

Condition Review: Save Face

1. Outcome

- 1.1 Following a **Targeted Review of Save Face's register**, the Professional Standards Authority ('we') issued three Conditions on its accreditation.
- 1.2 One of these Conditions required Save Face to improve the way its public register helps people identify practitioners and check their statutory registration status. The Condition was to be completed by December 2026.
- 1.3 This report sets out our assessment of the action taken by Save Face to satisfy that Condition.
- 1.4 We found that Save Face had met Condition C-SF-TR-26/27-1.

2. Background

- 2.1 We assess registers against our Standards for Accredited Registers ('the Standards')¹. Where a Register has not met a Standard, we can issue Conditions. A Condition sets out the requirements and the timeframe that a Register must meet.
- 2.2 Following Save Face's targeted review, completed in June 2026, we issued three Conditions. A full list is published in the report from that assessment on **Save Face's directory webpage**. Condition C-SF-TR-26/27-1 had to be implemented by December 2026:

Save Face must ensure that its public register provides a clear and accessible way for members of the public to identify registrants accurately and obtain assurance about their statutory registration status.

- 2.3 This report discusses the actions Save Face took to address the Condition, as well as our decision about whether the Condition is met. Save Face's responses to the remaining Conditions will be considered in due course.

¹ Standards for Accredited Registers, 2023 edition:
www.professionalstandards.org.uk/publications/standards-accredited-registers

2.4 We reviewed the following evidence:

- Save Face’s information about the action it had taken to meet the Condition
- the statutory-PIN request option introduced on Save Face’s public register
- the information displayed on an example clinic and practitioner profile
- the relevant requirements of the 2023 and 2026 Standards for Accredited Registers.

3. Concerns leading to the Condition

- 3.1 At Save Face’s 2024 renewal of accreditation, we recommended that it strengthen the information provided on its register so that members of the public could more easily identify practitioners and understand how to check their statutory registration. The recommendation suggested that this could include publishing practitioners’ statutory registration numbers, commonly referred to as PINs, or linking to their entries on the relevant statutory registers.
- 3.2 The matter remained unresolved at Save Face’s 2025 annual check and was considered further through the 2026 targeted review, alongside issues concerning governance, and equality, diversity and inclusion.
- 3.3 Save Face emphasised that its registration model differs from that of many other Accredited Registers because its practitioners must already be registered with a statutory health professional regulator. Save Face checks statutory registration as part of its own registration processes and has information-sharing arrangements with the statutory regulators. It considered that these arrangements provided sufficient assurance and that publishing statutory PINs was not necessary for its register to meet the relevant requirement.
- 3.4 Our Accreditation Panel took account of Save Face’s registration model and its internal controls. However, the issue was not limited to whether Save Face could assure itself that a practitioner was appropriately registered. The Panel also needed to consider whether the public register gave members of the public a clear way to identify the correct practitioner and independently check that person’s statutory registration.
- 3.5 At the time of the targeted review, Save Face’s public register gave the practitioner’s name and profession and identified the relevant statutory regulator. However, it did not publish the practitioner’s statutory PIN or provide a direct link to the practitioner’s statutory register entry. A member of the public might therefore have had to search the statutory register using the practitioner’s name. This could make it difficult to identify the correct person where practitioners had the same or similar names and could make it harder to check whether their statutory registration was current or subject to restrictions or sanctions.
- 3.6 Save Face had also published information explaining how members of the public could search the relevant statutory registers. The Panel considered that this provided useful context and signposting but did not resolve its central concern. Public assurance continued to depend too heavily on Save Face’s internal checks and information-sharing arrangements, including Save Face receiving relevant information and updating its own register.
- 3.7 The Panel therefore concluded that the register needed to provide a clearer public-facing route for identifying the correct practitioner and obtaining assurance about their statutory registration status. It did not explicitly require Save Face to publish PINs or
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adopt any other technical solution. The Panel noted that Save Face could publish the statutory PIN, provide a direct link to the relevant statutory register entry, or use another method that provided equivalent assurance. The required outcome was a clear and accessible public-facing safeguard.

- 3.8 Further details are set out under Standard Two in the **June 2026 targeted review outcome**.

4. Assessment of the Condition

- 4.1 Save Face provided its response to the Condition on 24 August 2026.
- 4.2 Each practitioner entry on Save Face's register now includes an option for a member of the public to request the practitioner's statutory registration number.
- 4.3 Selecting this option opens a request form associated with the practitioner. The form contains a pre-populated request for that practitioner's statutory PIN and asks the person making the request to provide contact details so that Save Face can respond.
- 4.4 Save Face does not publish the PIN on the register or provide an immediate link to the practitioner's statutory register entry. Save Face must respond to the request before the member of the public can use the PIN to complete a check. However, the Condition did not require the checking process to be immediate or automated. It required Save Face to provide a clear and accessible way for members of the public to identify practitioners accurately and obtain assurance about their statutory registration status.
- 4.5 The new functionality provides a route from the individual practitioner's entry to the unique identifier needed to check that person's statutory registration. This reduces the risk of a member of the public relying on a name alone and helps distinguish between people with the same or similar names. It also provides a public-facing safeguard in addition to Save Face's internal registration checks and information-sharing arrangements.
- 4.6 We therefore consider that Save Face now provides an acceptable alternative to publishing the PIN or linking directly to the statutory register entry. It addresses the concern identified by the Accreditation Panel and achieves the outcome required by the Condition.
- 4.7 We also considered the position under the updated **Standards for Accredited Registers** introduced in 2026. Standard Eight requires information about registrants to be accurate, accessible and easy to find. Its core expectations include providing a unique identifier to distinguish between people with the same name. Where registration is based on prior registration with a statutory regulator, the relevant expectation also says that this should be explained clearly and that access to the regulator's register should be made easy.
- 4.8 The 2026 framework allows a register to propose an alternative way of meeting a core expectation. Any alternative must be considered individually to establish whether the Standard is met in full. We consider that Save Face now provides an acceptable alternative because it gives members of the public a clear route from a practitioner's public register entry to request the unique identifier needed to verify that practitioner's statutory registration.

5. Conclusion

- 5.1 Save Face has addressed the Condition and there are no outstanding issues under Standard Two of the 2023 Standards.
- 5.2 Under Standard Eight of the 2026 Standards, information about registrants must be accurate, accessible and easy to find. The core expectations include a unique identifier to distinguish between people with the same name and, where registration depends on prior registration with a statutory regulator, making access to that regulator's register easy. The 2026 framework allows registers to meet the Standards through an alternative means where this provides sufficient assurance.
- 5.3 We consider that the new functionality provides an acceptable alternative by giving members of the public a clear route from an individual practitioner's register entry to request the unique identifier needed to verify their statutory registration.
- 5.4 We therefore found that Condition C-SF-TR-26/27-1 has been met.