



# **Management Information Pack**

Marc Seale, Chief Executive & Registrar  
Report to Council meeting 9 December 2010

## Chief Executive's Report to Council meeting on 9 December 2010 Contents

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## Chief Executive – Mr. Marc Seale

### 1. Completed Meetings 1 September to 30 November 2010

Social Work Regulation Oversight Group	3 Sept
Office of the Health Professions Adjudicator	3 Sept
Department of Health (Leeds)	8 Sept
HUCBMS Conference (Aberdeen)	9 Sept
HPC annual meeting	14 Sept
Department of Health visit to HPC	16 Sept
Professional Standards Programme Board	22 Sept
CLEAR (annual educational conference)	23-25 Sept
IAMRA (ninth conference on medical regulation)	26-28 Sept
Social Work Regulation Oversight Group	8 Oct
College of Social Work	11 Oct
Nursing and Midwifery Council	12 Oct
Joint Social Work Unit, Department for Education	12 Oct
College of Paramedics	15 Oct
Department for Education	15 Oct
Social Work Reform Board seminar	15 Oct
Ministry of Health Malaysia visit to HPC	25 Oct – 5 Nov
Scottish Government 3 Annual Regulation Conference (Edinburgh)	26 – 27 Oct
Paul Burstow MP, Minister of State for Care Services	28 Oct
Healthcare Science Programme Board	3 Nov
Moirra Gibb CBE (Chair, Social Work Reform Board)	5 Nov
Social Work Regulation Oversight Group	8 Nov
Association of Clinical Scientists	8 Nov
Listening Event (Oxford)	9 Nov

Listening Event (Kings Lynn)	11 Nov
British Association of Social Workers	12 Nov
General Social Care Council	12 Nov
General Social Care Council	16 Nov
CHRE Regulators Forum	16 Nov
UNISON	17 Nov
College of Social Work	23 Nov
Healthcare Regulation Dinner	23 Nov
Social Work Reform Board	25 Nov
Healthcare Professionals Crossing Borders event: 'The future of professional qualifications: balancing mobility and patient safety' (Hungary)	29 Nov
National Stakeholder Forum	30 Nov

### 2. Scheduled Meetings

Social Work Regulation Oversight Group	6 Dec
Chief Scientific Officer, Department of Health	7 Dec
Professional Standards Programme Board	15 Dec
Chief Executives Steering Group	16 Dec

## Business Process Improvement – Mr. Roy Dunn

### 1. Employees

There are no changes. Roy Dunn has completed the ISO27001 Lead Auditor course in preparation for implementation at HPC.

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

The internal audit schedule for 2010 – 2011 is running. Fitness to Practise and Policy and Standards, have been audited. The new archive has had a preliminary audit and will be given a more thorough examination in the near future. As a part of our internal audit process, our scanning and copying service provider were audited in November.

### 3. QMS process updates

HR Partners has reviewed its processes over the summer, and has updated some areas.

### 4. British Standards Institute (BSI) External Audit

Lisa Clarke, the external auditor will be auditing the Policy and Standards, UK Registrations, HR internal processes and Partner HR processes on the 23 November. A new auditor will then take over from April 2011 onwards.

### 5. Business continuity

The cascade list has been circulated to holders of the plan. A power outage in the Kennington area on 13 November required switching to the replicated systems at Rackspace, Reading. This occurred without issue.

### 6. Information security management

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

Background work on the ISO27001 information security standard is progressing. An initial information security policy for the information security management system has been signed off by EMT in September. Initial collection of information assets lists are underway, and are being populated in the vsRisk tool. These data will ultimately be used with mitigations and risk assessments to produce the Statement of Applicability.

All related information security policy items will be circulated to the Finance & Resources Committee in one package.

### 7. Information & data management

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

BPI is looking at possible scanning and presentation systems to speed up CPD and international/grandparenting assessment processes. This will save storage space, make us less dependant on postal and courier services, and potentially speed up part of the process. Security of the system is highly important. A trial of the system was organised in November, initially in Park House.

Tom Berrie presented “Where do we come from?” a history and view of the origins of HPC, at the HPC all-staff meeting on 10 November.

### 8. Risk Register

Specific risks around implementing HPC’s actions from the White Paper “Liberating the NHS: Report of the arm’s-length bodies review “ are included in the current published version.

## 1. Media and public relations

Media releases issued in this quarter include the launch of the HPC's first online campaign aimed at GPs and practice nurses and the consultation on proposals for postregistration qualifications. Fourteen releases were issued on fitness to practise (FtP) hearings on strike off and suspension outcomes between August and October.

For the month of August we had 53 mentions across national and regional media regarding FtP hearings. We had 20 mentions on general HPC issues, five mentions related to social workers, five mentions from monitored blogs and 27 mentions in professional body publications.

For the month of September we had 191 mentions across national and regional media regarding FtP hearings. We had 21 mentions on general HPC issues, 15 mentions related to social workers, Three mentions from monitored blogs and 31 mentions in professional body publications.

For the month of October we had 44 mentions across national and regional media regarding FtP hearings. We had 32 mentions on general HPC issues, four mentions related to social workers and 22 mentions in professional body publications.

We continue to develop the organisation's social media strategy which includes a social media policy for employees, a presence on Facebook and LinkedIn and the use of RSS feeds and Twitter.

The referrers' campaign continues to be a success. The main focus of the campaign is our HPC microsite on doctors.net.uk where we have access to over 173,000 primary and secondary care GMC-registered doctors. To date, 2,616 doctors have visited the microsite 3,674 times and the campaign continues to be featured in the weekly check up email to GPs. As part of the campaign, we exhibited at the Royal College of General Practitioners (RCGP) annual conference in Harrogate. We were well received with many delegates citing they had seen the campaign on doctors.net.

In September we attended the Citizens Advice Scotland (CAS) annual conference and are currently following up a number of key actions. These include exploring the possibility of providing CAS with information for their e-learning modules as well as submitting an article to Citizen Advice Bureau England for their internal newsletter. Both pieces of work are aimed at advisors and provide an overview of the HPC and its complaints handling. As the England branches do not use e-learning modules for their advisors we are exploring other options for providing them with our public information. We are also working jointly with Policy and Standards and CAS to deliver training during November to their advisors to enable them to provide advice to the public on raising concerns.

The Media and PR Manager is working with colleagues from the NMC and the GSCC to organise a seminar for the joint regulators' PPI forum. The purpose of the seminar is to learn about, and become aware of, the key priorities for people with mental health problems. It is also an opportunity for regulators to understand how we can improve the way we communicate with, and involve, people with mental health problems in our

work. Speakers will include a representative from Mind; Young Minds; Afiya Trust; Redbridge Concern for Mental Health and a number of service users who will talk about their thoughts and experiences of mental health. Anna van der Gaag will be chairing the seminar and Sheila Drayton (Council Member) will assist with facilitation as will the Chair of the PPI group, Martin Caple.

Work continues on signposting and a comprehensive list of organisations that should have web links and information relating to the HPC has been put together. These include health regulators, other regulators, patient/consumer organisations, professional bodies, professional organisations and government bodies. Good progress has been made with health regulators and other regulators and patient and consumer organisations have been contacted.

The October GP waiting room and independent pharmacy distribution for our public information materials went ahead as planned and we are currently in the early stages of planning a direct mail campaign to Patient Advisory Liaison Managers, Community Health Councils and other patient groups.

The google adwords campaign continues and we continue with our sponsored advertising on thomsonlocal.com encouraging members of the public to check that their chiropodist/podiatrist and physiotherapist is HPC-registered. Our targeted Yellow Pages directory advertising continues for these two professions.

## 2. Stakeholder communications

Meetings this quarter have included:

- Professional body Welsh Policy Officers network meeting with representatives from the Chartered Society of Physiotherapists, Society of Chiropodists and Podiatrists, College of Occupational Therapists, British Dietetic Association and Royal College of Speech and Language Therapists. The meeting was a useful opportunity to update on HPC's work and we are currently exploring ways of joint working in 2011 – 2012.
- GDC reception in the Scottish Parliament
- BMA EU forum in London. Other stakeholders in attendance were DH, NHS Confederation and RCN.
- Alliance of UK Regulators in Europe (AURE)
- NHS Education for Scotland's AHP Programme Director to discuss their ongoing work.

We have now completed our participation at the three main party conferences as part of the Health Hotel. In addition to our fringe events, we attended Health Hotel debates and receptions and were able to meet with Ministers and Shadow Ministers from the three parties. Our fringe partners this year were the Medical Protection Society and the Royal College of Midwives and the subject of the fringe events was 'Openness and transparency in the NHS'. Speeches were delivered by members of the HPC including the Chair and Director of Fitness to Practise. The fringes were very well attended and we are now reviewing and beginning the initial planning for next year's conferences.

In addition to the three main Westminster conferences, we are attending the party political conferences in the devolved administrations. To date, this has included Plaid Cymru's

annual conference in September as well as the Scottish National Party and the Scottish Labour Party conferences in October. The devolved conferences have proved useful in reaching stakeholder organisations in Scotland and Wales, and particularly interesting in the run up to devolved elections in May 2011. At all three conferences we attended as delegates and placed adverts offering meetings during the conferences, this was the first time we have participated in this way and we will review for 2011 – 2012.

Meetings are currently taking place with the Clerks to the Health Committees in Northern Ireland and Scotland. These will be completed in November with the intention of finding ways that HPC can support and contribute to the debates in the devolved administrations in a targeted way.

Monitoring of Parliament and the devolved administrations is continuing with follow up as required. We have now increased our monitoring to include social work.

Planning is now underway for the next round of employer events in February and March 2011 and full update will be provided in the next report.

### 3. Web

The latest website deployment is in development which focuses on improving events functionality throughout the site. This includes enhancements to the calendar display and improving the way that data is managed for users signing up for events.

Our fitness to practise information is currently being reviewed. The fitness to practise hearings pages will utilise the newly

designed calendar making it easier to navigate for users and a new section for registrants has been launched. Entitled 'Raising and escalating concerns', this section explains the process of raising a concern, gives guidance and sign-posting and covers the subject of whistle-blowing.

A project to review [www.hpcheck.org](http://www.hpcheck.org) has also begun. This major project will enhance the functionality of the Register and bring the site in line with our current visual identity.

### 4. Publications

New and revised publications this quarter have included:

- Annual monitoring: Supplementary information for education providers
- Education annual report 2008
- Education annual report 2009
- Fitness to practise annual report 2010
- How to raise a concern
- The fitness to practise process
- What happens if a concern is raised about me?
- Information for employers cards

We are currently working on periods of adaptation (to be published 14 January 2011), CPD annual report 2009 – 2010 (to be published 1 June 2011), and Alternative Dispute Resolution research report (to be published 26 January 2011).

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

- Guidance on conduct and ethics for students (2,627 copies);
- Standards of conduct, performance and ethics (1,413 copies); and
- Continuing professional development and your registration (342 copies).

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

After consultation with Language Line, the new “How to raise a concern” publication has been translated into Arabic, Bengali, Farsi, French, Mandarin, Polish, Portuguese, Russian, Somali, Turkish, Urdu and Welsh.

We have received 345 requests from registrants for public awareness packs this quarter. We are also including renewal posters and leaflets on promoting your registration in these packs.

The HPC registration logo, which was launched in May this year, has had a good response. It was downloaded 557 times between 8 August and 3 November and has been downloaded 1,016 times to date.

Issue 31 of our e-newsletter HPC in Focus was published on Friday 1 October. The next issue will be published Friday 3 December.

## 5. Events

The HPC has continued to have a presence at a range of stakeholder and registrant facing exhibitions and conferences

across the UK. This included taking a stand and/or having speaker slots at:

- Citizens Advice Scotland
- British Association of Drama Therapists
- Citizens Advice Bureau
- Naidex South
- Royal Colleges of GPs Sustainable Primary Care
- Chartered Society of Physiotherapists
- DNEX
- Society of Chiropractors and Podiatrists
- Scottish Annual Regulation Conference
- National Care Forum
- NHS Employers

The HPC was show partners at the new show Naidex South, a disability, rehabilitation and homecare exhibition. During the two day event, representatives from the HPC saw over 500 delegates, including occupational therapists, physiotherapists and members of the public. As well as talking to delegates and answering questions on the exhibition stand, the Publishing Manager gave CPD presentations to over 160 registrants. There were also a number of visits to our stand from GPs and Practice Nurses and so we were also able to promote the referrers campaign.

Listening events took place on 9 and 11 November in Oxford and King’s Lynn. Feedback received at the events was positive. CPD is still a popular topic with a lot of interest in the audit process and results. The next set of events will take place in March 2011 in Anglesey and Derry.



## 6. Internal communications

An All Employee Meeting was held on 10 November which included an update from the Chief Executive on key organisational issues as well as a presentation from the Information Services Manager on the history of CPSM and the HPC. The next meeting is scheduled for 23 February 2011.

We also published Issue 10 of HPC Update (the internal employee newsletter) in September and Issue 11 in November.

## 7. Communications work for organisational activities

**Counsellors and psychotherapists:** the Media and PR Manager has submitted articles on the proposed regulation of psychotherapists and counsellors to the UK Council for Psychotherapy's (UKCP) publication; The Psychotherapist, The British Psychoanalytic Council's (BPC) publication; New Associations and the British Association for Counselling and Psychotherapy's (BACP) publication; Therapy Today. So far the article submitted to The Psychotherapist has been published, the article submitted to New Associations is due to be published in the next issue and we are waiting for a confirmation regarding publishing for Therapy Today.

Members of the communications team also supported the Policy department in the delivery of the stakeholder information event in Scotland. The event was well attended and was an opportunity to update counsellors and psychotherapists on the work of the HPC and PLG and the potential regulation of this profession.

**Social workers:** we continue to monitor media and parliamentary activity and respond as required. The Director of

Communications and Director of Policy and Standards attended Community Care Children and Young People. This busy conference attracts approximately 1000 social workers including service providers and students. Here the Director of Policy and Standards presented to an audience of approximately 400 about the HPC. It was also an opportunity to meet with stakeholders and further develop our relationship with Community Care.

### 1. Approval process

The Department has spent the last few months completing the schedule of visits for the 2010 – 2011 and 2011 – 2012 academic years. 54 approval visits have been arranged between December 2010 and August 2011, with the peak of approval activity happening between January 2011 to March 2011 and April 2011 to June 2011 as expected.

One practitioner psychology visit remains to be organised in the 2010 – 2011 academic year. Of the six hearing aid dispenser (HAD) visits to be arranged in the 2010 – 2011 academic year, three are still to be arranged. The deadline for education providers wanting to arrange visits in 2010 – 2011 is December 2010.

### 2. Annual monitoring process

The Department has spent the past few months scheduling annual monitoring for the 2010 – 2011 academic year. Plans for the assessment days are nearing completion with dates to be confirmed shortly. The last submission deadline for the previous academic year was Tuesday 31 August 2010 and the only outstanding annual monitoring audit submission for 2009 – 2010 will go to the Education and Training Panel on 6 December, allowing the Department to close off annual monitoring for 2010.

The annual monitoring review day took place on 29 October and was the second of this year's process review days. A summary report of the outcomes will be brought to the Education and Training Committee (ETC) in March 2011.

The *annual monitoring – supplementary information for education providers* publication has been updated and reprinted in light of the revised standards of education and training which came into effect in September 2009 and the review of the annual monitoring process in 2009 – 2010. Copies were sent to education providers as part of the October Education Update. The publication can be found on the website at: <http://www.hpc-uk.org/education/providers/download/>

### 3. Major change process

There was a rise in the number of major change notifications received by the Department in September 2010, which coincides with the beginning of the academic year. Since the last Council meeting on 22 September we have received 30 new major change notifications, which have been split evenly across the NNIW and SES teams.

The major change review day took place on 19 October and was the first of this year's process review days. A summary report of the outcomes will be brought to the ETC in March 2011.

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

Members of the Department have been working on a practitioner psychology project to consider how the information transfer from the British Psychological Society (BPS) to the HPC has progressed since the opening of the practitioner psychology register in July 2009. An analysis report considering the outcomes of the first year of visits was presented to ETC on 18 November for discussion.

The Department continues to work on individual areas of responsibility, as identified in the Education Department Hearing Aid Dispenser (HAD) work plan. Most recently this has included the organisation of a HAD seminar for education providers, which took place in Birmingham on 3 November 2010. Data cleansing activities also took place following the October edition of the Education Update.

### **5. Counsellors and psychotherapists**

Members of the Department attended the Psychotherapists and Counsellors PLG meetings on 30 September and 19 October. The next meeting will take place on 15 December. We await further information from Government regarding the prioritisation of new professions, which may impact upon the future regulation of psychotherapists and counsellors by the HPC. Again, the same is true for dance movement therapists.

Members of the Education and Policy and Standards Departments have also met the UK Council for Psychotherapy (UKCP) and its member organisations to discuss the implications of potential HPC regulation.

### **6. Healthcare scientists and healthcare science practitioners**

The Department of Health project team are continuing to work on this project and devolved administrations are understood to be producing home country implementation plans. It is still anticipated that the Education and Training Board will be an education provider awarding certification following completion of periods of supervised practice preceded by academic qualifications, which will require approval in a similar way to all other education providers' programmes.

### **7 Social work education**

As a result of the Department of Health's review of its arms-length bodies and the proposed transfer of the General Social Care Council's (GSCC) functions to the HPC, members of the Department have been involved in introductory meetings with the Department of Health, the Department for Education, Social Work Reform Board and the GSCC to discuss the transfer of regulatory functions.

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

The fifth issue of the Education Update was distributed to education providers, visitors, professional body representatives and other stakeholders on 19 October 2010 and can be found on the HPC website at <http://www.hpc-k.org/education/Update/index.asp?id=416>  
The next issue of the Education Update is due to be distributed in January 2011.

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

- Department of Health Professional Standards Team (in conjunction with the Executive Management Team)
- The Head of Education and Learning at the College of Occupational Therapists
- The UK Council for Psychotherapy (in conjunction with the Policy and Standards Department)
- The Nursing and Midwifery Council (in conjunction with the Policy and Standards Department)
- The General Social Care Council
- The Psychotherapists and Counsellors Public Liaison Group

- The Council of Deans
- The College of Paramedics
- The Joint Social Work Unit lead on Careers, Standards and Recruitment and Retention, and the Head of the Joint Social Work Unit, Department for Education

The Department has also spent the last couple of months facilitating the 2010 – 2011 education provider seminars. The seminars focused on the theme of student conduct and ethics following the publication of our recent guidance documents, along with a further seminar for education providers running hearing aid dispenser programmes. Feedback from the seminars has been very positive.

### 9. Partners

In conjunction with the Partners Department, the Education Department provided visitor refresher training sessions on 7 and 8 October for those visitors who had completed the initial new visitor training but had not undertaken any further training since then. Further one day sessions of visitor training also took place on 15 and 22 October for visitors who have previously attended two day refresher training. The training days were well received and provided an opportunity for visitors to discuss the revised performance appraisal system for partners with members of the Department.

### 10. Employees

The Department is currently recruiting for an Education Administrator vacancy for the SES team. Interviews took place on 11 November. The Department has also spent the past couple of months making arrangements for Abigail Gorrings's

return from maternity leave. Abigail returned to the office at the end of November 2010.

**1. Employees**

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

**2. Health & safety**

There are no health & safety incidents since last report.

**3. Building refurbishments**

All building refurbishment projects planned for the current financial year have been completed. Planning for the next financial year has commenced and proposed projects include

- Refurbishment to bridge between Park House and 20 Stannary Street
- Redecoration to 22-26 Stannary Street and areas within 20 Stannary Street not dealt with in current financial year
- Replacement of windows within Park House

**1. General**

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

**2. Supplier payments**

At the end of September, 94% by value of the £546K Creditor payments (Sept Aged Creditor Listing) were in the 30 days or less category.

**3. Fee adjustments and income receipts handling**

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

**4. Income collection cycle**

Direct-debit collections of registrants' fees (cover approximately 80% of registrants) are processed by the Finance Department, with collections made two months in advance. Art therapist, biomedical scientist, ODP, occupational therapist and physiotherapist collections occurred in September and October. Dietitian collections are scheduled for November. Most of the income comprises renewal fees collected.

**5. Funds under management**

At the end of September 2010, £2.8M was invested in the Nat West Special Interest-bearing Account (SIBA) on a rolling monthly basis, earning 0.50% per annum. The following were invested for three months (maturing early October 2010) at fixed rates: £0.5M invested in Barclays money market account

earning 0.58% and £3.0M in Lloyds TSB money market account earning 1.1%.

The investment portfolio (excluding £120k portfolio cash) at the end of September was valued at £1.97M. The investment portfolio value including cash & money market instruments was £2.09M. This compares £2.07m at the start of the financial year. The investment portfolio (excluding £138k portfolio cash) at the end of July was valued at £1.85M. The investment portfolio value including cash & money market instruments was £1.99M. This compares £2.07m at the start of the financial year.

**6. Pensions**

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

**7. Employee training and levels**

There are eight full-time employees in the Department. Temporary employees are periodically hired to cover for members of the Department on annual or sickleave and to help achieve its service level targets.

**8. Sage system support and development**

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

**Significant Financial Projects/Issues (next few months)**

- The purchase order product, PRS, has been reviewed by the finance team. It is planned to role out a new version of the product next year at the same time as a new release of the Sage accounting system. PRS is a product of Sicon who

are now a Sage business partner. This will improve compatibility between the accounting and purchase order systems.

- Following a visit to Sicon by HPC Finance team and TSG (HPC's Sage retailer), a fixed asset module has now been installed in HPC offices which offers improved Asset management including reporting and depreciation accounting integrated with Sage accounting program.
- The move from Nat West to Lloyds of HPC's current account is moving ahead and the contract with Lloyds has been signed. Electronic authorisation cards are expected to be issued in November with the current account to be fully operational by the end of December 2010.
- The tax returns for 22-26 Stannary Street limited have now been approved by HM Revenue and Customs. Application has been made to Companies House to strike the company off.

## Fitness to Practise – Ms Kelly Johnson

### 1. Number of allegations

Between April and October 2010, 432 allegations/enquiries were received. It was forecasted that the HPC would receive circa 850 cases over the course of 2010 – 2011. It is now anticipated that we will receive circa 750 allegations/enquiries regarding HPC registrants over the course of the financial year.

### 2. Number of open cases pre ICP

At the end of October 2010, there was an open pre-ICP case load of 338 cases. At the start of the financial year, there were 390 cases.

### 3. Length of time

For cases that have been considered at Investigating Committee panel between April and October 2010, the mean and median length of time is 6 and 5 months.

At the end of October there were 56 cases over 5 months old where the request for observations from the registrant had not been sent. In 52 of those cases we are waiting for information from third parties (this includes waiting for information where a police or employer investigation has not yet concluded).

### 4. Case to answer percentage

Of cases considered by an Investigating Committee panel between April and October 2010, the case to answer percentage was 58 per cent. Taking into account cases that are closed before consideration by an Investigating Committee panel (for instance as they do not meet the standard of acceptance for allegations), the percentage of cases that are referred to final hearing is 37 per cent.

### 5. Number of cases awaiting hearing

At the end of October, there were 255 cases awaiting consideration by a substantive panel. 141 of those cases have a hearing date or proceedings have started but not concluded. There were a further 45 cases that are ready to fix and the scheduling team is in the process of fixing those cases. There were five cases over five months that are not ready to fix and in those cases a number of complex issues that have arisen since their referral by the Investigating Committee.

### 6. Length of time

Of the cases that concluded at final hearing between April and October 2010, the total length of time taken for a case to conclude is a mean of 15 months and a median of 14 months which compares to a mean and median of 18 and 16 months for 2009 – 2010.

### 7. Meetings

Kingsley Napley	3 Aug
Great Western Ambulance Service	10 Aug
London Ambulance Service	12 Aug.
Northern Ireland Ambulance Service	16 Aug
Scottish Ambulance Service	17 Aug
East of England Ambulance Service	6 Sept
GSCC	7 Sept
Conference with Council	8 Sept
AGM Edinburgh	14 Sept
Diane Latham, Medical Council of New Zealand Department of Health.	16 Sept
Jonathan Coe, Professional Boundaries	20 Sept
Mike Andrews, GSCC	21 Sept
Rosalyn Hayles, CHRE	28 Sept



Ubiquis	30 Sept
Welsh Ambulance Service	4 Oct
Kingsley Napley	5 Oct
Charter	6 Oct
North West Ambulance Service	6 Oct
Kennington Police	6 Oct
Psychotherapists and Counsellors stakeholder event	7 Oct
Legal Assessor review day	8 Oct
Training with Council members	11 Oct
Val Cross and Chris Davis, GSCC	12 Oct
Unite the Union	12 Oct
Charter	15 Oct
Kingsley Napley	18 Oct
Paul Philip, General Medical Council	18 Oct
Unions	19 Oct
Scottish Regulation Event	26 Oct
Chris Savory and Vaughn Williams, GSCC	28 Oct

## 8. Resources

Siobhan Carson was promoted to the position of case manager in September 2010, we are currently in the process of recruiting for a replacement case support officer.

Salma Begum was appointed to the position of PA to the Director of Fitness to Practise and took up her new role on 15 November 2010. We are currently recruiting for a replacement hearings officer. Yinka Alalade joined the Department as a scheduling officer in November 2010. We are recruiting for a further scheduling officer on a six month contract to ensure we are able to schedule the number of hearings planned.

## 9. Partners

Recruitment for new lay partners took place over October 2010. 350 applications were received for the role. Appointments have now taken place with training taking place on 4 and 5 November 2010 for the newly appointed lay, dietitian, orthoptist and chiropodist/podiatrist panel members.

Refresher training for existing panel members has continued to take place over the Autumn.

## 1. Employee resourcing

### IT

Recruitment is in progress for the post of IT Service Support Analyst. This vacancy has arisen due to the promotion of Jason Roth to Infrastructure Support Manager and the internal appointment of Richard Watling to the post of Infrastructure Support Engineer.

### Education

Interviews for the replacement post of Education Administrator took place on 11 November.

### Fitness to Practise

Salma Begum, formerly a Hearings Officer, has been appointed to the post of PA to the Director of Fitness to Practise following interviews in October.

Interviews for the replacement post of Hearings Officer and for a fixed term Scheduling Officer post were held on 15 November.

Interviews for the replacement post of Case Support Officer will take place on 22 November.

### Projects

Recruitment is in progress for the fixed term post of Project Manager. Interviews were held on 12 November

## 2. Other HR activities

### Training

The first module of the HPC's management development programme is being held in late November 2010. Further modules will be run throughout 2011.

### Policy work

The HR team has updated the HPC's paternity leave policy to comply with new legislation, the policy on criminal record checks and disclosure to explain existing processes more clearly and the probation policy, and has provided management guidance notes to ensure best practice is followed.

### Review of pay policy and process

Following approval by the Remuneration Committee in September, guidance on monetary values for new pay bands was issued to all employees in October. The HR Director is now rewriting the HPC pay policy to reflect the new system.

### Employee benefits

Following a request via the Employee Consultation Group, the HR team has negotiated discounts of up to 30% for employees for annual membership of Fitness First gyms. A gym membership scheme has been set up for employees at no cost to the HPC.

## Information Technology – Mr Guy Gaskins

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

- **IT upgrade to scanning solution** – Implement an upgrade to the scanning solution of the Registration system to apply software fixes to a number of known errors. This has been completed
- **Small changes to Sage200 financial system** – Support the implementation of the Finance Department’s small project to improve functionality of the Sage financial system. This project will apply a number of fixes to existing issues and deploy a new asset management module. Currently in the test phase with a target go-live date prior to the end of November 2010.
- **Database Upgrade**  
A project to upgrade a number of databases to a more recent version has started. This will ensure continued support for the applications.

Twelve of fifteen systems have been upgraded successfully with a target completion date of the end of November for the remaining systems.

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

- **Fitness to Practise (FTP) Case Management system project** – This project provides status reports to the FTP Committee. The design is now complete and costs are being confirmed for the implementation phase. The project is running to plan and to expectation.
- **Independent Safeguarding Authority (ISA) (applicants and renewal)** – This major project addresses the need to capture the ISA number for applicants and renewals. Relatively small changes are required within the NetRegulate application to accommodate the changes.

A private paper has been presented to the Fitness to Practise Committee giving the detailed position of this project.

In the uncertainty surrounding the implementation of legislation within England, Northern Ireland and Wales, and Scotland a decision has been taken not to invest resource into changes to IT systems but to support our obligations through amendments to business processes and procedures until further clarity is gained.

The implementation of the legislation in Scotland has been postponed until the first quarter 2011 and the review of the legislation for England, Northern Ireland and Wales is expected to be complete also in the first quarter of 2011.

Budgetary provision is being made to support the outcome of these changes within the 2011 – 2012 budget.

- **Education, Approvals and Monitoring service** – We have engaged with an external development company to deliver a series of small changes to the Education system.

The development has begun with an expected release date for User Acceptance Testing on 15 November. The project has been delayed by a number of weeks following the loss of the developer assigned to the work.

- **Telephony system development**

A number of changes to the telephony system call queues and messages were developed and released successfully in July.

The second (and final) scheduled release of changes to the telephony system was made successfully in October.

- **Desktop applications upgrade** – Prepare for the upgrade of the desktop operating system by auditing and replacing applications that are not certified with Windows 7.

The audit is nearing completion and we expect to purchase the Microsoft licences within 2010 in order to gain the advantage of the lower VAT rate.

- **Upgrade to the Mobile Personal Mailing Service (Blackberry)** – This project will upgrade the service to the most recent version of the software providing improved security and the resolution of a number of small defects. This project was completed in September 2010.

- **Replacement of the Mitel 3300 telephony controller** – This project replaced the telephony Private Automatic

Branch Exchange (PABX) that is responsible for the management of all incoming and outgoing telephone calls.

The project is required to retain support for the telephony system and to provide for improved functionality.

This project was completed in September 2010.

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

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

The distribution has been delayed due to a dependency with the laptop replacement project. It is expected to be delivered with the laptops.

Users will be assigned to policies that control their rights following the completion of the laptop project.

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

PCI DSS (Payment Card Industry Data Security Standards) expert advice has been sort to identify potential solutions and industry best practice for handling credit-card payments by telephone.

The selection process through a three party tender has completed with a preferred supplier identified. The next stage of the project will be to commit resource and agree a schedule for the implementation of the new service within the 2010/11 financial year.

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

The project will introduce a method for generating a unique security number each time an authorised user wants to connect to the HPC. This method is known as Two Factor Authentication.

The proof of concept has been completed successfully and the project is planned for the technical implementation in the last quarter of the year.

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

The vulnerabilities identified by the last penetration test in July have been addressed with the final change being planned for release to the web site in early October.

The web site development has started but has been delayed following resourcing constraints. It is now expected to be delivered within December after which we will conduct another penetration test.

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

- **Service desk tool project** – The new software has been installed and we have applied patches to faults identified during testing.

The Service desk tool went live in October 2010. We have received positive feedback about the new service.

**1. Recruitment**

There was an excellent response to the lay panel member recruitment with 350 applications received.

Ten applications were received for the role of orthoptist panel member. Shortlisting is underway and interviews are scheduled for October.

**2. Training**

There was no training held in September. Three sessions of visitor refresher training are scheduled for October, two sessions of panel member refresher training and one training session for legal assessors.

**Partner Resignations**

There were no resignations received in September.

**Partner Appraisals**

Appraisals are continuing for physiotherapy registration assessors.

**Department Information**

Mita Patel joined the partner team in September on a fixed term appointment until March 2011.

The Partner team underwent an internal audit by the Business Process Improvement Department in September in readiness for the audit by the British Standards Institute in November.

## Policy and Standards – Mr Michael Guthrie

### 1. Meetings undertaken – 25 August to 16 November

Lesley Smith, Oxford Brookes University	27 Aug
British Society of Hearing Aid Audiologists	31 Aug
University, Northampton	3 Sept
Royal College of Psychiatrists	6 Sept
General Social Care Council	7 Sept
UK Inter-professional Group (UKIPG),	7 Sept
Further and Higher Education Working Group	
Protecting Vulnerable Groups Scheme:	15 Sept
UK Regulatory Bodies Event, Edinburgh	
Department of Health	16 Sept
Unison Healthcare Assistants Conference	21 Sept
United Kingdom Council for Psychotherapy	24 Sept
Education day	
Department of Health	24 Sept
Nursing and Midwifery Council	27 Sept
General Social Care Council	27 Sept
Department of Health AHP Prescribing	27 Sept
Board – Education and Governance Work Group	
Safeguarding Adults NHS Advisory Group,	28 Sept
Department of Health	
Department of Health	29 Sept
British and Irish Orthoptic Society,	30 Sept
Midland Branch, Birmingham (CPD talk)	
Lesley Smith, Oxford Brookes University	5 Oct
NHS Institute for Innovation and Improvement	5 Oct
Psychotherapists and counsellors information	7 Oct
event, Glasgow	
College of Social Work	11 Oct
CHRE seminar, 'Primum, non nocere' –	15 Oct
are we regulating effectively for patient safety?	
Department for Education (Joint Social Work	20 Oct
Unit)	
PARN Global Profession Standards Conference	20 Oct

BBC Interview: You and Yours	21 Oct
BUPA	26 Oct
Department of Health AHP Prescribing Board	26 Oct
Scottish Government 3 Annual	26–27 Oct
Regulation Conference, Edinburgh	
Department of Health	28 Oct
Department of Health	28 Oct
Institute of Transactional Analysis	29 Oct
visitors from Ministry of Health – Malaysia	2 Nov
UK Inter-Professional Group (UKIPG)	9 Nov
Association of Educational Psychologists	12 Nov
(AEP) Annual Course, Liverpool	
Catia Goncalves, Department of Political	16 Nov
Studies, University of Luxembourg	

### 2. Consultations

#### Post-registration qualifications

A consultation is being held until 1 February 2011 on the HPC's approach to postregistration qualifications.

### 3. Closed consultations

#### Standards of proficiency for health psychologists

The consultation closed on 12 July 2010. An amendment to the standards for health psychologists was agreed by the Education and Training Committee and the Council at their meetings in September and October 2010.

#### Generic standards of proficiency

The consultation closed on 20 October 2010 on draft revised generic standards of proficiency. We received 67 responses to the consultation and from an early assessment of the responses most respondents were pleased with the suggested changes.

Detailed consultation analysis is currently being undertaken and will be presented to the Education and Training Committee and the Council at their March 2011 meetings.

#### **Welsh language scheme**

The consultation closed on 1 September 2010. The results have been analysed and amendments made to the draft scheme. These have been agreed by the Welsh Language Board. The Council will be invited to approve the scheme at this meeting.

#### **4. Professional Liaison Groups (PLGs) Psychotherapists and Counsellors**

PLG meetings have been held in September and October 2010 and further meetings are due to take place in December 2010 and February 2011. A report is then due to be considered by the Council at its May 2011 meeting.

In September 2010 the Director of Education and Director of Policy and Standards attended and presented a UKCP hosted event aimed at providing information about the HPC's role in education to psychotherapy training providers.

In October 2010 an information event was held in Glasgow for psychotherapists and counsellors. The event included presentations on the HPC, the PLG and the fitness to practise process and a question and answer session and was generally well received by the delegates.

In October 2010 an article from Anna van der Gaag on the HPC and the PLG work appeared in the professional body journal 'The Psychotherapist'. Another article has been prepared for a further professional body journal.

#### **Social workers (England only)**

At its meeting in October 2010, the Council agreed to establish a PLG to help put together the draft standards of proficiency for social workers in England.

The Executive has undertaken work with the Chair of the PLG (Jeff Lucas) and the Chair of HPC to select members for the PLG. Meetings have been arranged to take place in January, February and March 2011.

In period covered by this report the Director of Policy and Standards and the Director of Education have met with the General Social Care Council (to discuss the GSCC's role in the work of the social work reform board and the HPC's work to produce standards of proficiency) and the Department of Education Joint Social Work Unit (about the social work reform board).

#### **5. Alternative mechanisms for resolving disputes**

This is joint piece work between the Fitness to Practise Department and the Policy and Standards Department.

At its October 2010 the Fitness to Practise Committee considered a literature review looking at alternative mechanisms for resolving disputes including approaches to mediation, conciliation and alternative dispute resolution. The literature review was undertaken by Charlie Irvine, Visiting Lecturer, University of Strathclyde Law School.

The Committee discussed the implications of the review for the HPC's work, in particular, whether there was a case for a mediation approach as part of or in addition to the fitness to practise process. A further paper is being prepared for the February 2011 meeting of the Committee.



## **6. Independent prescribing**

Charlotte Urwin is currently a member of the Department of Health AHP prescribing board which is discussing arrangements for potentially extending independent prescribing rights to physiotherapists and podiatrists. The DH has launched an engagement exercise seeking views on different options. In addition, such prescribing rights are also being considered separately for paramedics.

This work has a potential impact upon the HPC should independent prescribing rights be extended. There would be a number of operational consequences including the need to develop new standards and to consult; approval of additional education and training programmes; and an upgrade to the netregulate registration system in order to support an annotation of the Register.

The Executive will keep the Education and Training Committee and the Council updated about this area and the consequences of decisions in this area will be included in budgeting/ workplanning for the 2011 – 2012 financial year.

## **7. CPD profiles**

The Department is continuing to review profiles and liaise with the relevant professional bodies. A number of draft profiles are at various stages of the drafting and approval process, including:

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

## **8. CHRE performance review 2010 – 2011**

The process has begun for the 2010 – 2011 performance review. The Department will be co-writing and coordinating the performance review submission which is due to be submitted in mid December 2010.

## **9. Revalidation**

A report from the trip made to regulators in Ontario, Canada in July 2010 is included in the agenda for discussion / approval at this meeting.

## Registration – Mr. Richard Houghton

### 1. Operational performance

#### a) Telephone calls

**i) UK telephone calls:** During the period from 1 August to 31 October 2010 the team answered a total of 21,785 telephone calls which is 425 more than the same period two years ago.

**ii) International telephone calls:** During the period from 1 August to 31 October 2010 the team answered a total of 4,411 telephone calls which is 912 more than the same period last year.

#### b) Application processing

**i) UK applications:** A total of 4,894 new applications were received during this period and 4,761 individuals were registered, which is 372 more than the same period last year. Applications were processed within our service standard of ten working days of receipt.

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

**ii) International applications:** A total of 743 new international applications were received in this period and 365 individuals were registered which is 54 more than the same period last year.

**iii) Grandparenting applications:** A total of 61 new grandparenting applications were received in this period and 19 individuals were registered which is 13 more than the same period last year.

#### c) Emails

**i) UK emails:** The team received approximately 100 emails per day and responded to these on average within one day of

receipt which is well within our service standard of five working days.

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

**d) Continuing Professional Development (CPD) Audit**  
Assessment days continued to be held during this period.

#### e) Registration renewals

At the start of September 2010, 10,141 renewal forms were sent to operating department practitioners. As at the 2 November 2010 a total of 7,902 had successfully renewed their registration for the next two-year cycle with 49% renewing online.

### 2. Resources

#### a) Employees

The Department is operating within the budgeted headcount.

**1. Council awayday**

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

**2. Annual appraisals**

The annual appraisal cycle is now underway and you should have received notification of the schedule of dates in January on which appraisals will be carried out. Once feedback from Committee Chairs has been collated, your appraisal forms will be sent to you for completion and this should be returned to Secretariat prior to your appraisal.

All information will be available on the extranet and should you require any additional information, do not hesitate to contact Steve Rayner on 020 7840 9785.

**3. Internal audit tender**

On 24 June 2010, the Audit Committee agreed the proposed approach and timetabling for tendering the internal audit work. In accordance with the agreed approach, a short-listing panel met on 18 October 2010 to consider the six tenders received. The three short-listed firms were then invited to give a short presentation at the meeting of the Audit Committee on 25 November 2010 and the Committee agreed to recommend one of the firms to Council. The recommendation is on today's agenda and Council's approval is sought to appoint HPC's internal auditor for a period of up to four years and with their appointment subject to an annual review. It is anticipated that the selected internal auditor will start the provision of service on 1 April 2011.

**4. Professional Liaison Group: Draft Standards of Proficiency for Social Workers**

The Nominations Committee met on Friday 5 November to consider nominations from Council members and from external stakeholders for membership of the Professional Liaison Group to prepare the draft Standards of Proficiency for Social Workers. The Committee appointed Malcolm Cross, Sheila Drayton and Penny Renwick to the PLG and determined that one representative from each of the following organisations should be invited to join the PLG:

- Association of Directors of Adult Social Services;
- Association of Social Work Professors;
- British Association of Social Workers;
- General Social Care Council;
- Joint University Council Social Work Education Committee;
- Association of Directors of Children's Services;
- The College of Social Work;
- Unison.

**5. External Meetings**

ALB Board Secretaries	23 Sept
Inter-regulators Governance Group	1 Oct
Disability award review meeting with JobcentrePlus	20 Oct
General Pharmaceutical Council to consider the HPC's approach to Freedom of Information requests	21 Oct

**6. Training for Employees**

Members of the Secretariat attended the following training:	
Data Protection Conference, PDP Training	14 Oct

# Management Information Pack

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

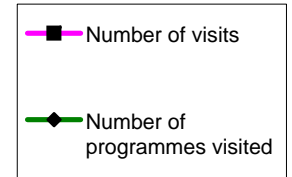
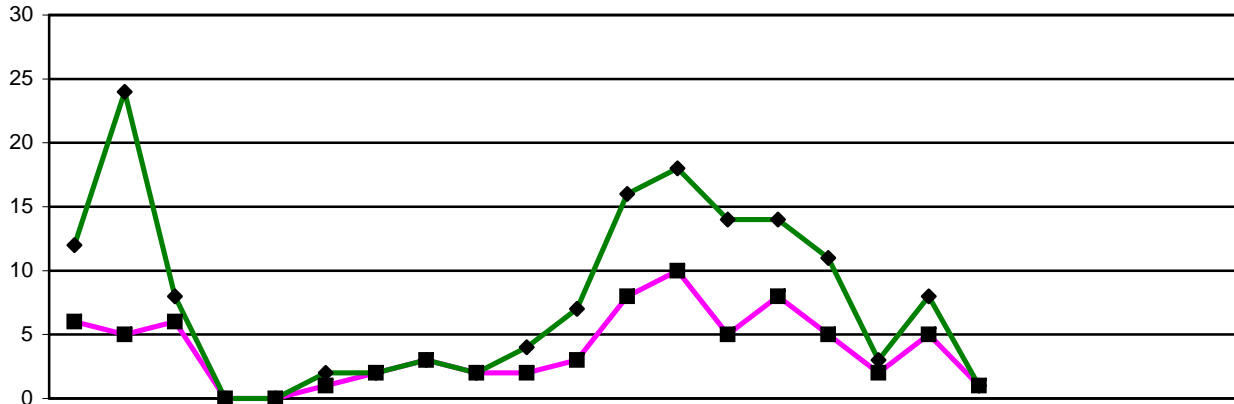


**hpc** health  
professions  
council

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

<b>Education</b>	Programme approvals and visits	<b>2a</b>
	Programme monitoring	<b>2b</b>
	Major change submissions	<b>2c</b>
<b>Feedback</b>	Feedback	<b>3</b>
<b>Finance</b>	Consolidated Income and Expenditure	<b>4a</b>
	Consolidated Income budgeted & actual	<b>4b</b>
	Consolidated expenditure budgeted & actual	<b>4c</b>
	Consolidated Department Monthly Variances	<b>5</b>
	Consolidated Balance Sheet	<b>6</b>
	Consolidated Cash Flow Actual and Forecast	<b>7</b>
<b>Human Resources</b>	HR Information	<b>8</b>
<b>Information &amp; IT</b>	IT Infrastructure	<b>9</b>
<b>Office Services</b>	Mail Volume	<b>10</b>
<b>Registration</b>	HPC Number of Registrants by Profession	<b>11</b>
<b>Grandparenting Registrations</b>	Status of grandparent applications at end of each month	<b>12</b>
	New Grandparent Applications Received	<b>13</b>
	Grandparent Registrations	<b>14</b>
<b>International Registrations</b>	Status of international applications at end of each month	<b>15</b>
	New International Applications Received	<b>16</b>
	International Registrations	<b>17</b>
<b>UK Registrations</b>	Status of UK applications at end of each month	<b>18</b>
	New UK Applications Received	<b>19</b>
	Renewal Information	<b>20</b>
<b>Grandparent, International &amp; UK Registrations</b>	Application Types Received	<b>21</b>
	New Registrants	<b>22</b>
	Registration Telephone Information	<b>23</b>
	Number of registrants with supplementary prescribing rights	<b>24</b>

<b>Fitness to Practise</b>	Total Cases Considered	25
	Enquiries and allegations: source	26
	Enquiries and Allegations: Profession & source of complaint	27
	Total Investigating Panel decisions and referrals	28
	Investigating Panel Decisions by profession and source of allegation	29
	Interim Orders by profession	30
	Panel Hearings, Decisions Conduct and Competence Committee	31
	Panel Hearings Decisions Health and Investigating	32
	Panel Hearings Decisions CCC and HC Review	33
	Final hearings (CCC and HC) representation	34
	Hearings: decisions by profession	35
	Length of time: Allegations	36
	Length of time: Cases Investigating Committee 2003-4 to 2009-10	37
	Allegations made: conclusion of final hearing 2003-4 to 2009-10	38
	Allegations made - conclusion of final hearing percentages	39
	Allegations made: Investigating Panel 2003-4 to 2009-10	40
	Allegations made - Investigating Panel percentages	41
	Investigating Panel - Case Conclusion (concluded final hearing cases)	42
	Investigating Panel - Case Conclusion percentages	43
<b>Registration Appeals</b>	Registration Appeals	44
<b>Protection of Title</b>	Protection of Title	45
<b>Health and Character</b>	Health and Character Declarations	46

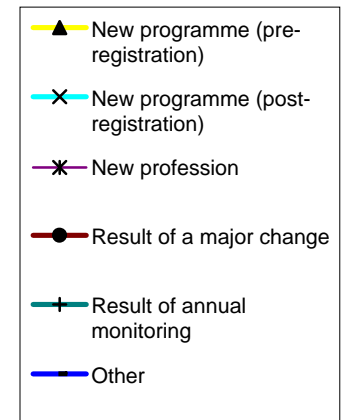
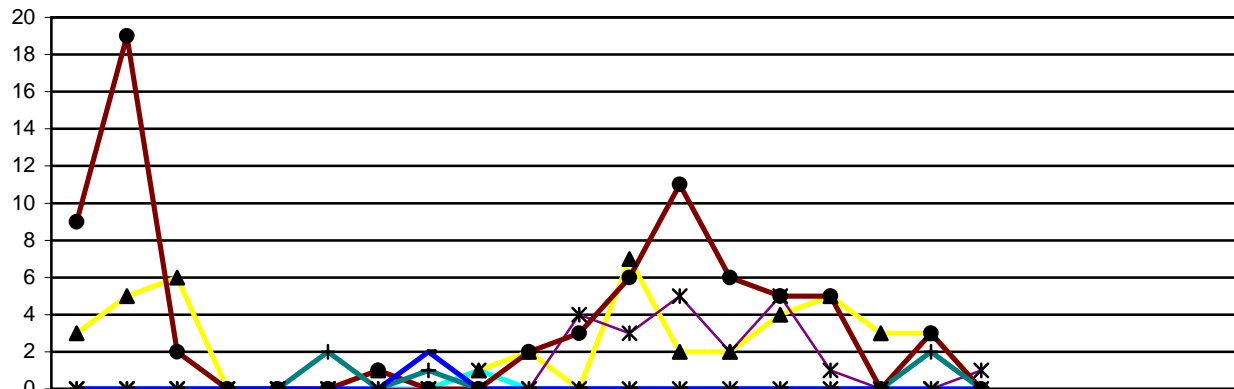


	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Overview of approval visits</b>																									
<b>Number of visits</b>	6	5	6	0	0	1	2	3	2	2	3	8	10	5	8	5	2	5	1						
<b>Number of programmes visited</b>	12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

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	36
27	117	86	84	80	69

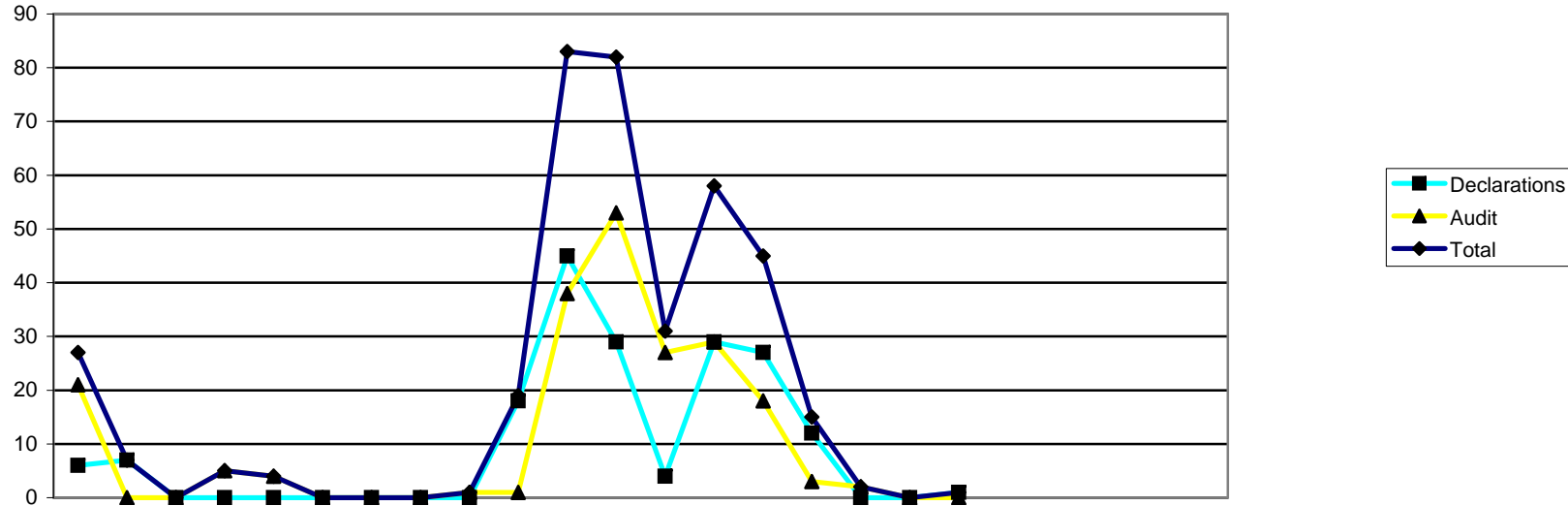
**Overview of approval visits**

Number of visits  
Number of programmes visited



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

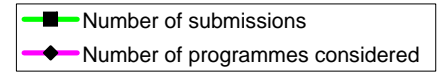
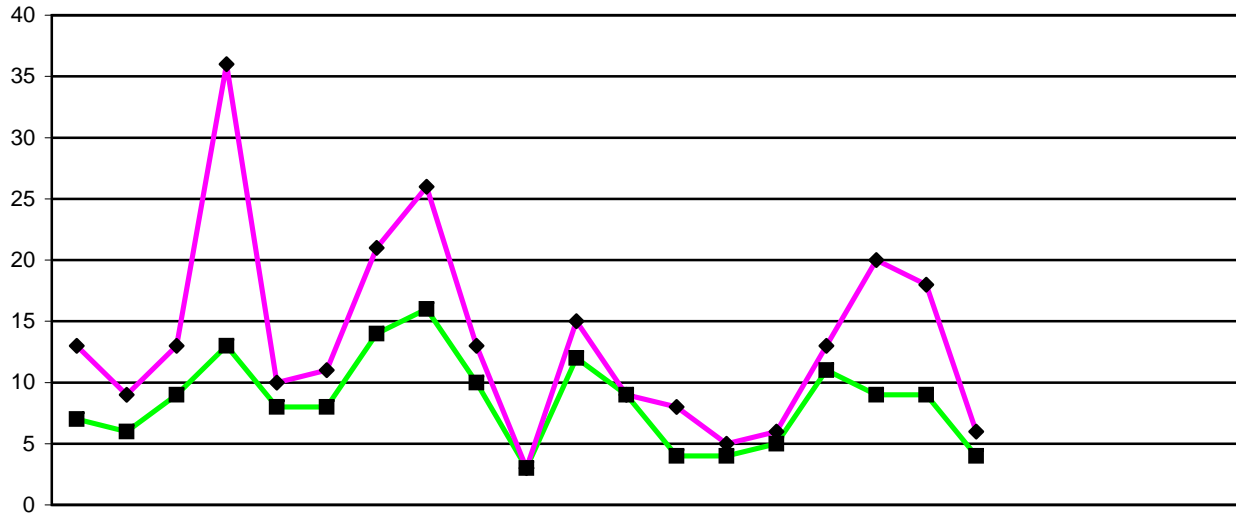
2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	19
5	29	1	0	1	0
5	16	4	0	7	14
5	32	26	53	42	30
5	1	3	3	3	2
5	21	2	0	2	0
25	117	68	77	80	65



	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Annual monitoring submissions</b>																								
<b>Declarations</b>	6	7	0	0	0	0	0	0	0	18	45	29	4	29	27	12	0	0	1					
<b>Audit</b>	21	0	0	5	4	0	0	0	1	1	38	53	27	29	18	3	2	0	0					
<b>Total</b>	27	7	0	5	4	0	0	0	1	19	83	82	31	58	45	15	2	0	1					

2005/6	2006/7	2007/8	2008/9	09/10	09/10
FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	73
51	184	135	136	123	79
164	278	278	303	228	152



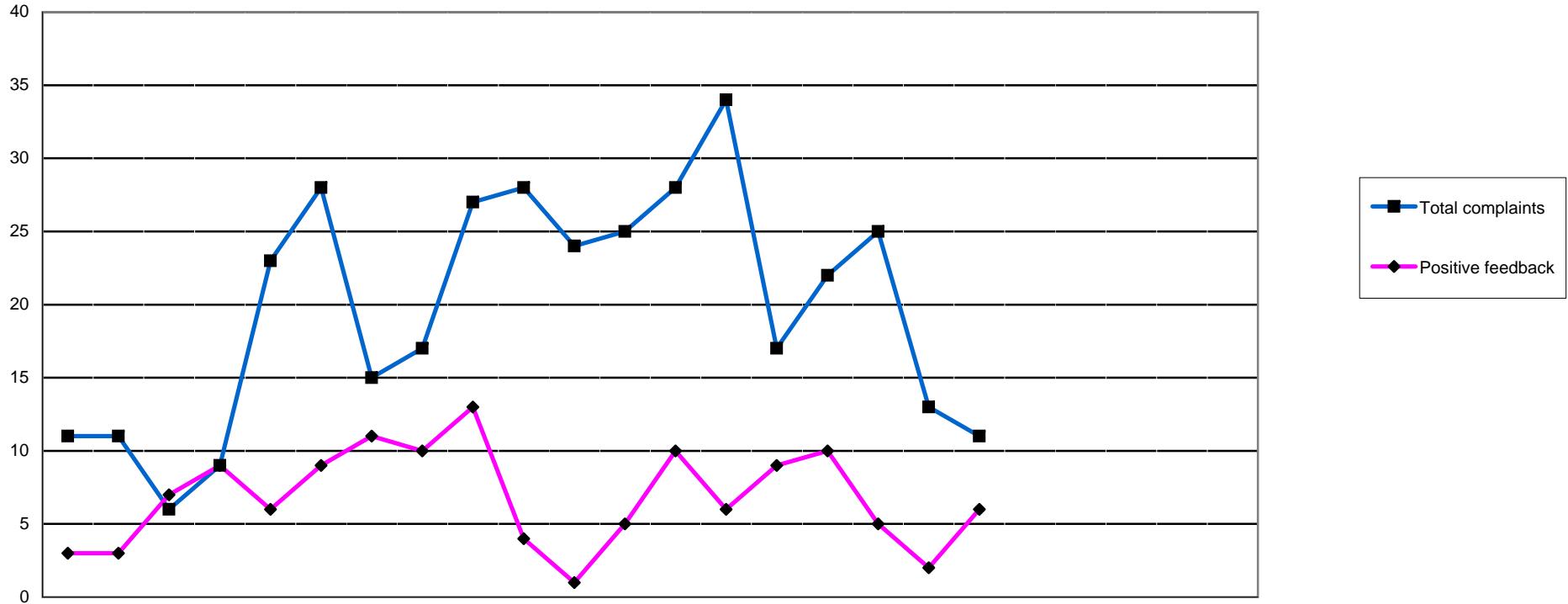


	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Major change submissions</b>																								
<b>Number of submissions</b>	7	6	9	13	8	8	14	16	10	3	12	9	4	4	5	11	9	9	4					
<b>Number of programmes considered</b>	13	9	13	36	10	11	21	26	13	3	15	9	8	5	6	13	20	18	6					

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
16	51	62	66	115	46
25	97	109	141	179	76

Health Professions Council

Feedback April 2009 to March 2011



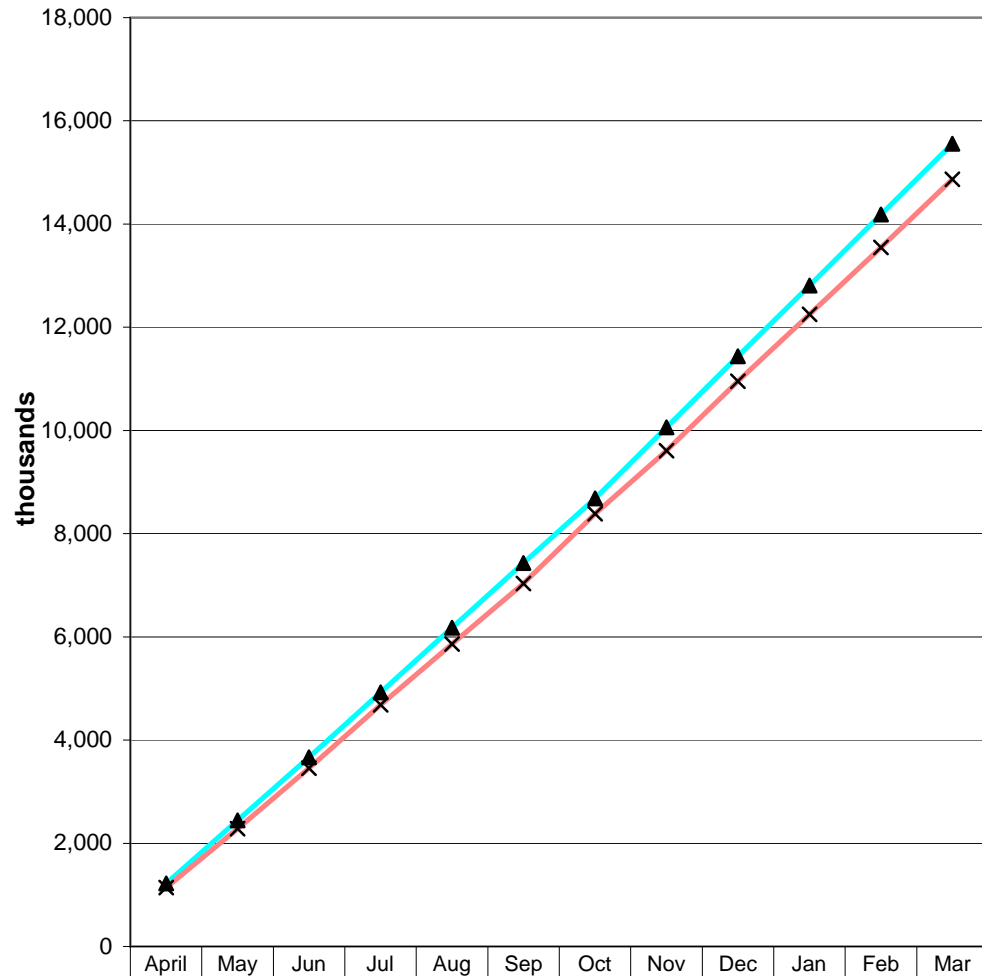
	2009			2010									2011					2005/6	2006/7	2007/8	2008/9	09/10	10/11						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Application process	0	0	0	0	0	0	0	0	0	0	1	3	1	3	4	4	4	7	1	39	23	28	29	4	24				
Registration process	9	6	4	5	17	25	11	13	17	24	15	17	20	20	10	13	15	6	8	169	88	122	361	163	92				
External comms	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24	6	6	4	1	0				
Responsiveness	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	6	2	0	0	2	0				
Partner management	2	1	0	1	0	0	0	0	0	0	0	0	0	3	2	1	1	0	1	0	4	2	4	4	8				
Rules/legislation	0	1	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	17	11	10	3	5	0				
Other	0	3	1	1	4	2	4	4	10	3	8	5	7	8	1	4	5	0	1	7	16	18	44	45	26				
<b>Total complaints</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>9</b>	<b>23</b>	<b>28</b>	<b>15</b>	<b>17</b>	<b>27</b>	<b>28</b>	<b>24</b>	<b>25</b>	<b>28</b>	<b>34</b>	<b>17</b>	<b>22</b>	<b>25</b>	<b>13</b>	<b>11</b>	<b>262</b>	<b>262</b>	<b>186</b>	<b>445</b>	<b>224</b>	<b>150</b>				
<b>Positive feedback</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>187</b>	<b>19</b>	<b>27</b>	<b>37</b>	<b>81</b>	<b>48</b>				

	2010							2011					Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000				
<b>INCOME</b>																
Registration Income	1,327	1,380	1,319	1,418	1,420	1,466	1,461						9,790	9,865	(75)	16,834
Cheque/credit card write off	(0)	0	0	0	0	0	0						(1)	(1)	0	(3)
<b>TOTAL INCOME*</b>	<b>1,327</b>	<b>1,380</b>	<b>1,319</b>	<b>1,418</b>	<b>1,420</b>	<b>1,466</b>	<b>1,461</b>						<b>9,788</b>	<b>9,863</b>	<b>(75)</b>	<b>16,831</b>
<b>EXPENDITURE</b>																
Chair	2	9	2	7	1	12	1						33	33	0	50
Chief Executive	23	34	24	26	29	55	32						223	183	(40)	313
Council & Committees	6	16	28	18	12	19	35						133	214	81	400
Communications	77	117	75	58	84	77	101						588	695	107	1,122
Depreciation	49	51	35	40	43	43	43						303	314	11	541
Education	66	69	67	59	60	52	60						434	450	16	745
Facilities Management	56	85	63	71	104	91	68						538	528	(9)	895
Finance	48	53	58	45	43	50	64						361	375	14	647
Fitness to Practise	500	502	563	651	537	605	599						3,957	4,167	210	7,146
Human Resources & Partners	45	87	65	60	37	27	68						388	550	162	932
IT Department	72	88	62	79	59	81	72						513	596	84	1,041
Operations Office	35	47	44	41	39	38	46						290	293	4	502
Policy & Standards	12	18	15	25	24	15	21						130	184	54	313
Major Projects	31	109	(0)	3	6	30	51						230	218	(12)	296
Registration	199	175	125	113	128	136	121						997	1,026	29	1,616
Secretariat	14	19	26	15	23	17	17						131	149	18	252
<b>TOTAL EXPENDITURE</b>	<b>1,236</b>	<b>1,478</b>	<b>1,250</b>	<b>1,312</b>	<b>1,228</b>	<b>1,348</b>	<b>1,398</b>						<b>9,251</b>	<b>9,978</b>	<b>727</b>	<b>16,811</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>91</b>	<b>(98)</b>	<b>68</b>	<b>106</b>	<b>192</b>	<b>118</b>	<b>62</b>						<b>538</b>	<b>(114)</b>	<b>652</b>	<b>20</b>

\* Total Income is excluding investment income

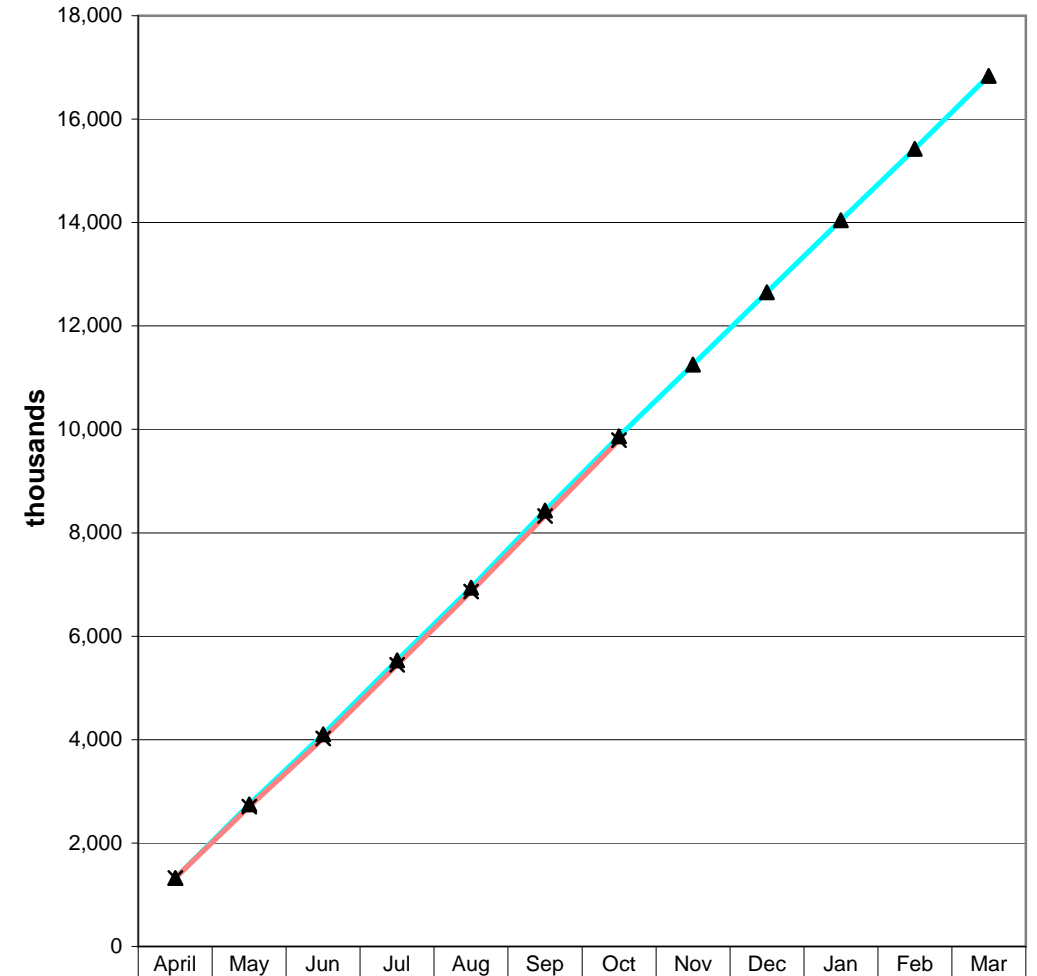
Note: No accruals have been posted for April

Income 2009/10 budgeted & actual



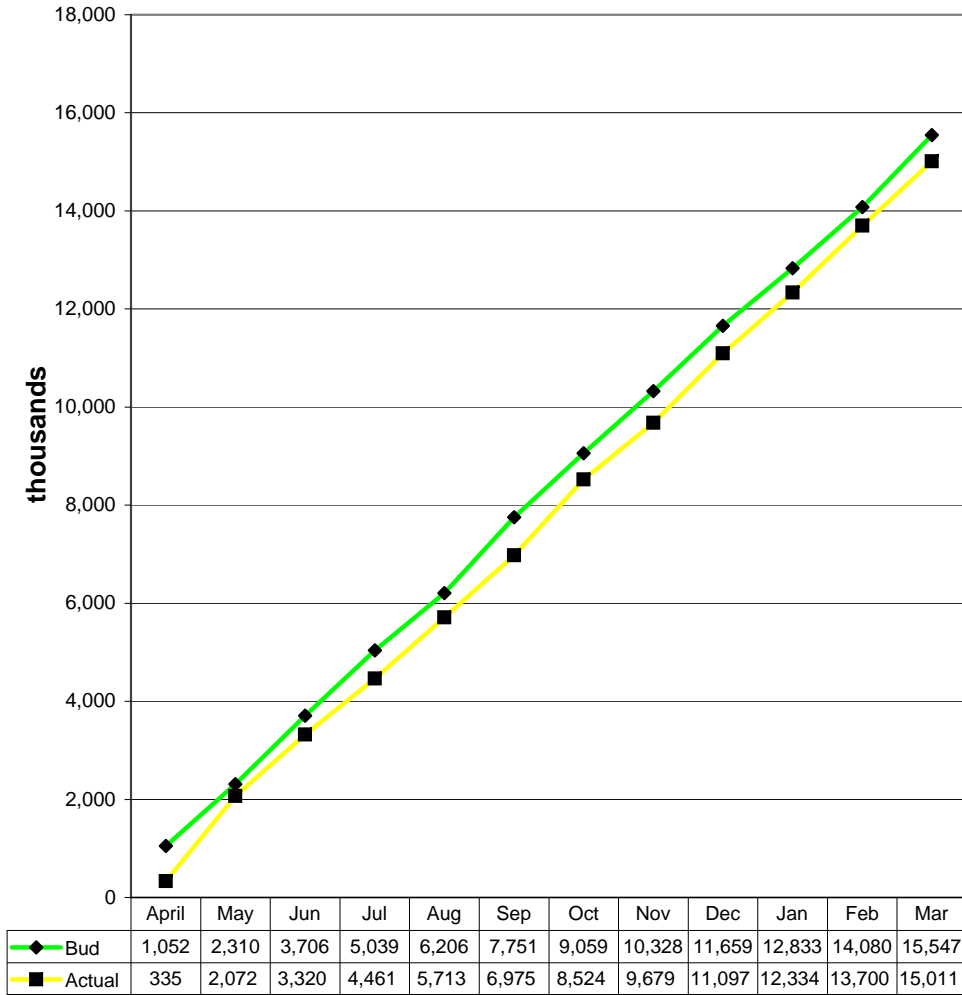
▲ Bud	1,223	2,446	3,668	4,923	6,177	7,431	8,686	10,060	11,435	12,810	14,185	15,559
× Actual	1,142	2,280	3,454	4,681	5,864	7,034	8,388	9,605	10,955	12,248	13,546	14,869

Income 2010/11 budgeted & actual

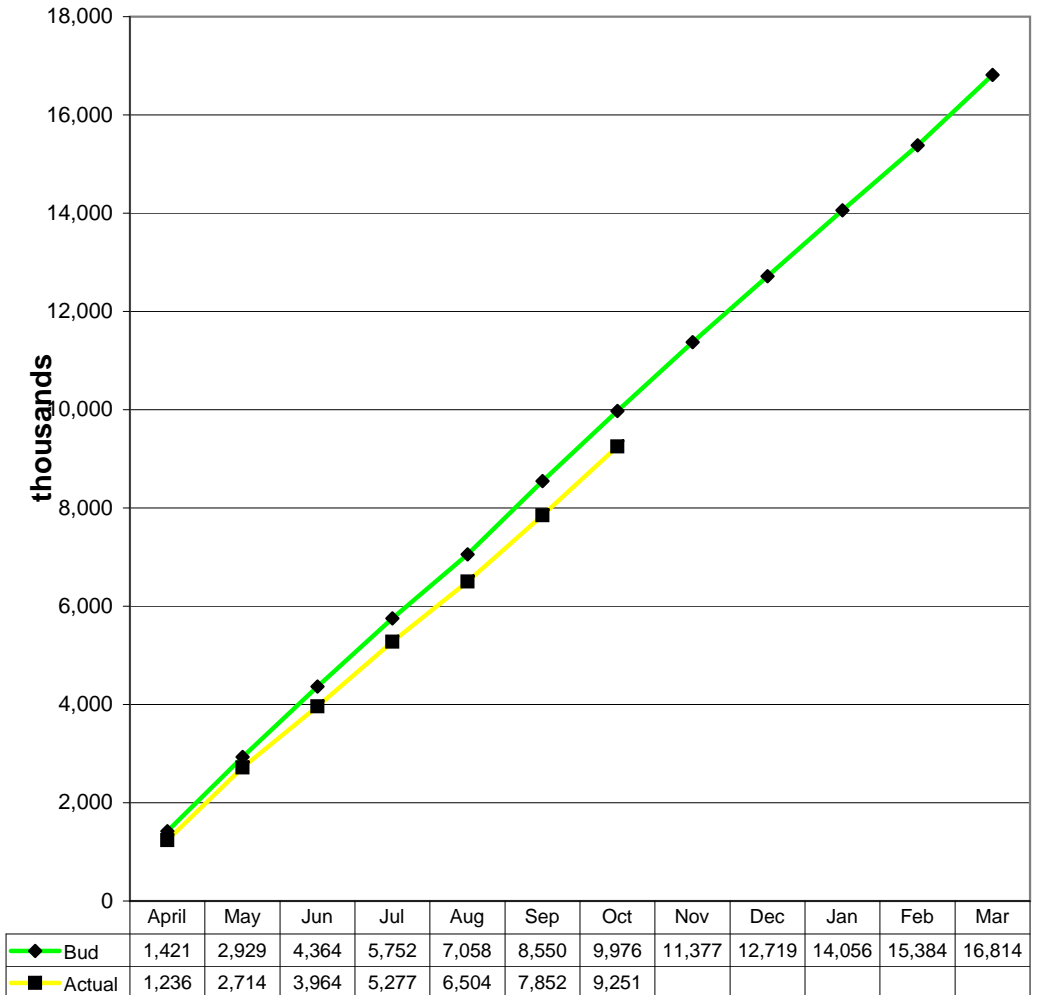


▲ Bud	1,323	2,751	4,104	5,531	6,938	8,431	9,865	11,256	12,650	14,043	15,424	16,834
× Actual	1,327	2,707	4,026	5,444	6,863	8,328	9,790					

Expenditure 2009/10 budgeted & actual



Expenditure 2010/11 budgeted & actual



	2010							2011					Total to Oct £000	Budget Oct £000	Total Expenditure £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000			
<b>EXPENDITURE</b>															
Chair	2	(5)	3	0	0	0	0						0	33	33
Chief Executive	4	(9)	1	3	(4)	(28)	(7)						(40)	183	223
Council & Committees	7	12	16	6	(4)	34	10						81	214	133
Communications	9	(3)	(14)	52	(16)	58	20						107	695	588
Depreciation	(3)	(4)	9	4	1	2	3						11	314	303
Education	2	(2)	17	6	(6)	5	(5)						16	450	434
Facilities Management	22	(2)	10	2	(31)	(15)	5						(9)	528	538
Finance	2	(1)	(3)	12	10	2	(8)						14	375	361
Fitness to Practise	71	64	68	(68)	46	49	(20)						210	4,167	3,957
Human Resources & Partners	32	(9)	12	26	41	52	8						162	550	388
IT Department	8	(3)	36	7	24	1	12						84	596	513
Operations Office	3	(3)	(2)	(1)	4	6	(4)						4	293	290
Policy & Standards	8	10	7	(3)	3	15	14						54	184	130
Major Projects	21	(45)	15	12	6	(13)	(8)						(12)	218	230
Registration	(9)	29	11	14	10	(22)	(4)						29	1,026	997
Secretariat	5	1	1	6	(4)	5	5						18	149	131
<b>TOTAL BUDGET VARIANCE</b>	184	30	185	76	78	151	22						<b>727</b>	<b>9,978</b>	<b>9,251</b>
<b>TOTAL MONTHLY BUDGET</b>	1,421	1,507	1,436	1,388	1,306	1,499	1,421								<b>9,978</b>
<b>TOTAL EXPENDITURE</b>	1,236	1,478	1,250	1,312	1,228	1,348	1,398								<b>9,251</b>

\* Total Income is excluding investment income

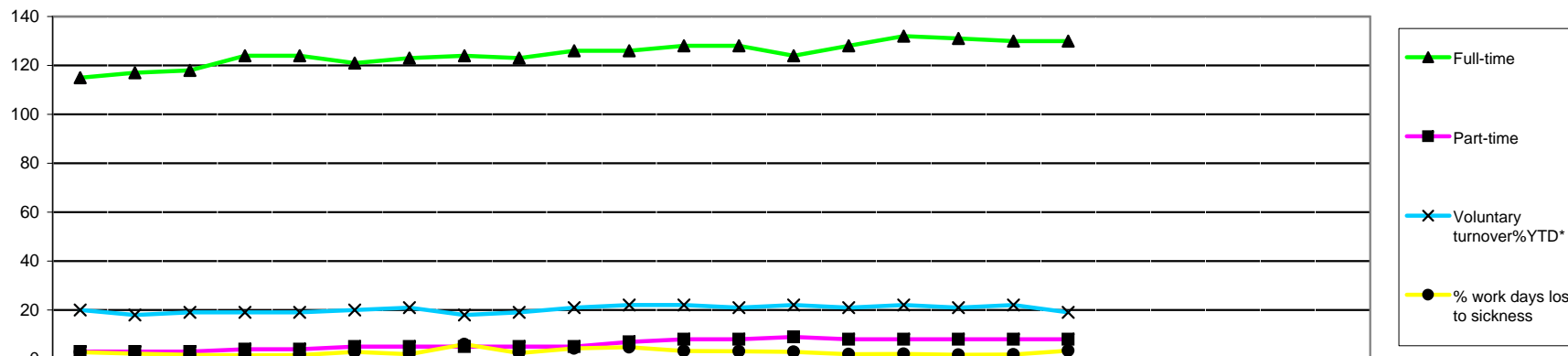
	<i>Actual</i> £000	2010							2011				
		April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000
<b>Non-current Assets</b>													
Property, Plant and Machinery	2,567	2,574	2,587	2,613	2,611	2,599	2,590	2,578					
Intangible assets	964	926	963	947	945	927	911	903					
<b>TOTAL FIXED ASSETS</b>	<b>3,531</b>	<b>3,500</b>	<b>3,550</b>	<b>3,560</b>	<b>3,556</b>	<b>3,526</b>	<b>3,501</b>	<b>3,481</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>CURRENT ASSETS</b>													
Other current assets	207	489	445	374	359	349	318	271					
Financial assets	1,926	1,912	1,834	1,766	1,851	1,829	1,967	2,019					
Bank & Cash	5,649	5,822	5,269	4,772	5,427	5,384	6,406	6,904					
	7,782	8,223	7,548	6,912	7,637	7,562	8,691	9,194	0	0	0	0	0
<b>CURRENT LIABILITIES</b>													
Trade and other payables	(426)	(352)	(573)	(536)	(601)	(851)	(545)	(660)					
Other Liabilities	(1,129)	(817)	(925)	(855)	(887)	(897)	(946)	(994)					
Deferred income	(8,814)	(9,518)	(8,751)	(8,223)	(8,665)	(8,114)	(9,251)	(9,545)					
	(10,369)	(10,687)	(10,249)	(9,614)	(10,153)	(9,862)	(10,742)	(11,199)	0	0	0	0	0
<b>Total assets less liabilities</b>	<b>944</b>	<b>1,036</b>	<b>849</b>	<b>858</b>	<b>1,040</b>	<b>1,226</b>	<b>1,450</b>	<b>1,476</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Represented by:													
Revaluation Reserve	4	4	4	4	4	4	4	4					
Income and expenditure account	940	1,032	845	854	1,036	1,222	1,446	1,472					
	944	1,036	849	858	1,040	1,226	1,450	1,476	0	0	0	0	0

\* Balance sheet includes investment income

	<i>Actual Mar 10 £000</i>												<i>Total £000</i>	
		<b>2010</b>							<b>2011</b>					
		<b>April £000</b>	<b>May £000</b>	<b>Jun £000</b>	<b>Jul £000</b>	<b>Aug £000</b>	<b>Sep £000</b>	<b>Oct £000</b>	<b>Nov £000</b>	<b>Dec £000</b>	<b>Jan £000</b>	<b>Feb £000</b>	<b>Mar £000</b>	
<b>Opening Balance</b>		5,649	5,820	5,269	4,771	5,914	5,382	6,406	6,904	6,904	6,904	6,904	6,904	
Registration Income		1,327	1,380	1,318	1,419	1,419	1,466	1,243						9,572
Investment Income		2	6	7	13	5	7	0						40
Investment Sales		12	0	12	13	11	10	0						58
Deferred Income Movements		705	(766)	(531)	929	(1,038)	1,139	510						948
Department of Health funding														0
<b>Total Cash Receipts</b>		<b>2,046</b>	<b>620</b>	<b>806</b>	<b>2,374</b>	<b>397</b>	<b>2,622</b>	<b>1,753</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,618</b>
Expenditure		1,236	1,478	1,250	1,312	1,212	1,439	1,629						9,556
Depreciation		(49)	(51)	(35)	(40)	(42)	(43)	(43)						(303)
Asset disposal / writeoff		0	0	0	0	0	0	0						0
Aged Cred / Accrual Movements		387	(325)	107	(97)	(251)	154	(305)						(330)
Debtor Movements		282	(44)	(72)	(14)	(11)	(30)	(47)						64
<b>Payments to Creditors</b>		<b>1,856</b>	<b>1,058</b>	<b>1,250</b>	<b>1,161</b>	<b>908</b>	<b>1,520</b>	<b>1,234</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8,987</b>
Capital Expenditure		19	100	42	38	21	24	17						261
Capital write-off								0						0
Investment Purchases		0	13	12	32	0	54	4						115
														0
<b>Other Payments</b>		<b>19</b>	<b>113</b>	<b>54</b>	<b>70</b>	<b>21</b>	<b>78</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>376</b>
<b>Closing Balance</b>	<b>5,649</b>	<b>5,820</b>	<b>5,269</b>	<b>4,771</b>	<b>5,914</b>	<b>5,382</b>	<b>6,406</b>	<b>6,904</b>	<b>6,904</b>	<b>6,904</b>	<b>6,904</b>	<b>6,904</b>	<b>6,904</b>	

\* Cash flow includes investment income



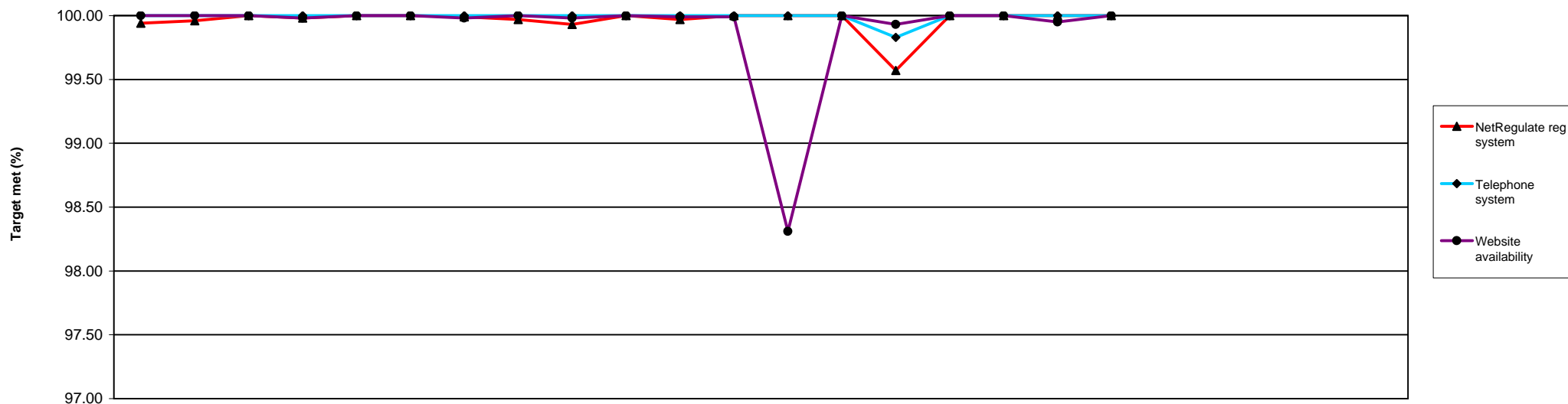


	2009			2010									2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
<b>EMPLOYEES</b>																															
Budgeted employees	132	132	132	132	132	132	132	132	132	132	132	132	144	144	144	144	144	144	144	144	144	144	144				124	132	144		
<b>Total employees</b>	<b>118</b>	<b>120</b>	<b>121</b>	<b>128</b>	<b>128</b>	<b>126</b>	<b>128</b>	<b>129</b>	<b>128</b>	<b>131</b>	<b>133</b>	<b>136</b>	<b>136</b>	<b>133</b>	<b>137</b>	<b>140</b>	<b>139</b>	<b>138</b>	<b>138</b>						<b>78</b>	<b>79</b>	<b>107</b>	<b>116</b>	<b>136</b>	<b>138</b>	
Full-time	115	117	118	124	124	121	123	124	123	126	126	128	128	124	128	132	131	130	130						73	75	104	113	124	130	
Part-time	3	3	3	4	4	5	5	5	5	5	7	8	8	9	8	8	8	8	8						5	4	3	3	5	8	
FTE	117	119	120	126	126	124	126	127	126	129	131	134	134	131	134	138	138	138	138						76	77	106	115	127	138	
<b>Permanent</b>	<b>115</b>	<b>116</b>	<b>117</b>	<b>122</b>	<b>123</b>	<b>123</b>	<b>123</b>	<b>126</b>	<b>125</b>	<b>128</b>	<b>129</b>	<b>131</b>	<b>130</b>	<b>129</b>	<b>132</b>	<b>134</b>	<b>131</b>	<b>132</b>	<b>130</b>						<b>74</b>	<b>78</b>	<b>101</b>	<b>113</b>	<b>126</b>	<b>130</b>	
Starters (permanent)	4	5	1	5	2	1	3	3	2	5	4	2	1	0	4	3	1	0	0						6	46	42	36	37	9	
Leavers (permanent)	1	1	2	0	3	2	3	2	2	3	2	1	0	2	1	1	2	3	0						3	20	17	22	22	9	
Voluntary turnover%YTD*	20	18	19	19	19	20	21	18	19	21	22	22	21	22	21	22	21	22	19						*	30	26	19	20	21	
Overall turnover% YTD*	20	18	19	19	19	20	21	18	19	21	22	22	22	23	21	22	22	23	19									20	20	22	
<b>Fixed-Term Contracts</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>						<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>7</b>	
Starters (fixed-term)	0	0	0	3	1	1	1	0	0	0	1	1	1	0	1	0	1	3	0								1	13	7	8	6
Leavers (fixed-term)	0	0	0	1	0	1	0	1	0	0	0	0	1	1	0	0	1	1	0							1	8	3	3	4	
Agency days	77	33	34	30	55	118	200	147	154	95	187	255	21	27	13	3	3	10	14						95	2590	2742	1,149	1385	91	
% work days lost to sickness	3	2	2	1	2	3	2	6	2	4	5	3	3	3	2	2	2	2	3						*	4	3	4	3	2	
Average sick-days YTD	7	7	7	6	6	6	6	6	6	7	7	7	7	8	8	8	8	7	8								8	7	8		
<b>Sick-days</b>	<b>65</b>	<b>50</b>	<b>46</b>	<b>44</b>	<b>40</b>	<b>79</b>	<b>53</b>	<b>163</b>	<b>59</b>	<b>113</b>	<b>128</b>	<b>103</b>	<b>85</b>	<b>73</b>	<b>58</b>	<b>63</b>	<b>50</b>	<b>54</b>	<b>101</b>						<b>846</b>	<b>795</b>	<b>777</b>	<b>847</b>	<b>943</b>	<b>484</b>	
<b>O.H. Refs</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>						<b>0</b>	<b>18</b>	<b>19</b>	<b>27</b>	<b>10</b>	<b>8</b>	

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

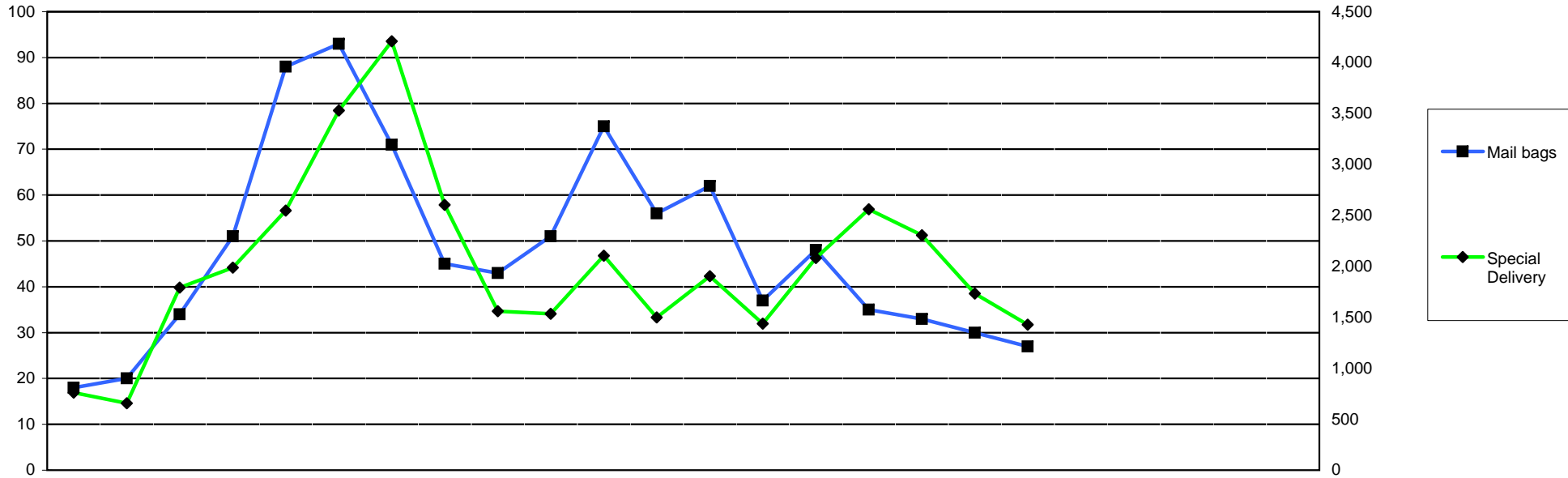
\* **Overall Turnover:** this figure records turnover for all leavers, collected from April 2008 onwards

FTE: Full-time equivalen



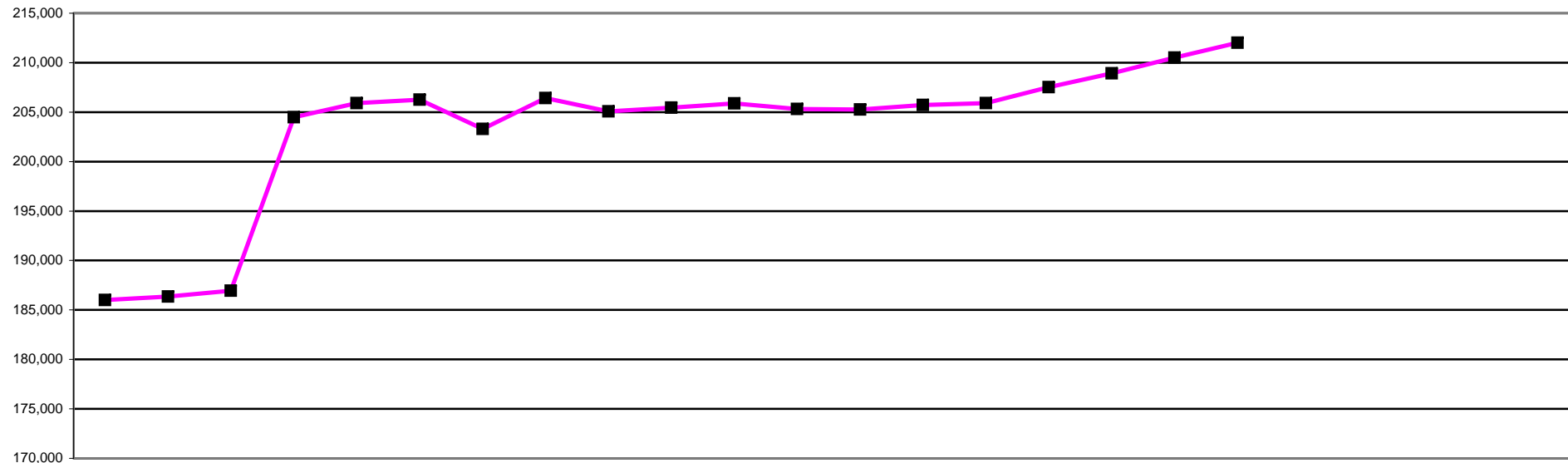
	2009		2010										2011						2006/7	2007/8	2008/9	09/10	10/11															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD									
NetRegulate reg system	99.94	99.96	100.00	99.98	100.00	100.00	99.99	99.97	99.93	100.00	99.97	100.00	100.00	100.00	99.57	100.00	100.00	100.00	100.00										99.99	99.87	99.89	99.98	99.94					
Telephone system	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00														99.99	99.83	99.92	100.00	99.98	
Website availability	100.00	100.00	100.00	99.98	100.00	100.00	99.98	100.00	99.98	100.00	99.99	99.99	98.31	100.00	99.93	100.00	100.00	99.95	100.00															99.99	100.00	100.00	99.99	99.74

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



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Mail bags</b>	18	20	34	51	88	93	71	45	43	51	75	56	62	37	48	35	33	30	27						
<b>Special Delivery</b>	762	656	1,791	1,989	2,547	3,530	4,209	2,604	1,561	1,536	2,104	1,498	1,905	1,437	2,082	2,561	2,306	1,734	1,427						

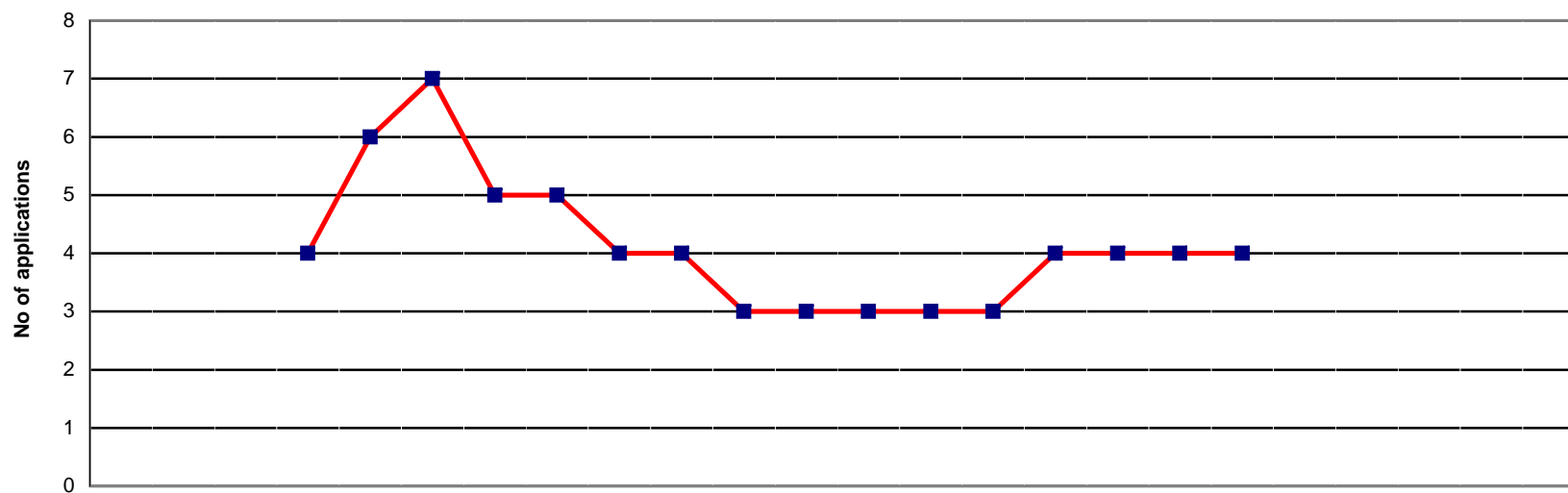
2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	272
13,641	10,469	19,076	20,383	24,787	13,452



	2009			2010									2011									2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar	
<b>AS</b>	2,592	2,602	2,621	2,636	2,659	2,690	2,718	2,740	2,755	2,768	2,779	2,785	2,797	2,796	2,650	2,688	2,720	2,765	2,792						2,509	2,576	2,785	2,792	
<b>BS</b>	22,413	22,418	22,484	22,546	22,546	22,569	22,516	22,533	21,703	21,786	21,836	21,894	21,946	21,981	22,056	22,113	22,228	22,305	22,403						21,560	22,381	21,894	22,403	
<b>CH</b>	12,595	12,596	12,609	12,723	12,812	12,837	12,875	12,894	12,899	12,876	12,885	12,897	12,870	12,858	12,788	12,823	12,465	12,577	12,640						13,055	12,581	12,897	12,640	
<b>CS</b>	4,434	4,453	4,467	4,456	4,454	4,434	4,326	4,351	4,372	4,394	4,408	4,444	4,474	4,491	4,504	4,519	4,535	4,534	4,551						4,183	4,405	4,444	4,551	
<b>DT</b>	6,722	6,735	6,777	6,920	6,995	7,035	7,097	7,122	7,126	7,137	7,146	7,160	7,142	7,126	6,841	6,981	7,101	7,163	7,229						6,663	6,700	7,160	7,229	
<b>HAD+</b>													1,577	1,575	1,578	1,579	1,536	1,546	1,552									1,552	
<b>OT</b>	30,166	30,245	30,321	30,567	30,914	30,954	27,524	29,805	30,016	30,127	30,205	30,351	30,440	30,494	30,562	30,743	31,083	31,395	31,588						28,107	30,122	30,351	31,588	
<b>ODP</b>	9,633	9,636	9,645	9,665	9,687	9,791	9,938	9,969	10,012	10,048	10,063	10,085	10,130	10,134	10,099	10,087	10,122	10,293	10,450						9,458	9,587	10,085	10,450	
<b>OR</b>	1,276	1,275	1,270	1,277	1,283	1,237	1,250	1,257	1,263	1,263	1,262	1,260	1,261	1,261	1,260	1,270	1,290	1,301	1,306						1,239	1,278	1,260	1,306	
<b>PA</b>	15,075	15,154	15,186	15,281	15,338	15,072	15,300	15,444	15,537	15,589	15,683	15,766	15,866	15,905	15,950	16,019	16,090	16,198	16,355						13,703	15,019	15,766	16,355	
<b>PH</b>	42,669	42,840	42,997	43,700	44,176	44,387	44,551	44,690	44,777	44,734	44,791	44,651	42,436	42,629	42,875	43,350	43,862	44,174	44,409						42,490	42,676	44,651	44,409	
<b>PYL*</b>				15,536	15,553	15,600	15,794	16,071	15,038	15,244	15,379	15,583	15,723	15,813	15,955	16,058	16,146	16,257	16,508									15,583	16,508
<b>PO</b>	877	874	876	873	872	870	846	854	860	865	867	869	869	870	869	871	873	872	887						832	877	869	887	
<b>RA</b>	25,357	25,338	25,494	26,001	26,217	26,323	26,466	26,471	26,465	26,319	26,260	25,195	25,307	25,334	25,460	25,850	26,172	26,336	26,447						23,541	25,318	25,195	26,447	
<b>SL</b>	12,195	12,186	12,203	12,304	12,403	12,458	12,099	12,216	12,258	12,298	12,315	12,371	12,418	12,440	12,461	12,565	12,694	12,794	12,908						11,375	12,169	12,371	12,908	
<b>Total</b>	186,004	186,352	186,950	204,485	205,909	206,257	203,300	206,417	205,081	205,448	205,879	205,311	205,256	205,707	205,908	207,516	208,917	210,510	212,025						178,715	185,689	205,311	212,025	

NOTE: Information captured last day of each calendar month

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

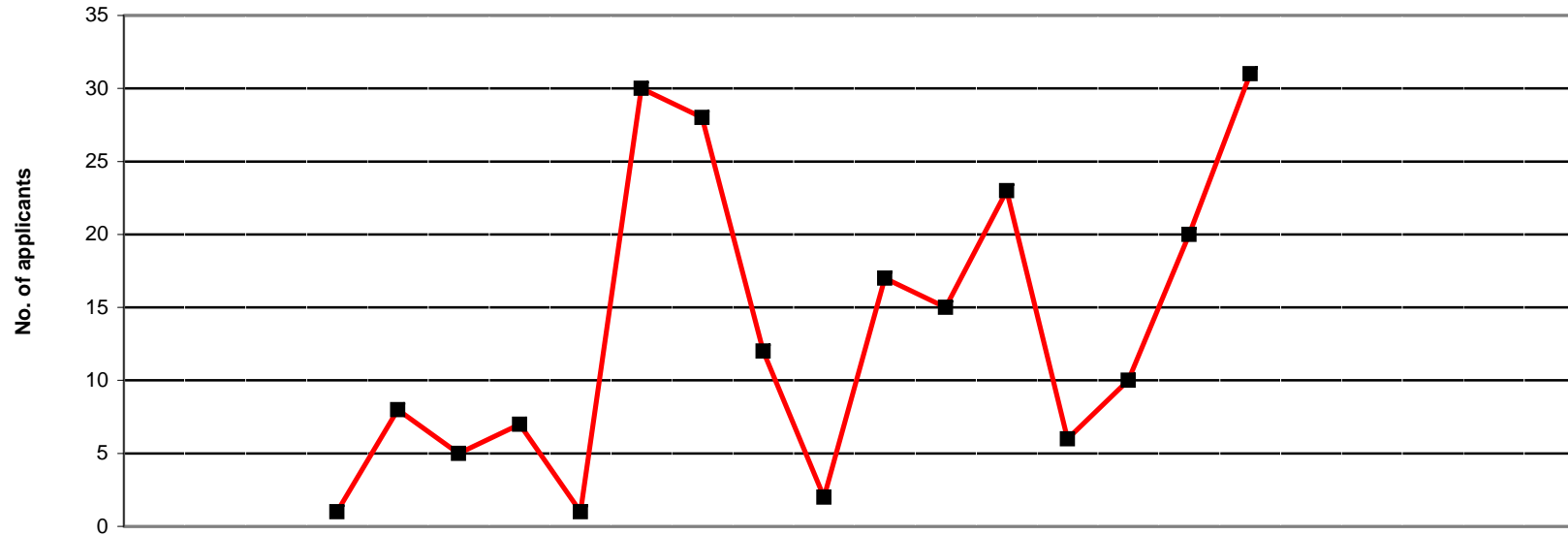


	2009			2010									2011									09/10 FYE	10/11 YTD				
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	Mar	
Minimum info				3	4	4	3	3	3	3	3	3	3	3	3	4	4	4	4							3	4
At scrutiny				1	2	3	2	2	1	1	0	0	0	0	0	0	0	0	0							1	0
Pending reg fee				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0
<b>Total</b>				4	6	7	5	5	4	4	3	3	3	3	3	4	4	4	4							5	4
<b>AVERAGE</b>																											

NOTE: Information covers grandparenting applications status progress only

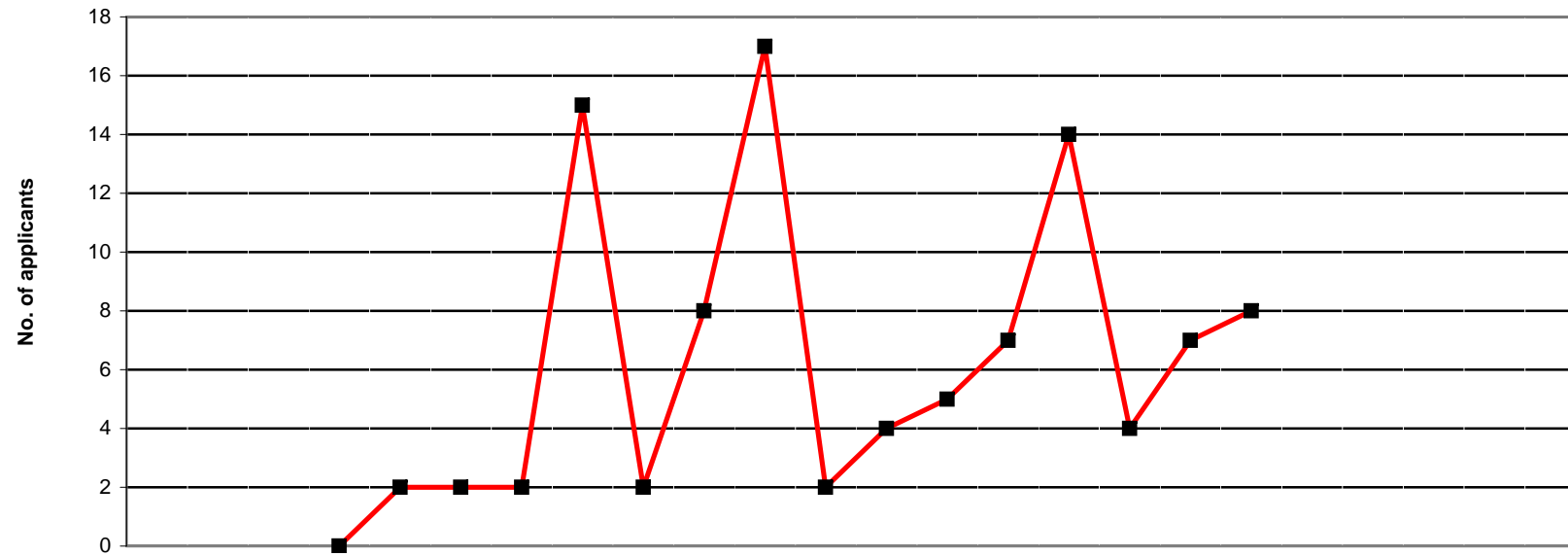
Represents the current workload within the grandparenting section as at the end of the month

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



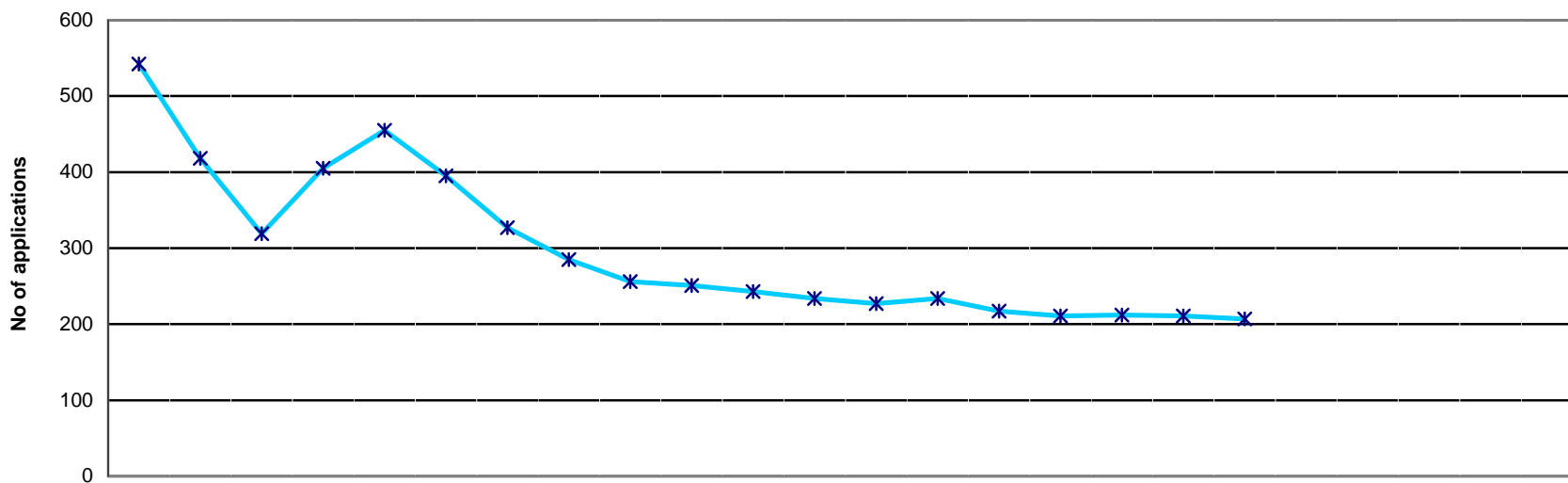
	2009			2010										2011					09/10 FYE	10/11 YTD							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			Oct	Nov	Dec	Jan	Feb	Mar	
Practitioner psychologists *				1	8	5	7	1	30	28	12	2	17	15	23	6	10	20	31							216	122

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



	2009			2010												2011			09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Practitioner psychologists *				0	2	2	2	15	2	8	17	2	4	5	7	14	4	7	8							99	49

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

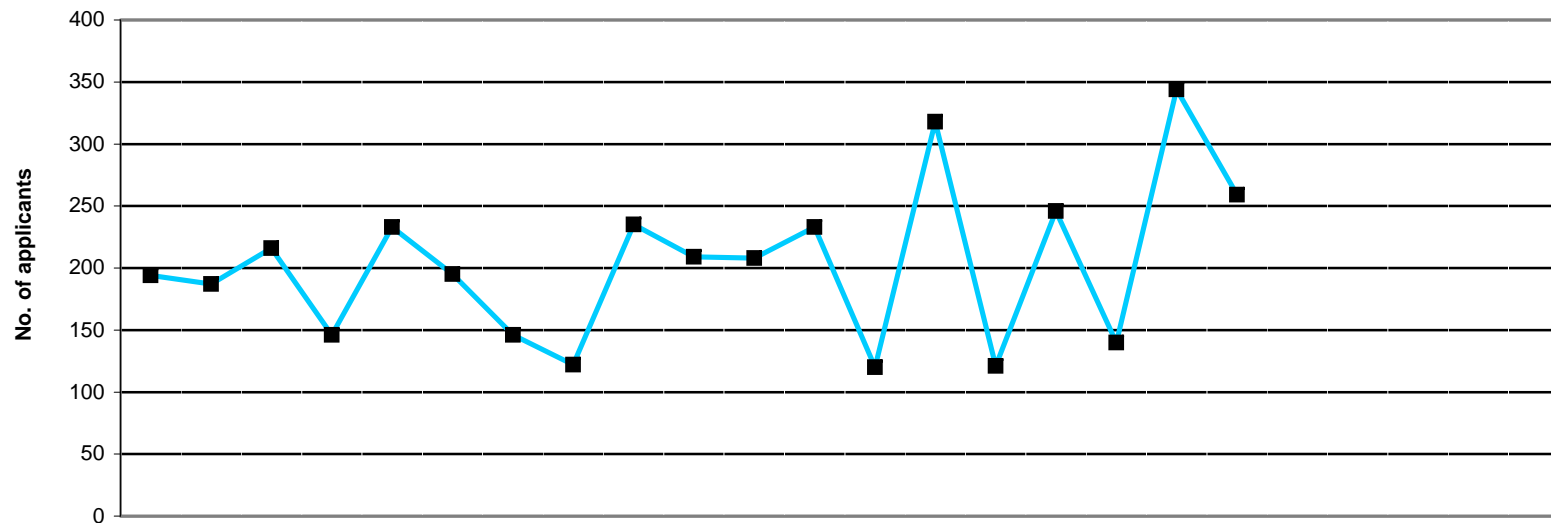


	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum info	71	72	71	89	83	85	85	84	85	86	86	85	86	85	83	83	86	86	85						
At scrutiny	308	232	174	208	272	202	160	148	140	126	123	116	111	116	105	101	99	98	96						
Pending reg fee	163	114	74	108	100	108	82	53	31	39	34	33	30	33	29	27	27	27	26						
<b>Total</b>	<b>542</b>	<b>418</b>	<b>319</b>	<b>405</b>	<b>455</b>	<b>395</b>	<b>327</b>	<b>285</b>	<b>256</b>	<b>251</b>	<b>243</b>	<b>234</b>	<b>227</b>	<b>234</b>	<b>217</b>	<b>211</b>	<b>212</b>	<b>211</b>	<b>207</b>						

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
1,588	353	6	46	82	85
909	816	458	320	184	104
411	329	178	140	78	28
<b>2,908</b>	<b>1,498</b>	<b>642</b>	<b>506</b>	<b>344</b>	<b>217</b>
<b>AVERAGE</b>					

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

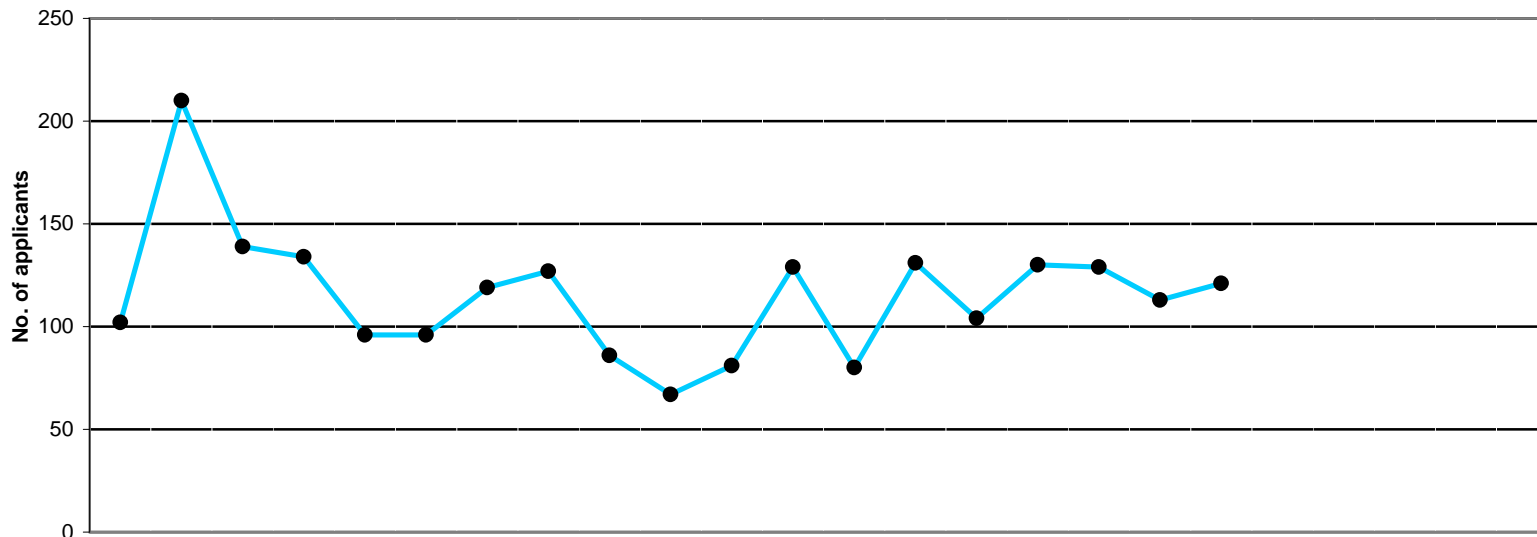




	2009			2010									2011						2008/9 FYE	09/10 FYE	10/11 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov
Arts Therapists	1	1	1	0	0	0	2	0	2	1	0	4	0	2	3	4	2	5	1	16	12	17	
Bio. Scientists	27	22	28	19	25	35	22	9	29	18	25	31	12	33	14	31	19	41	26	307	290	176	
Chirops/ Pods	1	1	4	4	3	5	0	1	4	7	1	3	2	7	0	3	1	3	3	23	34	19	
CI Scientists	5	6	5	5	4	5	4	4	5	8	6	4	1	10	4	7	4	9	8	50	61	43	
Dietitians	20	17	14	12	13	7	5	7	10	10	9	13	9	16	7	16	6	16	15	132	137	85	
Hearing aid disps+													0	0	0	0	0	0	0			0	
OTs	30	27	24	19	44	33	19	21	40	30	29	24	20	54	14	29	20	54	46	404	340	237	
ODPs	3	0	1	1	2	0	0	0	0	1	1	1	0	2	0	2	0	1	0	8	10	5	
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	3	1	2	
Paramedics	2	6	7	2	3	2	3	4	3	4	8	6	3	4	3	6	1	8	4	46	50	29	
Physiotherapists	69	71	74	48	83	50	46	35	63	73	59	74	31	97	38	70	42	95	78	774	745	451	
Pract psychs*				2	11	13	13	16	28	22	21	30	14	27	14	24	11	34	26		211	150	
Prosth/Orthotists	0	1	1	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	2	9	3	5	
Radiographers	25	25	37	29	26	26	23	20	28	23	26	24	20	48	17	43	25	61	37	364	312	251	
SLTs	11	9	20	5	19	19	9	5	23	12	22	19	7	18	6	11	8	15	13	154	173	78	
<b>Total</b>	<b>194</b>	<b>187</b>	<b>216</b>	<b>146</b>	<b>233</b>	<b>195</b>	<b>146</b>	<b>122</b>	<b>235</b>	<b>209</b>	<b>208</b>	<b>233</b>	<b>120</b>	<b>318</b>	<b>121</b>	<b>246</b>	<b>140</b>	<b>344</b>	<b>259</b>	<b>2,290</b>	<b>2,379</b>	<b>1,548</b>	

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

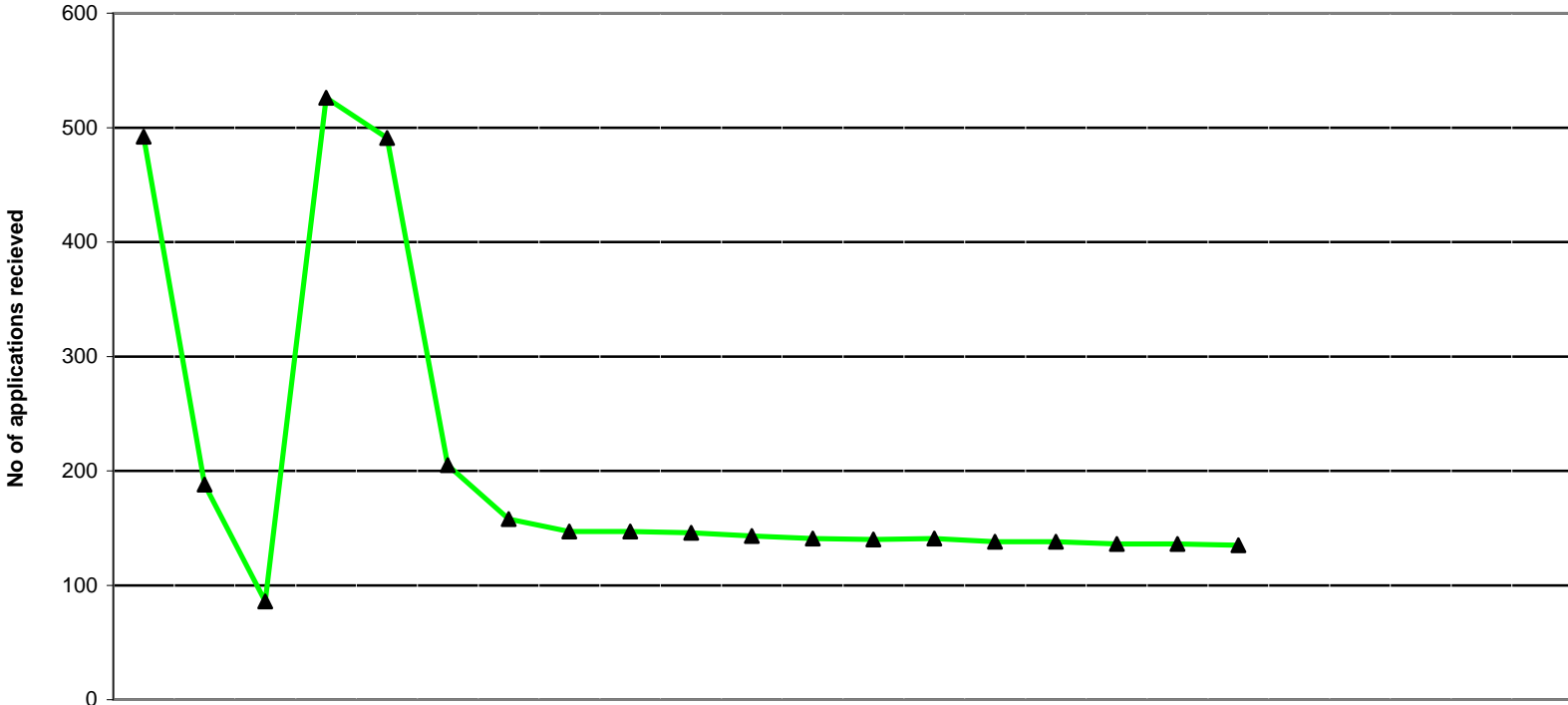
\* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Arts therapists	0	0	0	0	0	1	1	0	0	1	1	0	2	0	1	1	0	0	3						
Bio. scientists	8	18	20	14	11	12	14	9	30	5	6	15	10	12	14	14	15	13	23						
CI scientists	1	4	3	1	0	1	3	4	0	1	1	3	1	1	2	1	4	0	3						
Chirops/ pods	0	0	2	0	6	2	1	0	0	2	2	0	0	1	4	0	3	1	0						
Dietitians	7	6	5	16	9	5	4	6	2	5	9	6	5	2	4	17	8	7	2						
Hearing aid disps+													0	0	0	0	0	0	0						
OTs	32	29	14	32	16	9	9	42	18	21	17	16	18	17	16	25	25	17	7						
ODPs	0	2	1	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1						
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0						
Paramedics	2	1	6	0	0	10	0	1	1	2	0	2	1	2	2	0	0	5	0						
Physiotherapists	12	113	46	39	38	37	43	34	20	14	29	35	10	70	29	29	31	43	38						
Pract psychs*				0	1	0	5	5	5	5	8	8	4	7	9	13	8	9	8						
Prosth/orthotists	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0						
Radiographers	31	28	26	21	11	16	16	12	6	6	4	29	17	8	11	19	23	15	22						
SLTs	9	9	15	11	4	2	23	13	4	5	4	15	12	11	11	8	12	3	14						
<b>Total</b>	<b>102</b>	<b>210</b>	<b>139</b>	<b>134</b>	<b>96</b>	<b>96</b>	<b>119</b>	<b>127</b>	<b>86</b>	<b>67</b>	<b>81</b>	<b>129</b>	<b>80</b>	<b>131</b>	<b>104</b>	<b>130</b>	<b>129</b>	<b>113</b>	<b>121</b>						

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
3	6	8	6	4	7
417	439	231	236	162	101
26	35	30	28	22	12
25	37	39	27	15	9
93	138	94	97	80	45
					0
615	509	302	283	255	125
6	7	5	2	5	2
3	3	4	2	0	1
6	16	14	22	25	10
1,193	985	567	608	460	250
				95	58
6	4	6	3	1	2
496	820	428	336	206	115
218	173	134	105	114	71
<b>3,107</b>	<b>3,172</b>	<b>1,862</b>	<b>1,755</b>	<b>1,444</b>	<b>808</b>

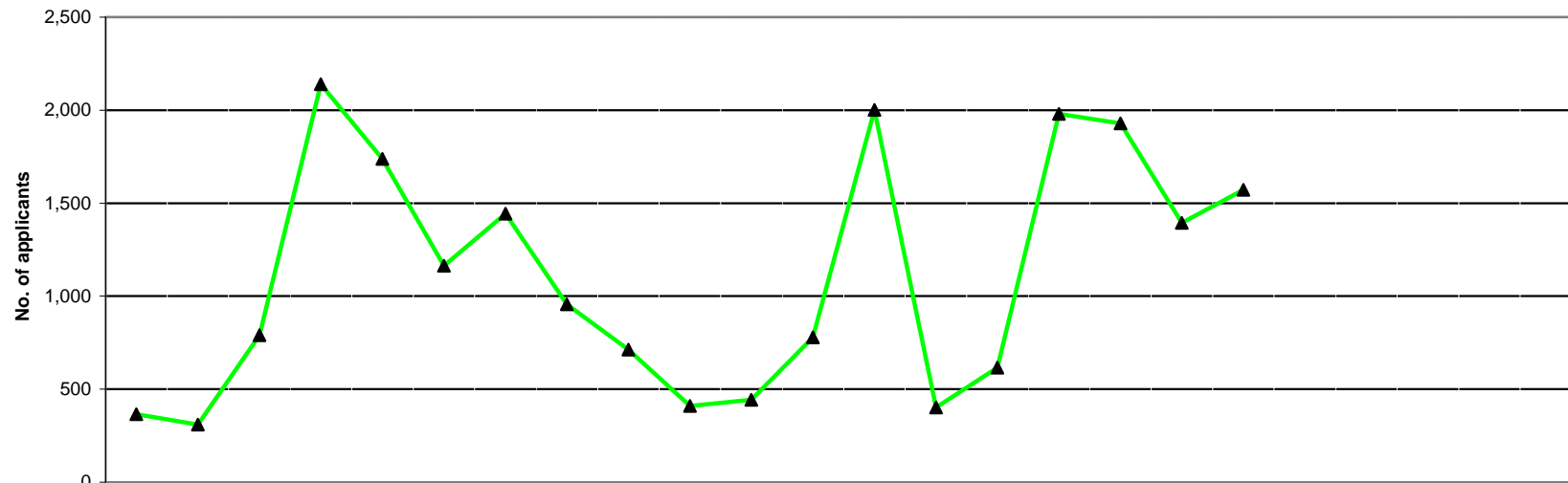
\* Practitioner psychologists section of register opened 1st July 2009 + Hearing aid dispensers section of register opened 1st April 2010



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Minimum info</b>	471	152	70	475	487	202	156	145	145	144	141	139	138	139	136	136	134	134	133						
<b>At scrutiny</b>	17	35	15	50	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1						
<b>Pending reg fee</b>	4	1	1	1	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1						
<b>Total</b>	492	188	86	526	491	205	158	147	147	146	143	141	140	141	138	138	136	136	135						

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
477	279	302	632	227	136
33	84	51	31	11	1
2	28	6	2	1	1
512	391	359	665	239	138
<b>AVERAGE</b>					

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

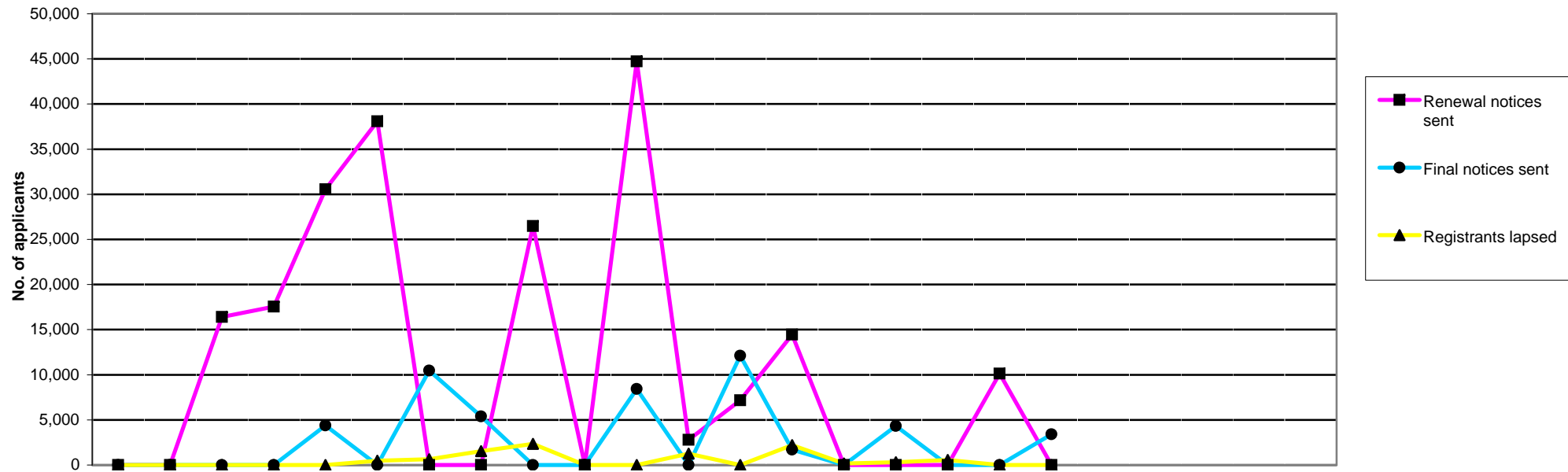


	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
Arts therapists	22	14	23	22	35	24	26	23	14	10	6	15	18	15	14	29	29	37	31							234	184	170	235	234	173
Bio. scientists	45	44	45	93	106	85	94	88	78	56	46	51	43	50	64	83	122	105	99							912	690	689	836	831	566
Chirops/pods	33	4	32	144	89	39	28	19	8	6	10	17	1	4	15	134	114	67	40							155	145	167	282	429	375
CI Scientists	6	22	20	12	18	13	16	16	19	19	18	39	32	18	18	23	19	9	18							399	341	415	469	218	137
Dietitians	16	8	54	151	60	36	51	13	15	6	2	32	17	10	34	145	84	44	62							367	331	359	452	444	396
Hearing aid disps+													1,577	2	5	2	13	10	13												1,622
OTs	55	41	90	318	356	243	231	145	73	46	54	111	44	40	47	235	384	263	229							1,544	1,327	1,321	1,873	1,763	1,242
ODPs	34	16	9	16	61	120	121	37	35	19	12	28	38	10	10	11	70	182	171							754	668	804	636	508	492
Orthoptists	0	0	1	12	11	6	9	4	3	0	0	0	0	0	1	14	26	5	5							34	41	41	106	46	51
Paramedics	64	89	87	110	83	84	202	120	78	50	91	100	66	69	56	101	92	112	211							1,247	807	931	1,402	1,158	707
Physiotherapists	50	35	189	670	469	200	204	80	76	57	64	127	43	57	87	554	465	237	216							2,051	2,120	2,276	2,531	2,221	1,659
Pract psychs*				15564**	68	92	250	317	256	98	111	160	92	93	117	73	70	88	253											2,138	786
Prosth/orthotists	1	1	1	1	3	1	12	8	3	4	1	1	1	1	0	1	1	2	19							46	32	35	51	37	25
Radiographers	11	26	212	480	217	98	100	24	17	8	7	51	6	11	124	449	300	121	97							1,008	1,051	1,108	1,377	1,251	1,108
SLTs	28	10	27	111	162	122	100	62	38	31	21	47	24	22	24	126	140	112	107							746	582	655	834	759	555
<b>Total</b>	<b>365</b>	<b>310</b>	<b>790</b>	<b>2,140</b>	<b>1,738</b>	<b>1,163</b>	<b>1,444</b>	<b>956</b>	<b>713</b>	<b>410</b>	<b>443</b>	<b>779</b>	<b>2,002</b>	<b>402</b>	<b>616</b>	<b>1,980</b>	<b>1,929</b>	<b>1,394</b>	<b>1,571</b>							<b>9,497</b>	<b>8,319</b>	<b>8,971</b>	<b>11,084</b>	<b>12,037</b>	<b>9,894</b>

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

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

+Hearing Aid Dispensers migrated on in April 2010

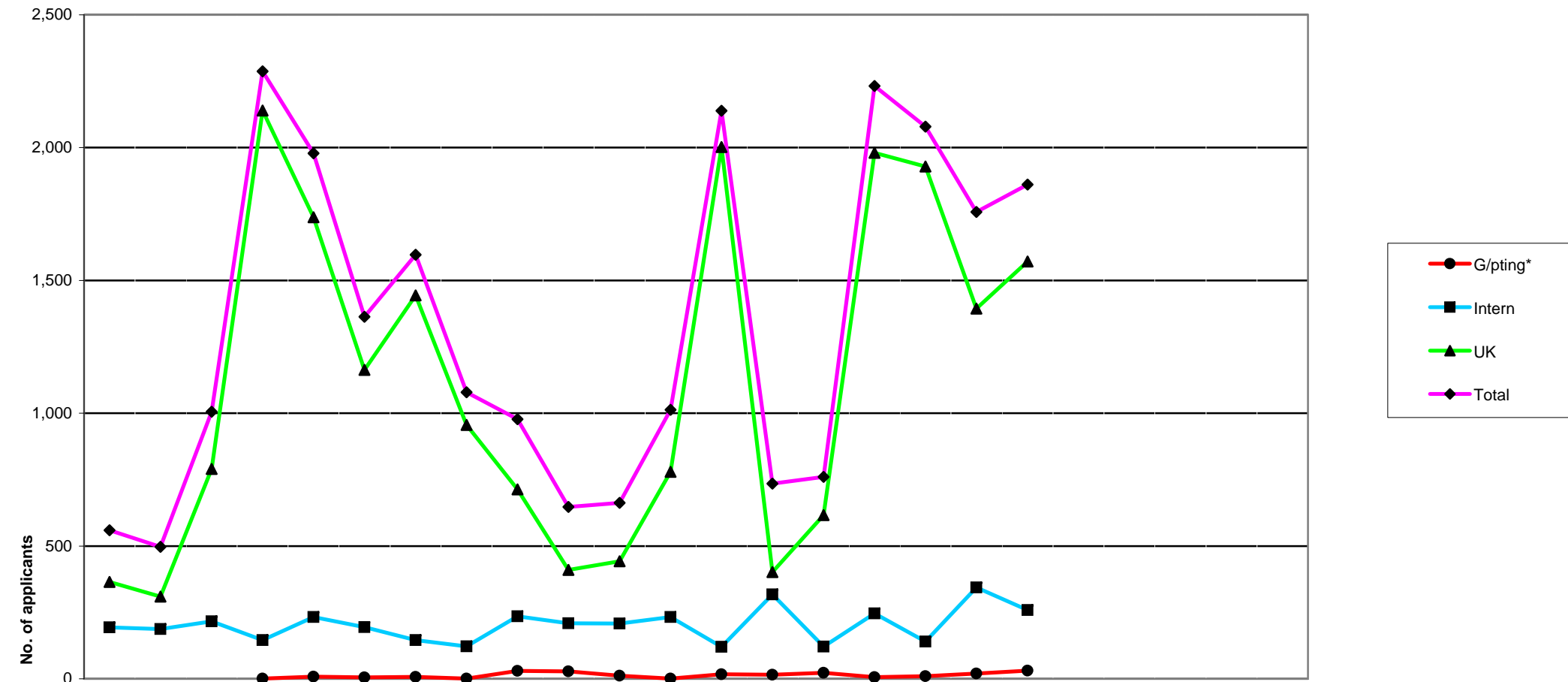


	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Renewal notices sent</b>	0	0	16,409	17,552	30,548	38,086	0	0	26,481	0	44,714	2,780	7,165	14,451	0	0	0	10,141	0						
<b>Final notices sent</b>	0	0	0	0	4,391	0	10,456	5,396	0	0	8,440	0	12,116	1,700	0	4,335	0	0	3,409						
<b>Total</b>	0	0	16,409	17,552	34,939	38,086	10,456	5,396	26,481	0	53,154	4,043	19,281	18,355	162	4,650	565	10,141	3,409						

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
142,363	27,711	153,982	29,138	176,570	31,757
36,261	25,909	50,531	9,546	28,683	21,560
178,624	53,620	204,513	38,684	205,253	53,317

Registrants lapsed	2009	2010	2011
	0	4,622	2,204

2005/6	2006/7	2007/8	2008/9	09/10	10/11
9,448	5,388	8,885	5,550	6,259	3,246

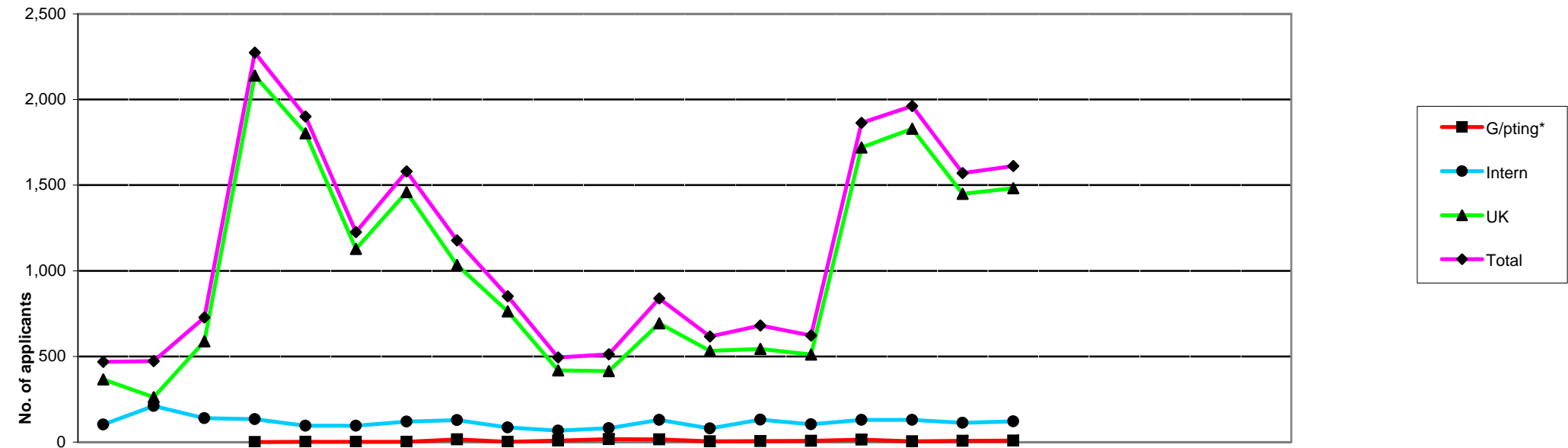


Apps Received	2009			2010									2011												
	Apr	May	Jun	Jul*	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
G/pting*				1	8	5	7	1	30	28	12	1	17	15	23	6	10	20	31						
Intern	194	187	216	146	233	195	146	122	235	209	208	233	120	318	121	246	140	344	259						
UK	365	310	790	2,140	1,738	1,163	1,444	956	713	410	443	779	2,002	402	616	1,980	1,929	1,394	1,571						
<b>Total</b>	<b>559</b>	<b>497</b>	<b>1,006</b>	<b>2,287</b>	<b>1,979</b>	<b>1,363</b>	<b>1,597</b>	<b>1,079</b>	<b>978</b>	<b>647</b>	<b>663</b>	<b>1,013</b>	<b>2,139</b>	<b>735</b>	<b>760</b>	<b>2,232</b>	<b>2,079</b>	<b>1,758</b>	<b>1,861</b>						

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,479	20	0	92	93	122
4,626	3,504	2,300	2,290	2,324	1,548
9,497	8,319	8,971	11,199	11,251	9,894
<b>16,602</b>	<b>11,843</b>	<b>11,271</b>	<b>13,581</b>	<b>13,668</b>	<b>11,564</b>

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

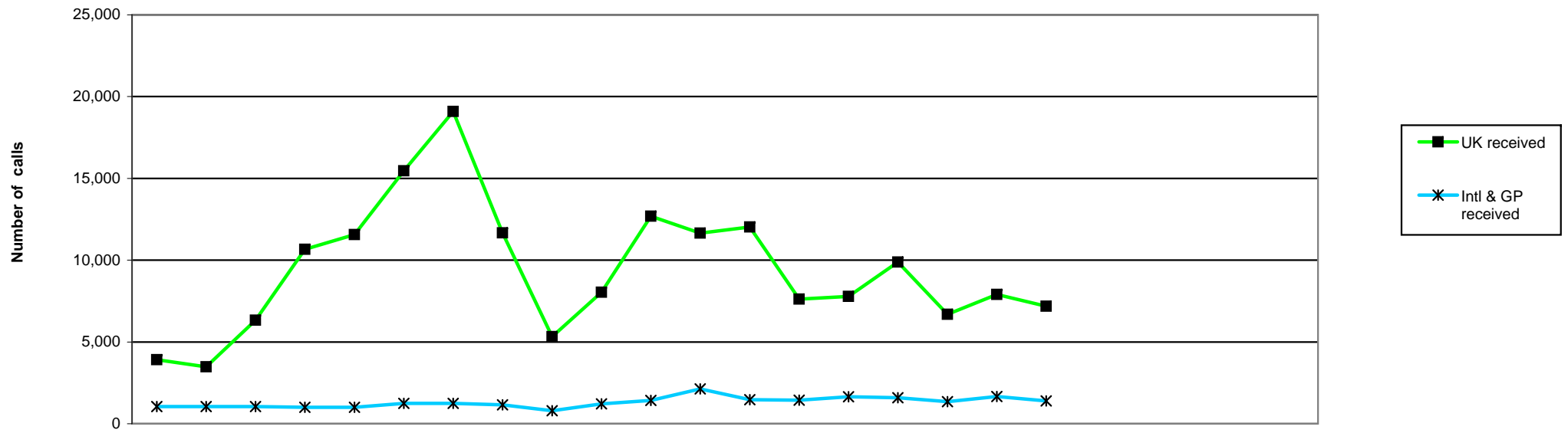
\* No grandparenting applications until practitioner psychologists section of register opened 1st July 2009



	2009			2010									2011											
	Apr	May	Jun	Jul *	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>G/pting*</b>				0	2	2	2	15	2	8	17	15	4	5	7	14	4	7	8					
<b>Intern</b>	102	210	139	134	96	96	119	128	86	67	81	129	80	131	104	130	129	113	121					
<b>UK</b>	366	262	588	2,140	1,802	1,128	1,459	1,034	763	419	414	694	533	544	511	1,720	1,829	1,450	1,482					
<b>Total</b>	468	472	727	2,274	1,900	1,226	1,580	1,177	851	494	512	838	617	680	622	1,864	1,962	1,570	1,611					

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
2,295	283	9	0	63	49
3,107	3,172	1,862	1,756	1,387	808
9,474	8,870	8,355	10,774	11,069	8,069
14,876	12,325	10,226	12,530	12,519	8,926

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

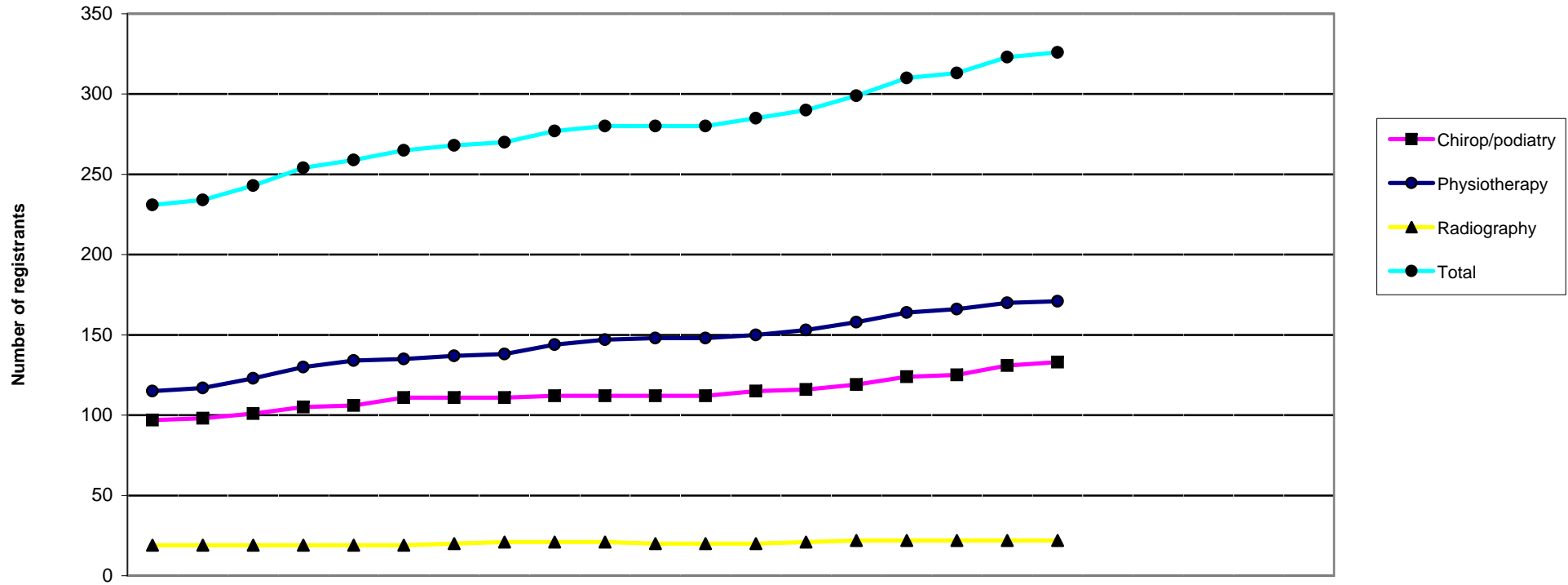


	2009			2010									2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
<b>Intl &amp; GP</b>																															
<b>Intl &amp; GP received</b>	1,054	1,046	1,044	999	1,010	1,249	1,240	1,148	798	1,211	1,419	2,130	1,471	1,438	1,651	1,584	1,348	1,667	1,396							40,070	19,612	14,428	12,732	14,348	10,555
<b>Answered</b>	1,009	982	1,699	981	995	1,197	1,163	1,052	746	1,157	1,321	1,883	1,347	1,371	1,551	1,499	1,261	1,608	1,366							33,467	17,896	13,388	11,397	14,185	10,003
<b>Calls answered (%)</b>	96	94	98	98	99	96	94	92	94	96	93	88	92	95	94	95	94	97	98							84	92	93	90	95	95
<b>Adandoned</b>	45	64	23	18	15	52	77	96	52	54	98	247	124	42	100	85	87	59	30							6,627	1,716	1,040	1,335	841	527
<b>Avg answer time (sec)</b>	24	21	15	18	20	34	44	54	42	34	52	75	65	56	50	50	54	38	31							25	14	13	36	36	49
<b>Avg talk time (min)</b>	3.14	3.11	3.16	3.17	3.14	3.06	3.18	3.19	3.23	3.27	3.35	3.17	3.41	3.44	3.49	3.49	3.51	3.32	3.31							2.32	2.64	2.79	3.25	3.18	3.42
<b>UK</b>																															
<b>UK received</b>	3,912	3,476	6,334	10,658	11,570	15,463	19,097	11,668	5,329	8,034	12,693	11,653	12,034	7,611	7,782	9,883	6,688	7,907	7,190							70,233	72,488	123,967	92,018	119,887	59,095
<b>Answered</b>	3,896	3,457	6,308	10,478	11,301	14,283	16,034	10,171	5,108	7,789	11,951	10,797	11,081	7,256	7,352	9,205	6,430	7,645	7,010							50,518	67,493	91,923	78,293	111,573	55,979
<b>Calls answered (%)</b>	99	99	99	99	98	92	84	87	96	97	94	93	92	95	95	93	96	97	98							70	93	79	92	95	95
<b>Adandoned</b>	16	19	26	180	269	1,180	3,063	1,497	221	245	742	856	953	355	430	678	258	262	180							10,719	6,335	32,034	13,725	8,314	3,116
<b>Avg answer time (sec)</b>	14	14	12	21	26	61	118	137	35	32	48	60	62	42	45	59	40	36	29							64	45	102	85	48	45
<b>Avg talk time (min)</b>	2.43	2.49	2.25	2.18	2.26	2.27	2.35	2.48	2.43	2.37	2.41	2.53	2.54	2.54	2.47	2.35	2.42	2.32	2.37							1.78	2.16	2.65	2.58	2.37	2.43



Health Professions Council

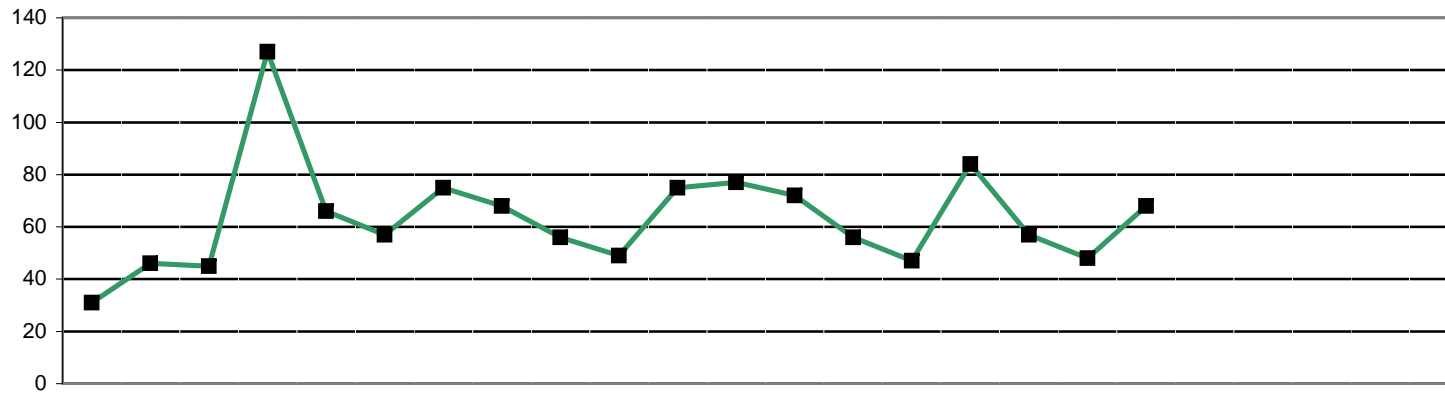
Number of registrants with supplementary prescribing rights 2009-11



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Chiropr/podiatry</b>	97	98	101	105	106	111	111	111	112	112	112	112	115	116	119	124	125	131	133						
<b>Physiotherapy</b>	115	117	123	130	134	135	137	138	144	147	148	148	150	153	158	164	166	170	171						
<b>Radiography</b>	19	19	19	19	19	19	20	21	21	21	20	20	20	21	22	22	22	22	22						
<b>Total</b>	231	234	243	254	259	265	268	270	277	280	280	280	285	290	299	310	313	323	326						

2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	YTD
15	40	78	112	133
28	74	109	148	171
0	7	19	20	22
43	121	206	280	326





■ Total allegations/enquiries received

		2009			2010								2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11										
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD			
Source of enquiry	Total enquiries	5	19	17	45	19	22	24	19	15	15	14	29	17	17	20	29	17	14	18								109	142	243	132			
	Employer	3	9	8	10	8	10	15	5	4	2	3	1	3	5	5	8	2	1	4								44	50	78	28			
	Public	0	8	4	30	6	10	4	4	9	11	7	21	8	10	10	10	8	6	8								32	42	114	60			
	Police	0	0	2	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0								3	4	4	1			
	Professional body	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								1	2	0	0			
	Registrant	1	1	1	2	1	1	2	6	1	0	0	2	6	1	5	5	4	3	3								13	19	18	27			
	Other	0	0	0	2	2	1	1	3	0	1	3	1	0	0	0	0	0	0	0								2	10	14	0			
	Article 22(6)/Anon	1	1	2	1	2	0	2	1	0	1	1	3	0	1	0	5	3	4	3								14	15	15	16			
Source of allegation	Total allegations	26	27	28	82	47	35	51	49	41	34	61	48	55	39	27	55	40	34	50								316	322	315	341	529	300	
	Employer	12	21	12	26	13	10	18	11	11	15	20	13	21	19	12	15	9	17	13								113	164	127	149	182	106	
	Public	3	1	7	33	16	8	14	15	15	8	17	15	21	10	10	12	15	10	15								61	77	76	67	152	93	
	Police	3	2	2	4	4	4	2	2	2	5	3	3	4	1	1	5	3	1	2								27	31	32	32	36	17	
	Professional body	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	1								0	1	6	1	1	3	
	Registrant	4	1	1	3	3	4	5	6	2	2	5	9	0	1	1	2	4	0	6								30	16	22	30	45	14	
	Other	1	0	1	6	1	2	3	2	2	0	1	2	3	2	0	2	0	0	0								13	7	3	14	21	7	
	Article 22(6)/Anon	3	2	5	10	10	6	9	13	9	4	15	6	5	6	3	19	9	5	13								57	23	49	48	92	60	
Allegation type	Misconduct	14	16	13	53	32	23	41	33	28	23	42	36	41	30	18	40	30	31	39														
	Lack of competence	6	4	10	15	8	7	7	7	5	6	10	6	4	2	5	4	1	0	5														
	Convict/caution	5	6	4	12	4	5	3	7	5	5	6	6	8	7	3	7	6	3	5														
	Health	1	0	0	1	1	0	0	1	1	0	0	0	2	0	1	1	1	0	1														
	Other regulator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0														
	Incorrect or fraudulent entry	0	1	1	1	2	0	0	1	2	0	2	0	0	0	0	0	0	0	0														
	Not classified	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	0	0														
	Total allegations/enquiries received	31	46	45	127	66	57	75	68	56	49	75	77	72	56	47	84	57	48	68														

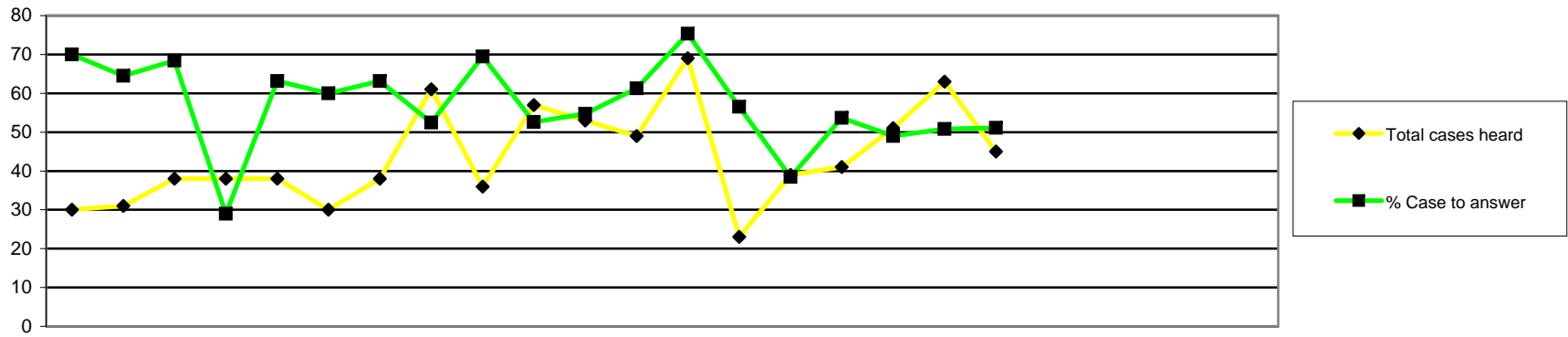
Health Professions Council

Enquiries and Allegations: Profession & source of complaint April 2010 - October 2010

Fitness to Practise Department

	Employer	Public	Police	Professional Body	Registrant	Other	Article 22(6)/Anon
Arts therapists	1	1	0	0	1	0	1
Biomedical scientists	15	3	0	0	2	0	6
Chiropodists & podiatrists	8	19	4	0	7	0	1
Clinical scientists	2	1	0	0	0	0	2
Dietitians	5	0	0	0	1	0	1
Hearing aid dispensers	8	21	0	2	0	1	0
Occupational therapists	11	14	1	0	5	3	6
ODPs	10	3	1	1	1	0	4
Orthoptists	0	0	0	0	0	0	0
Paramedics	37	16	3	0	2	0	39
Physiotherapists	13	22	5	0	12	0	7
Practitioner psychologists	5	47	0	0	7	2	4
Prosthetists & orthotists	0	0	0	0	1	0	0
Radiographers	15	0	3	0	0	0	3
SLTs	5	6	1	0	2	1	1
<b>Total</b>	<b>135</b>	<b>153</b>	<b>18</b>	<b>3</b>	<b>41</b>	<b>7</b>	<b>75</b>

Total 2007/8	Total 2008/9	Total 2009/10	Total to date
16	10	5	4
26	43	39	26
40	62	76	39
6	8	4	5
14	1	12	7
			32
45	55	79	40
38	55	37	20
3	0	2	0
94	100	162	97
85	95	127	59
N/A	N/A	149	65
3	6	7	1
32	34	47	21
22	14	26	16
<b>424</b>	<b>483</b>	<b>772</b>	<b>432</b>



		2009			2010									2011									2006/7	2007/8	2008/9	09/10	10/11				
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Case to Answer	Total cases heard	30	31	38	38	38	30	38	61	36	57	53	49	69	23	39	41	51	63	45						178	299	363	499	331	
	Referred to CCC (Reg representations)	13	13	20	7	14	12	18	21	18	19	19	20	34	9	6	14	15	18	14							97	126	194	110	
	Referred to CCC (Rep representations)	0	1	1	2	2	1	2	2	3	3	1	2	3	0	0	2	2	2	2							25	14	20	11	
	Referred to CCC (No representations)	6	5	4	2	7	5	3	9	4	7	8	7	10	4	8	6	5	12	6							57	60	67	51	
	Referred to HC (Reg representations)	1	1	0	0	1	0	1	0	0	0	1	1	2	0	0	0	1	0	0							3	5	6	3	
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0							2	0	0	2	
	Referred to HC (No representations)	0	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	1	0	1							1	0	1	5	
	Referred to IC (Reg representations)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							1	0	1	0	
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0	0	0	
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0							0	1	1	0	
	Total case to answer	21	20	26	11	24	18	24	32	25	30	29	30	52	13	15	22	25	32	23							82	186	206	290	182
% Case to answer	70	65	68	29	63	60	63	52	69	53	55	61	75	57	38	54	49	51	51								62	57	58	55	
No case to answer	Not referred (Reg representations)	9	8	10	24	11	9	12	26	10	21	20	16	15	8	18	10	17	26	20								78	115	176	114
	Not referred (Rep representations)	0	0	1	2	1	1	0	0	0	2	1	0	1	0	2	5	2	2	1								8	13	8	13
	Not referred (No representations)	0	1	1	0	1	1	2	1	0	2	2	3	0	1	0	2	1	2	1								21	21	14	7
	Total cases not referred	9	9	12	26	13	11	14	27	10	25	23	19	16	9	20	17	20	30	22								107	149	198	134
Further Information	0	1	0	1	1	1	0	2	1	2	1	0	1	1	4	2	6	1	0								14	6	8	10	15

## By profession

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Arts therapists	0	0	0	1	0	1
Biomedical scientists	6	1	15	1	0	23
Chiropodists & podiatrists	14	6	12	1	0	33
Clinical scientists	1	0	2	0	0	3
Dietitians	1	1	4	0	0	6
Hearing aid dispensers	2	1	2	0	0	5
Occupational therapists	8	2	13	3	0	26
ODPs	6	0	14	0	0	20
Orthoptists	1	0	0	0	0	1
Paramedics	23	2	53	1	0	79
Physiotherapists	28	1	26	1	0	56
Practitioner psychologists	31	0	13	0	0	44
Prosthetists & orthotists	2	0	2	0	0	4
Radiographers	7	1	11	1	0	20
SLTs	4	0	5	1	0	10
<b>Total YTD</b>	<b>134</b>	<b>15</b>	<b>172</b>	<b>10</b>	<b>0</b>	<b>331</b>

2007/2008 FYE	2008/2009 FYE	2009/10 FYE	2010/11 YTD
11	6	4	1
14	42	26	23
31	31	53	33
6	7	3	3
9	5	7	6
29	40	60	26
24	30	49	20
2	1	0	1
62	72	115	79
56	75	93	56
<b>0</b>	<b>0</b>	<b>38</b>	<b>44</b>
4	2	4	4
41	32	34	20
10	20	13	10
<b>299</b>	<b>363</b>	<b>499</b>	<b>331</b>

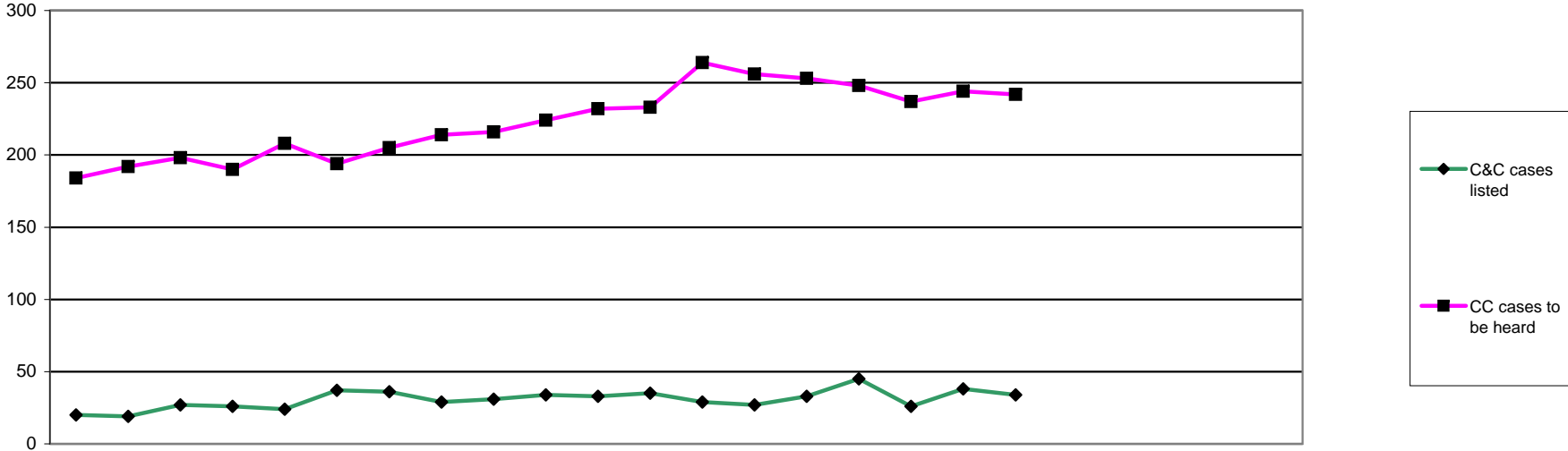
## By source of allegation

	No Case to Answer	Case to answer				Total YTD
		FI	CCC	HC	IC	
Employer	26	6	100	7	0	139
Public	69	5	16	0	0	90
Police	8	0	12	0	0	20
Professional body	0	0	0	0	0	0
Registrant	10	3	7	0	0	20
Other	4	0	3	0	0	7
Article 22(6)/Anon	17	1	34	3	0	55
<b>Total YTD</b>	<b>134</b>	<b>15</b>	<b>172</b>	<b>10</b>	<b>0</b>	<b>331</b>

2008/2009 FYE	2009/10 FYE	2010/11 YTD
176	211	139
78	140	90
30	29	20
2	2	0
12	32	20
19	15	7
46	70	55
<b>363</b>	<b>499</b>	<b>331</b>

	Applications Considered	Applications Granted	Applications Not Granted	Reviewed	Revoked
Arts therapists	0	0	0	0	0
Biomedical scientists	2	2	0	0	0
Chiropodists & podiatrists	2	2	0	4	0
Clinical scientists	2	2	0	0	0
Dietitians	0	0	0	0	0
Hearing aid dispensers	1	1	0	1	1
Occupational therapists	4	2	2	4	0
ODPs	3	3	0	14	2
Orthoptists	0	0	0	0	0
Paramedics	10	10	0	18	1
Physiotherapists	3	3	0	10	0
Practitioner psychologists	0	0	0	5	0
Prosthetists & orthotists	0	0	0	0	0
Radiographers	3	3	0	8	1
SLTs	0	0	0	3	0
<b>Total</b>	<b>30</b>	<b>28</b>	<b>2</b>	<b>67</b>	<b>5</b>

Hearings held 2007/8 FYE	Hearings held 2008/9 FYE	Hearings held 2009/10 FYE	Hearings held 2010/11 YTD
4	4	2	0
8	16	8	2
6	5	13	6
4	0	0	2
0	0	0	0
			2
3	6	9	8
18	18	20	17
0	0	0	0
16	14	46	28
8	13	20	13
			3
0	0	0	0
7	6	12	11
0	3	8	3
<b>74</b>	<b>85</b>	<b>141</b>	<b>97</b>



Conduct and Competence Committee

	2009			2010									2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
<b>C&amp;C cases listed</b>	20	19	27	26	24	37	36	29	31	34	33	35	29	27	33	45	26	38	34						73	119	176	231	351	232	
<b>Struck off</b>	0	4	9	3	10	10	5	9	1	3	3	8	5	6	3	4	3	6	4						11	26	37	64	65	31	
<b>Suspended</b>	4	2	1	4	1	6	5	7	4	3	0	1	3	3	3	6	1	3	3						19	19	30	23	38	22	
<b>Conditions of practice</b>	1	2	0	1	0	2	1	3	1	0	3	0	3	0	1	1	1	2	0						5	5	7	10	14	8	
<b>Caution</b>	6	2	3	8	4	0	3	1	6	6	1	6	1	6	8	10	10	4	7						8	32	28	24	46	46	
<b>No further action</b>	2	0	1	1	0	3	0	0	0	0	0	0	0	1	0	0	1	0	0						4	6	4	7	7	2	
<b>Not well founded</b>	3	4	3	4	3	5	9	2	10	8	10	9	9	4	7	9	3	8	9							0	19	36	70	49	
<b>Adjourned/part heard</b>	3	5	10	5	6	7	10	5	9	8	12	10	6	7	10	10	5	12	9						22	22	32	35	90	59	
<b>Cancelled</b>	0	0	0	0	0	4	1	1	0	5	1	0	1	0	0	3	0	2	2							0	24	21	12	8	
<b>Referred to Health</b>	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0						1	0	1	0	2	0	
<b>Removed - consent</b>	1	0	0	0	0	0	1	1	0	0	3	1	1	0	1	2	2	1	0											7	
<b>CC cases to be heard</b>	184	192	198	190	208	194	205	214	216	224	232	233	264	256	253	248	237	244	242						59	59	172	117	233	242	



		2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Health Committee	Health cases listed	1	0	0	0	0	0	1	0	0	3	1	0	1	0	2	1	3	1	0						8	7	9	2	6	8
	Suspended	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0						2	2	5	1	2	2
	Conditions of practice	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0						3	1	0	1	1	2
	Caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						0	0	0	0	0	0
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						0	1	0	0	0	0
	Not well founded	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	1	0	0						Not recorded		1	1	3	1
	Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0								1	0	0	1
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								2	0	0	0
	Referred to C&C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0								0	0	0	1
	Removed - consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0											1
	Hlth cases to be heard	6	7	8	8	8	8	8	8	8	6	7	8	15	15	14	13	13	12	12						7	7	4	5	8	12
Investigating	Removed	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0											3	1
	Amended	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0											1	0
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0											0	1
	No further action	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											1	0
	Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											0	0
Investigating Committee cases to be heard	0	0	0	0	0	0	0	0	0	0	0	1	2	2	1	0	0	0	1											1	1

	2009			2010									2011									2005/6	2006/7	2007/8	2008/9	09/10	10/11					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD		
CCC and HC Review Hearings	Review cases listed	3	9	8	2	9	9	10	14	8	9	10	5	8	3	13	7	6	14	9								41	67	67	96	60
	Struck off	2	5	3	1	1	1	2	7	3	3	3	1	0	3	3	1	3	0									10	31	31	11	
	Suspension continued	1	3	4	0	4	3	4	4	2	3	3	4	2	0	4	1	0	4	7									37	31	35	18
	Conditions continued	0	0	1	0	0	3	0	0	2	0	1	0	0	1	0	1	1	1	0									2	7	7	4
	Suspension revoked	0	0	0	0	3	0	2	1	0	1	1	0	0	1	0	1	0	1	0									2	8	8	3
	Suspension revoked conditions imposed	0	0	0	0	0	1	1	0	1	1	0	0	1	0	1	0	0	1	1									1	4	4	4
	Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	1	0									0	0	1	3
	Conditions revoked	0	1	0	0	1	1	0	1	0	0	1	0	2	0	3	1	2	0	0									5	5	5	8
	Conditions revoked suspension imposed	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0									5	1	1	0
	Conditions revoked caution imposed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									1	1	1	0
	Vol Removal (Consent)	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	1	1											3	3
	Adjourned/part heard	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0									3	0	0	2
	Cancelled	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0											1	2
	Article 30(7)															1	0	0	0	0												1
	Review cases to be Heard	92	93	90	91	90	89	90	92	93	104	102	102	107	106	103	107	108	106	104									69	90	90	102

Representation

	Final Hearings-CCC														2009/10 FYE	2010/11 YTD
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed	Register entry amended	Restored	Not restored	Vol Removal (Consent)	Part Heard		
Represented self	2	3	0	12	0	9	0	0	0	0	0	0	0	11	44	37
Representative	5	11	10	26	1	36	0	0	0	0	0	0	1	12	115	102
None	24	10	1	8	1	6	0	0	1	0	0	0	7	2	98	60
<b>Total</b>	<b>31</b>	<b>24</b>	<b>11</b>	<b>46</b>	<b>2</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>25</b>	<b>257</b>	<b>199</b>

Profession	Represented self	Representative	None	% of representation
Arts therapists	0	0	0	0
Biomedical scientists	3	3	6	50
Chiropodists & podiatrists	0	10	5	67
Clinical scientists	1	0	1	0
Dietitians	0	1	0	0
Hearing aid dispensers	2	2	2	0
Occupational therapists	3	9	8	60
ODPs	5	6	8	58
Orthoptists	0	0	0	0
Paramedics	12	34	13	78
Physiotherapists	7	21	6	82
Practitioner psychologists	1	7	3	73
Prosthetists & orthotists	0	1	0	100
Radiographers	3	7	5	67
SLTs	0	1	3	25

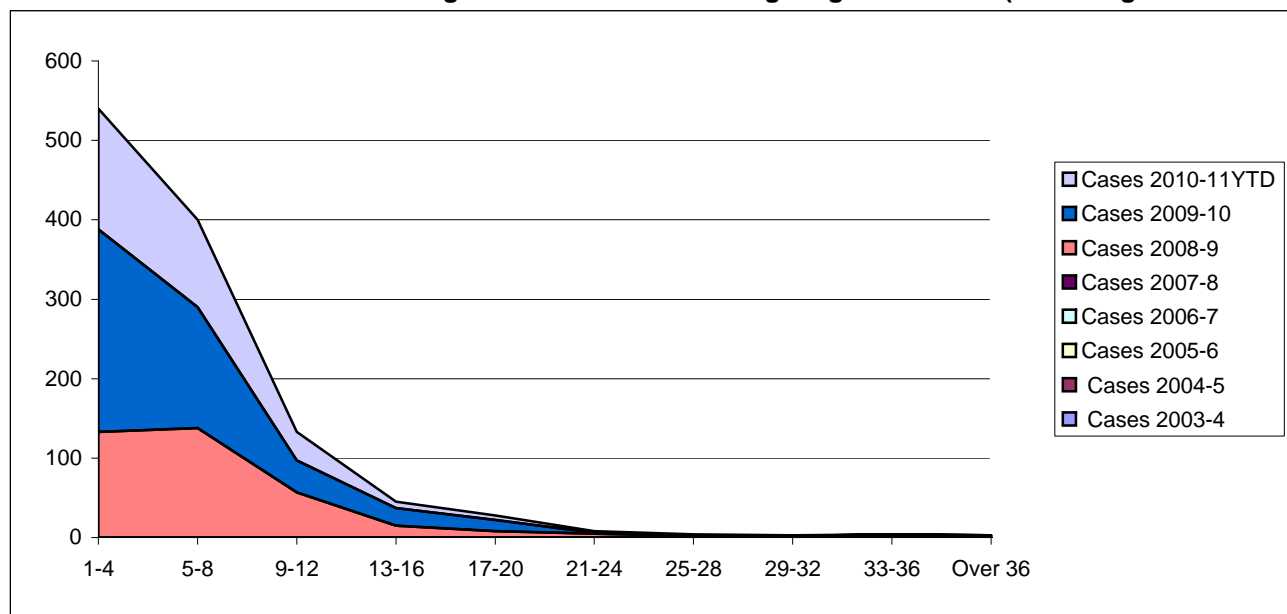
The above tables do not include cases that were adjourned, postponed or cancelled

	Final Hearings													
	Struck off	Suspended	Conditions of Practice	Caution	No Further Action	Not Well Founded	NR	Referred to Health	Removed	Register entry amended	Restored	Not restored	Part Heard	
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biomedical scientists	1	2	0	3	0	3	0	0	1	0	0	0	2	
Chiropodists & podiatrists	3	1	2	5	0	3	0	0	0	0	0	0	1	
Clinical scientists	0	0	1	0	0	0	0	0	0	0	0	0	0	
Dietitians	0	1	0	0	0	0	0	0	0	0	0	0	0	
Hearing aid dispensers	1	1	0	0	0	3	0	0	0	0	0	0	1	
Occupational therapists	1	4	2	3	0	5	0	0	1	0	0	0	1	
ODPs	3	4	1	6	1	3	0	0	0	0	0	0	1	
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	
Paramedics	10	3	0	21	0	19	0	0	0	0	0	0	5	
Physiotherapists	8	5	2	5	0	7	0	0	0	0	0	0	5	
Practitioner psychologists	1	1	1	0	0	5	0	0	0	0	0	0	3	
Prosthetists & orthotists	0	0	1	0	0	0	0	0	0	0	0	0	0	
Radiographers	2	1	1	2	1	3	0	0	0	0	0	0	4	
SLTs	1	1	0	1	0	0	0	0	0	0	0	0	1	
<b>Total 2010/11 YTD</b>	<b>31</b>	<b>24</b>	<b>11</b>	<b>46</b>	<b>2</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>	
<b>Total 2009/10 FYE</b>	<b>64</b>	<b>40</b>	<b>15</b>	<b>46</b>	<b>3</b>	<b>76</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	
<b>Total 2008/2009 FYE</b>	<b>67</b>	<b>25</b>	<b>12</b>	<b>24</b>	<b>4</b>	<b>39</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>			
<b>Total 2007/2008 FYE</b>	<b>37</b>	<b>35</b>	<b>5</b>	<b>30</b>	<b>23</b>	<b>24</b>	<b>0</b>	<b>0</b>			<b>0</b>	<b>0</b>		
<b>Total 2006/2007 FYE</b>	<b>24</b>	<b>19</b>	<b>5</b>	<b>25</b>	<b>6</b>	<b>15</b>	<b>1</b>	<b>2</b>			<b>0</b>	<b>0</b>		
<b>Total 2005/2006 FYE</b>	<b>9</b>	<b>20</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>			<b>0</b>	<b>0</b>		

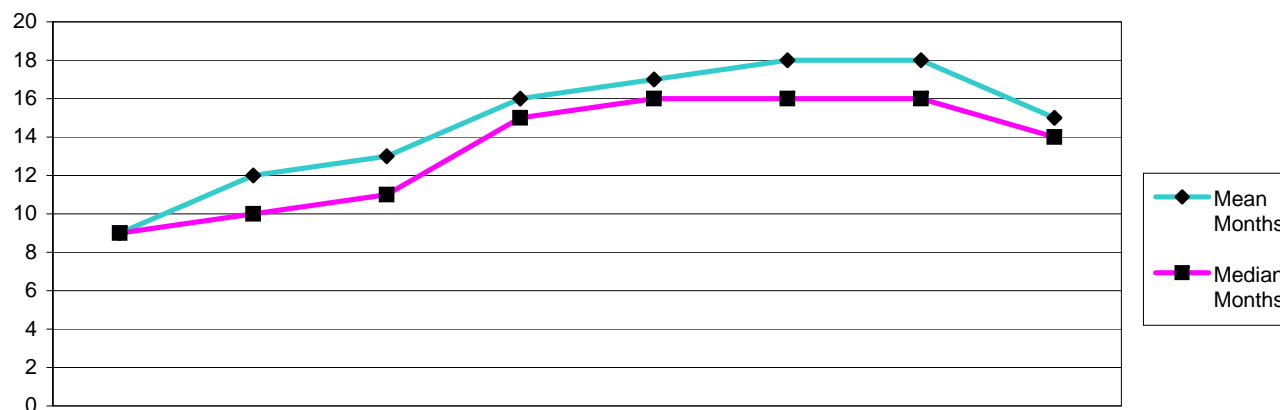
	Review Hearings											
	Struck off	Suspension continued	Suspension revoked	Suspension revoked caution imposed	Suspension revoked conditions imposed	Conditions continued	Conditions revoked	Conditions revoked caution imposed	Conditions revoked suspension imposed	Adjourned/Part Heard	Vol Removal (Consent)	Article 30(7)
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	3	0	1	0	1	1	1	0	0	1	0
Chiropodists & podiatrists	0	0	0	0	0	0	1	0	0	0	0	0
Clinical scientists	1	0	0	0	0	0	0	0	0	0	0	0
Dietitians	1	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	1	0	0	0	0	0	0	0	0	0
Occupational therapists	1	3	1	0	1	0	0	0	0	0	3	1
ODPs	0	1	1	0	0	1	0	0	0	0	0	0
Orthoptists	0	1	0	0	0	0	0	0	0	0	0	0
Paramedics	1	1	0	2	1	0	2	0	0	0	0	0
Physiotherapists	3	4	0	0	1	1	2	0	0	0	0	0
Practitioner psychologists	0	0	0	0	0	1	0	0	0	0	0	0
Prosthetists & orthotists	1	0	0	0	0	0	0	0	0	0	0	0
Radiographers	2	3	0	0	0	0	1	0	0	0	0	0
SLTs	0	2	0	0	0	0	1	0	0	1	0	0
<b>Total 2010/11 YTD</b>	<b>11</b>	<b>18</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>
<b>Total 2009/10 YTD</b>	<b>11</b>	<b>18</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	
<b>Total 2008/2009 YTD</b>	<b>16</b>	<b>51</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	
<b>Total 2007/2008 FYE</b>	<b>8</b>	<b>25</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	
<b>Total 2006/2007 FYE</b>	<b>Not available</b>											
<b>Total 2005/2006 FYE</b>	<b>Not available</b>											

		Month of Panel																																			
		2009												2010												2011											
	Months	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting ICP	0-4	122	139	137	171	193	197	209	191	191	175	200	204	175	182	177	189	195	167	186																	
	5-8	50	42	42	43	37	41	47	57	69	67	61	63	62	61	55	65	59	62	58																	
	9-12	14	16	17	23	21	18	16	15	12	20	19	25	27	27	33	31	28	24	23																	
	13-16	10	7	9	8	7	9	9	12	13	9	10	5	6	13	12	14	16	14	14																	
	17-20	2	3	1	2	3	4	3	3	3	5	5	5	5	4	4	2	3	5	3																	
	21-24	1	1	0	0	0	0	0	0	1	1	1	1	1	3	3	5	2	2	2																	
	25-28	2	1	1	0	0	0	0	0	0	0	0	0	1	1	1	1	1	1	1																	
	29-32	1	1	1	2	1	1	1	0	0	0	0	0	0	0	0	0	1	1	0																	
	over 33	2	1	1	0	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0																	
Cases awaiting final hearing (from ICP)	1-4	80	85	95	91	99	91	97	104	111	118	132	121	152	151	134	119	104	100	110																	
	5-8	54	53	61	47	44	49	54	68	62	71	67	71	78	73	81	77	89	110	91																	
	9-12	18	22	25	29	41	26	34	21	19	20	18	32	33	33	35	33	41	29	29																	
	13-16	21	21	17	14	8	12	12	16	22	12	14	10	7	7	7	11	6	8	16																	
	17-20	14	17	12	10	5	6	8	6	3	2	3	2	7	7	9	5	4	3	2																	
	21-24	0	0	4	5	9	9	7	6	3	4	4	5	2	1	1	2	5	4	6																	
	25-28	2	0	1	1	1	1	2	2	3	2	1	0	1	1	1	1	1	0	0																	
	29-32	0	1	1	1	1	0	0	0	0	0	0	1	1	0	0	0	0	1	1																	
	over 33	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0																	

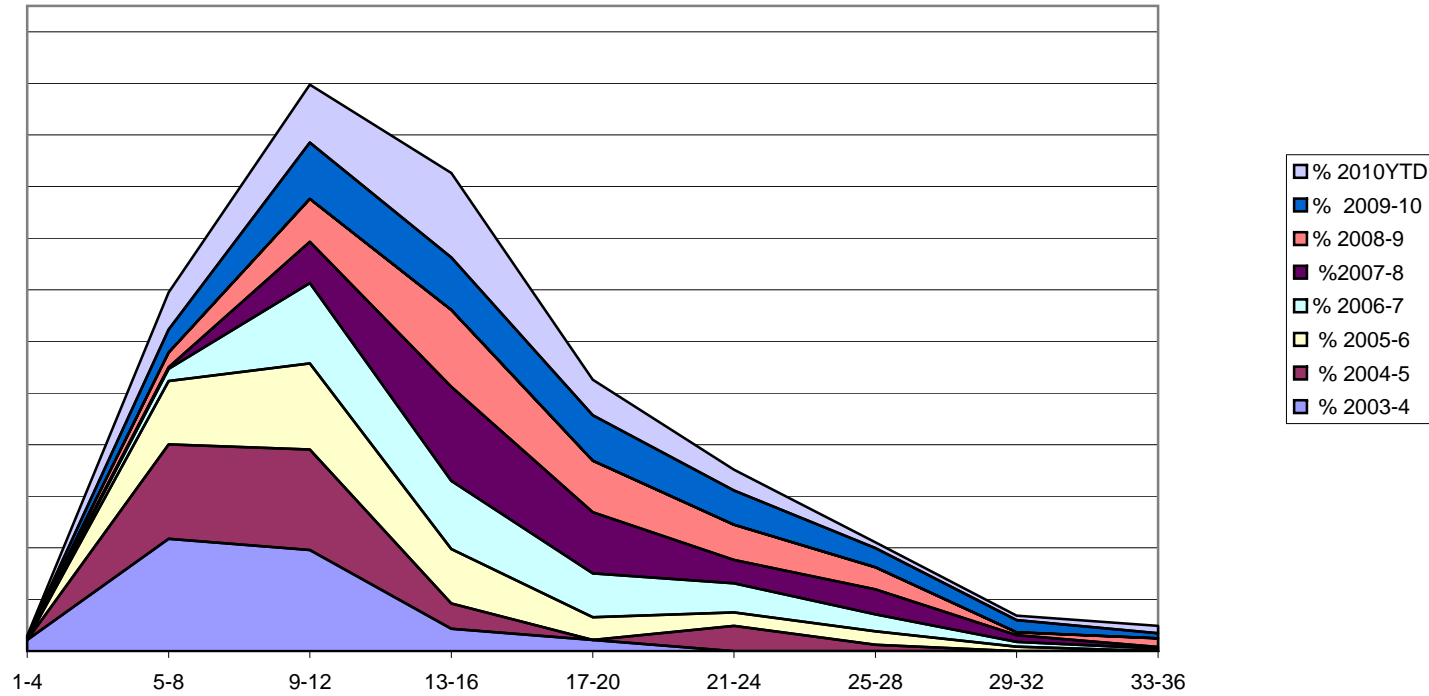
**Health Professions Council Length of time: Cases Investigating Committee (excluding further information) 2003-4 to 2010-11 Fitness to Practise**



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 2010-11YTD
1-4						133	255	152
5-8						138	152	110
9-12						57	40	36
13-16						15	22	8
17-20						8	14	6
21-24						5	1	2
25-28						2	1	1
29-32						1	1	1
33-36						3	1	0
Over 36			Not available			1	2	0
<b>Mean Months</b>						<b>7</b>	<b>6</b>	<b>6</b>
<b>Median Months</b>						<b>5</b>	<b>4</b>	<b>5</b>
<b>Total Cases</b>						<b>363</b>	<b>489</b>	<b>316</b>

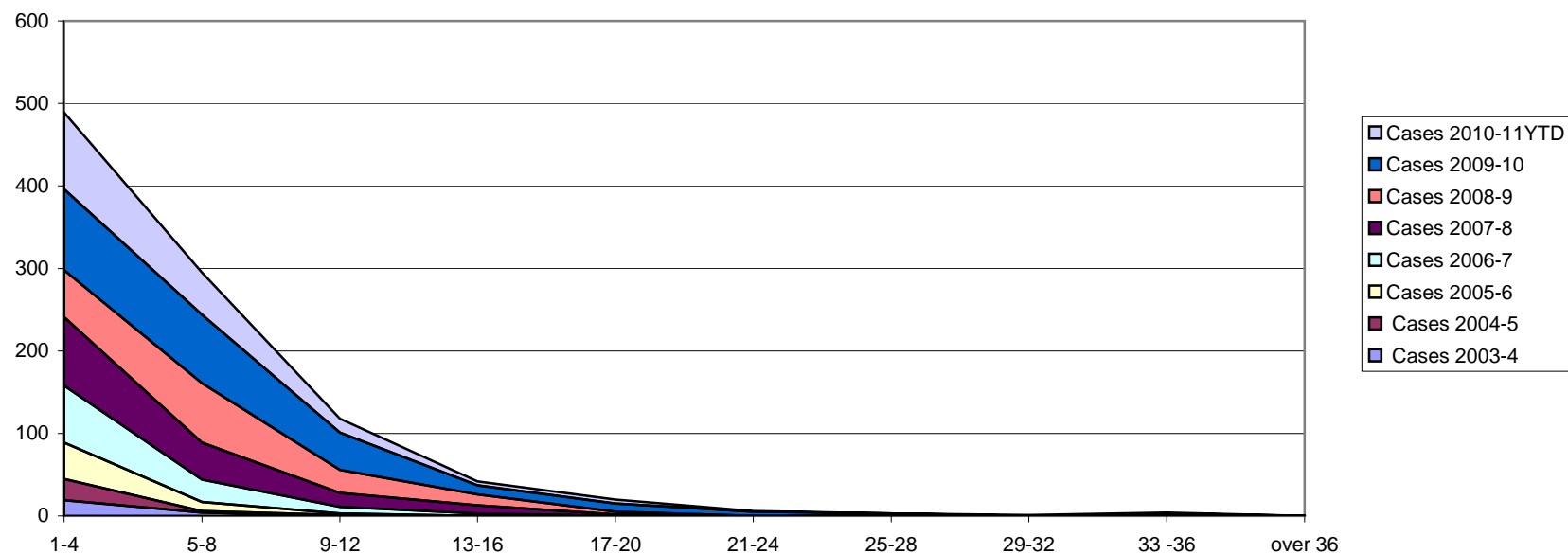


Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4	1	0	0	0	1	0	1	1
5-8	10	15	14	5	1	10	23	25
9-12	9	16	19	33	25	29	56	39
13-16	2	4	12	28	57	52	52	57
17-20	1	0	5	18	37	35	45	24
21-24	0	4	3	12	14	24	34	14
25-28	0	1	3	7	15	15	19	4
29-32	0	0	1	2	4	2	12	3
33-36	0	0	0	1	1	6	5	5
Over 36	0	0	0	0	0	2	9	2
<b>Mean Months</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>18</b>	<b>15</b>
<b>Median Months</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>15</b>	<b>16</b>	<b>16</b>	<b>16</b>	<b>14</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>106</b>	<b>156</b>	<b>175</b>	<b>256</b>	<b>174</b>

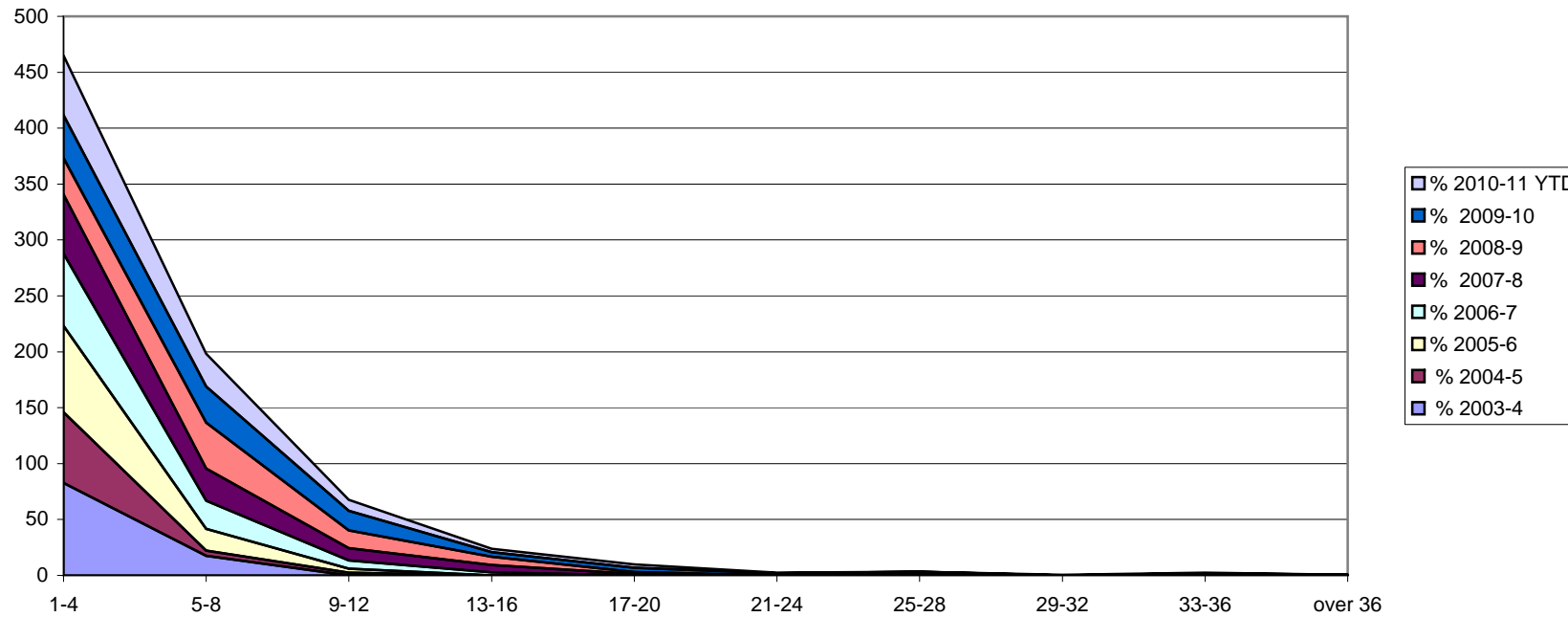


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010YTD
1-4	4.3	0.0	0.0	0.0	0.6	0.0	0.4	0.6
5-8	43.5	36.6	24.6	4.7	0.6	5.7	9.0	14.4
9-12	39.1	39.0	33.3	31.1	16.0	16.6	21.9	22.4
13-16	8.7	9.8	21.1	26.4	36.5	29.7	20.3	32.8
17-20	4.3	0.0	8.8	17.0	23.7	20.0	17.6	13.8
21-24	0	9.8	5.3	11.3	9.0	13.7	13.3	8.0
25-28	0	2.4	5.3	6.6	9.6	8.6	7.4	2.3
29-32	0	0.0	1.8	1.9	2.6	1.1	4.7	1.7
33-36	0	0.0	0.0	0.9	0.6	3.4	2.0	2.9
Over 36	0	0.0	0.0	0.9	0.6	1.1	3.5	1.1

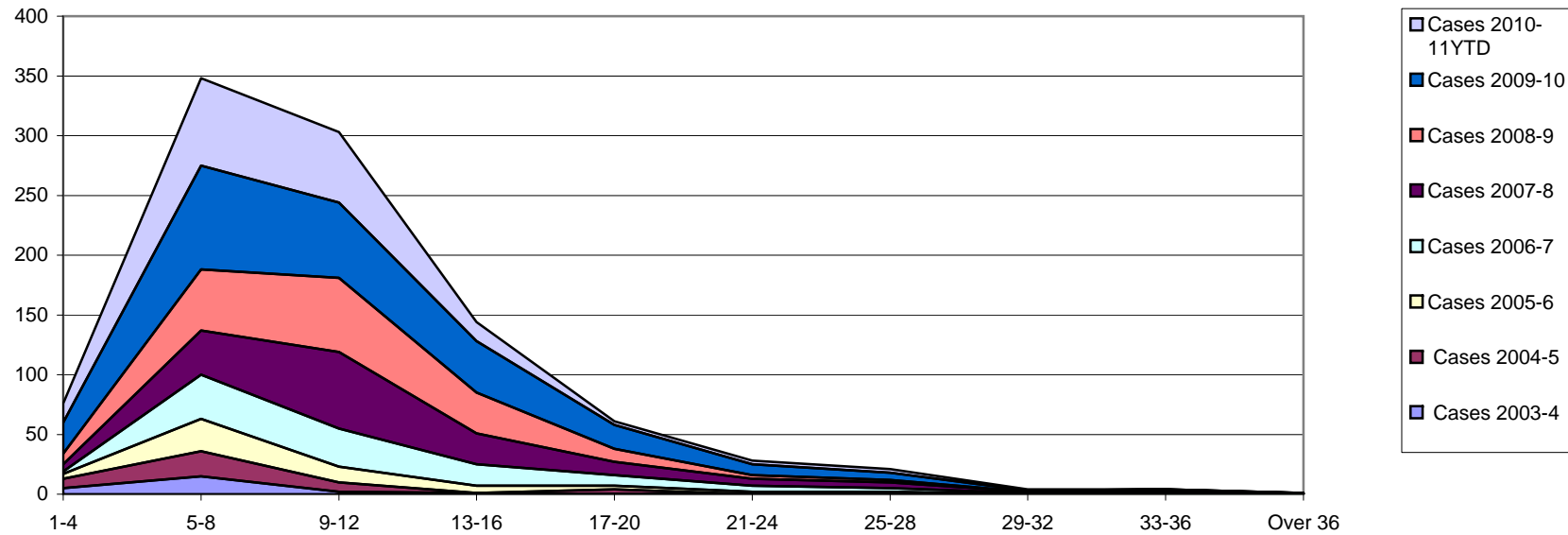




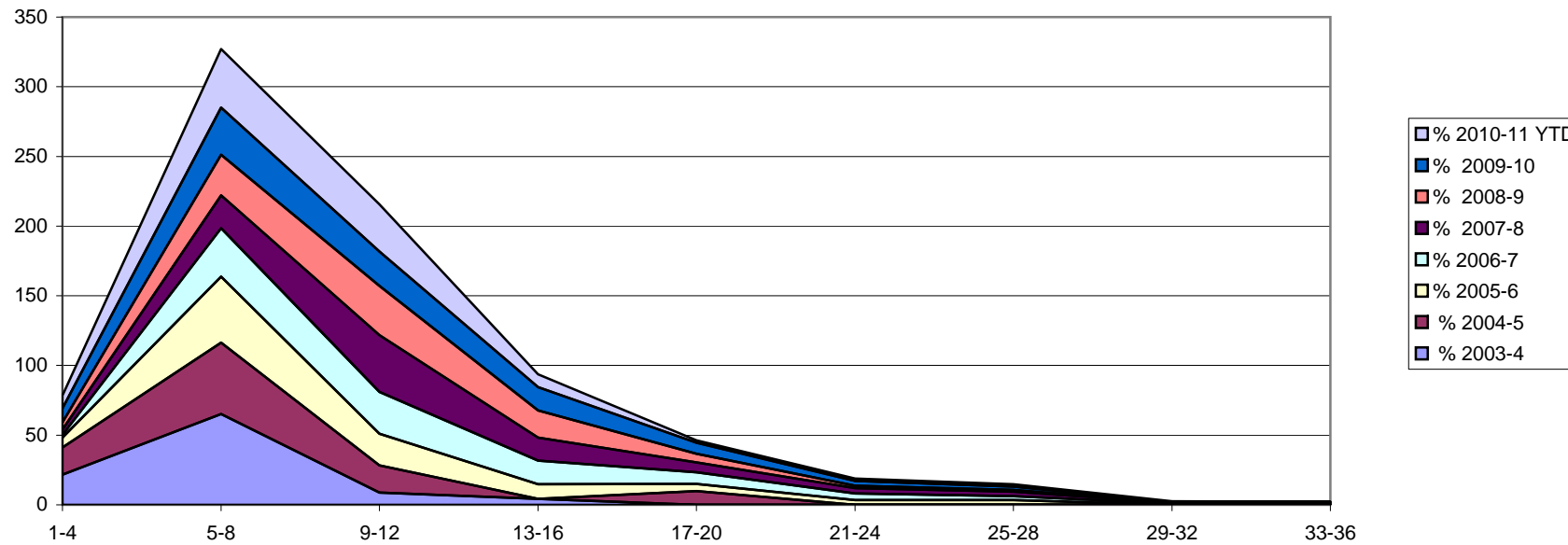
Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4	19	26	44	69	83	57	98	93
5-8	4	2	11	27	45	72	83	51
9-12	0	1	2	8	17	28	45	17
13-16	0	0	0	3	10	13	11	5
17-20	0	0	0	0	2	3	10	5
21-24	0	0	0	0	0	0	5	1
25-28	0	1	0	0	0	0	2	0
29-32	0	0	0	0	0	0	0	1
33 -36	0	0	0	0	0	1	2	1
over 36	0	0	0	0	0	0	0	0
<b>Mean Months</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>4.5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>
<b>Meadian Months</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>4</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>174</b>



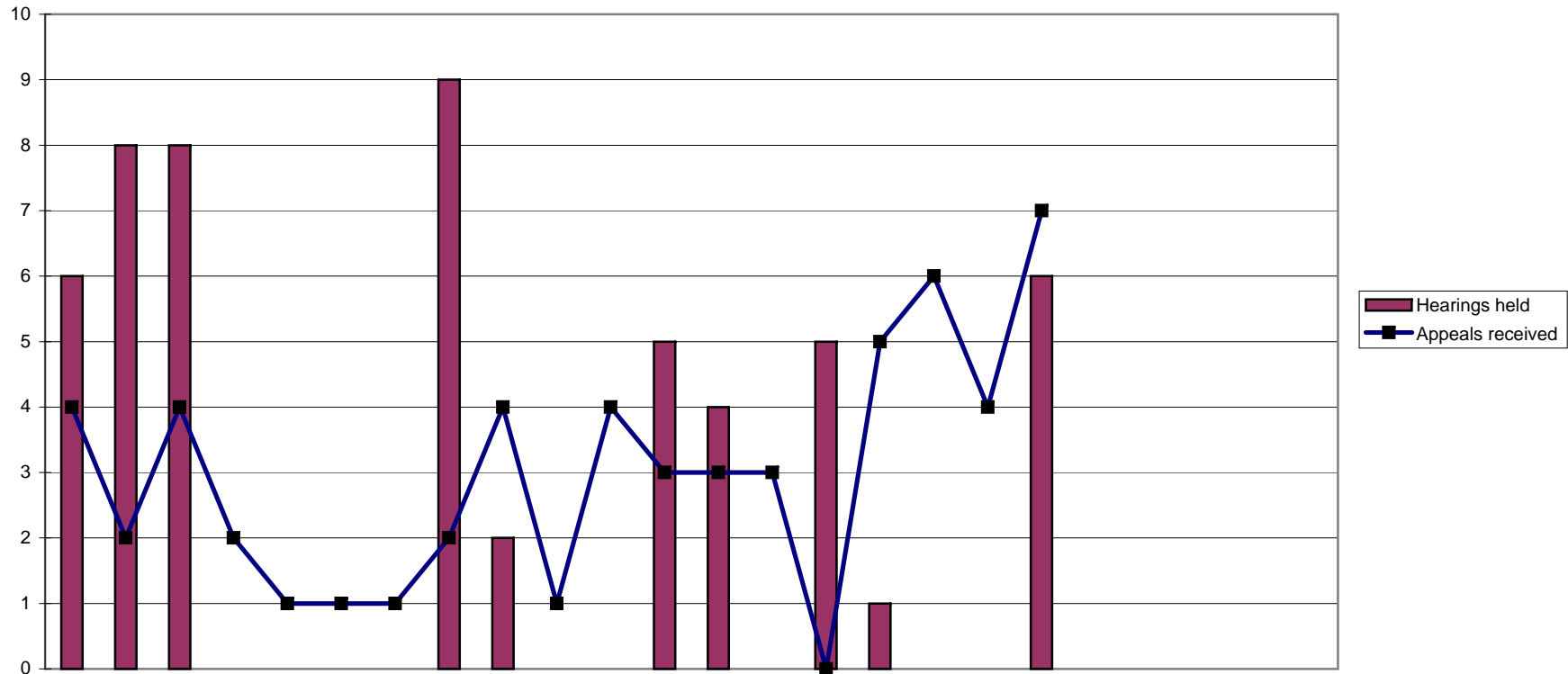
Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11 YTD
1-4	83	63	77	64	53	33	38	53
5-8	17	5	19	25	29	41	32	29
9-12	0	2	4	7	11	16	18	10
13-16	0	0	0	3	6	7	4	3
17-20	0	0	0	0	1	2	4	3
21-24	0	0	0	0	0	0	2	1
25-28	0	2	0	0	0	0	1	0
29-32	0	0	0	0	0	0	0	1
33-36	0	0	0	0	0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



Number of Months	Cases 2003-4	Cases 2004-5	Cases 2005-6	Cases 2006-7	Cases 2007-8	Cases 2008-9	Cases 2009-10	Cases 2010-11YTD
1-4	5	8	4	2	6	9	26	16
5-8	15	21	27	37	37	51	87	73
9-12	2	8	13	32	64	62	63	59
13-16	1	0	6	18	26	34	43	16
17-20	0	4	3	9	11	11	20	3
21-24	0	0	2	5	6	3	9	3
25-28	0	0	2	3	5	2	6	3
29-32	0	0	0	1	1	0	1	1
33-36	0	0	0	0	1	2	1	0
Over 36	0	0	0	0	0	1	0	0
<b>Mean Months</b>	<b>6</b>	<b>8</b>	<b>10</b>	<b>11.5</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>9</b>
<b>Median Months</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>9</b>	<b>8</b>
<b>Total Cases</b>	<b>23</b>	<b>41</b>	<b>57</b>	<b>107</b>	<b>157</b>	<b>175</b>	<b>256</b>	<b>174</b>

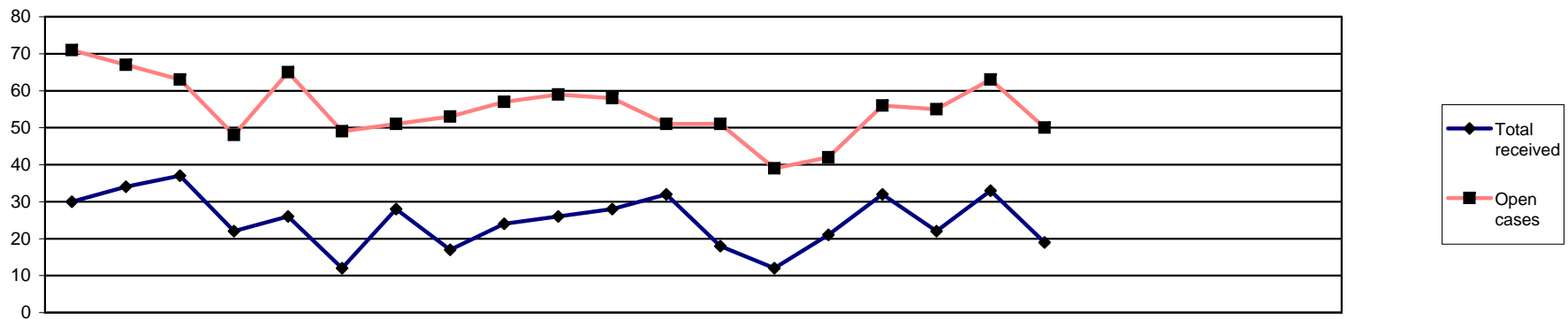


Number of Months	% 2003-4	% 2004-5	% 2005-6	% 2006-7	% 2007-8	% 2008-9	% 2009-10	% 2010-11 YTD
1-4	22	20	7	2	4	5	10	9
5-8	65	51	47	35	24	29	34	42
9-12	9	20	23	30	41	35	25	34
13-16	4	0	11	17	17	19	17	9
17-20	0	10	5	8	7	6	8	2
21-24	0	0	4	5	4	2	4	2
25-28	0	0	4	3	3	1	2	2
29-32	0	0	0	1	1	0	0	1
33-36	0	0	0	0	1	1	0	0
Over 36	0	0	0	0	1	1	0	0



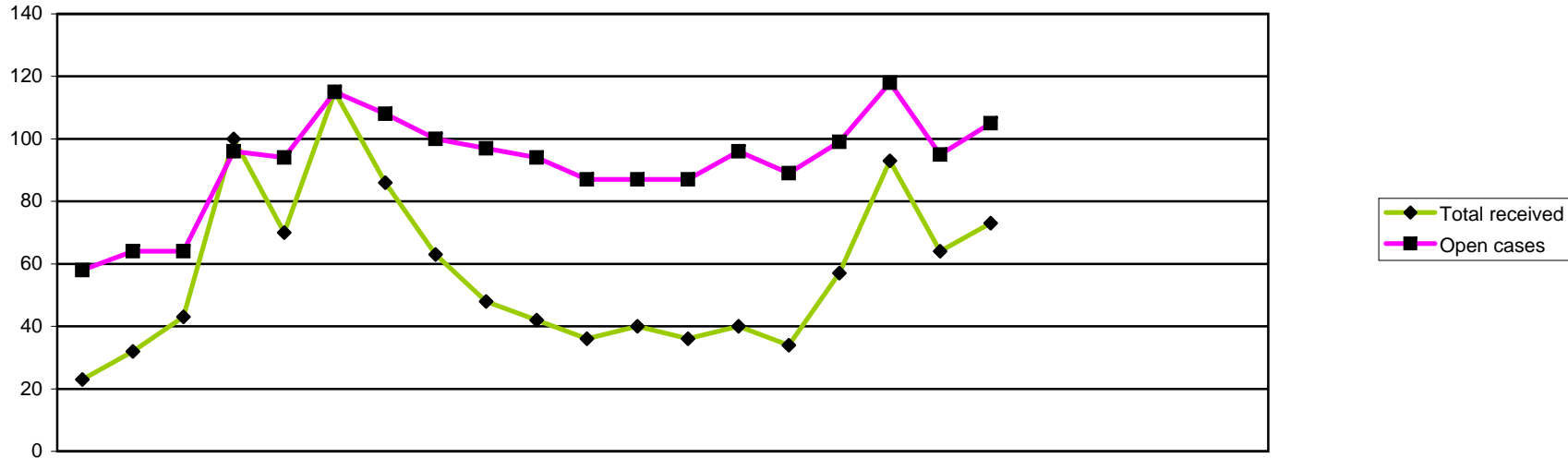
	2009			2010									2011											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Appeals received	4	2	4	2	1	1	1	2	4	1	4	3	3	3	0	5	6	4	7					
Reviewed	8	9	8	0	0	0	0	9	2	0	0	5	4	0	5	0	0	0	6					
Hearings held	6	8	8	0	0	0	0	9	2	0	0	5	4	0	5	1	0	0	6					
Adjourned/postponed	2	1	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0					
Withdrawn	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0					
Allowed	1	5	1	0	0	0	0	4	1	0	0	2	2	0	4	0	0	0	3					
Dismissed	0	1	3	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	3					
Substitute decision	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0					
Remit to ETC	5	2	3	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0					
Current active cases	22	16	7	9	11	12	13	6	8	9	12	11	10	13	9	13	18	21	22					

2005/6	2006/7	2007/8	2008/9	09/10	10/11
FYE	FYE	FYE	FYE	FYE	YTD
91	104	41	55	29	28
266	90	65	55	41	15
266	90	65	55	38	16
19	20	10	9	4	2
13	16	15	2	1	2
128	33	29	23	14	9
88	29	31	17	7	3
0	0	0	0	0	0
31	6	4	7	13	0



	2009			2010									2011												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>Public</b>	0	1	13	3	2	2	4	1	1	2	1	2	1	0	3	3	2	1	4						
<b>Police</b>	3	2	4	3	4	3	1	5	6	3	1	3	0	0	1	0	2	0	0						
<b>HPC</b>	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	4	0	0	2						
<b>Anonymous</b>	2	2	4	1	4	2	4	1	0	7	2	2	0	3	1	2	7	4	0						
<b>Professional</b>	25	29	16	15	16	5	19	10	17	14	23	24	17	9	16	23	11	28	13						
<b>Total received</b>	30	34	37	22	26	12	28	17	24	26	28	32	18	12	21	32	22	33	19						
<b>Visits</b>	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
<b>Open cases</b>	71	67	63	48	65	49	51	53	57	59	58	51	51	39	42	56	55	63	50						

2005/6 FYE	2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 YTD
53	21	42	56	32	14
31	38	27	44	38	3
10	10	6	3	2	6
50	78	38	47	31	17
225	137	103	233	213	117
369	284	216	383	316	157
			3	3	0



		2009			2010								2011						2005/6	2006/7	2007/8	2008/9	09/10	10/11							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD
Received	Renewal	0	1	11	9	14	54	30	21	11	2	1	0	1	1	1	0	1	0	0	36	27	81	43	154	4					
	Readmission	2	5	3	6	5	5	5	7	5	3	2	5	3	7	9	5	14	5	3	33	40	34	94	53	46					
	Admission	10	10	15	60	37	36	33	20	21	19	8	13	22	12	9	31	59	38	52	165	150	158	248	282	223					
	Self referral	11	16	14	25	14	20	18	15	11	18	25	22	10	20	15	21	19	21	18	54	86	158	192	209	124					
<b>Total received</b>		<b>23</b>	<b>32</b>	<b>43</b>	<b>100</b>	<b>70</b>	<b>115</b>	<b>86</b>	<b>63</b>	<b>48</b>	<b>42</b>	<b>36</b>	<b>40</b>	<b>36</b>	<b>40</b>	<b>34</b>	<b>57</b>	<b>93</b>	<b>64</b>	<b>73</b>	<b>288</b>	<b>303</b>	<b>431</b>	<b>577</b>	<b>698</b>	<b>397</b>					
Considered	Considered by panel	16	21	23	37	52	30	43	48	32	30	32	23	32	28	33	38	49	61	46	n/a	n/a	256	399	387	287					
	Referred to FTP	2	2	5	6	6	1	8	10	4	4	7	6	4	4	9	8	5	6	10	n/a	n/a	37	41	61	46					
	Admission rejected	0	1	0	0	0	0	0	1	0	0	0	0	1	0	1	0	1	0	1	n/a	n/a	2	6	2	4					
	Readmission rejected	0	3	0	0	0	0	0	1	0	2	1	0	1	0	3	2	1	2	1	n/a	n/a	3	8	7	10					
	Renewal rejected	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	2	1	0					
	Not referred to FTP	2	6	4	5	3	4	7	6	2	8	12	7	9	7	8	8	9	11	3	n/a	n/a	34	82	66	55					
	Admission accepted	10	7	11	24	37	22	24	18	21	11	12	7	13	14	8	15	27	36	30	n/a	n/a	150	204	204	143					
	Readmission accepted	2	2	2	2	6	2	1	7	3	3	0	2	4	3	3	5	6	6	1	n/a	n/a	19	51	32	28					
	Renewal accepted	0	0	1	0	0	1	3	4	0	2	0	1	0	0	1	0	0	0	0	n/a	n/a	1	5	12	1					
	Closed before panel	6	6	16	28	10	15	11	4	5	14	11	17	3	3	8	7	21	28	16					143	86					
Open cases		58	64	64	96	94	115	108	100	97	94	87	87	87	96	89	99	118	95	105	n/a	n/a	75	75	87	105					