

Management Information Pack

Marc Seale, Chief Executive & Registrar Report to Council meeting 5 July 2012

Chief Executive's Report to Council meeting on 5 July 2012 Contents

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Status

Final DD: None

Chief Executive: Mr Marc Seale

1. Completed Meetings 1 May to 30 June 2012 Chief Executives' Steering Group Social Work Regulation Oversight Group British Association of Art Therapists Mazars British Dietetic Association Food and Health Bureau, Hong Kong Government National Stakeholder Forum Social Work information event (Bristol) Bircham Dyson Bell Irish Nursing Board Council member visit (Pradeep Agrawal) Social Care Institute for Excellence Whistleblowing summit KPMG Council for Healthcare Regulatory Excellence College of Paramedics General Social Care Council Physiotherapy meeting (Brussels) Professional Standards Strategy Board Council for Healthcare Regulatory Excellence Regulators Forum College of Paramedics	8 May 11 May 11 May 15 May 16 May 17 May 21 May 23 May 25 May 25 May 28 May 29 May 30 May 31 May 31 May 11 June 12 June 19 June
Professional Standards Strategy Board Council for Healthcare Regulatory Excellence	19 June
2. Scheduled Meetings Higher Specialist Scientific Training Strategic Oversight Board Health and Social Care Regulators Forum	3 July 4 July

Department of Health (Leeds)	9 July
Care Quality Commission	10 July
National Stakeholder Forum	12 July
MEE Healthcare Science Programme Board	18 July
National Clinical Assessment Service	19 July
Chartered Society of Physiotherapy	19 July
Social Work Regulation Oversight Group	26 July
Social work broadcast media launch	31 July /1 Aug

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 – 2013 is progressing.

3. QMS process updates

Secretariat and Communications processes have been reviewed in time for the BSI audit. A major review of the Finance Department processes is continuing.

4. BSI audit

The BSI audit on 13 April, looked at the Registrations Grandparenting, Communications and Secretariat functions. document control, and management review processes were also examined.

We successfully retained our certification. The auditor commented that we had a mature and robust QMS. There will be a full report to the Audit Committee as usual.

We continue to work on the technical requirements for the BSI QMS / ISMS package to which we will migrate the HPC processes.

5. Business continuity

There are no major changes other than monthly list updates. The next full exercise is planned for November 2012.

6. Information security management

The project for the initial work on ISO27001 has started.

The proposed solution for the next round of training for all employees, has been selected and ordered.

The collection of information assets round HPC continues. A specific group of information asset owners will be instructed in asset categorisation, in respect of confidentiality, integrity and availability.

7. Information & data management

Report templates for 2012 – 2013 Financial Year are now in use.

A further set of historic register material has been sent for conservation. Options for capture of microfilm data are being examined also.

8. Risk Register

The Cross Department Team continues to evaluate possible impacts of the London 2012 Olympic on day-to-day business operations.

Maps of predicted travel disruption have been made available to all employees, to enable them to find alternate routes to the office if they so need.

The next general Risk Register will be updated over the summer before the September Audit Committee meeting.

Communications: Mrs Jacqueline Ladds

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

Professional media: 43 mentions in professional media: including renewals, student registration, council reports, CPD audits, new phone numbers and professionalism report.

HPC In Focus: 16,600 subscribers. Issue 41 published (June), articles included: student FtP and registration, annotation of the register for qualifications in podiatric surgery, service user involvement in HPC-approved programmes and HPC response to the Law Commission consultation.

Standards and guidance distributed on request: Guidance on conduct and ethics for students (865); Standards of conduct, performance and ethics (555); and Your guide to our standards for CPD (230)

Registration renewal: reminder article included in HPC In Focus for dietitians, chiropodists / podiatrists and hearing aid dispensers, final reminder article published for arts therapists, registration renewal period open article published for dietitians. Met with the Society of Chiropodists and Podiatrists (April).

Exhibitions and conferences: BPS annual conference (April, London, inserts only), BSHAA annual conference (May, Nottingham, inserts only).

Grandparenting campaign for practitioner psychologists: webpages updated and advertisements continue in Practitioner Psychologist and HSJ to end July.

Publications: updated guidance on health and character published online (May).

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

Exhibitions and conferences: Care Roadshow (April, Glasgow and May, Newcastle, inserts only), Naidex National (May, Birmingham).

Advertising: Yellow pages programme agreed for 2012-13.

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

Media coverage: 45 mentions in relation to FtP outcomes.

News items and social media channels: position statement published on student registration; news item published on law commission consultation response.

Blog: published piece on service user involvement (April).

Web: Next round of internet deployments in development and testing: including integrating the online register within a redesigned home page, enabling social media sharing throughout the website, and further updates to the intranet site.

67 updates to the HPC website: including updated CPD profile template, adding section to request a paper renewal form and updating the temporary provisions of service section.

In relation to social workers in England:

News items and social media channels: Issued student registrant statement and received coverage from BASW, ADASS and Community Care. Anna van der Gaag interviewed by Professional Social Work. Proactively sent links to the new social worker webpage to key journalists.

Exhibitions and conferences: Community Care Live (May, London) - stand and workshop sessions held, approximately 400 visits to the stand.

Information events: social work specific information events held in London (May, 220 delegates) and Bristol (May, 208 delegates). Further events to be held in June and September.

Employer events: social work specific employer events held in Manchester (May), Newcastle (May), London (May), all fully booked with approximately 100 delegates at each event.

Government: ministerial questions answered on student registration.

Stakeholder: All Party Parliamentary Group Social Work meeting (May); ADASS workforce development network (11 May); ASWEB presentation (May); Local Government Association employer standards advisory group (April).

Web: new pages for social workers in England uploaded; FAQs updated weekly.

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

Annual professional body meetings: British Association of Prosthetists and Orthotists (12 June); College of Paramedics (31 May); British Association of Arts Therapists (11 May).

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

Stakeholder meetings: preparatory meetings with Health Hotel for autumn Party Conferences; meeting with Politics Home to discuss future publication of articles.

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

All employee training awayday: held in May, focussed on team building, working together and developing relationships.

Intranet: 12 news items including: changes in FtP Department, office move, registration of social work students in England, new / updated policies and 50 days until name change.

HPC Update: issues 21 (April) and 22 (May) published, including articles on the all employee away day, update on the transfer of social workers and name change, planning for Olympics / Paralympics, and intranet improvements.

8. Provide communications expertise to other HPC departments

Events: working with Education on a series of social worker seminars about the transfer. All seminars are fully booked.

Media: Response to the Law Commission consultation issued; worked with Secretariat to announce and promote the appointment of two new Council members; issued press releases for high profile hearings via FtP decisions; promoted consultation on proposed changes to the profession-specific standards of proficiency for arts therapists, dietitians, occupational therapists, orthoptists, physiotherapists and radiographers via news item, press release and social media channels.

Publications: working with Education on annual report and Registration on CPD report.

Name change project: HCPC signage and documentation, including standards of proficiency, have been ordered. Work to change website and email addresses is underway. Internal amendments to documents are on-going.

Stakeholder: working with Registrations on registration renewal communications for social workers.

Education: Ms Abigail Gorringe

1. Approval process

The Department is reaching the end of a period of peak approvals activity. The final visit for this academic year, to a practitioner psychologist programme, takes place today. The Department has scheduled 8 visits (covering 12 programmes) for the 2012 – 2013 academic year to date. Education providers have until December 2012 to request a visit before July 2013.

2. Annual monitoring process

The Department undertook the final annual monitoring assessment days for the 2011 – 2012 academic year on 29 and 31 May 2012. The remaining annual monitoring visitor reports from these assessment days should be considered by the Education and Training Panel this afternoon. Following the peak activity between December 2011 – May 2012, we expect to see a sharp decline in annual monitoring submissions during the summer months.

3. Major change process

Since the last Council meeting on 10 May we have received 13 new major change notifications, covering 24 programmes.

4. Complaints process

The Department has received no new complaints since the last Council meeting. A complaint was taken to the Education and Training Committee in June 2012. Following the closure of this complaint there are currently no outstanding complaints.

5. Social workers (England)

Members of the Department continue to meet regularly with the General Social Care Council (GSCC) to discuss the transfer of approved programmes and implementation of our approval and monitoring post transfer. The Department is in the process of migrating data from the GSCC to our internal information systems.

The HPC & GSCC have jointly communicated to all education providers around passlists requirements and supplementary information has been added to the HPC website. The Department has also made initial contact with all approved education providers, highlighting our standards and processes; recent Council and Committee decisions around service user involvement and student fitness to practise and explaining the planned communications points over the next couple of months.

Two further introductory seminars for social worker education providers are due to take place this month on 11 and 18 July in Birmingham and Leeds respectively. The first seminar took place on 28 June in London and was well received.

The Department held visitor training for new social workers on 7 and 8 June 2012 and the feedback was positive.

6. Communication with stakeholders

Members of the Department met the following groups between May – July 2012:

- Association of Clinical Scientists
- Department for Education (social work workforce team)
- AHP Medicines Project Working Group
- The General Social Care Council
- Educational Psychology Initial Training National Steering Group
- Education Inter-Regulatory Group

7. Employees

The Department has recently recruited a replacement Education Officer on a temporary basis following Ben Potter's promotion to Education Manager. Niall Lennon joined the Department on 14 May. Lewis Roberts resigned from his Education Officer post and left the HPC in June 2012.

Facilities Management: Mr Steven Hall

1. Employees

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

2. Fitting out of Office Space and Office Moves

On 11 May the Finance and Facilities Departments relocated to 18 Stannary Street, a property currently owned by the Evangelical Alliance. The vacant space has been occupied by the Fitness to Practise Department.

Work has also been progressing on the fitting out of Units 1 & 3, 33 Stannary Street. This has realised a further 33 desks and on Saturday 16 June, this space was occupied by the Operations, Partners, Communications and Fitness to Practise Departments.

The last tranche of these moves will involve the relocation of the IT Department to the space currently occupied by the Communications team and the Fitness to Practise Department expanding into the area currently occupied by IT. There will also be a number of moves within Fitness to Practise.

As a result of this churn, 50% of the current employee compliment will have been relocated.

Finance: Mr Tim Moore

1. General

Since the last Council Meeting, the Finance Department has produced the April and May management accounts and completed the annual report and accounts for distribution in draft form to the Audit Committee and Finance & Resources Committee. These committees have recommended the report and accounts to the Council for approval.

2. Funds under management

At the end of May 2012,

£2.5M was invested in Lloyds instant access account earning 0.70%.

£0.8M was invested in the Nat West Special Interest-bearing Account (SIBA) earning 0.5% and

£1M in NatWest Direct Business Reserve earning 1.25% per annum.

The following have been invested

for longer periods at fixed rates:

£0.5M invested in Barclays money market account earning 0.86% (6 months to 12.06.12),

£0.5m invested in Nat West Bond earning 1.8% (6 months to 16.06.12),

£1.0M in Lloyds money market account earning 1.8% (6 months to 17.09.12),

£1M in Lloyds money market account earning 1.3% (3 months to 17.06.12).

£0.5M has been invested in a Nat West Bond at 3.0% (1 year to 27.03.13).

3. Pensions

In May, there were 70 active members in the Friends Provident Pension scheme.

The court case on the Flexiplan Pension scheme to determine

payments to deferred pensioners who left service before 6 July 2006 to decide the financial position, was heard over in February. Judgment was handed down on 18 June but the basic point as to the level of pension remains undecided. The second hearing is booked for October. We continue to pay £4,495 per month. A further actuarial valuation is due at 31 March, which may result in a new recovery plan and changes to contributions

4. Employee training and levels

There are eight full-time employees in the Department and 1 temporary employee, pending recruitment. We are currently recruiting a management accountant. This is a new role.

5. External audit

The annual report and financial statements and the National Audit Office Audit Completion Report are on the agenda for discussion and approval by Council.

Fitness to Practise: Ms Kelly Johnson

1. Case Information Number of allegations

Between April 2012 and May 2012, 174 allegations/enquiries were received.

Number of open cases pre-Investigating Committee Panel At the end of May 2012 there were 496 open cases.

Length of time – considered at Investigating Committee
For cases that have been considered at Investigating
Committee panel between April 2012 and May 2012, the mean
and median length of time was 7.5 and 7 months.

Case to answer percentage

Of the cases considered by an Investigating Committee panel between April 2012 and May 2012 the case to answer percentage was 57 per cent. Taking into consideration the number of cases closed without referral to an Investigating Committee, the percentage of cases referred to a final hearing in this period was 28 per cent.

Number of cases awaiting hearing

At the end of May 2012, there were 176 cases awaiting consideration by a substantive hearing panel.

Case Considered

66 cases were considered by panels of the Investigating Committee between April 2012 and May 2012.

43 final hearing cases concluded between April 2012 and May 2012, with a further 15 review hearings and 27 interim order panels.

2. Interim Orders

8 interim orders have been applied for between April 2012 and May 2012 with a further 19 reviews of interim orders taking place in the same period. It took a mean and median average of 15 and 15 days from the decision to apply for the interim order to the application hearing taking place.

3. Forecasting and work load management

A number of statistics are used to manage the work of the department and the resources required to manage the department efficient and effectively. The Department also use the average number of cases per case manager (pre-ICP), to determine the work of the Case Managers. This has remained within expected numbers

4. High Court

There are currently 3 outstanding high court appeals. There is a further case where the complainant is seeking permission to judicially review a decision of the Investigating Committee and another case where the registrant is seeking to judicially review a case directions decision of the Conduct and Competence Committee

5. Length of time – Considered at final hearing

Of the cases that concluded at final hearing between April 2012 and May 2012 the length of time taken for a case to conclude was a mean of 17 months and a median of 15 months, which compares to a mean and median of 17 and 15 months for 2011/2012.

6. Protection of title

59 complaints about misuse of title were received between April 2012 and May 2012. At the end of May 2012 there were 42 open cases.

7. Registration Appeals

Between April 2012 and May 2012, 14 new registration appeals were received. At the end of May 2012 there was a live case load of 29 cases.

8. Health and Character

Between April 2012 and May 2012, 64 new Health and Character cases were received. At the end of May there was an open case load of 24 cases.

9. Meetings and other Stakeholder Events April and May 2012

Bircham Dyson Bell
Law Commission
Department of Health
Parliamentary and Health Service Ombudsman
Social Work Information Event
General Social Care Council
Unison
Kingsley Napley
Irish Nursing Board

10. Resources

Hannah Doherty, has now been appointed as a Case Support Officer.

11. Partners

Training for new social work panel members, panel chairs and legal assessors has taken place.

Human Resources: Ms Teresa Haskins

1. Employee resourcing

External recruitment was frozen with effect from 1 May 2012 until after the GSCC transfer in order to provide potential alternative employment for transferring GSCC employees. Exceptions are being made for very senior or specialist roles, for example the new role of Management Accountant.

Where needed, temporary agency workers are being engaged to assist with extra work related to the transfer.

Internal recruitment is still in progress and is likely to continue through June and early July in response to requirements.

2. Communications

Angela Scarlett-Newcomen has been appointed to the new post of Communications Officer (Media & PR) and will join the HPC in July.

3. Finance

Recruitment is in progress for the new post of Management Accountant.

4. Fitness to Practise (FtP)

Following interviews in late April and May, the following appointments have been made in FtP:

Delwyn King, formerly a Case Manager and Kayleigh Birtwistle, formerly a Scheduling Officer, have been appointed to two new posts of Assurance and Development Officer.

Cara Donald, formerly a Case Manager, was appointed to the new post of Case Managers (Advancement). Olayinka Alalade, formerly a Hearings Officer, was appointed to the replacement post of Case Manager.

Ciara O'Dywer, formerly a Lead Case Manager, was appointed to the replacement post of Investigations Manager.

John Barwick was appointed to the new role of Case Team Manager (Advancement) and started in his new role in mid-May.

Phillip Bowden and Hafiza Koroma have been appointed to the replacement posts of Scheduling Officer.

Alejandro Alonso-Martinez has been appointed to the replacement role of Case Team Manager and starts at the HPC in mid-June.

Hannah Doherty has been appointed to the replacement post of Case Support Officer and starts at the HPC in mid-June.

5. Registration

Dushyan Ashton, formerly a Registration Adviser, was appointed to the replacement post of Registration Team Leader.

6. Other HR activities GSCC transfer work

Planning work for the transfer is continuing, including provision of information to the GSCC to assist with their individual consultation meetings, and to the Department of Health to assist them in deciding on funding for pension arrangements for former GSCC employees following the transfer.

GSCC employees who are in scope to transfer to the HPC have been given the opportunity to opt out of the transfer and still receive a redundancy payment. Due to restrictions on pay in lieu of notice in the public sector, 56 out of the 61 employees in scope will need to make their decisions about opting out by mid-June.

APDRs and training and development

The HPC's management development programme is continuing, and the HR team is in the process of devising an organisational training and development plan for the next 12 months, based on learning needs identified during the APDRs (Annual Performance Development Reviews).

Diversity training ran for new employees ran on 25 April and 16 May 2012 as part of the HPC's on-going programme.

Employee discount scheme

An employee discount scheme for HPC employees will be launched in June, which will enable employees to take advantage of discounts across a wide range of consumer products and services. The scheme is extremely low cost for the HPC to run, at just over £1,200 p.a., to be covered by the HR budget.

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 functional changes required for the GSCC transfer have been made live. The migration preparation continues with a development to import direct debit details planned to be live in July.

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.

Following a delay by Microsoft in releasing the software licence, the initial build of the base installation is underway.

A number of super users will be identified throughout the business that will be part of the pilot group to test the new software; before this the software will be deployed to the IT team for live testing.

The software will be deployed by phases to individual business teams and departments.

The schedule for this project has been extended following the reprioritisation of resource to support the delivery of major projects and for the preparation of the transfer of the register of social workers. The project is expected to be delivered after summer 2012.

 DP6 – Increase storage capacity – This project will increase the physical capacity of the storage area network (SAN) and reconfigure the hardware to make best use of the increased capacity.

The different technical options have been assessed and costs requested from two suppliers for a specific model of storage.

This project was completed in May 2012.

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

This project went live on 2 April 2012. The implementation has gone very successfully, with minimal issues. Over the initial period there will be several small fix releases to address issues identified during live running.

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

The requirements gathering phase has completed. Vendor selection has started with some initial presentations from potential vendors. The formal tendering process has started and the initial request for proposal (RFP) to potential vendors has returned a disappointing number of responses.

The project is expected to re-plan to incorporate a further round of tendering.

 Refit of the Evangelical Alliance office – This project aims to fit out the office space on the ground floor of the Evangelical Alliance to provide additional office space. The IT team will support the implementation of the IT data and telephony services in the new building.

The IT network was installed between 17 and 29 April 2012.

Refit of Suite 1 and Suite 3, 33 Stannary street – This
project aims to fit out the office space on the ground floor of
33 Stannary Street to provide additional office space. The IT
team will support the implementation of the IT data and
telephony services in the new building.

An initial survey has been completed and has identified the gap between the current data and power requirements and what will be needed by HPC.

The Facilities team is completing a more comprehensive survey using the HPC architects. The resultant plans will be used to identify options to supply the required services.

The IT network was installed and completed by 1 June 2012.

With the additional office space, desktop and laptop PCs are now being built to support the increased headcount following the transfer of the register of social workers.

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

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

Twelve of the fifteen work packages have now been developed, tested and deployed.

Three work packages are now in build and one is in user acceptance testing.

 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.

The IT team are currently making changes to internal systems and preparing the changes for external services such as the email system.

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

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

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

Currently software is being distributed to all desktops and laptops.

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

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

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

Originally, the software was planned to be rolled out to all laptop users with the implementation of the Windows 7 upgrade project in 2012. However due to the delay in the windows project the implementation of port control has been de-coupled to gain its benefits earlier.

This project is expected to complete in September 2012.

 Penetration testing – Conduct quarterly independent penetration tests of our environment to assure adequate security controls.

The testers initially use automated tools to probe the HPC 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 HPC security and gain access to sensitive areas or prove that vulnerabilities exist.

The penetration test took place in the week of 23 April 2012. The conclusion was:

'Overall good security practices have been implemented across the majority of the external network infrastructure.'

There were issues of a medium importance identified but these have already been mitigated.

Service Availability

NetRegulate outage – On Monday 19 March between 10:57 and 12:00 and again on Tuesday 20 March between 08:32 and 08:46 internal NetRegulate clients could not establish new connections to the NetRegulate service.

The issue was caused by a batch process producing certificates for physiotherapists, running out of available resources. This prevented some registration officers from connecting to NetRegulate.

The online register and renewals were unaffected.

Changes have been made to the server configuration to release more resources to the process, which subsequently ran successfully.

 Telephony outage – On Tuesday 8 May 2012 between 12:15 and 13:30 HPC could not make any outgoing calls or receive telephone calls from the 0845 numbers.

The issue was caused by congestion in our telephony providers network (TalkTalk Business). The issue was a transient issue but we will continue to monitor.

Partners: Ms Hayley Graham

1. Recruitment April - June 2012

18 Lay Panel Members were appointed following interviews 14-16 and 21-23 May

23 Legal Assessor candidates were supplied by FirstLaw. Their CV's have been screened by FtP & Jonathan Bracken and they have all been invited to training on 20 June 2012.

The application window for registration assessors, clinical scientist (audiology) opened for 4 weeks from 2 June.

2. Training

Event: 27 April, Registration Assessor Refresher Training

Attendees: 9 Registration Assessors

Event: 25 May, New CPD Assessor Training Course

Attendees: 1 arts therapist, 1 prosthetist & orthotist, 2 hearing

aid dispensers.

Event: 16-17 May 2012, new panel member training.

Attendees: 22 social workers, 2 paramedics

Event: 31 May – 1 June, new panel chair training

Attendees: 13 panel chairs

Event: 7-8 June 2012, new visitor training

Attendees: 22 social workers, 2 prosthetist & orthotists, 1

psychologist.

Future Training

15 June, new registration assessor training 20 June, new legal assessor training

28-29 June, new panel member training 4 July, legal assessor refresher training 12 July, panel chair refresher training

3. Partner Appraisal

The following appraisals have taken place in the current financial year, and ended May 2012.

Panel members – 14
Registration assessors – 7
Panel chairs – 11
Visitors – 4

4. Appraisal Evaluation

An evaluation of the partner appraisal processes commenced in April. 300 partners who have been appraised since April 2010 were invited to complete an online questionnaire about the appraisal process. The results are currently being analysed and feedback prepared for departments. A report containing recommendations on future partner appraisal will be submitted to the July meeting of the Finance and Resources Committee.

5. Partner Resignations

Since the last report, 8 visitors, 3 panel members and 3 registration assessors have resigned.

6. Partner Agreement Renewals

50 panel members returned self-assessments and 9 chose to resign or did not respond by the extended deadline.

In order to assist with future workforce planning, agreement terms have been staggered. The process was changed to mirror that of the recruitment shortlisting scoring and generally the following cut off scores were applied:

Candidates who scored an average of 3 or more (meets criteria, supported by good examples) were offered agreement extensions for 4 years or until their end of service (whichever is sooner). Those who scored an average of 2 or more (meets all criteria, weak examples) were offered 2 year agreement extensions. Those who scored less than an average of 2 were not offered an extension.

Results are as follows:

Profession	Submissions	4 years/ Service End	2 years	Expire
CH	9	2	7	0
CS	16	3	10	3
OR	2	1	0	1
PYL	2	1	0	1
Lay	21	TBC	TBC	TBC
Totals	50	7	17	5

The review of lay panel member self-assessments are ongoing and the outcomes will be communicated to the July Finance ad Resources Committee.

7. Social Worker Project

Partner service agreements have now been issued to: 33 registrant panel members, 27 visitors, 21 registration assessors, 13 panel chairs & 18 lay panel members.

Agreements will be issued to legal assessors following training on 20 June and this will conclude the first wave of recruitment associated with the regulation of social workers.

8. Self-Assessment Evaluation

Now that the self-assessment process for 2012/13 is complete we are scheduled to conduct a review of the self-assessment renewal process. This will commence late June 2012 and recommendations will be submitted for consideration to the September Finance and Resources Committee.

Policy and Standards: Mr Michael Guthrie

1. Meetings attended	
Kingston University Service User and Carer Group	19 Apr
The College of Social Work	23 Apr
NOMS Learning and Development	24 Apr
Department of Health	24 Apr
NES and NHS Grampian (teleconference)	26 Apr
College of Operating Department Practitioners	8 May
Ministry of Justice	9 May
HPC social work employer event, Manchester	9 May
NES (teleconference)	10 May
Community Care Live, London	16 May
Hong Kong Government: Food and Health Bureau	17 May
Department for Education (teleconference)	17 May
Commission on Human Medicines	17 May
King's College London: social media presentation	17 May
for dietitians	
HPC social worker information event, London	22 May
Department of Health	22 May
Department of Health	22 May
HPC social worker information event, Bristol	23 May
Department of Health: AHP medicines project –	25 May
education providers workshop	
HPC social work employer event, Newcastle	30 May
Department of Health	7 Jun
Department of Health	8 Jun

2. Consultations

Standards of proficiency – arts therapists; dietitians; occupational therapists; orthoptists; physiotherapists; radiographers

The consultations on revised standards of proficiency for the above professions have commenced and will run until 27July 2012. The responses and revised standards are due to be considered by the Education and Training Committee at its meeting in September 2012 and subsequently by the Council.

3. Closed consultations

There have been no consultations which have closed since the last Council report.

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

At its meeting in June 2012, the Education and Training Committee agreed to consult on a proposal to amend the standards of education and training to make service user involvement in approved programmes a requirement.

This decision is submitted to the Council for ratification at this meeting.

5. Standards of proficiency – chiropodists / podiatrists; operating department practitioners; prosthetists / orthotists; speech and language therapists.

The process of reviewing the profession-specific standards and implementing the new generic statements for these professions has commenced.

The relevant professional bodies have been invited to provide input into the draft standards.

6. Student fitness to practise and registration

As part of the work on this topic, an externally commissioned literature review looking at student fitness to practise in the round was commissioned, which made a number of recommendations on a wide range of issues.

The Executive will prepare a paper for the discussion of the Education and Training Committee at its meeting in September 2012 looking at the potential future actions resulting from the research and from our consideration of this area.

7. Law Commission response

At its March 2012 meeting, the Council considered a draft response to the Law Commission's consultation on a revised legislation framework for the regulators.

The consultation response was finalised in light of the comments received and has now been submitted.

8. Social workers in England

The Department has continued to participate in various meetings in this area.

This has included delivered a joint workshop and a joint presentation focusing on CPD with the College of Social Work at 'Community Care Live'; participating in the on-going programme of HPC information and employer events for social workers; and providing input into media releases, blog pieces and other articles on subjects such as the standards of proficiency and student registration.

The standards of proficiency for social workers in England have now been signed-off through the publication process and are due for publication on the HPC website and in hardcopy.

9. Approved Mental Health Professionals (AMHPs)

Once the HCPC register of social workers in England opens, we will become responsible for approving AMHP training in England. As part of this, we will need to develop 'standalone' criteria for approval. These will be the functional equivalent of standards of education and training and standards of proficiency combined.

At its meeting in June 2012, the Education and Training Committee agreed arrangements for developing such criteria. They also agreed interim arrangements whilst these criteria are being developed.

Draft criteria for consultation are due to be presented to the Council at its meeting in December 2012.

Registration: Mr Richard Houghton

1. Operational Performance

a) Telephone calls

- i) UK telephone calls: During the period from 1 April to 30 April 2012 the team received a total of 12,099 telephone calls, which is 65 more calls when compared to the same period two years ago. The Department answered 93% of all those calls received compared to 92% during the same period two years ago.
- **ii) International telephone calls:** During the period from 1 April to 30 April 2012, the team received a total of 833 telephone calls which is 169 less than the same period last year. The Department answered 95% of all those calls received compared to 97% during the same period last year.

b) Application Processing

i) UK applications: A total of 460 new applications were received during this period and 439 individuals were registered, which is 22 less than the same period last year. Applications took on average five 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 six 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 225 new international applications were received in this period and 87 individuals were registered which is 44 less than the same period last year.
- **iii) Grandparenting applications:** A total of 18 new grandparenting applications were received in this period and 8 individuals were registered which is 5 more than the same period last year.

c) Emails

- i) **UK emails:** The team received approximately 150 emails per day and responded to these on average within 48 hours of receipt which is within our service standard of 48 hours.
- **ii) International emails:** The team received approximately 20 emails per day and managed to respond to these on average within 48 hours of receipt which is within our service standard of 48 hours response time.

d) Continuing Professional Development (CPD) audit

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

- Physiotherapists at the beginning of February 2012.
- Arts therapists at the beginning of March 2012.
- Dietitians at the beginning of April 2012.

CPD assessment days are now being held every two weeks.

e) Registration renewals

At the start of February 2012, 46,689 physiotherapists were invited to renew their registration. This year a total of 95% successfully renewed their registration for the next two-year cycle, which is a slight decrease of 0.1% compared to the last renewal period. A total of 32,714 registrants renewed online which represents 70% of those registrants invited to renew. At the start of March 2012, 3,127arts therapists were invited to renew their registration and at the start of April 2012, 7,775 dietitians were also invited to renew their registration.

2) Resource

a) Employees

The Department is operating within the budgeted headcount

Secretariat: Miss Louise Hart

1. Appointment of Council Members

The appointment process to recruit two members of Council concluded in June when the recommendations of the panel were considered by the Health and Social care Appointments Committee of the Appointments Commission. Our new lay member, Dr Frank Burdett, whose appointment commenced on 1 July 2012, will join us at our Council meeting on 5 July 2012. We will welcome our new registrant member at the meeting of the Council in September since his appointment commences on 1 August 2012, the day of the transfer of the register of social workers in England.

2. Annual meeting

Last year, the decision was made to hold the annual meeting in one of the other three countries and, going forward, alternate with the other three country venues biannually. This year, the annual meeting will be held on Tuesday 20 November at 1pm at Park House. This is taking place after the meeting of the Finance and Resources Committee and we would ask that members of the Committee stay on for this event which will conclude no later than 4pm. Should any members of Council not on the Committee wish to attend, please contact the Secretariat.

3. New calendar

The publishing of the new mini calendar of Council and Committee meeting dates for 2012 – 2013 has been incorporated into the name change project and it is anticipated that it will be printed in early August. Copies will be dispatched to members at that time.

4. Memorandum of understanding

A memorandum of understanding between HPC, the Scottish Social Services Council, the Care Council for Wales and the Northern Ireland Social Care Council has been drawn up and details how the Councils will work together in relation to the regulation of social workers, including sharing of information. This memorandum of understanding (together with the supplementary agreement) is on today's agenda for your information.

5. Awayday

Arrangements for this year's awayday (17-18 October) to be held at the Lodge on Loch Lomond are in hand. Secretariat will be co-ordinating transportation and will be in touch with suggested travel plans. As in recent years, we will start the away day at lunch time enabling the majority of Council members to travel to the venue on the day.

6. External meetings

Equalities issues in public appointments	8 May
Dr Maura Pidgeon, Irish Nursing Board	25 May
Regulators Equality and Diversity Group	30 May

7. Training for Employees

Members	of	the	Secretariat	team	attended	the	following
training:							

Freedom of Information training	17 May
Professional regulation seminar	28 Jun

Management Information Pack

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

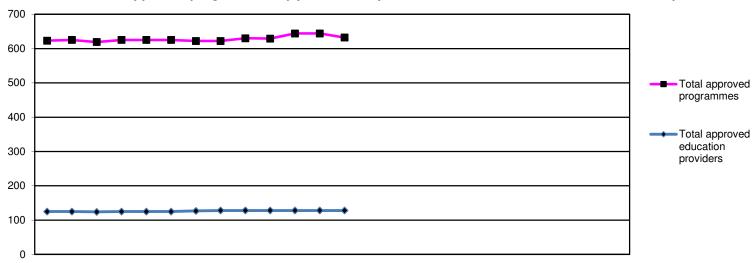




Management Reporting Information to Council Health Professions Council Figures for April 2012

Education	Number of approved programmes, by profession	2a
	Overview of approval visits	2b
	Reasons for visit	20
	Programme monitoring	2d
	Major change submissions	2e
	Complaints about approved programmes	2f
Feedback	Feedback	3
Finance: Not yet available	Consolidated Income and Expenditure	4 a
	Consolidated Income budgeted & actual	4b
	Consolidated Expenditure budgeted & actual	4c
	Consolidated Department Monthly Variances	5
	Consolidated Balance Sheet	6
	Consolidated Cash Flow Actual and Forecast	7
Human Resources	HR Information	8
Information & IT	IT Infrastructure	9
Office Services	Mail Volume	10
Registration	HPC Number of Registrants by Profession	11
Grandparenting Registrations	Grandparent applications workflow process at end of each month	12
	New Grandparent Applications Received	13
	Grandparent Registrations	14
International Registrations	International applications workflow process at end of each month	15
	New International Applications Received	16
	International Registrations	17
	Temporary Registration under EU Directive 2005/36/EC	18
UK Registrations	UK applications workflow process at end of each month	19
	New UK Applications Received	20
	Renewal Information	21
Grandparent, International & UK Registrations	Application Types Received	22
	New Registrants	23
	Registration Telephone Information	24
Continuing Professional Development	Continuing Professional Development process	25
Supplementary prescribing	Number of registrants with supplementary prescribing rights	26

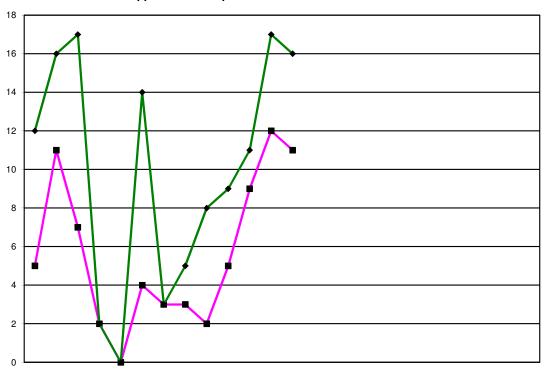
Fitness to Practise	Total Cases Considered	27
	Enquiries and allegations: source	28
	Enquiries and Allegations: Profession & source of complaint	29
	Total Investigating Panel decisions and referrals	30
	Investigating Panel Decisions by profession and source of allegation	31
	Interim Orders by profession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



	2011									2012												20	13		2011/12	2012/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Jul	Aug	Sep	Oct	Nov	v De	c Ja	n Feb	Mar	FYE	YTD
Arts therapists	27	27	21	27	27	27	21	21	21	21	21	21	20												21	20
Biomedical scientists	41	41	41	41	41	41	40	40	40	40	49	49	48												49	48
Chirops/ Pods	19	19	19	19	19	19	19	19	19	19	20	20	20												20	20
Clinical scientists	1	1	1	1	1	1	1	1	1	1	1	1	1												1	1
Dietitians	33	33	33	33	33	33	33	33	33	33	33	33	33												33	33
Hearing aid disps	18	18	16	18	18	18	15	15	15	15	18	18	13												18	13
OTs	73	74	73	74	74	74	73	73	74	74	74	74	74												74	74
ODPs	32	32	32	32	32	32	34	34	34	34	34	34	32												34	32
Orthoptists	2	2	2	2	2	2	2	2	2	2	3	3	3												3	3
Paramedics	51	50	50	50	50	50	50	50	50	50	50	50	50												50	50
Physiotherapists	68	69	68	69	69	69	67	67	68	67	67	67	65												67	65
Practitioner psychologists	83	83	88	83	83	83	93	93	95	95	95	95	95												95	95
Prosthotists/Orthotists	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				_								56	55
Social workers																										
SLTs	32	32	32	32	32	32	32	32	32	32	32	32	32												32	32
Local anaesthesia	2	2	2	2	2	2	2	2	2	2	2	2	2												2	2
Prescription only medicine	8	8	9	8	8	8	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
Total approved programmes	623	625	619	625	625	625	622	622	630	629	644	644	632												644	632
Total approved education providers	125	125	124	125	125	125	127	128	128	128	128	128	128												128	128

Health Professions Council

Overview of approval visits April 2011 - March 2013



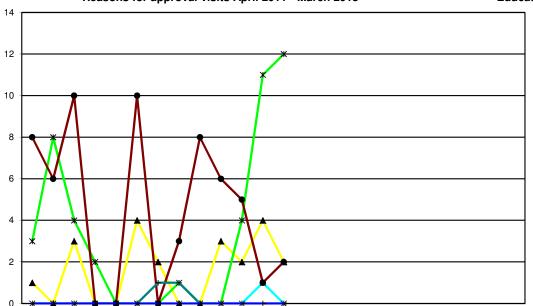
—■—Number of visits	
Number of programmes visited	

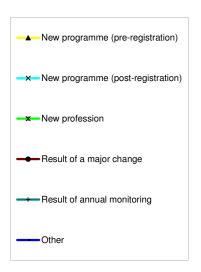
	201	1								2012												2013		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Overview of approval visits																								
Number of visits	5	11	7	2	0	4	3	3	2	5	9	12	11											
Number of programmes visited	12	! 16	17	2	0	14	3	5	8	9	11	17	16											

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	58	63	1.1
U	101	63	42	38	58	63	11
27	117	68	84	80	101	114	16

Health Professions Council

Reasons for approval visits April 2011 - March 2013

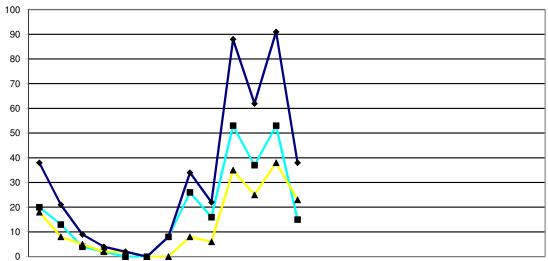


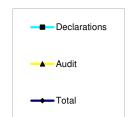


	2011	1								2012												2013	į.	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Reason for programme visited																								
New programme (pre-registration)	1	0	3	0	0	4	2	0	0	3	2	4	2											
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	0	1	0											
New profession	3	8	4	2	0	0	0	1	0	0	4	11	12											
Result of a major change	8	6	10	0	0	10	0	3	8	6	5	1	2											
Result of annual monitoring	0	0	0	0	0	0	1	1	0	0	0	0	0											
Other	0	0	0	0	0	0	0	0	0	0	0	0	0											
Total	12	14	17	2	0	14	3	5	8	9	11	17	16											

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13
FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	19	2
7	29	1	7	1	0	1	0
5	16	4	0	7	31	33	12
5	32	26	53	42	37	57	2
5	1	3	3	3	4	2	0
5	21	2	0	2	0	0	0
27	117	68	84	80	101	112	16

Health Professions Council Overview of annual monitoring submissions April 2011 - March 2013



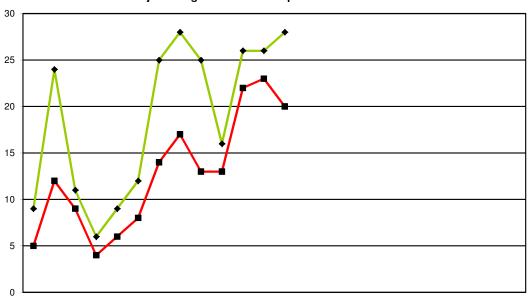


	2011	ı								2012												2013		\neg
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Annual monitoring submissions																								
Declarations	20	13	4	2	0	0	8	26	16	53	37	53	15											
Audit	18	8	5	2	2	0	0	8	6	35	25	38	23											
Total	38	21	9	4	2	0	8	34	22	88	62	91	38											

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	15
110	0.	1.0	107	100	202	202	
51	184	135	136	123	257	147	23
31	104	133	136	123	237	147	23
164	278	278	303	228	489	379	38

Health Professions Council

Overview of major change submissions April 2011 - March 2013



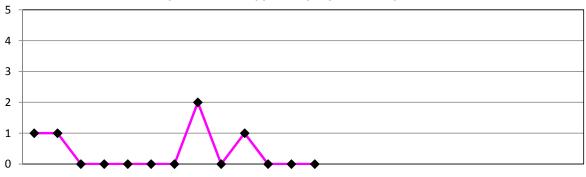
—■— Number of submissions
Number of programmes considered

	2011								:	2012												2013		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr I	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											
Number of programmes considered	9	24	11	6	9	12	25	28	25	16	26	26	28											

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	20
25	97	109	141	179	169	217	28

Health Professions Council Complaints about approved programmes April 2011 - March 2013

Education Department



		20									-0												20.0		
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No.	of complaints ived	1	1	0	0	0	0	0	2	0	1	0	0	C	١										
	Directed visit	0	0	0	0	0	0	0	0	0	0	0	0	C											
	Approval process	0	0	0	0	0	0	0	0	0	0	0	0	С											
omes	Major change process	0	0	0	0	0	0	0	0	0	0	0	0	C											
Complaints outcomes	Annual monitoring process	0	0	0	0	0	0	0	0	0	0	0	0	С											
Comp	Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	C											
	Unsubstantiated	1	0	0	0	0	0	0	0	1	1	0	0	С											
	Pending	0	1	0	0	0	0	0	1	0	0	0	0	C	١										

2012

	2009/10	2010/11	2011/12	2012/13
	FYE	FYE	FYE	FYE
No. of complaints received	6	5	5	0
No. of approved progs	480	623	644	632
% progs affected by complaints	1.3%	0.8%	0.8%	0.0%

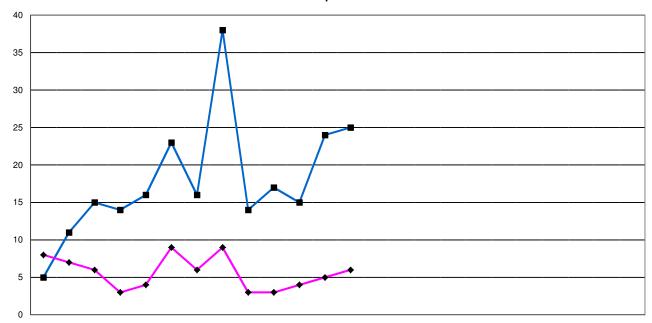
No. of complaints received

2013

2011

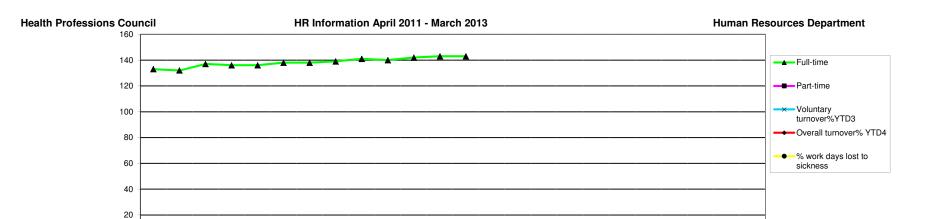
Health Professions Council

Feedback April 2011 - March 2013





	2011								2	012												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
Application process	0	0	0	0	0	2	2	0	1	3	3	15	5												39	23	28	29	4	39	26	5
Registration process	4	7	14	12	15	18	13	35	11	13	7	5	13												169	88	122	361	163	136	154	13
External comms	0	1	0	0	0	0	0	0	0	0	0	1	0	1											24	6	6	4	1	1	2	0
Responsiveness	0	0	0	0	0	0	0	0	0	0	0	0	0	1											6	2	0	0	2	0	0	0
Partner managemen	0	0	0	0	0	0	0	0	0	0	0	0	0	1											0	4	2	4	4	8	0	0
Rules/legislation	0	1	1	0	0	0	0	0	0	0	0	1	3												17	11	10	3	5	0	3	3
Other	1	2	0	2	1	3	1	3	2	1	5	2	4	į.											7	16	18	44	45	38	23	4
Total complaints	5	11	15	14	16	23	16	38	14	17	15	24	25												262	262	186	445	224	222	208	25
Positive feedback	8	7	6	3	4	9	6	9	3	3	4	5	6	i											187	19	27	37	81	79	67	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	Mar
EMPLOYEES																								
Budgeted employees	148	148	148	148	148	148	148	148	148	148	148	148	165											
Total employees	143	142	147	146	146	149	149	149	151	151	152	153	154											
Full-time	133	132	137	136	136	138	138	139	141	140	142	143	143											
Part-time	10	10	10	10	10	11	11	9	10	11	10	10	11											
FTE	142	140	145	144	144	145	145	148	149	149	149	151	152											
Permanent	139	139	138	139	138	139	138	136	141	144	150	142	146											
Fixed-Term Contracts	4	5	9	7	8	10	11	14	8	7	10	11	8											
Starters (permanent)	0	0	0	0	0	0	0	0	2	0	0	2	0											
Starters (fixed-term)	0	2	7	2	2	4	1	1	2	1	1	1	2											
Voluntary resignations ¹	2	1	1	1	2	0	2	0	1	1	1	1	1											
Compulsory leavers ²	0	0	0	3	0	1	0	1	1	0	0	0	0											
Total leavers (vol. & comp.)	2	1	1	4	2	1	2	0	2	1	1	1	1											
Voluntary turnover%YTD3	8	7	7	7	7	5	6	6	7	8	8	9	8											
Overall turnover% YTD4	11	11	11	13	13	10	12	12	12	13	14	13	12											
Agency days	55	36	22	31	46	87	91	76	21	21	27	56	60											
% work days lost to sickness	2	3	2	2	1	2	3	2	2	2	2	2	3											
Average sick-days YTD	6	6	6	6	6	6	6	6	6	6	6	6	6											
Sick-days	69	106	63	55	43	71	80	67	57	71	76	61	84											
O.H. Refs	1	1	0	2	1	2	1	1	3	2	1	0	3											

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	16	
78	79	107	116	136	142	153	154	
73	75	104	113	124	131	143	143	
5	4	3	3	5	11	10	1	
76	77	106	115	127	140	151	152	
74	78	101	113	126	134	142	140	
4	1	5	4	3	8	11		
6	46	42	36	37	15	4	-	
	1	13	7	8	10	24	:	
3	20	17	22	22	10	13		
	1	8	3	3	5	6		
-	21	25	25	25	15	19		
*	30	26	19	16	7	9		
	-	-	20	20	11	13	10	
95	2590	2742	1,149	1385	360	568	6	
*	4	3	4	3	2	2	:	
			8	7	6	6		
846	795	777	847	943	843	819	8-	
0	18	19	27	10	13	15	:	

O.H. Refs Occupational health referrals

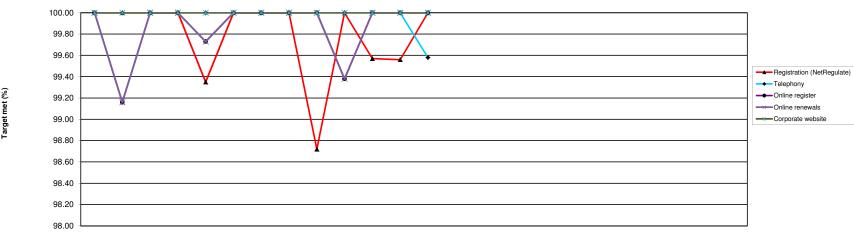
¹ Voluntary Resignations: Includes resignations of permanent employees, or resignations of fixed term employees prior to the end of their contract

² Compulsory Leavers: Records leavers except for resignations. Includes expiries of fixed term contracts, redundancies, dismissals,

³ Voluntary Turnover YTD: Shows the year to date turnover percentage (last twelve months) for resignations only

⁴ Overall Turnover: Shows the year to date turnover (last twelve months) for all leavers - voluntary and compulsory

FTE Full-time equivalent
YTD Year to Date
FYE Final Year End

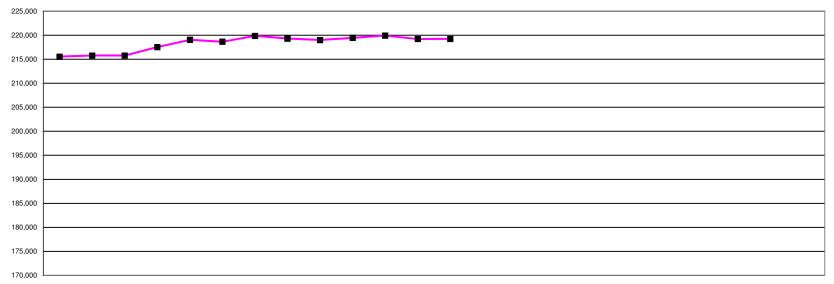


	2010									2011												2012			2006/7	2007/8	2008/9	09/10	10/11	11/1	12/13
Service availability	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Corporate website	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00												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																99.51	99.86	100.00
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																99.51	99.86	100.00
Registration (NetRegulate)	100.00	100.00	100.00	100.00	99.35	100.00	100.00	100.00	98.72	100.00	99.57	99.56	100.00												99.99	99.87	99.89	99.98	99.96	99.77	100.00
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	99.58												99.99	99,83	99.92	100.00	99.98	100.00	99.58

Performance targets	Uptime	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

Health Professions Council HPC Number of Registrants by Profession April 2011 - March 2013

Registration Department



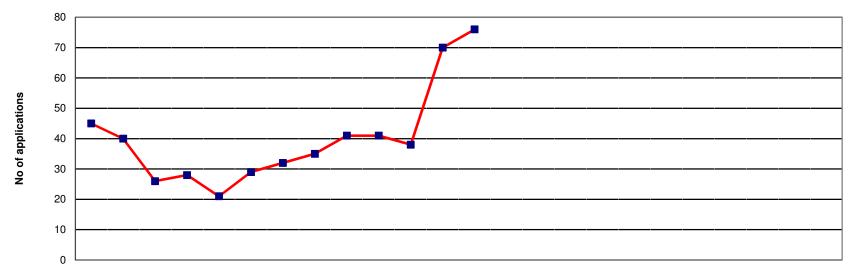
	2011									2012												2013			2007/8	2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
AS	2,913	2,913	2,928	2,948	2,986	3,013	3,047	3,073	3,098	3,111	3,127	3,121	3,127												2,509	2,576	2,785	2,900	3,121	3,127
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												21,560	22,381	21,894	22,626	21,886	21,886
СН	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												13,055	12,581	12,897	12,737	13,005	13,000
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												4,183	4,405	4,444	4,622	4,665	4,679
DT	7,348	7,360	7402	7,537	7,632	7,663	7,709	7,724	7,731	7,745	7,760	7,782	7,789												6,663	6,700	7,160	7,323	7,782	7,789
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															1,587	1,772	1,724
ОТ	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												28,107	30,122	30,351	32,134	31,946	31,928
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												9,458	9,587	10,085	10,314	10,929	10,929
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												1,239	1,278	1,260	1,303	1,286	1,286
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												13,703	15,019	15,766	16,785	17,913	17,935
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												42,490	42,676	44,651	45,002	46,516	46,479
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														15,583	17,161	17,845	17,864
PO	905	903	906	908	912	865	870	878	884	890	890	893	894												832	877	869	901	893	894
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												23,541	25,318	25,195	26,614	26,480	26,533
SW*																														
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												11,375	12,169	12,371	13,086	13,173	13,175
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												178,715	185,689	205,311	215,095	219,212	219,228

NOTE: Information captured last day of each calendar month

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

Grandparent applications workflow process at end of each month April 2011 - March 2013

Registration Departme



	2011									2012												2013			11/12	12/13
Current status	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Minimum info	1	1	1	0	0	1	1	4	1	2	5	30	32												4	32
At scrutiny	35	32	21	24	19	25	28	28	33	33	30	33	39												28	39
Pending reg fee	9	7	4	4	2	3	3	3	7	6	3	7	5												5	5
Total	45	40	26	28	21	29	32	35	41	41	38	70	76												37	76
		•	•		•					•				•	•	•		•	•				•		Average	Average

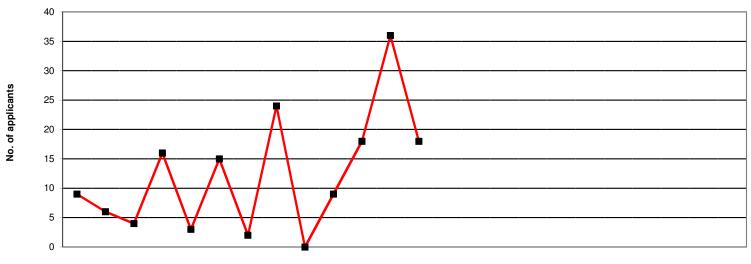
NOTE: Information covers grandparenting applications status progress only

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



New Grandparent Applications Received April 2011 - March 2013

Registration Department



	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 *	9	6	4	16	3	15	2	24	0	9	18	36	18											

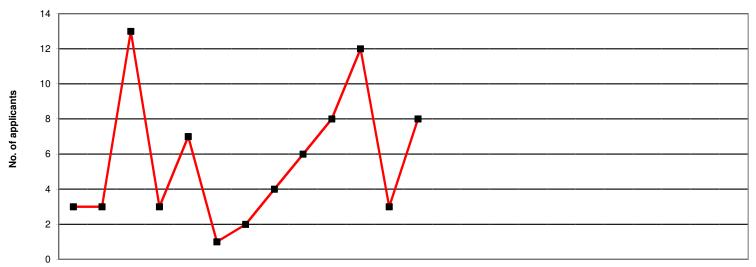
09/10	10/11	11/12	12/13
FYE	FYE	FYE	YTD
93	170	142	

^{*} Practitioner psychologists section of register opened 1st July 2009



Grandparent registrations April 2011 - March 2013

Registration Department



	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											

09/10	10/11	11/12	12/13
FYE	FYE	FYE	YTD
63	96	65	8

^{*} Practitioner psychologists section of register opened 1st July 2009

Health Professions Council International applications workflow process at end of each month April 2011 - March 2013 Registration Department 1,400 1,200 800 400 Registration Department

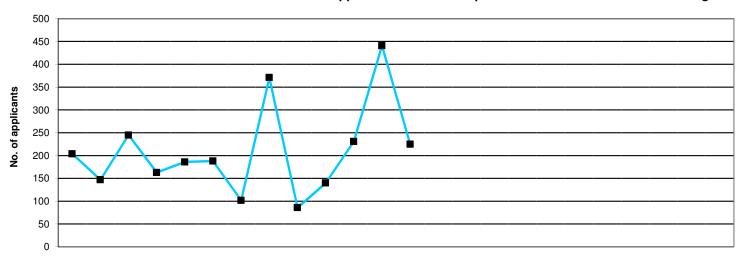
	2011									2012												2013		
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	61	73	100	23	35	49	62	77	26	43	20	315	358											
At scrutiny	531	515	400	590	619	373	416	433	498	488	489	529	586											
Pending reg fee	223	182	172	172	173	172	167	171	184	197	197	228	246											
Total	815	770	672	785	827	594	645	681	708	728	706	1.072	1.190											

11/12 FYE	12/13 YTD
74	358
490	586
187	246
750	1,190
Ave	rage

NOTE: Information covers international applications status progress only

200

Represents the current workload within the International Department as at the end of the month



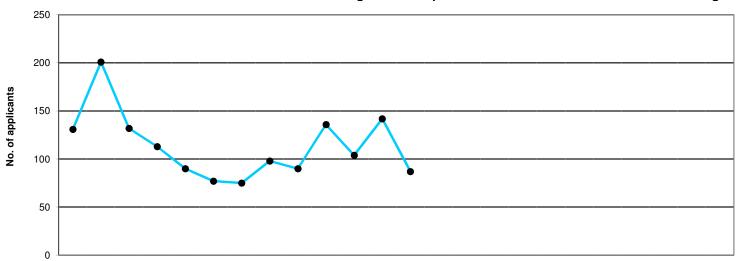
	2011									2012												2013			2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts Therapists	1	0	4	1	1	1	3	6	2	1	2	1	4												16	12	23	23	4
Bio. Scientists	13	9	18	16	14	16	8	38	3	17	22	23	14												307	290	273	197	14
Chirops/ Pods	3	3	3	3	3	2	1	4	1	1	4	3	0												23	34	25	31	0
CI Scientists	6	6	5	5	9	5	0	10	2	4	5	17	8												50	61	72	74	8
Dietitians	9	11	10	12	9	10	7	25	5	3	17	30	16												132	137	139	148	16
Hearing aid disps	2	0	0	1	0	2	0	1	0	1	1	2	2														6	10	2
OTs	21	22	29	10	21	31	13	39	9	22	24	65	17												404	340	381	306	17
ODPs	1	2	1	1	1	1	0	2	1	0	1	1	0												8	10	9	12	0
Orthoptists	0	0	0	2	0	1	0	0	1	0	0	0	1												3	1	5	4	1
Paramedics	3	2	3	6	5	5	4	4	0	3	1	4	5												46	50	39	40	5
Physiotherapists	71	55	97	49	69	51	26	137	36	42	83	158	97												774	745	796	874	97
Pract psychs	16	12	20	14	20	18	6	26	8	8	10	30	23													156	236	188	23
Prosth/Orthotists	2	0	0	1	1	1	1	1	0	0	2	1	0												9	3	10	10	0
Radiographers	34	15	43	28	22	25	20	55	13	25	41	76	29				_								364	312	417	397	29
Social workers*																													0
SLTs	22	10	12	14	11	19	13	23	5	13	18	30	9				_								154	173	166	190	9
Total	204	147	245	163	186	188	102	371	86	140	231	441	225												2,290	2,324	2,597	2,504	225

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)

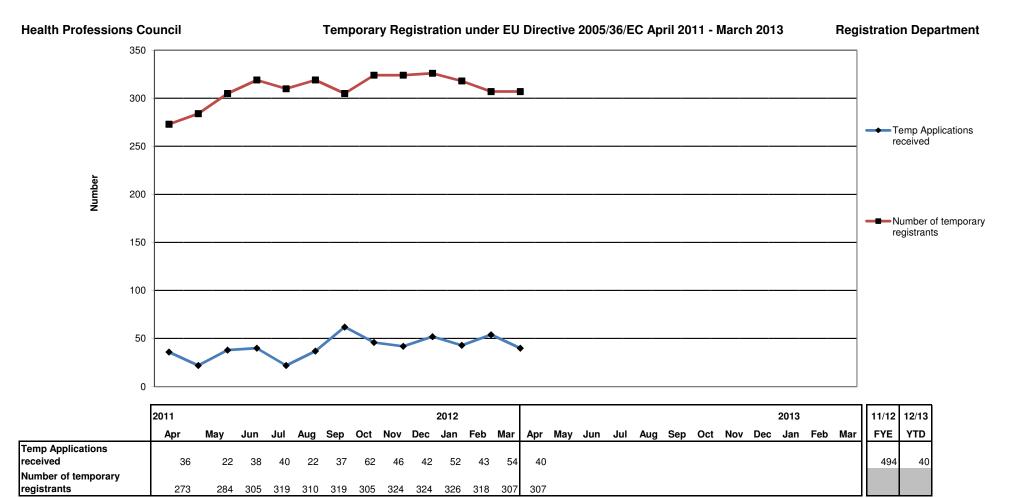
International Registrations April 2011 - March 2013

Registration Department

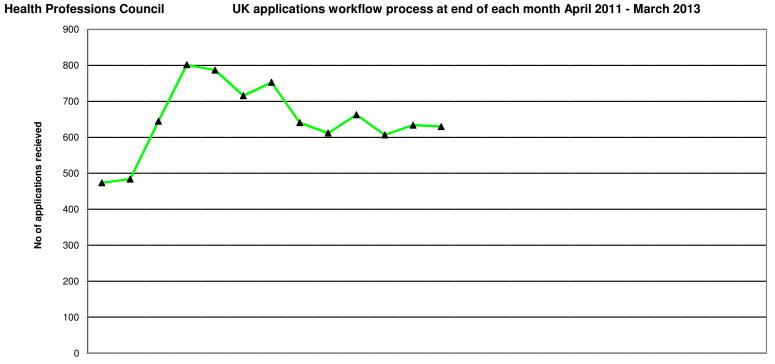


	2011									2012												2013			ı
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	l
Arts therapists	1	0	2	1	1	1	0	0	2	1	0	1	2												l
Bio. scientists	19	13	15	7	4	3	1	3	18	8	15	16	10											ļ	l
Chirops/ pods	6	3	0	0	1	2	2	0	1	1	0	0	2											ļ	l
CI scientists	4	3	2	0	1	0	1	2	1	1	4	4	3											ļ	l
Dietitians	5	5	2	12	8	6	11	3	4	8	4	10	2											ļ	l
Hearing aid disps	0	1	0	0	0	0	0	1	0	2	1	0	0											ļ	l
OTs	26	22	19	18	9	8	3	25	21	27	17	22	22											ļ	l
ODPs	0	0	0	0	0	2	0	0	0	0	1	0	0											ļ	l
Orthoptists	0	1	0	0	0	0	0	0	0	0	1	0	0											ļ	l
Paramedics	2	2	2	1	0	3	1	1	0	3	3	2	0											ļ	1
Physiotherapists	17	115	42	43	42	27	23	32	20	43	28	31	11											ļ	l
Pract psychs	3	1	26	5	6	7	3	8	8	12	9	3	5											ļ	l
Prosth/orthotists	1	0	1	0	0	0	1	1	1	2	0	0	1											ļ	l
Radiographers	31	28	11	20	16	17	7	13	9	14	5	45	22											ļ	l
Social workers*																								ļ	l
SLTs	16	7	10	6	2	1	22	9	5	14	16	8	7				-							ļ	l
Total	131	201	132	113	90	77	75	98	90	136	104	142	87												l

2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 YTD
8	6	4	15	10	2
231	236	162	202	122	10
39	27	15	17	16	2
30	28	22	26	23	3
94	97	80	88	78	2
			4	5	0
302	283	255	289	217	22
5	2	5	3	3	0
4	3	0	1	2	0
14	22	25	23	20	0
567	608	460	500	463	11
		95	127	91	5
6	3	1	6	7	1
428	336	206	270	216	22
					0
134	105	114	130	116	7
1,862	1,756	1,444	1,701	1,389	87



UK applications workflow process at end of each month April 2011 - March 2013 **Registration Department**

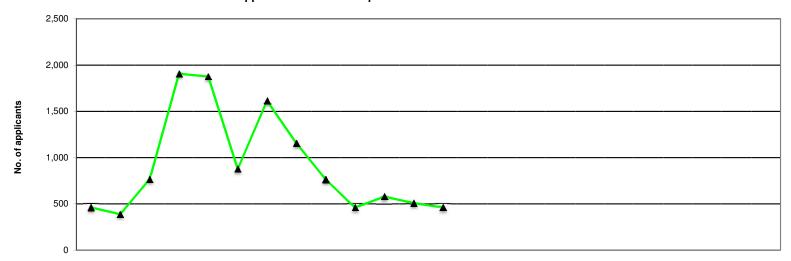


	2011									2012												2013			11/12	12/13
Current status	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Minimum info	474	484	645	802	787	708	737	626	601	652	600	629	625												645	625
At scrutiny	0	0	0	0	0	8	16	14	10	11	7	5	5												6	5
Pending reg fee	0	0	0	0	0	0	0	1	1	0	0	0	0												0	0
Total	474	484	645	802	787	716	753	641	612	663	607	634	630												652	630
			•	-	•		•			•	•	<u> </u>		•				•		•			•		Average	Average

NOTE: Information covers UK applications only

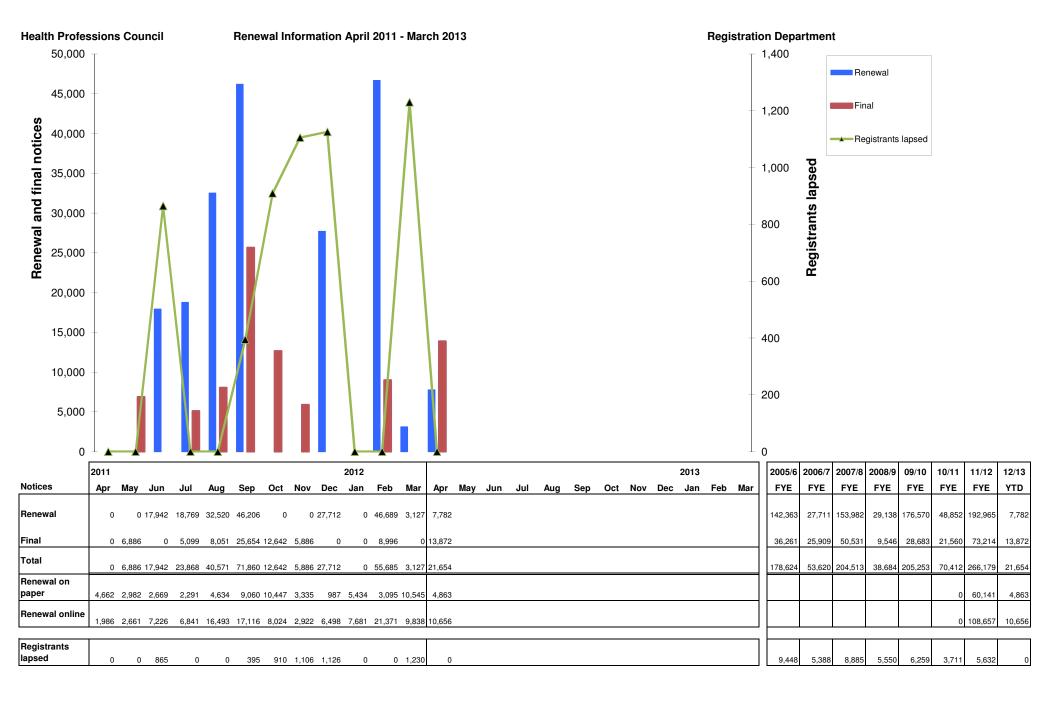
Represents the current workload within the UK section as at the end of the month

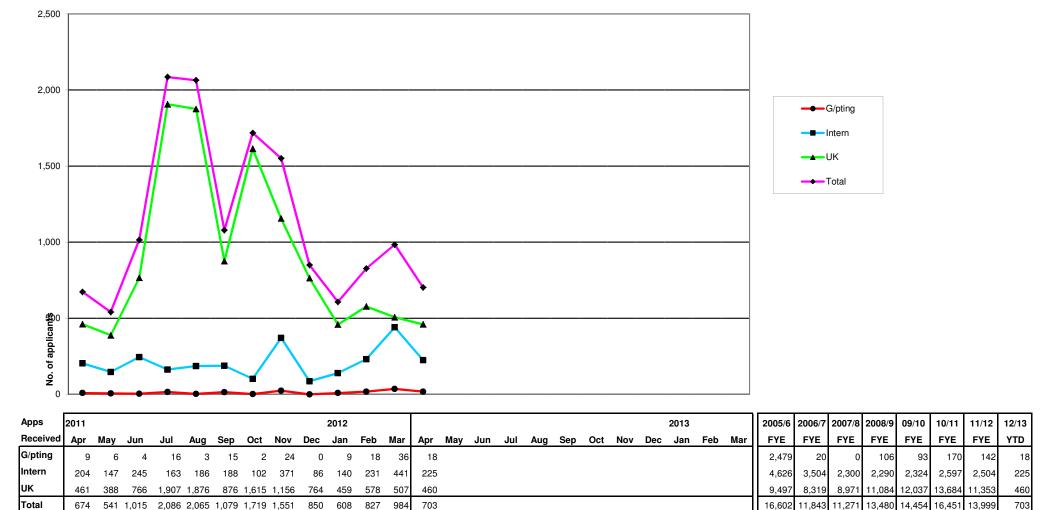
New UK Applications Received April 2011 - March 2013



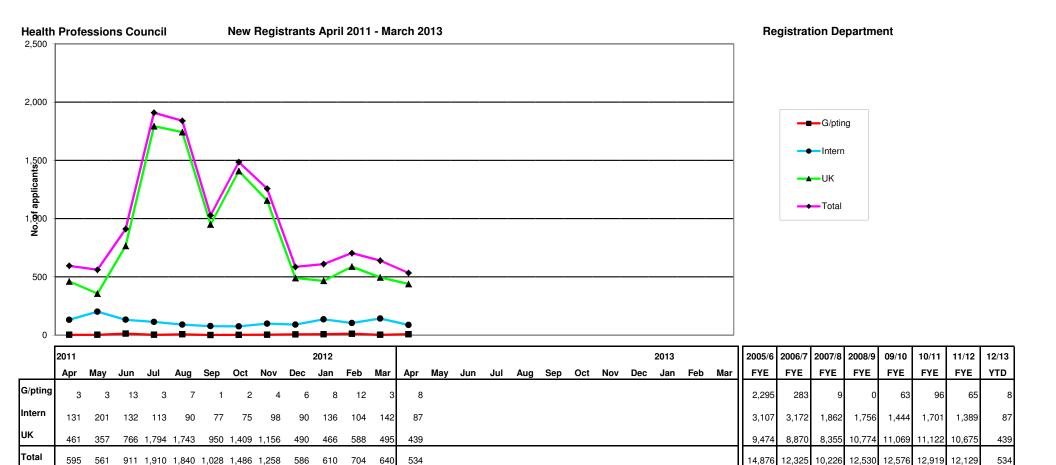
	2011								:	2012												2013			2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	18	10	9	22	50	23	40	34	12	13	17	9	10												235	234	257	257	10
Bio. scientists	43	47	61	89	114	57	92	78	61	68	53	41	33												836	831	894	804	33
Chirops/pods	7	6	22	103	111	38	36	23	4	4	6	2	4												282	429	427	362	4
CI Scientists	39	26	22	24	31	4	18	27	14	21	27	26	34												469	218	240	279	34
Dietitians	17	10	47	120	81	29	42	17	6	6	8	19	29												452	444	453	402	29
Hearing aid disps	7	5	6	25	20	8	22	20	7	6	11	9	10														1,787	146	10
OTs	59	35	80	240	361	115	226	163	58	70	92	79	57												1,873	1,763	1,720	1,578	57
ODPs	17	29	23	37	130	173	148	48	31	9	11	30	54												636	508	622	686	54
Orthoptists	0	0	0	10	17	4	6	1	2	0	2	0	0												106	46	53	42	0
Paramedics	83	91	103	93	199	115	293	179	81	75	131	76	58												1,402	1,158	1,163	1,519	58
Physiotherapists	53	41	132	555	311	121	182	143	57	77	79	75	43												2,531	2,221	2,026	1,826	43
Pract psychs	81	54	77	59	76	59	295	250	89	73	72	73	73													2,138	2,043	1,258	73
Prosth/orthotists	1	2	4	4	7	0	5	7	1	1	0	3	2												51	37	39	35	2
Radiographers	16	13	156	406	228	72	109	59	20	11	27	23	28												1,377	1,251	1,221	1,140	28
Social workers*																													0
SLTs	20	19	24	120	140	58	101	107	321	25	42	42	25												834	759	739	1,019	25
Total	461	388	766	1,907	1,876	876	1,615	1,156	764	459	578	507	460												11,084	12,037	13,684	11,353	460

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



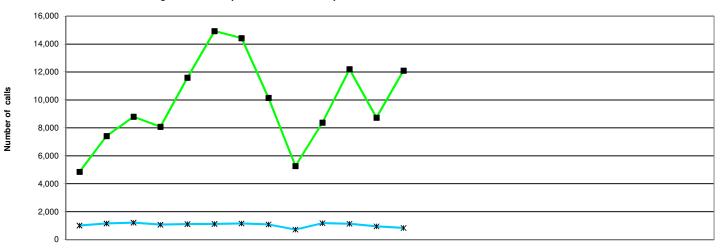


NB The data relates to application forms received, not total fees received.



Registration Telephone Information April 2010 - March 2012

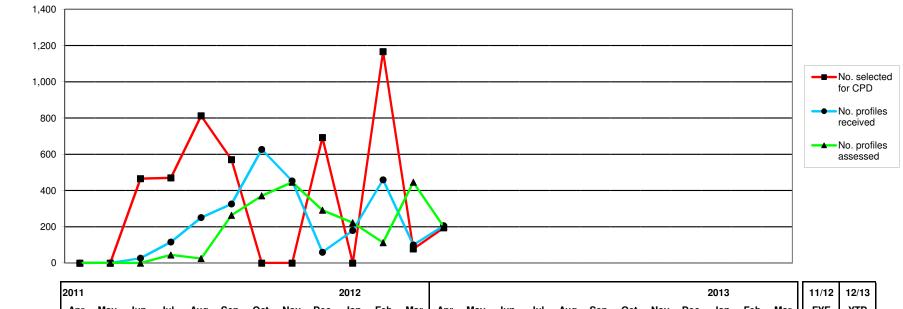
Registration Department



—■—UK received	
-*-Intl & GP received	

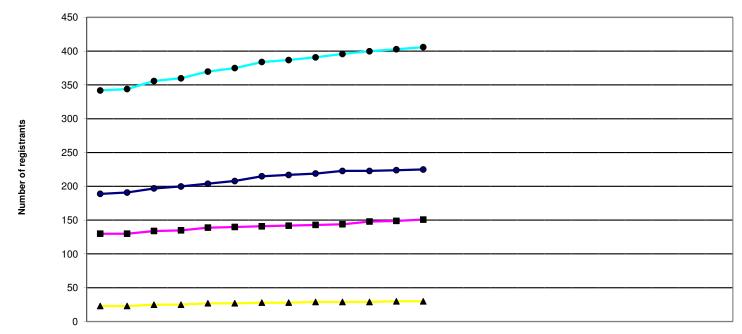
	2011									2012												2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Intl & GP																																
Intl & GP received	1,002	1,152	1,211	1,068	1,107	1,118	1,157	1,088	722	1,176	1,133	952	833												40,070	19,612	14,428	12,732	14,348	16,702	12,886	833
Answered	968	1,099	1,151	1,020	1,056	1,018	1,064	997	682	1,096	1,076	910	794												33,467	17,896	13,388	11,397	14,185	15,969	12,137	794
Calls answered (%)	97	95	95	96	95	94	92	92	95	93	95	96	95												84	92	93	90	95	96	94	95
Abandoned	34	53	60	48	51	100	93	91	40	80	57	42	39												6,627	1,716	1,040	1,335	841	712	749	39
Avg answer time (sec)	20	36	43	38	45	68	78	59	50	58	48	48	52												25	14	13	36	36	41	49	52
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												2.32	2.64	2.79	3,25	3.18	3.41	3.29	4.17
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												70,233	72,488	123,967	92,018	119,887	86,890	114,847	12,099
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												50,518	67,493	91,923	78,293	111,573	83,218	109,818	11,282
Calls answered (%)	98	97	97	97	96	94	92	93	98	96	96	96	93												70	93	79	92	95	96	96	93
Abandoned	105	203	217	145	483	910	1,173	651	84	263	478	317	817												10,719	6,335	32,034	13,725	8,314	3,652	5,029	817
Avg answer time (sec)	23	28	29	29	37	54	69	57	23	36	37	34	51												64	45	102	85	48	36	38	51
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												1.78	2.16	2.65	2,58	2.37	2.47	2.61	3.10

Continuing Professional Development process April 2011 - March 2013



	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
No. selected for CPD	0	0	466	470	813	571	0	0	693	0	1,167	78	195												4,258	195
No. profiles received	0	0	27	116	251	326	627	453	60	180	460	100	206												2,600	206
No. profiles assessed	0	0	0	45	25	264	371	446	292	223	113	446	201												2,225	201

Number of registrants with supplementary prescribing rights April 2011 - March 2013



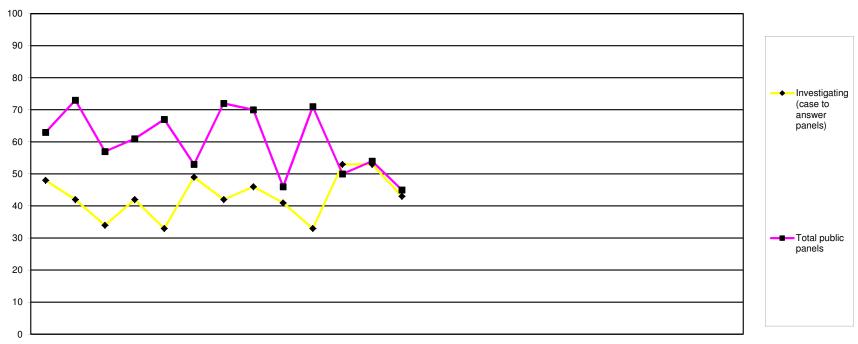
—■— Chirop/podiatry
Physiotherapy
—▲—Radiography
─ Total

	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
Chirop/podiatry	130	130	134	135	139	140	141	142	143	144	148	149	151											
Physiotherapy	189	191	197	200	204	208	215	217	219	223	223	224	225											
Radiography	23	23	25	25	27	27	28	28	29	29	29	30	30											
Total	342	344	356	360	370	375	384	387	391	396	400	403	406											

2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
FYE	FYE	FYE	FYE	FYE	FYE	YTD
15	40	78	112	129	149	151
28	74	109	148	182	224	225
0	7	19	20	23	30	30
43	121	206	280	334	403	406

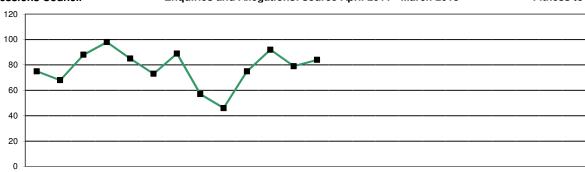
Total cases considered April 2011 - March 2013

Fitness to Practise Department



	2011									2012												2013			2007/8	2008/9	09/10	10/11	11/12	12/13
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Investigating (case to answer panels) Total final hearings held	48 41		34 38	42 31	33 31	49 35	42 42	46 35	41 22	33 35	53 25	53 28													297 204	363 207	463 398			
Review hearings Interim order	10	15	5	13	14	5	11	16	14	11	10	10	5												67	93	124	116	134	5
(application) Interim order	3	2	8	5	4	6	1	7	8	4	5	2	3												20	30	53	48	55	3
(review)	9	15	6	12	18	7	18	12	2	21	10	14	14												52	54	130	123	144	14
Total public panels	63	73	57	61	67	53	72	70	46	71	50	54	45												343	384	705	732	737	45
Total panels	111	115	91	103	100	102	114	116	87	104	103	107	88												640	747	1,168	1,265	1,253	88

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



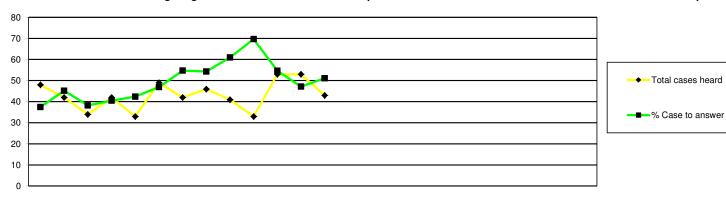


		2011								2	012										2	2013			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
		Apr	May	Jun	Jul	Aug	Sep	Oct I	Nov	Dec	Jan	Feb	Mar	Apr Ma	y Jun	Jul	Aug	Sep	Oct 1	VoV	Dec	Jan F	eb M	lar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
	Total enquiries	45	26	29	48	46	45	49	33	27	45	58	49	64													109	142	243	275	500	64
	Article 22(6)/Anon	18	8	16	27	19	23	23	20	10	21	20	21	7													14	15	15	58	226	7
	Employer	8	5	3	7	9	1	1	2	2	3	15	9	7													44	50	78	48	65	7
Ē	Other	1	2	1	0	1	3	4	0	1	3	1	1	0													2	10	14	4	18	0
enguirv	Other Registrant	0	3	2	4	2	9	7	0	0	6	3	6	5											Not rec	orded	13	19	18	44	42	5
ا ح	Police	0	1	0	0	0	0	1	1	0	1	1	0	1													3	4	4	1	5	1
ce	Professional body	0	1	0	0	0	0	0	0	0	0	0	2	2													1	2	0	0	3	2
Son	Professional body Public	18	6	7	10	15	9	13	10	14	11	18	10	24													32	42	114	120	141	24
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	18													NA	NA	NA	NA	NA	18
	Total allegations	30	42	59	50	39	28	40	24	19	30	34	30												316	322	315	341	529	484	425	20
	Article 22(6)/Anon	4	10	6	4	5	10	4	4	2	4	1	3	0											57	23	49	48	92	108	57	0
ڃ		9	16	36	27	17	13	25	11	12	14	25	19	15											113	164	127	149	182	169	224	15
atic	Other	1	2	3	_,	3	0	1		1	- 1	2	1	0											30	16	22	30	45	14	15	10
allegation	Other Registrant		^	2	1	2	1	,	2	,	,	1	٠	1											13	7	3	14	21	30	11	1
₽	Police	1	2	5	4	5	1	0	1	0	2	0	1	0											27	31	32	32	36	24	22	0
rce	Professional body Public	2	2	0	2	0	0	1	0	1	1	0	0	0											0	1	6	1	1	3	9	0
Sou	Public	12	10	7	12	6	3	9	6	3	8	5	6	3											61	77	76	67	152	136	87	3
	Self-referral	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1											01	- '	, 0	07	102	100	0,	1
	Barring allegation	0	0	0	0	0	0	0	0	0	1	0	0	0											l.		N/A			4	1	0
	Convict/caution	4	5	9	12	9	9	3	3	2	13	10	3	1											41	41	49	51	68	60	82	1
type	Health	1	5	6	2	0	0	1	1	0	0	4	0	0											2	1	1	7	5	6	20	0
n t	Incorrect or	0	1	1	1	0	0	2	0	0	0	1	0	Ö											33	3	4	6	10	1	6	0
aatic	competence	4	5	4	7	1	0	6	0	21	37	45	4	2											33	44	29	50	91	27	134	2
Allegation	Misconduct	62	51	67	71	29	19	28	20	21	22	29	23	3											205	228	177	223	354	381	442	3
1	Not classified	4	1	1	4	0	0	0	0	1	2	3	0	14													24	3	0	4	16	14
	Other regulator	0	0	0	1	0	0	0	0	0	0	0	0	0											1	0	2	1	0	1	1	0
	Total allegations /enquiries received	75	68	88	98	85	73	89	57	46	75	92	79	84											314	318	424	483	772	759	925	84

Enquiries and Allegations: Profession & source of complaint April 2012

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professiona I bodies	Public	Self referral
Arts therapists	0	0	0	0	0	0	1	0
Biomedical scientists	0	2	0	2	0	0	0	0
Chiropodists & podiatrists	0	1	0	0	0	0	4	3
Clinical scientists	0	0	0	0	0	0	0	0
Dietitians	0	1	0	0	0	0	0	0
Hearing aid dispensers	0	2	0	0	0	2	0	0
Occupational therapists	2	4	0	0	0	0	3	2
ODPs	0	4	0	0	0	0	1	0
Orthoptists	0	0	0	0	0	0	0	1
Paramedics	4	1	0	2	0	0	1	7
Physiotherapists	0	5	0	0	1	0	7	4
Practitioner psychologists	1	1	0	2	0	0	10	1
Prosthetists & orthotists	0	0	0	0	0	0	0	0
Radiographers	0	1	0	0	0	0	0	1
Social workers	0	0	0	0	0	0	0	0
SLTs	0	0	0	0	0	0	0	0
Total	7	22	0	6	1	2	27	19

					Total
Total	Total	Total	Total	Total	2012/13
2007/8	2008/9	2009/10	2010/11	2011/12	YTD
16	10	5	9	4	1
26	43	39	36	66	4
40	62	76	74	55	8
6	8	4	10	9	0
14	1	12	9	12	1
			44	23	4
45	55	79	63	96	11
38	55	37	39	63	5
3	0	2	0	2	1
94	100	162	188	253	15
85	95	127	104	118	17
N/A	N/A	149	117	139	15
3	6	7	1	2	0
32	34	47	40	58	2
					0
22	14	26	25	25	0
424	483	772	759	925	84



		2011									2012												2013			2006/7			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												178	299	363	499	533	516	43
	Referred to CCC (Reg representations)	12	13	10	13	11	16	16	15	17	17	23	13	12													97	126	194	178	176	12
	Referred to CCC (Rep representations)	3	2	1	2	0	2	2	2	0	0	1	4	1													25	14	20	22	19	1
	Referred to CCC (No representations)	3	2	2	1	2	4	5	6	8	6	3	7	9													57	60	67	79	49	9
	Referred to HC (Reg representations)	0	1	0	1	1	1	0	2	0	0	0	0	0												pep	3	5	6	6	6	0
	Referred to HC (Rep representations)	0	1	0	0	0	0	0	0	0	0	0	1	0												Not recorded	2	0	0	3	2	0
	Referred to HC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0												Š	1	0	1	5	0	0
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0													1	0	1	1	0	0
<u></u>	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0													0	0	0	0	0	0
Answer	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0													0	1	1	0	0	0
se to	Total case to answer	18	19	13	17	14	23	23	25	25	23	29	25	22												82	186	206	290	306	254	22
čä	% Case to answer	38	45	38	40	42	47	55	54	61	70	55	47	51													62	57	58	57	49	51
ē	Not referred (Reg representations)	24	17	17	18	16	22	12	17	9	5	20	20	17												rded	78	115	176	195	197	17
answer	Not referred (Rep representations)	1	1	2	0	1	1	5	2	4	1	1	2	2												Not recorded	8	13	8	13	21	2
case to	Not referred (No representations)	2	3	2	3	2	2	1	1	2	3	3	5	0												Š	21	21	14	10	29	0
No S	Total cases not referred	27	21	21	21	19	25	18	20	15	9	23	27	19													107	149	198	223	246	19
	Further Information	3	2	0	4	0	1	1	1	1	1	2	2	2												14	6	8	10	21	18	2

By profession

By profession						
	No Case to Answer		1	answer	I	Total YTD
		FI	CCC	HC	IC	
Arts therapists	0	0	0	0	0	0
Biomedical scientists	1	0	2	0	0	3
Chiropodists & podiatrists	1	0	0	0	0	1
Clinical scientists	0	0	0	0	0	0
Dietitians	1	0	0	0	0	1
Hearing aid dispensers	1	0	0	0	0	1
Occupational therapists	2	0	2	0	0	4
ODPs	0	0	2	0	0	2
Orthoptists	0	0	0	0	0	0
Paramedics	3	1	11	0	0	15
Physiotherapists	3	1	2	0	0	6
Practitioner psychologists	6	0	1	0	0	7
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	1	0	1	0	0	2
Social workers	0	0	0	0	0	0
SLTs	0	0	1	0	0	1
Total YTD	19	2	22	0	0	43

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
11	6	4	2	1	0
14	42	26	37	37	3
31	31	53	60	40	1
6	7	3	4	10	0
9	5	7	13	5	1
			13	12	1
29	40	60	48	55	4
24	30	49	32	37	2
2	1	0	1	1	0
62	72	115	113	139	15
56	75	93	86	65	6
0	0	38	66	60	7
4	2	4	4	0	0
41	32	34	33	39	2
					0
10	20	13	21	15	1
299	363	499	533	516	43

By source of allegation

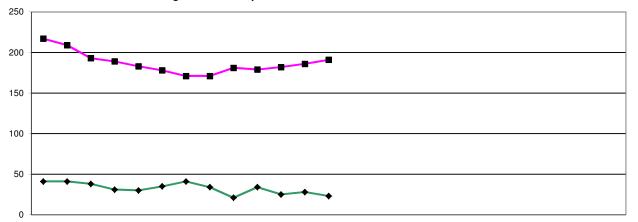
	No Case to					
	Answer		Case to	answer		Total YTD
		FI	CCC	HC	IC	
Article 22(6)/Anon	1	1	4	0	0	6
Employer	4	1	12	0	0	17
Other	1	0	2	0	0	3
Other Registrant	1	0	0	0	0	1
Police	0	0	1	0	0	1
Professional body	0	0	0	0	0	0
Public	12	0	3	0	0	15
Self referral	0	0	0	0	0	0
Total YTD	19	2	22	0	0	43

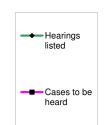
2008/2009 FYE	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 YTD
46	70	94	139	6
176	211	208	204	17
19	15	13	14	3
12	32	37	22	1
30	29	28	21	1
2	2	2	5	0
78	140	151	111	15
				0
363	499	533	516	43

	Applications	Applications	Applications		
	Considered	Granted	Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	0	0	0	2	0
Chiropodists & podiatrists	1	1	0	1	1
Clinical scientists	0	0	0	0	0
Dietitians	0	0	0	0	0
Hearing aid dispensers	0	0	0	0	0
Occupational therapists	1	1	0	1	0
ODPs	0	0	0	5	0
Orthoptists	0	0	0	0	0
Paramedics	1	1	0	3	0
Physiotherapists	0	0	0	1	0
Practitioner psychologists	0	0	0	1	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	0	0	0	0	0
Social workers	0	0	0	0	0
SLTs	0	0	0	0	0
Total	3	3	0	14	1

| Hearings held |
|---------------|---------------|---------------|---------------|---------------|---------------|
| 2007/8 | 2008/9 | 2009/10 | 2010/11 | 2011/12 | Total 2012/13 |
| FYE | FYE | FYE | FYE | FYE | YTD |
| 4 | 4 | 2 | 0 | 0 | 0 |
| 8 | 16 | 8 | 7 | 23 | 2 |
| 6 | 5 | 13 | 10 | 10 | 2 |
| 4 | 0 | 0 | 5 | 9 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 |
| | | | 2 | 2 | 0 |
| 3 | 6 | 9 | 10 | 11 | 2 |
| 18 | 18 | 20 | 29 | 35 | 5 |
| 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | 14 | 46 | 50 | 64 | 4 |
| 8 | 13 | 20 | 25 | 27 | 1 |
| | | 3 | 11 | 7 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | 6 | 12 | 18 | 8 | 0 |
| | | | | | 0 |
| 0 | 3 | 8 | 4 | 1 | 0 |
| 74 | 85 | 141 | 171 | 197 | 17 |

Panel Hearings Decisions April 2011 to March 2013





		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
	Hearings listed	41	41	38	31	30	35	41	34	21	34	25	28	23												73	119	176	231	351	424	399	0
alth	Adjourned / cancelled / postponed													3																			
and Health	Caution	7	8	6	7	3	8	6	5	4	9	2	4	4												8	32	28	24	46	71	69	0
e au	Conditions of practice	3	4	1	2	1	5	1	3	0	3	5	1	0												5	5	7	10	14	21	29	0
ite a	No further action	0	1	0	0	0	1	0	0	0	0	0	0	0												4	6	4	7	7	3	2	0
m je te	Not well founded	5	7	10	3	3	7	13	4	2	5	3	4	6													0	19	36	70	83	66	0
Competence a	Part heard	13	9	6	11	11	4	8	11	8	9	1	5	2												22	22	32	35	90	107	96	0
8 0																																	
	committee	0	0	1	0	0	0	0	1	1	0	0	0	0												1	0	1	0	2	5	3	0
Conduct	Removed - consent	2	0	3	0	0	0	0	1	0	1	0	0	2																	15	7	0
Ö	Struck off	8	5	4	5	5	1	9	1	2	4	4	8	2												11	26	37	64	65	62	56	0
	Suspended	1	5	3	3	7	5	3	8	4	3	9	4	4												19	19	30	23	38	44	55	0
	Cases to be heard	217	209	193	189	183	178	171	171	181	179	182	186	191												59	59	172	117	233	214	182	191
	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0																1	0	0	0
ng	No further action	0	0	0	0	0	0	0	0	0	1	0	0	0																1	1	1	0
gatiı	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0																0	1	0	0
Investigating	Part heard	0	0	1	0	1	0	0	1	0	0	0	0	0																0	0	3	0
ž	Removed	0	0	0	0	0	0	1	0	1	0	0	0	0																3	1	2	0
	Investigating Committee cases to be heard	2	2	3	3	3	3	2	2	1	2	3	3	3													·			1	2	3	3

Representation

				Final Hearing	gs-CCC									
			Not Well Founded		Register entry amended	Removed	Restored	Struck off	Suspende				2011/12 FYE	2012/13 YTD
Represented self	2		1						3	,	44	58	50	6
Representative	2		5	1							115	201	189	8
None	0			1				2	1	2	98	117	101	6
Total											257	376	340	0

Profession	Represent ed self	Represent ative	None	% of represent ation
Arts therapists	0	0	0	0
Biomedical scientists	0	0	0	0
Chiropodists & podiatrists	0	1	0	100
Clinical scientists	0	1	0	100
Dietitians	0	0	0	0
Hearing aid dispensers	0	1	0	100
Occupational therapists	0	0	0	0
ODPs	1	0	1	50
Orthoptists	0	0	0	0
Paramedics	5	0	2	71
Physiotherapists	0	1	0	100
Practitioner psychologists	0	3	2	60
Prosthetists & orthotists	0	0	0	0
Radiographers	0	1	1	50
Social workers	0	0	0	0
SLTs	0	0	0	0

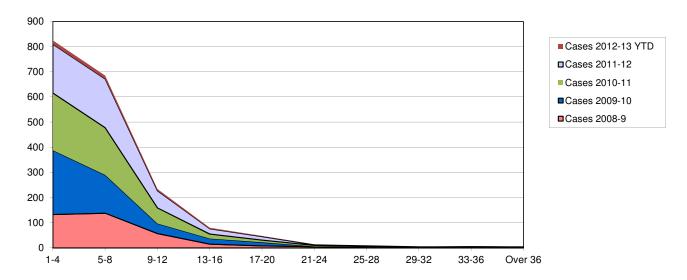
						Final H	earings					
	Caution	Conditions of Practice	Cross Referred	No Further Action	Not Well Founded	NR	Part Heard	Register entry amended	Removed (fraudulent/in correct)	Struck off	Suspended	Vol Removal (Consent)
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	0	0	0	0	0	0	0	0	0	0	0	0
Chiropodists & podiatrists	0	0	0	0	1	0	0	0	0	0	0	0
Clinical scientists	0	0	0	0	1	0	0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	0	0	1	0	0	0	0	0	0	0
Occupational therapists	0	0	0	0	0	0	0	0	0	0	0	0
ODPs	0	0	0	0	0	0	0	0	0	1	1	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	2	0	0	0	1	0	0	0	0	1	2	1
Physiotherapists	1	0	0	0	0	0	0	0	0	0	0	0
Practitioner psychologists	1	0	0	0	1	0	2	0	0	0	1	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	1	0	0	0	0	0	0	1
Social workers	0	0	0	0	0	0	0	0	0	0	0	0
SLTs	0	0	0	0	0	0	0	0	0	0	0	0
Total 2012/13 YTD	4	0	0	0	6	0	2	0	0	2	4	2
Total 2011/12 FYE	69	29	2	1	68	0	52	0	2	56	55	7
Total 2009/10 FYE	46	15	2	3	76	0	7	1	3	64	40	8
Total 2008/2009 FYE	24	12	0	4	39	0				67	25	
Total 2007/2008 FYE	30	5	0	23	24	0				37	35	
Total 2006/2007 FYE	25	5	2	6	15	1				24	19	
Total 2005/2006 FYE	9	6	3	3	1	6				9	20	

						Review	Hearings]		
	Adjourned/ Part Heard	Article 30(7)		Conditions continued	Conditions revoked	Conditions revoked caution imposed	Conditions revoked suspension imposed		Restored	Struck off	Suspension continued		Suspension revoked caution imposed	revoked conditions	Vol Removal (Consent)
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropodists & podiatrists	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
ODPs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Physiotherapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Practitioner psychologists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prosthetists & orthotists	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Social workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SLTs	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total 2012/13 YTD	0	0	0	1	3	0	0	0	C	0	1	0	0	0	0
Total 2011/12 FYE	9	1	0	14	13	0	10	0	3	26	39	4	0	9	9
Total 2009/10 FYE	0	1	0	7	5	1	1	0	2	31	35	8	1	4	2
Total 2008/2009 FYE	3	0	0	3	1	0	0	0	C	16	51	8	2	3	0
Total 2007/2008 FYE	4 0 3 0 0 0 0 0 8 25 2 0 0 0														
Total 2006/2007 FYE								Not available							
Total 2005/2006 FYE								Not available)						

Month of Panel

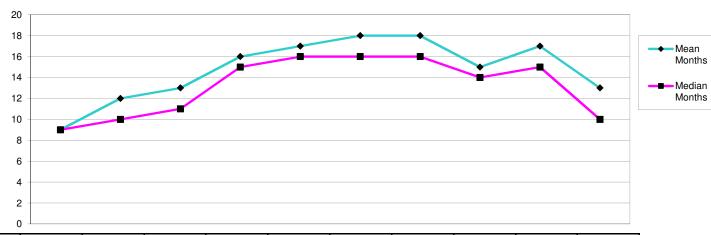
		2011									2012												2013		
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	0-4	142	164	195	210	217	212	193	186	149	150	139	135	139											
	5-8	76	63	59	58	62	61	83	99	99	99	77	64	53											
	9-12	23	16	27	23	25	23	22	20	26	34	46	46	37											
<u>5</u>	13-16	7	9	6	10	8	6	11	13	12	15	11	12	13											
l gr	17-20	5	6	6	5	3	5	3	3	5	3	6	8	8											
awaiting	21-24	7	5	4	1	0	0	1	1	0	1	1	1	2											
a 8	25-28	1	1	1	3	4	2	0	0	0	0	0	0	0											
ses	29-32	1	2	1	1	1	1	1	1	1	0	0	0	0											
	over 33	0	0	0	0	0	1	1	1	1	2	1	1	1											
бг	1-4	86	88	85	82	76	76	82	91	100	108	115	114	106											
ä	5-8	78	72	59	62	55	59	53	45	43	33	42	54	62											
l he	9-12	33	26	28	24	27	27	23	24	20	21	14	9	18											
ina	13-16	12	15	13	11	14	8	8	7	14	14	8	7	4											
gr T	17-20	8	5	3	5	6	5	2	0	1	2	3	2	2											
aiti	21-24	1	3	6	6	5	4	1	2	2	1	1	0	0											
s awaiting final hearing ICP)	25-28	0	0	0	0	1	2	4	4	2	1	0	1	1											
Cases (from l	29-32 over 33	1	2	1	0	0	0	0	0	1	1	2	1	1											
Ca (fro	over 33	0	0	1	2	2	0	0	0	0	0	0	1	0											

Health Professions Council Length of time: Cases Investigating Committee (excluding further information) 2003-4 to 2012-1; Fitness to Practise

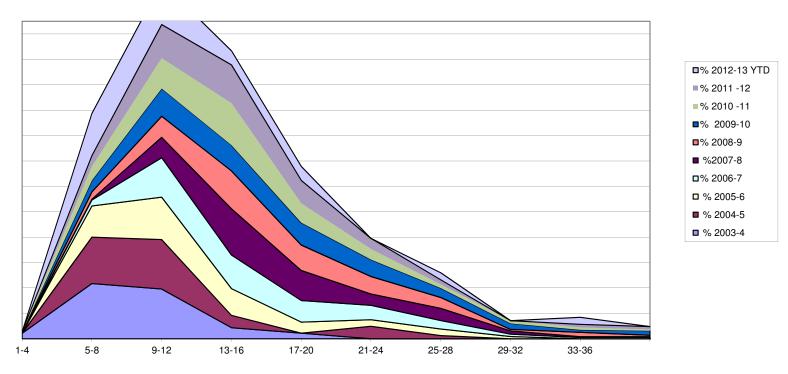


Number of Months	Cases 2003-	Cases 2004- 5	Cases 2005- 6	Cases 2006-	Cases 2007-	Cases 2008- 9	Cases 2009- 10	Cases 2010-	Cases 2011-	Cases 2012- 13 YTD
1-4	4	3		,	0	133	-			15 115
5-8						138	152	188	194	13
9-12						57	40	62	68	7
13-16						15	22	18	21	4
17-20						8	14	9	14	2
21-24						5	1	4	2	0
25-28						2	1	2	3	0
29-32						1	1	1	1	0
33-36						3	1	0	0	0
Over 36			Not availbale			1	2	0	1	0
Mean Months						7	6	6	7	7
Median Months						5	4	5	5	6.5
Total Cases						363	489	512	498	41

Allegations made - conclusion of final hearing 2003-4 to 2012-13



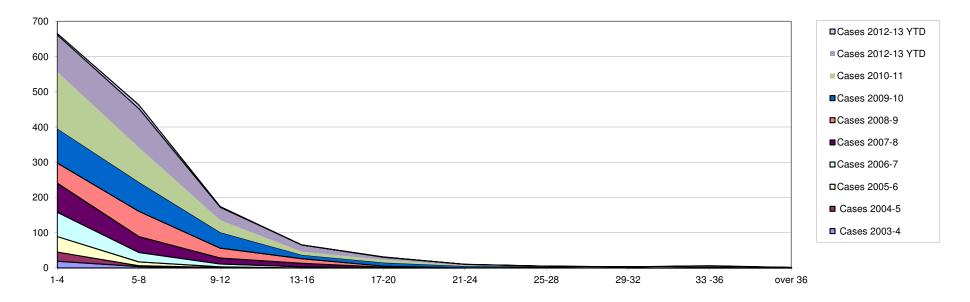
Number of Months	Cases 2003-	Cases 2004- 5	Cases 2005- 6	Cases 2006- 7	Cases 2007- 8	Cases 2008- 9	Cases 2009- 10	Cases 2010- 11	Cases 2011- 12	Cases 2012- 13 YTD
1-4	1	0	0	0	1	0	1	1	0	0
5-8	10	15	14	5	1	10	23	35	18	6
9-12	9	16	19	33	25	29	56	75	71	6
13-16	2	4	12	28	57	52	52	104	79	2
17-20	1	0	5	18	37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



										% 2012-13
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	%2007-8	% 2008-9	% 2009-10	% 2010 -11	% 2011 -12	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	33.3
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	23.9	26.5	33.3
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	33.1	30.1	11.1
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	15.3	18.1	11.1
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.3	8.4	0.0
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	2.9	3.6	5.6
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	2.2	0.0	0.0
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	1.9	2.4	5.6
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.0	2.4	0.0

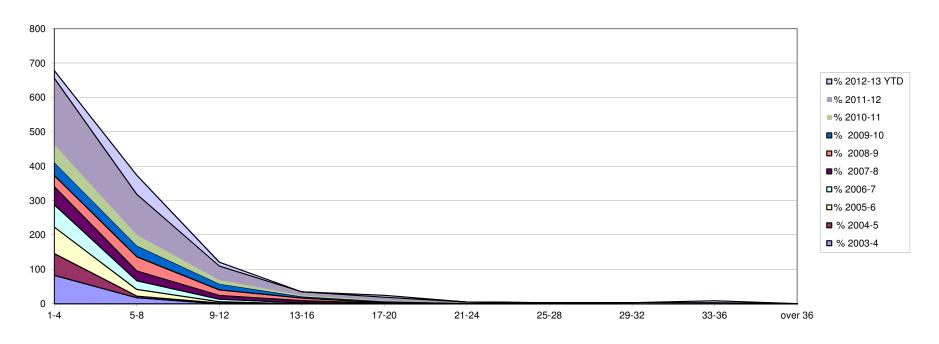
Allegations made - Investigating Panel (concluded final hearing cases) 2003-4 to 2012-13

Fitness to Practise



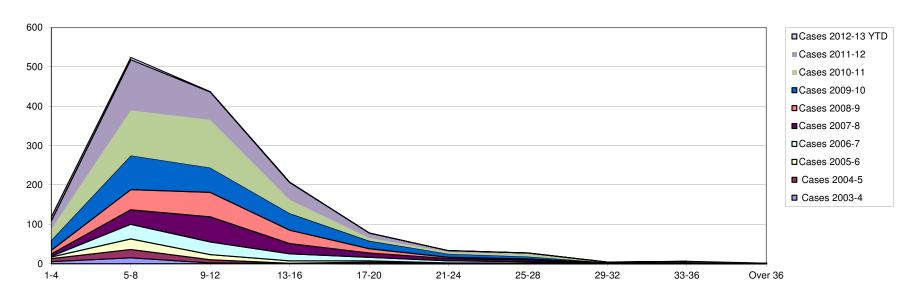
									Cases 2012-13	Cases 2012-13
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11	YTD	YTD
1-4	19	26	44	69	83	57	98	161	105	4
5-8	4	2	11	27	45	72	83	98	111	10
9-12	0	1	2	8	17	28	45	34	37	2
13-16	0	0	0	3	10	13	11	9	19	0
17-20	0	0	0	0	2	3	10	8	7	1
21-24	0	0	0	0	0	0	5	2	3	0
25-28	0	1		0	0	0	2	0	2	0
29-32	0	0	0	0	0	0	0	2	1	0
33 -36	0	0	0	0	0	1	2	1	1	1
over 36	0	0	0	0	0	0	0	0	1	0
Mean Months	3	4	3	4.5	6	7	7	6	7	8
Meadian Months	3	3	3	3	4	6	5	4	5	6
Total Cases	23	41	57	107	157	175	256	315	287	18

Allegations made - Investigating Panel percentages



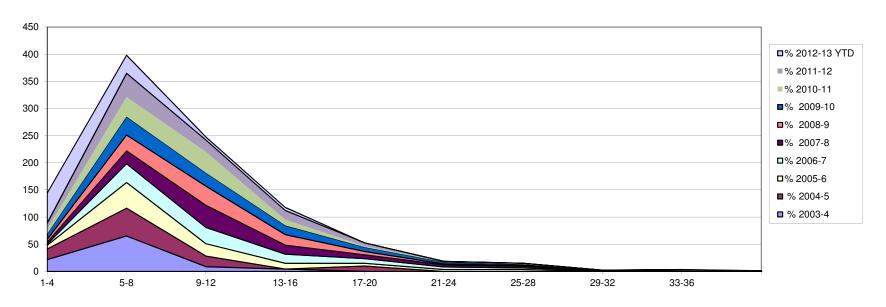
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13 YTD
1-4	83	63	77	64	53	33	38	51	194	22
5-8	17	5	19	25	29	41	32	31	118	56
9-12	0	2	4	7	11	16	18	11	41	11
13-16	0	0	0	3	6	7	4	3	11	0
17-20	0	0	0	0	1	2	4	3	10	6
21-24	0	0	0	0	0	0	2	1	2	0
25-28	0	2	0	0	0	0	1	0	0	0
29-32	0	0	0	0	0	0	0	1	2	0
33-36	0	0	0	0	0	1	1	0	1	6
over 36	0	0	0	0	0	1	0	0	0	0

Investigating Panel - Case Conclusion (concluded final hearing cases)



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
	- Cu3C3 2000 4	00303 2004 0	00303 2000 0	00303 2000 1	00303 2007 0	00303 2000 3				
1-4	5	8	4	2	6	9	26	28	21	10
5-8	15	21	27	37	37	51	87	114	129	6
9-12	2	8	13	32	64	62	63	121	71	1
13-16	1	0	6	18	26	34	43	34	44	1
17-20	0	4	3	9	11	11	20	7	13	0
21-24	0	0	2	5	6	3	9	4	4	0
25-28	0	0	2	3	5	2	6	6	3	0
29-32	0	0	0	1	1	0	1	1	0	0
33-36	0	0	0	0	1	2	1	0	2	0
Over 36	0	0	0	0	0	1	0	0	0	0
Mean Months	6	8	10	11.5	12	11	11	9	10	5
Median Months	5	7	8	10	11	10	9	9	8	4
Total Cases	23	41	57	107	157	175	256	315	287	18

Investigating Panel - Case Conclusion percentages

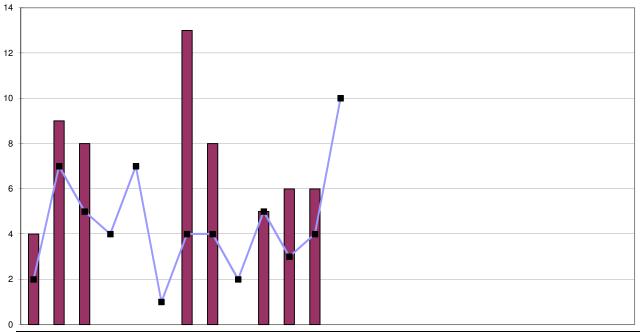


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11	% 2011-12	% 2012-13 YTD
1-4	22	20	7	2	4	5	10	9	11	56
5-8	65	51	47	35	24	29	34	36	43	33
9-12	9	20	23	30	41	35	25	39	22	6
13-16	4	0	11	17	17	19	17	11	17	6
17-20	0	10	5	8	7	6	8	2	6	0
21-24	0	0	4	5	4	2	4	1	0	0
25-28	0	0	4	3	3	1	2	2	0	0
29-32	0	0	0	1	1	0	0	0	0	0
33-36	0	0	0	0	1	1	0	0	1	0
Over 36	0	0	0	0	1	1	0	0	0	0

Registration Appeals April 2011 to March 2013

Fitness to Practise Department

Hearings held
Appeals received

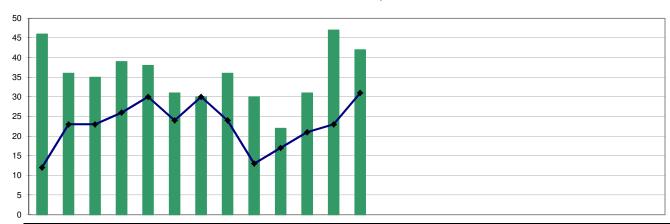


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	2011									2012												2013		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	2	7	5	4	7	1	4	4	2	5	3	4	10											
Reviewed	4	9	8	0	0	0	13	8	0	6	6	6	0											
Hearings held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

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

Protection of Title April 2011 to March 2013

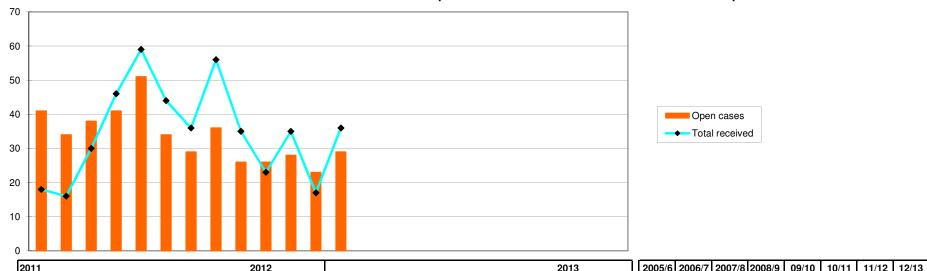


Open cases
Total received

	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
Public	2	5	2	1	7	3	6	2	0	2	1	4	9											
Police	0	3	2	2	2	5	4	1	1	0	3	0	2											
HPC	0	1	0	0	0	3	0	2	0	0	1	0	1											
Anonymous	0	3	5	5	9	0	4	1	1	1	0	0	0											
Professional	10	11	14	18	12	13	16	18	11	14	16	19	19											
Other						N	A						2											
Total received	12	23	23	26	30	24	30	24	13	17	21	23	31											
Visits	1	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											

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	9
31	38	27	44	38	12	23	2
10	10	6	3	2	7	7	1
50	78	38	47	31	26	29	0
225	137	103	233	213	252	172	19
							2
369	284	216	383	316	318	266	33
			3	3	1	1	0

Health and Character Declarations April 2011 to March 2013



		2011	ļ									2012												2013	3		2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13
		Ар	r Ma	ıy J	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
	Renewal	1		1	0	3	1	2	0	0	0	0	0	0	0												36	27	81	43	154	4	8	0
-	Readmission	4	ļ	1	5	3	4	3	5	6	5	3	9	3	5												33	40	34	94	53	74	51	5
cei	Admission	13	3 1	4	25	40	54	39	31	50	30	20	26	14	31												165	150	158	248	282	334	356	31
Re	Self-referral	n/a	n/a	n/	a r	n/a	n/a	n/a	n/a i	n/a	n/a	n/a	n/a r	ı/a	0												54	86	158	192	209	149	0	0
	Total received	18	3 1	6	30	46	59	44	36	56	35	23	35	17	36												288	303	431	577	698	561	415	36
	Considered by panel	16	6 1	7	16	30	30	49	30	40	34	14	28	18	11												n/a	n/a	256	399	387	461	322	11
	Referred to FTP	6	6	4	0	2	1	1	0	0	1	0	0	0	0												n/a	n/a	37	41	61	60	15	0
	Admisison rejected	()	1	0	0	0	0	0	0	2	0	1	2	0												n/a	n/a	2	6	2	7	6	0
	Readmission rejected	()	0	0	0	0	2	0	1	1	0	2	0	2												n/a	n/a	3	8	7	14	6	2
	Renewal rejected	()	0	0	0	0	0	0	0	0	0	0	0	0												n/a	n/a	0	2	1	0	0	0
	Not referred to FTP	5	5	0	1	2	0	0	2	0	2	1	0	0	0												n/a	n/a	34	82	66	87	13	0
_	Admission accepted	4	l 1	2	15	21	27	42	28	35	26	12	22	12	7												n/a	n/a	150	204	204	247	256	7
idered	Readmission accepted	1	l	0	0	5	0	3	0	4	2	1	3	4	2												n/a	n/a	19	51	32	45	23	2
Consi	Renewal accepted	()	0	0	0	2	0	0	0	0	0	0	0	0												n/a	n/a	1	5	12	1	2	0
	Closed before panel	1	l	5	8	13	16	12	10	9	10	7	6	4	17																143	153	101	17
	Open cases	41	3	34	38	41	51	34	29	36	26	26	28	23	29												n/a	n/a	75	75	87	35	23	29