

Education and Training Committee, 1 March 2018

Registration performance reporting to the Education and Training Committee

Executive summary and recommendations

### **Introduction**

This paper describes a proposal for a revised approach to performance reporting to the Education and Training Committee (ETC), taking account of previous discussion and feedback.

In summary, it is proposed that the Registration Department provides ETC with a performance report at each committee meeting. The Executive has proposed the data and commentary that should be included on the basis that they appear to be the most salient to the ETC's role in monitoring and assessing overall registration performance. The paper also proposes the production of an annual registration report with initial suggestions of content.

The Committee is invited to discuss, further refine and agree the suggested approach which would be implemented at the June 2018 ETC meeting. Any further revisions would be incorporated in reporting to the September 2018 meeting and at subsequent meetings. A draft of the proposed structure and content of the annual registration report 2018 will be presented at a future ETC meeting.

### **Decision**

This paper is for discussion and approval. In particular the Committee is invited to agree the structure and content of the performance report in appendix 1 and the proposed data to be included within the annual registration report in appendix 2.

### **Background information**

See paper

### **Resource implications**

If approved the publication of an annual registration report would need to be included within 2018 – 2019 work plans.

### **Financial implications**

If approved the publication of an annual registration report would need to be included within 2018 – 2019 work plans.

### **Appendices**

Appendix 1 - Example Registration Department Performance Report

Appendix 2 - Data to be included in the Annual Registration Report

### **Date of paper**

06 February 2018

## **Registration performance reporting to the Education and Training Committee**

### **1. Introduction**

- 1.1 In November 2017, the Education and Training Committee (ETC) met and discussed their reporting requirements for registration information. The Committee agreed to receive a report in March 2018 in order to better identify the matters pertinent to gaining assurance and agree future reporting requirements and frequency.
- 1.2 This paper describes a proposal and provides an example report for registration performance reporting to the ETC. Future performance reporting to ETC would consist of the following.
  - A regular registration performance report, including commentary and data, to be presented at each ETC meeting.
  - An annual registration report which would also be published to provide registrants and stakeholders with an overview of the work undertaken by the Registration Department.
- 1.3 The Committee is invited to discuss the proposed commentary and data included in appendices 1 and 2 to identify those that they consider are most relevant and critical to performance reporting. The chosen data will then be developed further (where appropriate) and a registration performance report will be presented to the Committee in June 2018, with an annual registration report presented for review at the end of the next financial year (2018/19).

### **2. Registration performance reporting**

#### **Current approach**

- 2.1 The current approach to registration performance reporting involves the following.
  - A narrative Chief Executive's report is considered at each Council meeting (six times a year), which incorporates registration performance. This report highlights key areas of organisational performance and provides updates about internal or external developments or activities.

An overall HCPC performance report is considered by the Council four times a year (March, July, September and December meetings) which incorporates registration performance. This includes a consistent data set and commentary (regular and by exception) on performance.
  - The Operations Directorate work plan which includes registration performance is also considered by Council each year and includes short summaries of activity and performance in the last year.
  - Regular reports on registration performance in some areas are made on a less frequent basis to both Council and ETC – for example, annual reports are considered on Continuing Professional Development (CPD) and International Professional Equivalence is reported on when appropriate.

- This is in addition to regular reporting on registration performance at monthly meetings of the Executive Management Team (EMT).

### 3. Developing registration management reporting to ETC

In addition to the ETC's previous discussion and feedback, the Executive has also reviewed the approaches to committees of other regulators and referred to the dataset we provide to the Professional Standards Authority (PSA) on a quarterly basis as part of the annual performance review.<sup>1</sup>

#### New approach

The proposed performance report for ETC would consist of the following.

3.1 **Management Commentary.** The commentary would focus on highlighting and explaining key areas of the performance data and their impact on the registration department. A short description of any significant activities in the Registration Department which in the Executive's opinion should be brought to the ETC's attention would also be included.

3.2 Appendix 1 provides an initial example of the new performance report, including key areas which would be included routinely in the commentary and those which may be covered in exception. Future reports will focus on providing:

- Any trends / significant variances in registration numbers compared to forecast and their impact.
- Any trends / significant variances in application numbers compared to forecast and their impact.
- Any trends / significant variances in processing times compared to service standards and their impact.
- Any trends / significant variances in call and emailing handling volumes and times, compared to (the) previous reporting period(s) and service standards and their impact.
- Any significant trends in registration appeal volumes, processing times or outcomes and their impact.

3.3 **Performance data.** The proposed data provided in Appendix 1 will enable the ETC to focus on the data which best enables the ETC to perform its role, in monitoring and assessing overall registration performance.

#### New registration annual report

The annual registration report would be published to provide registrants and stakeholders with an overview of the work undertaken by the Registration Department. The table contained in Appendix 2 provides an initial proposal of the data that would be included in an annual report. The Committee is invited to

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<sup>1</sup> In each of the regulators' performance review reports, the PSA includes a set of 'key comparators' drawn from the quarterly data set each regulator has to return.

review appendix 2 and identify the data that they consider as most relevant and critical to an annual report. The chosen data will then be developed further (where appropriate) and an annual report will be presented at the end of the next financial year (2018/19).

## Appendix 1 - Registration Department Performance Report– Management Commentary

This report provides an update about the work of the Registration Department for November and December 2017.

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## **1. Executive summary**

### **1.1. Registration**

- All of the department's service standards were achieved for the period November and December 2017.
- 164 less UK telephone calls were received compared to the same period two years ago.
- 1,983 UK applications were received during the period which is 130 (or 7%) more compared to the same period last year, and 106 (or 5.6%) more than forecast.
- 460 international applications were registered which is 52 (or 12.7%) more compared to the same period last year, and 33.8% fewer than forecast.
- Recruitment is ongoing for 8 existing vacant roles in the registration department.
- 297 paper renewals forms were received which is 724 (or 70.9%) fewer than the same period in 2015, demonstrating further that our decision to remove the sending of the renewal form has had the desired impact.

## **2. General**

### **2.1. UK telephone calls**

- 16,852 telephone calls were received through the UK call queues. This is 164 (or 1%) less than the same period two years ago, and 161 (or 0.9%) fewer than forecast.
- 95% of calls were answered compared to 98.5% during the same period two years ago.

### **2.2. International telephone calls**

- 1,210 telephone calls were received through the international call queue. This is 16 (or 1.3%) fewer than the same period last year.
- 99% of calls were answered compared to 98.5% during the same period last year.

### **2.3. UK applications**

- 1,983 UK applications were received during the period which is 130 (or 7%) more compared to the same period last year, and 106 (or 5.6%) more than forecast.
- 2,181 UK applications were registered which is 279 (or 14.7%) more than forecast.
- All UK applications were processed within 4 working days.

### **2.4. International applications**

- A total of 755 new international / EMR applications were received which is 137 (or 15.3%) fewer than forecast.
- 68 more international / EMR applications were received compared to the same period last year, which represents a 9.9% increase.
- 460 applications were registered which is 52 (or 12.7%) more compared to the same period last year, and 33.8% fewer than forecast.
- On average, all European Mutual Recognition (EMR) applications were processed in 54 working days and Non-EMR applications in 53 working days.

### **2.5. Visiting European health professional declarations**

- 15 declarations were received during the period which is 34 (or 69.4%) fewer compared to the same period last year. At the end of this period there were 103 registered visiting European health professionals, which is 154 (or 59.9%) fewer than the same period last year and 75 fewer than forecast.

### **2.6. European Professional Card (EPC)**

- 3 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state on a temporary and occasional basis
- 20 EPC applications from physiotherapists were received who qualified in other European states who want to establish themselves in the UK and use the protected title.
- 4 EPC application was received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.



- 4 EPC applications have been added to the Register of visiting professionals.

### **2.7. Readmission applications**

- All readmission applications were processed within 3 working days.

### **2.8. UK emails**

- A total of 5,754 emails were received which is 195 (or 3.5%) more than the same period in 2015. All emails were answered on average within 2 working days.

### **2.9. International emails**

- A total of 3,057 emails were received which is 336 (or 12.3%) more compared to the same period last year.

### **2.10. Continuing Professional Development (CPD) audit**

- A total of 836 registrants were selected for audit of their CPD.
- A total of 478 CPD profiles were received during this period and all profiles were acknowledged within 4 working days. All complete CPD profiles were being processed within 60 working days of receipt.
- 820 profiles were assessed during the 5 assessment days held in November and December of which 31 profiles were assessed electronically.

### **2.11. Registration renewals**

- The renewal window for biomedical scientists closed on 30 November 2017.
- A total of 95.1% of biomedical scientists renewed their registration, 98.3% of biomedical scientists used the online system, which is 4.4% more than the same period two years ago.
- 297 paper renewals forms were received which is 724 (or 70.9%) fewer than the same period in 2015, demonstrating further that our decision to remove the sending of the renewal form has had the desired impact.
- The renewal window for radiographers opened on 1 December 2017.

- At the time of writing (12 January 2018) a total of 48.1% of radiographers have successfully renewed their registration in line with their current renewal cycle (1 December 2017 – 29 February 2018).

#### **2.12. Postal correspondence**

- On average, postal correspondence was processed within 3 working days of receipt.

#### **2.13. Registration appeals**

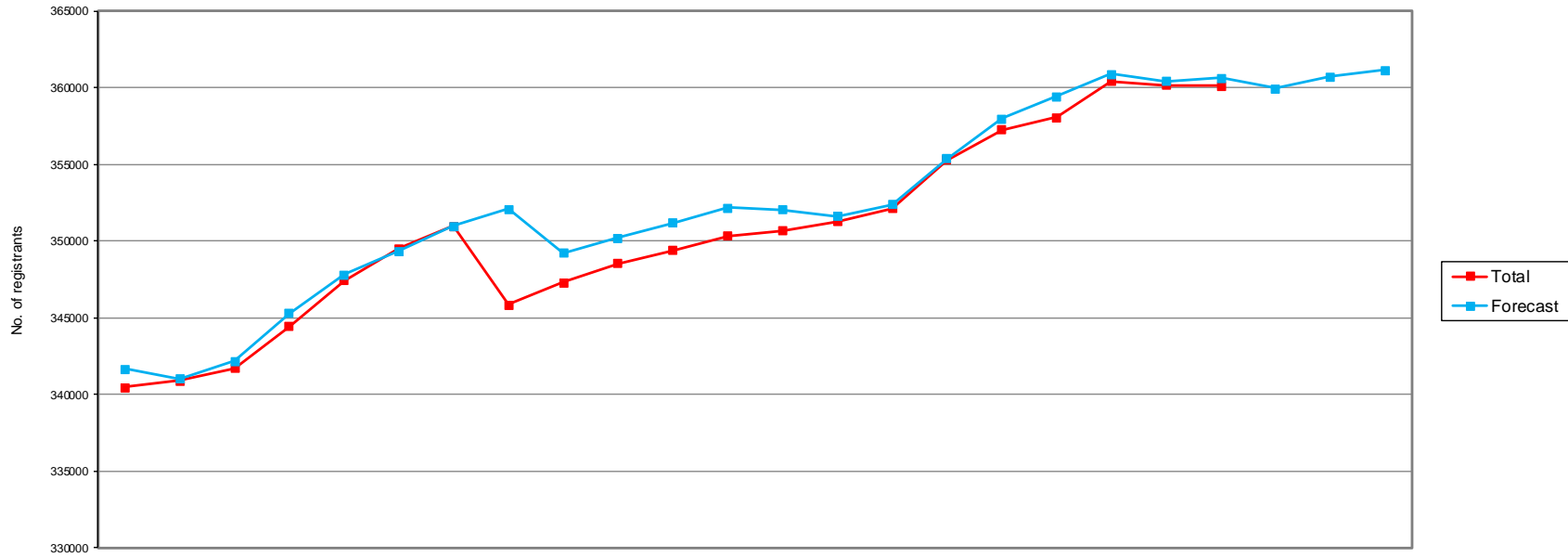
- 5 new registration appeals were received, which is 5 (or 50%) fewer than forecast.
- Registration Appeal Panels considered a total of 9 appeals, determining that the appeal should be allowed in 6 cases, dismissed in 2 cases and a substitute decision in 1 case. The date of the panels were 14 November 2017 and 4 December 2017

#### **2.14. Employees**

- An assessment day was held during on 29 November 2017, following which 3 candidates were offered registration advisor roles.
- At the time of writing this report (12 Jan 2018) recruitment is ongoing for the following roles:
  - 4 x registration advisors
  - 1 x apprentice.
  - 1 x 3 month FTC registration quality assurance manager
  - 1 x 12 month FTC registration quality assurance advisor
  - 1 x registration manager
- Training continues to be provided to employees as part of our multi-skilling training programme.

Number of Registrants by Profession April 2016 - March 2018

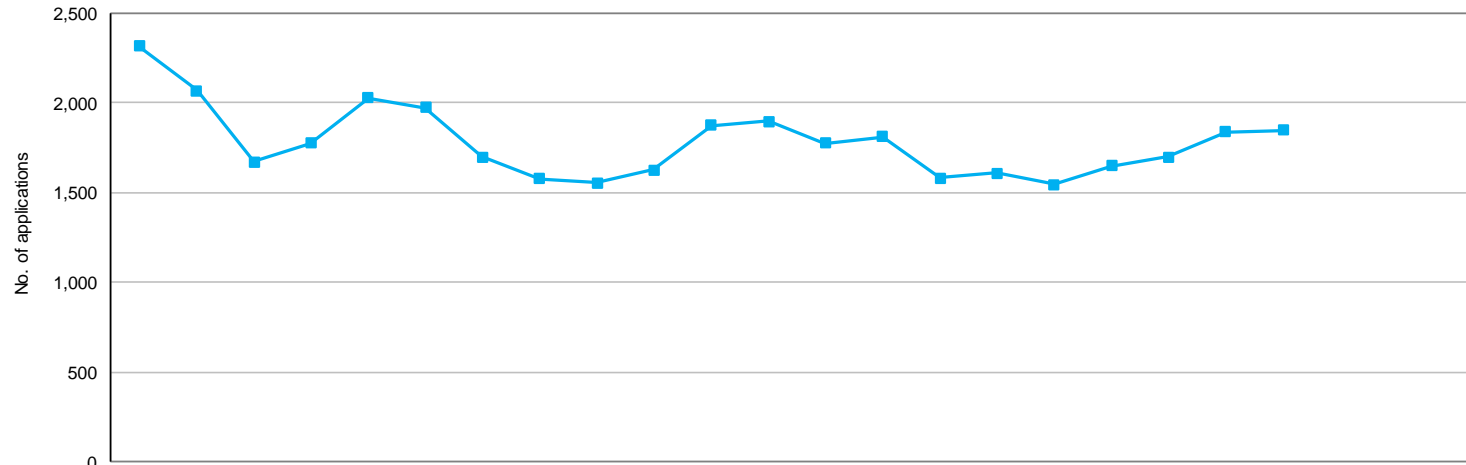
Registration Department



	2016			2017												2018												15/16	16/17	17/18
	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			
Arts therapists	3,887	3,886	3,705	3,741	3,816	3,875	3,922	3,952	3,970	3,997	4,019	4,026	4,040	4,043	4,057	4,099	4,170	4,209	4,262	4,273	4,288				3,897	4,026	4,288			
Bio. scientists	22,191	22,228	22,305	22,386	22,534	22,626	22,655	22,631	22,708	22,794	22,849	22,902	22,906	22,879	22,974	23,100	23,172	23,119	23,153	23,142	22,121				22,154	22,902	22,121			
Chirops/pods	13,123	13,098	13,106	13,111	12,842	12,900	12,930	12,936	12,945	12,921	12,930	12,931	12,920	12,914	12,949	13,075	13,128	13,163	13,185	13,186	13,164				13,121	12,931	13,164			
Cl. Scientists	5,402	5,418	5,432	5,442	5,449	5,452	5,463	5,484	5,559	5,616	5,636	5,663	5,688	5,713	5,740	5,741	5,738	5,514	5,559	5,675	5,732				5,376	5,663	5,732			
Dietitians	9,004	9,000	8,926	8,828	8,942	8,994	9,013	9,035	9,042	9,069	9,084	9,107	9,120	9,131	9,173	9,355	9,464	9,505	9,541	9,556	9,547				8,986	9,107	9,547			
Hearing aid disps	2,457	2,458	2,457	2,451	2,412	2,459	2,493	2,518	2,537	2,561	2,580	2,593	2,607	2,627	2,648	2,682	2,726	2,761	2,803	2,836	2,857				2,442	2,593	2,857			
OTs	36,338	36,388	36,460	36,844	37,303	37,415	37,606	37,749	37,814	37,898	37,986	38,080	38,047	38,131	38,240	38,579	38,889	38,919	38,969	37,799	37,922				36,272	38,080	37,922			
ODPs	12,836	12,812	12,833	12,856	12,986	13,184	13,232	12,925	12,978	13,018	13,037	13,052	13,082	13,086	13,122	13,175	13,289	13,484	13,602	13,595	13,630				12,811	13,052	13,630			
Orthoptists	1,383	1,383	1,386	1,406	1,433	1,440	1,447	1,448	1,450	1,452	1,451	1,451	1,448	1,447	1,439	1,450	1,407	1,424	1,432	1,441	1,441				1,385	1,451	1,441			
Paramedics	22,492	22,553	22,626	22,778	22,941	23,300	23,441	23,519	23,600	23,763	23,877	23,992	24,084	24,230	24,285	24,459	24,031	24,455	24,722	24,976	25,113				22,380	23,992	25,113			
Physiotherapists	49,793	50,181	50,493	51,199	51,835	52,112	52,299	52,426	52,515	52,631	52,767	52,915	52,906	53,057	53,359	54,030	54,532	54,744	54,852	54,980	55,050				51,662	52,915	55,050			
Pract psychs	21,527	21,551	21,618	21,670	21,750	21,939	22,239	22,400	22,471	22,554	22,593	22,604	22,544	22,521	21,993	22,085	22,172	22,311	22,695	22,853	22,960				21,470	22,604	22,960			
Prosth/orthotists	1,006	1,007	1,013	1,037	1,051	1,054	1,056	1,060	1,062	1,061	1,064	1,063	1,062	1,062	1,072	1,091	1,094	1,037	1,045	1,049	1,050				1,005	1,063	1,050			
Radiographers	30,317	30,418	30,623	31,292	31,599	31,800	31,843	31,900	31,936	31,966	31,945	32,072	32,112	32,183	32,469	33,092	33,278	33,451	33,570	33,638	33,618				30,244	32,072	33,618			
Social workers	93,491	93,259	93,444	93,962	94,934	95,328	95,575	90,069	90,901	91,369	91,673	91,944	92,181	92,275	92,613	93,183	93,950	94,510	95,380	95,388	95,824				93,341	91,944	95,824			
SLTs	15,231	15,262	15,296	15,424	15,594	15,662	15,766	15,810	15,831	15,886	15,910	15,935	15,941	15,967	16,009	16,120	16,200	15,475	15,671	15,785	15,818				15,199	15,935	15,818			
<b>Total</b>	<b>340,478</b>	<b>340,902</b>	<b>341,118</b>	<b>344,427</b>	<b>347,421</b>	<b>349,540</b>	<b>350,980</b>	<b>345,862</b>	<b>347,319</b>	<b>348,556</b>	<b>349,401</b>	<b>350,330</b>	<b>350,688</b>	<b>351,266</b>	<b>352,142</b>	<b>355,372</b>	<b>357,240</b>	<b>358,081</b>	<b>360,441</b>	<b>360,172</b>	<b>360,135</b>				<b>341,745</b>	<b>350,330</b>	<b>360,135</b>			
<b>Forecast</b>	<b>341,668</b>	<b>341,028</b>	<b>342,180</b>	<b>345,306</b>	<b>347,830</b>	<b>349,364</b>	<b>350,988</b>	<b>352,097</b>	<b>349,234</b>	<b>350,232</b>	<b>351,180</b>	<b>352,166</b>	<b>352,060</b>	<b>351,638</b>	<b>352,411</b>	<b>355,372</b>	<b>357,966</b>	<b>359,434</b>	<b>360,907</b>	<b>360,402</b>	<b>360,618</b>	<b>359,969</b>	<b>360,725</b>	<b>361,158</b>	<b>340,814</b>	<b>352,166</b>	<b>361,158</b>			

International applications workflow process at end of each month April 2016 - March 2018

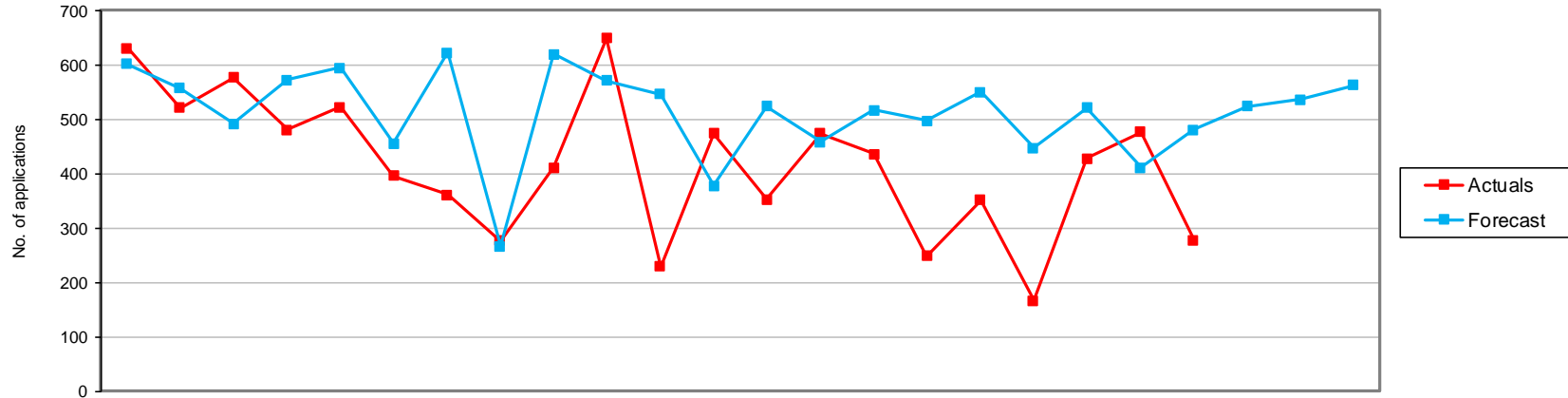
Registration Department



Current status	2016			2017									2018			15/16	16/17	17/18									
	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
Minimum info	551	555	253	237	161	169	194	198	185	312	237	289	339	302	235	208	212	201	238	232	219				386	289	219
At scrutiny	1,419	1,164	1,119	1,258	1,550	1,385	1,109	1,043	1,075	1,000	1,271	1,252	1,062	1,098	993	1,044	937	1,094	1,083	1,244	1,274				1,126	1,252	1,274
Pending reg fee	343	347	301	280	315	417	393	336	292	313	366	354	374	409	352	358	397	353	378	362	353				252	354	353
<b>Total</b>	<b>2,313</b>	<b>2,066</b>	<b>1,673</b>	<b>1,775</b>	<b>2,026</b>	<b>1,971</b>	<b>1,696</b>	<b>1,577</b>	<b>1,552</b>	<b>1,625</b>	<b>1,874</b>	<b>1,895</b>	<b>1,775</b>	<b>1,809</b>	<b>1,580</b>	<b>1,610</b>	<b>1,546</b>	<b>1,648</b>	<b>1,699</b>	<b>1,838</b>	<b>1,846</b>				<b>1,764</b>	<b>1,895</b>	<b>1,846</b>

New International Applications Received April 2016 - March 2018

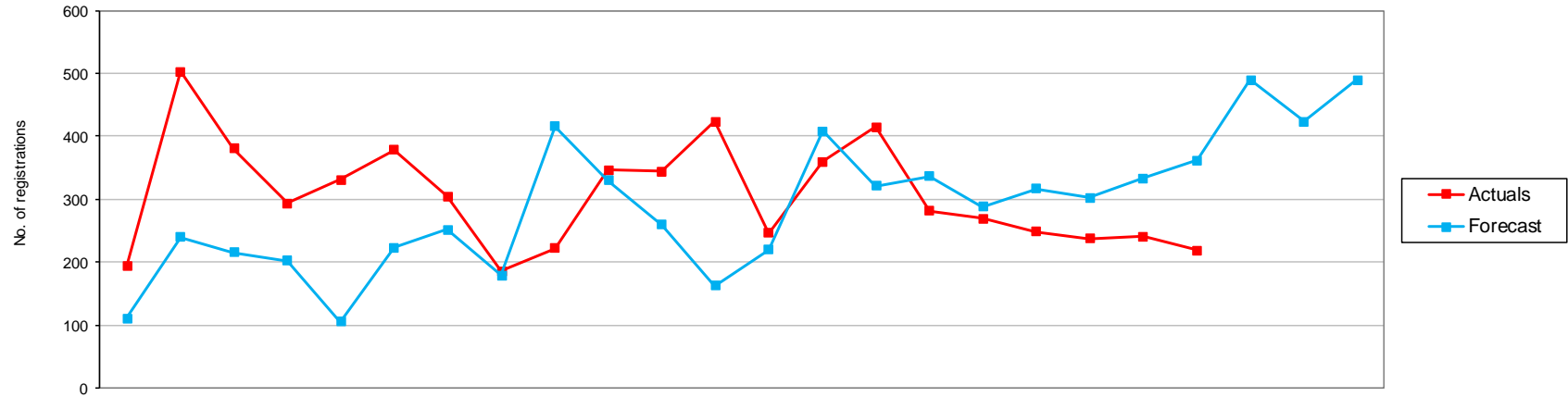
Registration Department



	2016												2017												2018												15/16	16/17	17/18
	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	YTD
Arts therapists	0	1	3	7	5	2	5	0	2	9	0	0	1	1	4	1	2	2	3	1	0	21	34	15															
Bio. scientists	34	37	33	32	33	26	19	11	26	30	11	38	18	22	26	13	18	17	29	35	11	417	330	189															
Chirops/pods	9	5	3	2	4	5	7	3	4	4	0	3	4	8	5	3	4	2	4	2	0	74	49	32															
CI Scientists	9	13	11	11	7	3	11	5	4	7	5	10	7	4	9	9	4	4	9	10	3	99	96	59															
Dietitians	44	26	25	21	19	18	12	8	14	17	5	27	20	32	24	8	21	3	19	17	10	288	236	154															
Hearing aid disps	3	2	2	1	8	1	3	0	5	5	2	3	3	2	4	1	1	2	43	2	3	41	35	61															
OTs	36	32	31	26	45	27	35	23	38	61	13	33	19	26	36	10	24	12	4	35	14	491	400	180															
ODPs	2	2	4	0	0	0	2	3	0	2	2	2	1	3	2	2	0	1	0	3	1	11	19	13															
Orthoptists	4	0	0	0	2	0	1	1	0	0	0	0	0	0	3	0	0	0	1	0	4	8	4																
Paramedics	31	44	51	29	36	34	28	35	61	71	30	57	16	28	32	3	20	8	19	31	46	559	507	203															
Physiotherapists	207	150	177	117	140	113	99	69	92	187	64	128	108	132	106	78	117	52	112	96	76	1,581	1,543	877															
Pract psychs	58	31	40	39	40	33	24	21	23	29	15	26	19	37	30	28	18	9	28	37	15	398	379	221															
Prosth/orthotists	2	0	0	1	1	0	2	1	2	1	1	3	2	4	2	1	1	2	0	1	2	16	14	15															
Radiographers	92	69	93	75	88	72	61	45	69	118	41	80	73	87	83	39	72	27	81	126	58	955	903	646															
Social workers	79	87	88	100	76	53	37	38	57	80	33	48	49	70	58	43	44	20	61	62	30	747	776	437															
SLTs	20	22	16	19	18	9	15	13	14	28	7	16	12	17	12	10	5	5	15	18	9	289	197	103															
<b>Total</b>	<b>630</b>	<b>521</b>	<b>577</b>	<b>480</b>	<b>522</b>	<b>396</b>	<b>361</b>	<b>276</b>	<b>411</b>	<b>649</b>	<b>229</b>	<b>474</b>	<b>352</b>	<b>473</b>	<b>436</b>	<b>249</b>	<b>351</b>	<b>166</b>	<b>427</b>	<b>477</b>	<b>278</b>	<b>5,991</b>	<b>5,526</b>	<b>3,209</b>															
<b>Forecast</b>	<b>602</b>	<b>557</b>	<b>491</b>	<b>572</b>	<b>594</b>	<b>455</b>	<b>623</b>	<b>267</b>	<b>620</b>	<b>571</b>	<b>546</b>	<b>378</b>	<b>523</b>	<b>458</b>	<b>516</b>	<b>497</b>	<b>550</b>	<b>447</b>	<b>521</b>	<b>411</b>	<b>481</b>	<b>523</b>	<b>536</b>	<b>562</b>	<b>5,625</b>	<b>6,276</b>	<b>6,025</b>												

International Registrations April 2016 - March 2018

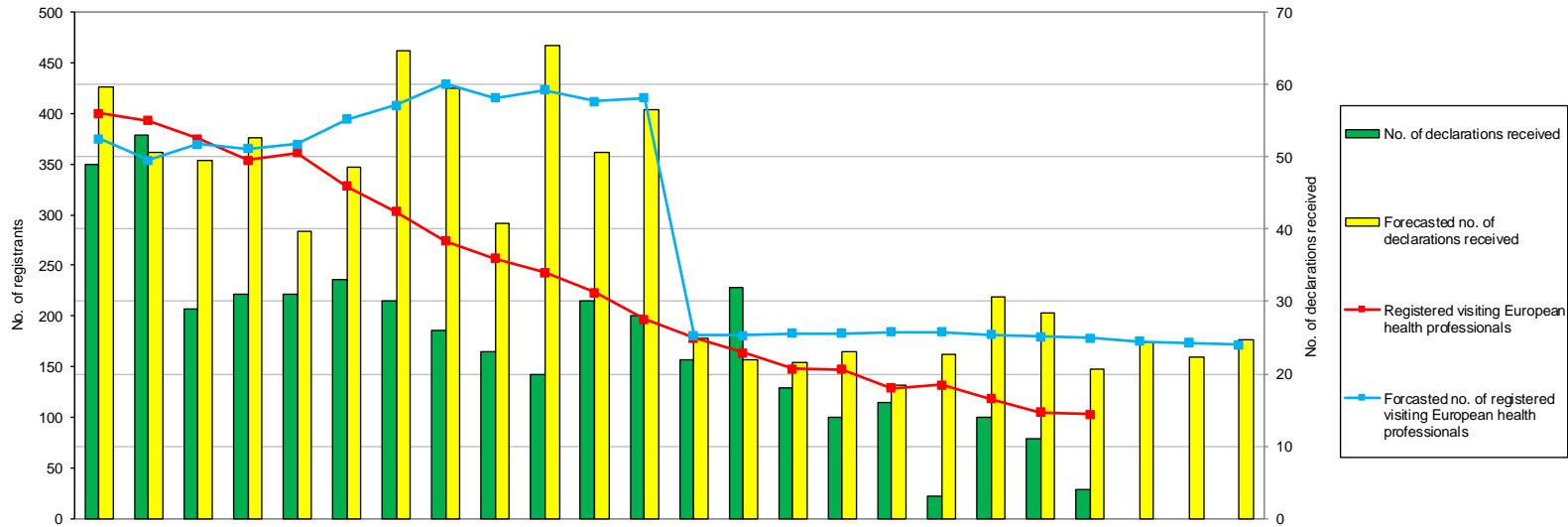
Registration Department



	2016			2017												2018												15/16 FYE	16/17 FYE	17/18 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	0	0	4	1	0	0	2	0	0	0	3	2	3	1	3	1	0	0	0	1	0	7	12	9						
Bio. scientists	22	33	22	11	23	22	17	11	28	21	18	19	15	22	25	19	10	15	7	3	38	213	247	154						
Chirops/pods	5	4	1	0	9	2	2	0	2	6	6	4	2	3	4	2	7	2	2	3	5	37	41	30						
CI scientists	0	5	3	5	2	4	3	2	3	7	3	3	3	6	7	2	2	0	8	3	2	34	40	33						
Dietitians	6	10	6	41	16	19	6	11	4	21	12	17	12	13	8	29	23	11	17	8	7	107	169	128						
Hearing aid disps	2	0	0	1	6	3	1	2	2	1	0	4	2	5	3	2	1	1	1	0	0	21	22	15						
OTs	25	32	32	27	33	27	20	33	6	32	31	45	23	32	17	20	16	8	3	50	22	255	343	191						
ODPs	1	1	0	0	0	0	0	1	0	2	0	1	0	2	1	0	2	1	0	0	2	12	6	8						
Orthoptists	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	1	2	2	3						
Paramedics	22	28	21	24	14	31	17	12	20	57	48	32	29	30	23	19	9	42	13	18	5	424	326	188						
Physiotherapists	10	208	133	102	103	125	106	55	37	75	85	110	42	128	136	78	92	78	70	60	35	695	1,149	719						
Pract psychs	17	9	26	11	18	15	19	9	10	18	15	15	3	6	49	9	13	13	14	23	10	130	182	140						
Prosth/orthotists	1	0	1	0	3	0	3	0	2	0	2	3	1	1	4	4	2	0	2	0	0	8	15	14						
Radiographers	45	105	67	33	59	62	57	30	21	54	53	105	54	59	77	52	57	39	56	43	36	425	691	473						
Social workers	28	52	50	29	35	51	36	8	83	38	53	51	46	32	45	36	31	33	28	19	52	334	514	322						
SLTs	9	16	14	8	10	17	16	12	4	13	15	12	11	20	13	9	4	4	16	9	4	167	146	90						
<b>Total</b>	193	503	380	294	331	378	305	186	222	346	344	423	246	360	415	282	269	248	237	241	219	2,871	3,905	2,517						
<b>Forecast</b>	111	240	216	202	106	224	252	179	416	330	259	163	220	408	321	336	288	317	302	333	362	490	423	489	3,150	2,698	4,289			

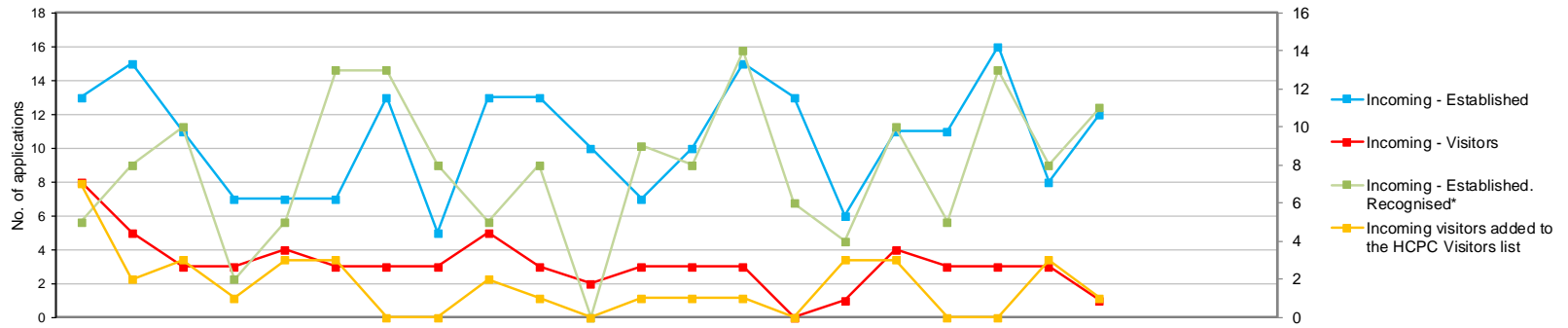
Register of visiting European health professionals under EU Directive 2005/36/EC April 2016 - March 2018

Registration Department



	2016												2017												2018												15/16	16/17	17/18							
	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	YTD							
No. of declarations received	49	53	29	31	31	33	30	26	23	20	30	22	32	18	14	16	3	14	11	4				702	383	134																				
Registered visiting European health professionals	400	393	375	354	361	328	303	274	257	243	223	197	178	164	148	147	129	132	118	105	103				371	197	103																			
Forecasted no. of declarations received	60	51	49	53	40	49	65	59	41	65	51	57	25	22	22	23	18	23	31	28	21	24	22	25	625	638	284																			
Forecasted no. of registered visiting European health professionals	375	354	370	365	370	394	408	429	416	423	412	416	181	181	183	183	184	184	182	180	178	175	174	171	390	416	171																			

European Professional Card (EPC) incoming applications April 2016 - March 2018

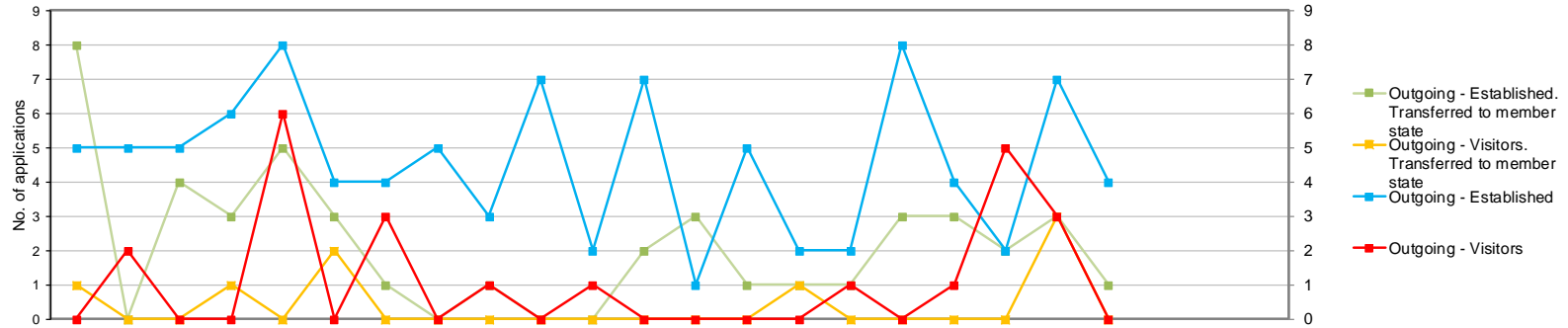


	2016												2017												2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Incoming - Established	13	15	11	7	7	7	13	5	13	13	10	7	10	15	13	6	11	11	16	8	12															
Incoming - Visitors	8	5	3	3	4	3	3	3	5	3	2	3	3	3	0	1	4	3	3	3	1															
Incoming - Established, Recognised*	5	8	10	2	5	13	13	8	5	8	0	9	8	14	6	4	10	5	13	8	11															
Incoming visitors added to the HCPC Visitors list	7	2	3	1	3	3	0	0	2	1	0	1	1	1	0	3	3	0	0	3	1															

	15/16 FYE	16/17 FYE	17/18 YTD
Incoming - Established	6	121	102
Incoming - Visitors	5	45	21
Incoming - Established, Recognised*	2	86	79
Incoming visitors added to the HCPC Visitors list	3	23	12



European Professional Card (EPC) outgoing applications April 2016 - March 2018

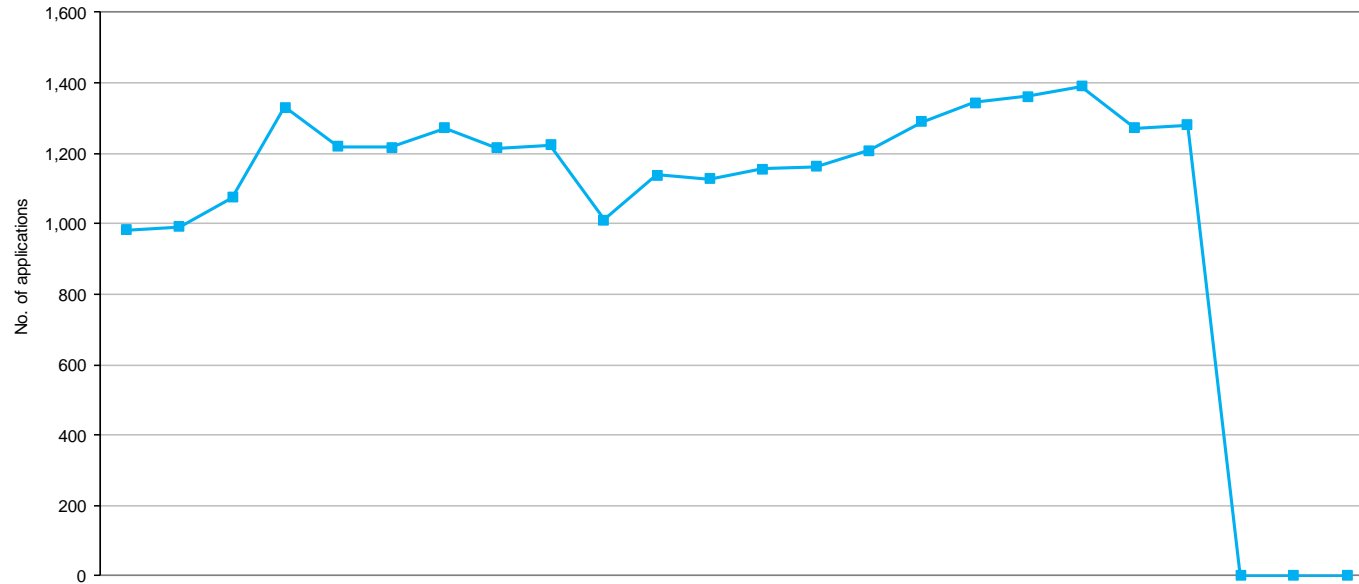


	2016												2017												2018		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Outgoing - Established	5	5	5	6	8	4	4	5	3	7	2	7	1	5	2	2	8	4	2	7	4						
Outgoing - Visitors	0	2	0	0	6	0	3	0	1	0	1	0	0	0	0	1	0	1	5	3	0						
Outgoing - Established. Transferred to member state	8	0	4	3	5	3	1	0	1	0	0	2	3	1	1	1	3	3	2	3	1						
Outgoing - Visitors. Transferred to member state	1	0	0	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0						

15/16 FYE	16/17 FYE	17/18 YTD
14	61	35
2	13	10
1	27	18
0	4	4

UK applications workflow process at end of each month April 2016 - March 2018

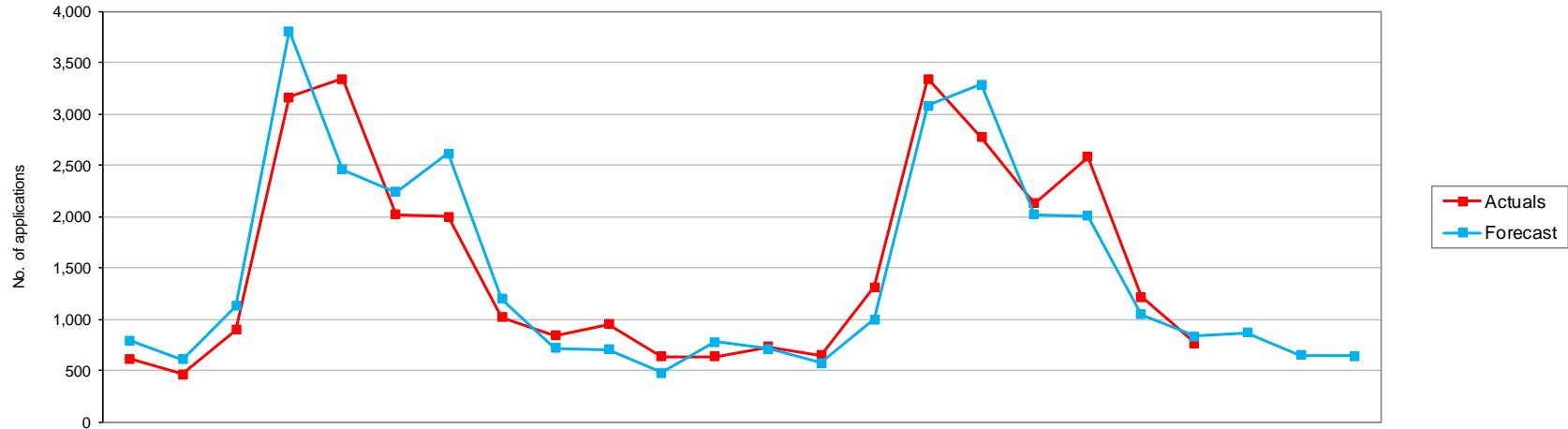
Registration Department



Current status	2016			2017									2018									15/16	16/17	17/18			
	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
Minimum info	975	985	1,068	1,317	1,211	1,207	1,256	1,198	1,207	1,000	1,128	1,111	1,142	1,148	1,191	1,267	1,327	1,341	1,371	1,257	1,269				1,041	1,111	1,269
At scrutiny	1	1	1	2	1	1	5	1	2	1	1	4	1	1	4	7	4	7	3	2	2				1	4	2
Pending reg fee	6	6	6	12	8	9	12	17	14	10	10	12	14	13	13	15	14	14	16	14	10				8	12	10
<b>Total</b>	<b>982</b>	<b>992</b>	<b>1,075</b>	<b>1,331</b>	<b>1,220</b>	<b>1,217</b>	<b>1,273</b>	<b>1,216</b>	<b>1,223</b>	<b>1,011</b>	<b>1,139</b>	<b>1,127</b>	<b>1,157</b>	<b>1,162</b>	<b>1,208</b>	<b>1,289</b>	<b>1,345</b>	<b>1,362</b>	<b>1,390</b>	<b>1,273</b>	<b>1,281</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,050</b>	<b>1,127</b>	<b>1,281</b>

New UK Applications Received April 2016 - March 2018

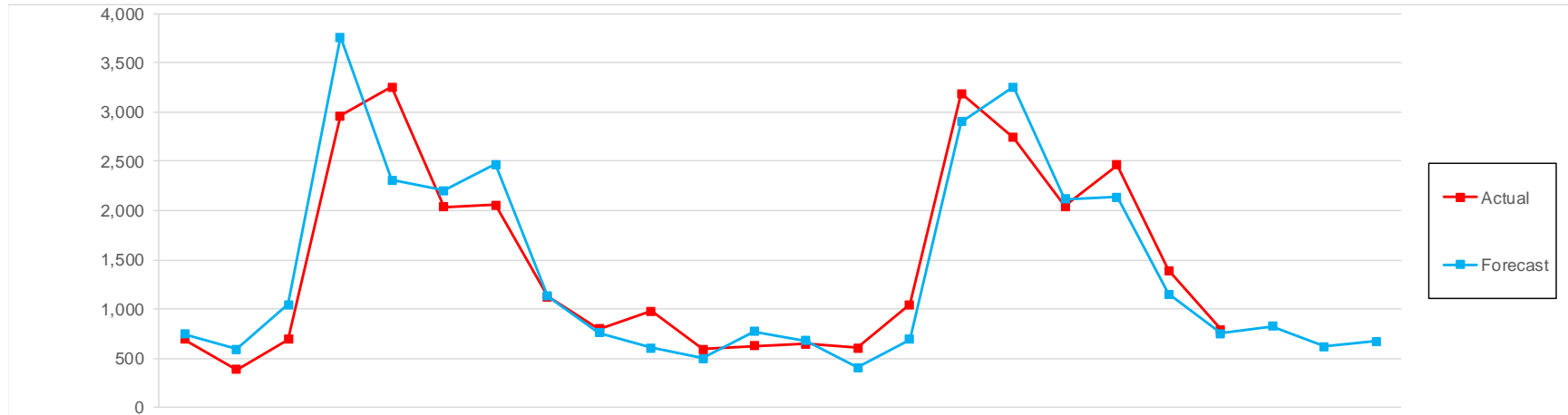
Registration Department



	2016			2017									2018									15/16 FYE	16/17 FYE	17/18 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	12	18	8	31	73	51	50	33	21	23	13	10	18	11	10	43	73	41	57	29	13	304	343	295			
Bio. scientists	49	51	62	107	144	68	100	66	48	97	58	51	46	53	71	138	101	72	106	80	80	840	901	747			
Chirops/pods	3	0	78	143	73	44	17	6	6	8	3	2	2	2	91	125	52	30	24	8	3	360	383	337			
CI Scientists	28	14	12	14	17	6	13	24	95	40	27	25	23	22	20	23	17	23	54	83	47	303	315	312			
Dietitians	35	13	38	143	73	24	18	12	6	8	6	11	10	6	60	145	88	28	19	10	1	428	387	367			
Hearing aid disps	16	7	6	33	65	27	45	18	21	27	13	8	16	10	17	39	57	41	41	29	16	278	286	266			
OTs	43	30	49	393	439	168	198	91	53	71	69	49	42	42	90	412	341	182	227	101	45	1,663	1,653	1,482			
ODPs	39	13	26	45	177	153	97	27	13	25	10	16	51	13	33	67	151	210	95	17	26	679	641	663			
Orthoptists	0	0	6	21	28	8	6	2	2	2	1	0	0	0	1	17	28	9	6	5	1	63	76	67			
Paramedics	85	59	94	125	242	274	161	63	94	160	104	94	116	108	106	268	274	294	270	158	121	1,435	1,555	1,715			
Physiotherapists	30	22	111	646	480	153	135	65	59	69	79	55	48	20	188	671	412	151	154	72	39	1,881	1,904	1,755			
Pract psychs	36	36	43	48	78	156	347	132	76	72	39	37	57	40	43	48	68	153	396	123	70	1,074	1,100	998			
Prosth/orthotists	1	0	7	23	12	4	1	2	0	1	2	1	0	2	9	19	7	3	2	2	0	51	54	44			
Radiographers	14	35	223	649	250	104	45	27	21	14	21	22	16	36	301	537	201	141	71	23	8	1,397	1,425	1,334			
Social workers	203	143	116	597	1,020	703	646	413	309	281	164	201	270	270	247	619	765	648	956	430	275	5,374	4,796	4,480			
SLTs	19	21	15	145	170	73	115	35	13	52	25	51	13	12	28	167	133	98	103	46	22	780	734	622			
<b>Total</b>	<b>613</b>	<b>462</b>	<b>894</b>	<b>3,163</b>	<b>3,341</b>	<b>2,016</b>	<b>1,994</b>	<b>1,016</b>	<b>837</b>	<b>950</b>	<b>634</b>	<b>633</b>	<b>728</b>	<b>647</b>	<b>1,315</b>	<b>3,338</b>	<b>2,768</b>	<b>2,124</b>	<b>2,581</b>	<b>1,216</b>	<b>767</b>	<b>16,910</b>	<b>16,553</b>	<b>15,484</b>			
<b>Forecast</b>	<b>790</b>	<b>608</b>	<b>1,124</b>	<b>3,803</b>	<b>2,453</b>	<b>2,235</b>	<b>2,612</b>	<b>1,196</b>	<b>716</b>	<b>705</b>	<b>478</b>	<b>775</b>	<b>713</b>	<b>571</b>	<b>999</b>	<b>3,076</b>	<b>3,287</b>	<b>2,016</b>	<b>2,006</b>	<b>1,043</b>	<b>834</b>	<b>868</b>	<b>651</b>	<b>644</b>	<b>18,058</b>	<b>17,495</b>	<b>16,708</b>

New UK Registrations April 2016 - March 2018

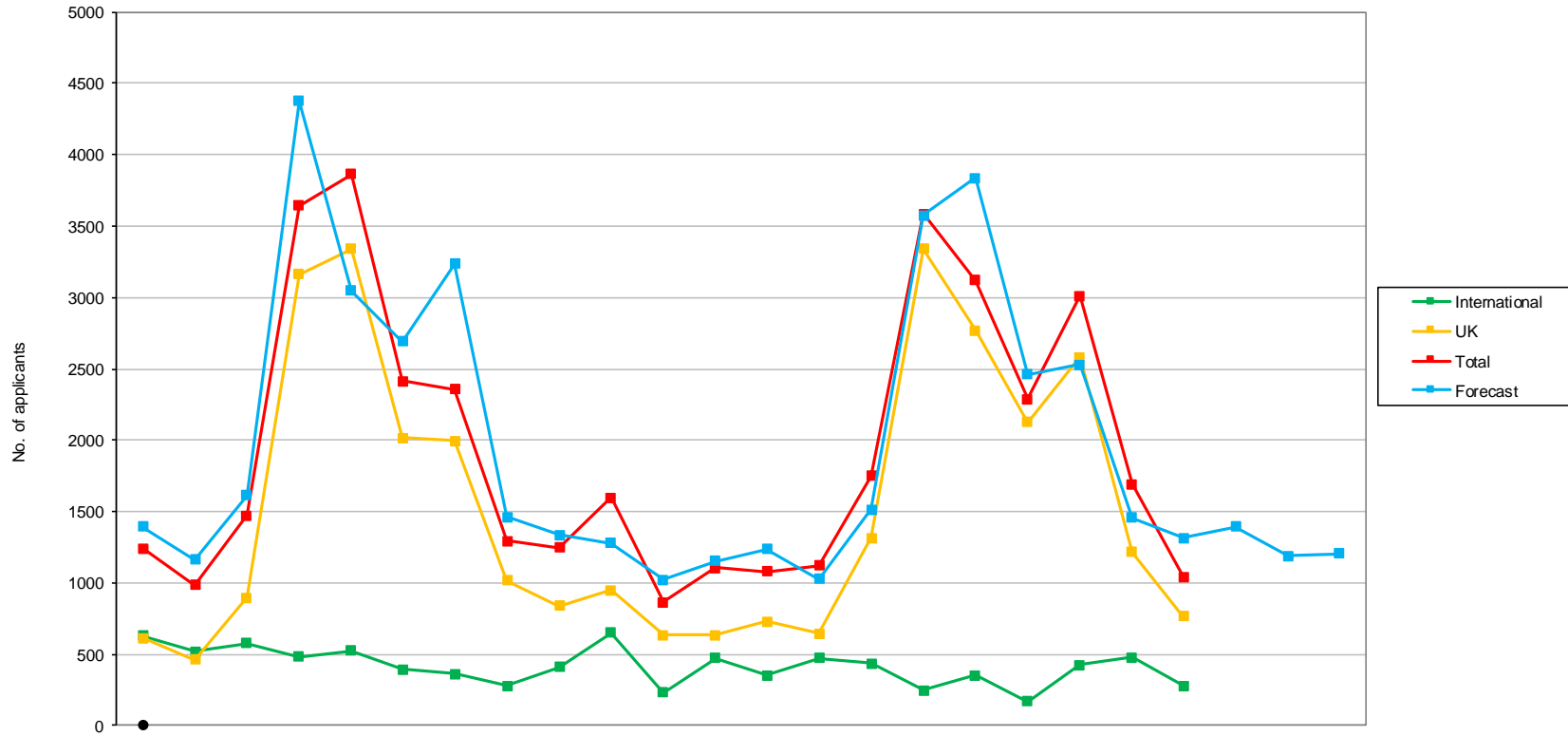
Registration Department



	2016			2017									2018									15/16	16/17	17/18			
	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
Arts therapists	14	16	7	23	68	55	50	30	18	23	18	10	14	8	8	41	68	37	53	28	13				287	332	270
Bio. scientists	49	40	54	95	148	70	83	63	50	76	58	48	42	36	70	115	92	69	82	70	76				775	834	652
Chirops/pods	6	0	54	146	82	36	28	6	7	7	2	2	2	2	68	134	55	34	25	9	2				356	376	331
CI Scientists	26	13	10	11	14	8	11	24	75	51	24	27	26	20	18	20	13	18	27	101	46				285	294	289
Dietitians	34	7	40	132	82	24	27	12	5	8	2	11	3	8	48	153	86	30	22	10	1				419	384	361
Hearing aid disps	15	5	7	25	58	34	37	24	17	25	21	9	13	11	15	41	46	39	40	31	18				271	277	254
OTs	51	25	42	360	442	173	201	105	55	69	57	58	39	41	81	351	375	174	225	116	45				1,642	1,638	1,447
ODPs	35	14	23	30	132	168	120	35	14	31	7	18	40	25	25	58	114	203	124	43	23				673	627	655
Orthoptists	0	1	5	21	28	8	7	2	2	2	0	0	0	0	1	16	26	9	5	7	1				62	76	65
Paramedics	108	44	62	146	192	303	178	80	70	174	104	85	87	126	64	198	275	326	235	233	129				1,398	1,546	1,673
Physiotherapists	38	17	86	588	510	145	153	72	57	72	60	59	54	14	141	640	430	170	159	70	43				1,840	1,857	1,721
Pract psychs	43	35	33	45	66	124	344	173	60	83	35	35	51	32	43	45	63	123	364	137	86				1,027	1,076	944
Prosth/orthotists	0	0	5	24	14	5	0	2	1	0	2	1	0	0	7	21	8	1	3	2	1				50	54	43
Radiographers	18	9	152	664	286	120	44	40	22	17	17	22	14	7	198	621	219	142	77	31	9				1,366	1,411	1,318
Social workers	229	136	93	524	957	700	655	418	326	289	159	186	247	260	230	586	735	576	916	452	273				5,239	4,672	4,275
SLTs	27	19	17	131	178	61	120	38	20	50	25	50	13	12	24	148	140	90	103	53	22				778	736	605
<b>Total</b>	<b>693</b>	<b>381</b>	<b>690</b>	<b>2,965</b>	<b>3,257</b>	<b>2,034</b>	<b>2,058</b>	<b>1,124</b>	<b>799</b>	<b>977</b>	<b>591</b>	<b>621</b>	<b>645</b>	<b>602</b>	<b>1,041</b>	<b>3,188</b>	<b>2,745</b>	<b>2,041</b>	<b>2,460</b>	<b>1,393</b>	<b>788</b>				<b>16,468</b>	<b>16,190</b>	<b>14,903</b>
<b>Forecast</b>	<b>741</b>	<b>588</b>	<b>1,043</b>	<b>3,760</b>	<b>2,311</b>	<b>2,205</b>	<b>2,470</b>	<b>1,131</b>	<b>759</b>	<b>601</b>	<b>496</b>	<b>770</b>	<b>678</b>	<b>407</b>	<b>691</b>	<b>2,903</b>	<b>3,253</b>	<b>2,114</b>	<b>2,135</b>	<b>1,153</b>	<b>749</b>	<b>824</b>	<b>618</b>	<b>668</b>		<b>16,875</b>	<b>16,193</b>

Application Types Received April 2016 - March 2018

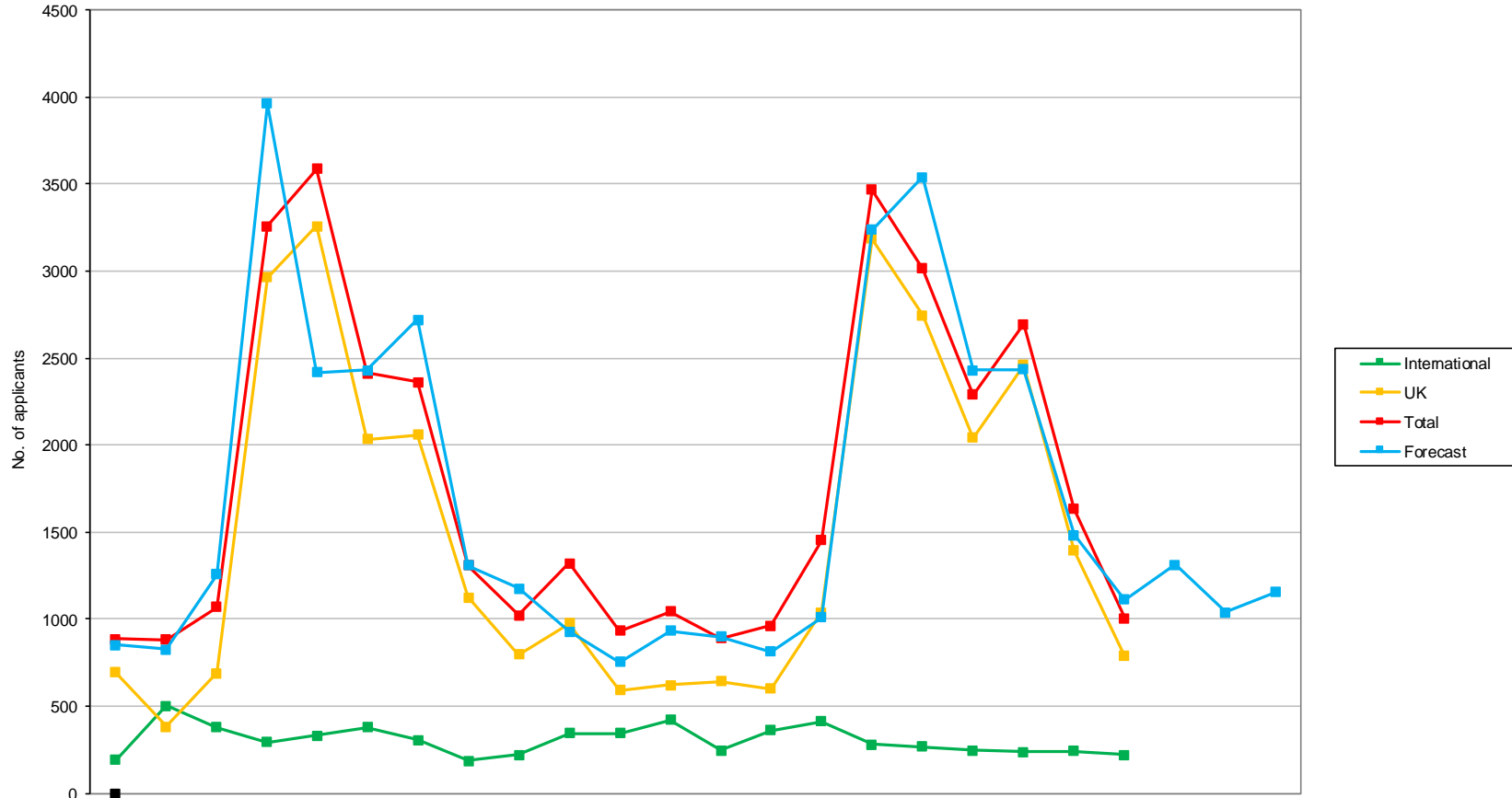
Registration Department



Apps Received	2016			2017									2018						15/16	16/17	17/18						
	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
International	630	521	577	480	522	396	361	276	411	649	229	474	352	473	436	249	351	166	427	477	278				5,991	5,526	3,209
UK	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728	647	1,315	3,338	2,768	2,124	2,581	1,216	767				16,910	16,553	15,484
Total	1,243	983	1,471	3,643	3,863	2,412	2,355	1,292	1,248	1,599	863	1,107	1,080	1,120	1,751	3,587	3,119	2,290	3,008	1,693	1,045				22,901	22,079	18,693
Forecast	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,276	1,024	1,153	1,236	1,029	1,515	3,573	3,837	2,463	2,527	1,454	1,315	1,391	1,187	1,206	23,683	23,771	22,733

New Registrants April 2016 - March 2018

Registration Department

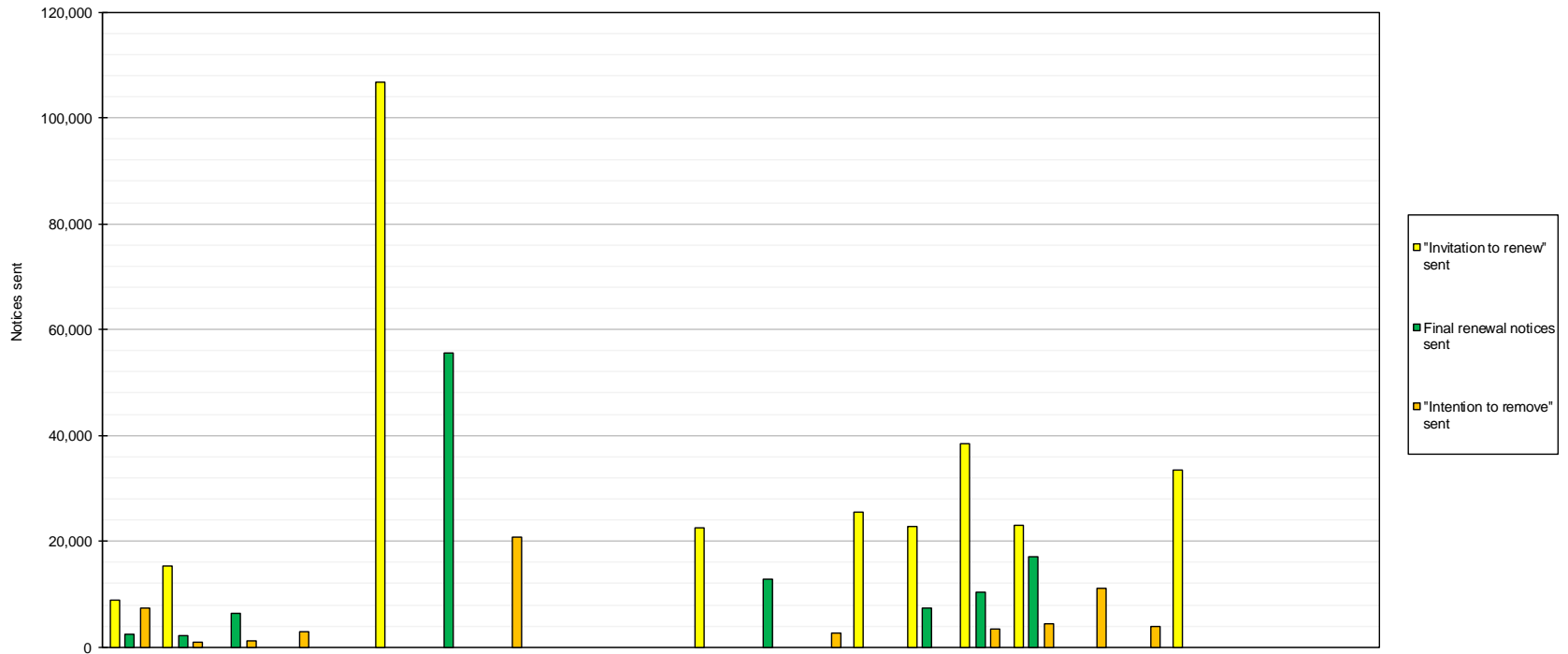


	2016			2017									2018												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>International</b>	193	503	380	294	331	378	305	186	222	346	344	423	246	360	415	282	269	248	237	241	219				
<b>UK</b>	693	381	690	2,965	3,257	2,034	2,058	1,124	799	977	591	621	645	602	1,041	3,188	2,745	2,041	2,460	1,393	788				
<b>Total</b>	886	884	1,070	3,259	3,588	2,412	2,363	1,310	1,021	1,323	935	1,044	891	962	1,456	3,470	3,014	2,289	2,697	1,634	1,007				
<b>Forecast</b>	852	828	1,259	3,962	2,417	2,429	2,722	1,310	1,175	931	755	933	898	815	1,012	3,239	3,541	2,431	2,437	1,486	1,111	1,314	1,041	1,157	

15/16	16/17	17/18
FYE	FYE	YTD
2,871	3,905	2,517
16,468	16,190	14,903
19,340	20,095	17,420
20,364	19,573	20,482

Renewal Information April 2016 - March 2018

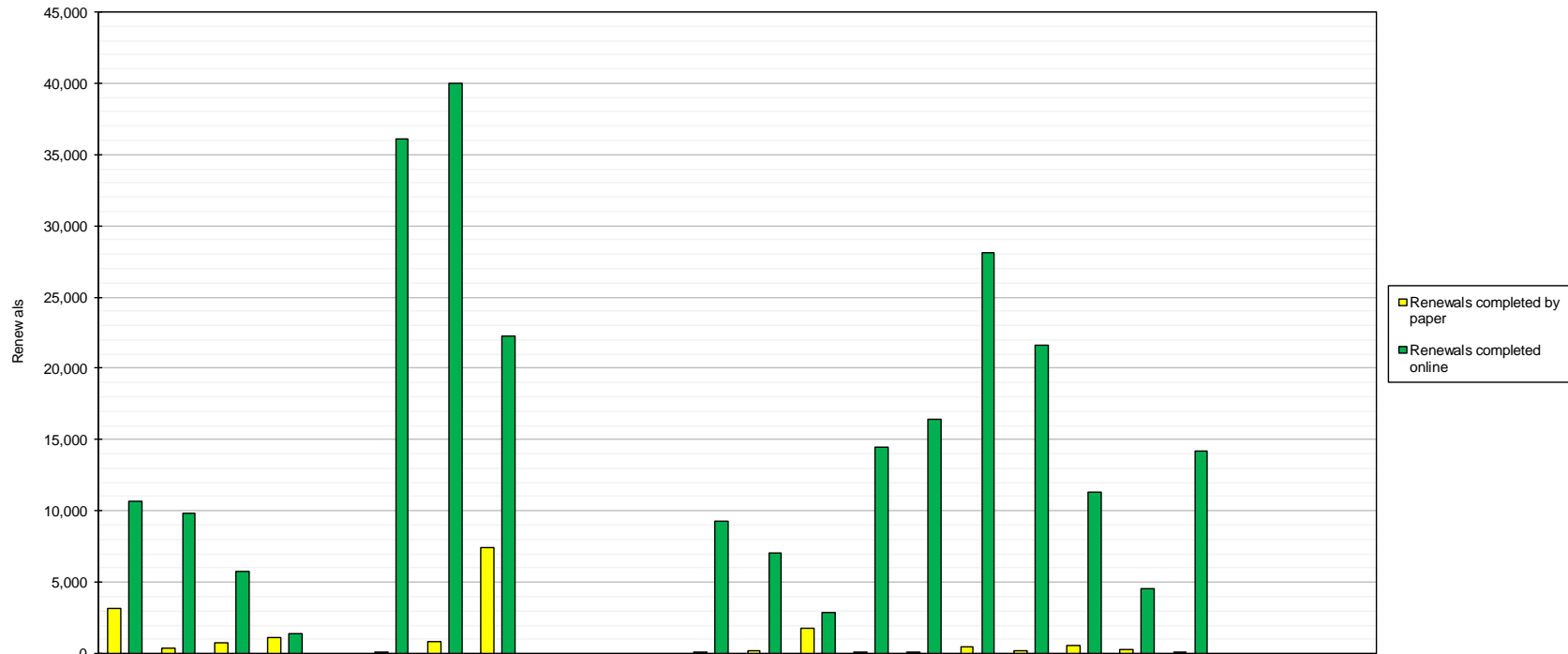
Registration Department



	2016			2017									2018									15/16	16/17	17/18					
	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		
"Invitation to renew" sent	8,916	15,448	0	0	0	106,797	0	0	0	0	0	22,541	0	0	25,597	22,685	38,348	22,960	0	0	33,450				189,155	153,702	143,040		
Final renewal notices sent	2,301	2,049	6,392	0	0	0	55,469	0	0	0	0	0	12,892	0	0	7,304	10,440	16,984								86,386	66,211	47,620	
"Intention to remove" sent	7,279	851	1,140	2,831	0	0	0	20,726	0	0	0	0	0	2,738	0	0	3,440	4,444	11,035	3,970	0						19,589	32,827	25,627
<b>Total</b>	<b>18,496</b>	<b>18,348</b>	<b>7,532</b>	<b>2,831</b>	<b>0</b>	<b>106,797</b>	<b>55,469</b>	<b>20,726</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22,541</b>	<b>12,892</b>	<b>2,738</b>	<b>25,597</b>	<b>29,989</b>	<b>52,228</b>	<b>44,388</b>	<b>11,035</b>	<b>3,970</b>	<b>33,450</b>				<b>295,130</b>	<b>252,740</b>	<b>216,287</b>		

Renewal Information - on paper and online April 2016 - March 2018

Registration Department

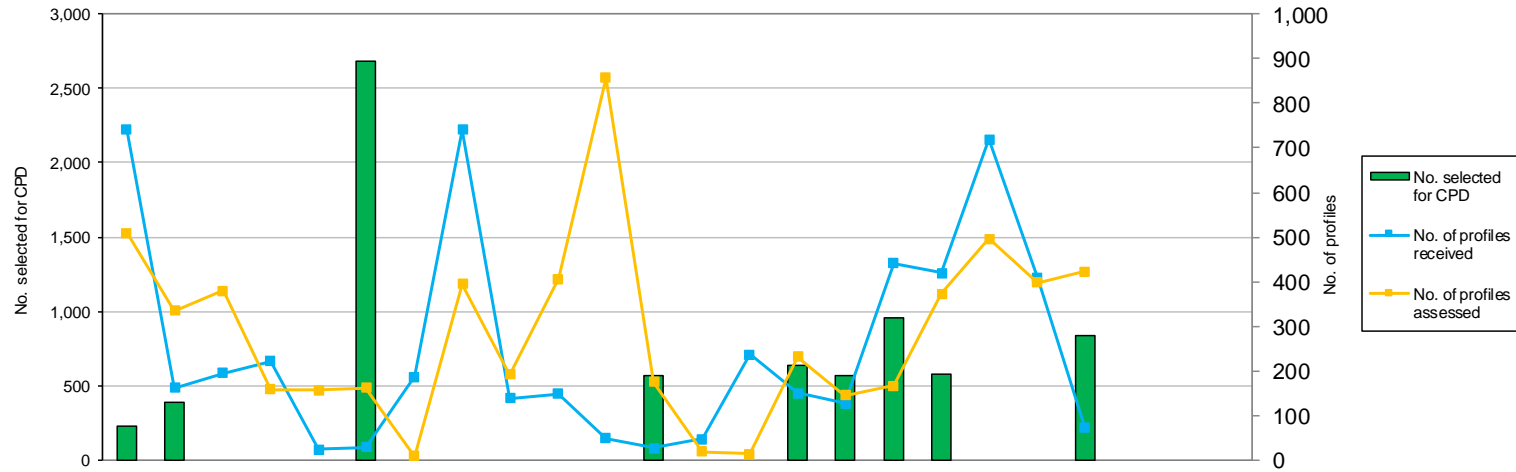


	2016												2017												2018												15/16	16/17	17/18
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Renewals completed by paper	3,148	415	739	1,151	0	117	868	7,413	0	0	0	61	230	1,798	33	75	514	218	590	269	28	20,074	13,912	3,755															
Renewals completed online	10,709	9,834	5,752	1,432	0	36,135	40,035	22,286	0	0	0	9,244	7,058	2,919	14,478	16,391	28,076	21,618	11,365	4,538	14,159	189,764	135,427	120,602															
Registrants removed	0	1,498	200	306	566	0	0	0	5,163	0	0	0	0	0	678	0	627	894	1,335	1,114	1,119	4,770	7,733	5,767															



Continuing Professional Development process April 2016 - March 2018

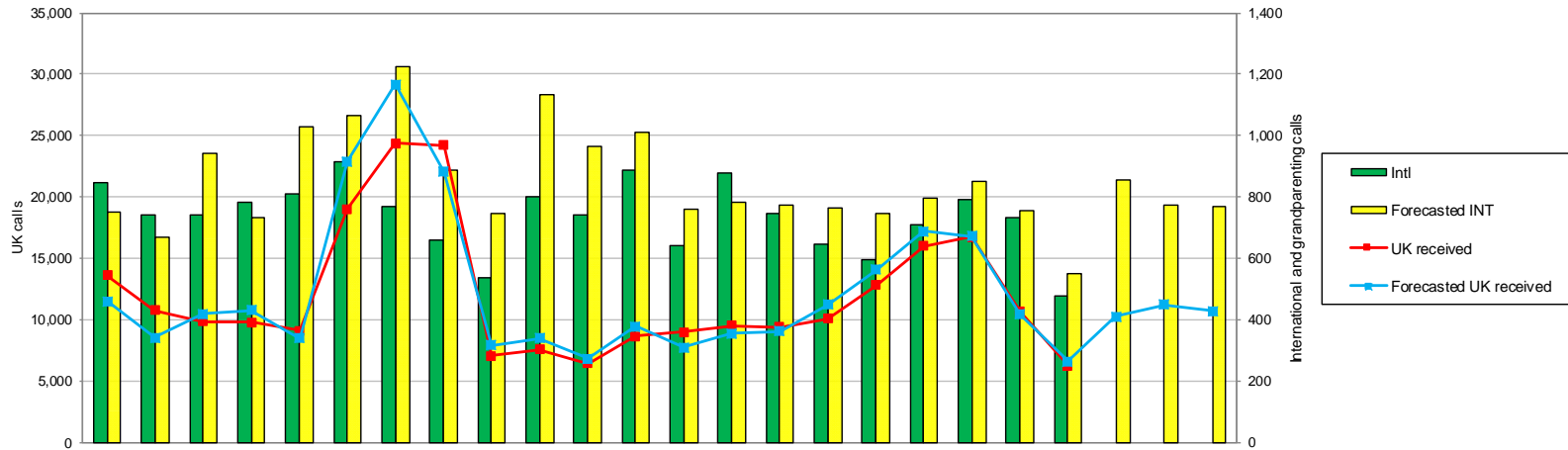
Registration Department



	2016			2017												2018			15/16	16/17	17/18						
	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
<b>No. selected for CPD</b>	223	387	0	0	0	2,687	0	0	0	0	0	564	0	0	640	568	958	574	0	0	836				4,737	3,861	3,576
<b>No. of profiles received</b>	740	161	194	221	23	28	186	740	138	148	49	26	46	236	149	126	441	419	719	407	71				3,262	2,654	2,614
<b>No. of profiles assessed</b>	509	335	379	158	157	161	9	394	191	406	858	175	19	14	232	145	167	373	496	398	422				3,237	3,732	2,266

Registration Telephone Information April 2016 - March 2018

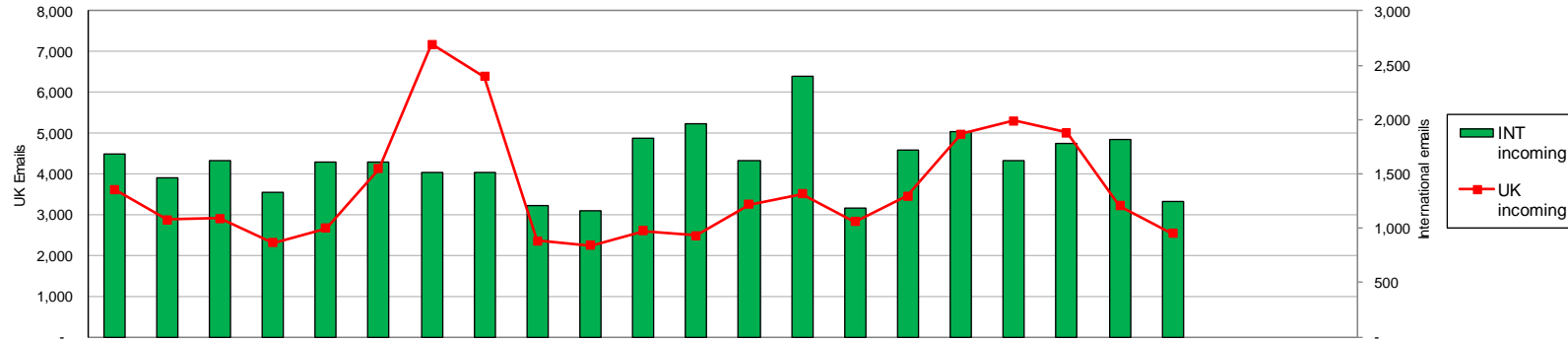
Registration Department



	2016			2017									2018						15/16	16/17	17/18						
	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
<b>Intl</b>																											
Intl	845	742	743	784	809	914	767	659	535	801	742	886	641	877	745	644	593	709	791	733	477				8,411	9,227	6,210
Answered	840	702	737	770	800	906	760	653	526	789	725	867	626	798	735	630	572	681	762	721	476				8,180	9,075	6,001
Calls answered (%)	99	95	99	98	96	99	99	99	98	98	98	98	98	91	99	98	97	96	96	98	100				99	1,176	97
Abandoned	5	40	6	14	9	8	7	6	9	12	17	19	15	79	10	14	21	28	29	12	1				51	152	209
Avg answer time (sec)	50	44	46	49	40	41	44	44	49	45	79	45	56	59	45	53	76	87	49	61	25				29	576	57
Avg talk time (min)	4.11	3.56	4.41	4.36	4.21	4.42	4.58	4.57	4.46	4.38	4.35	4.13	3.56	4.20	4.17	4.18	4.40	4.31	4.31	4.31	4.53				3.81	52	4.22
<b>UK</b>																											
UK received	13,622	10,730	9,860	9,786	9,114	19,003	24,383	24,185	7,061	7,536	6,439	8,640	8,978	9,475	9,398	10,054	12,801	15,985	16,742	10,622	6,230				130,437	150,359	100,285
Answered	12,380	9,752	9,378	9,202	8,753	16,691	19,660	19,709	6,854	7,028	6,079	8,246	8,429	8,507	9,071	9,639	10,869	12,874	12,661	9,783	6,084				127,363	133,732	87,917
Calls answered (%)	91	91	95	94	97	92	81	82	97	94	95	96	94	90	97	96	85	81	77	93	98				97	1,104	90
Abandoned	1,242	978	482	598	361	2,312	4,723	4,476	207	508	360	394	549	968	327	415	1,932	3,111	4,081	839	146				3,521	16,641	12,368
Avg answer time (sec)	169	182	131	132	101	372	395	356	79	221	134	97	126	126	113	135	279	402	495	154	55				69	2,369	209
Avg talk time (min)	3.20	3.31	3.32	3.24	3.13	3.16	3.50	3.58	3.49	4.03	3.59	3.43	3.33	3.44	3.27	3.24	3.46	3.48	3.54	3.56	3.35				3.11	41	3.41
Forecasted INT	751	669	941	734	1030	1063	1224	886	746	1133	963	1009	758	782	771	762	744	796	853	755	549	855	772	768	7,980	11,149	9,165
Forecasted UK received	1494	8542	10439	10761	8483	22869	29442	22015	7911	8481	6833	9417	7735	8848	9056	11216	14042	17169	16781	10422	6591	10250	11217	10692	116,777	156,387	134,009

UK and international emails received at end of each month April 2016 - March 2018

Registration Department

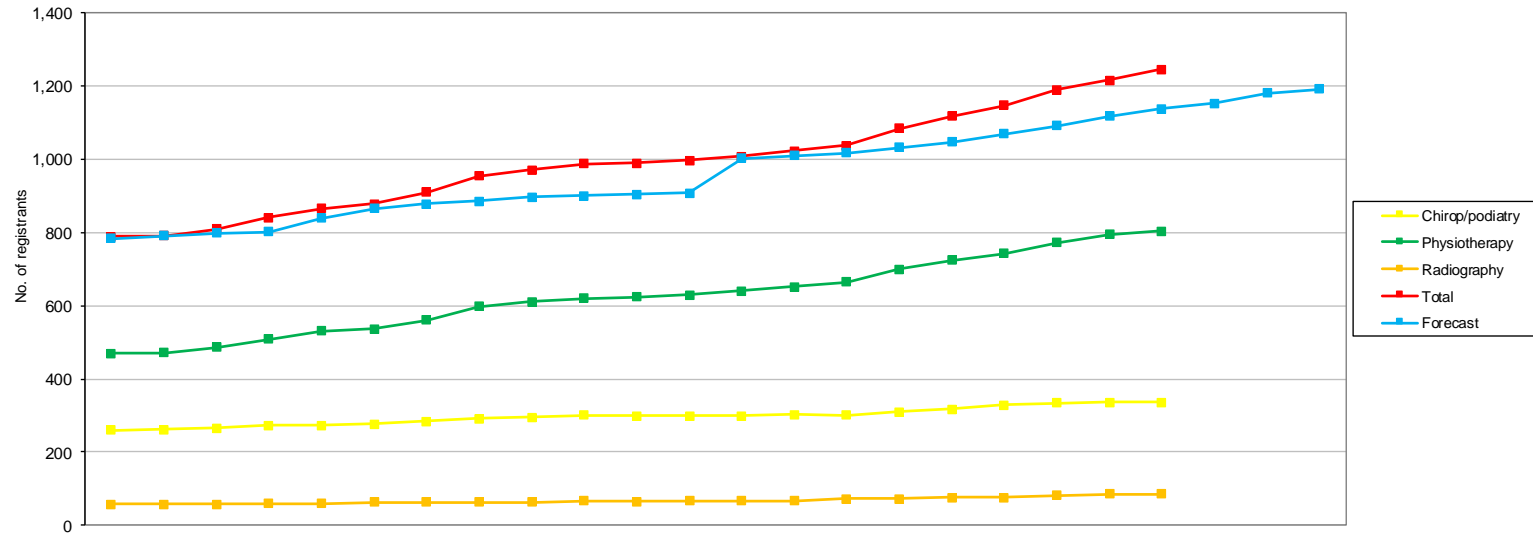


	2016			2017									2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
UK incoming	3,624	2,875	2,903	2,310	2,672	4,120	7,185	6,391	2,351	2,247	2,601	2,489	3,249	3,506	2,830	3,452	4,980	5,303	5,016	3,213	2,541			
INT incoming	1,676	1,463	1,618	1,331	1,609	1,612	1,515	1,517	1,204	1,159	1,822	1,964	1,622	2,394	1,179	1,719	1,887	1,616	1,773	1,814	1,243			
Average working days																								
Avg working days UK	1	1	1	1	1	1	2	2	1	2	2	2	1	1	1	1	3	4	3	2	1			
Avg working days INT	2	2	2	2	2	2	4	2	1	2	2	3	2	1	1	2	2	4	2	2	2			
Total incoming	5,300	4,338	4,521	3,641	4,281	5,732	8,700	7,908	3,555	3,406	4,423	4,453	4,871	5,900	4,009	5,171	6,867	6,919	6,789	5,027	3,784			

15/16 FYE	16/17 FYE	17/18 YTD
40,157	41,768	34,090
9,886	18,490	15,247
1		
	1	2
	2	2
50,043	60,258	49,337

Number of registrants with supplementary prescribing rights April 2016 - March 2018

Registration Department

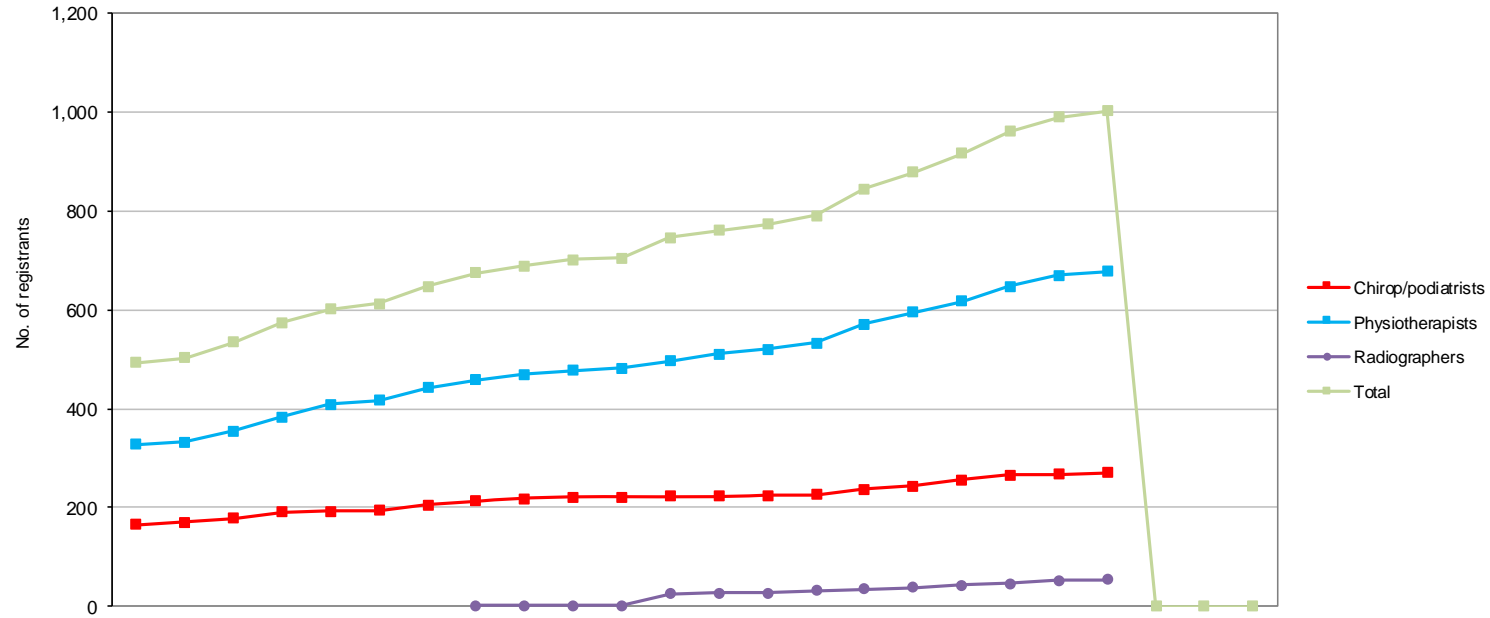


	2016			2017									2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Chiropr/podiatry	261	262	266	273	274	276	285	292	296	300	299	299	302	301	310	317	328	335	337	336				
Physiotherapy	470	471	486	508	530	537	560	598	610	620	624	630	640	652	664	700	724	742	772	794	804			
Radiography	57	57	57	59	60	64	64	64	64	67	66	68	68	68	72	73	76	76	82	85	86			
Dietitians																					19			
<b>Total</b>	<b>788</b>	<b>790</b>	<b>809</b>	<b>840</b>	<b>864</b>	<b>877</b>	<b>909</b>	<b>954</b>	<b>970</b>	<b>987</b>	<b>989</b>	<b>997</b>	<b>1,007</b>	<b>1,022</b>	<b>1,037</b>	<b>1,083</b>	<b>1,117</b>	<b>1,146</b>	<b>1,189</b>	<b>1,216</b>	<b>1,245</b>			
<b>Forecast</b>	<b>783</b>	<b>791</b>	<b>798</b>	<b>802</b>	<b>839</b>	<b>865</b>	<b>878</b>	<b>886</b>	<b>896</b>	<b>900</b>	<b>904</b>	<b>907</b>	<b>1,003</b>	<b>1,009</b>	<b>1,016</b>	<b>1,032</b>	<b>1,047</b>	<b>1,069</b>	<b>1,092</b>	<b>1,116</b>	<b>1,138</b>	<b>1,153</b>	<b>1,180</b>	<b>1,191</b>

15/16	16/17	17/18
FYE	FYE	YTD
259	299	336
469	630	804
57	68	86
		19
785	997	1,245
796	907	1,191

Number of registrants with independent prescribing rights April 2016 - March 2018

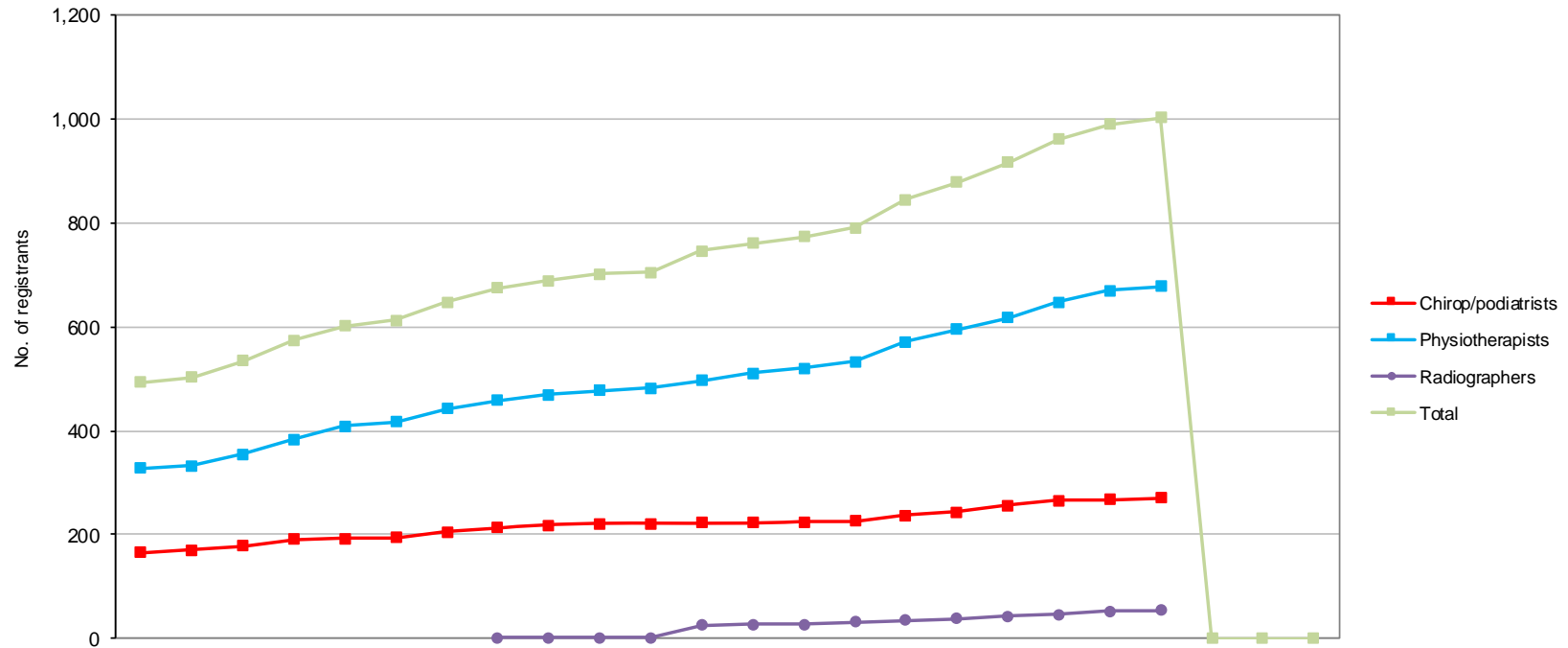
Registration Department



	2016			2017									2018									15/16	16/17	17/18			
	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
Chiropr/podiatrists	165	171	179	191	193	195	205	214	218	222	221	223	223	225	226	237	244	256	266	268	270				160	223	270
Physiotherapists	328	332	355	384	409	417	443	458	469	477	482	497	510	520	533	571	595	617	647	669	678				319	497	678
Radiographers								2	2	2	2	26	28	28	32	36	39	43	47	53	54					26	54
<b>Total</b>	493	503	534	575	602	612	648	674	689	701	705	746	761	773	791	844	878	916	960	990	1,002	0	0	0	479	720	1,002

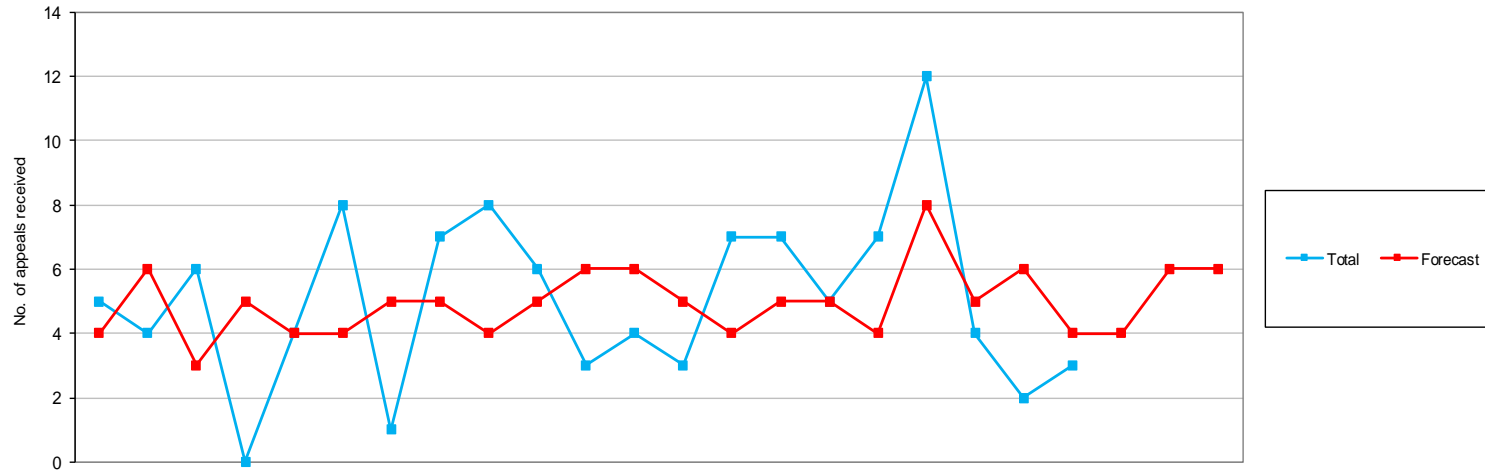
Number of registrants with independent prescribing rights April 2016 - March 2018

Registration Department



	2016			2017									2018			15/16 FYE	16/17 FYE	17/18 YTD									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun				Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Chiropr/podiatrists</b>	165	171	179	191	193	195	205	214	218	222	221	223	223	225	226	237	244	256	266	268	270				160	223	270
<b>Physiotherapists</b>	328	332	355	384	409	417	443	458	469	477	482	497	510	520	533	571	595	617	647	669	678				319	497	678
<b>Radiographers</b>									2	2	2	2	26	28	28	32	36	39	43	47	53	54				26	54
<b>Total</b>	493	503	534	575	602	612	648	674	689	701	705	746	761	773	791	844	878	916	960	990	1,002	0	0	0	479	720	1,002

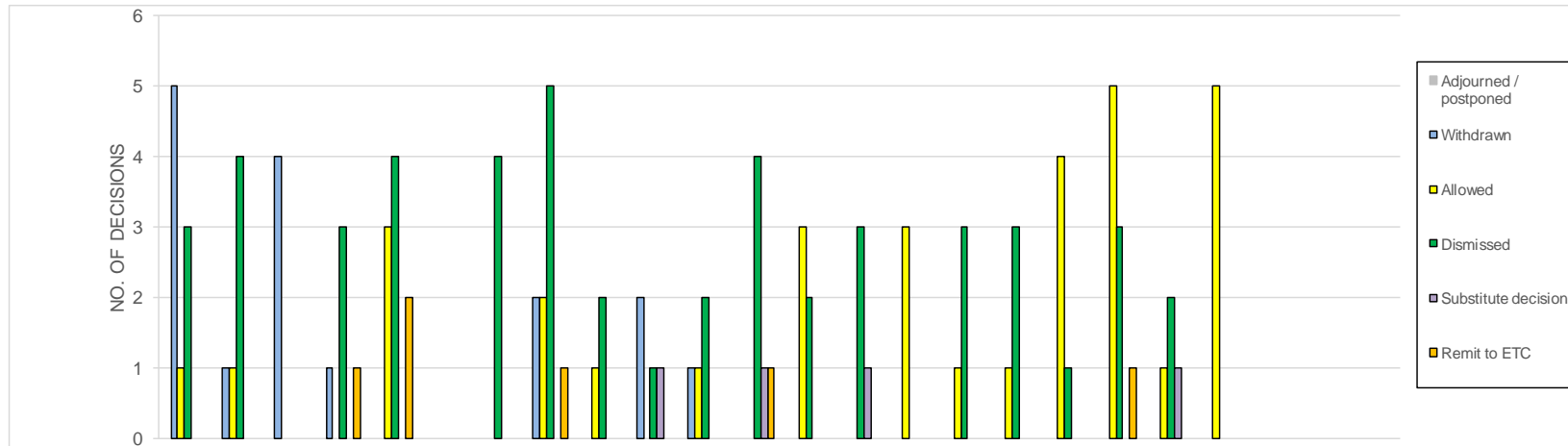
Registration Appeals Received April 2016 - March 2018



	2016			2017									2018									16/17 FYE	17/18 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
EMR (1)	4	2	1	0	4	2	0	3	5	4	1	2	2	1	1	3	2	3	1	1	1				28	15
Non-EMR (2)	1	2	1	0	0	5	0	2	0	1	1	2	1	5	4	1	3	1	0	0	1				15	16
Visitors (3)	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0				2	0
UK (4)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0				1	0
Returners to practice (5)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				1	0
CPD (6)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	2	4	1	0	1				0	12
Health and Character declarations (7)	0	0	3	0	0	1	0	1	2	1	1	0	0	0	0	0	0	4	2	1	0				9	7
<b>Total</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>3</b>				<b>56</b>	<b>50</b>
<b>Forecast</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>57</b>	<b>62</b>

Registration Appeal Decisions April 2016 - March 2018

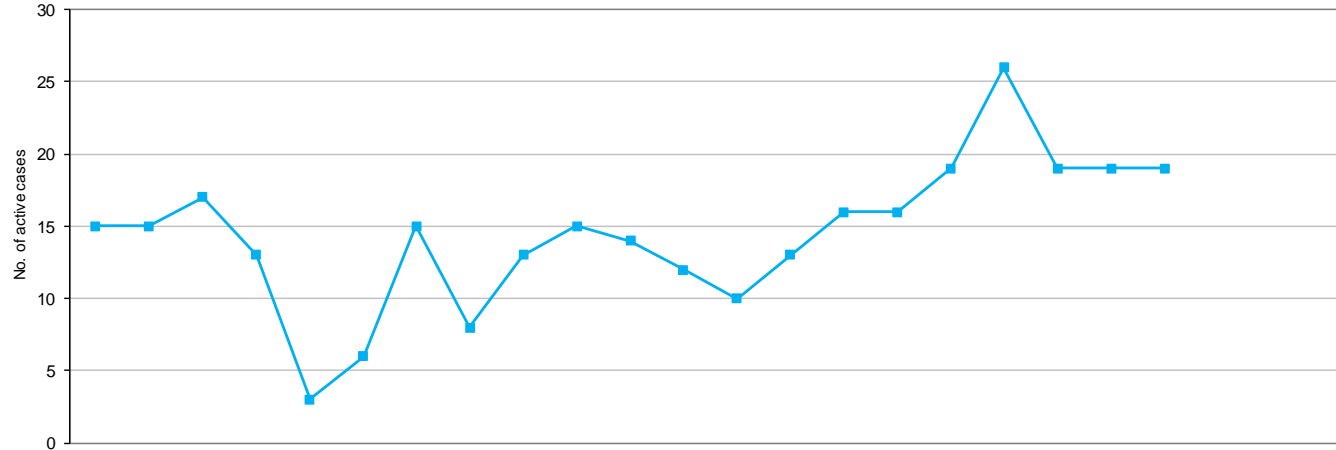
Registration Department



	2016			2017												2018			16/17	17/18							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Adjournd / postponed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
Withdrawn	5	1	4	1	0	0	0	2	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Allowed	1	1	0	0	3	0	0	2	1	0	1	0	3	0	3	1	1	4	5	1	5						23
Dismissed	3	4	0	3	4	0	4	5	2	1	2	4	2	3	0	3	3	1	3	2	0						17
Substitute decision	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0						2
Remit to ETC	0	0	0	1	2	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0						1
Hearings held	4	5	0	4	9	0	4	8	3	2	3	6	5	4	4	4	4	6	9	4	5						45



Registration Appeals Status April 2016 - March 2018



	2016			2017									2018									16/17	17/18				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Hearings scheduled	9	4	5	6	0	0	10	2	3	4	7	4	4	4	4	6	9	4	5	4					54	44	
Awaiting scheduling	5	10	11	5	1	2	5	6	10	10	7	7	5	9	11	9	12	12	15	12	14					79	99
Awaiting further information	1	1	1	2	2	4	0	0	0	1	0	1	1	0	1	3	1	5	0	2	1					13	14
Current active cases	15	15	17	13	3	6	15	8	13	15	14	12	10	13	16	16	19	26	19	19	19					146	157

## **Appendix 2: Data to be included in the annual registration report**

This table outlines the data to be included in the annual registration report.

### **Overall registration figures:**

- Number of registrants by profession
- New registrants (broken down by grandparenting, international and UK, compared to forecast)

### **International**

- International applications workflow (includes numbers at scrutiny, numbers pending registration fee)
- International applications received (by profession)
- Register of visiting European health professionals
- European professional card – incoming and outgoing applications

### **UK**

- UK applications workflow (includes numbers at scrutiny, numbers pending registration fee)
- UK applications received (by profession)

### **Renewals**

- Percentage of professions renewed
- Percentage of professions renewed online

### **CPD**

- CPD process (includes number selected for audit, received profiles and assessed profiles)

**Registration telephone call and email workload**

- Registration telephone information (includes received calls against forecasts, answered calls, abandonment rate)
- UK and international emails received

**Registration appeals**

- Registration appeals received (by route to registration / category)
- Registration appeal decisions
- Registration appeal status