



Management Information Pack

Marc Seale, Chief Executive & Registrar
Report to Council meeting 17 September 2013

Chief Executive's Report to Council meeting 17 September 2013 Contents

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1. Completed Meetings 1 July to 31 August 2013

International Association of Medical Regulatory Authorities	1 July
NHS Education for Scotland, Brian Durward	5 July
Chief Executives Steering Group, NMC	9 July
CLEAR Board of Directors	9 July
Westminster Forum Keynote seminar, Developing the health and care workforce	10 July
HEE Healthcare Science Programme Board	17 July
Responding to the Francis Report, DoH	19 July
Department of Health, Nick Clarke	22 July
Institute of Biomedical Science	23 July
Quarterly Health and Social Care Regulatory Forum	24 July
British Association of Dramatherapists	25 July
CORU, Ginny Hanorahan	26 July
4 Country Social work Care Council CEO/Directors meeting	1 Aug
Australian Health Practitioner Regulation Agency, Martin Fletcher	5 Aug
CLEAR Board of Directors	13 Aug
South East Coast Ambulance Service NHS	19 Aug

CLEAR Board of Directors, St Louis	1 Oct
Westminster Forum	8 Oct
Meet the HCPC, Belfast	15 Oct

2. Scheduled Meetings

Australian Health Practitioner Regulation Agency, Martin Fletcher	2 Sep
The Society of Chiropractors and Podiatrists	4 Sep
CLEAR Board of Directors	10 Sep
Meet the HCPC, Perth	19 Sep
International Association of Medical Regulatory Authorities	19 Sep
Department of Health Leeds	23 Sep
Academy for Healthcare Science	24 Sep
Chief Executives Steering Group, NMC	24 Sep

Business Process Improvement: Mr Roy Dunn

1. Human resources

There are no changes to the BPI structure. We have relocated to 186 Kennington Park Road, rear building.

2. Quality Management System (QMS) review meetings, internal audits and Near Miss Reports (NMR).

The internal audit schedule for 2013 – 14 is running.

Two further NMR's (nonconformity incidents) have been declared. Three issues are under examination, and the reports will hopefully be concluded in September.

3. QMS process updates

A review of the process for international registrations is about to begin. There are likely to be some changes to the tendering & procurement processes over the next few months. Council member recruitment process and Independent prescribing have been drafted.

4. BSI audit

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

5. Business continuity

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

6. Information security management

We are working toward modifying the security training CBT package for all employees, with the Secretariat. Partners will be trained on information security using the CBT package used by employees last year. A few adjustments are being made to reflect their different roles to employees.

Adjustments to how documents are printed around the organisation are being evaluated, and security improvements developed.

Asset owners are validating the information assets register for HCPC, and the threats and vulnerabilities are being examined. The use of vsRisk system continues. Below is the latest statistical snapshot.

Item	No of Items	No in Use
Assets	349	323
Asset Owners	16	16
Asset Groups	36	36
Threats	141	102
Vulnerabilities	308	201
Controls*	133*	119
Risk Assessments**	2319	2343**

Controls* = 133 standard ISO27002 controls possible

Risk Assessments** = second assessment on a single asset reflected in "No in Use" greater than "No of Items".

The development of individual policy items, to implement ISO27002 controls, is on-going.

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

7. Information & data management

The paper archive in the Cheshire mine has been examined, for documents containing information that is beyond the required retention period. 51 of the 52 boxes of documents examined have been destroyed based on the current Retention Schedule. The contents of the boxes consisted almost entirely of confidential documents, including much personal data over

ten years old. In accordance with requirements for such documents and the data they contained, they were securely destroyed. One carton relating to the old CPSM Pension scheme has been retained for its historic interest.

Freedom of Information requests of a statistical nature continue.

8. Reporting

PSA have requested detail on the origin of non EEA entitlement International applicants and registrants over the last two years. These have been supplied.

The Department for Business, Innovation & Skills has requested high level demographic information on educational psychologists.

The Centre for Workforce Intelligence and the NES have requested anonymised registrant data to assist in building their plans for future training needs.

9. Risk Register

The next iteration of the Risk Register has been circulated for update by risk owners. This will be presented to Audit Committee in September.

10. Other activity

The tendering process for the security print contract has recommenced now that the Procurement Manager is in post.

1. Approval process

The Department has now begun the visit schedule for the academic year 2013 –14. 69 visits (covering 163 programmes) have been scheduled to date, including one multi-professional visit. The majority of these visits are to social worker programmes (76%) and AMHP programmes (9%). Education providers have until December 2013 to request a visit before July 2014.

2. Annual monitoring process

The last submission deadline for the academic year 2012 –13 is 30 September 2013. It is anticipated that any outstanding audit submissions will be sent to the October and December Education and Training Panels to formally close off annual monitoring for 2012 –13. The scheduling process for the next academic year has now begun.

3. Major change process

Since our last report to Council on 4 July we have received 23 new major change notifications, covering 32 programmes.

4. Complaint process

The Department has received two new complaints since our last report to Council. There are currently two outstanding complaints.

5. Social workers (England)

The second year of our three year schedule of visits to social worker programmes began this month. We are currently due to undertake 47 visits to 124 programmes in 2013 –14.

The first year of our two year schedule of visits to AMHP programmes began this month. We are currently due to

undertake 12 visits to 15 programmes in 2013 –14. Following Council's approval in July, the approval criteria for AMHP programmes has now been circulated to all AMHP education programmes, AMHP visitors and visitors from other professions who are attending the first few AMHP visits in 2013 –14.

6. Independent and supplementary prescribing programmes

Preparations are underway for the approval of independent prescribing programmes following changes to prescribing legislation for chiropodists/podiatrists and physiotherapists on 12 August 2013. Assessment days have been scheduled in November to review approved supplementary prescribing programmes who wish to deliver independent prescribing and we are also scheduling approval visits for new education providers.

7. Communication with stakeholders

The fourteenth issue of the Education Update will be distributed to education providers, visitors and other education stakeholders on September 2013.

Members of the Department met the following groups from July to September 2013:

- NHS Education for Scotland
- Podiatrists practising podiatric surgery stakeholder event
- Education inter-regulatory group
- The Department for Education
- Frontline
- The College of Social Work - Learning & Development Reference Group

8. Publications

The Department is currently undertaking an analysis of activities in the academic year 2012 –13 for inclusion in the Education Annual Report 2013. The report will also include a review of our first year of social work visits. Publication is anticipated in May 2014.

9. Seminars

The first of two social work seminars and six service user and carer involvement seminars planned for 2013-14 take place later this month in London. The remaining seminars will take place during October – February 2014 at various venues across the UK. More information on the seminars can be found on the HCPC website at:

<http://www.hcpc-uk.org/education/providers/seminars/>

10. Employees

There have been no employee changes in the Department since the last Council meeting on 4 July and no further recruitment is planned for 2013 –14. The total number of employees remains at 18.

Facilities Management: Mr Stephen Hall

1. Employees

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

2. 186 Kennington Park Road

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

3. 33 Stannary Street

The air-conditioning has been installed in the offices leased by HCPC within 33 Stannary Street and were commissioned on 23 July. All remedial building works to have been carried out and employees have reported that they are pleased with the final outcome.

In respect of the dedicated fibre-optic link to this building, Lambeth Borough Council has approved the excavation application. Our preferred contractors have now lodged an application for parking suspensions and are providing a traffic management plan to the local authority. They are currently waiting for this next stage of approval before proceeding further.

4. Office Moves

On Saturday 13 July the Finance Department relocated to the first Floor of 33 Stannary Street. The large meeting room located on the first Floor of 33 Stannary Street was relocated to the first Floor of 186 Kennington Park Road. Business Process Improvement moved to the space formally occupied by the Finance Department. The move was successful and all affected

employees were unpacked and working by midday on Monday 15 July.

1. Work Programme

Since the last Council Meeting, the Finance Department has produced the June and July management accounts and completed the five year income forecast. We have progressed three procurement tenders and an update to the procurement policy. We have also sponsored and led the NetRegulate project.

2. Results

July management accounts show income of £8,185k for the first four months of the financial year, an operating surplus of £660k and an overall surplus of £768k after interest received.

3. Annual Report and Accounts

The 2012 – 13 Annual Report and Accounts were laid before Parliament on 18 July 2013.

4. Funds under management

At the end of July 2013, £4.3m was held in short term accounts at Lloyds and NatWest, earning 1.25% and 0.50%.

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

£2m in a Lloyds deposit account earning 3.25% (1 year to 13.08.13),

£2m in a Lloyds deposit account earning 2.6% (1 year to 28.10.13) and

£2m in a Santander deposit account earning 2.5% (1year to 03.02.14).

£1.5m in a Santander deposit account earning 1.4% (1 year to 11.07.14)

5. Procurement

We have completed the procurement process for recording and transcription services but have been unable to award the contract due to a challenge by an existing supplier. We are currently progressing with the process for legal services and for printing services. A revised procurement policy is close to finalisation.

6. Employees

Tim Moore resigned as Finance Director with effect from 31 August 2013. Alan Carr has been appointed as Interim Finance Director and the search for a permanent replacement has begun.

7. Internal audit

Mazars conducted an internal audit of core financial controls During August and their report is due to be presented to the audit Committee on 26 September 2013.

Fitness to Practise: Ms Kelly Johnson

1. Case Information

The statistical information is provided in the management commentary, separate to this report.

2. Meetings and other Stakeholder Events:

Professional Standards Authority Complaints Workshop
Professional Standards Authority Seminar – Francis
Recommendation 235
SLT Managers Forum in West Midlands
Gary Blisset, GB Training
Gary Lewin

3. Resources

Since the date of the last report to Council, the following appointments have been made

Adwoa Owuss-Akyem – Case Support Officer (replacement position)
Sneha Shah – Case Support Officer (replacement position)
Patience Akintobi (previously Hearings Officer) – Case Manager (replacement position)
Amita Malhotra (previously Case Support Manager) – Case Team Manager (replacement position)
Victoria Gardner – Case Team Manager (new position)
Phillip Bowden (previously Scheduling Officer) – Lead Scheduling Officer (new position)
Josephine Fox (previously Quality Compliance Officer) – Quality Compliance Manager (new position)
Gary Rope (previously Team Administrator) – Acting Administration Co-ordinator
Sarita Kharia – Head of FtP Service Improvement (new position to cover components of the maternity leave of Eve Seall, Head of Case Management).

Recruitment is also underway for two Compliance Officers and a Case Support Manager.

4. Partners

We continue to deliver new refresher training for FtP partners. A review day for legal assessors took place on 17 July 2013, with panel chair refresher training taking place on 3 July 2013 and new panel member training on 11 and 12 July 2013.

5. Other

Work continues on the tender for the provision of legal services. Interviews are scheduled to take place in early December 2013. The recording and transcription tender is still underway.

The Professional Standards Authority (PSA) audit of the initial stages of HCPC's fitness to practise has now concluded. The final report is likely to be published in the late autumn.

The TCM Group have been appointed as our provider for the mediation pilot project. The preparation work for the mediation pilot is nearer completion, with the pilot itself due to being in September.

Activity continues in the work streams of ensuring efficiency, data security, improving the fitness to practise experience and pre-hearing case management.

Human Resources: Ms Teresa Haskins

1. Employee resourcing

Finance

A specialist headhunting consultancy has been appointed to manage the search for a new Director of Finance. A detailed search and selection campaign has been planned, with final panel interviews planned for 1 November 2013.

The Council will be aware that in the meantime Alan Carr has been appointed to the role of Interim Finance Director following interviews in early August.

Human Resources

Following interviews in July, Jason Darcy was appointed to the role of HR Officer (maternity cover) following a period of temping. Beth Richardson was appointed to the fixed-term, project backfill role of HR Officer, and will start in the new role in late August.

IT

Following interviews in August, Elandre Potgieter has been appointed to the new post of IT Service Support Analyst. Elandre will start work in early September.

Recruitment is still in progress for the new post of IT Infrastructure Support Engineer.

Fitness to Practise

Interviews for one new and one replacement post of Case Team Manager were held in July. Victoria Gardner and Amita Malhotra, currently Case Support Manager, were appointed and will start their new roles in late August.

Philip Bowden, formerly a Scheduling Officer, was appointed to the new post of Lead Scheduling Officer following interviews in July.

Sarita Khaira has been appointed to the maternity cover post of Head of FtP Service Improvement covering Eve Seall's maternity leave. Sarita will start her new role on 9 September.

Following interviews in August, Jo Fox, currently a Compliance Officer, has been appointed to the new role of Compliance Manager. Recruitment for one new and one replacement Compliance Officer role is now in progress.

Other vacancies currently being advertised for FtP are; a replacement Scheduling Officer, a replacement Hearings Officer and a fixed term Team Administrator role.

Registration

Ashley Antonio-Mortley, currently a Registration Advisor, was appointed to the replacement role of Team Leader following interviews in August.

Tamara Mason, Bridget Kens and Jennifer Thompson have been appointed to replacement roles of Registration Advisor (two full-time and one part-time) following interviews in August.

Secretariat

Giba Begum has been appointed to the new role of Secretariat Team Administrator following interviews in August. Giba will start work at the HCPC in early September.

2. Other HR activities

HR and Partners process and systems review project

Other than recruitment, the main focus of the HR team's work in August has been reviewing a detailed report on future business processes compiled by the project business analyst, and planning the next stage of the project which will be high level requirements gathering.

Policy work

The HR team is in the process of consulting with employees about the revised absence, IT and social media policies.

APDRs Training and development

The organisational training plan, which includes a range of courses for employees at all levels of the organisation has now been launched.

Employee Consultation Group (ECG)

New employee representatives have been elected or appointed to all vacancies, and training of representatives will take place in September.

Organisational culture: action plan

The last Executive Management Team awayday in July included a session on action planning in the light of feedback received at the all employee awayday in May. The HR Director has documented this action plan, which will be considered at the next EMT monthly meeting in September.

Information Technology: Mr Guy Gaskins

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

- **NetRegulate Improvements 2013 – 14 Major Project -**

This project aims to implement a number of smaller changes to the NetRegulate combined into a number of phased releases.

The second deployment has been delivered successfully on 30 July 2013. The third deployment is due in December 2013.

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

The operational as-is process maps have been completed. The to-be process mapping workshops have completed and the first draft of the document is being reviewed. Requirements gathering is planned to start in September 2013.

- **Remote Access project** – The project objective is to investigate options to deliver a remote access technology that allows users to connect to the HCPC network using non-HCPC equipment. The project will deliver a pilot for any proposed technology solution. A tender to potential suppliers has been run and submissions received. These are being reviewed and a

preferred supplier will be selected in July 2013. The pilot is expected to run towards the end of the year.

A preferred supplier has been identified and clarifications on the design are being sort prior to starting the pilot.

- **Core switch replacement** – The project objective is to replace the existing core switch network to increase capacity and provide an infrastructure capable of supporting a virtual desktop and streaming media.

Exploratory meetings have been held with three potential suppliers. This will be followed by a short tender process to select an appropriate technical solution.

The schedule for implementation will be determined after the selection exercise.

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

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

Windows 7 has now been deployed to: Registrations, Policy, Secretariat, Partners, HR, Education, Facilities and Communications Departments. The remaining departments including FtP and Finance are being planned to fit into the business cycle to minimise disruption.

This project is being delayed because resource has been

prioritised to the telephone handset upgrade. It is now expected to complete in October 2013.

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

The technical design workshops have concluded. The outline infrastructure and application design has been created. This will feed into the detailed business case which is being built to gain authorisation to go into the implementation phase of the project.

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

This project has been postponed due to an outstanding technical issue which has been referred to the vendor by our third party supplier. It is expected to restart at the end of the calendar year.

- **Wireless network** – The project objective is to replace the wireless network in the 186 Kennington Park Road (KPR) building and extend the coverage to the main Park House building for public and employee use.

A further phase of the project will deliver wireless for 33 Stannary Street after civil engineering works have completed to connect the office to our local area network. We have now received a licence from the local council to

proceed with the civil works; the schedule has yet to be agreed.

A wireless survey has been completed and additional structured cabling installed to cater for the physical access points of the network. The wireless service is now in test while the process for administrating and supporting the service is finalised.

The first phase of the project aims to have completed by September 2013.

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

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

This is being delivered as part of the deployment of the Windows 7 upgrade.

- **Telephone System upgrade** – The objectives of this project are to:
 - upgrade the existing software elements of the telephone system including call queues;
 - implement failover resilience to the main telephone controller; and
 - replace the existing telephone handsets to a standard

model that enables hot desk functionality.
Upgrades to the telephone system have been completed and a failover telephone controller has been installed.

Configuration of the system to enable failover functionality has completed successfully and all the handsets have been replaced in August 2013.

As a consequence of the upgrade the registration call recording system is also being replaced. We expect this to be complete in October 2013.

- **IT Policy review** – To review the current IT Policy and to amend to reflect current practices, obligations and expectations.

The policy has been written and has been through several iterations of review by the EMT and by the HCPC lawyers.

This is going through a consultation exercise before being presented to the Finance and Resources Committee.

- **Service Availability**
Online register and online renewal outage – We experienced outages on:
 - 08 July 2013 for approximately thirty minutes between 12:30 and 13:00.
 - 15 July 2013 for approximately forty minutes between 15:20 and 16:00 for the online renewals and between 15:20 and 17:30 for the online Register.
 - 22 July 2013 for approximately fifteen minutes between

The service disruption is due to the resilient servers freezing. A change has been made to the configuration of the application servers and neither the error nor the behaviour has been seen since.

Partners: Ms Hayley Graham

1. Recruitment

There has been no recruitment since the last report.
The next recruitment campaign will begin in early October.

2. Training

There has been no training since the last report. The following refresher training is scheduled to take place in September and October.

Type	Role	Date	Attendees
Refresher	Registration Assessor (Paramedic only)	6 September	8
	Panel Member	15 October	23
	Visitor	18 October	28

3. Appraisal/ Performance Observation

The following numbers have been scheduled to be appraised in the current financial year:

Role	Number
Panel Chair	13
Visitor	6
Panel Member	25
Registration Assessor	3

In September, we will enter a new cycle of registration assessor appraisals. This will mean a higher number of registration assessors will become eligible for appraisal.

4. Resignations/ ended agreements

Since the last report two panel members, two visitors, three registration assessors and one CPD assessor have resigned.

The agreements of panel members who either chose not to apply for a further term or were unsuccessful in the self-assessment process ended on 31 July 2013.

Policy and Standards: Mr Michael Guthrie

1. Meetings attended: 14 June 2013 to 28 August 2013

Connect	18 Jun
Australian Health Practitioner Regulation Agency	25 Jun
HCPC Research in health and social care regulation event (Edinburgh)	26 Jun
British Association of Social Workers (teleconference re CPD)	26 Jun
Inclusion Health: Education and Training for Health Professionals	1 Jul
Australian Sonographers Association	4 Jul
Coventry University (teleconference re disabled person's guide research)	5 Jul
Council of Deans of Health	9 Jul
Yorkshire regional conference (CPD presentation)	10 Jul
Department of Health National Stakeholders Forum	11 Jul
Wandsworth Council (CPD presentation)	16 Jul
Standards for Podiatric Surgery stakeholder event	16 Jul
Department for Business, Innovation and Skills	18 Jul
Public Health Workforce Advisory Group	23 Jul
Taskforce on Regulation	
Institute of Biomedical Science	23 Jul
Department of Health Leadership Standards Task and Finish Group	26 Jul
Inclusion Health: Education and Training for Health Professionals	5 Aug
Department of Health Leadership Standards Task and Finish Group	5 Aug
Revalidation inter-regulatory group meeting	12 Aug
Department of Health re Combat Medical Technician (CMT) Paramedic Accreditation	19 Aug
Department of Health Leadership Standards Task and Finish Group	22 Aug

Visit of delegation from Gyeonggi Welfare Foundation of South Korea	23 Aug
Department of Health	28 Aug

2. Open consultations

Consultation on HCPC registration fees

This consultation opened on 10 July 2013 and runs until 1 October 2013.

The results of the consultation are due to be considered by the Education and Training Committee and Finance and Resources Committee at their meetings in November 2013 and by the Council at its meeting in December 2013.

As at 27 August 2013 we had received more than 350 responses to the consultation.

Consultation on profession-specific standards of proficiency for ODPs

This consultation opened on 15 July 2013 and runs until 18 October 2013.

3. Recently closed consultations

Consultation on guidance for registrants about professional indemnity cover

This consultation closed on 2 August 2013.

The results of the consultation and revised guidance are on the agenda at this meeting. The Council is also invited to agree to a related consultation on amendments to the HCPC's Registration and Fees Rules.

Consultation on profession-specific standards of proficiency for speech and language therapists

This consultation closed on 28 June 2013. The results of the consultation are due to be considered by the Education and Training Committee at its meeting in September 2013 and then the Council at its meeting in October 2013.

4. Recent publications

The legislation which permits physiotherapists and podiatrists to train in order to become independent prescribers has now been passed. The new standards for prescribing have now been published and were effective from 20 August 2013. The standards for radiographers and physiotherapists have also been revised to remove the supplementary prescribing standard which is now superseded.

The criteria for Approved Mental Health Professional (AMHP) programmes have been published and will become effective on 1 September 2013.

The standards for chiropodists / podiatrists and prosthetists and orthotists were due to be published and effective from 1 September 2013.

5. Review of the profession-specific standards of proficiency

The Education and Training Committee was due to consider a consultation draft of the standards for paramedics at its September 2013 meeting. The Council would be asked for ratification at its meeting in October 2013.

The Executive has also received suggestions from the relevant professional body for changes to the standards for hearing aid dispensers.

The outcomes of the professional body review of the standards for practitioner psychologists are being reviewed by the Executive. We now anticipate bringing a consultation draft of the standards to the Education and Training Committee and the Council at their meetings in November and December 2013.

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

We have commissioned Connect, a charity which works with service users with communication impairments as a result of a stroke, and their carers, to carry out a series of focus groups and interviews for us. The first focus group has taken place. The work is due to conclude by December 2013.

Shaping our lives has continued with similar work with service users and carers in social care, which is also due to conclude by December 2013.

7. Professional Standards Authority

The Executive has provided information to the PSA at relatively short notice in July and August as a result of work commissioned by the Department of Health.

The first piece was looking at what steps the regulators could take in encouraging registrants to be more 'candid' about mistakes which led or may have led to harm to patients. The Council has previously discussed a paper on this topic.

The second piece was looking at the regulators' international assessment processes for applicants who do not qualify for EEA mutual recognition rights. The Executive provided statistics about applicants and registrants and answered a series of questions about the processes followed.

Separately, as a result of a previous performance review, the PSA has recently published a report looking at the regulators' arrangements for handling registrants who lapse from the Register. The Executive plans to invite the Education and Training Committee to consider the outcomes of the report at its meeting in September 2013.

8. Department resourcing

Interviews for a replacement Policy Officer post were held in early July 2013 but we failed to appoint. Further interviews are planned for September 2013.

Charlotte Urwin, Policy Manager, left the HCPC on 6 September 2013 for a role at Guy's and St Thomas' Charity. Arrangements to recruit a replacement role will commence shortly.

Registration: Mr Richard Houghton

1. Operational Performance

a) Telephone Calls

i) UK Telephone Calls – During the period from 1 June to 31 July 2013 the team received a total of 24,166 telephone calls which is 7,287 more calls than the same period two years ago and represents a 43% increase in call volumes. The Department answered 95% of calls received compared to 97% during the same period two years ago.

ii) International Telephone Calls – During the period from 1 June to 31 July 2013 the team received a total of 1,199 telephone calls which is 651 less than the same period last year and represents a 35% decrease in call volumes. The Department answered 96% of calls received compared to 95.5% during the same period last year.

b) Application Processing

i) UK Applications – A total of 3,440 new applications were received which is 320 more when compared to the same period last year and represents a 10% increase in UK application volumes. The Department registered 2,948 applications which is 362 more than the same period last year and represents a 14% increase. The Department processed 100% of applications within ten working days of receipt between 1 June and 17 July 2013, 100 % within eleven working days of receipt between 18 July and 25 July 2013 and 100% within twelve working days between 26 July and 31 July 2013. The service response time was impacted by the higher-than-forecast increase in UK telephone calls, UK emails and international applications. However, planned overtime working (weekday evening and weekend) quickly reduced the UK application response time and as a result applications are now being processed within our service standard of ten working days.

The Department processed 100% of readmission applications within our service standard of ten working days of receipt which is the same performance achieved during the same period last year.

ii) International Applications – A total of 568 new applications were received which is 92 more when compared to the same period last year and represents a 19% increase in international application volumes. The Department registered 314 applications which is 29 more when compared to the same period last year and represents a 10% increase.

iii) Grandparenting Applications – A total of 25 grandparenting applications were registered which is 1 more when compared to the same period last year and represents a 4% increase.

c) Emails

i) UK Emails – The team received approximately 168 emails per day which is 75 more when compared to the same period two years ago and represents a 81% increase in UK email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time and compares to one day response time which is the performance achieved during the same period two years ago.

ii) International Emails – The team responded to approximately 11 emails per day which is 1 less when compared to the same period last year and represents a 5% decrease in international email volumes. The team responded to these on average within two days of receipt which is within our service standard of two working days response time which

is the same response performance achieved when compared to the same period last year.

d) Continuing Professional Development (CPD) Audit

There were 3 CPD assessment days held during this period.

e) Registration Renewals

At the start of June 2013, 19,487 paramedics and 1,326 orthoptists were invited to renew their registration and registrants have until 31 August 2013 to renew their registration.

At the start of July 2013, 14,082 speech and language therapists, 943 prosthetists / orthotists and 4,933 clinical scientists were invited to renew their registration and registrants have until 30 September 2013 to renew their registration.

At the start of August 2013, 34,200 occupational therapists were invited to renew their registration and registrants have until 31 October 2013 to renew their registration.

2. Resource

a) Employees

Following a recent recruitment campaign three new replacement Registration Advisors and one replacement Apprentice Registration Advisor are due to commence employment at HCPC on 2 September 2013. The Department is operating within the budgeted headcount

1. Appointments to Council

As members are aware, the recruitment campaign to appoint 11 members (6 lay and 5 registrant) to Council started with the launch of advertisements on 29 July 2013. Key dates in the recruitment campaign are as follows:-

23 September at noon: Closing date for applications

11 October: Completion of shortlisting exercise

21-30 October: Interviews

Following the interviews, a recommendation will be submitted to the Privy Council, with a view to them making the appointments by mid-December.

Whilst the appointments process is underway, it should be noted that the reconstitution of the Health and Care Professions Council is still subject to the making and coming into force of the draft Health and Care Professions Council (Constitution) (Amendment) Order, and appointments can only be confirmed once this has been approved. If the Order is not approved following due Parliamentary process, appointments will not be confirmed.

2. Awayday

As you know, this year's awayday will be held at the Slieve Donard in Newcastle, NI on 16-17 October. All members have been contacted over the course of the summer and been provided with individual travel plans for the awayday.

Once all travel bookings have been confirmed, the Secretariat will organise transfers to/from the away day and accommodation as appropriate and confirm these with you.

3. Health Professions Council annual report and accounts

The Health Professions Council annual report and accounts 2012/2013 were laid in Parliament on 18 July 2013.

4. Training

Members of the Secretariat attended the following training:-

10-11 July: Executive PA

5-16 August: Conflict resolution skills at Coventry University

10 September: Data Protection Conference

5. External Meetings

2 July: Appointments seminar, PSA

16 July: Professional Standards Authority complaints workshop with the PHSO

6. Secretariat Department

Louise Hart is now on maternity leave and will be returning in late September 2014. Claire Gascoigne will take on some of Louise's responsibilities such as the running of the Council including overseeing the production of Council papers and preparing minutes. She will also continue to manage our Freedom of Information (FOI) work and support the remaining Committees.

Claire and the rest of the Secretariat team will report to Michael Guthrie who will also oversee the Department's work, including putting together the budget and workplan and representing the Department on the Executive Management Team (EMT).

A new Secretariat team administrator has been appointed, Giba Begum, and she took up post on Monday 9 September 2013.

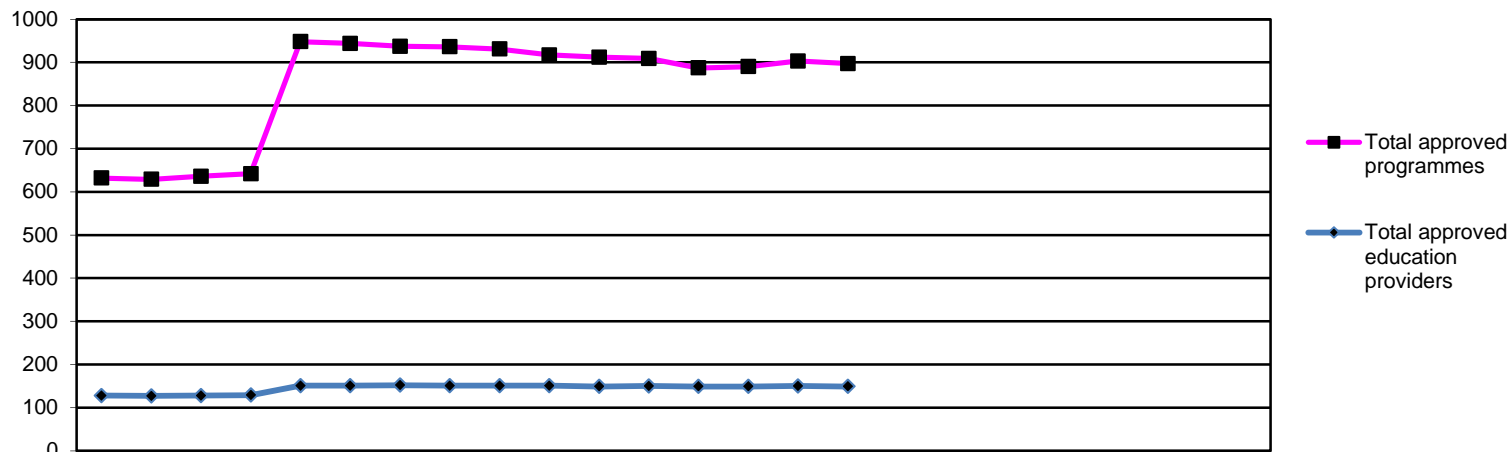
Management Information Pack

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

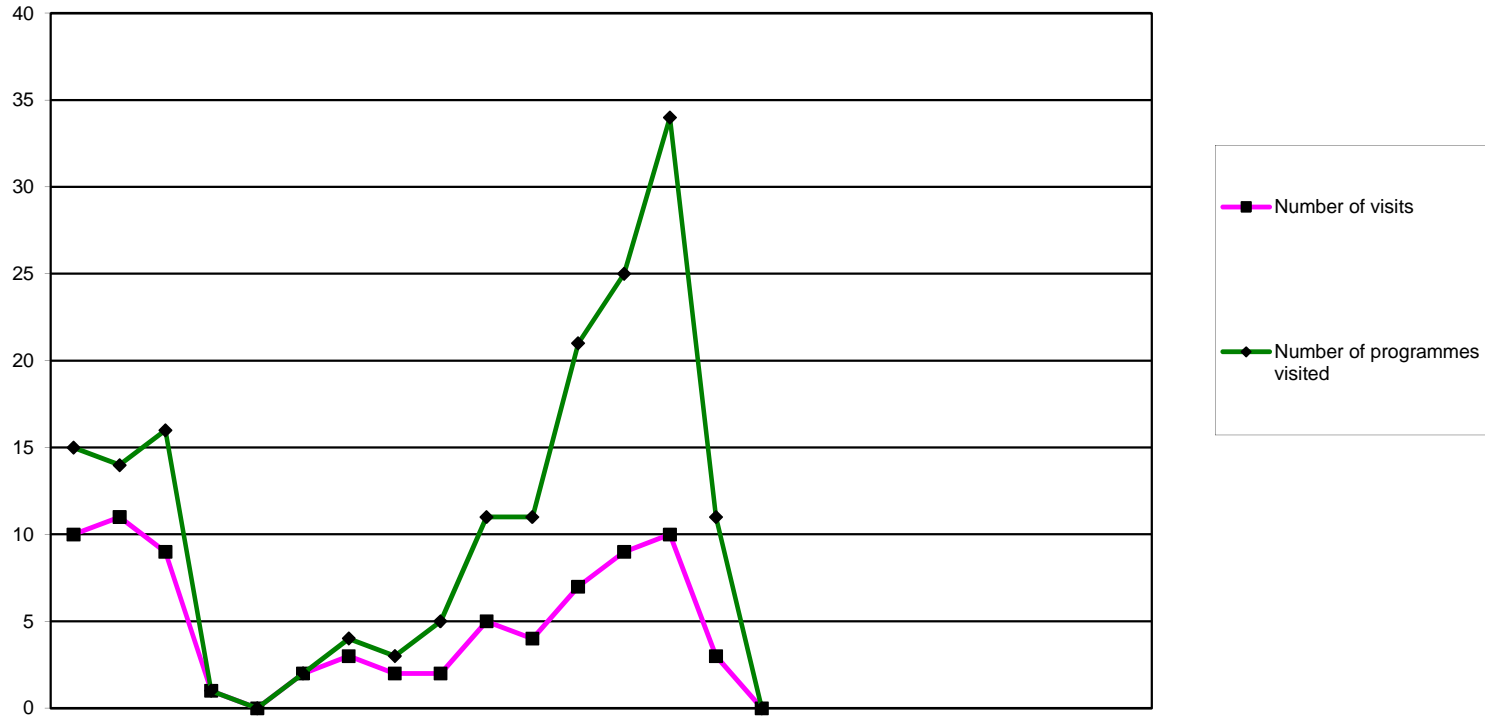


**Management Reporting Information to Council
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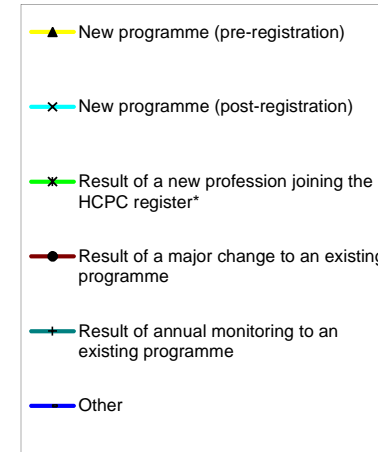
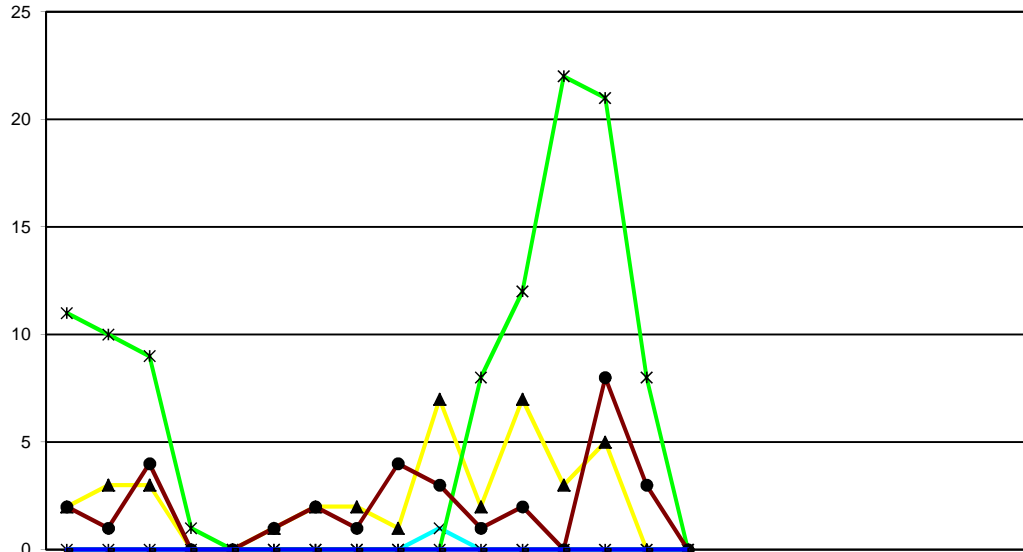


	2012				2013								2014						2011/12 FYE	2012/13 FYE	2013/14 YTD										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov	Dec	Jan	Feb	Mar				
Arts therapists	20	20	20	29	29	29	29	29	29	29	29	29	29	29	29	29										21	29	29			
Biomedical scientists	48	51	52	51	51	55	55	54	54	52	60	60	58	56	57	57											49	60	57		
Chiropodists/ Podiatrists	20	20	20	20	20	20	20	19	19	19	18	18	17	17	17	17											20	18	17		
Clinical scientists	1	1	1	1	1	3	3	3	3	3	3	3	3	3	3	3											1	3	3		
Dietitians	33	33	33	33	33	33	32	32	32	32	32	32	32	32	32	32											33	32	32		
Hearing aid dispensers	13	13	14	14	17	17	16	16	16	15	15	15	15	15	17	17											18	15	17		
Occupational therapists	74	74	74	74	74	74	73	73	74	73	73	73	73	77	78	75											74	73	75		
Operating Department Practitioners	32	31	33	33	33	33	33	33	33	33	35	35	35	37	37	35											34	35	35		
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3											3	3	3		
Paramedics	50	48	49	47	48	48	48	48	48	48	48	50	50	49	50	50											50	50	50		
Physiotherapists	65	65	65	65	65	64	63	63	64	64	65	65	65	66	67	68											67	65	68		
Practitioner psychologists	95	94	94	94	94	93	93	93	93	93	91	91	91	93	93	93											95	91	93		
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3											3	3	3		
Radiographers	55	54	54	54	54	54	54	54	53	53	53	53	53	53	53	53											56	53	53		
Social workers in England					271	267	265	264	259	248	237	231	212	209	216	214														231	214
Speech and language therapists	32	31	31	31	31	31	31	31	31	31	31	31	31	32	32	32											32	31	32		
Local anaesthesia	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4											2	4	4		
Prescription only medicine	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9											9	9	9		
Supplementary prescribing	77	77	77	77	77	77	76	76	76	78	76	77	77	76	76	76											77	77	76		
Independent prescribing																															
Approved mental health professionals					31	27	27	29	28	27	27	27	27	27	27	27													27	27	
Total approved programmes	632	629	636	642	948	944	937	936	931	917	912	909	887	890	903	897										644	909	897			
Total approved education providers	128	127	128	129	151	151	152	151	151	151	149	150	149	149	150	149										128	150	149			



	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Overview of approval visits																								
Number of visits	10	11	9	1	0	2	3	2	2	5	4	7	9	10	3	0								
Number of programmes visited	15	14	16	1	0	2	4	3	5	11	11	21	25	34	11	0								

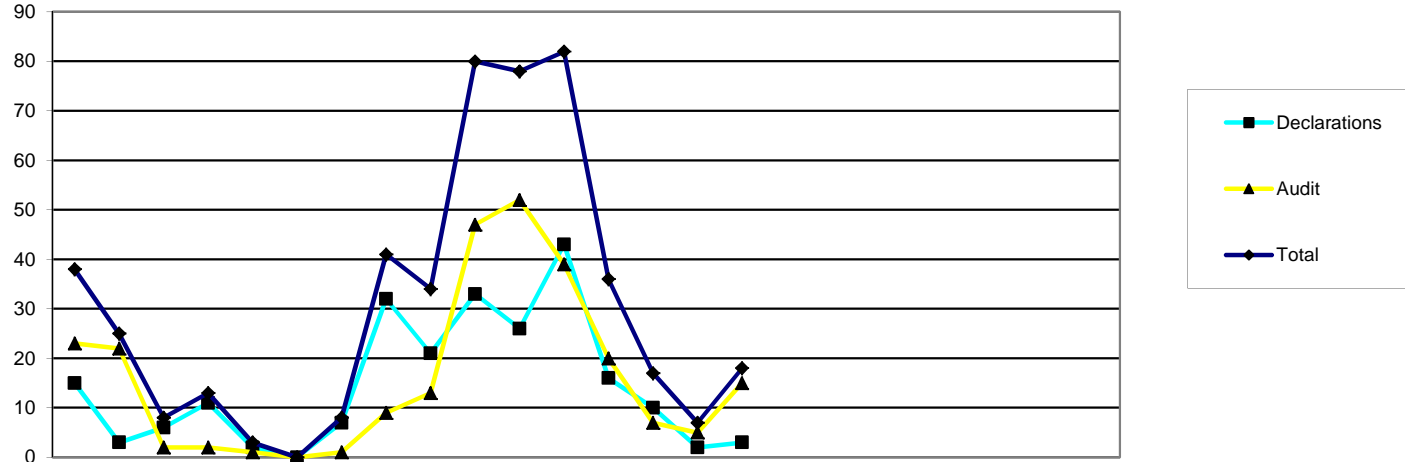
2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	101	63	42	38	58	59	56	22
27	117	68	84	80	101	112	103	70



Reason for programme visited	2012												2013												2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
New programme (pre-registration)	2	3	3	0	0	1	2	2	1	7	2	7	3	5	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0							
New programme (post-registration)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Result of a new profession joining the HCPC register*	11	10	9	1	0	0	0	0	0	0	8	12	22	21	8	0	0	0	0	0	0	0	0	0	0	0	0	0								
Result of a major change to an existing programme	2	1	4	0	0	1	2	1	4	3	1	2	0	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0								
Result of annual monitoring to an existing programme	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Total	15	14	16	1	0	2	4	3	5	11	11	21	25	34	11	0	0	0	0	0	0	0	0	0	0	0	0									

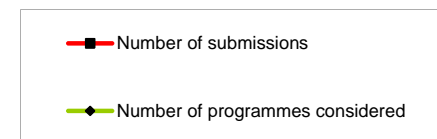
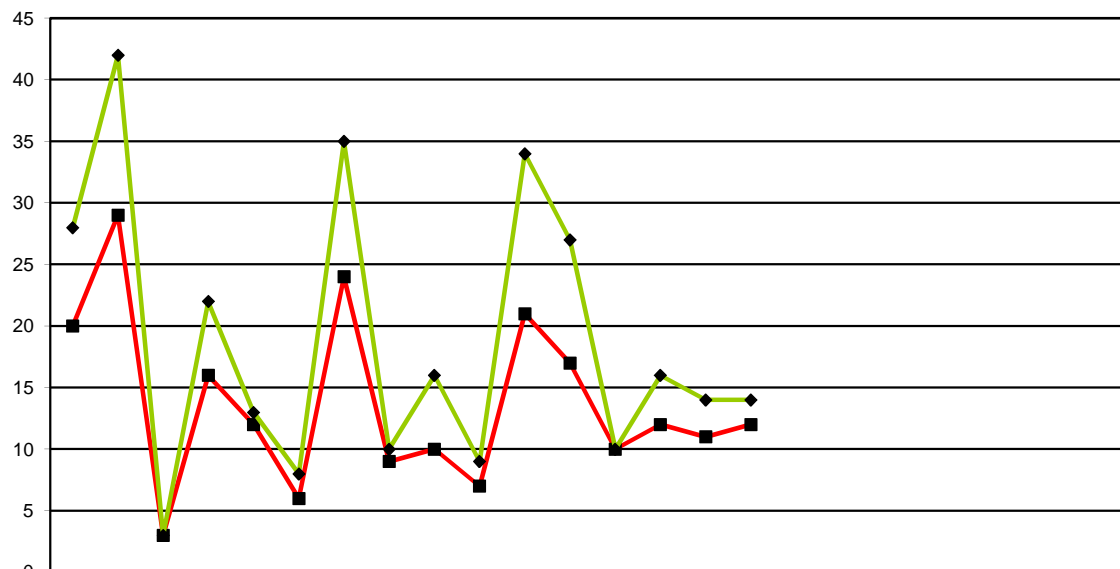
2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
0	18	32	21	25	29	17	30	8
7	29	1	7	1	0	2	1	0
5	16	4	0	7	31	32	51	51
5	32	26	53	42	37	57	21	11
5	1	3	3	3	4	2	0	0
5	21	2	0	2	0	0	0	0
27	117	68	84	80	101	110	103	70

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

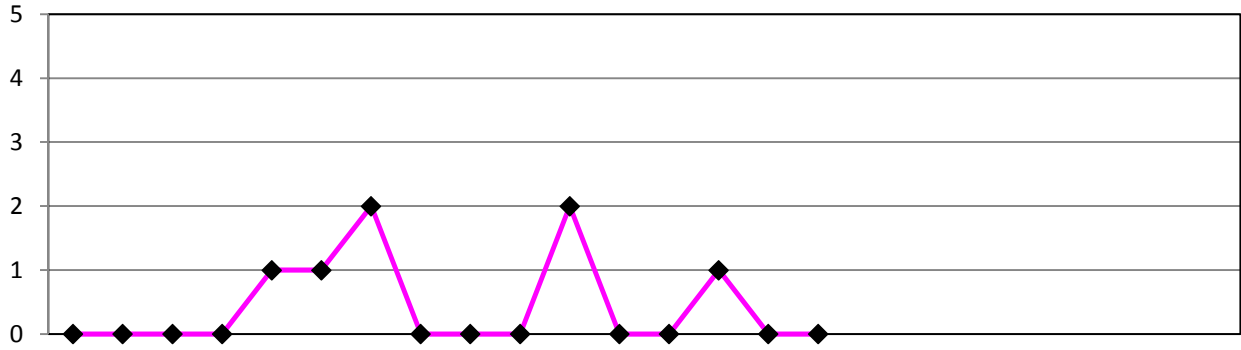


	2012			2013									2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Annual monitoring submissions																									
Declarations	15	3	6	11	2	0	7	32	21	33	26	43	16	10	2	3									
Audit	23	22	2	2	1	0	1	9	13	47	52	39	20	7	5	15									
Total	38	25	8	13	3	0	8	41	34	80	78	82	36	17	7	18									

2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
113	94	143	167	105	232	232	199	31
51	184	135	136	123	257	147	211	47
164	278	278	303	228	489	379	410	78



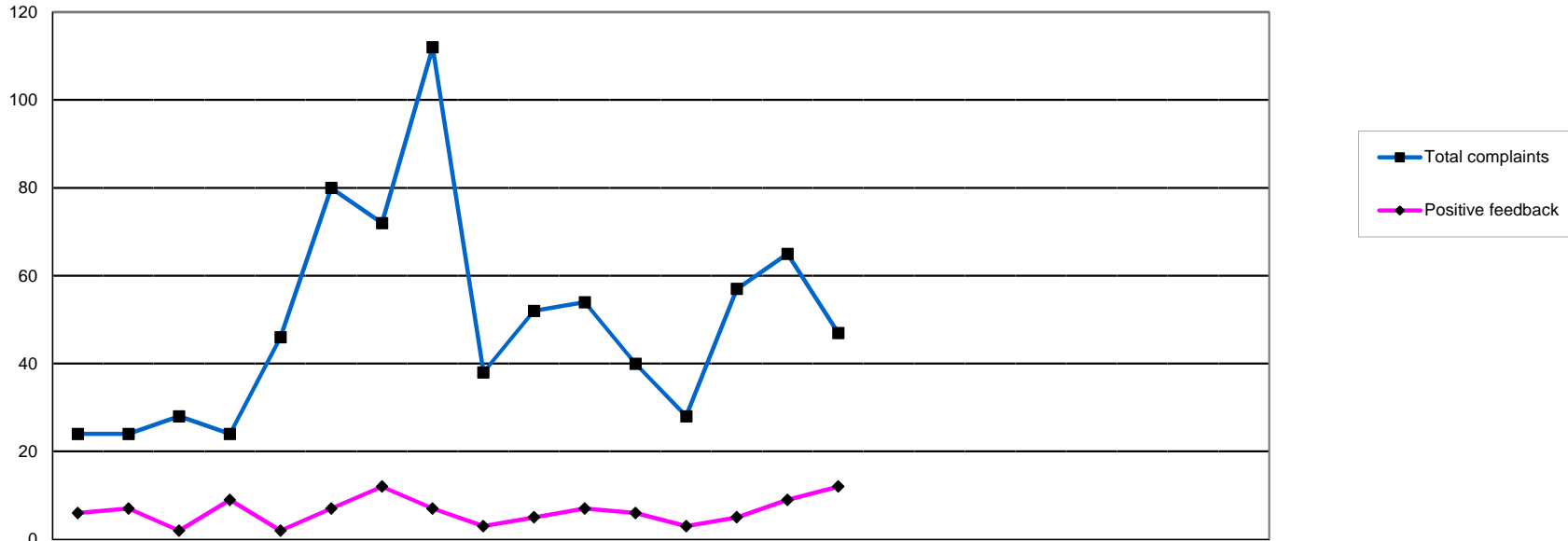
	2012				2013								2014								2005/6	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14																														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD																										
Major change submissions																																																											
Number of submissions	20	29	3	16	12	6	24	9	10	7	21	17	10	12	11	12																																											
Number of programmes considered	28	42	3	22	13	8	35	10	16	9	34	27	10	16	14	14																																											



◆ No. of complaints received

		2012			2013							2014														
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Complaints outcomes	No. of complaints received	0	0	0	0	1	1	2	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	
	Directed visit	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Approval process	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
	Major change process	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
	Annual monitoring process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unsubstantiated	0	0	0	0	1	1	2	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0
	Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE	2013/14 YTD
No. of complaints received	6	5	5	6	1
No. of approved progs	480	623	644	909	887
% progs affected by complaints	1.3%	0.8%	0.8%	0.7%	0.1%



	2012			2013									2014			2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13	13/14									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Application process	5	5	3	2	8	5	6	6	3	4	10	10	8	5	14	12									39	23	28	29	4	39	26	67	39
Registration process	13	17	20	11	26	66	61	99	21	42	39	20	15	19	24	20									169	88	122	361	163	136	154	435	78
External comms	0	0	1	3	3	4	0	0	7	1	0	2	1	22	11	1									24	6	6	4	1	1	2	21	35
Responsiveness	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0									6	2	0	0	2	0	0	1	0
Partner management	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1									0	4	2	4	4	8	0	1	2
Rules/legislation	3	0	1	0	5	2	0	1	5	2	0	2	1	0	1	0									17	11	10	3	5	0	3	21	2
Other	3	2	3	8	4	3	5	5	2	3	5	5	3	11	14	13									7	16	18	44	45	38	23	48	41
Total complaints	24	24	28	24	46	80	72	112	38	52	54	40	28	57	65	47									262	262	186	445	224	222	208	594	197

Positive feedback	6	7	2	9	2	7	12	7	3	5	7	6	3	5	9	12									187	19	27	37	81	79	67	73	29
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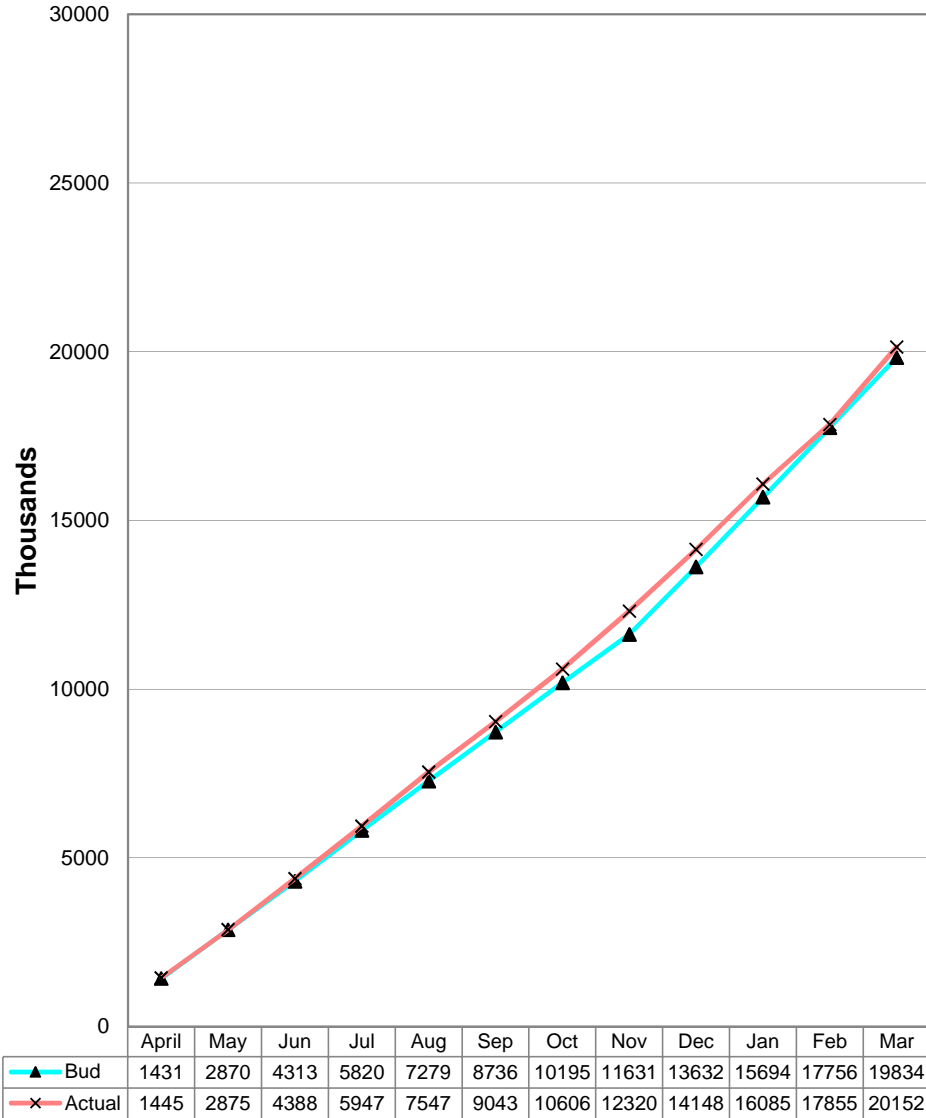
Health and Care Professions Council

Income and Expenditure

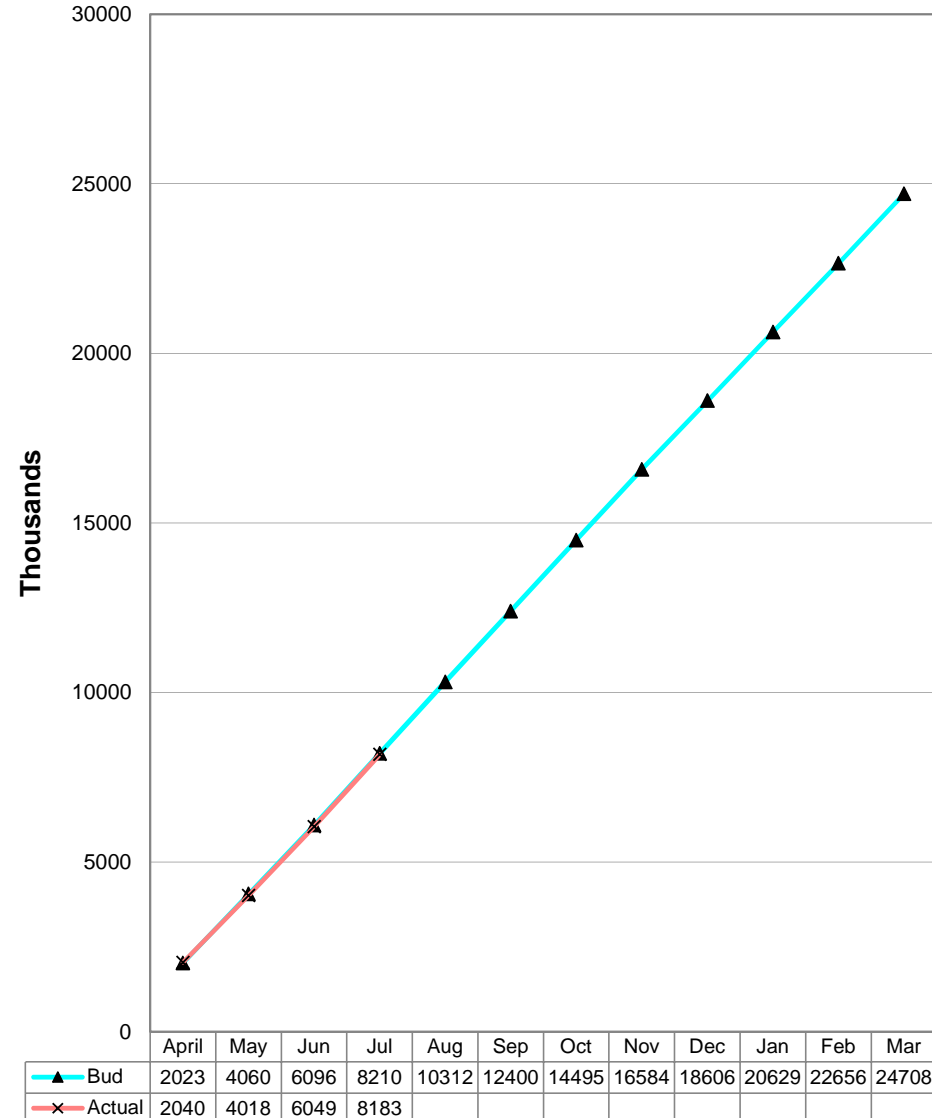
Finance Department

	2013				2014								Total to YTD £000	Budget YTD £000	Variance £000	Annual Budget £000
	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000				
INCOME																
Registration Income	2,040	1,978	2,029	2,136									8,183	8,210	(27)	24,708
Cheque/credit card write off	(0)	0	2	0									2	0	2	
TOTAL INCOME	2,040	1,978	2,031	2,136									8,185	8,210	(25)	24,708
EXPENDITURE																
Chair	4	6	9	6									25	25	(0)	79
Chief Executive	9	62	25	40									136	126	(10)	377
Council & Committees	6	13	13	36									67	64	(2)	252
Communications	63	103	96	152									415	386	(29)	1,145
Depreciation	56	56	56	58									226	228	2	885
Education	91	99	58	64									313	367	54	1,069
Facilities Management	117	164	118	96									495	484	(11)	1,453
Finance	51	65	58	67									241	244	2	712
Fitness to Practise	816	888	862	1,058									3,624	4,228	603	12,268
Human Resources & Partners	71	42	76	88									276	335	59	940
IT Department	94	117	103	143									457	465	9	1,418
Major Projects	8	38	(3)	28									71	92	21	421
Operations Office	53	40	45	49									188	253	65	686
Policy	17	35	38	39									129	125	(3)	398
Registration	174	163	206	228									772	735	(37)	2,461
Secretariat	20	25	23	22									90	94	5	286
TOTAL EXPENDITURE	1,650	1,916	1,783	2,175									7,525	8,252	727	24,849
OPERATING SURPLUS/(DEFICIT)	390	62	248	(39)									660	(42)	(702)	(141)
Payroll costs for secondment to DOH	3	3	0	(12)									(6)		6	
Investment Income	33	3	18	48									101		(101)	
TOTAL SURPLUS/(DEFICIT)	419	62	266	(4)									768	(42)	(810)	(141)

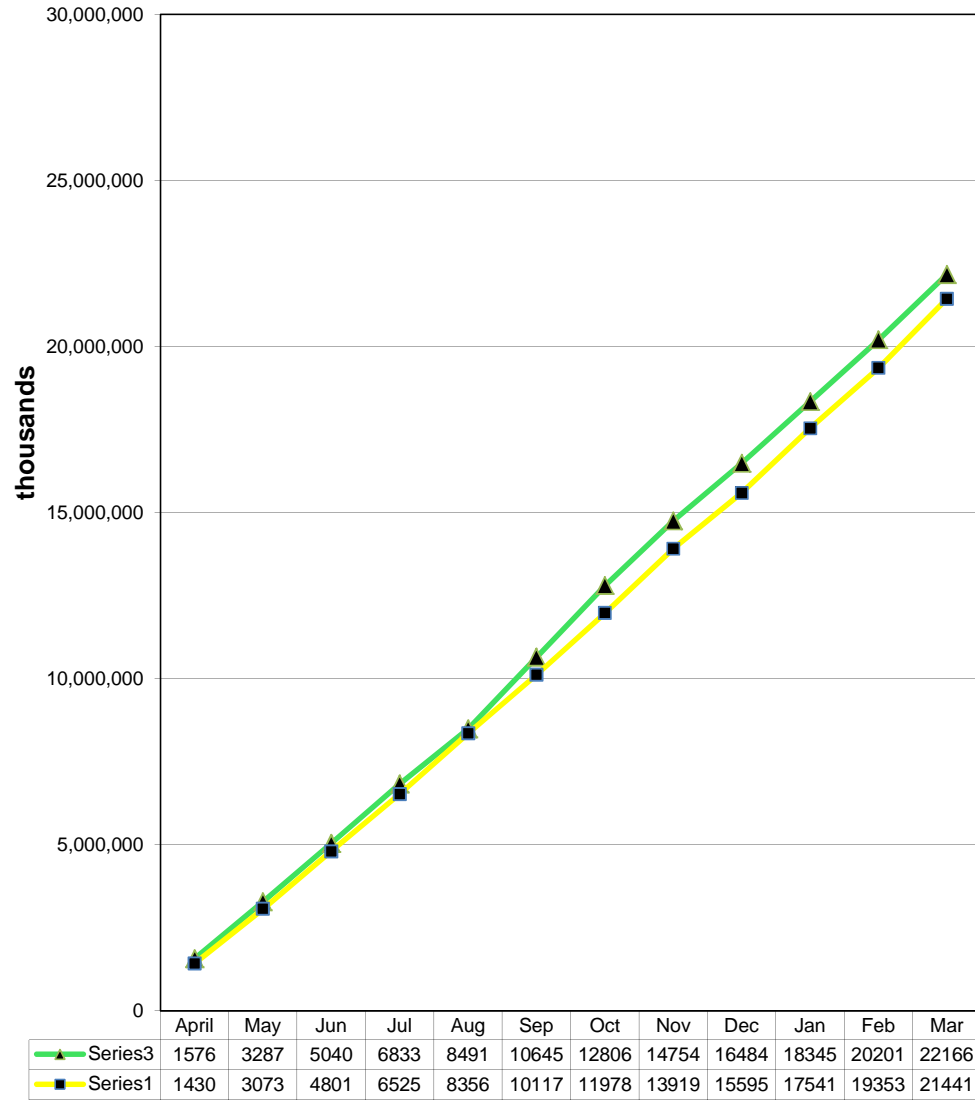
Income 2012/13 Budget Vs Actual



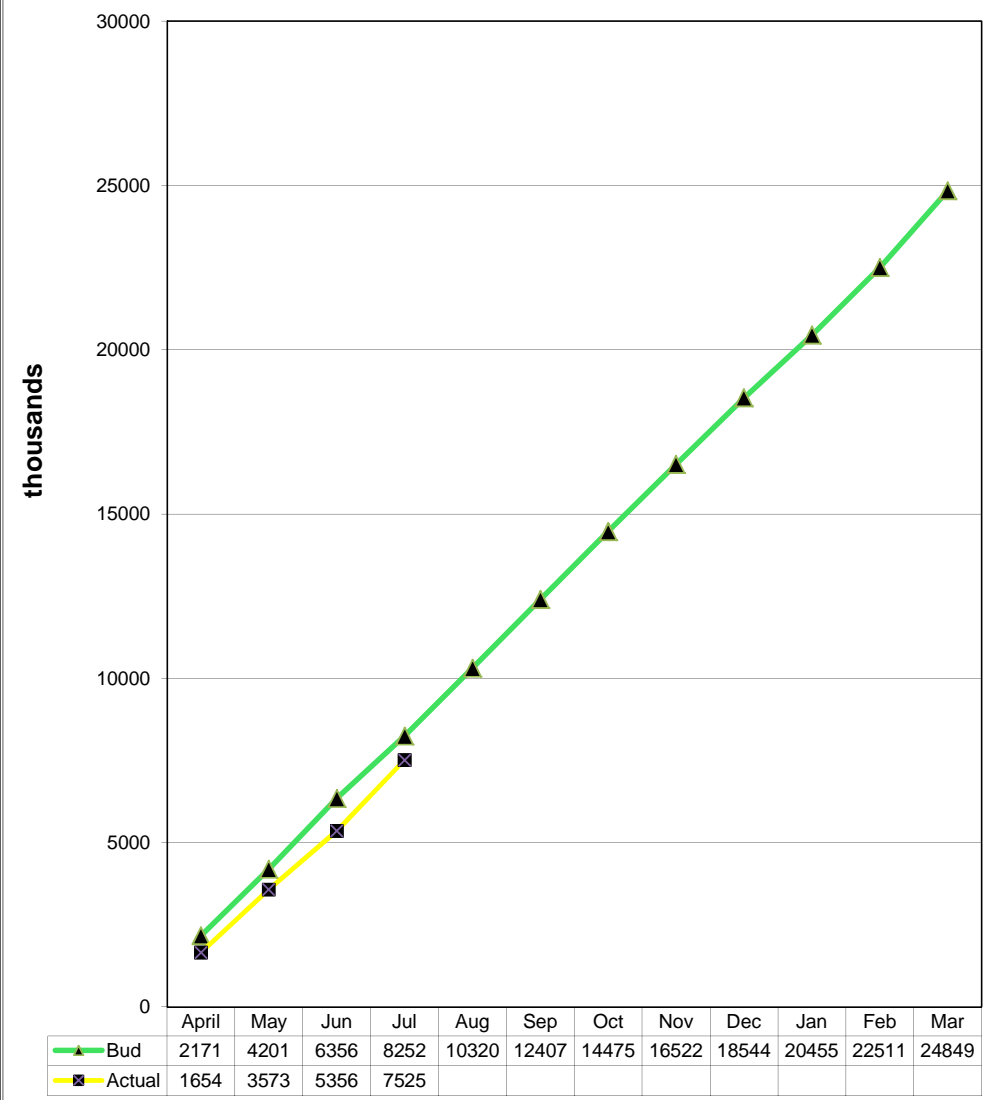
Income 2013/14 Budget Vs Actual



Expenditure 2012/13 budgeted & actual



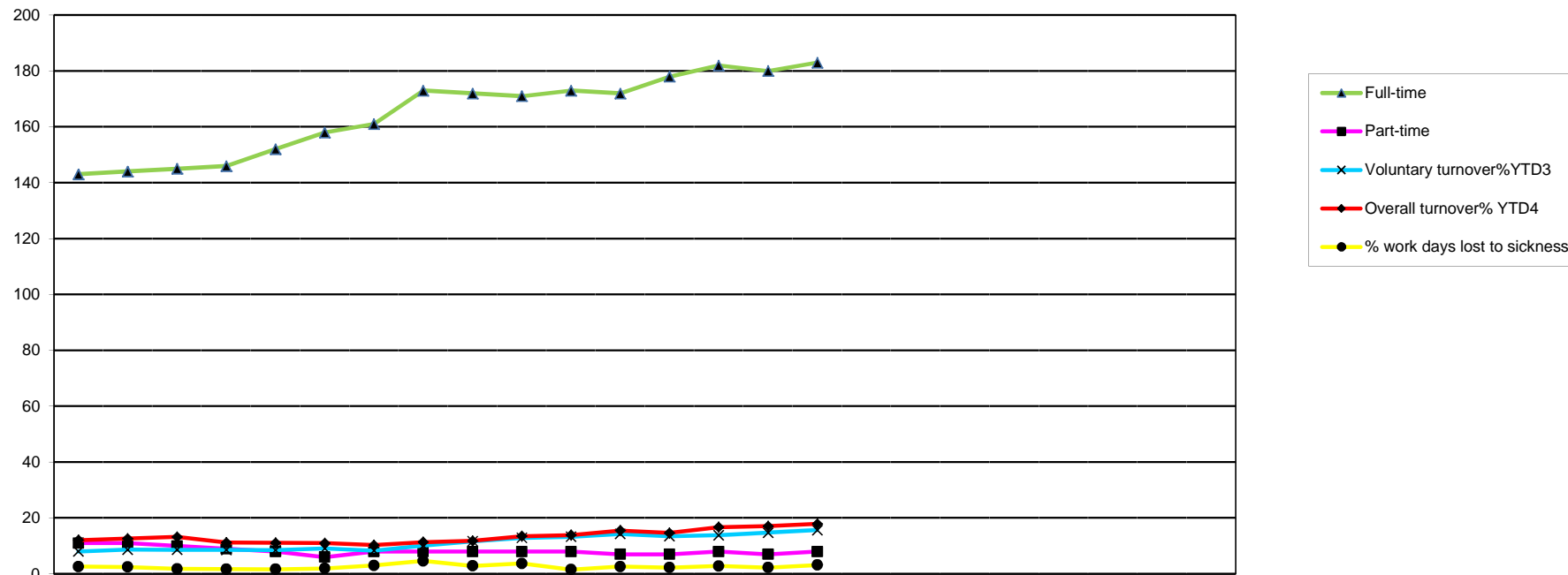
Expenditure 2013/14 budgeted & actual



	2013				2014								Mar	Total to £000	Budget £000	Total Expenditure £000
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000				
EXPENDITURE																
Chair	2	(0)	(2)	(0)									(0)	25	25	
Chief Executive	23	(31)	6	(7)									(10)	126	136	
Council & Committees	4	4	9	(19)									(2)	64	67	
Communications	3	35	(6)	(61)									(29)	386	415	
Depreciation	18	(16)	2	(1)									2	228	226	
Education	10	2	27	15									54	367	313	
Facilities Management	4	(43)	3	25									(11)	484	495	
Finance	7	(3)	7	(9)									2	244	241	
Fitness to Practise	369	83	241	(91)									603	4,228	3,624	
Human Resources & Partners	37	37	12	(26)									59	335	276	
IT Department	18	(6)	29	(32)									9	465	457	
Major Projects	9	(9)	30	(9)									21	92	71	
Operations Office	13	21	8	23									65	253	188	
Policy	8	7	(5)	(13)									(3)	125	129	
Registration	(6)	2	(1)	(32)									(37)	735	772	
Secretariat	2	(1)	3	1									5	94	90	
TOTAL BUDGET VARIANCE	521	81	363	(237)									727	8,252	7,525	
TOTAL MONTHLY BUDGET	2,171	1,997	2,146	1,939											8,252	
TOTAL EXPENDITURE	1,650	1,916	1,783	2,175											7,525	

	2013				2014							
	April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000	Mar £000
Non-current Assets												
Property, Plant and Machinery	1,185	1,164	1,165	1,218								
Intangible assets	4,133	4,124	4,165	4,222								
TOTAL FIXED ASSETS	5,318	5,288	5,330	5,440								
CURRENT ASSETS												
Other current assets	843	759	691	626								
Bank & Cash	13,735	12,696	12,750	11,773								
	14,578	13,455	13,441	12,399								
CURRENT LIABILITIES												
Trade and other payables	(933)	(726)	(702)	(753)								
Other Liabilities	(1,486)	(1,545)	(1,553)	(1,475)								
Deferred income	(14,778)	(13,713)	(13,480)	(12,552)								
	(17,197)	(15,984)	(15,735)	(14,780)								
Total assets less liabilities	2,699	2,759	3,036	3,059								
Represented by:												
Revaluation Reserve	2,702	2,759	3,036	3,059								
Income and expenditure account												
	2,699	2,759	3,036	3,059								

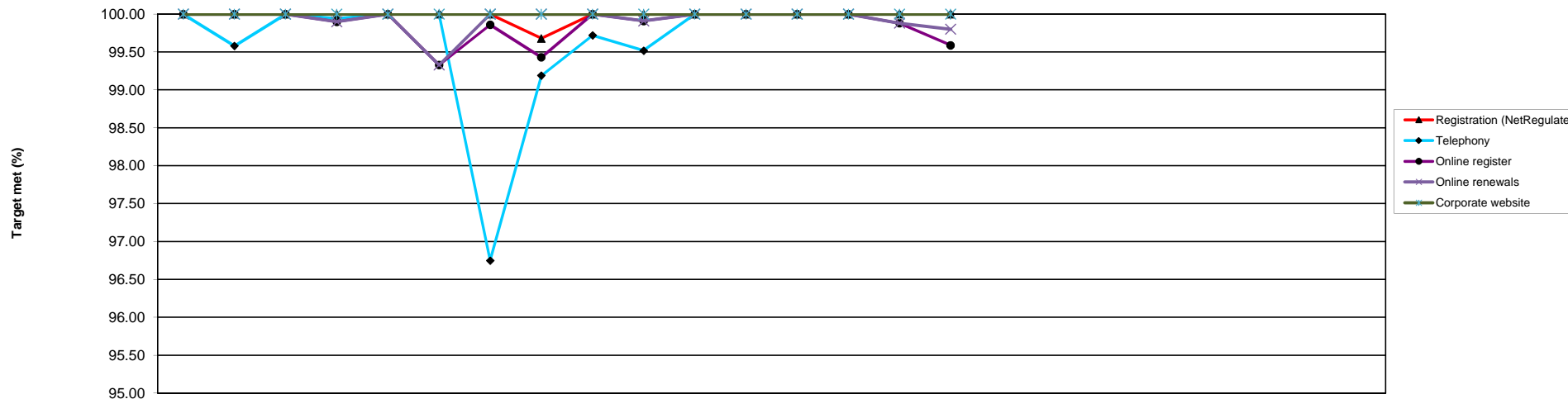
	2013				2014							Total £000	
	April £000	May £000	Jun £000	Jul £000	Aug £000	Sep £000	Oct £000	Nov £000	Dec £000	Jan £000	Feb £000		Mar £000
Opening Balance	15,584	13,735	12,696	12,750									
Registration Income	2,040	1,978	2,031	2,136									8,185
Investment Income	33	3	18	48									101
Investment Sales													0
Deferred Income Movements	(1,359)	(1,066)	(233)	(926)									(3,584)
Department of Health funding	112	0	10	0									122
Total Cash Receipts	826	915	1,826	1,258	0	0	0	0	0	0	0	0	4,824
Expenditure	1,654	1,919	1,783	2,166									7,522
Depreciation	(56)	(56)	(56)	(60)									(227)
Asset disposal / writeoff													0
Aged Cred / Accrual Movements	(42)	149	15	26									148
Debtor Movements	301	(84)	(69)	(65)									83
Payments to Creditors	1,857	1,928	1,673	2,067	0	0	0	0	0	0	0	0	7,526
Capital Expenditure	818	26	98	167									1,109
Capital write-off/Adjustments													0
Investment Purchases													0
Other Payments	818	26	98	167	0	0	0	0	0	0	0	0	1,109
Closing Balance	13,735	12,696	12,750	11,773	0	0	0	0	0	0	0	0	(3,811)



	2013												2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
EMPLOYEES																								
Budgeted employees	165	165	165	165	186	186	186	186	186	186	186	186	204	204	204	204	204	204	204	204	204	204	204	204
Total employees	154	155	155	155	160	164	169	180	180	179	182	179	185	190	187	190								
Full-time	143	144	145	146	152	158	161	173	172	171	173	172	178	182	180	183								
Part-time	11	11	10	9	8	6	8	8	8	8	8	7	7	8	7	8								
FTE	152	153	153	153	159	163	168	180	179	178	180	178	184	189	186	189								
Permanent	146	147	148	148	154	159	166	177	175	173	176	174	180	185	182	185								
Fixed-Term Contracts	8	8	7	7	6	5	3	3	5	6	5	5	5	5	5	6								
Starters (permanent)	0	2	2	1	7	4	4	11	1	2	4	1	6	7	1	4								
Starters (fixed-term)	2	1	0	0	0	1	1	3	2	1	0	0	1	1	3	2								
Voluntary resignations¹	1	2	1	1	2	1	1	3	3	4	2	3	0	3	3	3								
Compulsory leavers ²	0	0	1	0	0	0	0	0	0	0	0	1	0	3	0	0								
Total leavers (vol. & comp.)	1	2	2	1	2	1	1	3	3	4	2	4	0	6	3	3								
Voluntary turnover% YTD³	8	9	9	9	9	9	8	10	12	13	13	14	14	14	15	16								
Overall turnover% YTD⁴	12	13	13	11	11	11	10	11	12	13	14	16	15	17	17	18								
Agency days	60	124	204	434	573	501	588	847	468	122	100	104	126	142	156	155								
% work days lost to sickness	3	2	2	2	2	2	3	5	3	4	2	3	2	3	2	3								
Average sick-days YTD	11	11	11	11	11	11	11	12	12	12	12	7	7	7	7	8								
Sick-days	84	88	60	58	59	71	112	183	114	146	63	102	84	111	84	139								
O.H. Refs	3	4	1	4	1	2	1	4	4	4	3	4	1	1	2	1								

2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	YTD
	124	132	144	148	186	
107	116	136	142	153	179	190
104	113	124	131	143	173	183
3	3	5	11	10	7	8
106	115	127	140	151	178	189
101	113	126	134	142	174	185
5	4	3	8	11	5	6
42	36	37	15	4	59	18
13	7	8	10	24	19	7
17	22	22	10	13	24	9
8	3	3	5	6	5	3
25	25	25	15	19	39	12
26	19	16	7	9	14	16
-	20	20	11	13	16	18
2742	1,149	1385	360	568	4757	579
3	4	3	2	2	3	3
	8	7	7	6	10	7
777	847	943	843	819	1620	419
19	27	10	13	15	40	5

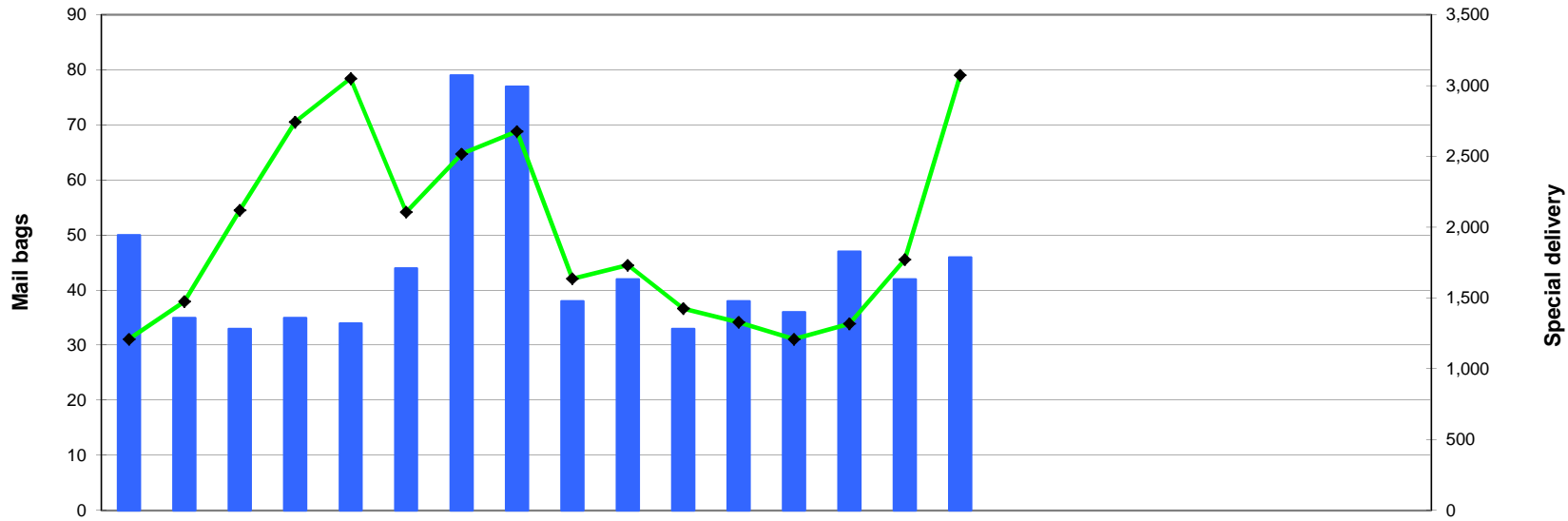
¹ **Voluntary Resignations:** Includes resignations of permanent employees, or resignations of fixed term employees prior to the end of their contract
² **Compulsory Leavers:** Records leavers except for resignations. Includes expiries of fixed term contracts, redundancies, dismissals,
³ **Voluntary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



Service availability	2012			2013									2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Corporate website	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00									
Online register	100.00	100.00	100.00	99.90	100.00	99.33	99.86	99.43	100.00	99.91	100.00	100.00	100.00	100.00	99.88	99.59									
Online renewals	100.00	100.00	100.00	99.90	100.00	99.33	100.00	100.00	100.00	99.91	100.00	100.00	100.00	100.00	99.88	99.80									
Registration (NetRegulate)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.68	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00									
Telephony	100.00	99.58	100.00	99.94	100.00	100.00	96.75	99.19	99.72	99.52	100.00	100.00	100.00	100.00	100.00	100.00									

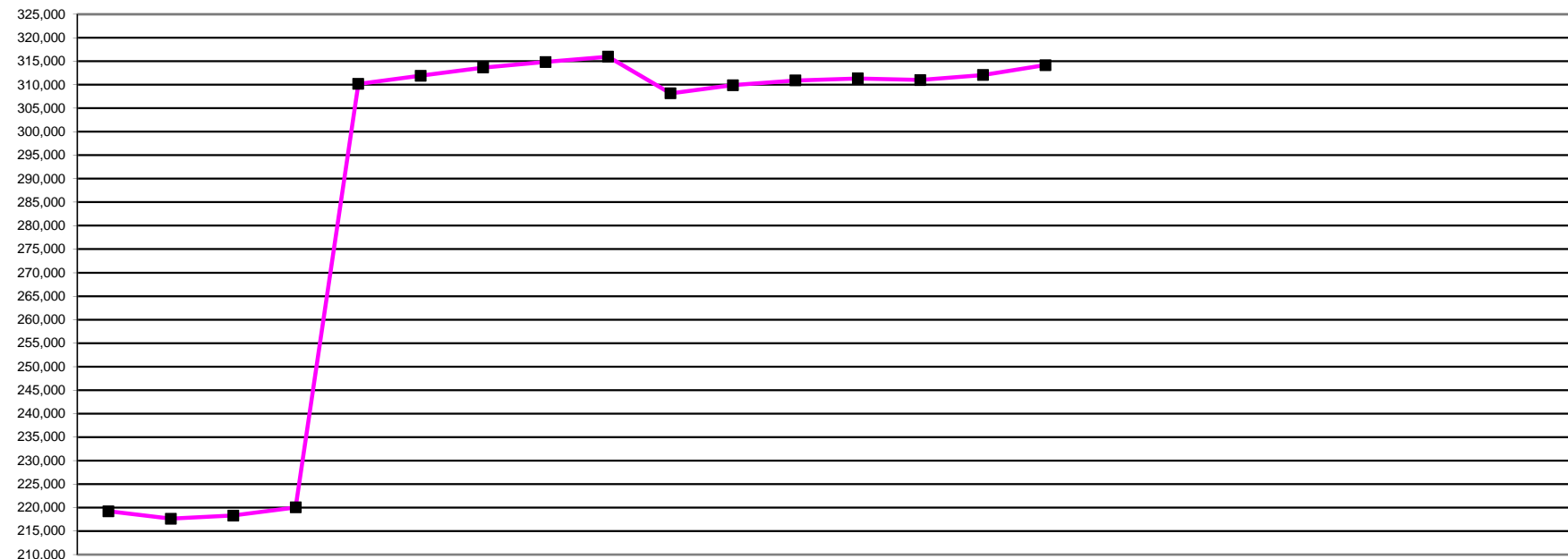
2006/7 FYE	2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
99.99	100.00	100.00	99.99	100.00	100.00	100.00	100.00
				99.51	99.86	99.87	99.87
				99.51	99.86	99.93	99.92
99.99	99.87	99.89	99.98	99.96	99.77	99.97	100.00
99.99	99.83	99.92	100.00	99.98	100.00	99.56	100.00

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



	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Mail bags	50	35	33	35	34	44	79	77	38	42	33	38	36	47	42	46								
Special Delivery	1,210	1,476	2,119	2,743	3,050	2,108	2,518	2,676	1,636	1,732	1,425	1,330	1,210	1,318	1,771	3,073								

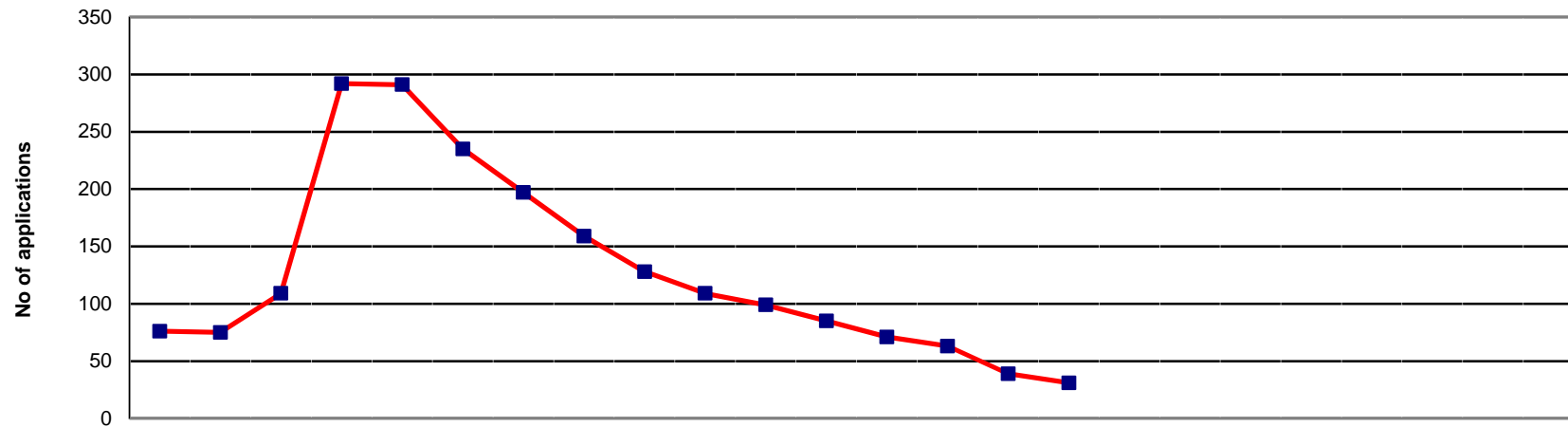
2005/6	2006/7	2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	FYE	FYE	YTD
654	341	429	314	645	416	463	538	171
13,641	10,469	19,076	20,383	24,787	19,187	17,305	24,023	7,372



	2012			2013									2014									2008/9	09/10	10/11	11/12	12/13	13/14				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	YTD	
AS	3,127	2,893	2,914	2,967	3,039	3,072	3,102	3,126	3,154	3,158	3,173	3,185	3,199	3,203	3,215	3,230									2,576	2,785	2,900	3,121	3,185	3,230	
BS	21,886	21,904	21,925	21,988	22,115	22,183	22,217	22,237	22,311	22,325	22,376	22,402	22,390	22,404	22,433	22,506									22,381	21,894	22,626	21,886	22,402	22,506	
CH	13,000	12,963	12,949	13,005	12,554	12,662	12,705	12,728	12,734	12,726	12,743	12,754	12,747	12,748	12,790	12,881									12,581	12,897	12,737	13,005	12,754	12,881	
CS	4,679	4,725	4,728	4,735	4,754	4,749	4,755	4,779	4,792	4,800	4,816	4,847	4,884	4,907	4,933	4,932									4,405	4,444	4,622	4,665	4,847	4,932	
DT	7,789	7,776	7,777	7,579	7,731	7,784	7,820	7,836	7,838	7,853	7,868	7,890	7,921	7,930	7,975	8,101									6,700	7,160	7,323	7,782	7,890	8,101	
HAD	1,724	1,731	1,725	1,758	1,694	1,725	1,748	1,765	1,780	1,788	1,801	1,806	1,811	1,811	1,817	1,842												1,587	1,772	1,806	1,842
OT	31,928	32,120	32,187	32,454	32,879	33,044	33,171	33,359	33,456	33,500	33,612	33,717	33,789	33,837	33,918	34,182									30,122	30,351	32,134	31,946	33,717	34,182	
ODP	10,929	10,966	10,978	11,001	11,089	11,303	11,424	11,438	11,468	11,188	11,217	11,246	11,276	11,297	11,306	11,309									9,587	10,085	10,314	10,929	11,246	11,309	
OR	1,286	1,284	1,282	1,291	1,313	1,316	1,322	1,324	1,327	1,321	1,327	1,329	1,328	1,326	1,315	1,315									1,278	1,260	1,303	1,286	1,329	1,315	
PA	17,935	17,997	18,032	18,162	18,340	18,661	18,883	19,014	19,116	19,153	19,289	19,373	19,428	19,489	19,516	19,553									15,019	15,766	16,785	17,913	19,373	19,553	
PH	46,479	44,514	44,785	45,402	45,908	46,125	46,332	46,450	46,532	46,592	46,708	46,842	46,853	47,009	47,197	47,701									42,676	44,651	45,002	46,516	46,842	47,701	
PYL	17,864	18,015	18,072	18,156	18,271	18,415	18,775	18,997	19,121	19,169	19,294	19,341	19,331	18,545	18,768	18,862											15,583	17,161	17,845	19,341	18,862
PO	894	897	910	917	923	923	930	930	932	933	935	936	934	936	943	951									877	869	901	893	936	951	
RA	26,533	26,666	26,807	27,245	27,542	27,652	27,751	27,787	27,814	27,802	27,767	27,820	27,830	27,860	27,990	28,428									25,318	25,195	26,614	26,480	27,820	28,428	
SW*					88,474	88,678	88,992	89,225	89,722	81,944	83,005	83,421	83,584	83,653	83,925	84,325														83,421	84,325
SL	13,175	13,214	13,253	13,390	13,608	13,660	13,776	13,876	13,918	13,951	14,003	14,033	14,061	14,076	14,082	14,111									12,169	12,371	13,086	13,173	14,033	14,111	
Total	219,228	217,665	218,324	220,050	310,234	311,952	313,703	314,871	316,015	308,203	309,934	310,942	311,366	311,031	312,123	314,229									185,689	205,311	215,095	219,212	310,942	314,229	

NOTE: Information captured last day of each calendar month

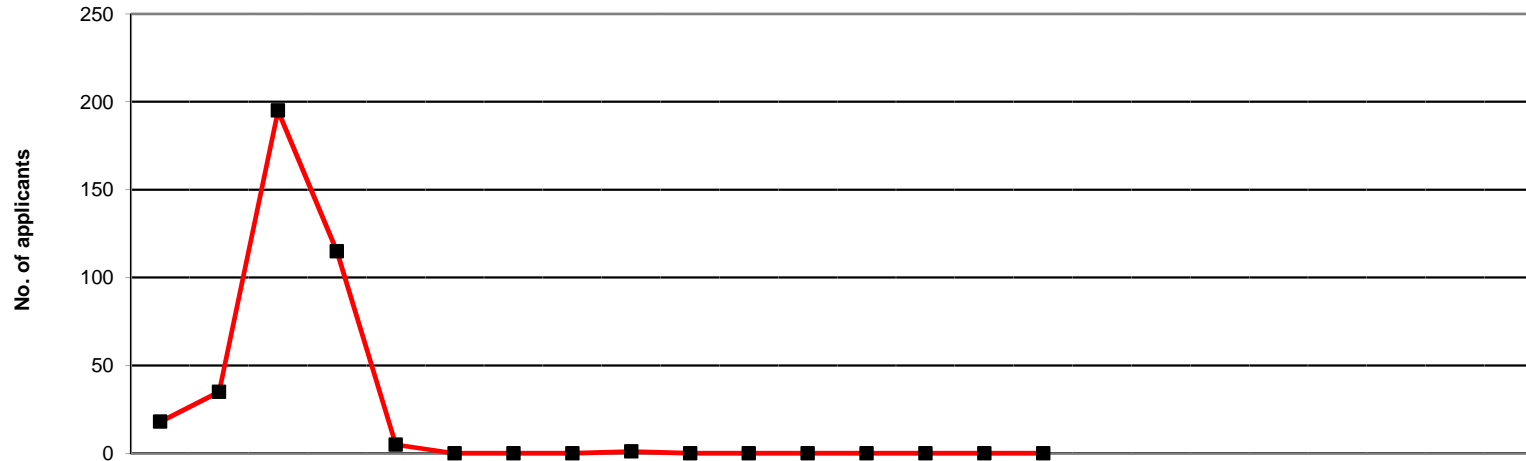
*Social worker section of register opened 1st Aug 2012 (covers England only)



Current status	2012			2013									2014											
	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	32	31	60	129	28	20	13	12	5	5	3	2	1	1	0	0								
At scrutiny	39	39	45	153	247	182	162	135	107	93	80	64	47	40	31	28								
Pending reg fee	5	5	4	10	16	33	22	12	16	11	16	19	23	22	8	3								
Total	76	75	109	292	291	235	197	159	128	109	99	85	71	63	39	31								

	11/12 FYE	12/13 FYE	13/14 YTD
Minimum info	4	28	1
At scrutiny	28	112	37
Pending reg fee	5	14	14
Total	37	155	51
Average	Average	Average	Average

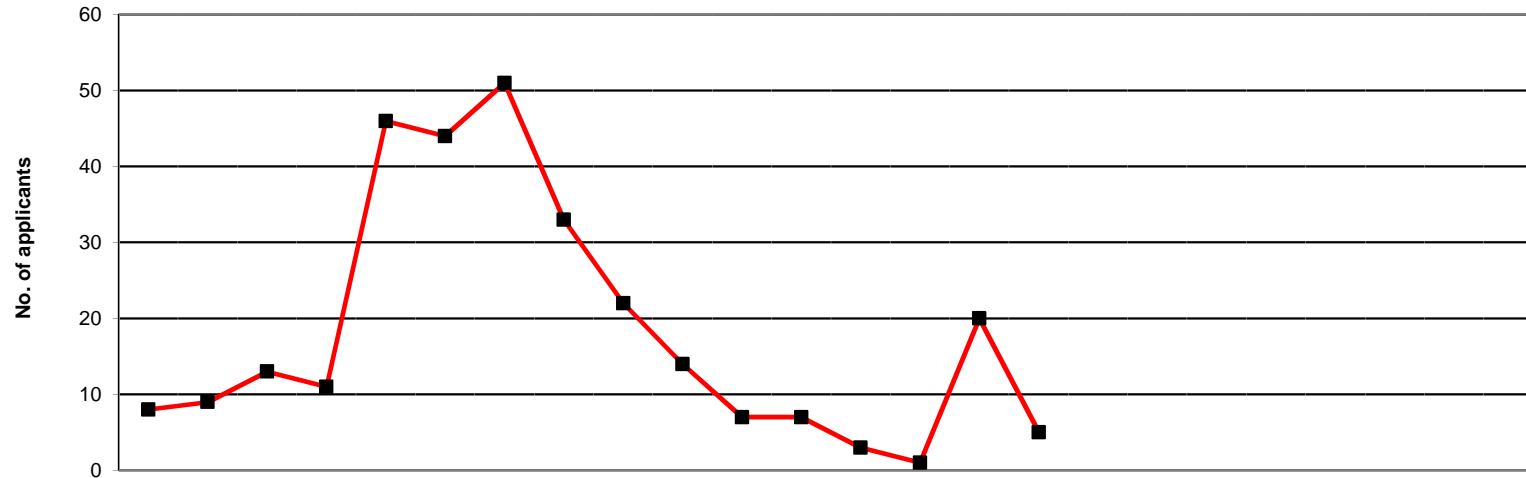
NOTE: Information covers grandparenting applications status progress only
 Represents the current workload within the grandparenting section as at the end of the month
No new forms accepted after delivery of first post 2nd July 2012



	2012			2013									2014			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Practitioner psychologists *	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0

09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	YTD
93	170	142	369	0

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



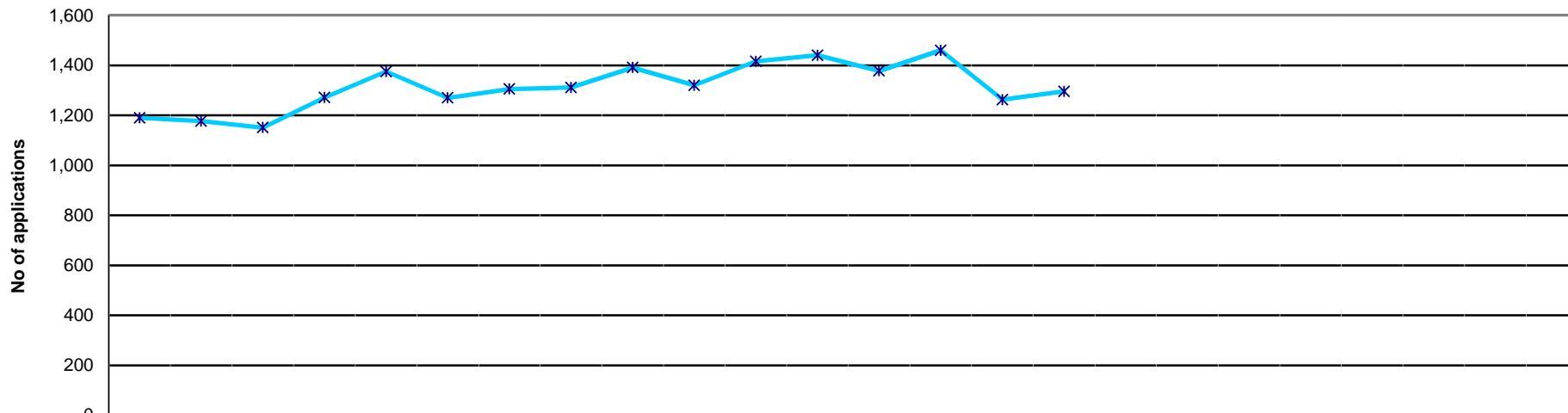
	2012			2013									2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Practitioner psychologists *	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5									

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE
63	96	65	265

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

13/14
YTD
29

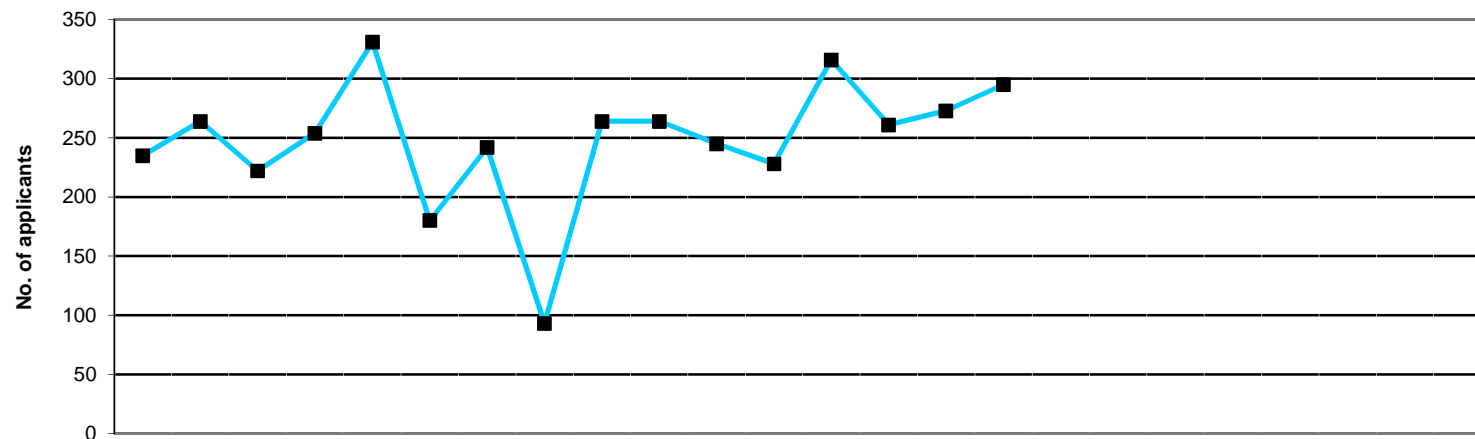
Health and Care Professions Council International applications workflow process at end of each month April 2012 - March 2014 Registration Department



Current status	2012			2013									2014												
	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	358	399	304	392	316	318	347	365	382	352	357	406	301	355	200	279									
At scrutiny	586	572	616	661	827	684	730	748	783	732	798	736	782	830	784	768									
Pending reg fee	246	206	231	218	232	268	228	198	226	236	261	298	295	275	279	249									
Total	1,190	1,177	1,151	1,271	1,375	1,270	1,305	1,311	1,391	1,320	1,416	1,440	1,378	1,460	1,263	1,296									

11/12 FYE	12/13 FYE	13/14 YTD
74	358	284
490	706	791
187	237	275
751	1,301	1,349
Average		

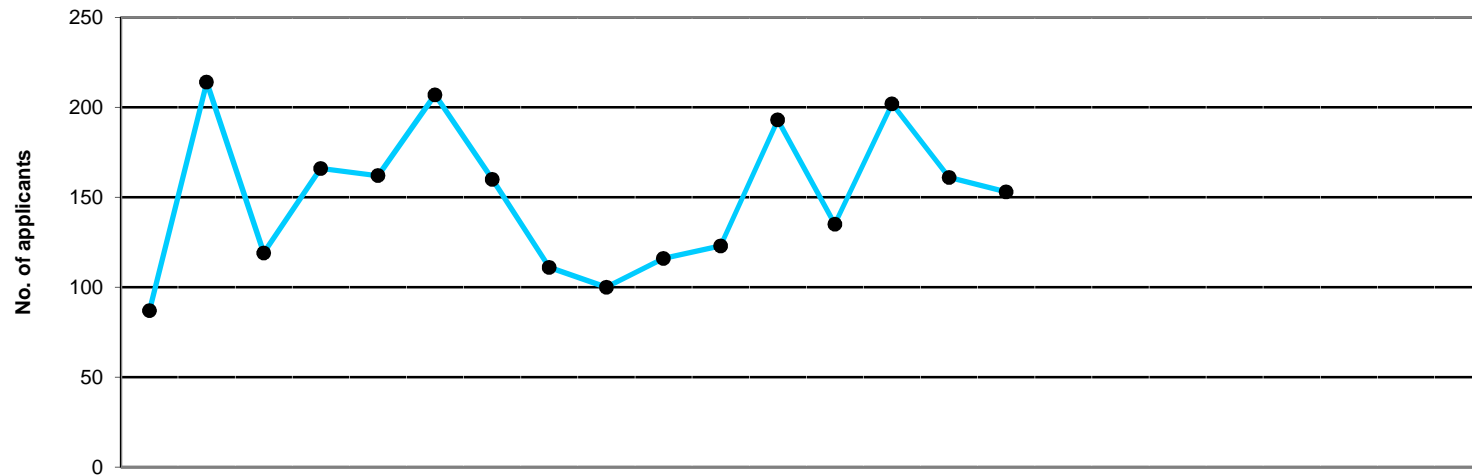
NOTE: Information covers international applications status progress only
Represents the current workload within the International Department as at the end of the month



	2012			2013									2014						2008/9	09/10	10/11	11/12	12/13	13/14						
	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	4	2	0	1	2	1	1	0	2	1	0	3	0	0	2	4									16	12	23	23	17	6
Bio. Scientists	14	32	26	36	20	14	25	6	11	20	17	16	24	18	29	22									307	290	273	197	237	93
Chirops/ Pods	0	2	2	1	4	1	4	0	2	2	3	2	1	2	2	3									23	34	25	31	23	8
CI Scientists	8	13	9	14	5	3	4	2	8	4	9	7	5	3	6	8									50	61	72	74	86	22
Dietitians	16	25	12	13	16	7	12	3	12	7	7	6	22	13	17	16									132	137	139	148	136	68
Hearing aid disps	2	1	1	2	1	0	1	0	0	1	2	1	4	2	4	11				6	10	12	21							
OTs	17	26	29	29	31	26	41	10	23	32	29	27	28	22	27	25									404	340	381	306	320	102
ODPs	0	1	1	1	3	3	3	0	2	1	0	0	0	0	0	1									8	10	9	12	15	1
Orthoptists	1	1	0	1	1	0	1	0	0	0	0	0	0	0	2	0									3	1	5	4	5	2
Paramedics	5	4	5	5	5	3	8	3	4	4	6	6	7	4	7	6									46	50	39	40	58	24
Physiotherapists	97	97	73	72	70	48	70	34	85	97	73	63	104	99	80	88									774	745	796	874	879	371
Pract psychs	23	21	17	27	16	13	9	8	32	16	20	17	17	13	21	21										156	236	188	219	72
Prosth/Orthotists	0	1	1	1	2	0	2	0	1	1	1	0	1	0	1	0									9	3	10	10	10	2
Radiographers	29	27	33	37	27	24	29	9	32	33	30	26	40	24	30	43									364	312	417	397	336	137
Social workers*					113	17	24	10	38	26	33	40	49	45	35	33													301	162
SLTs	19	11	13	14	15	20	8	8	12	19	15	14	14	16	10	14									154	173	166	190	168	54
Total	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295									2,290	2,324	2,597	2,504	2,822	1,145

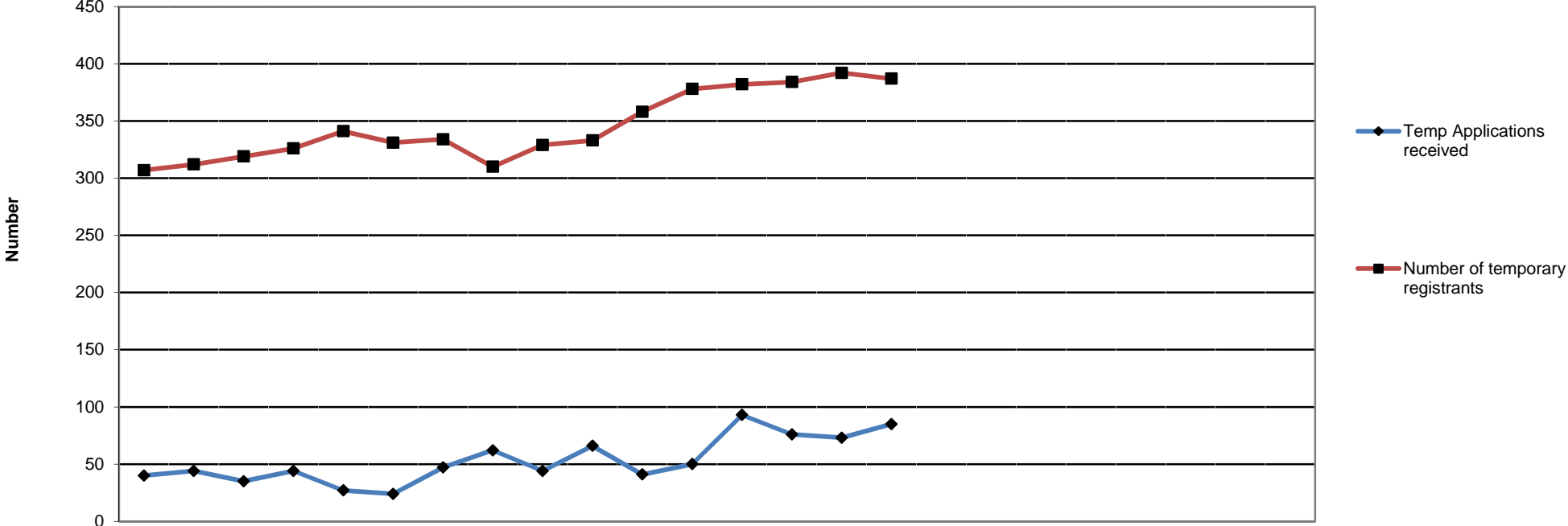
All received applications, including those that may subsequently be returned, rejected or withdrawn.

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

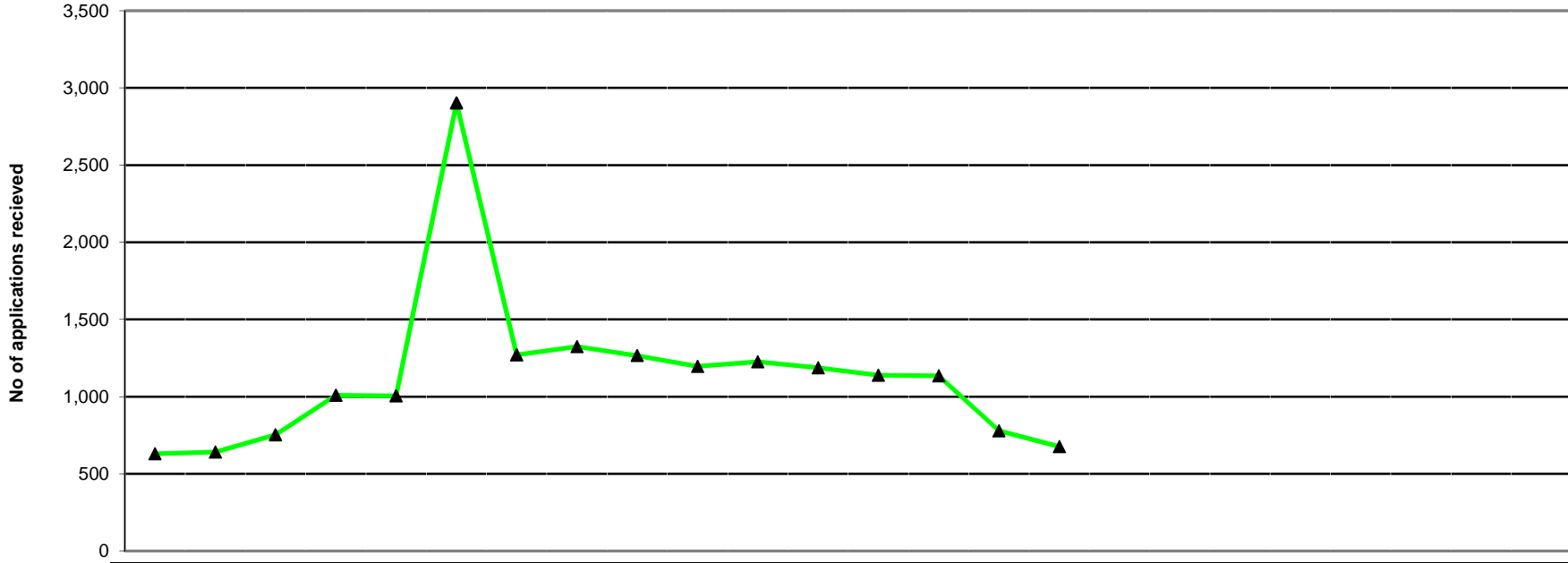


	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts therapists	2	2	4	0	0	1	1	0	1	0	0	3	2	0	1	0								
Bio. scientists	10	14	7	9	9	22	18	8	21	9	13	14	16	13	9	16								
Chirops/ pods	2	0	0	0	6	1	1	1	1	0	2	1	1	2	2	1								
CI scientists	3	3	0	3	3	1	6	2	0	5	3	5	2	1	2	2								
Dietitians	2	5	0	23	14	13	7	3	6	8	7	9	4	6	1	12								
Hearing aid disps	0	0	0	0	2	2	0	2	0	1	0	1	0	0	0	2								
OTs	22	29	10	29	14	29	9	38	13	15	22	19	26	17	25	23								
ODPs	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0								
Orthoptists	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0								
Paramedics	0	5	0	0	1	9	0	1	2	2	2	2	2	2	0	2								
Physiotherapists	11	113	46	55	68	79	65	28	24	39	47	58	30	105	54	38								
Pract psychs	5	7	12	11	8	11	9	6	7	5	5	9	9	4	22	8								
Prosth/orthotists	1	0	0	0	0	0	1	0	0	1	3	0	0	0	2	0								
Radiographers	22	26	24	18	25	33	25	8	12	9	4	35	18	24	17	15								
Social workers*					0	0	0	0	4	12	5	28	15	18	18	25								
SLTs	7	10	16	18	12	6	17	14	9	10	9	9	10	10	6	9								
Total	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153								

2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	YTD
8	6	4	15	10	14	3
231	236	162	202	122	154	54
39	27	15	17	16	15	6
30	28	22	26	23	34	7
94	97	80	88	78	97	23
			4	5	8	2
302	283	255	289	217	249	91
5	2	5	3	3	1	2
4	3	0	1	2	1	0
14	22	25	23	20	24	6
567	608	460	500	463	633	227
		95	127	91	95	43
6	3	1	6	7	6	2
428	336	206	270	216	241	74
					49	76
134	105	114	130	116	137	35
1,862	1,756	1,444	1,701	1,389	1,758	651



	2012			2013									2014						11/12	12/13	13/14							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD	
Temp Applications received	40	44	35	44	27	24	47	62	44	66	41	50	93	76	73	85										494	524	327
Number of temporary registrants	307	312	319	326	341	331	334	310	329	333	358	378	382	384	392	387										3,714	3,978	1,545

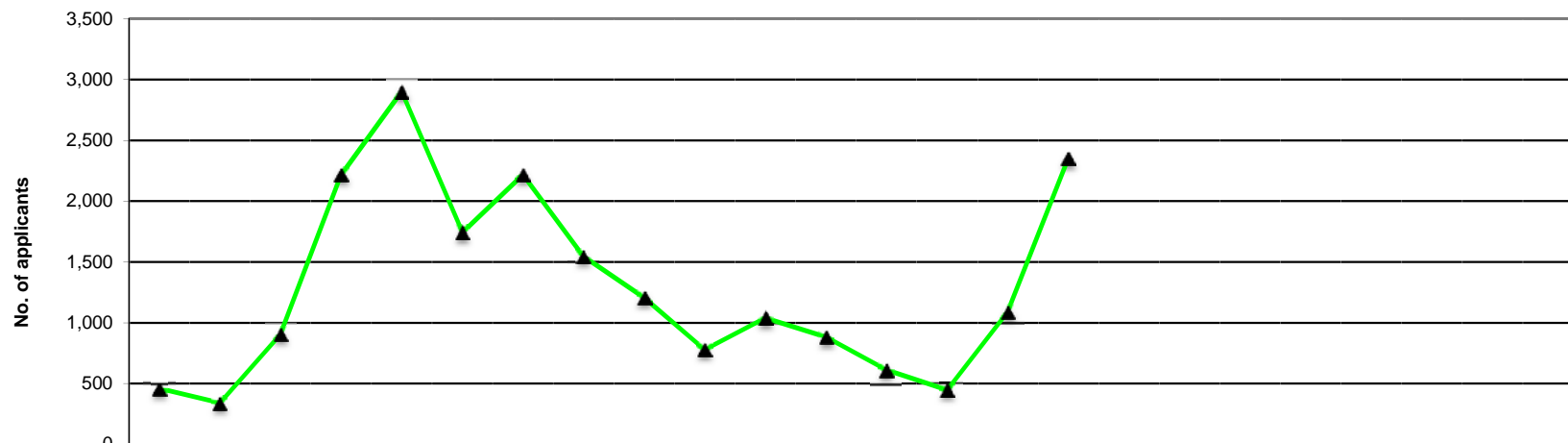


Current status	2012			2013									2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum info	625	636	746	1,000	1,000	2,892	1,266	1,319	1,262	1,190	1,222	1,182	1,134	1,130	778	674									
At scrutiny	5	6	5	9	6	10	5	6	4	6	4	5	5	5	0	1									
Pending reg fee	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1									
Total	630	642	752	1,009	1,006	2,903	1,271	1,325	1,266	1,196	1,226	1,187	1,139	1,135	778	676									

11/12 FYE	12/13 FYE	13/14 YTD
645	1,195	929
6	6	3
0	0	0
651	1,201	932

Average

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



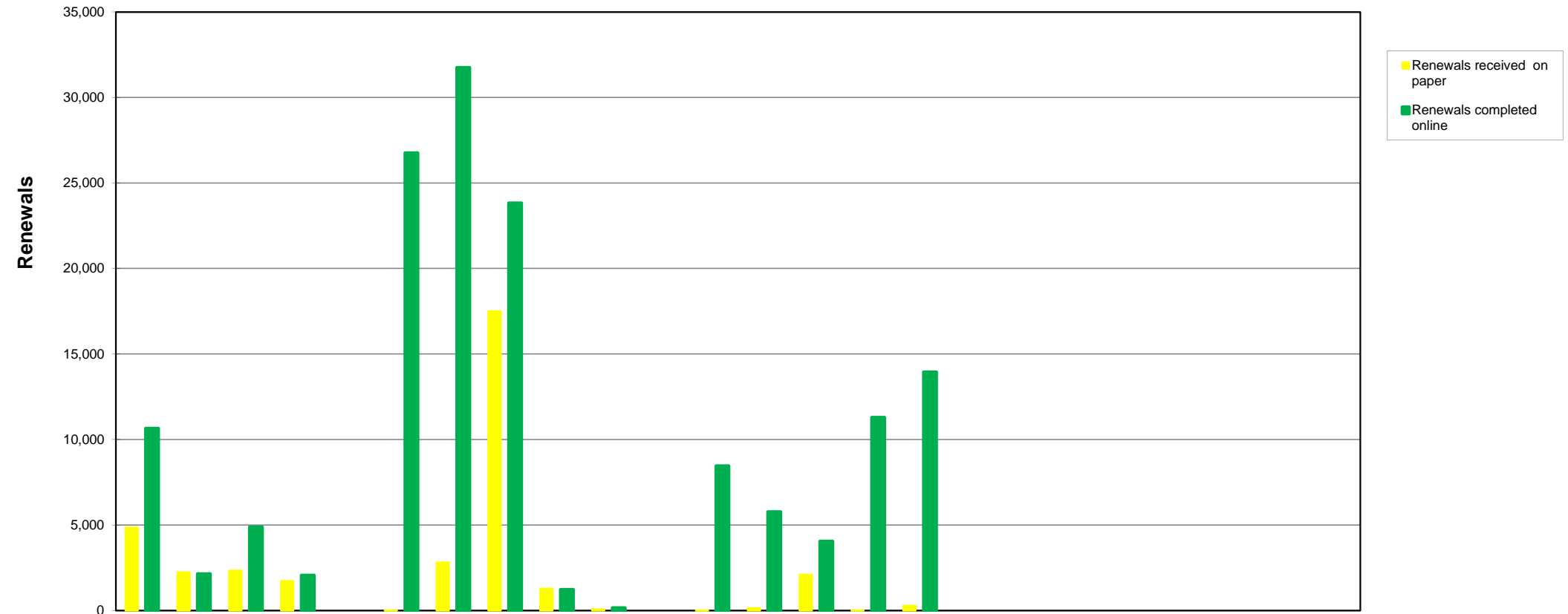
	2012												2013												2014															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Arts therapists	10	11	8	23	68	29	35	26	20	8	20	13	8	8	13	17									8	8	13	17												
Bio. scientists	33	26	31	92	161	60	80	65	60	43	48	47	40	32	47	104									40	32	47	104												
Chirops/pods	4	2	72	111	75	40	33	14	11	3	5	6	1	5	52	98									1	5	52	98												
CI Scientists	34	18	13	17	24	5	5	23	17	25	17	26	43	21	30	31									43	21	30	31												
Dietitians	29	13	40	147	105	24	26	10	4	6	9	31	20	7	60	127									20	7	60	127												
Hearing aid disps	10	8	12	50	47	19	25	11	13	6	13	13	8	2	8	24									8	2	8	24												
OTs	57	60	96	284	423	162	212	122	75	63	99	89	68	41	94	261									68	41	94	261												
ODPs	54	14	15	24	183	193	115	18	32	17	11	39	30	25	4	7									30	25	4	7												
Orthoptists	0	0	0	15	22	5	8	3	4	0	2	2	0	0	1	11									0	0	1	11												
Paramedics	58	42	61	160	261	296	238	127	111	79	146	89	78	59	66	102									78	59	66	102												
Physiotherapists	43	39	212	591	370	133	175	100	59	56	72	87	43	36	195	541									43	36	195	541												
Pract psychs	73	46	70	58	70	118	325	152	105	46	85	54	34	40	55	28									34	40	55	28												
Prosth/orthotists	2	3	15	10	8	3	4	1	0	0	2	3	0	0	10	22									0	0	10	22												
Radiographers	28	38	219	483	237	96	102	42	26	20	17	35	13	16	203	451									13	16	203	451												
Social workers*					654	484	735	749	631	380	447	315	202	150	242	439									202	150	242	439												
SLTs	25	20	40	151	192	76	99	82	39	27	47	33	23	6	9	88									23	6	9	88												
Total	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351									611	448	1,089	2,351												

2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	YTD
235	234	257	257	271	46
836	831	894	804	746	223
282	429	427	362	376	156
469	218	240	279	224	125
452	444	453	402	444	214
		1,787	146	227	42
1,873	1,763	1,720	1,578	1,742	464
636	508	622	686	715	66
106	46	53	42	61	12
1,402	1,158	1,163	1,519	1,668	305
2,531	2,221	2,026	1,826	1,937	815
	2,138	2,043	1,258	1,202	157
51	37	39	35	51	32
1,377	1,251	1,221	1,140	1,343	683
				4,395	1,033
834	759	739	1,019	831	126
11,084	12,037	13,684	11,353	16,233	4,499

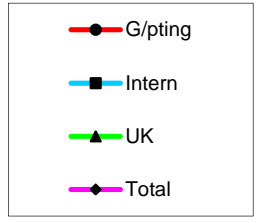
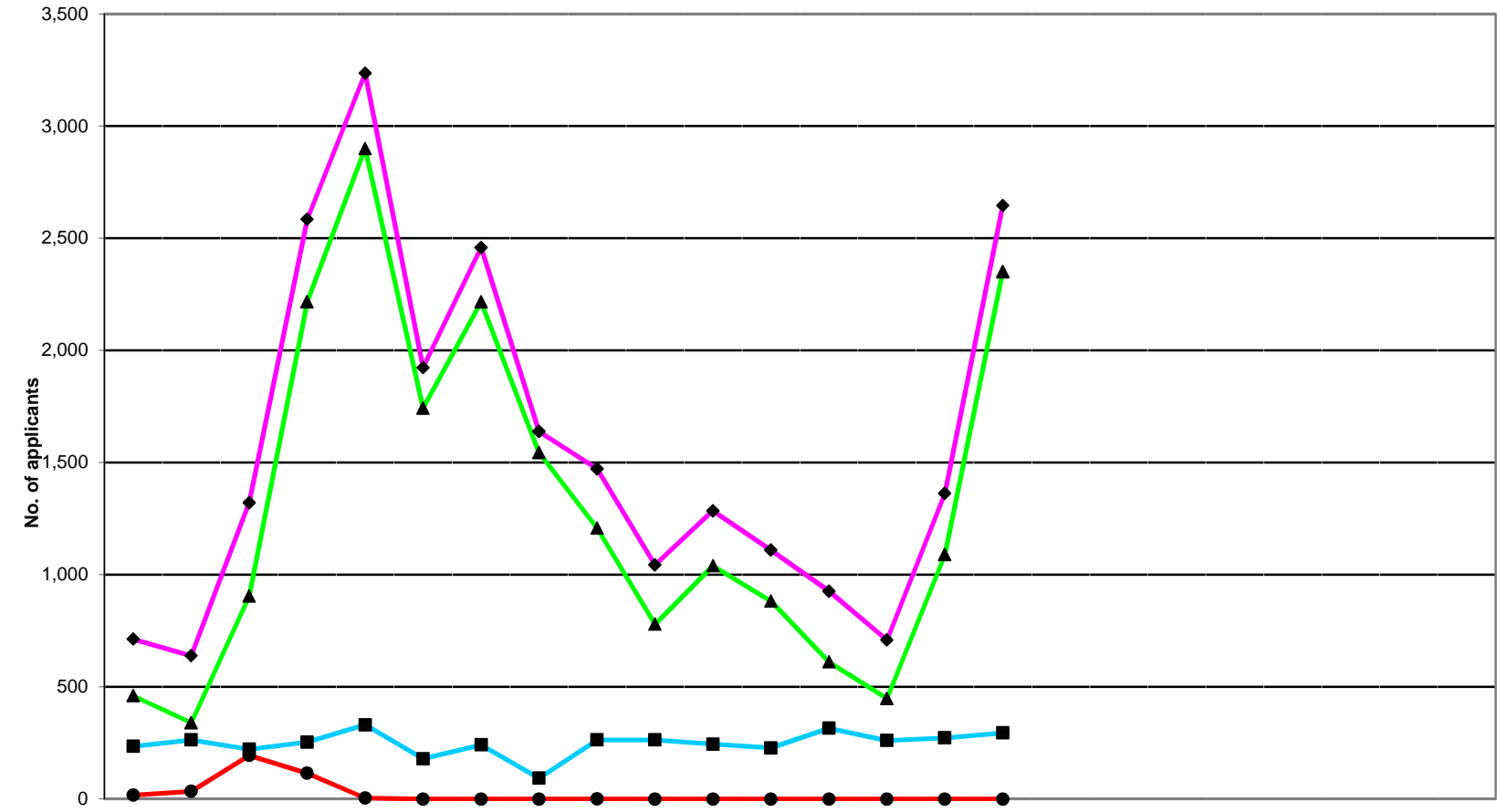
*Social worker section of register opened 1st Aug 2012 (covers England only)



	2013			2014									2015									13/14 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	
"Invitation to renew" sent	0	0	20,813	19,960																						0
Renewal notices sent	9,273	0	0	6,799																						0
"Notice to remove" sent	0	3,857	0	0																						0
Total	9,273	3,857	20,813	26,759																						0



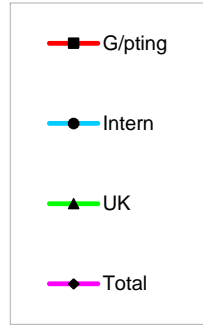
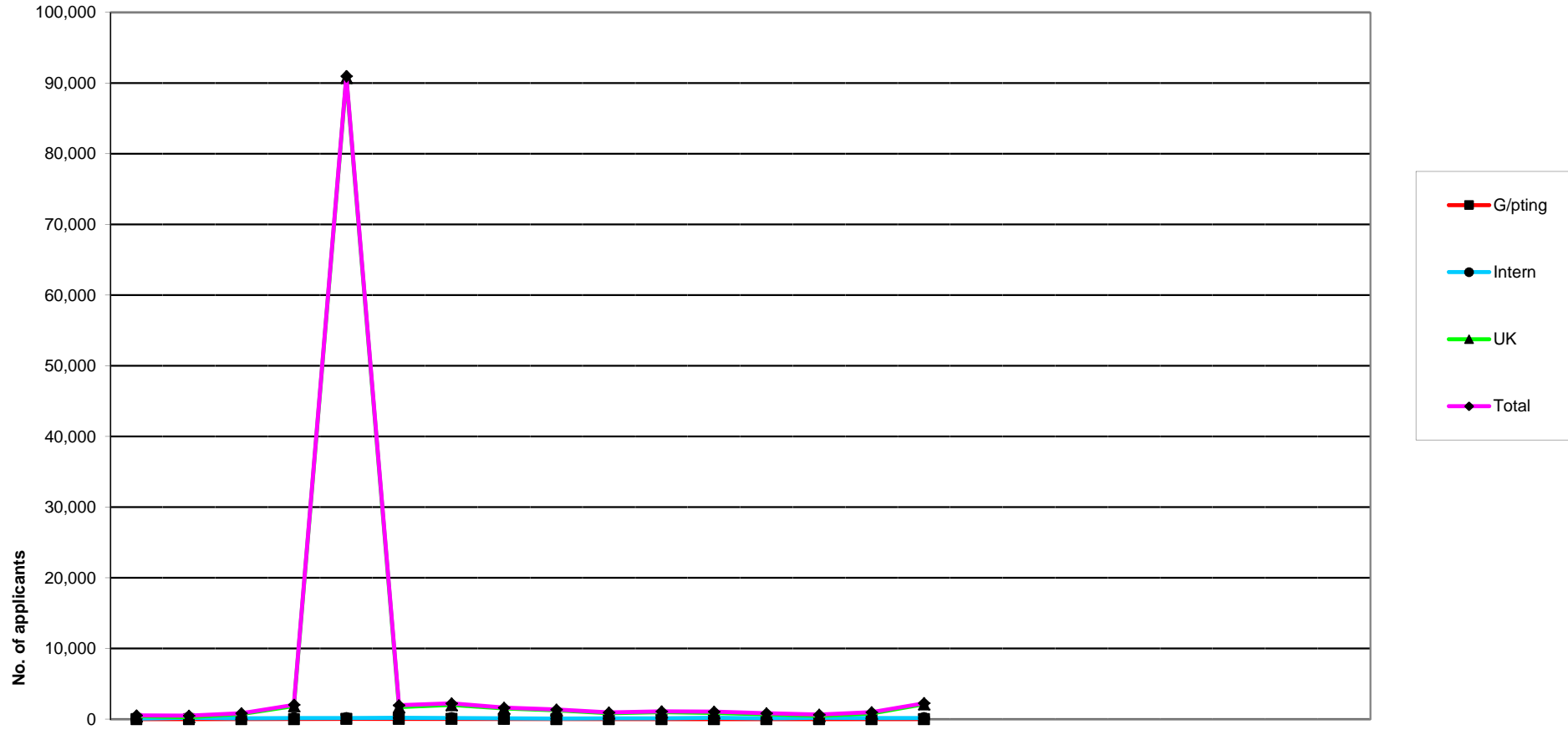
	2012												2013												2014												11/12 FYE	12/13 FYE	13/14 YTD					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar								
Renewals received on paper	4,863	2,246	2,341	1,731	0	4	2,824	17,511	1,286	83	0	3	154	2,113	10	290																								60,141	32,892	2,567		
Renewals completed online	10,656	2,144	4,887	2,065	0	26,756	31,744	23,829	1,228	154	0	8,453	5,777	4,055	11,292	13,947																										108,657	111,916	35,071
Registrants removed		0	4,887	232	0	0	0	0	0	0	8,744	0	0	0	0	721	0																									5,632	13,863	721



Apps Received	2012												2013												2014			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
G/pting	18	35	195	115	5	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intern	235	264	222	254	331	180	242	93	264	264	245	228	316	261	273	295												
UK	460	340	904	2,216	2,900	1,743	2,217	1,545	1,207	779	1,040	882	611	448	1,089	2,351												
Total	713	639	1,321	2,585	3,236	1,923	2,459	1,638	1,472	1,043	1,285	1,110	927	709	1,362	2,646												

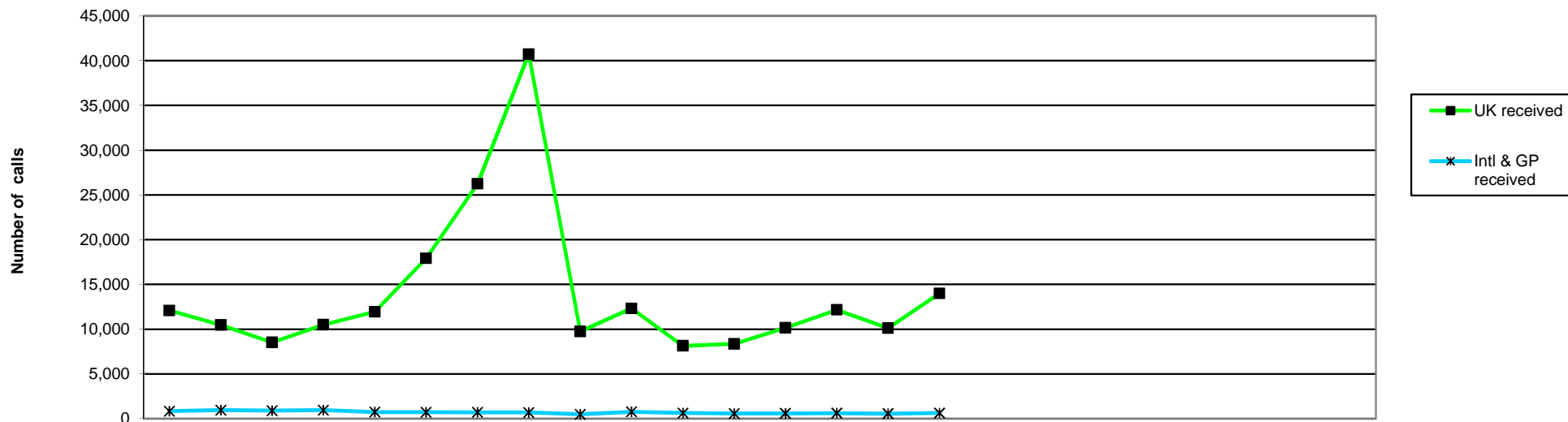
2007/8 FYE	2008/9 FYE	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
0	369	93	170	142	369	0
2,300	2,290	2,324	2,597	2,504	2,822	1,145
8,971	11,084	12,037	13,684	11,353	16,233	4,499
11,271	13,743	14,454	16,451	13,999	19,424	5,644

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

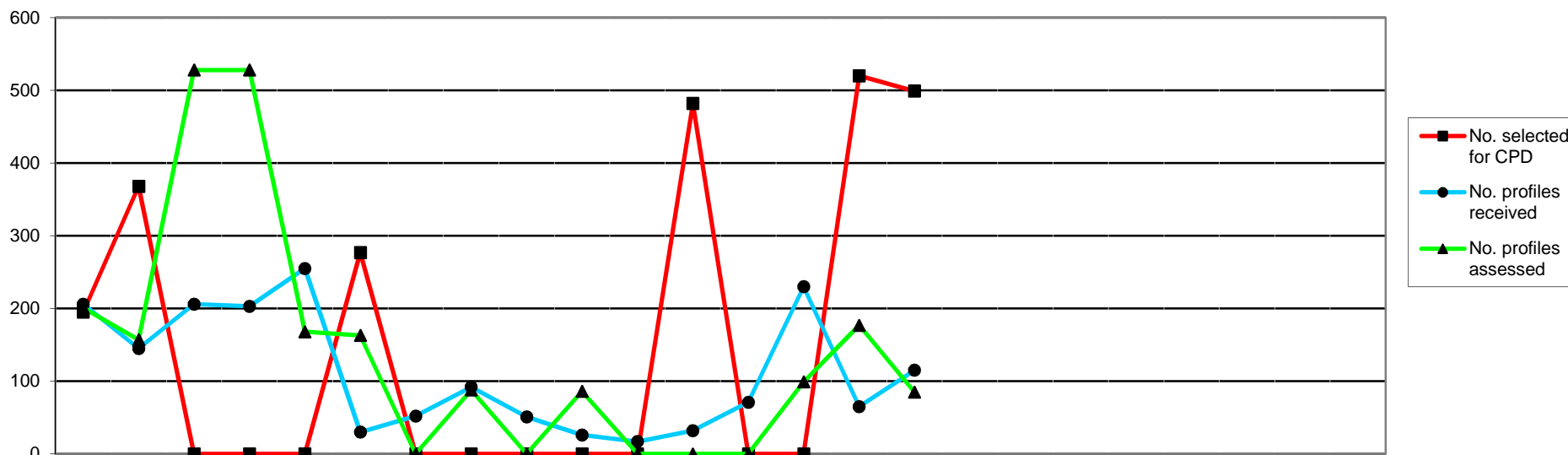


	2012												2013												2014												2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
G/pting	8	9	13	11	46	44	51	33	22	14	7	7	3	1	20	5									3	1	20	5									9	0	63	96	65	265	29
Intern	87	214	119	166	162	207	160	111	100	116	123	193	135	202	161	153									135	202	161	153									1,862	1,756	1,444	1,701	1,389	1,758	651
UK	439	294	711	1,875	90,799	1,727	2,034	1,512	1,251	842	992	870	687	463	813	2,135									687	463	813	2,135									8,355	10,774	11,069	11,122	10,675	103,346	4,098
Total	534	517	843	2,052	91,007	1,978	2,245	1,656	1,373	972	1,122	1,070	825	666	994	2,293									825	666	994	2,293									10,226	12,530	12,576	12,919	12,129	105,369	4,778

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

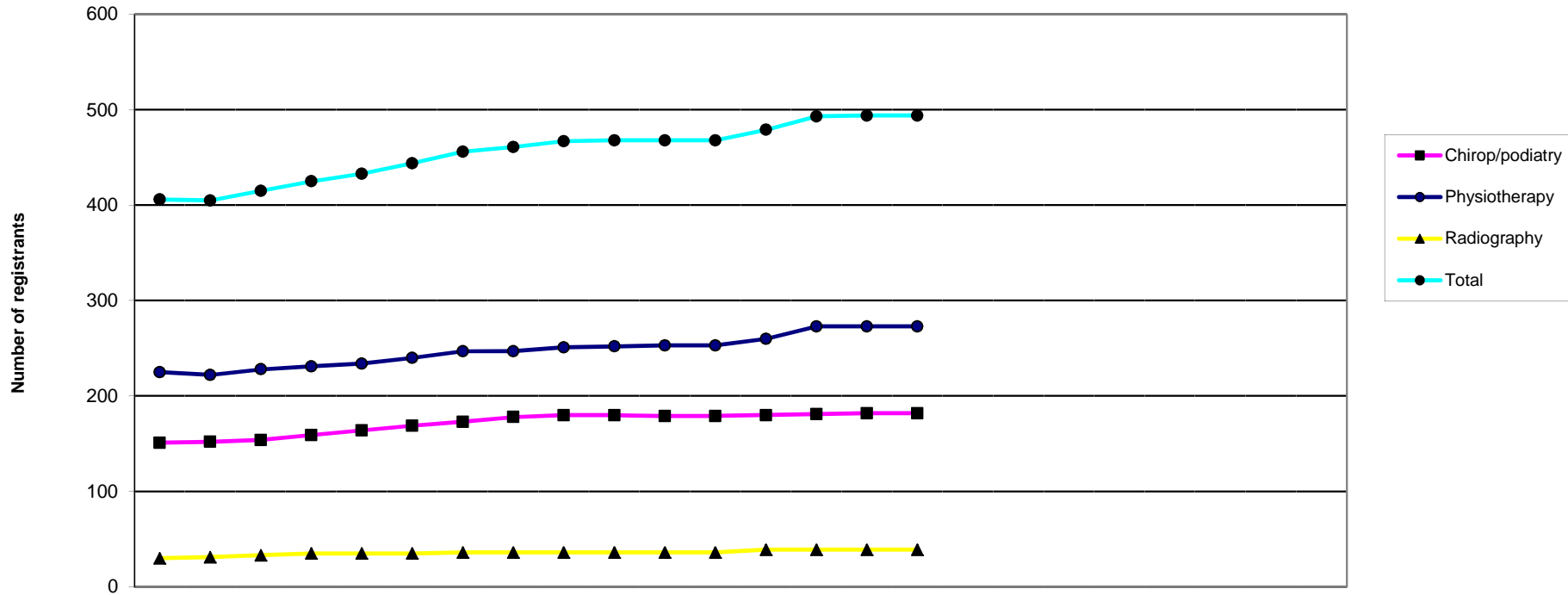


	2012			2013									2014						2008/9	09/10	10/11	11/12	12/13	13/14					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE
Intl & GP																													
Intl & GP received	833	963	896	954	737	723	707	685	488	766	638	590	591	620	563	636							12,732	14,348	16,702	12,886	8,980	2,410	
Answered	794	877	848	914	675	705	682	662	450	697	587	545	542	561	539	610							11,397	14,185	15,969	12,137	8,436	2,252	
Calls answered (%)	95	91	95	96	92	98	96	97	92	91	92	92	92	90	96	96							90	95	96	94	94	94	
Abandoned	39	86	48	40	62	18	25	23	38	69	51	45	38	63	24	26							1,335	841	712	749	544	151	
Avg answer time (sec)	52	46	59	42	54	32	35	46	82	82	74	31	60	55	41	32							36	36	41	49	53	47	
Avg talk time (min)	4.17	4.14	3.49	3.51	3.44	4.12	3.54	3.59	4.00	4.04	4.07	4.08	4.09	3.49	3.53	3.56							3.25	3.18	3.41	3.29	3.85	3.67	
UK																													
UK received	12,099	10,481	8,533	10,516	11,965	17,941	26,254	40,761	9,757	12,333	8,138	8,369	10,151	12,177	10,138	14,028							92,018	119,887	86,890	114,847	177,147	46,494	
Answered	11,282	9,891	7,999	10,047	11,348	17,274	24,189	29,337	9,041	11,178	7,715	8,033	9,421	10,968	9,713	13,181							78,293	111,573	83,218	109,818	157,334	43,283	
Calls answered (%)	93	94	94	95	95	96	92	72	93	91	95	96	93	90	96	94							92	95	96	96	92	93	
Abandoned	817	590	534	469	617	667	2,065	11,424	716	1,155	423	336	730	1,209	425	839							13,725	8,314	3,652	5,029	19,813	3,203	
Avg answer time (sec)	51	28	55	39	42	34	61	279	63	77	47	64	55	82	37	54							85	48	36	38	70	57	
Avg talk time (min)	3.10	5.63	3.02	3.01	3.21	3.01	2.58	3.06	3.13	3.20	3.21	3.15	3.10	3.11	3.02	2.45							2.58	2.37	2.47	2.61	3.28	2.92	



	2012			2013												2014			11/12	12/13	13/14								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
No. selected for CPD	195	368	0	0	0	277	0	0	0	0	0	482	0	0	520	499										4,258	1,322	1,019	
No. profiles received	206	145	206	203	255	30	52	92	51	26	17	32	71	230	65	115											2,600	1,315	481
No. profiles assessed	201	157	528	528	168	163	0	88	0	86	0	0	0	99	177	85											2,225	1,919	361

Health and Care Professions Council Number of registrants with supplementary prescribing rights April 2012 - March 2014



	2012			2013									2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chirop/podiatry	151	152	154	159	164	169	173	178	180	180	179	179	180	181	182	182									
Physiotherapy	225	222	228	231	234	240	247	247	251	252	253	253	260	273	273	273									
Radiography	30	31	33	35	35	35	36	36	36	36	36	36	39	39	39	39									
Total	406	405	415	425	433	444	456	461	467	468	468	468	479	493	494	494									

2007/8	2008/9	09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	FYE	FYE	YTD
40	78	112	129	149	179	182
74	109	148	182	224	253	273
7	19	20	23	30	36	39
121	206	280	334	403	468	494