Chief Executive's Report to Council meeting on 6 December 2011 Contents

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1. Completed Meetings 1 September to 30 November 2011

CLEAR Annual Educational Conference	8 – 10 Sept
EC Steering Group on European Professional Card	13 Sept
Meet the HPC (Shetland)	19 Sept
Meet the HPC (Orkney)	20 Sept
Social work regulators (CCW, GSCC, NISCC, SSSC)	23 Sept
PhysioFirst	26 Sept
Jan Sobieraj, Department of Health	27 Sept
Project Board (re unlicensed herbal medicines)	29 Sept
CARE Fertility Group	30 Sept
EU Single Market Forum (Krakow)	3 – 4 Oct
Lord Hunt	5 Oct
General Optical Council	5 Oct
Baroness Northover	6 Oct
CHRE/regulators (re cost effectiveness and efficiency review)	24 Oct
Annual Regulation Event (Edinburgh)	25 – 26 Oct
Project Board (re unlicensed herbal medicines)	27 Oct
British Psychological Society Professional Practice Board	28 Oct
BMA EU Forum	28 Oct
Department of Health, Social Services and Public Safety (NI)	31 Oct
Meet the HPC (Newry)	1 Nov
Northern Ireland Social Care Council	2 Nov
Chief Executives Steering Group	3 Nov
European Commission conference: Modernisation of the Professional Qualifications Directive	7 Nov
Social Work Regulation Oversight Group	8 Nov
Scottish Government	8 Nov
Social Work Education Participation	8 Nov
Allied Health Professions Summit	9 Nov
Ministry of Health, China	10 Nov

Centre for Health Service Economics and Organisation + CHRE	10 Nov
European Herbal and Traditional Medicine Practitioners Association + Department of Health	14 Nov
Department of Health etc (re MSC)	21 Nov
Social Work Reform Board	22 Nov
National Audit Office	23 Nov
Project Board (re unlicensed herbal medicines)	24 Nov
Care Quality Commission	28 Nov
College of Social Work launch event	29 Nov

2. Scheduled Meetings

Meet the HPC (Pembroke)	1 Dec
Visit to Department of Health, Hong Kong	8 – 12 Dec
Chief Executives Steering Group	15 Dec
Professional Standards Programme Board	16 Dec
Project Board (re unlicensed herbal medicines)	22 Dec

1. Human Resources

No changes to BPI.

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

The internal audit schedule for 2011 – 2012 is running. The Education Department has been audited, but their processes are being reviewed in light of the Education processes and systems project. Procurement/suppliers audit and HR were also examined.

3. QMS process updates

Work plan processes have been reviewed, and an updated Project Re-prioritisation process rolled out. Enhancements to the QMS underlying processes are in progress, to reflect our more traditional external audit.

4. BSI External Audit

BSI audited the Procurement function, Education processes, HR Staff Development and Training, and the Quality Management System on 4 October. The latest customer service report was examined. Again an intensive day's audit was carried out.

Document control, training records and management review processes are being enhanced following internal and external audits.

5. Business continuity

There are no major changes other than monthly list updates. A minor business continuity exercise took place with the Communications team on the 17 October.

The Human Resources Department is offering influenza vaccinations to employees. This will improve our business continuity.

6. Information security management

The full project documentation went to EMT for sign off at the end of October. Further policy documents (ISO27001 deliverables) are in preparation. Asset lists are in progress, with a view to determining specific risks and mitigations required.

7. Information & data management

Ongoing work has been provided to quantify payment types relating to historic balances on NetRegulate. Queries prepared by Digital Steps are being run upon request.

All pre-April 2011 refunds required have been processed by the Finance Transactions section of the Finance Department. A process for ongoing refunds for lapsed registrants has been prepared.

8. Risk Register

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

Employee and key supplier mapping will be compared to published pinch points in the public transport networks and resolution planned where possible.

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

Professional media: 29 mentions. Topics include:

- appointment of two new registrant members to the Council;
- launch of two consultations on the draft standards of proficiency for social workers in England and the threshold level of qualification for entry to the Register;
- launch of the 'EasyRead' publication to enable greater accessibility to information on how to raise a concern;
- voluntary registers in relation to healthcare assistants; and
- iPhone app.

Meet the HPC events: 78 registrants attended Lerwick and Kirkwall (September). Newry (November) attracted 62 registrants.

HPC In Focus: October's edition included articles on renewals, CPD and the fitness to practise annual report 2011.

Standards and guidance: distributed during this period:

- Guidance on conduct and ethics for students (1,427)
- Standards of conduct, performance and ethics (1,034)
- CPD and your registration (545)
- Your guide to our standards for CPD (480)

Exhibitions and conferences: show partners at Naidex Glasgow (September) and Naidex South (October), stand and speaking slots on CPD, reached a total of over 800 delegates.

Registration renewal: professions renewing include clinical scientists, prosthetists / orthotists, speech and language therapists, occupational therapists and biomedical scientists:

- professional body meetings held;
- 6 articles for 8 publications submitted to professional media;
- news articles published on website and social media channels.

2. Extend engagement with service users through improved access to information about the HPC

Waiting room distribution campaign: 24,000 leaflets distributed to 1,200 pharmacies UK-wide, 180,000 leaflets sent to 6,000 GP surgeries with Welsh leaflets provided for locations in Wales.

Radio broadcast campaign: to raise awareness of the protected title 'physiotherapist'. 11 interviews conducted with Kelly Johnson, Director of FtP and Gary Lewin, Head of Physiotherapy, FA which were then syndicated to 95 radio stations with a potential audience reach of 30 million.

Public information packs 128 requested during September to November 2011. 1,000 leaflets included in delegate packs at Citizens Advice Bureaux annual conference (October).

Exhibitions and conferences: attended Citizens Advice Bureaux (CAB) conference (October, delegate). Members of the public also attend the Naidex shows (September and October). Older people campaign postcards included in the delegate packs of the National Care Forum Annual Conference (November).

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

Media: HPC blog piece published on standards of proficiency for social workers and information on the recruitment of social work partners published on the web and social media channels. 10 media articles published relating to social workers in England, topics include the transfer and consultations.

Consultation: press release issued to support student fitness to practise and registration consultation, information on social media channels, spotlight on website and intranet news item.

Events: joint GSCC/HPC stand/workshop at National Children and Adult Services conference (October) and Community Care Children and Families Conference (November). Joint GSCC/HPC workshop at Manchester Compass Jobs fair (November).

Parliamentary briefing: issued to 150 peers and Department of Health prior to second reading of the Bill in the Lords (October).

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

Westminster party political conferences: fringe events, in conjunction with Help the Hospices, held at Lib Dem, Labour and Conservative conferences (September and October). More than 100 delegates attended with wide-ranging discussions on regulating the adult social care workforce.

Stakeholder meetings: attended NI Health Department in Belfast; opening of NMC Scotland offices (met Scottish Health Department and other regulators including the Scottish Social Services Council); and Modernisation of the Professional Qualifications Directive event hosted by the EU Commission.

Party political conferences: SNP party conference (October) - stand and visits from Alex Salmond, First Minister and Nicola Sturgeon, Deputy First Minister and Minister for Health.

Exhibitions and conferences: fourth Scottish annual regulation conference (October), stand and presentation from the Chair.

5. Maintain internal communications

Intranet news: updated regularly with information on Registration and Partners updates, office moves, CSR working group, review of the profession-specific standards of proficiency, employee survey, Sky News statement and CAS e-learning module launch.

Intranet: development work underway including improvements to the work database and news facility, and the addition of a noticeboard, micro news facility and media centre.

HPC Update (September and November) included articles on the employee survey, iPhone app and video, Education away day, SOPs and SETs consultations for social workers in England and new publications. The first electronic version was launched in November.

All employee meetings: held September and November with presentations on the profession-specific SOPS review and Adam Busby on the work of an ODP and CPD assessor.

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

Media coverage: 120 mentions in relation to FtP outcomes across both national and regional media.

Media releases and statements: issued on Welsh Language Scheme and the publication of 'Safety First: Mobility of Healthcare Professionals in the EU'. Statement issued to Sky News on their reporting of paramedic failures.

Social media: issued regular updates including consultation on student social work registration, events and party conferences.

Employer events: London and Cardiff (October) events full. Edinburgh and Belfast (November) attracted over 100 delegates.

Web: work underway to improve and develop the fitness to practise hearings section, approved programmes database, publications search facility, multiple registrant search and website security.

7. Provide communications expertise to other HPC departments

Publications: published in this period:

- Education annual report 2010;
- Fitness to practise annual report 2011;
- Fitness to practise key information 2011 (new); and
- Professionalism in healthcare professionals.

Projects: developed 1) communications plan for the PCI DSS (telephone numbers) project and 2) the project plan and departmental representatives for the name change project.

Events: worked with the Education Department to provide event support and advice for seminars; and with the Policy and Standards Department to arrange a stakeholder event on professionalism (November).

1. Approval process

The Department has spent the last couple of months organising and attending approval visits for the 2011 – 2012 academic year. The deadline for education providers wanting to arrange visits in 2011 – 2012 is December 2011. So far 66 visits across 86 programmes have been arranged between September 2011 – July 2012.

All of the required visits for practitioner psychologists and hearing aid dispensers which were due to be scheduled in the 2011 – 2012 academic year have now been confirmed.

2. Annual monitoring process

The Department has spent the past few months scheduling annual monitoring for the 2011 – 2012 academic year, with first submissions received at the end of November. Plans for the assessment days are nearing completion with dates to be confirmed shortly. It is expected that the assessment days will fall at similar times to previous years, with the first assessment day due to take place at the end of February 2012.

The last submission deadline for the previous academic year was Wednesday 31 August 2011 and the only outstanding annual monitoring audit submission will go to the Education and Training Panel on 6 December, allowing the Department to close off annual monitoring for 2010 – 2011.

3. Major change process

There has been a rise in the number of major change notifications received by the Department since September 2011, which coincides with the beginning of the academic year. Since the last report to Council on 22 September we have

received 41 new major change notifications, covering 35 programmes.

4. Complaints process

The Department has received one new complaint since the last meeting of the Committee.

5. Partners

Members of the Department have been involved in the recent recruitment of two new prosthetist/orthotist visitors with the Partners Department. There are now sufficient numbers of visitors across all professions. The Department has also been involved in the recruitment of social worker visitors. Following the application deadline of 14 October, the first round of interview dates were confirmed in November and December 2011.

The Department has also provided refresher training sessions for visitors between October – December 2011.

6. Social workers (England)

Members of the Department continue to meet the General Social Care Council (GSCC) Social Work Education Group regularly to discuss the transfer of approved programmes and implementation of our approval and monitoring post-transfer. The Department has also contributed to GSCC communication activities with social worker stakeholders and education providers to clarify our system of regulation and the functions undertaken by the GSCC which will not be transferred to the HPC. Following the Department of Health's recent announcement that the GSCC's regulatory functions will transfer to the HPC at the end of July 2012,

associated activities for the Department have been rephrased accordingly.

Members of the Department have also joined the College of Social Work Education Advisory Implementation Group, which has been introduced to take forward the Social Work Reform Board recommendations on education.

7. Education provider seminars

The Department has spent the last couple of months delivering the education provider seminars for 2011 – 2012. This year’s seminars have focused on practice placements and include workshops to encourage a greater understanding of our practice placement standards of education and training, as well as a workshop to encourage debate and dissemination around professionalism research and placement education. This year’s seminars were opened up to placement educators as well as programme leads and subsequently reached capacity within weeks of being advertised. The following table gives an indication of the reach of this year’s seminars.

<u>Location</u>	<u>Date</u>	<u>Attendee numbers</u>
Manchester	12 October 2011	29
London	21 October 2011	29
London	3 November 2011	30
Cardiff	17 November 2011	30
Edinburgh	23 November 2011	35
Belfast	8 December 2011	15

8. Communication with education provider and stakeholders

The eighth issue of the Education Update was distributed to education providers, visitors, professional body representatives

and other stakeholders in October 2011 and can be found on the HPC website at <http://www.hpc-uk.org/education/update/>.

Members of the Department met the following groups between September – December 2011:

- The Council for Healthcare Regulatory Excellence
- Department of Health – Workforce Education and Development
- The General Social Care Council
- The College of Optometrists
- The College of Social Work
- UK Inter-Professional Group
- Quality Assurance Agency
- Higher Education Better Regulation Group (HEBRG)
- Academic Registrar's Council – Subjects Allied to Medicine group
- The Centre for Health Service Economics and Organisation
- The Nursing and Midwifery Council
- Institute of Biomedical Science
- Association of Clinical Scientists
- The Education Inter-Regulatory Group
- The Higher Education Academy

9. Employees

Lianne Rooney joined the Department in October and November to provide temporary administrative cover. Victoria Adenugba was made a permanent Education Officer in November, after a period of acting up. Interviews were held in November for a full-time Team Administrator and Education Administrator. Successful candidates are due to join the HPC in December 2011. This will take the permanent Department headcount to 15.

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. 33 Stannary Street

On the 28/29 October the Education, Operations and Partners Departments moved into 33 Stannary Street and were fully operational by midmorning of Monday 31 October. Further office moves took place for the Fitness to Practise Department and the Transactions team from Finance. This resulted in 48 employees being relocated which represents approximately 30% of the current compliment. The Mezzanine has now been designated as a waiting and lunch area for witnesses attending hearings.

1. General

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

2. Supplier payments

At the end of September, 94.5% by value of the £328K creditor payments were in the 30 days or less category.

3. Fee adjustments and income receipts handling

At the end of September, there was no backlog in registrant direct-debit cancellations and amendments. We had no backlog on rejected payments/ refunds 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.

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. Arts therapist, biomedical scientist and ODP collections occurred in October. Chiropodist-podiatrist, dietitian and HAD collections are scheduled for November and December. Most of the income comprises of renewal fees collection.

5. Funds under management

At the end of September 2011:

£2.6M invested in Lloyds instant access account, earning 0.70%; and

£507k invested in the Nat West Special Interest-bearing Account (SIBA), earning 0.50% per annum.

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

£0.5M invested in Barclays money market account, earning 0.76% (maturing mid-Nov),

£0.5m invested in Nat West Bond, earning 1.5% (maturing mid-Dec),

£3.0M in Lloyds TSB money market account, earning 1.5% (maturing mid-Nov).

An additional £1.0M is invested in Nat West longterm deposit account, earning 1.25% maturing March 2012.

6. Pensions

In October, there were 67 active members in the Friends Provident.

Flexiplan pension scheme update: From 1 April 2011 a monthly payment of £4,495.90 is being made as our contribution to the funding deficit. In the update meeting for employers in September, it was announced that due to the recent downturn in the value of investments held on the stock exchange that the monthly payments to continue. The shortfall was being monitored and if the shortage reduced in the future there may be an opportunity to stop payments.

The CPSM pension scheme is now in the final stages of being wound-up and is expected to be complete before the end of the current financial year.

7. Employee training and employee levels

There are eight full-time employees in the Department.

Temporary employees are periodically hired to cover for employees on annual or sickleave and to help achieve Finance Department service level targets.

8. Sage system support and development

A new version of Sage is planned for next financial year together with PRS enhancements.

9. Significant Financial Projects/Issues (next few months)

- Work continues to find a resolution to the Deferred Income issue with all refunds made up to the end of the last financial year.
- Mazars have begun work on the on-going differences and with their latest visit on 16 November.
- The Five Year Financial Plan is currently being worked on and is expected to be available for the November Finance and Resources Committee meeting.
- The six month reforecast will be started as soon as the September results are known and this is expected to be available for the November Finance and Resources Committee meeting.

1. Case Information

Number of allegations

Between April and October 2011, 576 allegations/enquiries were received.

Number of open cases pre-Investigating Committee panel

At the end of October there were 487 open cases.

Length of time: considered at Investigating Committee

For cases that have been considered at Investigating Committee panel between April 2011 and October 2011, the mean and median length of time was 7 and 5 months.

Case to answer percentage

Of the cases considered by an Investigating Committee panel between April and October 2011 the case to answer percentage was 44 per cent. Taking into consideration the number of cases closed without referral to an Investigating Committee, the percentage of cases referred to a final hearing in this period was 27 per cent.

Number of cases awaiting hearing

At the end of October 2011, there were 173 cases awaiting consideration by a final hearing panel.

Case considered

287 cases were considered by panels of the Investigating Committee between April and October 2011. Panels are convened 7 times per month.

180 final hearing cases concluded between April and October 2011, with a further 135 review hearings and 95 interim order panels taking place.

Interim orders

28 interim orders have been applied for between April and October 2011. It takes a mean and median average of 17 and 16 days from the decision to apply for the interim order to the application hearing taking place.

High Court

There are currently 3 outstanding high court appeals.

Length of time

In effect, the process provides that the minimum length of time that it would take to conclude a case from receipt to conclusion of final hearing is 11 months. This comprises 3 months for a case to reach an Investigating Committee panel, 4 and 1/12 months for HPC to be notified that case is ready to be fixed at final hearing and the month to source availability to attend the hearing and the 3 month notice that is provided to the registrant. The Executive is in the process of reviewing the 4 1/12 period in which it should be notified of case as ready to fix.

Length of time: considered at final hearing

Of the cases that concluded at final hearing between April 2011 and October 2011 the length of time taken for a case to conclude was a mean of 17 months and a median of 15 months, which compares to a mean and median of 15 and 14 months for 2010 – 2011. Issues that have impacted upon this figure are the increased complexity of cases dealt with in the period and the higher number than anticipated adjourned and part heard cases.

Length of time: open to closure (all types)

Of the cases that were closed between April and October 2011, the mean and median length of time was 9 and 7 months. The

closure types include those that were closed without consideration by a panel of the Investigating Committee because they did not meet the standard of acceptance, those that where a no case to answer decision was reached by a panel of the Investigating Committee and those which were closed by a final hearing panel.

Number of Months	Number of Cases	Percentage of Cases	Cumulative Percentage
0-4	187	36	36
5-8	115	22	58
9-12	65	13	71
13-16	62	12	83
17-20	41	8	91
21-24	25	5	96
25-28	8	2	97
29-32	5	1	98
33-36	4	1	99
Over 36	5	1	100
Total	517	100	100

This demonstrates that over 70 per cent of cases are concluded within a year of receipt.

2. Forecasting and workload management

A number of statistics are used to manage the work of the Department and the resources required to manage the Department efficient and effectively. Those statistics are demonstrated in the table below:

	April - October 2011 (Actual)	Forecast April 2011	Forecast September 2011 (Year End)
Number of Allegations	414	791	933
Average Number of cases per CM (pre ICP)	39	38	37
Case to Answer percentage	41	53	42
Percentage of Cases referred to final hearing	20	39	27
Number of cases awaiting hearing	189	210	172
Number of cases fixed for hearing	180	440	383
Costs Against budget**	3,267,000	7,494,000	7,58,900

It is important to recognise that one of the key indicators to the management of the FtP function is not in fact the number of open cases (particularly at the investigating stage of the process) as that is dependent on cases received but the timeliness of those cases through the process.

Numbers of allegations

It is now forecast that about 933 allegations/enquiries will be received over the course of the financial year. This includes cases that were previously dealt with as self-referrals through the health and character process. Resources have been reallocated from within the case management team to ensure that case managers continue to manage an average of about 38 pre-ICP cases per month. This allows cases to be chased in accordance with the operating guidance on this topic

Referral to final hearing

It is anticipated that the number of cases referred to final hearing will be circa 42 %. This takes into account the number of cases closed as they do not meet the standard of

acceptance and the number of cases closed because there is no case to answer.

Number of open cases: Conduct and Competence Committee and Health Committee

It is anticipated that by the end of the financial year, this figure will have reduced to circa 172. In order for that to occur, the number of cases that take place as expected will need to rise to 75 per cent of the total listed (currently 30 per cent of cases do not conclude as anticipated).

3. Protection of title

255 complaints about misuse of title were received between April and October 2011. At the end of October there were 30 open cases.

4. Registration appeals

Between April and October 2011, 30 new registration appeals were received. At the end of October there was a live case load of 24 cases.

5. Health and character

Between April and October 2011, 249 new Health and Character cases were received. At the end of October there was an open case load of 29 cases

6. Meetings and other stakeholder events

September 2011

National Offender Management Service
CLEAR
Local Intelligence Network
GSCC
Unison

Care Councils
IPSOS Mori
Yorkshire Ambulance Service

October 2011

CHRE Operational Excellence Workshop
Australian Health Practitioner Regulation Agency
Jenni Richards QC
Ros Hayles, CHRE
Law Commission
GSCC – re FTP Seminars
General Optical Council
Law Commission Advisory Group
Media Launch – Protection of Title Campaign
Employer Event – London
Employer Event – Cardiff
GSCC
Ministry of Justice.

7. Resources

Brian James has joined the organisation as Head of Adjudication whilst Alison Abodarham is on maternity leave. Yinka Akinola has joined the Department on a short-term basis as a project officer.

Kabir Siddiqui (previously Hearings Officer) and Ifat Reader have been appointed as Case Managers. Patience Akintobi has joined the Department as a Hearings Officer.

8. Partners

Partner recruitment, training and reappointment is on-going with interviews for social worker panel members taking place in November.

9. Other

In September 2011, CHRE published its report into its audit of the General Dental Council's initial stages fitness to practise process. The Executive has reviewed this report and no action is proposed. A separate report is provided on the work of the NMC and lessons for the HPC.

Work continues with regards to the delivery of the FtP CMS project.

1. Employee resourcing

Education

Following an external recruitment campaign interviews were held in early November for the new post of Education Team Administrator and for the replacement post of Education Administrator. Sagitta Fernando and Vineeta Patel were appointed and start work in early December.

Finance

Marche Thomas, formerly a Partner Administrator, was appointed to the new fixed term post of Finance Administrator in late September.

Following the resignation of Shelagh Gillick, Chantelle Mayoss, formerly a Registration Team Leader, has been appointed to the role of Transactions Manager.

Fitness to Practise

Following external advertising campaigns in October and November,

- Fulden Boyraz and Patience Akintobi were appointed to a replacement Hearings Officer positions
- Kabir Saddiqui, formerly a Hearings Officer, was appointed to a replacement Case Manager position

IT

Recruitment is in progress for a new post of Infrastructure Support Engineer.

Registration

Following external advertising campaigns in September and October Arsha Kerai, Dushyan Ashton and Maya Wiles have been appointed to replacement Registration Adviser positions.

Recruitment is currently in progress for a Registration Team Leader to replace Chantelle Mayoss.

2. Other HR activities

Employee attitude survey

Employees were invited to participate in an employee attitude survey in July. The results of the survey were fed back to the Executive Management Team and to all employees in late September in the form of a survey report and discussions at team meetings.

Training and development

Training courses have run in September, October and November covering plain English, project management and coaching and mentoring in line with the HPC organisational training and development plan. Further courses are scheduled to take place later in the year.

The HPC's modular Management Development programme is running for a second year from November 2011. Approximately 15 managers will participate.

GSCC transfer work

Work on the GSCC transfer continues to be a key area of activity. Recent work has included re-aligning the HR transfer project timetable with the revised transfer date of 1 August and preparing an updated briefing for EMT on recruitment in the run up to, and following, the transfer date.

Policy work

The HPC's policy on engaging agency workers has been updated to comply with the requirements of the Agency Workers Regulations, which came into force in October 2011.

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

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

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

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

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

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

This project has initiated with pre-development and testing planned to occur in December 2011 and deployment throughout the first quarter of 2012.

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

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

The first round of user acceptance testing (UAT) and the first fix cycle has completed. The second round of testing has now started.

- **NetRegulate platform refresh:** The objective of this project is to upgrade each of the separate platforms that NetRegulate is dependent upon to operate. This includes the operating system, database, application server and clients.

This project has now completed successfully.

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

The Project is now entering the requirements gathering stage after successfully mapping existing and target business processes.

This project is expected to complete in April 2012

- **Refit of the 33 Stannary Street office:** This project aims to fit out the new offices at 33 Stannary Street to provide additional office and meeting room space. The IT team will support the implementation of the IT data and telephony services in the new building.

This project is nearing completion. The dataline is installed and operational. There are a number of changes that are outstanding:

- 1 – installation of telephone lines for monitoring security and data services;
- 2 – rectification of noisy cooling fans; and
- 3 – activation of the management services for the data line.

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

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

The user acceptance testing cycle will start in late November.

This project is expected to be delivered in late 2011.

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

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

The FtP team will be the pilot group for this new

functionality.

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

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

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

PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sought to identify potential solutions and industry best practice for handling credit card payments by telephone. There is one outstanding issue to resolve concerning the type of account we hold with our payment services provider (WorldPay).

The project is currently being re-planned.

As part of this project we have moved telephony provider to OPAL (Talk Talk). This transfer was completed successfully on 5 May.

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

The software has been installed and has been tested by the IT team and is also part of the pilot FtP ‘Network encryption

Project'.

The software will be implemented as part of the Windows 7 rollout in early 2012.

- **Blackberry disaster recovery service:** The mobile personal mailing service has now become a business critical service. This project will investigate the options for creating a disaster recovery service and if appropriate to implement the service. This will allow the Blackberry handsets to operate in the event of a critical infrastructure failure.

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

1. Recruitment

The following roles have been filled since the last report:

Panel members: 7 paramedics

Registration assessors: 1 arts therapist

CPD assessors: 1 prosthetist/orthotist, 1 arts therapist

Visitors 2 prosthetist/orthotist

2. Training

The following training has taken place since the last report:

New: Registration assessors: 8

Refresher: Registration assessors: 83

Panel members: 25,

Visitors: 39.

3. Partner appraisal

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

Panel members: 35

Registration assessors: 82

Panel chairs: 14

Visitors: 23

It has proved difficult in this period to source panel members who are eligible to undergo appraisal. Work has been completed to ensure sufficient panel members are appraised in the final quarter of 2011 – 2012. There are 15 scheduled for November.

4. Partner resignations

Since the last report two visitors and three panel members have resigned. There is an on-going fitness to practise case for one panel member.

5. Team information

Marche Wilson, Partner Administrator has moved to the Finance Department in the role Finance Administrator for 12 months. Mita Patel has returned to the partners' team as a Partner Administrator for three days a week until March 2012.

6. Social worker project

The recruitment campaign for social worker partners is now underway. The application window was open from 1 September until 14 October 2011 for the roles of panel member (30-35) registration assessor (24) & visitor (30) The application window was extended for two weeks longer than initially planned due to a low response rate.

The overall response at the end of the campaign was positive with the following application numbers:

Panel members: 185

Visitors: 64

Registration assessors: 92

Following shortlisting, the number of candidates invited to interview is:

Panel members: 91

Visitors: 42

Registration assessors: 64

Interviews have now commenced and will run through November, December (panel member and visitors) and January (registration assessors).

Policy and Standards: Mr Michael Guthrie

1. Meetings attended

31 August – 14 November 2011

UK Inter-professional Group (UKIPG): PWRP meeting on review of professional qualifications directive	1 Sept
Association of Directors of Adult Social Services (ADASS) workforce network	2 Sept
Council for Healthcare Regulatory Excellence (CHRE)	6 Sept
Social Work Reform Board Career Working Group	6 Sept
Royal College of Speech and Language Therapists, Perth	8 Sept
Department of Health: AHP medicines project – consultation drafting group	9 Sept
College of Social Work: Interim board	12 Sept
Society and College of Radiographers	13 Sept
NES Education for Scotland: Podiatric surgery steering group	14 Sept
AHP informatics taskforce / forum	14 Sept
Meet the HPC event, Lerwick	19 Sept
Meet the HPC event, Kirkwall	20 Sept
Department of Health	20 Sept
Department of Health, Embedding leadership principles workshop	21 Sept
British Psychological Society (BPS)	23 Sept
Labour party conference, Liverpool	27 Sept
NHS Confederation, Liverpool	27 Sept
Department of Health, AHP prescribing project board	27 Sept
Department of Health (teleconference)	29 Sept
National allied health professional advisory board	29 Sept

Clinical hypnotherapists	30 Sept
Department of Health, National AHP informatics strategic taskforce	5 Oct
Department of Health, AHP medicines project phase one: consultation drafting group	7 Oct
Mary Lovegrove, London South Bank University	11 Oct
Kingston University / St. George's University of London Advisory Group meeting	13 Oct
Fourth Scottish annual regulation conference, Edinburgh	25-26 Oct
Employer event, London	25 Oct
Employer event, Cardiff	27 Oct
Department of Health (teleconference)	27 Oct
Council for Healthcare Regulatory Excellence (CHRE)	3 Nov
European Commission conference on Professional qualifications directive, Brussels	7 Nov
National allied health professional advisory board	7 Nov
HPC seminar on professionalism	7 Nov
Nursing and Midwifery Council (NMC)	8 Nov
Social Work Education Participation (SWEP)	8 Nov
Chinese Ministry of Health	10 Nov
Department of Health	11 Nov

2. Consultations

Student fitness to practise and registration

The consultation on student fitness to practise and registration opened on 1 November 2011. The consultation document was mailed to c.800 individuals and organisations. The consultation was also promoted via an email to stakeholders, a press release and information on the HPC website. The GSCC also issued a press release.

The consultation will run until 2 March 2012, with the results being presented to the Council in May 2012.

3. Closed consultations

Standards of proficiency and the threshold level of qualification for entry to the Register for social workers in England

These consultations have now closed. The outcomes will be presented to the Education and Training Committee and the Council in March 2012.

4. Professional Liaison Groups

There are no current PLGs.

5. Service user involvement in the design and delivery of education and training programmes

Kingston University and St George's University of London have been commissioned to undertake research into the involvement of service users in the design and delivery of HPC approved programmes.

The research has four components: a literature review; research with HPC approved providers; 9 focus groups with service users, students and educators across three different education providers and three different professions; and a consensus workshop focusing on the standards of education and training. A questionnaire has recently been circulated to programme leads to find out more about existing levels of involvement.

The research will inform decisions by the Education and Training Committee which may include consulting on changes to the standards of education and training. The research is due

to be completed by the end of February 2012, informing discussion at the Committee's March 2012 meeting.

6. Review of profession-specific standards of proficiency

The review of the profession-specific standards of proficiency is ongoing. This review is being delivered on a rolling basis. In the first instance this involves professional bodies being invited to comment on revised drafts of their profession-specific standards alongside the revised generic statements previously agreed by the Council.

The Education and Training Committee will be considering drafts of standards for the first seven professions to be reviewed at its meeting in March 2012. It is then planned that a consultation will take place from April 2012.

7. Independent prescribing: physiotherapists and podiatrists

The Education and Training Committee received an update paper at its meeting in November 2012. The Department of Health is currently consulting on extending independent prescribing rights to physiotherapists and podiatrists.

The ETC has already agreed that if these proposals are implemented we would produce standards of proficiency (or their functional equivalent) for prescribing entitlements. In anticipation of these changes, the Executive has begun initial work to put together a draft of standards for prescribing. The Executive will seek the input of the DH prescribing project board in developing the standards. It is currently anticipated that a consultation might take place early in 2012 – 2013 (subject to a final decision to proceed by the government and approval of the plans by the Committee on Human Medicine).

8. CHRE performance review 2011 – 2012

The performance review process for 2011 – 2012 has commenced.

The Department co-ordinates the annual submission for the Council for Healthcare Regulatory Excellence (CHRE) performance review. The submission involves colleagues across the organisation.

The submission is due on 2 December 2012. The Executive and the Chair are scheduled to meet the CHRE to discuss their initial assessment of our submission in February 2012.

1. Operational performance

a) Telephone calls

i) UK telephone calls: During the period from 1 August to 31 October 2011 the team received a total of 40,958 telephone calls which is 5,172 less calls when compared to the same period two years ago when we opened the Register for practitioner psychologists. The Department answered 94% of all those calls received compared to 91% during the same period two years ago.

ii) International telephone calls: During the period from 1 August 2011 to 31 October 2011 the team answered a total of 3,138 telephone calls which is 1,097 less than the same period last year.

b) Application processing

i) UK applications: A total of 4,367 new applications were received during this period and 4,102 individuals were registered, which is 659 less than the same period last year. Applications took on average eight working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt.

ii) International applications: A total of 476 new international applications were received in this period and 242 individuals were registered which is 121 less than the same period last year.

iii) Grandparenting applications: A total of 20 new grandparenting applications were received in this period and 10 individuals were registered which is 9 less than the same period last year.

c) Emails

i) UK emails: The team received approximately 100 emails per day and responded to these on average within two days of receipt which is within our service standard of 48 hours.

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

d) Continuing Professional Development (CPD) audit

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

- biomedical scientists at the beginning of September 2011.

CPD assessment days are now being held every two weeks.

e) Registration renewals

At the start of June 2011, 16,938 paramedics were invited to renew their registration with 98.1% successfully renewing and 61% renewing using the online facility.

A total of 96.3% of orthoptists successfully renewed their registration for the next two-year cycle with 65% renewing online.

At the start of July 2011, 13,159 speech and language therapists, 4,704 clinical scientists and 906 prosthetists /

orthotists were invited to renew their registration. On the 1 October 2011 94.9% of speech and language therapists had renewed their registration with 65% renewing online, 96.5% of clinical scientists had renewed their registration with 72% renewing online and 94.9% of prosthetists / orthotists had renewed their registration with 60% renewing online.

At the start of August 2011, 32,520 occupational therapists were invited to renew their registration with 94.5% successfully renewing and 66% using the online facility.

At the start of September 2011, 22,835 biomedical scientists were invited to renew their registration and registrants have until 30 November 2011 to renew their registration. As at 7 November 2011, 16,949 registrants had renewed their registration with 64% renewing online.

2. Resource

a) Employees

The Department is operating within the budgeted headcount.

1. Council Awayday

Thank you to all those members that took the time to complete the evaluation form following the Council awayday in North Wales in October. This feedback, whilst generally positive, will be used to inform future training plans and strategy.

2. Annual appraisals

The annual appraisal cycle is due to get underway and you will shortly be receiving notification of the schedule of dates in January on which appraisals will be carried out. In the usual way, once feedback from committee chairs has been collated, your appraisal forms will be sent to you for completion and this should be returned to the Secretariat prior to your appraisal.

All information will be available on the extranet and should you require any additional information, do not hesitate to contact Steve Rayner on 020 7840 9785 or steve.rayner@hpc-uk.org.

3. Annual report and accounts

The annual report and accounts has now been signed by the National Audit Office and it is anticipated that this will be laid in Parliament on 5 December 2011.

4. Registration appeal chair training

As you may know, HPC holds registration appeal meetings every 2-3 months to consider appeals received from registrants refused entry to the Register. These are chaired by a Council member although they cannot be a member of the Education and Training Committee since the appeal is against a decision of this Committee.

We are looking to increase the pool of registration appeals chairs and so a training session has been organised for Wednesday 22 February 2012, following the meeting of the

Fitness to Practise Committee at approximately 1:30pm. There are places available for any member still wishing to attend. Please contact Louise Hart on 020 7840 9711 or louise.hart@hpc-uk.org.

5. Open days for prospective members of Council

Last year, we held a series of "open days" for prospective members of Council in order that they could understand a bit more about what we do before deciding whether to apply to be a member. Following feedback received, it has been agreed that rather than hold an open day in a "workshop" setting, we would instead encourage prospective members to attend either the February or March meeting of Council and then stay on for lunch and an informal chat with members.

6. Strategy day in February 2012

You may recall that it was decided that the February strategy session should not precede the meeting of Council but instead be held the day before. This is to remind you that you will need to make appropriate travel arrangements (including a hotel booking) for the strategy session scheduled for 8 February, with Council on 9 February 2012. We anticipate that the strategy session will start at 12 noon.

7. External Meetings

UKIPG Corporate Governance Group	19 Sept
ALB Board Secretaries Group	5 Oct
Governance group	17 Oct
Department of Health	14 Nov

8. Training for Employees

Data Protection Conference	13 Oct
Prince2 project management training	24 Oct

Management Information Pack

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

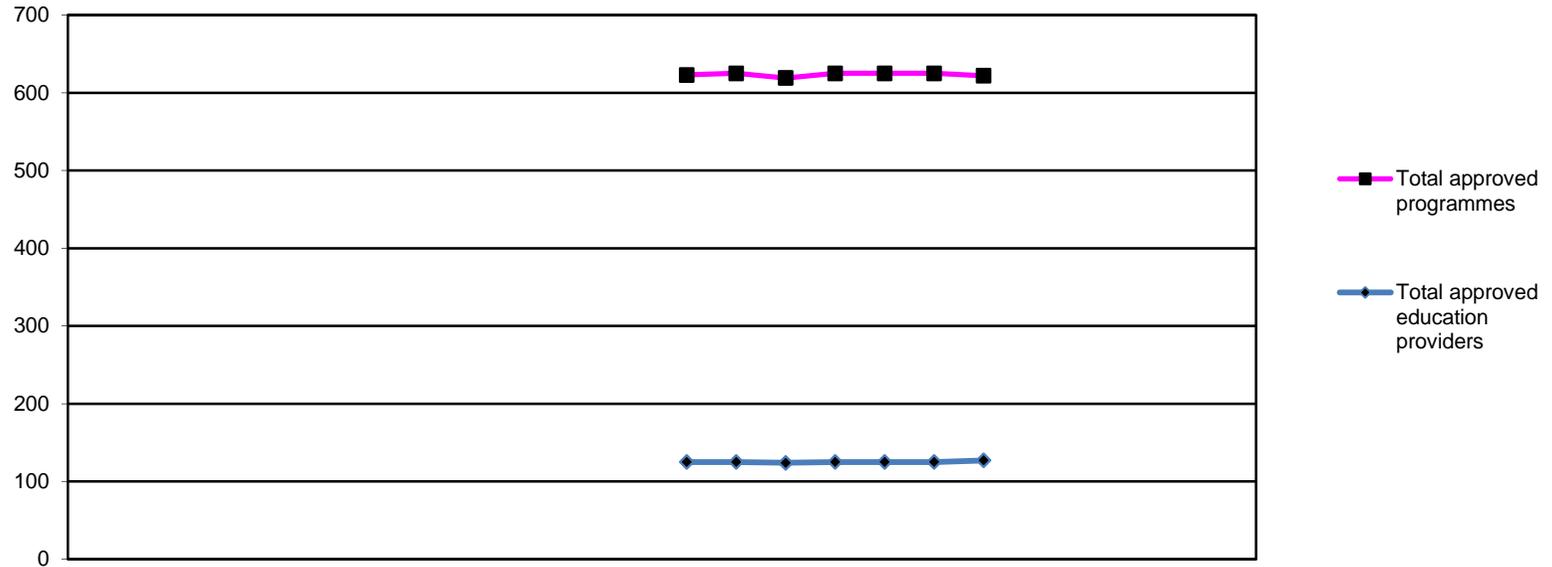


hpc health
professions
council

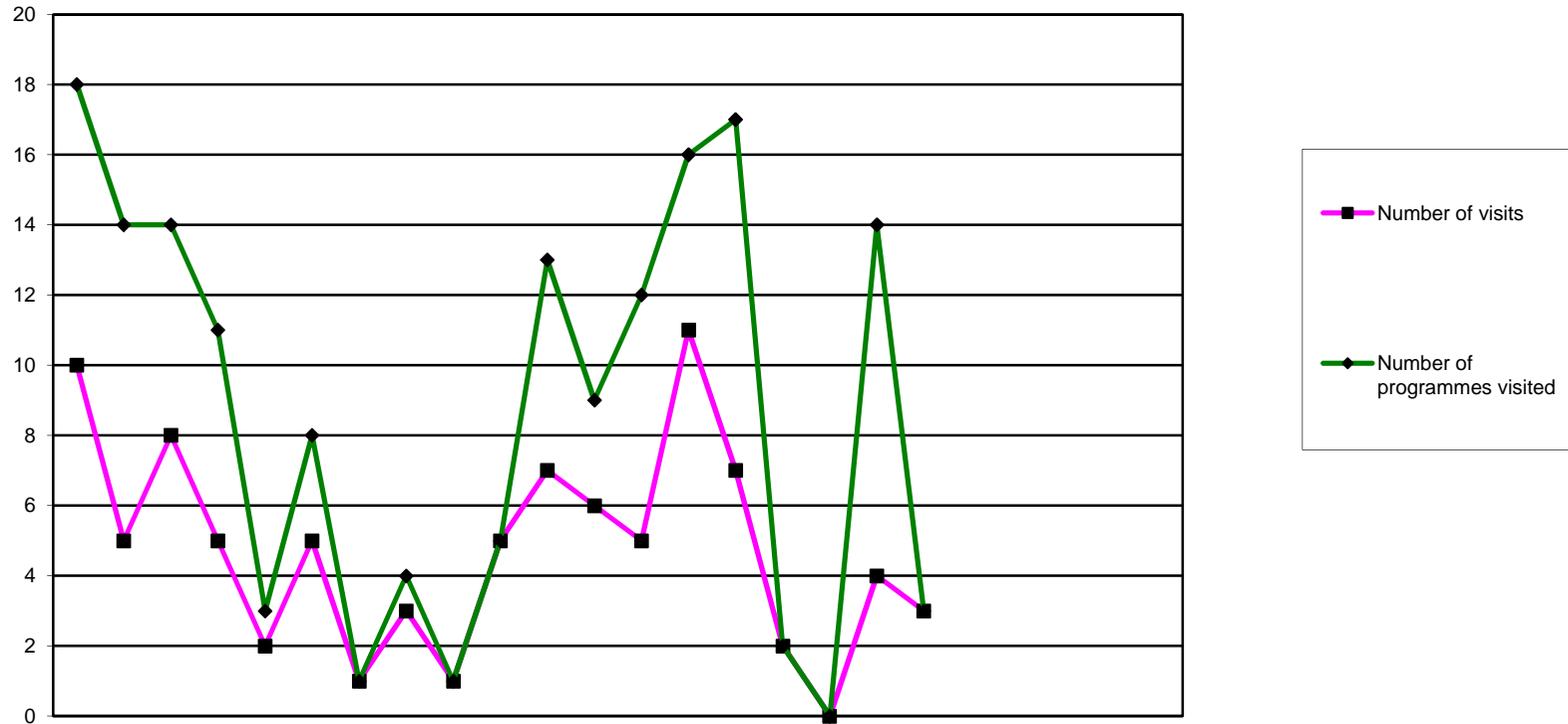
**Management Reporting Information to Council
Health Professions Council
Figures for April 2011 to October**

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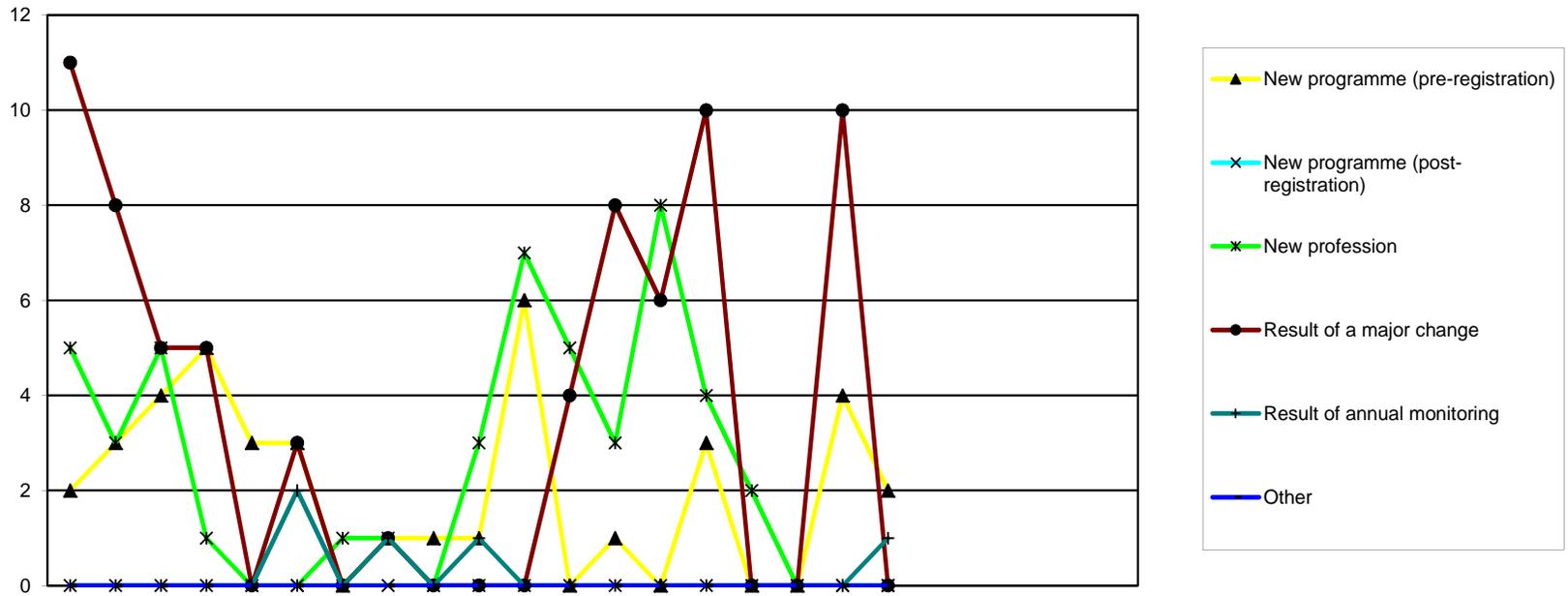


	2010			2011									2012									2011/12 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Arts therapists													27	27	21	27	27	27	21							21
Biomedical scientists													41	41	41	41	41	41	40							40
Chirops/ Pods													19	19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



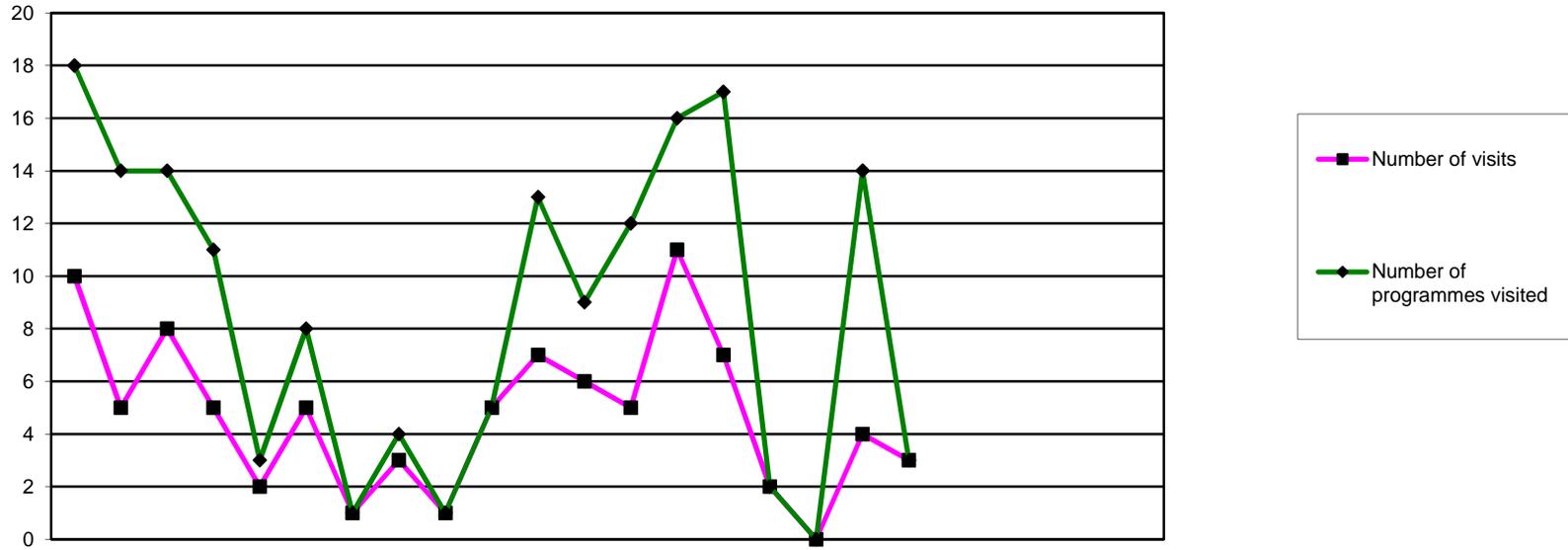
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Overview of approval visits																								
Number of visits	10	5	8	5	2	5	1	3	1	5	7	6	5	11	7	2	0	4	3					
Number of programmes visited	18	14	14	11	3	8	1	4	1	5	13	9	12	16	17	2	0	14	3					

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	58	32
27	117	68	84	80	101	64



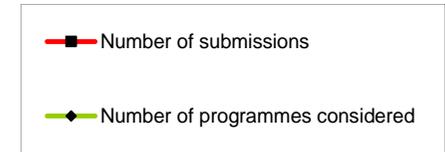
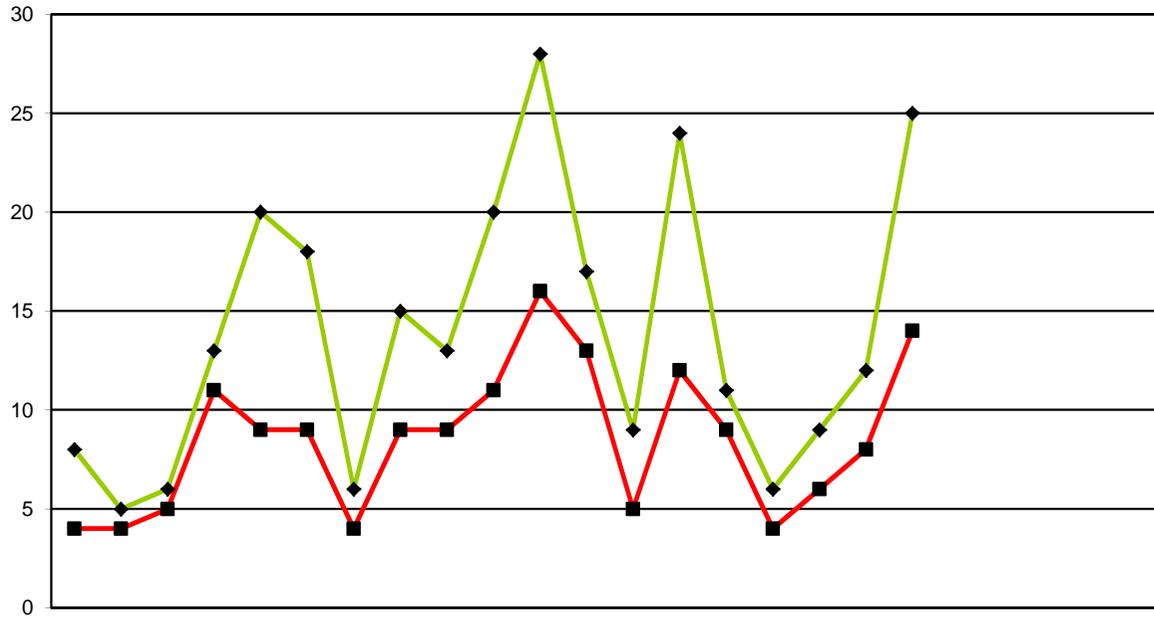
Reason for programme visited	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
New programme (pre-registration)	2	3	4	5	3	3	0	1	1	1	6	0	1	0	3	0	0	4	2						
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	0	0	0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

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	10
7	29	1	7	1	0	0
5	16	4	0	7	31	17
5	32	26	53	42	37	34
5	1	3	3	3	4	1
5	21	2	0	2	0	0
27	117	68	84	80	101	62



	2010			2011							2012													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Annual monitoring submissions																								
Declarations	4	29	27	12	0	0	1	16	25	35	43	40	20	13	4	2	0	0	8					
Audit	27	29	18	3	2	0	0	13	16	59	43	47	18	8	5	2	2	0	0					
Total	31	58	45	15	2	0	1	29	41	94	86	87	38	21	9	4	2	0	8					

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	232	47
51	184	135	136	123	257	35
164	278	278	303	228	489	82

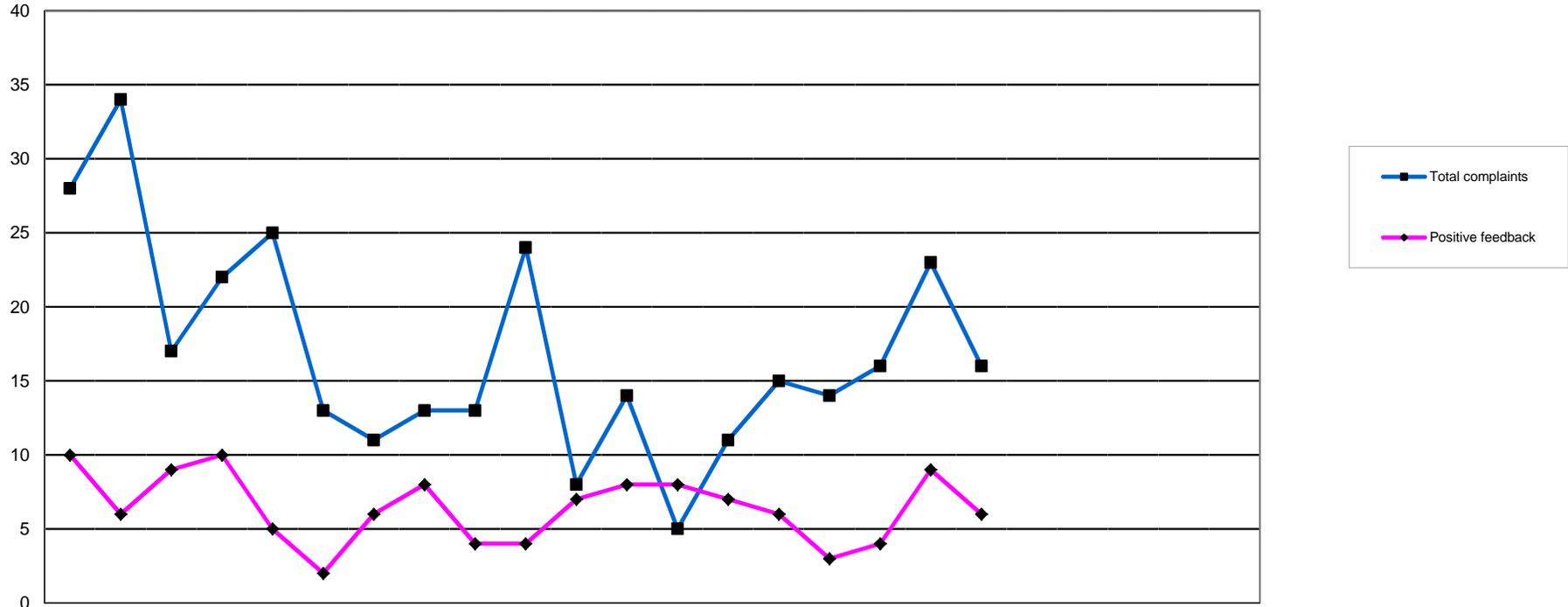


	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Major change submissions																								
Number of submissions	4	4	5	11	9	9	4	9	9	11	16	13	5	12	9	4	6	8	14					
Number of programmes considered	8	5	6	13	20	18	6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

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	104	58
25	97	109	141	179	169	96

Health Professions Council

Feedback April 2010 - March 2012



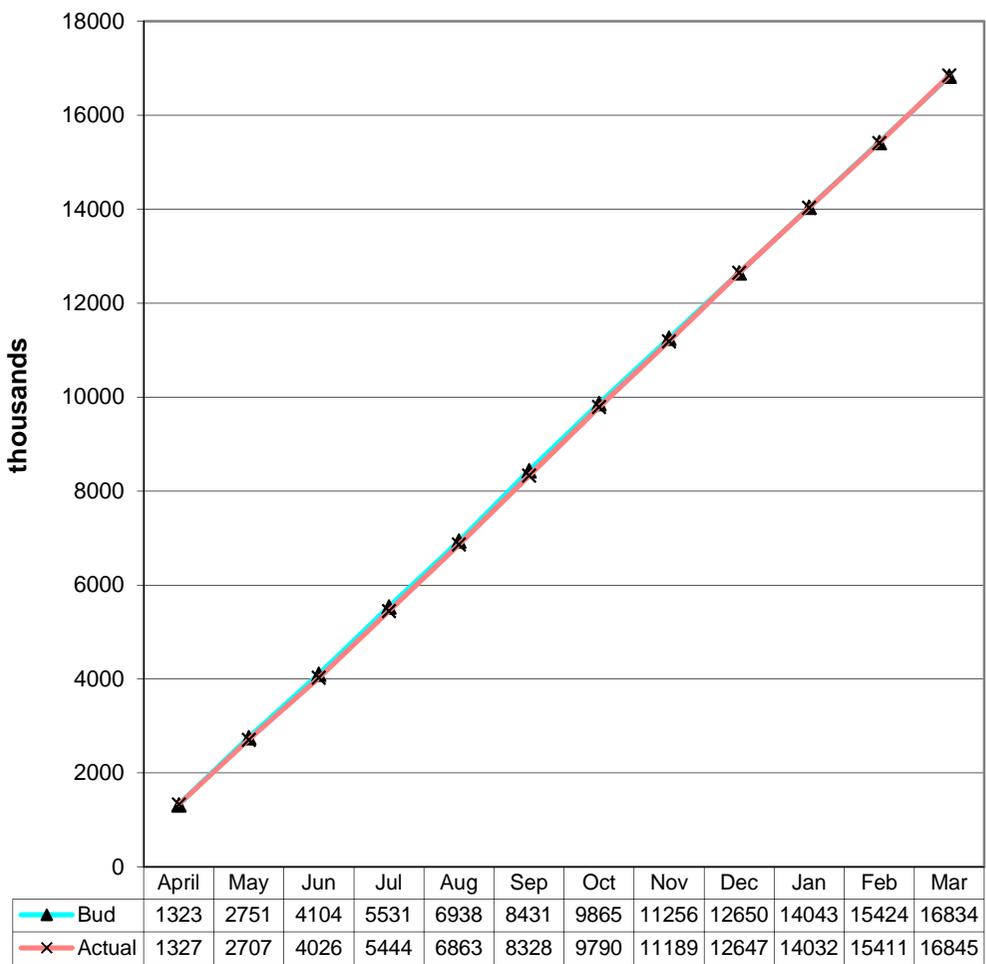
	2010			2011									2012						2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD		
Application process	1	3	4	4	4	7	1	4	3	6	1	1	0	0	0	0	0	2	2								39	23	28	29	4	39	4
Registration process	20	20	10	13	15	6	8	9	7	13	7	8	4	7	14	12	15	18	13								169	88	122	361	163	136	83
External comms	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0								24	6	6	4	1	1	1
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								6	2	0	0	2	0	0
Partner management	0	3	2	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0								0	4	2	4	4	8	0
Rules/legislation	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0								17	11	10	3	5	0	2
Other	7	8	1	4	5	0	1	0	3	4	0	5	1	2	0	2	1	3	1								7	16	18	44	45	38	10
Total complaints	28	34	17	22	25	13	11	13	13	24	8	14	5	11	15	14	16	23	16								262	262	186	445	224	222	100
Positive feedback	10	6	9	10	5	2	6	8	4	4	7	8	8	7	6	3	4	9	6								187	19	27	37	81	79	43

	2011							2012					Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000				
INCOME																
Registration Income	1,386	1,365	1,423	1,493	1,484	1,434	1,447						10,032	10,054	(21)	17,209
Cheque/credit card write off	0	0	0	0	0	0	0						0	0	0	3,000
TOTAL INCOME*	1,386	1,365	1,423	1,493	1,484	1,434	1,447						10,032	10,054	(21)	17,212
EXPENDITURE																
Chair	2	5	8	7	0	9	5						36	41	6	71
Chief Executive	23	38	26	36	26	42	28						220	183	(37)	312
Council & Committees	11	11	27	2	5	27	23						106	175	69	339
Communications	51	111	88	68	81	98	104						602	574	(28)	1,096
Depreciation	42	43	42	41	40	41	40						289	335	46	660
Education	56	68	63	54	44	62	50						397	454	57	785
Facilities Manangement	66	80	62	85	148	95	106						642	510	(133)	919
Finance	48	53	58	28	52	67	94						400	398	(2)	654
Fitness to Practise	629	738	684	588	627	642	671						4,580	4,385	(195)	7,494
Human Resources & Partners	32	40	73	85	48	63	79						419	540	121	851
IT Department	70	79	94	91	58	89	80						561	669	108	1,152
Operations Office	36	41	48	39	46	36	52						298	259	(39)	445
Policy & Standards	17	16	18	21	15	30	28						144	153	9	286
Major Projects	2	7	20	23	17	(3)	35						100	79	(21)	83
Registration	108	157	134	154	188	148	188						1,078	1,171	93	1,908
Secretariat	13	40	31	27	6	46	1						164	144	(20)	245
TOTAL EXPENDITURE	1,206	1,526	1,477	1,350	1,402	1,491	1,584						10,036	10,069	33	17,300
OPERATING SURPLUS/(DEFICIT)	180	(161)	(55)	143	83	(58)	(136)						(3)	(15)	12	(88)

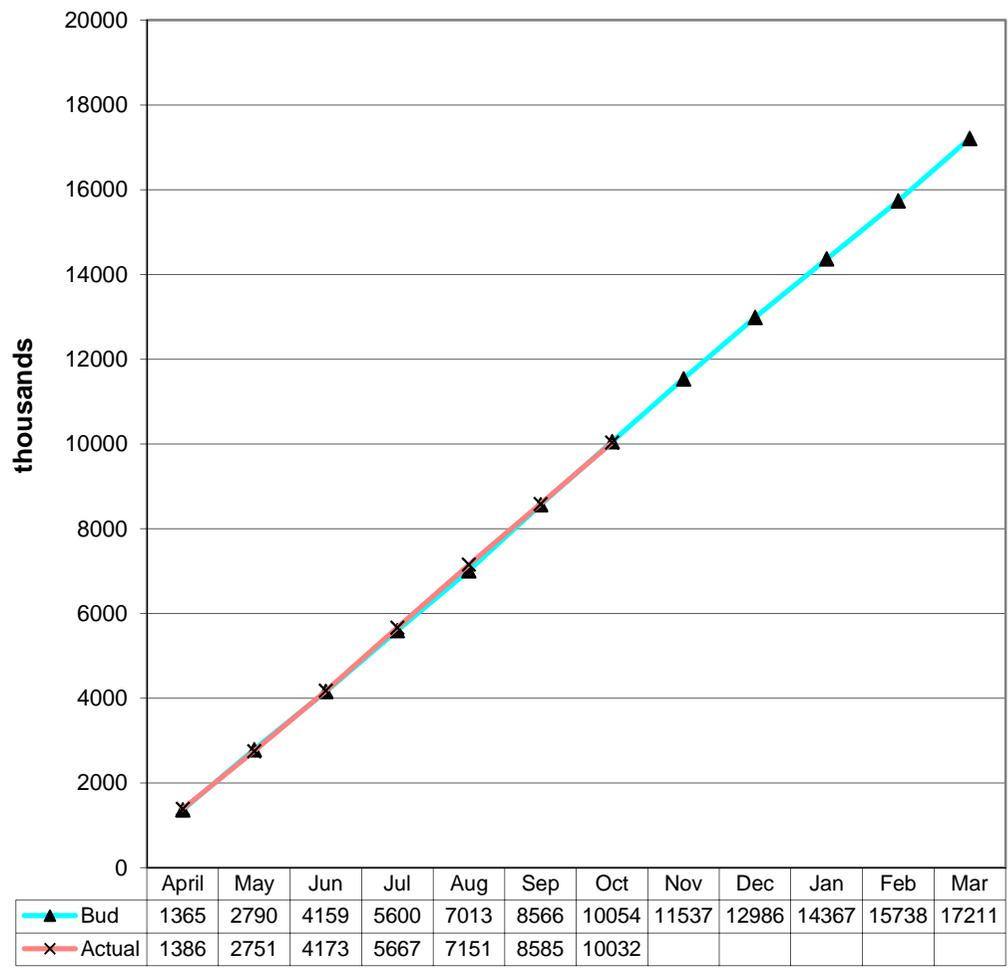
* Total Income is excluding investment income

Note: No accruals have been posted for April

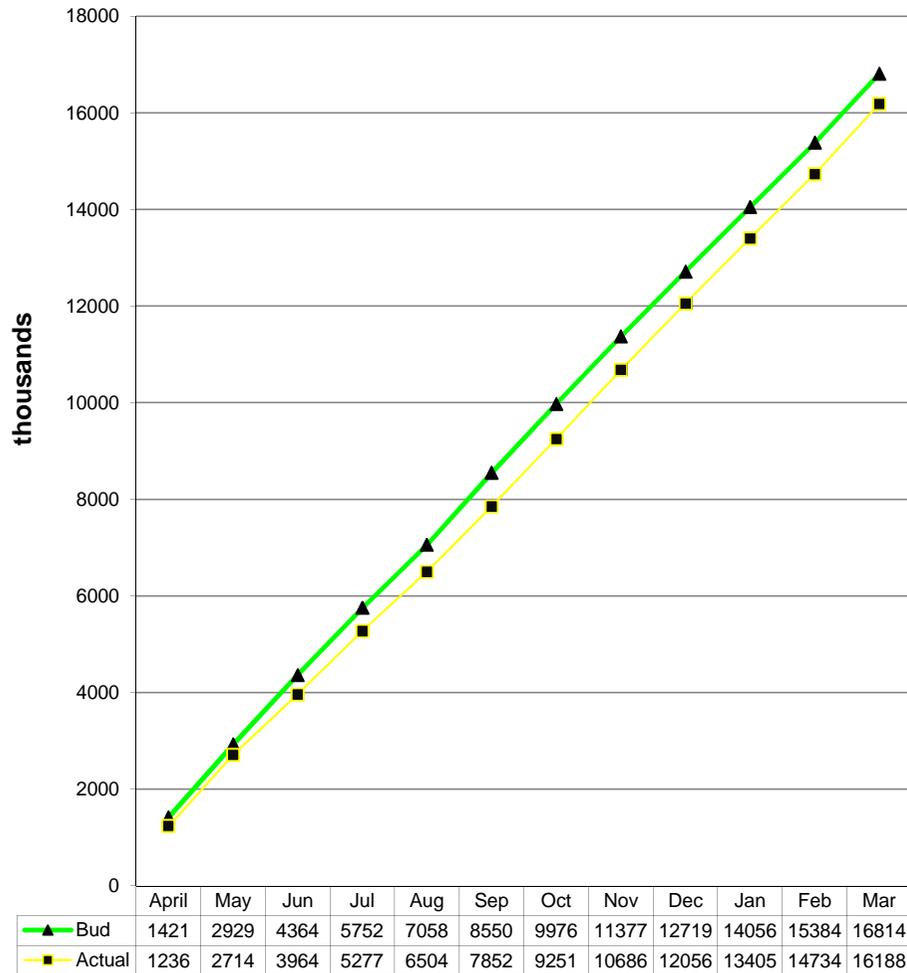
Income 2010/11 budgeted & actual



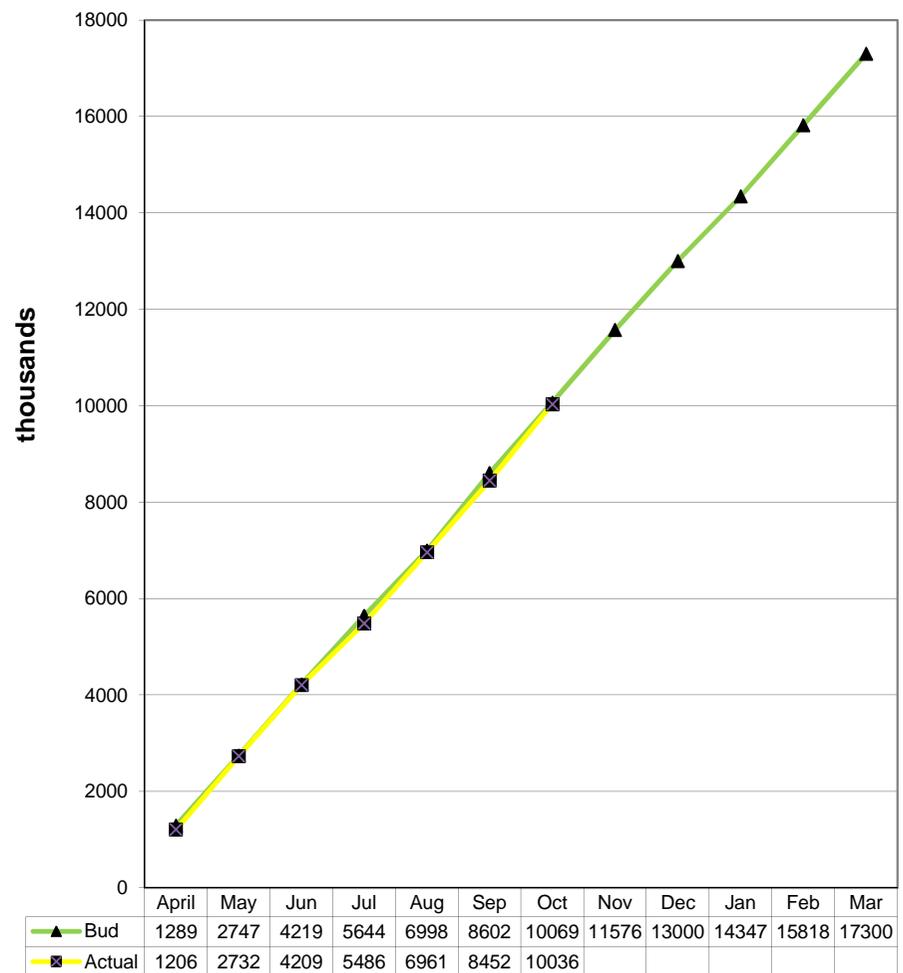
Income 2011/12 budgeted & actual



Expenditure 2010/11 budgeted & actual



Expenditure 2011/12 budgeted & actual



	2011							2012					Total to £000	Budget £000	Total Expenditure £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000			
EXPENDITURE															
Chair	4	1	(2)	(1)	6	(3)	1						6	41	36
Chief Executive	4	(13)	(1)	(7)	(1)	(16)	(3)						(37)	183	220
Council & Committees	0	8	6	12	1	21	21						69	175	106
Communications	3	7	(1)	3	(33)	3	(11)						(28)	574	602
Depreciation	4	3	3	3	4	3	26						46	335	289
Education	3	17	3	3	15	(1)	16						57	454	397
Facilities Management	6	(5)	12	(12)	(74)	(22)	(38)						(133)	510	642
Finance	8	6	(2)	28	6	(11)	(37)						(2)	398	400
Fitness to Practise	(31)	(135)	(10)	23	(1)	22	(63)						(195)	4,385	4,580
Human Resources & Partners	22	29	(1)	43	2	11	13						121	540	419
IT Department	23	14	5	3	37	13	13						108	669	561
Operations Office	(0)	(6)	(13)	(4)	(8)	5	(12)						(39)	259	298
Policy & Standards	1	5	1	(3)	17	(4)	(8)						9	153	144
Major Projects	2	2	(12)	(14)	(8)	36	(26)						(21)	79	100
Registration	28	19	18	4	(25)	79	(29)						93	1,171	1,078
Secretariat	7	(21)	(11)	(7)	14	(24)	22						(20)	144	164
TOTAL BUDGET VARIANCE	83	(68)	(6)	75	(47)	112	(116)	0	0	0	0	0	33	10,069	10,036
TOTAL MONTHLY BUDGET	1,289	1,458	1,472	1,425	1,354	1,604	1,467	0	0	0	0	0			10,069
TOTAL EXPENDITURE	1,206	1,526	1,477	1,350	1,402	1,491	1,584	0	0	0	0	0			10,036

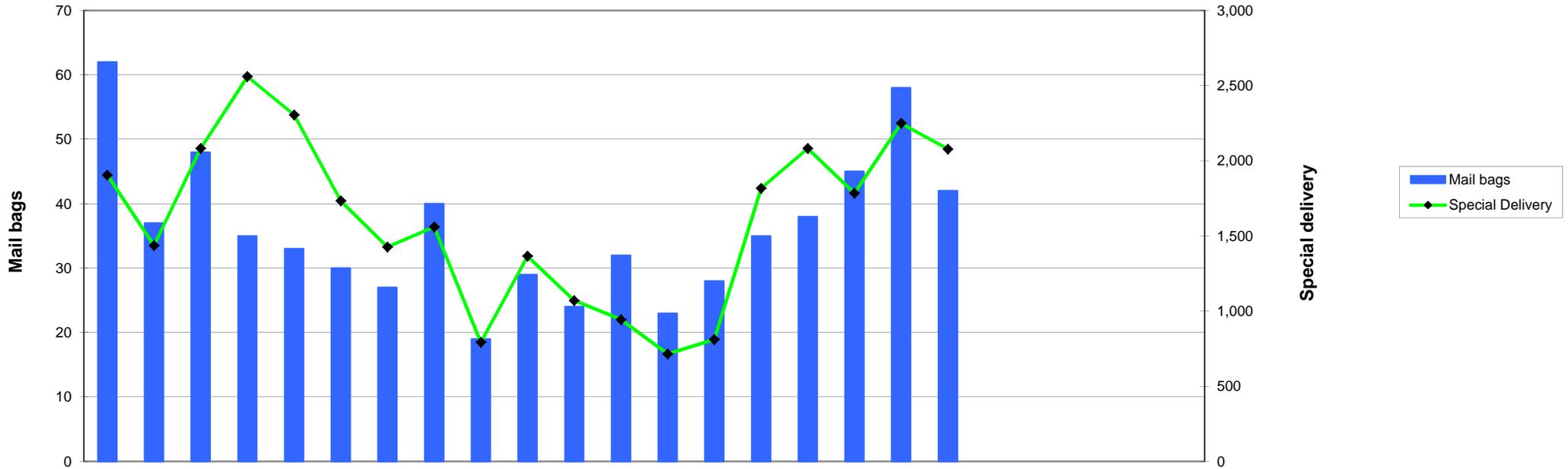
* Total Income is excluding investment income

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

* Balance sheet includes investment income

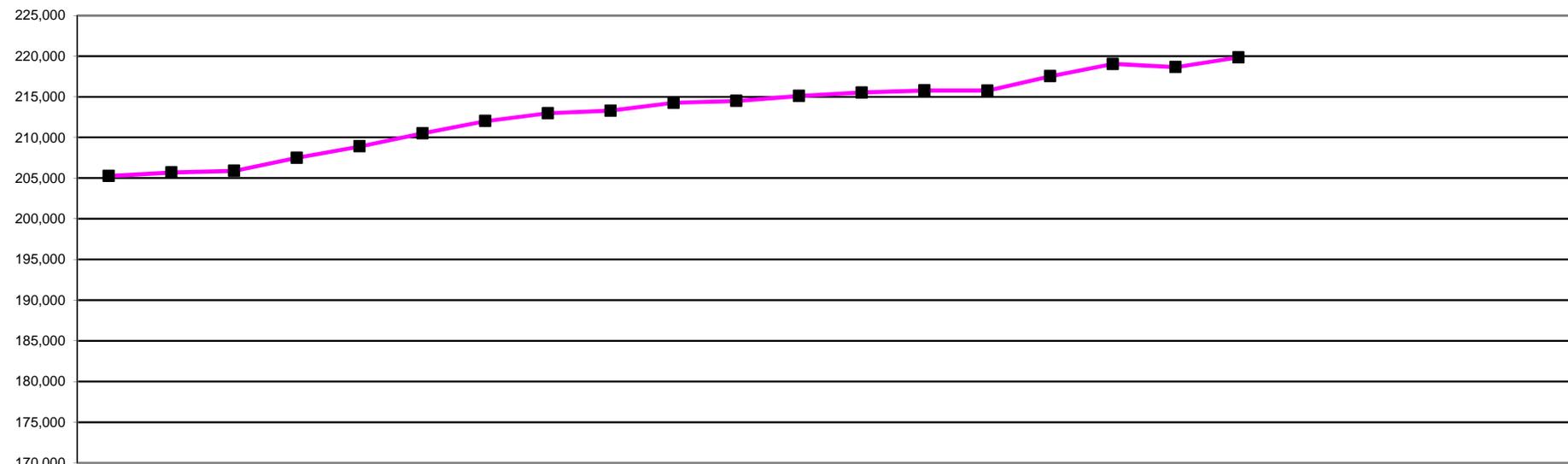
	Actual Mar 11 £000	2011							2012					Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000	
Opening Balance		8,722	7,928	7,484	7,924	7,528	8,949	9,370						
Registration Income		1,386	1,365	1,422	1,494	1,483	1,433	1,449						10,032
Investment Income		5	1	4	1	6	1	4						22
Investment Sales		0	0	0	0	0	0	0						0
Deferred Income Movements		(796)	(465)	278	(491)	1,457	673	(644)						12
Department of Health funding		0	0	239	0	0	0	0						239
Total Cash Receipts		595	901	1,943	1,004	2,946	2,107	809	0	0	0	0	0	10,305
Expenditure		1,163	1,598	1,398	1,331	1,497	1,538	1,614						10,139
Depreciation		(42)	(43)	(41)	(42)	(40)	(41)	(40)						(289)
Asset disposal / writeoff		0	0	0	0	0	0	0						0
Aged Cred / Accrual Movements		280	(224)	117	45	75	134	(181)						246
Debtor Movements		(28)	(27)	(23)	57	(19)	(53)	(31)						(124)
Payments to Creditors		1,373	1,304	1,451	1,391	1,513	1,578	1,362	0	0	0	0	0	9,972
Capital Expenditure		16	41	52	9	12	108	(12)						226
Capital write-off		0	0	0	0	0	0	0						0
Investment Purchases		0	0	0	0	0	0	0						0
Other Payments		16	41	52	9	12	108	(12)	0	0	0	0	0	226
Closing Balance	8,722	7,928	7,484	7,924	7,528	8,949	9,370	8,829	0	0	0	0	0	

* Cash flow includes investment income



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

	2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Mail bags	654	341	429	314	645	416	269
Special Delivery	13,641	10,469	19,076	20,383	24,787	19,187	11,539



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

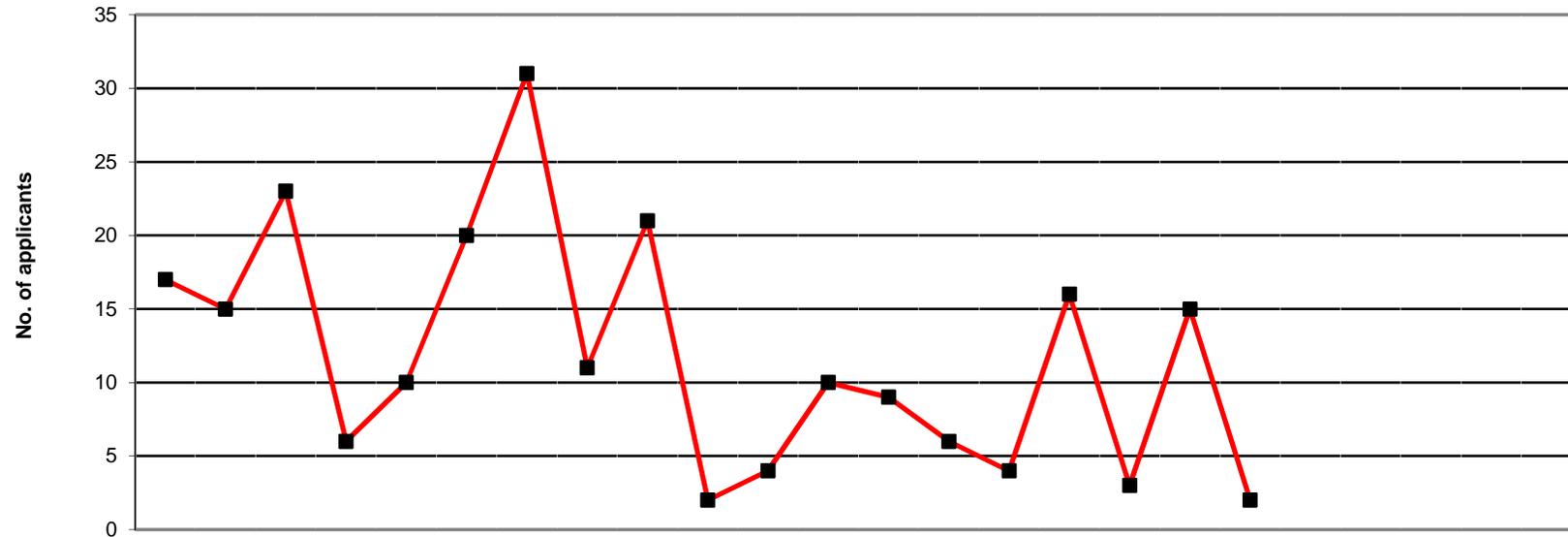
NOTE: Information captured last day of each calendar month

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

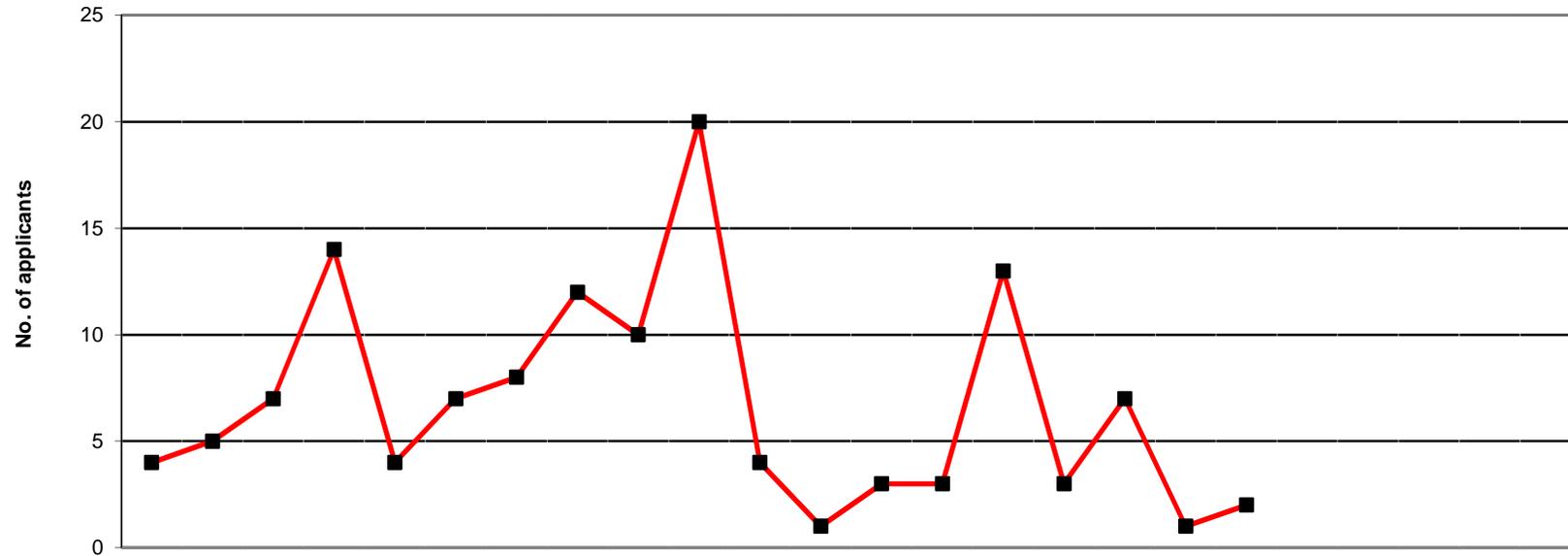


Current status	2011							2012							2013							11/12 YTD				
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Minimum info	1	1	1	0	0	1	1																			1
At scrutiny	35	32	21	24	19	25	28																			26
Pending reg fee	9	7	4	4	2	3	3								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

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



	2010			2011									2012									09/10	10/11	11/12					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Practitioner psychologists	17	15	23	6	10	20	31	11	21	2	4	10	9	6	4	16	3	15	2								93	170	55



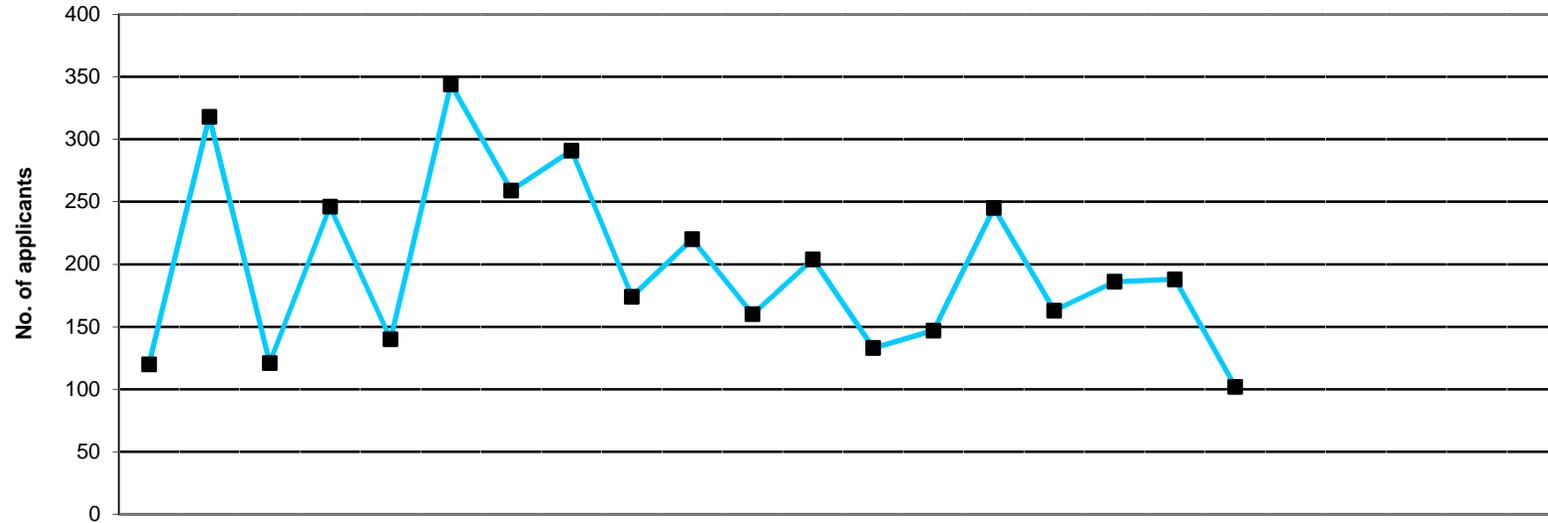
	2010			2011									2012									09/10	10/11	11/12						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Practitioner psychologists *	4	5	7	14	4	7	8	12	10	20	4	1	3	3	13	3	7	1	2									63	96	32

* Practitioner psychologists section of register opened 1st July 2009



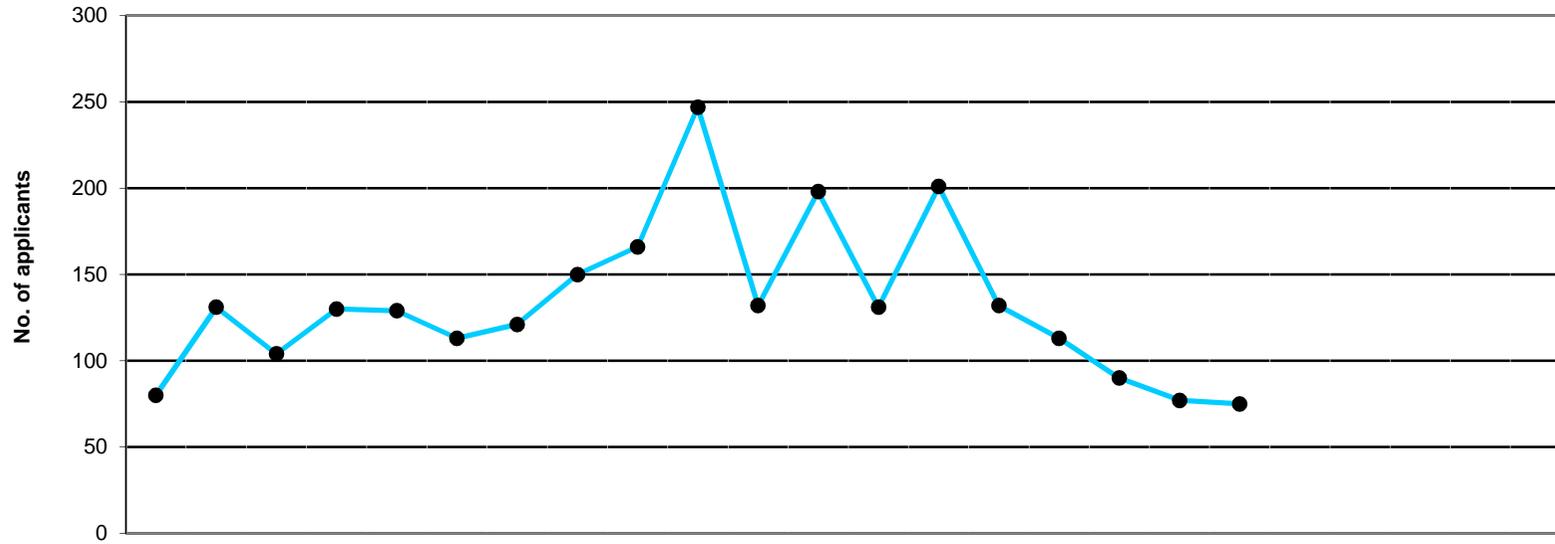
Current status	2011			2012									2013									11/12 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Minimum info	61	73	100	23	35	49	62																			58
At scrutiny	531	515	400	590	619	373	416																			492
Pending reg fee	223	182	172	172	173	172	167																			180
Total	815	770	672	785	827	594	645																			730
																								Average		

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



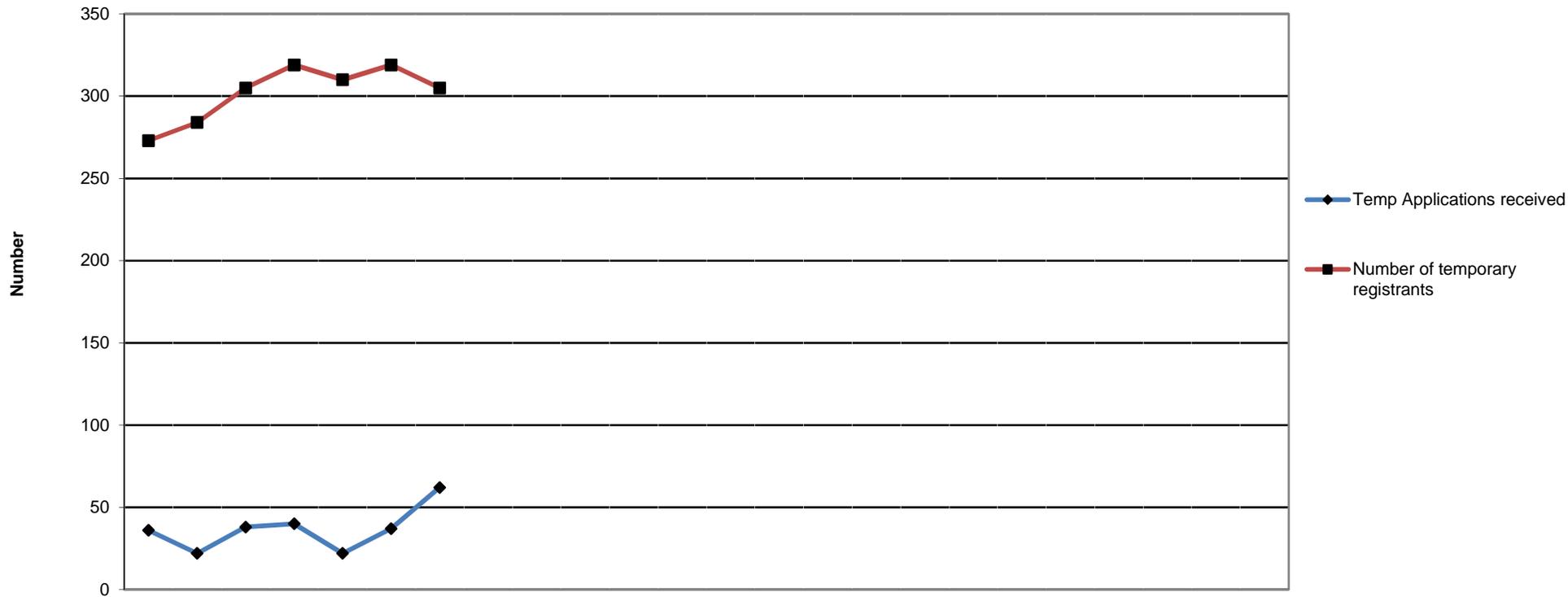
	2010			2011									2012									2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar	
Arts Therapists	0	2	3	4	2	5	1	2	0	1	2	1	1	0	4	1	1	1	3						16	12	23	11	
Bio. Scientists	12	33	14	31	19	41	26	32	23	15	14	13	13	9	18	16	14	16	8						307	290	273	94	
Chirops/ Pods	2	7	0	3	1	3	3	2	0	1	0	3	3	3	3	3	3	2	1						23	34	25	18	
CI Scientists	1	10	4	7	4	9	8	7	4	7	5	6	6	6	5	5	9	5	0						50	61	72	36	
Dietitians	9	16	7	16	6	16	15	16	6	16	7	9	9	11	10	12	9	10	7						132	137	139	68	
Hearing aid disps	0	0	0	0	0	0	0	4	0	0	0	2	2	0	0	1	0	2	0									7	5
OTs	20	54	14	29	20	54	46	42	29	30	22	21	21	22	29	10	21	31	13						404	340	381	147	
ODPs	0	2	0	2	0	1	0	0	1	1	1	1	1	2	1	1	1	1	0						8	10	9	7	
Orthoptists	1	0	0	0	0	1	0	0	1	2	0	0	0	0	0	2	0	1	0						3	1	5	3	
Paramedics	3	4	3	6	1	8	4	2	1	2	2	3	3	2	3	6	5	5	4						46	50	39	28	
Physiotherapists	31	97	38	70	42	95	78	86	58	76	54	71	71	55	97	49	69	51	26						774	745	796	418	
Pract psychs	14	27	14	24	11	34	26	25	11	20	14	16	16	12	20	14	20	18	6								211	284	106
Prosth/Orthotists	0	0	1	0	1	1	2	2	0	1	0	2	2	0	0	1	1	1	1						9	3	10	6	
Radiographers	20	48	17	43	25	61	37	47	26	30	29	34	34	15	43	28	22	25	20						364	312	417	187	
SLTs	7	18	6	11	8	15	13	24	14	18	10	22	22	10	12	14	11	19	13						154	173	166	101	
Total	120	318	121	246	140	344	259	291	174	220	160	204	133	147	245	163	186	188	102						2,290	2,379	2,646	1,235	

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

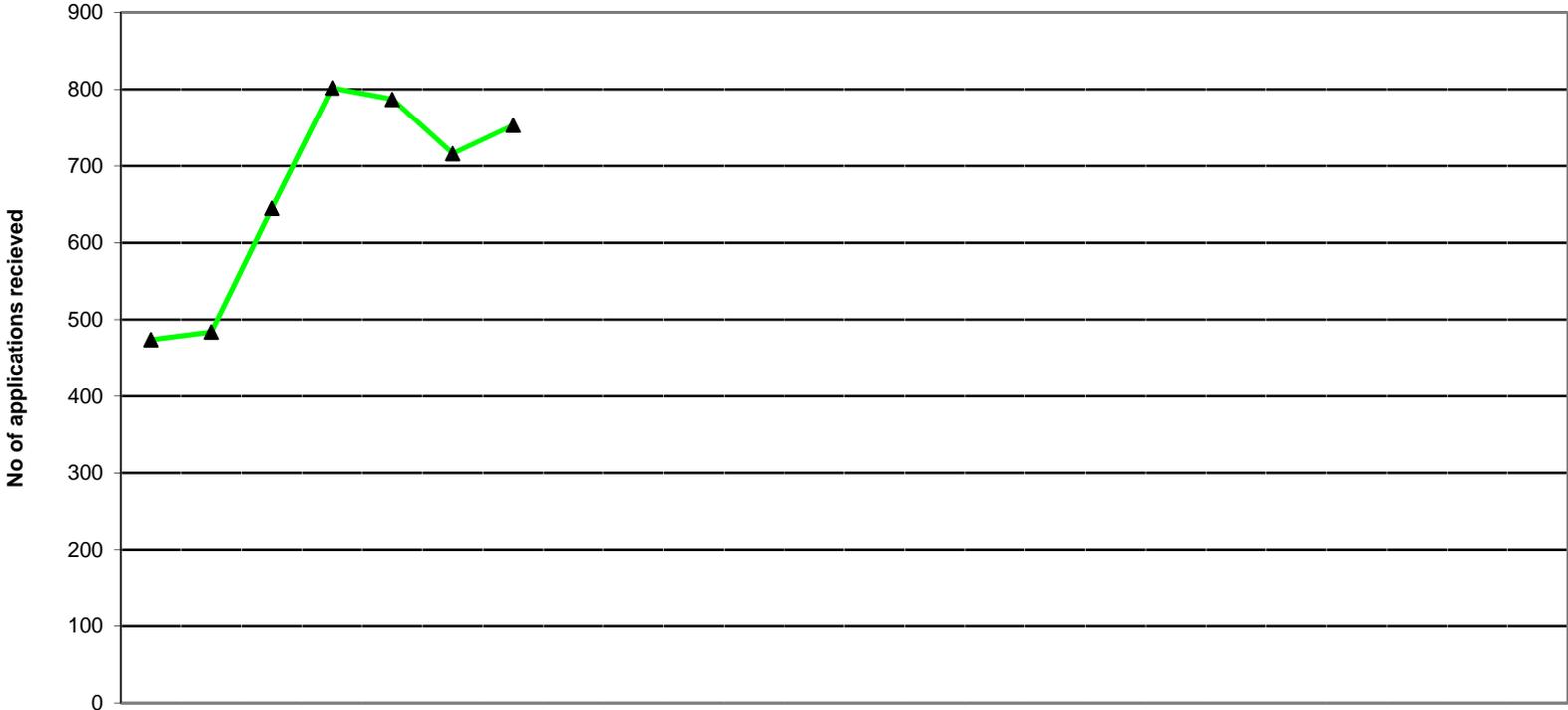


	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts therapists	2	0	1	1	0	0	3	1	3	2	2	0	1	0	2	1	1	1	0					
Bio. scientists	10	12	14	14	15	13	23	8	33	29	23	8	19	13	15	7	4	3	1					
CI scientists	1	1	2	1	4	0	3	0	3	3	2	6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

2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	YTD
8	6	4	15	6
231	236	162	202	62
30	28	22	26	11
39	27	15	17	14
94	97	80	88	49
			4	1
302	283	255	289	105
5	2	5	3	2
4	2	0	1	1
14	22	25	23	11
567	608	460	500	309
		95	127	51
6	3	1	6	3
428	336	206	270	130
134	105	114	130	64
1,862	1,755	1,444	1,701	819

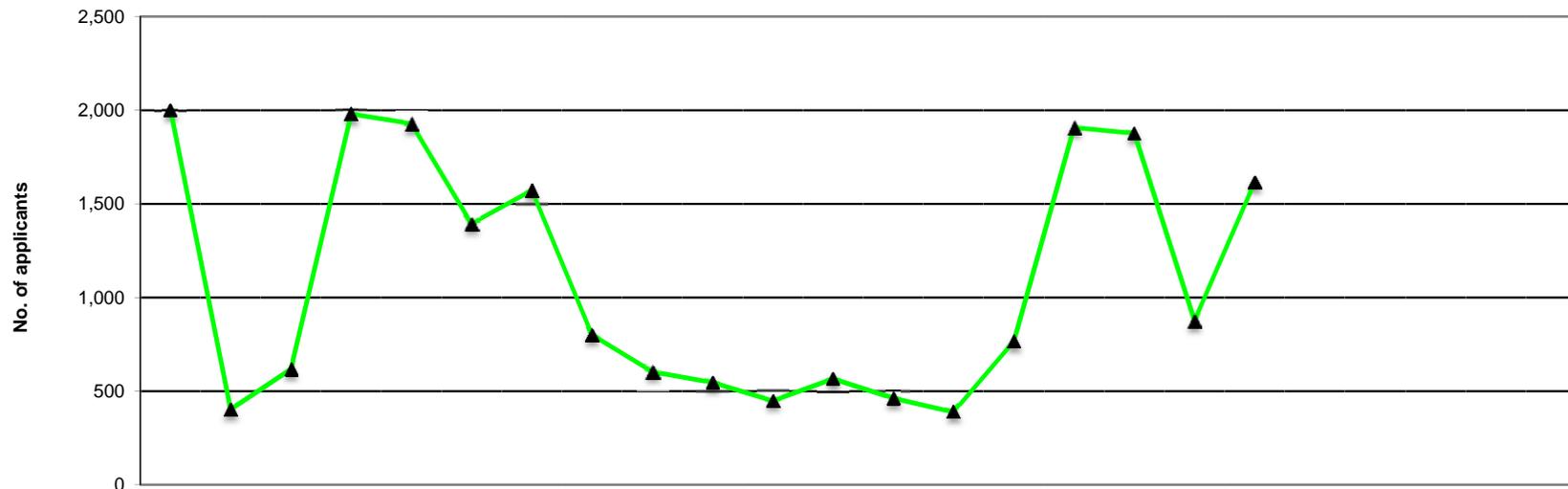


	2011			2012									2013									11/12			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Temp Applications received	36	22	38	40	22	37	62																		257
Number of temporary registrants	273	284	305	319	310	319	305																		



Current status	2011			2012							2013							11/12							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Minimum info	474	484	645	802	787	708	737																		662
At scrutiny	0	0	0	0	0	8	16																		3
Pending reg fee	0	0	0	0	0	0	0																		0
Total	474	484	645	802	787	716	753																		666
																								Average	

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



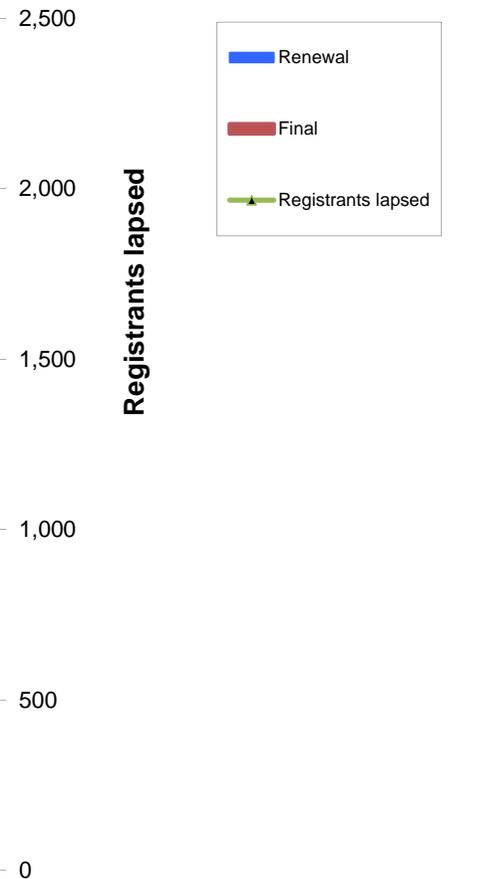
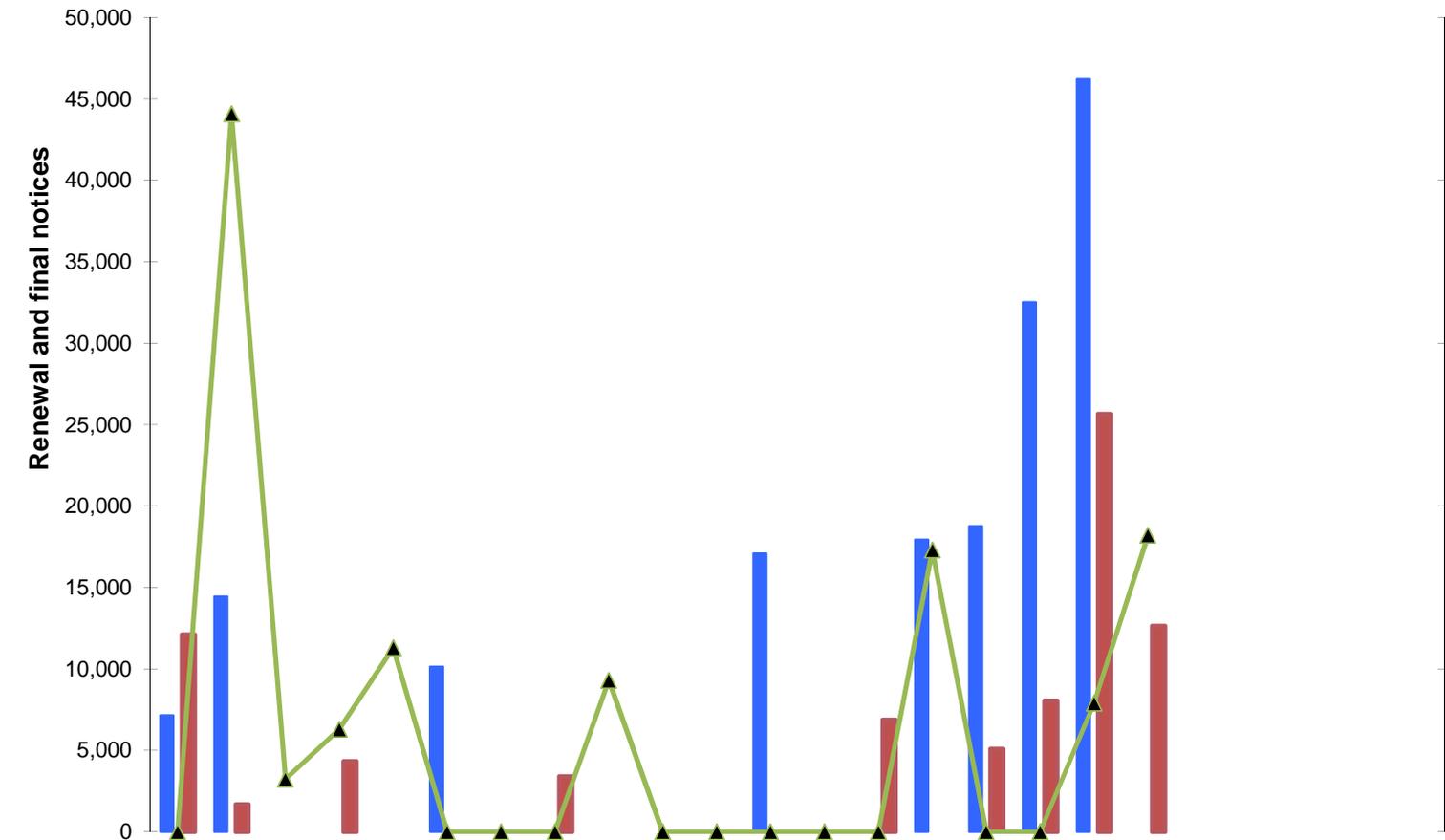
	2010			2011									2012									2008/9	09/10	10/11	11/12				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Arts therapists	18	15	14	29	29	37	31	23	8	21	16	16	18	10	9	22	50	23	40						235	234	257	172	
Bio. scientists	43	50	64	83	122	105	99	78	77	73	48	52	43	47	61	89	114	57	92						836	831	894	503	
Chirops/pods	1	4	15	134	114	67	40	18	14	10	3	7	7	6	22	103	111	38	36						282	429	427	323	
CI Scientists	32	18	18	23	19	9	18	17	16	17	20	33	39	26	22	24	31	4	18						469	218	240	164	
Dietitians	17	10	34	145	84	44	62	16	8	9	6	18	17	10	47	120	81	29	42						452	444	453	346	
Hearing aid disps+	1,577	2	5	2	13	10	13	10	9	4	12	4	7	5	6	25	20	8	22								1,754	93	
OTs	44	40	47	235	384	263	229	132	84	99	59	104	59	35	80	240	361	115	226						1,873	1,763	1,720	1,116	
ODPs	38	10	10	11	70	182	171	30	32	21	16	31	17	29	23	37	130	173	148						636	508	622	557	
Orthoptists	0	0	1	14	26	5	5	0	0	0	1	1	0	0	0	10	17	4	6						106	46	53	37	
Paramedics	66	69	56	101	92	112	211	98	90	73	102	93	83	91	103	93	199	115	293						1,402	1,158	1,163	977	
Physiotherapists	43	57	87	554	465	237	216	100	61	76	53	77	53	41	132	555	311	121	182						2,531	2,221	2,026	1,395	
Pract psychs	92	93	117	73	70	88	253	175	145	87	73	76	81	54	77	59	76	59	295								2,138	2,043	701
Prosth/orthotists	1	1	0	1	1	2	19	5	3	2	1	3	1	2	4	4	7	0	5						51	37	39	23	
Radiographers	6	11	124	449	300	121	97	36	17	19	23	18	16	13	156	406	228	72	109						1,377	1,251	1,221	1,000	
SLTs	24	22	24	126	140	112	107	62	39	34	16	33	20	19	24	120	140	58	101						834	759	739	482	
Total	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388	766	1,907	1,876	876	1,615						11,084	12,037	13,651	7,889	

+Hearing Aid Dispensers migrated on in April 2010

Health Professions Council

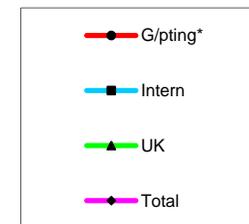
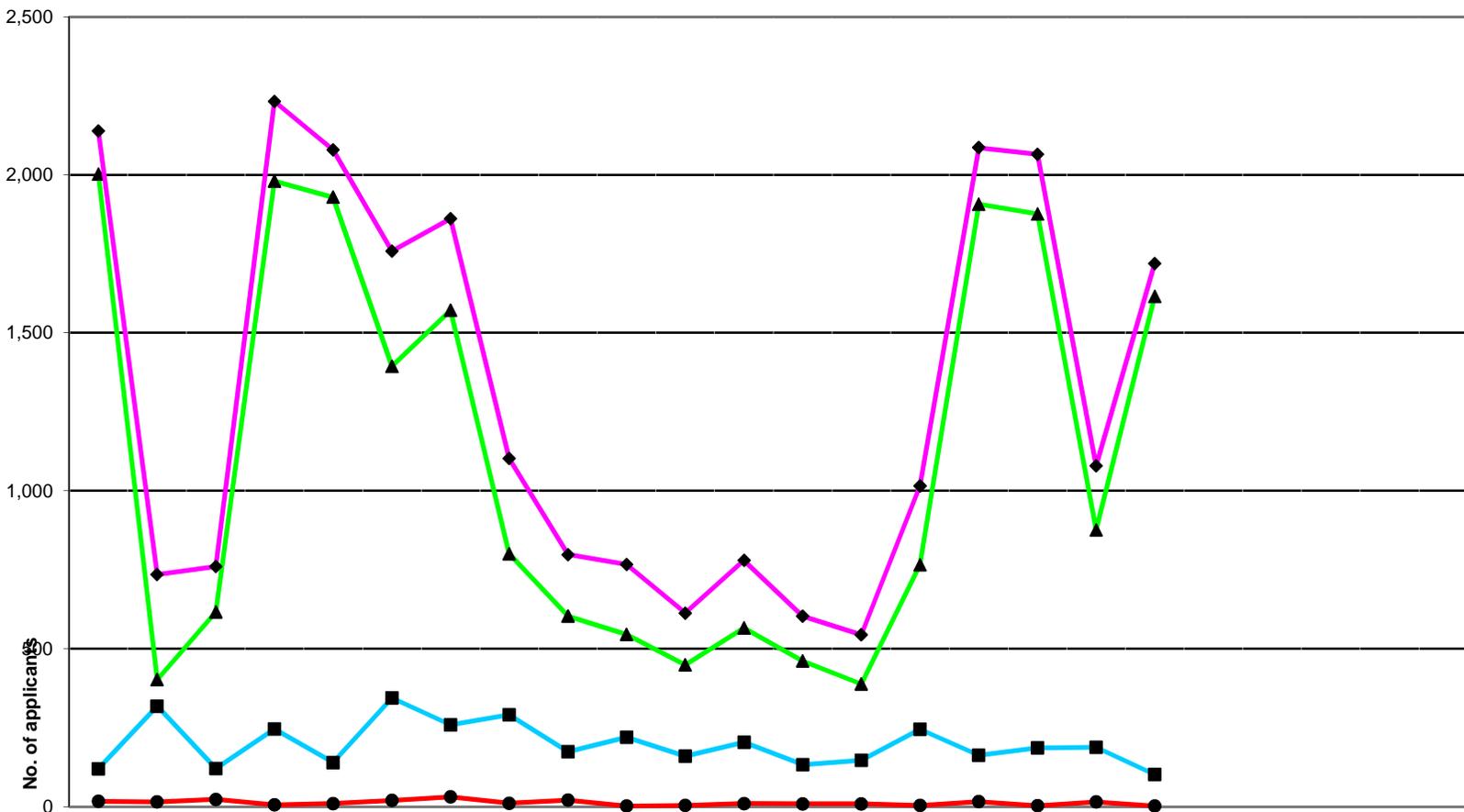
Renewal Information April 2010 - March 2012

Registration Department



Notices	2010											2011											2012																					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar								
Renewal	7,165	14,451	0	0	0	10,141	0	0	0	0	0	17,095	0	0	17,942	18,769	32,520	46,206	0	0	0	0	0	0	6,886	0	5,099	8,051	25,654	12,642	0	0	0	0	0	0								
Final	12,116	1,700	0	4,335	0	0	0	3,409	0	0	0	0	0	6,886	0	5,099	8,051	25,654	12,642	0	0	0	0	0	0	6,886	0	5,099	8,051	25,654	12,642	0	0	0	0	0	0							
Total	19,281	16,151	0	4,335	0	10,141	0	3,409	0	0	0	17,095	0	6,886	17,942	23,868	40,571	71,860	12,642	0	0	0	0	0	0	6,886	17,942	23,868	40,571	71,860	12,642	0	0	0	0	0	0							
Renewal on paper													4,662	2,982	2,669	2,291	4,634	9,060	10,447																									
Renewal online													1,986	2,661	7,226	6,841	16,493	17,116	8,024																									
Registrants lapsed													0	0	865	0	0	395	910						0	0	865	0	0	395	910													

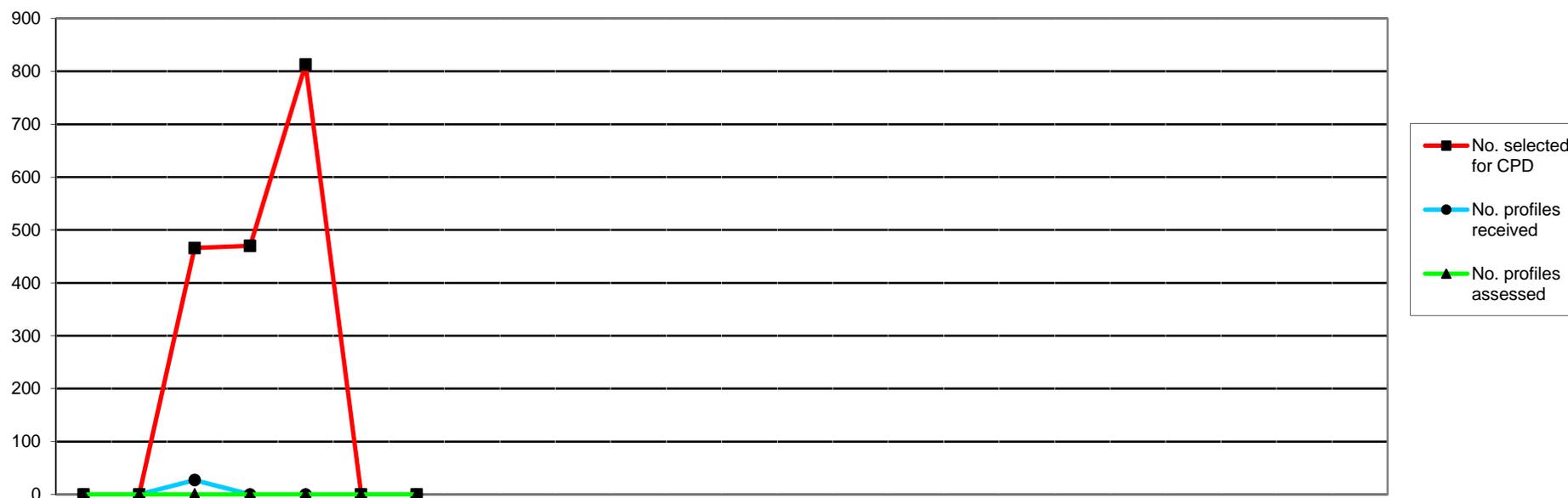
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	48,852	115,437
36,261	25,909	50,531	9,546	28,683	21,560	58,332
178,624	53,620	204,513	38,684	205,253	70,412	173,769
					0	36,745
					0	60,347
9,448	5,388	8,885	5,550	6,259	3,711	2,170



Apps Received	2010												2011												2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting*	17	15	23	6	10	20	31	11	21	2	4	10	9	9	4	16	3	15	2	9	9	4	16	3	15	2										
Intern	120	318	121	246	140	344	259	291	174	220	160	204	133	147	245	163	186	188	102	133	147	245	163	186	188	102										
UK	2,002	402	616	1,980	1,929	1,394	1,571	800	603	545	449	566	461	388	766	1,907	1,876	876	1,615	461	388	766	1,907	1,876	876	1,615										
Total	2,139	735	760	2,232	2,079	1,758	1,861	1,102	798	767	613	780	603	544	1,015	2,086	2,065	1,079	1,719	603	544	1,015	2,086	2,065	1,079	1,719										

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	160	93	170	58
4,626	3,504	2,300	2,290	2,324	2,597	1,164
9,497	8,319	8,971	11,199	11,251	12,857	7,889
16,602	11,843	11,271	13,649	13,668	15,624	9,111

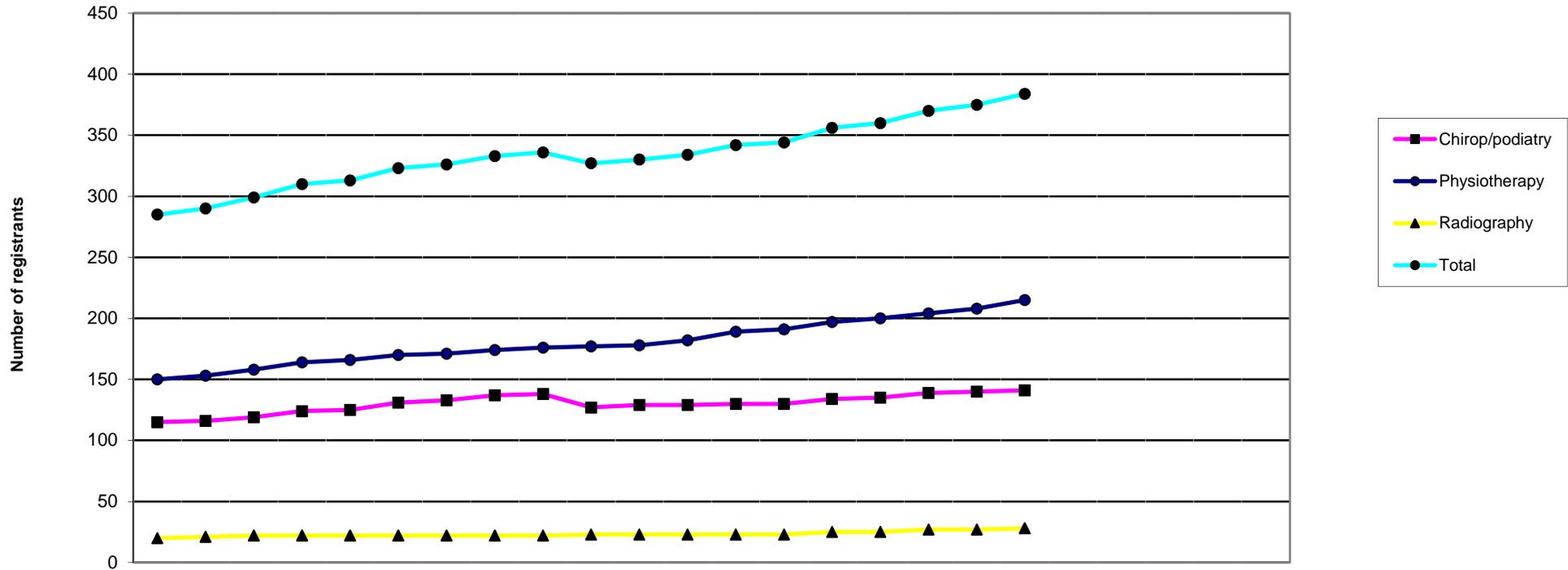
NB The data relates to application forms received, not total fees received.



	2011							2012					2013					11/12							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
No. selected for CPD	0	0	466	470	813	0	0																		1,749
No. profiles received	0	0	27	0	0	0	0																		27
No. profiles assessed	0	0	0	0	0	0	0																		0

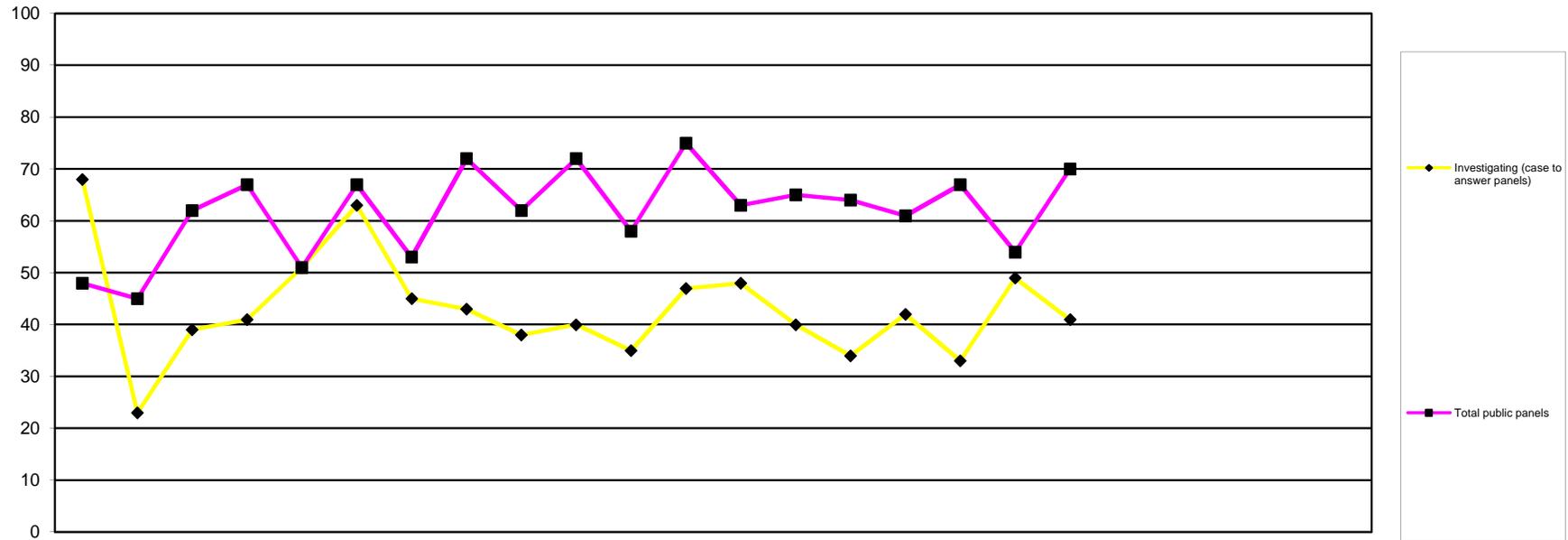
Health Professions Council

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



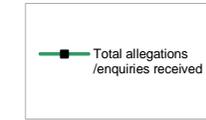
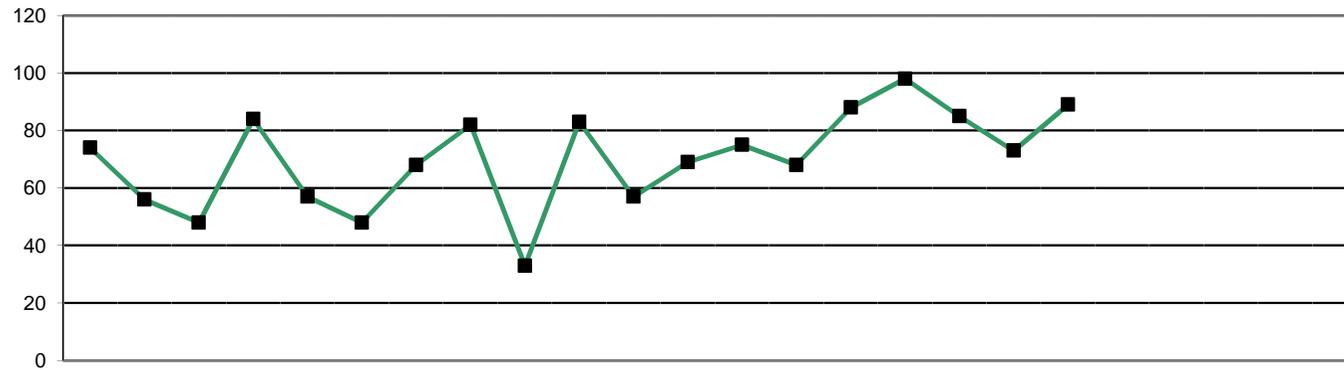
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Chiropr/podiatry	115	116	119	124	125	131	133	137	138	127	129	129	130	130	134	135	139	140	141					
Physiotherapy	150	153	158	164	166	170	171	174	176	177	178	182	189	191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

2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	YTD
15	40	78	112	129	140
28	74	109	148	182	208
0	7	19	20	23	27
43	121	206	280	334	375



	2010			2011									2012									2007/8	2008/9	09/10	10/11	11/12				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Investigating (case to answer panels)	68	23	39	41	51	63	45	43	38	40	35	47	48	40	34	42	33	49	41											
Investigating (incorrect entry)	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	19	1	3	3	3	3	3	3	3	3	3
Conduct & Competence	29	27	33	45	26	38	34	38	29	44	33	47	40	33	38	29	31	35	36	176	203	376	423	242	242	242	242	242	242	242
Health	1	0	2	1	3	1	0	4	2	2	3	0	1	0	1	2	1	1	3	9	3	19	19	9	9	9	9	9	9	9
Review cases	8	3	13	7	6	14	9	16	16	5	11	8	10	15	10	13	14	5	11	67	93	108	116	78	78	78	78	78	78	78
Interim order (application)	4	4	2	6	5	2	5	2	3	3	5	7	3	2	8	12	4	6	1	20	30	41	48	36	36	36	36	36	36	36
Interim order (review)	6	11	11	7	11	12	5	12	12	17	6	13	9	15	6	5	16	7	18	52	54	110	123	76	76	76	76	76	76	76
Total public panels	48	45	62	67	51	67	53	72	62	72	58	75	63	65	64	61	67	54	70	343	384	657	732	444						
Total panels	116	68	101	108	102	130	98	115	100	112	93	122	111	105	98	103	100	103	111	640	747	1,143	1,265	731						

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



		2010												2011												2012												2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Source of enquiry	Total enquiries	19	17	21	29	17	14	18	30	10	44	26	30	45	26	29	48	46	45	49	45	26	29	48	46	45	49			109	142	243	275	288										
	Employer	3	5	5	8	2	1	4	6	2	4	5	3	8	5	3	7	9	1	1	8	5	3	7	9	1	1	Not recorded			44	50	78	48	34									
	Public	8	10	11	10	8	6	8	18	7	18	5	11	18	6	7	10	15	9	13	18	6	7	10	15	9	13				32	42	114	120	78									
	Police	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	1				3	4	4	1	2									
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0				1	2	0	0	1									
	Registrant	6	1	5	5	4	3	3	3	1	7	2	4	0	3	2	4	2	9	7	0	3	2	4	2	9	7				13	19	18	44	27									
	Other	0	0	0	0	0	0	0	0	0	2	2	0	1	2	1	0	1	3	4	1	2	1	0	1	3	4				2	10	14	4	12									
	Article 22(6)/Anon	2	1	0	5	3	4	3	3	0	13	12	12	18	8	16	27	19	23	23	18	8	16	27	19	23	23				14	15	15	58	134									
Article 22(6)/Anon	2	1	0	5	3	4	3	3	0	13	12	12	18	8	16	27	19	23	23	18	8	16	27	19	23	23				14	15	15	58	134										
Source of allegation	Total allegations	55	39	27	55	40	34	50	52	23	39	31	39	30	42	59	50	39	28	40	#N/A	#N/A	#N/A	#N/A	#N/A	316	322	315	341	529	484	288												
	Employer	21	19	12	15	9	17	13	17	7	16	8	15	9	16	36	27	17	13	25	9	16	36	27	17	13	25	113	164	127	149	182	169	143										
	Public	21	10	10	12	15	10	15	14	6	6	7	10	12	10	7	12	6	3	9	12	10	7	12	6	3	9	61	77	76	67	152	136	59										
	Police	4	1	1	5	3	1	2	2	0	4	1	0	1	2	5	4	5	1	0	1	2	5	4	5	1	0	27	31	32	32	36	24	18										
	Professional body	1	0	0	0	0	1	1	0	0	0	0	0	2	2	0	2	0	0	1	2	2	0	2	0	0	1	0	1	6	1	1	3	7										
	Registrant	0	1	1	2	4	0	6	5	2	5	0	4	1	0	2	1	3	1	0	1	0	2	1	3	1	0	30	16	22	30	45	30	8										
	Other	3	2	0	2	0	0	0	0	2	4	1	0	1	2	3	0	3	0	1	1	2	3	0	3	0	1	13	7	3	14	21	14	10										
	Article 22(6)/Anon	5	6	3	19	9	5	13	14	6	4	14	10	4	10	6	4	5	10	4	4	10	6	4	5	10	4	57	23	49	48	92	108	43										
Allegation type	Misconduct	41	30	18	40	30	31	39	46	21	27	25	33	62	51	67	71	29	19	28	62	51	67	71	29	19	28	205	228	177	223	354	381	327										
	Lack of competence	4	2	5	4	1	0	5	1	1	0	1	3	4	5	4	7	1	0	6	4	5	4	7	1	0	6	33	44	29	50	91	27	27										
	Convict/caution	8	7	3	7	6	3	5	4	1	8	5	3	4	5	9	12	9	9	3	4	5	9	12	9	9	3	41	41	49	51	68	60	51										
	Health	2	0	1	1	1	0	1	0	0	0	0	0	1	5	6	2	0	0	1	1	5	6	2	0	0	1	2	1	1	7	5	6	15										
	Other regulator	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	2	1	0	1	1										
	Incorrect or fraudulent entry	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	0	0	2	0	1	1	1	0	0	2	33	3	4	6	10	1	5										
	Not classified	0	0	0	3	1	0	0	0	0	0	0	0	4	1	1	4	0	0	0	4	1	1	4	0	0	0			24	3		4	10										
	Inclusion on a barring list	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						4	0										
Total allegations/enquiries received	74	56	48	84	57	48	68	82	33	83	57	69	75	68	88	98	85	73	89	75	68	88	98	85	73	89	314	318	424	483	772	760	576											

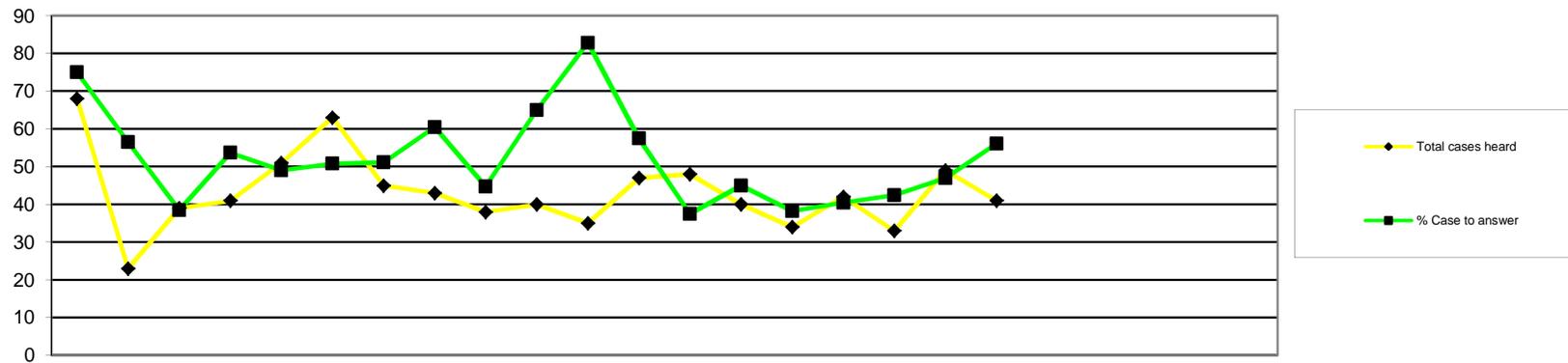
Health Professions Council

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

Fitness to Practise Department

	Professional						Article 22(6)/Anon
	Employer	Public	Police	Body	Registrant	Other	
Arts therapists	0	0	0	0	0	0	0
Biomedical scientists	18	2	1	0	5	3	14
Chiropodists & podiatrists	9	13	1	0	5	1	5
Clinical scientists	2	3	0	0	0	2	1
Dietitians	4	0	0	0	0	0	4
Hearing aid dispensers	1	11	0	1	0	0	3
Occupational therapists	26	11	3	0	2	0	12
ODPs	12	3	4	0	1	2	19
Orthoptists	2	0	0	0	0	0	0
Paramedics	48	12	5	2	10	4	83
Physiotherapists	22	25	3	4	3	2	13
Practitioner psychologists	6	50	0	0	7	6	11
Prosthetists & orthotists	1	0	0	0	0	0	1
Radiographers	18	5	3	0	2	0	7
SLTs	8	2	0	1	0	2	4
Total	177	137	20	8	35	22	177

Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12
16	10	5	9	0
26	43	39	36	43
40	62	76	74	34
6	8	4	10	8
14	1	12	9	8
				44
45	55	79	63	54
38	55	37	39	41
3	0	2	0	2
94	100	162	188	164
85	95	127	104	72
N/A	N/A	149	117	80
3	6	7	1	2
32	34	47	40	35
22	14	26	25	17
424	483	772	759	576



		2010			2011									2012			2006/7	2007/8	2008/9	09/10	10/11	11/12									
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Case to Answer	Total cases heard	68	23	39	41	51	63	45	43	38	40	35	47	48	40	34	42	33	49	41	178	299	363	499	533	287					
	Referred to CCC (Reg representations)	33	9	6	14	15	18	14	19	11	15	9	15	12	11	10	13	11	16	16	Not recorded	97	126	194	178	89					
	Referred to CCC (Rep representations)	3	0	0	2	2	2	2	3	1	4	1	2	3	2	1	2	0	2	2		25	14	20	22	12					
	Referred to CCC (No representations)	10	4	8	6	5	12	6	4	5	7	7	5	3	3	2	1	2	4	5		57	60	67	79	20					
	Referred to HC (Reg representations)	2	0	0	0	1	0	0	0	0	0	0	3	0	1	0	1	1	1	0		3	5	6	6	4					
	Referred to HC (Rep representations)	0	0	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0		2	0	0	3	1					
	Referred to HC (No representations)	3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0		1	0	1	5	0					
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0		1	0	1	1	0					
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0					
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	1	1	0	0					
	Total case to answer	51	13	15	22	25	32	23	26	17	26	29	27	18	18	13	17	14	23	23		82	186	206	290	306	126				
	% Case to answer	75	57	38	54	49	51	51	60	45	65	83	57	38	45	38	40	42	47	56			62	57	58	57	44				
No case to answer	Not referred (Reg representations)	15	8	18	10	17	26	20	14	18	12	18	19	24	17	17	18	16	22	12	Not recorded	78	115	176	195	126					
	Not referred (Rep representations)	1	0	2	5	2	2	1	0	0	0	0	0	1	1	2	0	1	1	5		8	13	8	13	11					
	Not referred (No representations)	0	1	0	2	1	2	1	1	1	1	0	0	2	3	2	3	2	2	1		21	21	14	10	15					
	Total cases not referred	16	9	20	17	20	30	22	15	19	13	23	19	27	21	21	21	19	25	18		107	149	198	223	152					
	Further Information	1	1	4	2	6	1	0	2	2	1	0	1	3	1	0	4	0	1	0	14	6	8	10	21	9					

By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	1	0	0	0	0	1
Biomedical scientists	5	0	13	0	0	18
Chiropodists & podiatrists	12	2	8	1	0	23
Clinical scientists	3	0	3	0	0	6
Dietitians	2	0	2	0	0	4
Hearing aid dispensers	2	2	4	0	0	8
Occupational therapists	11	1	11	3	0	26
ODPs	10	0	8	0	0	18
Orthoptists	0	0	1	0	0	1
Paramedics	44	1	35	1	0	81
Physiotherapists	24	0	11	0	0	35
Practitioner psychologists	27	2	12	0	0	41
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	8	1	10	0	0	19
SLTs	3	0	3	0	0	6
Total YTD	152	9	121	5	0	287

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
11	6	4	2	1
14	42	26	37	18
31	31	53	60	23
6	7	3	4	6
9	5	7	13	4
			13	8
29	40	60	48	26
24	30	49	32	18
2	1	0	1	1
62	72	115	113	81
56	75	93	86	35
0	0	38	66	41
4	2	4	4	0
41	32	34	33	19
10	20	13	21	6
299	363	499	533	287

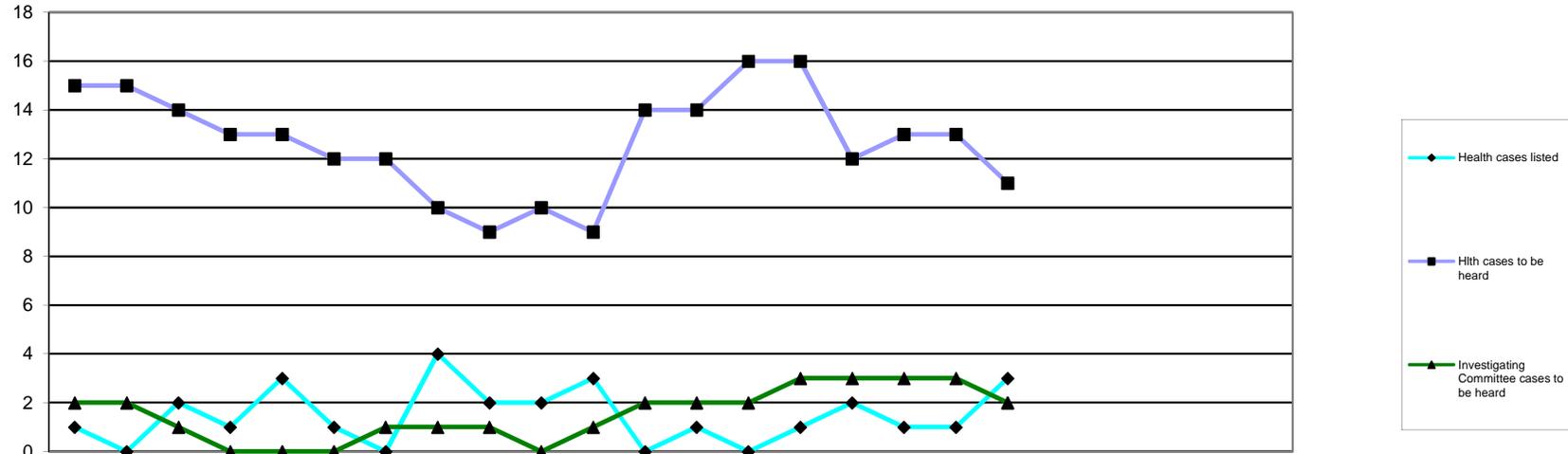
By source of allegation

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Employer	36	5	62	4	0	107
Public	62	4	13	0	0	79
Police	11	0	3	0	0	14
Professional body	0	0	0	0	0	0
Registrant	6	0	7	0	0	13
Other	4	0	4	0	0	8
Article 22(6)/Anon	33	0	32	1	0	66
Total YTD	152	9	121	5	0	287

2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 YTD
176	211	208	107
78	140	151	79
30	29	28	14
2	2	2	0
12	32	37	13
19	15	13	8
46	70	94	66
363	499	533	287

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	3	2	1	10	0
Chiropodists & podiatrists	2	2	0	3	0
Clinical scientists	0	0	0	7	1
Dietitians	0	0	0	0	0
Hearing aid dispensers	0	0	0	1	0
Occupational therapists	3	3	0	4	0
ODPs	6	6	0	9	0
Orthoptists	0	0	0	0	0
Paramedics	9	9	0	20	2
Physiotherapists	3	2	1	7	1
Practitioner psychologists	1	1	0	3	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	1	1	0	3	0
SLTs	0	0	0	0	0
Total	28	26	2	67	4

| Hearings held |
|---------------|---------------|---------------|---------------|---------------|
| 2007/8 | 2008/9 | 2009/10 | 2010/11 | 2011/12 |
| FYE | FYE | FYE | FYE | YTD |
| 4 | 4 | 2 | 0 | 0 |
| 8 | 16 | 8 | 7 | 13 |
| 6 | 5 | 13 | 10 | 5 |
| 4 | 0 | 0 | 5 | 7 |
| 0 | 0 | 0 | 0 | 0 |
| | | | 2 | 1 |
| 3 | 6 | 9 | 10 | 7 |
| 18 | 18 | 20 | 29 | 15 |
| 0 | 0 | 0 | 0 | 0 |
| 16 | 14 | 46 | 50 | 29 |
| 8 | 13 | 20 | 25 | 10 |
| | | | 3 | 4 |
| 0 | 0 | 0 | 0 | 0 |
| 7 | 6 | 12 | 18 | 4 |
| 0 | 3 | 8 | 4 | 0 |
| 74 | 85 | 141 | 171 | 95 |



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

Representation

	Final Hearings-CCC												2009/10 FYE	2010/11 FYE	2011/12 YTD	
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	Referred to Health	Removed	Register entry amended	Restored	Not restored	Vol Removal (Consent)				Part Heard
Represented self	3	4	3	8	0	3	0	0	0	0	0	0	11	44	58	32
Representative	7	7	14	30	1	42	1	0	0	0	0	0	6	115	201	108
None	27	16	0	6	0	3	0	1	0	0	0	5	5	98	117	63
Total	37	27	17	44	1	48	1	1	0	0	0	5	22	257	376	203

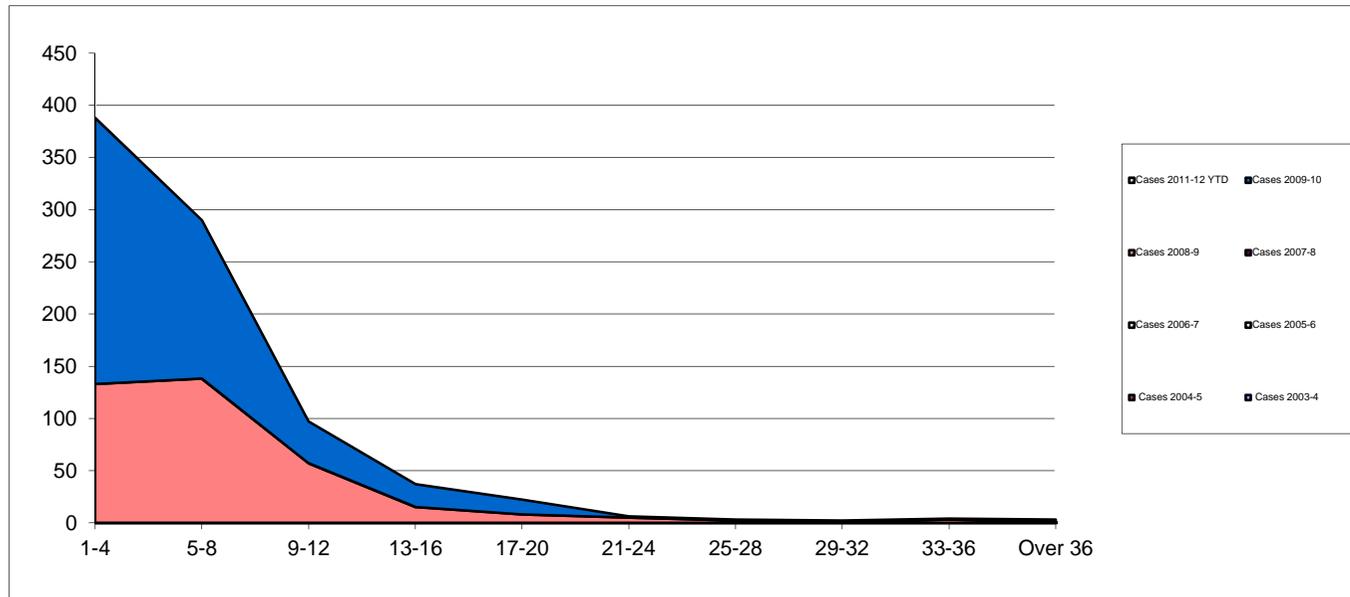
Profession	Represented self	Representative	None	% of representation
Arts therapists	0	4	1	80
Biomedical scientists	7	5	6	67
Chiropodists & podiatrists	0	15	1	94
Clinical scientists	3	0	1	75
Dietitians	0	5	1	83
Hearing aid dispensers	0	1	3	25
Occupational therapists	0	12	7	63
ODPs	0	10	9	53
Orthoptists	0	0	0	0
Paramedics	11	32	14	75
Physiotherapists	3	14	9	65
Practitioner psychologists	0	10	4	71
Prosthetists & orthotists	0	2	0	100
Radiographers	8	7	4	79
SLTs	1	9	6	63

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

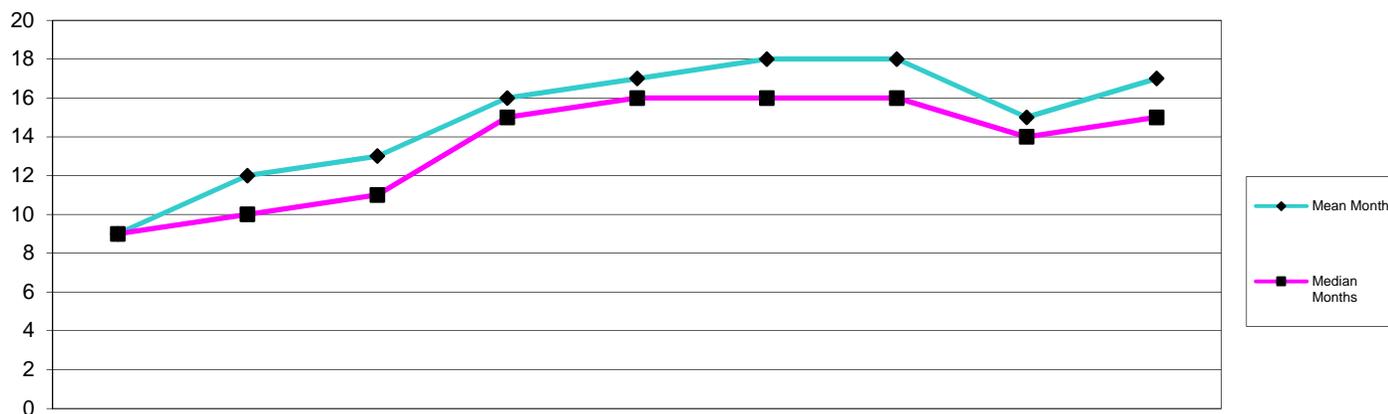
	Final Hearings											Vol Removal (Consent)
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed (fraudulent/incorrect)	Register entry amended	Part Heard	
Arts therapists	0	1	2	0	0	0	0	0	0	0	2	0
Biomedical scientists	6	1	3	2	0	3	0	0	0	0	2	1
Chiroprodists & podiatrists	0	0	1	2	0	9	0	0	0	0	3	0
Clinical scientists	0	0	1	1	0	0	0	0	0	0	2	0
Dietitians	0	1	0	2	0	3	0	0	0	0	0	0
Hearing aid dispensers	2	0	0	2	0	0	0	0	0	0	0	0
Occupational therapists	2	5	1	5	0	4	0	0	1	0	2	0
ODPs	9	3	0	3	0	0	0	0	0	0	2	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	11	6	2	14	0	17	0	1	0	0	3	1
Physiotherapists	3	4	1	4	0	5	0	0	0	0	6	1
Practitioner psychologists	0	1	0	2	0	5	0	0	0	0	2	0
Prosthetists & orthotists	0	0	1	0	0	0	0	0	0	0	1	0
Radiographers	1	3	2	6	0	0	0	0	0	0	6	0
SLTs	0	3	2	1	0	2	0	0	0	0	6	2
Total 2011/12 YTD	34	28	16	44	0	48	0	1	1	0	37	5
Total 2010/11 FYE	62	49	26	71	4	85	1	6	1	0	55	17
Total 2009/10 FYE	64	40	15	46	3	76	0	2	3	1	7	8
Total 2008/2009 FYE	67	25	12	24	4	39	0	0				
Total 2007/2008 FYE	37	35	5	30	23	24	0	0				
Total 2006/2007 FYE	24	19	5	25	6	15	1	2				
Total 2005/2006 FYE	9	20	6	9	3	1	6	3				

	Review Hearings														
	Struck off	Suspension continued	Suspension revoked	Suspension revoked caution imposed	Suspension revoked conditions imposed	Conditions continued	Conditions revoked	Conditions revoked caution imposed	Conditions revoked suspension imposed	Caution continued	Adjourned/Part Heard	Vol Removal (Consent)	Article 30(7)	Restored	Not restored
Arts therapists	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	2	0	0	0	1	0	0	0	0	0	0	0	0	0
Chiroprodists & podiatrists	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	3	2	1	0	0	0	0	0	1	0	1	2	1	0	0
ODPs	0	4	0	0	0	1	0	0	1	0	0	0	0	0	0
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	2	2	0	0	1	0	2	0	0	1	0	0	0	0	0
Physiotherapists	5	3	1	0	1	6	3	0	1	0	2	1	0	0	0
Practitioner psychologists	0	0	0	0	1	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
Radiographers	1	3	0	0	0	0	0	0	1	0	0	1	0	1	0
SLTs	1	0	0	0	0	0	0	0	3	0	2	2	0	0	0
Total 2011/12 YTD	13	20	3	0	3	10	5	0	7	0	5	6	1	2	0
Total 2010/11 FYE	18	27	3	4	3	9	12	1	0	0	1	7	1	2	0
Total 2009/10 FYE	31	35	8	1	4	7	5	1	1	0	0	2	1	2	0
Total 2008/2009 FYE	16	51	8	2	3	3	1	0	0	0	3	0	0	0	0
Total 2007/2008 FYE	8	25	2	0	0	3	0	0	0		4	0	0	0	0
Total 2006/2007 FYE	Not available														
Total 2005/2006 FYE	Not available														

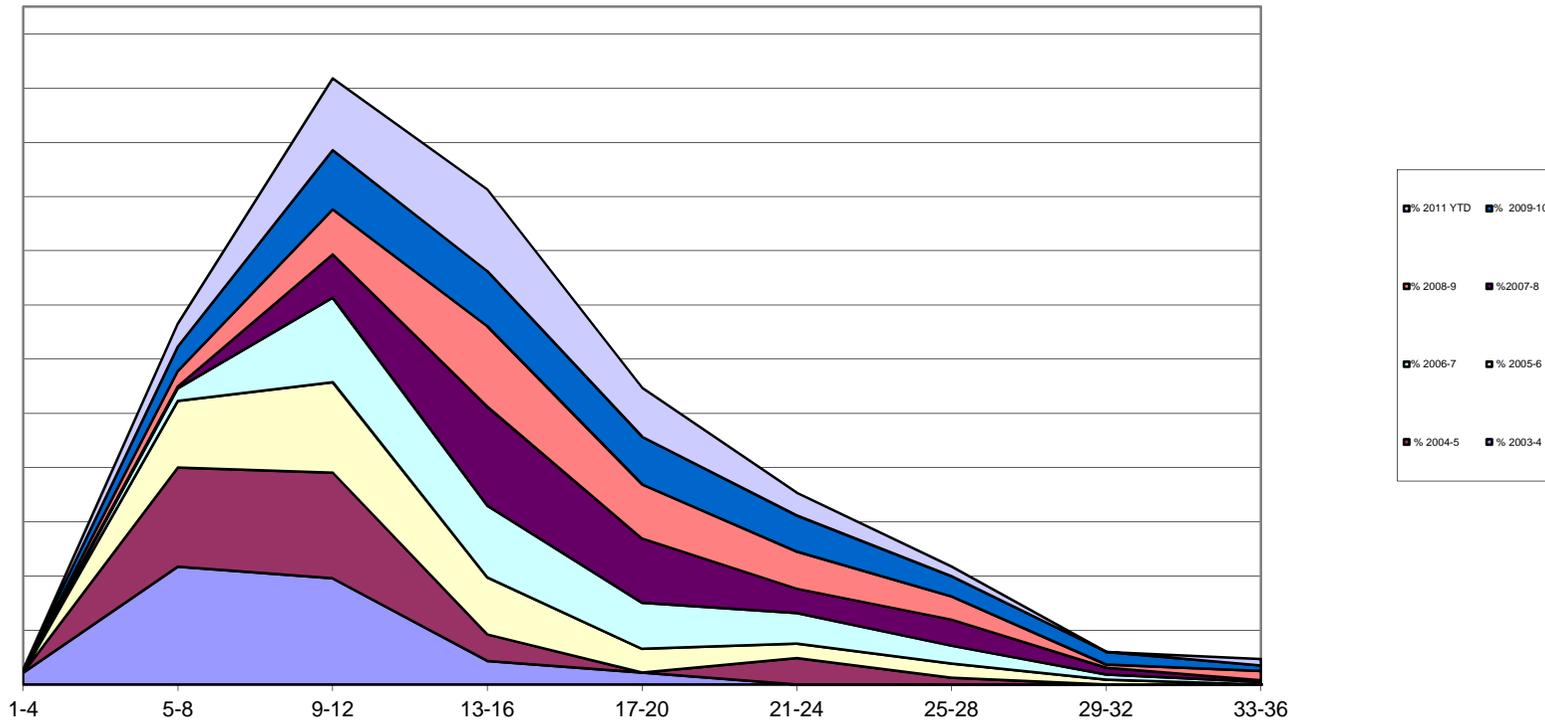
		Month of Panel																																											
		2010												2011												2012																			
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar								
Cases awaiting ICP	0-4	175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



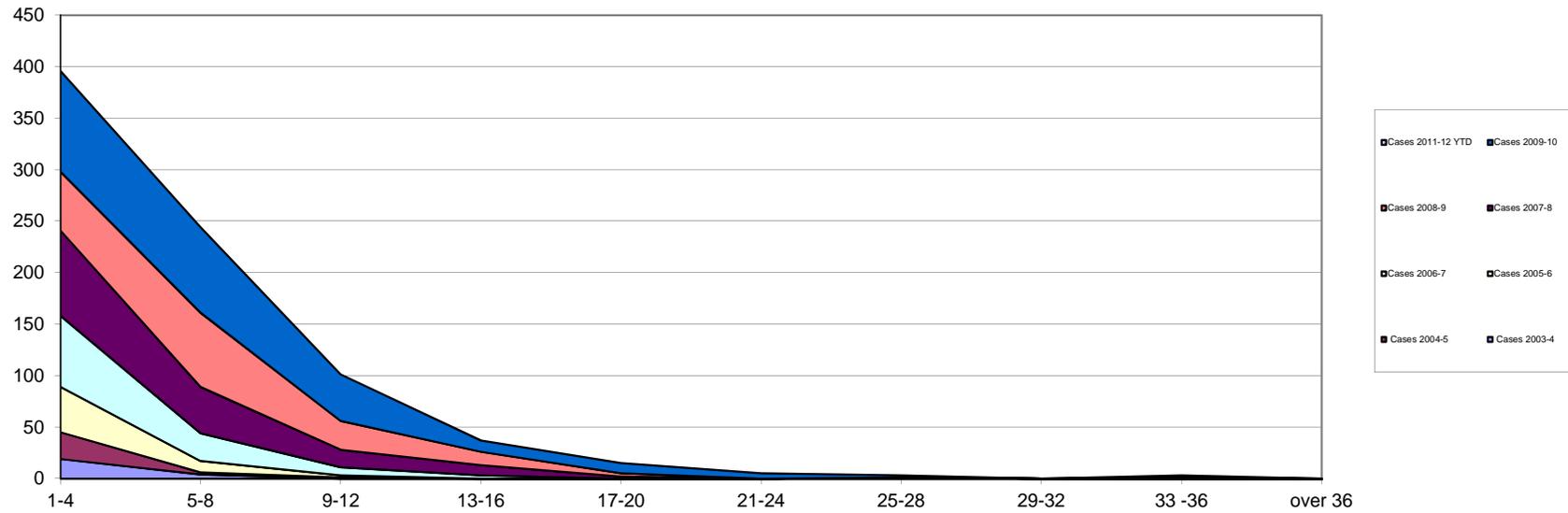
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4						133	255	228	116
5-8						138	152	188	100
9-12						57	40	62	34
13-16						15	22	18	14
17-20						8	14	9	9
21-24						5	1	4	1
25-28						2	1	2	3
29-32						1	1	1	1
33-36						3	1	0	0
Over 36			Not available			1	2	0	0
Mean Months						7	6	6	7
Median Months						5	4	5	5
Total Cases						363	489	512	278



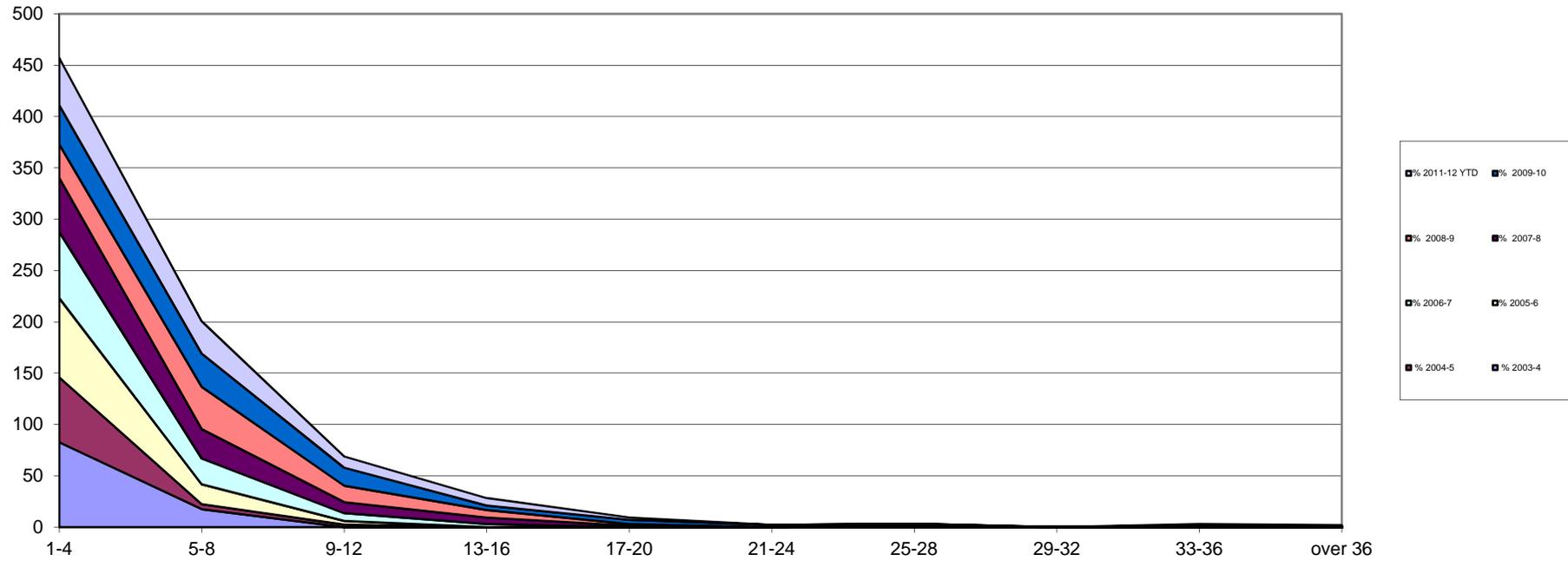
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	1	0	0	0	1	0	1	1	0
5-8	10	15	14	5	1	10	23	35	11
9-12	9	16	19	33	25	29	56	75	46
13-16	2	4	12	28	57	52	52	104	51
17-20	1	0	5	18	37	35	45	48	35
21-24	0	4	3	12	14	24	34	27	19
25-28	0	1	3	7	15	15	19	9	6
29-32	0	0	1	2	4	2	12	7	3
33-36	0	0	0	1	1	6	5	6	4
Over 36	0	0	0	0	0	2	9	3	5
Mean Months	9	12	13	16	17	18	18	15	17
Median Months	9	10	11	15	16	16	16	14	15
Total Cases	23	41	57	106	156	175	256	315	180



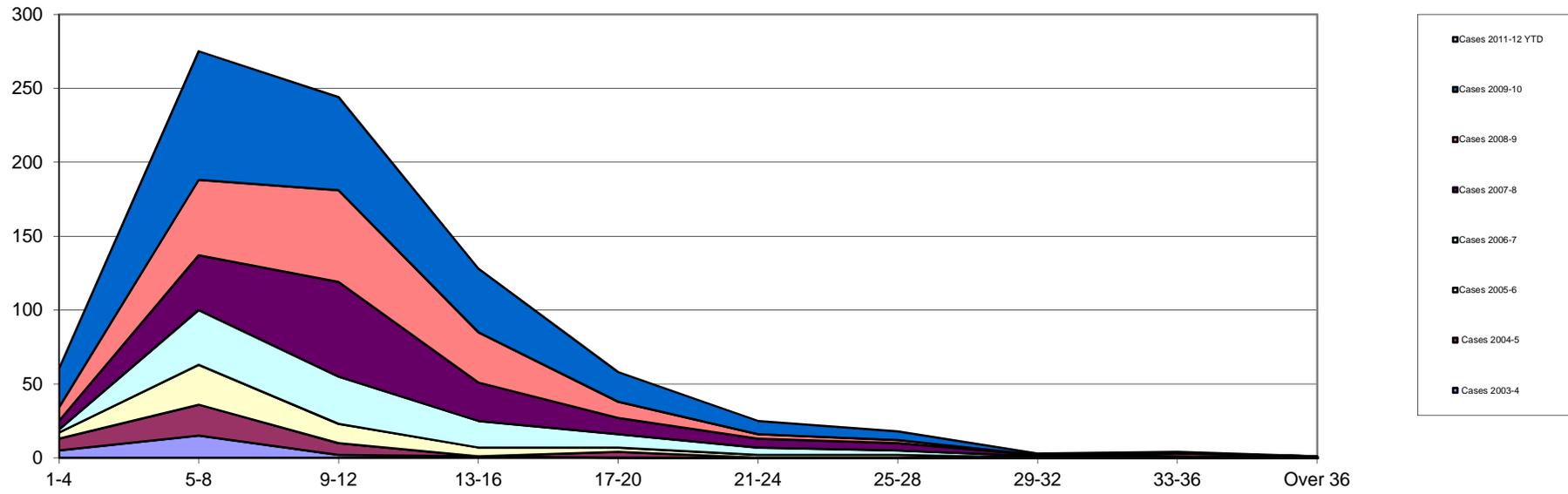
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	8.4
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1
17-20	4.3	0.0	8.8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



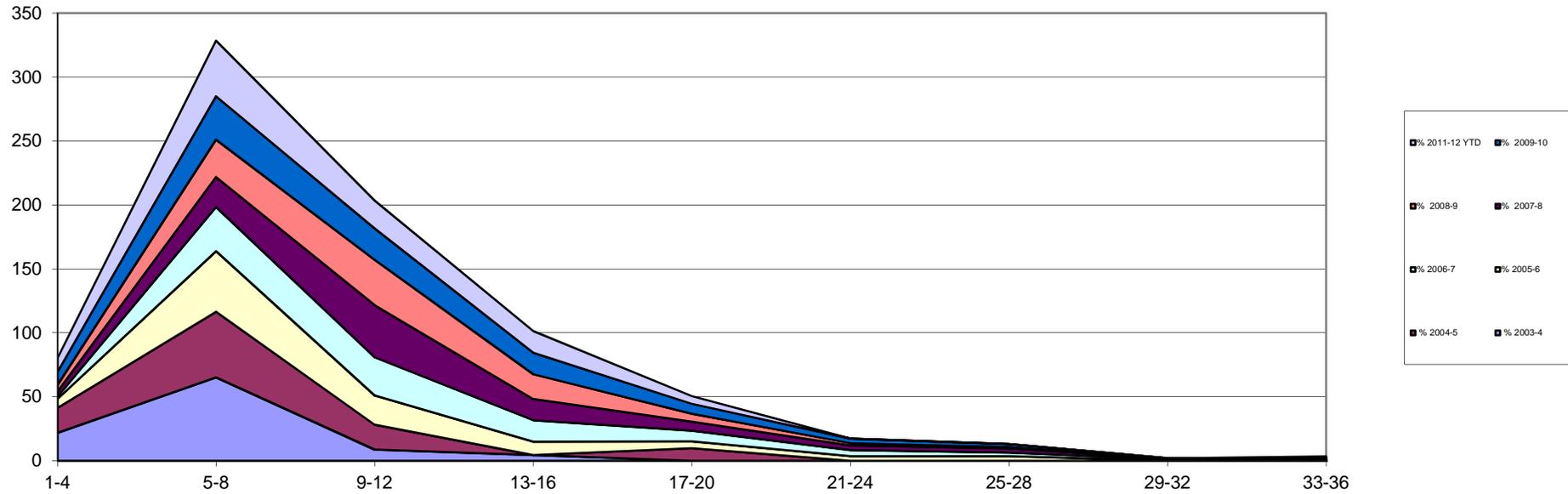
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	19	26	44	69	83	57	98	161	73
5-8	4	2	11	27	45	72	83	98	70
9-12	0	1	2	8	17	28	45	34	20
13-16	0	0	0	3	10	13	11	9	7
17-20	0	0	0	0	2	3	10	8	3
21-24	0	0	0	0	0	0	5	2	2
25-28	0	1	0	0	0	0	2	0	2
29-32	0	0	0	0	0	0	0	2	1
33-36	0	0	0	0	0	1	2	1	1
over 36	0	0	0	0	0	0	0	0	1
Mean Months	3	4	3	4.5	6	7	7	6	7
Median Months	3	3	3	3	4	6	5	4	5
Total Cases	23	41	57	107	157	175	256	315	180



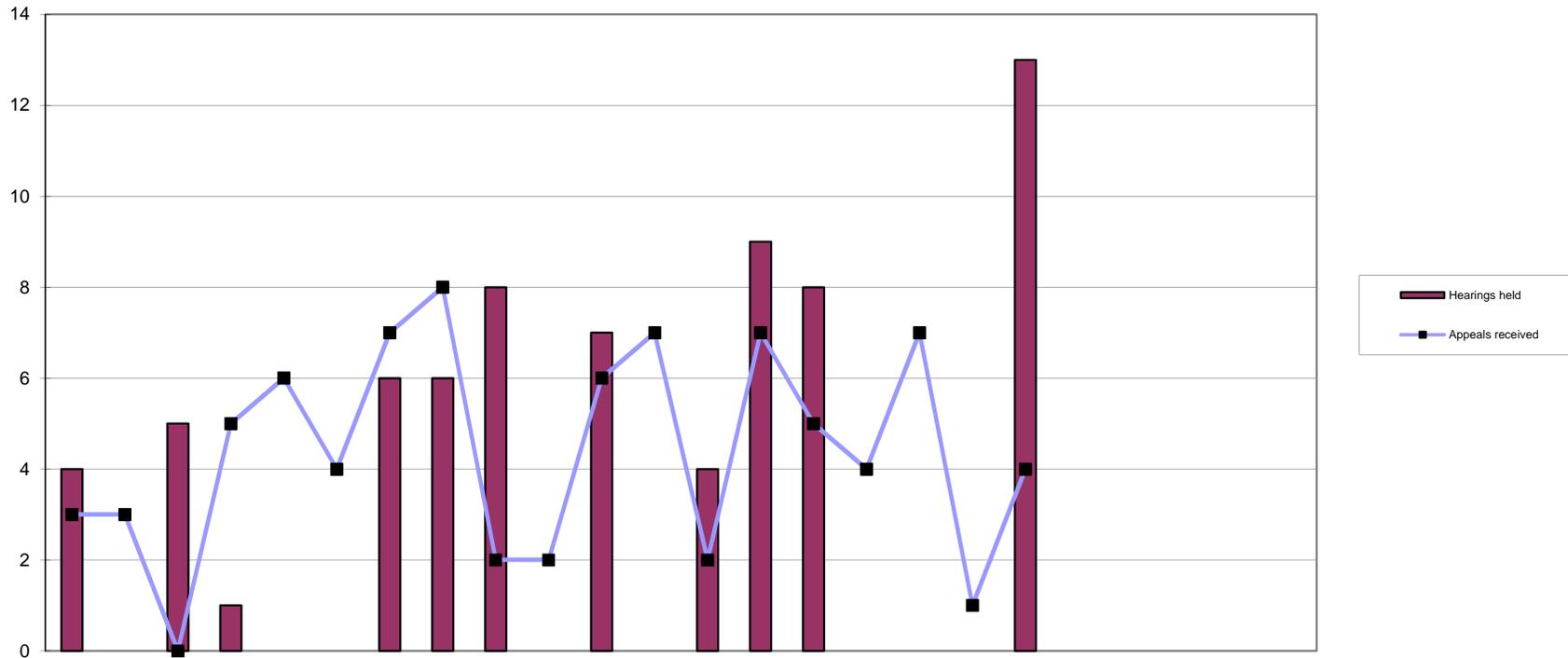
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	83	63	77	64	53	33	38	51	46
5-8	17	5	19	25	29	41	32	31	31
9-12	0	2	4	7	11	16	18	11	11
13-16	0	0	0	3	6	7	4	3	7
17-20	0	0	0	0	1	2	4	3	2
21-24	0	0	0	0	0	0	2	1	0
25-28	0	2	0	0	0	0	1	0	0
29-32	0	0	0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



Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12 YTD
1-4	5	8	4	2	6	9	26	28	13
5-8	15	21	27	37	37	51	87	114	78
9-12	2	8	13	32	64	62	63	121	47
13-16	1	0	6	18	26	34	43	34	27
17-20	0	4	3	9	11	11	20	7	9
21-24	0	0	2	5	6	3	9	4	3
25-28	0	0	2	3	5	2	6	6	1
29-32	0	0	0	1	1	0	1	1	0
33-36	0	0	0	0	1	2	1	0	2
Over 36	0	0	0	0	0	1	0	0	0
Mean Months	6	8	10	11.5	12	11	11	9	10
Median Months	5	7	8	10	11	10	9	9	8
Total Cases	23	41	57	107	157	175	256	315	180

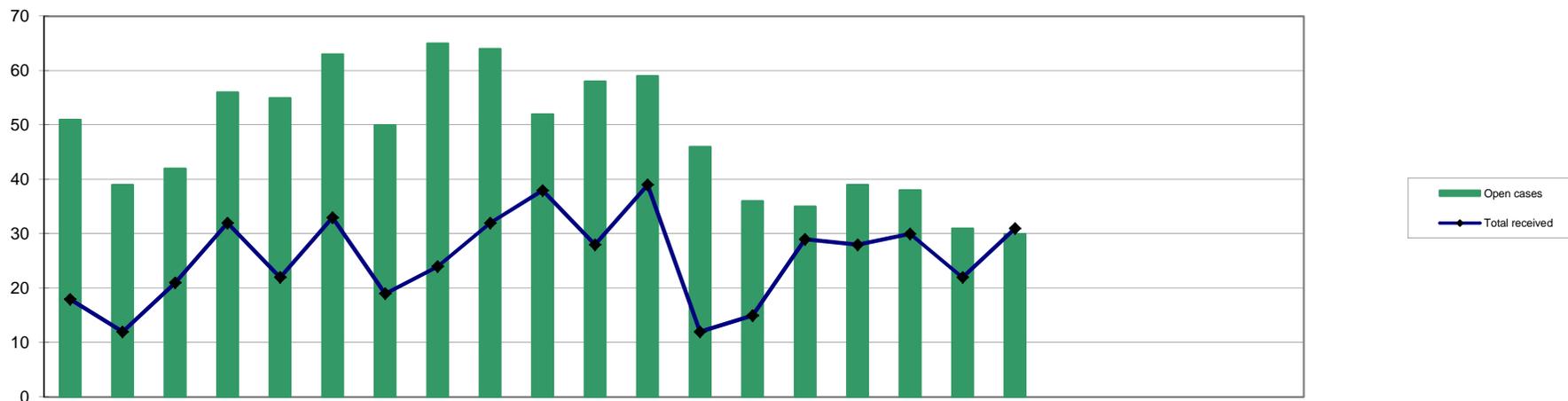


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12 YTD
1-4	22	20	7	2	4	5	10	9	11
5-8	65	51	47	35	24	29	34	36	43
9-12	9	20	23	30	41	35	25	39	22
13-16	4	0	11	17	17	19	17	11	17
17-20	0	10	5	8	7	6	8	2	6
21-24	0	0	4	5	4	2	4	1	0
25-28	0	0	4	3	3	1	2	2	0
29-32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



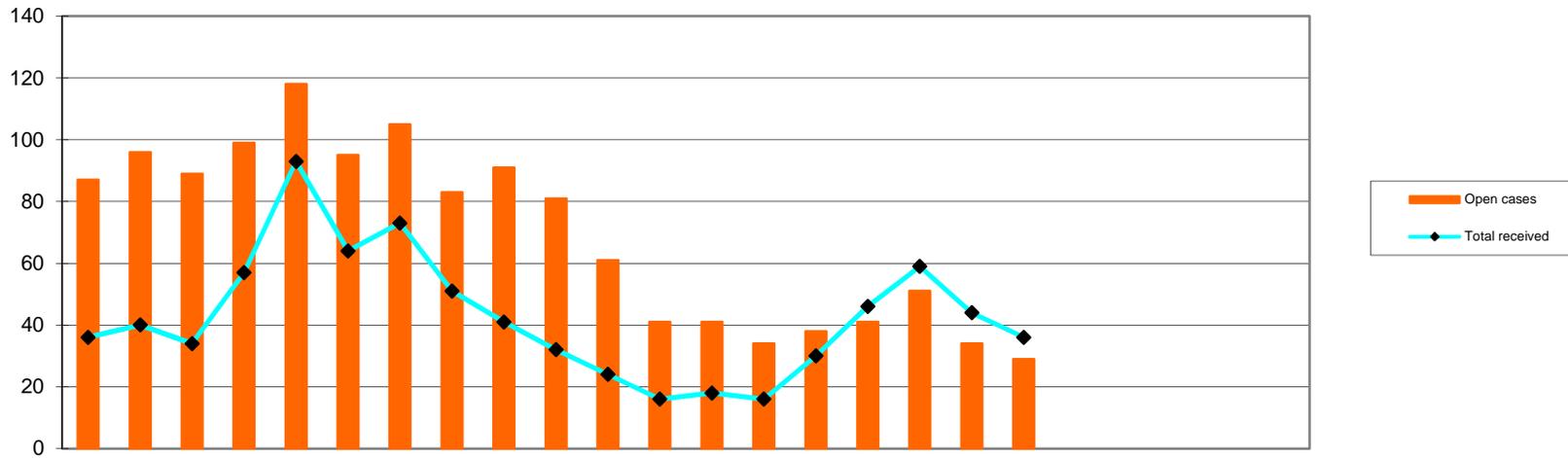
	2010			2011									2012											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	3	3	0	5	6	4	7	8	2	2	6	7	2	7	5	4	7	1	4					
Reviewed	4	0	5	0	0	0	6	6	8	0	8	0	4	9	8	0	0	0	13					
Hearings held	4	0	5	1	0	0	6	6	8	0	7	0	4	9	8	0	0	0	13		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

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 YTD
91	104	41	55	29	53	30
266	90	65	55	41	37	34
266	90	65	55	38	37	34
19	20	10	9	4	4	4
13	16	15	2	1	4	2
128	33	29	23	14	21	12
88	29	31	17	7	8	16
0	0	0	0	0	0	0
31	6	4	7	13	2	4

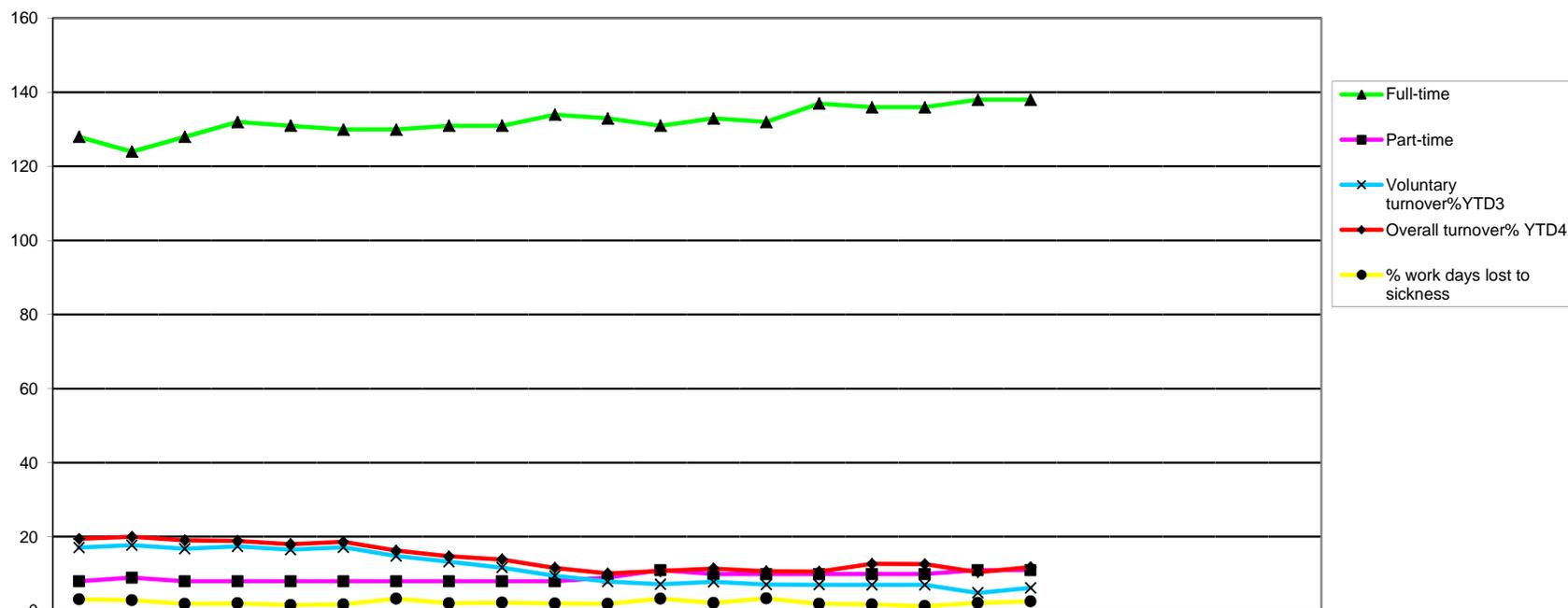


	2010			2011									2012												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Public	1	0	3	3	2	1	4	1	1	1	1	3	2	2	5	1	7	3	6						
Police	0	0	1	0	2	0	0	0	1	3	2	3	0	3	2	2	2	4	5						
HPC	0	0	0	4	0	0	2	0	0	1	0	0	0	1	0	0	0	3	0						
Anonymous	0	3	1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

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12
FYE	FYE	FYE	FYE	FYE	FYE	YTD
53	21	42	56	32	21	26
31	38	27	44	38	12	18
10	10	6	3	2	7	4
50	78	38	47	31	26	27
225	137	103	233	213	252	92
369	284	216	383	316	318	167
			3	3	0	1



		2010			2011							2012						2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12								
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Received	Renewal	1	1	1	0	1	0	0	0	0	0	0	0	1	1	0	3	1	2	0	36	27	81	43	154	4	8					
	Readmission	3	7	9	5	14	5	3	7	5	6	7	3	4	1	5	3	4	3	5	33	40	34	94	53	74	25					
	Admission	22	12	9	31	59	38	52	30	25	26	17	13	13	14	25	40	54	39	31	165	150	158	248	282	334	216					
	Self referral	10	20	15	21	19	21	18	14	11	0	0	0	n/a	n/a	n/a	n/a	n/a	n/a	54	86	158	192	209	149							
Total received		36	40	34	57	93	64	73	51	41	32	24	16	18	16	30	46	59	44	36	288	303	431	577	698	561	249					
Considered	Considered by panel	32	28	33	38	49	61	46	52	25	35	37	25	16	17	16	30	30	49	30	n/a	n/a	256	399	387	461	188					
	Referred to FTP	4	4	9	8	5	6	10	1	4	4	3	2	6	4	0	2	1	1	0	n/a	n/a	37	41	61	60	14					
	Admission rejected	1	0	1	0	1	0	1	0	0	2	1	0	0	1	0	0	0	0	0	n/a	n/a	2	6	2	7	1					
	Readmission rejected	1	0	3	2	1	2	1	1	1	1	1	0	0	0	0	0	0	2	0	n/a	n/a	3	8	7	14	2					
	Renewal rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	2	1	0	0					
	Not referred to FTP	9	7	8	8	9	11	3	8	10	6	4	4	5	0	1	2	0	0	2	n/a	n/a	34	82	66	87	10					
	Admission accepted	13	14	8	15	27	36	30	41	9	17	21	16	4	12	15	21	27	42	28	n/a	n/a	150	204	204	247	149					
	Readmission accepted	4	3	3	5	6	6	1	1	1	5	7	3	1	0	0	5	0	3	0	n/a	n/a	19	51	32	45	9					
	Renewal accepted	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	n/a	n/a	1	5	12	1	2					
	Closed before panel	3	3	8	7	21	28	16	22	25	7	6	7	1	5	8	13	16	12	10					143	153	65					
Open cases		87	96	89	99	118	95	105	83	91	81	61	41	41	34	38	41	51	34	29	n/a	n/a	75	75	87	35	268					



	2011											2012											2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
EMPLOYEES																															
Budgeted employees	144	144	144	144	144	144	144	144	144	144	144	148	148	148	148	148	148	148	148	148	148	148	148				124	132	144	148	
Total employees	136	133	137	140	139	138	138	139	140	142	142	143	142	147	146	146	149	149							78	79	107	116	136	142	149
Full-time	128	124	128	132	131	130	130	131	131	134	133	133	132	137	136	136	138	138							73	75	104	113	124	131	138
Part-time	8	9	8	8	8	8	8	8	8	8	9	11	10	10	10	10	11	11							5	4	3	3	5	11	11
FTE	134	131	134	138	138	138	138	138	138	142	141	140	142	140	145	144	145	145							76	77	106	115	127	140	145
Permanent	130	129	132	134	131	132	130	131	132	134	133	134	139	139	138	139	138	139	138						74	78	101	113	126	134	138
Fixed-Term Contracts	6	4	5	5	7	7	7	8	8	10	9	8	4	5	9	7	8	10	11						4	1	5	4	3	8	11
Starters (permanent)	1	0	4	3	1	0	0	2	1	1	1	1	0	0	0	0	0	0							6	46	42	36	37	15	7
Starters (fixed-term)	1	0	1	0	1	3	0	1	0	2	1	0	0	2	7	2	4	1								1	13	7	8	10	19
Voluntary resignations¹	1	2	1	1	2	3	0	0	0	0	0	2	1	1	1	2	0	2						3	20	17	22	22	10	10	
Compulsory leavers ²	0	0	0	0	0	1	0	1	1	0	0	2	0	0	0	3	0	1	0							1	8	3	3	5	8
Total leavers (vol. & comp.)	1	2	1	1	2	4	0	1	1	0	0	2	2	1	1	4	2	1	2						-	21	25	25	25	15	18
Voluntary turnover% YTD³	17	18	17	17	17	17	15	13	12	9	8	7	8	7	7	7	5	6						*	30	26	19	16	7	6	
Overall turnover% YTD⁴	19	20	19	19	18	19	16	15	14	12	10	11	11	11	11	13	13	10	12						-	-	-	20	20	11	12
Agency days	21	27	13	3	3	10	14	79	44	27	49	70	55	36	22	31	46	87	91						95	2590	2742	1,149	1385	360	440
% work days lost to sickness	3	3	2	2	2	2	3	2	2	2	3	2	3	2	2	2	1	2	3						*	4	3	4	3	2	3
Average sick-days YTD	7	8	8	8	8	7	8	7	7	7	6	6	6	6	6	6	6	6									8	7	6	6	
Sick-days	85	73	58	63	50	54	101	64	70	62	60	103	69	106	63	55	43	71	80						846	795	777	847	943	843	858
O.H. Refs	3	0	2	2	0	0	1	1	1	0	1	2	1	1	0	2	1	2	1						0	18	19	27	10	13	10

¹ **Voluntary Resignations:** Includes resignations of permanent employees, or resignations of fixed term employees prior to the end of their contract
² **Compulsory Leavers:** Records leavers except for resignations. Includes expiries of fixed term contracts, redundancies, dismissals, & compulsory retirements
³ **Voluntary Turnover YTD:** Shows the year to date turnover percentage (last twelve months) for resignations only
⁴ **Overall Turnover:** Shows the year to date turnover (last twelve months) for all leavers - voluntary and compulsory