



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting March 2013

Chief Executive's Report to Council meeting March 2013 Contents

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1. Completed Meetings 1 to 28 February 2013

Baroness Cumberlege	4 Feb
Meet the HCPC (Crawley)	5 Feb
Publication launch: Final Report into Mid-Staffordshire NHS Foundation Trust Public Inquiry	6 Feb
Regulators, State Health Departments etc (Sydney + Melbourne)	11 – 15 Feb
Professional Standards Authority for Health and Social Care Symposium	21 – 22 Feb
FFW seminar on Mid-Staffs Final Report	26 Feb
IAMRA 2014 programme planning committee	27 Feb

2. Scheduled Meetings

Professional Standards Authority annual performance review	5 Mar
Professional Standards Strategy Board	6 Mar
Regulators Liaison Group	12 Mar
APHG seminar: Regulating health and care professionals: keeping patients safe	14 Mar
Meet the HCPC (Margate)	14 Mar
Department of Health (Leeds)	25 Mar
Project Board (re unlicensed herbal medicines)	26 Mar
Law Commission	27 Mar
College of Clinical Perfusion Scientists	15 Apr
Chief Executives Steering Group	16 Apr
European Forum	17 Apr
Meet the HCPC (Isle of Man)	23 Apr

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.

No further NMR (nonconformity) have been declared, three have been completed, one is approval from the sponsor.

3. QMS process updates

A major review of Finance Department processes is almost complete.

4. BSI audit

The next audit is scheduled for the 2 of May. This will complete the current 3 year audit cycle.

The HCPC QMS / ISMS will be migrated to the new BSI platform following departmental training.

5. Business continuity

Each department has been updating the appropriate area of the plan, for a final paper only version to be produced in March.

6. Information security management

The next information security training CBT package for all employees, is being researched.

The collection of information assets round HCPC continues, and the assets scored for risk. The use of vsRisk system continues. A statistical snapshot is provided below.

Item	No of Items	No in Use
Assets	258	201
Asset Owners	13	12
Asset Groups	34	35
Threats	138	83
Vulnerabilities	308	172
Controls*	133*	110
Risk Assessments	1540	1491

Controls* = 133 standard ISO27002 controls possible

The number of assets indicated above will increase or decrease with the change in granularity of the asset list. For instance the desktop PC's used by most employees will be grouped together to avoid too many individual assets being monitored long term. Specialist PC's would be listed separately.

A research report published by ViaSat (April 2012) summarized information from a Freedom of Information request to the Information Commissioners Office (ICO). This report suggests that human error is now the single largest cause of information loss in the UK.

Work on developing a secure web delivery method for confidential content for various parts of the business continue, with an existing supplier.

A presentation on the Payment Card Industry Data Security Standard (PCI-DSS) was provided at the last All-Employee meeting. We are required to specifically train all employees on what action to take should they locate debit or credit card details. No card details are held on any HCPC computer system, and card payments via telephone or the web are outsourced to specialist providers.

7. Information & data management

A catalogue of historic documents has been completed. Tom Berrie has produced a pamphlet on the HCPC campus. Freedom of Information requests of a statistical nature continue.

8. Risk Register

The next iteration of the Risk Register is presented later at this meeting following meetings held with all risk owners over January and February to update the register where required.

9. Other activity

The tendering process for the security print contract has been deferred following a decision to change requirements. This project will recommence when the Procurement Manager is in post.

Communications: Mrs Jacqueline Ladds

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: 40 mentions in professional media including consultation on standards of proficiency, articles on professionalism and CPD audits.

HCPC In Focus: 22,326 subscribers. Issue 45 (February) included articles on registration renewal, HCPC consultations, events, and annotation of the Register.

Standards and guidance distributed on request: Guidance on Conduct and Ethics For Students (680 copies), Continuing Professional Development and Your Registration (448 copies), Standards of Conduct, Performance and Ethics (345 copies).

Exhibitions and conferences:

- CPD Presentation given at Compass Jobs Fair, Birmingham (4 March)
- CPD Drop in Clinic at BAPO (23 March)
- Renewal posters included in BAPO Conference delegate packs (22-24 March)

External talks undertaken by HCPC executive:

- Role of professional regulatory bodies in patient, carer and public involvement, York University
- The Association of UK University Hospitals (AUKUH), London
- Community Learning Disability Service conference, Hatfield

Events: Meet the HCPC Events in Crawley (5 February) and Margate (14 March)

Renewal – practitioner psychologists: News item published on registration renewal and CPD audits, promoted in 'The Psychologist' through advertisement (March and May editions) and through Facebook and Twitter updates. Renewal leaflets also provided as inserts at the BPS conference.

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

Exhibitions and conferences:

Care Show, Bournemouth (19–20 March)

Public information packs: 115 public information packs sent.

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

Media coverage:

- 36 mentions in relation to FtP outcomes.
- 1 mention in relation to the regulation of Herbal medicines in the Clinical Medicine Journal titled 'RCP should support the statutory regulation of herbal practitioners'
- 3 mentions in relation to the regulation of the adult social care workforce.
- 3 mentions on HCPC proposals on negative register, including, HSJ, Community Care and Nursing times

News items and social media channels: various items have been updated including the following.

- Statement on Robert Francis QC final report
- New blog posts on Mid-Staffs
- HCPC events and exhibitions
- HCPC publishes new SOPs
- SCPE workshop with service users at Hearing Link

- HCPC first approval visit for social worker education programmes in England

Web: 27 updates including updating procurement information, changes to Welsh Language section and updating the number of registrants. Web deployments project currently in initiation phase.

Standards and guidance: press releases and social media updates completed for consultation on AMHP approval criteria and publication of revised standards of proficiency for arts therapists, dietitians, occupational therapists, and orthoptists

HCPC In Focus: Issue 45 – articles published on renewal information and information events.

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

Events: Employer events Glasgow and York (19 and 20 March).

Parliament: input to parliamentary question response for DH (England) on professional and training standards for paramedics.

Meetings: Meetings held with workforce planning group for social workers (27 February), social worker employer standards group (5 March) and Frontline (21 March).

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

Parliament: Provided input to Assembly question response for DHSSPS (Northern Ireland) on registration of sports therapists.

Forums: HCPC representatives attended European Network of Psychological Competent Authorities (ENPCA) 12–14 March.

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

All employee: All-employee meeting held 27 February

The Chain: 24 employees signed up for the internal communications initiative, 16 have attended induction training.

Intranet: 60 posts and 8 news items published;

HCPC Update: Issue 31- included articles on the Francis report, regulation of adult social care workforce and annual performance and development reviews (APDRs).

1. Approval process

The Department has entered a period of peak approvals activity.

There are currently 26 visits, reviewing 95 programmes, scheduled between April – September 2013. The majority of visits are to social work programmes (75%), followed by paramedic and occupational therapy programmes (5.5%) and hearing aid dispenser programmes (4%).

The scheduling of all social worker and AMHP visits across the three academic years (2012–13, 2013–14 and 2014–15) has now been finalised.

Out of the 85 anticipated social worker visits, 79 have been scheduled. Three education providers have closed their entire social worker provision and therefore removed the need for us to visit. Three education providers run feeder years and will therefore be grouped together with their validating body for a visit, all of which were already in the visit schedule as education providers because of their own provision. There have been six cases where visits have switched from their original planned year. In four cases this was due to new provision and in the remaining two due to changes in validating bodies.

Out of the 23 anticipated AMHP visits, 22 have been scheduled. One education provider has closed their entire AMHP provision. No visits have switched from their original planned year.

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 took place on 19

and 21 February 2013, with a further three assessment days scheduled in April and three in 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.

4. Major change process

Since our last report to Council on 7 February we have received 27 new major change notifications, covering 27 programmes.

5. Complaints process

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

6. Communication with stakeholders

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

- The College of Social Work
- The Department for Education – Initial Training of Educational Psychologists National Steering Group
- Joint University Council Social Work Education Committee

7. Employees

Amal Hussein (previously in Fitness to Practise) joined the Department as an Education Officer earlier this month following Victoria Adenugba's resignation and departure in December 2012. This retains the total number of Department employees at 18.

In addition, changes have been made to accommodate the initiation of the major project and the maternity cover of Abigail

Gorringe (Director of Education). Two Department members (Paula Lescott and Matthew Nelson) have been seconded to work full-time on the major project between February 2013 and January 2014. Brendon Edmonds (formerly Head of Educational Development) will be Acting Director of Education between February 2013 and March 2014.

8. Education seminars

Nine education seminars were delivered between October 2012 and February 2013. Three were focused on preparing social work education providers for upcoming approval visits. Seventy nine per cent of attendees were from programmes which are due to be visited in the 2012-13 academic year. Six seminars focused on the themes of 'practice placements' and 'student fitness to practise'. 184 people attended these seminars (an increase of 18% from 2011). A feedback and review report was taken to the Education and Training Committee on 7 March 2013.

1. Employees

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

2. Facilities Department ticketing system

The Facilities Service Desk was launched on Friday 22 February and is proving successful. Presentations on its introduction and use were given at the all-employee meetings on Wednesday 27 February.

3. 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.

4. 186 Kennington Park Road

Work is continuing in conjunction with architects and cost consultants to agree on a scheme in relation to any proposed redevelopment of the above property.

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 staffing 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.

Fitness to Practise: Ms Kelly Johnson

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.

Number of open cases pre-Investigating Committee Panel

At the end of February 2013 there were 767 non-GSCC transfer cases open. The number of open cases has continued to reduce from December as a result both of a lower number than forecast case being received and higher number than forecast cases being closed pre ICP in January and February,

We hold monthly case progression conferences, which require a review of cases that are more than 4 months old with no ICP date fixed. The case progression conferences focus on cases over 5 months old to ensure matters are progressed as quickly as possible. Further, the Case Advancement Team holds its own case management strategy meetings to identify specialist methods for progressing more complex cases or identifying pragmatic solutions to cases that may be difficult to progress.

The monthly case progression conferences are also an opportunity for case managers to discuss issues and seek advice on how to progress cases. Three cases were considered at the Case Progression Conference in February.

Strategies were agreed to progress the cases with a timeframe for either observations or closure within one month of the case progression conference.

The average number of cases per case manager is within forecast. The distribution of cases across the case

management team is becoming more even as new starters progress through their induction and probation periods

Number of cases awaiting hearing

181 cases are currently being managed by the adjudication team. 75 cases are in the process of being scheduled. 84 cases have been scheduled and are awaiting a hearing, 13 are in the process of being rescheduled and 9 cases are awaiting the expiration of their appeal period.

There are 148 cases that are post ICP and not ready to be fixed for a final hearing, 60 of which are Social worker cases (both new and legacy) This is a decrease on January's figure of 160.

Length of time

Activity continues to be undertaken to review the length of time cases are taking to conclude – both in relation to those that are referred to final hearing and those that are not.

General Social Care Council Transfer Cases

At the end of February 2013 there were 82 cases within the pre ICP and enquiry remit.

24 GSCC transfer case were closed between August and February without referral to an investigating committee. 111 cases have been considered by panels of the Investigating Committee with a case to answer percentage of 82%.

6 Final hearings regarding transfer cases have now taken place with a further 17 listed for hearing in March 2013

2. 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. 5 cases are currently being assessed to determine whether they meet the suitability criteria.

3. High Court and First Tier Tribunal Cases

At the end of February there were 4 outstanding high court appeals (2 of which were subsequently concluded in early March) and 2 on-going judicial review matters. There are no on-going appeals against registration appeal panel decisions.

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

4. Health and Character

92 new cases were logged in February 2013 which is largely made up of applications for admission and readmission from social workers. At the end of February there were 62 open health and character cases

5. Registration Appeals

At the end of February there were 33 open cases. Further dates for appeal hearing have been scheduled for April.

6. Prosecution of Offences

At the end of February there were 50 open cases. We are currently seeking to prosecute one individual.

7. Resources

Recruitment is currently underway for vacant case manager positions following 2 resignations and for 2 maternity cover posts. We are also recruiting for the vacant posts of Case Team Manager and Investigations Manager following John Barwick's appointment to Head of Investigations. Salma Begum is also leaving the HCPC at the end of March and recruitment is underway for a new PA to the Director of Fitness to Practise.

We are also recruiting for the additional Lead Hearings Officer post and for the vacancies in the Adjudication team

8. Partners

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

9. Other

Work continues on the tenders for the provision of legal services and transcription writer services. The PSA report on the initial stages of the NMC fitness to practise process was published in December 2012, the Executive will undertake a review of this report and that of on the initial stages of the GPhC's fitness to practise process in due course. The PSA are due to audit HCPC in June/July 2013

Human Resources: Ms Teresa Haskins

1. Employee resourcing Communications

Gregor Sutherland has been appointed to the replacement post of Communications Officer (Stakeholder Communications) following interviews in February.

Education

Amal Hussein, formerly a Scheduling Officer in FtP, has been appointed to the replacement permanent role of Education Officer following interviews in February.

Finance

Recruitment is in progress for the new post of Procurement Manager and for the Director of Finance.

Fitness to Practise

Following interviews in February, John Barwick, currently Investigations Manager, was appointed to the post of Head of Investigations. Recruitment will commence shortly for the Investigations Manager post vacated by John Barwick.

Sabrina Reekhay was appointed to the replacement post of FtP Team Administrator and started work on 11 March.

Further recruitment in FtP is in progress for:

- one replacement Case Team Manager post,
- two replacement Case Manager posts
- two maternity cover Case Manager posts.
- the replacement role of PA to the Director of Fitness to Practise
- one new lead Hearings Officer role
- one new Hearings Officer role

- one new and one replacement Scheduling Officer posts

Registration

Recruitment is in progress for the new posts of Customer Services Manager and Team Leader, and a replacement post of Registration Adviser.

2. Other HR activities

HR and Partners process and systems review project

The main focus of the HR team's work in January and February has been carrying out a review of and documenting current processes in line with the project plan.

Annual pay review

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

APDRs Training and development

The HR team is now in the process of analysing training needs identified during the APDRs (Annual Performance Development Reviews) which were due to be completed by the end of February.

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.

The project is expected to be closed in March 2013 and the outstanding change moved to the 2013 project with a review to the method used.

- **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 workshops to map the current processes are going ahead for both the HR and Partners streams of work. This will continue through March before beginning to map amended processes where necessary.

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 are 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.

Windows 7 has now been deployed to: FtP, Registrations, Policy, Secretariat and Partners Departments. The PC rollout is expected to conclude early in the new financial year.

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 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 with the supplier, known as the ‘Discovery’ phase has begun and is expected to conclude in May 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). 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 suppliers are completing the development phase currently with user acceptance testing to start in late March and to conclude at the end of April. The deployment is expected in May 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 at the end of March to avoid the start of the practitioner psychologists renewal period.

- **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. The plan looks to deliver an update to the application base software in July 2013.

- **Facilities ticketing system** – The aim of this project is to deliver a web based ticketing system to enable employees to raise tickets against facilities incidents.

The system uses the same technology as the IT ticketing system. The system was user acceptance tested in January and went live on the 22 February.

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

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

This is being delivered as part of the deployment of the Windows 7 upgrade. To date the FtP, Registration, Policy, Secretariat and Partners Departments are actively using the software.

- **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.

- **Maintenance tasks** – These are upgrades and changes to existing hardware, software and services that resolve known issues, introduce new features and allow the infrastructure to maintain its vendor support.

In the last period the following changes have been made:

- Upgrade to the firewall firmware;
- Deployment of new secure remote access service;
- Installation and deployment of a new server for our virtual environment;
- Upgrade to the web application firewall;
- Upgrade to the intrusion detection system; and
- Testing of a replacement load balancer.

- **Penetration testing** - Conduct quarterly independent penetration tests of our environment to assure adequate security controls. The testers initially use automated tools to probe the HCPC infrastructure on a number of interfaces including the web sites and the online register and online renewal systems. The information from the probes is then used by the testers to attempt to manually circumvent the HCPC security and gain access to sensitive areas or prove that vulnerabilities exist.

The penetration test took place in the week of 11 Feb 2013.

The conclusion was:

‘Overall there were no serious vulnerabilities identified within the tested infrastructure.’

There were issues of a medium importance identified but these have been mitigated and primarily related to a new service we were introducing and for which we expected some feedback.

1. Recruitment

Since the last report, 2 paramedic CPD assessors and 8 practitioner psychologist CPD assessors have been recruited

2. Training

The following training has recently taken place/ is scheduled:

Type	Role	Date	Attendees
New	Panel Member	31 January- 1 February	7
New	Visitor	12-13 February	21
Refresher	Panel Member	22 February	17
New	CPD Assessor	22 March	10

Refresher training dates for 2013-14 have now been set.

3. Partner appraisal

The following appraisals have been scheduled in the current financial year (to end February 2013)

- Panel members – 119
- Registration assessors – 15
- Panel chairs – 22
- Visitors – 37

4. FtP agreement renewals

68 Panel Members have agreements due to expire on 30 July 2013. The self-assessment process is now underway. 27 Partners will be replaced through external recruitment to support the staggering of agreement end dates.

Policy and Standards: Mr Michael Guthrie

1. Meetings attended

19 January 2013 to 8 March 2013

Simon Gillespie, Care and Support Alliance	28 Jan
Probation Chiefs Association	31 Jan
Shaping our Lives	31 Jan
Association of Educational Psychologists	1 Feb
College of Social Work, PCF review and QA group	4 Feb
Meet the HCPC, Crawley	5 Feb
Department of Health (Balance of competencies review)	5 Feb
Alliance of UK Regulators in Europe	8 Feb
HEA seminar on the role of regulators in patient and public involvement in education	12 Feb
Care Quality Commission	14 Feb
Joint HCPC / Macmillan Cancer Support workshop – ‘What do you say about conduct?’ (workshop with cancer service users and carers)	15 Feb
The Focus Group	21 Feb
Association of UK University Hospitals – HR Directors	21 Feb
Hearing Link (presentation and workshop with hearing impaired service users)	23 Feb
Probation Chiefs Association, workshop on professionalisation	25 Feb
Department of Health, Herbal and traditional medicine project board	26 Feb
King’s Fund seminar: The Francis Inquiry – assuring patient safety and quality across the system of care	27 Feb
National AHP Information Standards Taskforce	27 Feb
Care Quality Commission	1 Mar
Paramedic Evidence Based Education Project Advisory Board	4 Mar
Revalidation Inter-Regulatory Group (Belfast)	5 Mar
Professional Standards Authority for Health and Social Care	5 Mar

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

A summary of the consultation responses and a discussion paper were considered by the Education and Training Committee at its meeting March 2013.

The Committee will consider a further paper in June 2013 including a redraft of the proposed standard and guidance. The Council will be invited to ratify the Committee’s decision in July 2013.

The intention is that, once agreed, a new SET would become effective on a phased basis from the 2014-2015 academic year.

Standards for prescribing

The Council is being asked to agree revised standards for prescribing (following consultation) at this meeting.

Subject to the Council’s agreement, the standards will be published, effective from May 2013 (timing to coincide with the

approval of legislation which will permit podiatrists and physiotherapists to train to become independent prescribers).

4. Review of the standards of proficiency

The standards for arts therapists, orthoptists, dietitians and occupational therapists were published and became effective on 1 March 2013.

The standards for physiotherapists and radiographers are in the publication process. They will be published and effective in May 2013. The effective date of these standards is timed to coincide with the publication of the prescribing standards, which will replace the existing standard related to supplementary prescribing in these professions' standards.

The Council is being invited to sign off draft revised standards for speech and language therapists for consultation at this meeting. It is planned that revised standards for consultation for operating department practitioners will be considered by the Education and Training Committee and the Council at their meetings in June and July 2013.

5. Review of the standards of conduct, performance and ethics

The overall timetable for this review has changed since the Council's initial discussion, in part as the anticipated Council restructure delays the earliest possible start date for a Professional Liaison Group (PLG).

We are using this as an opportunity to further engage with different key stakeholders to gather their views about the review, which will inform the work of the PLG. A recent

workshop with cancer service users and carers was very valuable in gaining feedback on the standards.

The following activities have taken place, are on-going or are planned.

- Alison Croad ran a workshop with service users and carers with experience of cancer care at the Macmillan Cancer Voices conference in October 2012. A day long joint workshop with Macmillan and service users and carers was also held in February 2013.
- In February 2013, Alison Croad ran a workshop with hearing impaired service users at a conference run by the charity 'Hearing Link'.
- Research carried out on our behalf by 'The Focus Group' has continued. This includes focus groups and interviews with registrants and service users across the four countries. To date the researchers have been very successful in recruiting a range of different service users to participate in the research. The research is due to conclude in May 2013, with the researchers presenting their findings to the Education and Training Committee in June 2013.
- Workshops on the review will be run at the HCPC Employer events in Glasgow and York in March 2013.
- Other activities are being planned to gather the views and perspectives of key stakeholders such as different groups of service users and carers; professional bodies; and FtP panel chairs.

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.

At its meeting in March 2013, the Education and Training Committee discussed a paper from the Committee on reviewing the guidance. After that meeting, the Executive planned to issue an invitation for research proposals as part of the review. The research will include focus groups / interviews with disabled students, as well as educators, admissions staff and staff in university disability services, in order to inform changes to the guidance.

The research is planned to complete in November 2013, with revised guidance considered by the Education and Training Committee and the Council for public consultation in March 2014.

7. Professional Standards Authority performance review

The Executive has responded to a request for further information from the PSA. This request is based on the PSA's initial assessment of our performance review submission; the PSA's policy and research work; and third party feedback.

Members of the Executive and the Chair of Council met with the PSA in early March 2013 to discuss the review. The final report is due in July 2013.

1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls: During the period from 1 January to 28 February 2013 the team received a total of 20,471 telephone calls which is 10,792 more calls when compared to the same period two years ago and represents a 111% increase in call volumes. The Department answered 93% of calls received compared to 97% during the same period two years ago.

ii) International Telephone Calls: During the period from 1 January to 28 February 2013 the team received a total of 1,404 telephone calls which is 905 less than the same period last year. The department answered 91.5% of calls received compared to 94% during the same period last year.

b) Application Processing

i) UK Applications: A total of 1,819 new applications were received which is 782 more when compared to the same period last year and represents a 75% increase in UK application volumes. The Department registered 1,834 applications compared to 1,054 during the same period last year; this represents a 74% increase. Applications took on average nine 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 four 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 509 new applications were received which is 138 more when compared to the same period last year and represents a 37% increase in international application volumes. The Department registered 239

applications compared to 240 during the same period last year; this represents a 0.4 % decrease.

iii) Grandparenting Applications: A total of 21 grandparenting applications were registered compared to 20 during the same period last year; this represents a 5% increase.

c) Emails

i) UK emails: The team received approximately 160 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 13 emails per day, which represents no change when compared to the same period last year, 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

There were no professions invited to renew during this period.

2. Resource

a) Employees

The Department is operating within the budgeted headcount

1. Council reappointment process

In February, it was reported that the terms of seven members of Council were due to expire in July of this year. Since the Department of Health had confirmed its intention to consult on legislation to restructure the Health and Care Professions Council by 1 January 2014, it was considered appropriate to seek to reappoint those members rather than run a recruitment exercise to appoint new members for a very short period of time.

The Privy Council has now indicated that they would confirm an extension of the existing appointments thus avoiding the requirement to go through the reappointment exercise. To this end, the Chair will be speaking to those seven members (namely Diane Waller, John Donaghy, Keith Ross, Eileen Thornton, Julia Drown, Richard Kennett and Arun Midha) before a formal approach is made to the Privy Council.

2. October Council Awayday

The Council Awayday scheduled for 16-17 October 2013 will be held at the Slieve Donard Hotel in Newcastle, NI. A similar format to previous years will be used for the formal part of the awayday, with the strategy meeting starting with lunch on Wednesday 16 and the awayday concluding after Council on 17 at approximately 3pm. However, members have also been invited to come to Newcastle on the evening of 15 October for an informal supper with the Executive.

The Secretariat will be in touch with all Council members in due course to discuss travel arrangements.

3. Internal audit

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

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

4. External Meetings

Professional Indemnity Insurance meeting with other health regulators 19 Mar

5. Training

Equality and Diversity Training 21 Feb

Management Information Pack

Marc Seale, Chief Executive & Registrar
Figures for April 2012 to January 2013 to Council

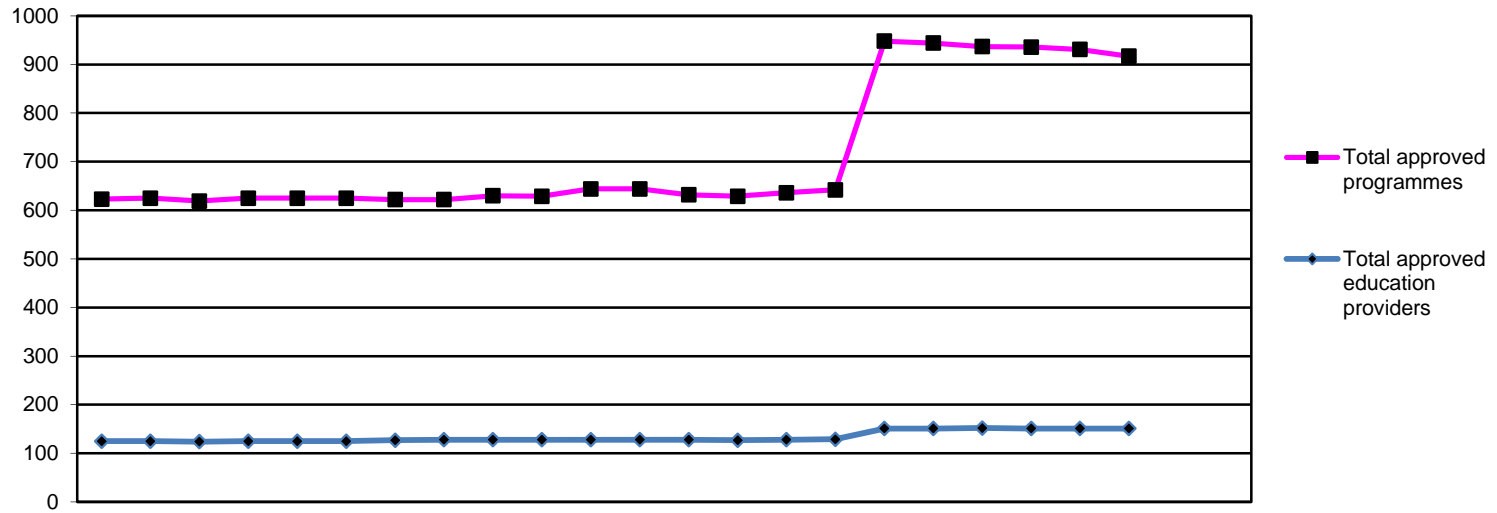


hcpc health & care
professions
council

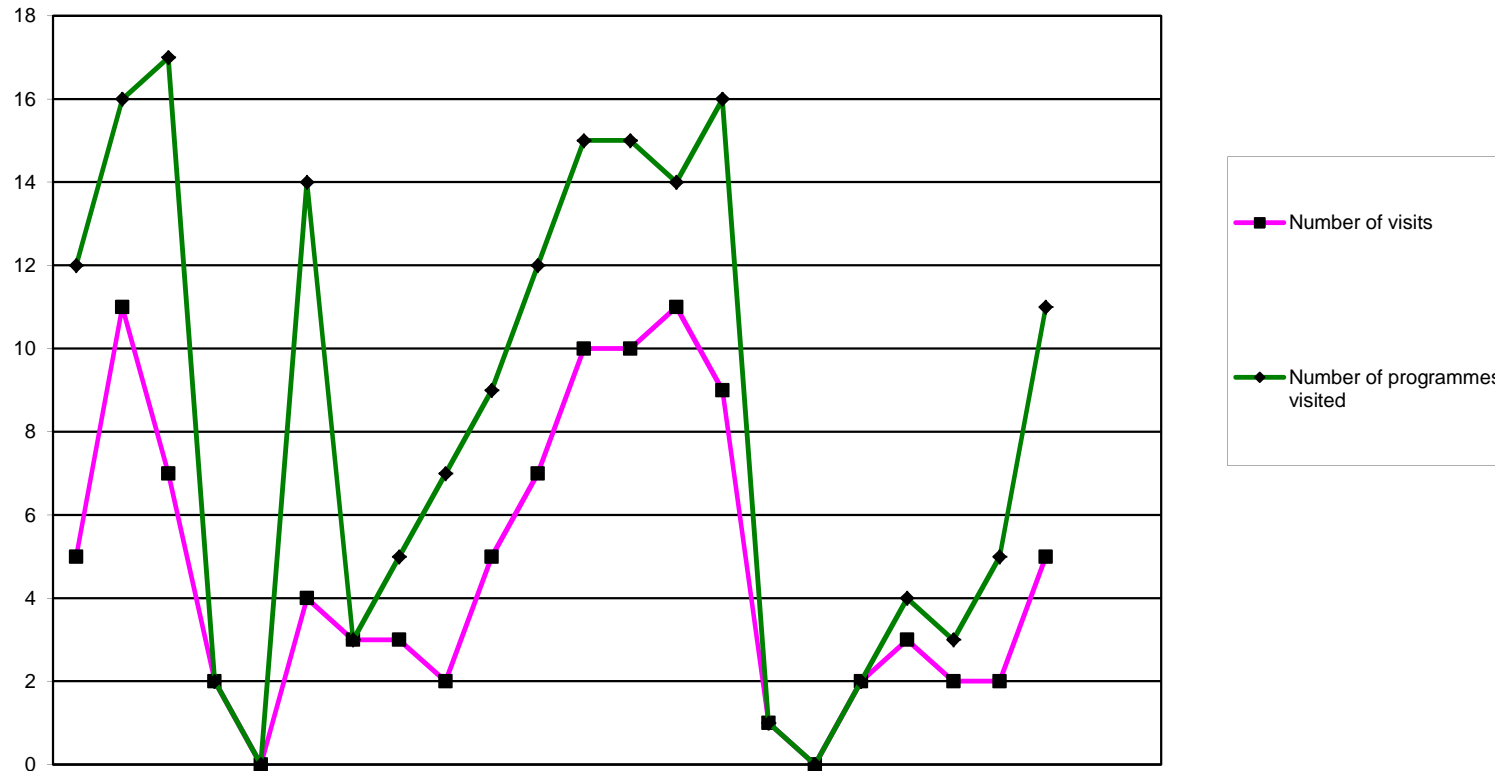
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Health and Care Professions Council
Figures for April 2012 to January 2013**

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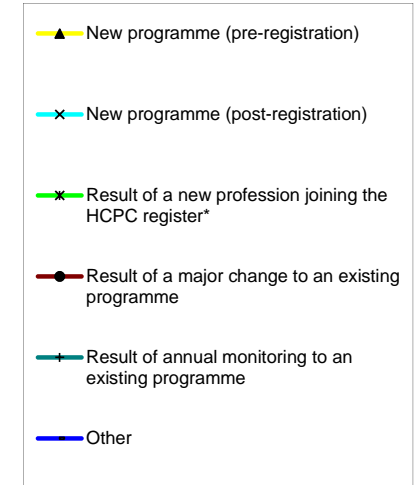
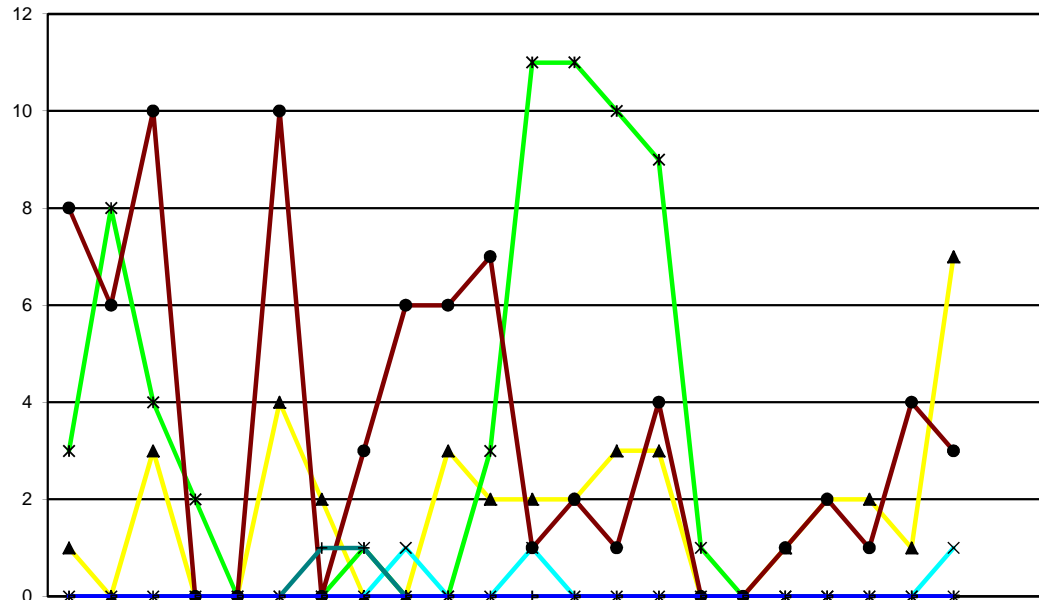


	2011			2012									2013									2011/12	2012/13		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE
Arts therapists	27	27	21	27	27	27	21	21	21	21	21	20	20	20	29	29	29	29	29	29	29	29	29	21	29
Biomedical scientists	41	41	41	41	41	41	40	40	40	40	49	49	48	51	52	51	51	55	55	54	54	52	49	52	
Chiropodists/ Podiatrists	19	19	19	19	19	19	19	19	19	19	20	20	20	20	20	20	20	20	19	19	19	20	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	3	1	3	
Dietitians	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	32	32	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	15	18	15	
Occupational therapists	73	74	73	74	74	74	73	73	74	74	74	74	74	74	74	74	74	73	73	74	73	74	74	73	
Operating Department Practitioners	32	32	32	32	32	32	34	34	34	34	34	34	32	31	33	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	3	
Paramedics	51	50	50	50	50	50	50	50	50	50	50	50	50	48	49	47	48	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	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	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	3	
Radiographers	52	55	52	55	55	55	51	51	55	55	56	56	55	54	54	54	54	54	54	54	53	53	56	53	
Social workers in England													271	267	265	264	259	248		248					
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	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	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	9	
Supplementary prescribing	78	76	77	76	76	76	77	77	77	77	77	77	77	77	77	77	77	77	76	76	76	78	77	78	
Approved mental health professionals													31	27	27	29	28	27		27					
Total approved programmes	623	625	619	625	625	625	622	622	630	629	644	644	632	629	636	642	948	944	937	936	931	917	644	917	
Total approved education providers	125	125	124	125	125	125	127	128	128	128	128	128	128	127	128	129	151	151	152	151	151	151	128	151	



	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	
Overview of approval visits																									
Number of visits	5	11	7	2	0	4	3	3	2	5	7	10	10	11	9	1	0	2	3	2	2	5			
Number of programmes visited	12	16	17	2	0	14	3	5	7	9	12	15	15	14	16	1	0	2	4	3	5	11			

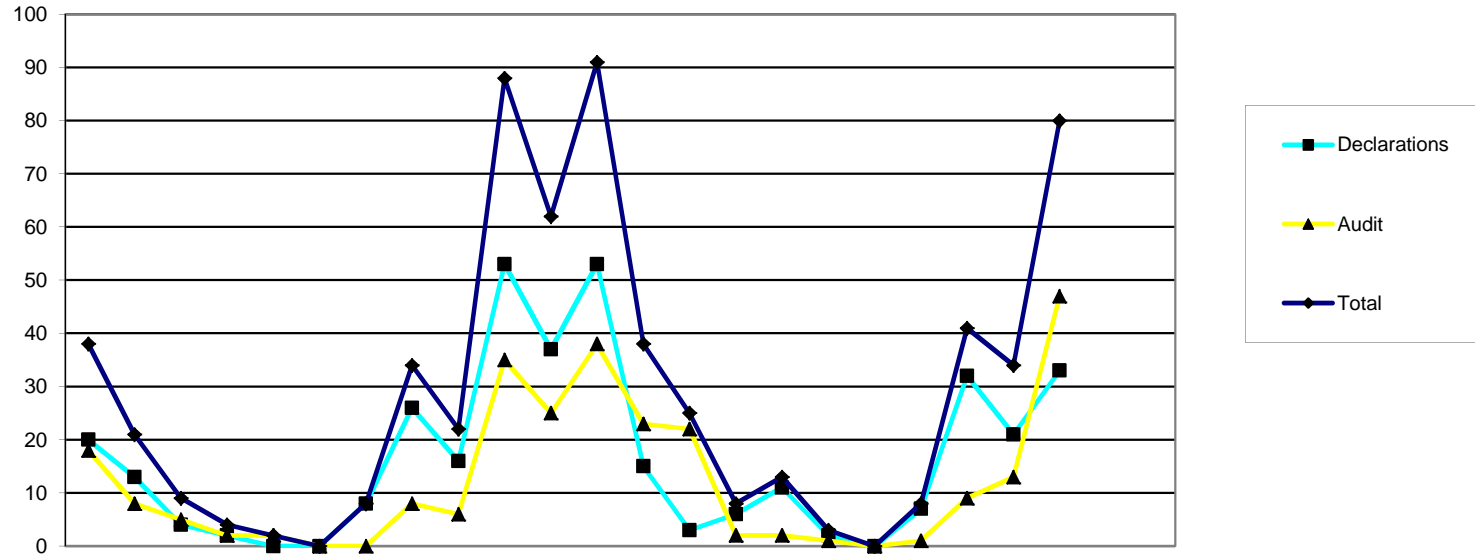
2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	58	59	45
27	117	68	84	80	101	112	71



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	7						
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	1			
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			
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	3						
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				
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				
Total	12	14	17	2	0	14	3	5	7	9	12	15	15	14	16	1	0	2	4	3	5	11						

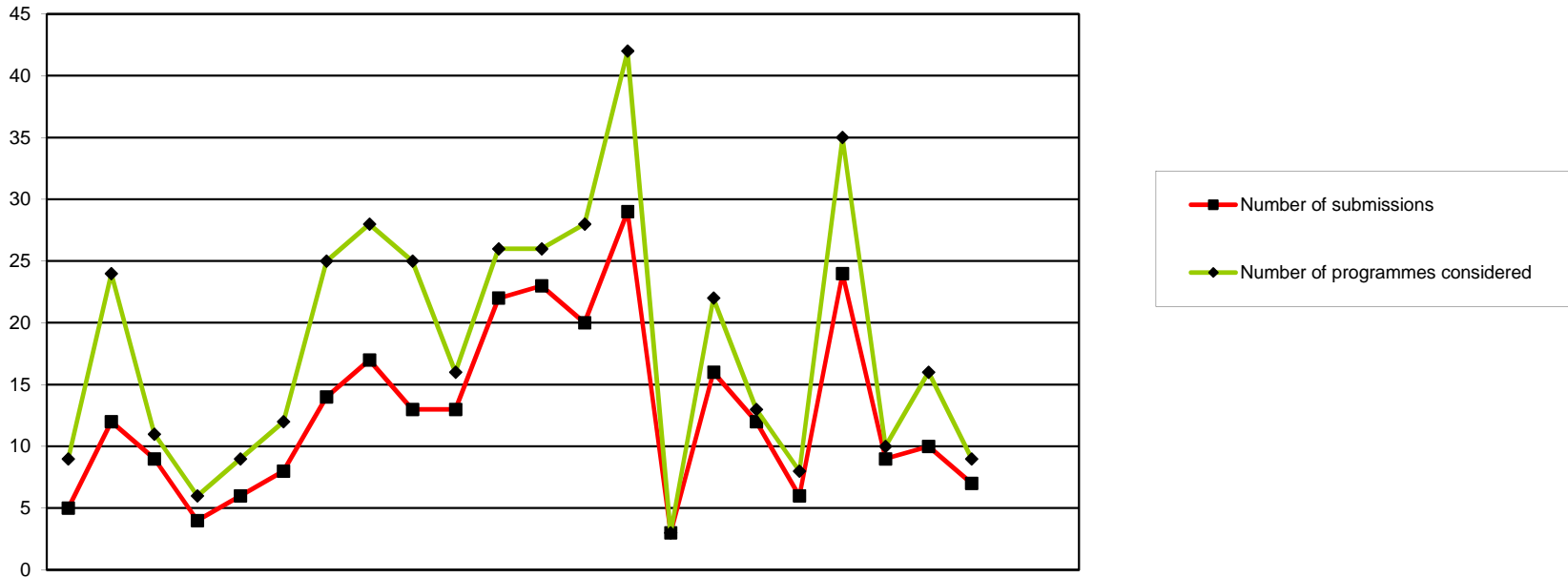
2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	17	21
7	29	1	7	1	0	2	1
5	16	4	0	7	31	32	31
5	32	26	53	42	37	57	18
5	1	3	3	3	4	2	0
5	21	2	0	2	0	0	0
27	117	68	84	80	101	110	71

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



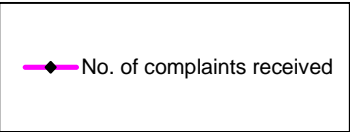
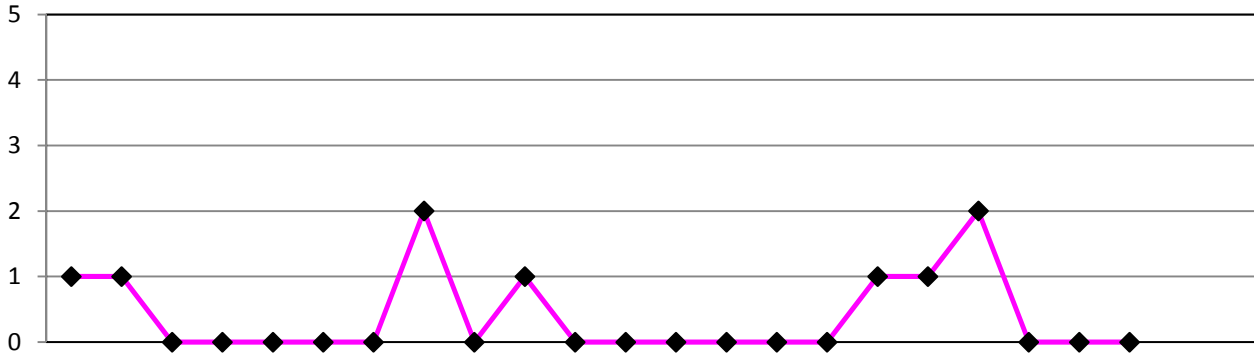
Annual monitoring submissions	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Declarations	20	13	4	2	0	0	8	26	16	53	37	53	15	3	6	11	2	0	7	32	21	33		
Audit	18	8	5	2	2	0	0	8	6	35	25	38	23	22	2	2	1	0	1	9	13	47		
Total	38	21	9	4	2	0	8	34	22	88	62	91	38	25	8	13	3	0	8	41	34	80		

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	130
51	184	135	136	123	257	147	120
164	278	278	303	228	489	379	250



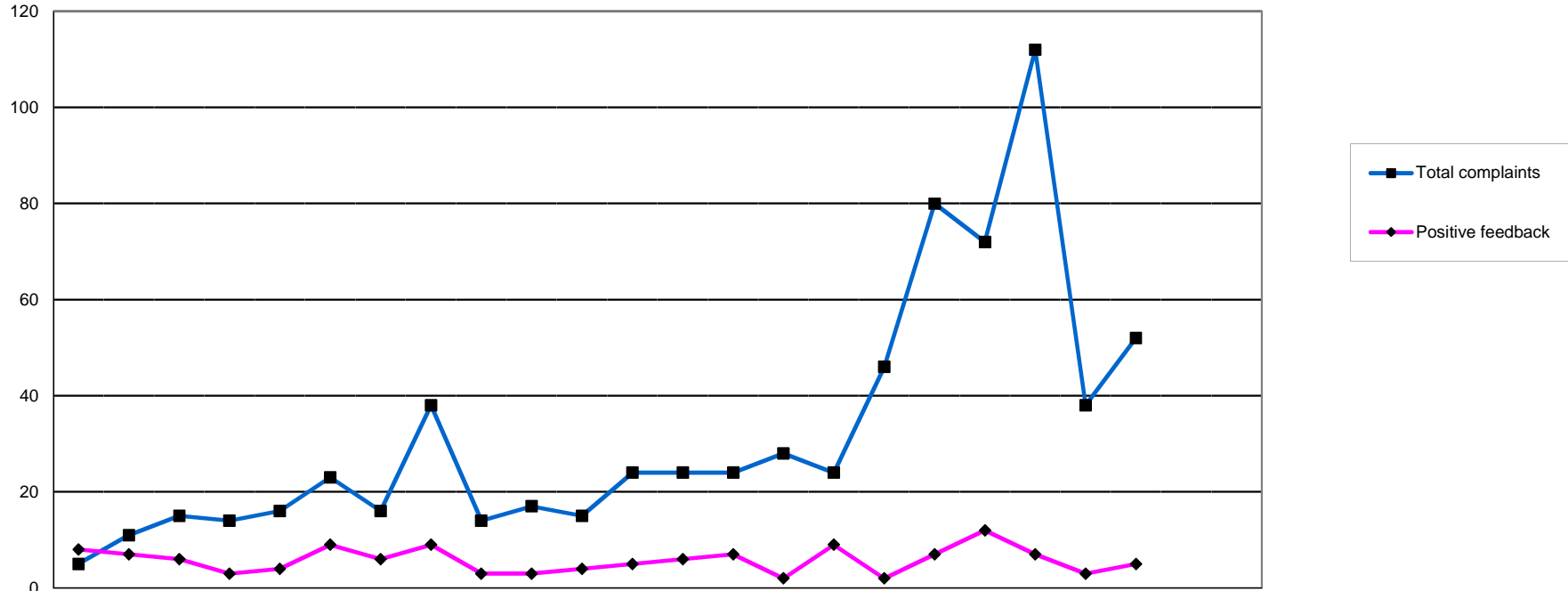
	2011			2012			2013																	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Major change submissions																								
Number of submissions	5	12	9	4	6	8	14	17	13	13	22	23	20	29	3	16	12	6	24	9	10	7		
Number of programmes considered	9	24	11	6	9	12	25	28	25	16	26	26	28	42	3	22	13	8	35	10	16	9		

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	136
25	97	109	141	179	169	217	186



		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
Complaints outcomes	No. of complaints received	1	1	0	0	0	0	0	2	0	1	0	0	0	0	0	0	1	1	2	0	0	0	0	
	Directed visit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Approval process	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Major change process	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Annual monitoring process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Unsubstantiated	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	2	0	0	0	0	
	Pending	0	0	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
No. of complaints received	6	5	5	4
No. of approved progs	480	623	644	632
% progs affected by complaints	1.3%	0.8%	0.8%	0.6%



	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
Application process	0	0	0	0	0	2	2	0	1	3	3	15	5	5	3	2	8	5	6	6	3	4	
Registration process	4	7	14	12	15	18	13	35	11	13	7	5	13	17	20	11	26	66	61	99	21	42	
External comms	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	3	3	4	0	0	7	1	
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Partner management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2	
Other	1	2	0	2	1	3	1	3	2	1	5	2	3	2	3	8	4	3	5	5	2	3	
Total complaints	5	11	15	14	16	23	16	38	14	17	15	24	24	24	28	24	46	80	72	112	38	52	

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
39	23	28	29	4	39	26	47
169	88	122	361	163	136	154	376
24	6	6	4	1	1	2	19
6	2	0	0	2	0	0	1
0	4	2	4	4	8	0	0
17	11	10	3	5	0	3	19
7	16	18	44	45	38	23	38
262	262	186	445	224	222	208	500

	2011	2012	2013									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Positive feedback	8	7	6	3	4	9	6	9	3	3	4	5

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
187	19	27	37	81	79	67	60

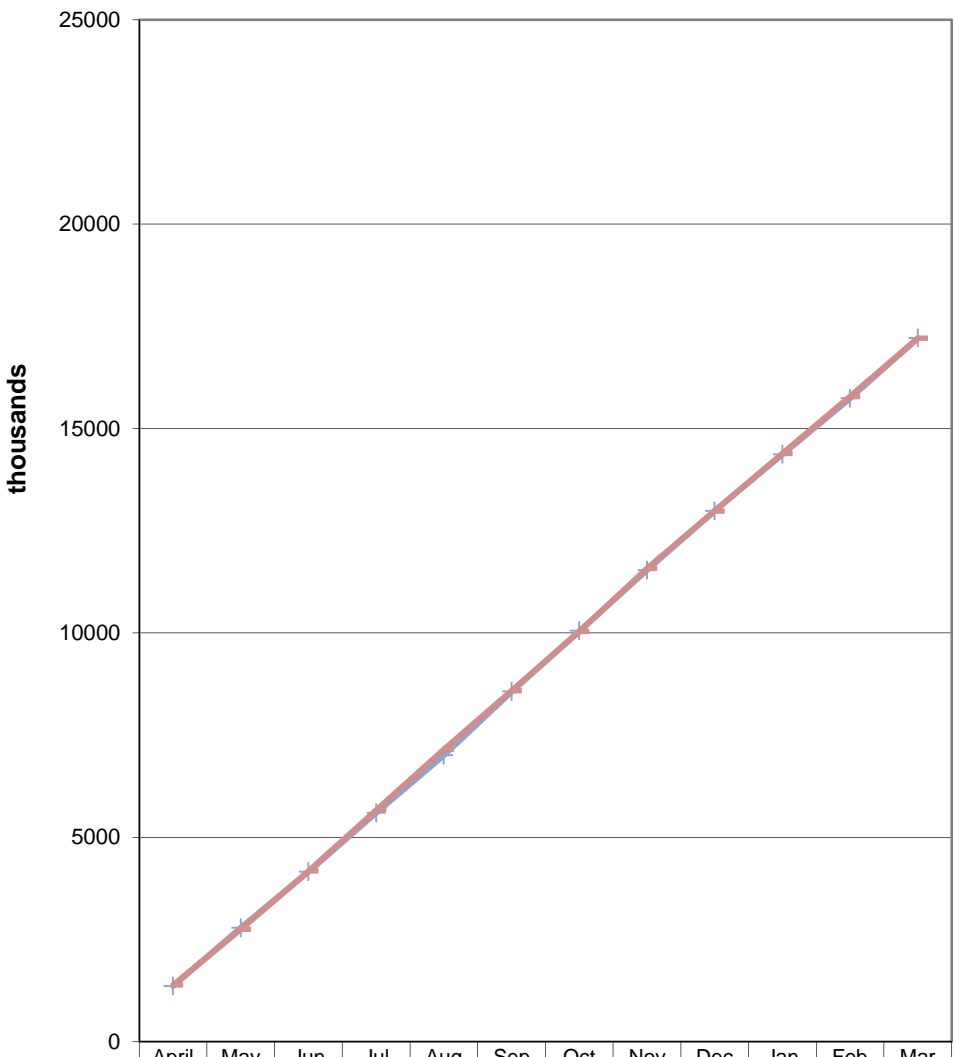
Health Professions Council

Income and Expenditure

Finance Department

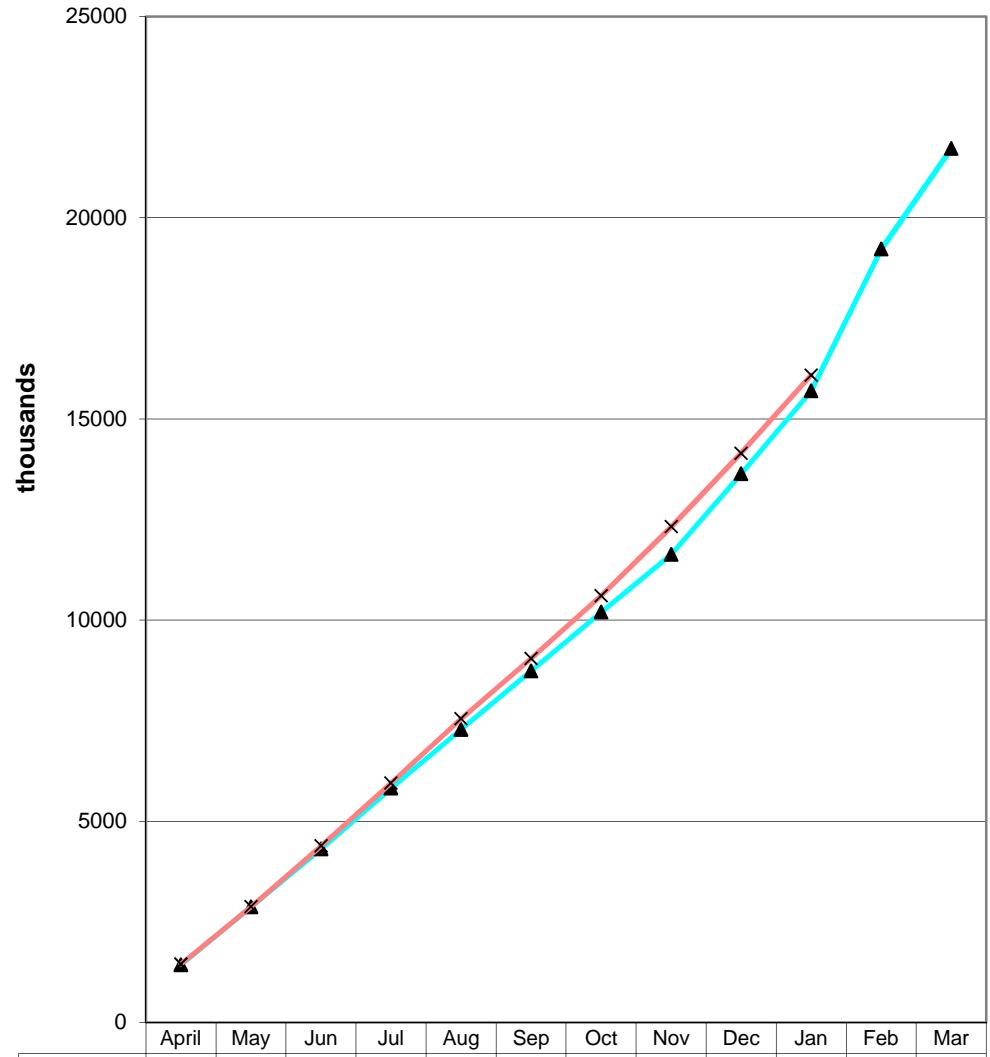
	Income and Expenditure												Finance Department				
	2012						2013						Total to YTD	Forecast YTD	Variance	Annual Budget	Reforecast 9 mths
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	£000	£000	£000	£000	£000
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000					
INCOME																	
Registration Income	1,445	1,430	1,513	1,559	1,600	1,496	1,563	1,714	1,828	1,937			16,085	16,128	(43)	19,831	20,058
Cheque/credit card write off															0		
TOTAL INCOME	1,445	1,430	1,513	1,559	1,600	1,496	1,563	1,714	1,828	1,937	0	0	16,085	16,128	(43)	19,831	20,058
EXPENDITURE																	
Chair	4	8	3	5	6	6	5	6	6	7			57	57	(0)	80	75
Chief Executive	19	40	43	36	56	29	33	3	49	50			359	356	(3)	385	418
Council & Committees	0	17	23	24	1	39	30	21	17	6			178	192	14	346	255
Communications	70	123	31	66	69	98	139	116	75	75			863	884	21	1,133	1,034
Depreciation	68	75	69	69	82	73	75	75	75	76			736	735	(1)	762	832
Education	71	83	79	58	55	62	73	64	65	83			694	717	23	1,013	900
Facilities Management	79	169	37	137	91	76	93	164	68	72			988	998	11	1,185	1,428
Finance	62	57	57	50	48	69	72	84	45	62			606	583	(23)	719	718
Fitness to Practise	584	611	555	559	695	739	711	817	756	827			6,854	7,026	172	9,874	8,809
Human Resources & Partners	66	35	57	56	37	43	72	96	67	88			617	678	62	856	860
IT Department	119	92	72	99	118	119	98	107	109	98			1,032	1,045	13	1,227	1,262
Major Projects	28	4	108	(11)	(3)	0	6	1	1	1			135	156	21	587	210
Operations Office	52	45	82	47	52	58	67	78	44	86			611	520	(90)	332	627
Policy	20	23	17	18	16	18	19	19	20	32			202	228	26	266	326
Registration	156	170	164	293	346	173	255	210	219	178			2,164	2,263	99	2,347	2,516
Secretariat	15	11	21	17	14	18	20	18	16	22			172	168	(4)	281	238
TOTAL EXPENDITURE	1,413	1,562	1,420	1,526	1,683	1,621	1,769	1,878	1,631	1,763			16,266	16,606	340	21,393	20,509
OPERATING SURPLUS/(DEFICIT)	32	(132)	93	33	(83)	(125)	(206)	(164)	197	174			(181)	(478)	(297)	(1,562)	(451)
Grant income	0	0	0	0	490	0	43	500	0	37			1,071	1,070,559	0	(1,750)	(1,750)
Costs relating to the transfer of GSCC	13	108	144	109	33	0	(5)	(5)	0	(2)			395	395,412	0	477	477
Costs relating to the name change	0	11	35	45	14	8	(3)	(7)	(1)	4			106	106,329	0	142	142
Social Workers FTP	4	41	50	37	72	131	99	75	46	176			731	731,356	0	0	844
Employee Costs - GSCC staff transfer	0	0	0	7	23	1	0	0	0	0			31	31,117	0	0	31
Costs Relating to Herbal Medicine	0	0	0	0	6	0	0	0	0	0			6	6,480	0	0	6
Investment Income	0	1	12	0	0	10	28	12	15	14			93	92,576	0	0	(93)
TOTAL SURPLUS/(DEFICIT)	15	(291)	(125)	(165)	258	(255)	(226)	285	166	48			(288)	(586)	(296)	(1,193)	(108)

Income 2011/12 budgeted & actual



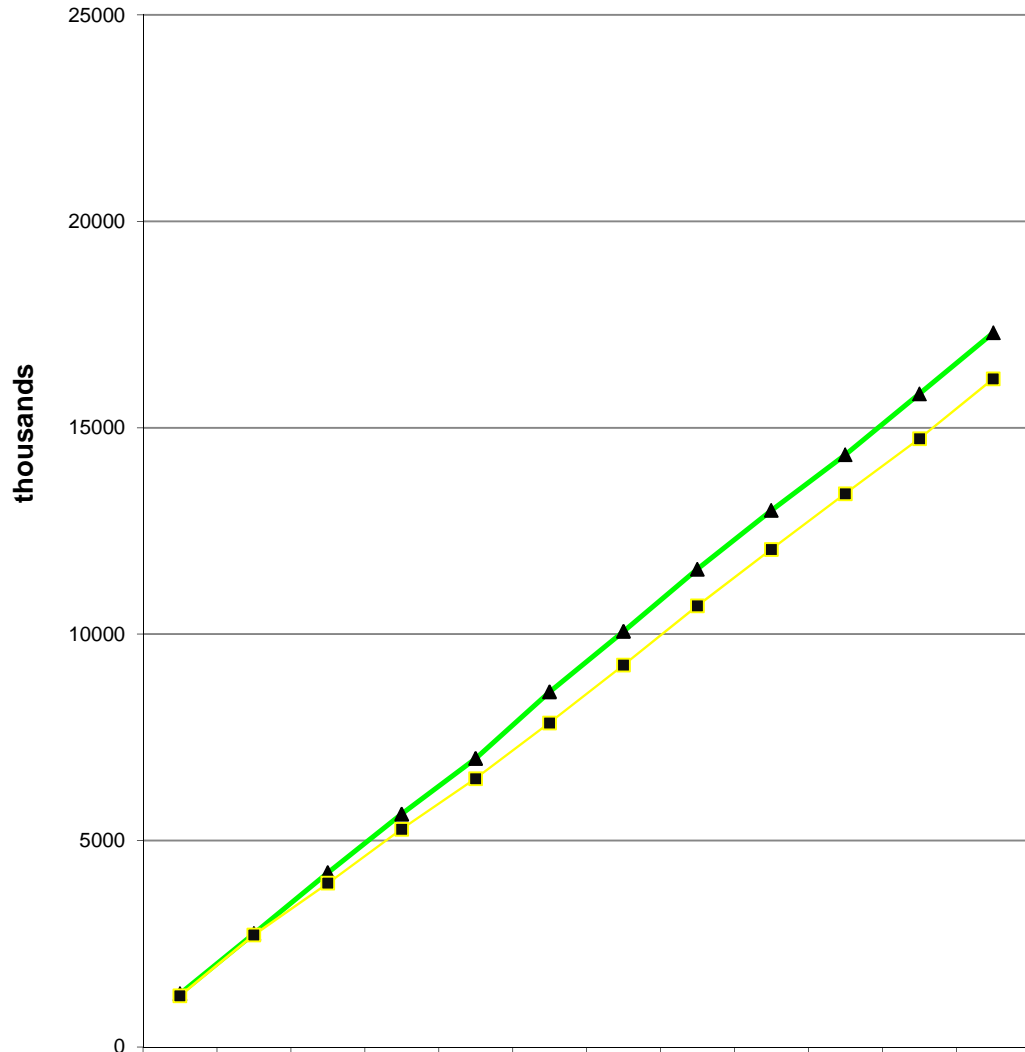
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Bud	1365	2790	4159	5600	7013	8566	10054	11537	12986	14367	15738	17211
Actual	1386	2751	4173	5667	7151	8585	10032	11575	12978	14387	15783	17209

Income 2012/13 budgeted & actual

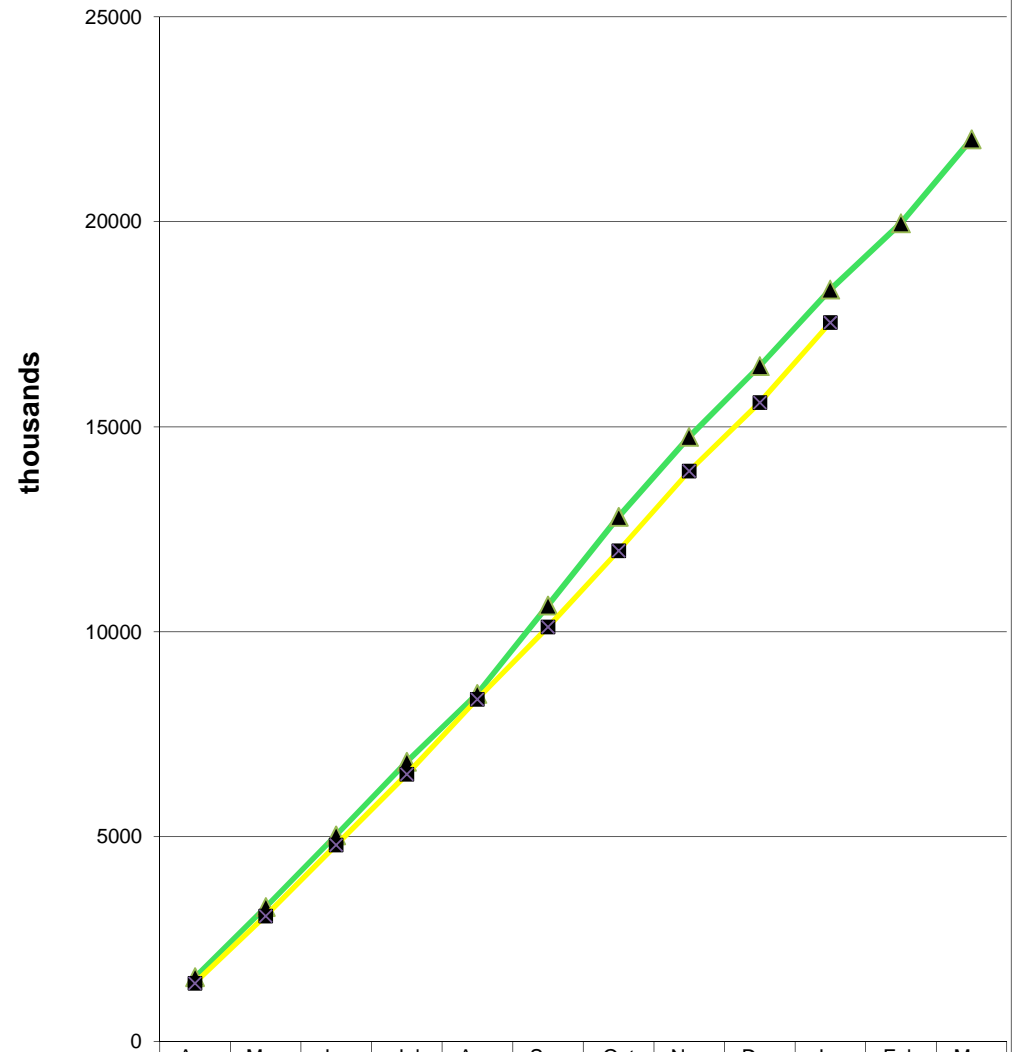


	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Bud	1431	2870	4313	5820	7279	8736	10195	11631	13632	15694	19216	21719
Actual	1445	2875	4388	5947	7547	9043	10606	12320	14148	16085		

Expenditure 2011/12 budgeted & actual



Expenditure 2012/13 budgeted & actual



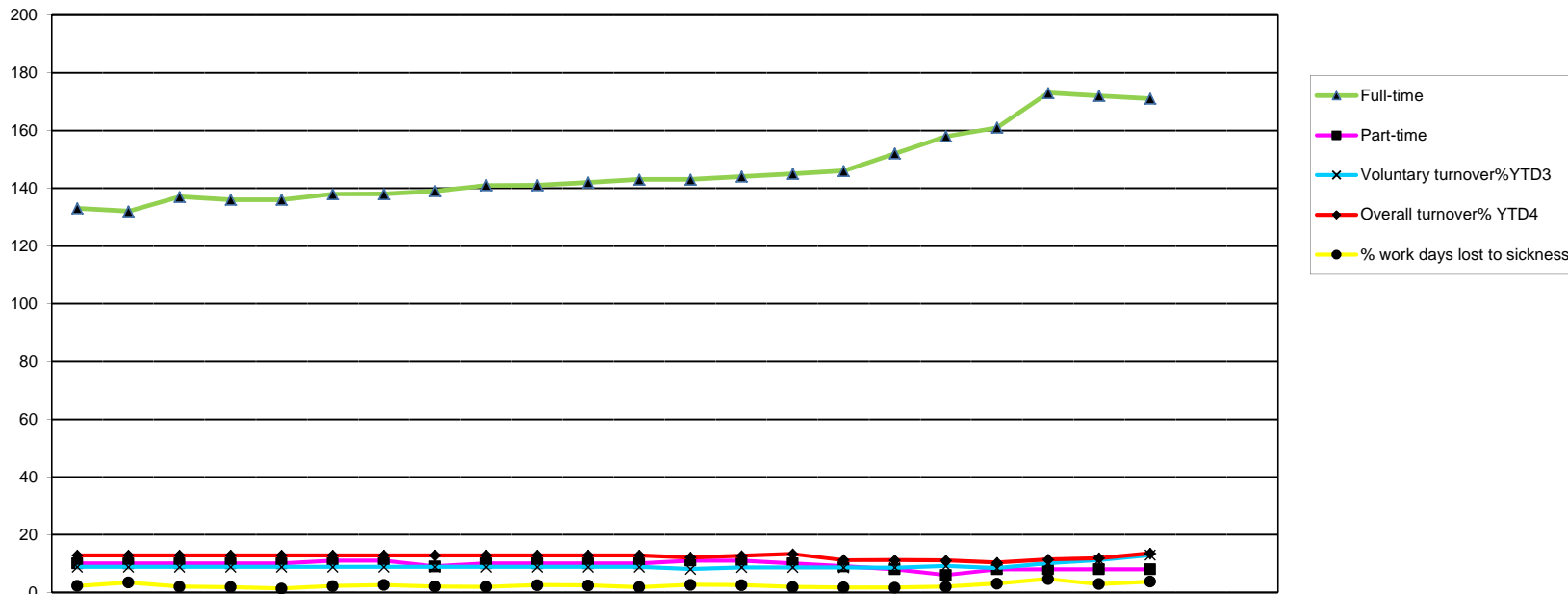
	2012												2013		
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total to	Reforecast	Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	Expenditure
EXPENDITURE															
Chair	2	(2)	3	1	(0)	(0)	0	(1)	(1)	(2)			(0)	57	57
Chief Executive	8	(15)	(18)	(6)	9	3	(3)	20	(11)	10			(3)	356	359
Council & Committees	11	3	13	(4)	6	(3)	13	(34)	15	(5)			14	192	178
Communications	(13)	(17)	44	31	(7)	(4)	(29)	0	(19)	35			21	884	863
Depreciation	(2)	(9)	(4)	(5)	(18)	(9)	(7)	54	(0)	(1)			(1)	735	694
Education	9	17	14	23	18	14	10	(90)	89	(83)			23	717	694
Facilities Management	5	(21)	4	(38)	9	23	9	(20)	9	31			11	998	988
Finance	2	9	5	11	15	(6)	(11)	(16)	6	(37)			(23)	583	606
Fitness to Practise	63	84	42	80	(86)	125	116	(417)	348	(184)			172	7,026	6,854
Human Resources & Partners	6	30	(48)	23	7	20	19	(55)	0	59			62	678	617
IT Department	(20)	8	34	0	(18)	(10)	2	7	2	9			13	1,045	1,032
Major Projects	(2)	5	(33)	1	35	(0)	(6)	2	(1)	21			21	156	135
Operations Office	1	(4)	3	(1)	(32)	(7)	(19)	68	(101)	2			(90)	520	611
Policy	(21)	74	(72)	22	1	5	6	(8)	2	18			26	228	202
Registration	38	50	(50)	(132)	82	19	4	(19)	(11)	119			99	2,263	2,164
Secretariat	7	12	4	6	9	8	5	(46)	(2)	(6)			(4)	168	172
										0					
TOTAL BUDGET VARIANCE	94	223	(61)	13	29	177	108	(555)	325	(13)			340	16,606	16,224
TOTAL MONTHLY BUDGET	1,507	1,785	1,359	1,539	1,712	1,798	1,878	1,323	1,956	1,751					16,606
TOTAL EXPENDITURE	1,413	1,562	1,420	1,526	1,683	1,621	1,769	1,878	1,631	1,763					16,266

	<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	
Non-current Assets														
Property, Plant and Machinery		3,369	3,359	3,399	3,395	3,398	3,405	3,398	3,387	3,381	3,390			
Intangible assets		1,670	1,631	1,581	1,578	1,540	1,477	1,420	1,321	1,263	1,237			
TOTAL FIXED ASSETS		5,039	4,990	4,980	4,973	4,938	4,882	4,818	4,708	4,644	4,627			
CURRENT ASSETS														
Other current assets		604	705	607	623	860	442	455	352	380	390			
Financial assets		7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811	12,218			
Bank & Cash														
	0	8,568	7,769	7,970	7,503	9,028	11,204	11,563	13,157	13,191	12,608			
CURRENT LIABILITIES														
Trade and other payables		(529)	(875)	(354)	(707)	(525)	(544)	(567)	(632)	(289)	(500)			
Other Liabilities		(1,220)	(934)	(1,358)	(1,065)	(1,322)	(1,393)	(1,357)	(1,165)	(1,202)	(1,182)			
Deferred income		(9,932)	(9,294)	(9,717)	(9,349)	(10,505)	(12,790)	(13,324)	(14,651)	(14,760)	(13,682)			
	0	(11,681)	(11,103)	(11,429)	(11,121)	(12,352)	(14,727)	(15,248)	(16,448)	(16,251)	(15,364)			
Total assets less liabilities	0	1,926	1,656	1,521	1,355	1,614	1,359	1,133	1,417	1,584	1,871			
Represented by:														
Revaluation Reserve		0	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	1,871			
	0	1,926	1,656	1,521	1,355	1,614	1,359	1,133	1,418	1,585	1,871			

* Balance sheet includes investment income

	Actual Mar 12 £000	2012										Total £000	
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	2013 Jan £000		Feb £000
Opening Balance		8,709	7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811		
Registration Income		1,445	1,430	1,513	1,559	1,600	1,496	1,564	1,714	1,828	1,937		16,086
Investment Income		1	0	12	0	0	10	28	12	15	15		93
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	(1,078)		3,187
Department of Health funding		0	0	0	0	0	490	43	500	0	37		1,070
Total Cash Receipts		884	789	1,949	1,193	2,735	4,301	2,169	3,552	1,953	911		20,436
Expenditure		1,430	1,712	1,659	1,724	1,831	1,761	1,864	1,941	1,676	1,941		17,539
Depreciation		(72)	(72)	(68)	(68)	(82)	(72)	(75)	(75)	(75)	(76)		(734)
Asset disposal / writeoff		0	0	0	0	0	0	0	0	0	0		0
Aged Cred / Accrual Movements		29	(60)	77	(60)	103	(247)	12	128	305	(383)		(96)
Debtor Movements		88	101	(98)	17	(453)	272	13	(103)	28	11		(124)
Payments to Creditors		1,475	1,681	1,570	1,614	1,399	1,714	1,814	1,892	1,934	1,493		16,586
Capital Expenditure		154	8	80	62	47	(2)	9	(35)	11	12		346
Capital write-off		0	0	0	0	0	0	0	0	0	0		0
Investment Purchases		0	0	0	0	0	0	0	0	0	0		0
Other Payments		154	8	80	62	47	(2)	9	(35)	11	12		346
Closing Balance		7,964	7,064	7,363	6,880	8,168	10,762	11,108	12,805	12,811	12,218		

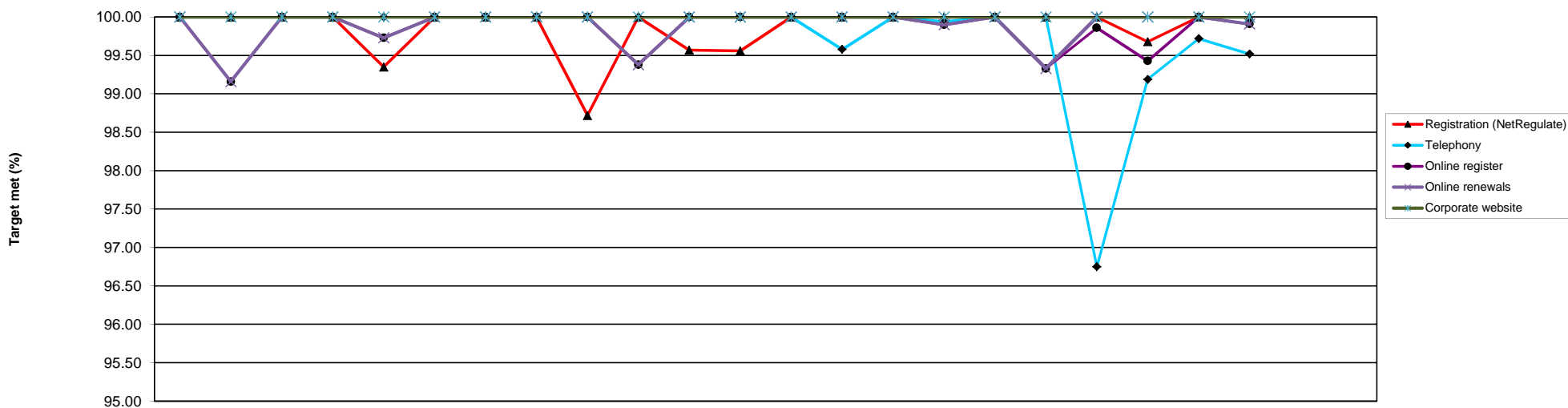
* Cash flow includes investment income



	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
EMPLOYEES																								
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
Total employees	143	142	147	146	146	149	149	149	151	151	152	153	154	155	155	155	160	164	169	180	180	179		
Full-time	133	132	137	136	136	138	138	139	141	141	142	143	143	144	145	146	152	158	161	173	172	171		
Part-time	10	10	10	10	10	11	11	9	10	10	10	10	11	11	10	9	8	6	8	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	178		
Permanent	139	139	138	139	138	139	138	136	141	144	150	142	146	147	148	148	154	159	166	177	175	173		
Fixed-Term Contracts	4	5	9	7	8	10	11	14	8	9	10	11	8	8	7	7	6	5	3	3	5	6		
Starters (permanent)	0	0	0	0	0	0	0	0	2	0	0	2	0	2	2	1	7	4	4	11	1	2		
Starters (fixed-term)	0	2	7	2	2	4	1	1	2	1	1	1	2	1	0	0	1	1	3	2	1			
Voluntary resignations¹	2	1	1	1	2	0	2	0	1	1	1	1	1	2	1	1	2	1	3	3	4			
Compulsory leavers ²	0	0	0	3	0	1	0	1	1	0	0	0	0	0	0	1	0	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	4		
Voluntary turnover% YTD³	9	9	9	9	9	9	9	9	9	9	9	9	8	9	9	9	9	9	8	10	11	13		
Overall turnover% YTD⁴	13	13	13	13	13	13	13	13	13	13	13	13	12	13	13	11	11	11	10	11	12	13		
Agency days	55	36	22	31	46	87	91	76	21	21	27	56	60	124	204	434	573	501	588	847	468	122		
% 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	4		
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	7		
Sick-days	69	106	63	55	43	71	80	67	57	71	76	61	84	88	60	58	59	71	112	183	114	146		
O.H. Refs	1	1	0	2	1	2	1	1	3	2	1	0	3	4	1	4	1	2	1	4	4	4		

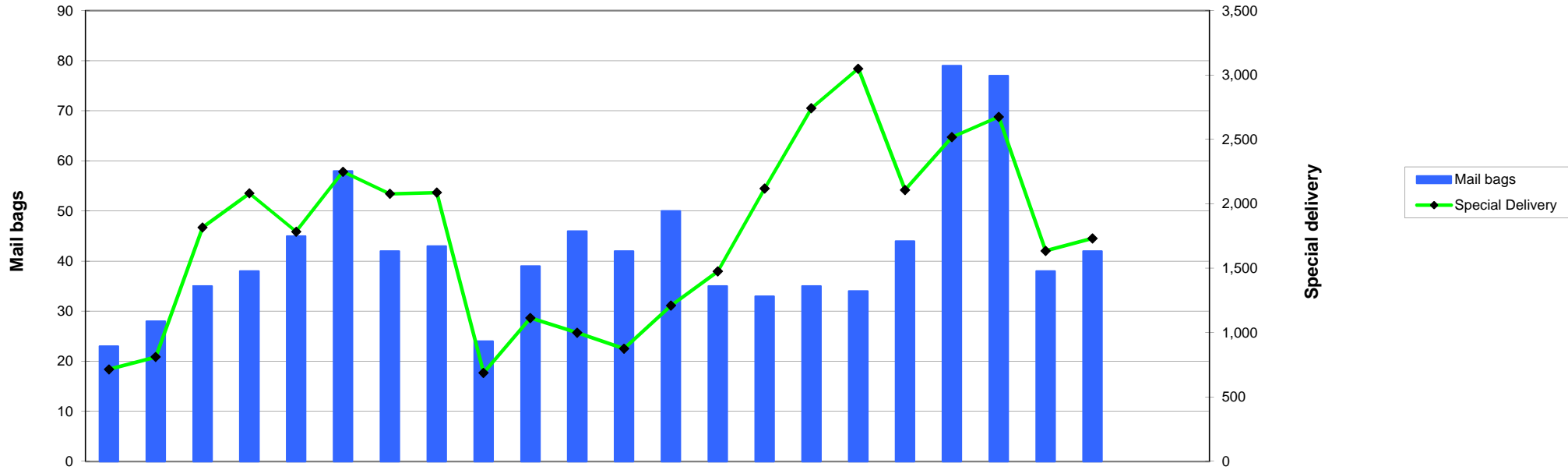
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
			124	132	144	148	186
78	79	107	116	136	142	153	179
73	75	104	113	124	131	143	171
5	4	3	3	5	11	10	8
76	77	106	115	127	140	151	178
74	78	101	113	126	134	142	173
4	1	5	4	3	8	11	6
6	46	42	36	37	15	4	34
	1	13	7	8	10	24	11
3	20	17	22	22	10	13	19
	1	8	3	3	5	6	1
-	21	25	25	25	15	19	20
*	30	26	19	16	7	9	13
	-	-	20	20	11	13	13
95	2590	2742	1,149	1385	360	568	3919
*	4	3	4	3	2	2	2
			8	7	7	6	6
846	795	777	847	943	843	819	975
0	18	19	27	10	13	15	28

¹ Voluntary Resignations:
² Compulsory Leavers:
³ Voluntary Turnover YTD:
⁴ Overall Turnover:
 FTE



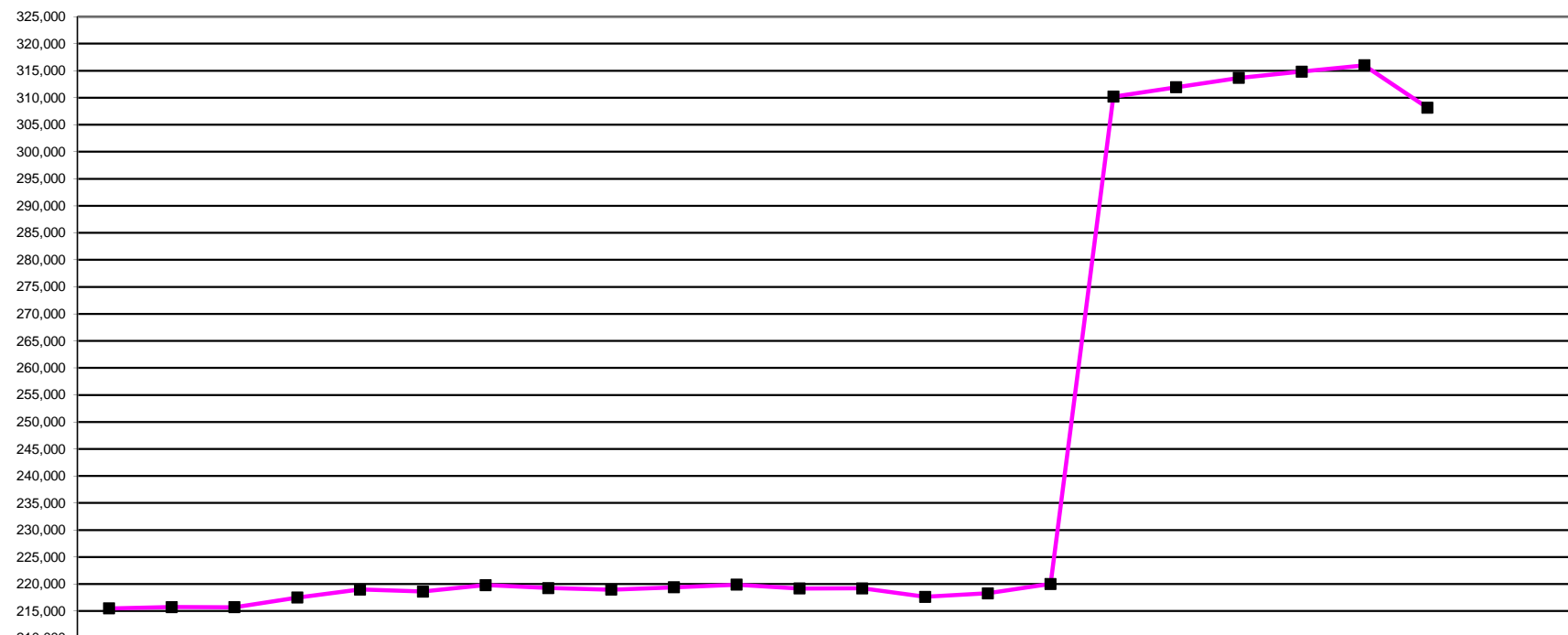
Service availability	2011			2012									2013			2006/7	2007/8	2008/9	09/10	10/11	11/1	12/13								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE
Corporate website	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	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	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	99.91					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	99.91					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	100.00	99.99	99.87	99.89	99.98	99.96	99.77	99.97	
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	99.58	100.00	99.94	100.00	100.00	96.75	99.19	99.72	99.52	99.99	99.83	99.92	100.00	99.98	100.00	99.47	

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	42			
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	1,732			

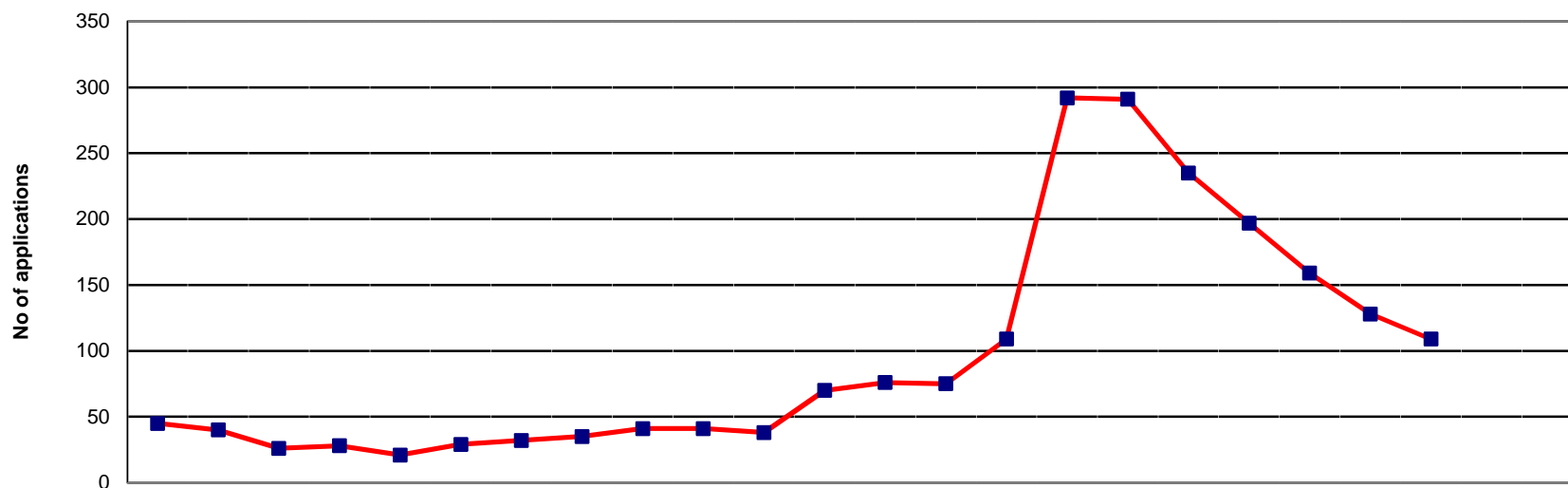
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	416	463	467
13,641	10,469	19,076	20,383	24,787	19,187	17,305	21,268



	2011			2012									2013									2007/8 FYE	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							Jan
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	3,158	2,509	2,576	2,785	2,900	3,121	3,158
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	22,325	21,560	22,381	21,894	22,626	21,886	22,325
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	12,726	13,055	12,581	12,897	12,737	13,005	12,726
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	4,800	4,183	4,405	4,444	4,622	4,665	4,800
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	7,853	6,663	6,700	7,160	7,323	7,782	7,853
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	1,788				1,587	1,772	1,788
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	33,500	28,107	30,122	30,351	32,134	31,946	33,500
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	11,188	9,458	9,587	10,085	10,314	10,929	11,188
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	1,321	1,239	1,278	1,260	1,303	1,286	1,321
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	19,153	13,703	15,019	15,766	16,785	17,913	19,153
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	46,592	42,490	42,676	44,651	45,002	46,516	46,592
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	19,169			15,583	17,161	17,845	19,169
PO	905	903	906	908	912	865	870	878	884	890	890	893	894	897	910	917	923	923	930	930	932	933	832	877	869	901	893	933
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	27,802	23,541	25,318	25,195	26,614	26,480	27,802
SW*																	88,474	88,678	88,992	89,225	89,722	81,944						81,944
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	13,951	11,375	12,169	12,371	13,086	13,173	13,951
Total	215,523	215,768	215,753	217,531	219,039	218,643	219,849	219,295	218,988	219,435	219,918	219,212	219,228	217,665	218,324	220,050	310,234	311,952	313,703	314,871	316,015	308,203	178,715	185,689	205,311	215,095	219,212	308,203

NOTE: Information captured last day of each calendar month
enc 4a Chief Executive report

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

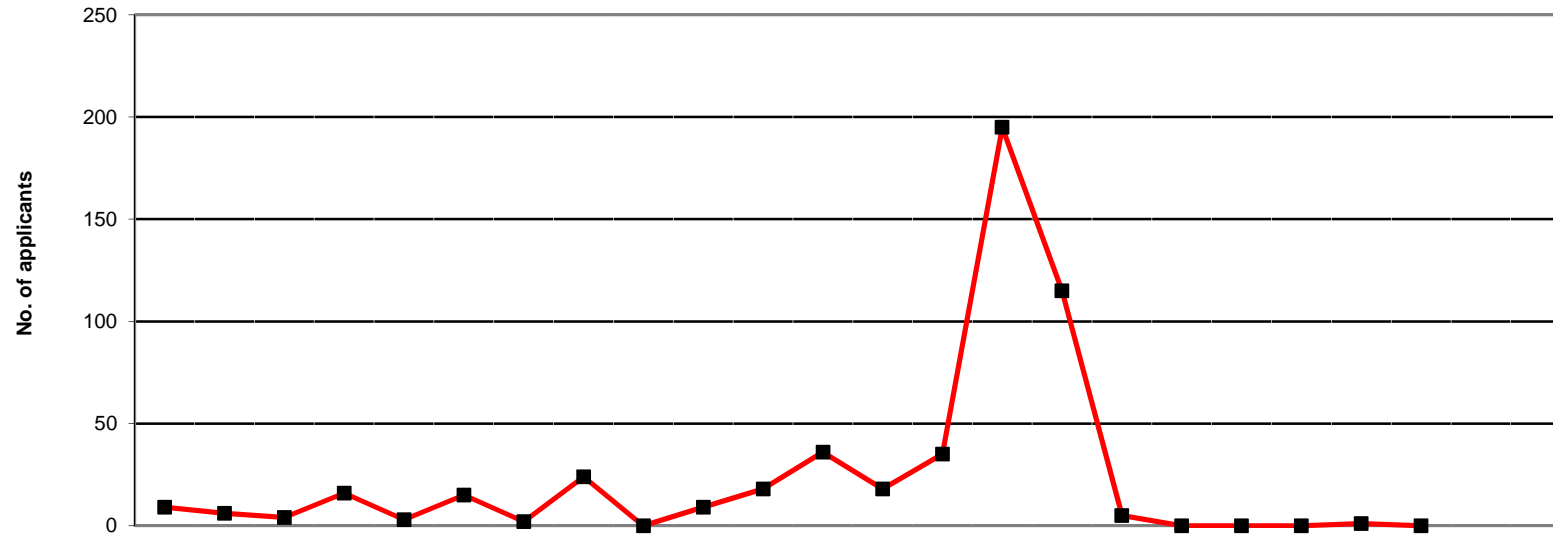


Current status	2011			2012									2013									11/12 FYE	12/13 YTD				
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	Mar	
Minimum info	1	1	1	0	0	1	1	4	1	2	5	30	32	31	60	129	28	20	13	12	5	5			4	34	
At scrutiny	35	32	21	24	19	25	28	28	33	33	30	33	39	39	45	153	247	182	162	135	107	93			28	120	
Pending reg fee	9	7	4	4	2	3	3	3	7	6	3	7	5	5	4	10	16	33	22	12	16	11			5	13	
Total	45	40	26	28	21	29	32	35	41	41	38	70	76	75	109	292	291	235	197	159	128	109			37	167	
																										Average	Average

NOTE: Information covers grandparenting applications status progress only

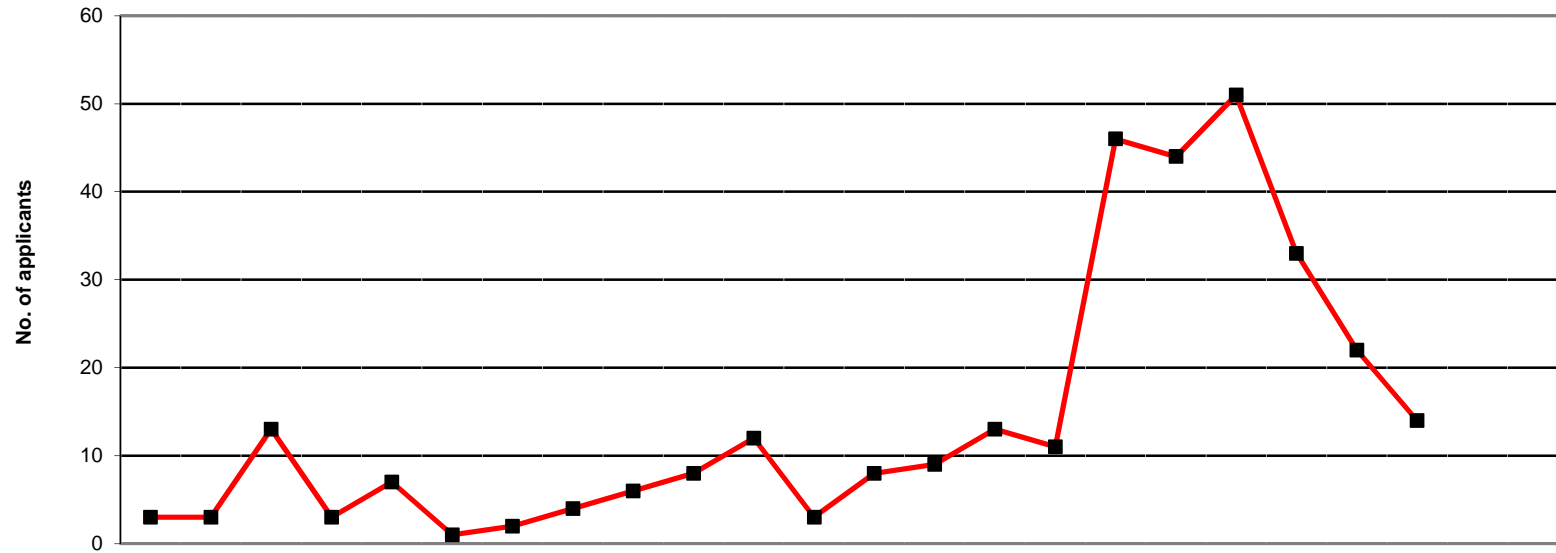
Represents the current workload within the grandparenting section as at the end of the month

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	0	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

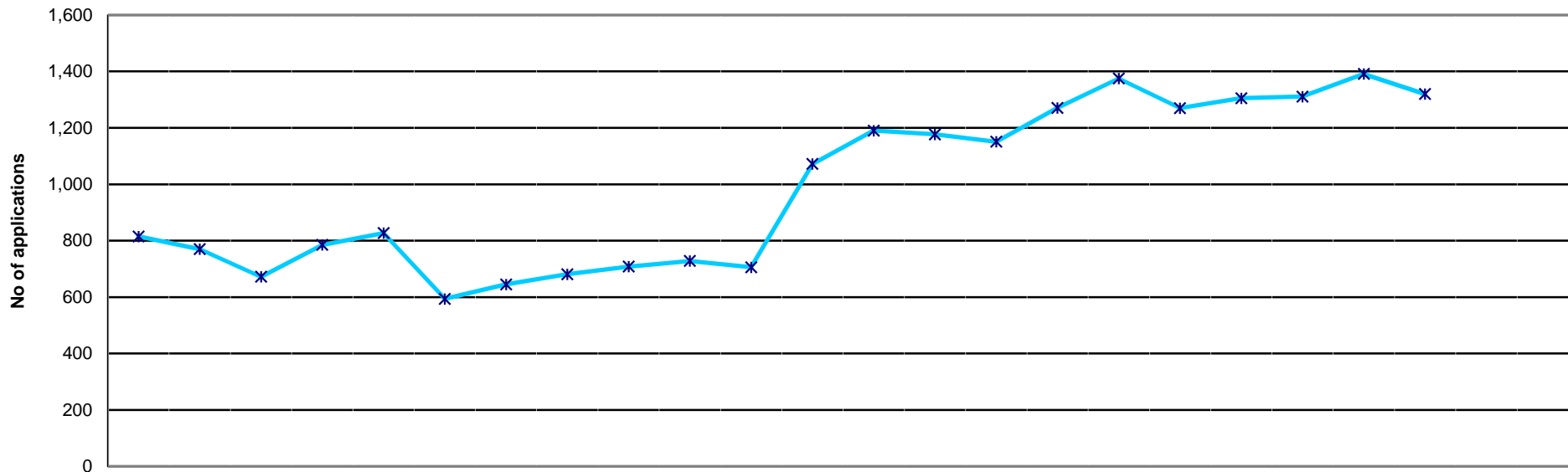


	2011			2012									2013												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Practitioner psychologists *		3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22	14		

09/10	10/11	11/12	12/13
FYE	FYE	FYE	YTD
63	96	65	251

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

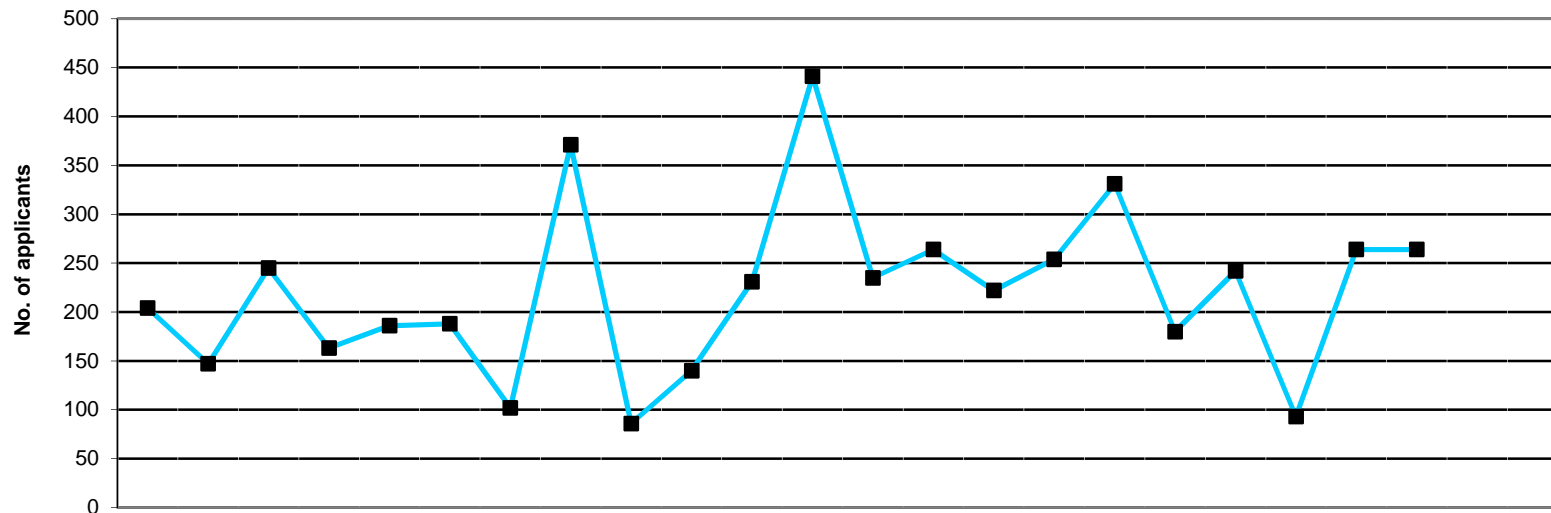
Health and Care Professions Council International applications workflow process at end of each month April 2011 - March 2013 Registration Department



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
Minimum info	61	73	100	23	35	49	62	77	26	43	20	315	358	399	304	392	316	318	347	365	382	352		
At scrutiny	531	515	400	590	619	373	416	433	498	488	489	529	586	572	616	661	827	684	730	748	783	732		
Pending reg fee	223	182	172	172	173	172	167	171	184	197	197	228	246	206	231	218	232	268	228	198	226	236		
Total	815	770	672	785	827	594	645	681	708	728	706	1,072	1,190	1,177	1,151	1,271	1,375	1,270	1,305	1,311	1,391	1,320		

11/12 FYE	12/13 YTD
74	353
490	694
187	229
751	1,276
Average	

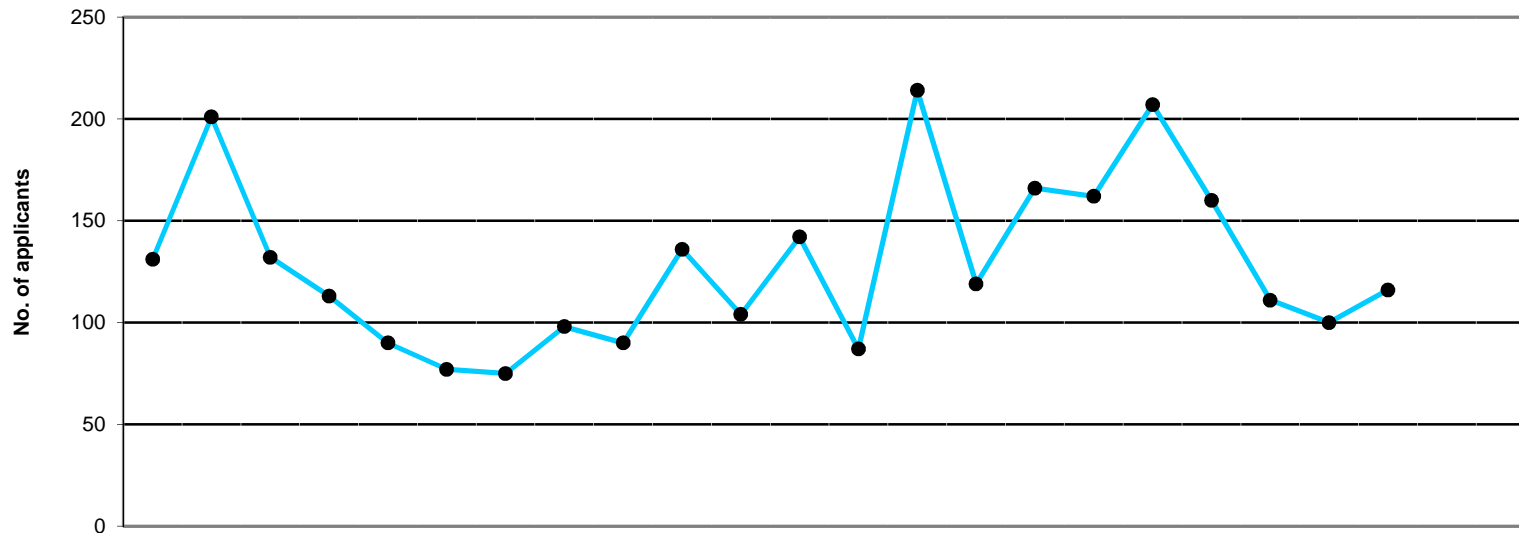
NOTE: Information covers international applications status progress only
Represents the current workload within the International Department as at the end of the month



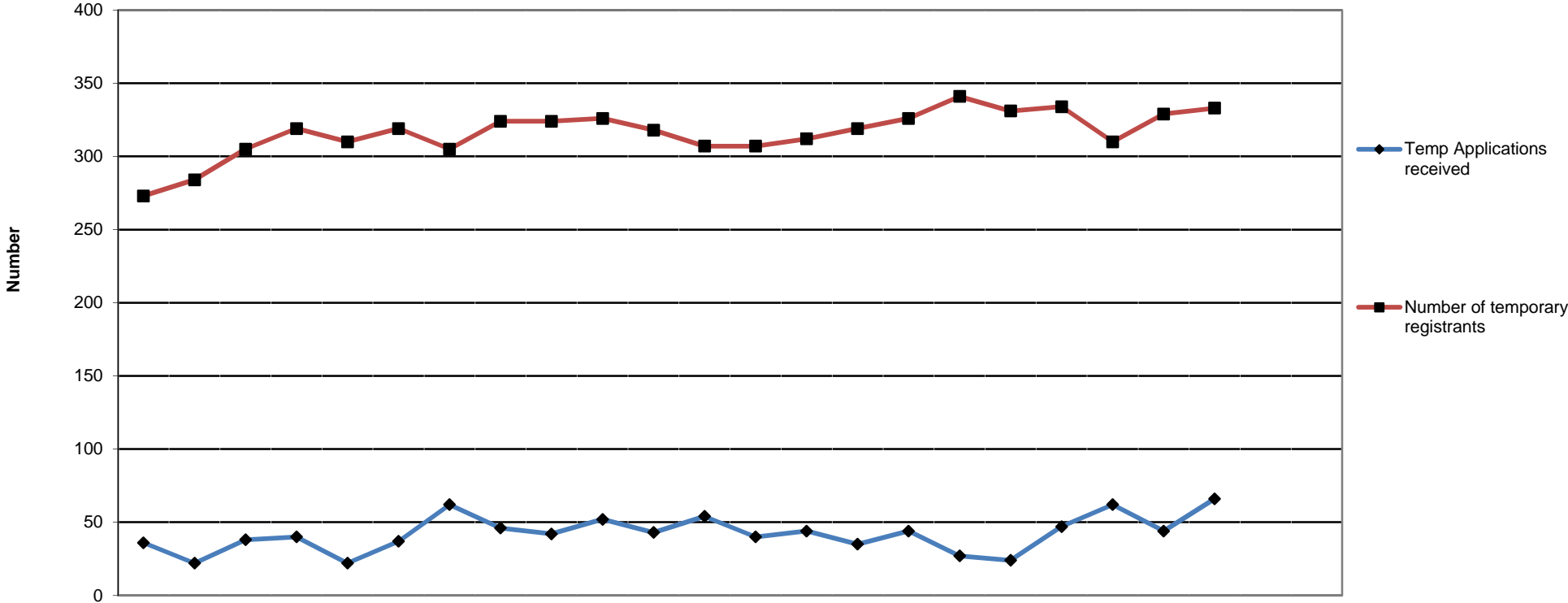
	2011			2012									2013									2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec						Jan	Feb	Mar			
Arts Therapists	1	0	4	1	1	1	3	6	2	1	2	1	4	2	0	1	2	1	1	0	2	1	16	12	23	23	14					
Bio. Scientists	13	9	18	16	14	16	8	38	3	17	22	23	14	32	26	36	20	14	25	6	11	20	307	290	273	197	204					
Chirops/ Pods	3	3	3	3	3	2	1	4	1	1	4	3	0	2	2	1	4	1	4	0	2	2	23	34	25	31	18					
CI Scientists	6	6	5	5	9	5	0	10	2	4	5	17	8	13	9	14	5	3	4	2	8	4	50	61	72	74	70					
Dietitians	9	11	10	12	9	10	7	25	5	3	17	30	16	25	12	13	16	7	12	3	12	7	132	137	139	148	123					
Hearing aid disps	2	0	0	1	0	2	0	1	0	1	1	2	2	1	1	2	1	0	1	0	0	1			6	10	9					
OTs	21	22	29	10	21	31	13	39	9	22	24	65	17	26	29	29	31	26	41	10	23	32	404	340	381	306	264					
ODPs	1	2	1	1	1	1	0	2	1	0	1	1	0	1	1	1	3	3	3	0	2	1	8	10	9	12	15					
Orthoptists	0	0	0	2	0	1	0	0	1	0	0	0	1	1	0	1	1	0	1	0	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	4	46	50	39	40	46					
Physiotherapists	71	55	97	49	69	51	26	137	36	42	83	158	97	97	73	72	70	48	70	34	85	97	774	745	796	874	743					
Pract psychs	16	12	20	14	20	18	6	26	8	8	10	30	23	21	17	27	16	13	9	8	32	16		156	236	188	182					
Prosth/Orthotists	2	0	0	1	1	1	1	1	0	0	2	1	0	1	1	1	2	0	2	0	1	1	9	3	10	10	9					
Radiographers	34	15	43	28	22	25	20	55	13	25	41	76	29	27	33	37	27	24	29	9	32	33	364	312	417	397	280					
Social workers*																						113	17	24	10	38	26					228
SLTs	22	10	12	14	11	19	13	23	5	13	18	30	19	11	13	14	15	20	8	8	12	19	154	173	166	190	139					
Total	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264	264	2,290	2,324	2,597	2,504	2,349					

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

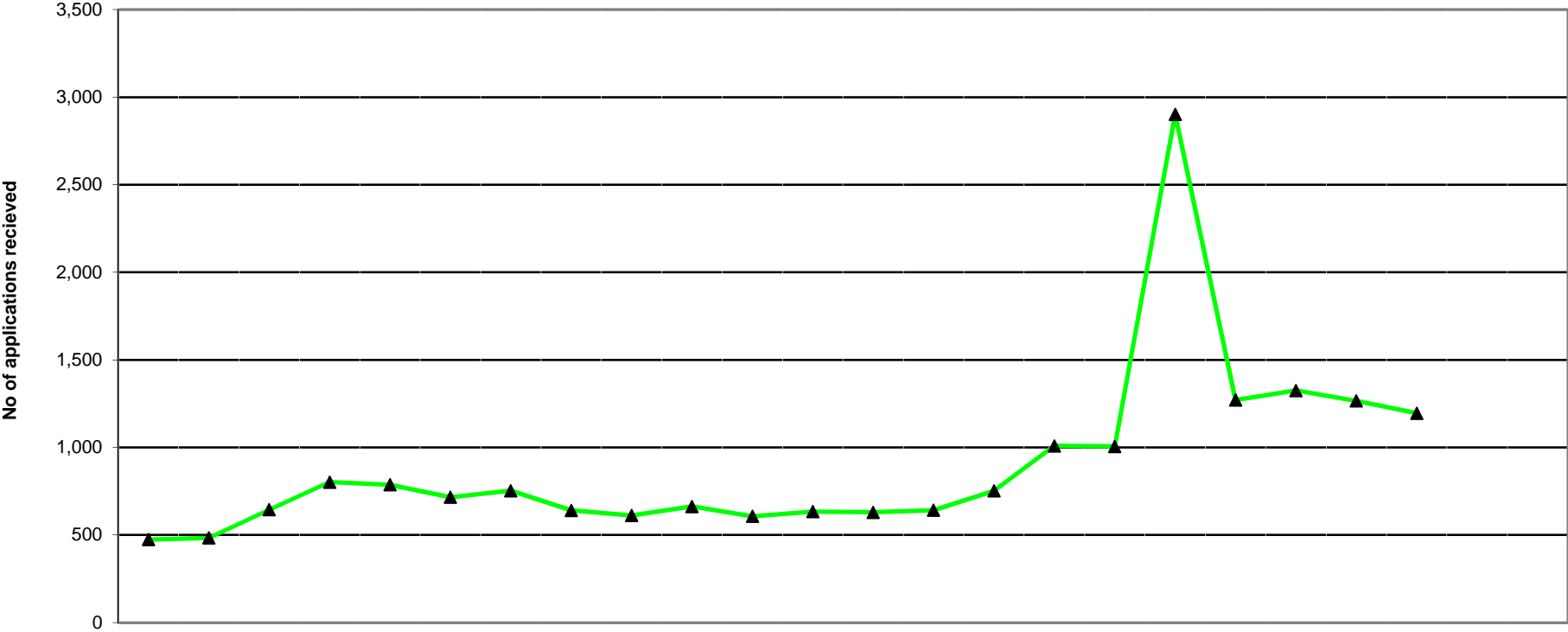
*Social worker section of register open 1st Aug 2012 (covers England only)
enc 4a Chief Executive report



	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	0	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	9	231	236	162	202	122	127	
Chirops/ pods	6	3	0	0	1	2	2	0	1	1	0	0	2	0	0	0	6	1	1	1	1	0	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	5	30	28	22	26	23	26	
Dietitians	5	5	2	12	8	6	11	3	4	8	4	10	2	5	0	23	14	13	7	3	6	8	94	97	80	88	78	81	
Hearing aid disps	0	1	0	0	0	0	0	1	0	2	1	0	0	0	0	0	2	2	0	2	0	1				4	5	7	
OTs	26	22	19	18	9	8	3	25	21	27	17	22	22	29	10	29	14	29	9	38	13	15	302	283	255	289	217	208	
ODPs	0	0	0	0	0	2	0	0	0	0	1	0	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	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	2	14	22	25	23	20	20	
Physiotherapists	17	115	42	43	42	27	23	32	20	43	28	31	11	113	46	55	68	79	65	28	24	39	567	608	460	500	463	528	
Pract psychs	3	1	26	5	6	7	3	8	8	12	9	3	5	7	12	11	8	11	9	6	7	5			95	127	91	81	
Prosth/orthotists	1	0	1	0	0	0	1	1	1	2	0	0	1	0	0	0	0	0	1	0	0	1	6	3	1	6	7	3	
Radiographers	31	28	11	20	16	17	7	13	9	14	5	45	22	26	24	18	25	33	25	8	12	9	428	336	206	270	216	202	
Social workers*																	0	0	0	0	4	12						16	
SLTs	16	7	10	6	2	1	22	9	5	14	16	8	7	10	16	18	12	6	17	14	9	10	134	105	114	130	116	119	
Total	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100	116	1,862	1,756	1,444	1,701	1,389	1,442	



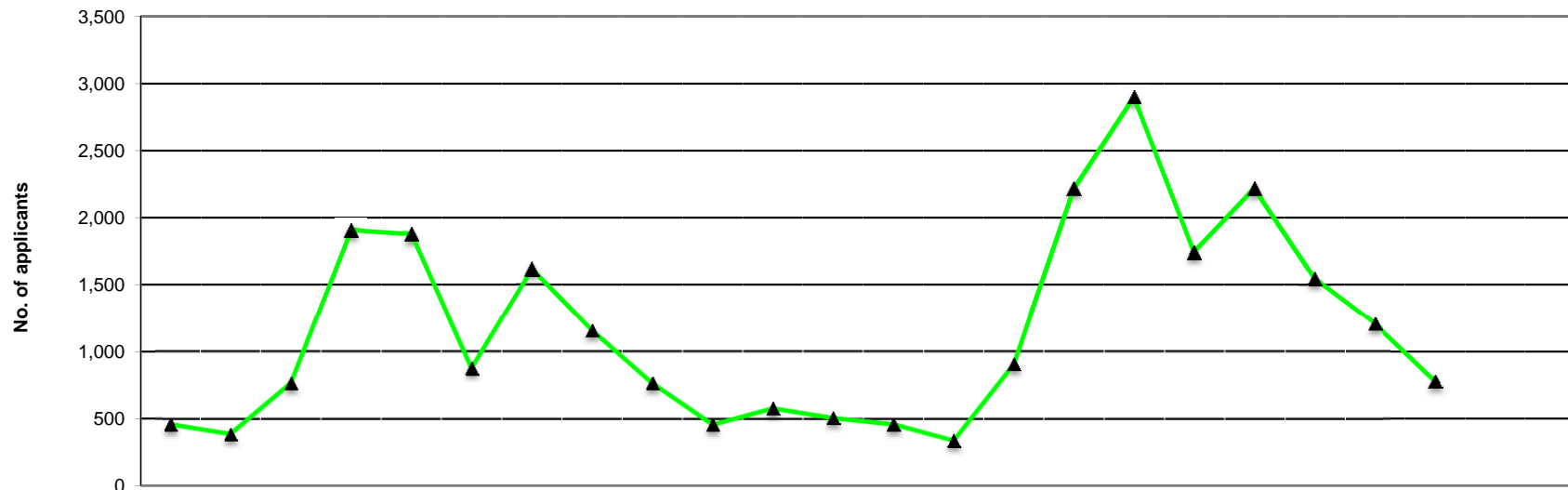
	2011			2012									2013									11/12	12/13			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Temp Applications received	36	22	38	40	22	37	62	46	42	52	43	54	40	44	35	44	27	24	47	62	44	66			494	433
Number of temporary registrants	273	284	305	319	310	319	305	324	324	326	318	307	307	312	319	326	341	331	334	310	329	333			3,714	3,242



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
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	1,190		
At scrutiny	0	0	0	0	0	8	16	14	10	11	7	5	5	6	5	9	6	10	5	6	4	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		
Total	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	1,196		

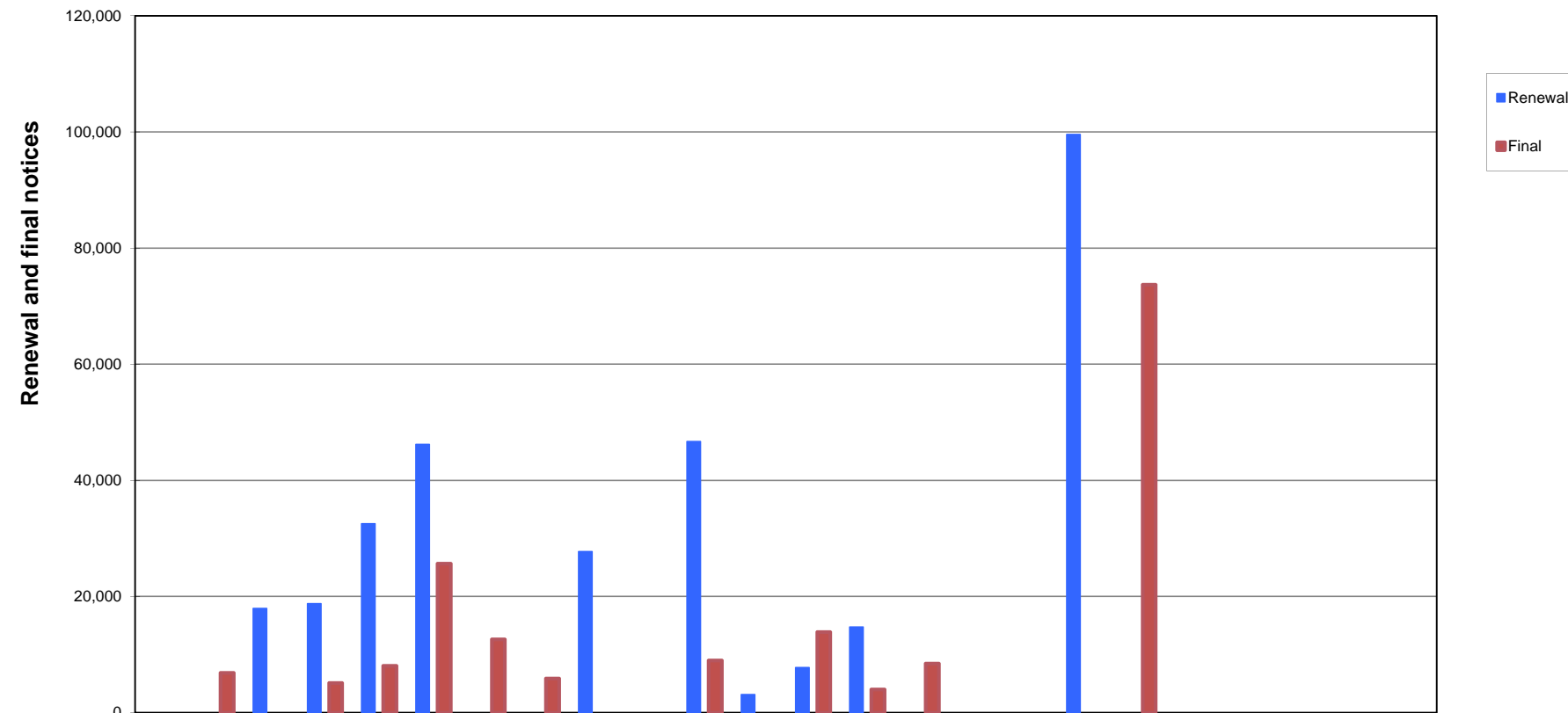
11/12	12/13
FYE	YTD
645	1,194
6	6
0	0
Average	Average

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



	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	8			235	234	257	257	238
Bio. scientists	43	47	61	89	114	57	92	78	61	68	53	41	33	26	31	92	161	60	80	65	60	43			836	831	894	804	651
Chirops/pods	7	6	22	103	111	38	36	23	4	4	6	2	4	2	72	111	75	40	33	14	11	3			282	429	427	362	365
CI Scientists	39	26	22	24	31	4	18	27	14	21	27	26	34	18	13	17	24	5	5	23	17	25			469	218	240	279	181
Dietitians	17	10	47	120	81	29	42	17	6	6	8	19	29	13	40	147	105	24	26	10	4	6			452	444	453	402	404
Hearing aid disp	7	5	6	25	20	8	22	20	7	6	11	9	10	8	12	50	47	19	25	11	13	6					1,787	146	201
OTs	59	35	80	240	361	115	226	163	58	70	92	79	57	60	96	284	423	162	212	122	75	63			1,873	1,763	1,720	1,578	1,554
ODPs	17	29	23	37	130	173	148	48	31	9	11	30	54	14	15	24	183	193	115	18	32	17			636	508	622	686	665
Orthoptists	0	0	0	10	17	4	6	1	2	0	2	0	0	0	0	15	22	5	8	3	4	0			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	79			1,402	1,158	1,163	1,519	1,433
Physiotherapists	53	41	132	555	311	121	182	143	57	77	79	75	43	39	212	591	370	133	175	100	59	56			2,531	2,221	2,026	1,826	1,778
Pract psychs	81	54	77	59	76	59	295	250	89	73	72	73	73	46	70	58	70	118	325	152	105	46				2,138	2,043	1,258	1,063
Prosth/orthotists	1	2	4	4	7	0	5	7	1	1	0	3	2	3	15	10	8	3	4	1	0	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	20			1,377	1,251	1,221	1,140	1,291
Social workers*																	654	484	735	749	631	380							3,633
SLTs	20	19	24	120	140	58	101	107	321	25	42	42	25	20	40	151	192	76	99	82	39	27			834	759	739	1,019	751
Total	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	779			11,084	12,037	13,684	11,353	14,311

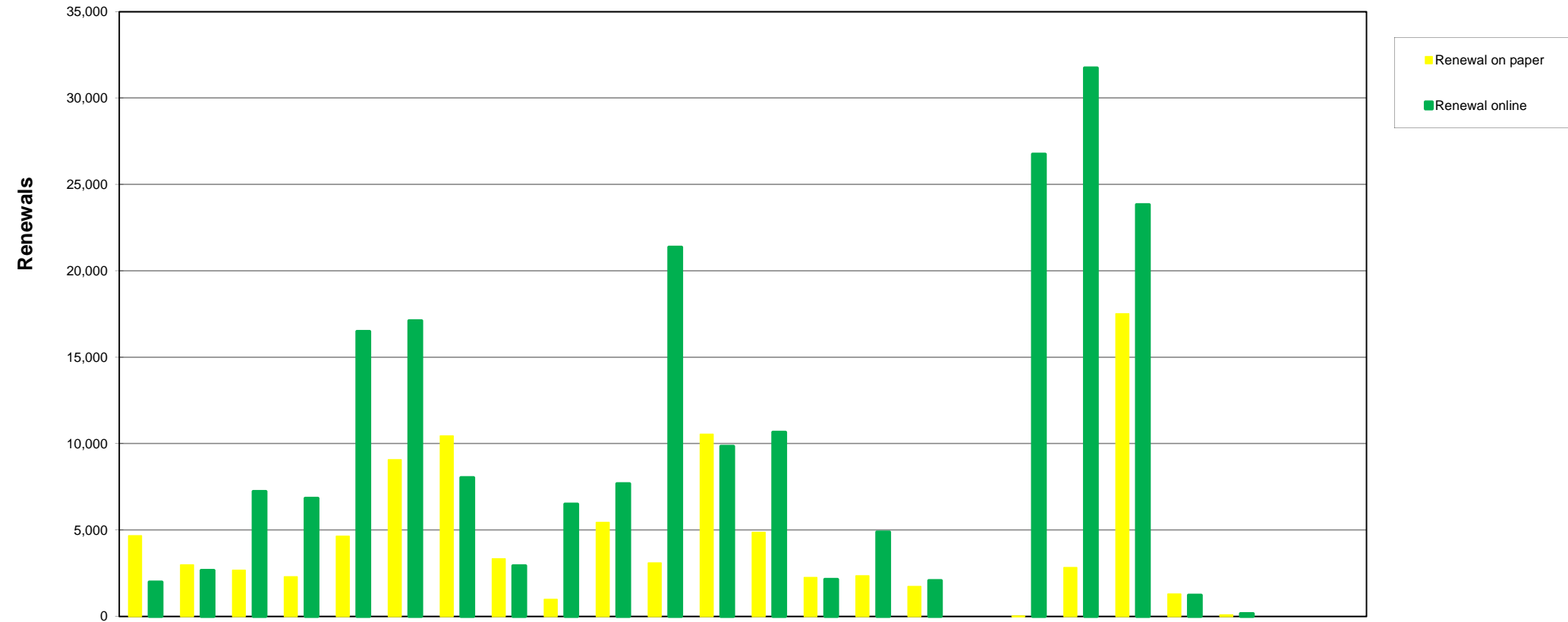
*Social worker section of register opened 1st Aug 2012 (covers England only)
enc 4a Chief Executive report



	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	
Renewal	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	0			
Final	0	6,886	0	5,099	8,051	25,654	12,642	5,886	0	0	8,996	0	13,872	3,985	8,477	0	0	0	73,684	0	0	0			

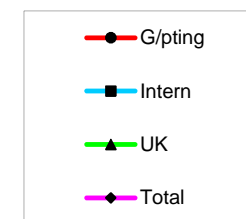
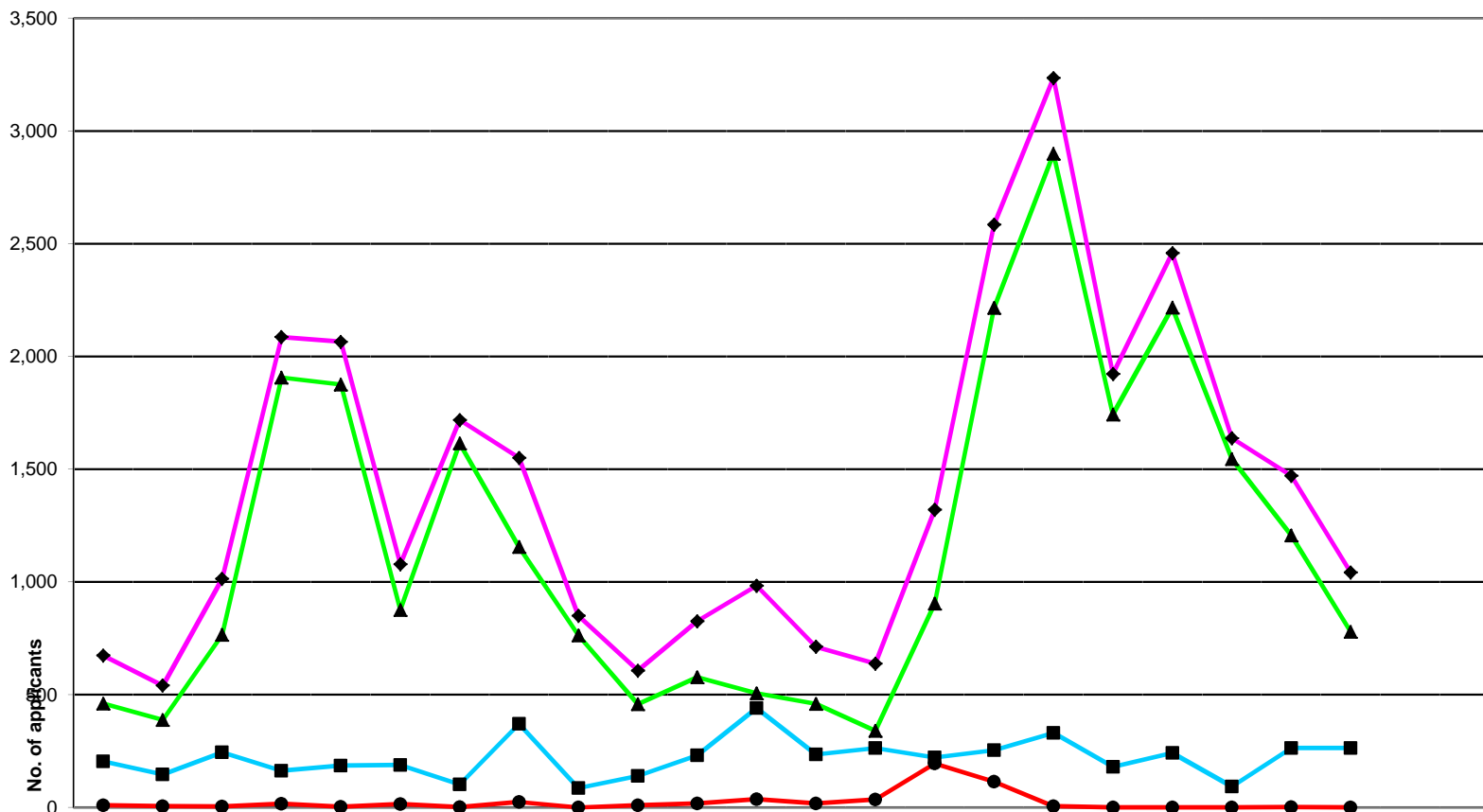
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	48,852	192,965	122,081
36,261	25,909	50,531	9,546	28,683	21,560	73,214	100,018

* From May 2012, in order to change registrants' behaviour and encourage more registrants to renew on time, the mailings of renewal notices and final notices were adjusted.



	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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
Renewal on paper	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	83																					
Renewal online	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	154																					

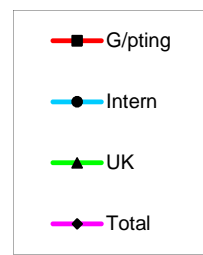
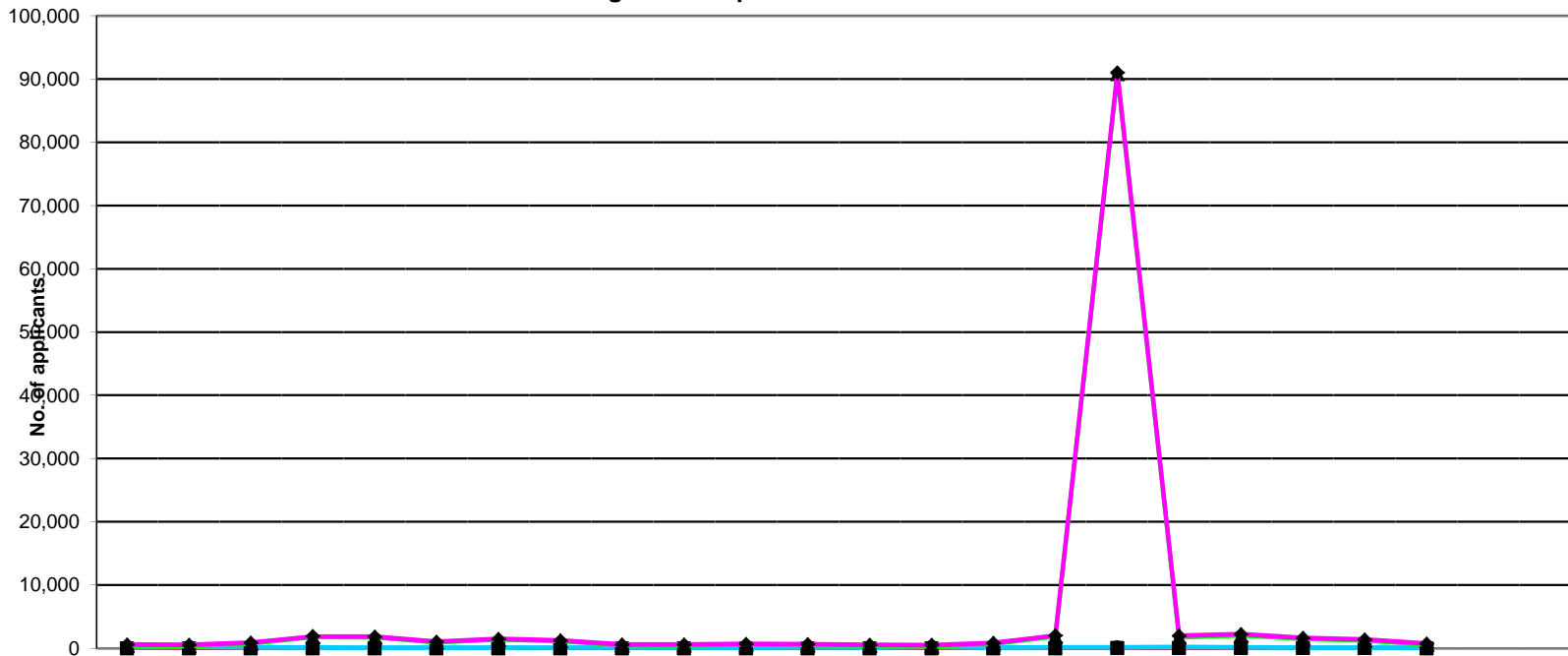
11/12 FYE	12/13 YTD
60,141	32,889
108,657	103,463



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	0		
Intern	204	147	245	163	186	188	102	371	86	140	231	441	235	264	222	254	331	180	242	93	264	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	779		
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	1,043		

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	2,349
9,497	8,319	8,971	11,084	12,037	13,684	11,353	14,311
16,602	11,843	11,271	13,480	14,454	16,451	13,999	17,029

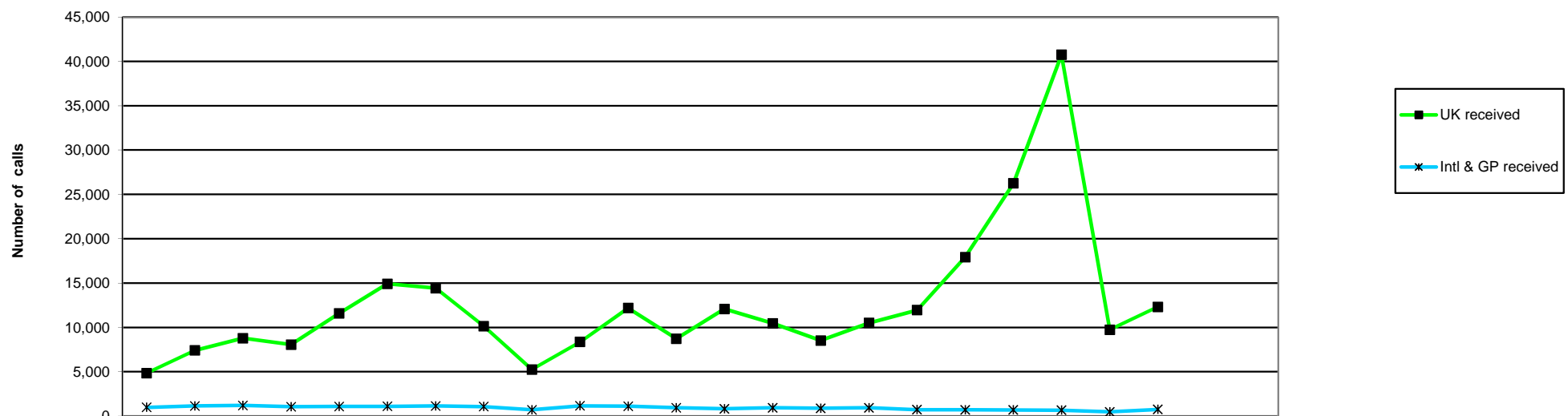
NB The data relates to application forms received, not total fees received.



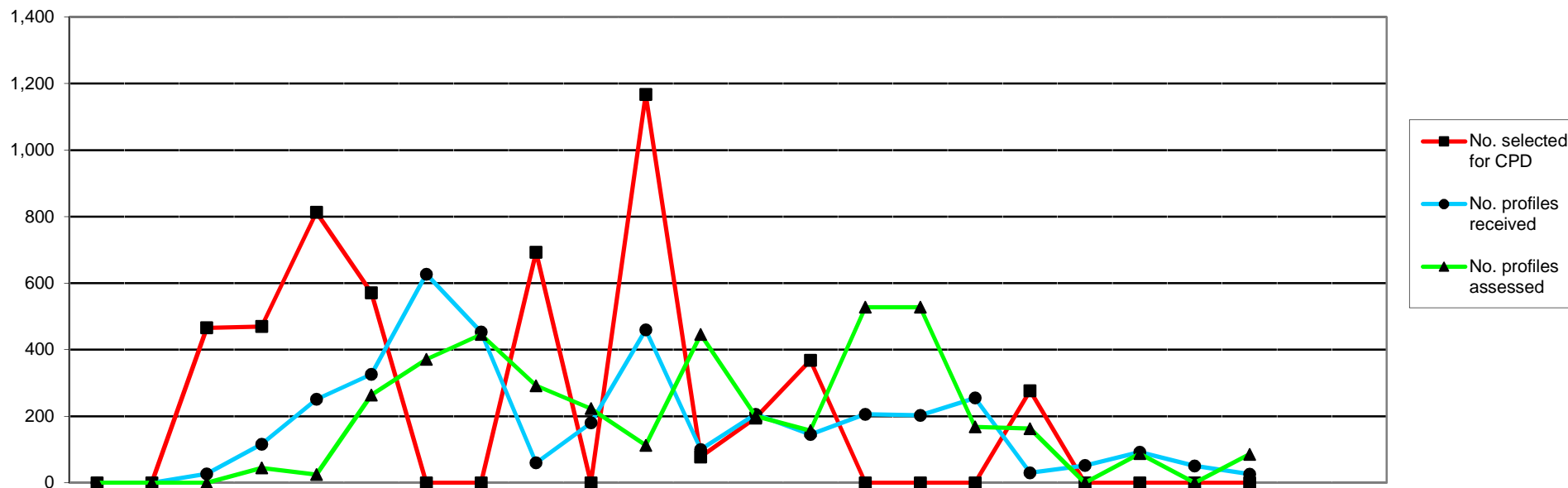
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	3	3	13	3	7	1	2	4	6	8	12	3	8	9	13	11	46	44	51	33	22	14		
Intern	131	201	132	113	90	77	75	98	90	136	104	142	87	214	119	166	162	207	160	111	100	116		
UK	461	357	766	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	598		
Total	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	728		

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	251
3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,442
9,474	8,870	8,355	10,774	11,069	11,122	10,675	101,240
14,876	12,325	10,226	12,530	12,576	12,919	12,129	102,933

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

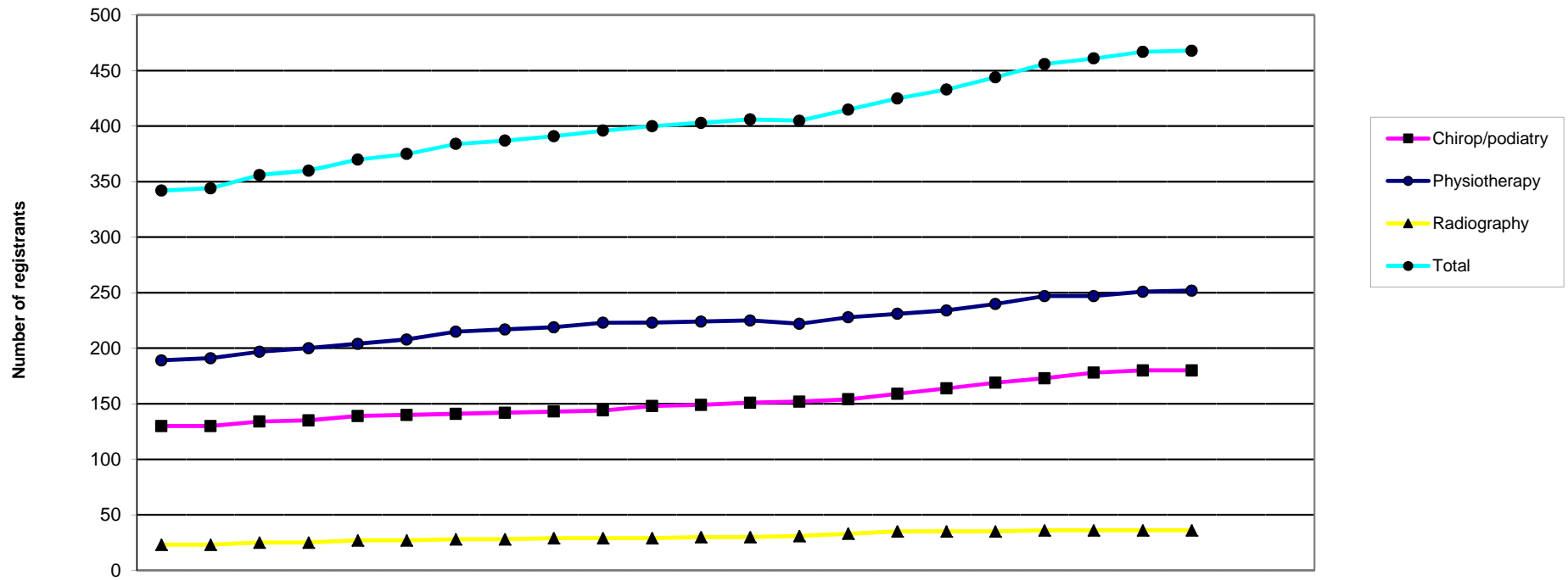


	2011			2012									2013									2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE
Intl & GP																															
Intl & GP received	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833	963	896	954	737	723	707	685	488	766		40,070	19,612	14,428	12,732	14,348	16,702	12,886	7,752
Answered	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	697		33,467	17,896	13,388	11,397	14,185	15,969	12,137	7,304
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95	91	95	96	92	98	96	97	92	91		84	92	93	90	95	96	94	94
Abandoned	34	53	60	48	51	100	93	91	40	80	57	42	39	86	48	40	62	18	25	23	38	69		6,627	1,716	1,040	1,335	841	712	749	448
Avg answer time (sec)	20	36	43	38	45	68	78	59	50	58	48	48	52	46	59	42	54	32	35	46	82	82		25	14	13	36	36	41	49	53
Avg talk time (min)	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	4.04		2.32	2.64	2.79	3.25	3.18	3.41	3.29	3.80
UK																															
UK received	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	12,333		70,233	72,488	123,967	92,018	119,887	86,890	114,847	160,640
Answered	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	11,178		50,518	67,493	91,923	78,293	111,573	83,218	109,818	141,586
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93	94	94	95	95	96	92	72	93	91		70	93	79	92	95	96	96	92
Abandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817	590	534	469	617	667	2,065	11,424	716	1,155		10,719	6,335	32,034	13,725	8,314	3,652	5,029	19,054
Avg answer time (sec)	23	28	29	29	37	54	69	57	23	36	37	34	51	28	55	39	42	34	61	279	63	77		64	45	102	85	48	36	38	73
Avg talk time (min)	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	3.20		1.78	2.16	2.65	2.58	2.37	2.47	2.61	3.30

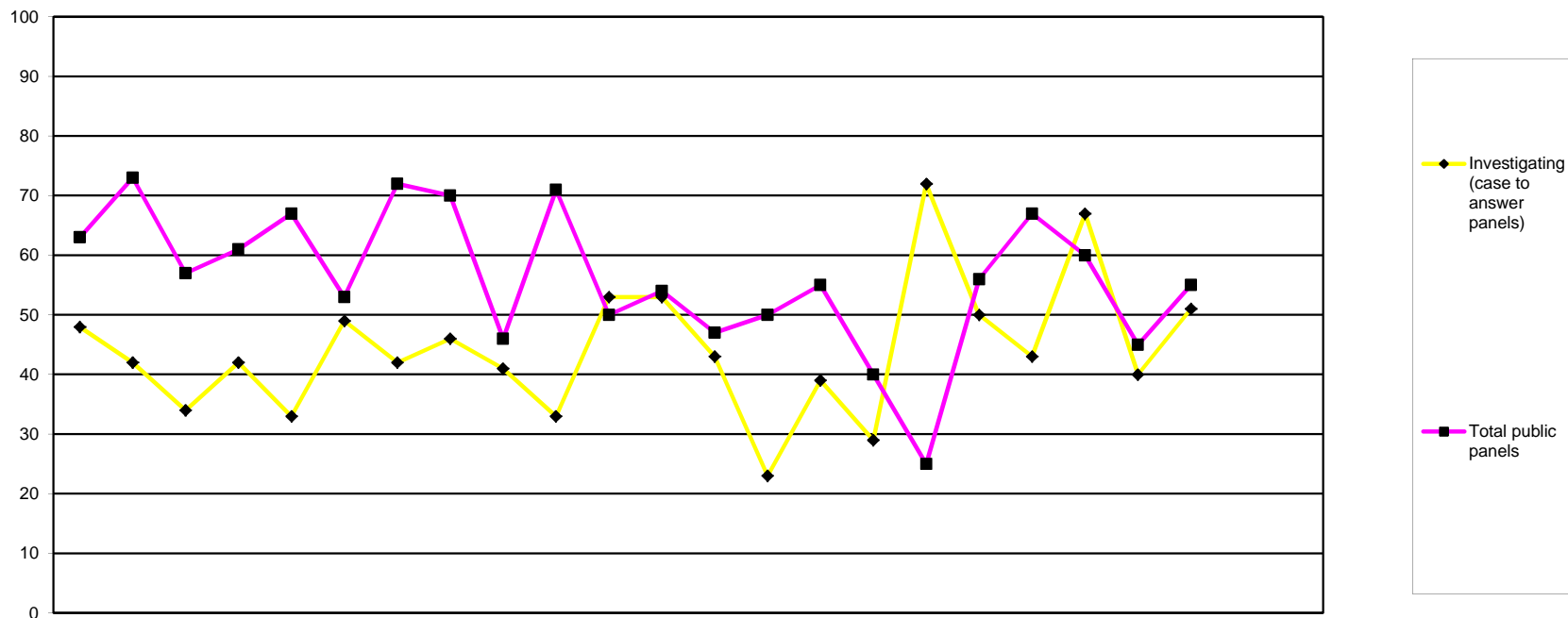


	2011			2012										2013						11/12 FYE	12/13 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			Nov	Dec	Jan	Feb
No. selected for CPD	0	0	466	470	813	571	0	0	693	0	1,167	78	195	368	0	0	0	277	0	0	0	0	0	4,258	840
No. profiles received	0	0	27	116	251	326	627	453	60	180	460	100	206	145	206	203	255	30	52	92	51	26	2,600	1,266	
No. profiles assessed	0	0	0	45	25	264	371	446	292	223	113	446	201	157	528	528	168	163	0	88	0	86	2,225	1,919	

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



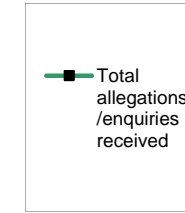
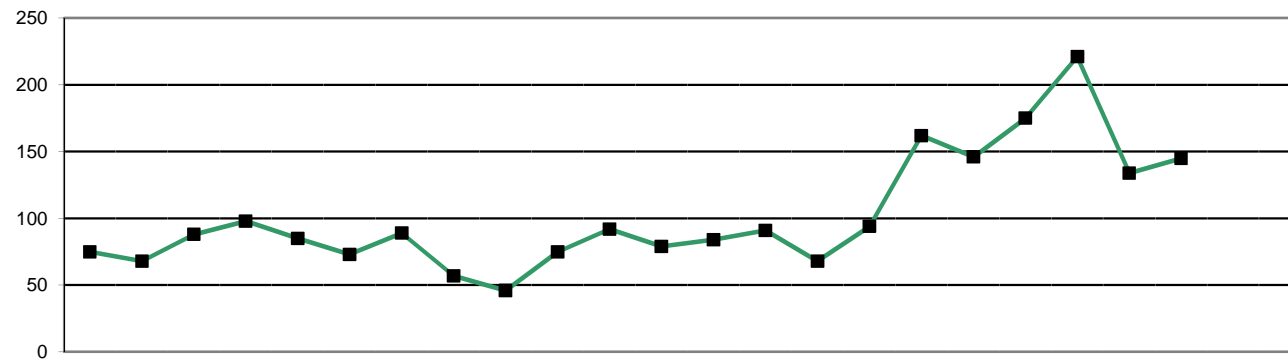
	2011			2012									2013									2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE
Chiropr/podiatry	130	130	134	135	139	140	141	142	143	144	148	149	151	152	154	159	164	169	173	178	180	180		15	40	78	112	129	149	180
Physiotherapy	189	191	197	200	204	208	215	217	219	223	223	224	225	222	228	231	234	240	247	247	251	252		28	74	109	148	182	224	252
Radiography	23	23	25	25	27	27	28	28	29	29	29	30	30	31	33	35	35	35	36	36	36	36		0	7	19	20	23	30	36
Total	342	344	356	360	370	375	384	387	391	396	400	403	406	405	415	425	433	444	456	461	467	468		43	121	206	280	334	403	468



	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	51		
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	22		
Review hearings	10	15	5	13	14	5	11	16	14	11	10	10	5	11	11	9	11	10	21	18	8	15		
Interim order (application)	3	2	8	5	4	6	1	7	8	4	5	2	5	5	5	5	2	2	1	11	1	3		
Interim order (review)	9	15	6	12	18	7	18	12	2	21	10	14	14	5	17	15	2	21	14	8	13	15		
Total public panels	63	73	57	61	67	53	72	70	46	71	50	54	47	50	55	40	25	56	67	60	45	55		
Total panels	111	115	91	103	100	102	114	116	87	104	103	107	90	73	94	69	97	106	110	127	85	106		

2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	YTD
297	363	463	533	516	457
204	207	398	445	404	217
67	93	124	116	134	119
20	30	53	48	55	40
52	54	130	123	144	124
343	384	705	732	737	500
640	747	1,168	1,265	1,253	957

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

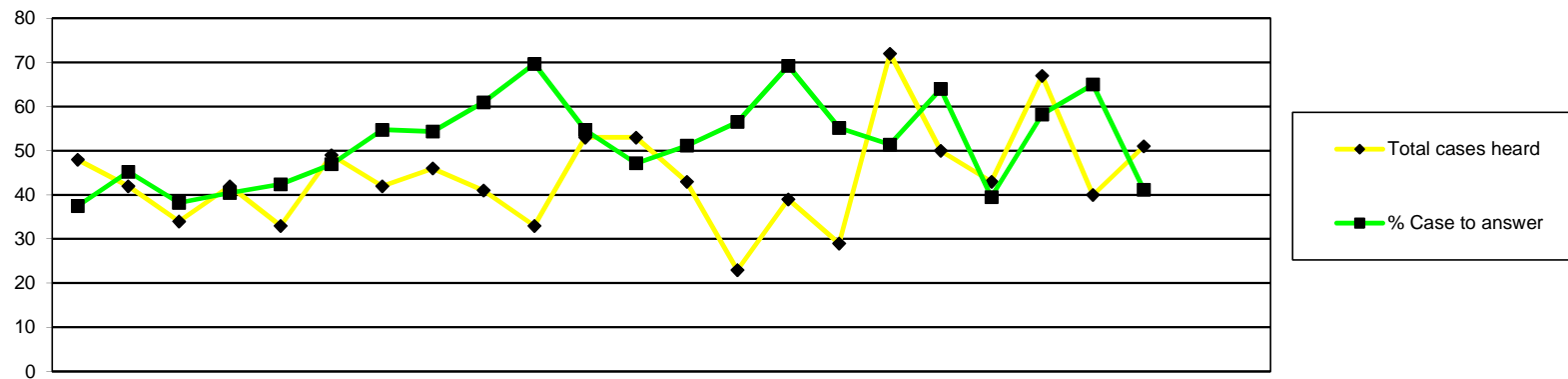


		2011			2012									2013											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Source of enquiry	Total enquiries	45	26	29	48	46	45	49	33	27	45	58	49	64	69	45	76	145	134	162	200	120	130		
	Article 22(6)/Anon	18	8	16	27	19	23	23	20	10	21	20	21	7	0	2	8	1	4	5	7	5	3		
	Employer	8	5	3	7	9	1	1	2	2	3	15	9	7	18	6	28	41	30	29	46	28	17		
	Other	1	2	1	0	1	3	4	0	1	3	1	1	0	18	4	1	10	3	6	13	5	12		
	Other Registrant	0	3	2	4	2	9	7	0	0	6	3	6	5	6	5	2	5	18	5	10	13	10		
	Police	0	1	0	0	0	0	1	1	0	1	1	0	1	1	0	1	2	5	2	0	0	2		
	Professional body	0	1	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	1	2	4	2	4		
	Public	18	6	7	10	15	9	13	10	14	11	18	10	24	15	19	27	65	54	75	90	46	51		
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	18	11	9	9	21	19	38	30	21	31		
	Total allegations	30	42	59	50	39	28	40	24	19	30	34	30	20	22	23	18	17	12	13	21	14	15		
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	0		
	Employer	9	16	36	27	17	13	25	11	12	14	25	19	15	14	8	7	16	10	11	13	13	11		
	Other	1	2	3	0	3	0	1	0	1	1	2	1	0	1	0	2	0	0	0	0	0	0		
	Other Registrant	1	0	2	1	3	1	0	2	0	0	1	0	1	0	2	0	0	2	0	0	0	0		
	Police	1	2	5	4	5	1	0	1	0	2	0	1	0	3	0	1	0	0	0	2	1	1		
	Professional body	2	2	0	2	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	2	0	0		
	Public	12	10	7	12	6	3	9	6	3	8	5	6	3	3	11	7	0	0	0	2	0	2		
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1	1	1	1	1	0	2	2	0	1		
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	0		
	Convict/caution	4	5	9	12	9	9	3	3	2	13	10	3	1	0	0	0	0	0	0	1	1	0		
	Health	1	5	6	2	0	0	1	1	0	0	4	0	0	0	0	0	0	0	0	0	0	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	0		
	Misconduct	4	5	4	7	1	0	6	0	21	37	45	4	2	2	6	3	0	0	0	1	1	1		
	Not classified	62	51	67	71	29	19	28	20	21	22	29	23	3	11	16	8	4	3	4	7	0	4		
	Other regulator	4	1	1	4	0	0	0	0	1	2	3	0	14	9	1	7	13	9	9	0	0	0		
		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	145		

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
		109	142	243	275	500	1145
Not recorded		14	15	15	58	226	42
		44	50	78	48	65	250
		2	10	14	4	18	72
		13	19	18	44	42	79
		3	4	4	1	5	14
		1	2	0	0	3	15
		32	42	114	120	141	466
		NA	NA	NA	NA	NA	207
316	322	315	341	529	484	425	175
57	23	49	48	92	108	57	1
113	164	127	149	182	169	224	118
30	16	22	30	45	14	15	3
13	7	3	14	21	30	11	5
27	31	32	32	36	24	22	8
0	1	6	1	1	3	9	2
61	77	76	67	152	136	87	28
					4	1	1
41	41	49	51	68	60	82	3
2	1	1	7	5	6	20	0
33	3	4	6	10	1	6	0
33	44	29	50	91	27	134	16
205	228	177	223	354	381	442	60
		24	3	0	4	16	62
1	0	2	1	0	1	1	0
314	318	424	483	772	759	925	1,320

	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	9	0	13	0	0	0	6
Chiropodists & podiatrists	3	7	2	4	2	1	21	3
Clinical scientists	0	1	1	3	0	0	2	1
Dietitians	1	4	0	0	0	1	3	3
Hearing aid dispensers	2	8	0	1	0	2	9	1
Occupational therapists	4	26	0	7	0	1	17	14
ODPs	0	26	1	1	1	0	2	5
Orthoptists	0	0	0	0	0	0	1	1
Paramedics	18	80	13	12	1	0	14	68
Physiotherapists	0	23	6	2	4	2	54	17
Practitioner psychologists	2	16	23	17	0	1	86	8
Prosthetists & orthotists	1	0	0	0	0	0	0	0
Radiographers	1	21	1	3	5	0	4	9
Social workers	8	134	25	20	9	9	266	77
SLTs	0	10	1	1	0	0	14	3
Total	43	368	75	84	22	17	494	217

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	31
40	62	76	74	55	43
6	8	4	10	9	8
14	1	12	9	12	12
			44	23	23
45	55	79	63	96	69
38	55	37	39	63	36
3	0	2	0	2	2
94	100	162	188	253	206
85	95	127	104	118	108
N/A	N/A	149	117	139	153
3	6	7	1	2	1
32	34	47	40	58	44
					548
22	14	26	25	25	29
424	483	772	759	925	1,320



	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	YTD																								
Total cases heard	48	42	34	42	33	49	42	46	41	33	53	53	43	23	39	29	72	50	43	67	40	51	178	299	363	499	533	516	457																										
Case to Answer																												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	15	97	126	194	178	176		152																										
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	2	25	14	20	22	19		20																										
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	3	57	60	67	79	49		73																										
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	0	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	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	1	0	1	5	0		1																										
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	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		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	0	1	1	0	0		0																										
Total case to answer	18	19	13	17	14	23	23	25	25	23	29	25	22	13	27	16	37	32	17	39	26	21	82	186	206	290	306	254	250																										
% Case to answer	38	45	38	40	42	47	55	54	61	70	55	47	51	57	69	55	51	64	40	58	65	41		62	57	58	57	49	55																										
No case to answer																												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	25	78	115	176	195	197		157																										
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	1	8	13	8	13	21		21																										
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	0	21	21	14	10	29		13																										
Total cases not referred	27	21	21	21	19	25	18	20	15	9	23	27	19	10	10	12	34	15	26	26	13	26	107	149	198	223	246		191																										
Further Information	3	2	0	4	0	1	1	1	1	1	2	2	2	0	2	1	1	3	0	2	1	4	14	6	8	10	21	18	16																										

By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	2	0	1	0	0	3
Biomedical scientists	4	1	18	0	0	23
Chiropodists & podiatrists	15	0	10	1	0	26
Clinical scientists	0	0	2	0	0	2
Dietitians	5	0	7	0	0	12
Hearing aid dispensers	1	0	7	1	0	9
Occupational therapists	22	0	17	0	0	39
ODPs	4	0	22	1	0	27
Orthoptists	0	0	1	0	0	1
Paramedics	37	9	68	0	0	114
Physiotherapists	29	3	29	0	0	61
Practitioner psychologists	42	2	15	2	0	61
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	11	0	19	0	0	30
Social workers	13	1	15	0	0	29
SLTs	6	0	13	0	0	19
Total YTD	191	16	245	5	0	457

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
11	6	4	2	1	3
14	42	26	37	37	23
31	31	53	60	40	26
6	7	3	4	10	2
9	5	7	13	5	12
			13	12	9
29	40	60	48	55	39
24	30	49	32	37	27
2	1	0	1	1	1
62	72	115	113	139	114
56	75	93	86	65	61
0	0	38	66	60	61
4	2	4	4	0	1
41	32	34	33	39	30
10	20	13	21	15	19
299	363	499	533	516	457

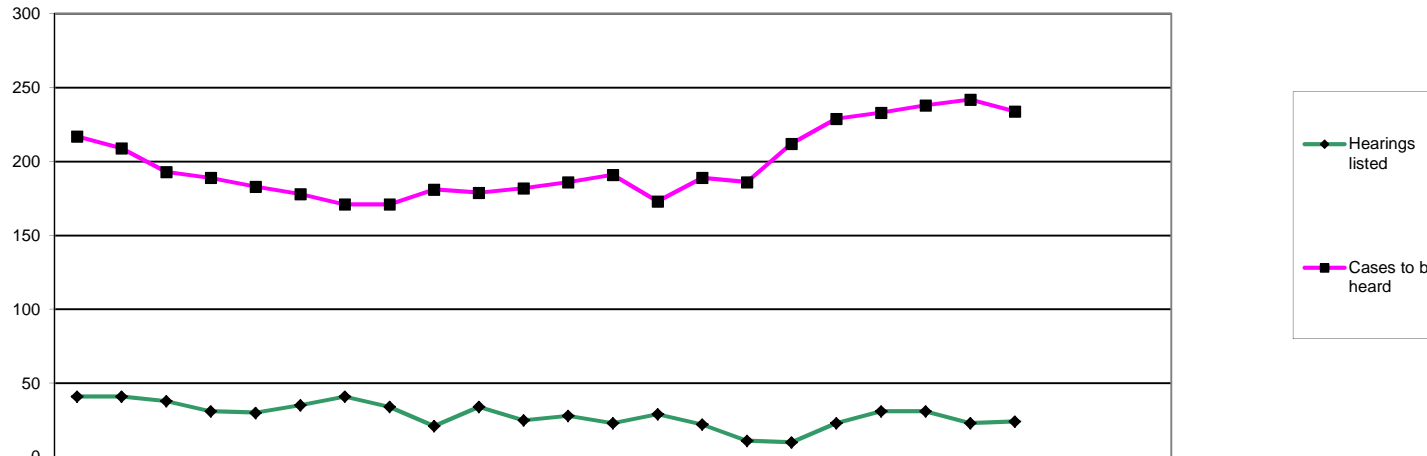
By source of allegation

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Article 22(6)/Anon	16	4	46	1	0	67
Employer	58	5	147	3	0	213
Other	6	4	9	1	0	20
Other Registrant	14	0	6	0	0	20
Police	8	1	6	0	0	15
Professional body	0	0	1	0	0	1
Public	76	1	19	0	0	96
Self referral	13	1	11	0	0	25
Total YTD	191	16	245	5	0	457

2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
46	70	94	139	67
176	211	208	204	213
19	15	13	14	20
12	32	37	22	20
30	29	28	21	15
2	2	2	5	1
78	140	151	111	96
25				25
363	499	533	516	457

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	0	0	0	14	0
Chiropodists & podiatrists	3	3	0	7	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	7	0
ODPs	9	8	1	35	2
Orthoptists	0	0	0	0	0
Paramedics	9	9	0	28	2
Physiotherapists	3	3	0	21	1
Practitioner psychologists	2	2	0	6	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	1	1	0	4	0
Social workers	2	2	0	0	0
SLTs	2	2	0	3	0
Total	35	33	2	125	7

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	14
6	5	13	10	10	10
4	0	0	5	9	0
0	0	0	0	0	0
			2	2	2
3	6	9	10	11	9
18	18	20	29	35	44
0	0	0	0	0	0
16	14	46	50	64	37
8	13	20	25	27	24
		3	11	7	8
0	0	0	0	0	0
7	6	12	18	8	5
					2
0	3	8	4	1	5
74	85	141	171	197	160



		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
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	24		73	119	176	231	351	424	399	227	
	Adjourned / cancelled / postponed													3	3	2	0	0	1	6	5	0	1									21	
	Caution	7	8	6	7	3	8	6	5	4	9	2	4	4	7	6	3	0	6	3	2	1	3		8	32	28	24	46	71	69	35	
	Conditions of practice	3	4	1	2	1	5	1	3	0	3	5	1	0	2	1	0	0	0	2	0	0	6		5	5	7	10	14	21	29	11	
	No further action	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	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	4			0	19	36	70	83	66	46	
	Part heard	13	9	6	11	11	4	8	11	8	9	1	5	2	1	1	1	0	0	0	3	2	1		22	22	32	35	90	107	96	11	
	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	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	1							15	7	10	
	Struck off	8	5	4	5	5	1	9	1	2	4	4	8	2	5	4	2	1	6	5	4	5	4		11	26	37	64	65	62	56	38	
Suspended	1	5	3	3	7	5	3	8	4	3	9	4	4	5	3	2	4	8	5	10	6	4		19	19	30	23	38	44	55	51		
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	234		59	59	172	117	233	214	186	234		
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						1	0	0	0	
	No further action	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0						1	1	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						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	0	3	1	
	Removed	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	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	3						1	2	3	3		

Representation

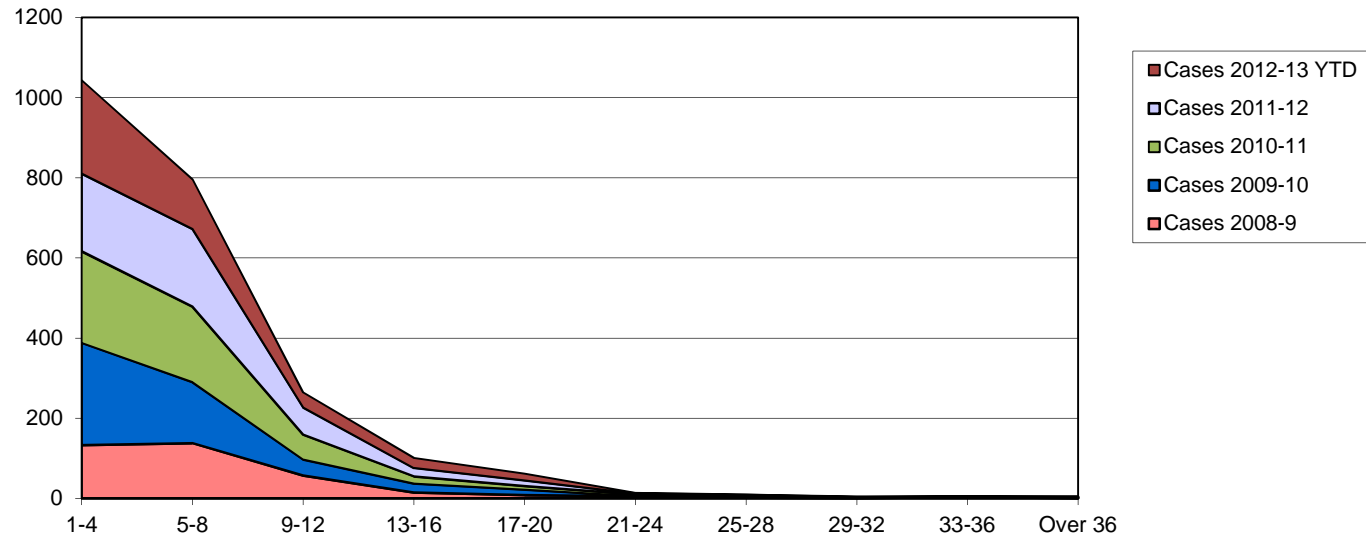
	Final Hearings-CCC											2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Not restored	Register entry amended	Removed	Restored	Struck off	Suspended	Vol Removal (Consent)				
Represented self	9	1	0	4	0	0	0	0	3	7	1	44	58	50	25
Representative	17	10	0	36	0	0	0	0	6	16	0	115	201	189	85
None	9	0	0	6	0	0	1	0	29	28	9	98	117	101	82
Total	35	11	0	46	0	0	1	0	38	51	10	257	376	340	192

Profession	Represent ed self	Representa tive	None	% of represent ation
Arts therapists	0	0	0	0
Biomedical scientists	3	4	7	50
Chiropodists & podiatrists	1	7	2	80
Clinical scientists	0	2	0	100
Dietitians	1	0	0	100
Hearing aid dispensers	1	1	2	50
Occupational therapists	0	12	12	50
ODPs	3	3	8	43
Orthoptists	0	0	0	0
Paramedics	7	23	29	51
Physiotherapists	4	17	9	70
Practitioner psychologists	0	10	2	83
Prosthetists & orthotists	0	0	1	0
Radiographers	4	6	6	63
Social workers	0	0	0	0
SLTs	1	2	4	43

	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	4	3	0	3	0	0	1	2	1	0
Chiropodists & podiatrists	0	0	0	6	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	3	0	2	0	0	0	4	11	1
ODPs	3	0	0	2	0	0	0	3	6	0
Orthoptists	0	0	0	0	0	0	0	0	0	0
Paramedics	10	1	0	12	0	0	0	16	18	2
Physiotherapists	9	3	0	6	0	0	0	6	4	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	2
Social workers	0	0	0	0	0	0	0	0	0	0
SLTs	0	1	0	0	0	0	0	1	3	1
Total 2012/13 YTD	35	11	0	46	0	0	1	38	51	9
Total 2011/12 FYE	69	29	1	68	0	0	2	56	55	7
Total 2009/10 FYE	46	15	3	76	0	1	3	64	40	8
Total 2008/2009 FYE	24	12	4	39	0			67	25	
Total 2007/2008 FYE	30	5	23	24	0			37	35	
Total 2006/2007 FYE	25	5	6	15	1			24	19	
Total 2005/2006 FYE	9	6	3	1	6			9	20	

	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	1	0	0	0	1	0	2
Biomedical scientists	0	0	0	5	2	0	0	0	4	0	11
Chiropodists & podiatrists	0	0	0	1	0	0	0	1	3	0	5
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	2	2	0	0	2	6	0	12
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	4	0	0	2	8	1	16
Physiotherapists	1	1	1	4	7	0	0	4	7	0	25
Practitioner psychologists	1	0	0	0	4	0	0	1	1	0	7
Prosthetists & orthotists	0	0	0	1	1	0	0	0	0	0	2
Radiographers	0	0	0	3	1	0	0	4	5	0	13
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
Total 2012/13 YTD	2	1	2	17	24	0	0	20	48	3	117
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9	137
Total 2009/10 FYE	0	1	2	11	13	0	2	31	36	2	98
Total 2008/2009 FYE	3	0	2	6	9	0	0	16	51	0	87
Total 2007/2008 FYE	4	0		3	2	0	0	8	25	0	42
Total 2006/2007 FYE	Not available										
Total 2005/2006 FYE	Not available										

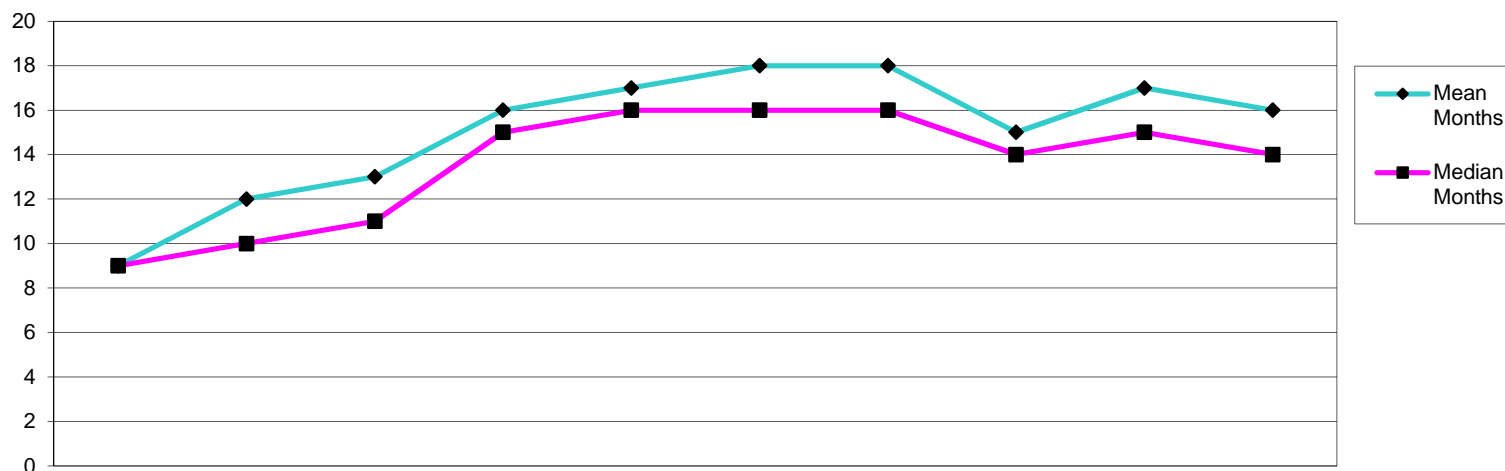
		Month of Panel																																			
		2011												2012												2013											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases awaiting ICP	0-4	142	164	195	210	217	212	193	186	149	150	139	135	139	143	113	137	120	202	222	149	139	146	139	143	113	137	120	202	222	149	139	146				
	5-8	76	63	59	58	62	61	83	99	99	99	77	64	53	58	62	66	50	43	30	25	29	26	53	58	62	66	50	43	30	25	29	26				
	9-12	23	16	27	23	25	23	22	20	26	34	46	46	37	38	27	29	20	20	16	14	14	14	37	38	27	29	20	20	16	14	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	6	13	12	21	21	21	14	12	10	9	6				
	17-20	5	6	6	5	3	5	3	3	5	3	6	8	8	4	2	7	7	10	12	12	13	8	8	4	2	7	7	10	12	12	13	8				
	21-24	7	5	4	1	0	0	1	1	0	1	1	1	2	1	3	3	2	3	1	1	1	7	2	1	3	3	2	3	1	1	1	7				
	25-28	1	1	1	3	4	2	0	0	0	0	0	0	0	1	1	1	2	0	1	1	0	0	0	1	1	1	2	0	1	1	0	0				
	29-32	1	2	1	1	1	1	1	1	1	0	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	1	1	1	1	0				
	over 33	0	0	0	0	0	1	1	1	1	2	1	1	1	1	1	1	1	1	0	0	0	1	1	1	1	1	1	1	0	0	0	1				
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	112	106	98	104	89	103	136	119	123	136	112				
	5-8	78	72	59	62	55	59	53	45	43	33	42	54	62	61	68	72	68	64	66	69	59	82	62	61	68	72	68	64	66	69	59	82				
	9-12	33	26	28	24	27	27	23	24	20	21	14	9	18	9	12	20	32	24	34	34	33	28	18	9	12	20	32	24	34	34	33	28				
	13-16	12	15	13	11	14	8	8	7	14	14	8	7	4	5	3	2	2	1	6	8	11	9	4	5	3	2	2	1	6	8	11	9				
	17-20	8	5	3	5	6	5	2	0	1	2	3	2	2	2	1	2	1	1	4	3	2	1	2	2	1	2	1	1	4	3	2	1				
	21-24	1	3	6	6	5	4	1	2	2	1	1	0	0	0	1	1	1	2	1	0	0	1	0	0	1	1	1	2	1	0	0	1				
	25-28	0	0	0	0	1	2	4	4	2	1	0	1	1	0	0	0	0	0	1	1	1	1	1	0	0	0	0	0	1	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	0	1	1	0	0	0	0	1	0	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	0	0	0	1	1	1	1	0	0	0	0				



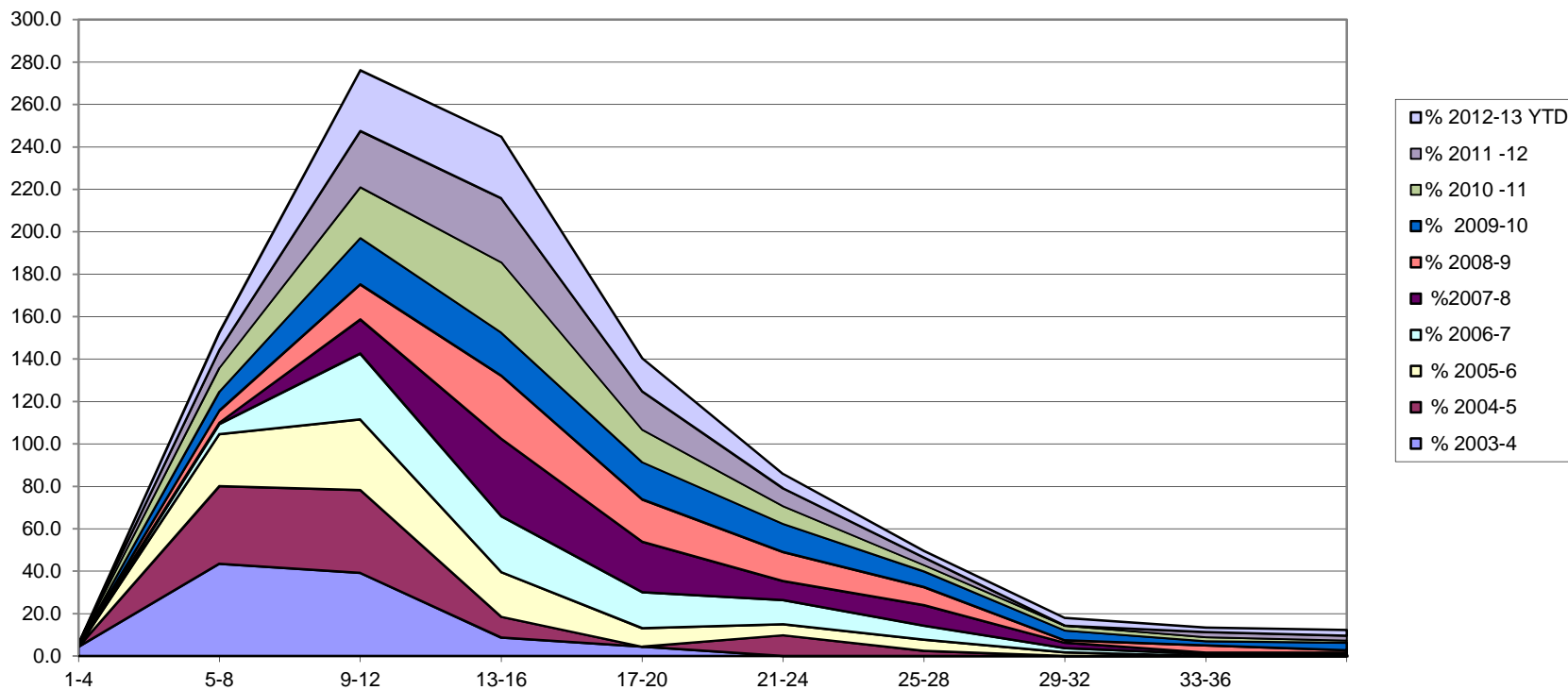
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13 YTD
1-4						133	255	228	194	233
5-8						138	152	188	194	124
9-12						57	40	62	68	37
13-16						15	22	18	21	25
17-20						8	14	9	14	17
21-24						5	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 availbale			1	2	0	1	1
Mean Months						7	6	6	7	6
Median Months						5	4	5	5	4
Total Cases						363	489	512	498	441

Health and Care Professions Council Allegations made - conclusion of final hearing 2003-4 to 2012-13

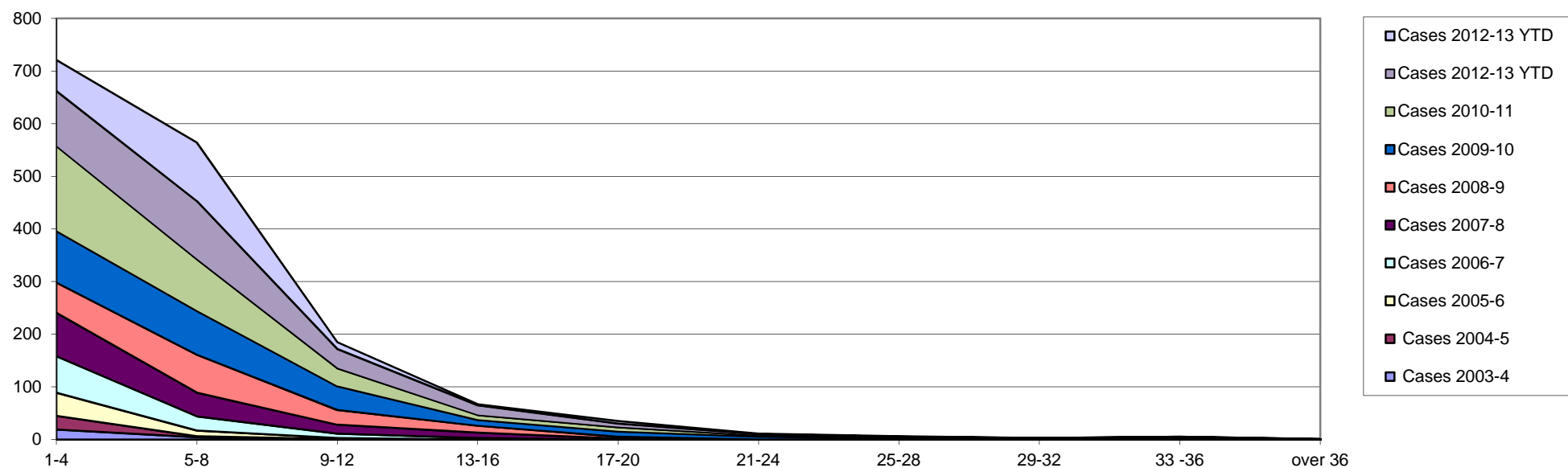
Fitness to Practise Department



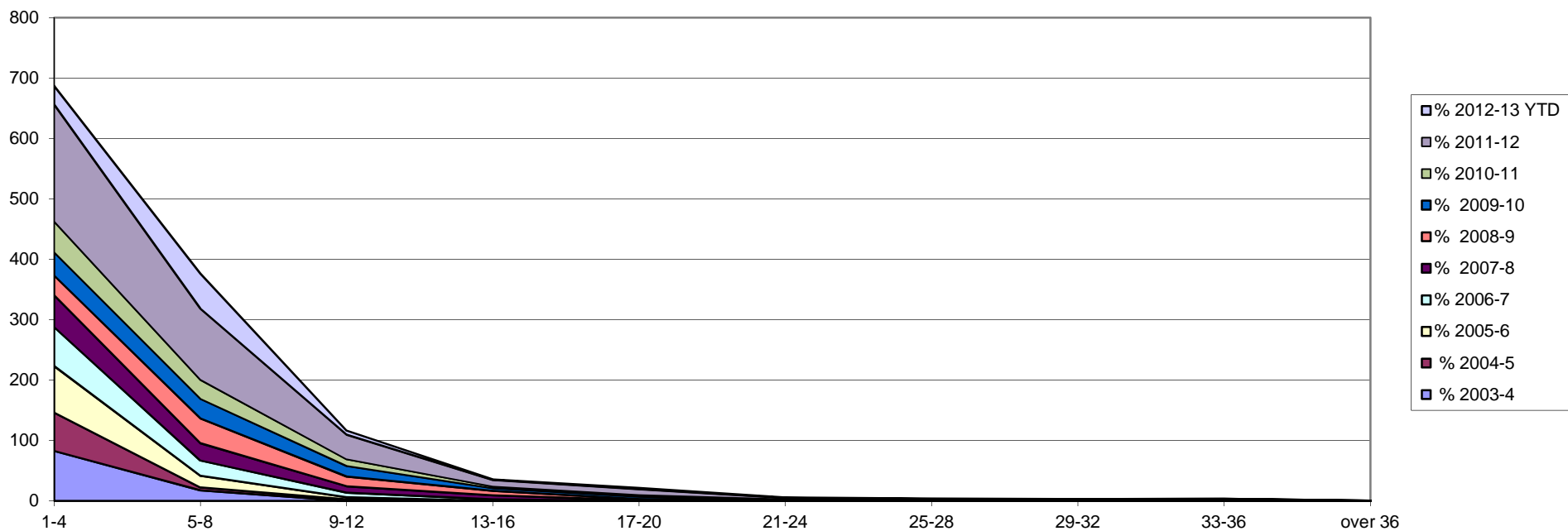
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2011-12	Cases 2012-13 YTD
1-4	1	0	0	0	1	0	1	1	0	0
5-8	10	15	14	5	1	10	23	35	18	16
9-12	9	16	19	33	25	29	56	75	71	55
13-16	2	4	12	28	57	52	52	104	79	56
17-20	1	0	5	18	37	35	45	48	57	30
21-24	0	4	3	12	14	24	34	27	31	13
25-28	0	1	3	7	15	15	19	9	14	6
29-32	0	0	1	2	4	2	12	7	3	7
33-36	0	0	0	1	1	6	5	6	7	4
Over 36	0	0	0	0	0	2	9	3	7	5
Mean Months	9	12	13	16	17	18	18	15	17	16
Median Months	9	10	11	15	16	16	16	14	15	14
Total Cases	23	41	57	106	156	175	256	315	287	192



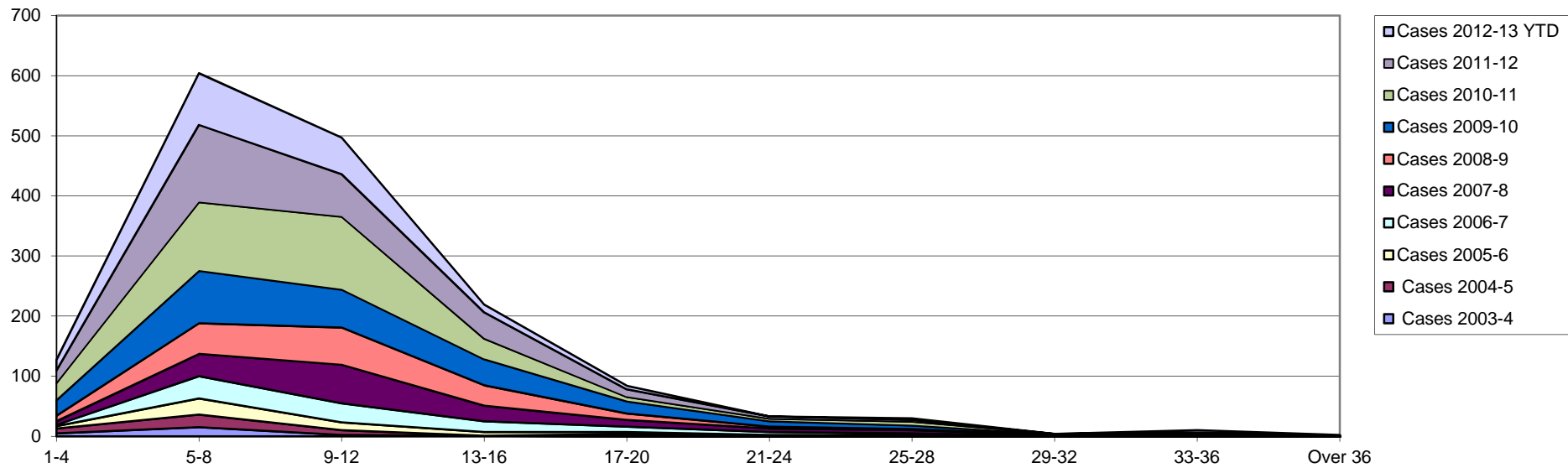
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 -12	% 2012-13 YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.3	0.0	0.0
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	11.1	8.4	8.3
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5	28.6
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1	29.2
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.3	18.1	15.6
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.3	8.4	6.8
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	2.9	3.6	3.1
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	2.2	0.0	3.6
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	1.9	2.4	2.1
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.0	2.4	2.6



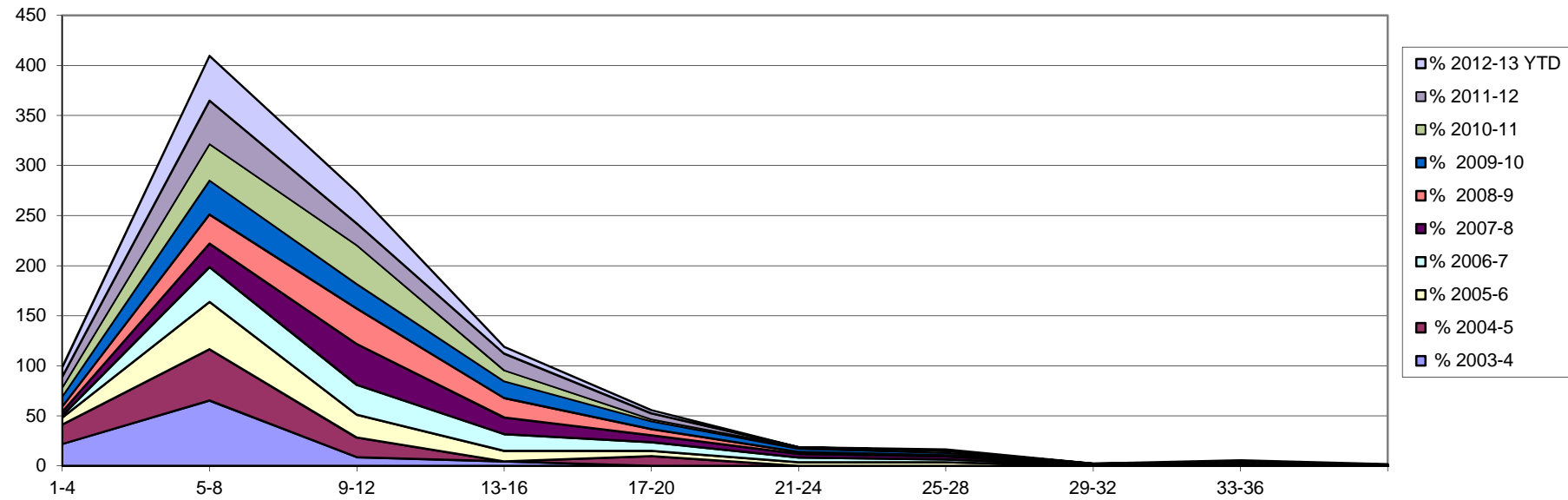
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	Cases 2012-13 YTD	Cases 2012-13 YTD
1-4	19	26	44	69	83	57	98	161	105	59
5-8	4	2	11	27	45	72	83	98	111	111
9-12	0	1	2	8	17	28	45	34	37	13
13-16	0	0	0	3	10	13	11	9	19	2
17-20	0	0	0	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
Mean Months	3	4	3	4.5	6	7	7	6	7	6
Meadian Months	3	3	3	3	4	6	5	4	5	5
Total Cases	23	41	57	107	157	175	256	315	287	192



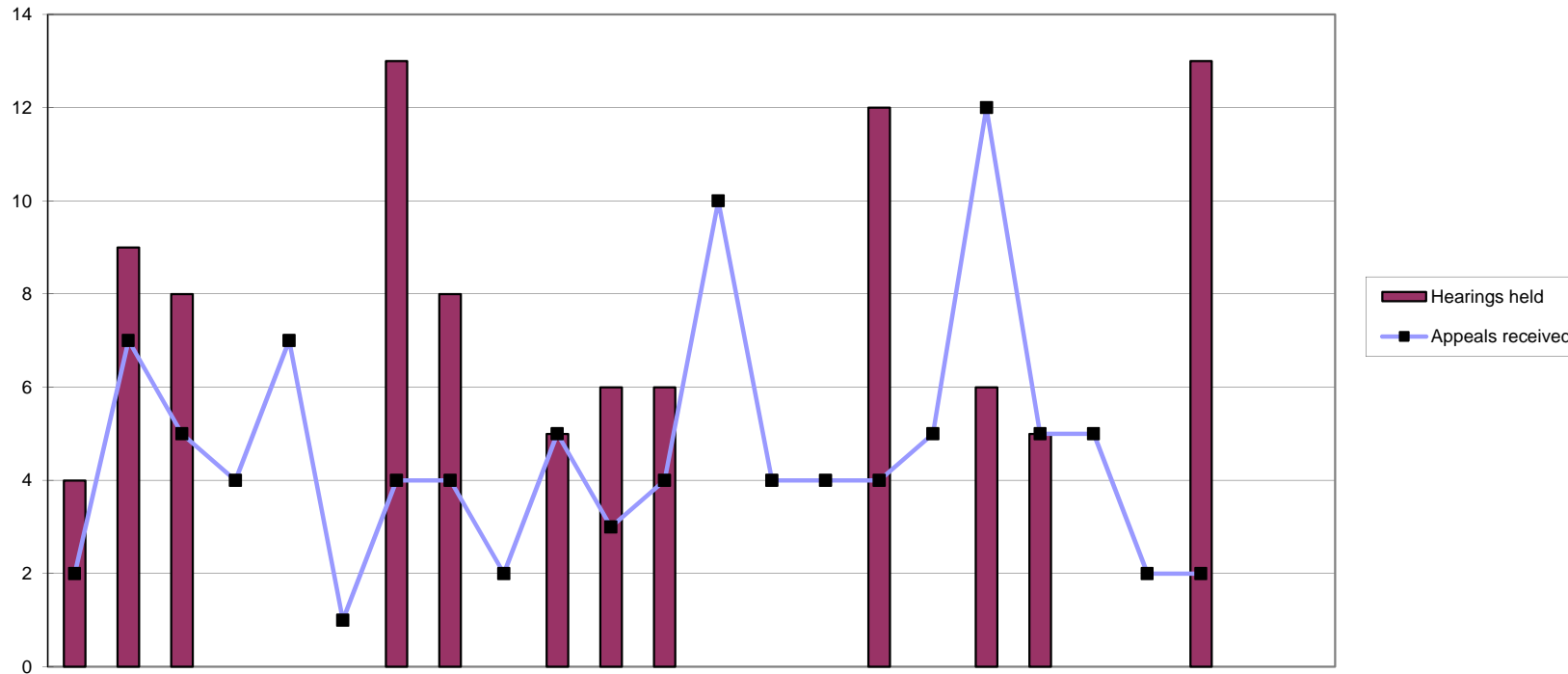
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13 YTD
1-4	83	63	77	64	53	33	38	51	194	31
5-8	17	5	19	25	29	41	32	31	118	58
9-12	0	2	4	7	11	16	18	11	41	7
13-16	0	0	0	3	6	7	4	3	11	1
17-20	0	0	0	0	1	2	4	3	10	3
21-24	0	0	0	0	0	0	2	1	2	1
25-28	0	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	18
5-8	15	21	27	37	37	51	87	114	129	86
9-12	2	8	13	32	64	62	63	121	71	61
13-16	1	0	6	18	26	34	43	34	44	13
17-20	0	4	3	9	11	11	20	7	13	6
21-24	0	0	2	5	6	3	9	4	4	0
25-28	0	0	2	3	5	2	6	6	3	3
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
Mean Months	6	8	10	11.5	12	11	11	9	10	9
Median Months	5	7	8	10	11	10	9	9	8	8
Total Cases	23	41	57	107	157	175	256	315	287	192

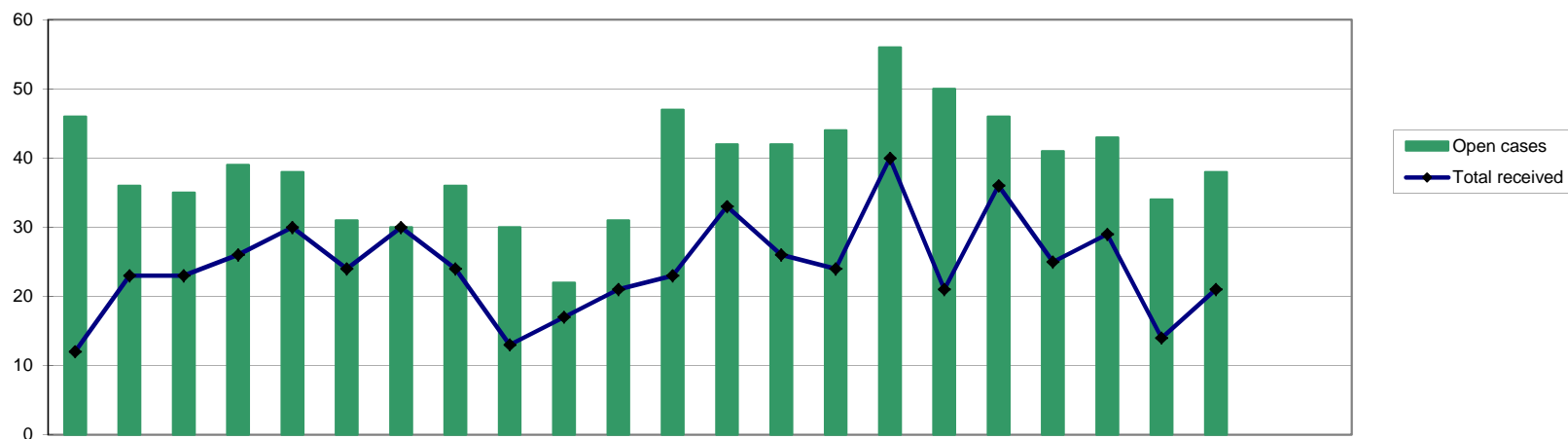


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13 YTD
1-4	22	20	7	2	4	5	10	9	11	9
5-8	65	51	47	35	24	29	34	36	43	45
9-12	9	20	23	30	41	35	25	39	22	32
13-16	4	0	11	17	17	19	17	11	17	7
17-20	0	10	5	8	7	6	8	2	6	3
21-24	0	0	4	5	4	2	4	1	0	0
25-28	0	0	4	3	3	1	2	2	0	2
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



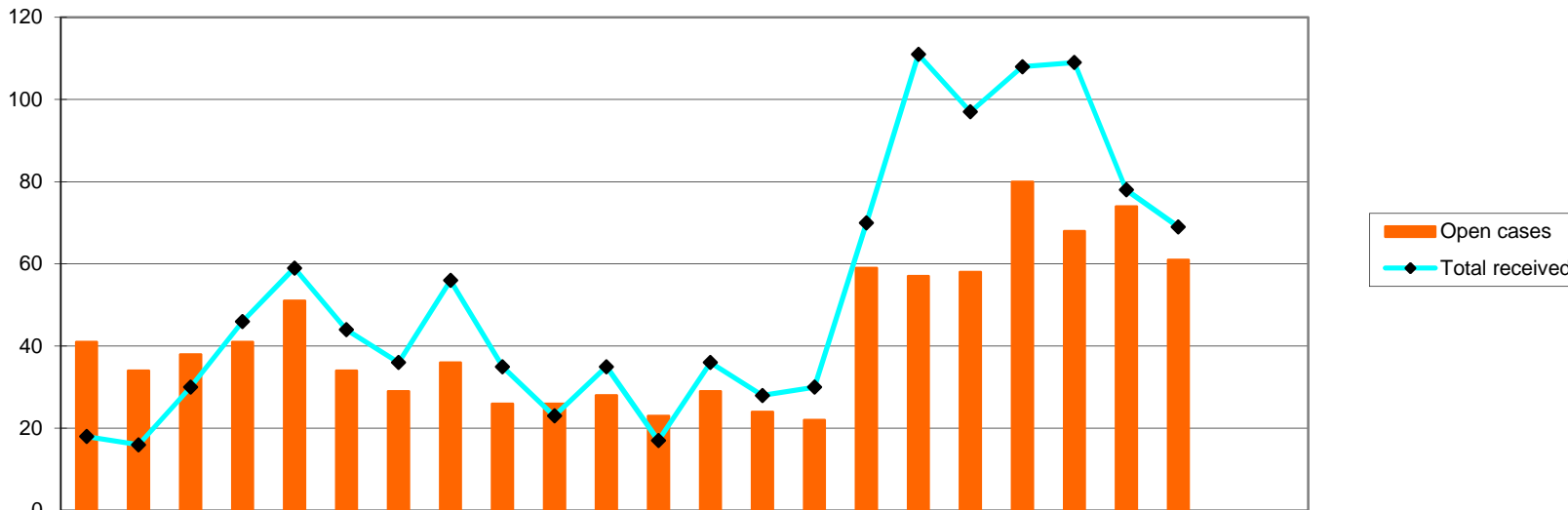
	2011			2012									2013											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	2	7	5	4	7	1	4	4	2	5	3	4	10	4	4	4	5	12	5	5	2	2		
Reviewed	4	9	8	0	0	0	13	8	0	6	6	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Hearings held	4	9	8	0	0	0	13	8	0	5	6	6	0	0	0	12	0	6	5	0	0	13		
Adjourned/postponed	0	3	0	0	0	0	1	1	0	1	0	1	0	0	0	1	0	1	0	0	0	0	1	
Withdrawn	0	1	1	0	1	0	0	0	0	1	0	3	0	0	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	4		
Dismissed	2	3	2	0	0	0	9	4	0	1	5	3	0	0	0	3	0	3	3	0	0	6		
Substitute decision	0	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	2		
Current active cases	25	27	19	23	30	31	24	19	21	21	18	15	25	29	33	25	30	37	33	38	40	28		

2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
91	104	41	55	29	53	48	53
266	90	65	55	41	37	60	0
266	90	65	55	38	37	59	36
19	20	10	9	4	4	7	3
13	16	15	2	1	3	7	0
128	33	29	23	14	22	20	16
88	29	31	17	7	8	29	15
0	0	0	0	0	0	0	0
31	6	4	7	13	2	4	2



	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	7			
Police	0	3	2	2	2	5	4	1	1	0	3	0	2	1	1	3	4	4	3	1	1	1			
HPC	0	1	0	0	0	3	0	2	0	0	1	0	1	0	0	0	0	1	0	0	0	1			
Anonymous	0	3	5	5	9	0	4	1	1	1	0	0	0	0	1	4	0	2	0	2	0	2			
Professional	10	11	14	18	12	13	16	18	11	14	16	19	19	20	11	17	9	10	7	15	10	9			
Other						NA							2	3	1	3	2	7	3	1	0	1			
Total received	12	23	23	26	30	24	30	24	13	17	21	23	33	26	24	40	21	36	25	29	14	21			
Visits	1	0	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	38			

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	84
31	38	27	44	38	12	23	21
10	10	6	3	2	7	7	3
50	78	38	47	31	26	29	11
225	137	103	233	213	252	172	127
							23
369	284	216	383	316	318	266	269
			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	YTD
Received	Renewal	1	1	0	3	1	2	0	0	0	0	0	0	0	0	0	1	1	1	4	32	1	0	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	22	33	40	34	94	53	74	51	73		
	Admission	13	14	25	40	54	39	31	50	30	20	26	14	31	20	25	65	105	86	100	71	72	47	165	150	158	248	282	334	356	622		
	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	0	54	86	158	192	209	149	0	1		
	Total received	18	16	30	46	59	44	36	56	35	23	35	17	36	28	30	70	111	97	108	109	78	69	288	303	431	577	698	561	415	736		
Considered	Considered by panel	16	17	16	30	30	49	30	40	34	14	28	18	11	22	23	20	79	49	16	84	40	53	n/a	n/a	256	399	387	461	322	397		
	Referred to FTP	6	4	0	2	1	1	0	0	1	0	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	2	n/a	n/a	2	6	2	7	6	23		
	Readmission rejected	0	0	0	0	0	2	0	1	1	0	2	0	2	0	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	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	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	51	n/a	n/a	150	204	204	247	256	364		
	Readmission accepted	1	0	0	5	0	3	0	4	2	1	3	4	2	0	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	0	n/a	n/a	1	5	12	1	2	2		
		Open cases	41	34	38	41	51	34	29	36	26	28	23	29	24	22	59	57	58	80	68	74	61	n/a	n/a	75	75	87	35	23	532		