

Education and Training Committee, 22 November 2018

Registration Department performance report April 2018 to September 2018

Executive summary and recommendations

### **Introduction**

This paper encloses the Registration Department's second biannual performance report to the Education and Training Committee (ETC).

The Committee is invited to discuss and further refine, if appropriate, the suggested approach. Any further revisions would be incorporated in reporting to the June 2019 ETC meeting, when the next biannual report will be presented.

### **Decision**

This paper is for information and discussion.

### **Background information**

See paper

### **Resource implications**

Registration Department biannual reporting to ETC included within the 2018 – 2019 work plan.

### **Financial implications**

Registration Department biannual reporting to ETC included within the 2018 – 2019 work plan.

### **Date of paper**

12 November 2018

## Registration Department – Management Commentary

This report provides an update about the work of the Registration Department for April to September 2018.

### Contents

<b>1. Registration Department Service Standard Performance Table .....</b>	<b>3</b>
<b>2. Executive summary .....</b>	<b>4</b>
<b>3. General .....</b>	<b>5</b>
<b>3.1. UK applications.....</b>	<b>5</b>
<b>3.2. International applications .....</b>	<b>5</b>
<b>3.3. Registration renewals .....</b>	<b>5</b>
<b>3.4. Continuing Professional Development (CPD) audit .....</b>	<b>5</b>
<b>3.5. Readmission applications .....</b>	<b>5</b>
<b>3.6. UK emails .....</b>	<b>6</b>
<b>3.7. International emails.....</b>	<b>6</b>
<b>3.8. UK telephone calls .....</b>	<b>6</b>
<b>3.9. International telephone calls .....</b>	<b>6</b>
<b>3.10. Postal correspondence.....</b>	<b>6</b>
<b>3.11. Visiting European health professional declarations .....</b>	<b>6</b>
<b>3.12. European Professional Card (EPC) .....</b>	<b>6</b>
<b>3.13. Registration appeals .....</b>	<b>7</b>
<b>3.14. Employees.....</b>	<b>7</b>
<b>4. Registration performance data.....</b>	<b>8</b>

## 1. Registration Department Service Standard Performance Table April – September 2018

	Process	Service standard	Performance						Service standard met % of period
			by month						
			A	M	J	J	A	S	
1	UK applications for registration	<i>The Registration Department aims to respond to all UK application requests within ten working days of receipt.</i>	5	4	6	8	10	10	100%
		<i>We aim to process all <b>complete</b> UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is <b>incomplete</b>.</i>							
2	International applications for registration	<i>The Registration Department aims to process <b>complete</b> applications within 60 working days of receipt.</i>	51	51	67	45	41	35	84%
2a	EMR applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>	55	56	64	55	40	42	84%
3	Grandparenting applications for registration	<i>The Registration Department aims to process <b>complete</b> applications within 60 working days of receipt.</i>							N/A
4	Renewal of registration	<i>The Registration Department aims to process a <b>complete</b> paper renewal form within ten working days of receipt.</i>	2	3	2	1	1	3	100%
5	Continuing Professional Development (CPD) Audits	<i>The Registration Department aims to process a <b>complete</b> CPD profile within 60 working days of receipt.</i>	22	34	28	25	22	12	100%
6	Readmission to the Register	<i>The Registration Department aims to process all <b>complete</b> readmission applications within ten working days.</i>	5	6	2	4	6	7	100%
7	UK Emails	<i>The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.</i>	1	2	1	3	3	2	66%
7a	INT Emails	<i>The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.</i>	2	3	2	3	3	2	50%
8	Answering UK telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	85	97	97	91	94	90	33%
8a	Answering INT telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	99	99	99	99	99	100	100%
9	Postal correspondence	<i>The Registration Department aims to process postal correspondence within ten working days.</i>	4	9	1	5	3	5	100%

## 2. Executive summary

### 2.1. Registration

- All of the department's service standards were achieved for the period April to September 2018 with the exception of UK telephone calls, emails and International / EMR applications processing.
- During the period 13 candidates were successfully recruited to vacant positions within the Registration Department. This equates to 22% of the overall employees working within the team. During the previous period October 2017 to March 2018 11 candidates were offered Registration Advisor contracts.
- The shortage of fully trained Registration Advisors attributed to service standards not being met as well as actively prioritising available resource to fulfil the department's regulatory functions of registering new applicants, renewing existing registrants and managing continuing professional development audits. The active prioritisation of resources ensured the International and EMR application processing service standard was only exceeded for one month.
- A total of 22,618 UK emails were received which is 4,114 (or 22.2%) more than the same period in 2016. The drop in telephone calls may account for the higher number of emails.
- 11,508 UK applications were received during the period which is 588 (or 5.4%) more than compared to the same period last year.
- 540 more International / EMR applications were received compared to the same period last year, which represents a 26.6% increase.
- 45 visiting European health professional declarations were received during the period which is 60 (or 57.1%) fewer than compared to the same period last year. At the end of the period there were 82 registered visiting European health professionals, which is 50 (or 37.9%) fewer than the same period last year. The numbers have decreased steadily since the referendum decision to leave the European Union.

### **3. General**

#### **3.1. UK applications**

- 11,508 UK applications were received during the period which is 588 (or 5.4%) more than compared to the same period last year.
- 10,588 UK applications were registered which is 326 (or 3.2%) more compared to the same period last year.
- All UK applications were processed within 10 working days.

#### **3.2. International applications**

- A total of 2,567 new International / EMR applications were received.
- 540 more International / EMR applications were received compared to the same period last year, which represents a 26.6% increase.
- 2,040 applications were registered which is 220 (or 12.1%) more than compared to the same period last year.
- On average, all EMR applications were processed in 48 working days and International applications in 52 working days.

#### **3.3. Registration renewals**

- The renewal period for dietitians opened on 1 April.
- The renewal period for chiropodists / podiatrists and hearing aid dispensers opened on 1 May.
- The renewal period for social workers and operating department practitioners opened on 1 September.
- 2,030 paper renewals forms were received which is 3,540 (or 63.5%) fewer than the same period in 2016.
- All renewal forms received were processed within 2 working days of receipt.

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

- 3,410 registrants were selected for audit during this period. A total number of 1,447 CPD profiles were received and all profiles were acknowledged within 5 working days. All complete CPD profiles were processed within 60 working days of receipt.
- 1,828 profiles were assessed during this period of which 35 profiles were assessed electronically.

#### **3.5. Readmission applications**

- All readmission applications were processed within 5 working days.

### **3.6. UK emails**

- A total of 22,618 emails were received which is 4,114 (or 22.2%) more than the same period in 2016. All emails were answered within an average of 2 working days.

### **3.7. International emails**

- A total of 12,981 emails were received which is 2,564 (or 24.6%) more compared to the same period last year. All emails were answered within an average of 2 working days.

### **3.8. UK telephone calls**

- 60,651 telephone calls were received through the UK call queues. This is 11,464 (or 15.9%) fewer than the same period two years ago.
- 92% of calls were answered compared to 93% during the same period two years ago.

### **3.9. International telephone calls**

- 3,170 telephone calls were received through the international call queue. This is 1,039 (or 24.7%) fewer than compared to the same period last year.
- 99% of calls were answered compared to 96% during the same period last year.

### **3.10. Postal correspondence**

- On average, postal correspondence was processed within 4.5 working days of receipt.

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

- 45 declarations were received during the period which is 60 (or 57.1%) fewer than compared to the same period last year. At the end of the period there were 82 registered visiting European health professionals, which is 50 (or 37.9%) fewer than the same period last year.

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

- 34 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 79 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.
- 27 EPC applications were received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.
- 17 EPC applications have been added to the Register of visiting professionals.

### **3.13. Registration appeals**

- 39 new registration appeals were received during this period
- Registration Appeal Panels considered a total of 32 appeals, determining that the appeals should be allowed in 17 cases, dismissed in 14 cases and adjourned in 1 case.
- 12 of the 17 allowed cases were concluded by the nature of Consent Orders. The remaining 5 were all oral hearings where the appellant presented themselves before a panel and delivered evidence verbally with and without representation.

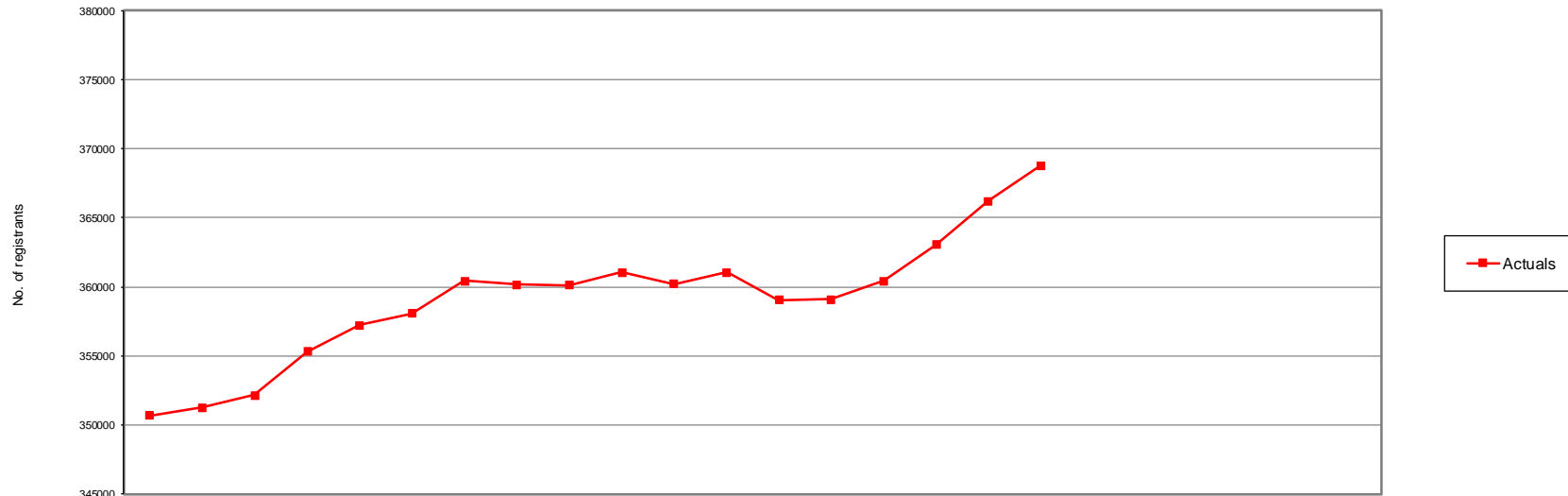
### **3.14. Employees**

- During the period from April to September, 10 candidates were successfully recruited to Registration Advisor roles. A number of other campaigns resulted in appointments to the following roles:
  - 1 x Resource Planning and Service Delivery Coordinator (FTC)
  - 2 x Acting up Registration Team Leaders

## 4. Registration performance data

Number of Registrants by Profession April 2017 - March 2019

Registration Department

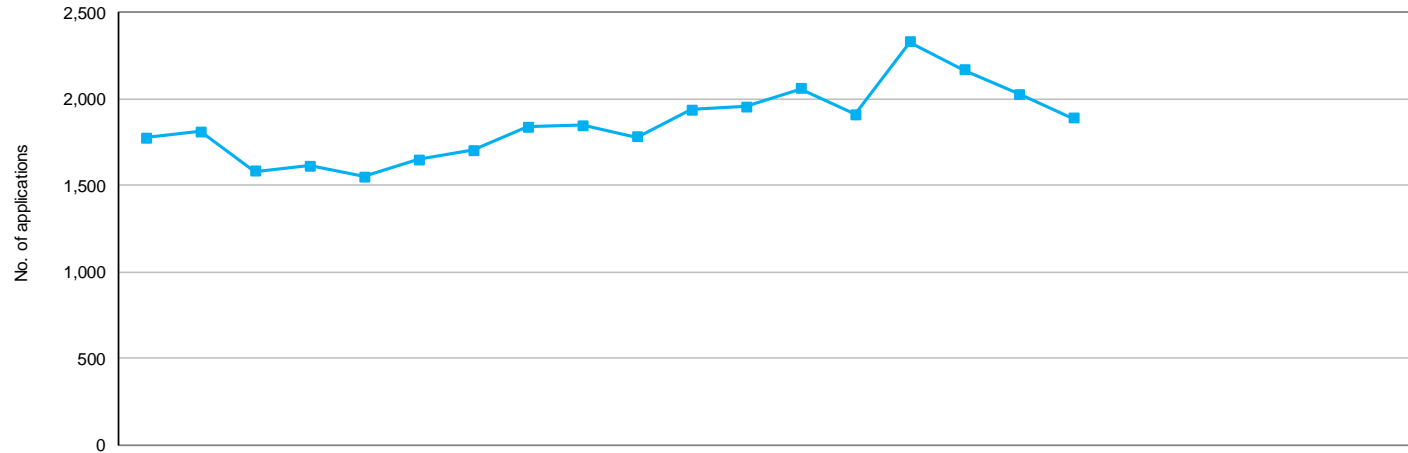


	2017			2018									2019						15/16	16/17	17/18	18/19								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD		
<b>Arts therapists</b>	4,040	4,043	4,057	4,099	4,170	4,209	4,262	4,273	4,288	4,311	4,317	4,322	4,328	3,999	4,073	4,110	4,230	4,291												
<b>Bio. scientists</b>	22,906	22,879	22,974	23,100	23,172	23,119	23,153	23,142	22,121	22,262	22,335	22,395	22,491	22,519	22,603	22,693	22,835	22,928												
<b>Chirops/ pods</b>	12,920	12,914	12,949	13,075	13,128	13,163	13,185	13,186	13,164	13,120	13,122	13,115	13,101	13,059	13,090	13,206	12,775	12,824												
<b>Cl scientists</b>	5,688	5,713	5,740	5,741	5,738	5,514	5,559	5,675	5,732	5,772	5,799	5,818	5,854	5,873	5,902	5,917	5,934	5,947												
<b>Dietitians</b>	9,120	9,131	9,173	9,355	9,464	9,505	9,541	9,556	9,547	9,564	9,566	9,585	9,611	9,596	9,620	9,381	9,556	9,611												
<b>Hearing aid disps</b>	2,607	2,627	2,648	2,682	2,726	2,761	2,803	2,836	2,857	2,871	2,889	2,908	2,927	2,934	2,948	2,962	2,851	2,901												
<b>OTs</b>	38,047	38,131	38,240	38,579	38,889	38,919	38,969	37,799	37,922	38,027	38,110	38,183	38,212	38,283	38,370	38,687	39,200	39,440												
<b>ODPs</b>	13,082	13,086	13,122	13,175	13,289	13,484	13,602	13,595	13,630	13,645	13,640	13,639	13,657	13,635	13,655	13,731	13,850	14,103												
<b>Orthoptists</b>	1,448	1,447	1,439	1,450	1,407	1,424	1,432	1,441	1,441	1,441	1,440	1,440	1,442	1,442	1,445	1,461	1,482	1,489												
<b>Paramedics</b>	24,084	24,230	24,285	24,459	24,031	24,455	24,722	24,976	25,113	25,217	25,269	25,465	25,637	25,790	25,856	26,021	26,270	26,699												
<b>Physiotherapists</b>	52,906	53,057	53,359	54,030	54,532	54,744	54,852	54,980	55,050	55,140	55,177	55,132	52,440	52,955	53,301	54,009	54,696	54,986												
<b>Pract psychs</b>	22,544	22,521	21,993	22,085	22,172	22,311	22,695	22,853	22,960	23,017	23,065	23,104	23,156	23,182	23,237	23,305	23,407	23,584												
<b>Prosth/orthotists</b>	1,062	1,062	1,072	1,091	1,094	1,037	1,045	1,049	1,050	1,052	1,053	1,051	1,055	1,056	1,071	1,086	1,095	1,096												
<b>Radiographers</b>	32,112	32,183	32,469	33,092	33,278	33,451	33,570	33,638	33,618	33,586	32,167	32,475	32,578	32,662	32,897	33,511	33,888	34,112												
<b>Social workers</b>	92,181	92,275	92,613	93,183	93,950	94,510	95,380	95,388	95,824	96,175	96,367	96,497	96,571	96,108	96,350	96,842	97,844	98,419												
<b>SLTs</b>	15,941	15,967	16,009	16,120	16,200	16,475	16,671	16,785	16,818	16,870	16,898	16,932	16,977	16,988	17,013	17,133	17,295	17,353												
<b>Total</b>	350,688	351,266	352,142	355,316	357,240	358,081	360,441	360,172	360,135	361,070	360,214	361,061	359,037	359,081	360,431	363,055	366,208	368,783												



International applications workflow process at end of each month April 2017 - March 2019

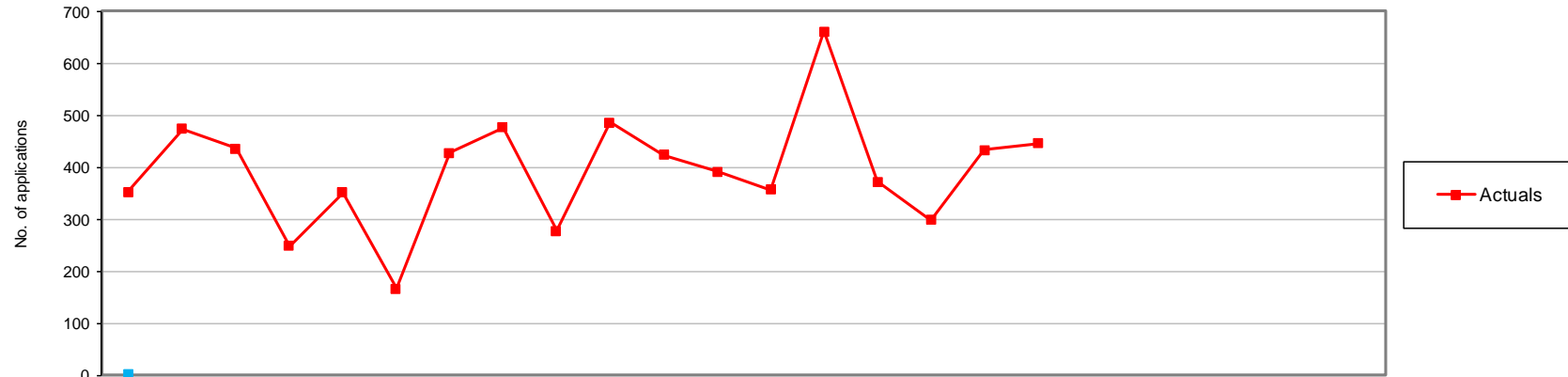
Registration Department



Current status	2017			2018									2019									15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec					Jan	Feb	Mar		
Minimum info	339	302	235	208	212	201	238	232	219	259	269	274	293	333	286	297	317	324									386	289	274	324
At scrutiny	1,062	1,098	993	1,044	937	1,094	1,083	1,244	1,274	1,142	1,253	1,276	1,274	1,153	1,628	1,475	1,317	1,171									1,126	1,252	1,276	1,171
Pending reg fee	374	409	352	358	397	353	378	362	353	375	415	402	490	423	414	391	389	391									252	354	402	391
<b>Total</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>1,776</b>	<b>1,937</b>	<b>1,952</b>	<b>2,057</b>	<b>1,909</b>	<b>2,328</b>	<b>2,163</b>	<b>2,023</b>	<b>1,886</b>									<b>1,764</b>	<b>1,895</b>	<b>1,952</b>	<b>1,886</b>

New International Applications Received April 2017 - March 2019

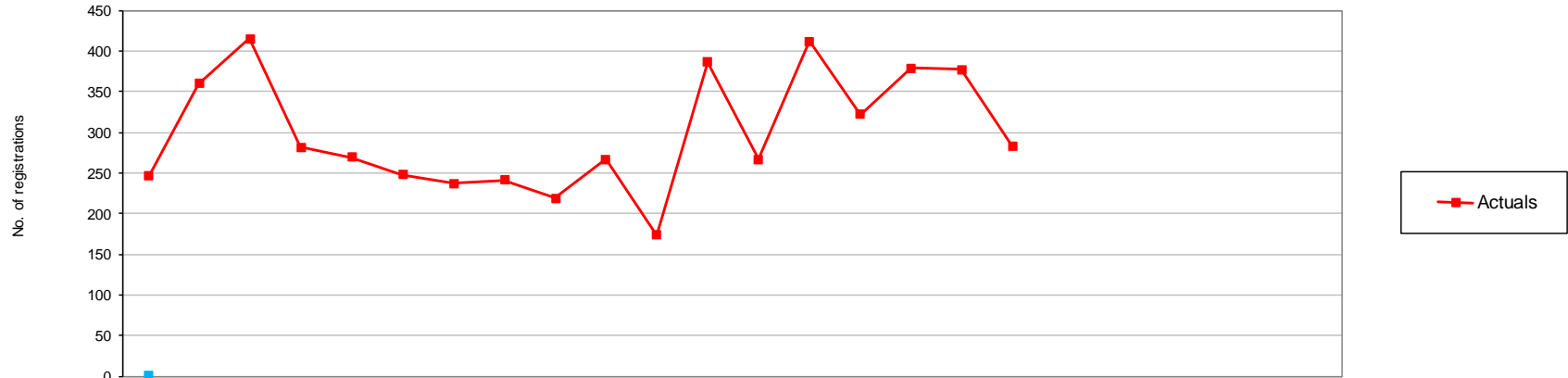
Registration Department



	2017												2018												2019												15/16	16/17	17/18	18/19			
	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	YTD			
Arts Therapists	1	1	4	1	2	2	3	1	0	3	5	5	1	4	3	2	4	2																						21	34	28	16
Bio. Scientists	18	22	26	13	18	17	29	35	11	28	23	15	17	35	19	24	33	39																						417	330	255	167
Chirops/ Pods	4	8	5	3	4	2	4	2	0	2	0	6	0	7	5	2	4	3																						74	49	40	21
CI Scientists	7	4	9	9	4	4	9	10	3	13	9	2	8	11	3	6	5	7																						99	96	83	40
Dietitians	20	32	24	8	21	3	19	17	10	25	26	25	15	38	18	14	19	15																						288	236	230	119
Hearing aid disp	3	2	4	1	1	2	43	2	3	4	2	2	2	4	3	2	3	7																						41	35	69	21
OTs	19	26	36	10	24	12	4	35	14	34	27	24	29	49	26	26	35	30																						491	400	265	195
ODPs	1	3	2	2	0	1	0	3	1	0	3	1	0	3	1	1	2	6																						11	19	17	13
Orthoptists	0	0	3	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0																					4	8	4	1	
Paramedics	16	28	32	3	20	8	19	31	46	91	57	52	32	54	15	7	11	21																					559	507	403	140	
Physiotherapists	108	132	106	78	117	52	112	96	76	108	97	98	93	187	106	83	125	112																						1,581	1,543	1,180	706
Pract psychs	19	37	30	28	18	9	28	37	15	34	31	17	31	61	32	23	45	31																					398	379	303	223	
Prosth/Orthotists	2	4	2	1	1	2	0	1	2	1	0	1	2	0	2	1	2	4																						16	14	17	11
Radiographers	73	87	83	39	72	27	81	126	58	89	99	79	67	124	81	53	77	89																					955	903	913	491	
Social workers	49	70	58	43	44	20	61	62	30	42	38	48	46	58	49	42	53	67																					747	776	565	315	
SLTs	12	17	12	10	5	5	15	18	9	12	7	16	14	26	9	12	14	13																					289	197	138	88	
<b>Total</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>486</b>	<b>424</b>	<b>391</b>	<b>357</b>	<b>661</b>	<b>372</b>	<b>298</b>	<b>433</b>	<b>446</b>																				<b>5,991</b>	<b>5,526</b>	<b>4,510</b>	<b>2,567</b>		

International Registrations April April 2017 - March 2019

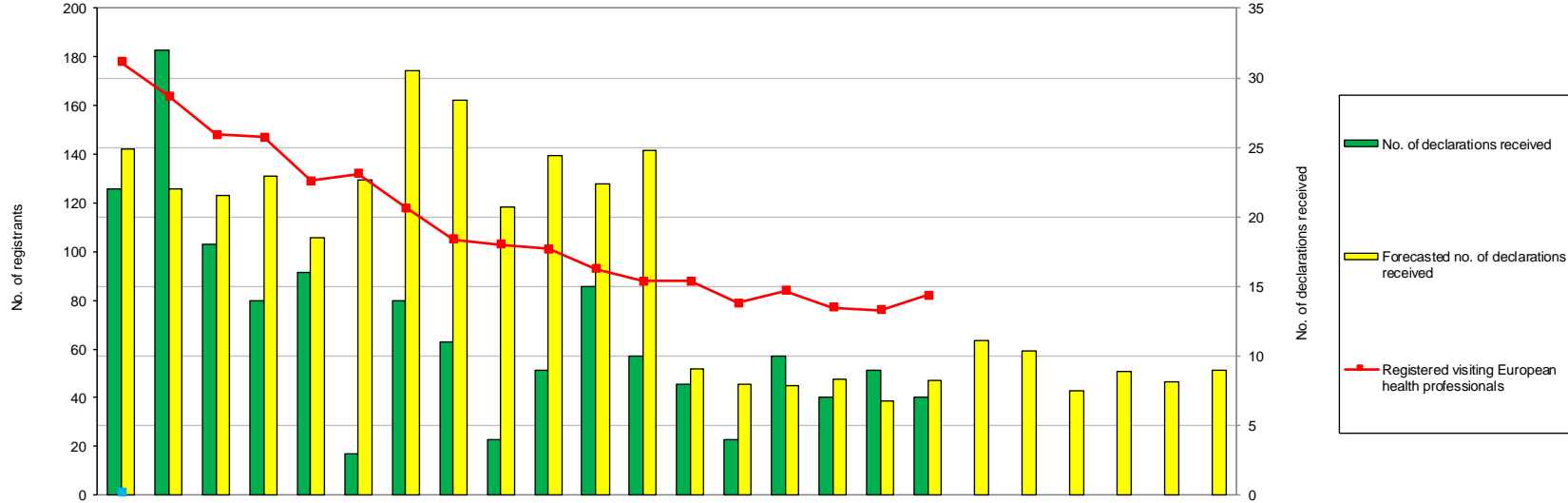
Registration Department



	2017												2018												2019												15/16	16/17	17/18	18/19
	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	YTD
Arts therapists	3	1	3	1	0	0	0	1	0	4	2	1	0	0	5	1	2	2							0	0	5	1	2	2	7	12	16	10						
Bio. scientists	15	22	25	19	10	15	7	3	38	26	12	17	27	13	12	17	21	14							27	13	12	17	21	14	213	247	209	104						
Chirops/pods	2	3	4	2	7	2	2	3	5	1	1	0	0	1	2	1	5	2							0	1	2	1	5	2	37	41	32	11						
CI scientists	3	6	7	2	2	0	8	3	2	8	4	6	3	4	6	4	1	1							3	4	6	4	1	1	34	40	51	19						
Dietitians	12	13	8	29	23	11	17	8	7	12	5	12	13	8	1	51	25	15							13	8	1	51	25	15	107	169	157	113						
Hearing aid disps	2	5	3	2	1	1	1	0	0	2	3	3	1	2	1	2	3	0							1	2	1	2	3	0	21	22	23	9						
OTs	23	32	17	20	16	8	3	50	22	28	19	25	20	21	25	29	37	19							20	21	25	29	37	19	255	343	263	151						
ODPs	0	2	1	0	2	1	0	0	2	1	0	0	1	1	1	2	0	1							1	1	1	2	0	1	12	6	9	6						
Orthoptists	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0							0	0	0	0	0	0	2	2	3	0						
Paramedics	29	30	23	19	9	42	13	18	5	10	18	76	49	47	36	20	20	16							49	47	36	20	20	16	424	326	292	188						
Physiotherapists	42	128	136	78	92	78	70	60	35	86	45	38	16	195	102	107	90	98							16	195	102	107	90	98	695	1,149	888	608						
Pract psychs	3	6	49	9	13	13	14	23	10	9	14	4	21	12	22	17	26	26							21	12	22	17	26	26	130	182	167	124						
Prosth/orthotists	1	1	4	4	2	0	2	0	0	1	0	0	1	2	1	0	3	0							1	2	1	0	3	0	8	15	15	7						
Radiographers	54	59	77	52	57	39	56	43	36	42	8	159	64	72	63	78	85	59							64	72	63	78	85	59	425	691	682	421						
Social workers	46	32	45	36	31	33	28	19	52	28	35	37	35	27	35	30	45	24							35	27	35	30	45	24	334	514	422	196						
SLTs	11	20	13	9	4	4	16	9	4	9	8	8	16	7	10	20	14	6							16	7	10	20	14	6	167	146	115	73						
<b>Total</b>	<b>246</b>	<b>360</b>	<b>415</b>	<b>282</b>	<b>269</b>	<b>248</b>	<b>237</b>	<b>241</b>	<b>219</b>	<b>267</b>	<b>174</b>	<b>386</b>	<b>267</b>	<b>412</b>	<b>322</b>	<b>379</b>	<b>377</b>	<b>283</b>							<b>267</b>	<b>412</b>	<b>322</b>	<b>379</b>	<b>377</b>	<b>283</b>	<b>2,871</b>	<b>3,905</b>	<b>3,344</b>	<b>2,040</b>						

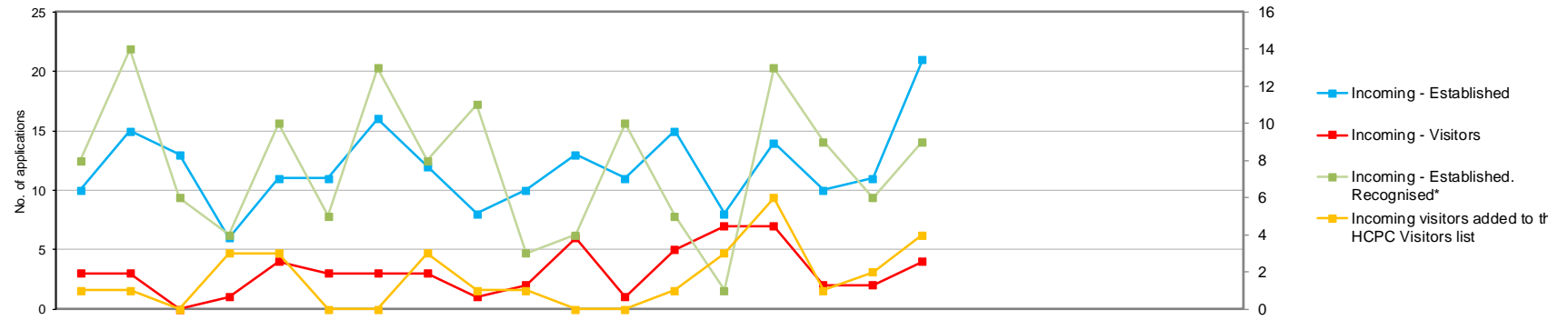
Register of visiting European health professionals under EU Directive 2005/36/EC April 2017 - March 2019

Registration Department



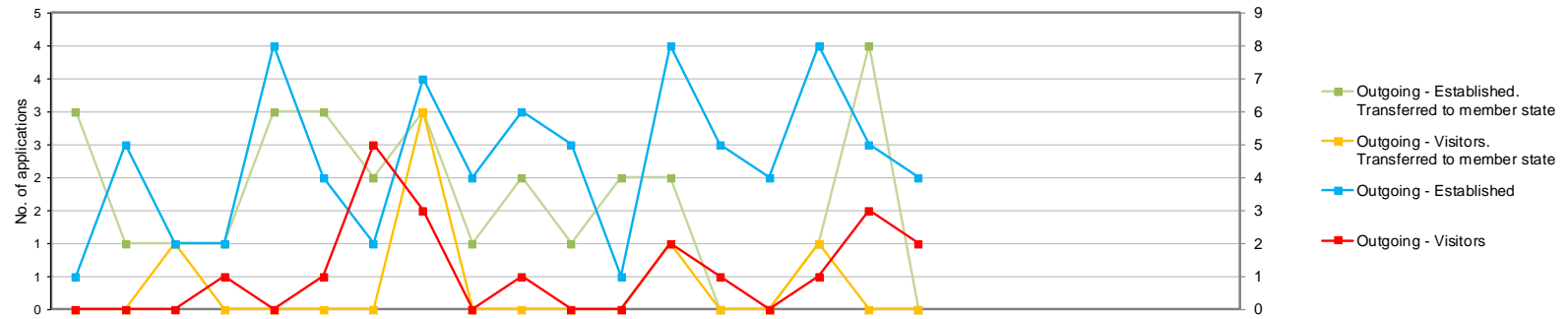
	2017			2018									2019									15/16	16/17	17/18	18/19				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
<b>No. of declarations received</b>	22	32	18	14	16	3	14	11	4	9	15	10	8	4	10	7	9	7								702	383	168	45
<b>Registered visiting European health professionals</b>	178	164	148	147	129	132	118	105	103	101	93	88	88	79	84	77	76	82								371	197	88	82
<b>Forecasted no. of declarations received</b>	25	22	22	23	18	23	31	28	21	24	22	25	9	8	8	8	7	8	11	10	8	9	8	9	625	638	284	103	

European Professional Card (EPC) incoming applications April 2017 - March 2019



	2017			2018												2019			15/16	16/17	17/18	18/19							
	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	YTD	
Incoming - Established	10	15	13	6	11	11	16	12	8	10	13	11	15	8	14	10	11	21											
Incoming - Visitors	3	3	0	1	4	3	3	3	1	2	6	1	5	7	7	2	2	4											
Incoming - Established. Recognised*	8	14	6	4	10	5	13	8	11	3	4	10	5	1	13	9	6	9											
Incoming visitors added to the HCPC Visitors list	1	1	0	3	3	0	0	3	1	1	0	0	1	3	6	1	2	4											
																									6	114	136	79	
																									5	42	30	27	
																									2	77	96	43	
																									3	22	13	17	

European Professional Card (EPC) outgoing applications April 2017 - March 2019

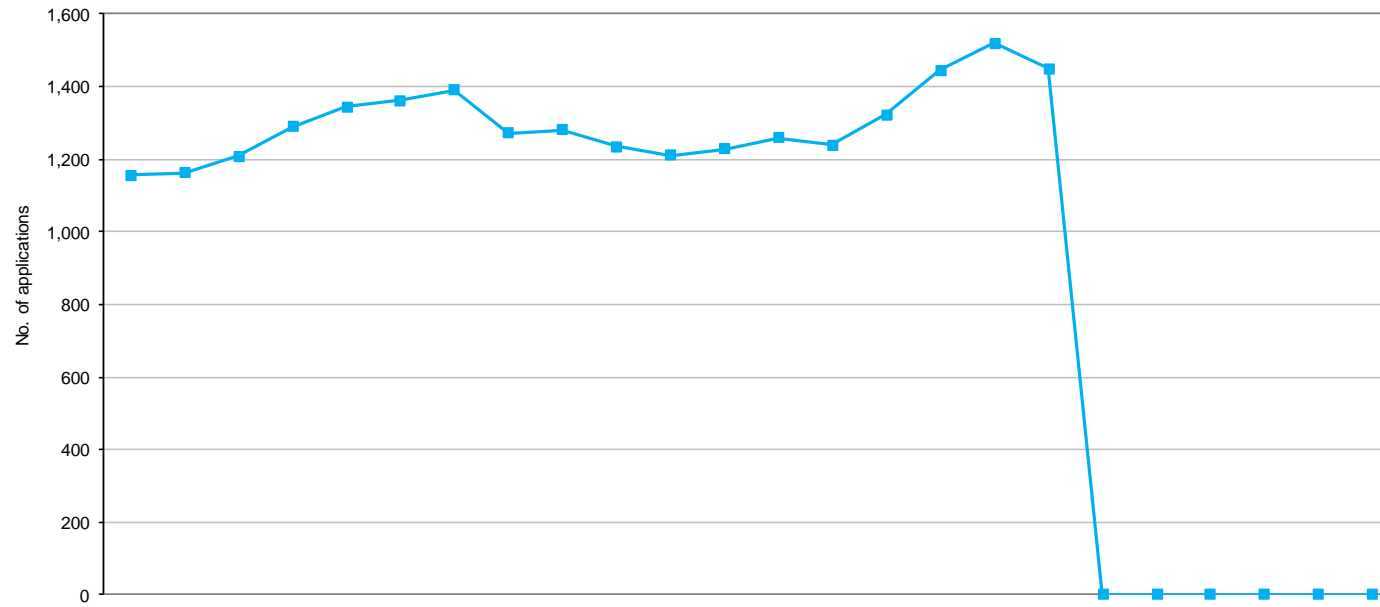


	2017			2018												2019									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Outgoing - Established	1	5	2	2	8	4	2	7	4	6	5	1	8	5	4	8	5	4							
Outgoing - Visitors	0	0	0	1	0	1	5	3	0	1	0	0	2	1	0	1	3	2							
Outgoing - Established. Transferred to member state	3	1	1	1	3	3	2	3	1	2	1	2	2	0	0	1	4	0							
Outgoing - Visitors. Transferred to member state	0	0	1	0	0	0	0	3	0	0	0	0	1	0	0	1	0	0							

15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD
14	54	47	34
2	13	11	9
1	25	23	7
0	4	4	2

UK applications workflow process at end of each month April 2017 - March 2019

Registration Department

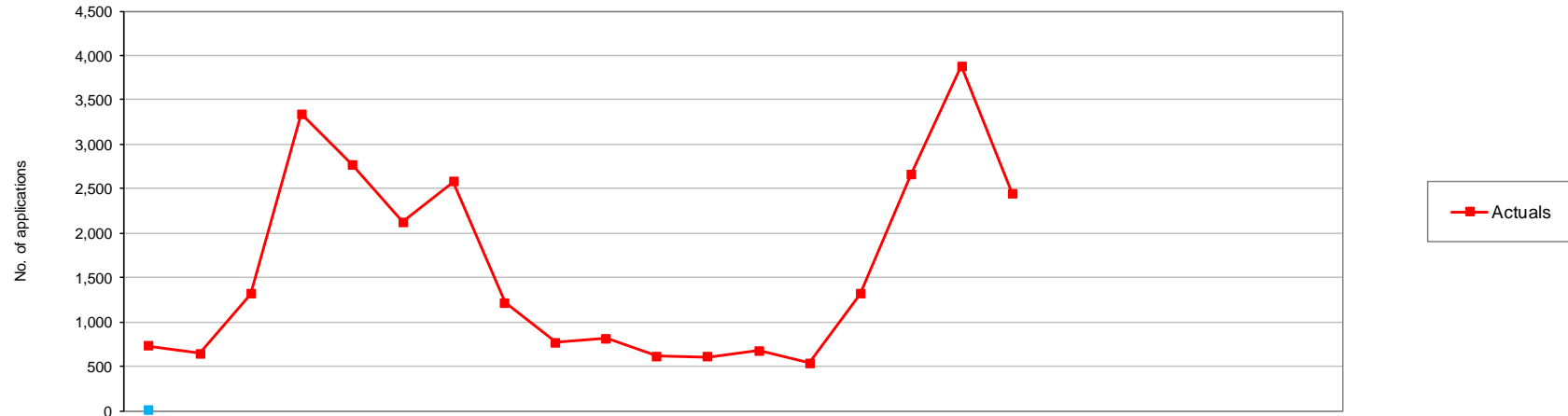


Current status	2017			2018									2019												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum info	1,142	1,148	1,191	1,267	1,327	1,341	1,371	1,257	1,269	1,219	1,195	1,212	1,242	1,227	1,307	1,430	1,503	1,435							
At scrutiny	1	1	4	7	4	7	3	2	2	2	3	4	4	4	4	6	4	4							
Pending reg fee	14	13	13	15	14	14	16	14	10	13	13	13	13	9	11	9	13	11							
<b>Total</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>1,234</b>	<b>1,211</b>	<b>1,229</b>	<b>1,259</b>	<b>1,240</b>	<b>1,322</b>	<b>1,445</b>	<b>1,520</b>	<b>1,450</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD
1,041	1,111	1,212	1,435
1	4	4	4
8	12	13	11
<b>1,050</b>	<b>1,127</b>	<b>1,229</b>	<b>1,450</b>

New UK Applications Received April 2017 - March 2019

Registration Department

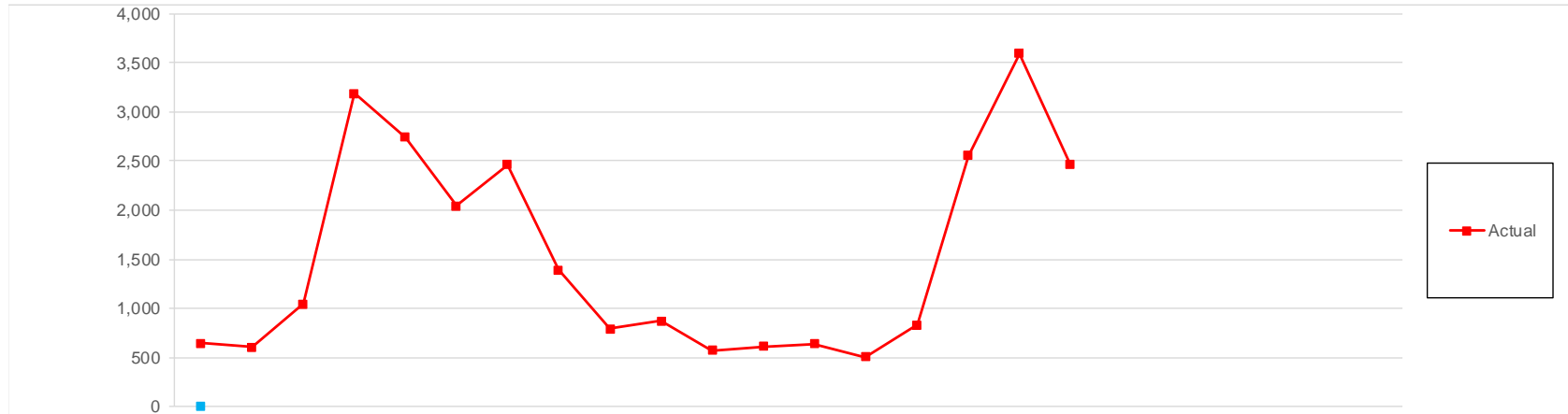


	2017			2018									2019									15/16	16/17	17/18	18/19							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	FYE	YTD				
Arts therapists	18	11	10	43	73	41	57	29	13	16	5	8	21	6	14	28	108	58											340	333	324	235
Bio. scientists	46	53	71	138	101	72	106	80	80	83	55	65	89	55	86	94	148	109											848	850	950	581
Chirops/pods	2	2	91	125	52	30	24	8	3	2	4	5	4	9	83	121	49	33											393	381	348	299
CI Scientists	23	22	20	23	17	23	54	83	47	37	24	18	36	17	29	9	23	18											377	290	391	132
Dietitians	10	6	60	145	88	28	19	10	1	7	6	11	21	7	53	130	119	36											400	376	391	366
Hearing aid disps	16	10	17	39	57	41	41	29	16	20	13	26	19	5	16	22	63	34											234	278	325	159
OTs	42	42	90	412	341	182	227	101	45	58	58	46	39	34	80	331	488	226											1,733	1,604	1,644	1,198
ODPs	51	13	33	67	151	210	95	17	26	16	6	8	39	42	53	57	182	232											641	625	693	605
Orthoptists	0	0	1	17	28	9	6	5	1	0	0	0	2	0	5	14	26	7											72	76	67	54
Paramedics	116	108	106	268	274	294	270	158	121	116	129	117	144	90	121	161	410	392											1,173	1,461	2,077	1,318
Physiotherapists	48	20	188	671	412	151	154	72	39	41	73	66	33	19	207	582	591	169											1,875	1,849	1,935	1,601
Pract psychs	57	40	43	48	68	153	396	123	70	65	43	33	52	39	35	41	100	196											1,077	1,063	1,139	463
Prosth/orthotists	0	2	9	19	7	3	2	2	0	2	0	0	1	2	12	18	7	4											55	53	46	44
Radiographers	16	36	301	537	201	141	71	23	8	12	30	26	23	90	311	456	323	143											1,438	1,403	1,402	1,346
Social workers	270	270	247	619	765	648	956	430	275	285	144	143	122	104	181	494	1,055	708											5,695	4,595	5,052	2,664
SLTs	13	12	28	167	133	98	103	46	22	50	25	35	30	18	28	99	185	83											814	683	732	443
<b>Total</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>810</b>	<b>615</b>	<b>607</b>	<b>675</b>	<b>537</b>	<b>1,314</b>	<b>2,657</b>	<b>3,877</b>	<b>2,448</b>											<b>17,165</b>	<b>15,920</b>	<b>17,516</b>	<b>11,508</b>



New UK Registrations April 2017 - March 2019

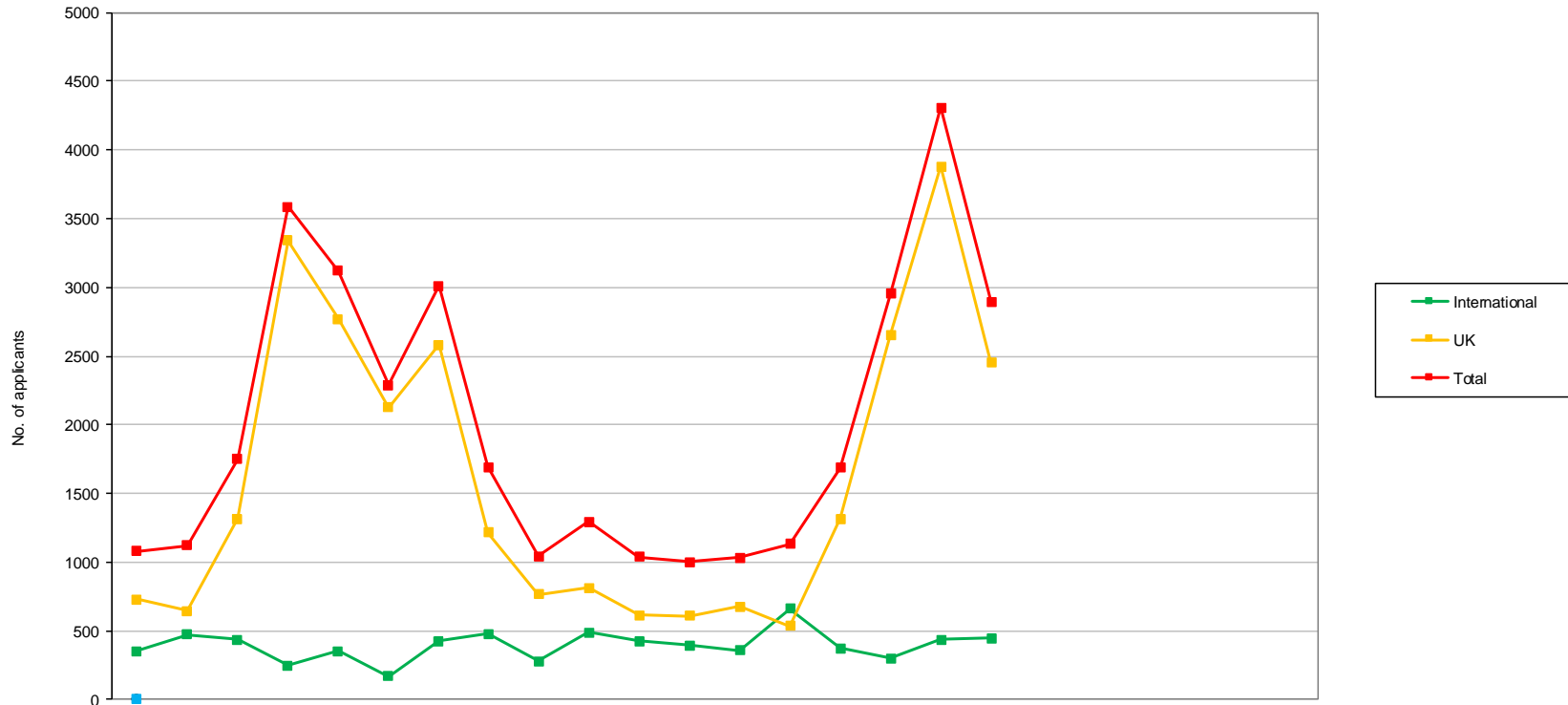
Registration Department



	2017			2018												2019						15/16	16/17	17/18	18/19			
	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	YTD
Arts therapists	14	8	8	41	68	37	53	28	13	23	6	8	18	6	9	14	109	58							287	322	307	214
Bio. scientists	42	36	70	115	92	69	82	70	76	88	55	52	87	55	77	74	136	101							775	786	847	530
Chirops/pods	2	2	68	134	55	34	25	9	2	2	4	3	4	3	55	130	55	29							356	374	340	276
CI Scientists	26	20	18	20	13	18	27	101	46	37	27	18	33	19	24	10	21	16							285	267	371	123
Dietitians	3	8	48	153	86	30	22	10	1	8	3	12	21	4	45	110	123	38							419	373	384	341
Hearing aid disps	13	11	15	41	46	39	40	31	18	21	17	20	19	5	15	23	53	39							271	268	312	154
OTs	39	41	81	351	375	174	225	116	45	61	59	44	38	38	53	283	489	239							1,642	1,580	1,611	1,140
ODPs	40	25	25	58	114	203	124	43	23	18	4	11	32	45	13	77	124	260							673	609	688	551
Orthoptists	0	0	1	16	26	9	5	7	1	0	0	0	2	0	3	16	25	6							62	76	65	52
Paramedics	87	126	64	198	275	326	235	233	129	114	71	137	139	125	55	160	305	412							1,398	1,461	1,995	1,196
Physiotherapists	54	14	141	640	430	170	159	70	43	49	67	68	33	22	130	564	599	201							1,840	1,798	1,905	1,549
Pract psychs	51	32	43	45	63	123	364	137	86	55	39	36	39	48	30	43	77	153							1,027	1,041	1,074	390
Prosth/orthotists	0	0	7	21	8	1	3	2	1	2	1	0	1	0	13	15	9	5							50	53	46	43
Radiographers	14	7	198	621	219	142	77	31	9	16	26	31	16	6	169	520	317	161							1,366	1,389	1,391	1,189
Social workers	247	260	230	586	735	576	916	452	273	324	164	135	122	112	120	427	989	664							5,239	4,486	4,898	2,434
SLTs	13	12	24	148	140	90	103	53	22	51	25	35	31	14	20	90	168	83							778	686	716	406
<b>Total</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>869</b>	<b>568</b>	<b>610</b>	<b>635</b>	<b>502</b>	<b>831</b>	<b>2,556</b>	<b>3,599</b>	<b>2,465</b>							<b>16,468</b>	<b>15,569</b>	<b>16,950</b>	<b>10,588</b>

Application Types Received April 2017 - March 2019

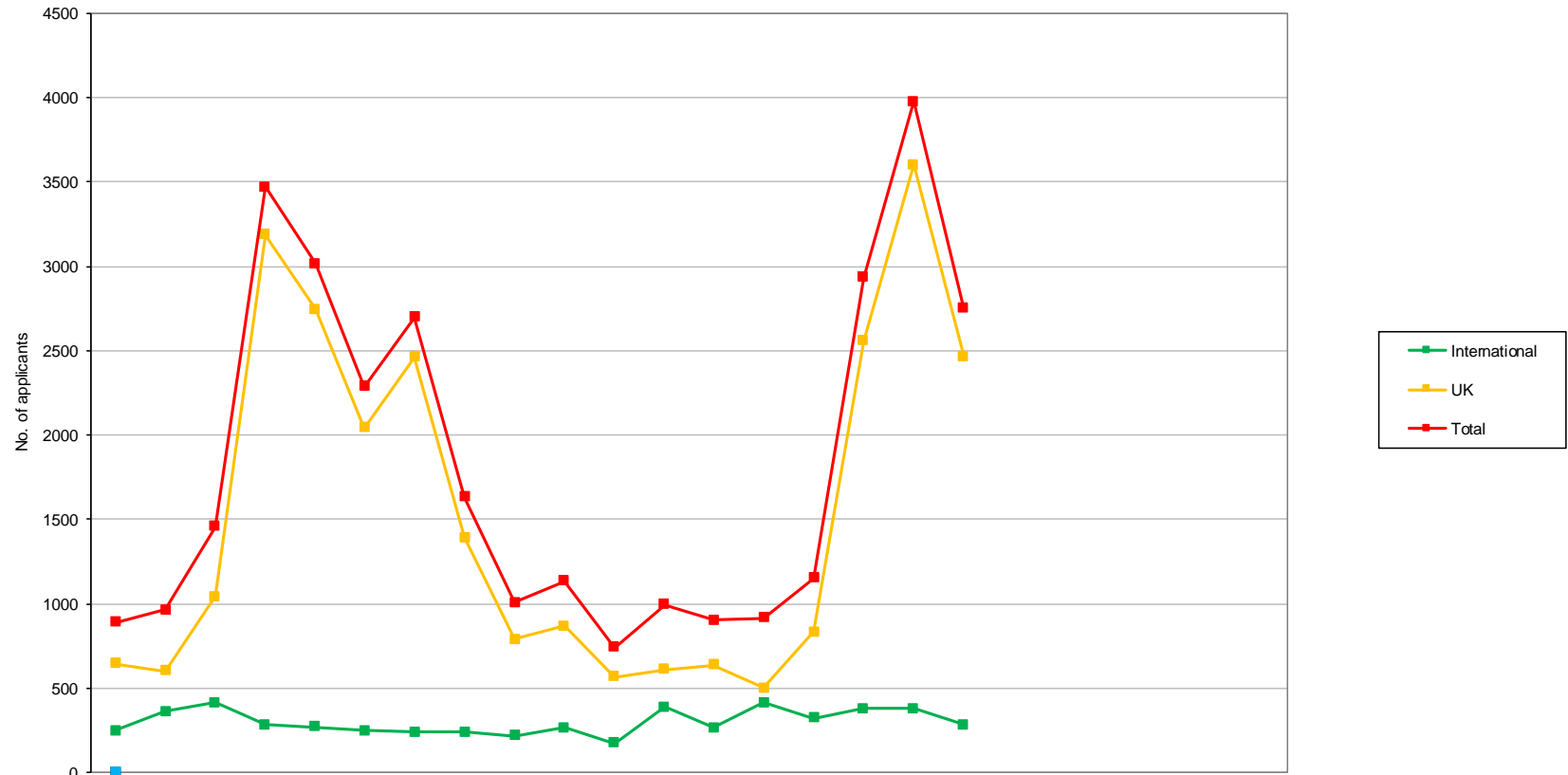
Registration Department



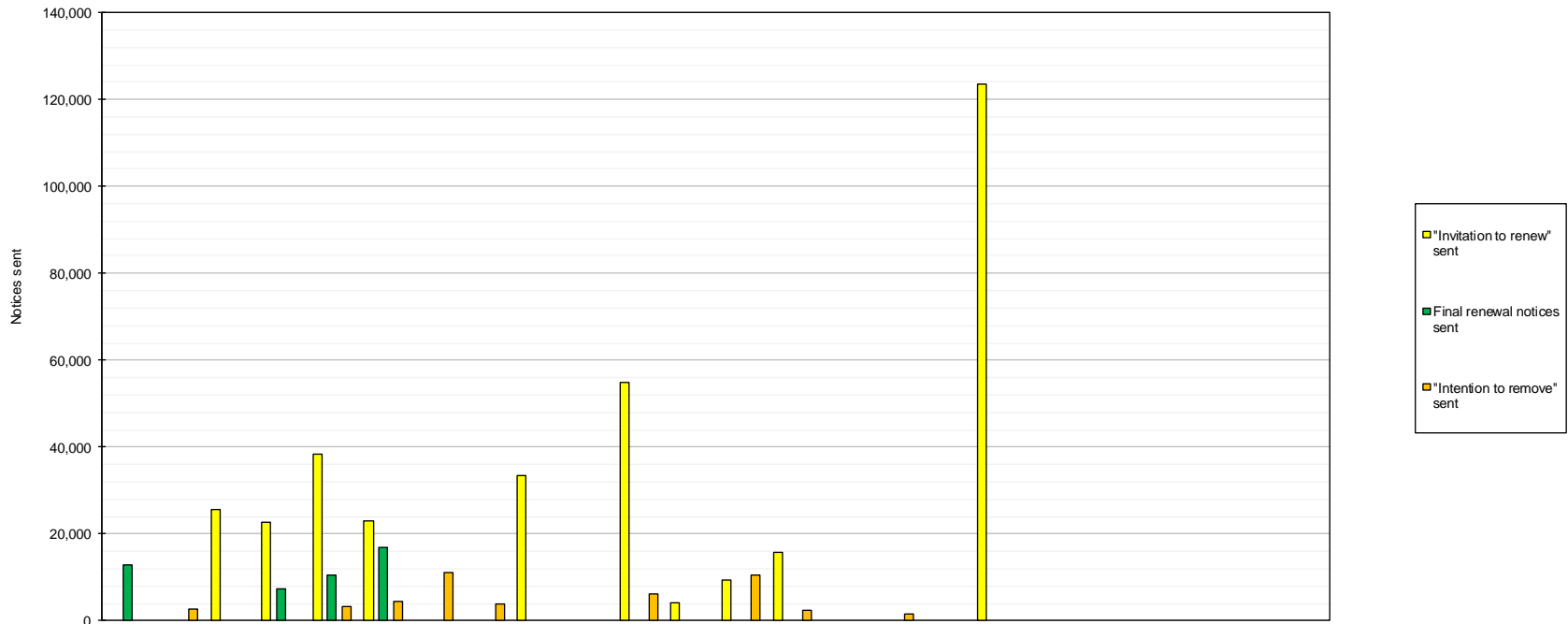
Apps Received	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
International	352	473	436	249	351	166	427	477	278	486	424	391	357	661	372	298	433	446							5,991	5,526	4,510	2,567
UK	728	647	1,315	3,338	2,768	2,124	2,581	1,216	767	810	615	607	675	537	1,314	2,657	3,877	2,448							16,910	16,553	17,516	11,508
Total	1,080	1,120	1,751	3,587	3,119	2,290	3,008	1,693	1,045	1,296	1,039	998	1,032	1,134	1,686	2,955	4,310	2,894							22,901	22,079	22,026	14,075

**New Registrants April 2017 - March 2019**

**Registration Department**



	2017			2018												2019			15/16	16/17	17/18	18/19								
	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	YTD		
<b>International</b>	246	360	415	282	269	248	237	241	219	267	174	386	267	412	322	379	377	283												
<b>UK</b>	645	602	1,041	3,188	2,745	2,041	2,460	1,393	788	869	568	610	635	502	831	2,556	3,599	2,465												
<b>Total</b>	891	962	1,456	3,470	3,014	2,289	2,697	1,634	1,007	1,136	742	996	902	914	1,153	2,935	3,976	2,748												
																									2,871	3,905	3,344	2,040		
																									16,468	16,190	16,950	10,588		
																									19,340	20,095	20,294	12,628		

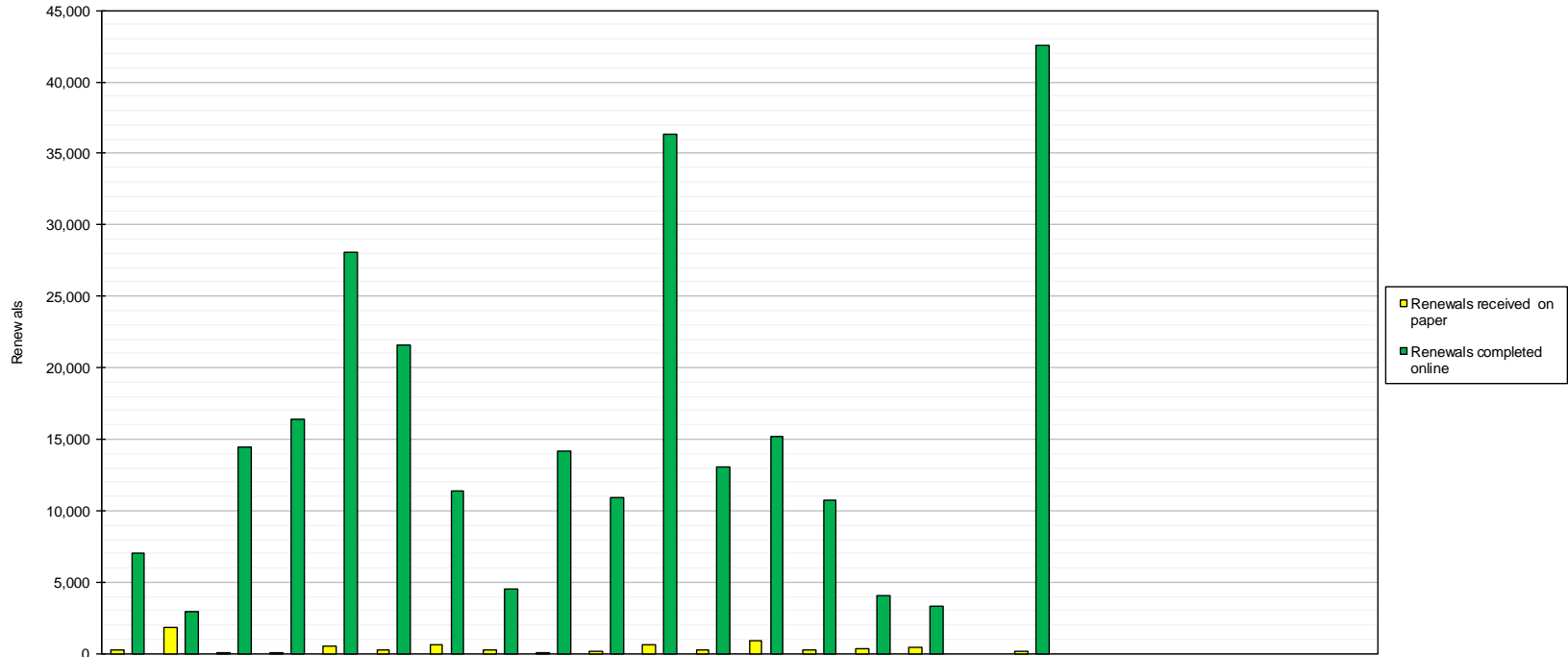


	2017			2018									2019												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
"Invitation to renew" sent	0	0	25,597	22,685	38,348	22,960	0	0	33,450	0	54,809	4,270	9,513	15,879	0	0	0	123,434							
Final renewal notices sent	12,892	0	0	7,304	10,440	16,984																			
"Intention to remove" sent	0	2,738	0	0	3,440	4,444	11,035	3,970	0	0	6,212	0	10,473	2,448	0	1,539	0	0							
<b>Total</b>	12,892	2,738	25,597	29,989	52,228	44,388	11,035	3,970	33,450	61,021	4,270	19,986	18,327			1,539	123,434								

15/16 FYE	16/17 FYE	17/18 FYE	17/18 YTD
189,155	131,161	202,119	148,826
86,386	66,211	47,620	0
19,589	32,827	31,839	14,460
295,130	230,199	281,578	163,286

Renewal Information - on paper and online April 2017 - March 2019

Registration Department

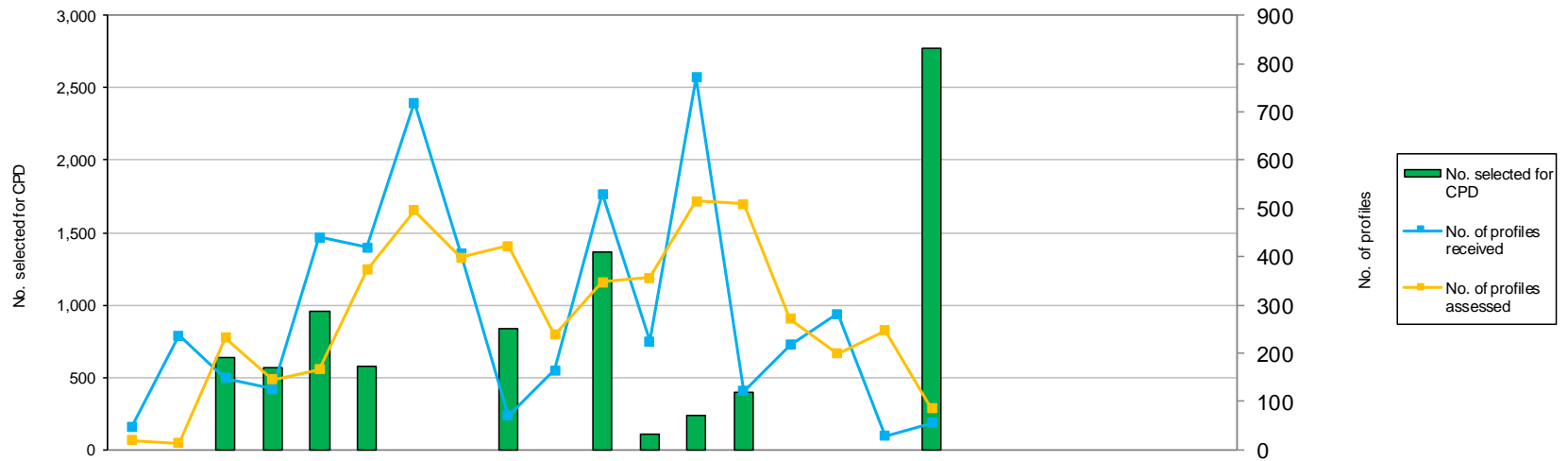


	2017			2018									2019											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Renewals received on paper	230	1,798	33	75	514	218	590	269	28	137	600	209	877	243	383	407	0	120						
Renewals completed online	7,058	2,919	14,478	16,391	28,076	21,618	11,365	4,538	14,159	10,902	36,344	13,039	15,163	10,784	4,048	3,285	0	42,594						
Registrants removed	0	0	678	0	627	894	1,335	1,114	1,119	0	0	1,281	2,440	2,448	0	0	870	0						

15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD
20,074	13,912	4,701	2,030
189,764	135,427	180,887	75,874

Continuing Professional Development process April 2017 - March 2019

Registration Department

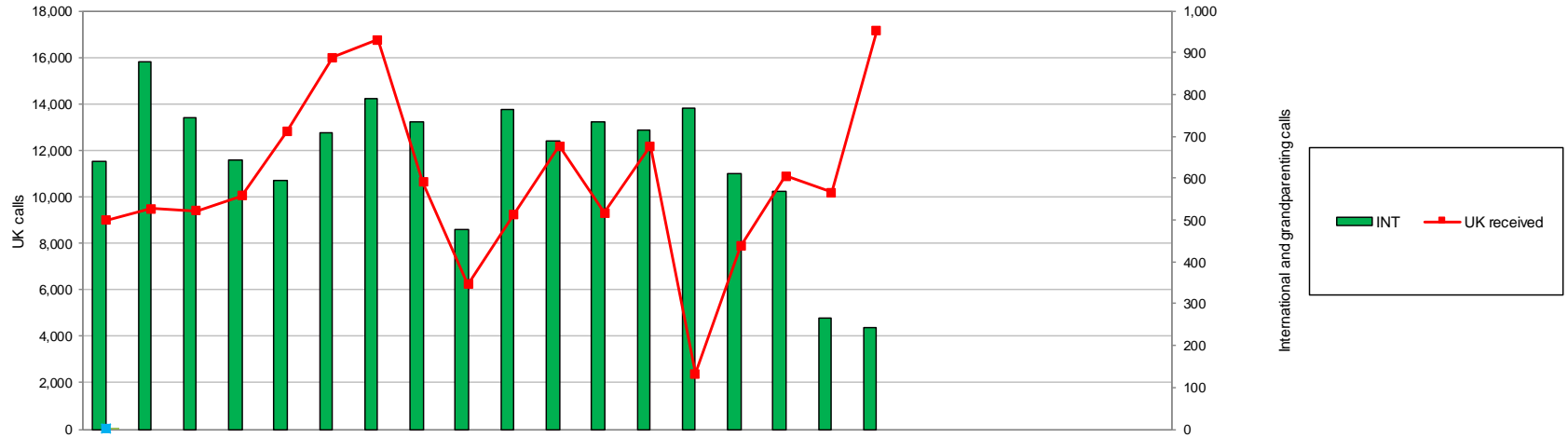


	2017			2018												2019									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>No. selected for CPD</b>	0	0	640	568	958	574	0	0	836	0	1,369	107	238	397	0	0	0	2,775							
<b>No. of profiles received</b>	46	236	149	126	441	419	719	407	71	165	531	225	772	122	217	282	29	55							
<b>No. of profiles assessed</b>	19	14	232	145	167	373	496	398	422	238	347	357	516	509	271	200	247	85							

15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD
4,737	3,861	5,052	3,410
3,262	2,654	3,535	1,477
3,237	3,732	3,208	1,828

Registration Telephone Information April 2017 - March 2019

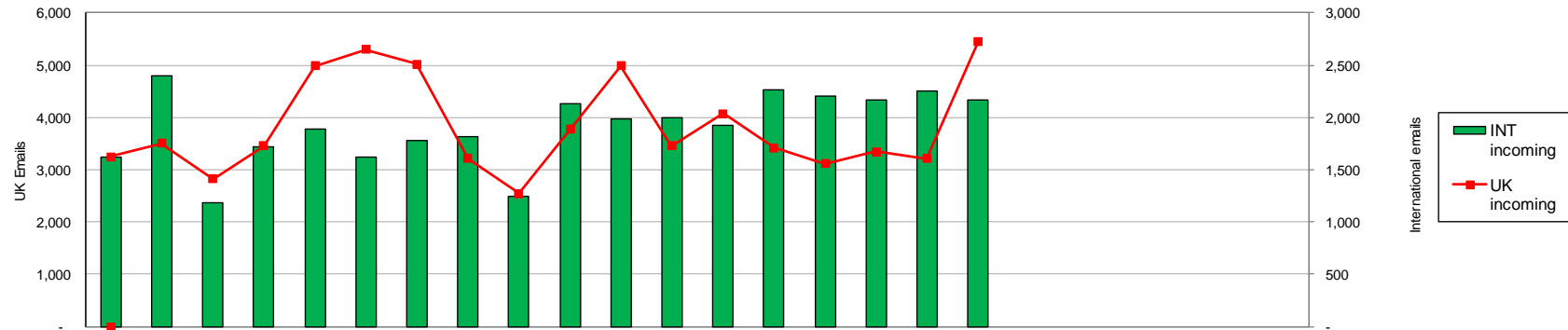
Registration Department



	2017			2018									2019									15/16	16/17	17/18	18/19			
	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	YTD
<b>INT</b>																												
<b>INT</b>	641	877	745	644	593	709	791	733	477	765	688	734	716	768	612	567	265	242	8,411	9,227	8,397	3,170						
<b>Answered</b>	626	798	735	630	572	681	762	721	476	762	663	719	705	761	605	560	262	241	8,180	9,075	8,145	3,134						
<b>Calls answered (%)</b>	98	91	99	98	97	96	96	98	100	100	99	98	99	99	99	99	99	99	100	99	98	97	99					
<b>Abandoned</b>	15	79	10	14	21	28	29	12	1	3	5	15	11	7	7	7	3	1	51	152	232	36						
<b>Avg answer time (sec)</b>	56	59	45	53	76	87	49	61	25	30	41	57	54	35	47	42	51	30	29	48	53	43						
<b>Avg talk time (min)</b>	3.56	4.20	4.17	4.18	4.40	4.31	4.31	4.31	4.53	4.19	4.46	4.53	4.25	4.42	5.01	5.11	3.43	4.07	4	4	4	4						
<b>UK</b>																												
<b>UK received</b>	8,978	9,475	9,398	10,054	12,801	15,985	16,742	10,622	6,230	9,256	12,194	9,300	12,169	2,382	7,877	10,891	10,191	17,141	130,437	150,359	131,035	60,651						
<b>Answered</b>	8,429	8,507	9,071	9,639	10,869	12,874	12,661	9,783	6,084	8,885	10,946	7,905	10,186	2,311	7,638	9,908	9,586	15,452	127,363	133,732	115,653	55,081						
<b>Calls answered (%)</b>	94	90	97	96	85	81	77	93	98	96	90	86	85	97	97	91	94	90	97	97	90	92						
<b>Abandoned</b>	549	968	327	415	1,932	3,111	4,081	839	146	371	1,248	1,395	1,984	71	239	983	605	1,689	3,521	16,641	15,382	5,571						
<b>Avg answer time (sec)</b>	126	126	113	135	279	402	495	154	55	77	116	259	303	101	68	200	173	202	69	197	195	175						
<b>Avg talk time (min)</b>	3.33	3.44	3.27	3.24	3.46	3.48	3.54	3.56	3.35	3.42	3.45	4.05	3.57	4.36	4.10	4.01	3.50	3.50	3	3	3	4						

UK and international emails received at end of each month April 2017 - March 2019

Registration Department



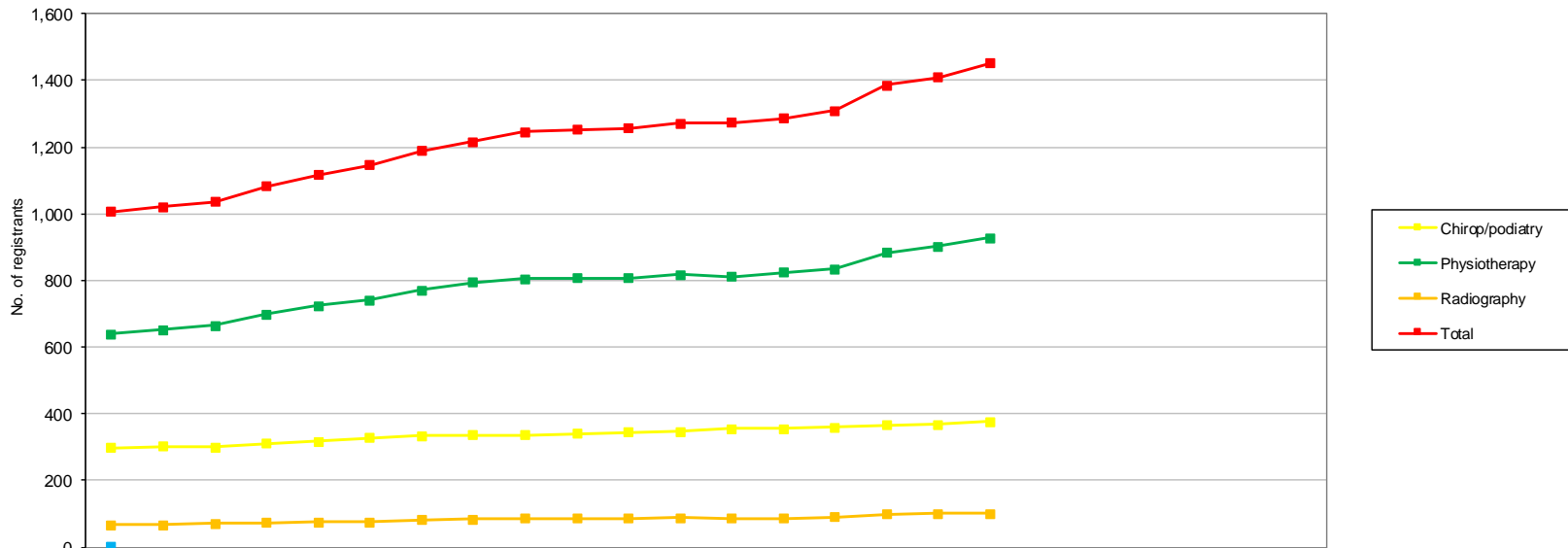
	2017			2018												2019									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
UK incoming	3,249	3,506	2,830	3,452	4,980	5,303	5,016	3,213	2,541	3,776	4,984	3,452	4,071	3,419	3,118	3,343	3,211	5,456							
INT incoming	1,622	2,394	1,179	1,719	1,887	1,616	1,773	1,814	1,243	2,134	1,983	2,000	1,930	2,261	2,199	2,171	2,255	2,165							
Avg working days UK	1	1	1	1	3	4	3	2	1	3	2	3	1	2	1	3	3	2							
Avg working days INT	2	1	1	2	2	4	2	2	2	3	3	2	2	3	2	4	3	2							
Total incoming	4,871	5,900	4,009	5,171	6,867	6,919	6,789	5,027	3,784	5,910	6,967	5,452	6,001	5,680	5,317	5,514	5,466	7,621							

15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD
40,157	41,768	46,302	22,618
9,886	18,490	21,364	12,981
1	1	2	2
	2	2	3
50,043	60,258	67,666	35,599



Number of registrants with supplementary prescribing rights April 2017 - March 2019

Registration Department

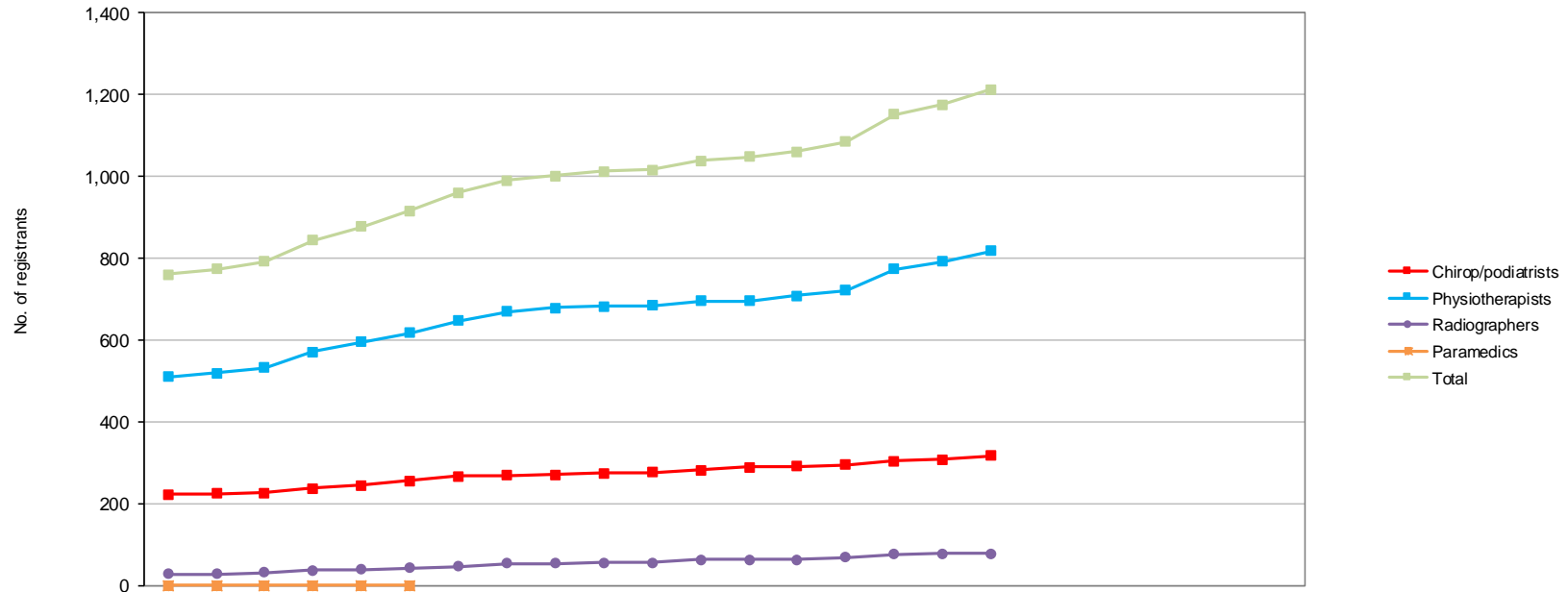


	2017			2018									2019												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Chiropr/podiatry	299	302	301	310	317	328	335	337	336	340	344	347	355	356	360	366	368	377							
Physiotherapy	640	652	664	700	724	742	772	794	804	808	808	817	812	823	835	884	902	928							
Radiography	68	68	72	73	76	76	82	85	86	86	86	88	87	87	91	99	101	102							
Dietitian									19	19	19	20	20	20	24	37	39	45							
<b>Total</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>1,253</b>	<b>1,257</b>	<b>1,272</b>	<b>1,274</b>	<b>1,286</b>	<b>1,310</b>	<b>1,386</b>	<b>1,410</b>	<b>1,452</b>							

15/16	16/17	17/18	18/19
FYE	FYE	FYE	YTD
259	299	347	377
469	630	817	928
57	68	88	102
		20	45
<b>785</b>	<b>997</b>	<b>1,272</b>	<b>1,452</b>

Number of registrants with independent prescribing rights April 2017 - March 2019

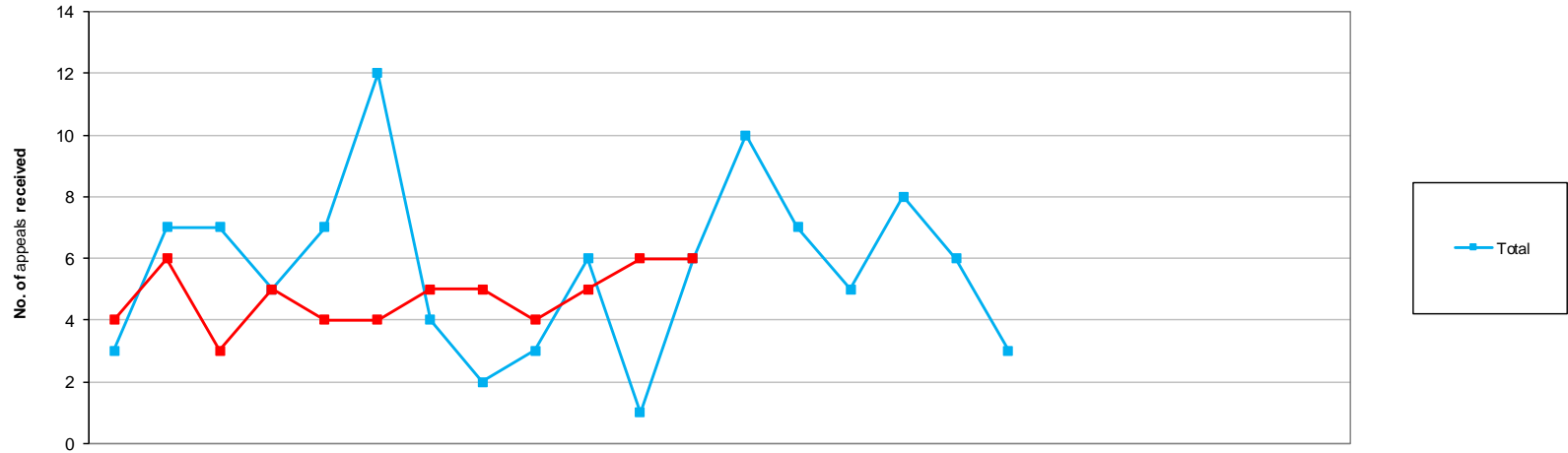
Registration Department



	2017												2018												2019											
	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
<b>Chirop/podiatrists</b>	223	225	226	237	244	256	266	268	270	274	277	281	289	291	295	304	308	317	289	291	295	304	308	317	289	291	295	304	308	317	289	291	295	304	308	317
<b>Physiotherapists</b>	510	520	533	571	595	617	647	669	678	683	684	695	696	708	721	773	791	817	696	708	721	773	791	817	696	708	721	773	791	817	696	708	721	773	791	817
<b>Radiographers</b>	28	28	32	36	39	43	47	53	54	55	55	63	62	62	68	75	77	78	62	62	68	75	77	78	62	62	68	75	77	78	62	62	68	75	77	78
<b>Paramedics</b>													0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	761	773	791	844	878	916	960	990	1,002	1,012	1,016	1,039	1,047	1,061	1,084	1,152	1,176	1,212	1,047	1,061	1,084	1,152	1,176	1,212	1,047	1,061	1,084	1,152	1,176	1,212	1,047	1,061	1,084	1,152	1,176	1,212

15/16	16/17	17/18	18/19
FYE	FYE	FYE	YTD
160	223	281	317
319	497	695	817
	26	63	78
	0	0	0
479	720	1,039	1,212

Registration Appeals Received April 2017 - March 2019

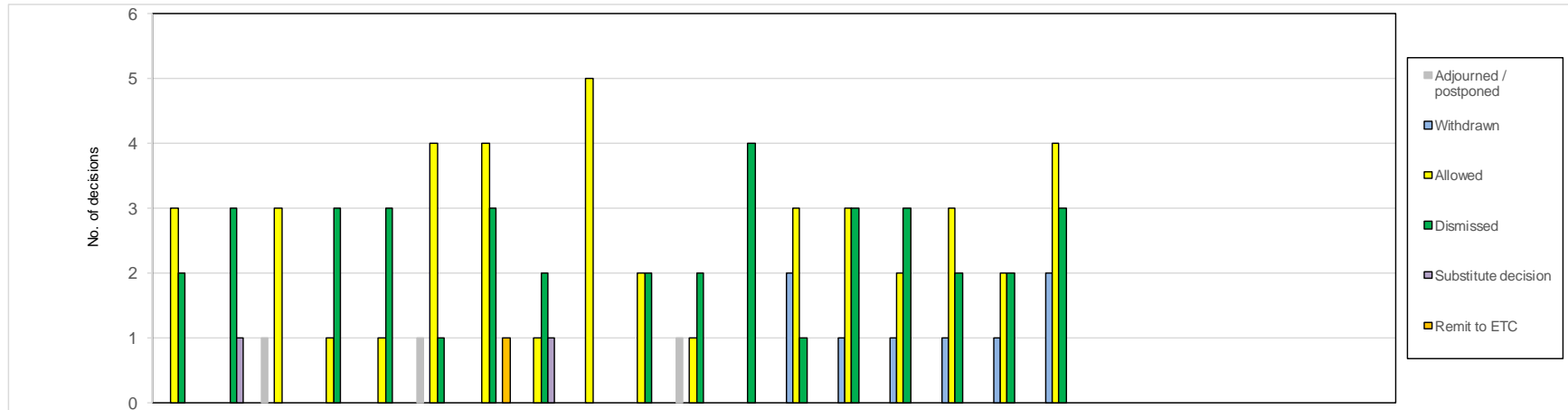


	2017			2018									2019									16/17	17/18	18/19					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
EMR (1)	2	1	1	3	2	3	1	1	1	1	4	1	2	2	1	1	1	2	0										
Non-EMR (2)	1	5	4	1	3	1	0	0	0	1	1	0	2	4	4	2	4	2	3										
Visitors (3)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0											
UK (4)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
Returners to practice (5)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
CPD (6)	0	1	2	1	2	4	1	0	1	0	0	1	1	2	0	0	3	1	0										
Health and Character declarations (7)	0	0	0	0	0	4	2	1	0	0	0	1																	
<b>Total</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>6</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>3</b>							<b>56</b>	<b>63</b>	<b>39</b>		

- 1 International applications with European Mutual Recognition (EMR) rights.
- 2 International applications without EMR rights.
- 3 Declarations to be on the Register of visiting health professionals.
- 4 UK applications for registration.
- 5 Applications for readmission to the Register.
- 6 Continuing Professional Development profiles.
- 7 Any application where a positive declaration has been made by the applicant for health and character.

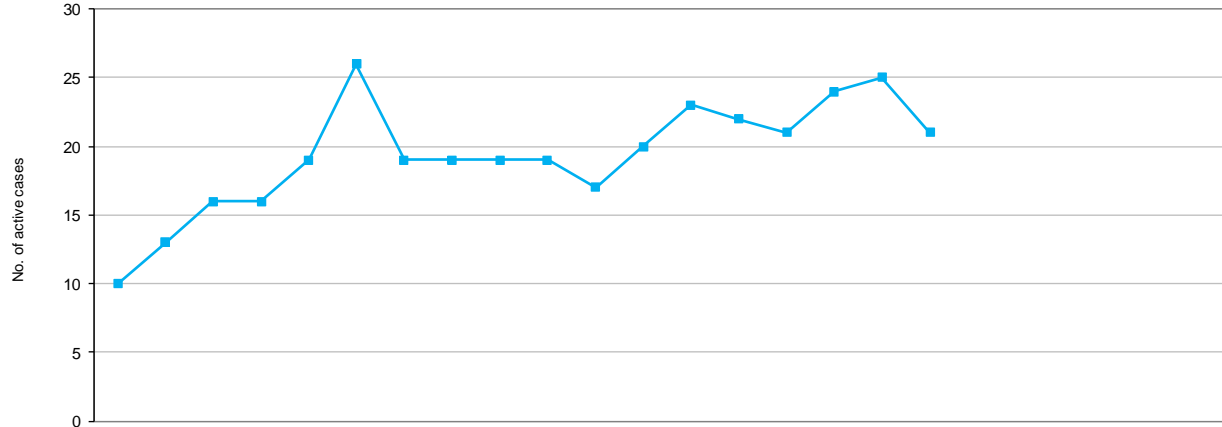
Registration Appeal Decisions April 2017 - March 2019

Registration Department



	2017			2018									2019									16/17	17/18	18/19			
	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
Adjournd / postponed	0	0	1	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0							0	3	1
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1	1	1	2							16	0	8
Allowed	3	0	3	1	1	4	4	1	5	2	1	0	3	3	2	3	2	4							9	25	17
Dismissed	2	3	0	3	3	1	3	2	0	2	2	4	1	3	3	2	2	3							32	25	14
Substitute decision	0	1	0	0	0	0	0	1	0	0	0	0	0												2	2	0
Remit to ETC	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0							5	1	0
Hearings held	5	4	4	4	4	6	8	4	5	4	4	4	5	6	5	5	4	7							48	56	32

Registration Appeals Status April 2017 - March 2019



	2017			2018												2019			16/17	17/18	18/19								
	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		
Hearings scheduled	4	4	4	4	6	9	4	5	4	4	4	5	6	5	5	5	7	5									4	5	5
Awaiting scheduling	5	9	11	9	12	12	15	12	14	13	12	14	14	16	15	18	15	16									7	14	16
Awaiting further information	1	0	1	3	1	5	0	2	1	2	1	1	3	1	1	1	3	0									1	1	0
Current active cases	10	13	16	16	19	26	19	19	19	19	17	20	23	22	21	24	25	21									12	20	21