

Council, 8 December 2016

Education Report

Executive summary and recommendations

Introduction

This report provides the Council with an update into the work of the Education Directorate in September and October 2016. Areas from the report to highlight are as follows:

- The number of approval and annual monitoring cases continues to be lower than forecast; whilst the number of major change and concerns cases continue to be higher than forecast. These variances are mainly due to activity in quarter one of the current financial year (April, May and June). Activity in recent months has been more in line with forecast.
- The profession profile of approval cases in the current academic year is increasingly mixed. Compared to previous years, there is no longer a dominance of social worker and paramedic programmes, with more activity with practitioner psychologist, operating department practitioner and physiotherapist programmes.
- The Directorate has seen a recent increase in external stakeholder work in the area of higher and degree apprenticeships.
- The Directorate reached its budgeted headcount of 19 in mid-November 2016, following a number of months with vacancies. This primarily affected the Operations team; four of the six current Education Officers have been employed for less than a year.

Decision

The Council is asked to discuss the Education report

Appendices

Appendix 1 Education Narrative Report

Appendix 2 Education Management Information Pack

Date of paper

23 November 2016

Education Directorate – Management Commentary

The following provides an update about the work of the Education directorate in September and October 2016.

1. Approval process

- There were seven approval visits in September and October 2016 against a budgeted forecast of ten. In total we have 46 approval visits scheduled against a budgeted forecast of 60 in the 2016-17 financial year. This is a decrease of 14 visits against forecast (or 23% lower than expected this year). Given the lead in periods of the visit process, and the normal patterns within an academic year, it is unlikely that there will be significant variance for the remainder of the 2016-17 financial year.
- There are five approvals cases still open from the 2015-16 academic year. Two of these related to visits held in July and August 2016; two involved revisits and one has involved the education provider moving back the start date of a new programme.
- There are now 47 approval cases scheduled within the current 2016-17 academic year, (as increase of 17 from the data reported to the last Council meeting). On top of this, there are three revisits from approval cases from the previous academic year. In total, there are 48 scheduled visits. The profession profile for the 2016-17 academic year remains more mixed than the last few academic years, with paramedic and social worker programmes no longer dominating the schedule. These two professions collectively account for 30% of all programmes due to be visited, compared to 64% last year. Practitioner psychologist, operating department practitioner and physiotherapist programmes have a noticeable increase in activity compared to recent years. The reason for programmes being visited also remains more evenly distributed than previous years, with less of a focus on new programmes. 48% of programmes to be visited are new proposals and 52% of programmes are already approved with the visits triggered by either major change or annual monitoring. Approximately 33% of the new cases are HCPC only visits, with 66% being joint events with the professional body and/or the education provider undertaking quality assurance activities at the same time. Given the six month notice period that is required, we are only scheduling visits to new programmes from June 2017 now.

2. Annual monitoring process

- There were no new annual monitoring submissions (audit or declaration) received in September and October 2016, against a budgeted forecast of zero. In total we have had 58 audits and 85 declarations in the 2016-17 financial year to date. In total we have had 3 assessment days and 25 postal

submissions, against a budgeted forecast of 6 and 21 respectively. This is a decrease of 3 assessment days against forecast (or 50% lower than expected year to date) and an increase of 4 postals against forecast (or 19% higher than expected year to date).

- The annual monitoring process for the current 2016-17 academic year has been initiated; education providers have been contacted and assessment days scheduled. There are now 641 annual monitoring cases set up and scheduled for submission within the current 2016-17 academic year. Twelve assessment days are being scheduled to consider the audit submissions between December 2016 and May 2017 (two per month).

3. Major change process

- There were 43 new notifications in September and October 2016 against a budgeted forecast of 39. In total we have had 166 new notifications scheduled against a budgeted forecast of 99 year to date. This is an increase of 67 notifications against forecast (or 68% higher than expected year to date).
- There were 27 notifications referred to the full major change process in September and October 2016 against a budgeted forecast of 29. In total we had 123 major change submissions, against a budgeted forecast of 75 year to date. This is an increase of 48 submissions against forecast (or 64% higher than expected year to date).

4. Concerns process

- There were two new concerns in September and October 2016, against a budgeted forecast of zero. In total we have received five new concerns against a budgeted forecast of four year to date. This is an increase of one concern against forecast (or 25% higher than expected year to date).
- As of 30 October 2016, there were five active concerns; three at the initial enquiry stage and two at the investigation stage.

5. Liaison with external stakeholders

- Members of the directorate met with the following external stakeholders in September & October 2016.
- NHS Wales Shared Services Partnership (26 September)
The Director of Education met with the Director of Workforce, Education & Development. This is a regular (six monthly) meeting to keep each organisation up-to-date on funding and commissioning of education in Wales and professional regulation. Topics discussed included changes in allied health professions funding and commissioning in England, apprenticeships, associate roles and changes to speech and language provision in Wales.
- Action on Hearing Loss (3 October)
The Director of Education and Director of Policy and Standards met with

representatives from this charity to discuss requirements for social work education.

- Health Education England (17 October)
The Director of Education, Director of Policy and Standards & Chair met with the Associate Director of Education & Quality (South). This is a regular (six monthly) meeting to keep each organisation up-to-date on changes to funding and commissioning in England and professional regulation. Topics discussed included apprenticeships, associate and advanced practitioner roles. No updates were available on future placement funding or paramedic education.
- Health and Social Care Regulators Forum Workshop (18 October)
The Director of Education and Head of FTP Operations attended a workshop to discuss information sharing between regulators (professional, system and workforce). It was organised by the Care Quality Commission (CQC) and General Medical Council (GMC) and facilitated by KPMG.
- HEE Apprenticeships 2016-2020 Event (31 October)
The Head of Educational Development attended this event, where presentations were given by HEE and the Skills Funding Agency (SFA). The focus was on the higher and degree level apprenticeships currently being facilitated by HEE across a range of health and care professions; with the aim of encouraging other stakeholders to get involved with their development and delivery.

6. Partners

- A recruitment campaign is being planned for spring 2017 for nine new visitors. All are replacement posts to meet either current or potential gaps.
- A two day training session for recently recruited new visitors took place in October 2016. Two of five refresher training sessions also took place in October, with remaining sessions planned for November and December 2016.

7. Systems

- The Education Systems Build major project formally closed in October 2016.

8. Employees

- Two new Education Officers, Jasmine Oduro-Bonsah and Niall Gooch, joined the Department in October 2016. Bernadette Wilby joined in November 2016, as a fixed term contract PA, to cover Liz Johnson's maternity leave.
- There are currently no vacancies, with a permanent headcount of 19.

Education Directorate Management Information Pack

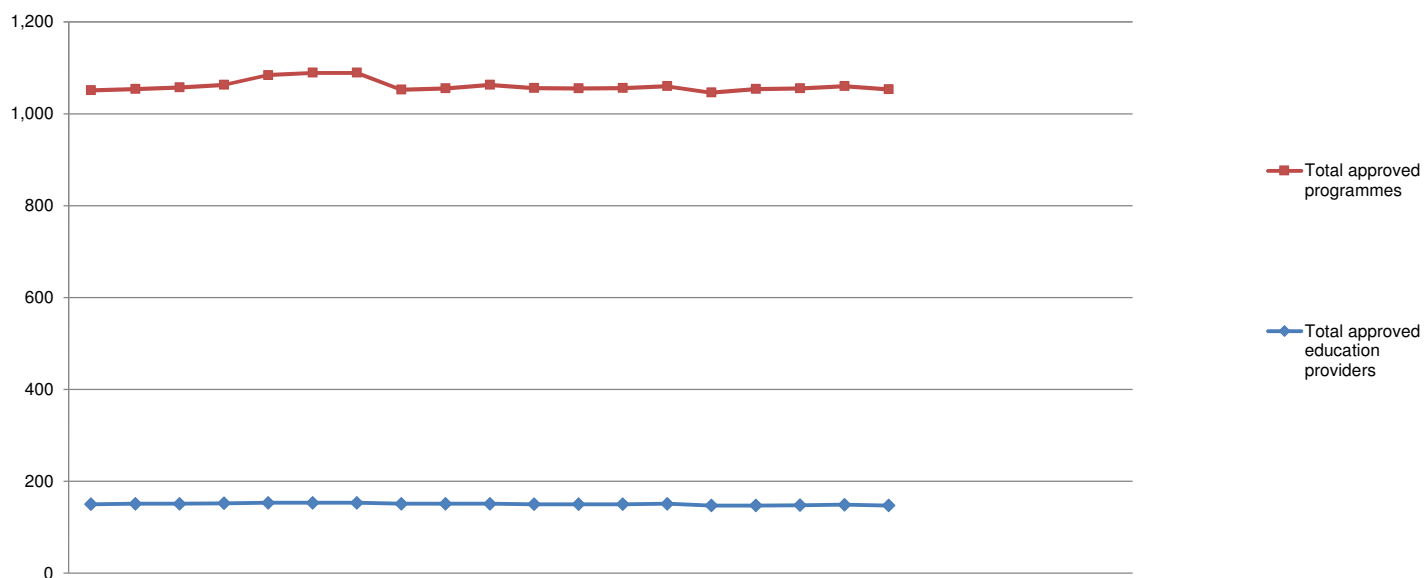
**Abigail Gorringe
Director of Education**

Activity in September and October 2016

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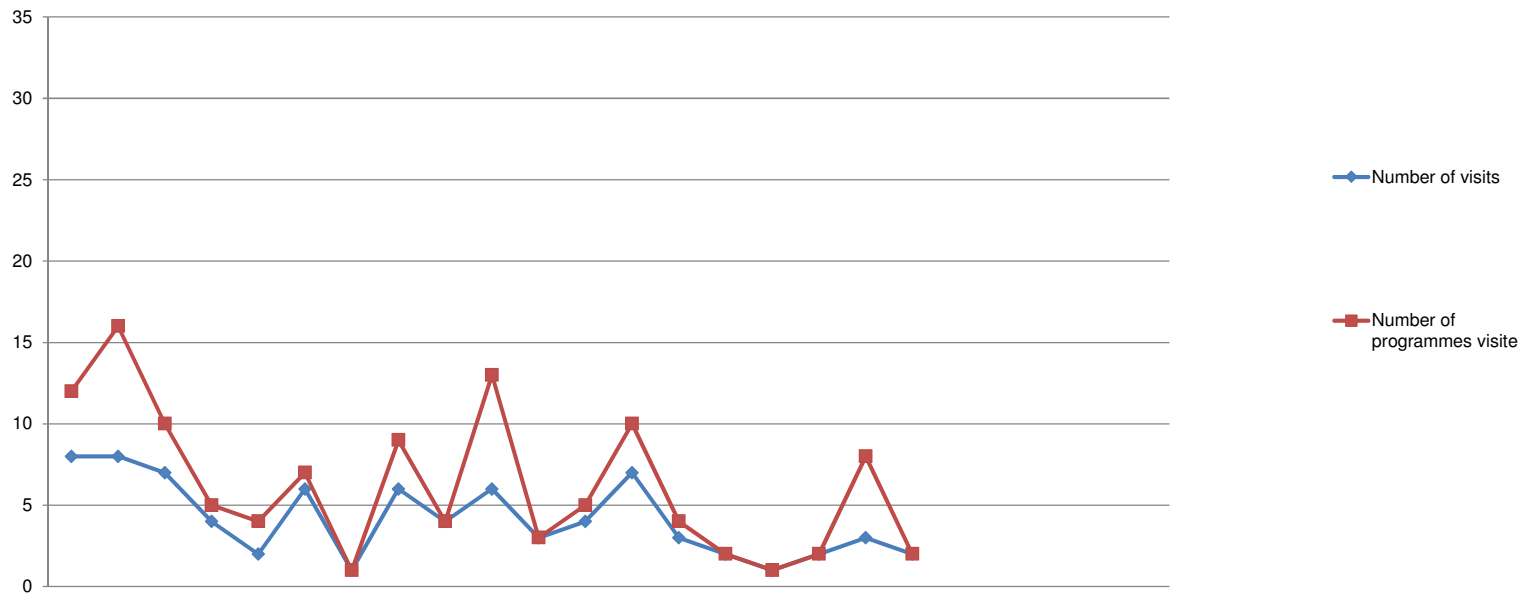
Number of approved programmes, by profession April 2015 - March 2017



Profession/entitlement	2015			2016											2017										
	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	33	33	33	32	33	33	33	31	31	31	31	31	31	31	30	30	29	29	29						
Biomedical scientists	63	63	63	63	65	65	65	61	61	61	65	65	65	65	65	63	63	62	62	62					
Chiropodists/ Podiatrists	21	21	21	21	23	23	23	20	20	20	20	20	20	20	20	20	19	19	19						
Clinical scientists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3						
Dietitians	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32						
Hearing aid dispensers	23	22	22	23	23	23	23	22	22	22	22	22	22	22	22	20	20	20	20						
Occupational therapists	73	73	71	73	73	73	73	70	70	70	70	70	70	70	71	71	71	70	69						
Operating Department Practitioners	40	40	40	40	42	42	42	37	38	38	38	38	38	38	37	37	38	38	37						
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3						
Paramedics	62	64	67	67	72	75	75	72	72	76	74	77	77	77	75	76	77	78	75						
Physiotherapists	70	69	68	70	70	71	71	70	70	70	70	71	71	70	70	70	71	71	71						
Practitioner psychologists	96	96	96	96	97	99	99	102	102	102	102	102	102	103	101	101	101	101	101						
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2	2	2	2						
Radiographers	52	52	52	52	52	52	52	50	50	50	50	51	52	53	52	52	54	54	54						
Social workers in England	248	249	250	250	256	255	255	241	243	245	243	242	242	243	242	250	251	253	253						
Speech and language therapists	35	36	36	36	36	36	36	34	34	34	34	34	34	34	34	34	34	34	33						
Prescription only medicines - administration	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4						
Prescription only medicines – sale / supply	9	9	9	9	9	9	9	9	9	8	8	8	8	8	7	7	7	7	7						
Supplementary prescribing	59	59	58	59	59	59	59	59	59	59	56	53	53	52	52	52	52	52	52						
Independent prescribing	89	90	90	91	93	93	93	95	95	94	94	93	93	94	94	94	94	96	95						
Approved mental health professionals	33	33	36	36	36	36	36	34	34	34	34	34	34	36	32	32	32	32	32						
Podiatric surgery																									
Total approved programmes	1,051	1,054	1,057	1,063	1,084	1,089	1,089	1,052	1,055	1,063	1,056	1,055	1,056	1,060	1,046	1,054	1,055	1,060	1,053						
Total approved education providers	150	151	151	152	153	153	153	151	151	151	150	150	150	151	147	147	148	149	147						

2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
FYE	FYE	FYE	FYE	FYE	YTD
21	29	30	28	31	29
49	60	57	55	65	62
20	18	17	16	20	19
1	3	3	3	3	3
33	32	32	32	32	32
18	15	18	20	22	20
74	73	70	69	70	69
34	35	34	34	38	37
3	3	3	3	3	3
50	50	49	53	77	75
67	65	69	69	71	71
95	91	91	93	102	101
3	3	3	3	2	2
56	53	51	50	51	54
	231	223	221	242	253
32	31	30	31	34	33
2	4	4	4	4	4
9	9	10	9	8	7
77	77	62	59	53	52
		86	89	93	95
	27	26	26	34	32
644	909	968	967	1,055	1,053
128	150	151	143	150	147

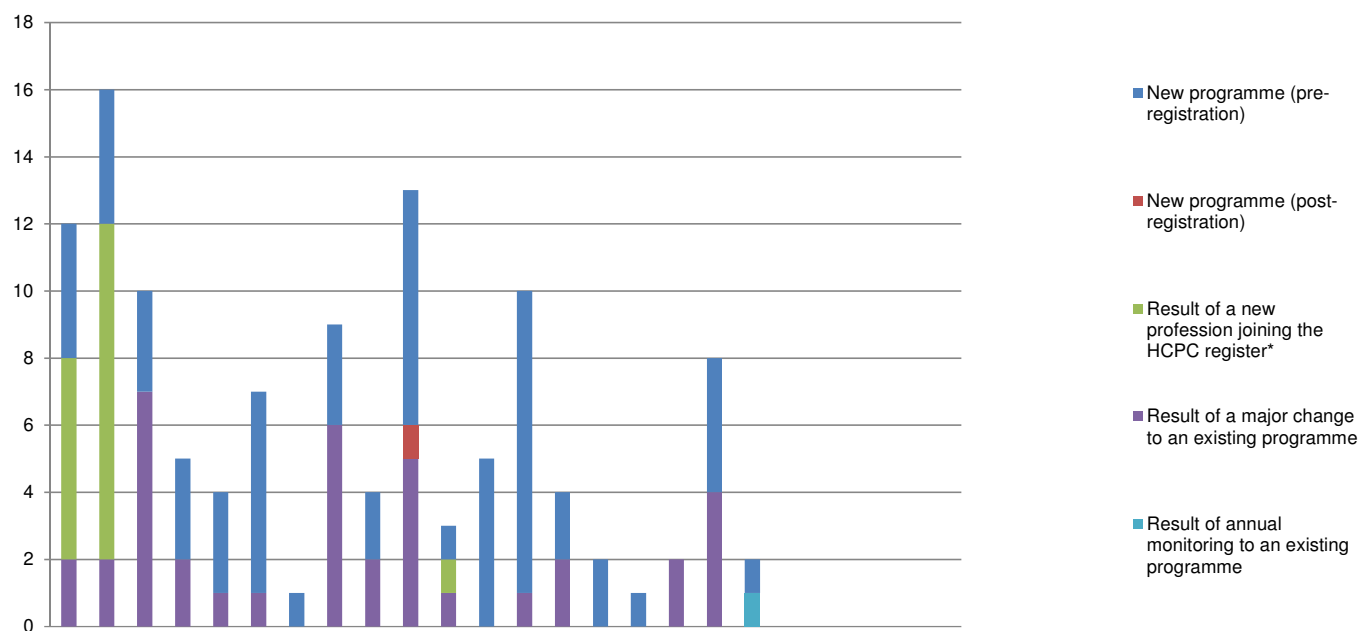
Overview of approval visits April 2015 - March 2017



Overview of approval visits	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of visits	8	8	7	4	2	6	1	6	4	6	3	4	7	3	2	1	2	3	2					
Number of programmes visited	12	16	10	5	4	7	1	9	4	13	3	5	10	4	2	1	2	8	2					

2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
FYE	FYE	FYE	FYE	FYE	YTD
59	56	66	69	59	20
112	103	170	132	89	29

Reasons for approval visits April 2015 - March 2017

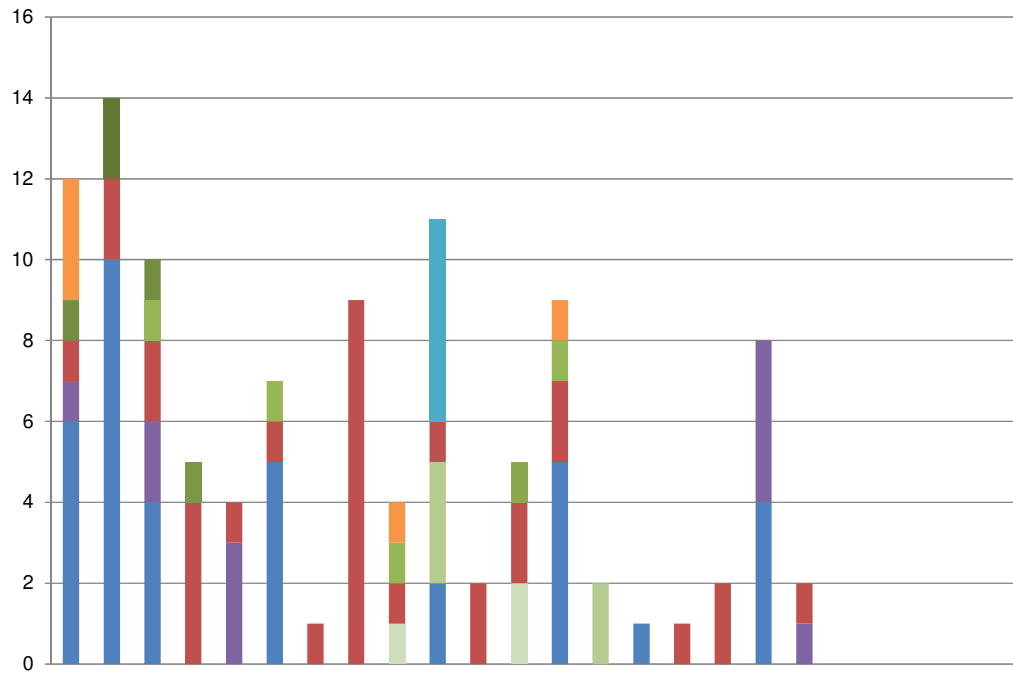


Reason for programme visited	2015			2016											2017									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
New programme (pre-registration)	4	4	3	3	3	6	1	3	2	7	1	5	9	2	2	1	0	4	1					
New programme (post-registration)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0					
Result of a new profession joining the HCPC register*	6	10	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0						
Result of a major change to an existing programme	2	2	7	2	1	1	0	6	2	5	1	0	1	2	0	0	2	4	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	1					
Total	12	16	10	5	4	7	1	9	4	13	3	5	10	4	2	1	2	8	2					

2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 FYE	2016/17 YTD
17	30	29	37	42	19
2	1	1	2	1	0
34	51	125	77	17	0
57	21	15	16	29	9
2	0	0	0	0	1
112	103	170	132	89	29

* Practitioner Psychologists, July 2009 - July 2012
 Hearing Aid Dispensers, April 2010 - July 2012
 Social workers in England, August 2012 - July 2015
 Approved Mental Health Professionals, September 2013 - July 2015

Approval visits, by profession, April 2015 - March 2017

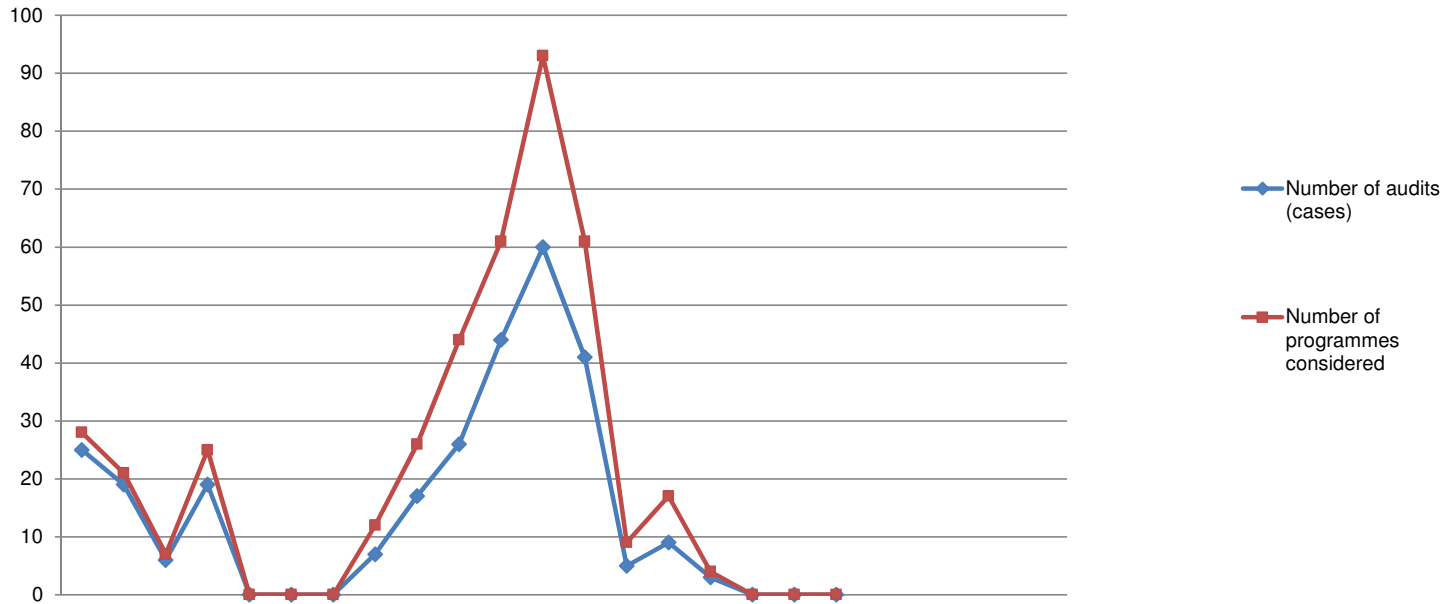


Profession/entitlement	2015		2016												2017									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Arts therapists	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	3	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Chiropodists/ Podiatrists	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Clinical scientists	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Occupational therapists	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Operating Department Practitioners	0	0	1	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	1	2	2	4	1	1	1	9	1	1	2	2	2	0	0	1	2	0	1	0	0	0	0	1
Physiotherapists	0	0	0	0	0	0	0	0	0	3	0	0	0	2	0	0	0	0	0	0	0	0	0	0
Practitioner psychologists	1	0	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	4	1	0	0	0	0	0
Prosthetists/Orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0
Social workers in England	6	10	4	0	0	5	0	0	0	2	0	0	5	0	1	0	0	4	0	0	0	0	0	0
Speech and language therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prescription only medicines - administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Prescription only medicines - sale / supply	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Supplementary prescribing	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0
Independent prescribing	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0
Approved mental health professionals	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Podiatric surgery												1	0	0	0	0	0	0	0	0	0	0	0	0
Total - pre-registration	12	14	10	5	4	7	1	9	4	11	2	5	9	2	1	1	2	8	2					
Total - post-registration	0	2	0	0	0	0	0	0	0	2	1	0	1	2	1	0	0	0	0	0	0	0	0	0
Grand total	12	16	10	5	4	7	1	9	4	13	3	5	10	4	2	1	2	8	2					

- Arts therapists
- Biomedical scientists
- Chiropodists/ Podiatrists
- Clinical scientists
- Dietitians
- Hearing aid dispensers
- Occupational therapists
- Operating Department Practitioners
- Orthoptists
- Paramedics
- Physiotherapists
- Practitioner psychologists
- Prosthetists/Orthotists
- Radiographers
- Social workers in England
- Speech and language therapists

2015/16	2016/17
FYE	YTD
2	0
4	1
2	0
1	0
0	0
1	0
5	0
3	1
0	0
27	6
3	2
6	5
0	0
3	0
27	10
0	0
0	0
0	0
0	0
0	0
0	0
0	0
4	0
0	0
84	25
5	4
89	29

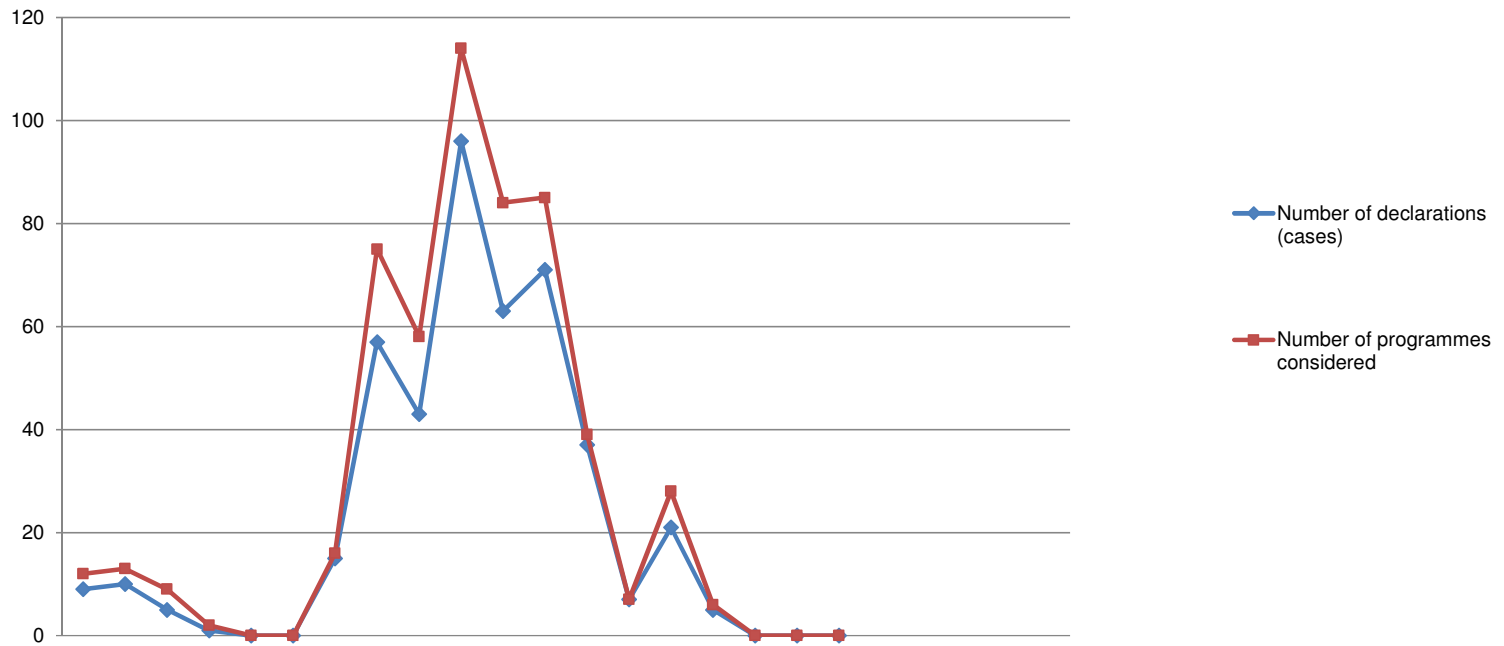
Overview of annual monitoring audit submissions, April 2015 - March 2017



Type of submission	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of audits (cases)	25	19	6	19	0	0	0	7	17	26	44	60	41	5	9	3	0	0	0					
Number of programmes considered	28	21	7	25	0	0	0	12	26	44	61	93	61	9	17	4	0	0	0					

2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 FYE	2016/17 YTD
163	199	222	209	223	58
206	282	268	286	317	91

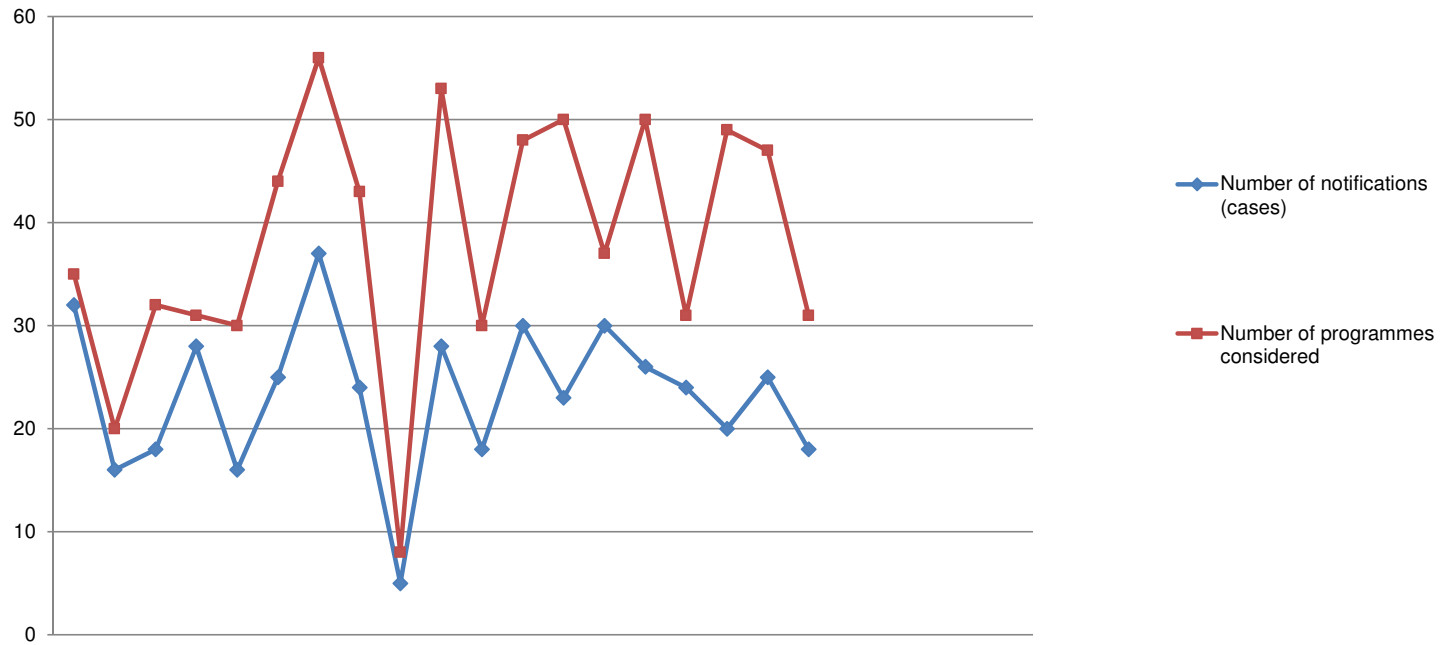
Overview of annual monitoring declarations, April 2015 - March 2017



Type of submission	2015			2016									2017												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of declarations (cases)	9	10	5	1	0	0	15	57	43	96	63	71	37	7	21	5	0	0	0						
Number of programmes considered	12	13	9	2	0	0	16	75	58	114	84	85	39	7	28	6	0	0	0						

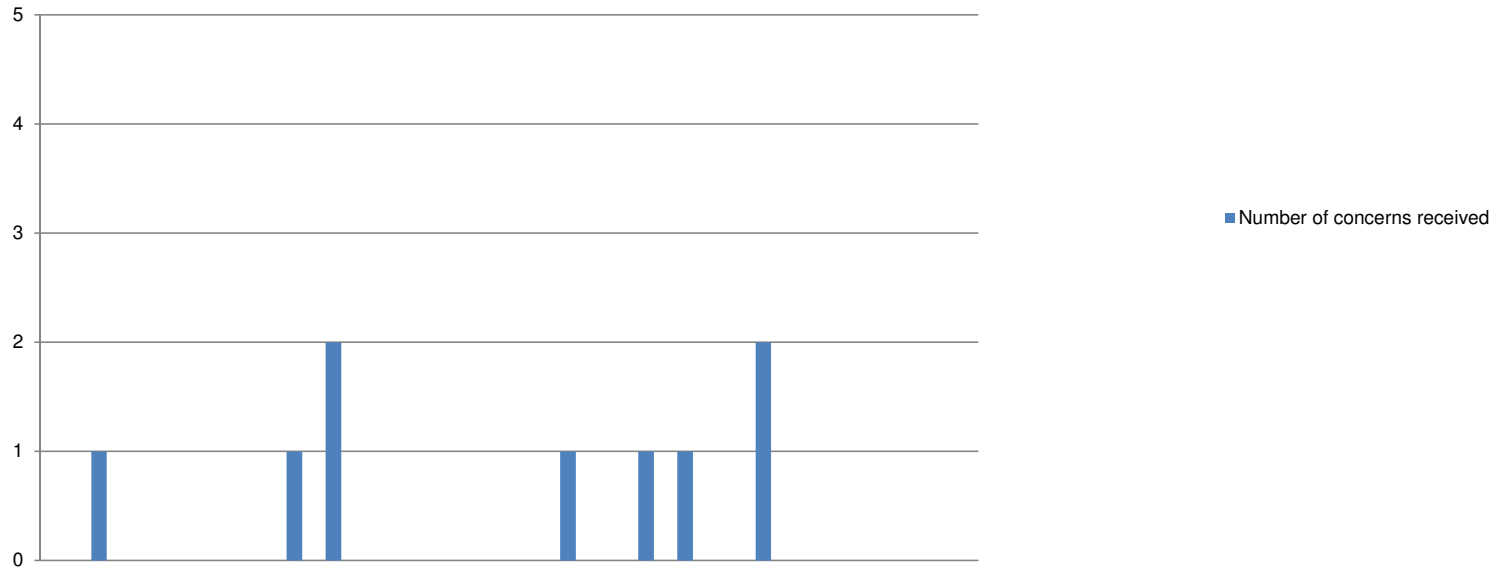
2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 FYE	2016/17 YTD
232	199	222	231	370	70
249	267	297	316	468	80

Overview of major change submissions, April 2015 - March 2017



Overview of notifications	2015			2016			2017																		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of notifications (cases)	32	16	18	28	16	25	37	24	5	28	18	30	23	30	26	24	20	25	18						
Number of programmes considered	35	20	32	31	30	44	56	43	8	53	30	48	50	37	50	31	49	47	31						

2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
FYE	FYE	FYE	FYE	FYE	YTD
174	146	157	200	277	166
311	266	250	398	430	295



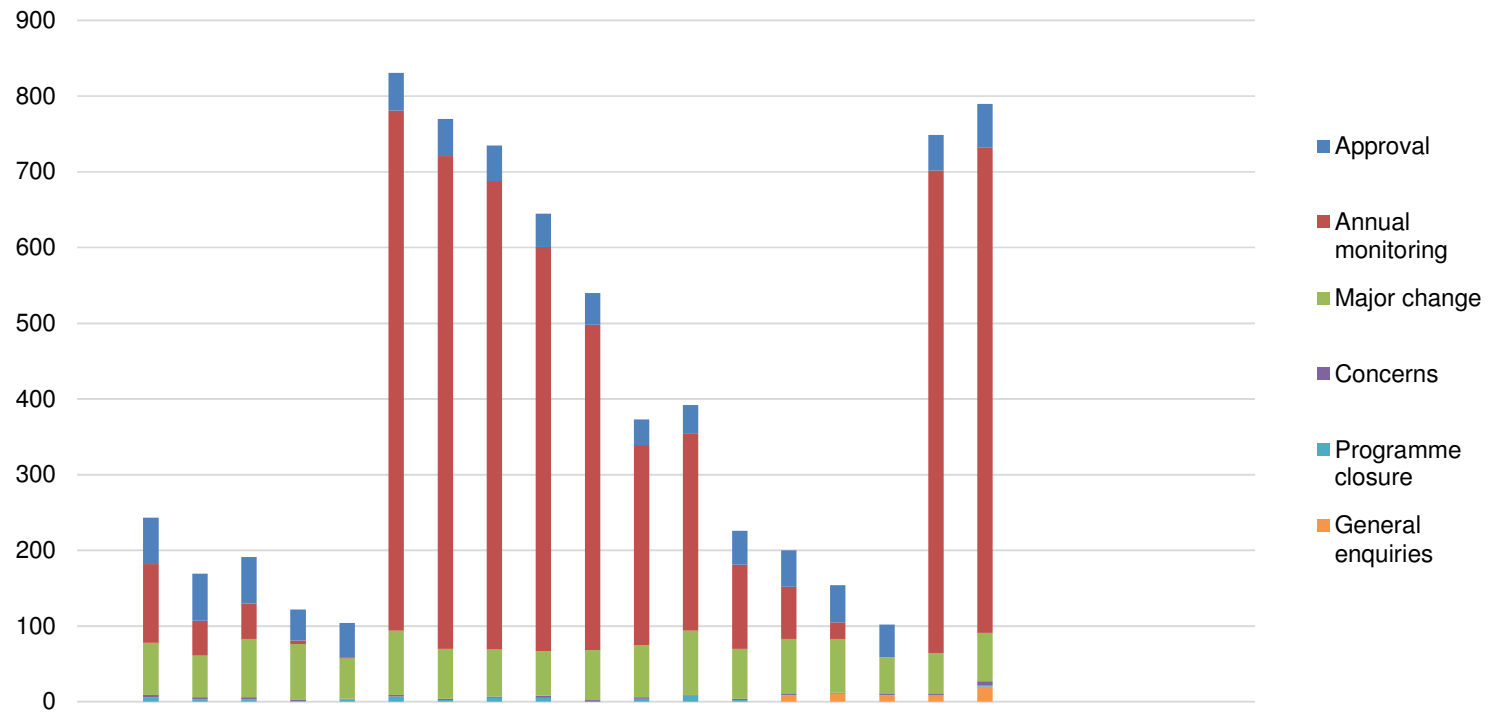
	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of concerns received	0	1	0	0	0	0	1	2	0	0	0	0	0	1	0	1	1	0	2	0	0	0	0	0

	2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 FYE	2016/17 YTD
Total number of approved progs	644	909	968	967	1,055	1,053
% programmes affected by concerns	0.8%	0.7%	0.5%	0.8%	0.4%	0.5%

Outcome of process	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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	1	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
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
Withdrawn	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsubstantiated	0	0	0	0	0	0	0	2	0	0	0	0	0	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	1	0	1	1	0	2	0	0	0	0	0

	2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 FYE	2016/17 YTD
0	0	0	0	1	0	0
1	1	0	1	0	1	0
1	1	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	1	0
3	3	6	4	7	2	0
0	0	0	0	0	0	5

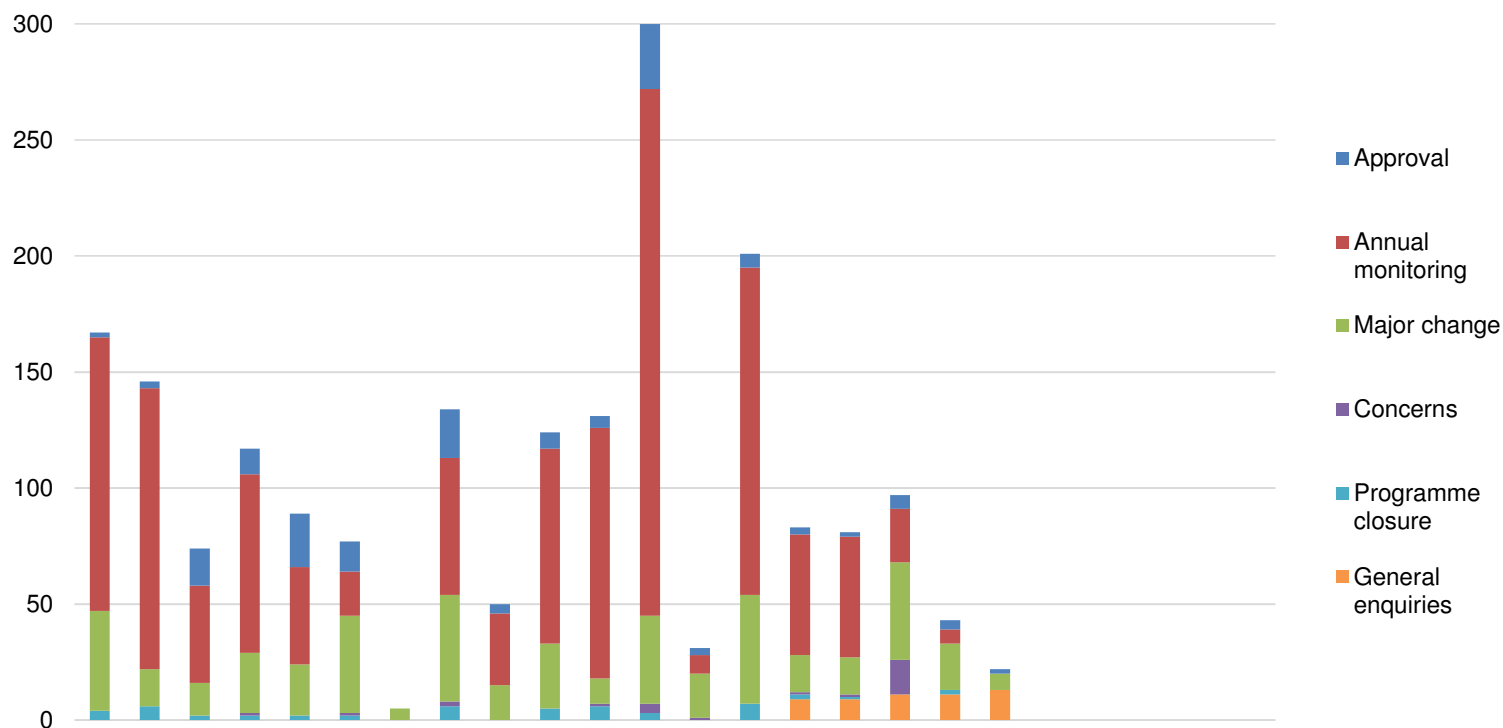
Overview of workload, Number of active cases, April 2015 - March 2017



Work area	2015			2016											2017									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Approval		61	62	61	41	45	50	49	47	44	42	34	37	45	48	49	43	47	58					
Annual monitoring		104	46	47	5	2	687	651	619	534	430	264	261	111	69	22	0	638	641					
Major change		69	55	77	73	53	85	66	62	59	66	69	85	66	73	71	48	53	64					
Concerns		3	3	3	2	1	2	2	2	3	2	2	1	2	1	1	2	2	5					
Programme closure		6	3	3	1	3	7	2	5	5	0	4	8	2	1	1	1	0	2					
General enquiries															8	10	8	9	20					
Total		243	169	191	122	104	831	770	735	645	540	373	392	226	200	154	102	749	790	0	0	0	0	0

2015/16	2016/17
FYE	YTD
34	58
264	641
69	64
2	5
4	2
	20
4,723	790

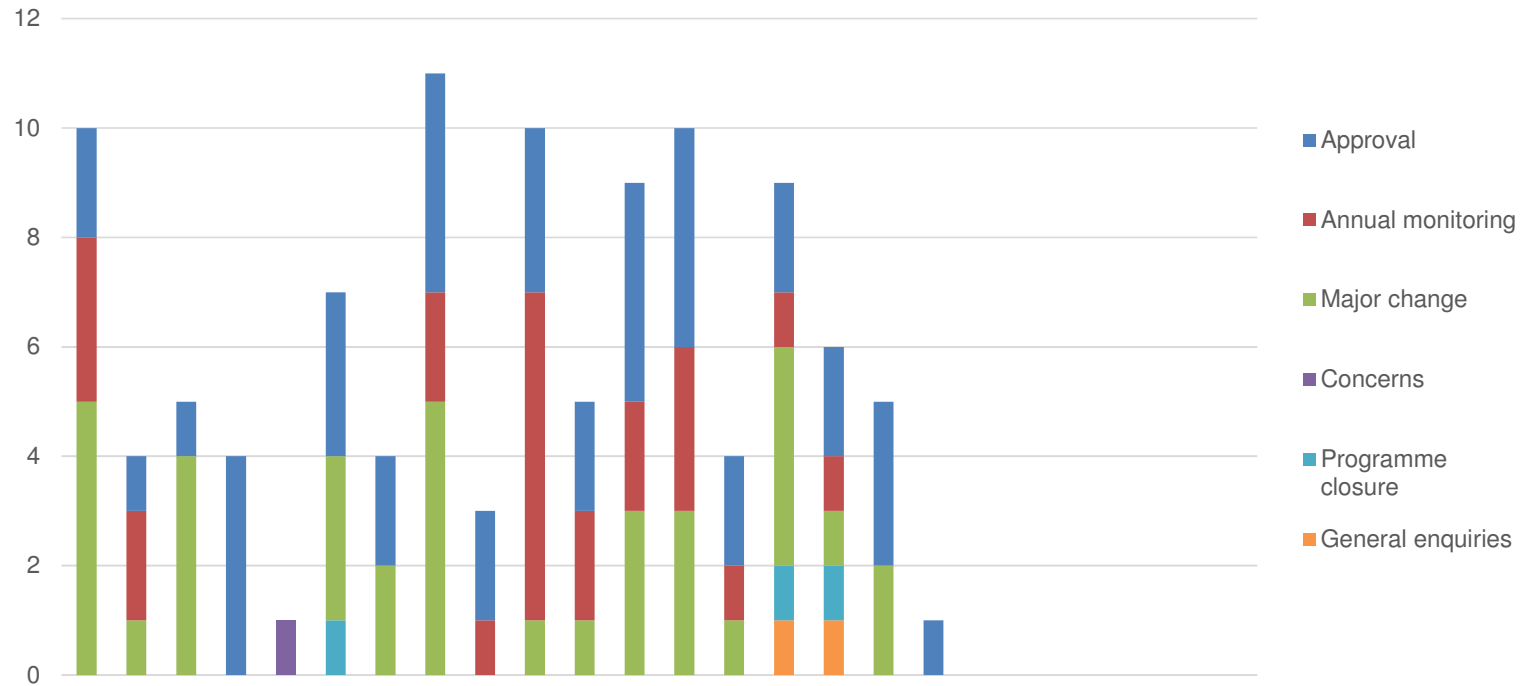
Overview of workload, Number of resolved cases, April 2015 - March 2017



Work area	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Approval	2	3	16	11	23	13	0	21	4	7	5	28	3	6	3	2	6	4	2					
Annual monitoring	118	121	42	77	42	19	0	59	31	84	108	227	8	141	52	52	23	6	0					
Major change	43	16	14	26	22	42	5	46	15	28	11	38	19	47	16	16	42	20	7					
Concerns	0	0	0	1	0	1	0	2	0	0	1	4	1	0	1	1	15	0	0					
Programme closure	4	6	2	2	2	2	0	6	0	5	6	3	0	7	2	1	0	2	0					
General enquiries															9	9	11	11	13					
Total	167	146	74	117	89	77	5	134	50	124	131	300	31	201	83	81	97	43	22	0	0	0	0	0

2015/16	2016/17
FYE	YTD
133	26
928	282
306	167
9	18
38	12
	53
1,414	558

Overview of workload, Number of cancelled cases, April 2015 - March 2017



Work area	2015			2016												2017												
	Apr	May	Jun	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval	2	1	1	4	0	3	2	4	2	3	2	4	4	2	2	2	3	1	0									
Annual monitoring	3	2	0	0	0	0	0	2	1	6	2	2	3	1	1	1	0	0	0									
Major change	5	1	4	0	0	3	2	5	0	1	1	3	3	1	4	1	2	0	0									
Concerns	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
Programme closure	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0									
General enquiries																1	1	0	0	0								
Total	10	4	5	4	1	7	4	11	3	10	5	9	10	4	9	6	5	1	0	0	0	0	0	0	0	0	0	

2015/16	2016/17
FYE	YTD
28	14
18	6
25	11
1	0
1	2
	2
73	35