

Education and Training Committee, 11 March 2021

Registration Department performance report July 2020 to December 2020

Executive summary and recommendations

Introduction

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

The ETC is invited to discuss and review the report.

Decision

This paper is for information and discussion.

Background information

See paper

Resource implications

Registration Department reporting to ETC included within the 2020 – 2021 work plan.

Financial implications

Registration Department reporting to ETC included within the 2020 – 2021 work plan.

Date of paper

29 January 2021

Registration Department – Management Commentary

This report provides an update about the work of the Registration Department for July 2020 to December 2020.

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1. Registration Department Service Standard Performance Table July 2020 – December 2020

	Process	Service standard							Service standard met
			J	A	S	O	N	D	% of period
1	UK applications for registration	<i>The Registration Department aims to respond to all UK application requests within ten working days of receipt.</i>							
		<i>We aim to process all complete UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is incomplete.</i>	4	2	4	5	6	6	100%
2	International applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>	48	36	72	62	71	74	33%
2a	EMR applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>	53	57	63	65	69	71	33%
3	Grandparenting applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>							N/A
4	Renewal of registration	<i>The Registration Department aims to process a complete paper renewal form within ten working days of receipt.</i>	1	1	3	3	6	3	100%
5	Continuing Professional Development (CPD) Audits	<i>The Registration Department aims to process a complete CPD profile within 60 working days of receipt.</i>	144	43	17	0	37	26	83%
6	Readmission to the Register	<i>The Registration Department aims to process all complete readmission applications within ten working days.</i>	1	2	4	4	10	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>	2	2	3	4	5	4	33%
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>	3	2	3	6	9	8	17%
8	Answering UK telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>			83	84	53	59	0%
8a	Answering INT telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>			91	90	69	84	0%
9	Postal correspondence	<i>The Registration Department aims to process postal correspondence within ten working days.</i>	1	1	3	3	9	4	100%

2. Executive summary

2.1. Registration

- All of the department's service standards were achieved for the period July 2020 to December 2020 with the exception of INT and EMR applications, continuing professional development, UK and INT emails and telephone calls.
- The shortage of fully trained Registration Advisors, the impact of the COVID-19 pandemic and the teething issues associated with the launch of the new registration system attributed to service standards not being met.
- 48,903 UK emails were received which is 18,252 (or 59.5%) more than the same period in 2018.
- Excluding social workers 122 fewer applications were received across the 15 professions. 9,951 UK applications were received during the period, which is 3,670 (or 27%) less compared to the same period last year.
- 1,064 fewer International / EMR applications were received compared to the same period last year, which represents a 38.8% decrease.
- 16 visiting European health professional declarations were received during this period which is 10 (or 38.5%) fewer than compared to the same period last year. At the end of the period there were 7 registered visiting European health professionals, which is 52 (or 88.1%) less than the same period last year. The numbers have decreased steadily since the referendum decision to leave the European Union.
- During the period, 6 candidates were successfully recruited to Registration Advisor roles on a fixed term contract or temporary agency basis which represents 17% of the Registration Advisor budgeted headcount.
- The new registration platform is now live. Implementation completed as planned on the 27 October 2020. As would be expected on an implementation of this size there were some initial issues which needed prioritising and working through. We are now working on the next phase of the registration transformation and improvement project which in the first instance will focus on online new registrant applications.

3. COVID-19 pandemic response

During the period, in response to the COVID-19 pandemic the Registration Department undertook the following action:

- Ensured all registration employees continued to work from home in line with government guidance .
- Some registration employees returned to the office, on a rostered basis, from the 1 September 2020 to answer telephone calls and support the small team who had been attending the office one day per week since the beginning of the first lockdown to open incoming post and scan paper forms.
- The majority of registration employees returned to working remotely on the 5 November 2020 and then again on the 21 December 2020, following a brief return to the office on the 7 December 2020, as per changes in government advice. However, as a result of successfully procuring and implementing a virtual telephone system the department was able to continue to answer telephone calls. Unfortunately, the current system does not provide management reporting information, but HCPC is currently testing a virtual contact centre solution that will provide full contact centre capability.
- The CPD audits for chiropodists / podiatrists and hearing aid dispensers were cancelled with appropriate communication with the professions and our partners. HCPC introduced some extra flexibility when CPD audits were resumed beginning with operating department practitioners.
- Extended the renewal period for chiropodists / podiatrists and hearing aid dispensers.
- Continued to receive UK application forms, readmission application forms and renewal forms via email.
- Registration appeals were temporarily suspended in March 2020, however by the end of summer appeals were taking place virtually.
- The COVID-19 Temporary Register (Students) was withdrawn for all professions except for biomedical scientists and clinical scientists on the 30 November 2020. A total of 1,497 students were removed with 37 registrants requesting to remain on the student temporary register. The student temporary register remains open for existing biomedical and clinical scientists, who asked to remain on this register, in response to a request from NHS England.
- The Registration Department continues to work closely with the Fitness to Practise Department to ensure that the COVID-19 Temporary Register and COVID-19 Temporary Register (Students) are kept up to date.

4. General

4.1. UK applications

- Excluding social workers 122 fewer applications were received across the 15 professions. 9,951 UK applications were received during the period, which is 3,670 (or 27%) less compared to the same period last year.

- Excluding social workers 483 fewer applications were registered across the 15 professions. 9,619 UK applications were registered which is 3,902 (or 29%) less compared to the same period last year.
- On average, UK applications were processed within 4 working days.

4.2. International applications

- A total of 1,678 new International / EMR applications were received.
- 1,064 fewer International / EMR applications were received compared to the same period last year, which represents a 38.8% decrease.
- 1,173 applications were registered which is 660 (or 36%) fewer than compared to the same period last year.
- EMR applications were processed in 64 working days and International applications in 67 working days.

4.3. Registration renewals

- The renewal period for operating department practitioners opened 1 September 2020.
- During this period a total of 94.4% chiropodists / podiatrists, 92% hearing aid dispensers and 95.5% of operating department practitioners renewed their registration.
- A combined total of 14,464 registrants were invited to renew their registration between the period July – December 2020.
- 585 paper renewals forms were received which is 3,739 (or 86.5%) fewer than the same period in 2018.
- On average, paper renewal forms received were processed within 3 working days of receipt.

4.4. Continuing Professional Development (CPD) audit

- 364 registrants were selected for audit during this period. A total number of 273 CPD profiles were received and all complete CPD profiles were on average processed within 45 working days of receipt.
- 67 profiles were assessed during this period of which 2 profiles were assessed electronically, 65 assessed via the online system with none assessed via assessment days.
- Profiles assessed in July previously had system issues with uploading documents, registrants were therefore given an extension to provide the relevant documents required, which resulted in us falling outside of our usual service level.

4.5. Readmission applications

- On average, readmission applications were processed within 5 working days.

4.6. UK emails

- A total of 48,903 UK emails were received which is 18,252 (or 59.5%) more than the same period in 2018. All emails were answered within an average of 3 working days.

4.7. International emails

- A total of 22,325 emails were received which is 8,702 (or 63.9%) more compared to the same period last year. All emails were answered within an average of 5 working days.

4.8. UK telephone calls

- 9,864 telephone calls were received through the UK call queues. This is 80,158 (or 89%) less than the same period two years ago.
- On average 70% of calls were answered compared to 90% during the same period two years ago.

4.9. International telephone calls

- 947 telephone calls were received through the international call queue. This is 545 (or 36.5%) less than compared to the same period last year.
- On average 84% of calls were answered compared to 96% during the same period last year.

4.10. Postal correspondence

- On average, postal correspondence was processed within 4 working days of receipt.

4.11. Visiting European health professional declarations

- 16 visiting European health professional declarations were received during this period which is 10 (or 38.5%) fewer than compared to the same period last year. At the end of the period there were 7 registered visiting European health professionals, which is 52 (or 88.1 %) less than the same period last year. The numbers have decreased steadily since the referendum decision to leave the European Union.

4.12. European Professional Card (EPC)

- 49 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 62 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.

- 2 EPC applications were received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.
- No EPC applications were added to the Register of visiting professionals.

4.13. Registration appeals

- 19 new registration appeals were received during this period
- Registration Appeal Panels considered a total of 14 appeals, determining that the appeals should be allowed in 8 cases and dismissed in 6 cases. No cases were withdrawn by the appellant or for not complying with the registration appeal rules.
- 2 out of the 8 allowed cases were concluded by the nature of Consent Orders. Of the remaining, 6 were allowed based on the additional information.

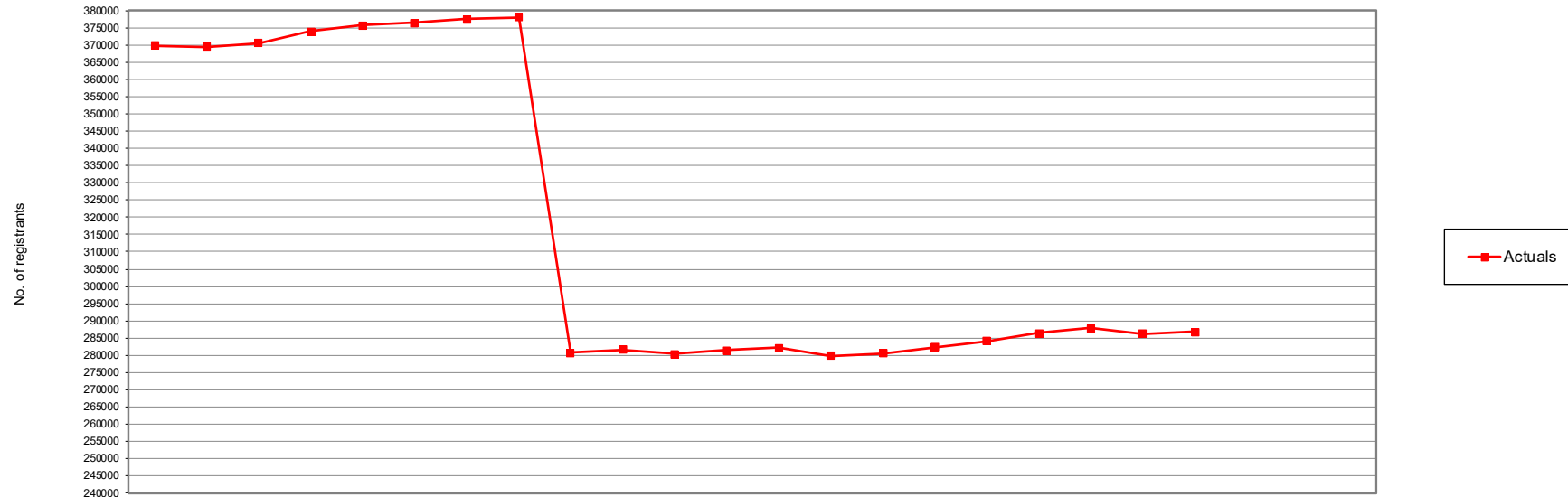
4.14. Employees

- During the period, 6 candidates were successfully recruited to Registration Advisor roles on a fixed term contract or temporary agency basis which represents 17% of the Registration Advisor budgeted headcount. Whilst new employees were recruited to replace team members who had left the department the time taken to recruit and train individuals did adversely impact the skill levels available across the team.
- There are currently 3 team members, including 1 Registration Manager, 1 Team Leader and 1 Registration Advisor seconded to the Registration Transformation and Improvement Project, with these roles backfilled within the operational department.

5. Registration performance data

Number of Registrants by Profession April 2019 - March 2021

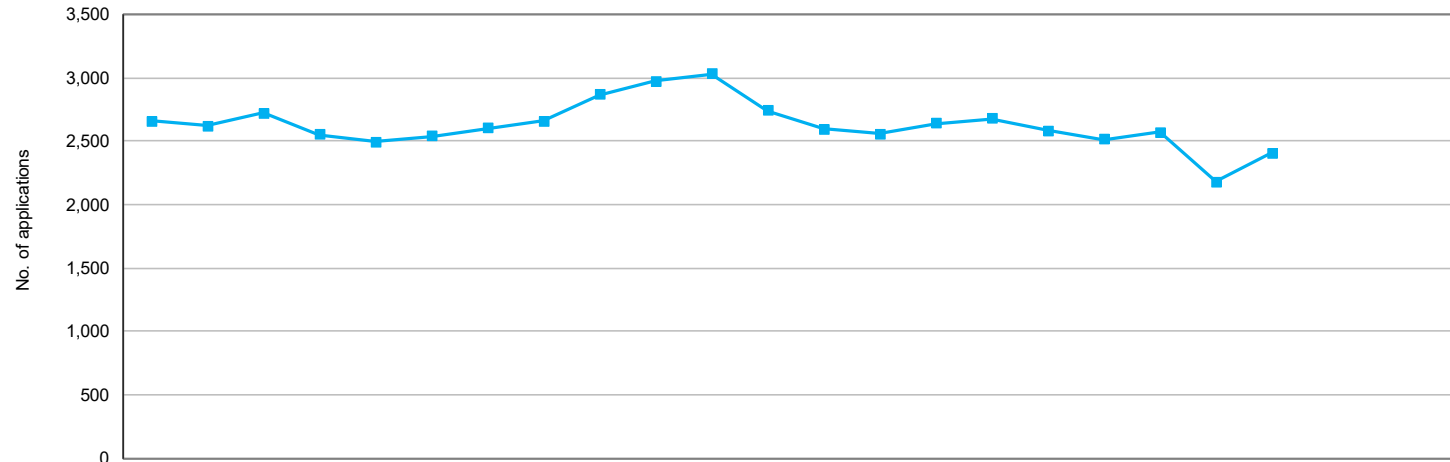
Registration Department



	2019			2020									2021						16/17	17/18	18/19	19/20	20/21						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	4,444	4,438	4,452	4,496	4,569	4,626	4,694	4,727	4,748	4,765	4,779	4,784	4,790	4,792	4,356	4,462	4,619	4,708	4,759	4,740	4,750				4,026	4,322	4,432	4,784	4,750
Bio. scientists	23,328	23,343	23,399	23,526	23,658	23,708	23,759	22,255	22,605	22,893	22,977	23,064	23,140	23,169	23,256	23,371	23,557	23,631	23,723	23,516	23,579				22,902	22,395	23,284	23,064	23,579
Chirops/ pods	12,828	12,831	12,842	12,962	13,031	13,065	13,095	13,101	13,098	13,037	13,042	13,039	13,026	12,982	12,968	13,027	12,297	12,464	12,524	12,385	12,384				12,931	13,115	12,833	13,039	12,384
CI scientists	6,232	6,252	6,263	6,261	6,262	5,944	6,030	6,201	6,247	6,294	6,325	6,344	6,365	6,395	6,414	6,424	6,442	6,434	6,523	6,567	6,597				5,663	5,818	6,207	6,344	6,597
Dietitians	9,738	9,735	9,756	9,924	10,049	10,086	10,132	10,137	10,135	10,152	10,172	10,207	10,234	10,230	10,228	9,693	9,940	10,067	10,128	10,084	10,092				9,107	9,585	9,722	10,207	10,092
Hearing aid disps	3,063	3,079	3,089	3,117	3,165	3,201	3,232	3,263	3,284	3,290	3,317	3,338	3,351	3,352	3,347	3,352	3,124	3,218	3,259	3,267	3,277				2,593	2,908	3,047	3,338	3,277
OTs	39,886	39,946	40,001	40,328	40,751	40,835	39,092	39,517	39,743	39,884	39,966	40,062	40,128	40,162	40,183	40,396	40,858	41,123	41,230	41,023	41,094				38,080	38,183	39,925	40,062	41,094
ODPs	13,913	13,906	13,925	13,975	14,048	14,208	14,375	14,357	14,384	14,410	14,422	14,421	14,458	14,416	14,447	14,540	14,643	14,737	14,824	14,217	14,334				13,052	13,639	13,903	14,421	14,334
Orthoptists	1,495	1,496	1,496	1,508	1,431	1,462	1,479	1,485	1,487	1,485	1,485	1,489	1,488	1,492	1,491	1,505	1,507	1,511	1,520	1,513	1,511				1,451	1,440	1,496	1,489	1,511
Paramedics	27,826	27,941	27,972	28,212	27,415	27,854	28,437	28,635	28,800	28,901	28,990	29,139	29,268	29,367	29,522	29,770	29,960	30,223	30,422	30,480	30,571				23,992	25,465	27,686	29,139	30,571
Physiotherapists	55,671	55,865	56,037	56,774	57,336	57,500	57,606	57,795	57,898	57,992	58,052	58,133	58,132	55,574	56,054	56,724	57,430	57,934	58,097	57,801	57,868				52,915	55,132	55,695	58,133	57,868
Pract psychs	24,340	23,232	23,482	23,692	23,786	23,893	24,291	24,488	24,584	24,660	24,713	24,783	24,836	24,855	24,932	24,996	25,168	25,364	25,634	25,681	25,738				22,604	23,104	24,290	24,783	25,738
Prosth/orthotists	1,108	1,109	1,112	1,130	1,139	1,060	1,072	1,077	1,081	1,087	1,088	1,090	1,091	1,093	1,096	1,105	1,108	1,110	1,112	1,102	1,106				1,063	1,051	1,101	1,090	1,106
Radiographers	34,543	34,619	34,778	35,400	35,719	35,918	36,137	36,223	36,264	36,230	34,564	35,002	35,209	35,368	35,563	36,090	36,497	36,785	36,923	36,713	36,721				32,072	32,475	34,470	35,002	36,721
Social workers	94,845	95,074	95,294	95,854	96,618	97,166	97,893	98,372	0	0	0	0	0	0	0	0	0	0	0	0	0				91,944	96,497	94,453	0	0
SLTs	16,637	16,650	16,657	16,747	16,853	15,943	16,255	16,385	16,445	16,517	16,548	16,572	16,625	16,646	16,673	16,830	17,035	17,128	17,239	17,166	17,188				15,935	15,932	16,595	16,572	17,188
Total	369,897	369,516	370,555	373,906	375,830	376,469	377,579	378,018	280,803	281,597	280,440	281,467	282,141	279,893	280,530	282,285	284,185	286,437	287,917	286,255	286,810				350,330	361,061	369,139	281,467	286,810

International applications workflow process at end of each month April 2019 - March 2021

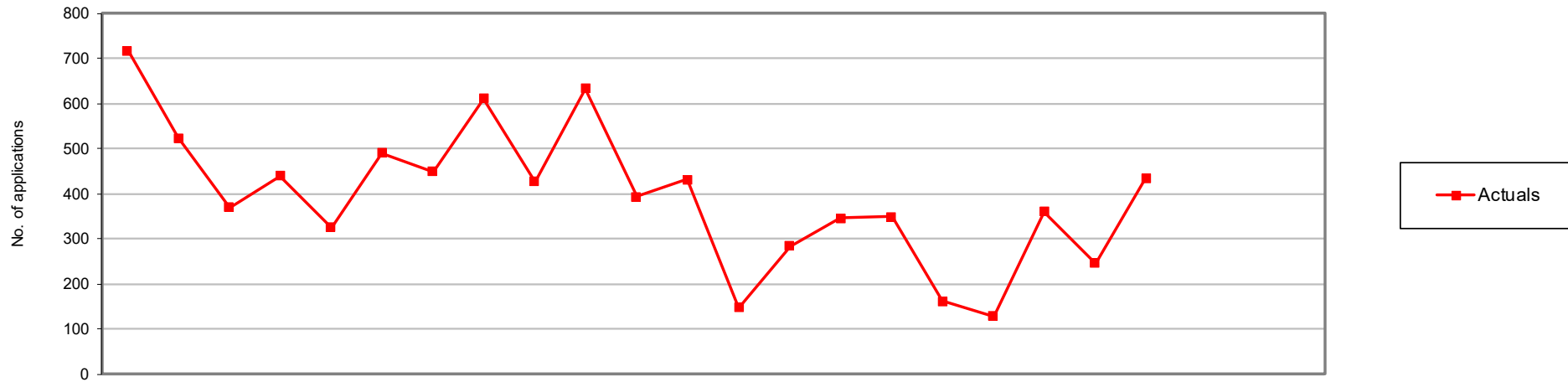
Registration Department



Current status	2019			2020									2021									16/17	17/18	18/19	19/20	20/21				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Minimum info	483	495	478	475	489	472	435	484	521	548	594	620	581	640	613	659	681	709	724	690	752									
At scrutiny	1,736	1,695	1,772	1,628	1,581	1,651	1,753	1,718	1,893	1,960	1,907	1,645	1,536	1,512	1,638	1,631	1,513	1,444	1,481	1,446	1,654									
Pending reg fee	438	428	475	447	425	419	414	459	455	469	528	474	477	406	392	390	390	359	363	46	0									
Total	2,657	2,618	2,725	2,550	2,495	2,542	2,602	2,661	2,869	2,977	3,029	2,739	2,594	2,558	2,643	2,680	2,584	2,512	2,568	2,182	2,406									

New International Applications Received April 2019 - March 2021

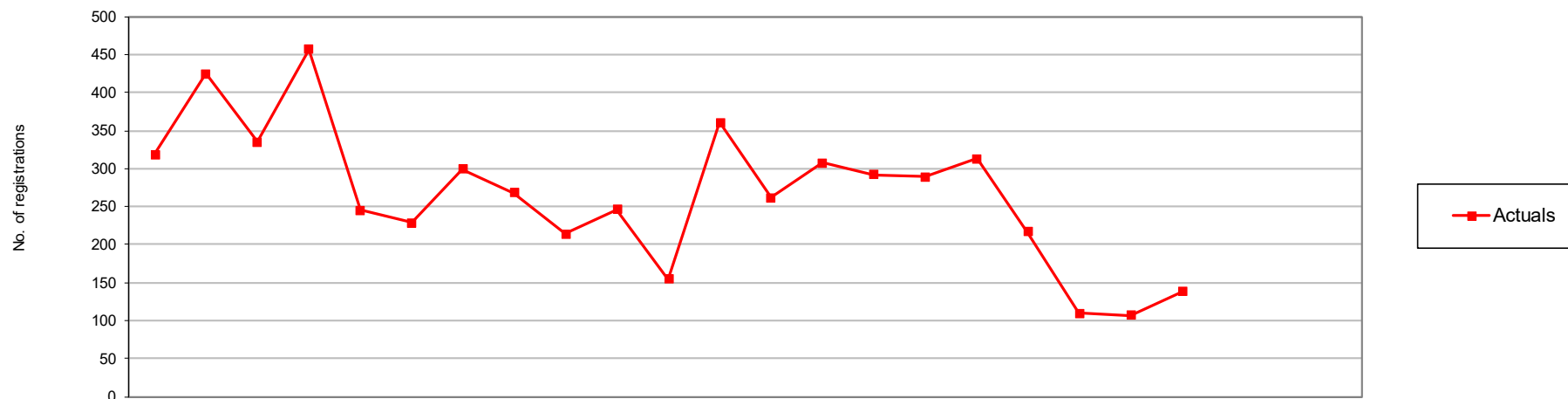
Registration Department



	2019			2020									2021									16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 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	5	6	4	1	2	2	2	5	6	2	3	5	1	2	2	4	0	0	0	0	0	0	0	0	34	28	38	43	9
Bio. Scientists	49	36	36	30	33	43	26	39	34	66	28	39	10	22	38	45	18	8	51	23	45				330	255	381	459	260
Chirops/ Pods	10	1	1	0	3	1	2	4	5	7	5	6	2	2	1	1	2	2	4	1	1				49	40	56	45	16
CI Scientists	9	9	10	11	4	5	6	5	11	8	7	12	3	5	11	9	4	2	6	1	11				96	83	94	97	52
Dietitians	26	24	15	23	19	28	26	24	16	29	18	23	2	13	24	23	10	5	15	8	13				236	230	229	271	113
Hearing aid disps	3	7	2	3	5	3	4	7	6	1	7	6	0	1	3	1	1	1	0	2	5				35	69	34	54	14
OTs	37	37	23	24	24	31	22	36	36	57	21	34	8	26	24	19	9	6	35	14	39				400	265	384	382	180
ODPs	4	2	3	2	1	2	7	4	4	4	4	6	1	4	2	1	1	1	2	4	3				19	17	26	43	19
Orthoptists	0	1	0	0	1	1	0	0	2	1	1	0	0	0	1	0	0	0	1	0	1				8	4	4	7	3
Paramedics	144	40	15	17	12	30	32	19	28	41	19	32	20	26	39	26	8	8	15	11	13				507	403	322	429	166
Physiotherapists	166	123	95	105	96	121	115	137	106	156	106	110	51	74	89	86	47	43	107	107	144				1,543	1,180	1,366	1,436	748
Pract psychs	53	36	24	28	21	30	23	37	27	52	32	27	1	20	20	30	16	14	30	14	43				379	303	418	390	188
Prosth/Orthotists	3	2	1	0	2	1	1	1	1	1	1	3	1	0	1	0	0	0	0	1	1				14	17	24	17	4
Radiographers	102	104	70	113	51	97	81	133	122	184	118	109	44	81	82	89	33	34	86	41	102				903	913	1,059	1,284	592
Social workers	95	79	55	67	43	74	90	141	0	0	0	0	0	0	0	0	0	0	0	0	0				776	565	697	644	0
SLTs	12	16	16	16	8	22	12	19	22	24	23	19	3	8	8	15	12	4	8	18	14				197	138	183	209	90
Total	718	523	370	440	325	491	449	611	426	633	393	431	147	284	345	349	161	128	360	245	435				5,526	4,510	5,315	5,810	2,454

International Registrations April April 2019 - March 2021

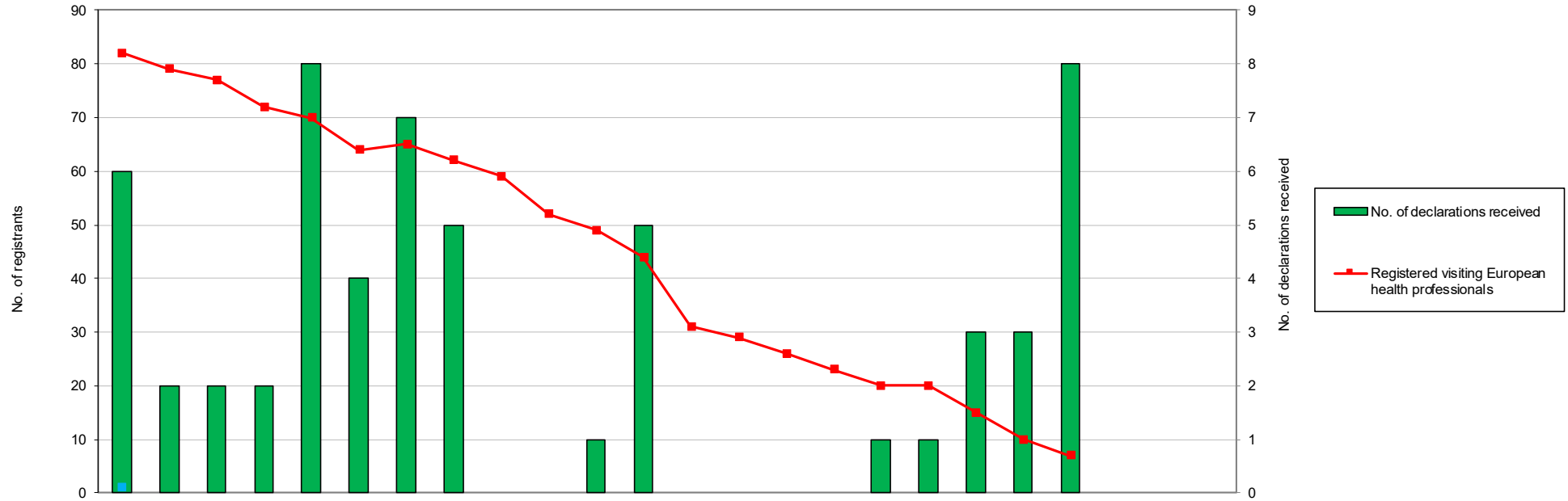
Registration Department



	2019			2020									2021									16/17	17/18	18/19	19/20	20/21		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
Arts therapists	2	1	7	5	1	1	1	1	0	0	1	1	0	1	6	0	5	4	0	0	2	12	16	16	21	18		
Bio. scientists	28	32	18	22	20	14	8	3	41	34	21	21	17	21	21	29	31	26	17	11	11	247	209	204	262	184		
Chirops/ pods	5	4	4	3	5	0	1	1	0	2	1	1	1	2	2	2	2	3	0	2	1	41	32	22	27	15		
CI scientists	1	1	2	3	4	0	9	4	1	3	2	3	3	1	3	6	8	1	1	1	1	40	51	33	33	25		
Dietitians	9	5	6	26	12	8	15	9	14	17	10	16	8	7	5	24	18	12	5	2	4	169	157	182	147	85		
Hearing aid disp	1	3	0	3	3	3	1	3	3	0	4	3	1	1	0	0	6	3	0	0	1	22	23	14	27	12		
OTs	34	29	23	34	16	11	6	40	27	26	16	29	24	16	17	23	21	12	10	8	16	343	263	279	291	147		
ODPs	2	1	0	0	1	0	2	1	0	5	0	2	1	1	1	0	2	2	0	2	0	6	9	11	14	9		
Orthoptists	0	1	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	2	3	3	3	1		
Paramedics	29	38	32	67	25	37	14	14	14	17	9	20	23	18	19	21	19	20	7	7	3	326	292	251	316	137		
Physiotherapists	75	143	97	105	53	52	76	79	45	73	51	60	39	137	80	78	64	56	25	40	44	1,149	888	1,012	909	563		
Pract psychs	10	3	32	18	8	9	15	9	11	12	9	6	14	10	14	11	20	8	7	11	10	182	167	205	142	105		
Prosth/orthotists	4	2	0	4	0	0	0	0	0	1	1	0	0	1	2	0	1	0	0	0	0	15	15	12	12	4		
Radiographers	70	94	67	102	61	57	90	55	41	46	15	188	111	80	107	88	105	58	36	20	39	691	682	732	886	644		
Social workers	40	50	36	53	29	33	44	34	0	0	0	0	0	0	0	0	0	0	0	0	0	514	422	348	319	0		
SLTs	8	18	11	12	7	4	17	15	17	9	14	10	20	10	15	7	11	12	2	3	6	146	115	132	142	86		
Total	318	425	335	457	245	229	299	268	214	246	154	361	262	307	292	289	313	217	110	107	138	3,905	3,344	3,456	3,551	2,035		

Register of visiting European health professionals under EU Directive 2005/36/EC April 2019 - March 2021

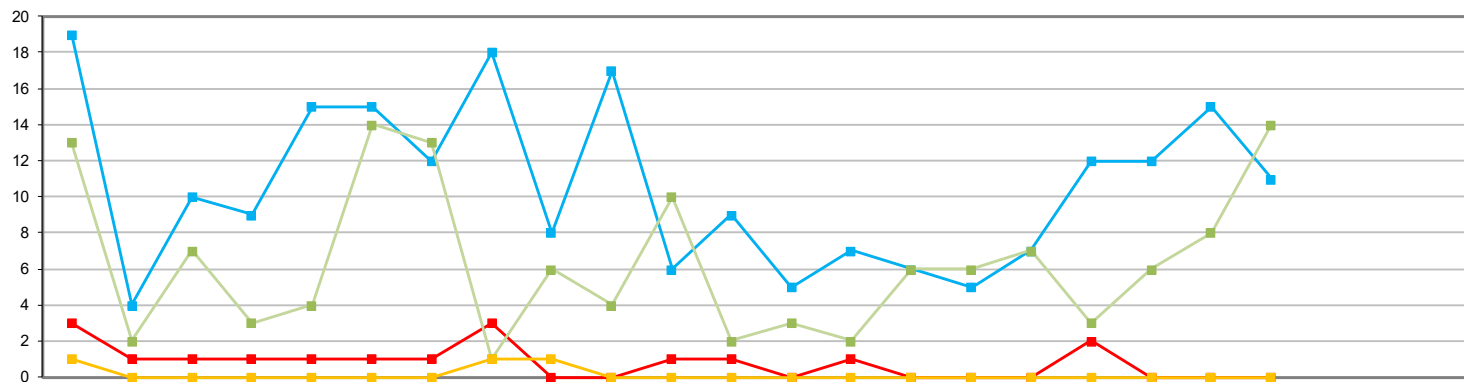
Registration Department



	2019			2020									2021											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No. of declarations received	6	2	2	2	8	4	7	5	0	0	1	5	0	0	0	0	1	1	3	3	8			
Registered visiting European health professionals	82	79	77	72	70	64	65	62	59	52	49	44	31	29	26	23	20	20	15	10	7			

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
383	168	73	42	16
197	88	82	44	7

European Professional Card (EPC) incoming applications April 2019 - March 2021

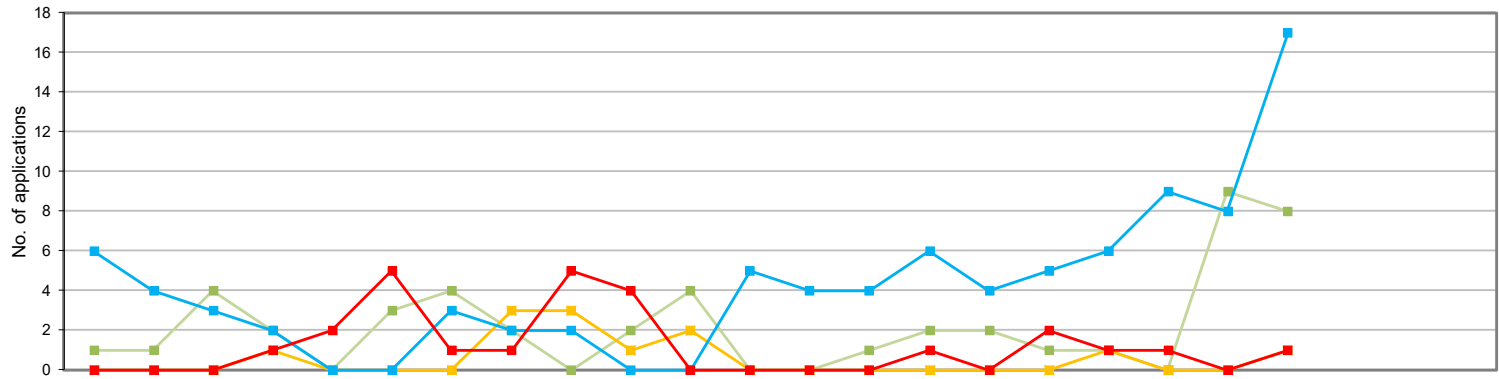


- Incoming - Established
- Incoming - Visitors
- Incoming - Established, Recognised*
- Incoming visitors added to the HCPC Visitors list

	2019			2020									2021											
	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	19	4	10	9	15	15	12	18	8	17	6	9	5	7	6	5	7	12	12	15	11			
Incoming - Visitors	3	1	1	1	1	1	1	3	0	0	1	1	0	1	0	0	0	2	0	0	0			
Incoming - Established, Recognised*	13	2	7	3	4	14	13	1	6	4	10	2	3	2	6	6	7	3	6	8	14			
Incoming visitors added to the HCPC Visitors list	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0			

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
114	136	170	142	80
42	30	51	14	3
77	96	122	79	55
22	13	24	3	0

European Professional Card (EPC) outgoing applications April 2019 - March 2021



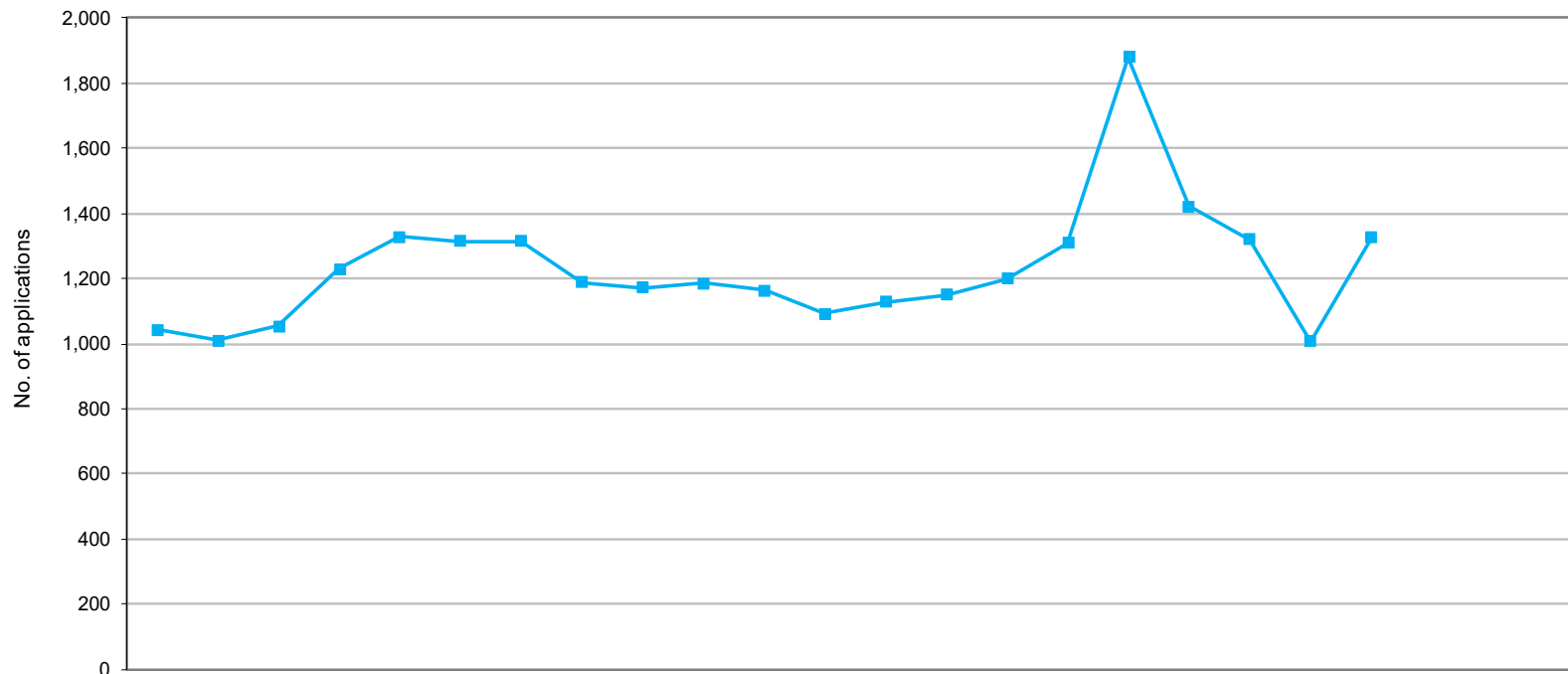
- Outgoing - Established. Transferred to member state
- Outgoing - Visitors. Transferred to member state
- Outgoing - Established
- Outgoing - Visitors

	2019												2020												2021		
	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	6	4	3	2	0	0	3	2	2	0	0	5	4	4	6	4	5	6	9	8	17						
Outgoing - Visitors	0	0	0	1	2	5	1	1	5	4	0	0	0	0	1	0	2	1	1	0	1						
Outgoing - Established. Transferred to member state	1	1	4	2	0	3	4	2	0	2	4	0	0	1	2	2	1	1	0	9	8						
Outgoing - Visitors. Transferred to member state	0	0	0	1	0	0	0	3	3	1	2	0	0	0	0	0	0	1	0	0	1						

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
54	47	62	27	63
13	11	16	19	6
25	23	27	23	24
4	4	11	10	2

UK applications workflow process at end of each month April 2019 - March 2021

Registration Department

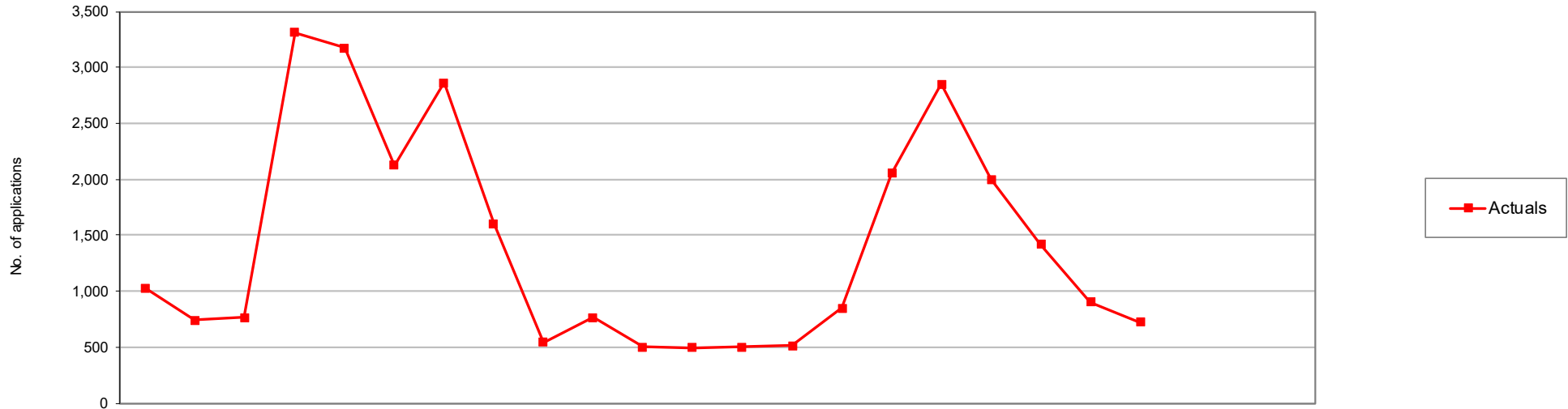


Current status	2019			2020								2021												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Minimum info	1,014	993	1,036	1,199	1,306	1,264	1,278	1,135	1,137	1,154	1,133	1,068	1,092	1,124	1,172	1,267	1,837	1,378	1,277	567	752			
At scrutiny	6	6	6	7	4	17	13	16	6	5	5	6	12	7	12	23	30	28	30	409	510			
Pending reg fee	22	12	11	25	19	34	25	38	29	28	26	18	25	20	16	20	14	16	13	31	65			
Total	1,042	1,011	1,053	1,231	1,329	1,315	1,316	1,189	1,172	1,187	1,164	1,092	1,129	1,151	1,200	1,310	1,881	1,422	1,320	1,007	1,327			

16/17	17/18	18/19	19/20	20/21
FYE	FYE	FYE	FYE	YTD
1,111	1,212	973	1,068	752
4	4	3	6	510
12	13	17	18	65
1,127	1,229	993	1,092	1,327

New UK Applications Received April 2019 - March 2021

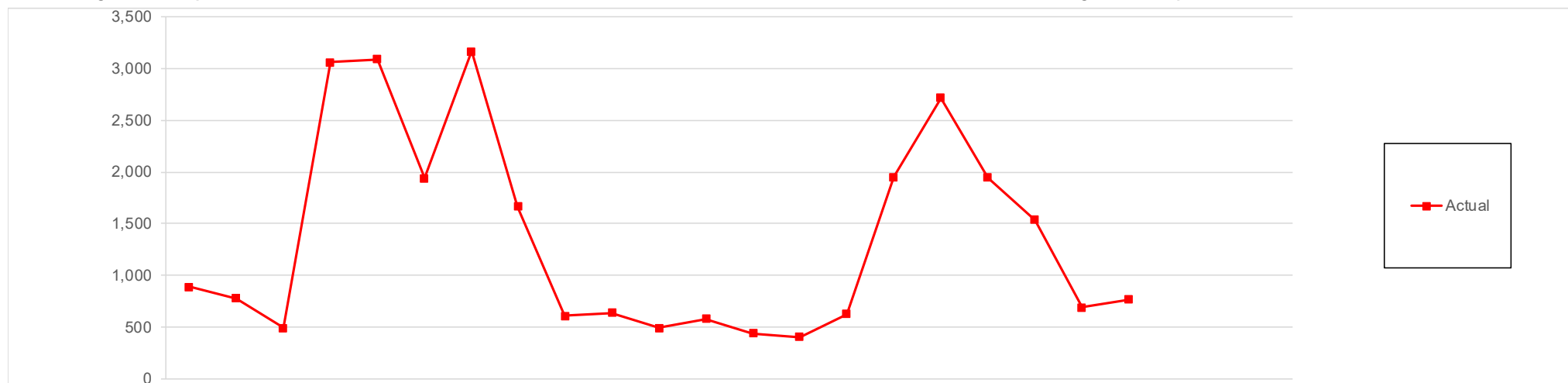
Registration Department



	2019			2020									2021									16/17	17/18	18/19	19/20	20/21			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	12	5	3	50	88	53	70	43	15	24	15	6	10	6	14	19	126	69	38	35	13				333	324	357	384	330
Bio. scientists	86	75	46	141	142	124	112	92	57	113	49	64	79	88	72	126	176	103	105	134	109				850	950	1,056	1,101	992
Chirops/pods	4	10	49	138	61	39	21	9	8	7	1	2	10	11	58	82	38	27	22	15	7				381	348	323	349	270
CI Scientists	27	21	14	5	17	10	32	146	45	46	25	18	18	33	18	10	16	19	107	88	47				290	391	428	406	356
Dietitians	22	7	21	150	112	32	30	5	8	7	17	24	28	8	14	52	142	74	46	27	8				376	391	426	435	399
Hearing aid disps	10	11	5	34	48	35	30	29	13	21	20	20	8	2	7	20	38	30	18	13	14				278	325	288	276	150
OTs	68	35	53	412	425	188	247	115	77	91	61	51	44	30	66	208	486	310	223	92	106				1,604	1,644	1,741	1,823	1,565
ODPs	24	11	23	61	110	183	122	25	20	29	4	5	57	25	56	95	116	125	65	41	39				625	693	779	617	619
Orthoptists	0	0	2	18	21	11	9	6	2	1	3	3	1	2	3	19	10	8	7	2	3				76	67	72	76	55
Paramedics	144	85	93	261	312	325	342	182	121	164	116	92	104	132	173	254	278	244	169	131	101				1,461	2,077	2,290	2,237	1,586
Physiotherapists	64	49	129	704	507	168	177	113	49	96	89	77	42	36	124	502	655	405	190	105	103				1,849	1,935	2,051	2,222	2,162
Pract psychs	70	50	25	50	75	144	369	178	58	65	45	61	46	50	60	59	167	245	267	123	78				1,063	1,139	1,147	1,190	1,095
Prosth/orthotists	1	0	4	17	10	3	1	3	4	3	2	1	1	1	2	9	6	5	1	6	5				53	46	51	49	36
Radiographers	16	43	177	571	340	158	119	44	35	35	47	40	21	58	167	429	369	217	72	36	31				1,403	1,402	1,529	1,625	1,400
Social workers	432	321	102	580	775	579	1,048	566	0	0	0	0	0	0	0	0	0	0	0	0	0				4,595	5,052	4,775	4,403	0
SLTs	49	19	20	118	133	74	134	49	29	63	7	32	33	34	13	170	229	116	90	57	59				683	732	692	727	801
Total	1,029	742	766	3,310	3,176	2,126	2,863	1,605	541	765	501	496	502	516	847	2,054	2,852	1,997	1,420	905	723				15,920	17,516	18,005	17,920	11,816

New UK Registrations April 2019 - March 2021

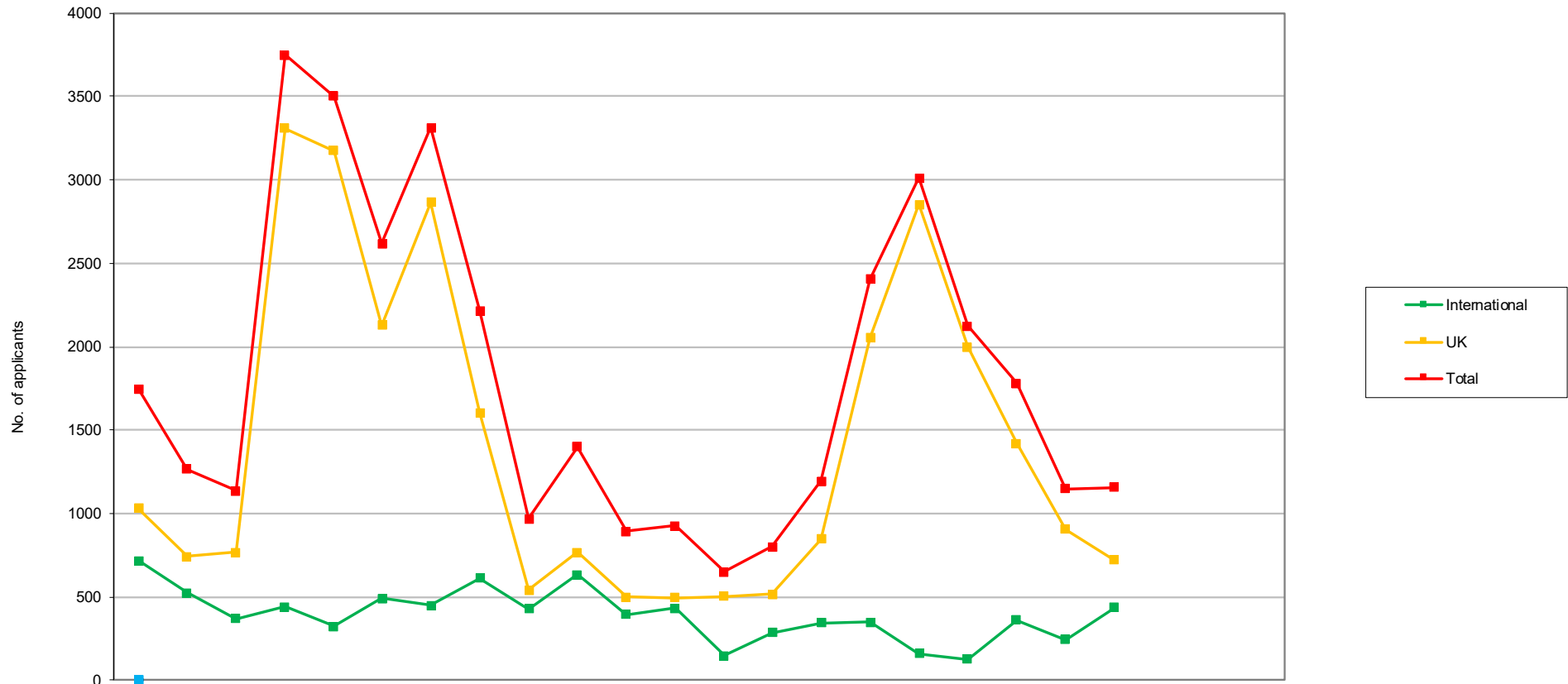
Registration Department



	2019			2020									2021									16/17	17/18	18/19	19/20	20/21			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Arts therapists	11	6	5	39	73	61	68	43	17	19	15	9	8	8	15	15	115	66	43	26	17				322	307	333	366	313
Bio. scientists	65	77	43	114	120	113	129	70	61	104	47	63	59	80	67	88	161	79	100	86	78				786	847	960	1,006	798
Chirops/pods	2	1	20	150	66	40	30	13	4	7	4	2	2	3	27	114	44	29	25	12	6				374	340	304	339	262
CI Scientists	26	24	10	8	13	8	27	141	44	45	30	18	17	28	19	4	14	14	85	68	52				267	371	394	394	301
Dietitians	20	8	19	143	115	33	33	6	5	8	15	25	28	10	8	51	132	76	42	20	15				373	384	401	430	382
Hearing aid disps	14	14	7	32	42	34	31	29	17	13	22	15	10	2	6	16	36	28	19	10	13				268	312	281	270	140
OTs	58	44	37	345	453	196	257	117	87	68	64	66	46	33	40	171	462	313	233	91	104				1,580	1,611	1,685	1,792	1,493
ODPs	16	22	19	54	66	171	175	33	15	25	13	4	41	16	36	98	104	110	103	28	37				609	688	761	613	573
Orthoptists	0	0	2	17	16	14	8	7	2	1	1	3	0	3	2	20	10	6	9	2	2				76	65	72	71	54
Paramedics	131	100	49	236	252	219	512	189	160	121	119	123	107	91	155	240	259	244	198	92	159				1,461	1,995	2,267	2,211	1,545
Physiotherapists	56	36	61	666	539	181	195	123	59	64	81	98	39	21	73	483	638	430	206	97	97				1,798	1,905	2,000	2,159	2,084
Pract psychs	66	46	26	46	65	89	367	193	75	59	41	66	35	44	54	51	145	190	273	110	85				1,041	1,074	1,091	1,139	987
Prosth/orthotists	1	0	4	14	10	4	3	0	4	5	1	1	1	1	1	10	4	6	2	1	6				53	46	50	47	32
Radiographers	19	7	81	590	386	144	149	56	30	33	30	57	14	50	106	437	376	226	98	22	34				1,389	1,391	1,391	1,582	1,363
Social workers	364	374	101	491	733	549	1,052	592	2	0	0	0	0	0	0	0	0	0	0	0	0				4,486	4,898	4,583	4,258	0
SLTs	43	20	9	113	137	82	126	53	30	67	13	29	33	17	17	156	217	129	104	28	64				686	716	672	722	765
Total	892	779	493	3,058	3,086	1,938	3,162	1,665	612	639	496	579	440	407	626	1,954	2,717	1,946	1,540	693	769				15,569	16,950	17,245	17,399	11,092

Application Types Received April 2019 - March 2021

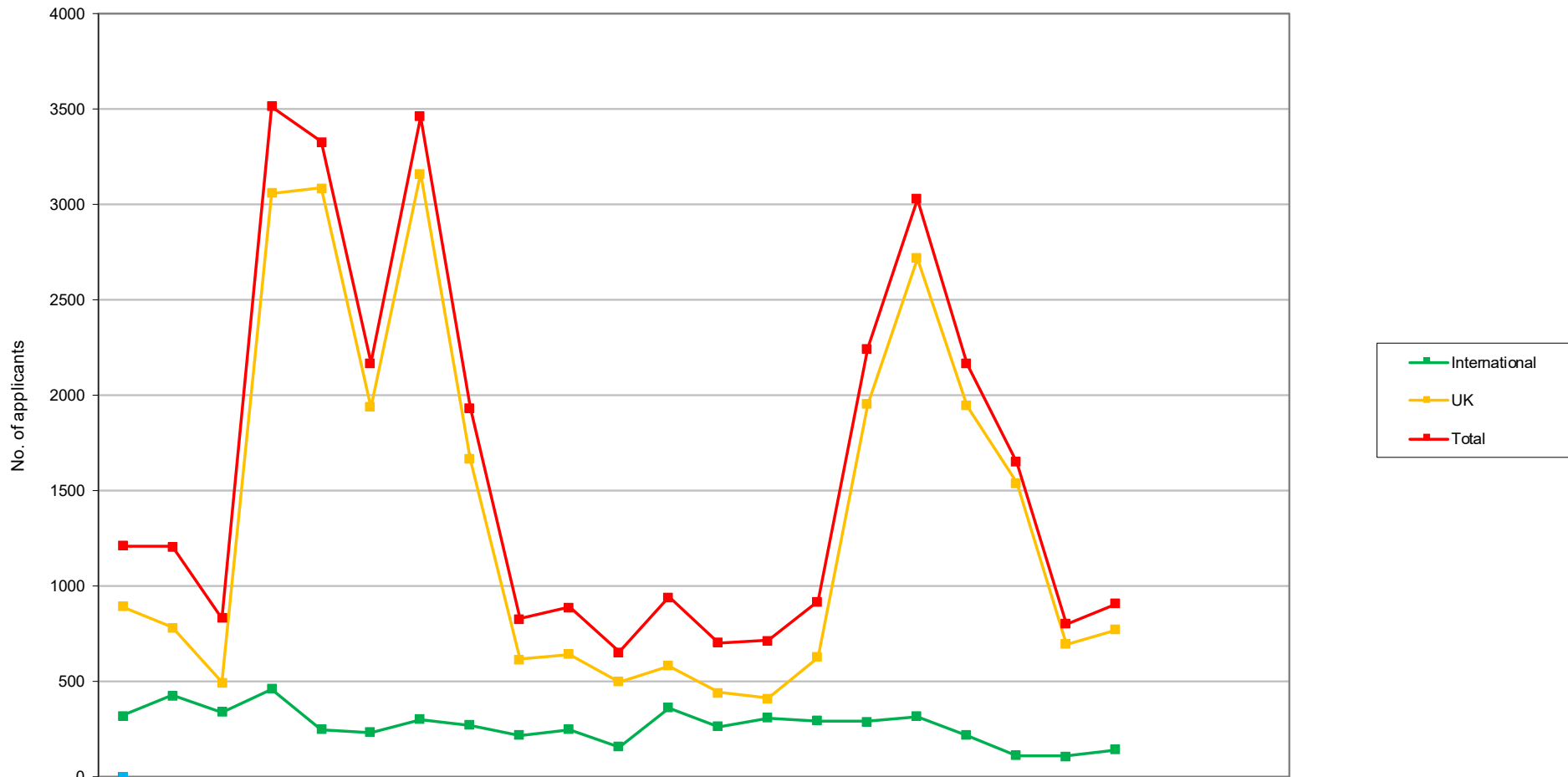
Registration Department



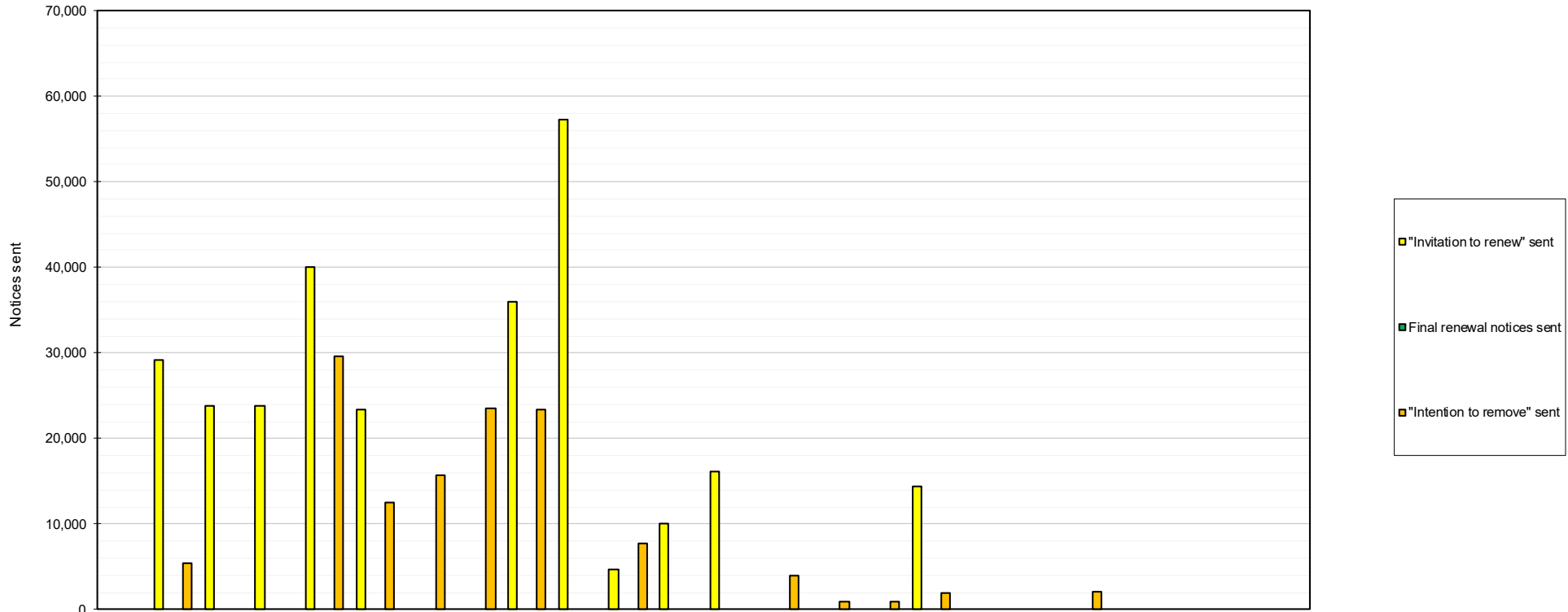
Apps Received	2019			2020									2021			16/17	17/18	18/19	19/20	20/21										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
International	718	523	370	440	325	491	449	611	426	633	393	431	147	284	345	349	161	128	360	245	435									
UK	1,029	742	766	3,310	3,176	2,126	2,863	1,605	541	765	501	496	502	516	847	2,054	2,852	1,997	1,420	905	723									
Total	1,747	1,265	1,136	3,750	3,501	2,617	3,312	2,216	967	1,398	894	927	649	800	1,192	2,403	3,013	2,125	1,780	1,150	1,158									

New Registrants April 2019 - March 2021

Registration Department



	2019			2020												2021			16/17	17/18	18/19	19/20	20/21							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
International	318	425	335	457	245	229	299	268	214	246	154	361	262	307	292	289	313	217	110	107	138									
UK	892	779	493	3,058	3,086	1,938	3,162	1,665	612	639	496	579	440	407	626	1,954	2,717	1,946	1,540	693	769									
Total	1,210	1,204	828	3,515	3,331	2,167	3,461	1,933	826	885	650	940	702	714	918	2,243	3,030	2,163	1,650	800	907									
																									20,095	20,294	20,701	20,950	13,127	

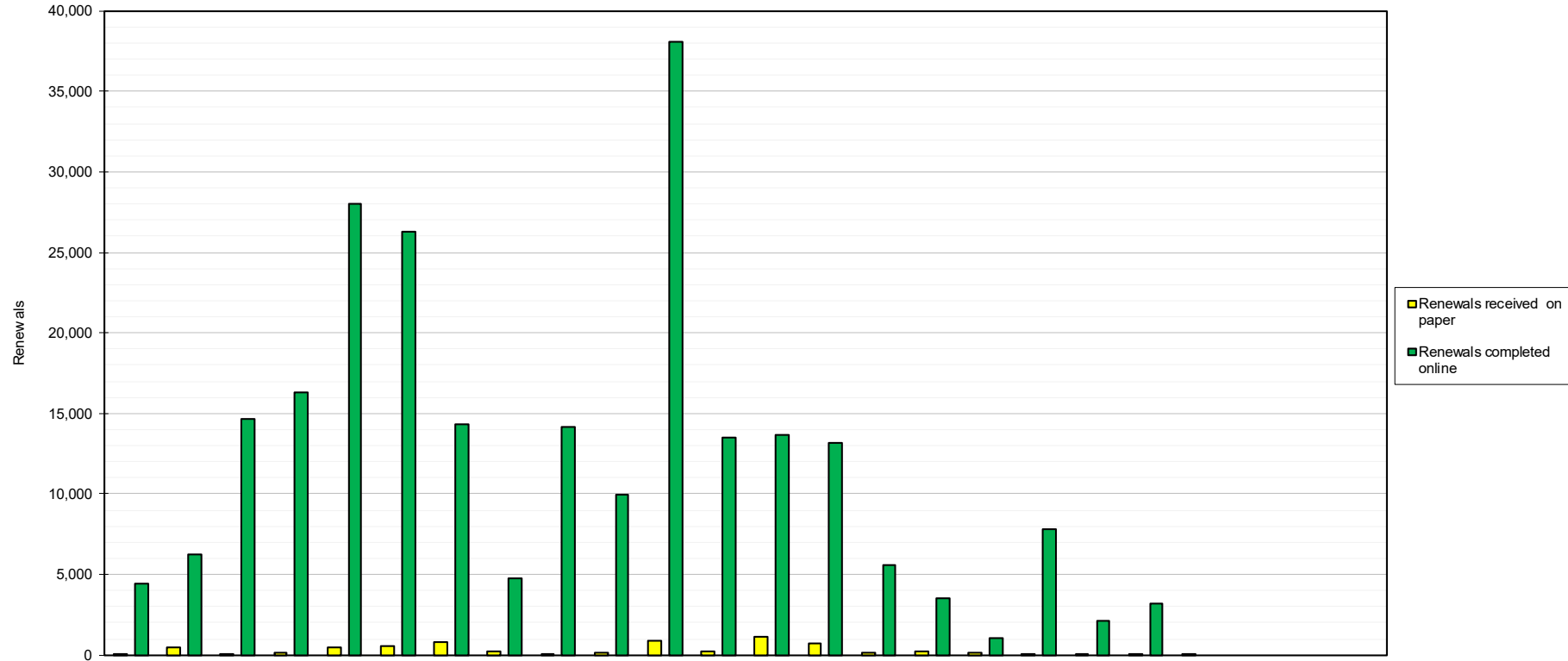


	2019			2020									2021											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
"Invitation to renew" sent	0	29,208	23,831	23,869	40,023	23,401	0	0	35,994	57,314	4,699	10,066	16,138	0	0	0	14,464	0	0	0	0			
Final renewal notices sent																								
"Intention to remove" sent	0	5,414	0	0	29,664	12,552	15,703	23,483	23,417	0	7,733	0	0	3,974	887	988	1,953	0	0	2,148	0			
Total	0	34,622	23,831	23,869	69,687	35,953	15,703	23,483	59,411	57,314	12,432	10,066	16,138	3,974	887	988	16,417	0	0	2,148	0			

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
131,161	202,119	160,659	248,405	30,602
66,211	47,620	0	0	0
32,827	31,839	43,392	117,966	9,950
230,199	281,578	204,051	366,371	40,552

Renewal Information - on paper and online April 2019 - March 2021

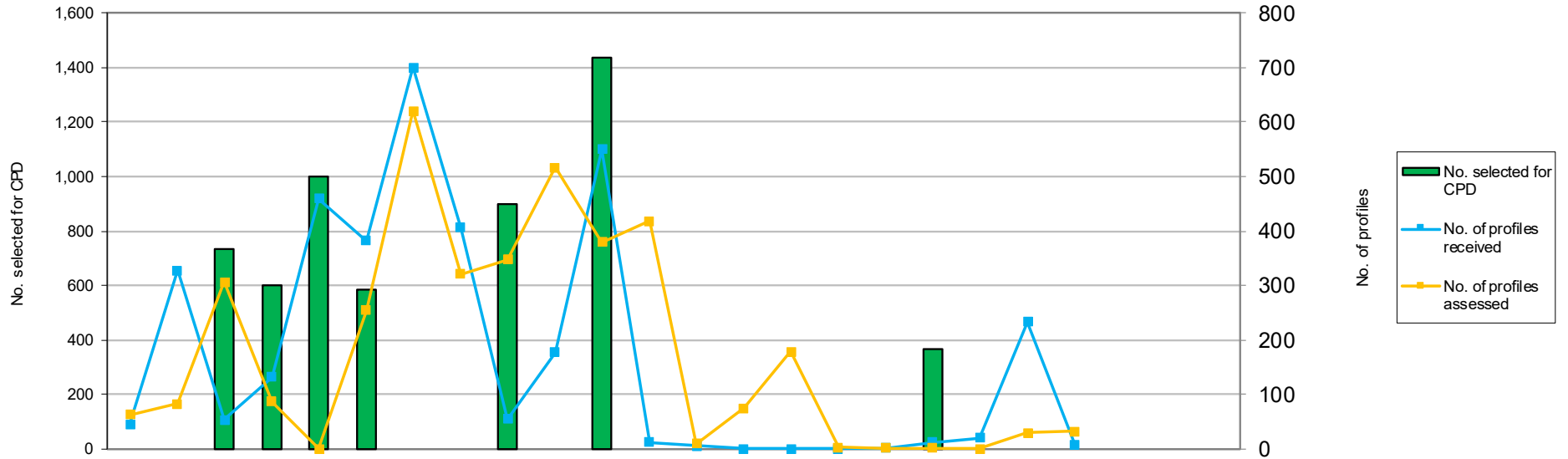
Registration Department



	2019			2020									2021									16/17	17/18	18/19	19/20	20/21					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD		
Renewals received on paper	59	479	6	106	442	531	826	246	8	106	922	218	1,102	708	141	223	129	29	45	76	83						13,912	4,701	5,839	3,949	2,536
Renewals completed online	4,424	6,284	14,628	16,273	28,018	26,249	14,293	4,727	14,129	9,945	38,095	13,522	13,699	13,162	5,548	3,557	1,083	7,798	2,111	3,159	0						135,427	180,887	140,640	190,587	50,117
Registrants removed	0	0	1,059	0	1,105	1,285	2,383	40,559	14,137	0	0	1,586	0	0	2,580	446	576	971	0	649	0						7,733	7,048	12,519	62,114	5,222

Continuing Professional Development process April 2019- March 2021

Registration Department

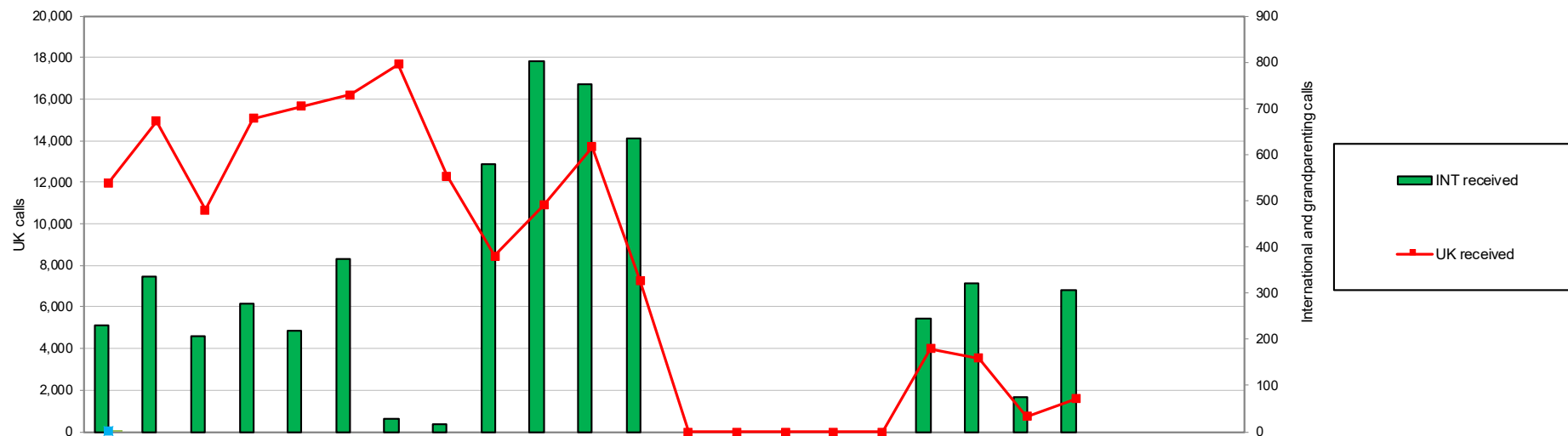


	2019			2020									2021											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No. selected for CPD	0	0	733	598	1,001	585	0	0	899	0	1,439	0	0	0	0	0	364	0	0	0				
No. of profiles received	45	328	53	132	460	382	701	406	55	177	550	12	6	0	0	0	1	12	20	233	7			
No. of profiles assessed	63	82	306	87	0	255	620	321	348	517	380	418	9	74	178	3	2	1	0	29	32			

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
3,861	5,052	4,012	5,255	364
2,654	3,535	4,341	3,301	279
3,732	3,208	3,829	3,397	328

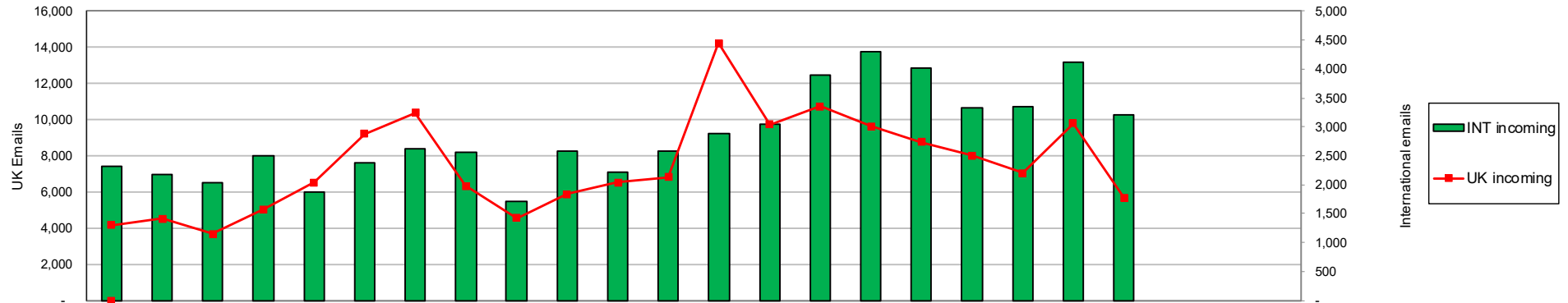
Registration Telephone Information April 2019 - March 2021

Registration Department



	2019			2020									2021						16/17	17/18	18/19	19/20	20/21							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
INT																														
INT received	231	337	207	278	219	374	28	15	578	801	751	634	0	0	0	0	0	245	321	74	307									
Answered	220	329	198	266	212	368	28	13	555	769	733	611	0	0	0	0	0	223	289	51	258									
Calls answered (%)	95	98	96	96	97	98	100	87	96	96	98	96	0	0	0	0	0	91	90	69	84									
Abandoned	11	8	9	12	7	6	0	2	23	32	18	23	0	0	0	0	0	22	32	23	49									
Avg answer time (sec)	42	41	31	43	38	49	39	63	60	64	50	55	0	0	0	0	0	76	68	163	175									
Avg talk time (min)	4.30	4.48	3.50	4.15	4.44	4.36	4.14	2.23	5.23	5.38	5.39	4.45	0.00	0.00	0.00	0.00	0.00	6.19	5.52	6.48	6.30									
UK																														
UK received	11,928	14,927	10,678	15,075	15,649	16,199	17,687	12,288	8,460	10,884	13,682	7,276	0	0	0	0	0	4,005	3,529	741	1,589									
Answered	9,347	11,216	9,133	11,223	12,627	12,537	13,798	9,900	6,581	8,372	10,605	5,879	0	0	0	0	0	3,287	2,938	378	860									
Calls answered (%)	79	76	86	75	81	78	78	81	79	78	79	82	0	0	0	0	0	83	84	53	59									
Abandoned	2,581	3,711	1,545	3,852	3,022	3,662	3,889	2,388	1,879	2,512	3,077	1,397	0	0	0	0	0	718	591	363	729									
Avg answer time (sec)	177	176	104	233	272	786	844	700	642	624	676	494	0	0	0	0	0	373	346	2,125	1,895									
Avg talk time (min)	4.34	4.32	4.11	4.14	4.32	4.36	4.59	5.10	4.33	4.29	4.29	4.14	0.00	0.00	0.00	0.00	0.00	5.07	5.25	7.36	6.47									

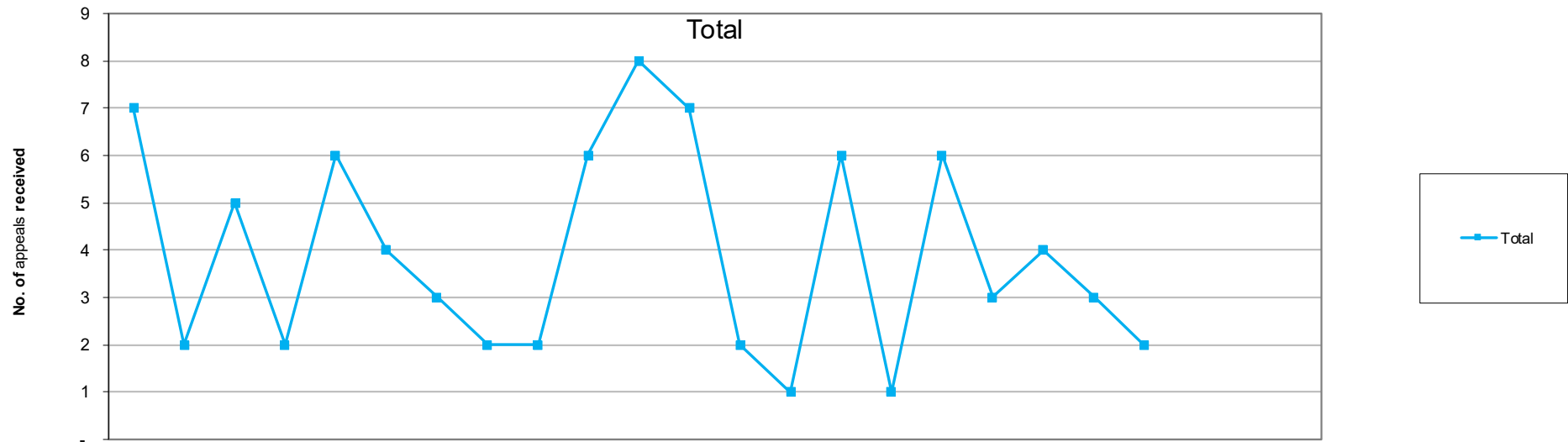
UK and international emails received at end of each month April 2019 - March 2021



Registration Department

	2019			2020									2021			16/17	17/18	18/19	19/20	20/21									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
UK incoming	4,164	4,518	3,672	5,025	6,521	9,199	10,386	6,322	4,542	5,869	6,518	6,817	14,213	9,739	10,726	9,620	8,756	8,008	7,030	9,805	5,684				41,768	46,302	52,351	73,553	83,581
INT incoming	2,322	2,182	2,025	2,498	1,879	2,375	2,613	2,555	1,703	2,587	2,214	2,584	2,884	3,051	3,894	4,308	4,015	3,323	3,359	4,115	3,205				18,490	21,364	26,146	27,537	32,154
Avg working days UK	3	2	1	4	6	7	10	8	7	2	4	5	2	2	2	2	2	3	4	5	4				1	2	2	5	3
Avg working days INT	4	5	4	4	6	8	11	8	9	8	5	8	4	1	2	3	2	3	6	9	8				2	2	3	7	4
Total incoming	6,486	6,700	5,697	7,523	8,400	11,574	12,999	8,877	6,245	8,456	8,732	9,401	17,097	12,790	14,620	13,928	12,771	11,331	10,389	13,920	8,889	-	-	-	60,258	67,666	78,497	101,090	115,735

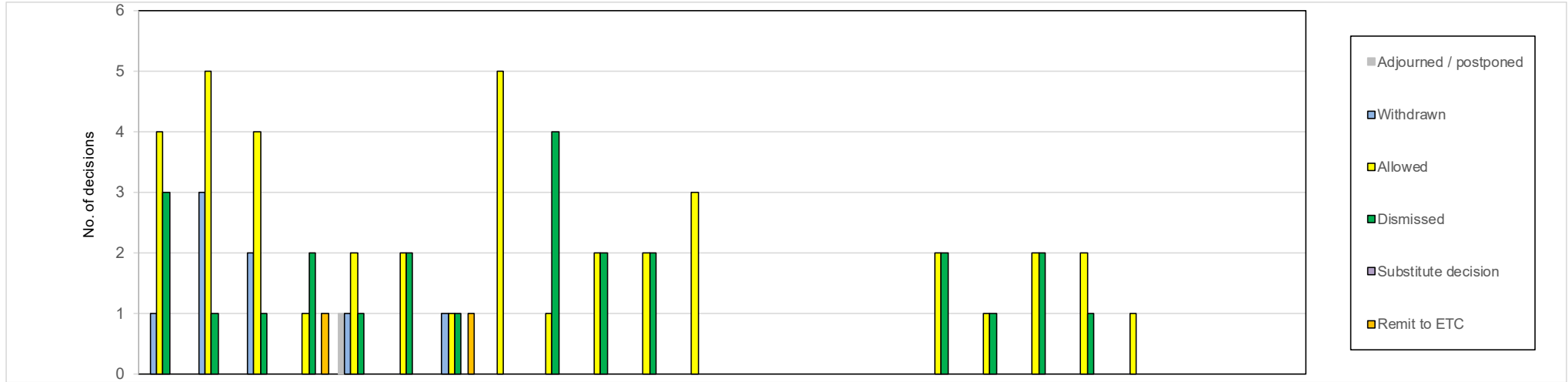
Registration Appeals Received April 2019 - March 2021



	2019			2020									2021									16/17	17/18	18/19	19/20	20/21		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE
EMR (1)	2	1	2	1	0	2	2	0	0	5	4	2	0	0	3	0	1	0	1	1	2	28	22	13	21	8		
Non-EMR (2)	4	1	2	1	3	1	1	1	0	0	3	5	2	1	3	1	3	2	2	0	0	15	19	43	22	14		
Visitors (3)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0		
UK (4)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	0	0	0	1	0	0	0	0		
CPD (6)	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	11	2	0		
Health and Character declarations (7)	0	0	1	0	2	1	0	1	2	1	1	0	0	0	0	0	2	1	1	2	0	9	8	11	9	6		
Total	7	2	5	2	6	4	3	2	2	6	8	7	2	1	6	1	6	3	4	3	2	56	63	78	54	28		

Registration Appeal Decisions April 2019 - March 2021

Registration Department



	2019			2020									2021									16/17	17/18	18/19	19/20	20/21			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Adjudged / postponed	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	1	0
Withdrawn	1	3	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	0	9	8	0
Allowed	4	5	4	1	2	2	1	5	1	2	2	3	0	0	0	0	2	1	2	2	1	0	0	9	25	33	32	8	
Dismissed	3	1	1	2	1	2	1	0	4	2	2	0	0	0	0	0	2	1	2	1	0	0	0	32	25	24	19	6	
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3	0	0	
Remit to ETC	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	1	0	2	0	
Hearings held	7	6	5	4	4	4	3	5	5	4	4	3	0	0	0	0	4	2	4	3	1	0	0	48	56	62	54	14	

