Council meeting, 21 May 2020

Performance report: Supplementary information

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Council meeting, 21 May 2020

Key Performance Indicators

KEY PERFORMANCE INDICATORS DASHBOARD

TIMELINESS

Fitness to Practise

Measure	Median length of time from receipt of allegation to Investigating Committee Panel (ICP): 33 weeks								Period	Mar		
									Strategic priorities: 1 and 3			
Executive commentary	Prior to Covid-19, there was a focus on clearing the older cases which resulted in the decrease in median times between Feb-20 and Mar-20.											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Weeks	64	56	67	63	60	65	59	65	48	58	62	52
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Weeks	58	54	56	63	63	53	67	50	58	72	62	84

20 Measure	Median length of time from ICP to final Hearing: 39 weeks								Period	Mar		
									Strategic priorities: 1 and 3			
Executive commentary	There was a substantial increase in final Hearings planned for Mar-20 but the last week was cancelled because of Covid-19. In the first 3 weeks of the month the average number of final hearings was conducted.											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Weeks	32.1	32.6	37.3	33.9	38.0	31.6	32.9	33.0	31.9	34.9	34.2	34.5
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Weeks	54	57	51	55	64	53	53	43	46	42	43	50

Measure	Median length of time from receipt to final hearing: 73 weeks											Period	Mar
												Strategic priorities: 1 and 3	
Executive commentary	This metric reflects the delays pre-ICP. Improving this KPI is dependent on reducing the pre-ICP case load. This has been impacted by Covid-19.												
19Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Weeks	89.6	96.6	123.7	98.1	122.0	100.3	106.0	94.2	99.3	90.1	105.0	106.9
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Weeks	85	105	106	100	113	103	103	85	108	90	112	102

Measure	Median length of time of interim order cases from receipt to decision: 16 weeks											Period	Mar
												Strategic priorities: 1 and 3	
Executive commentary	This metric is impacted by an IO that was first obtained. The metric is measured when a decision is made and therefore does not reflect the age of the WIP.												
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Weeks	11.3	11.3	13.6	13.6	19.3	17.4	22.4	35	18	55	17	20
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Weeks	16	17	19	14	13	41	16	18	23	13	34	34

Measure	Number of open pre-ICP cases (not including Rule 12 cases*) 1600 (700 post-SW) open cases by 31/3/20											Period	Mar
												Strategic priorities: 1 and 3	
Executive commentary	There was a decrease in new concerns being raised as Covid-19 lockdown commenced. However this was offset by delays on being able to conclude cases.												
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Number	1,958	2,003	2,070	2,174	2,192	2,225	2,231	2,311	1,056	1,047	1,061	1,052
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Number	1,721	1,804	1,867	1,946	1,936	1,960	1,939	1,959	1,984	2,008	1,988	1,938

Registration

Measure	Median processing time for UK graduates: 10 working days										Period	Mar
											Strategic priorities: 1 and 3	
Executive commentary	This indicator is in line with the optimum figure.											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Working days	9	2	4	10	10	12	12	9	10	2	3	3
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Working days	5	4	6	8	10	10	7	5	7	6	7	10

Measure	Median processing time for International applications (European Mutual Recognition): 60 working days										Period	Mar
											Strategic priorities: 1 and 3	
Executive commentary	This indicator is in line with the optimum figure.											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Working days	38	39	41	42	45	53	58	50	47	48	44	50
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Working days	55	56	64	55	40	42	49	46	54	52	55	55

Measure	Median processing time for International applications (Non-European Mutual Recognition): 60 working days										Period	Mar
											Strategic priorities: 1 and 3	
Executive commentary	This indicator is in line with the optimum figure.											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Working days	39	40	46	42	44	53	56	48	49	44	48	52
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Working days	51	51	67	45	41	35	49	46	54	51	57	51

Education

Measure	Median time to produce visitors reports following a visit: one calendar month										Period	Mar
											Strategic priorities: 1 and 3	
Executive commentary	Performance in line with key performance measure.											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Days	28	28	27	27	27	27	27	25	26	27	26	28
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Days	27	28	28	28	27	27	28	28	28	28	21	22

FINANCE AND RESOURCES

Finance

Measure	Performance against budgeted operating expenditure in range of 97.5% to 102.5%								Period	Mar		
									Strategic priorities: 3			
Executive commentary	Performance against forecasted operating expenditure is within the optimum range. Full financial information including the variance commentary, income and expenditure figures and the statement of financial position can be found in the finance update paper.											
Year to date	(,000)	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	YTD Actual	3,606	6,466	9,356	12,306	15,025	17,973	21,149	23,942	26,456	28,001	30,393	32,745
	YTD Budget	4,016	7,069	10,076	13,129	16,111	19,191	22,221					
	YTD Forecast								24,027	26,919	28,164	30,720	33,422
	YTD Variance	410	603	720	822	1,087	1,218	1,488	85	463	164	327	677
	Actual as % of budget	90%	94%	93%	94%	93%	94%	95%	100%	98%	99%	99%	98%
Previous year	(,000)	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	YTD Actual	3,376	6,299	9,324	12,239	14,910	17,436	20,377	23,398	26,083	28,879	31,522	34,957
	YTD Budget	3,891	6,821	9,656	12,505	15,140	18,079						
	YTD Forecast							20,564	23,671	26,727	29,047	32,151	35,472
	YTD Variance	515	521	332	265	230	642	187	273	644	168	628	516
	Actual as % of budget	87%	92%	97%	98%	98%	96%	99%	99%	98%	99%	98%	98%

Human Resources

Measure	Employee voluntary turnover: 22% (21.8% London average, Xpert HR labour turnover rates, published 5 May 2018)											Period	Mar
												Strategic priorities: 3	
Executive commentary	We have seen a decrease in turnover due to the organisation becoming more stable following organisational change projects.												
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Turnover	19%	21%	21%	21%	22%	23%	25%	31%	32%	35%	37%	23%
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Turnover	25%	26%	25%	23%	23%	23%	22%	22%	23%	22%	21%	19%

Measure	Employee sickness absence											Period	Mar
												Strategic priorities: 3	
Executive commentary	We have seen a decrease in sickness absence figures. In March sickness records from two employees make up 60 days of the total figure illustrated within this month, one of whom has now been supported back into the workplace.												
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Sick days	128	153	98	124	94	170	156	202	163	208	221	109
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Sick days	62	102	76	71	60	109	98	114	75	154	106	125

QUALITY

Fitness to Practise

Measure	Number of cases per case manager: 45							Period			Mar
								Strategic priorities: 1 and 3			
Executive commentary											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Number	48	45	47	47	42	43	54	52	38	33	40	41
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Number	55	54	52	53	54	54	49	54	57	53	49	53

Registration

Measure	Number of upheld appeals against registration decisions							Period			Mar
								Strategic priorities: 1 and 3			
Executive commentary											
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Concluded	7	6	5	4	4	4	3	5	5	4	4	3
	Upheld	4	5	4	1	2	2	1	5	1	2	2	3
	Upheld/ no new info	0	0	0	0	0	0	0	0	0	0	0	0
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Concluded	5	6	5	5	4	7	4	6	4	6	5	5
	Upheld	3	3	2	3	2	4	2	4	1	3	4	2
	Upheld/ no new info	0	0	0	0	0	0	0	0	0	0	0	0

Information technology

Measure	Availability of HCPC websites (including Register and online portal): 99.5%								Period		Mar	
									Strategic priorities: 1 and 3			
Executive commentary												
Year to date		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
	Availability	99.52%	99.4%	98.9%	99.9%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Previous year		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
	Availability	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.6%	99.9 %	100.0%	100.0%	100.0%

Strategic priority 1: Improve our performance to achieve the PSA's Standards of Good Regulation

Strategic priority 3: Ensure the organisation is fit for the future and is agile in anticipating and adapting to changes in the external environment

*Rule 12 is a designation that is typically applied to cases where there is limited anticipated case activity due to the existence of an on-going Police investigation. The designation allows the Fitness to Practise Department to more accurately monitor case progression and distinguish between cases that can be expeditiously progressed and those cases which cannot be progressed because any progression is dependent on a third-party investigation.

Education

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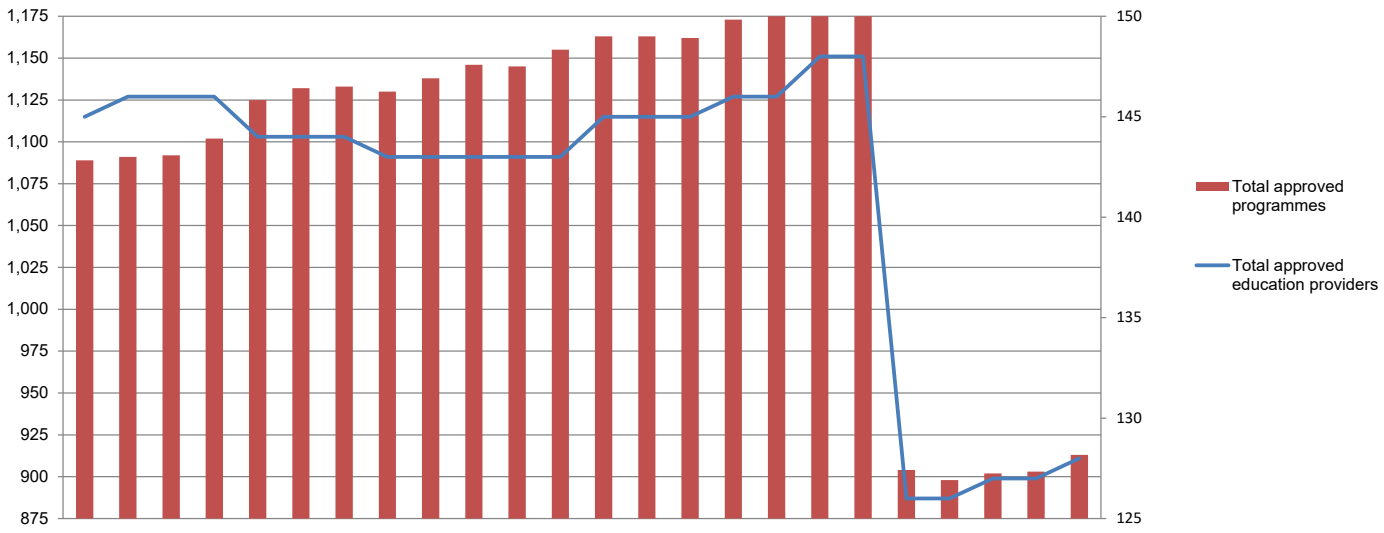
Education Department – Overview

- **Approvals:** We completed 59 approval visits in the last FY. This is a 16% reduction on the budget forecast, but in line with post SW department head count.
- **Review of education quality assurance:** Post ETC, the department has worked with visitors, education providers and internal staff around a new quality assurance model. Proposals are also being put forward for the systems infrastructure required to support pilot activity. This work remains on track to make recommendations to the ETC in June.
- **COVID-19 – working with education providers:** Guidance issued in March has been very well received within the sector and provided the needed flexibility education providers need during this time. Engagement with stakeholders has been elevated since March to support temporary registration for students. Work currently focused on ensuring extra capacity provided is being used effectively, and in such a way where possible that protects students in practice and supports progression towards programme completion.
- **SET 1 for paramedics:** ETC agreed a position statement in light of COVID-19. This provides scope for us to support the health service on a case by case basis where their planning to meet the SET 1 degree threshold for entry in September 2021 has been impacted. We will take home country approach to understanding impacts and what might be needed to support workforce needs, including extending last entry cut-off dates below degree level where reasonable to do so.

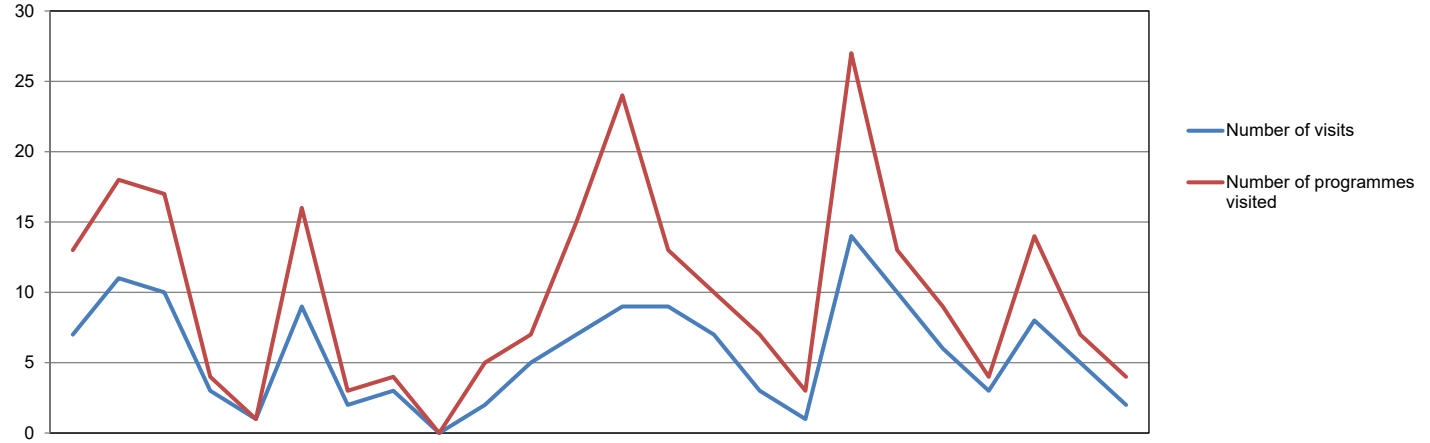
Number of approved programmes, by profession April 2018 - March 2020



Profession/entitlement	2018								2019				2020												2016/17	2017/18	2018/19	2019/20
	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	28	29	29	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	31	28	28	31	31
Biomedical scientists	64	64	64	64	67	71	71	71	71	71	71	71	71	71	71	71	71	72	71	69	69	69	69	71	60	64	71	71
Chiropodists/ Podiatrists	19	19	19	19	19	19	19	18	18	18	18	18	18	18	18	19	19	19	19	19	19	19	19	20	17	19	18	20
Clinical scientists	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4
Dietitians	35	35	35	36	39	39	39	39	39	40	40	40	40	40	40	40	43	43	42	42	42	42	43	45	32	35	40	45
Hearing aid dispensers	18	18	18	18	20	20	20	20	20	19	19	19	20	20	20	20	20	22	22	22	22	22	22	23	18	18	19	23
Occupational therapists	73	73	73	74	75	75	75	75	80	81	81	82	84	84	84	87	88	89	89	89	88	89	88	87	68	73	82	87
Operating Department Practitioners	37	37	37	37	39	39	39	38	39	42	42	44	44	46	47	49	52	53	52	52	52	50	50	51	34	37	44	51
Orthoptists	3	3	3	4	6	6	6	6	6	6	6	6	6	6	6	6	5	4	4	3	3	3	3	3	3	3	6	3
Paramedics	76	77	77	76	79	79	79	78	75	74	74	74	74	74	72	72	73	74	74	74	73	76	76	75	73	76	74	75
Physiotherapists	79	79	79	80	83	85	86	87	89	90	90	90	92	92	92	94	96	96	96	100	98	98	98	101	71	78	90	101
Practitioner psychologists	109	109	109	114	114	114	114	114	114	115	115	115	116	116	116	117	117	117	117	117	117	117	117	117	102	109	115	117
Prosthotists/Orthotists	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Radiographers	58	56	56	56	57	57	57	57	57	57	57	57	57	57	57	59	59	59	59	59	58	59	59	60	54	58	57	60
Social workers in England	253	253	253	254	255	255	255	256	258	260	261	262	265	265	265	268	278	284	285						252	253	262	
Speech and language therapists	42	45	45	44	45	46	46	46	46	46	46	48	49	49	49	50	50	50	50	51	51	51	51	52	34	42	48	52
Prescription only medicine - administration	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	4	4	2	2
Prescription only medicine - sale / supply (CH)	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	4	4	4	4	4	4	4	6	5	4	4
Prescription only medicine - sale / supply (OR)				1	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4			4	4
Supplementary prescribing	49	49	49	49	49	49	49	49	49	49	49	50	50	50	50	49	49	49	51	52	52	53	53	53	51	49	50	53
Independent prescribing	96	96	97	98	97	97	97	97	97	98	98	101	99	97	97	96	98	100	101	104	103	103	104	104	95	97	101	104
Approved mental health professionals	33	33	33	32	31	31	31	29	30	30	29	29	29	29	29	27	27	27	27						32	33	29	
Podiatric surgery	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	4	4	4	4	4	4	4		2	2	4
Total approved programmes	1,089	1,091	1,092	1,102	1,125	1,132	1,133	1,130	1,138	1,146	1,145	1,155	1,163	1,163	1,162	1,173	1,194	1,209	1,210	904	898	902	903	913	1,039	1,089	1,155	913
Total approved education providers	145	146	146	146	144	144	144	143	143	143	143	143	145	145	145	146	146	148	148	126	126	127	127	128	145	143	144	128

CH = Chiropodists / podiatrists
OR = Orthoptists

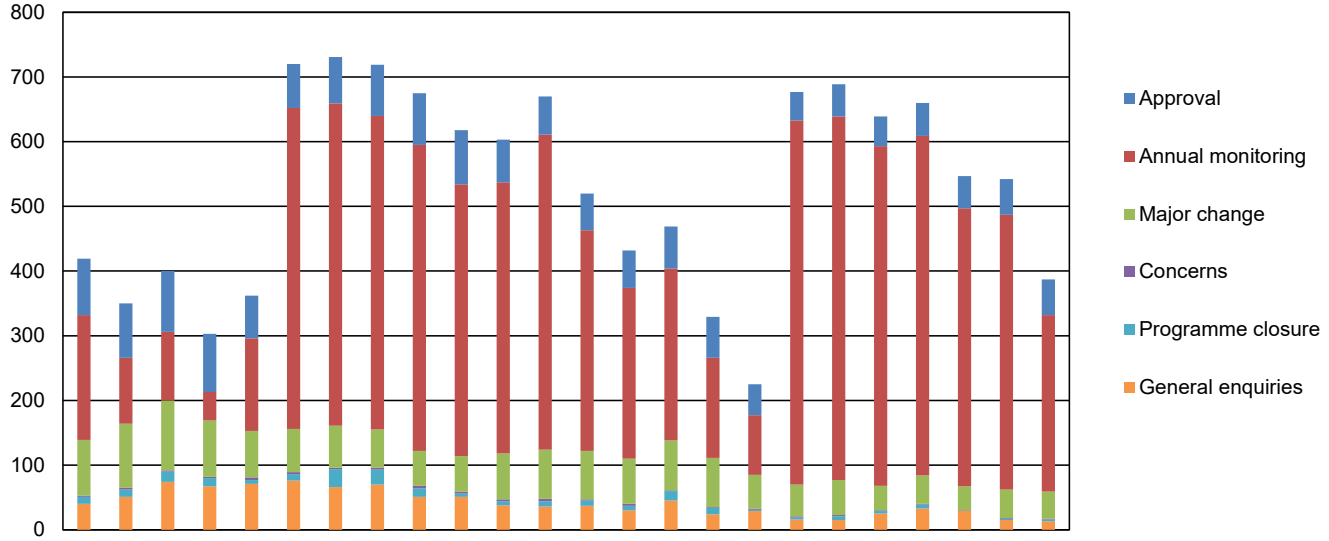
Overview of approval visits April 2018 - March 2020



Overview of approval visits	2018 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2019 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2020 Jan	Feb	Mar
Number of visits	9	9	7	3	1	14	10	6	3	8	5	2	10	8	6	7	1	5	6	1	0	5	1	9
Number of programmes visited	24	13	10	7	3	27	13	9	4	14	7	4	22	9	6	10	2	7	10	1	0	10	1	16

2016/17 FYE	2017/18 FYE	2018-19 FYE	2019-20 YTD
44	60	59	59
78	103	94	94

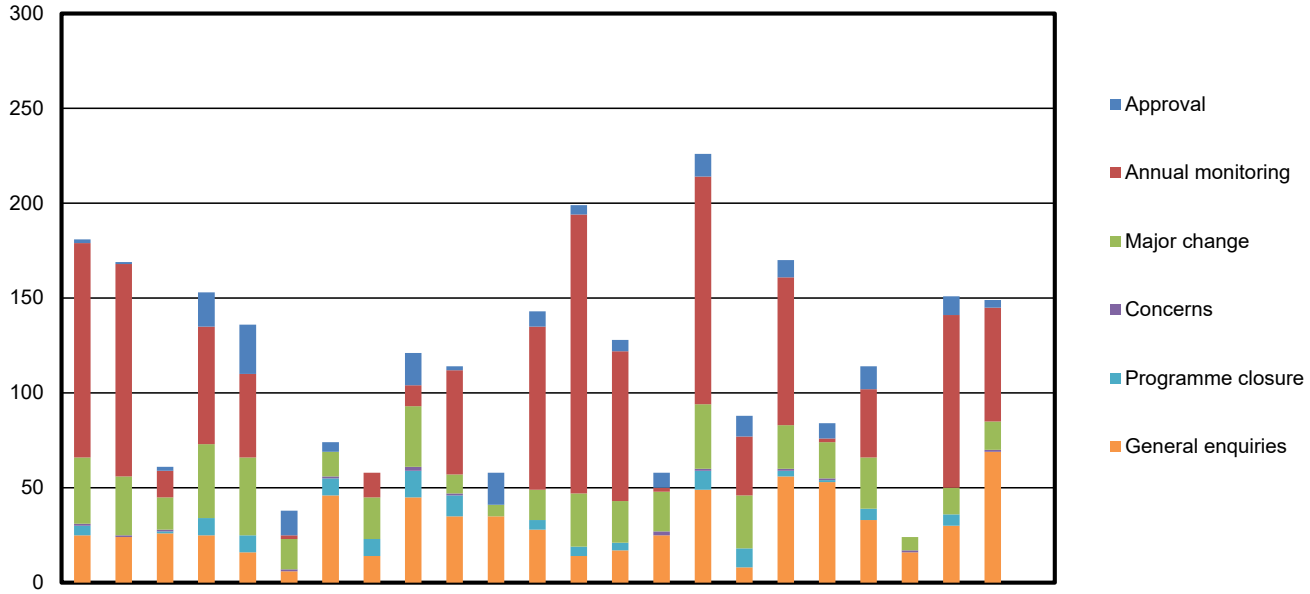
Overview of workload, Number of active cases, April 2018 - March 2020



Work area	2018									2019			2020										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Approval	87	84	94	90	66	68	72	79	80	84	66	59	57	58	65	63	48	44	50	46	51	50	55	55
Annual monitoring	193	102	106	44	143	496	498	485	473	420	419	487	341	264	266	155	92	563	562	525	525	430	425	273
Major change	86	99	108	87	72	67	65	59	54	55	71	76	75	70	77	76	52	49	54	38	44	37	44	42
Concerns	2	3	2	2	4	3	2	3	4	3	3	4	2	3	1	1	2	2	2	1	1	1	1	1
Programme closure	11	11	16	13	6	10	28	23	13	5	6	8	8	7	15	10	2	3	6	4	6	0	2	3
General enquiries	40	51	74	67	71	76	66	70	51	51	38	36	37	30	45	24	29	16	15	25	33	29	15	13
Total	419	350	400	303	362	720	731	719	675	618	603	670	520	432	469	329	225	677	689	639	660	547	542	387

2016/17 FYE	2017/18 FYE	2018/19 FYE	2019/20 YTD
70	81	94	55
283	292	106	273
57	80	108	42
3	2	2	1
8	9	16	3
31	41	74	13
452	505	400	387

Overview of workload, Number of resolved cases, April 2018 - March 2020



Work area	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
Approval	2	1	2	18	26	13	5	0	17	2	17	8	5	6	8	12	11	9	8	12	0	10	4	
Annual monitoring	113	112	14	62	44	2	0	13	11	55	0	86	147	79	2	120	31	78	2	36	0	91	60	
Major change	35	31	17	39	41	16	13	22	32	10	6	16	28	22	21	34	28	23	19	27	7	14	15	
Concerns	1	1	1	0	0	1	1	0	2	1	0	0	0	0	2	1	0	1	1	0	1	0	1	
Programme closure	5	0	1	9	9	0	9	9	14	11	0	5	5	4	0	10	10	3	1	6	0	6	0	
General enquiries	25	24	26	25	16	6	46	14	45	35	35	28	14	17	25	49	8	56	53	33	16	30	69	
Total	181	169	61	153	136	38	74	58	121	114	58	143	199	128	58	226	88	170	84	114	24	151	149	0

2016/17 FYE	2017/18 FYE	2018/19 FYE	2019/20 YTD
62	87	111	85
762	643	512	646
310	307	278	238
10	10	8	7
31	38	72	45
131	212	325	370
1,306	1,297	1,306	1,391

Registration

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Registration: overview

- This section provides an update about the work of the Registration Department for March 2020. All of the department's service standards were consistently achieved for the period with the exception of answering calls and emails.
- A total of 7,276 UK telephone calls were received which is 2,024 (or 21.8%) less than compared to the same period in 2018. The closure of the office due to the COVID-19 crisis attributed to fewer calls being received in the month of March. The team answered 82% of UK telephone calls and the shortage of fully trained Registration Advisors attributed to this service standard not being met as well as actively prioritising available resource to fulfil the department's regulatory functions of registering new applicants, renewing registration and managing continuing professional development audits.
- A total of 6,817 UK emails were received which is 3,365 (or 97.5%) more than the same period in 2018. The closure of the office due to the COVID-19 crisis attributed to the increase in emails being received. All emails were answered within an average of 5 working days. The shortage of fully trained Registration Advisors attributed to this service standard not being met as well as actively prioritising processing paper processes to ensure these were up to date in anticipation of the team working remotely.
- A total of 361 international applications were registered which is 56 (or 18.4%) more than compared to the same period last year. For the period of March 2020 the key performance indicator was met.
- The department registered 579 UK applications which is 142 (or 19.7%) fewer compared to the same period last year. All UK applications were processed within 3 working days.

COVID-19

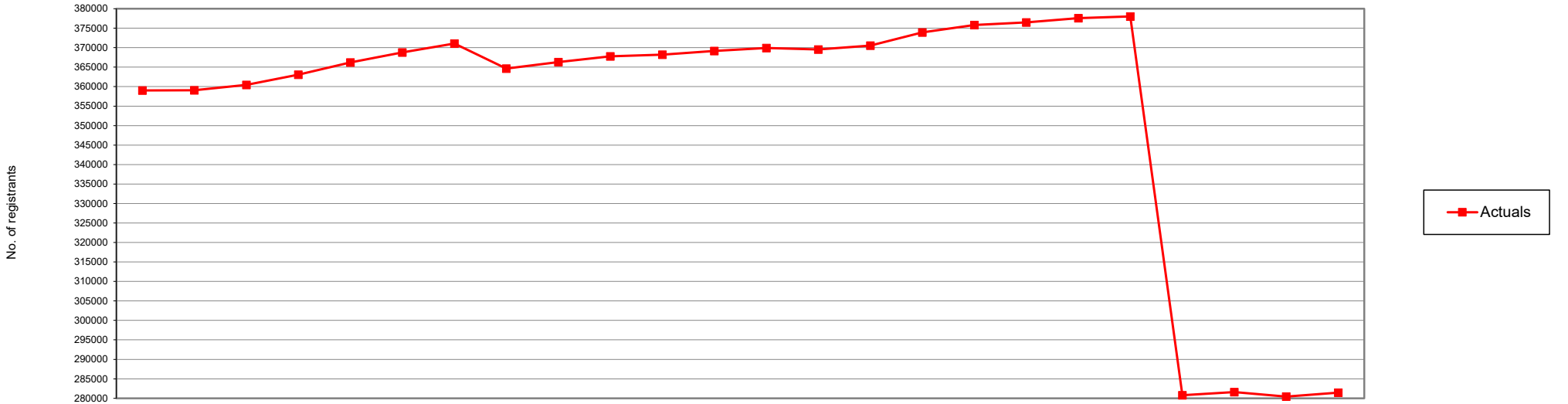
In response to the COVID-19 pandemic the Registration Department undertook the following actions:

- Ensured all registration employees were equipped to begin working from home on 23 March, with the exception of two employees who did not have broadband capability. All team members are now able to work from home.
- Cancelled the CPD audits for physiotherapists, arts therapists, dietitians, chiropodists and hearing aid dispensers and arranged appropriate communication with the professions and our partners.
- Commenced changing processes to enable the receipt of UK application forms, readmission application forms, renewal forms and direct debit instructions via email. Further changes have also been extended to allow registrants to make payments via bank transfer.

- NetRegulate System change request submitted and approved to commence development which will enable HCPC to send renewal authentication codes via email.
- Worked with the UK Government to create a COVID-19 Temporary Register of two parts, COVID-19 Temporary Register and COVID-19 Temporary Register (Students).
- Arranged for three consent order appeal hearings to be conducted remotely.

Number of Registrants by Profession April 2018 - March 2020

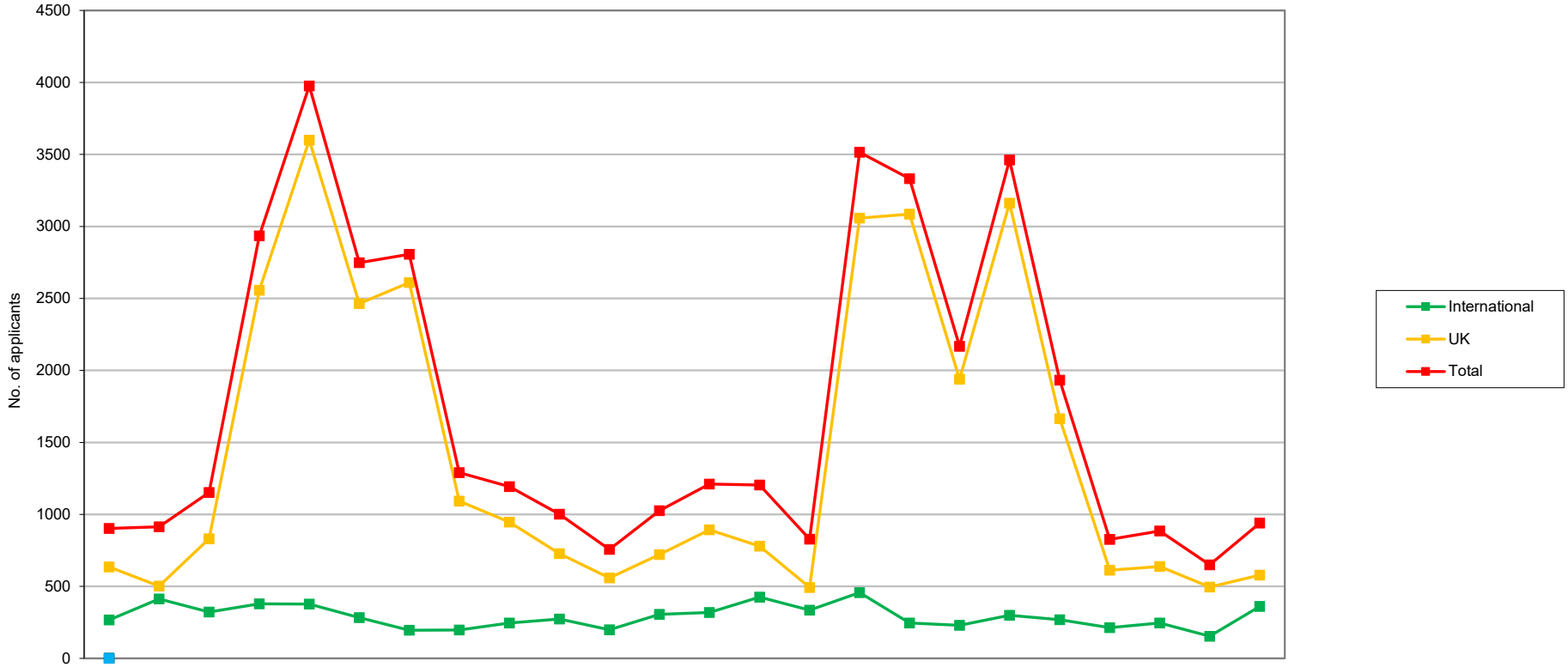
Registration Department



	2018 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2019 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2020 Jan	Feb	Mar	16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE
Arts therapists	4,328	3,999	4,073	4,110	4,230	4,291	4,345	4,363	4,380	4,416	4,422	4,432	4,444	4,438	4,452	4,496	4,569	4,626	4,694	4,727	4,748	4,765	4,779	4,784	4,026	4,322	4,432	4,784
Bio. scientists	22,491	22,519	22,603	22,693	22,835	22,928	22,990	22,980	23,084	23,194	23,222	23,284	23,328	23,343	23,399	23,526	23,658	23,708	23,759	22,255	22,605	22,893	22,977	23,064	22,902	22,395	23,284	23,064
Chirops/ pods	13,101	13,059	13,090	13,206	12,775	12,824	12,845	12,842	12,846	12,826	12,825	12,833	12,828	12,831	12,842	12,962	13,031	13,065	13,095	13,101	13,098	13,037	13,042	13,039	12,931	13,115	12,833	13,039
CI scientists	5,854	5,873	5,902	5,917	5,934	5,947	6,052	6,123	6,156	6,183	6,194	6,207	6,232	6,252	6,263	6,261	6,262	5,944	6,030	6,201	6,247	6,294	6,325	6,344	5,663	5,818	6,207	6,344
Dietitians	9,611	9,596	9,620	9,381	9,556	9,611	9,648	9,662	9,666	9,685	9,704	9,722	9,738	9,735	9,756	9,924	10,049	10,086	10,132	10,137	10,135	10,152	10,172	10,207	9,107	9,585	9,722	10,207
Hearing aid disps	2,927	2,934	2,948	2,962	2,851	2,901	2,936	2,962	2,988	3,010	3,025	3,047	3,063	3,079	3,089	3,117	3,165	3,201	3,232	3,263	3,284	3,290	3,317	3,338	2,593	2,908	3,047	3,338
OTs	38,212	38,283	38,370	38,687	39,200	39,440	39,544	39,669	39,750	39,837	39,873	39,925	39,886	39,946	40,001	40,328	40,751	40,835	39,092	39,517	39,743	39,884	39,966	40,062	38,080	38,183	39,925	40,062
ODPs	13,657	13,635	13,655	13,731	13,850	14,103	14,173	13,731	13,823	13,877	13,884	13,903	13,913	13,906	13,925	13,975	14,048	14,208	14,375	14,357	14,384	14,410	14,422	14,421	13,052	13,639	13,903	14,421
Orthoptists	1,442	1,442	1,445	1,461	1,482	1,489	1,497	1,495	1,493	1,490	1,494	1,496	1,495	1,496	1,496	1,508	1,431	1,462	1,479	1,485	1,487	1,485	1,485	1,489	1,451	1,440	1,496	1,489
Paramedics	25,637	25,790	25,856	26,021	26,270	26,699	27,101	27,210	27,374	27,405	27,483	27,686	27,826	27,941	27,972	28,212	27,415	27,854	28,437	28,635	28,800	28,901	28,990	29,139	23,992	25,465	27,686	29,139
Physiotherapists	52,440	52,955	53,301	54,009	54,696	54,986	55,125	55,293	55,401	55,514	55,560	55,695	55,671	55,865	56,037	56,774	57,336	57,500	57,606	57,795	57,898	57,992	58,052	58,133	52,915	55,132	55,695	58,133
Pract psychs	23,156	23,182	23,237	23,305	23,407	23,584	23,923	24,074	24,151	24,233	24,265	24,290	24,340	23,232	23,482	23,692	23,786	23,893	24,291	24,488	24,584	24,660	24,713	24,783	22,604	23,104	24,290	24,783
Prosth/orthotists	1,055	1,056	1,071	1,086	1,095	1,096	1,099	1,098	1,099	1,101	1,100	1,101	1,108	1,109	1,112	1,130	1,139	1,060	1,072	1,077	1,081	1,087	1,088	1,090	1,063	1,051	1,101	1,090
Radiographers	32,578	32,662	32,897	33,511	33,888	34,112	34,240	34,286	34,358	34,292	34,329	34,470	34,543	34,619	34,778	35,400	35,719	35,918	36,137	36,223	36,264	36,230	34,564	35,002	32,072	32,475	34,470	35,002
Social workers	96,571	96,108	96,350	96,842	97,844	98,419	99,081	92,365	93,206	94,126	94,246	94,453	94,845	95,074	95,294	95,854	96,618	97,166	97,893	98,372	0	0	0	0	91,944	96,497	94,453	0
SLTs	15,977	15,988	16,013	16,133	16,295	16,353	16,470	16,505	16,529	16,581	16,596	16,595	16,637	16,650	16,657	16,747	16,853	15,943	16,255	16,385	16,445	16,517	16,548	16,572	15,935	15,932	16,595	16,572
Total	359,037	359,081	360,431	363,055	366,208	368,783	371,069	364,658	366,304	367,770	368,222	369,139	369,897	369,516	370,555	373,906	375,830	376,469	377,579	378,018	280,803	281,597	280,440	281,467	350,330	361,061	369,139	281,467
Forecast																									352,166	361,158	359,081	

NOTE: Information captured on the last day of each calendar month.

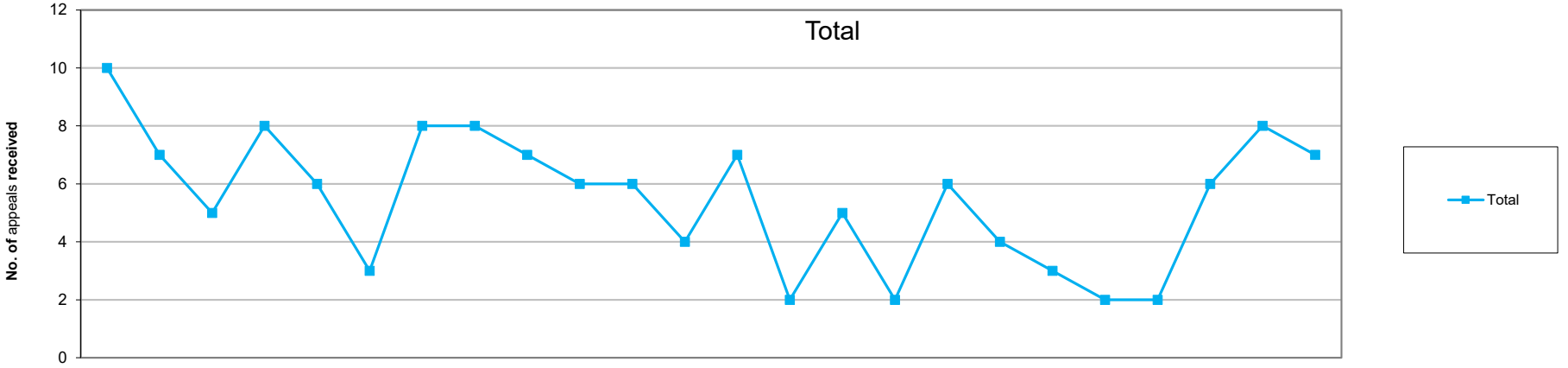
New Registrants April 2018 - March 2020 **Registration Department**



	2018									2019														2020												16/17	17/18	18/19	19/20
	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
International	267	412	322	379	377	283	196	197	246	274	198	305	318	425	335	457	245	229	299	268	214	246	154	361	3,905	3,344	3,456	3,551
UK	635	502	831	2,556	3,599	2,465	2,610	1,093	946	728	559	721	892	779	493	3,058	3,086	1,938	3,162	1,665	612	639	496	579	16,190	16,950	17,245	17,399
Total	902	914	1,153	2,935	3,976	2,748	2,806	1,290	1,192	1,002	757	1,026	1,210	1,204	828	3,515	3,331	2,167	3,461	1,933	826	885	650	940	20,095	20,294	20,701	20,950
Forecast	811	768	926	2,860	3,113	2,155	2,158	1,338	1,018	1,213	965	1,076													18,640	20,482	18,400	0

How to enter figures:
Run the report below

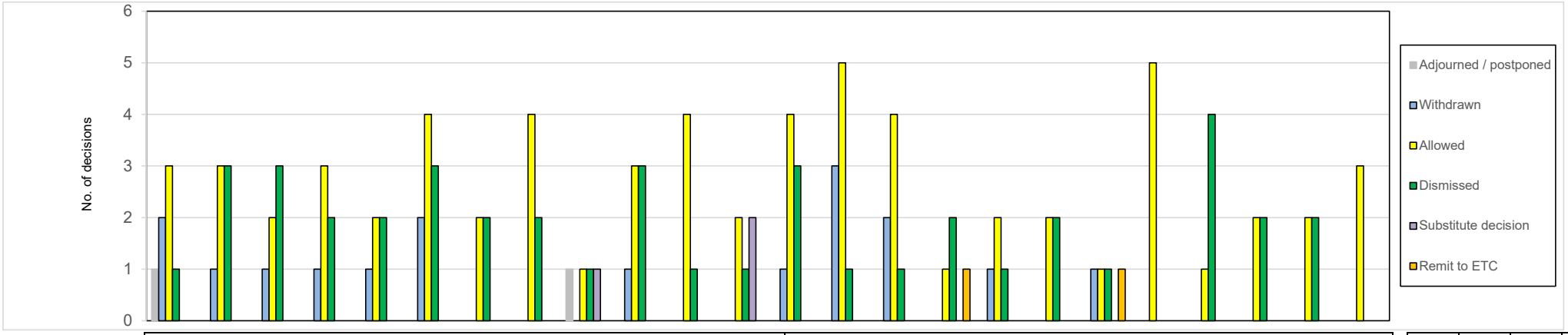
Registration Appeals Received April 2018 - March 2020



	2018 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2019 Jan	Feb	Mar	2020 Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE
EMR (1)	2	1	1	1	2	0	2	3	0	0	0	1	2	1	2	1	0	2	2	0	0	5	4	2	28	22	13	21
Non-EMR (2)	4	4	2	4	2	3	5	3	6	5	5	0	4	1	2	1	3	1	1	1	0	0	3	5	15	19	43	22
Visitors (3)	0		0	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
UK (4)	0	0	0	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
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	0	0	0	1	0	0	0
CPD (6)	2	0	0	3	1	0	0	2	0	0	0	3	1	0	0	0	1	0	0	0	0	0	0	0	0	13	11	2
Health and Character declarations (7)	2	2	2	0	1	0	1	0	1	1	1	0	0	0	1	0	2	1	0	1	2	1	1	0	9	8	11	9
Total	10	7	5	8	6	3	8	8	7	6	6	4	7	2	5	2	6	4	3	2	2	6	8	7	56	63	78	54
Forecast																									57	62	0	0

1 International applications with European Mutual Recognition (EMR) rights.
2 International applications without EMR rights.
3 Delcarations 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 2018 - March 2020 **Registration Department**



	2018									2019			2020											16/17	17/18	18/19	19/20
	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
Adjourned / postponed	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	2	1
Withdrawn	2	1	1	1	1	2	0	0	0	1	0	0	1	3	2	0	1	0	1	0	0	0	0	0	16	0	9	8
Allowed	3	3	2	3	2	4	2	4	1	3	4	2	4	5	4	1	2	2	1	5	1	2	2	3	9	25	33	32
Dismissed	1	3	3	2	2	3	2	2	1	3	1	1	3	1	1	2	1	2	1	0	4	2	2	0	32	25	24	19
Substitute decision	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2	3	0
Remit to ETC	0	0	0	0	0	0	0				0	0	0	0	0	1	0	0	1	0	0	0	0	0	5	1	0	2
Hearings held	5	6	5	5	4	7	4	6	4	6	5	5	7	6	5	4	4	4	3	5	5	4	4	3	48	56	62	54