

Education and Training Committee, 10 March 2020

Registration Department performance report April 2019 to December 2019

Executive summary and recommendations

**Introduction**

This paper encloses the Registration Department's fourth 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 2019 – 2020 work plan.

**Financial implications**

Registration Department reporting to ETC included within the 2019 – 2020 work plan.

**Date of paper**

10 February 2020

## Registration Department – Management Commentary

This report provides an update about the work of the Registration Department for April 2019 to December 2019.

### Contents

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

# 1. Registration Department Service Standard Performance Table April 2019 – December 2019

	Process	Service standard	Performance										Service standard met % of period
			by month										
			A	M	J	J	A	S	O	N	D		
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 <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>	9	2	4	10	10	12	12	9	9	78%	
2	International applications for registration	<i>The Registration Department aims to process <b>complete</b> applications within 60 working days of receipt.</i>	38	37	46	42	44	53	56	48	49	100%	
2a	EMR applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>	39	39	41	42	45	53	58	50	47	100%	
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>	6	2	2	3	4	5	5	5	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>	39	39	23	33	0	44	50	49	48	100%	
6	Readmission to the Register	<i>The Registration Department aims to process all <b>complete</b> readmission applications within ten working days .</i>	8	8	9	6	9	10	10	10	9	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>	3	2	1	4	6	7	10	8	7	22%	
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>	4	5	4	4	6	8	11	8	10	0%	
8	Answering UK telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	79	76	86	75	81	78	78	81	79	0%	
8a	Answering INT telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	95	98	96	96	97	98	100	87	96	89%	
9	Postal correspondence	<i>The Registration Department aims to process postal correspondence within ten working days.</i>	13	4	7	8	12	11	10	2	1	67%	

## 2. Executive summary

### 2.1. Registration

- All of the department's service standards were achieved for the period April 2019 to December 2019 with the exception of UK applications, emails, telephone calls and postal correspondence.
- 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 UK applicants, processing International and EMR applications and managing continuing professional development audits.
- 54,349 UK emails were received which is 20,259 (or 59.4%) more than the same period in 2017.
- 16,158 UK applications were received during the period, which is 175 (or 1.1%) more than compared to the same period last year.
- 776 more International / EMR applications were received compared to the same period last year, which represents a 21.7% increase.
- 36 visiting European health professional declarations were received during the period which is 21 (or 36.8%) fewer than compared to the same period last year. At the end of the period there were 59 registered visiting European health professionals, which is 29 (or 32.9%) less than the same period last year. The numbers have decreased steadily since the referendum decision to leave the European Union.
- During the period, 32 candidates were successfully recruited to Registration Advisor roles on a permanent, fixed term contract or temporary agency basis which represents 84% of the Registration Advisor budgeted headcount. A Registration Manager and Team Leader were also appointed during the period. At the end of December, there were 2 vacant permanent Registration Advisor positions and 8 vacant fixed term contracts.

### **3. General**

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

- 16,158 UK applications were received during the period, which is 175 (or 1.1%) more than compared to the same period last year.
- 15,683 UK applications were registered which is 446 (or 2.9%) more compared to the same period last year.
- On average, UK applications were processed within 8 working days.

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

- A total of 4,353 new International / EMR applications were received.
- 776 more International / EMR applications were received compared to the same period last year, which represents a 21.7% increase.
- 2,790 applications were registered which is 111 (or 4.1%) more than compared to the same period last year.
- On average, EMR applications were processed in 46 working days and International applications in 46 working days.

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

- The renewal period for paramedics and orthoptists opened 1 June 2019.
- The renewal period for clinical scientists, prothetists/orthotists and speech and language therapists opened 1 July 2019.
- The renewal period for occupational therapists opened 1 August 2019.
- The renewal period for biomedical scientists opened 1 September 2019.
- The renewal period for radiographers opened on 1 December 2019.
- During the period a total of 96.4% of paramedics, 94.7% of orthoptists, 94.4% speech and language therapists, 95.2% of clinical scientists and 92.9% of prosthetists / orthotists, 94.3% of occupational therapists and 93.7% of biomedical scientists renewed their registration.
- A combined total of 176,326 registrants were invited to renew their registration between the period April – December 2019 and the impact of this renewal period is significant on the Registration Department.
- 2,703 paper renewals forms were received which is 1,052 (or 28%) less than the same period in 2017.
- On average, paper renewal forms received were processed within 4 working days of receipt.

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

- 3,816 registrants were selected for audit during this period. A total number of 2,562 CPD profiles were received and all complete CPD profiles were processed within 60 working days of receipt.
- 2,082 profiles were assessed during this period of which 50 profiles were assessed electronically and 280 assessed via the online system.

### **3.5. Readmission applications**

- On average, readmission applications were processed within 9 working days.

### **3.6. UK emails**

- A total of 54,349 UK emails were received which is 20,259 (or 59.4%) more than the same period in 2017. All emails were answered within an average of 5 working days.

### **3.7. International emails**

- A total of 20,152 emails were received which is 1,113 (or 5.8%) more compared to the same period last year. All emails were answered within an average of 7 working days.

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

- 122,891 telephone calls were received through the UK call queues. This is 22,606 (or 22.5%) more than the same period two years ago.
- 79% of calls were answered compared to 90% during the same period two years ago.

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

- 2,267 telephone calls were received through the international call queue. This is 1,673 (or 42.5%) less than compared to the same period last year.
- On average 96% of calls were answered compared to 99% during the same period last year.

### **3.10. Postal correspondence**

- On average, postal correspondence was processed within 7 working days of receipt.

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

- 36 visiting European health professional declarations were received during the period which is 21 (or 36.8%) fewer than compared to the same period last year. At the end of the period there were 59 registered visiting European health professionals, which is 29 (or 32.9 %) less than the same period last year. The numbers have decreased steadily since the referendum decision to leave the European Union.

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

- 22 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 110 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.
- 12 EPC applications were received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.
- 3 EPC application was added to the Register of visiting professionals.

### **3.13. Registration appeals**

- 33 new registration appeals were received during this period
- Registration Appeal Panels considered a total of 43 appeals, determining that the appeals should be allowed in 25 cases, dismissed in 15 cases, remitted to ETC in 2 cases, adjourned in 1 case. A further 8 cases were either withdrawn by the appellant or for not complying with the registration appeal rules.
- 13 of the 25 allowed cases were concluded by the nature of Consent Orders. Of the remaining 12, 6 were allowed which were all oral hearings where the appellant presented themselves before a panel and delivered evidence verbally with and without representation. In the remaining 6 cases new information was presented to the Appeals Panel, but the appellant did not attend the hearing.

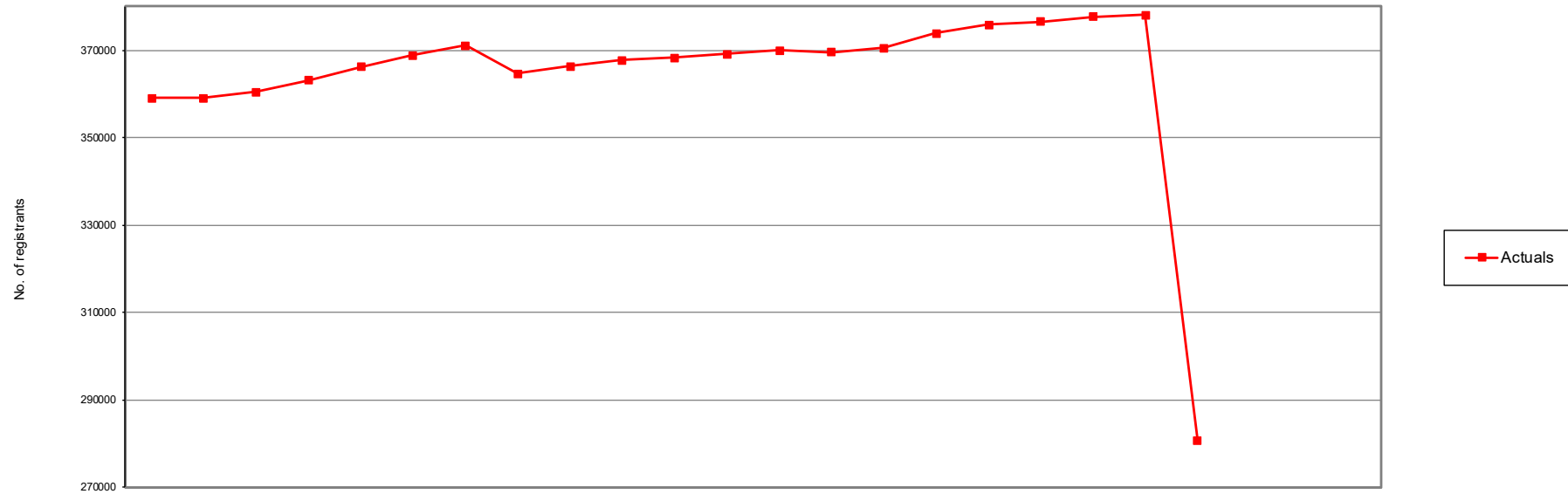
### **3.14. Employees**

- During the period, 32 candidates were successfully recruited to Registration Advisor roles on a permanent, fixed term contract or temporary agency basis which represents 84% of the Registration Advisor budgeted headcount. A Registration Manager and Team Leader were also appointed during the period. At the end of December, there were 2 vacant permanent Registration Advisor positions and 8 vacant fixed term contracts.
- There are currently 5 team members, including 2 Registration Managers, 1 Team Leader and 2 Registration Advisors seconded to the Registration Transformation and Improvement Project, with these roles backfilled within the operational department.

## 4. Registration performance data

Number of Registrants by Profession April 2018 - March 2020

Registration Department

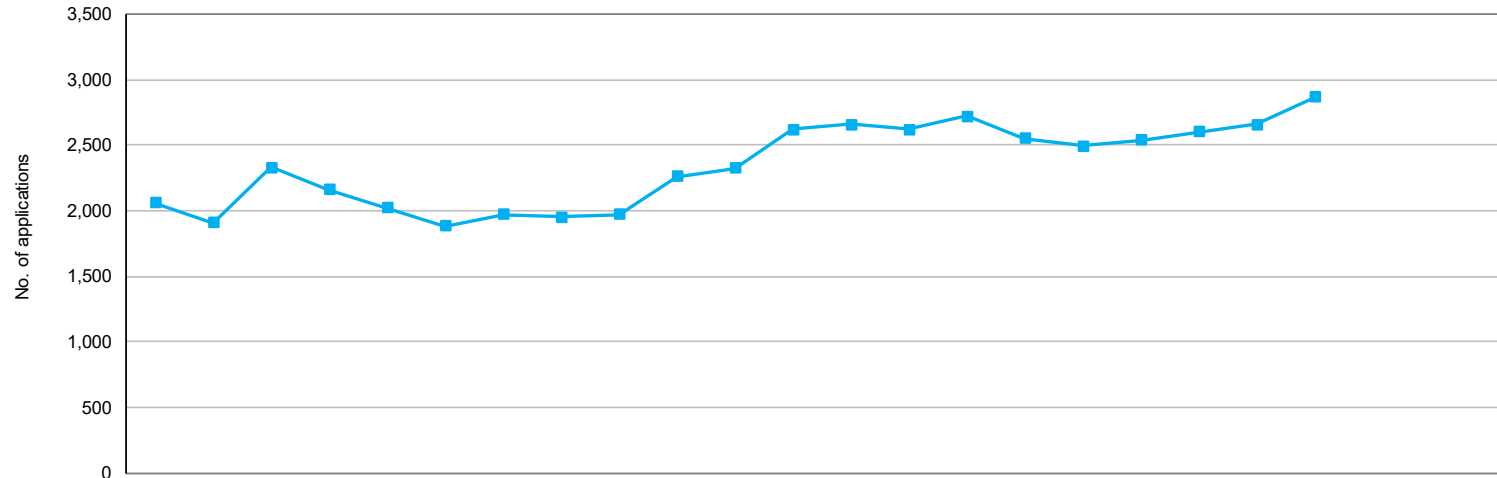


	2018												2019												2020					16/17	17/18	18/19	19/20
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD					
<b>Arts therapists</b>	4,328	3,999	4,073	4,110	4,230	4,291	4,345	4,363	4,380	4,416	4,422	4,432	4,444	4,438	4,452	4,496	4,569	4,626	4,694	4,727	4,748					4,026	4,322	4,432	4,748				
<b>Bio. scientists</b>	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					22,902	22,395	23,284	22,605				
<b>Chirops/ pods</b>	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					12,931	13,115	12,833	13,098				
<b>CI scientists</b>	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					5,663	5,818	6,207	6,247				
<b>Dietitians</b>	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					9,107	9,585	9,722	10,135				
<b>Hearing aid disps</b>	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					2,593	2,908	3,047	3,284				
<b>OTs</b>	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					38,080	38,183	39,925	39,743				
<b>ODPs</b>	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					13,052	13,639	13,903	14,384				
<b>Orthoptists</b>	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					1,451	1,440	1,496	1,487				
<b>Paramedics</b>	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					23,992	25,465	27,686	28,800				
<b>Physiotherapists</b>	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					52,915	55,132	55,695	57,898				
<b>Pract psychs</b>	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					22,604	23,104	24,290	24,584				
<b>Prosth/orthotists</b>	1,055	1,056	1,071	1,086	1,095	1,096	1,098	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					1,063	1,051	1,101	1,081				
<b>Radiographers</b>	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					32,072	32,475	34,470	36,264				
<b>Social workers</b>	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					91,944	96,497	94,453	0				
<b>SLTs</b>	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					15,935	15,932	16,595	16,445				
<b>Total</b>	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	378,019	280,803					350,330	361,061	369,139	280,803				



International applications workflow process at end of each month April 2018 - March 2020

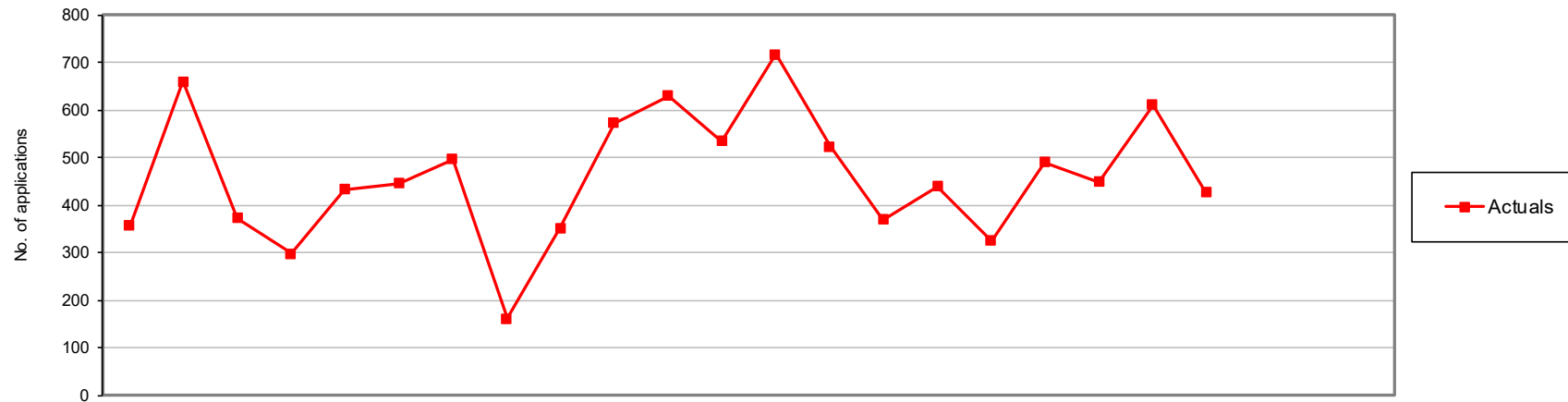
Registration Department



Current status	2018			2019									2020									16/17 FYE	17/18 FYE	18/19 FYE	19/20 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	293	333	286	297	317	324	333	337	352	433	438	432	483	495	478	475	489	472	435	484	521					289	274	432	521
At scrutiny	1,274	1,153	1,628	1,475	1,317	1,171	1,255	1,234	1,243	1,445	1,486	1,784	1,736	1,695	1,772	1,628	1,581	1,651	1,753	1,718	1,893					1,252	1,276	1,784	1,893
Pending reg fee	490	423	414	391	389	391	382	384	377	385	399	406	438	428	475	447	425	419	414	459	455					354	402	406	455
<b>Total</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>1,970</b>	<b>1,955</b>	<b>1,972</b>	<b>2,263</b>	<b>2,323</b>	<b>2,622</b>	<b>2,657</b>	<b>2,618</b>	<b>2,725</b>	<b>2,550</b>	<b>2,495</b>	<b>2,542</b>	<b>2,602</b>	<b>2,661</b>	<b>2,869</b>					<b>1,895</b>	<b>1,952</b>	<b>2,622</b>	<b>2,869</b>

New International Applications Received April 2018 - March 2020

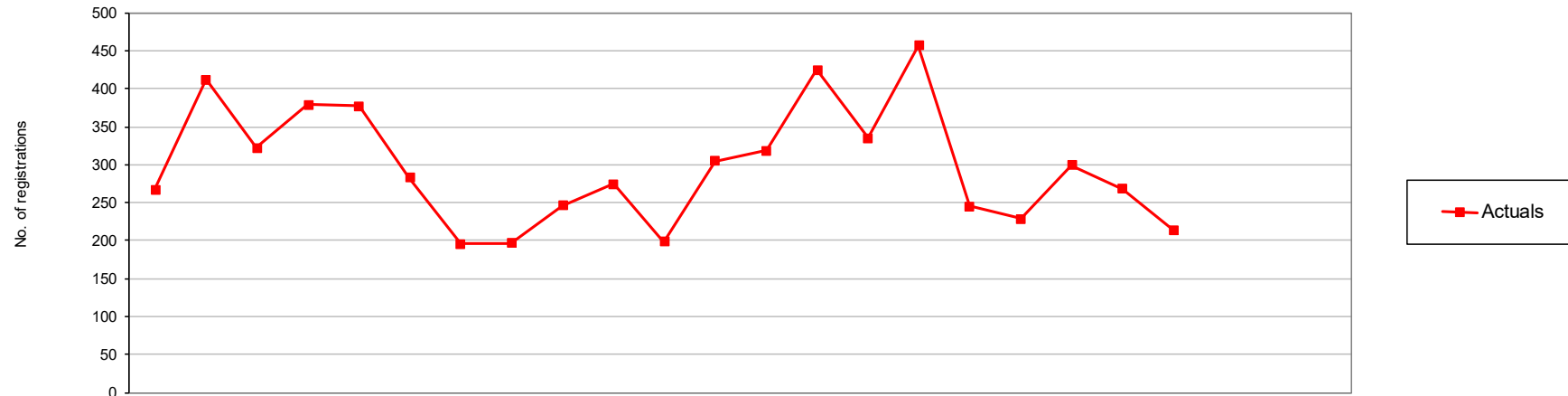
Registration Department



	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	YTD
Arts Therapists	1	4	3	2	4	2	5	2	3	4	5	3	5	6	4	1	2	2	2	5	6				34	28	38	33
Bio. Scientists	17	35	19	24	33	39	38	15	29	40	53	39	49	36	36	30	33	43	26	39	34				330	255	381	326
Chirops/ Pods	0	7	5	2	4	3	5	1	11	9	7	2	10	1	1	0	3	1	2	4	5				49	40	56	27
CI Scientists	8	11	3	6	5	7	11	2	10	12	9	10	9	9	10	11	4	5	6	5	11				96	83	94	70
Dietitians	15	38	18	14	19	15	24	7	15	21	26	17	26	24	15	23	19	28	26	24	16				236	230	229	201
Hearing aid disps	2	4	3	2	3	7	3	0	0	3	4	3	3	7	2	3	5	3	4	7	6				35	69	34	40
OTs	29	49	26	26	35	30	28	12	29	38	47	35	37	37	23	24	24	31	22	36	36				400	265	384	270
ODPs	0	3	1	1	2	6	3	0	2	4	2	2	4	2	3	2	1	2	7	4	4				19	17	26	29
Orthoptists	0	0	0	0	1	0	1	0	1	0	1	0	0	1	0	0	1	1	0	0	2				8	4	4	5
Paramedics	32	54	15	7	11	21	20	6	10	42	38	66	144	40	15	17	12	30	32	19	28				507	403	322	337
Physiotherapists	93	187	106	83	125	112	120	54	80	136	143	127	166	123	95	105	96	121	115	137	106				1,543	1,180	1,366	1,064
Pract psychs	31	61	32	23	45	31	41	6	28	37	44	39	53	36	24	28	21	30	23	37	27				379	303	418	279
Prosth/Orthotists	2	0	2	1	2	4	1	1	1	1	4	5	3	2	1	0	2	1	1	1	1				14	17	24	12
Radiographers	67	124	81	53	77	89	108	31	71	128	134	96	102	104	70	113	51	97	81	133	122				903	913	1,059	873
Social workers	46	58	49	42	53	67	72	22	50	75	98	65	95	79	55	67	43	74	90	141	0				776	565	697	644
SLTs	14	26	9	12	14	13	16	3	12	23	15	26	12	16	16	16	8	22	12	19	22				197	138	183	143
<b>Total</b>	<b>357</b>	<b>661</b>	<b>372</b>	<b>298</b>	<b>433</b>	<b>446</b>	<b>496</b>	<b>162</b>	<b>352</b>	<b>573</b>	<b>630</b>	<b>535</b>	<b>718</b>	<b>523</b>	<b>370</b>	<b>440</b>	<b>325</b>	<b>491</b>	<b>449</b>	<b>611</b>	<b>426</b>				<b>5,526</b>	<b>4,510</b>	<b>5,315</b>	<b>4,353</b>

International Registrations April April 2018 - March 2020

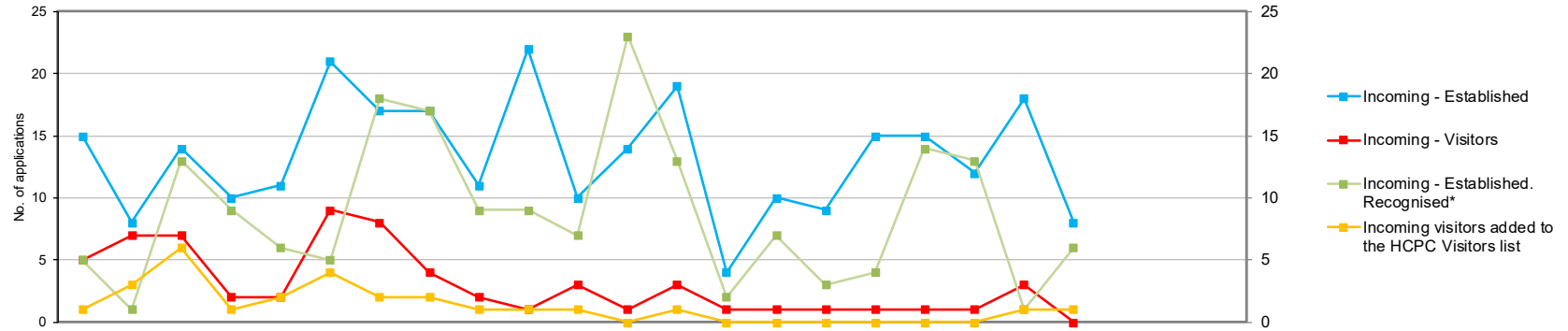
Registration Department



	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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts therapists	0	0	5	1	2	2	2	1	1	1	0	1	2	1	7	5	1	1	1	1	0	12	16	16	19															
Bio. scientists	27	13	12	17	21	14	9	8	26	19	20	18	28	32	18	22	20	14	8	3	41	247	209	204	186															
Chirops/ pods	0	1	2	1	5	2	1	1	2	1	1	5	5	4	4	3	5	0	1	1	0	41	32	22	23															
CI scientists	3	4	6	4	1	1	3	1	2	5	0	3	1	1	2	3	4	0	9	4	1	40	51	33	25															
Dietitians	13	8	1	51	25	15	14	12	6	6	20	11	9	5	6	26	12	8	15	9	14	169	157	182	104															
Hearing aid disps	1	2	1	2	3	0	0	0	2	1	0	2	1	3	0	3	3	3	1	3	3	22	23	14	20															
OTs	20	21	25	29	37	19	11	28	22	23	21	23	34	29	23	34	16	11	6	40	27	343	263	279	220															
ODPs	1	1	1	2	0	1	0	0	3	0	1	1	2	1	0	0	1	0	2	1	0	6	9	11	7															
Orthoptists	0	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	2	3	3	1															
Paramedics	49	47	36	20	20	16	7	7	10	7	6	26	29	38	32	67	25	37	14	14	14	326	292	251	270															
Physiotherapists	16	195	102	107	90	98	61	73	57	85	55	73	75	143	97	105	53	52	76	79	45	1,149	888	1,012	725															
Pract psychs	21	12	22	17	26	26	15	21	8	19	10	8	10	3	32	18	8	9	15	9	11	182	167	205	115															
Prosth/orthotists	1	2	1	0	3	0	1	1	1	0	0	2	4	2	0	4	0	0	0	0	0	15	15	12	10															
Radiographers	64	72	63	78	85	59	45	29	50	59	33	95	70	94	67	102	61	57	90	55	41	691	682	732	637															
Social workers	35	27	35	30	45	24	11	7	52	34	23	25	40	50	36	53	29	33	44	34	0	514	422	348	319															
SLTs	16	7	10	20	14	6	15	8	4	13	7	12	8	18	11	12	7	4	17	15	17	146	115	132	109															
<b>Total</b>	<b>267</b>	<b>412</b>	<b>322</b>	<b>379</b>	<b>377</b>	<b>283</b>	<b>196</b>	<b>197</b>	<b>246</b>	<b>274</b>	<b>198</b>	<b>305</b>	<b>318</b>	<b>425</b>	<b>335</b>	<b>457</b>	<b>245</b>	<b>229</b>	<b>299</b>	<b>268</b>	<b>214</b>	<b>3,905</b>	<b>3,344</b>	<b>3,456</b>	<b>2,790</b>															



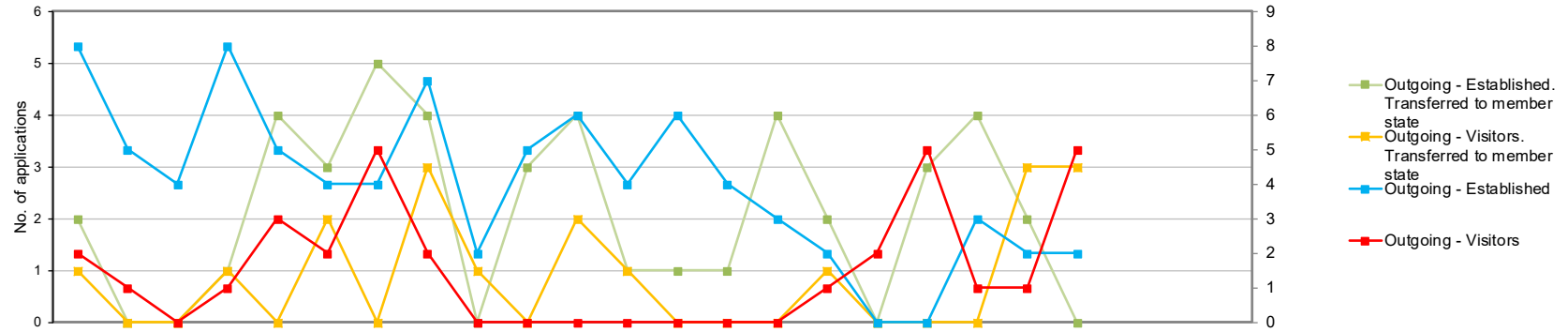
European Professional Card (EPC) incoming applications April 2018 - March 2020



	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
Incoming - Established	15	8	14	10	11	21	17	17	11	22	10	14	19	4	10	9	15	15	12	18	8			
Incoming - Visitors	5	7	7	2	2	9	8	4	2	1	3	1	3	1	1	1	1	1	1	3	0			
Incoming - Established, Recognised*	5	1	13	9	6	5	18	17	9	9	7	23	13	2	7	3	4	14	13	1	6			
Incoming visitors added to the HCPC Visitors list	1	3	6	1	2	4	2	2	1	1	1	0	1	0	0	0	0	0	0	1	1			

	16/17 FYE	17/18 FYE	18/19 FYE	19/20 YTD
Incoming - Established	114	136	170	110
Incoming - Visitors	42	30	51	12
Incoming - Established, Recognised*	77	96	122	63
Incoming visitors added to the HCPC Visitors list	22	13	24	3

European Professional Card (EPC) outgoing applications April 2018 - March 2020

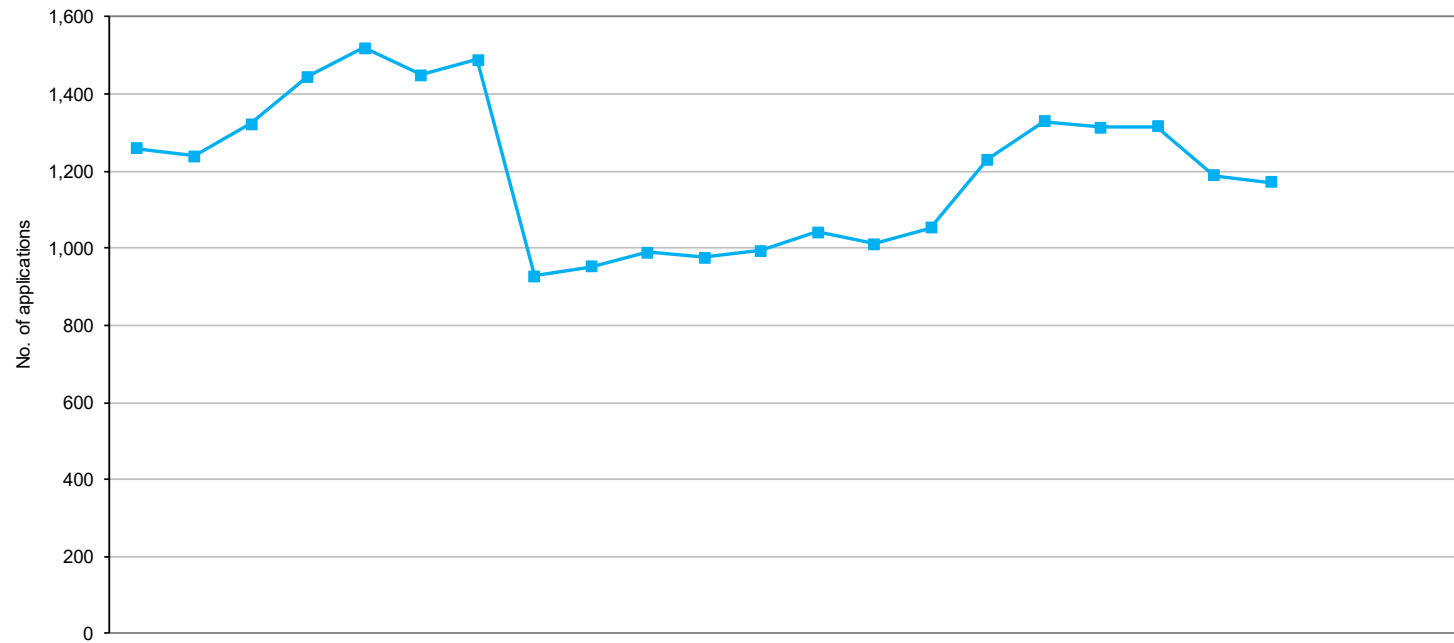


	2018			2019												2020								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Outgoing - Established	8	5	4	8	5	4	4	7	2	5	6	4	6	4	3	2	0	0	3	2	2			
Outgoing - Visitors	2	1	0	1	3	2	5	2	0	0	0	0	0	0	0	1	2	5	1	1	5			
Outgoing - Established. Transferred to member state	2	0	0	1	4	3	5	4	0	3	4	1	1	1	4	2	0	3	4	2	0			
Outgoing - Visitors. Transferred to member state	1	0	0	1	0	2	0	3	1	0	2	1	0	0	0	1	0	0	0	3	3			

16/17 FYE	17/18 FYE	18/19 FYE	19/20 YTD
54	47	62	22
13	11	16	15
25	23	27	17
4	4	11	7

UK applications workflow process at end of each month April 2018 - March 2020

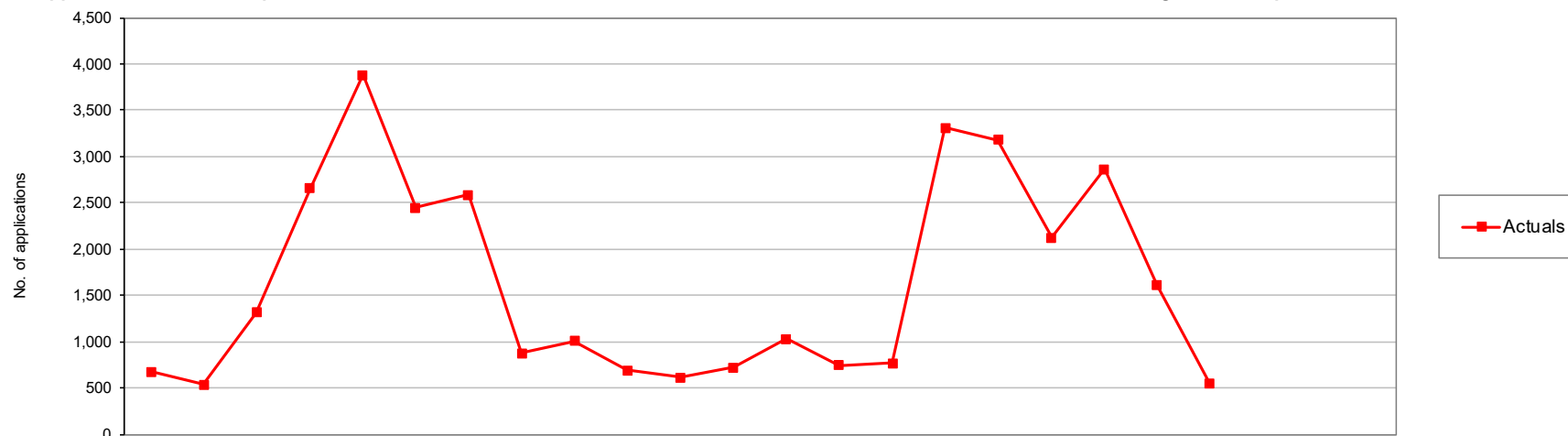
Registration Department



Current status	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	YTD	
Minimum info	1,242	1,227	1,307	1,430	1,503	1,435	1,476	921	944	974	963	973	1,014	993	1,036	1,199	1,306	1,264	1,278	1,135	1,137					1,111	1,212	973	1,137
At scrutiny	4	4	4	6	4	4	4	3	3	3	3	3	6	6	6	7	4	17	13	16	6					4	4	3	6
Pending reg fee	13	9	11	9	13	11	9	5	6	12	11	17	22	12	11	25	19	34	25	38	29					12	13	17	29
<b>Total</b>	1,259	1,240	1,322	1,445	1,520	1,450	1,489	929	953	989	977	993	1,042	1,011	1,053	1,231	1,329	1,315	1,316	1,189	1,172					1,127	1,229	993	1,172

New UK Applications Received April 2018 - March 2020

Registration Department

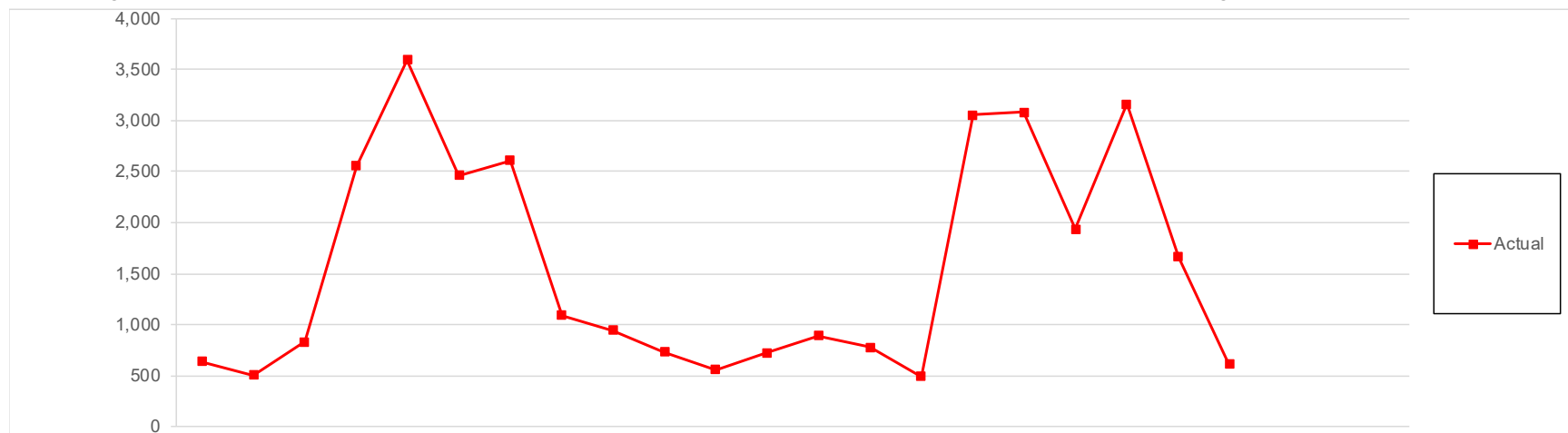


	2018			2019									2020									16/17	17/18	18/19	19/20				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Arts therapists	21	6	14	28	108	58	52	13	15	20	14	8	12	5	3	50	88	53	70	43	15					333	324	357	339
Bio. scientists	89	55	86	94	148	109	113	63	100	80	52	67	86	75	46	141	142	124	112	92	57					850	950	1,056	875
Chirops/pods	4	9	83	121	49	33	11	5	3	2	2	1	4	10	49	138	61	39	21	9	8					381	348	323	339
CI Scientists	36	17	29	9	23	18	122	66	37	24	21	26	27	21	14	5	17	10	32	146	45					290	391	428	317
Dietitians	21	7	53	130	119	36	20	8	6	2	8	16	22	7	21	150	112	32	30	5	8					376	391	426	387
Hearing aid disps	19	5	16	22	63	34	32	16	23	12	26	20	10	11	5	34	48	35	30	29	13					278	325	288	215
OTs	39	34	80	331	488	226	251	55	69	49	56	63	68	35	53	412	425	188	247	115	77					1,604	1,644	1,741	1,620
ODPs	39	42	53	57	182	232	72	19	39	11	10	23	24	11	23	61	110	183	122	25	20					625	693	779	579
Orthoptists	2	0	5	14	26	7	7	1	2	6	2	0	0	0	2	18	21	11	9	6	2					76	67	72	69
Paramedics	144	90	121	161	410	392	321	109	165	106	122	149	144	85	93	261	312	325	342	182	121					1,461	2,077	2,290	1,865
Physiotherapists	33	19	207	582	591	169	144	63	57	38	55	93	64	49	129	704	507	168	177	113	49					1,849	1,935	2,051	1,960
Pract psychs	52	39	35	41	100	196	334	97	85	61	49	58	70	50	25	50	75	144	369	178	58					1,063	1,139	1,147	1,019
Prosth/orthotists	1	2	12	18	7	4	3	0	1	2	1	0	1	0	4	17	10	3	1	3	4					53	46	51	43
Radiographers	23	90	311	456	323	143	72	14	33	9	21	34	16	43	177	571	340	158	119	44	35					1,403	1,402	1,529	1,503
Social workers	122	104	181	494	1,055	708	947	317	346	214	146	141	432	321	102	580	775	579	1,048	566	0					4,595	5,052	4,775	4,403
SLTs	30	18	28	99	185	83	87	32	28	53	27	22	49	19	20	118	133	74	134	49	29					683	732	692	625
<b>Total</b>	<b>675</b>	<b>537</b>	<b>1,314</b>	<b>2,657</b>	<b>3,877</b>	<b>2,448</b>	<b>2,588</b>	<b>878</b>	<b>1,009</b>	<b>689</b>	<b>612</b>	<b>721</b>	<b>1,029</b>	<b>742</b>	<b>766</b>	<b>3,310</b>	<b>3,176</b>	<b>2,126</b>	<b>2,863</b>	<b>1,605</b>	<b>541</b>					<b>15,920</b>	<b>17,516</b>	<b>18,005</b>	<b>16,158</b>



New UK Registrations April 2018 - March 2020

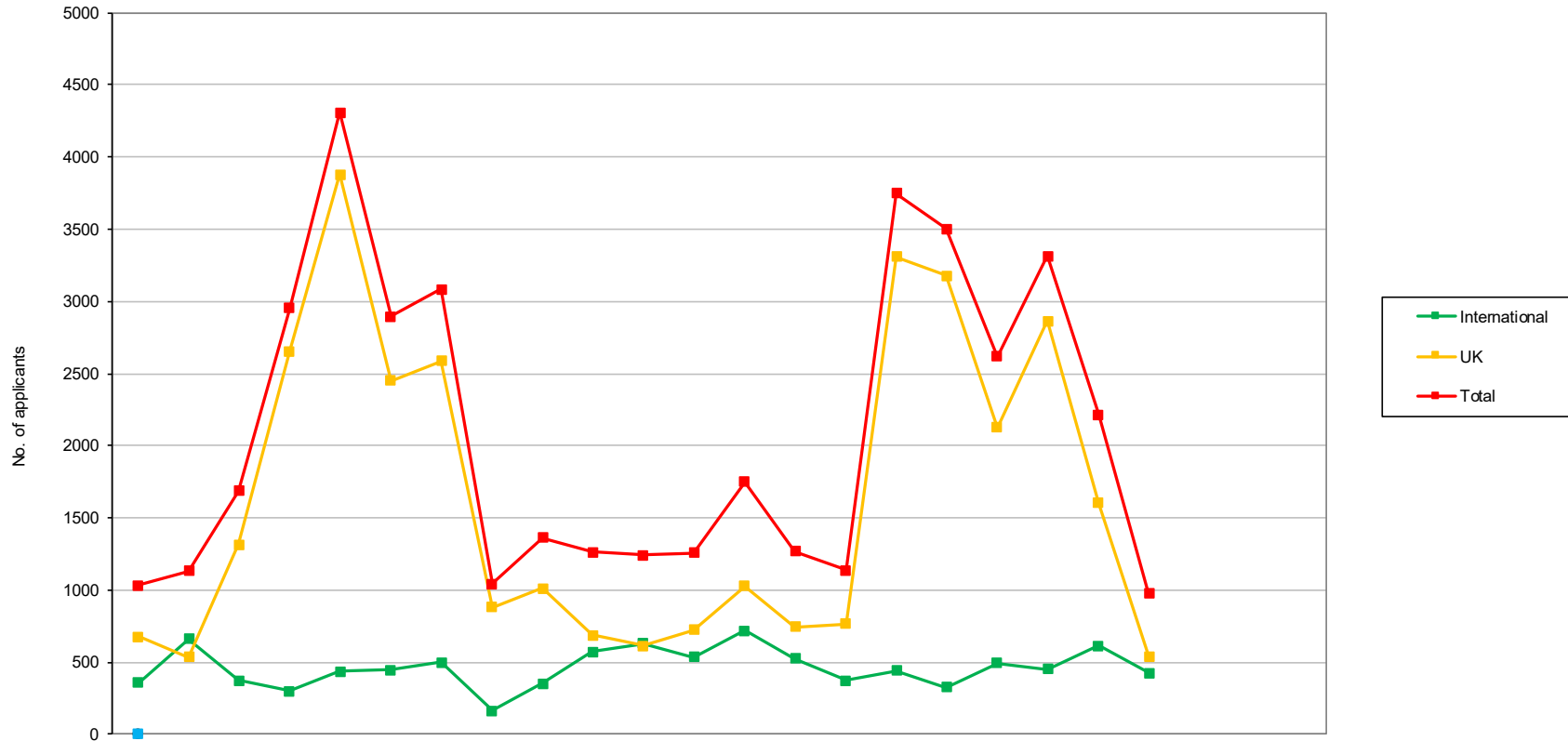
Registration Department



	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
Arts therapists	18	6	9	14	109	58	46	17	18	20	12	6	11	6	5	39	73	61	68	43	17	322	307	333	323		
Bio. scientists	87	55	77	74	136	101	86	69	81	88	46	60	65	77	43	114	120	113	129	70	61	786	847	960	792		
Chirops/pods	4	3	55	130	55	29	16	3	3	1	4	1	2	1	20	150	66	40	30	13	4	374	340	304	326		
CI Scientists	33	19	24	10	21	16	96	69	35	23	22	26	26	24	10	8	13	8	27	141	44	267	371	394	301		
Dietitians	21	4	45	110	123	38	22	8	6	5	6	13	20	8	19	143	115	33	33	6	5	373	384	401	382		
Hearing aid disps	19	5	15	23	53	39	29	21	24	15	20	18	14	14	7	32	42	34	31	29	17	268	312	281	220		
OTs	38	38	53	283	489	239	220	86	63	58	56	62	58	44	37	345	453	196	257	117	87	1,580	1,611	1,685	1,594		
ODPs	32	45	13	77	124	260	107	30	34	13	7	19	16	22	19	54	66	171	175	33	15	609	688	761	571		
Orthoptists	2	0	3	16	25	6	8	2	1	5	4	0	0	0	2	17	16	14	8	7	2	76	65	72	66		
Paramedics	139	125	55	160	305	412	398	116	169	118	97	173	131	100	49	236	252	219	512	189	160	1,461	1,995	2,267	1,848		
Physiotherapists	33	22	130	564	599	201	129	86	53	36	47	100	56	36	61	666	539	181	195	123	59	1,798	1,905	2,000	1,916		
Pract psychs	39	48	30	43	77	153	328	139	72	60	46	56	66	46	26	46	65	89	367	193	75	1,041	1,074	1,091	973		
Prosth/orthotists	1	0	13	15	9	5	2	0	2	2	1	0	1	0	4	14	10	4	3	0	4	53	46	50	40		
Radiographers	16	6	169	520	317	161	89	27	28	13	13	32	19	7	81	590	386	144	149	56	30	1,389	1,391	1,391	1,462		
Social workers	122	112	120	427	989	664	930	384	330	225	149	131	364	374	101	491	733	549	1,052	592	0	4,486	4,898	4,583	4,256		
SLTs	31	14	20	90	168	83	104	36	27	46	29	24	43	20	9	113	137	82	126	53	30	686	716	672	613		
<b>Total</b>	<b>635</b>	<b>502</b>	<b>831</b>	<b>2,556</b>	<b>3,599</b>	<b>2,465</b>	<b>2,610</b>	<b>1,093</b>	<b>946</b>	<b>728</b>	<b>559</b>	<b>721</b>	<b>892</b>	<b>779</b>	<b>493</b>	<b>3,058</b>	<b>3,086</b>	<b>1,938</b>	<b>3,162</b>	<b>1,665</b>	<b>610</b>	<b>15,569</b>	<b>16,950</b>	<b>17,245</b>	<b>15,683</b>		

Application Types Received April 2018 - March 2020

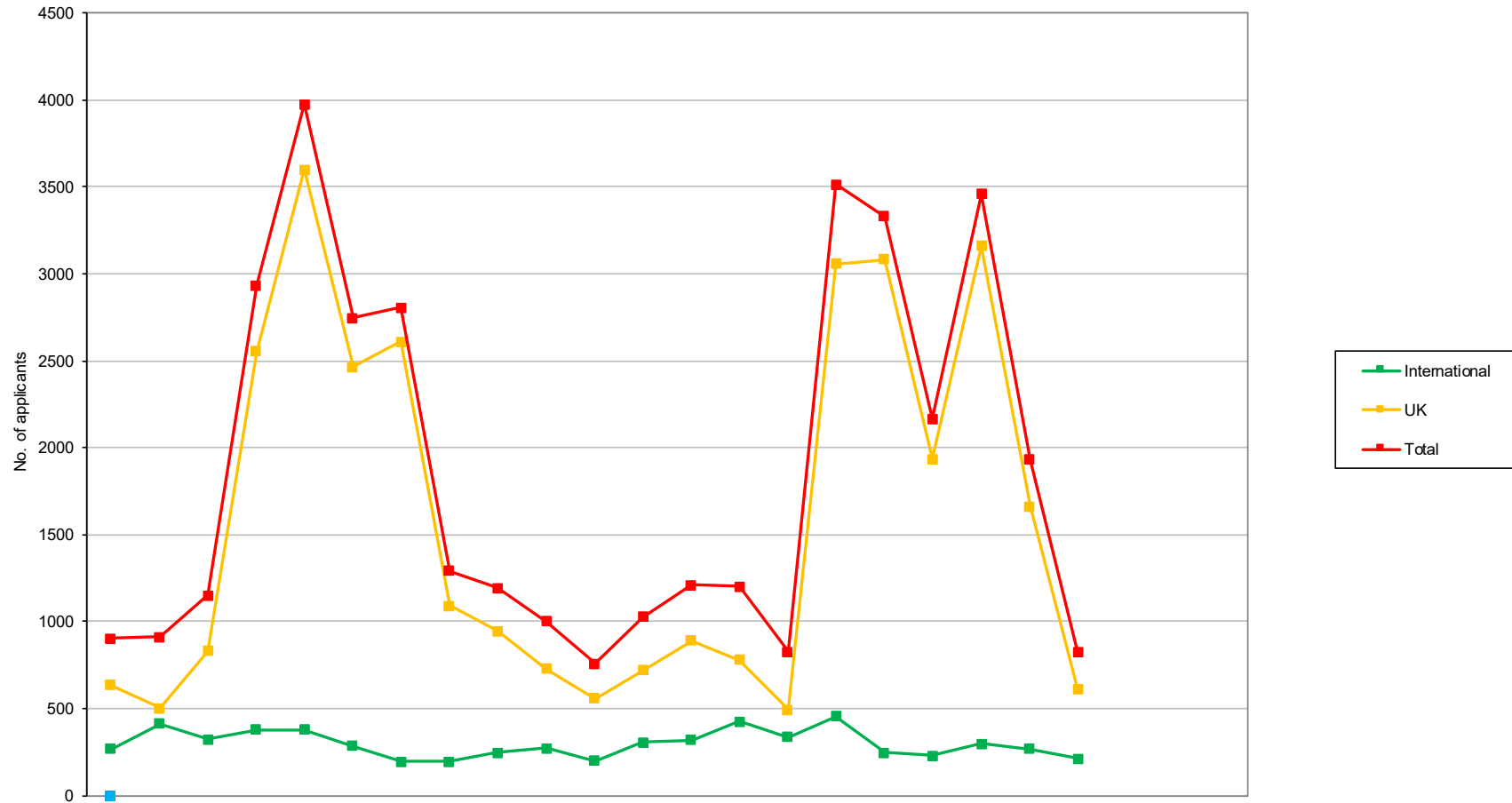
Registration Department



Apps Received	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	YTD	
International	357	661	372	298	433	446	496	162	352	573	630	535	718	523	370	440	325	491	449	611	426					5,526	4,510	5,315	4,353
UK	675	537	1,314	2,657	3,877	2,448	2,588	878	1,009	689	612	721	1,029	742	766	3,310	3,176	2,126	2,863	1,605	541					16,553	17,516	18,005	16,158
<b>Total</b>	<b>1,032</b>	<b>1,134</b>	<b>1,686</b>	<b>2,955</b>	<b>4,310</b>	<b>2,894</b>	<b>3,084</b>	<b>1,040</b>	<b>1,361</b>	<b>1,262</b>	<b>1,242</b>	<b>1,256</b>	<b>1,747</b>	<b>1,265</b>	<b>1,136</b>	<b>3,750</b>	<b>3,501</b>	<b>2,617</b>	<b>3,312</b>	<b>2,216</b>	<b>976</b>					<b>22,079</b>	<b>22,026</b>	<b>23,320</b>	<b>20,511</b>

New Registrants April 2018 - March 2020

Registration Department

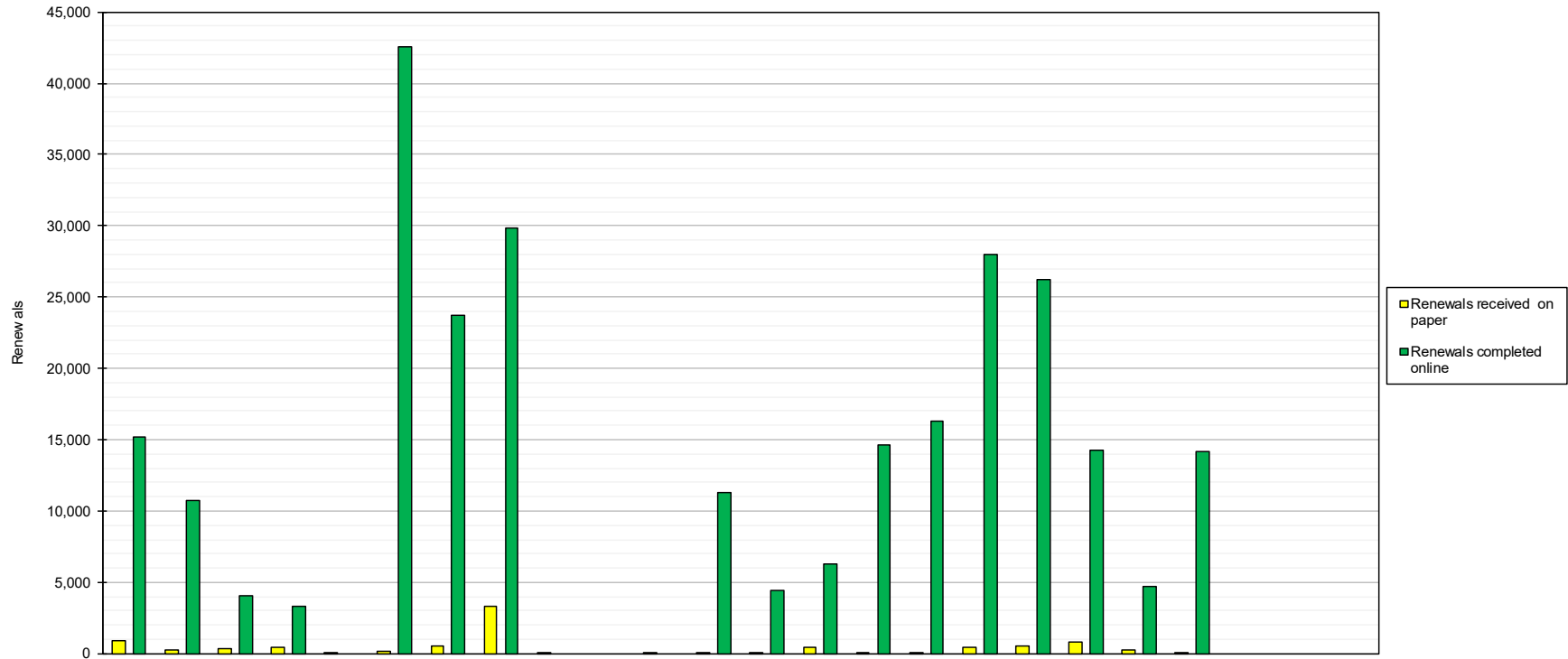


	2018			2019									2020			16/17 FYE	17/18 FYE	18/19 FYE	19/20 YTD													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun					Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
<b>International</b>	267	412	322	379	377	283	196	197	246	274	198	305	318	425	335	457	245	229	299	268	214											
<b>UK</b>	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	610											
<b>Total</b>	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	824											



Renewal Information - on paper and online April 2018 - March 2020

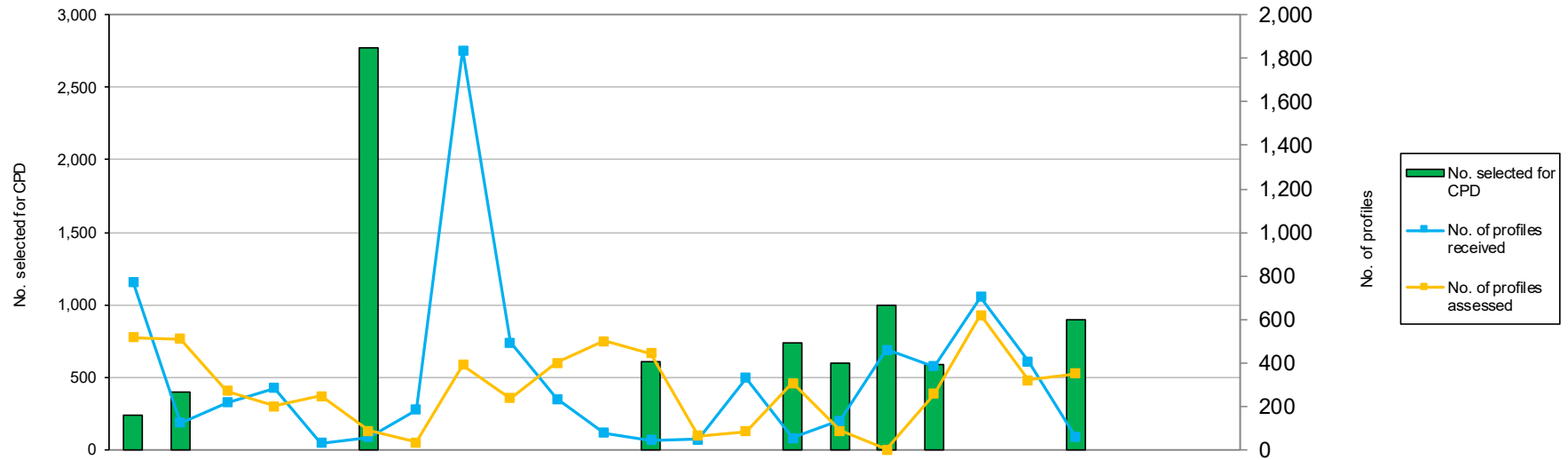
Registration Department



	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	YTD	
Renewals received on paper	877	243	383	407	2	120	519	3,274	2	0	1	11	59	479	6	106	442	531	826	246	8					13,912	4,701	5,839	2,703
Renewals completed online	15,163	10,784	4,048	3,285	0	42,594	23,696	29,807	0	0	0	11,263	4,424	6,284	14,628	16,273	28,018	26,249	14,293	4,727	14,129					135,427	180,887	140,640	129,025
Registrants removed	2,440	2,448	0	0	870	0	0	0	6,761	0	0	0	0	0	1,059	0	1,105	1,285	2,383	40,559	14,137					7,733	7,048	12,519	60,528

Continuing Professional Development process April 2018- March 2020

Registration Department

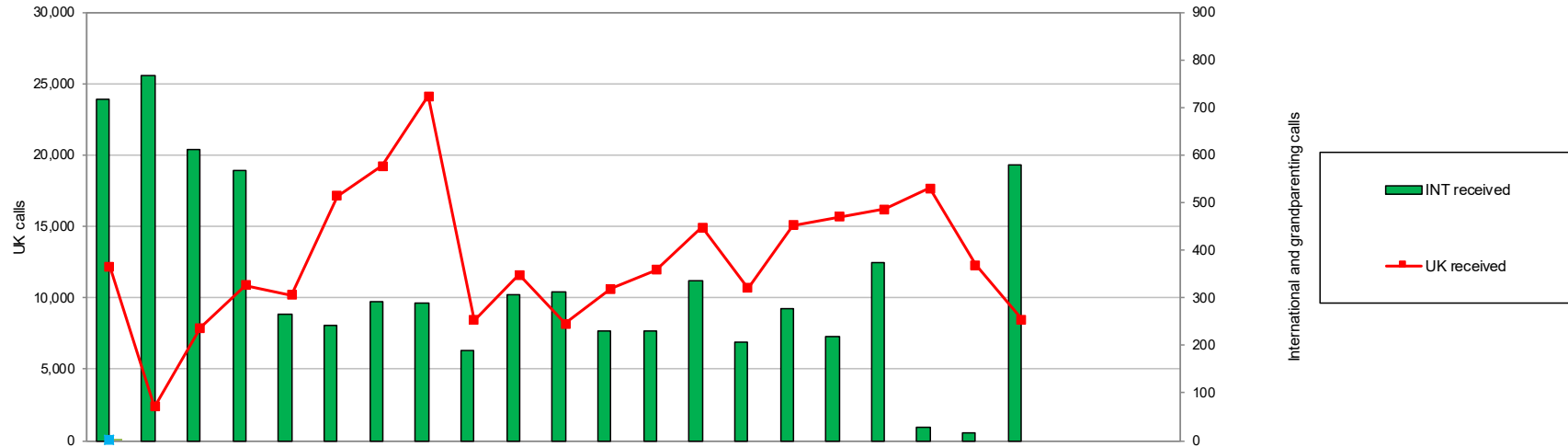


	2018												2019												2020											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>No. selected for CPD</b>	238	397	0	0	0	2,775	0	0	0	0	0	602	0	0	733	598	1,001	585	0	0	899	0	0	733	598	1,001	585	0	0	899						
<b>No. of profiles received</b>	772	122	217	282	29	55	182	1,836	494	233	77	42	45	328	53	132	460	382	701	406	55	45	328	53	132	460	382	701	406	55						
<b>No. of profiles assessed</b>	516	509	271	200	247	85	34	390	237	398	500	442	63	82	306	87	0	255	620	321	348	63	82	306	87	0	255	620	321	348						

16/17	17/18	18/19	19/20
FYE	FYE	FYE	YTD
3,861	5,052	4,012	3,816
2,654	3,535	4,341	2,562
3,732	3,208	3,829	2,082

Registration Telephone Information April 2018 - March 2020

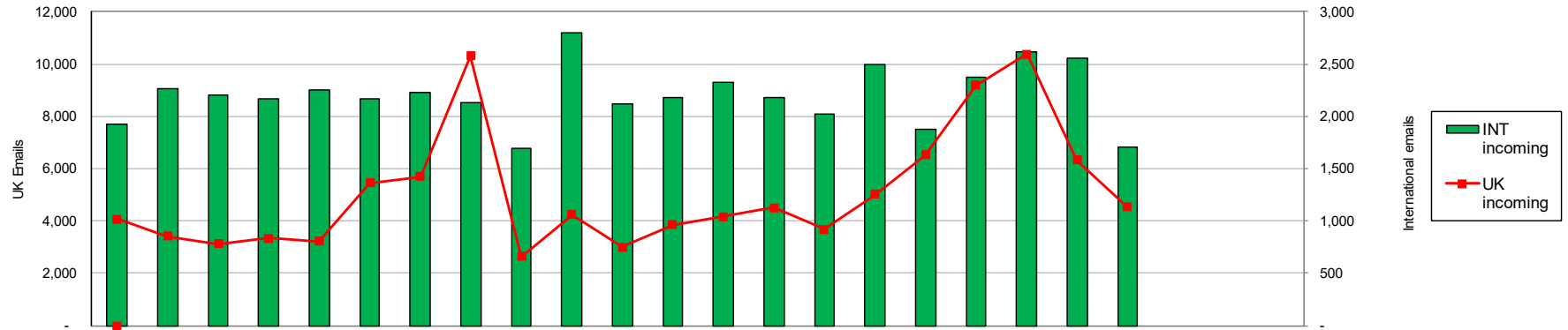
Registration Department



	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	YTD	
<b>INT</b>																													
<b>INT received</b>	716	768	612	567	265	242	292	288	190	305	312	229	231	337	207	278	219	374	28	15	578					9,227	8,397	4,786	2,267
<b>Answered</b>	705	761	605	560	262	241	290	288	187	289	276	225	220	329	198	266	212	368	28	13	555					9,075	8,145	4,689	2,189
<b>Calls answered (%)</b>	99	99	99	99	99	100	99	100	98	95	89	98	95	98	96	96	97	98	100	87	96					98	97	98	96
<b>Abandoned</b>	11	7	7	7	3	1	2	4	3	16	36	4	11	8	9	12	7	6	0	2	23					152	232	101	78
<b>Avg answer time (sec)</b>	54	35	47	42	51	30	37	31	33	44	28	31	42	41	31	43	38	49	39	63	60					48	53	39	45
<b>Avg talk time (min)</b>	4.25	4.42	5.01	5.11	3.43	4.07	4.19	4.39	4.17	4.06	3.58	5.05	4.30	4.48	3.50	4.15	4.44	4.36	4.14	2.23	5.23					4	4	4	4
<b>UK</b>																													
<b>UK received</b>	12,169	2,382	7,877	10,891	10,191	17,141	19,232	24,135	8,432	11,589	8,197	10,633	11,928	14,927	10,678	15,075	15,649	16,199	17,687	12,288	8,460					150,359	131,035	142,869	122,891
<b>Answered</b>	10,186	2,311	7,638	9,908	9,586	15,452	16,750	20,413	7,587	8,977	7,152	9,189	9,347	11,216	9,133	11,223	12,627	12,537	13,798	9,900	6,581					133,732	115,653	125,149	96,362
<b>Calls answered (%)</b>	85	97	97	91	94	90	87	85	90	78	87	87	79	76	86	75	81	78	78	81	79					97	90	89	79
<b>Abandoned</b>	1,984	71	239	983	605	1,689	2,482	3,722	845	2,612	1,045	1,444	2,581	3,711	1,545	3,852	3,022	3,662	3,889	2,388	1,879					16,641	15,382	17,720	26,529
<b>Avg answer time (sec)</b>	303	101	68	200	173	202	299	381	209	306	68	93	177	176	104	233	272	786	844	700	642					197	195	200	437
<b>Avg talk time (min)</b>	3.57	4.36	4.10	4.01	3.50	3.50	4.16	4.37	4.31	4.29	4.13	4.24	4.34	4.32	4.11	4.14	4.32	4.36	4.59	5.10	4.33					3	3	4	4

UK and international emails received at end of each month April 2018 - March 2020

Registration Department

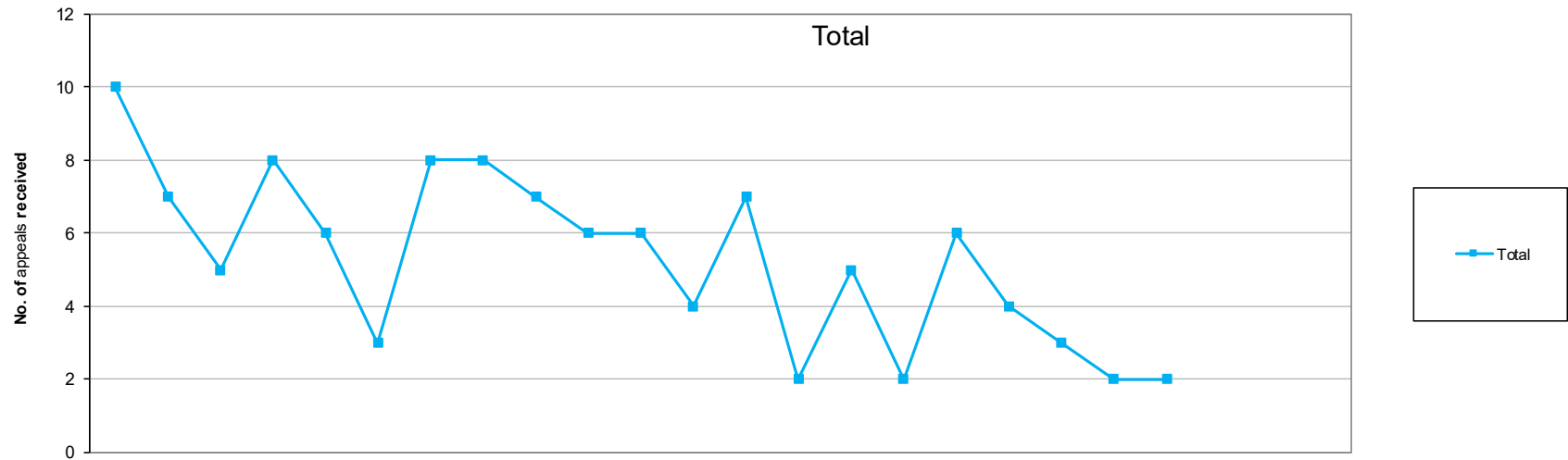


	2018			2019												2020								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>UK incoming</b>	4,071	3,419	3,118	3,343	3,211	5,456	5,697	10,314	2,630	4,237	3,006	3,849	4,164	4,518	3,672	5,025	6,521	9,199	10,386	6,322	4,542			
<b>INT incoming</b>	1,930	2,261	2,199	2,171	2,255	2,165	2,222	2,136	1,700	2,803	2,122	2,182	2,322	2,182	2,025	2,498	1,879	2,375	2,613	2,555	1,703			
<b>Avg working days UK</b>	1	2	1	3	3	2	2	2	2	3	1	2	3	2	1	4	6	7	10	8	7			
<b>Avg working days INT</b>	2	3	2	4	3	2	1	4	4	4	3	4	4	5	4	4	6	8	11	8	9			
<b>Total incoming</b>	6,001	5,680	5,317	5,514	5,466	7,621	7,919	12,450	4,330	7,040	5,128	6,031	6,489	6,700	5,697	7,523	8,400	11,574	12,999	8,877	6,245			

16/17 FYE	17/18 FYE	18/19 FYE	19/20 YTD
41,768	46,302	52,351	54,349
18,490	21,364	26,146	20,152
1	2	2	5
2	2	3	6
60,258	67,666	78,497	74,501



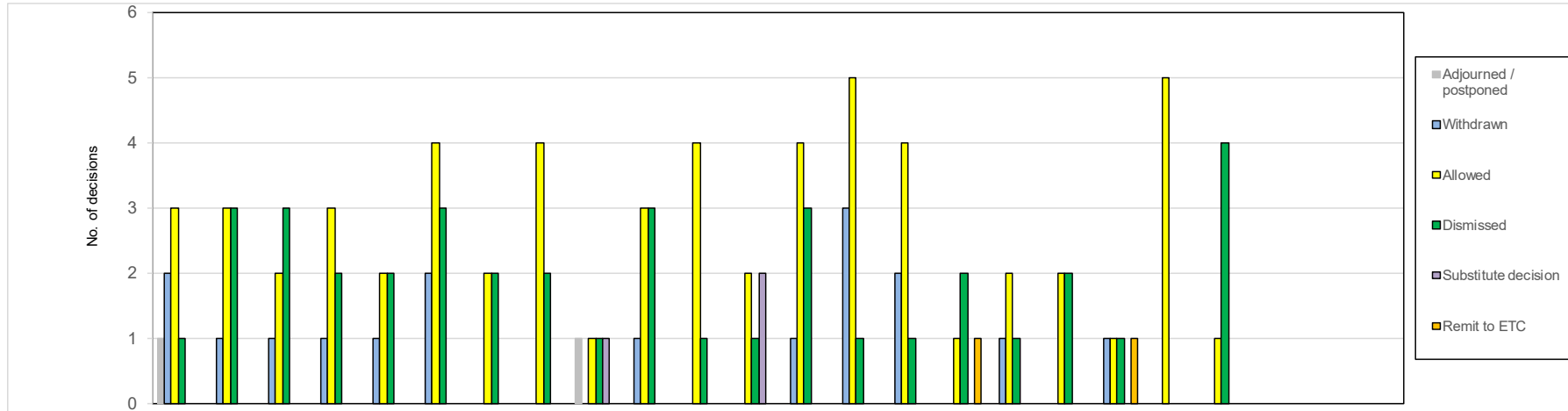
Registration Appeals Received April 2018 - March 2020



	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	YTD	
EMR (1)	2	1	1	1	2	0	2	3	0	0	0	1	2	1	2	1	0	2	2	0	0					28	22	13	10
Non-EMR (2)	4	4	2	4	2	3	5	3	6	5	5	0	4	1	2	1	3	1	1	1	0					15	19	43	14
Visitors (3)	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					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					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	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					9	8	11	7
<b>Total</b>	10	7	5	8	6	3	8	8	7	6	6	4	7	2	5	2	6	4	3	2	2					56	63	78	33

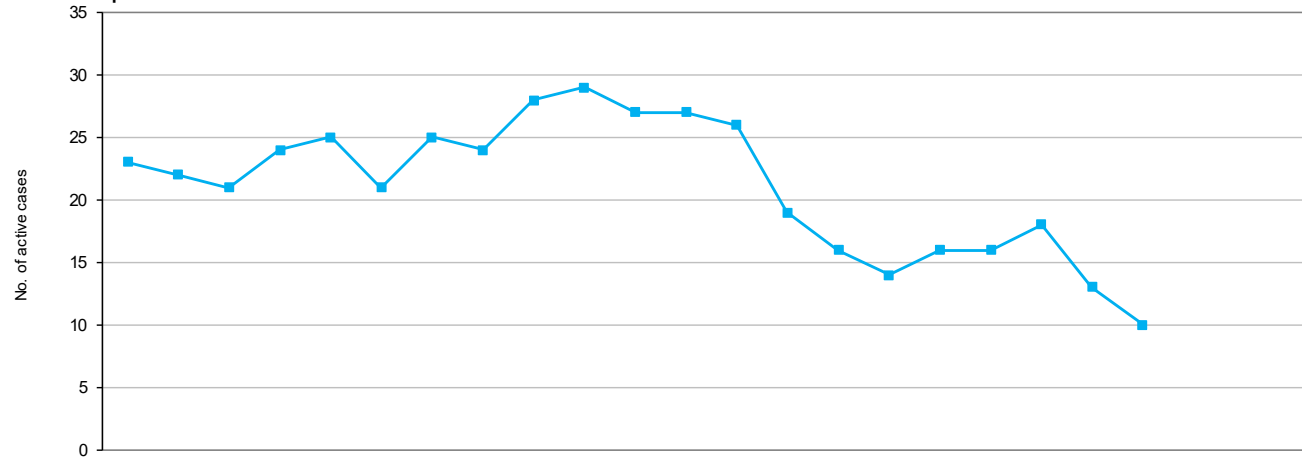
Registration Appeal Decisions April 2018 - March 2020

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	YTD
Adjournd / 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	0	0	9	25	33	25	
Dismissed	1	3	3	2	2	3	2	2	1	3	1	1	3	1	1	2	1	2	1	0	4	0	0	32	25	24	15	
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	2	2	3	0	
Remit to ETC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	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	0	0	48	56	62	43	

Registration Appeals Status April 2018 - March 2020



	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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Hearings scheduled	6	5	5	5	7	5	4	6	4	5	5	7	6	6	4	4	4	7	5	4	4			4	6	4	4	4	7	5	4	4			4	5	7	4		
Awaiting scheduling	14	16	15	18	15	16	24	17	24	20	21	18	18	11	11	8	11	8	11	9	6			7	11	11	8	11	8	11	9	6			7	14	18	6		
Awaiting further information	3	1	1	1	3	0	1	1	0	4	1	2	2	2	1	2	1	1	2	0	0			1	2	1	2	1	1	2	0	0			1	1	2	0		
Current active cases	23	22	21	24	25	21	25	24	28	29	27	27	26	19	16	14	16	16	18	13	10			12	19	16	14	16	16	18	13	10			12	20	27	10		