



# Management Information Pack

Marc Seale, Chief Executive & Registrar

Report to Council meeting February 2013

## Chief Executive's Report to Council meeting February 2013 Contents

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**Chief Executive: Mr Marc Seale**

**1. Completed Meetings 1 December 2012 to 31 January 2013**

Baroness Joan Bakewell	3 Dec
Parliamentary Under Secretary of State for Health	5 Dec
EIPA seminar	6 – 7 Dec
Prof Sue Hill, Chief Scientific Officer, Dept of Health	11 Dec
Professional Standards Strategy Board	13 Dec
Chief Executives Steering Group	13 Dec
CLEAR Mid-Year Business meeting	10 – 12 Jan
CAPITA Health and Wellbeing	16 Jan
The College of Social Work	18 Jan
2020health.org parliamentary reception	22 Jan
Association of Accounting Technicians	24 Jan
SMAE	25 Jan
Mazars	28 Jan
iWantGreatCare	28 Jan
Kate Hoey MP	28 Jan
Project Board (re unlicensed herbal medicines)	29 Jan
Higher Specialist Scientific Training Strategic Oversight Board	30 Jan
BUPA	31 Jan

Meet the HCPC (Margate)	14 Mar
Project Board (re unlicensed herbal medicines)	26 Mar

**2. Scheduled Meetings**

Meet the HCPC (Crawley)	5 Feb
Regulators, State Health Depts etc (Sydney + Melbourne)	11 – 15 Feb
Professional Standards Authority for Health and Social Care Symposium	21 – 22 Feb
Three Country/HCPC social work meeting	26 Feb
Professional Standards Authority annual performance review	5 Mar
Professional Standards Strategy Board	6 Mar
HEE Healthcare Science Programme Board	14 Mar

## Business Process Improvement: Mr Roy Dunn

### 1. Human resources

There are no changes to BPI.

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

The internal audit schedule for 2012 – 13 is progressing. One further NMR (nonconformity) has been declared, one is almost complete, one is awaiting technical response from contractors.

### 3. QMS process updates

A major review of Finance Department processes is on-going, including procurement across the organisation.

The Registrations Department has reviewed and enhanced its process documentation in the application, renewal, readmission and temporary registration processes for EEA applicants.

BSI Entropy system based QMS. Training should take place in early 2013, after difficulties in freeing up dates across the team.

### 4. BSI audit

The BSI audit took place on 14 November 2012. Fitness to Practise, Customer Service and the QMS were audited, plus preparation for the strategic review. No nonconformities were found. A copy of the report forms an additional paper.

### 5. Business continuity

No major changes other than monthly list updates. The exercise in November 2012 near Uxbridge concentrated on ensuring the plan content is as up-to-date as possible, and looked for possible changes prior to the plan being made more available via online systems in the next few months.

A short lived issue occurred in early November, affecting availability of pc and phones. A report is attached.

### 6. Information security management

The project for ISO 27001 is on-going. Information assets, their vulnerabilities and threats are being recorded, plus the projected risk scores. Upon completion of this lengthy task, a Statement of Applicability will be produced.

### 7. Information & data management

The Information Services Manager is planning to call very old documentation back to HCPC offices, so we can visually determine which of the more ancient documentation can be destroyed. Items will be scanned before destruction if of any value.

### 8. Additional items

The tendering and procurement policy and supporting processes will be finalised when the Procurement Manager is in place. The existing draft policy, which just adds the EEA/OJEU element to existing policies, will be in use until then.

The tender for Registrations printing and distribution is on hold as the requirements are being re-evaluated to improve efficiency, reduce costs and be more environmentally friendly.

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

**Professional media:** 43 mentions in professional media: including changes to social work regulation in England, HCPC consultations on standards of proficiency, article on professionalism and review of HAD education programmes.

**HCPC In Focus:** 22,258 subscribers. Issue 44 (December 2012) included articles on public protection research, Partner recruitment, medicines – prescribing, supplying and administering, events and party conferences.

**Standards and guidance** distributed on request: Guidance on conduct and ethics for students (595 copies), Continuing Professional Development and Your Registration (320 copies), Standards of Conduct, Performance and Ethics (240 copies).

**2. Extend engagement with the public through improved access to information about the HCPC**

**Exhibitions and conferences:** Care Roadshow (20 Nov, inserts)

**Public information packs:** 187 public information packs sent.

**3. Increase awareness of the HCPC's role in regulation amongst all stakeholder audiences**

**Media coverage:** 84 mentions in relation to FtP outcomes.

**News items and social media channels** updated on prescribing standards, public protection research, regulation of the adult social care workforce, Council briefing and decisions, service user involvement consultation and ODP renewal.

**Web:** 43 updates; including registration application forms, monthly registrant numbers and social worker renewal banners. Web deployments project currently in initiation phase.

***In relation to social workers in England renewal:***

**Stakeholder:** Meetings held with ADASS workforce development network (23 Nov), National Social Care Communicators Forum (12 Dec) and Social Work Employer Standards Group (13 Dec).

**Renewal:** Articles published on registration and CPD prior to participating in #SWSCMedia Twitter debate with HCPC CEO (27 Nov), regular e-bulletins issued to stakeholders and website FAQs updated.

**Media:** CPD article placed for Community Care online; articles published in relation to the social workers renewal deadline in BASW newsletter and by Community Care online.

**News items and social media channels** regularly updated with information on social worker renewal.

**HCPC In Focus:** Issue 44 (December 2012) – article published on social worker renewal.

**Exhibitions and conferences:** Community Care Live Children and Families (14 Nov, London).

**Events:** social worker education seminar held (6 Dec, Leeds).

**4. Engage with employers, government, educators, professional bodies and other regulators**

**Annual professional body meetings:** Society of Radiographers (12 Nov), British Association of Chiropodists and Podiatrists (12 Nov), College of Occupational Therapists reception (4 Dec), College of Social Work (18 Jan).

- 5. Continue to build relationships and increase understanding through meetings with stakeholders in England, Scotland, Wales and Northern Ireland; and**  
**6. Continue to participate in UK and international regulatory forums**

**Stakeholder:** Joint regulators' event held in the Scottish Parliament (14 November, Edinburgh) to provide information to Members of the Scottish Parliament (MSPs).

Attended and spoke at Parliamentary Partners in Care Debate with HCPC Chair, hosted by the Patients Association (29 Nov).

Health Hotel Board meetings (22 Nov and 9 Jan).

**7. Ensure all employees are informed and updated on key organisational activities**

**All employee:** all employee meeting held (3 Dec); updates given on social worker renewal, regulation of the adult social care workforce, the apprentice scheme and the launch of The Chain.

**The Chain:** 20 individuals have signed up to take part in the new initiative for internal communications.

**Intranet:** 100 posts and 10 news items published; including team away days, payment dates and details of the Christmas charity.

**HCPC Update:** Issue 29 (December) published; including a message from Anna van de Gaag and Marc Seale and Council updates.

**8. Provide communications expertise to other HCPC departments**

**Stakeholder:** Working closely with Registration on readmission communications for social worker renewal.

**Events:** Education seminars held (29 Nov, Newcastle (on practice placements); 11 Dec, Belfast (on the Standards of conduct, performance and ethics).

**Media:** Daily liaison with FtP on hearings and decisions; support to Policy and Standards for the Standards of Proficiency and Standards of Prescribing consultations; article placed about hearing aid dispenser programme approvals and news item published on suggested agenda for joint education visits between the HCPC and The College of Social Work.

### **1. Approval process**

The Department has spent the last few months organising and attending approval visits for the 2012–13 academic year. In total, 53 visits across 154 programmes have been arranged between September 2012 – July 2013. This includes the 20 required social worker visits for this academic year. The schedule of visits is now closed until July 2012, as we require six months' notice. .

The scheduling of required social worker and AMHP visits in the next two academic years (2013–14 and 2013–14) is currently being finalised, as education providers had until the end of January 2013 to request preferred dates. At the time of writing this report, the Department had had an encouraging response.

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

The Department has spent the past few months finalising and initiating the annual monitoring process for the 2012–13 academic year. The first two assessment days have been confirmed in February 2013, with a further three assessment days scheduled in April and June 2013. As a consequence, it is envisaged that the majority of annual monitoring visitor reports will be considered by the Education and Training Panels in May, June and July 2013.

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

Since our last report to Council on 4 December we have received 21 new major change notifications, covering 20 programmes.

### **4. Complaints process**

The Department has received no new complaints since our last report to Council. There are currently no outstanding complaints.

### **5. Partners**

The Department successfully recruited 23 new visitors in autumn 2012. These roles include backfill vacancies in existing professions as well new visitors for independent prescribing and AMHP.

New visitor training is planned for these visitors in February 2013. We were unable to recruit therapeutic radiographer and drama therapist vacancies, so further recruitment will take later in the year now.

### **6. Education seminars**

The Department has finished the annual round of education seminars. Six were delivered between November 2012 and February 2013. A feedback and review report is currently being compiled for ETC in March 2013.

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

The twelfth issue of the Education Update was distributed to stakeholders in week commencing 21 January 2013 and is available on the HCPC website at: <http://www.hcpc-uk.org/education/update/>

Members of the Department met the following groups between December 2012 – February 2013:

- Department of Health
- Northern Ireland Social Care Council
- The Scottish Social Services Council

- NHS Business Services Authority
- Higher Education Data and Information Governance Framework Project Group
- Institute for Public Policy Research
- Department for Education (Early Years and Educational Psychology Division and Social Work Entry Team)

### **8. Employees**

Louise Devlin, previously a Registration Advisor, and Maria Burke joined the Department in January 2013 as Education Officers. The Department is currently recruiting a replacement Education Officer following Victoria Adenugba's resignation and departure in December 2012. This retains the total number of Department employees to 18.



**1. Employees**

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

**2. Christmas period**

To support departments involved in the renewal of social workers, Facilities opened the building and provided a full service on 27, 28 and 31 December.

**3. Facilities Department ticketing system**

Working in conjunction with the IT Department, a Facilities Department ticketing system is being developed and tested. This tool will allow the monitoring of any persistent failures of plant to assist in developing a strategy to overcome issues of this nature as well as enhancing the service delivery to the business.

**4. First Aid training**

John Dongahy, member of Council has agreed to provide training to our First Aiders on 27 March on the use of defibrillators.

### **1. General**

Since the last Council Meeting, the Finance Department has produced the November and December management accounts and the first draft of the 2013 – 14 budget

### **2. Results**

There is an operating deficit of £114k for the year to December and an overall deficit of £95k after our income and expenditure on the GSCC transfer and our investment income. We have invoiced the Department of Health for £1,070k covering the period to December. This has now all been paid.

### **2. Funds under management**

At the end of December 2012, £6.8M was held in short term accounts at Lloyds and NatWest, mostly earning 1.25%. The following have been invested for longer periods at fixed rates: £2M in a Lloyds deposit account earning 3.25% (1 year to 13.08.13), £0.5M in a Nat West Bond at 3.0% (1 year to 27.03.13), 1.5M in a NatWest fixed term deposit at 3.00% (1 year to 10.07.13) and £2M in a Lloyds deposit account earning 2.6% (1 year to 28.10.13).

### **3. Pensions**

In December, there were 76 active members in the Friends Provident Pension scheme.

The second hearing in the court case on the Flexiplan Pension Scheme took place over 3 days from 9 October.

The judge reserved judgment and there has been no further news. We continue to pay £4,495 per month.

### **4. Employee training and levels**

The Department is now fully staffed with ten full-time employees

### **5. Audit**

The NAO interim audit visit is for 2 weeks from 4 February. Mazars have carried out an internal audit on our Bribery Act procedures.

### **1. Case Information**

The statistical information relating to the work of the Fitness to Practise Department can be found in the management information pack. This report provides other pertinent information. The FtP team are currently working on revisions to the management pack which will be available at a future Council.

### **2. Number of open cases pre-Investigating Committee Panel**

At the end of December 2013 there were 787 non-GSCC transfer cases open. This includes new cases received regarding social workers since 1 August 2012. 472 new cases concerning social workers have been received since August 2012. This is 56 per cent of the total number of cases received since this date.

### **3. Case to referred to final hearing**

Of the non-social work transfer cases considered by an Investigating Committee panel between April 2012 and December 2012 the case to answer percentage was 58 per cent. We have closed 400 cases between April and December 2012 without referral to an Investigating Committee Panel because the case did not meet the standard of acceptance for allegations.

### **4. Number of cases awaiting hearing**

At the end of December 2012, there were 245 non-social work transfer cases awaiting consideration by a substantive hearing panel with 66 cases non-social work cases ready to fix and in the process of being scheduled. 56 cases have been fixed for a final hearing and a further 21 in the process of being rescheduled.

### **5. General Social Care Council Transfer Cases**

At the end of December, there were 120 cases within the pre ICP and enquiry remit. 15 GSCC transfer case were closed between August and December without referral to an investigating committee. 83 cases have been considered by panels of the Investigating Committee with a case to answer percentage of 90%. One final hearing has been heard with the registrant struck off the Register. As at the end of December, 7 hearings have been or are in the process of being fixed. From January 2013, a weekly teleconference has taken place with Kingsley Napley to discuss the transfer cases that are ready to list

### **6. Suitability Scheme**

The Suitability Scheme is now operational with transfer student cases received from the GSCC assessed via the scheme. A common theme is whether information addressed to the suitability scheme should be managed via that scheme.

### **7. High Court and First-Tier Tribunal Cases**

At the end of December there were 3 outstanding high court appeals, an application to further extend an interim order and 3 on-going judicial review matters. There are no on-going appeals against registration appeal panel decisions.

7 of the 9 First Tier Tribunal cases have now concluded. 4 appeals were allowed and 3 were dismissed.

### **8. Meetings and other Stakeholder Events**

Annual Regulation Event – Glasgow  
Business Continuity Exercise  
Mazars  
Care Councils – Northern Ireland, Wales and Scotland

CLEAR – US

BDB conferences with counsel

### **9. Resources**

Alison Abodarham formerly Head of Adjudication left the HCPC in December to move with her family to Switzerland. Zoe Maguire, formerly Head of Investigations has been appointed to the vacancy created by Alison's departure.

Zoe starts her maternity leave in early February 2013 and therefore arrangements have been put in place to cover her new substantive post of Head of Adjudication until she returns to HCPC in January 2014. Brian James, Head of Assurance and Development (and previously maternity cover Head of Adjudication), will cover for Zoe as well as the responsibilities of the Development part of his role. Eve Seall, Head of Case Management will cover for the Assurance component of Head of Assurance and Development post. The Investigations Managers (John Barwick and Ciara O'Dwyer) and the Hearings Manager (Jonathan Dillon), now retitled as Adjudications Manager have also taken on increased responsibilities to ensure the activity of the department is managed.

We are also in the process of planning the recruitment of Head of Investigations.

Rebecca Hall joined the Department as a case manager in January 2013 and we are planning for the maternity cover arrangements for 3 other employees within the directorate.

### **10. Partners**

FtP continue to deliver new and refresher training for FtP partners.

### **11. Other**

Work is underway to the prepare for the tender on the provision of legal services and the provision of transcription writer services. Aside from this, papers on the agenda for the Fitness to Practise Committee cover the other activity undertaken or due to be undertaken by the Department.

## Human Resources: Ms Teresa Haskins

### **1. Employee resourcing**

#### **Communications**

Interviews for the replacement post of the Communications Officer (Stakeholder Communications) are scheduled for late January.

#### **Education**

Recruitment is in progress for one replacement permanent Education Officer role. We are also recruiting for the fixed term roles of Education Officer and Education Manager to provide backfill for Education employees who have been seconded full time to the Education Systems and Process Review project.

#### **Fitness to Practise**

Following interviews in December, Zoe Maguire, currently Head of Investigations, was appointed to the post of Head of Adjudication. Recruitment will commence shortly for the replacement post of Head of Investigations.

Recruitment is in progress for the replacement post of FtP Team Administrator.

#### **Registration**

Recruitment is in progress for 4 replacement posts of Registration Advisor which have become vacant due to resignations and internal transfers/promotions.

#### **Policy**

Selma Elgaziari, formerly a Registration Advisor, has been appointed to the new post of Policy Officer. Selma will start in her new role in late January.

### **Secretariat**

Following interviews in December, Claire Gascoigne has been appointed to the fixed term post of Secretary to Committees to cover a period of paternity leave.

### **2. Other HR activities**

#### **Annual pay review and APDRs**

Work has now begun on preparation of salary information for managers in advance of the annual pay review. The HPC's annual appraisal rounds, APDRs (Annual Performance Development Reviews) have also commenced.

#### **Training and Development**

Performance management training for 9 managers was held on 16 January 2013, and diversity training for new employees is planned for February.

#### **Employee well-being**

HCPC employees were offered flu jabs in late November 2012. The HR Department is in now the process of setting up individual health check sessions for employees following the success of this initiative last year.

## Information Technology: Mr Guy Gaskins

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 scheduled release has been made successfully to enable the functionality specific to the social worker section of the Register.

One functional change that failed user acceptance testing is being investigated by the third party supplier. Further tests are being performed. This is dependent upon resource availability from the business teams.

This is now expected to be completed in Q1 2013.

- **HR and Partners Systems and Process Review** – This project aims to assess the current processes within the Human Resources and Partners teams; determine revised operational processes where required; assess the effectiveness of the current IT provision and if necessary run a tender for new services.

The project has been initiated and the first workshops are due

to start in February 2013 to map existing processes.

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.

The registration team is now using Windows7 PCs. The team managers will continue to use Windows XP while an upgrade to the telephony system is performed. This is expected to complete within this financial year.

Windows7 will now be rolled out to super-users in each of the departments in a rolling programme with an expected completion early in the new financial year. The rollout will be planned to align with each departmental business cycle.

The laptop Windows7 build is now in the design stage and will follow a similar rollout plan completing early in the new financial year.

- **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.

This project is now complete and the implementation project started.

- **Education systems build** – This project will deliver the technology elements and the business process change as identified in the Education systems and process review project.

The project is in the start-up phase with an expectation that it will initiate in May 2013. The initial requirements workshops are due to start with the supplier in early February 2013.

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

A new project has been initiated in October which will deliver a package of small changes to the web site and intranet. The project expects to deliver to the end of this financial year.

The project is now finalising the project scope and is expected to initiate in late January with a target build phase starting in February 2013 with completions expected in June 2013.

- **New name project** – This project aims to transition the organisation from being called HPC to HCPC (Health and Care Professions Council)

There are numerous IT related changes necessary to complete the transition to the new name. These changes as well as other non-IT changes are being prioritised and planned to be amended over a period of several months.

Only a small number of technical changes remain to be made which are scheduled to be completed after the Social Worker renewal period.

The last technical changes are planned to be made before the end of February 2013.

- **NetRegulate System Refresh** – This project aims to upgrade key elements of the NetRegulate technical environment to improve the ability to support the system and to create a more flexible technical environment.

The project is in start-up and the detailed scope is being established and agreed.

- **Readmission form project** – This project aims to create a new re-admission form that can be scanned for easy data entry.

This project has completed implementation and readmission forms have been processed successfully. The project is expected to close in January 2013.

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

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

The Fitness to Practise (FtP) Pilot has concluded successfully. Originally, the software was planned to be rolled out to all employees with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of Port Control has been de-coupled to gain its benefits earlier.

The whole of FtP is now using the new software successfully. The software will be rolled out in a phased approach with the windows 7 new desktop.

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

The laptop token software has been distributed and we are currently running in parallel with the existing system to confirm stability.

The software has been used very successfully in parallel with the existing process. Access to the existing process will now be removed before formally closing the project.

- **Service Availability**

**Online register and online renewal outage** – We experienced an outage on:

- 09 January 2013 for forty minutes between 13:00 and 13:40. The service disruption followed a deployment for the Readmission Project. An application restart resolved the issue.

**Telephone outage** – We experienced outages on:

- 07 December 2012 for fifty minutes between 08:00 and 08:50. A power fault at Semafone led to the loss of incoming calls.

- 11 January for one and a half hours between 08:00 and 09:30. Planned maintenance by Semafone resulted in the loss of outgoing calls.



**Partners: Ms Hayley Graham**

**1. Recruitment**

The following Partners have been recruited since the last report.

Role	Profession	Number
Registration Assessor	Clinical Scientist	3
Panel Member	Occupational Therapist	2
Panel Member	Orthoptist	2
Panel Member	Speech and Language Therapist	4
Visitor	Independent Prescribing	9
Visitor	Approved Mental Health Professional (AMHP)	4
Visitor	Clinical Scientist	3
Visitor	Registration Assessor	1
Visitor	Occupational Therapist	1

6 existing social worker visitors will also undertake an AMHP role. Therefore the total number of visitors for AMHP programmes is 10.

**2. FtP self-assessment agreement renewal**

The evaluation is now complete. As with the appraisal evaluation, the self-assessment process was found to be

effective and fit for purpose but a review of the assessed competences and documentation is underway.

**3. Training**

The following training has recently taken place/ is scheduled:

Type	Role	Date	Attendees
Refresher	Visitor	23 November	19
Refresher	Panel Member	13 November	20
Refresher	Visitor	9 November	24
Refresher	Panel Member	19 October	22
New	Registration Assessor	23 January	4
New	Panel Member	31 January- 1 February	7
New	Visitor	12-13 February	21
New	CPD Assessor	22 March	TBC

A further 7 new or refresher training courses are scheduled November 2012 – February 2013.

**4. Partner Appraisal**

The following appraisals have taken place in the current financial year (To end January 2013)

Panel members – 114

Registration assessors – 15

Panel chairs – 22

Visitors – 35

Appraisal numbers for registration assessors are low as the majority of eligible registration assessors have now been

appraised. A second phase will commence once the updated appraisal process is rolled out at the beginning of the next financial year.

#### **5. Partner Resignations**

Since the last report, 2 panel members 4 visitors, 3 registration assessors have resigned.

## Policy and Standards: Mr Michael Guthrie

### 1. Meetings attended

**13 November 2012 – 18 January 2013**

Members of Scottish Parliament (MSP) event, Edinburgh	14 Nov
Paramedic evidence based education project advisory board	15 Nov
Department of Health: Karen Middleton	16 Nov
The Focus Group	16 Nov
AMHP meeting, Birmingham	16 Nov
Care Quality Commission	20 Nov
Alliance of UK Regulators in Europe (AURE)	23 Nov
Department of Health, Leeds	26 Nov
Department of Health: AHP medicines project board	30 Nov
Hearing Link (teleconference)	3 Dec
British Association of Social Workers (BASW) (teleconference)	5 Dec
Department of Health: National stakeholder forum	6 Dec
University of Leeds (teleconference)	7 Dec
Care councils	10 Dec
Martyn Pickersgill, Wellcome Trust research interview (teleconference)	11 Dec
General Medical Council	12 Dec
Professional Standards Authority for Health and Social Care	13 Dec
UK Homecare Association	13 Dec
College of Naturopathic Medicine	18 Dec
Saga Healthcare	18 Dec
Department of Health (teleconference)	19 Dec
Mary Lovegrove, Paramedic evidence based education project	3 Jan

Care Quality Commission	3 Jan
Council of Deans of Health	8 Jan
Royal College of Midwives	9 Jan
Professional Standards Authority for Health and Social Care	11 Jan
Public Health Workforce Advisory Group (PHWAG) task group on regulation (host)	15 Jan
Department of Health: AHP Professional Advisory Board	16 Jan
Paramedic evidence based education project advisory board	16 Jan

### 2. Open consultations

**Consultation on profession-specific standards of proficiency for chiropodists and podiatrists**

**Consultation on profession-specific standards of proficiency for prosthetists and orthoptists**

These consultations opened on 17 December 2012 and run until 29 March 2013.

**Consultation on criteria for approving Approved Mental Health Professional (AMHP) programmes in England**

This consultation opened on 21 January 2013 and runs until 19 April 2013.

### 3. Recently closed consultations

**Service user involvement in approved programmes**

This consultation closed on 7 December 2012. Almost 300 responses were received with an encouraging number of responses received from service users and service user organisations. Almost 90% of respondents agreed with the proposal to amend the standards of education and training to

require the involvement of service users in approved programmes.

A summary of the consultation responses and a discussion paper are due to be considered by the Education and Training Committee in March 2013. Subject to agreement, it is then intended that a further paper will be considered by the Committee in June 2013, with the Council invited to ratify a finalised standard and supporting guidance at its meeting in July 2013.

#### **Standards for prescribing**

The consultation closed on 11 January 2013. More than 90 responses were received. The results are being analysed with the intention to seek approval for finalised standards at the Education and Training Committee and Council meetings in March 2013.

#### **4. Review of the Standards of Conduct, Performance and Ethics**

'The Focus Group' has been commissioned to undertake research with registrants and with different groups of service users as part of the review of the standards of conduct, performance and ethics. The research team has begun to recruit registrants and service users to take part in focus groups and interviews.

As part of gathering feedback to inform the review, in February 2013 we will be holding a joint workshop with Macmillan and a small group of service users with experience of cancer services, looking at the standards and Macmillan's values-based standards for cancer care.

The Executive is looking at a variety of other ways to ensure stakeholder input at this stage of the review.

#### **5. Review of the standards of proficiency**

The standards for arts therapists, orthoptists, dietitians, physiotherapists, occupational therapists and radiographers have now been approved. They have entered the publication process. The current intention is that four of these sets of standards will become effective from 1 March 2013. The standards for physiotherapists and radiographers will become effective at a later date (estimate: 1 May 2013) to take account of changes as a result of the publication of standards for prescribing.

Standards for consultation for operating department practitioners and speech and language therapists due to be considered for approval by the Education and Training Committee and Council at their meetings in March 2013.

#### **6. A disabled person's guide to becoming a health professional**

In 2006 we published guidance aimed primarily at disabled people considering training to become qualified in one of the professions we regulated. This guidance is now out of date and out of print and requires substantial revision.

The Education and Training Committee will be asked to consider a paper about the review at its meeting in March 2013. The Executive intends to commission research to benefit from the input of disabled students, as well as admissions staff, educators and staff working in disability services to inform revisions to the guidance.

## **7. Regulation of further professions**

We await the Department of Health's publication of its consultation and draft legislation on the regulation of individuals who dispense unlicensed manufactured herbal medicines and prepare unlicensed herbal medicines. At the time of writing this report we do not have an updated timetable for this work.

The Director of Policy and Standards is represented on the Public Health Workforce Advisory Group's task group on regulation which considers issues related to education, training, standards and regulation for public health professionals. This group is useful in gaining early insight into this area prior to the policy of regulating (non-medical) public health specialists through the HCPC being progressed. We understand that there is no Government timetable yet attached to the regulation of this group.

## **7. Professional Standards Authority performance review**

Our performance review submission for this year was submitted to the PSA (formerly the CHRE) in December 2012.

In line with previous years, we expect in the next few weeks to receive a further request for information from the PSA, based on its assessment of our submission; an overview of all the regulators' submissions; and any third party feedback received about the HCPC.

## **8. Department resourcing**

Selma Elgaziari joined the Department from the Registration Department as a Policy Officer in late January 2013.

Sarah Oliver, PA to the Director of Policy and Standards and Director of Communications was due to leave the HCPC at the

end of January 2013. Arrangements to recruit a replacement role will be made in due course.

Charlotte Urwin continues on a funded secondment with the External relations Directorate at the Department of Health in England, working Monday to Wednesday for them until the end of May 2013.

## 1. Operational Performance

### a) Telephone Calls

**i) UK Telephone Calls** - During the period from 1 November to 31 December 2012 the team received a total of 50,518 telephone calls which is 39,498 more calls when compared to the same period two years ago and represents a 358% increase in call volumes. The Department answered 83% of calls received compared to 98% during the same period two years ago.

**ii) International Telephone Calls** - During the period from 1 November to 31 December 2012 the team received a total of 1,173 telephone calls which is 637 less than the same period last year. The Department answered 95% of calls received compared to 94% during the same period last year.

### b) Application Processing

**i) UK Applications** - A total of 2,752 new applications were received during this period, which is 832 more than the same period last year. A total of 2,763 applicants were registered which represents a 68% increase compared to the same period in 2011. Applications took on average seven working days to process which is within our service standard of processing applications within ten working days of receipt.

Applications for readmission took on average 7 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 357 new international applications were received in this period which is 100 less than the same period last year. A total of 211 applicants were registered which represents a 12% increase

compared to the same period in 2011. The current median time to make an initial decision from receipt of an international application is approximately 55 working days which is within our service standard of 65 working days.

**iii) Grandparenting Applications** – A total of 55 grandparenting applications were registered which is 45 more than the same period last year.

### c) Emails

**i) UK Emails** - The team received approximately 253 emails per day compared to approximately 100 emails per day during the same period two years ago. The team responded to these on average within two days of receipt which is within our service standard of 48 hours response time.

**ii) International Emails** - The team received approximately 10 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

There was one CPD assessment day held during this period.

### e) Registration Renewals

At the start of September 2012, 88,474 social workers were invited to renew their registration. A total of 90.5% successfully renewed their registration for the next two-year cycle, with 78% of these registrants renewing online.

At the start of September 2012 11,089 operating department practitioners were invited to renew their registration. This year a record total of 97.1% successfully renewed their registration for

the next two-year cycle. This is an improvement of 1.6% compared to the last renewal period with 67% of these registrants renewing online.

## **2. Resource**

### **a) Employees**

The Department is operating within the budgeted headcount

**1. Council members' self-assessment**

The Chair has been holding telephone and face-to-face performance and development reviews with members during January and a paper summarising the reviews will be submitted to the Council meeting in July.

**2. Reappointment of Council members**

The Department of Health has confirmed its intention to consult on legislation to restructure the Health and Care Professions Council by 1 January 2014.

On the basis that a restructured Council will be in place by January 2014, the recruitment for which will need to be initiated in July 2013, permission will be sought from the Privy Council to continue to hold over the two existing vacancies on Council.

Furthermore, we will be looking to reappoint those members whose term is due to expire in July 2013, rather than run a recruitment exercise to appoint new members for a very short period of time.

The process by which the HCPC will provide a recommendation to the Privy Council regarding reappointment applications in 2013 will be consistent with previous arrangements overseen by the Appointments Commission to reappoint members. This will need to be agreed by the Professional Standards Authority and will then be submitted to the March meeting of council.

**3. Internal audit**

During January, Mazars have been undertaking an internal audit on corporate governance and risk management, the findings of which will be presented to the Audit Committee on 13 March 2012.

**4. HSWPO Training**

A training session, which will be run by Jonathan Bracken, has been organised for Wednesday 27 March, following the meeting of Council. The training will set out the legislative framework in which we operate. Furthermore, Jonathan will also lead members through the Bribery Act 2010.

**5. Employees**

Claire Gascoigne joined the Department on 7 January as Secretary to Committees. She will be looking after the Finance and Resources, Audit, Education and Training, Fitness to Practise and Communications Committees, together with the Annual report and dealing with requests under the Freedom of Information Act.

**6. External Meetings**

Department of Health	26 Nov
James Sherrett , Mazars	7 Dec
Care Council for Wales, NISCC, SSSC	10 Dec
Louise Silverton, Royal College of Midwives	9 Jan
Department of Health	14 Jan
Site visit to Slieve Donard Hotel, NI	18 Jan
Karen Lowe, Mazars	25 Jan
Health Regulators	28 Jan
Department of Health	29 Jan

**7. Training for Employees**

Members of the Secretariat team attended the following training:

EIPA EU decision making	29-30 Nov
FOI Practical Training Levels 1 and 2	21-22 Jan



# Management Information Pack

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



**hcpc** health & care  
professions  
council

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**Management Reporting Information to Council  
Health and Care Professions Council  
Figures for April to December 2012**

<b>Education</b>	Number of approved programmes, by profession	<b>2a</b>
	Overview of approval visits	<b>2b</b>
	Reasons for visit	<b>2c</b>
	Programme monitoring	<b>2d</b>
	Major change submissions	<b>2e</b>
	Complaints about approved programmes	<b>2f</b>
<b>Feedback</b>	Feedback	<b>3</b>
<b>Finance</b>	Consolidated Income and Expenditure	<b>4a</b>
	Consolidated Income budgeted & actual	<b>4b</b>
	Consolidated Expenditure budgeted & actual	<b>4c</b>
	Consolidated Department Monthly Variances	<b>5</b>
	Consolidated Balance Sheet	<b>6</b>
	Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Human Resources</b>	HR Information	<b>8</b>
<b>Information &amp; IT</b>	IT Infrastructure	<b>9</b>
<b>Office Services</b>	Mail Volume	<b>10</b>
<b>Registration</b>	HPC Number of Registrants by Profession	<b>11</b>
<b>Grandparenting Registrations</b>	Grandparent applications workflow process at end of each month	<b>12</b>
	New Grandparent Applications Received	<b>13</b>
	Grandparent Registrations	<b>14</b>
<b>International Registrations</b>	International applications workflow process at end of each month	<b>15</b>
	New International Applications Received	<b>16</b>
	International Registrations	<b>17</b>
	Temporary Registration under EU Directive 2005/36/EC	<b>18</b>
<b>UK Registrations</b>	UK applications workflow process at end of each month	<b>19</b>
	New UK Applications Received	<b>20</b>
	Renewal Information	<b>21</b>
	Application Types Received	<b>22</b>
<b>Grandparent, International &amp; UK Registrations</b>	New Registrants	<b>23</b>
	Registration Telephone Information	<b>24</b>
	Continuing Professional Development process	<b>25</b>
<b>Continuing Professional Development</b>		
<b>Supplementary prescribing</b>	Number of registrants with supplementary prescribing rights	<b>26</b>

<b>Fitness to Practise</b>	Total Cases Considered	<b>27</b>
	Enquiries and allegations: source	<b>28</b>
	Enquiries and Allegations: Profession & source of complaint	<b>29</b>
	Total Investigating Panel decisions and referrals	<b>30</b>
	Investigating Panel Decisions by profession and source of allegation	<b>31</b>
	Interim Orders by profession	<b>32</b>
	Panel hearings decisions	<b>33</b>
	Final hearings (CCC and HC) representation	<b>34</b>
	Final hearings: decisions by profession	<b>35</b>
	Review hearings: decisions by profession	<b>36</b>
	Length of time: Allegations	<b>37</b>
	Length of time: Cases Investigating Committee 2003-4 to 2012 -13	<b>38</b>
	Allegations made: conclusion of final hearing 2003-4 to 2012 -13	<b>39</b>
	Allegations made: conclusion of final hearing percentages	<b>40</b>
	Allegations made: Investigating Panel 2003-4 to 2012 -13	<b>41</b>
	Allegations made: Investigating Panel percentages	<b>42</b>
	Investigating Panel: Case Conclusion (concluded final hearing cases)	<b>43</b>
	Investigating Panel: Case Conclusion percentages	<b>44</b>
<b>Registration Appeals</b>	Registration Appeals	<b>45</b>
<b>Protection of Title</b>	Protection of Title	<b>46</b>
<b>Health and Character</b>	Health and Character Declarations	<b>47</b>

# Management Information Pack

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Marc Seale, Chief Executive & Registrar  
Figures for April to December 2012 to Executive  
Management Team



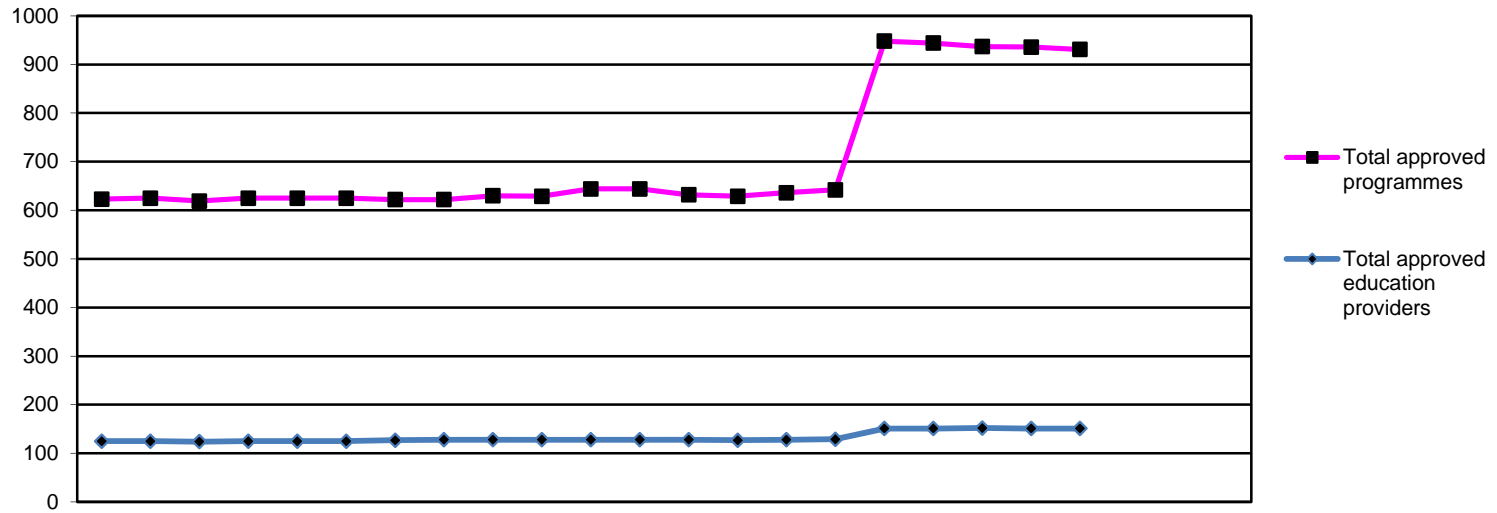
**hcpc** health & care  
professions  
council

**Management Reporting Information to Executive Management Team  
Figures for April to December 2012**

<b>Education</b>	Number of approved programmes, by profession	<b>2a</b>
	Overview of approval visits	<b>2b</b>
	Reasons for visit	<b>2c</b>
	Programme monitoring	<b>2d</b>
	Major change submissions	<b>2e</b>
	Complaints about approved programmes	<b>2f</b>
<b>Feedback</b>	Feedback	<b>3</b>
<b>Finance</b>	Consolidated Income and Expenditure	<b>4a</b>
	Consolidated Income budgeted & actual	<b>4b</b>
	Consolidated expenditure budgeted & actual	<b>4c</b>
	Consolidated Department Monthly Variances	<b>5</b>
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	Renewal Information	<b>21</b>
<b>Grandparent, International &amp; UK Registrations</b>	Application Types Received	<b>22</b>
	New Registrants	<b>23</b>
	Registration Telephone Information	<b>24</b>
<b>Continuing Professional Development</b>	Continuing Professional Development process	<b>25</b>
<b>Supplementary prescribing</b>	Number of registrants with supplementary prescribing rights	<b>26</b>
<b>Fitness to Practise separate report</b>		<b>27 - 47</b>

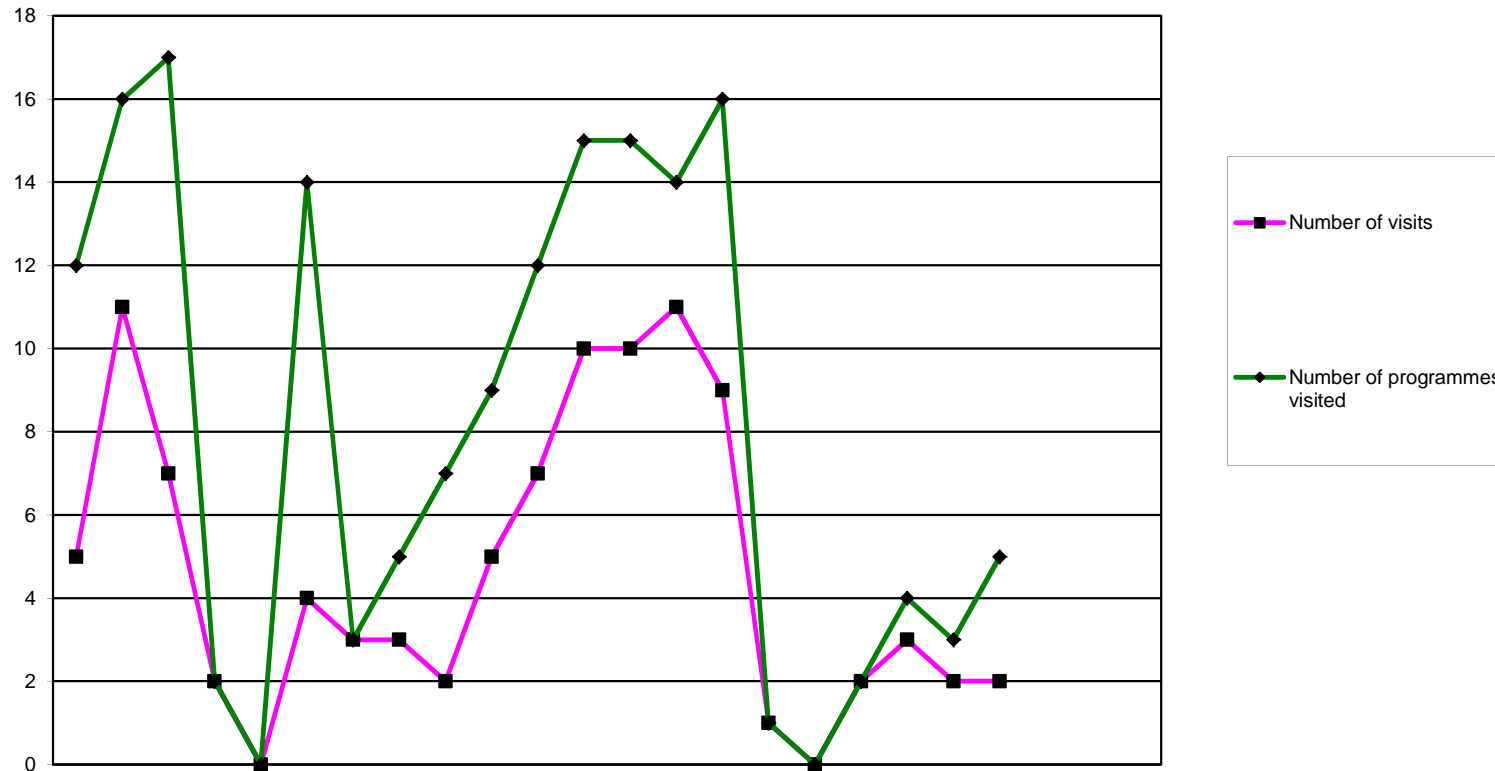
**EMT Supplement, for EMT only**

<b>Human Resources</b>	Employee Absence	<b>48</b>
	Partner Breakdown	<b>49</b>
<b>Secretariat</b>	Freedom of Information Act requests for Information	<b>50</b>
<b>Communications</b>	Listening events held	<b>51</b>
	Conferences/exhibitions attended and talks given to students	<b>52</b>
	Website statistics: visits	<b>53a</b>
	Website statistics: page views	<b>53b</b>



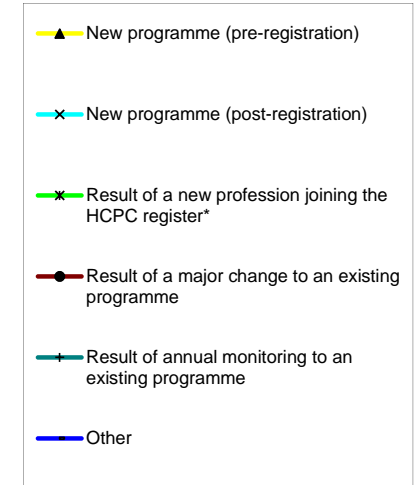
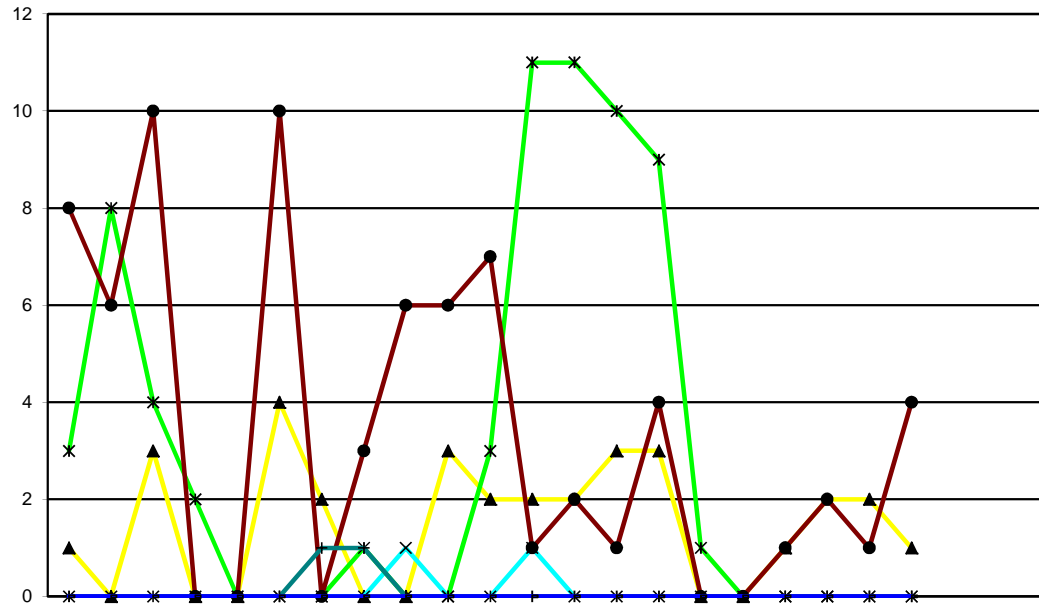
	2011			2012									2013									2011/12	2012/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Arts therapists	27	27	21	27	27	27	21	21	21	21	21	21	20	20	20	29	29	29	29	29	29			21	29	
Biomedical scientists	41	41	41	41	41	41	40	40	40	40	49	49	48	51	52	51	51	55	55	54	54			49	54	
Chiropodists/ Podiatrists	19	19	19	19	19	19	19	19	19	19	20	20	20	20	20	20	20	20	20	19	19			20	19	
Clinical scientists	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	3	3	3	3			1	3	
Dietitians	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	32	32	32			33	32	
Hearing aid dispensers	18	18	16	18	18	18	15	15	15	15	18	18	13	13	14	14	17	17	16	16	16			18	16	
Occupational therapists	73	74	73	74	74	74	73	73	74	74	74	74	74	74	74	74	74	74	73	73	74			74	74	
Operating Department Practitioners	32	32	32	32	32	32	34	34	34	34	34	34	32	31	33	33	33	33	33	33	33			34	33	
Orthoptists	2	2	2	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3			3	3	
Paramedics	51	50	50	50	50	50	50	50	50	50	50	50	50	48	49	47	48	48	48	48	48			50	48	
Physiotherapists	68	69	68	69	69	69	67	67	68	67	67	67	65	65	65	65	65	64	63	63	64			67	64	
Practitioner psychologists	83	83	88	83	83	83	93	93	95	95	95	95	95	94	94	94	94	93	93	93	93			95	93	
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3			3	3	
Radiographers	52	55	52	55	55	55	51	51	55	55	56	56	55	54	54	54	54	54	54	54	53			56	53	
Social workers in England													271	267	265	264	259									259
Speech and language therapists	32	32	32	32	32	32	32	32	32	32	32	32	32	31	31	31	31	31	31	31	31			32	31	
Local anaesthesia	2	2	2	2	2	2	2	2	2	2	2	2	2	2	4	4	4	4	4	4	4			2	4	
Prescription only medicine	8	8	9	8	8	8	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9			9	9	
Supplementary prescribing	78	76	77	76	76	76	77	77	77	77	77	77	77	77	77	77	77	77	76	76	76			77	76	
Approved mental health professionals													31	27	27	29	28									28
<b>Total approved programmes</b>	<b>623</b>	<b>625</b>	<b>619</b>	<b>625</b>	<b>625</b>	<b>625</b>	<b>622</b>	<b>622</b>	<b>630</b>	<b>629</b>	<b>644</b>	<b>644</b>	<b>632</b>	<b>629</b>	<b>636</b>	<b>642</b>	<b>948</b>	<b>944</b>	<b>937</b>	<b>936</b>	<b>931</b>				<b>644</b>	<b>931</b>
<b>Total approved education providers</b>	<b>125</b>	<b>125</b>	<b>124</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>127</b>	<b>128</b>	<b>128</b>	<b>128</b>	<b>128</b>	<b>128</b>	<b>128</b>	<b>127</b>	<b>128</b>	<b>129</b>	<b>151</b>	<b>151</b>	<b>152</b>	<b>151</b>	<b>151</b>				<b>128</b>	<b>151</b>





	2011			2012							2013															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
<b>Overview of approval visits</b>																										
<b>Number of visits</b>	5	11	7	2	0	4	3	3	2	5	7	10	10	11	9	1	0	2	3	2	2					
<b>Number of programmes visited</b>	12	16	17	2	0	14	3	5	7	9	12	15	15	14	16	1	0	2	4	3	5					

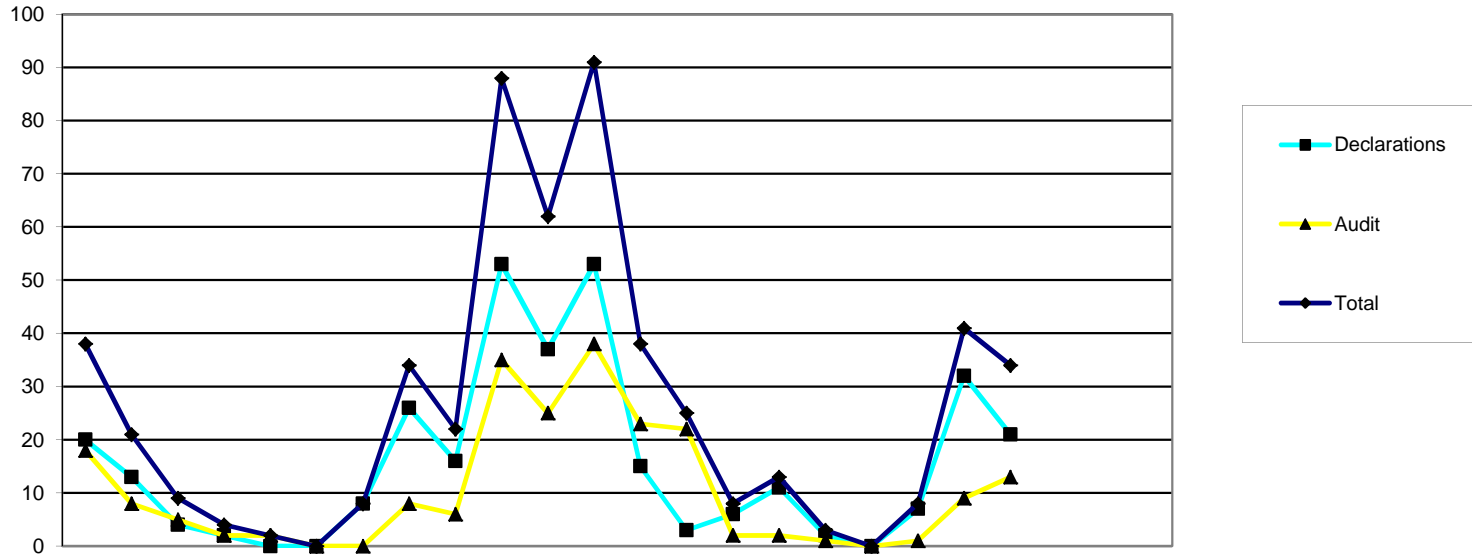
2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	58	59	40
27	117	68	84	80	101	112	60



Reason for programme visited	2011			2012												2013												
	Apr	May	Jun	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)	1	0	3	0	0	4	2	0	0	3	2	2	2	3	3	0	0	1	2	2	1							
New programme (post-registration)	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Result of a new profession joining the HCPC register*	3	8	4	2	0	0	0	1	0	0	3	11	11	10	9	1	0	0	0	0	0	0	0	0	0	0	0	0
Result of a major change to an existing programme	8	6	10	0	0	10	0	3	6	6	7	1	2	1	4	0	0	1	2	1	4							
Result of annual monitoring to an existing programme	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>14</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>5</b>							

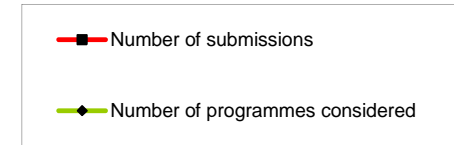
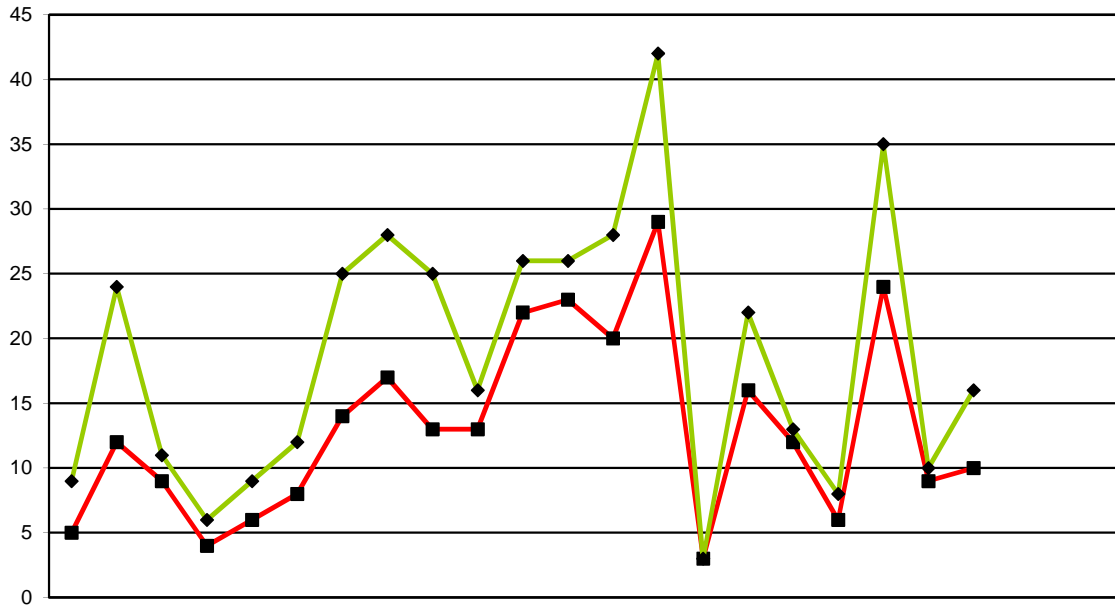
2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	17	14
7	29	1	7	1	0	2	0
5	16	4	0	7	31	32	31
5	32	26	53	42	37	57	15
5	1	3	3	3	4	2	0
5	21	2	0	2	0	0	0
<b>27</b>	<b>117</b>	<b>68</b>	<b>84</b>	<b>80</b>	<b>101</b>	<b>110</b>	<b>60</b>

\* - Practitioner psychologists July 2009 - July 2012  
 - Hearing Aid Dispensers April 2010 - July 2012  
 - Social workers in England August 2012 - July 2015



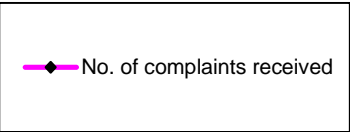
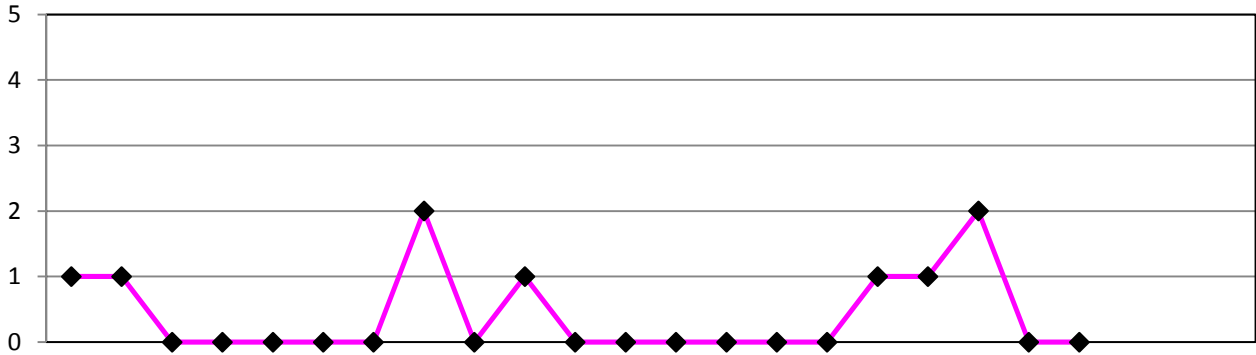
Annual monitoring submissions	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Declarations</b>	20	13	4	2	0	0	8	26	16	53	37	53	15	3	6	11	2	0	7	32	21			
<b>Audit</b>	18	8	5	2	2	0	0	8	6	35	25	38	23	22	2	2	1	0	1	9	13			
<b>Total</b>	38	21	9	4	2	0	8	34	22	88	62	91	38	25	8	13	3	0	8	41	34			

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	232	232	97
51	184	135	136	123	257	147	73
164	278	278	303	228	489	379	170



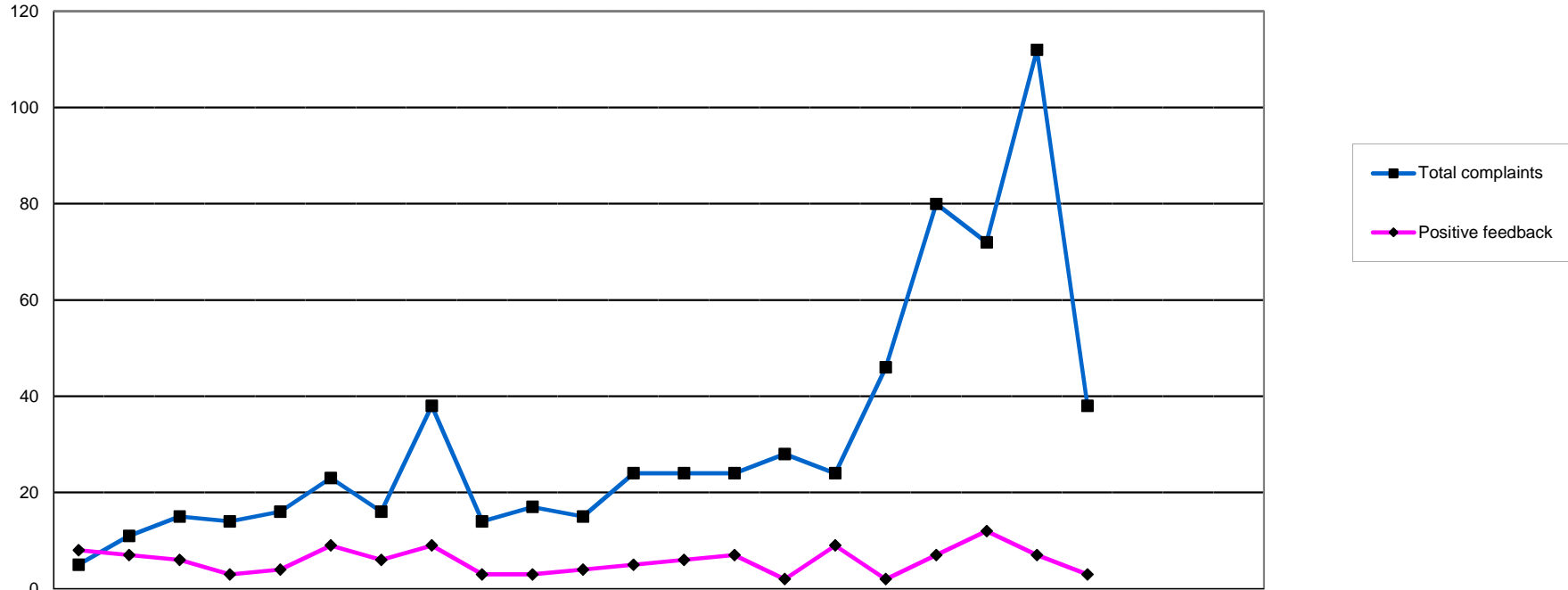
	2011			2012			2013														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar									
<b>Major change submissions</b>																					
<b>Number of submissions</b>	5	12	9	4	6	8	14	17	13	13	22	23	20	29	3	16	12	6	24	9	10
<b>Number of programmes considered</b>	9	24	11	6	9	12	25	28	25	16	26	26	28	42	3	22	13	8	35	10	16

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	104	146	129
25	97	109	141	179	169	217	177



		2011			2012						2013														
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Complaints outcomes</b>	<b>No. of complaints received</b>	1	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	1	1	2	0	0			
	<b>Directed visit</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	<b>Approval process</b>	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
	<b>Major change process</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	<b>Annual monitoring process</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	<b>Withdrawn</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	<b>Unsubstantiated</b>	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	2	0	0			
	<b>Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE
<b>No. of complaints received</b>	6	5	5	4
<b>No. of approved progs</b>	480	623	644	632
<b>% progs affected by complaints</b>	1.3%	0.8%	0.8%	0.6%



	2011			2012									2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13								
	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	FYE
Application process	0	0	0	0	0	2	2	0	1	3	3	15	5	5	3	2	8	5	6	6	21	39	23	28	29	4	39	26	61		
Registration process	4	7	14	12	15	18	13	35	11	13	7	5	13	17	20	11	26	66	61	99	3	169	88	122	361	163	136	154	316		
External comms	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	3	3	4	0	0	7	24	6	6	4	1	1	2	18		
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	6	2	0	0	2	0	0	1		
Partner management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	2	4	4	8	0	0		
Rules/legislation	0	1	1	0	0	0	0	0	0	0	0	1	3	0	1	0	5	2	0	1	5	17	11	10	3	5	0	3	17		
Other	1	2	0	2	1	3	1	3	2	1	5	2	3	2	3	8	4	3	5	5	2	7	16	18	44	45	38	23	35		
<b>Total complaints</b>	<b>5</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>16</b>	<b>23</b>	<b>16</b>	<b>38</b>	<b>14</b>	<b>17</b>	<b>15</b>	<b>24</b>	<b>24</b>	<b>24</b>	<b>28</b>	<b>24</b>	<b>46</b>	<b>80</b>	<b>72</b>	<b>112</b>	<b>38</b>	<b>262</b>	<b>262</b>	<b>186</b>	<b>445</b>	<b>224</b>	<b>222</b>	<b>208</b>	<b>448</b>		
<b>Positive feedback</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>12</b>	<b>7</b>	<b>3</b>	<b>187</b>	<b>19</b>	<b>27</b>	<b>37</b>	<b>81</b>	<b>79</b>	<b>67</b>	<b>55</b>		

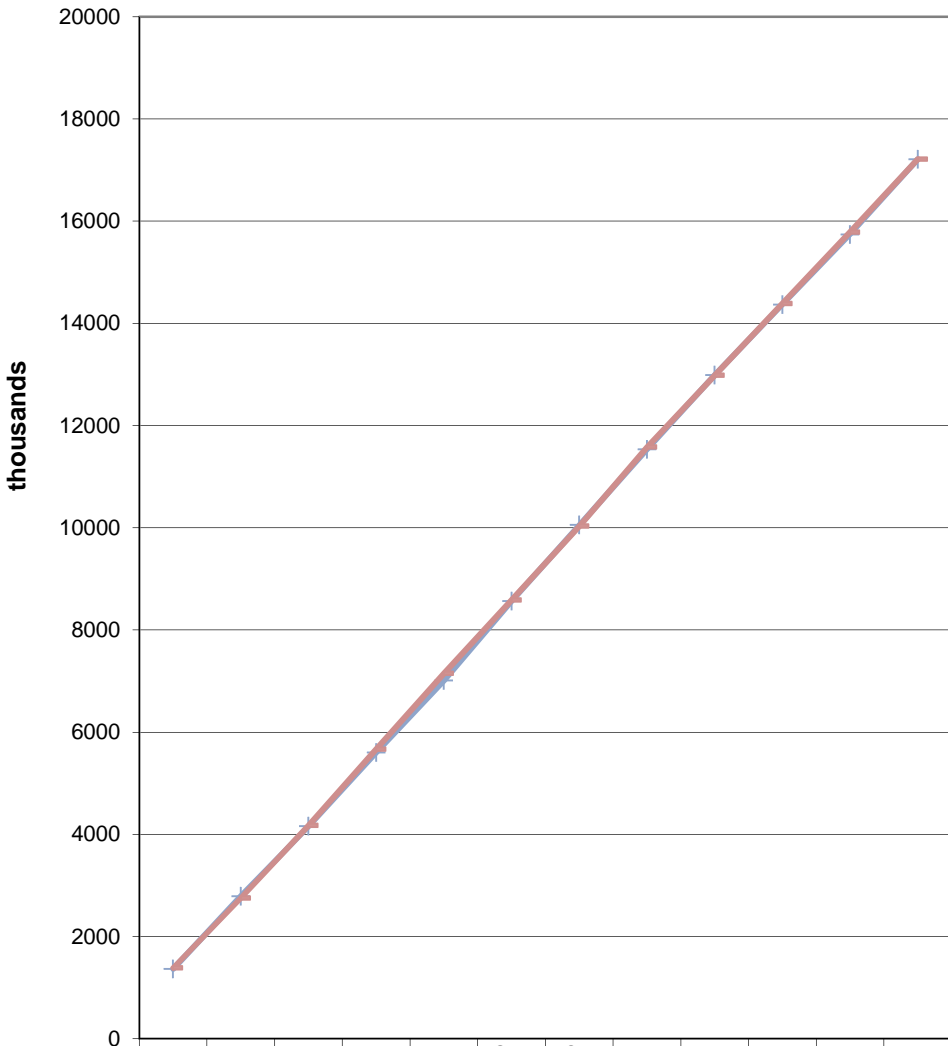
Health Professions Council

Income and Expenditure

Finance Department

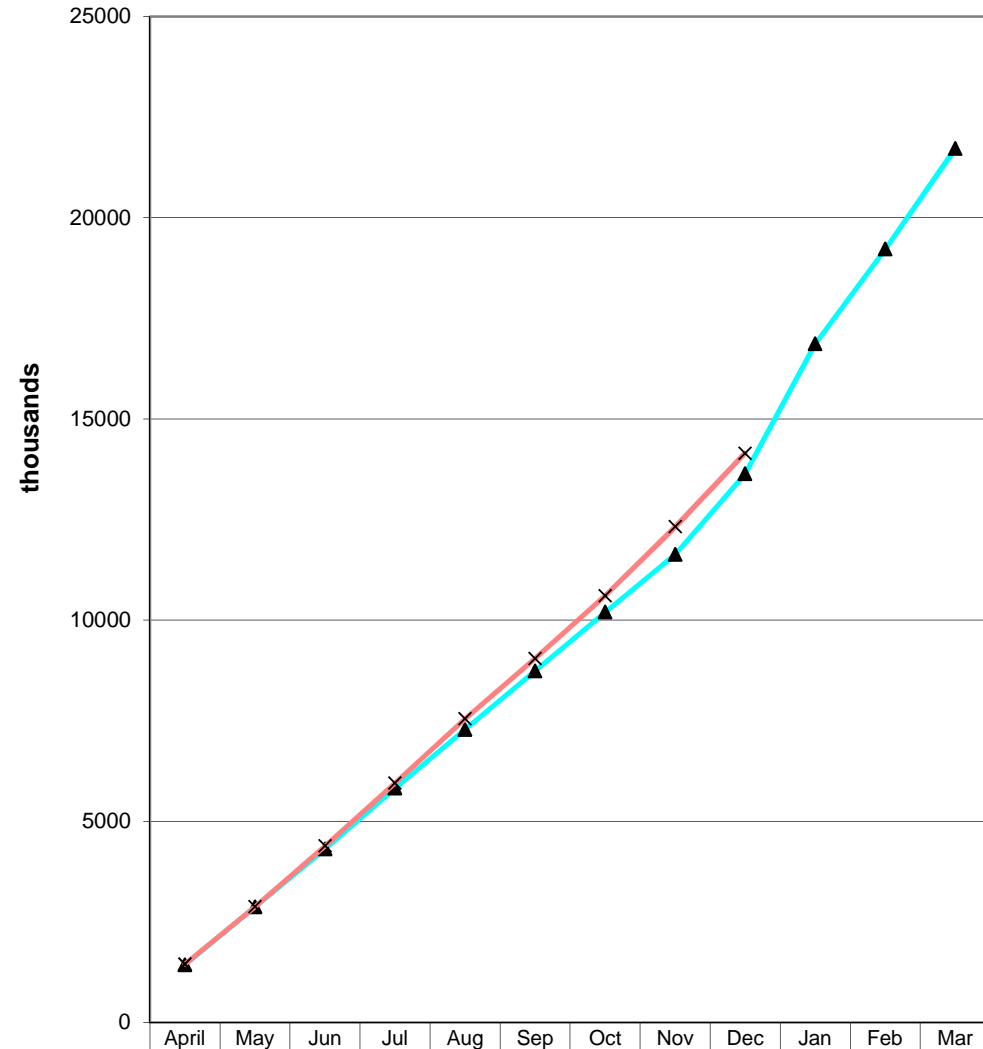
	Income and Expenditure												Finance Department			
	2012						2013						Total to	Forecast	Variance	Annual
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD		Budget
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
<b>INCOME</b>																
Registration Income	1,445	1,430	1,513	1,559	1,600	1,496	1,563	1,714	1,828				14,148	14,190	(42)	19,831
Cheque/credit card write off														0		
<b>TOTAL INCOME</b>	<b>1,445</b>	<b>1,430</b>	<b>1,513</b>	<b>1,559</b>	<b>1,600</b>	<b>1,496</b>	<b>1,563</b>	<b>1,714</b>	<b>1,828</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,148</b>	<b>14,190</b>	<b>(42)</b>	<b>19,831</b>
<b>EXPENDITURE</b>																
Chair	4	8	3	5	6	6	5	6	6				50	51	2	80
Chief Executive	19	40	43	36	56	29	33	3	49				308	295	(13)	385
Council & Committees	0	17	23	24	1	39	30	21	17				173	192	19	346
Communications	70	123	31	66	69	98	139	116	75				788	773	(14)	1,133
Depreciation	68	75	69	69	82	73	75	75	75				659	660	0	762
Education	71	83	79	58	55	62	73	64	65				611	716	105	1,013
Facilities Management	79	169	37	137	91	76	93	164	68				916	895	(21)	1,185
Finance	62	57	57	50	48	69	72	84	45				544	559	15	719
Fitness to Practise	584	611	555	559	695	739	711	817	756				6,027	6,383	356	9,874
Human Resources & Partners	66	35	57	56	37	43	72	96	67				529	532	3	856
IT Department	119	92	72	99	118	119	98	107	109				934	938	4	1,227
Major Projects	28	4	108	(11)	(3)	0	6	1	1				134	134	0	587
Operations Office	52	45	82	47	52	58	67	78	44				525	433	(92)	332
Policy	20	23	17	18	16	18	19	19	20				170	178	8	266
Registration	156	170	164	293	346	173	255	210	219				1,986	1,967	(20)	2,347
Secretariat	15	11	21	17	14	18	20	18	16				150	152	2	281
<b>TOTAL EXPENDITURE</b>	<b>1,413</b>	<b>1,562</b>	<b>1,420</b>	<b>1,526</b>	<b>1,683</b>	<b>1,621</b>	<b>1,769</b>	<b>1,878</b>	<b>1,631</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14,503</b>	<b>14,856</b>	<b>353</b>	<b>21,393</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>32</b>	<b>(132)</b>	<b>93</b>	<b>33</b>	<b>(83)</b>	<b>(125)</b>	<b>(206)</b>	<b>(164)</b>	<b>197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(355)</b>	<b>(666)</b>	<b>(311)</b>	<b>(1,562)</b>
Grant income	0	0	0	0	490	0	43	500	0				1,033	1,033	0	(1,750)
Costs relating to the transfer of GSCC	13	108	144	109	33	0	(5)	(5)	0				397	395	(2)	477
Costs relating to the name change	0	11	35	45	14	8	(3)	(7)	(1)				103	104	1	142
Social Workers FTP	4	41	50	37	72	131	99	75	46				555	555	0	0
Employee Costs - GSCC staff transfer	0	0	0	7	23	1	0	0	0				31	31	0	0
Costs Relating to Herbal Medicine	0	0	0	0	6	0	0	0	0				6	6	0	0
Investment Income	0	1	12	0	0	10	28	12	15				78	78	0	0
<b>TOTAL SURPLUS/(DEFICIT)</b>	<b>15</b>	<b>(291)</b>	<b>(125)</b>	<b>(165)</b>	<b>258</b>	<b>(255)</b>	<b>(226)</b>	<b>285</b>	<b>166</b>				<b>(96)</b>	<b>(647)</b>	<b>(311)</b>	<b>(1,193)</b>

Income 2011/12 budgeted & actual



Bud	1365	2790	4159	5600	7013	8566	10054	11537	12986	14367	15738	17211
Actual	1386	2751	4173	5667	7151	8585	10032	11575	12978	14387	15783	17209

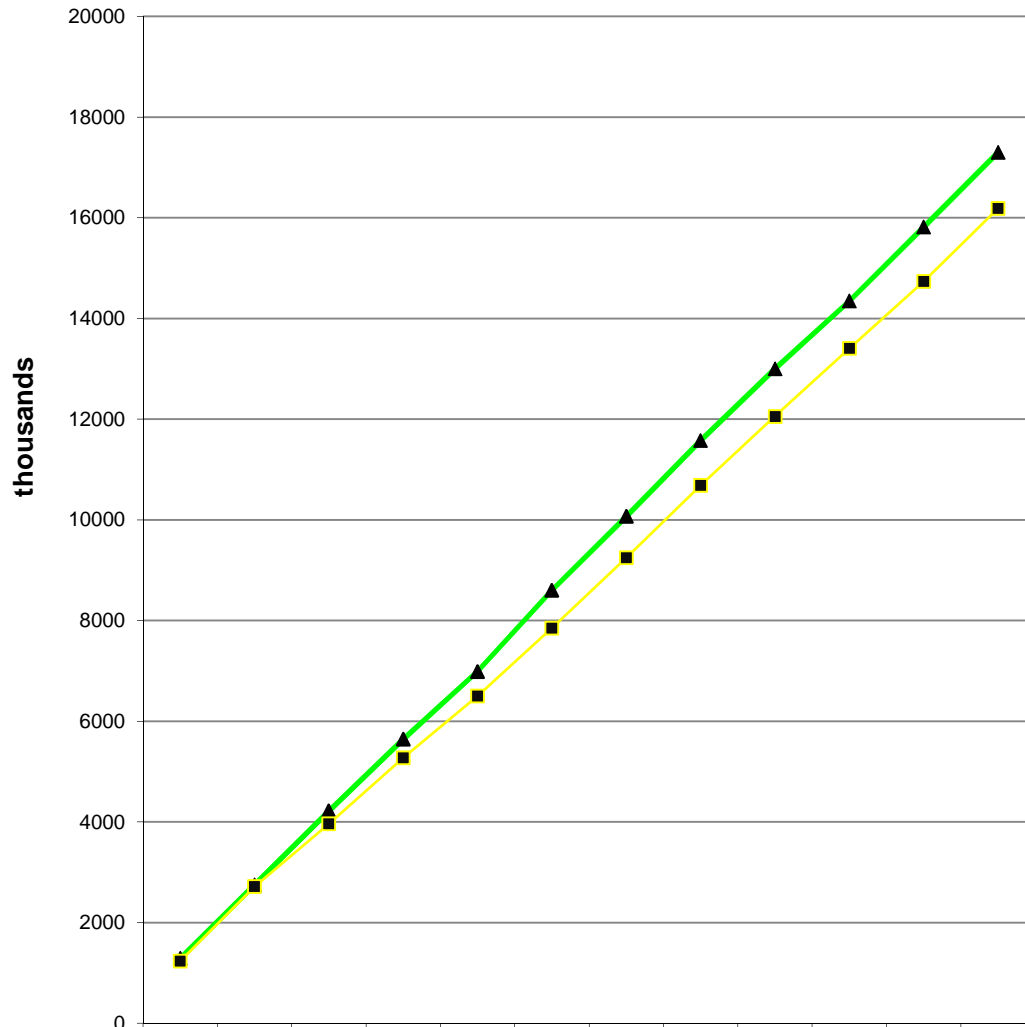
Income 2012/13 budgeted & actual



Bud	1431	2870	4313	5820	7279	8736	10195	11631	13632	16862	19216	21719
Actual	1445	2875	4388	5947	7547	9043	10606	12320	14148			

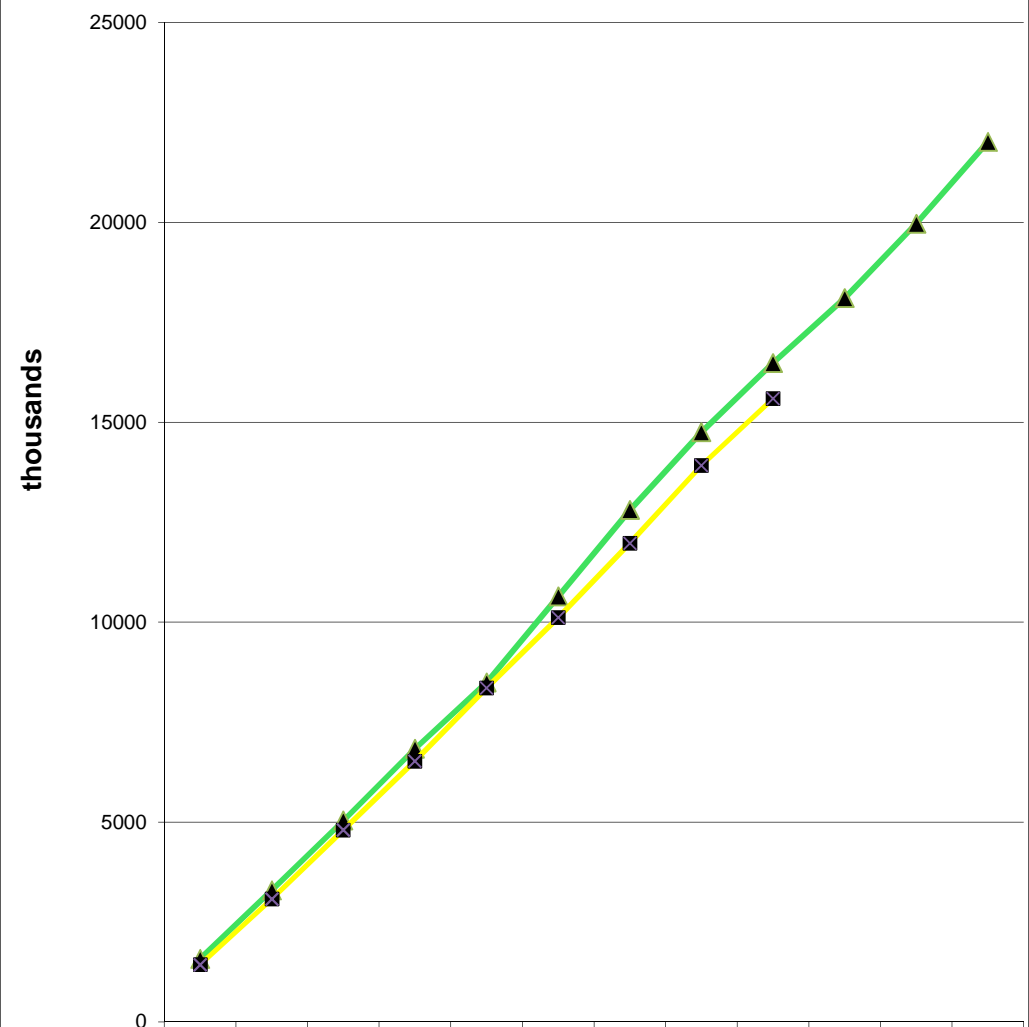


Expenditure 2011/12 budgeted & actual



▲ Bud	1289	2747	4219	5644	6988	8602	10069	11575	12999	14346	15817	17299
■ Actual	1236	2714	3964	5277	6504	7852	9251	10686	12056	13405	14734	16188

Expenditure 2012/3 budgeted & actual



▲ Bud	1576	3287	5040	6833	8491	10645	12806	14754	16484	18107	19962	22015
■ Actual	1430	3073	4801	6525	8356	10117	11978	13919	15595			

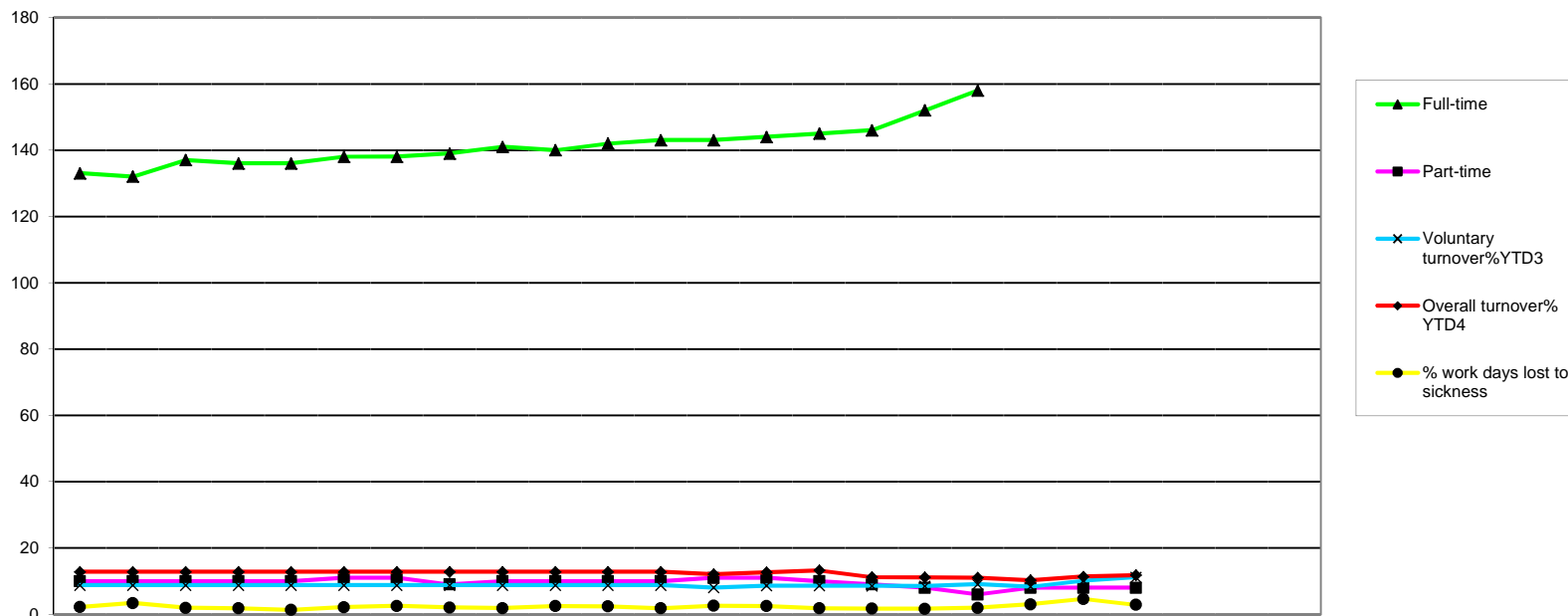
	2012												2013		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to forecast		Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	Expenditure
<b>EXPENDITURE</b>															
Chair	2	(2)	3	1	(0)	(0)	0	(1)	(1)				2	51	50
Chief Executive	8	(15)	(18)	(6)	9	3	(3)	20	(11)				(13)	295	308
Council & Committees	11	3	13	(4)	6	(3)	13	(34)	15				19	192	173
Communications	(13)	(17)	44	31	(7)	(4)	(29)	0	(19)				(14)	773	788
Depreciation	(2)	(9)	(4)	(5)	(18)	(9)	(7)	54	(0)				0	660	611
Education	9	17	14	23	18	14	10	(90)	89				105	716	611
Facilities Management	5	(21)	4	(38)	9	23	9	(20)	9				(21)	895	916
Finance	2	9	5	11	15	(6)	(11)	(16)	6				15	559	544
Fitness to Practise	63	84	42	80	(86)	125	116	(417)	348				356	6,383	6,027
Human Resources & Partners	6	30	(48)	23	7	20	19	(55)	0				3	532	529
IT Department	(20)	8	34	0	(18)	(10)	2	7	2				4	938	934
Major Projects	(2)	5	(33)	1	35	(0)	(6)	2	(1)				0	134	134
Operations Office	1	(4)	3	(1)	(32)	(7)	(19)	68	(101)				(92)	433	525
Policy	(21)	74	(72)	22	1	5	6	(8)	2				8	178	170
Registration	38	50	(50)	(132)	82	19	4	(19)	(11)				(20)	1,967	1,986
Secretariat	7	12	4	6	9	8	5	(46)	(2)				2	152	150
<b>TOTAL BUDGET VARIANCE</b>	94	223	(61)	13	29	177	108	(555)	325	0	0	0	353	14,856	14,454
<b>TOTAL MONTHLY BUDGET</b>	1,507	1,785	1,359	1,539	1,712	1,798	1,878	1,323	1,956	0	0	0			14,856
<b>TOTAL EXPENDITURE</b>	1,413	1,562	1,420	1,526	1,683	1,621	1,769	1,878	1,631	0	0	0			14,503

	<i>Actual</i> £000	2012									2013		
		April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
		£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
<b>Non-current Assets</b>													
Property, Plant and Machinery		3,369	3,359	3,399	3,395	3,398	3,405	3,398	3,387	3,381			
Intangible assets		1,670	1,631	1,581	1,578	1,540	1,477	1,420	1,321	1,263			
<b>TOTAL FIXED ASSETS</b>		<b>5,039</b>	<b>4,990</b>	<b>4,980</b>	<b>4,973</b>	<b>4,938</b>	<b>4,882</b>	<b>4,818</b>	<b>4,708</b>	<b>4,644</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CURRENT ASSETS</b>													
Other current assets		604	705	607	623	860	442	455	352	380			
Financial assets		7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811			
Bank & Cash													
	<b>0</b>	<b>8,568</b>	<b>7,769</b>	<b>7,970</b>	<b>7,503</b>	<b>9,028</b>	<b>11,204</b>	<b>11,563</b>	<b>13,157</b>	<b>13,191</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CURRENT LIABILITIES</b>													
Trade and other payables		(529)	(875)	(354)	(707)	(525)	(544)	(567)	(632)	(289)			
Other Liabilities		(1,220)	(934)	(1,358)	(1,065)	(1,322)	(1,393)	(1,357)	(1,165)	(1,202)			
Deferred income		(9,932)	(9,294)	(9,717)	(9,349)	(10,505)	(12,790)	(13,324)	(14,651)	(14,760)			
	<b>0</b>	<b>(11,681)</b>	<b>(11,103)</b>	<b>(11,429)</b>	<b>(11,121)</b>	<b>(12,352)</b>	<b>(14,727)</b>	<b>(15,248)</b>	<b>(16,448)</b>	<b>(16,251)</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total assets less liabilities</b>	<b>0</b>	<b>1,926</b>	<b>1,656</b>	<b>1,521</b>	<b>1,355</b>	<b>1,614</b>	<b>1,359</b>	<b>1,133</b>	<b>1,417</b>	<b>1,584</b>	<b>0</b>	<b>0</b>	<b>0</b>
Represented by:													
Revaluation Reserve		0	0	0	0	0	0	0	0	0			
Income and expenditure account		1,926	1,656	1,521	1,355	1,614	1,359	1,133	1,418	1,585			
	<b>0</b>	<b>1,926</b>	<b>1,656</b>	<b>1,521</b>	<b>1,355</b>	<b>1,614</b>	<b>1,359</b>	<b>1,133</b>	<b>1,418</b>	<b>1,585</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Balance sheet includes investment income

	Actual Mar 12 £000	2012									2013			Total £000
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000	
<b>Opening Balance</b>		8,709	7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805				
Registration Income		1,445	1,430	1,513	1,559	1,600	1,496	1,564	1,714	1,828				14,149
Investment Income		1	0	12	0	0	10	28	12	15				78
Investment Sales		0	0	0	0	0	0	0	0					0
Deferred Income Movements		(562)	(641)	424	(366)	1,135	2,305	534	1,326	110				4,265
Department of Health funding		0	0	0	0	0	490	43	500	0				1,033
<b>Total Cash Receipts</b>		<b>884</b>	<b>789</b>	<b>1,949</b>	<b>1,193</b>	<b>2,735</b>	<b>4,301</b>	<b>2,169</b>	<b>3,552</b>	<b>1,953</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19,525</b>
Expenditure		1,430	1,712	1,659	1,724	1,831	1,761	1,864	1,941	1,676				15,598
Depreciation		(72)	(72)	(68)	(68)	(82)	(72)	(75)	(75)	(75)				(658)
Asset disposal / writeoff		0	0	0	0	0	0	0	0	0				0
Aged Cred / Accrual Movements		29	(60)	77	(60)	103	(247)	12	128	305				287
Debtor Movements		88	101	(98)	17	(453)	272	13	(103)	28				(135)
<b>Payments to Creditors</b>		<b>1,475</b>	<b>1,681</b>	<b>1,570</b>	<b>1,614</b>	<b>1,399</b>	<b>1,714</b>	<b>1,814</b>	<b>1,892</b>	<b>1,934</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,093</b>
Capital Expenditure		154	8	80	62	47	(2)	9	(35)	11				334
Capital write-off		0	0	0	0	0	0	0	0					0
Investment Purchases		0	0	0	0	0	0	0	0					0
<b>Other Payments</b>		<b>154</b>	<b>8</b>	<b>80</b>	<b>62</b>	<b>47</b>	<b>(2)</b>	<b>9</b>	<b>(35)</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>334</b>
<b>Closing Balance</b>		<b>7,964</b>	<b>7,064</b>	<b>7,363</b>	<b>6,880</b>	<b>8,168</b>	<b>10,762</b>	<b>11,108</b>	<b>12,805</b>	<b>12,811</b>	<b>0</b>	<b>0</b>	<b>0</b>	

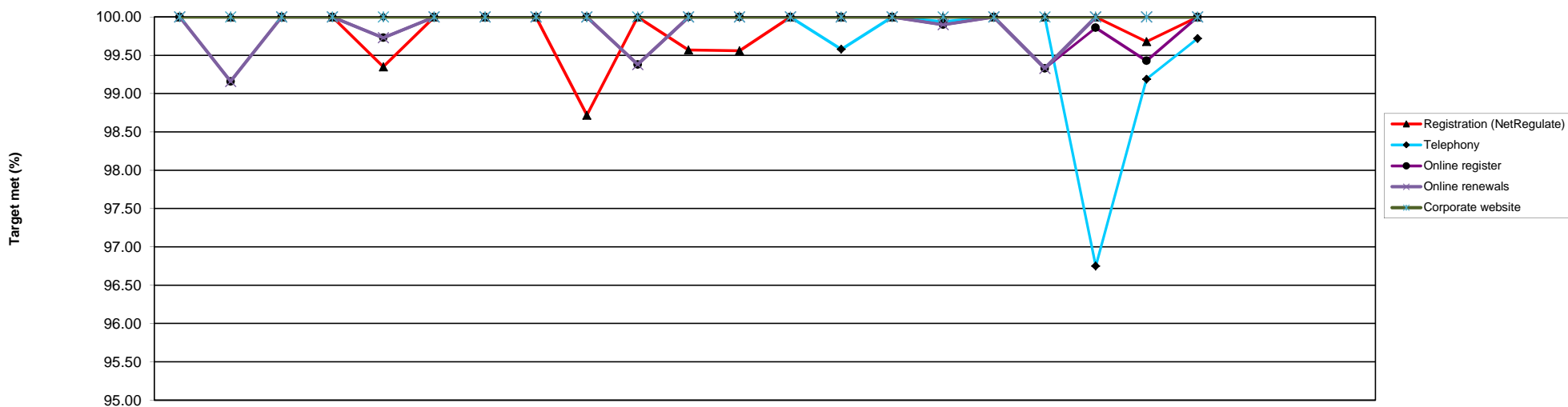
\* Cash flow includes investment income



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>EMPLOYEES</b>																								
Budgeted employees	148	148	148	148	148	148	148	148	148	148	148	148	165	165	165	165	186	186	186	186	186	186	186	186
<b>Total employees</b>	<b>143</b>	<b>142</b>	<b>147</b>	<b>146</b>	<b>146</b>	<b>149</b>	<b>149</b>	<b>149</b>	<b>151</b>	<b>151</b>	<b>152</b>	<b>153</b>	<b>154</b>	<b>155</b>	<b>155</b>	<b>155</b>	<b>160</b>	<b>164</b>	<b>169</b>	<b>180</b>	<b>180</b>			
Full-time	133	132	137	136	136	138	138	139	141	141	142	143	143	144	145	146	152	158	161	173	172			
Part-time	10	10	10	10	10	11	11	9	10	10	10	10	11	11	10	9	8	6	8	8	8			
FTE	142	140	145	144	144	145	145	148	149	149	149	151	152	153	153	153	159	163	168	180	179			
Permanent	139	139	138	139	138	139	138	136	141	144	150	142	146	147	148	148	154	159	166	177	175			
Fixed-Term Contracts	4	5	9	7	8	10	11	14	8	9	10	11	8	8	7	7	6	5	3	3	5			
Starters (permanent)	0	0	0	0	0	0	0	0	2	0	0	2	0	2	2	1	7	4	4	11	1			
Starters (fixed-term)	0	2	7	2	2	4	1	1	2	1	1	1	2	1	0	0	0	1	1	3	2			
<b>Voluntary resignations<sup>1</sup></b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>			
Compulsory leavers <sup>2</sup>	0	0	0	3	0	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0			
Total leavers (vol. & comp.)	2	1	1	4	2	1	2	1	2	1	1	1	1	2	2	1	2	1	1	3	3			
<b>Voluntary turnover%YTD<sup>3</sup></b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>11</b>			
<b>Overall turnover% YTD<sup>4</sup></b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>10</b>	<b>11</b>	<b>12</b>			
Agency days	55	36	22	31	46	87	91	76	21	21	27	56	60	124	204	434	573	501	588	847	468			
% work days lost to sickness	2	3	2	2	1	2	3	2	2	2	2	2	3	2	2	2	2	2	3	5	3			
Average sick-days YTD	6	6	6	6	6	6	6	6	6	6	6	6	6	5	5	5	5	5	6	6	6			
<b>Sick-days</b>	<b>69</b>	<b>106</b>	<b>63</b>	<b>55</b>	<b>43</b>	<b>71</b>	<b>80</b>	<b>67</b>	<b>57</b>	<b>71</b>	<b>76</b>	<b>61</b>	<b>84</b>	<b>88</b>	<b>60</b>	<b>58</b>	<b>59</b>	<b>71</b>	<b>112</b>	<b>183</b>	<b>114</b>			
<b>O.H. Refs</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>			

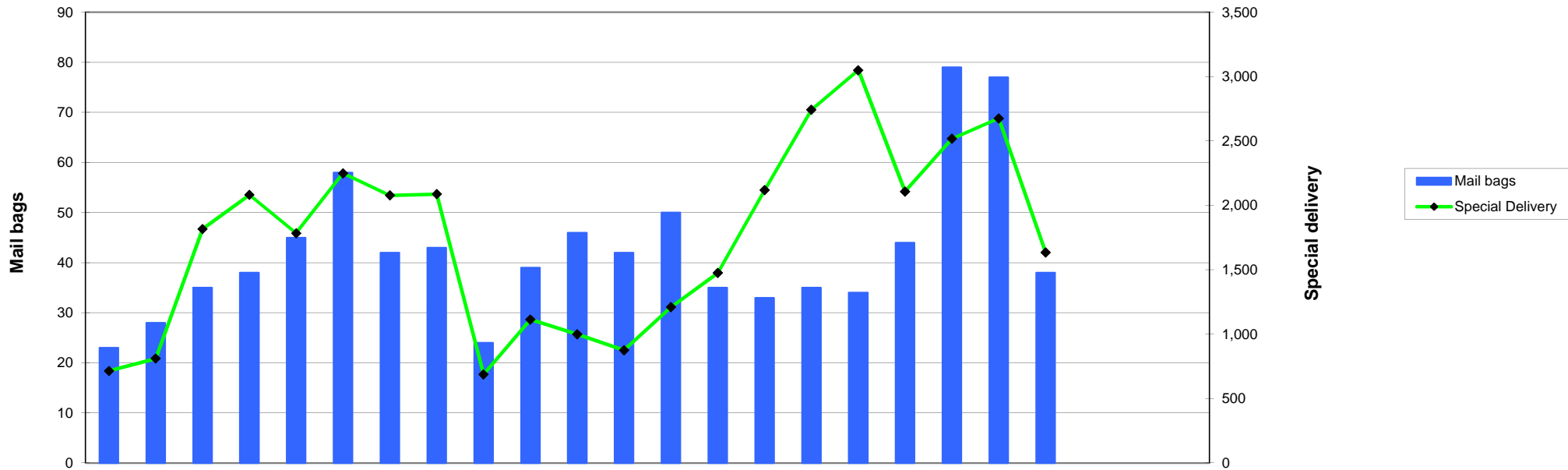
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
			124	132	144	148	186
<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>136</b>	<b>142</b>	<b>153</b>	<b>180</b>
73	75	104	113	<b>124</b>	131	143	172
5	4	3	3	<b>5</b>	<b>11</b>	10	<b>8</b>
76	77	106	115	<b>127</b>	<b>140</b>	151	<b>179</b>
74	78	101	113	126	134	142	175
4	1	5	4	<b>3</b>	8	11	5
6	46	42	36	37	15	4	32
	1	13	7	8	10	24	10
<b>3</b>	<b>20</b>	<b>17</b>	<b>22</b>	<b>22</b>	<b>10</b>	13	15
	1	8	3	3	5	6	1
-	21	25	25	25	15	19	16
*	<b>30</b>	<b>26</b>	<b>19</b>	<b>16</b>	<b>7</b>	<b>9</b>	<b>11</b>
	-	-	20	20	11	13	12
95	2590	2742	1,149	1385	360	568	3797
*	4	3	4	3	2	2	2
			8	7	7	6	6
846	795	777	847	943	843	819	829
0	18	19	27	10	13	15	24

<sup>1</sup> Voluntary Resignations:  
<sup>2</sup> Compulsory Leavers:  
<sup>3</sup> Voluntary Turnover YTD:  
<sup>4</sup> Overall Turnover:  
 FTE



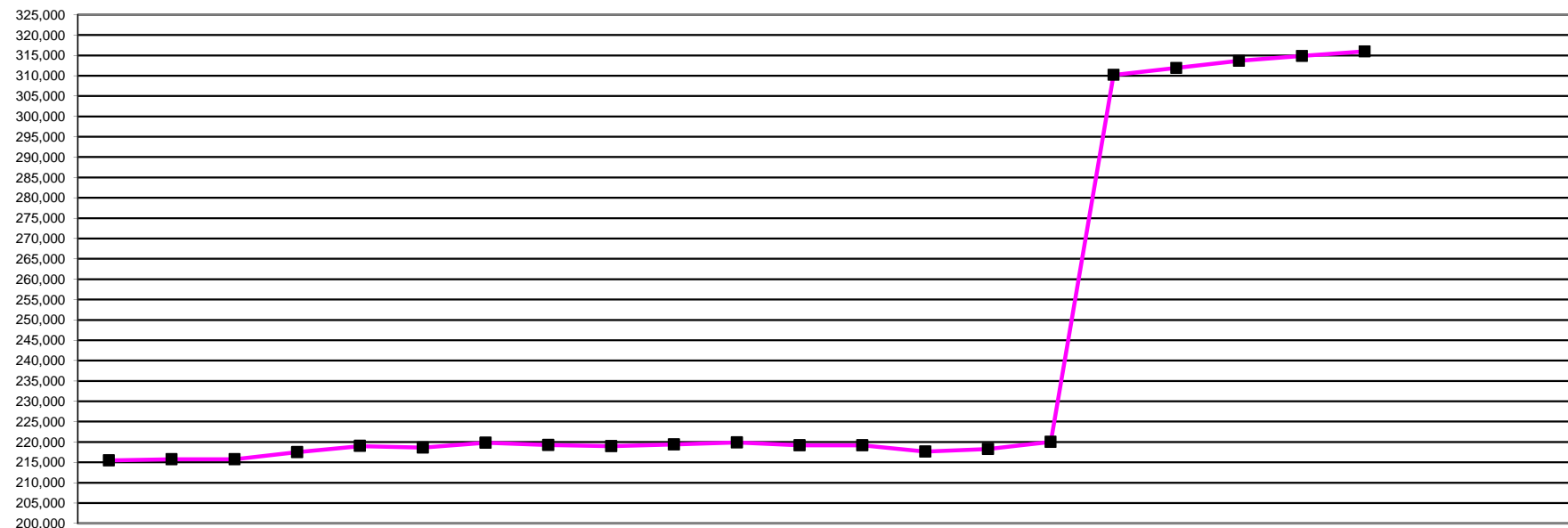
Service availability	2011			2012									2013			2006/7	2007/8	2008/9	09/10	10/11	11/1	12/13																				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD											
Corporate website	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	99.99	100.00	100.00	100.00											
Online register	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00	100.00	99.90	100.00	99.33	99.86	99.43	100.00											99.51	99.86	99.84								
Online renewals	100.00	99.16	100.00	100.00	99.73	100.00	100.00	100.00	100.00	99.38	100.00	100.00	100.00	100.00	100.00	99.90	100.00	99.33	100.00	100.00	100.00												99.51	99.86	99.91							
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00													99.99	99.87	99.89	99.98	99.96	99.77	99.96		
Telephony	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.58	100.00	99.94	100.00	100.00	96.75	99.19	99.72														99.99	99.83	99.92	100.00	99.98	100.00	99.46

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



	2011			2012									2013											
	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	23	28	35	38	45	58	42	43	24	39	46	42	50	35	33	35	34	44	79	77	38			
Special Delivery	715	811	1,818	2,082	1,785	2,250	2,078	2,088	688	1,114	1,000	876	1,210	1,476	2,119	2,743	3,050	2,108	2,518	2,676	1,636			

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	416	463	425
13,641	10,469	19,076	20,383	24,787	19,187	17,305	19,536

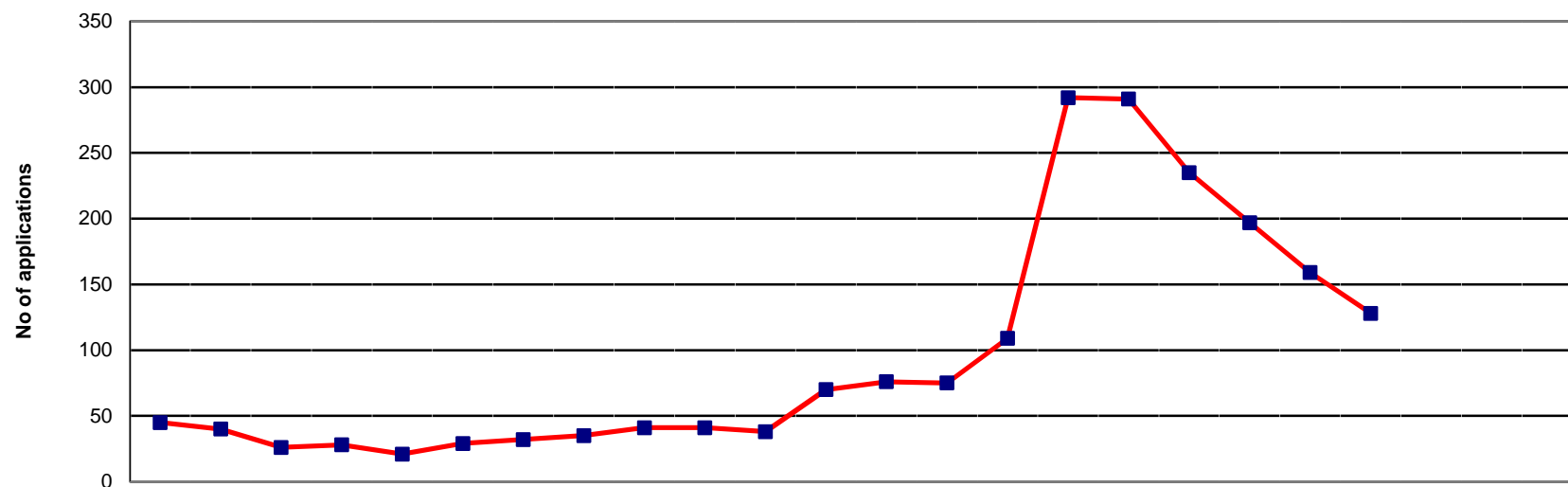


	2011			2012									2013									2007/8	2008/9	09/10	10/11	11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
AS	2,913	2,913	2,928	2,948	2,986	3,013	3,047	3,073	3,098	3,111	3,127	3,121	3,127	2,893	2,914	2,967	3,039	3,072	3,102	3,126	3,154				2,509	2,576	2,785	2,900	3,121	3,154
BS	22,668	22,662	22,746	22,814	22,835	22,815	22,765	22,625	21,690	21,790	21,860	21,886	21,886	21,904	21,925	21,988	22,115	22,183	22,217	22,237	22,311				21,560	22,381	21,894	22,626	21,886	22,311
CH	12,740	12,743	12,759	12,833	12,944	12,984	13,013	13,023	13,023	13,004	13,007	13,005	13,000	12,963	12,949	13,005	12,554	12,662	12,705	12,728	12,734				13,055	12,581	12,897	12,737	13,005	12,734
CS	4,666	4,682	4,704	4,699	4,686	4,498	4,524	4,564	4,584	4,609	4,637	4,665	4,679	4,725	4,728	4,735	4,754	4,749	4,755	4,779	4,792				4,183	4,405	4,444	4,622	4,665	4,792
DT	7,348	7,360	7,402	7,537	7,632	7,663	7,709	7,724	7,731	7,745	7,760	7,782	7,789	7,776	7,777	7,579	7,731	7,784	7,820	7,836	7,838				6,663	6,700	7,160	7,323	7,782	7,838
HAD	1,591	1,596	1,596	1,619	1,644	1,652	1,667	1,684	1,694	1,703	1,713	1,772	1,724	1,731	1,725	1,758	1,694	1,725	1,748	1,765	1,780							1,587	1,772	1,780
OT	32,186	32,240	32,334	32,514	32,808	32,757	32,802	31,399	31,591	31,705	31,840	31,946	31,928	32,120	32,187	32,454	32,879	33,044	33,171	33,359	33,456				28,107	30,122	30,351	32,134	31,946	33,456
ODP	10,339	10,336	10,381	10,398	10,463	10,684	10,814	10,831	10,863	10,899	10,910	10,929	10,929	10,966	10,978	11,001	11,089	11,303	11,424	11,438	11,468				9,458	9,587	10,085	10,314	10,929	11,468
OR	1,302	1,303	1,295	1,296	1,304	1,268	1,279	1,281	1,286	1,285	1,288	1,286	1,286	1,284	1,282	1,291	1,313	1,316	1,322	1,324	1,327				1,239	1,278	1,260	1,303	1,286	1,327
PA	16,861	16,926	17,003	17,086	17,210	17,083	17,377	17,559	17,652	17,714	17,829	17,913	17,935	17,997	18,032	18,162	18,340	18,661	18,883	19,014	19,116				13,703	15,019	15,766	16,785	17,913	19,116
PH	45,061	45,147	45,322	45,722	46,096	46,247	46,354	46,533	46,618	46,689	46,699	46,516	46,479	44,514	44,785	45,402	45,908	46,125	46,332	46,450	46,532				42,490	42,676	44,651	45,002	46,516	46,532
PYL	17,209	17,211	16,451	16,711	16,799	16,916	17,172	17,444	17,557	17,656	17,761	17,845	17,864	18,015	18,072	18,156	18,271	18,415	18,775	18,997	19,121						15,583	17,161	17,845	19,121
PO	905	903	906	908	912	865	870	878	884	890	890	893	894	897	910	917	923	923	930	930	932				832	877	869	901	893	932
RA	26,616	26,616	26,767	27,202	27,413	27,535	27,651	27,712	27,697	27,569	27,470	26,480	26,533	26,666	26,807	27,245	27,542	27,652	27,751	27,787	27,814				23,541	25,318	25,195	26,614	26,480	27,814
SW*																	88,474	88,678	88,992	89,225	89,722									89,722
SL	13,118	13,130	13,159	13,244	13,307	12,663	12,805	12,965	13,020	13,066	13,127	13,173	13,175	13,214	13,253	13,390	13,608	13,660	13,776	13,876	13,918				11,375	12,169	12,371	13,086	13,173	13,918
<b>Total</b>	<b>215,523</b>	<b>215,768</b>	<b>215,753</b>	<b>217,531</b>	<b>219,039</b>	<b>218,643</b>	<b>219,849</b>	<b>219,295</b>	<b>218,988</b>	<b>219,435</b>	<b>219,918</b>	<b>219,212</b>	<b>219,228</b>	<b>217,665</b>	<b>218,324</b>	<b>220,050</b>	<b>310,234</b>	<b>311,952</b>	<b>313,703</b>	<b>314,871</b>	<b>316,015</b>				<b>178,715</b>	<b>185,689</b>	<b>205,311</b>	<b>215,095</b>	<b>219,212</b>	<b>316,015</b>

NOTE: Information captured last day of each calendar month

\*Social worker section of register opened 1st Aug 2012 (covers England only)



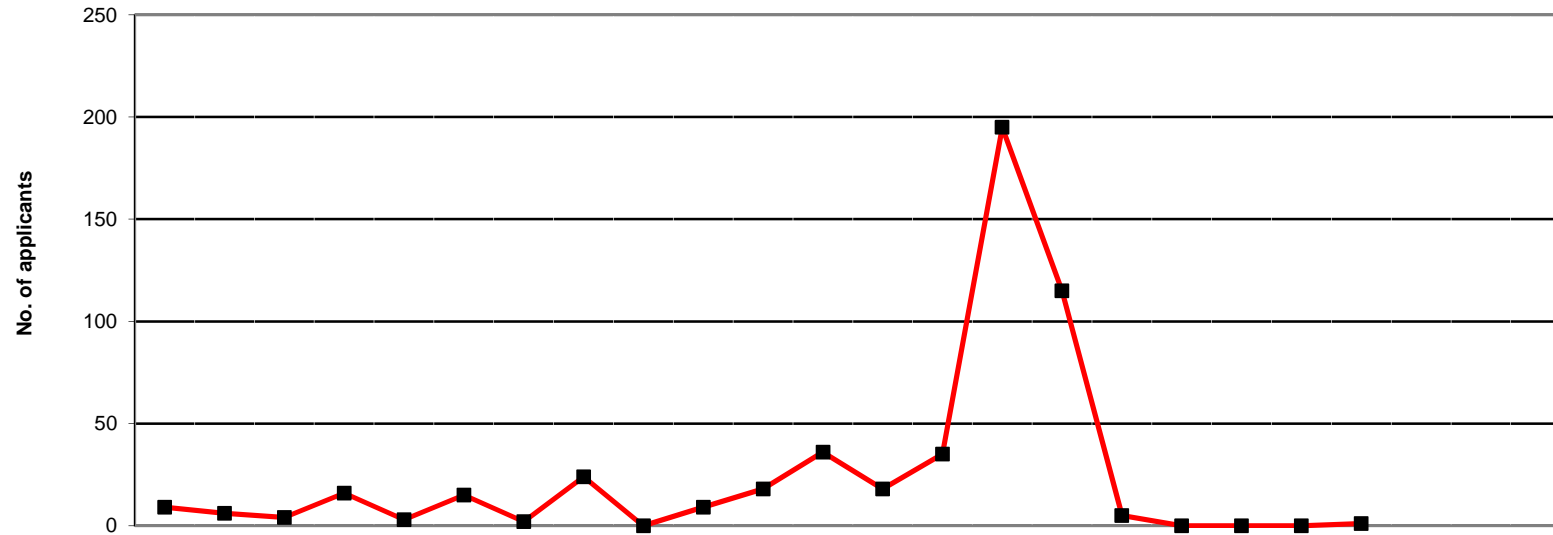


Current status	2011			2012									2013									11/12 FYE	12/13 YTD				
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	Mar	
Minimum info	1	1	1	0	0	1	1	4	1	2	5	30	32	31	60	129	28	20	13	12	5				4	37	
At scrutiny	35	32	21	24	19	25	28	28	33	33	30	33	39	39	45	153	247	182	162	135	107				28	123	
Pending reg fee	9	7	4	4	2	3	3	3	7	6	3	7	5	5	4	10	16	33	22	12	16				5	14	
<b>Total</b>	<b>45</b>	<b>40</b>	<b>26</b>	<b>28</b>	<b>21</b>	<b>29</b>	<b>32</b>	<b>35</b>	<b>41</b>	<b>41</b>	<b>38</b>	<b>70</b>	<b>76</b>	<b>75</b>	<b>109</b>	<b>292</b>	<b>291</b>	<b>235</b>	<b>197</b>	<b>159</b>	<b>128</b>				<b>37</b>	<b>174</b>	
																										<b>Average</b>	<b>Average</b>

NOTE: Information covers grandparenting applications status progress only

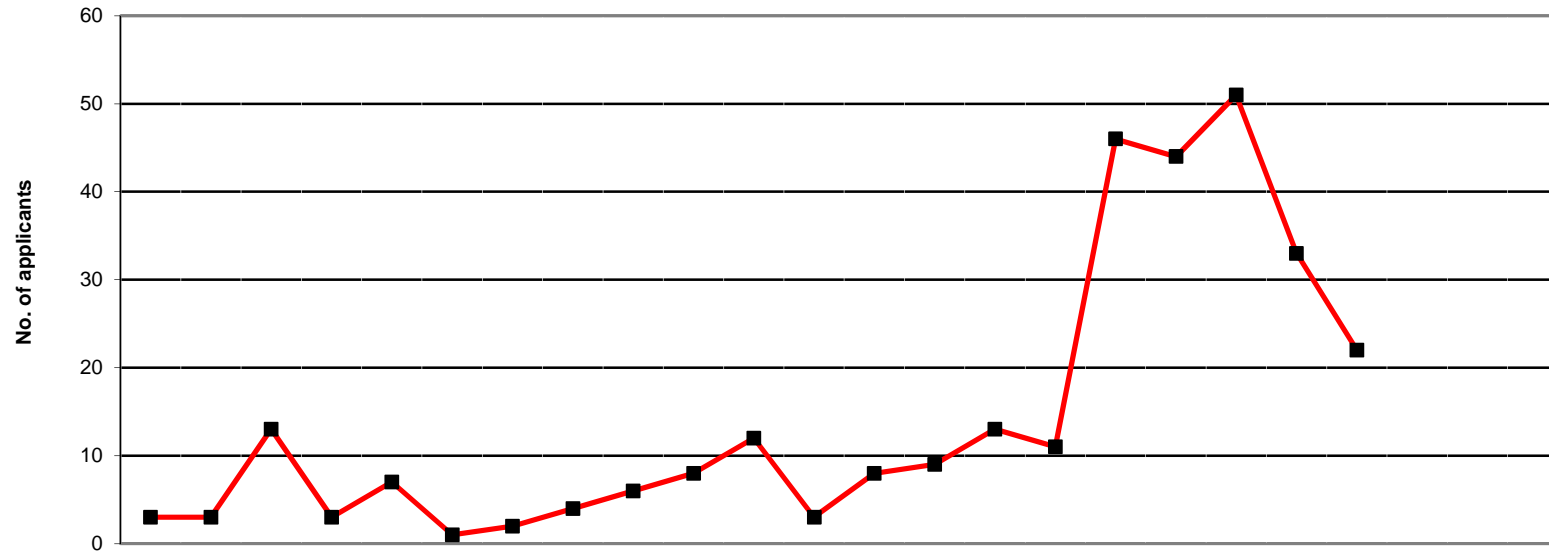
Represents the current workload within the grandparenting section as at the end of the month

**No new forms accepted after delivery of first post 2nd July 2012**



	2011			2012									2013			09/10	10/11	11/12	12/13								
	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
Practitioner psychologists *	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0	0	0	1		93	170	142	369

\* Practitioner psychologists section of register opened 1st July 2009  
 No new forms accepted after delivery of first post 2nd July 2012

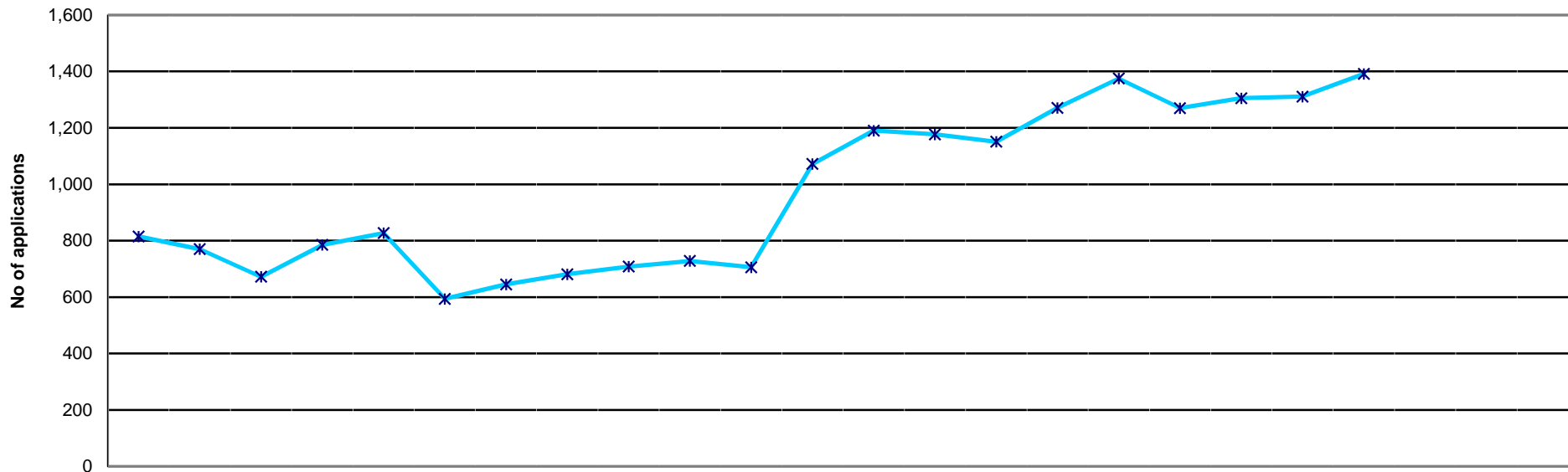


	2011			2012									2013												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Practitioner psychologists *		3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22			

09/10	10/11	11/12	12/13
FYE	FYE	FYE	YTD
63	96	65	237

\* Practitioner psychologists section of register opened 1st July 2009  
 No new forms accepted after delivery of first post 2nd July 2012

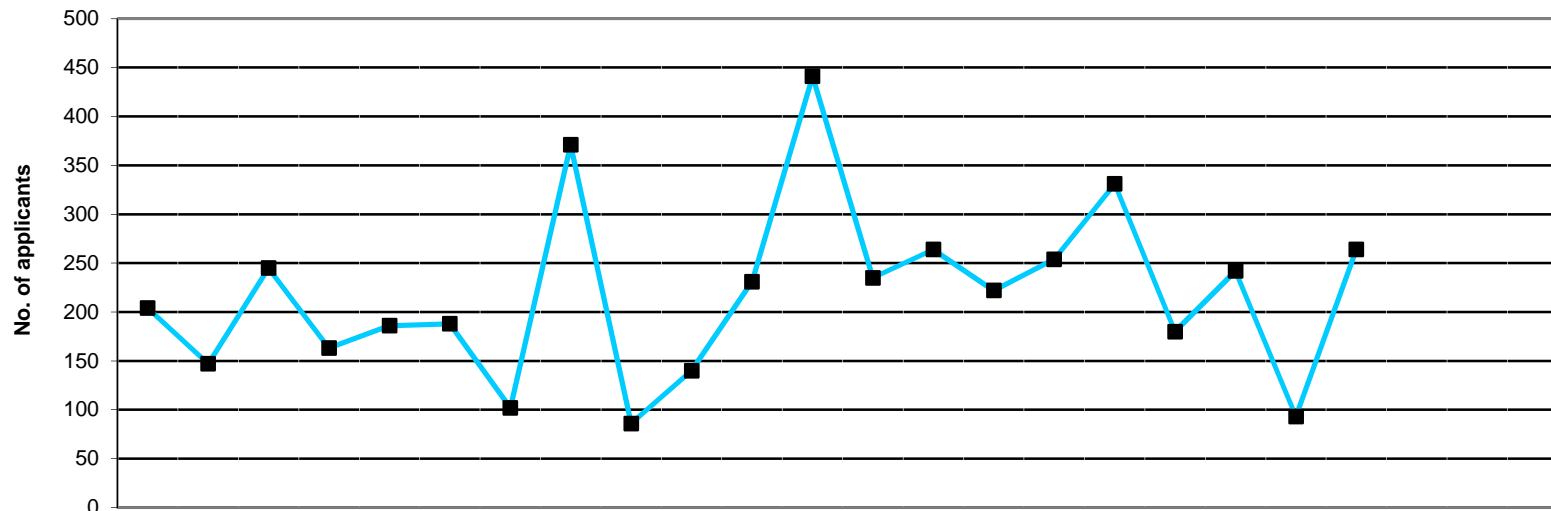
Health and Care Professions Council      International applications workflow process at end of each month April 2011 - March 2013      Registration Department



Current status	2011												2012												2013		
	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
Minimum info	61	73	100	23	35	49	62	77	26	43	20	315	358	399	304	392	316	318	347	365	382						
At scrutiny	531	515	400	590	619	373	416	433	498	488	489	529	586	572	616	661	827	684	730	748	783						
Pending reg fee	223	182	172	172	173	172	167	171	184	197	197	228	246	206	231	218	232	268	228	198	226						
<b>Total</b>	<b>815</b>	<b>770</b>	<b>672</b>	<b>785</b>	<b>827</b>	<b>594</b>	<b>645</b>	<b>681</b>	<b>708</b>	<b>728</b>	<b>706</b>	<b>1,072</b>	<b>1,190</b>	<b>1,177</b>	<b>1,151</b>	<b>1,271</b>	<b>1,375</b>	<b>1,270</b>	<b>1,305</b>	<b>1,311</b>	<b>1,391</b>						

11/12 FYE	12/13 YTD
74	353
490	690
187	228
<b>751</b>	<b>1,271</b>
<b>Average</b>	

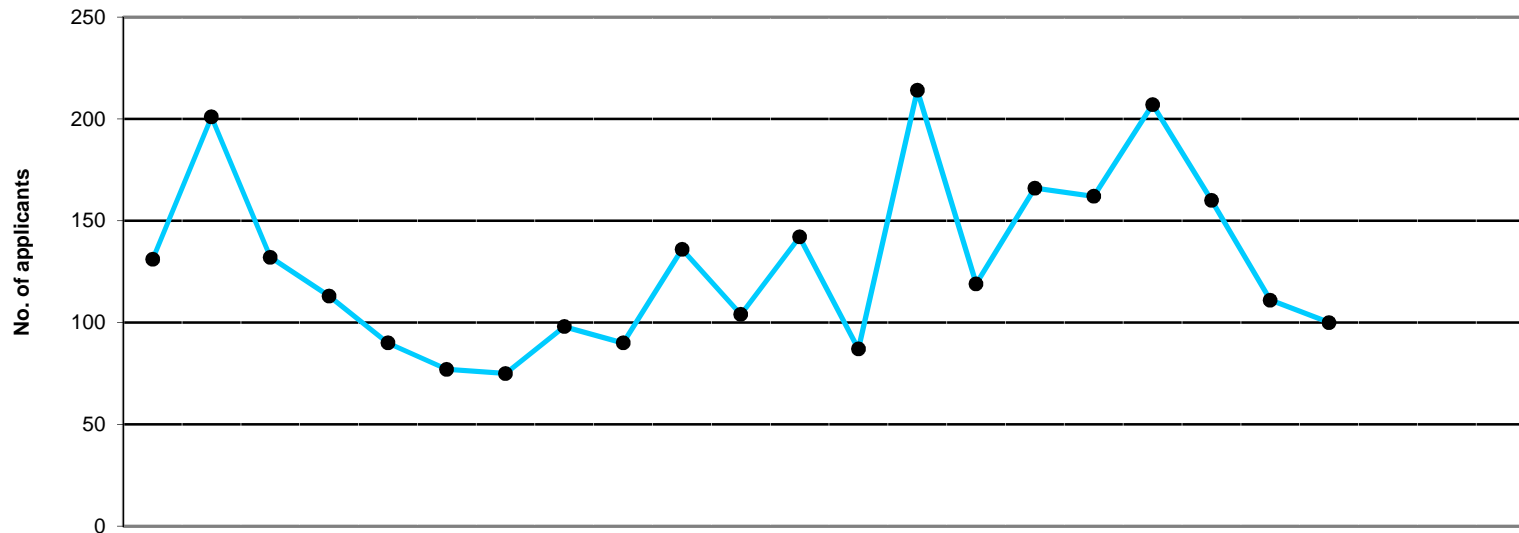
NOTE: Information covers international applications status progress only  
Represents the current workload within the International Department as at the end of the month



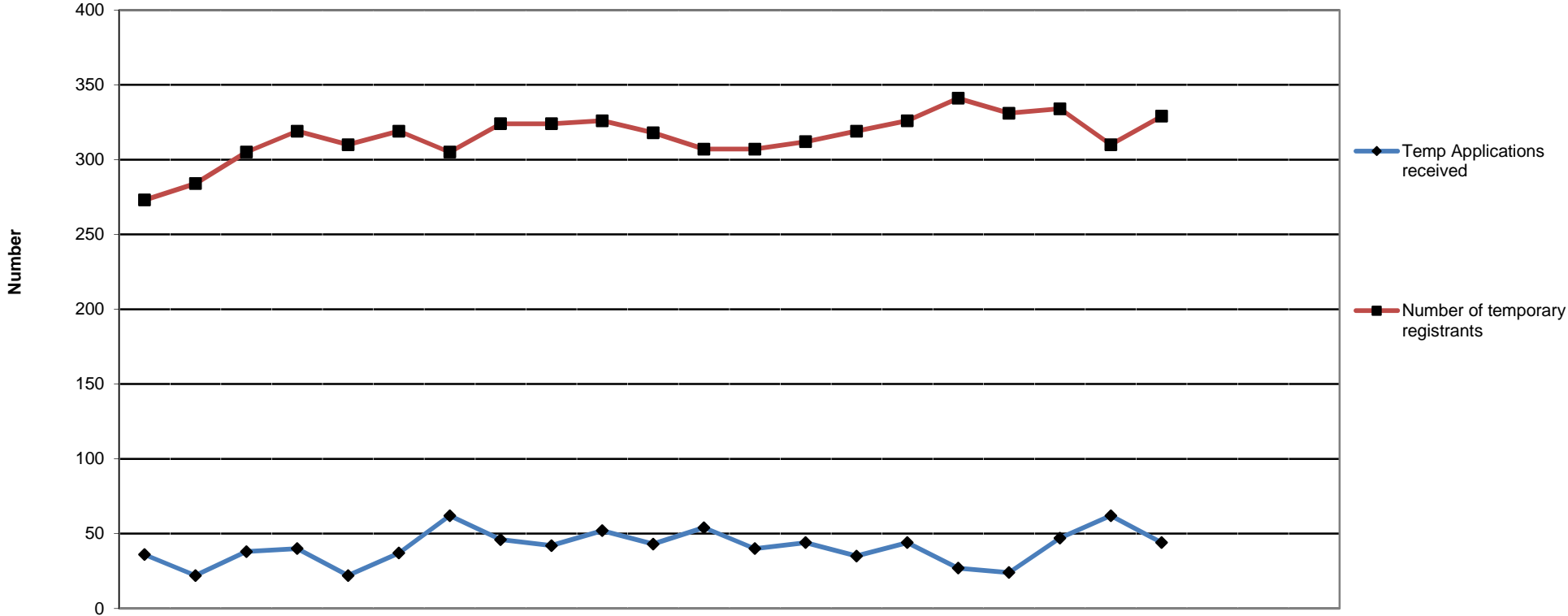
	2011			2012									2013						2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep						Oct	Nov	Dec
Arts Therapists	1	0	4	1	1	1	3	6	2	1	2	1	4	2	0	1	2	1	1	0	2	16	12	23	23	13
Bio. Scientists	13	9	18	16	14	16	8	38	3	17	22	23	14	32	26	36	20	14	25	6	11	307	290	273	197	184
Chirops/ Pods	3	3	3	3	3	2	1	4	1	1	4	3	0	2	2	1	4	1	4	0	2	23	34	25	31	16
CI Scientists	6	6	5	5	9	5	0	10	2	4	5	17	8	13	9	14	5	3	4	2	8	50	61	72	74	66
Dietitians	9	11	10	12	9	10	7	25	5	3	17	30	16	25	12	13	16	7	12	3	12	132	137	139	148	116
Hearing aid disps	2	0	0	1	0	2	0	1	0	1	1	2	2	1	1	2	1	0	1	0	0			6	10	8
OTs	21	22	29	10	21	31	13	39	9	22	24	65	17	26	29	29	31	26	41	10	23	404	340	381	306	232
ODPs	1	2	1	1	1	1	0	2	1	0	1	1	0	1	1	1	3	3	3	0	2	8	10	9	12	14
Orthoptists	0	0	0	2	0	1	0	0	1	0	0	0	1	1	0	1	1	0	1	0	0	3	1	5	4	5
Paramedics	3	2	3	6	5	5	4	4	0	3	1	4	5	4	5	5	5	3	8	3	4	46	50	39	40	42
Physiotherapists	71	55	97	49	69	51	26	137	36	42	83	158	97	97	73	72	70	48	70	34	85	774	745	796	874	646
Pract psychs	16	12	20	14	20	18	6	26	8	8	10	30	23	21	17	27	16	13	9	8	32		156	236	188	166
Prosth/Orthotists	2	0	0	1	1	1	1	1	0	0	2	1	0	1	1	1	2	0	2	0	1	9	3	10	10	8
Radiographers	34	15	43	28	22	25	20	55	13	25	41	76	29	27	33	37	27	24	29	9	32	364	312	417	397	247
Social workers*																	113	17	24	10	38					202
SLTs	22	10	12	14	11	19	13	23	5	13	18	30	19	11	13	14	15	20	8	8	12	154	173	166	190	120
<b>Total</b>	<b>204</b>	<b>147</b>	<b>245</b>	<b>163</b>	<b>186</b>	<b>188</b>	<b>102</b>	<b>371</b>	<b>86</b>	<b>140</b>	<b>231</b>	<b>441</b>	<b>235</b>	<b>264</b>	<b>222</b>	<b>254</b>	<b>331</b>	<b>180</b>	<b>242</b>	<b>93</b>	<b>264</b>	<b>2,290</b>	<b>2,324</b>	<b>2,597</b>	<b>2,504</b>	<b>2,085</b>

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

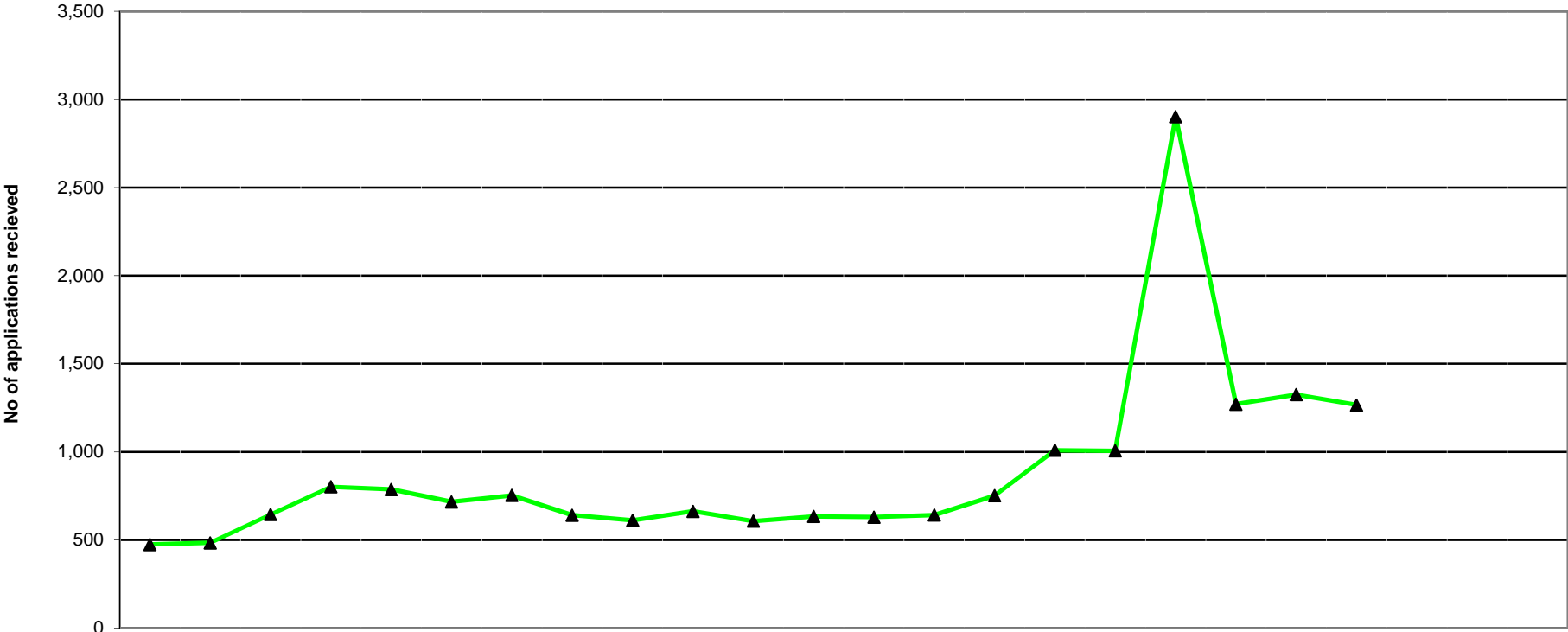
\*Social worker section of register open 1st Aug 2012 (covers England only)  
Council Dec 12



	2011			2012									2013			2007/8	2008/9	09/10	10/11	11/12	12/13								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Arts therapists	1	0	2	1	1	1	0	0	2	1	0	1	2	2	4	0	0	1	1	0	1	8	6	4	15	10	11		
Bio. scientists	19	13	15	7	4	3	1	3	18	8	15	16	10	14	7	9	9	22	18	8	21	231	236	162	202	122	118		
Chirops/ pods	6	3	0	0	1	2	2	0	1	1	0	0	2	0	0	0	6	1	1	1	1	39	27	15	17	16	12		
CI scientists	4	3	2	0	1	0	1	2	1	1	4	4	3	3	0	3	3	1	6	2	0	30	28	22	26	23	21		
Dietitians	5	5	2	12	8	6	11	3	4	8	4	10	2	5	0	23	14	13	7	3	6	94	97	80	88	78	73		
Hearing aid disps	0	1	0	0	0	0	0	1	0	2	1	0	0	0	0	0	2	2	0	2	0				4	5	6		
OTs	26	22	19	18	9	8	3	25	21	27	17	22	22	29	10	29	14	29	9	38	13	302	283	255	289	217	193		
ODPs	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	5	2	5	3	3	0		
Orthoptists	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	4	3	0	1	2	1		
Paramedics	2	2	2	1	0	3	1	1	0	3	3	2	0	5	0	0	1	9	0	1	2	14	22	25	23	20	18		
Physiotherapists	17	115	42	43	42	27	23	32	20	43	28	31	11	113	46	55	68	79	65	28	24	567	608	460	500	463	489		
Pract psychs	3	1	26	5	6	7	3	8	8	12	9	3	5	7	12	11	8	11	9	6	7			95	127	91	76		
Prosth/orthotists	1	0	1	0	0	0	1	1	1	2	0	0	1	0	0	0	0	0	1	0	0	6	3	1	6	7	2		
Radiographers	31	28	11	20	16	17	7	13	9	14	5	45	22	26	24	18	25	33	25	8	12	428	336	206	270	216	193		
Social workers*																	0	0	0	0	4						4		
SLTs	16	7	10	6	2	1	22	9	5	14	16	8	7	10	16	18	12	6	17	14	9	134	105	114	130	116	109		
<b>Total</b>	<b>131</b>	<b>201</b>	<b>132</b>	<b>113</b>	<b>90</b>	<b>77</b>	<b>75</b>	<b>98</b>	<b>90</b>	<b>136</b>	<b>104</b>	<b>142</b>	<b>87</b>	<b>214</b>	<b>119</b>	<b>166</b>	<b>162</b>	<b>207</b>	<b>160</b>	<b>111</b>	<b>100</b>	<b>1,862</b>	<b>1,756</b>	<b>1,444</b>	<b>1,701</b>	<b>1,389</b>	<b>1,326</b>		



	2011			2012									2013									11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Temp Applications received	36	22	38	40	22	37	62	46	42	52	43	54	40	44	35	44	27	24	47	62	44				494	367
Number of temporary registrants	273	284	305	319	310	319	305	324	324	326	318	307	307	312	319	326	341	331	334	310	329				3,714	2,909

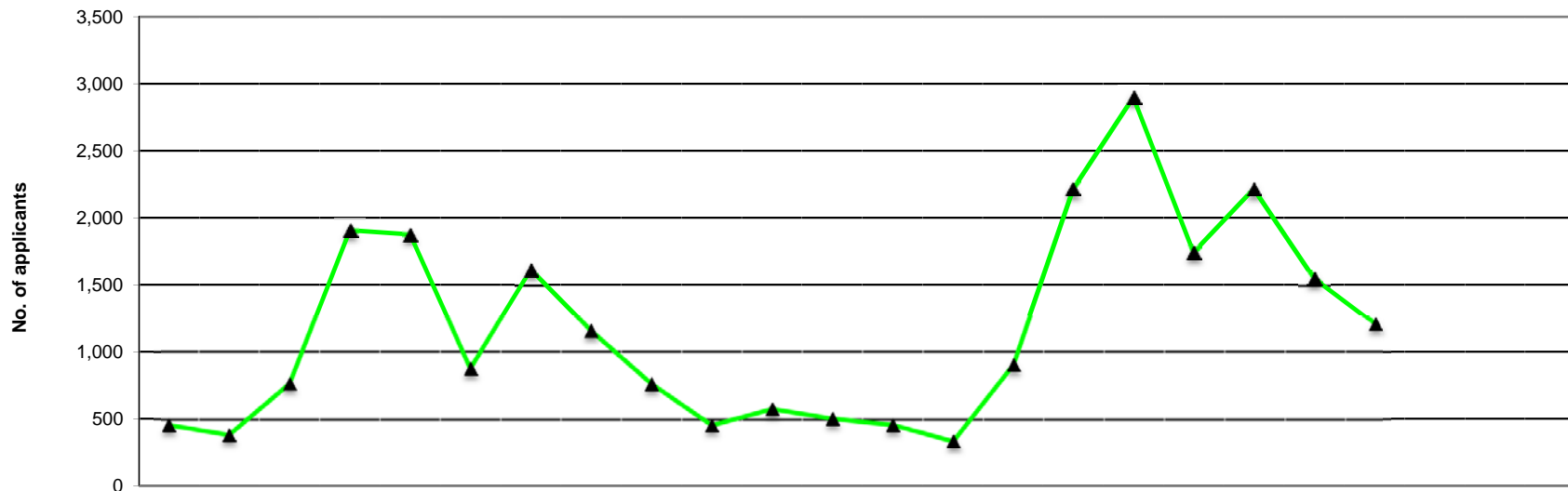


Current status	2011			2012									2013									11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Minimum info	474	484	645	802	787	708	737	626	601	652	600	629	625	636	746	1,000	1,000	2,892	1,266	1,319	1,262				645	1,194
At scrutiny	0	0	0	0	0	8	16	14	10	11	7	5	5	6	5	9	6	10	5	6	4				6	6
Pending reg fee	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	1	0	0	0				0	0
<b>Total</b>	474	484	645	802	787	716	753	641	612	663	607	634	630	642	752	1,009	1,006	2,903	1,271	1,325	1,266				651	1,200
																									<b>Average</b>	<b>Average</b>

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

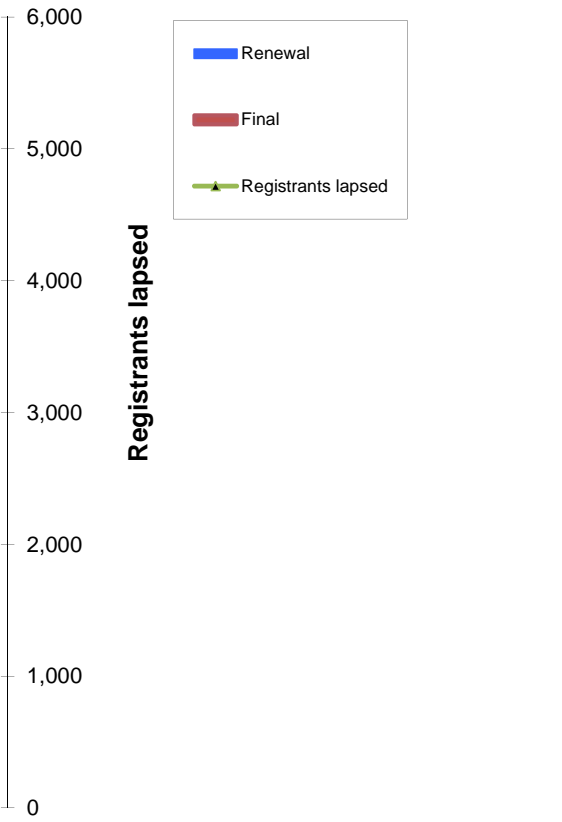
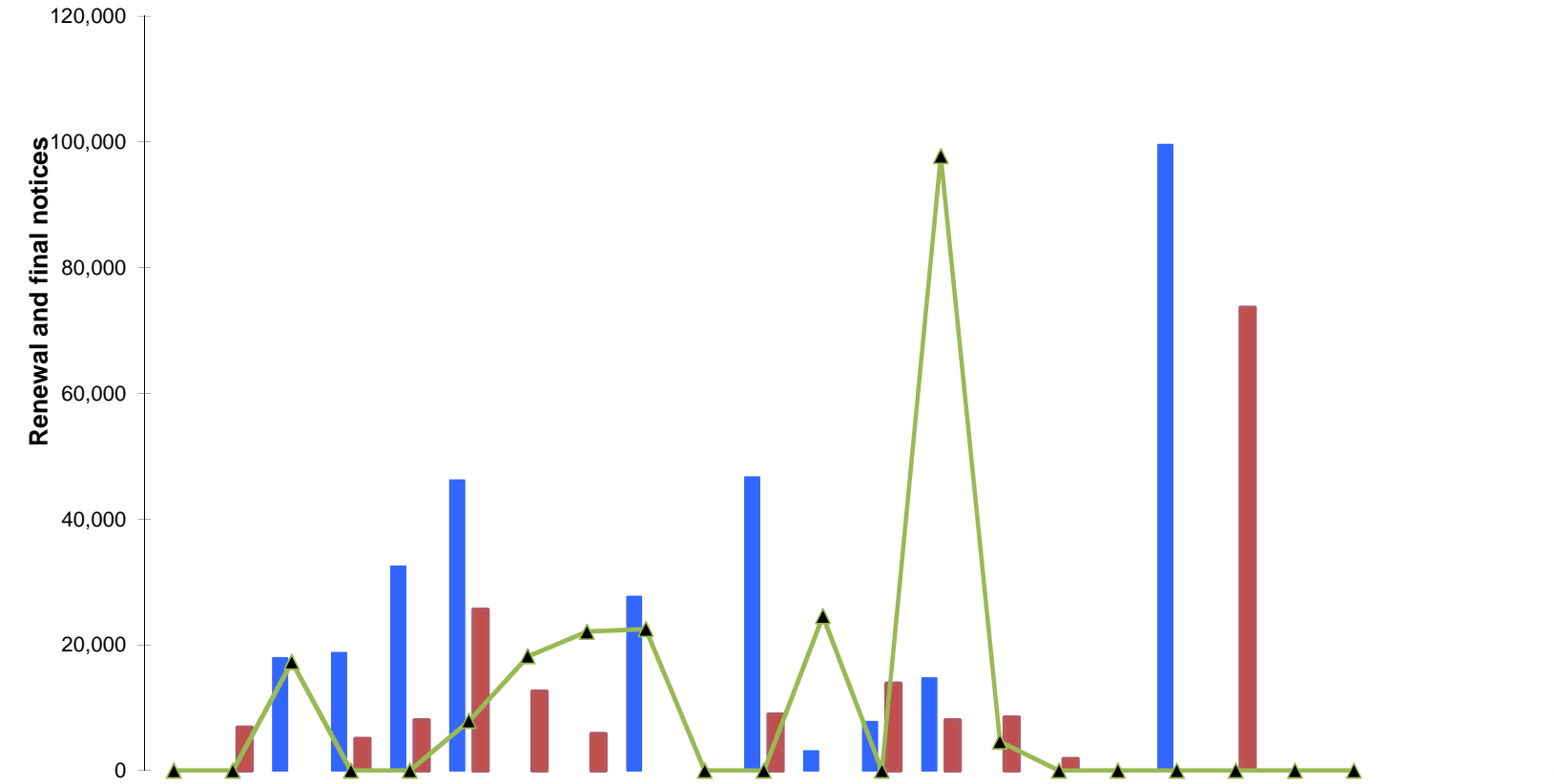


Health and Care Professions Council New UK Applications Received April 2011 - March 2013



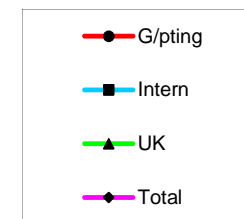
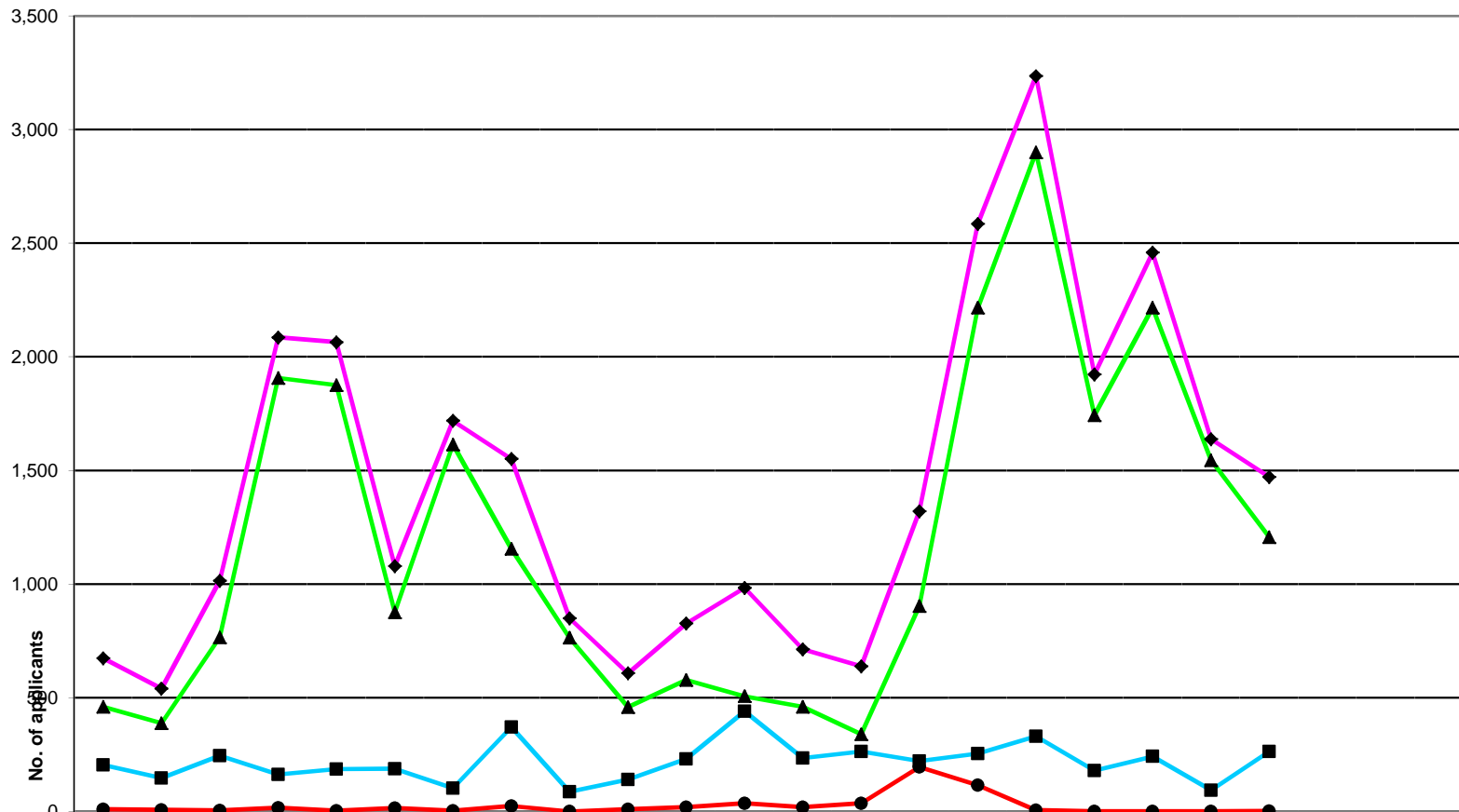
	2011			2012									2013									2008/9	09/10	10/11	11/12	12/13					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD		
Arts therapists	18	10	9	22	50	23	40	34	12	13	17	9	10	11	8	23	68	29	35	26	20				235	234	257	257	230		
Bio. scientists	43	47	61	89	114	57	92	78	61	68	53	41	33	26	31	92	161	60	80	65	60				836	831	894	804	608		
Chirops/pods	7	6	22	103	111	38	36	23	4	4	6	2	4	2	72	111	75	40	33	14	11				282	429	427	362	362		
CI Scientists	39	26	22	24	31	4	18	27	14	21	27	26	34	18	13	17	24	5	5	23	17				469	218	240	279	156		
Dietitians	17	10	47	120	81	29	42	17	6	6	8	19	29	13	40	147	105	24	26	10	4				452	444	453	402	398		
Hearing aid disp	7	5	6	25	20	8	22	20	7	6	11	9	10	8	12	50	47	19	25	11	13						1,787	146	195		
OTs	59	35	80	240	361	115	226	163	58	70	92	79	57	60	96	284	423	162	212	122	75				1,873	1,763	1,720	1,578	1,491		
ODPs	17	29	23	37	130	173	148	48	31	9	11	30	54	14	15	24	183	193	115	18	32				636	508	622	686	648		
Orthoptists	0	0	0	10	17	4	6	1	2	0	2	0	0	0	0	15	22	5	8	3	4				106	46	53	42	57		
Paramedics	83	91	103	93	199	115	293	179	81	75	131	76	58	42	61	160	261	296	238	127	111				1,402	1,158	1,163	1,519	1,354		
Physiotherapists	53	41	132	555	311	121	182	143	57	77	79	75	43	39	212	591	370	133	175	100	59				2,531	2,221	2,026	1,826	1,722		
Pract psychs	81	54	77	59	76	59	295	250	89	73	72	73	73	46	70	58	70	118	325	152	105					2,138	2,043	1,258	1,017		
Prosth/orthotists	1	2	4	4	7	0	5	7	1	1	0	3	2	3	15	10	8	3	4	1	0				51	37	39	35	46		
Radiographers	16	13	156	406	228	72	109	59	20	11	27	23	28	38	219	483	237	96	102	42	26				1,377	1,251	1,221	1,140	1,271		
Social workers*																	654	484	735	749	631									3,253	
SLTs	20	19	24	120	140	58	101	107	321	25	42	42	25	20	40	151	192	76	99	82	39				834	759	739	1,019	724		
<b>Total</b>	<b>461</b>	<b>388</b>	<b>766</b>	<b>1,907</b>	<b>1,876</b>	<b>876</b>	<b>1,615</b>	<b>1,156</b>	<b>764</b>	<b>459</b>	<b>578</b>	<b>507</b>	<b>460</b>	<b>340</b>	<b>904</b>	<b>2,216</b>	<b>2,900</b>	<b>1,743</b>	<b>2,217</b>	<b>1,545</b>	<b>1,207</b>				<b>11,084</b>	<b>12,037</b>	<b>13,684</b>	<b>11,353</b>	<b>13,532</b>		

\*Social worker section of register opened 1st Aug 2012 (covers England only)  
Council Dec 12



Notices	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Renewal</b>	0	0	17,942	18,769	32,520	46,206	0	0	27,712	0	46,689	3,127	7,782	14,736	0	0	0	99,563	0	0	0			
<b>Final</b>	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872	8,076	8,477	1,889	0	0	73,684	0	0			
<b>Total</b>	0	6,886	17,942	23,868	40,571	71,860	12,642	5,886	27,712	0	55,685	3,127	21,654	22,812	8,477	1,889	0	99,563	73,684	0	0			
<b>Renewal on paper</b>	4,662	2,982	2,669	2,291	4,634	9,060	10,447	3,335	987	5,434	3,095	10,545	4,863	2,246	2,341	1,731	0	4	2,824	17,511	1,286			
<b>Renewal online</b>	1,986	2,661	7,226	6,841	16,493	17,116	8,024	2,922	6,498	7,681	21,371	9,838	10,656	2,144	4,887	2,065	0	26,756	31,744	23,829	1,228			
<b>Registrants lapsed</b>	0	0	865	0	0	395	910	1,106	1,126	0	0	1,230	0	4,887	232	0	0	0	0	0	0			

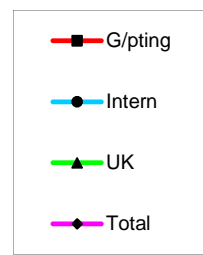
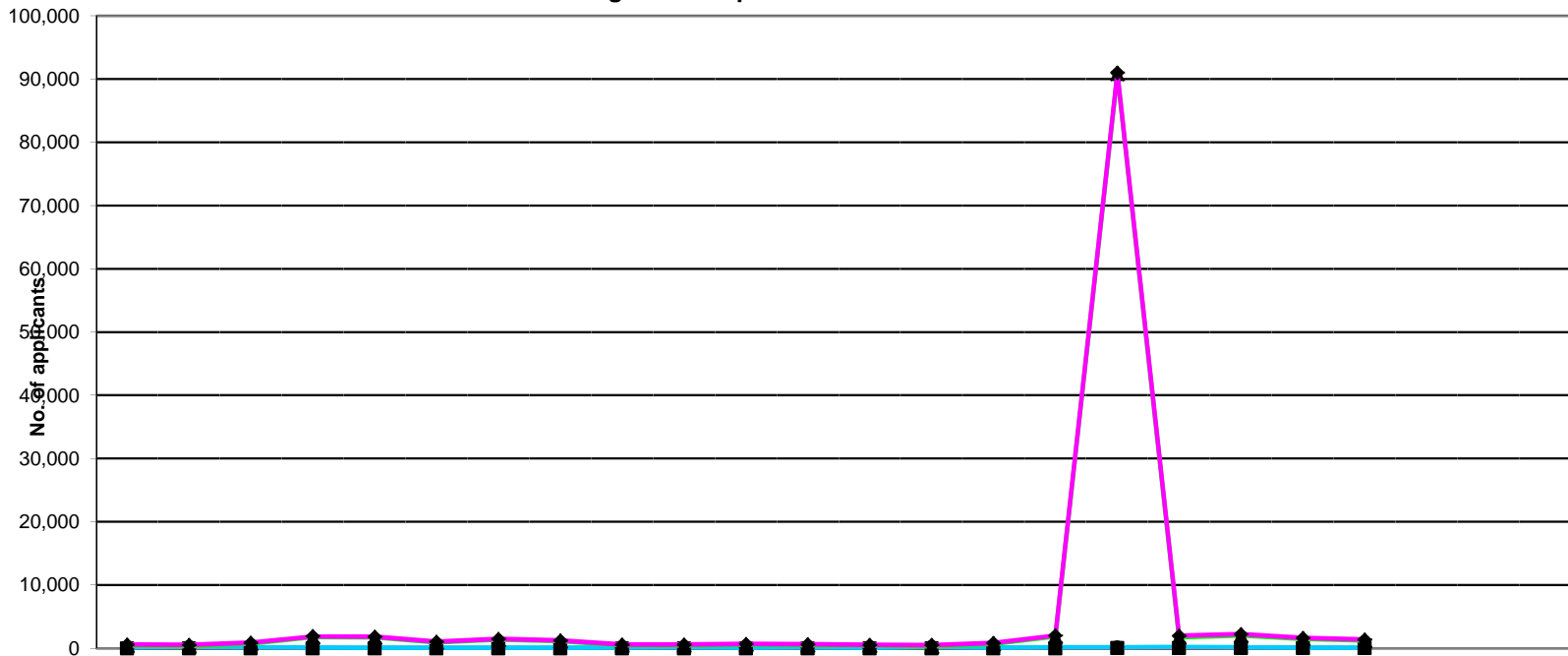
2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
142,363	27,711	153,982	29,138	176,570	48,852	192,965	122,081
36,261	25,909	50,531	9,546	28,683	21,560	73,214	105,998
178,624	53,620	204,513	38,684	205,253	70,412	266,179	228,079
					0	60,141	32,806
					0	108,657	103,309
9,448	5,388	8,885	5,550	6,259	3,711	5,632	5,119



Apps Received	2011			2012									2013											
	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	9	6	4	16	3	15	2	24	0	9	18	36	18	35	195	115	5	0	0	0	1			
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264			
UK	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207			
Total	674	541	1,015	2,086	2,065	1,079	1,719	1,551	850	608	827	984	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472			

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	106	93	170	142	369
4,626	3,504	2,300	2,290	2,324	2,597	2,504	2,085
9,497	8,319	8,971	11,084	12,037	13,684	11,353	13,532
16,602	11,843	11,271	13,480	14,454	16,451	13,999	15,986

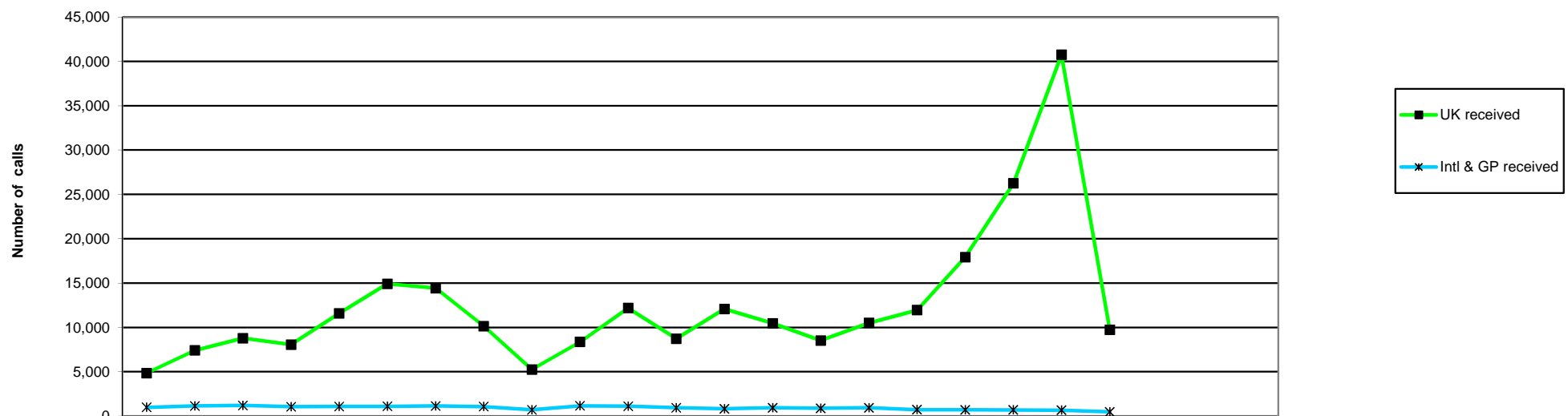
NB The data relates to application forms received, not total fees received.



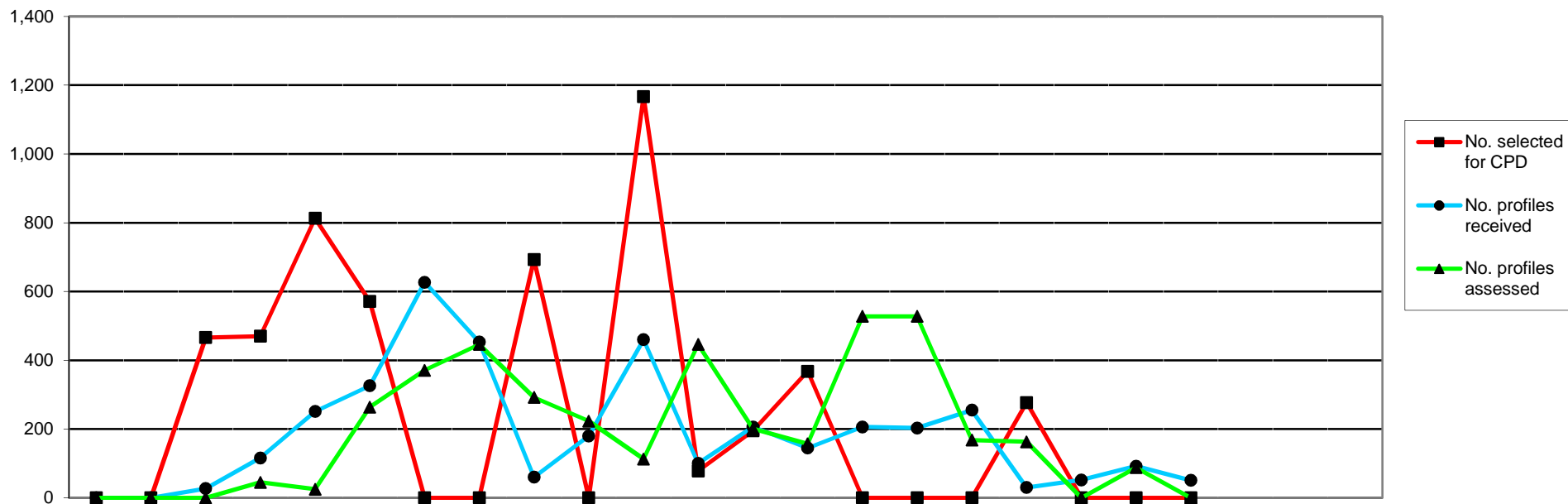
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>G/pting</b>	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22			
<b>Intern</b>	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100			
<b>UK</b>	461	357	766	1,794	1,743	950	1,409	1,156	490	466	588	495	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251			
<b>Total</b>	595	561	911	1,910	1,840	1,028	1,486	1,258	586	610	704	640	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373			

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	96	65	237
3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,326
9,474	8,870	8,355	10,774	11,069	11,122	10,675	100,642
14,876	12,325	10,226	12,530	12,576	12,919	12,129	102,205

\* The inflated figure for UK for August includes the new SW's added on the 1st August 2012

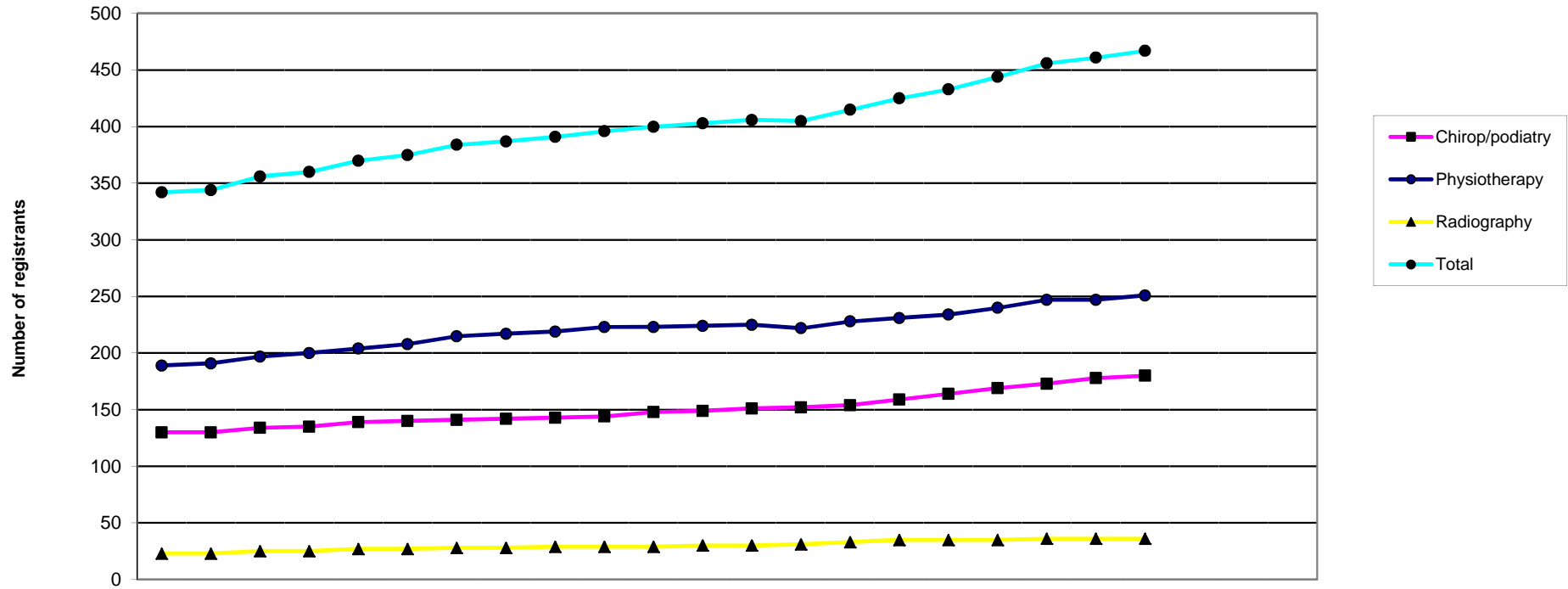


	2011			2012									2013									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE
<b>Intl &amp; GP</b>																															
<b>Intl &amp; GP received</b>	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833	963	896	954	737	723	707	685	488	40,070	19,612	14,428	12,732	14,348	16,702	12,886	6,986		
<b>Answered</b>	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794	877	848	914	675	705	682	662	450	33,467	17,896	13,388	11,397	14,185	15,969	12,137	6,607		
<b>Calls answered (%)</b>	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	96	92	98	96	97	92	84	92	93	90	95	96	94	95		
<b>Abandoned</b>	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	62	18	25	23	38	6,627	1,716	1,040	1,335	841	712	749	379		
<b>Avg answer time (sec)</b>	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42	54	32	35	46	82	25	14	13	36	36	41	49	50		
<b>Avg talk time (min)</b>	2.39	3.41	3.22	3.28	3.33	3.23	3.36	3.35	3.36	3.47	3.56	3.56	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.78		
<b>UK</b>																															
<b>UK received</b>	4,856	7,424	8,799	8,080	11,597	14,930	14,431	10,159	5,260	8,376	12,200	8,735	12,099	10,481	8,533	10,516	11,965	17,941	26,254	40,761	9,757	70,233	72,488	123,967	92,018	119,887	86,890	114,847	148,307		
<b>Answered</b>	4,751	7,221	8,582	7,935	11,114	14,020	13,258	9,508	5,176	8,113	11,722	8,418	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	50,518	67,493	91,923	78,293	111,573	83,218	109,818	130,408		
<b>Calls answered (%)</b>	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	95	95	96	92	72	93	70	93	79	92	95	96	96	92		
<b>Abandoned</b>	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	617	667	2,065	11,424	716	10,719	6,335	32,034	13,725	8,314	3,652	5,029	17,899		
<b>Avg answer time (sec)</b>	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39	42	34	61	279	63	64	45	102	85	48	36	38	72		
<b>Avg talk time (min)</b>	2.58	2.56	2.39	2.42	2.40	2.47	2.24	2.57	2.53	3.03	3.03	3.12	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.31		



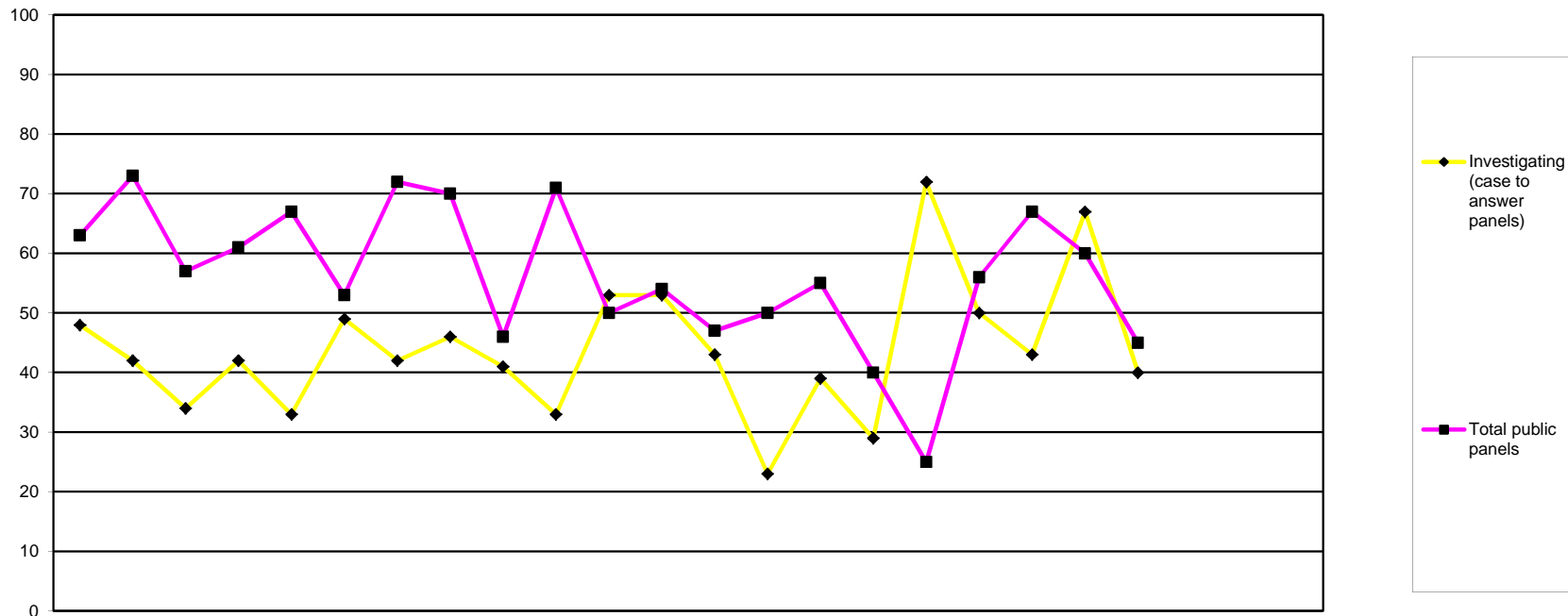
	2011		2012										2013			11/12	12/13									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
<b>No. selected for CPD</b>	0	0	466	470	813	571	0	0	693	0	1,167	78	195	368	0	0	0	277	0	0	0				4,258	840
<b>No. profiles received</b>	0	0	27	116	251	326	627	453	60	180	460	100	206	145	206	203	255	30	52	92	51				2,600	1,240
<b>No. profiles assessed</b>	0	0	0	45	25	264	371	446	292	223	113	446	201	157	528	528	168	163	0	88	0				2,225	1,833

Health and Care Professions Council Number of registrants with supplementary prescribing rights April 2011 - March 2013



	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Chiropr/podiatry</b>	130	130	134	135	139	140	141	142	143	144	148	149	151	152	154	159	164	169	173	178	180			
<b>Physiotherapy</b>	189	191	197	200	204	208	215	217	219	223	223	224	225	222	228	231	234	240	247	247	251			
<b>Radiography</b>	23	23	25	25	27	27	28	28	29	29	29	30	30	31	33	35	35	35	36	36	36			
<b>Total</b>	342	344	356	360	370	375	384	387	391	396	400	403	406	405	415	425	433	444	456	461	467			

2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	YTD
15	40	78	112	129	149	180
28	74	109	148	182	224	251
0	7	19	20	23	30	36
43	121	206	280	334	403	467

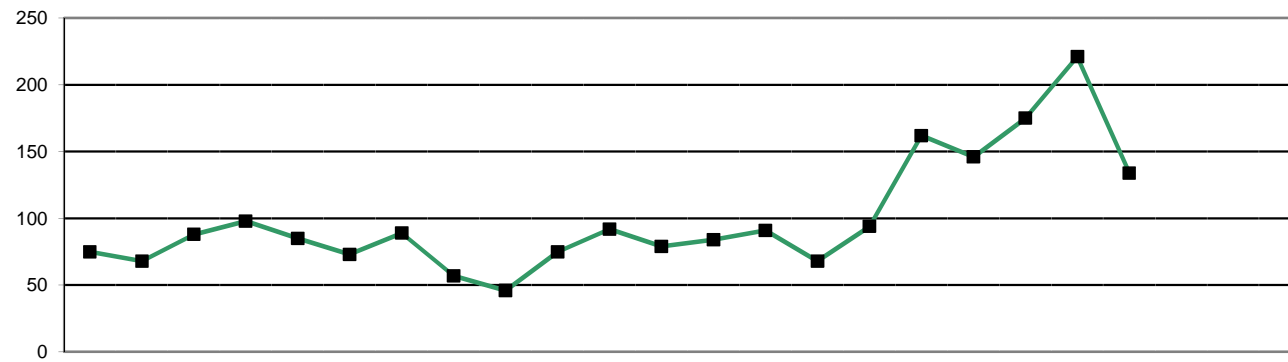


	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Investigating (case to answer panels)	48	42	34	42	33	49	42	46	41	33	53	53	43	23	39	29	72	50	43	67	40			
Total final hearings held	41	41	38	31	31	35	42	35	22	35	25	28	23	29	22	11	10	23	31	23	23			
Review hearings	10	15	5	13	14	5	11	16	14	11	10	10	5	11	11	9	11	10	21	18	8			
Interim order (application)	3	2	8	5	4	6	1	7	8	4	5	2	5	5	5	5	2	2	1	11	1			
Interim order (review)	9	15	6	12	18	7	18	12	2	21	10	14	14	5	17	15	2	21	14	8	13			
<b>Total public panels</b>	<b>63</b>	<b>73</b>	<b>57</b>	<b>61</b>	<b>67</b>	<b>53</b>	<b>72</b>	<b>70</b>	<b>46</b>	<b>71</b>	<b>50</b>	<b>54</b>	<b>47</b>	<b>50</b>	<b>55</b>	<b>40</b>	<b>25</b>	<b>56</b>	<b>67</b>	<b>60</b>	<b>45</b>			
<b>Total panels</b>	<b>111</b>	<b>115</b>	<b>91</b>	<b>103</b>	<b>100</b>	<b>102</b>	<b>114</b>	<b>116</b>	<b>87</b>	<b>104</b>	<b>103</b>	<b>107</b>	<b>90</b>	<b>73</b>	<b>94</b>	<b>69</b>	<b>97</b>	<b>106</b>	<b>110</b>	<b>127</b>	<b>85</b>			

2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	YTD
297	363	463	533	516	406
204	207	398	445	404	195
67	93	124	116	134	104
20	30	53	48	55	37
52	54	130	123	144	109
343	384	705	732	737	445
640	747	1,168	1,265	1,253	851

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



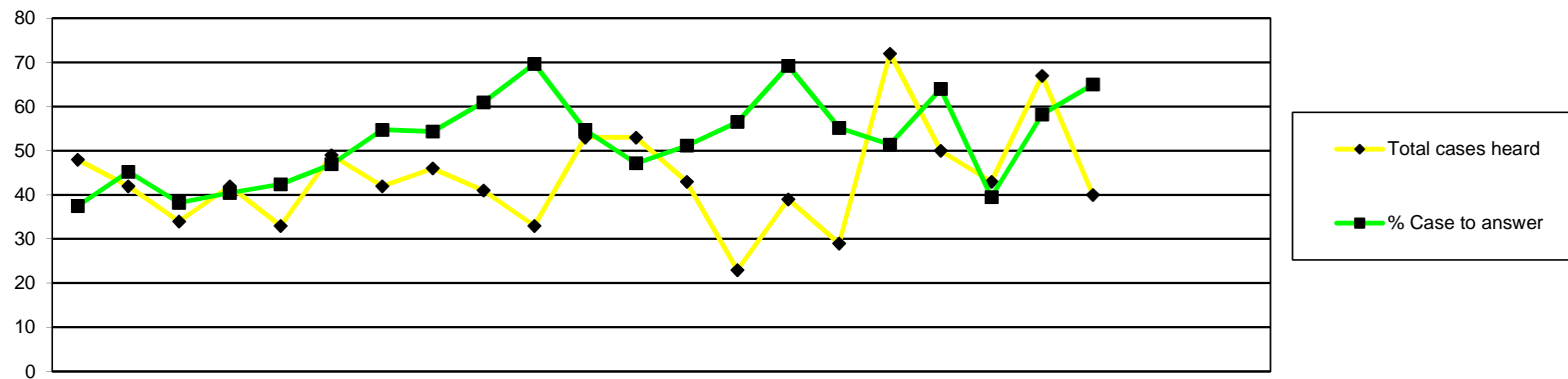


■ Total allegations/enquiries received

		2011			2012									2013									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13			
		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	FYE	YTD
Source of enquiry	Total enquiries	45	26	29	48	46	45	49	33	27	45	58	49	64	69	45	76	145	134	162	200	120											
	Article 22(6)/Anon	18	8	16	27	19	23	23	20	10	21	20	21	7	0	2	8	1	4	5	7	5											
	Employer	8	5	3	7	9	1	1	2	2	3	15	9	7	18	6	28	41	30	29	46	28											
	Other	1	2	1	0	1	3	4	0	1	3	1	1	0	18	4	1	10	3	6	13	5											
	Other Registrant	0	3	2	4	2	9	7	0	0	6	3	6	5	6	5	2	5	18	5	10	13											
	Police	0	1	0	0	0	0	1	1	0	1	1	0	1	1	0	1	2	5	2	0	0											
	Professional body	0	1	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	1	2	4	2											
	Public	18	6	7	10	15	9	13	10	14	11	18	10	24	15	19	27	65	54	75	90	46											
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	18	11	9	9	21	19	38	30	21											
Total allegations	30	42	59	50	39	28	40	24	19	30	34	30	20	22	23	18	17	12	13	21	14				316	322	315	341	529	484	425	160	
Source of allegation	Article 22(6)/Anon	4	10	6	4	5	10	4	4	2	4	1	3	0	0	1	0	0	0	0	0	0				57	23	49	48	92	108	57	1
	Employer	9	16	36	27	17	13	25	11	12	14	25	19	15	14	8	7	16	10	11	13	13				113	164	127	149	182	169	224	107
	Other	1	2	3	0	3	0	1	0	1	1	2	1	0	1	0	2	0	0	0	0	0				30	16	22	30	45	14	15	3
	Other Registrant	1	0	2	1	3	1	0	2	0	0	1	0	1	0	2	0	0	2	0	0	0				13	7	3	14	21	30	11	5
	Police	1	2	5	4	5	1	0	1	0	2	0	1	0	3	0	1	0	0	0	2	1				27	31	32	32	36	24	22	7
	Professional body	2	2	0	2	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	2	0				0	1	6	1	1	3	9	2
	Public	12	10	7	12	6	3	9	6	3	8	5	6	3	3	11	7	0	0	0	2	0				61	77	76	67	152	136	87	26
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	1	1	1	1	0	2	2	0											
Allegation type	Barring allegation	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0									4	1	1
	Convict/caution	4	5	9	12	9	9	3	3	2	13	10	3	1	0	0	0	0	0	0	1	1				41	41	49	51	68	60	82	3
	Health	1	5	6	2	0	0	1	1	0	0	4	0	0	0	0	0	0	0	0	0	0				2	1	1	7	5	6	20	0
	Incorrect or competence	0	1	1	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0				33	3	4	6	10	1	6	0
	Misconduct	4	5	4	7	1	0	6	0	21	37	45	4	2	2	6	3	0	0	0	1	1				33	44	29	50	91	27	134	15
	Not classified	62	51	67	71	29	19	28	20	21	22	29	23	3	11	16	8	4	3	4	7	0				205	228	177	223	354	381	442	56
	Other regulator	4	1	1	4	0	0	0	0	1	2	3	0	14	9	1	7	13	9	9	0	0						24	3	0	4	16	62
	Total allegations/enquiries received	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				1	0	2	1	0	1	1	0
	Total allegations/enquiries received	75	68	88	98	85	73	89	57	46	75	92	79	84	91	68	94	162	146	175	221	134				314	318	424	483	772	759	925	1,175

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral
Arts therapists	0	3	2	0	0	0	1	1
Biomedical scientists	3	8	0	13	0	0	0	6
Chiropodists & podiatrists	3	6	2	3	2	0	20	3
Clinical scientists	0	1	0	3	0	0	2	1
Dietitians	1	4	0	0	0	1	2	3
Hearing aid dispensers	2	8	0	1	0	2	8	1
Occupational therapists	4	24	0	5	0	1	15	13
ODPs	0	26	1	1	1	0	2	4
Orthoptists	0	0	0	0	0	0	1	1
Paramedics	16	79	9	9	0	0	14	57
Physiotherapists	0	21	6	2	4	2	48	15
Practitioner psychologists	2	16	20	16	0	1	78	8
Prosthetists & orthotists	1	0	0	0	0	0	0	0
Radiographers	1	19	0	2	4	0	4	7
Social workers	7	115	22	18	8	6	234	62
SLTs	0	10	1	1	0	0	12	3
<b>Total</b>	<b>40</b>	<b>340</b>	<b>63</b>	<b>74</b>	<b>19</b>	<b>13</b>	<b>441</b>	<b>185</b>

Total 2007/8	Total 2008/9	Total 2009/10	Total 2010/11	Total 2011/12	Total 2012/13 YTD
16	10	5	9	4	7
26	43	39	36	66	30
40	62	76	74	55	39
6	8	4	10	9	7
14	1	12	9	12	11
			44	23	22
45	55	79	63	96	62
38	55	37	39	63	35
3	0	2	0	2	2
94	100	162	188	253	184
85	95	127	104	118	98
N/A	N/A	149	117	139	141
3	6	7	1	2	1
32	34	47	40	58	37
					472
22	14	26	25	25	27
424	483	772	759	925	1,175



	2011			2012									2013						2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE
<b>Total cases heard</b>	48	42	34	42	33	49	42	46	41	33	53	53	43	23	39	29	72	50	43	67	40	178	299	363	499	533	516	406		
<b>Case to Answer</b>																												Not recorded		
Referred to CCC (Reg representations)	12	13	10	13	11	16	16	15	17	17	23	13	12	7	16	13	20	19	11	26	13	97	126	194	178	176	137			
Referred to CCC (Rep representations)	3	2	1	2	0	2	2	2	0	0	1	4	1	0	3	0	5	2	1	3	3	25	14	20	22	19	18			
Referred to CCC (No representations)	3	2	2	1	2	4	5	6	8	6	3	7	9	6	8	3	11	9	5	10	9	57	60	67	79	49	70			
Referred to HC (Reg representations)	0	1	0	1	1	1	0	2	0	0	0	0	0	0	0	0	1	2	0	0	1	3	5	6	6	6	4			
Referred to HC (Rep representations)	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	3	2	0			
Referred to HC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	5	0	0			
Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0			
Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0			
<b>Total case to answer</b>	18	19	13	17	14	23	23	25	25	23	29	25	22	13	27	16	37	32	17	39	26	82	186	206	290	306	254	229		
<b>% Case to answer</b>	38	45	38	40	42	47	55	54	61	70	55	47	51	57	69	55	51	64	40	58	65		62	57	58	57	49	56		
<b>No case to answer</b>																												Not recorded		
Not referred (Reg representations)	24	17	17	18	16	22	12	17	9	5	20	20	17	7	7	8	26	11	21	24	11	78	115	176	195	197	132			
Not referred (Rep representations)	1	1	2	0	1	1	5	2	4	1	1	2	2	1	1	3	4	4	3	0	2	8	13	8	13	21	20			
Not referred (No representations)	2	3	2	3	2	2	1	1	2	3	3	5	0	2	2	1	4	0	2	2	0	21	21	14	10	29	13			
<b>Total cases not referred</b>	27	21	21	21	19	25	18	20	15	9	23	27	19	10	10	12	34	15	26	26	13	107	149	198	223	246	165			
<b>Further Information</b>	3	2	0	4	0	1	1	1	1	1	2	2	2	0	2	1	1	3	0	2	1	14	6	8	10	21	18	12		

## By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	2	0	0	0	0	2
Biomedical scientists	2	1	18	0	0	21
Chiropodists & podiatrists	13	0	10	0	0	23
Clinical scientists	0	0	2	0	0	2
Dietitians	3	0	7	0	0	10
Hearing aid dispensers	1	0	7	1	0	9
Occupational therapists	22	0	14	0	0	36
ODPs	4	0	20	1	0	25
Orthoptists	0	0	1	0	0	1
Paramedics	32	6	63	0	0	101
Physiotherapists	27	3	29	0	0	59
Practitioner psychologists	37	2	15	2	0	56
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	10	0	16	0	0	26
Social workers	7	0	10	0	0	17
SLTs	5	0	12	0	0	17
<b>Total YTD</b>	<b>165</b>	<b>12</b>	<b>225</b>	<b>4</b>	<b>0</b>	<b>406</b>

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
11	6	4	2	1	2
14	42	26	37	37	21
31	31	53	60	40	23
6	7	3	4	10	2
9	5	7	13	5	10
			13	12	9
29	40	60	48	55	36
24	30	49	32	37	25
2	1	0	1	1	1
62	72	115	113	139	101
56	75	93	86	65	59
0	0	38	66	60	56
4	2	4	4	0	1
41	32	34	33	39	26
					17
10	20	13	21	15	17
<b>299</b>	<b>363</b>	<b>499</b>	<b>533</b>	<b>516</b>	<b>406</b>

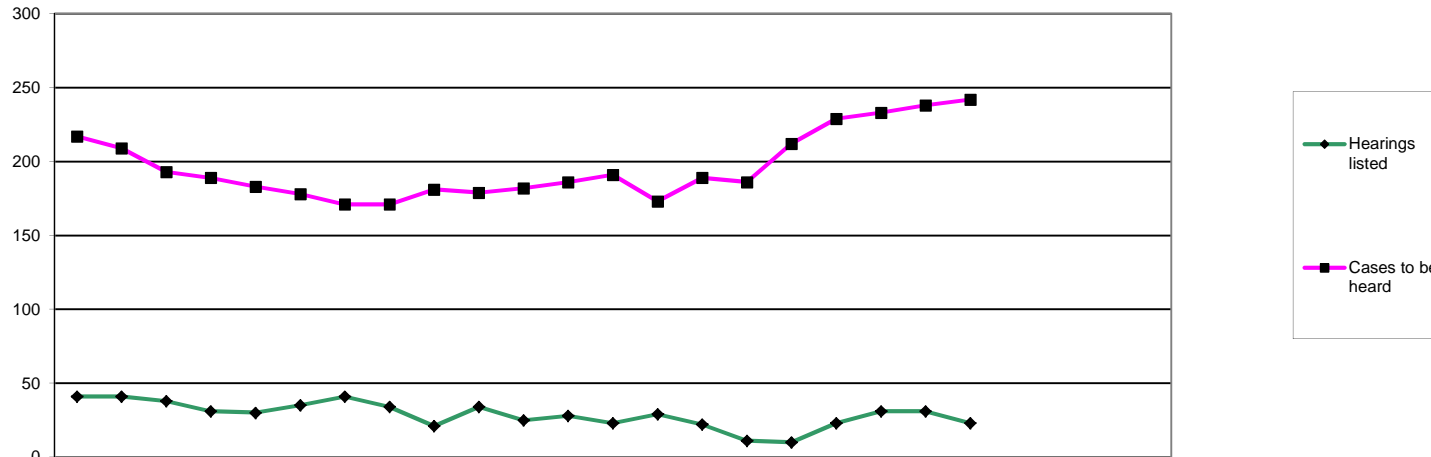
## By source of allegation

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Article 22(6)/Anon	14	4	45	1	0	64
Employer	49	4	131	2	0	186
Other	6	2	8	1	0	17
Other Registrant	11	0	6	0	0	17
Police	6	1	6	0	0	13
Professional body	0	0	1	0	0	1
Public	70	1	19	0	0	90
Self referral	9	0	9	0	0	18
<b>Total YTD</b>	<b>165</b>	<b>12</b>	<b>225</b>	<b>4</b>	<b>0</b>	<b>406</b>

2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
46	70	94	139	64
176	211	208	204	186
19	15	13	14	17
12	32	37	22	17
30	29	28	21	13
2	2	2	5	1
78	140	151	111	90
				18
<b>363</b>	<b>499</b>	<b>533</b>	<b>516</b>	<b>406</b>

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	0	0	0	13	0
Chiropodists & podiatrists	2	2	0	6	2
Clinical scientists	0	0	0	0	0
Dietitians	0	0	0	0	0
Hearing aid dispensers	2	1	1	0	0
Occupational therapists	2	2	0	5	0
ODPs	8	7	1	32	2
Orthoptists	0	0	0	0	0
Paramedics	8	8	0	24	1
Physiotherapists	3	3	0	20	1
Practitioner psychologists	2	2	0	6	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	1	1	0	3	0
Social workers	2	2	0	0	0
SLTs	2	2	0	3	0
<b>Total</b>	<b>32</b>	<b>30</b>	<b>2</b>	<b>112</b>	<b>6</b>

Hearings held 2007/8 FYE	Hearings held 2008/9 FYE	Hearings held 2009/10 FYE	Hearings held 2010/11 FYE	Hearings held 2011/12 FYE	Hearings held Total 2012/13 YTD
4	4	2	0	0	0
8	16	8	7	23	13
6	5	13	10	10	8
4	0	0	5	9	0
0	0	0	0	0	0
			2	2	2
3	6	9	10	11	7
18	18	20	29	35	40
0	0	0	0	0	0
16	14	46	50	64	32
8	13	20	25	27	23
		3	11	7	8
0	0	0	0	0	0
7	6	12	18	8	4
					2
0	3	8	4	1	5
74	85	141	171	197	144



		2011			2012									2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13							
		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
Conduct & Competence and Health Committee	Hearings listed	41	41	38	31	30	35	41	34	21	34	25	28	23	29	22	11	10	23	31	31	23	73	119	176	231	351	424	399	203	
	Adjourned / cancelled / postponed													3	3	2	0	0	1	6	5	0								20	
	Caution	7	8	6	7	3	8	6	5	4	9	2	4	4	7	6	3	0	6	3	2	1	8	32	28	24	46	71	69	32	
	Conditions of practice	3	4	1	2	1	5	1	3	0	3	5	1	0	2	1	0	0	0	2	0	0	5	5	7	10	14	21	29	5	
	No further action	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4	6	4	7	7	3	2	1	
	Not well founded	5	7	10	3	3	7	13	4	2	5	3	4	6	6	5	3	4	1	7	4	6		0	19	36	70	83	66	42	
	Part heard	13	9	6	11	11	4	8	11	8	9	1	5	2	1	1	1	0	0	0	3	2	22	22	32	35	90	107	96	10	
	Referred to other committee	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	1	0	1	0	1	0	2	5	3	2	
	Removed - consent	2	0	3	0	0	0	0	1	0	1	0	0	2	0	0	0	1	0	2	1	3						15	7	9	
	Struck off	8	5	4	5	5	1	9	1	2	4	4	8	2	5	4	2	1	6	5	4	5	11	26	37	64	65	62	56	34	
Suspended	1	5	3	3	7	5	3	8	4	3	9	4	4	5	3	2	4	8	5	10	6	19	19	30	23	38	44	55	47		
Cases to be heard	217	209	193	189	183	178	171	171	181	179	182	186	191	173	189	186	212	229	233	238	242	59	59	172	117	233	214	186	242		
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					1	0	0	0		
	No further action	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0					1	1	1	0	
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					0	1	0	0	
	Part heard	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0					0	0	3	1	
	Removed	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0					3	1	2	1	
Investigating Committee cases to be heard	2	2	3	3	3	3	2	2	1	2	3	3	3	3	3	3	3	3	3	3	3					1	2	3	3		

## Representation

	Final Hearings-CCC											2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Not restored	Register entry amended	Removed	Restored	Struck off	Suspended	Vol Removal (Consent)				
Represented self	8	0	0	4	0	0	0	0	3	7	1	44	58	50	23
Representative	15	5	0	32	0	0	0	0	6	16	0	115	201	189	74
None	9	0	0	6	0	0	1	0	25	24	8	98	117	101	73
<b>Total</b>	<b>32</b>	<b>5</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>34</b>	<b>47</b>	<b>9</b>	<b>257</b>	<b>376</b>	<b>340</b>	<b>170</b>

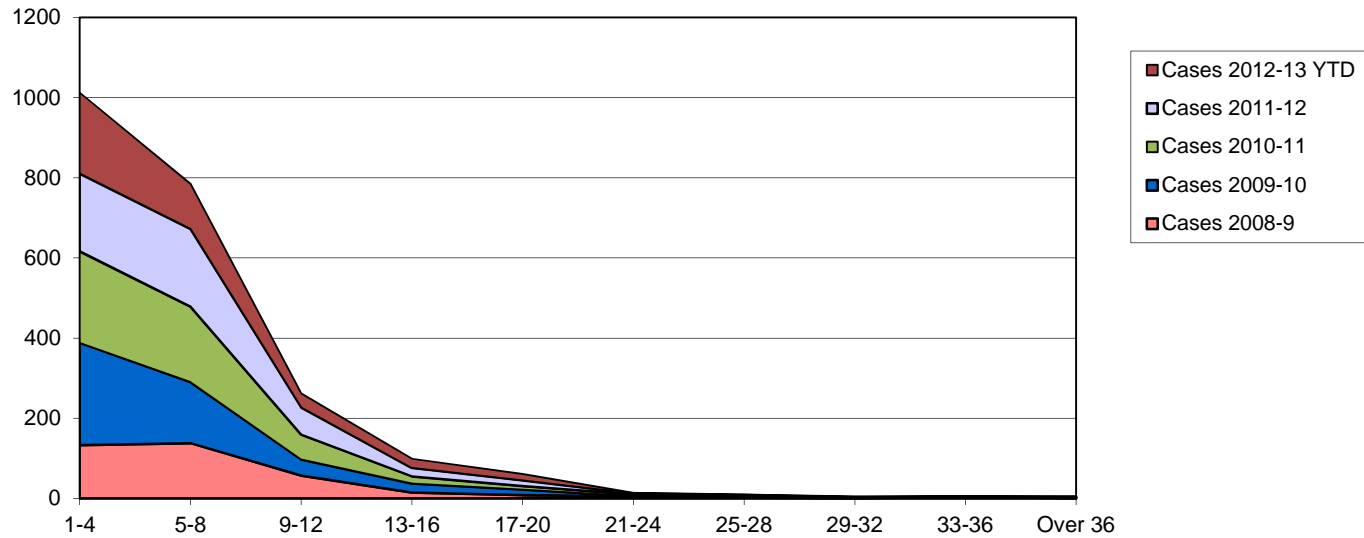
Profession	Represent ed self	Representa tive	None	% of represent ation
Arts therapists	0	0	0	0
Biomedical scientists	2	3	7	42
Chiropodists & podiatrists	1	6	2	78
Clinical scientists	0	2	0	100
Dietitians	1	0	0	100
Hearing aid dispensers	1	1	2	50
Occupational therapists	0	9	10	47
ODPs	3	2	8	38
Orthoptists	0	0	0	0
Paramedics	7	19	25	51
Physiotherapists	3	17	7	74
Practitioner psychologists	0	10	2	83
Prosthetists & orthotists	0	0	1	0
Radiographers	4	6	5	67
Social workers	0	0	0	0
SLTs	1	1	4	33

	Final Hearings									
	Caution	Conditions of Practice	No Further Action	Not Well Founded	NR	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Vol Removal (Consent)
Arts therapists	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	3	2	0	3	0	0	1	2	1	0
Chiropodists & podiatrists	0	0	0	5	0	0	0	2	1	0
Clinical scientists	0	0	0	1	0	0	0	1	0	0
Dietitians	0	0	0	0	0	0	0	0	1	0
Hearing aid dispensers	0	0	0	2	0	0	0	1	0	1
Occupational therapists	2	0	0	2	0	0	0	2	11	1
ODPs	2	0	0	2	0	0	0	3	6	0
Orthoptists	0	0	0	0	0	0	0	0	0	0
Paramedics	10	0	0	9	0	0	0	15	15	2
Physiotherapists	8	3	0	6	0	0	0	5	3	2
Practitioner psychologists	2	0	0	7	0	0	0	0	3	0
Prosthetists & orthotists	1	0	0	0	0	0	0	0	0	0
Radiographers	4	0	0	5	0	0	0	2	3	1
Social workers	0	0	0	0	0	0	0	0	0	0
SLTs	0	0	0	0	0	0	0	1	3	1
<b>Total 2012/13 YTD</b>	<b>32</b>	<b>5</b>	<b>0</b>	<b>42</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>34</b>	<b>47</b>	<b>8</b>
<b>Total 2011/12 FYE</b>	<b>69</b>	<b>29</b>	<b>1</b>	<b>68</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>56</b>	<b>55</b>	<b>7</b>
<b>Total 2009/10 FYE</b>	<b>46</b>	<b>15</b>	<b>3</b>	<b>76</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>64</b>	<b>40</b>	<b>8</b>
<b>Total 2008/2009 FYE</b>	<b>24</b>	<b>12</b>	<b>4</b>	<b>39</b>	<b>0</b>			<b>67</b>	<b>25</b>	
<b>Total 2007/2008 FYE</b>	<b>30</b>	<b>5</b>	<b>23</b>	<b>24</b>	<b>0</b>			<b>37</b>	<b>35</b>	
<b>Total 2006/2007 FYE</b>	<b>25</b>	<b>5</b>	<b>6</b>	<b>15</b>	<b>1</b>			<b>24</b>	<b>19</b>	
<b>Total 2005/2006 FYE</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>6</b>			<b>9</b>	<b>20</b>	

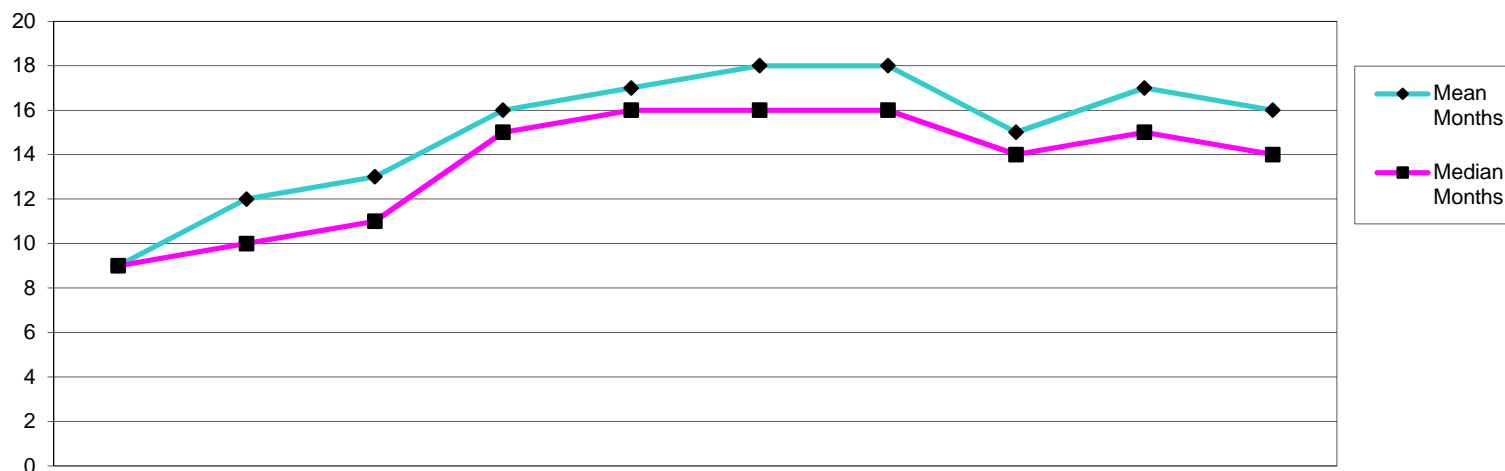


	Review Hearings										
	Adjourned/Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Vol Removal (Consent)	Total
Arts therapists	0	0	0	0	0	0	0	0	1	0	1
Biomedical scientists	0	0	0	5	2	0	0	0	4	0	11
Chiropodists & podiatrists	0	0	0	1	0	0	0	0	1	0	2
Clinical scientists	0	0	0	1	0	0	0	0	1	1	3
Dietitians	0	0	0	0	0	0	0	0	1	1	2
Hearing aid dispensers	0	0	0	0	1	0	0	1	1	0	3
Occupational therapists	0	0	0	1	2	0	0	2	6	0	11
ODPs	0	0	0	0	0	0	0	4	4	0	8
Orthoptists	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	1	0	3	0	0	1	8	0	13
Physiotherapists	1	1	1	2	6	0	0	4	7	0	22
Practitioner psychologists	1	0	0	0	3	0	0	1	0	0	5
Prosthetists & orthotists	0	0	0	0	1	0	0	0	0	0	1
Radiographers	0	0	0	3	1	0	0	3	5	0	12
Social workers	0	0	0	0	0	0	0	0	0	0	0
SLTs	0	0	0	0	1	0	0	1	6	0	8
<b>Total 2012/13 YTD</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>45</b>	<b>2</b>	<b>102</b>
<b>Total 2011/12 FYE</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>26</b>	<b>49</b>	<b>9</b>	<b>137</b>
<b>Total 2009/10 FYE</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>13</b>	<b>0</b>	<b>2</b>	<b>31</b>	<b>36</b>	<b>2</b>	<b>98</b>
<b>Total 2008/2009 FYE</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>51</b>	<b>0</b>	<b>87</b>
<b>Total 2007/2008 FYE</b>	<b>4</b>	<b>0</b>		<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>25</b>	<b>0</b>	<b>42</b>
<b>Total 2006/2007 FYE</b>	Not available										
<b>Total 2005/2006 FYE</b>	Not available										

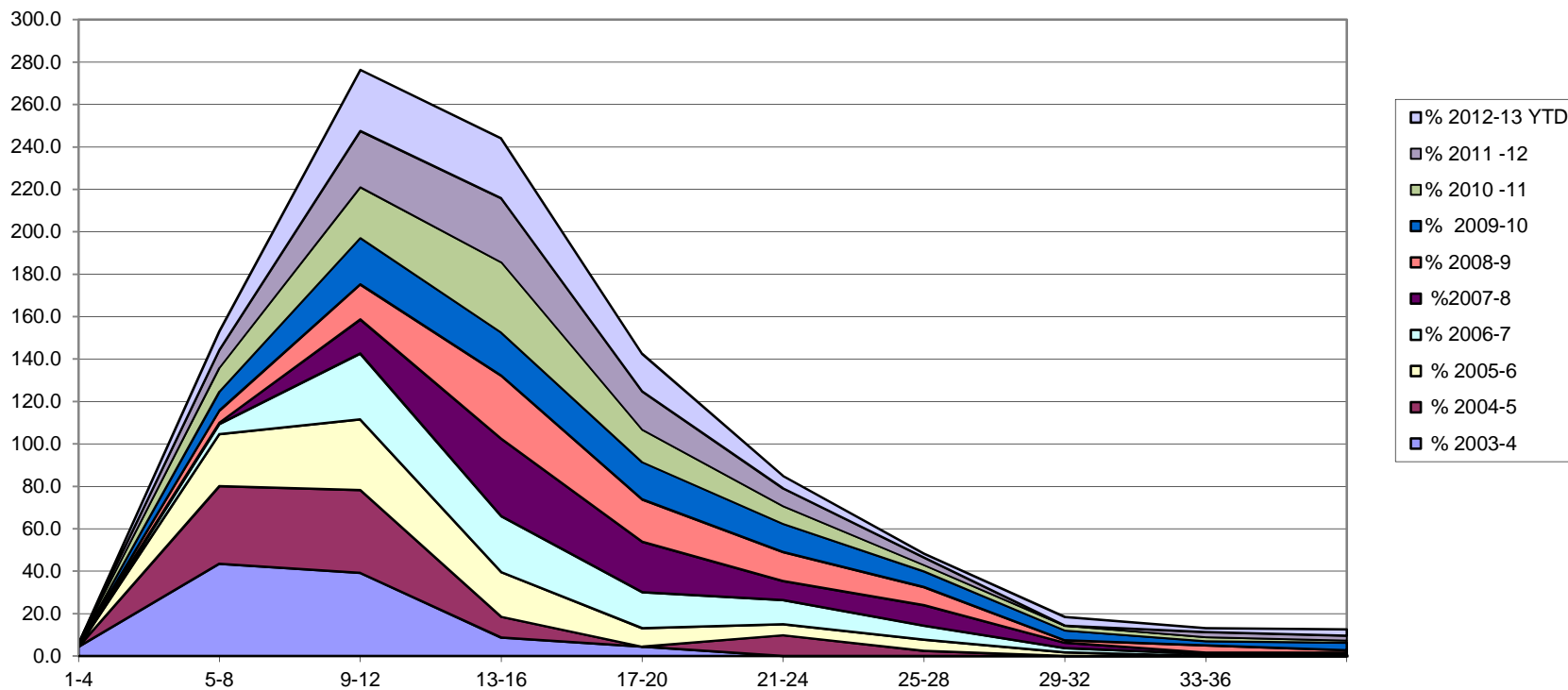
		Month of Panel																							
		2011						2012						2013											
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases awaiting ICP	0-4	142	164	195	210	217	212	193	186	149	150	139	135	139	143	113	137	120	202	222	149	139			
	5-8	76	63	59	58	62	61	83	99	99	99	77	64	53	58	62	66	50	43	30	25	29			
	9-12	23	16	27	23	25	23	22	20	26	34	46	46	37	38	27	29	20	20	16	14	14			
	13-16	7	9	6	10	8	6	11	13	12	15	11	12	13	12	21	21	21	14	12	10	9			
	17-20	5	6	6	5	3	5	3	3	5	3	6	8	8	4	2	7	7	10	12	12	13			
	21-24	7	5	4	1	0	0	1	1	0	1	1	1	2	1	3	3	2	3	1	1	1			
	25-28	1	1	1	3	4	2	0	0	0	0	0	0	0	1	1	1	2	0	1	1	0			
	29-32	1	2	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	1	1	1	1			
	over 33	0	0	0	0	0	1	1	1	1	2	1	1	1	1	1	1	1	1	0	0	0			
Cases awaiting final hearing (from ICP)	1-4	86	88	85	82	76	76	82	91	100	108	115	114	106	98	104	89	103	136	119	123	136			
	5-8	78	72	59	62	55	59	53	45	43	33	42	54	62	61	68	72	68	64	66	69	59			
	9-12	33	26	28	24	27	27	23	24	20	21	14	9	18	9	12	20	32	24	34	34	33			
	13-16	12	15	13	11	14	8	8	7	14	14	8	7	4	5	3	2	2	1	6	8	11			
	17-20	8	5	3	5	6	5	2	0	1	2	3	2	2	2	1	2	1	1	4	3	2			
	21-24	1	3	6	6	5	4	1	2	2	1	1	0	0	0	1	1	1	2	1	0	0			
	25-28	0	0	0	0	1	2	4	4	2	1	0	1	1	0	0	0	0	0	1	1	1			
	29-32	1	2	1	0	0	0	0	0	1	1	2	1	1	1	0	0	0	0	1	0	0			
	over 33	0	0	1	2	2	0	0	0	0	0	0	1	0	0	1	1	1	1	0	0	0			



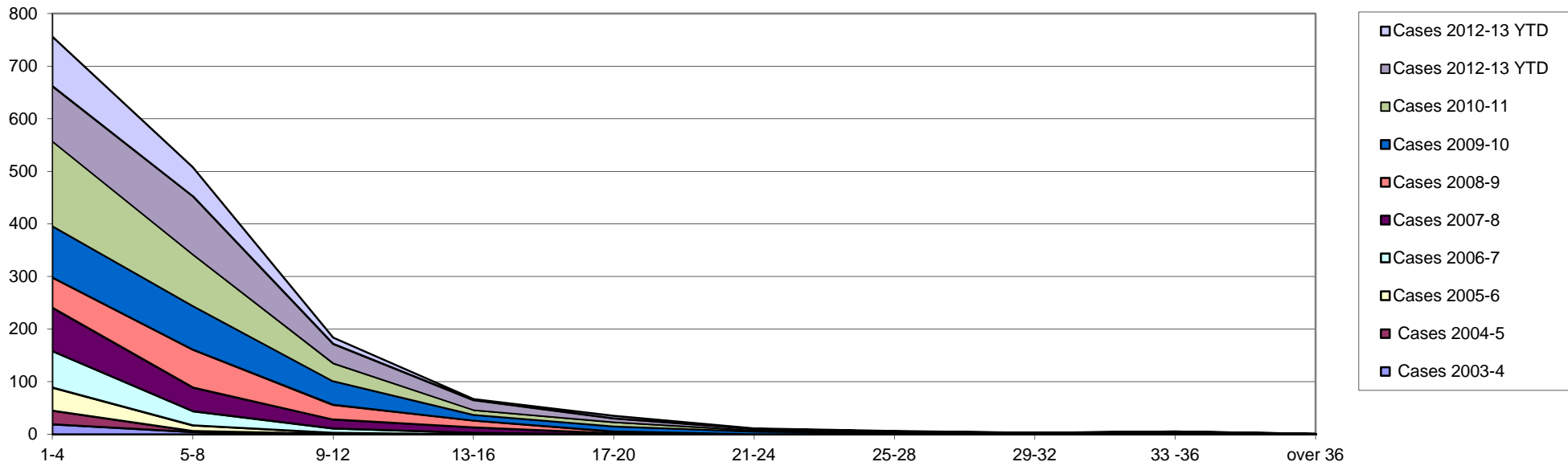
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13 YTD
1-4						133	255	228	194	202
5-8						138	152	188	194	113
9-12						57	40	62	68	35
13-16						15	22	18	21	23
17-20						8	14	9	14	16
21-24						5	1	4	2	2
25-28						2	1	2	3	2
29-32						1	1	1	1	0
33-36						3	1	0	0	0
Over 36			Not available			1	2	0	1	1
Mean Months						7	6	6	7	6
Median Months						5	4	5	5	5
Total Cases						363	489	512	498	394



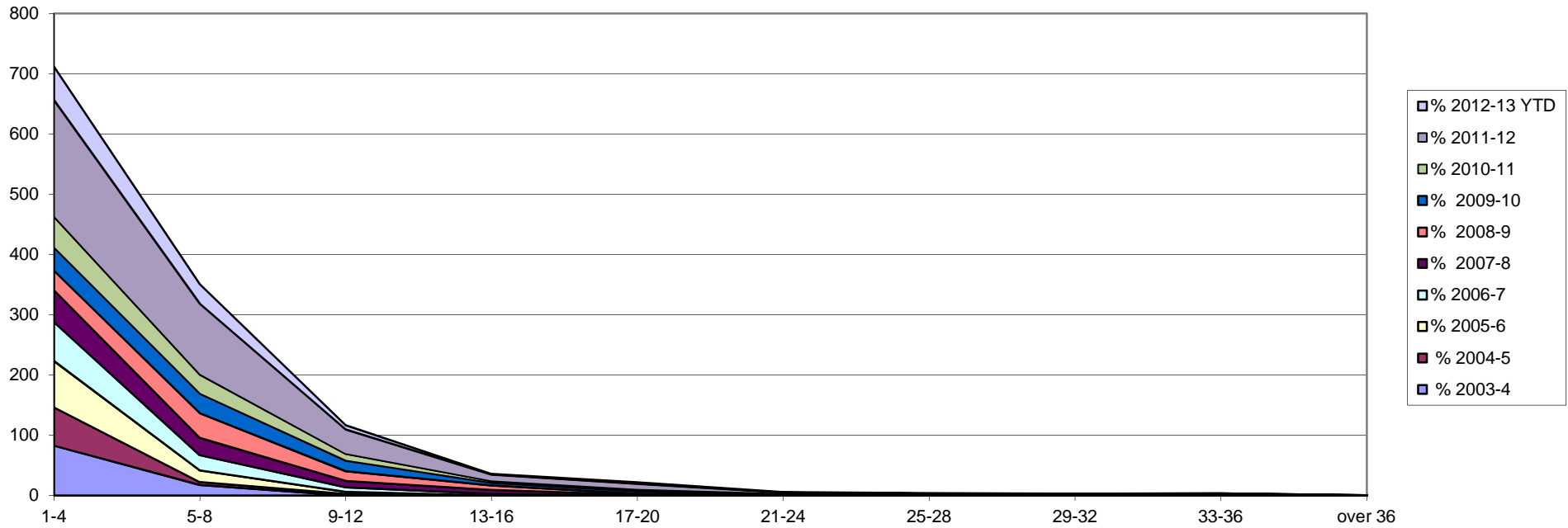
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13 YTD
1-4	1	0	0	0	1	0	1	1	0	0
5-8	10	15	14	5	1	10	23	35	18	15
9-12	9	16	19	33	25	29	56	75	71	49
13-16	2	4	12	28	57	52	52	104	79	48
17-20	1	0	5	18	37	35	45	48	57	30
21-24	0	4	3	12	14	24	34	27	31	10
25-28	0	1	3	7	15	15	19	9	14	3
29-32	0	0	1	2	4	2	12	7	3	7
33-36	0	0	0	1	1	6	5	6	7	3
Over 36	0	0	0	0	0	2	9	3	7	5
<b>Mean Months</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>18</b>	<b>15</b>	<b>17</b>	<b>16</b>
<b>Median Months</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>16</b>	<b>16</b>	<b>16</b>	<b>14</b>	<b>15</b>	<b>14</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>106</b>	<b>156</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>287</b>	<b>170</b>



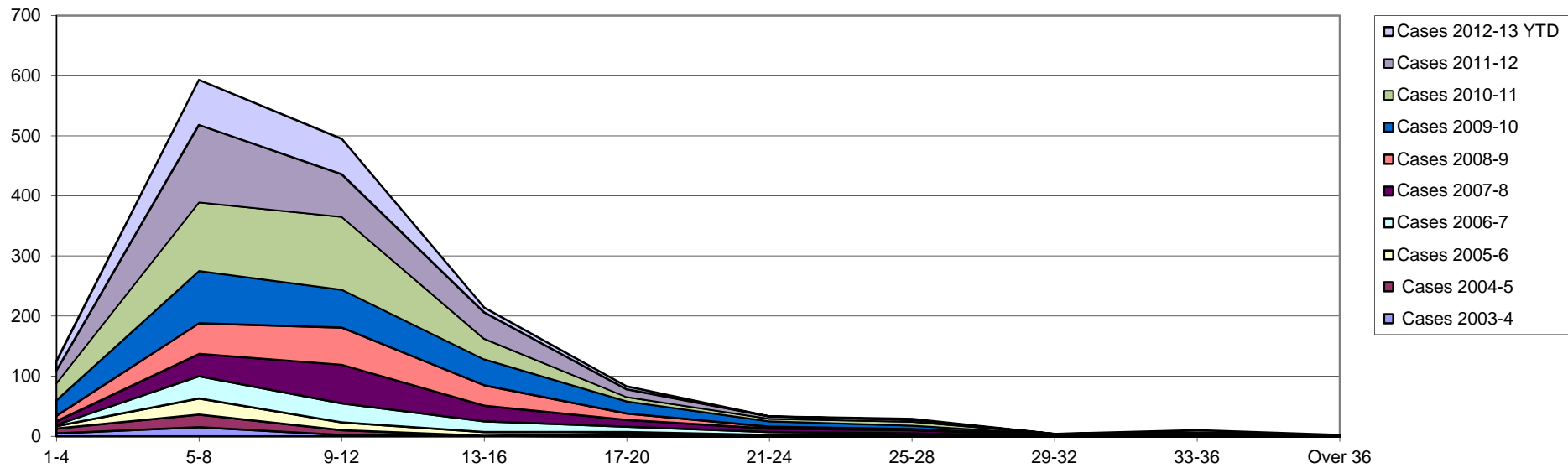
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 -12	% 2012-13 YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	8.4	8.8
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5	28.8
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1	28.2
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.3	18.1	17.6
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.3	8.4	5.9
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	2.9	3.6	1.8
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	2.2	0.0	4.1
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	1.9	2.4	1.8
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.0	2.4	2.9



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 2012-13 YTD	Cases 2012-13 YTD
1-4	19	26	44	69	83	57	98	161	105	94
5-8	4	2	11	27	45	72	83	98	111	55
9-12	0	1	2	8	17	28	45	34	37	12
13-16	0	0	0	3	10	13	11	9	19	2
17-20	0	0	0	0	2	3	10	8	7	5
21-24	0	0	0	0	0	0	5	2	3	1
25-28	0	1	0	0	0	0	2	0	2	1
29-32	0	0	0	0	0	0	0	2	1	0
33-36	0	0	0	0	0	1	2	1	1	0
over 36	0	0	0	0	0	0	0	0	1	0
<b>Mean Months</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4.5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>5</b>
<b>Meadian Months</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>287</b>	<b>170</b>

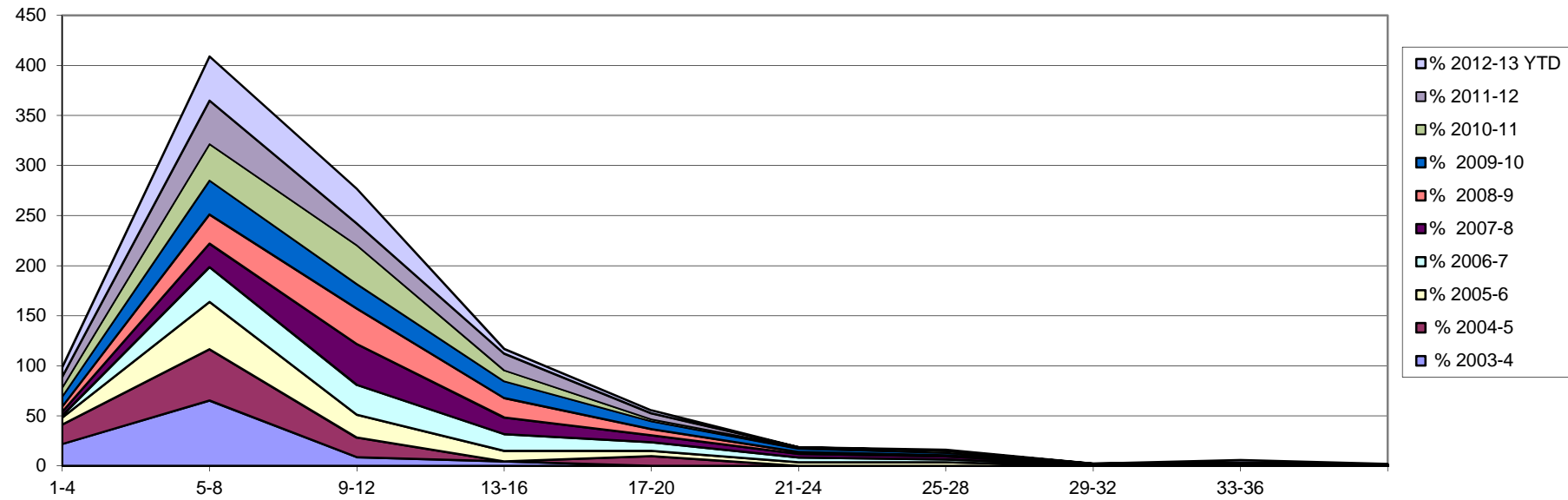


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13 YTD
1-4	83	63	77	64	53	33	38	51	194	55
5-8	17	5	19	25	29	41	32	31	118	32
9-12	0	2	4	7	11	16	18	11	41	7
13-16	0	0	0	3	6	7	4	3	11	1
17-20	0	0	0	0	1	2	4	3	10	3
21-24	0	0	0	0	0	0	2	1	2	1
25-28	0	2	0	0	0	0	1	0	0	1
29-32	0	0	0	0	0	0	0	1	2	0
33-36	0	0	0	0	0	1	1	0	1	0
over 36	0	0	0	0	0	1	0	0	0	0

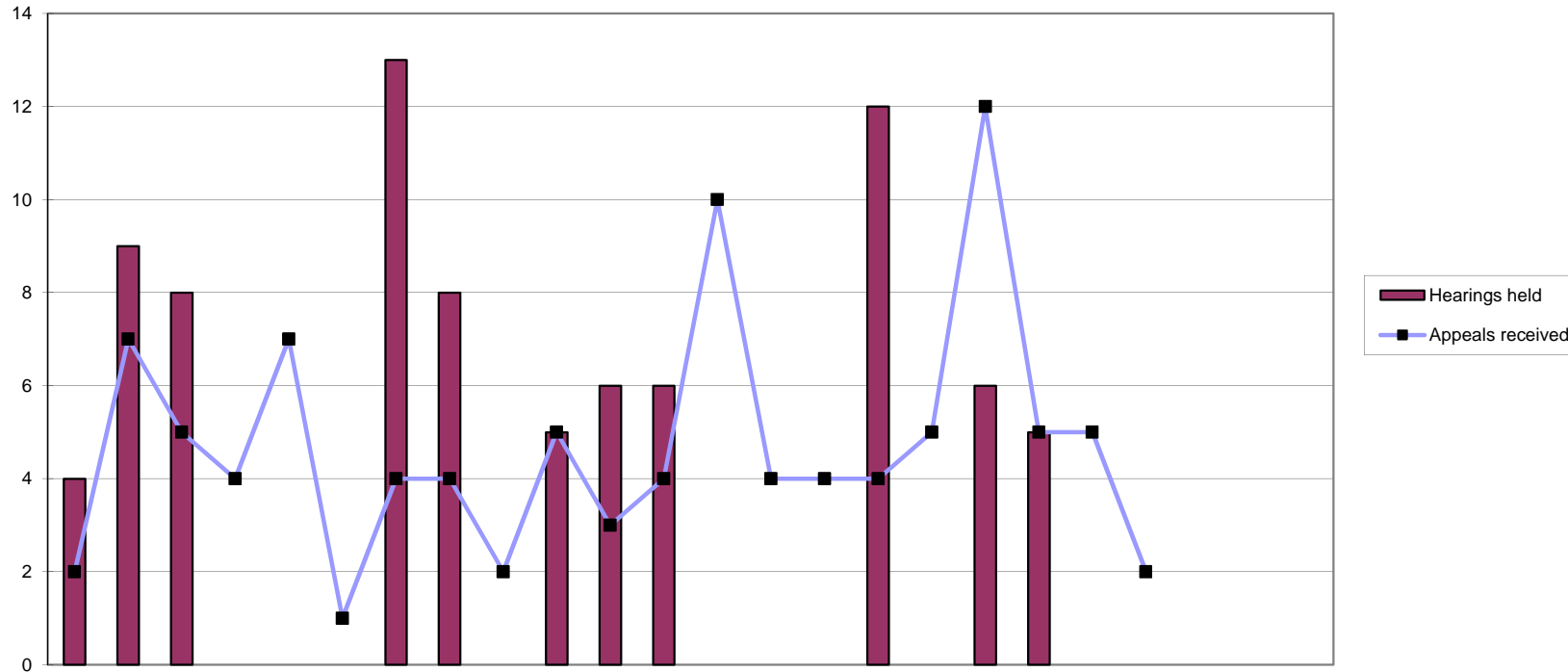


Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13 YTD
1-4	5	8	4	2	6	9	26	28	21	16
5-8	15	21	27	37	37	51	87	114	129	75
9-12	2	8	13	32	64	62	63	121	71	59
13-16	1	0	6	18	26	34	43	34	44	8
17-20	0	4	3	9	11	11	20	7	13	5
21-24	0	0	2	5	6	3	9	4	4	0
25-28	0	0	2	3	5	2	6	6	3	2
29-32	0	0	0	1	1	0	1	1	0	0
33-36	0	0	0	0	1	2	1	0	2	4
Over 36	0	0	0	0	0	1	0	0	0	1
<b>Mean Months</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>11.5</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>9</b>
<b>Median Months</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>8</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>315</b>	<b>287</b>	<b>170</b>



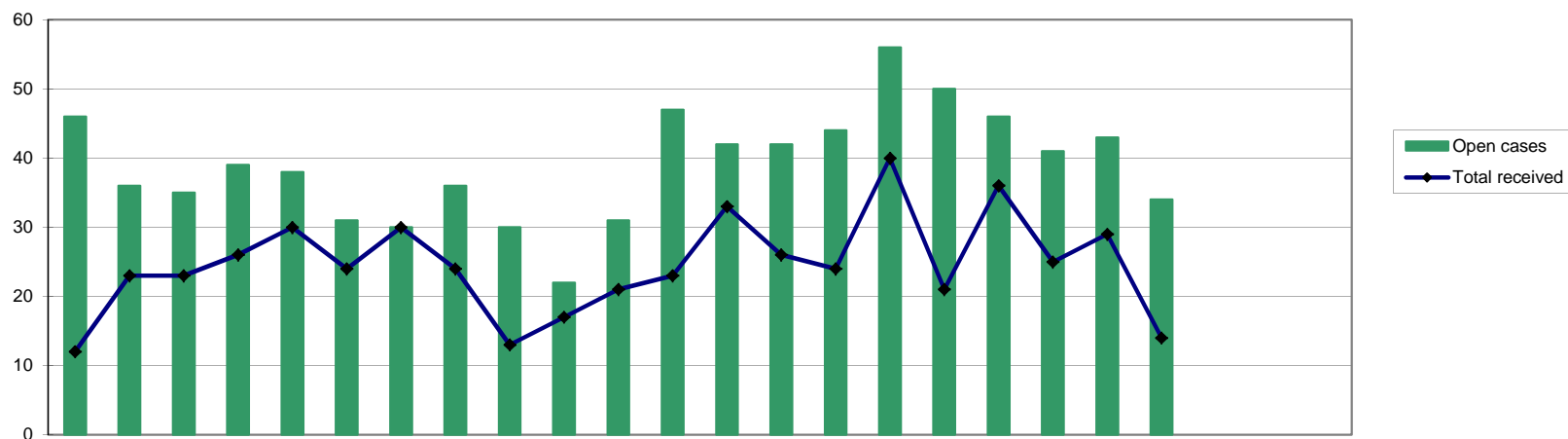


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13 YTD
1-4	22	20	7	2	4	5	10	9	11	9
5-8	65	51	47	35	24	29	34	36	43	44
9-12	9	20	23	30	41	35	25	39	22	35
13-16	4	0	11	17	17	19	17	11	17	5
17-20	0	10	5	8	7	6	8	2	6	3
21-24	0	0	4	5	4	2	4	1	0	0
25-28	0	0	4	3	3	1	2	2	0	1
29-32	0	0	0	1	1	0	0	0	0	0
33-36	0	0	0	0	1	1	0	0	1	2
Over 36	0	0	0	0	1	1	0	0	0	1



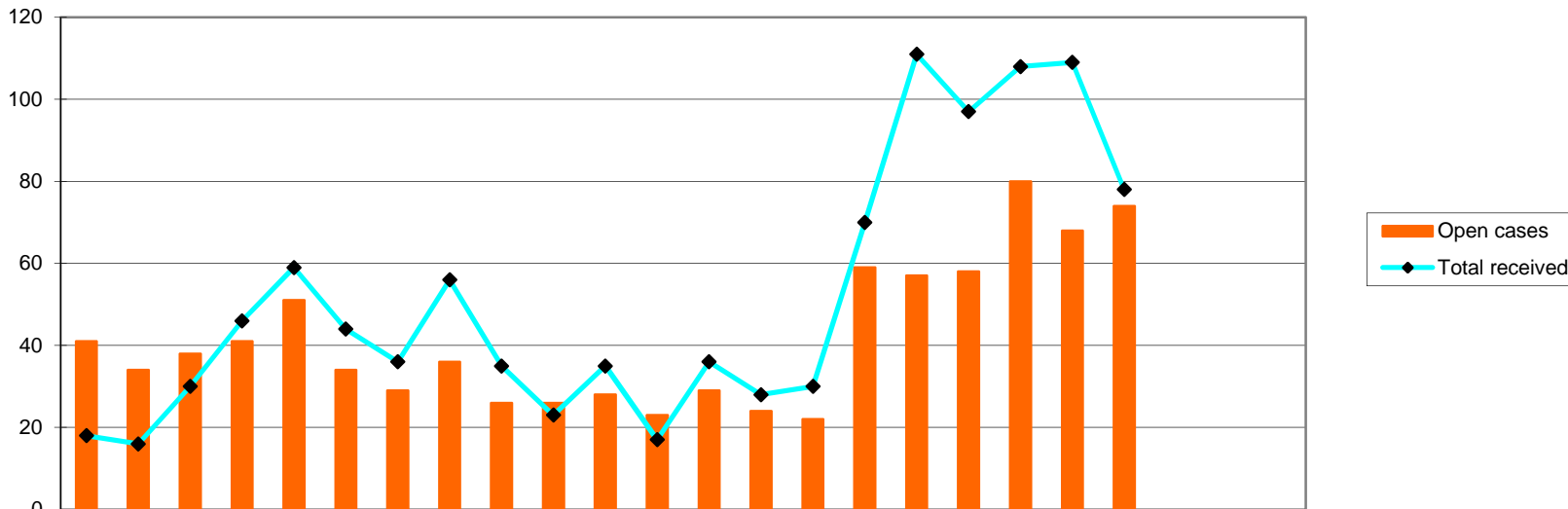
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	2	7	5	4	7	1	4	4	2	5	3	4	10	4	4	4	5	12	5	5	2			
Reviewed	4	9	8	0	0	0	13	8	0	6	6	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
Hearings held	4	9	8	0	0	0	13	8	0	5	6	6	0	0	0	12	0	6	5	0	0			
Adjourned/postponed	0	3	0	0	0	0	1	1	0	1	0	1	0	0	0	1	0	1	0	0	0			
Withdrawn	0	1	1	0	1	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	0			
Allowed	2	4	5	0	0	0	1	4	0	2	1	1	0	0	0	8	0	2	2	0	0			
Dismissed	2	3	2	0	0	0	9	4	0	1	5	3	0	0	0	3	0	3	3	0	0			
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Remit to ETC	0	1	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Current active cases	25	27	19	23	30	31	24	19	21	21	18	15	25	29	33	25	30	37	33	38	40			

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
91	104	41	55	29	53	48	51
266	90	65	55	41	37	60	0
266	90	65	55	38	37	59	23
19	20	10	9	4	4	7	2
13	16	15	2	1	3	7	0
128	33	29	23	14	22	20	12
88	29	31	17	7	8	29	9
0	0	0	0	0	0	0	0
31	6	4	7	13	2	4	0



	2011			2012									2013											
	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	2	5	2	1	7	3	6	2	0	2	1	4	9	2	10	13	6	12	12	10	3			
Police	0	3	2	2	2	5	4	1	1	0	3	0	2	1	1	3	4	4	3	1	1			
HPC	0	1	0	0	0	3	0	2	0	0	1	0	1	0	0	0	0	1	0	0	0			
Anonymous	0	3	5	5	9	0	4	1	1	1	0	0	0	0	1	4	0	2	0	2	0			
Professional	10	11	14	18	12	13	16	18	11	14	16	19	19	20	11	17	9	10	7	15	10			
Other						NA							2	3	1	3	2	7	3	1	0			
<b>Total received</b>	<b>12</b>	<b>23</b>	<b>23</b>	<b>26</b>	<b>30</b>	<b>24</b>	<b>30</b>	<b>24</b>	<b>13</b>	<b>17</b>	<b>21</b>	<b>23</b>	<b>33</b>	<b>26</b>	<b>24</b>	<b>40</b>	<b>21</b>	<b>36</b>	<b>25</b>	<b>29</b>	<b>14</b>			
Visits	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Open cases	46	36	35	39	38	31	30	36	30	22	31	47	42	42	44	56	50	46	41	43	34			

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
53	21	42	56	32	21	35	77
31	38	27	44	38	12	23	20
10	10	6	3	2	7	7	2
50	78	38	47	31	26	29	9
225	137	103	233	213	252	172	118
							22
			3	3	1	1	0



	2011			2012									2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13								
	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	FYE
<b>Received</b>	Renewal	1	1	0	3	1	2	0	0	0	0	0	0	0	0	1	1	1	4	32	1	36	27	81	43	154	4	8	40		
	Readmission	4	1	5	3	4	3	5	6	5	3	9	3	5	8	5	4	5	9	4	6	5	33	40	34	94	53	74	51	51	
	Admission	13	14	25	40	54	39	31	50	30	20	26	14	31	20	25	65	105	86	100	71	72	165	150	158	248	282	334	356	575	
	Self-referral	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0	0	0	1	0	0	0	54	86	158	192	209	149	0	1	
<b>Total received</b>	18	16	30	46	59	44	36	56	35	23	35	17	36	28	30	70	111	97	108	109	78	288	303	431	577	698	561	415	667		
<b>Considered</b>	Considered by panel	16	17	16	30	30	49	30	40	34	14	28	18	11	22	23	20	79	49	16	84	40	n/a	n/a	256	399	387	461	322	344	
	Referred to FTP	6	4	0	2	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	37	41	61	60	15	0	
	Admission rejected	0	1	0	0	0	0	0	0	2	0	1	2	0	1	1	1	6	4	1	5	2	n/a	n/a	2	6	2	7	6	21	
	Readmission rejected	0	0	0	0	0	2	0	1	1	0	2	0	2	0	0	0	0	0	0	0	0	n/a	n/a	3	8	7	14	6	2	
	Renewal rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	n/a	n/a	0	2	1	0	0	1	
	Not referred to FTP	5	0	1	2	0	0	2	0	2	1	0	0	0	3	0	0	0	0	0	0	0	n/a	n/a	34	82	66	87	13	3	
	Admission accepted	4	12	15	21	27	42	28	35	26	12	22	12	7	18	19	19	73	45	15	79	38	n/a	n/a	150	204	204	247	256	313	
	Readmission accepted	1	0	0	5	0	3	0	4	2	1	3	4	2	0	0	0	0	0	0	0	0	n/a	n/a	19	51	32	45	23	2	
	Renewal accepted	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	n/a	n/a	1	5	12	1	2	2	
	Open cases	41	34	38	41	51	34	29	36	26	26	28	23	29	24	22	59	57	58	80	68	74	n/a	n/a	75	75	87	35	23	471	