

## 10 September 2020

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### Registration Department performance report January - June 2020

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#### Executive Summary

This report provides an update about the work of the Registration Department for January 2020 to June 2020.

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Previous consideration	This report is received by the Committee on a bi-annual basis.
Decision	The Committee is asked to discuss the report.
Next steps	The next report will be received by the Committee in March 2020.
Strategic priority	The strategic priorities set in 2018 are no longer current. We are developing a new strategy that we aim to confirm at the end of 2020.
Risk	<p>Strategic risk 1 &amp; 3:</p> <ul style="list-style-type: none"><li>• failure to deliver effective regulatory functions;</li><li>• failure to be a trusted regulator and meet stakeholder expectations.</li></ul> <p>Risk appetite. The following sections are relevant to this paper:-</p> <ul style="list-style-type: none"><li>• Public protection - The Council takes a minimal approach to public protection risks. Public protection is our aim and our strategy and processes are intended to provide this.</li><li>• Compliance - The Council takes a minimal approach to compliance and regulatory risk. We will meet the law, regulations or standards in place to protect the public and employees and to protect data.</li></ul>
Financial and resource implications	Registration Department reporting to ETC included within the 2020 – 2021 work plan.
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## Registration Department – Management Commentary

This report provides an update about the work of the Registration Department for January 2020 to June 2020.

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## 1. Registration Department Service Standard Performance Table January 2020 – June 2020

	Process	Service standard	Performance						Service standard met % of period
			by month						
			J	F	M	A	M	J	
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>	2	3	3	5	1	2	100%
2	International applications for registration	<i>The Registration Department aims to process <b>complete</b> applications within 60 working days of receipt.</i>	44	47	52	46	58	76	83%
2a	EMR applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>	48	46	49	38	53	62	83%
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>	3	5	2	5	1	2	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>	58	77	46	80	68	71	33%
6	Readmission to the Register	<i>The Registration Department aims to process all <b>complete</b> readmission applications within ten working days.</i>	5	7	5	6	1	1	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	4	5	2	2	2	67%
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>	7	5	8	4	1	2	33%
8	Answering UK telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	78	79	82				0%
8a	Answering INT telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	96	98	96				100%
9	Postal correspondence	<i>The Registration Department aims to process postal correspondence within ten working days.</i>	6	8	3	12	8	3	83%

## 2. Executive summary

### 2.1. Registration

- All of the department's service standards were achieved for the period January 2020 to June 2020 with the exception of INT and EMR applications, continuing professional development, UK and INT emails, UK telephone calls and postal correspondence.
- The shortage of fully trained Registration Advisors and the COVID-19 pandemic 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.
- 53,882 UK emails were received which is 31,062 (or 136.1%) more than the same period in 2018.
- 3,627 UK applications were received during the period, which is 932 (or 20.4%) less compared to the same period last year.
- 1,116 fewer International / EMR applications were received compared to the same period last year, which represents a 33.3% decrease.
- 6 visiting European health professional declarations were received during this period which is 20 (or 76.9%) fewer than compared to the same period last year. At the end of the period there were 26 registered visiting European health professionals, which is 51 (or 66.2%) 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 10% of the Registration Advisor budgeted headcount.

### **3. General**

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

- 3,627 UK applications were received during the period, which is 932 (or 20.4%) less compared to the same period last year. Excluding social workers 424 more applications were received across the 15 professions.
- 3,187 UK applications were registered which is 985 (or 23.6%) less compared to the same period last year. Excluding social workers 359 more applications were registered across the 15 professions.
- On average, UK applications were processed within 3 working days.

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

- A total of 2,233 new International / EMR applications were received.
- 1,116 fewer International / EMR applications were received compared to the same period last year, which represents a 33.3% decrease.
- 1,622 applications were registered which is 233 (or 12.6%) fewer than compared to the same period last year.
- EMR applications were processed in 49 working days and International applications in 50 working days.

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

- The renewal period for physiotherapists opened 1 February 2020.
- The renewal period for arts therapists opened 1 March 2020.
- The renewal period for dietitians opened 1 April 2020.
- The renewal period for chiropodists / podiatrists and hearing aid dispensers opened 1 May 2020.
- During this period a total of 95.5% of physiotherapists, 90.6% of arts therapists and 94.2% dietitians renewed their registration.
- A combined total of 88,217 registrants were invited to renew their registration between the period January – June 2020 and the impact of this renewal period is significant on the Registration Department.
- Due to COVID-19 the renewal window for physiotherapists, arts therapists, dietitians, chiropodists / podiatrists and hearing aid dispensers were extended by one month.
- 3,197 paper renewals forms were received which is 748 (or 31%) more than the same period in 2018.
- On average, paper renewal forms received were processed within 3 working days of receipt.

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

- 1,439 registrants were selected for audit during this period. A total number of 745 CPD profiles were received and all complete CPD profiles were on average processed within 67 working days of receipt.
- 1,576 profiles were assessed during this period of which 40 profiles were assessed electronically, 1,042 assessed via the online system and 494 assessed on assessment days.
- Due to the lasting impact arising from two separate technical issues identified on the CPD online system and taking several weeks to fix each bug, attributed to the service standard not being met.

### **3.5. Readmission applications**

- On average, readmission applications were processed within 4 working days.

### **3.6. UK emails**

- A total of 53,882 UK emails were received which is 31,062 (or 136.1%) more than the same period in 2018. All emails were answered within an average of 3 working days.

### **3.7. International emails**

- A total of 17,214 emails were received which is 3,578 (or 26.2%) more compared to the same period last year. All emails were answered within an average of 5 working days.

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

- 31,842 telephone calls were received through the UK call queues. This is 21,336 (or 40.1%) less than the same period two years ago.
- On average 80% of calls were answered compared to 92% during the same period two years ago.

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

- 2,186 telephone calls were received through the international call queue. This is 565 (or 34.9%) more than compared to the same period last year.
- On average 97% of calls were answered compared to 95% 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**

- 6 visiting European health professional declarations were received during this period which is 20 (or 76.9%) fewer than compared to the same period last year. At the end of the period there were 26 registered visiting European health professionals, which is 51 (or 66.2 %) 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)**

- 19 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 50 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.
- 3 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.

### **3.13. Registration appeals**

- 30 new registration appeals were received during this period
- Registration Appeal Panels considered a total of 11 appeals, determining that the appeals should be allowed in 7 cases and dismissed in 4 cases. No cases were withdrawn by the appellant or for not complying with the registration appeal rules.
- **5** out of the **7** allowed cases were concluded by the nature of Consent Orders. Of the remaining, **2** were allowed based on the additional information. The remaining 4 cases were dismissed.

### **3.14. Employees**

- During the period, 6 candidates were successfully recruited to Registration Advisor roles on a fixed term contract or temporary agency basis which represents 10% of the Registration Advisor budgeted headcount.
- 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.

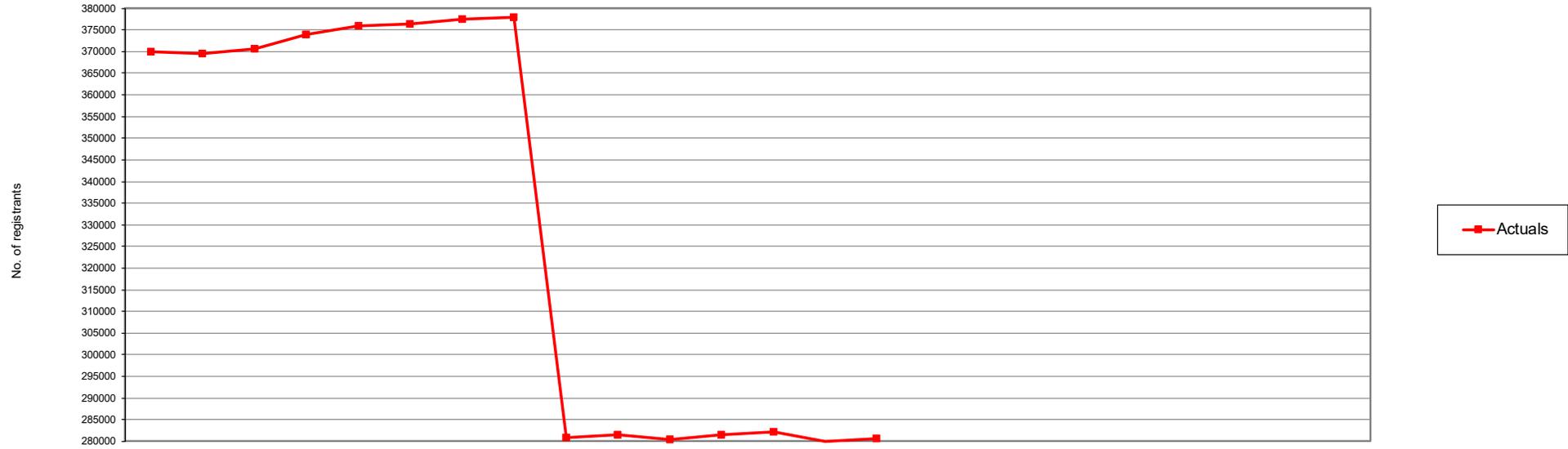
### **3.15. COVID-19**

- In response to the COVID-19 pandemic the Registration Department undertook the following action:
- Ensured all registration employees were equipped to begin working from home on the 23 March, with the exception of two employees who did not have broadband capability. This was resolved and 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.
- Extended the renewal period by one month for physiotherapists, arts therapists, dietitians, chiropodists and hearing aid dispensers.
- Changed our processes to enable the receipt of UK application forms, readmission application forms, renewal forms and direct debit instructions via email. All payments can now be accepted via bank transfer.
- NetRegulate system changes were completed successfully to commence the sending of 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).
- Worked closely with the Fitness to Practice Department to ensure that the COVID-19 Temporary Register and COVID-19 Temporary Register (Students) were kept up to date.
- Arranged for 3 consent order appeal hearings to be conducted remotely.

## 4. Registration performance data

Number of Registrants by Profession April 2019 - March 2021

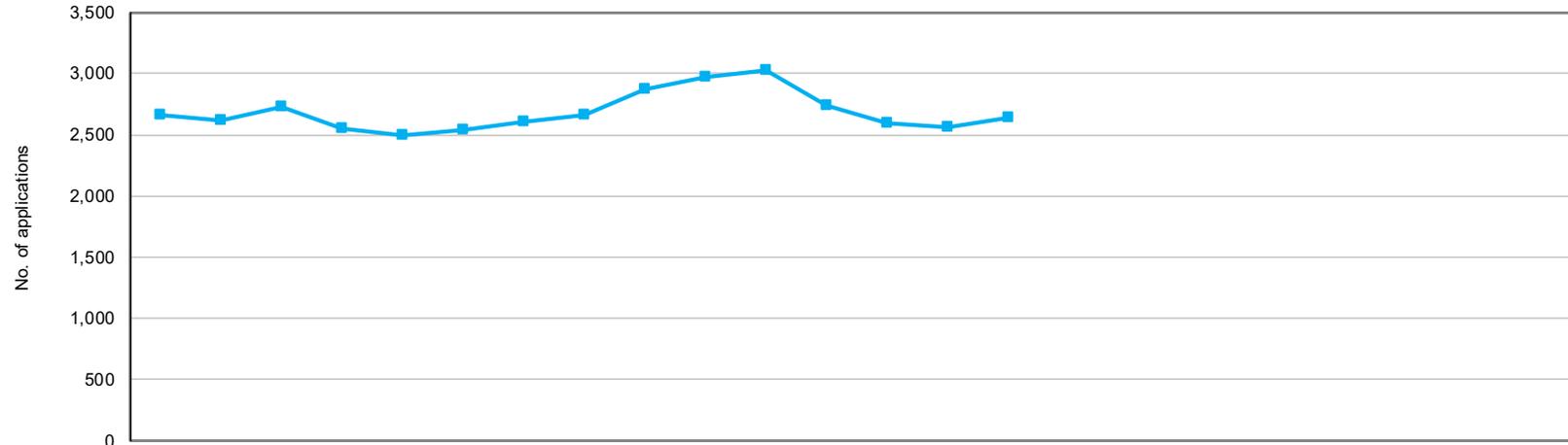
Registration Department



	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			
<b>Arts therapists</b>	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													4,026	4,322	4,432	4,784	4,356
<b>Bio. scientists</b>	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													22,902	22,395	23,284	23,064	23,256
<b>Chirop/ pods</b>	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													12,931	13,115	12,833	13,039	12,968
<b>CI scientists</b>	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													5,663	5,818	6,207	6,344	6,414
<b>Dietitians</b>	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													9,107	9,585	9,722	10,207	10,228
<b>Hearing aid disps</b>	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													2,593	2,908	3,047	3,338	3,347
<b>OTs</b>	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													38,080	38,183	39,925	40,062	40,183
<b>ODPs</b>	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													13,052	13,639	13,903	14,421	14,447
<b>Orthoptists</b>	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													1,451	1,440	1,496	1,489	1,491
<b>Paramedics</b>	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													23,992	25,465	27,686	29,139	29,522
<b>Physiotherapists</b>	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													52,915	55,132	55,695	58,133	56,054
<b>Pract psychs</b>	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													22,604	23,104	24,290	24,783	24,932
<b>Prosth/orthotists</b>	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													1,063	1,051	1,101	1,090	1,096
<b>Radiographers</b>	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													32,072	32,475	34,470	35,002	35,563
<b>Social workers</b>	94,845	95,074	95,294	95,854	96,618	97,166	97,893	98,372	0	0	0	0	0	0	0													91,944	96,497	94,453	0	0
<b>SLTs</b>	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													15,935	15,932	16,595	16,572	16,673
<b>Total</b>	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													350,330	361,061	369,139	281,467	280,530

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

Registration Department

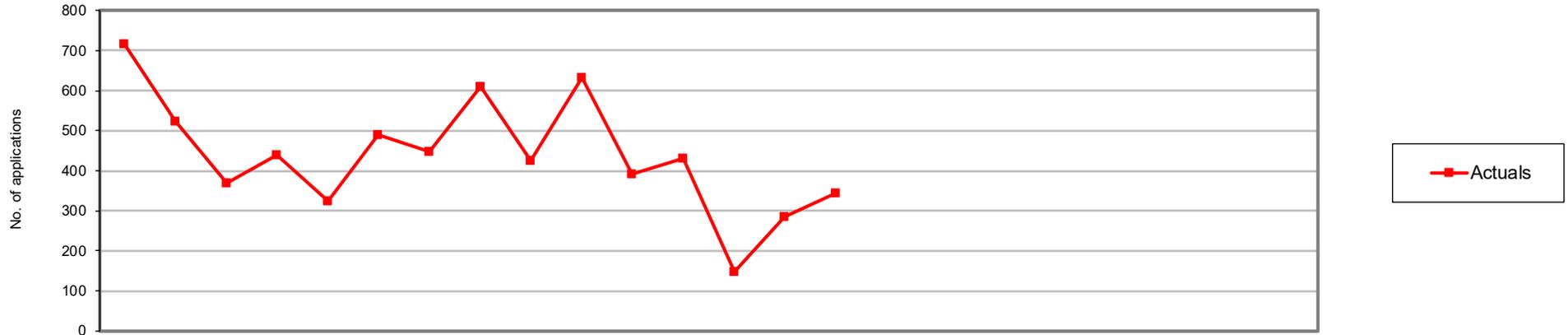


Current status	2019			2020									2021		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Minimum info	483	495	478	475	489	472	435	484	521	548	594	620	581	640	613
At scrutiny	1,736	1,695	1,772	1,628	1,581	1,651	1,753	1,718	1,893	1,960	1,907	1,645	1,536	1,512	1,638
Pending reg fee	438	428	475	447	425	419	414	459	455	469	528	474	477	406	392
<b>Total</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>2,977</b>	<b>3,029</b>	<b>2,739</b>	<b>2,594</b>	<b>2,558</b>	<b>2,643</b>

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
289	274	432	620	613
1,252	1,276	1,784	1,645	1,638
354	402	406	474	392
<b>1,895</b>	<b>1,952</b>	<b>2,622</b>	<b>2,739</b>	<b>2,643</b>

New International Applications Received April 2019 - March 2021

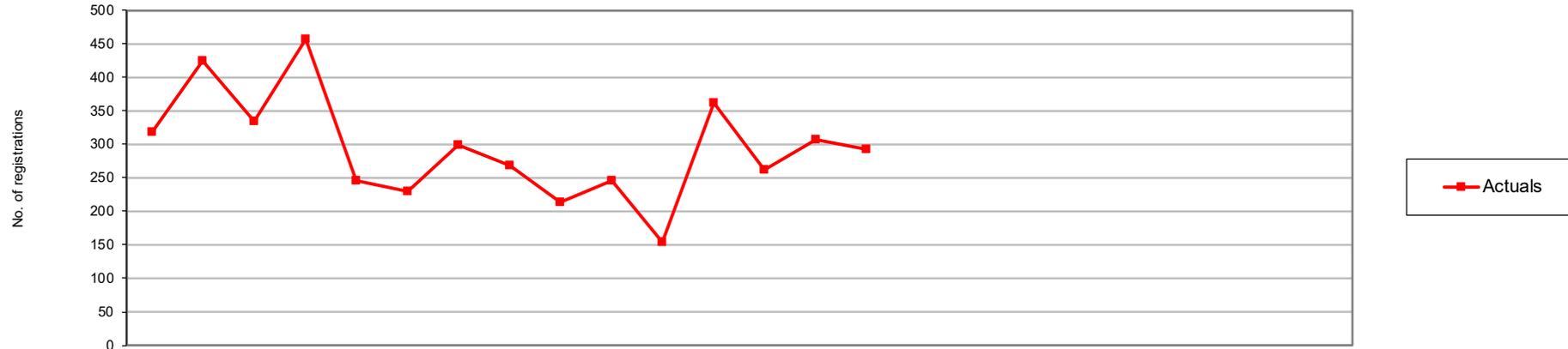
Registration Department



	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					
Arts Therapists	5	6	4	1	2	2	2	5	6	2	3	5	1	2	2	34	28	38	43	5
Bio. Scientists	49	36	36	30	33	43	26	39	34	66	28	39	10	22	38	330	255	381	459	70
Chirops/ Pods	10	1	1	0	3	1	2	4	5	7	5	6	2	2	1	49	40	56	45	5
CI Scientists	9	9	10	11	4	5	6	5	11	8	7	12	3	5	11	96	83	94	97	19
Dietitians	26	24	15	23	19	28	26	24	16	29	18	23	2	13	24	236	230	229	271	39
Hearing aid disps	3	7	2	3	5	3	4	7	6	1	7	6	0	1	3	35	69	34	54	4
OTs	37	37	23	24	24	31	22	36	36	57	21	34	8	26	24	400	265	384	382	58
ODPs	4	2	3	2	1	2	7	4	4	4	4	6	1	4	2	19	17	26	43	7
Orthoptists	0	1	0	0	1	1	0	0	2	1	1	0	0	0	1	8	4	4	7	1
Paramedics	144	40	15	17	12	30	32	19	28	41	19	32	20	26	39	507	403	322	429	85
Physiotherapists	166	123	95	105	96	121	115	137	106	156	106	110	51	74	89	1,543	1,180	1,366	1,436	214
Pract psychs	53	36	24	28	21	30	23	37	27	52	32	27	1	20	20	379	303	418	390	41
Prosth/Orthotists	3	2	1	0	2	1	1	1	1	1	1	3	1	0	1	14	17	24	17	2
Radiographers	102	104	70	113	51	97	81	133	122	184	118	109	44	81	82	903	913	1,059	1,284	207
Social workers	95	79	55	67	43	74	90	141	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	197	138	183	209	19
<b>Total</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>633</b>	<b>393</b>	<b>431</b>	<b>147</b>	<b>284</b>	<b>345</b>	<b>5,526</b>	<b>4,510</b>	<b>5,315</b>	<b>5,810</b>	<b>776</b>

International Registrations April April 2019 - March 2021

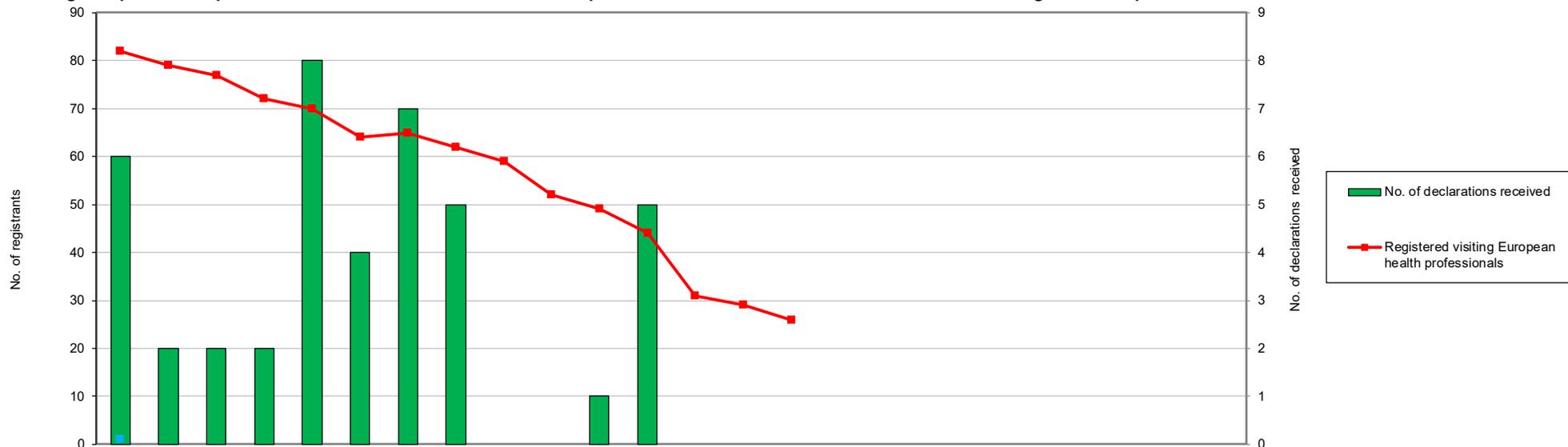
Registration Department



	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	YTD	
Arts therapists	2	1	7	5	1	1	1	1	0	0	1	1	0	1	6											12	16	16	21	7
Bio. scientists	28	32	18	22	20	14	8	3	41	34	21	21	17	21	21											247	209	204	262	59
Chirops/ pods	5	4	4	3	5	0	1	1	0	2	1	1	1	2	2											41	32	22	27	5
CI scientists	1	1	2	3	4	0	9	4	1	3	2	3	3	1	3											40	51	33	33	7
Dietitians	9	5	6	26	12	8	15	9	14	17	10	16	8	7	5											169	157	182	147	20
Hearing aid disps	1	3	0	3	3	3	1	3	3	0	4	3	1	1	0											22	23	14	27	2
OTs	34	29	23	34	16	11	6	40	27	26	16	29	24	16	17											343	263	279	291	57
ODPs	2	1	0	0	1	0	2	1	0	5	0	2	1	1	1											6	9	11	14	3
Orthoptists	0	1	0	0	0	0	0	0	0	1	0	1	0	1	0											2	3	3	3	1
Paramedics	29	38	32	67	25	37	14	14	14	17	9	20	23	18	19											326	292	251	316	60
Physiotherapists	75	143	97	105	53	52	76	79	45	73	51	60	39	137	80											1,149	888	1,012	909	256
Pract psychs	10	3	32	18	8	9	15	9	11	12	9	6	14	10	14											182	167	205	142	38
Prosth/orthotists	4	2	0	4	0	0	0	0	0	1	1	0	0	1	2											15	15	12	12	3
Radiographers	70	94	67	102	61	57	90	55	41	46	15	188	111	80	107											691	682	732	886	298
Social workers	40	50	36	53	29	33	44	34	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											146	115	132	142	45
<b>Total</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>246</b>	<b>154</b>	<b>361</b>	<b>262</b>	<b>307</b>	<b>292</b>											<b>3,905</b>	<b>3,344</b>	<b>3,456</b>	<b>3,551</b>	<b>861</b>

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

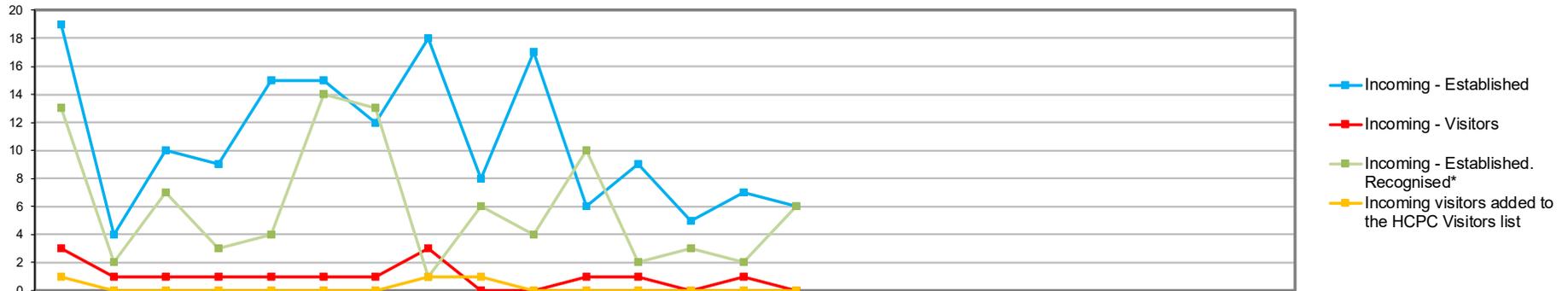
Registration Department



	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										
Registered visiting European health professionals	82	79	77	72	70	64	65	62	59	52	49	44	31	29	26										

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
383	168	73	42	0
197	88	82	44	26

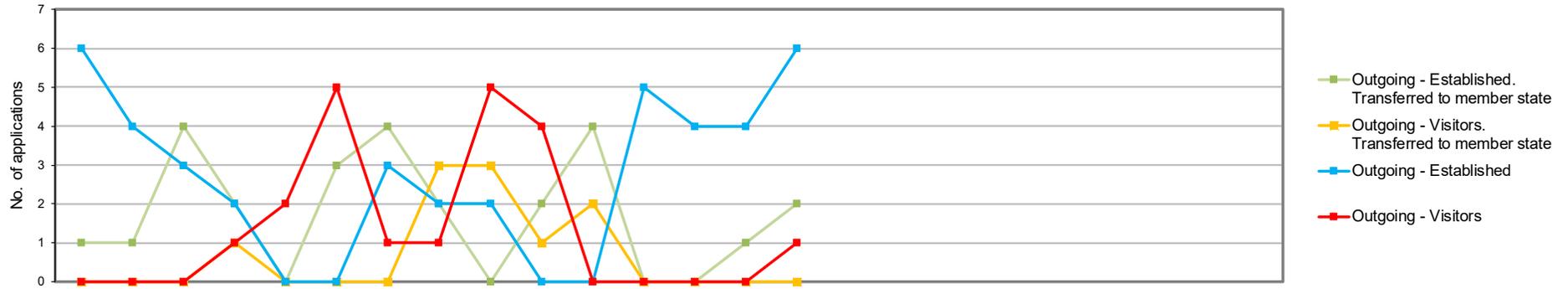
European Professional Card (EPC) incoming applications April 2019 - March 2021



	2019			2020									2021		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Incoming - Established	19	4	10	9	15	15	12	18	8	17	6	9	5	7	6
Incoming - Visitors	3	1	1	1	1	1	1	3	0	0	1	1	0	1	0
Incoming - Established. Recognised*	13	2	7	3	4	14	13	1	6	4	10	2	3	2	6
Incoming visitors added to the HCPC Visitors list	1	0	0	0	0	0	0	1	1	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	18
42	30	51	14	1
77	96	122	79	11
22	13	24	3	0

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

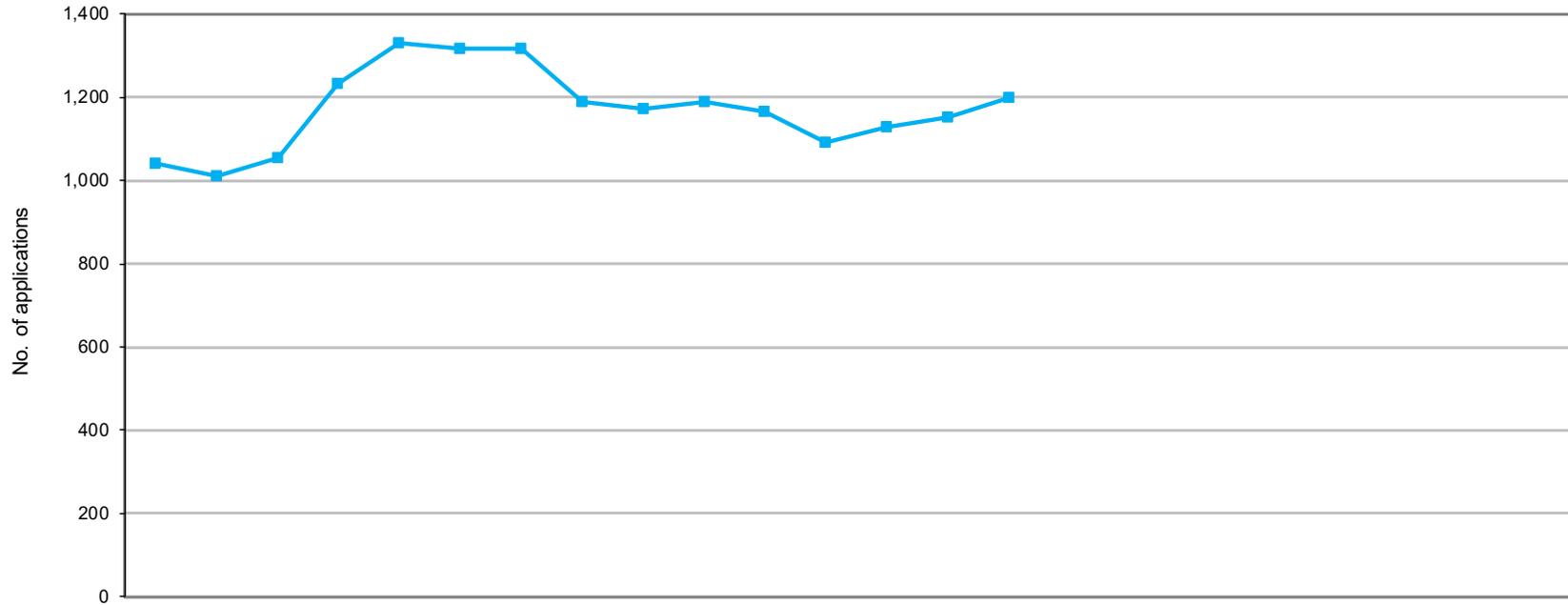


	2019			2020									2021		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Outgoing - Established	6	4	3	2	0	0	3	2	2	0	0	5	4	4	6
Outgoing - Visitors	0	0	0	1	2	5	1	1	5	4	0	0	0	0	1
Outgoing - Established. Transferred to member state	1	1	4	2	0	3	4	2	0	2	4	0	0	1	2
Outgoing - Visitors. Transferred to member state	0	0	0	1	0	0	0	3	3	1	2	0	0	0	0

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
54	47	62	27	14
13	11	16	19	1
25	23	27	23	3
4	4	11	10	0

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

Registration Department

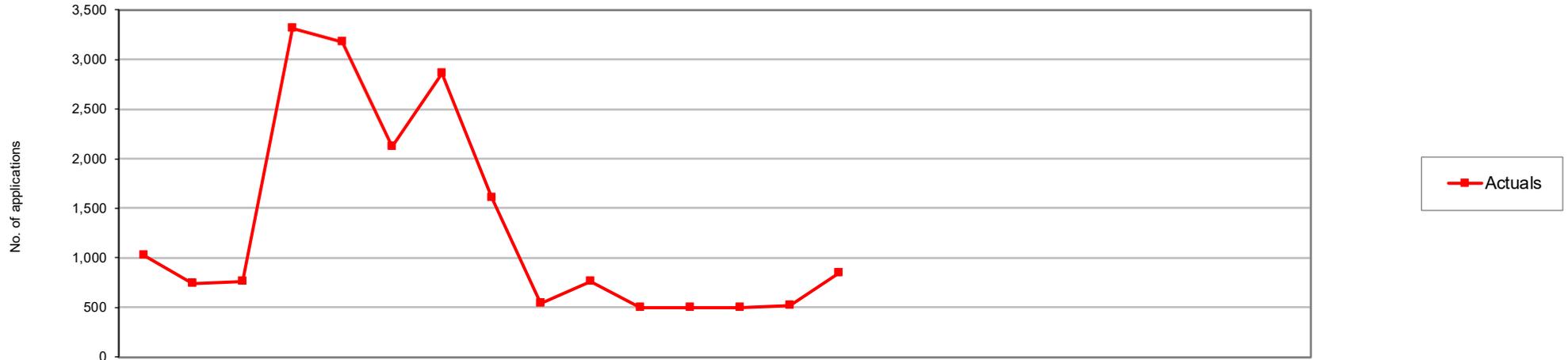


Current status	2019			2020									2021												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Minimum info	1,014	993	1,036	1,199	1,306	1,264	1,278	1,135	1,137	1,154	1,133	1,068	1,092	1,124	1,172										
At scrutiny	6	6	6	7	4	17	13	16	6	5	5	6	12	7	12										
Pending reg fee	22	12	11	25	19	34	25	38	29	28	26	18	25	20	16										
<b>Total</b>	<b>1,042</b>	<b>1,011</b>	<b>1,053</b>	<b>1,231</b>	<b>1,329</b>	<b>1,315</b>	<b>1,316</b>	<b>1,189</b>	<b>1,172</b>	<b>1,187</b>	<b>1,164</b>	<b>1,092</b>	<b>1,129</b>	<b>1,151</b>	<b>1,200</b>										

16/17	17/18	18/19	19/20	20/21
FYE	FYE	FYE	FYE	YTD
1,111	1,212	973	1,068	1,172
4	4	3	6	12
12	13	17	18	16
<b>1,127</b>	<b>1,229</b>	<b>993</b>	<b>1,092</b>	<b>1,200</b>

New UK Applications Received April 2019 - March 2021

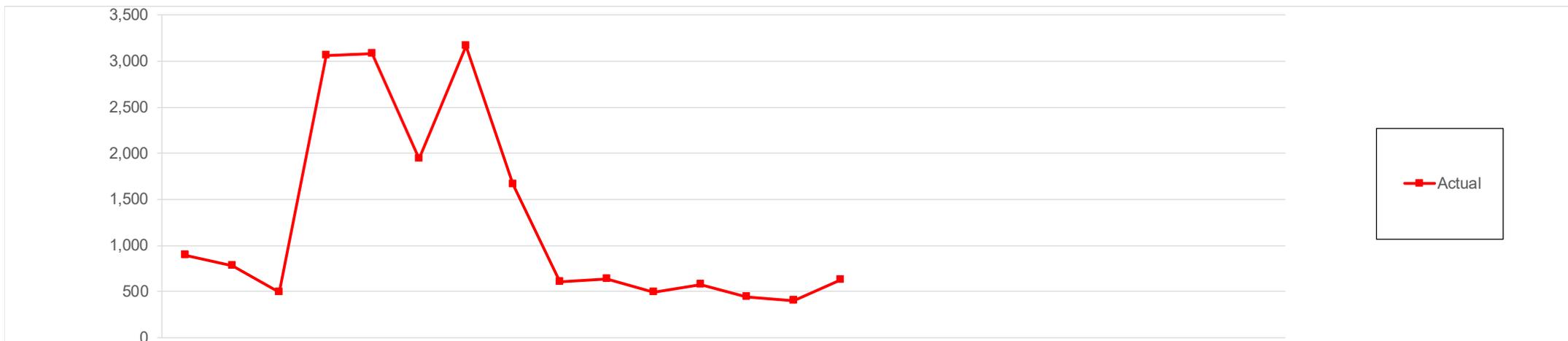
Registration Department



	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										333	324	357	384	30
Bio. scientists	86	75	46	141	142	124	112	92	57	113	49	64	79	88	72										850	950	1,056	1,101	239
Chirops/pods	4	10	49	138	61	39	21	9	8	7	1	2	10	11	58										381	348	323	349	79
CI Scientists	27	21	14	5	17	10	32	146	45	46	25	18	18	33	18										290	391	428	406	69
Dietitians	22	7	21	150	112	32	30	5	8	7	17	24	28	8	14										376	391	426	435	50
Hearing aid disps	10	11	5	34	48	35	30	29	13	21	20	20	8	2	7										278	325	288	276	17
OTs	68	35	53	412	425	188	247	115	77	91	61	51	44	30	66										1,604	1,644	1,741	1,823	140
ODPs	24	11	23	61	110	183	122	25	20	29	4	5	57	25	56										625	693	779	617	138
Orthoptists	0	0	2	18	21	11	9	6	2	1	3	3	1	2	3										76	67	72	76	6
Paramedics	144	85	93	261	312	325	342	182	121	164	116	92	104	132	173										1,461	2,077	2,290	2,237	409
Physiotherapists	64	49	129	704	507	168	177	113	49	96	89	77	42	36	124										1,849	1,935	2,051	2,222	202
Pract psychs	70	50	25	50	75	144	369	178	58	65	45	61	46	50	60										1,063	1,139	1,147	1,190	156
Prosth/orthotists	1	0	4	17	10	3	1	3	4	3	2	1	1	1	2										53	46	51	49	4
Radiographers	16	43	177	571	340	158	119	44	35	35	47	40	21	58	167										1,403	1,402	1,529	1,625	246
Social workers	432	321	102	580	775	579	1,048	566	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										683	732	692	727	80
<b>Total</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>765</b>	<b>501</b>	<b>496</b>	<b>502</b>	<b>516</b>	<b>847</b>										<b>15,920</b>	<b>17,516</b>	<b>18,005</b>	<b>17,920</b>	<b>1,865</b>

New UK Registrations April 2019 - March 2021

Registration Department

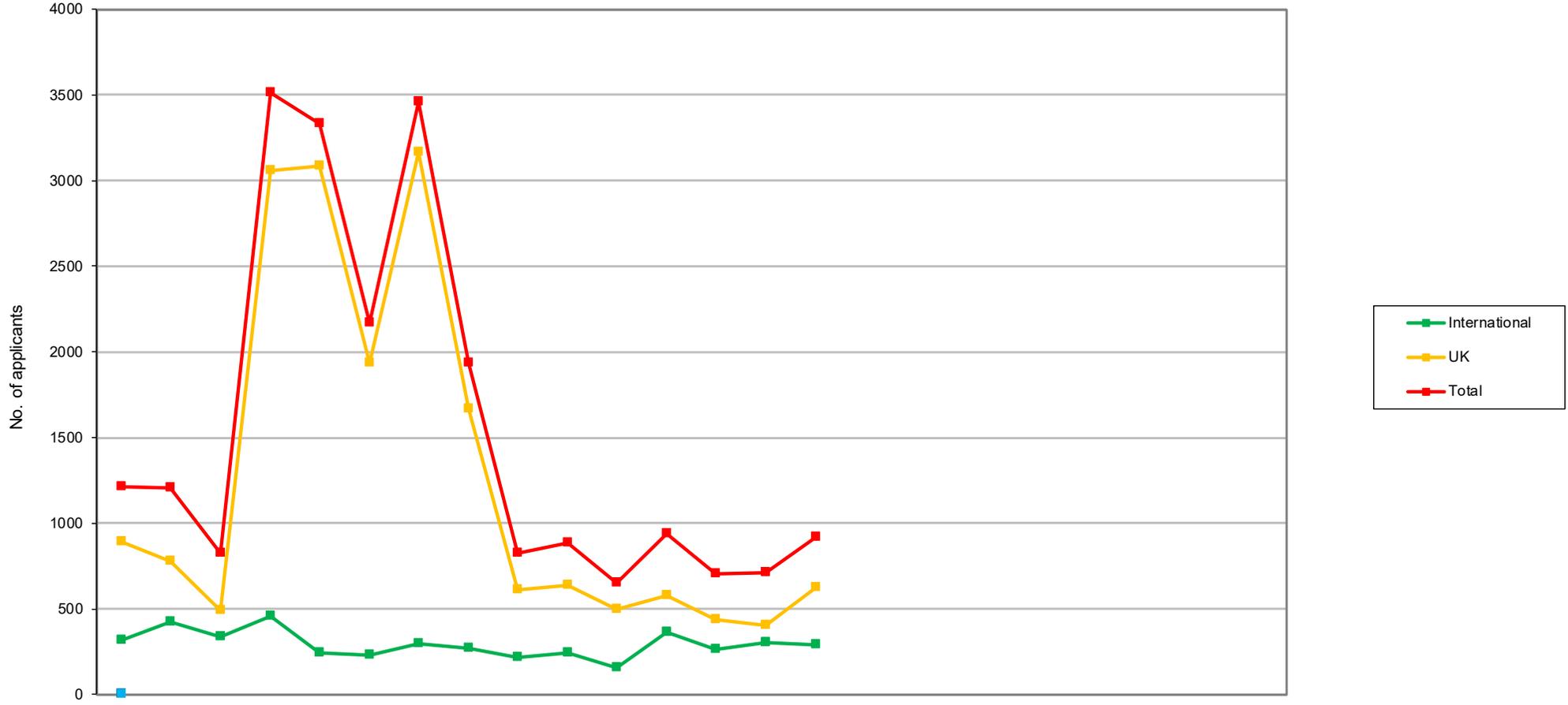


	2019			2020									2021									16/17	17/18	18/19	19/20	20/21					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD		
<b>Arts therapists</b>	11	6	5	39	73	61	68	43	17	19	15	9	8	8	15											322	307	333	366	31	
<b>Bio. scientists</b>	65	77	43	114	120	113	129	70	61	104	47	63	59	80	67												786	847	960	1,006	206
<b>Chirops/pods</b>	2	1	20	150	66	40	30	13	4	7	4	2	2	3	27												374	340	304	339	32
<b>CI Scientists</b>	26	24	10	8	13	8	27	141	44	45	30	18	17	28	19												267	371	394	394	64
<b>Dietitians</b>	20	8	19	143	115	33	33	6	5	8	15	25	28	10	8												373	384	401	430	46
<b>Hearing aid disps</b>	14	14	7	32	42	34	31	29	17	13	22	15	10	2	6												268	312	281	270	18
<b>OTs</b>	58	44	37	345	453	196	257	117	87	68	64	66	46	33	40												1,580	1,611	1,685	1,792	119
<b>ODPs</b>	16	22	19	54	66	171	175	33	15	25	13	4	41	16	36												609	688	761	613	93
<b>Orthoptists</b>	0	0	2	17	16	14	8	7	2	1	1	3	0	3	2												76	65	72	71	5
<b>Paramedics</b>	131	100	49	236	252	219	512	189	160	121	119	123	107	91	155												1,461	1,995	2,267	2,211	353
<b>Physiotherapists</b>	56	36	61	666	539	181	195	123	59	64	81	98	39	21	73												1,798	1,905	2,000	2,159	133
<b>Pract psychs</b>	66	46	26	46	65	89	367	193	75	59	41	66	35	44	54												1,041	1,074	1,091	1,139	133
<b>Prosth/orthotists</b>	1	0	4	14	10	4	3	0	4	5	1	1	1	1	1												53	46	50	47	3
<b>Radiographers</b>	19	7	81	590	386	144	149	56	30	33	30	57	14	50	106												1,389	1,391	1,391	1,582	170
<b>Social workers</b>	364	374	101	491	733	549	1,052	592	2	0	0	0	0	0	0												4,486	4,898	4,583	4,258	0
<b>SLTs</b>	43	20	9	113	137	82	126	53	30	67	13	29	33	17	17												686	716	672	722	67
<b>Total</b>	892	779	493	3,058	3,086	1,938	3,162	1,665	612	639	496	579	440	407	626												15,569	16,950	17,245	17,399	1,473

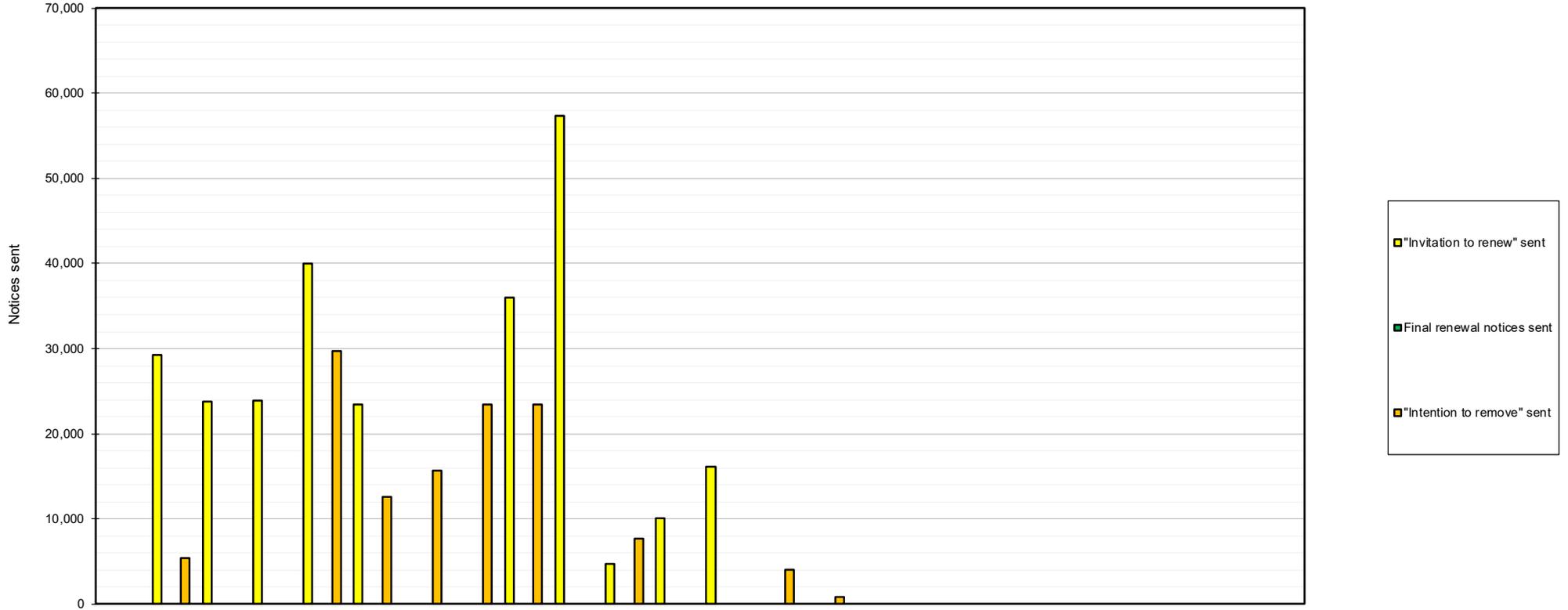


New Registrants April 2019 - March 2021

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
<b>International</b>	318	425	335	457	245	229	299	268	214	246	154	361	262	307	292														
<b>UK</b>	892	779	493	3,058	3,086	1,938	3,162	1,665	612	639	496	579	440	407	626														
<b>Total</b>	1,210	1,204	828	3,515	3,331	2,167	3,461	1,933	826	885	650	940	702	714	918														
																									3,905	3,344	3,456	3,551	861
																									16,190	16,950	17,245	17,399	1,473
																									20,095	20,294	20,701	20,950	2,334

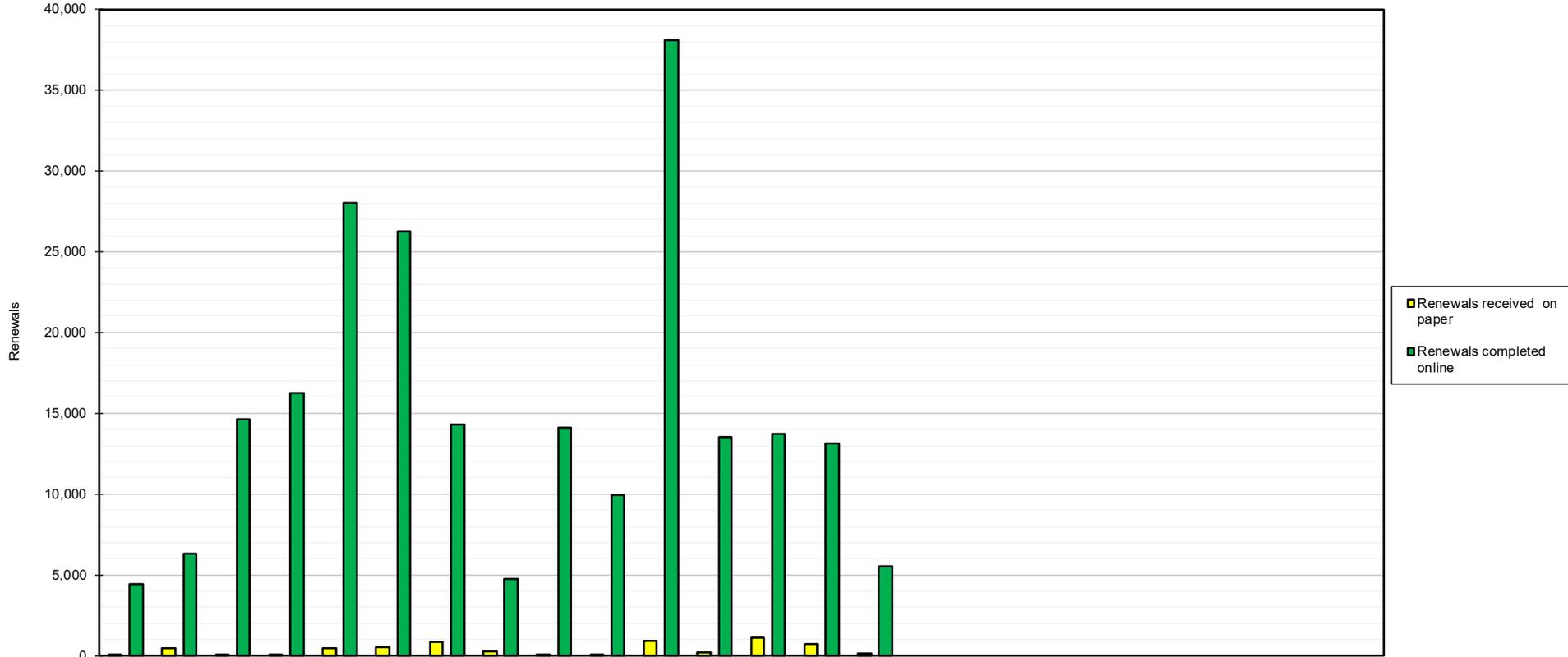


	2019			2020									2021												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
"Invitation to renew" sent	0	29,208	23,831	23,869	40,023	23,401	0	0	35,994	57,314	4,699	10,066	16,138	0	0										
Final renewal notices sent																									
"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										
<b>Total</b>	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										

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
131,161	202,119	160,659	248,405	16,138
66,211	47,620	0	0	0
32,827	31,839	43,392	117,966	4,861
230,199	281,578	204,051	366,371	20,999

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

Registration Department

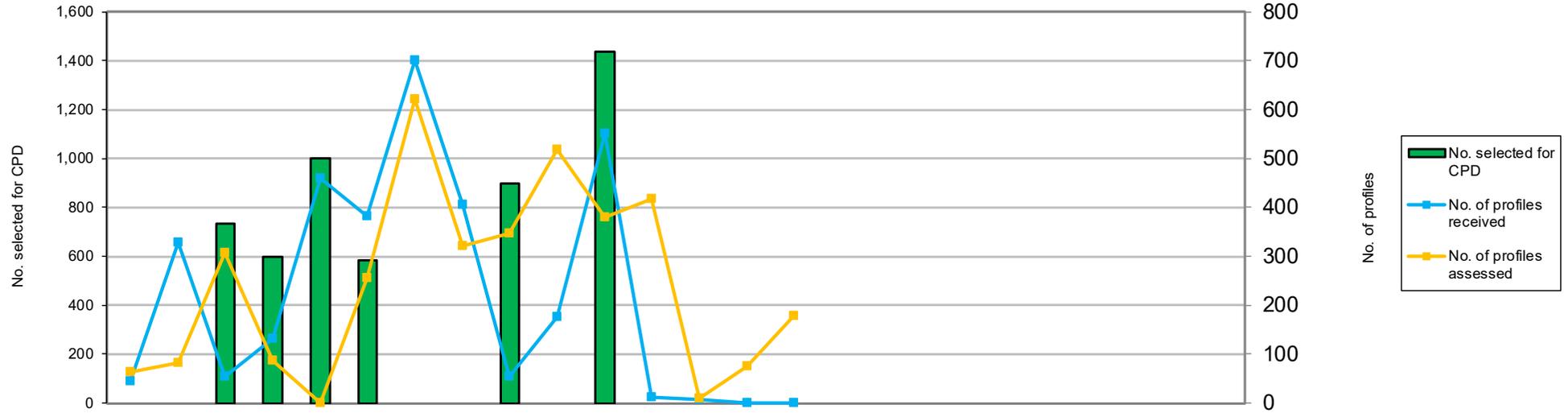


	2019			2020									2021												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Renewals received on paper	59	479	6	106	442	531	826	246	8	106	922	218	1,102	708	141										
Renewals completed online	4,424	6,284	14,628	16,273	28,018	26,249	14,293	4,727	14,129	9,945	38,095	13,522	13,699	13,162	5,548										
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										

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
13,912	4,701	5,839	3,949	1,951
135,427	180,887	140,640	190,587	32,409
7,733	7,048	12,519	62,114	2,580

Continuing Professional Development process April 2019- March 2021

Registration Department

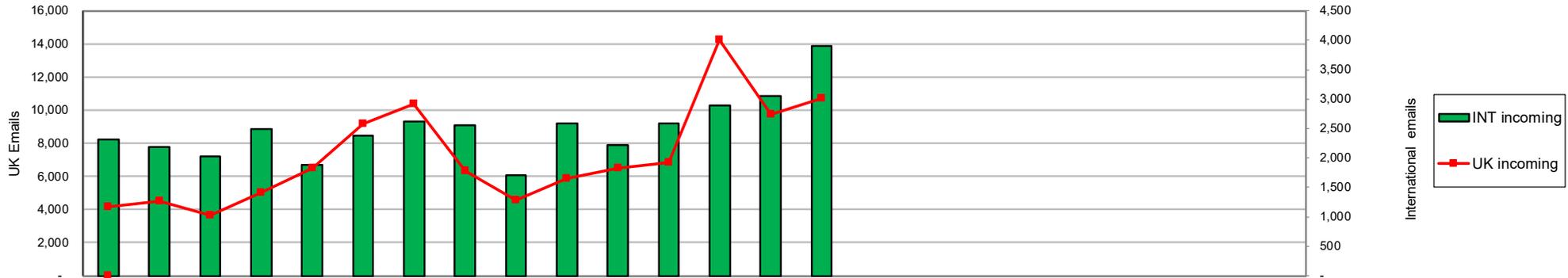


	2019			2020												2021									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
<b>No. selected for CPD</b>	0	0	733	598	1,001	585	0	0	899	0	1,439	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>No. of profiles received</b>	45	328	53	132	460	382	701	406	55	177	550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

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
3,861	5,052	4,012	5,255	0
2,654	3,535	4,341	3,301	6
3,732	3,208	3,829	3,397	261



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

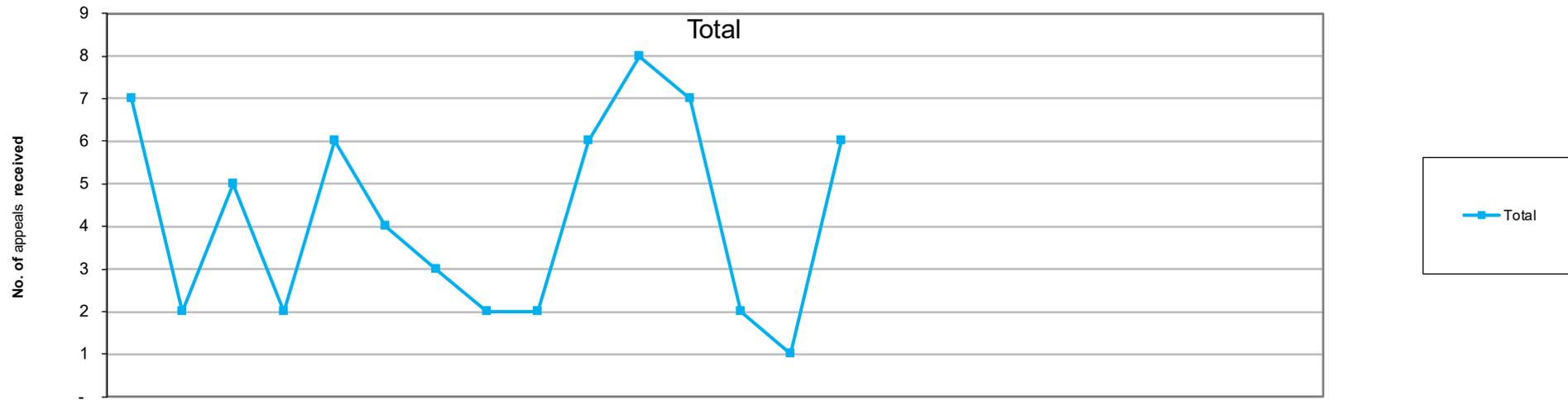


Registration Department

	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
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	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-
Avg working days UK	3	2	1	4	6	7	10	8	7	2	4	5	2	2	2	-	-	-	-	-	-	-	-	-
Avg working days INT	4	5	4	4	6	8	11	8	9	8	5	8	4	1	2	-	-	-	-	-	-	-	-	-
<b>Total incoming</b>	<b>6,486</b>	<b>6,700</b>	<b>5,697</b>	<b>7,523</b>	<b>8,400</b>	<b>11,574</b>	<b>12,999</b>	<b>8,877</b>	<b>6,245</b>	<b>8,456</b>	<b>8,732</b>	<b>9,401</b>	<b>17,097</b>	<b>12,790</b>	<b>14,620</b>	-	-	-	-	-	-	-	-	-

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
41,768	46,302	52,351	73,553	34,678
18,490	21,364	26,146	27,537	9,829
1	2	2	5	2
2	2	3	7	2
60,258	67,666	78,497	101,090	44,507

Registration Appeals Received April 2019 - March 2021

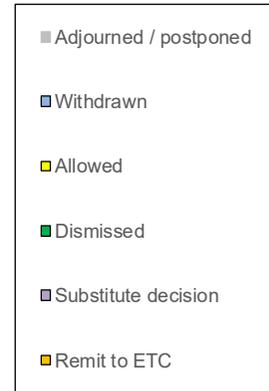
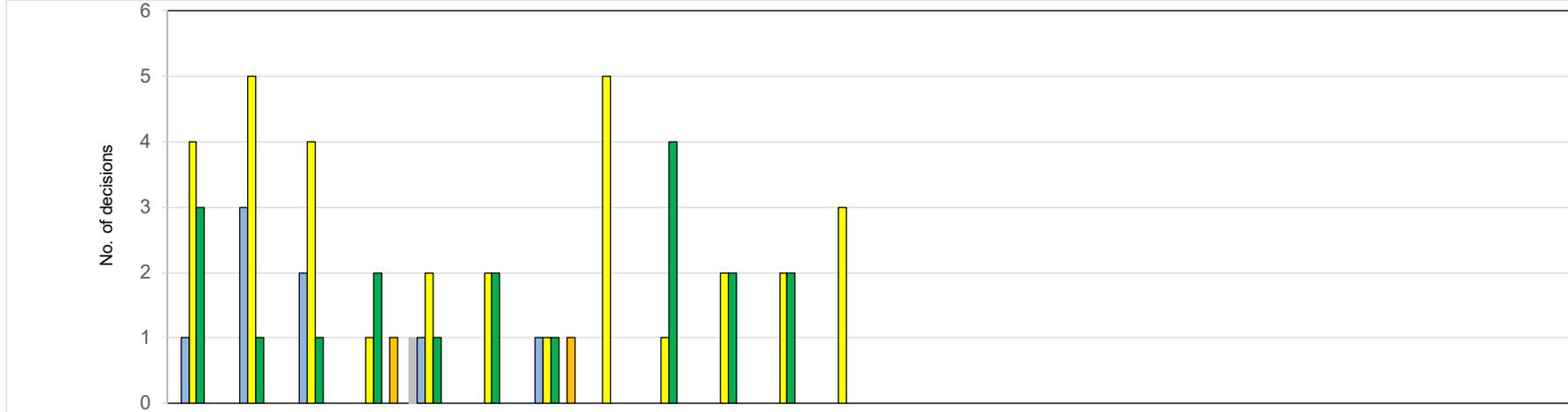


	2019			2020									2021		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
EMR (1)	2	1	2	1	0	2	2	0	0	5	4	2	0	0	3
Non-EMR (2)	4	1	2	1	3	1	1	1	0	0	3	5	2	1	3
Visitors (3)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UK (4)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Returners to practice (5)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CPD (6)	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Health and Character declarations (7)	0	0	1	0	2	1	0	1	2	1	1	0	0	0	0
<b>Total</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>6</b>

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
28	22	13	21	3
15	19	43	22	6
2	1	0	0	0
1	0	0	0	0
1	0	0	0	0
0	13	11	2	0
9	8	11	9	0
<b>56</b>	<b>63</b>	<b>78</b>	<b>54</b>	<b>9</b>

Registration Appeal Decisions April 2019 - March 2021

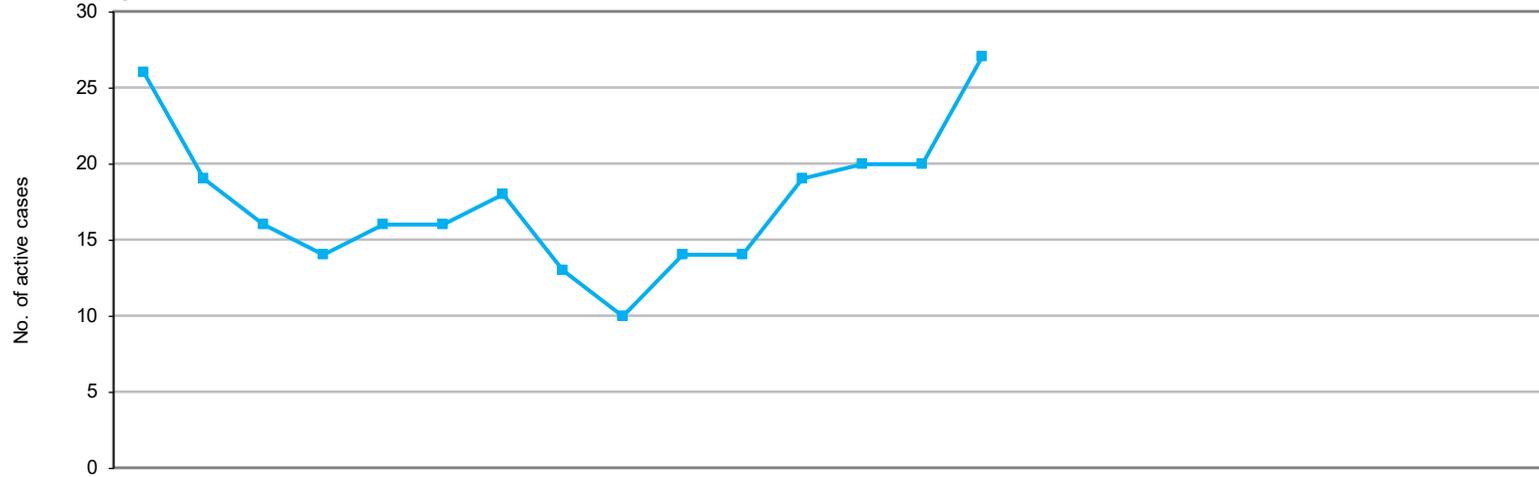
Registration Department



	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	
Adjournd / postponed	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0										
Withdrawn	1	3	2	0	1	0	1	0	0	0	0	0	0	0	0										
Allowed	4	5	4	1	2	2	1	5	1	2	2	3	0	0	0										
Dismissed	3	1	1	2	1	2	1	0	4	2	2	0	0	0	0										
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
Remit to ETC	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0										
Hearings held	7	6	5	4	4	4	3	5	5	4	4	3	0	0	0										

16/17 FYE	17/18 FYE	18/19 FYE	19/20 FYE	20/21 YTD
0	3	2	1	0
16	0	9	8	0
9	25	33	32	0
32	25	24	19	0
2	2	3	0	0
5	1	0	2	0
48	56	62	54	0

Registration Appeals Status April 2019 - March 2021



	2019			2020									2021		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Hearings scheduled	6	6	4	4	4	7	5	4	4	4	6	0	0	0	0
Awaiting scheduling	18	11	11	8	11	8	11	9	6	9	8	18	19	21	26
Awaiting further information	2	2	1	2	1	1	2	0	0	1	0	1	1	0	1
<b>Current active cases</b>	<b>26</b>	<b>19</b>	<b>16</b>	<b>14</b>	<b>16</b>	<b>16</b>	<b>18</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>14</b>	<b>19</b>	<b>20</b>	<b>20</b>	<b>27</b>

16/17	17/18	18/19	19/20	20/21
FYE	FYE	FYE	FYE	YTD
4	5	7	0	0
7	14	18	18	26
1	1	2	1	1
<b>12</b>	<b>20</b>	<b>27</b>	<b>19</b>	<b>27</b>