

Education and Training Committee, 5 June 2019

Registration Department performance report October 2018 to March 2019

Executive summary and recommendations

### **Introduction**

This paper encloses the Registration Department's third biannual 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 biannual reporting to ETC included within the 2019 – 2020 work plan.

### **Financial implications**

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

### **Date of paper**

22 May 2019

## Registration Department – Management Commentary

This report provides an update about the work of the Registration Department for October 2018 to March 2019.

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1. Registration Department Service Standard Performance Table October 2018 – March 2019

	Process	Service standard	Performance					
			by month					
			O	N	D	J	F	M
1	UK applications for registration	<i>The Registration Department aims to respond to all UK application requests within ten working days of receipt.</i>	7	5	7	6	7	10
		<i>We aim to process all <b>complete</b> UK applications within ten working days of receipt, or inform the applicant within ten working days if their application is <b>incomplete</b>.</i>						
2	International applications for registration	<i>The Registration Department aims to process <b>complete</b> applications within 60 working days of receipt.</i>	49	46	54	51	57	51
2a	EMR applications for registration	<i>The Registration Department aims to process complete applications within 60 working days of receipt.</i>	49	46	54	52	55	55
3	Grandparenting applications for registration	<i>The Registration Department aims to process <b>complete</b> applications within 60 working days of receipt.</i>						
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>	4	3	0	2	6	11
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>	23	25	39	58	57	58
6	Readmission to the Register	<i>The Registration Department aims to process all <b>complete</b> readmission applications within ten working days.</i>	7	3	5	6	6	7
7	UK Emails	<i>The Registration Department aims to respond to 80% of all emails within one working day and all emails responded to within two working days.</i>	2	2	2	3	1	2
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>	1	4	4	4	3	4
8	Answering UK telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	87	85	90	78	87	87
8a	Answering INT telephone calls	<i>The Registration Department aims to answer 95% of all telephone calls.</i>	99	100	98	95	89	98
9	Postal correspondence	<i>The Registration Department aims to process postal correspondence within ten working days.</i>	9	8	1	4	5	9

## 2. Executive summary

### 2.1. Registration

- All of the department's service standards were achieved for the period October 2018 to March 2019 with the exception of telephone calls, emails and paper renewal forms.
- 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.
- A total of 29,733 UK emails were received which is 6,469 (or 27.8%) more than the same period in 2016 / 17.
- 6,497 UK applications were received during the period which is 99 (or 1.5%) less than compared to the same period last year.
- 265 more International / EMR applications were received compared to the same period last year, which represents a 10.7% increase.
- 28 visiting European health professional declarations were received during the period which is 35 (or 55.6%) fewer than compared to the same period last year. At the end of the period there were 82 registered visiting European health professionals, which is 6 (or 6.8%) fewer than the same period last year. The numbers have decreased steadily since the referendum decision to leave the European Union.
- During the period, 5 candidates were successfully recruited to Registration Advisor roles as well as 2 Registration Managers, 2 Team Leaders, 1 Resource Planning and Service Delivery Coordinator to vacant positions within the Registration Department.

### **3. General**

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

- 6,497 UK applications were received during the period which is 99 (or 1.5%) less than compared to the same period last year.
- 6,657 UK applications were registered which is 31 (or 0.5%) less compared to the same period last year.
- UK applications were processed within 10 working days.

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

- A total of 2,748 new International / EMR applications were received.
- 265 more International / EMR applications were received compared to the same period last year, which represents a 10.7% increase.
- 1,416 applications were registered which is 108 (or 7.1%) less than compared to the same period last year.
- On average, EMR applications were processed in 52 working days and International applications in 51 working days.

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

- The renewal period for practitioner psychologists opened on 1 March 2019.
- The renewal period for social workers and operating department practitioners closed on the 30 November 2018.
- During the period a total of 93.6% of social workers renewed their registration.
- 96% of social workers renewed their registration using the online portal, which is 3.4% more compared to the same period two years ago.
- Social workers occupy a third of the HCPC register (94,845 registrants) and the impact of this renewal period is significant on the registration department.
- 3,807 paper renewals forms were received which is 4,535 (or 54.4%) less than the same period in 2016.
- On average, paper renewal forms received were processed within 4 working days of receipt.

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

- 602 registrants were selected for audit during this period. A total number of 2,864 CPD profiles were received and all complete CPD profiles were processed within 60 working days of receipt.
- 2,001 profiles were assessed during this period of which 52 profiles were assessed electronically.

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

- Readmission applications were processed within 7 working days.

### **3.6. UK emails**

- A total of 29,733 UK emails were received which is 6,469 (or 27.8%) more than the same period in 2016. All emails were answered within an average of 2 working days.

### **3.7. International emails**

- A total of 13,165 emails were received which is 2,218 (or 20.3%) more compared to the same period last year. All emails were answered within an average of 3 working days.

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

- 82,218 telephone calls were received through the UK call queues. This is 3,974 (or 5.1%) more than the same period two years ago.
- 86% of calls were answered compared to 91% during the same period two years ago.

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

- 1,616 telephone calls were received through the international call queue. This is 2,572 (or 61.4%) less than compared to the same period last year.
- 96.5% of calls were answered compared to 98.5% during the same period last year.

### **3.10. Postal correspondence**

- On average, postal correspondence was processed within 6 working days of receipt.

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

- 28 visiting European health professional declarations were received during the period which is 35 (or 55.6%) fewer than compared to the same period last year. At the end of the period there were 82 registered visiting European health professionals, which is 6 (or 6.8%) 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)**

- 28 EPC applications were received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 91 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.
- 19 EPC applications were received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.
- 7 EPC applications have been added to the Register of visiting professionals.

### **3.13. Registration appeals**

- 39 new registration appeals were received during this period
- Registration Appeal Panels considered a total of 30 appeals, determining that the appeals should be allowed in 16 cases, dismissed in 10 cases, substitute decision in 3 cases and 1 case was withdrawn by the appellant.
- 8 of the 16 allowed cases were concluded by the nature of Consent Orders. The remaining 8 were all oral hearings where the appellant presented themselves before a panel and delivered evidence verbally with and without representation.

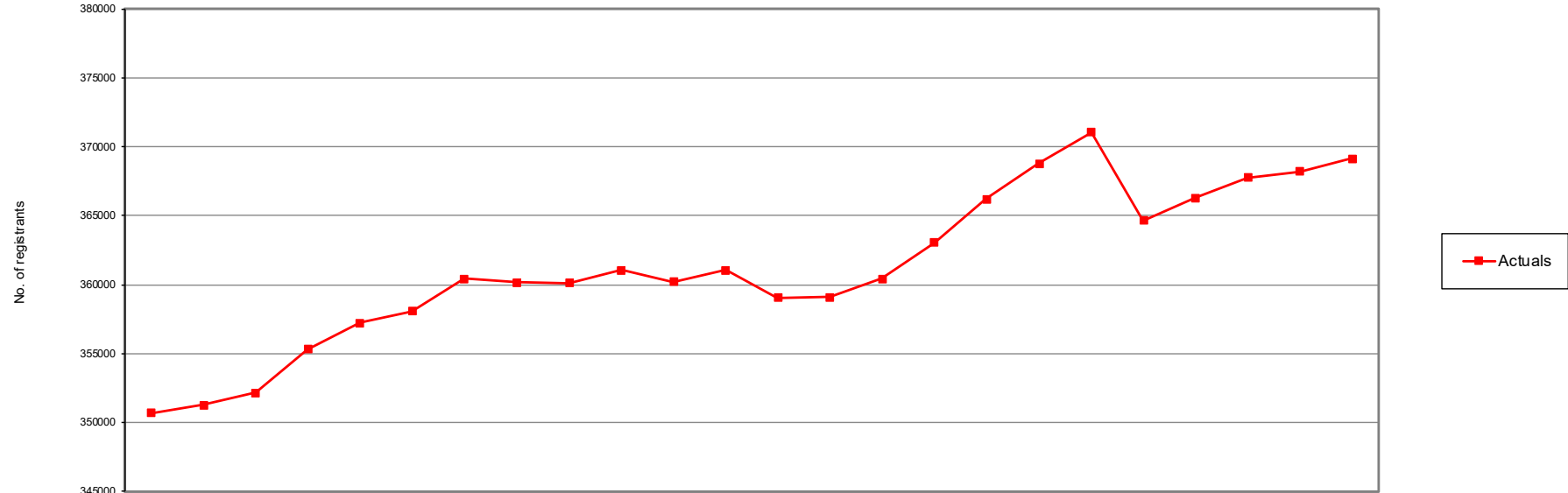
### **3.14. Employees**

- During the period from October 2018 to March 2019, 5 candidates were successfully recruited to Registration Advisor roles. However, the full benefit of this recruitment did not have an impact on the department until after 4 months of appointment and following a comprehensive training programme. A number of other campaigns resulted in appointments to the following roles:
  - 1 x Resource Planning and Service Delivery Coordinator (FTC)
  - 2 x Acting up Registration Team Leaders
  - 2 x Registration Managers

## 4. Registration performance data

Number of Registrants by Profession April 2017 - March 2019

Registration Department

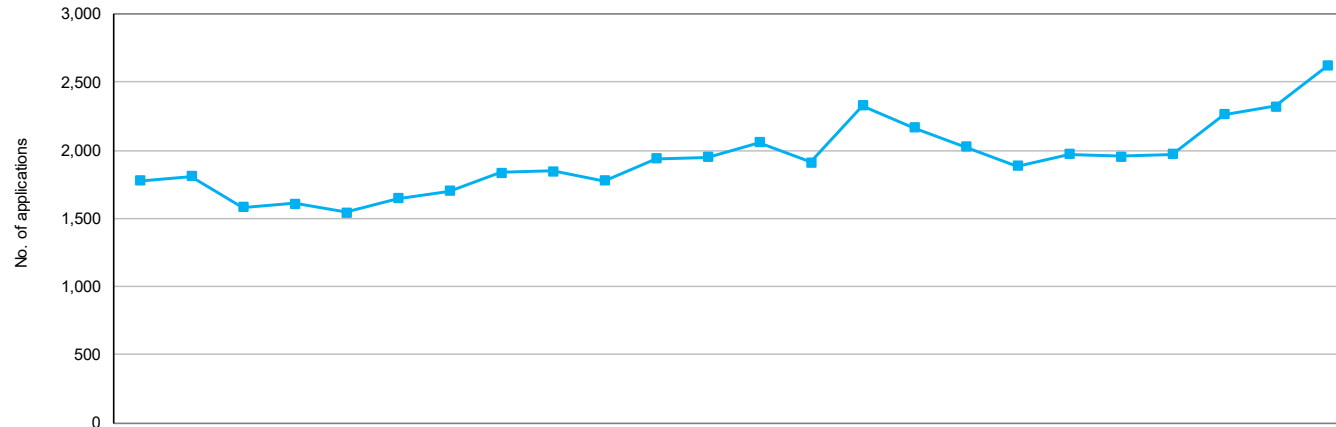


	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Arts therapists</b>	4,040	4,043	4,057	4,099	4,170	4,209	4,262	4,273	4,288	4,311	4,317	4,322	4,328	3,999	4,073	4,110	4,230	4,291	4,345	4,363	4,380	4,416	4,422	4,432	3,897	4,026	4,322	4,432
<b>Bio. scientists</b>	22,906	22,879	22,974	23,100	23,172	23,119	23,153	23,142	22,121	22,262	22,335	22,395	22,491	22,519	22,603	22,693	22,835	22,928	22,990	22,980	23,084	23,194	23,222	23,284	22,154	22,902	22,395	23,284
<b>Chirops/ pods</b>	12,920	12,914	12,949	13,075	13,128	13,163	13,185	13,186	13,164	13,120	13,122	13,115	13,101	13,059	13,090	13,206	12,775	12,824	12,845	12,842	12,846	12,826	12,825	12,833	13,121	12,931	13,115	12,833
<b>CI scientists</b>	5,688	5,713	5,740	5,741	5,738	5,514	5,559	5,675	5,732	5,772	5,799	5,818	5,854	5,873	5,902	5,917	5,934	5,947	6,052	6,123	6,156	6,183	6,194	6,207	5,376	5,663	5,818	6,207
<b>Dietitians</b>	9,120	9,131	9,173	9,355	9,464	9,505	9,541	9,556	9,547	9,564	9,566	9,585	9,611	9,596	9,620	9,381	9,556	9,611	9,648	9,662	9,666	9,685	9,704	9,722	8,986	9,107	9,585	9,722
<b>Hearing aid disps</b>	2,607	2,627	2,648	2,682	2,726	2,761	2,803	2,836	2,857	2,871	2,889	2,908	2,927	2,934	2,948	2,962	2,851	2,901	2,936	2,962	2,988	3,010	3,025	3,047	2,442	2,593	2,908	3,047
<b>OTs</b>	38,047	38,131	38,240	38,579	38,889	38,919	38,969	37,799	37,922	38,027	38,110	38,183	38,212	38,283	38,370	38,687	39,200	39,440	39,544	39,669	39,750	39,837	39,873	39,925	36,272	38,080	38,183	39,925
<b>ODPs</b>	13,082	13,086	13,122	13,175	13,289	13,484	13,602	13,595	13,630	13,645	13,640	13,639	13,657	13,635	13,655	13,731	13,850	14,103	14,173	13,731	13,823	13,877	13,884	13,903	12,811	13,052	13,639	13,903
<b>Orthoptists</b>	1,448	1,447	1,439	1,450	1,407	1,424	1,432	1,441	1,441	1,441	1,440	1,440	1,442	1,442	1,445	1,461	1,482	1,489	1,497	1,495	1,493	1,490	1,494	1,496	1,385	1,451	1,440	1,496
<b>Paramedics</b>	24,084	24,230	24,285	24,459	24,031	24,455	24,722	24,976	25,113	25,217	25,269	25,465	25,637	25,790	25,856	26,021	26,270	26,699	27,101	27,210	27,374	27,405	27,483	27,686	22,380	23,992	25,465	27,686
<b>Physiotherapists</b>	52,906	53,057	53,359	54,030	54,532	54,744	54,852	54,980	55,050	55,140	55,177	55,132	52,440	52,955	53,301	54,009	54,696	54,986	55,125	55,293	55,401	55,514	55,560	55,695	51,662	52,915	55,132	55,695
<b>Pract psychs</b>	22,544	22,521	21,993	22,085	22,172	22,311	22,695	22,853	22,960	23,017	23,065	23,104	23,156	23,182	23,237	23,305	23,407	23,584	23,923	24,074	24,151	24,233	24,265	24,290	21,470	22,604	23,104	24,290
<b>Prosth/orthotists</b>	1,062	1,062	1,072	1,091	1,094	1,037	1,045	1,049	1,050	1,052	1,053	1,051	1,055	1,056	1,071	1,086	1,095	1,096	1,099	1,099	1,099	1,101	1,100	1,101	1,005	1,063	1,051	1,101
<b>Radiographers</b>	32,112	32,183	32,469	33,092	33,278	33,451	33,570	33,638	33,618	33,586	32,167	32,475	32,578	32,662	32,897	33,511	33,888	34,112	34,240	34,286	34,358	34,292	34,329	34,470	30,244	32,072	32,475	34,470
<b>Social workers</b>	92,181	92,275	92,613	93,183	93,950	94,510	95,380	95,388	95,824	96,175	96,367	96,497	96,571	96,108	96,350	96,842	97,844	98,419	99,081	92,365	93,206	94,126	94,246	94,453	93,341	91,944	96,497	94,453
<b>SLTs</b>	15,941	15,967	16,009	16,120	16,200	15,475	15,671	15,785	15,818	15,870	15,898	15,932	15,977	15,988	16,013	16,133	16,295	16,353	16,470	16,505	16,529	16,581	16,596	16,595	15,199	15,935	15,932	16,595
<b>Total</b>	350,688	351,266	352,142	355,316	357,240	358,081	360,441	360,172	360,135	361,070	360,214	361,061	359,037	359,081	360,431	363,055	366,208	368,783	371,069	364,658	366,304	367,770	368,222	369,139	341,745	350,330	361,061	369,139



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

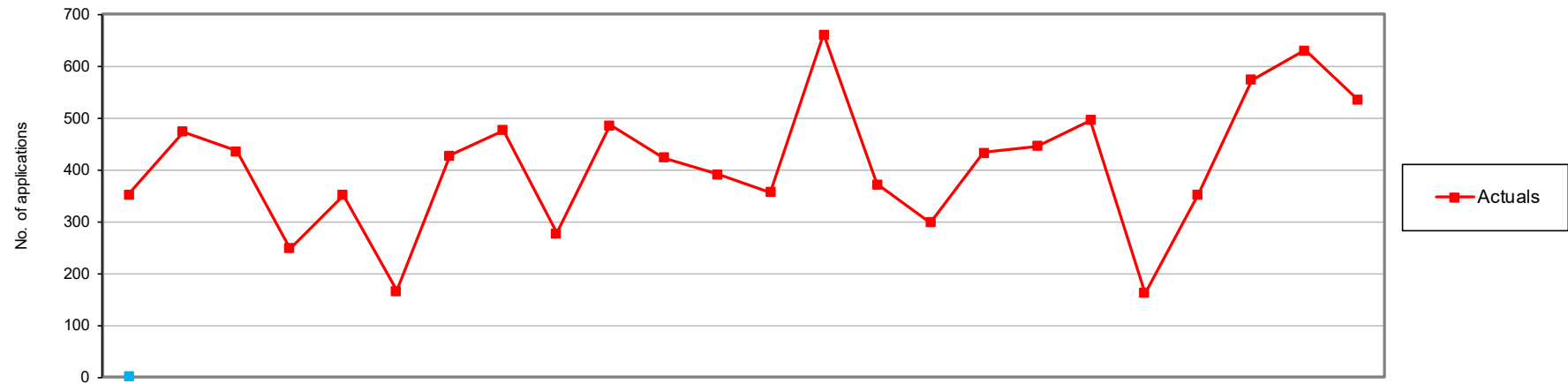
Registration Department



Current status	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minimum info	339	302	235	208	212	201	238	232	219	259	269	274	293	333	286	297	317	324	333	337	352	433	438	432	386	289	274	432
At scrutiny	1,062	1,098	993	1,044	937	1,094	1,083	1,244	1,274	1,142	1,253	1,276	1,274	1,153	1,628	1,475	1,317	1,171	1,255	1,234	1,243	1,445	1,486	1,784	1,126	1,252	1,276	1,784
Pending reg fee	374	409	352	358	397	353	378	362	353	375	415	402	490	423	414	391	389	391	382	384	377	385	399	406	252	354	402	406
<b>Total</b>	<b>1,775</b>	<b>1,809</b>	<b>1,580</b>	<b>1,610</b>	<b>1,546</b>	<b>1,648</b>	<b>1,699</b>	<b>1,838</b>	<b>1,846</b>	<b>1,776</b>	<b>1,937</b>	<b>1,952</b>	<b>2,057</b>	<b>1,909</b>	<b>2,328</b>	<b>2,163</b>	<b>2,023</b>	<b>1,886</b>	<b>1,970</b>	<b>1,955</b>	<b>1,972</b>	<b>2,263</b>	<b>2,323</b>	<b>2,622</b>	<b>1,764</b>	<b>1,895</b>	<b>1,952</b>	<b>2,622</b>

New International Applications Received April 2017 - March 2019

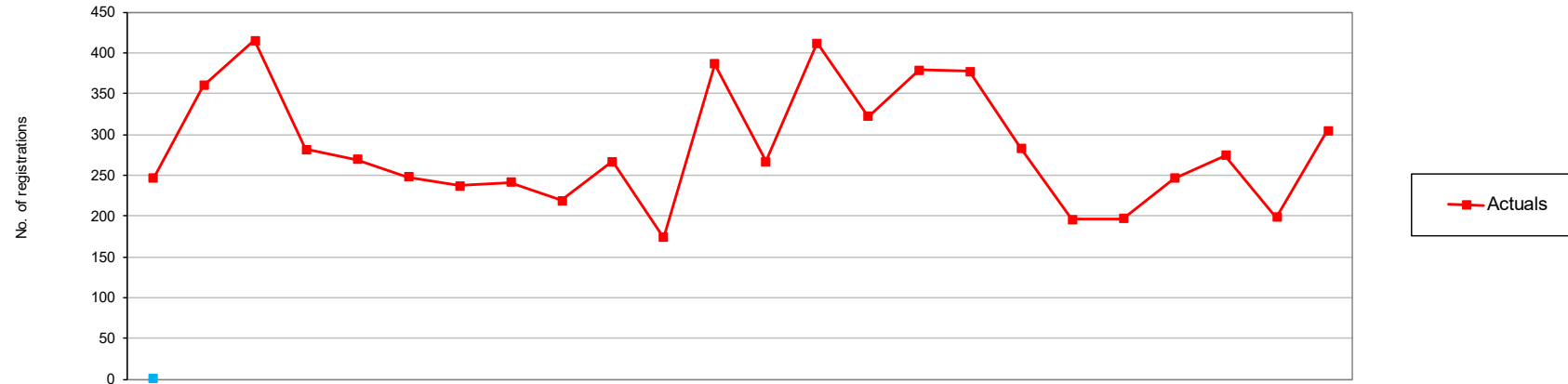
Registration Department



	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Arts Therapists	1	1	4	1	2	2	3	1	0	3	5	5	1	4	3	2	4	2	5	2	3	4	5	3	21	34	28	38
Bio. Scientists	18	22	26	13	18	17	29	35	11	28	23	15	17	35	19	24	33	39	38	15	29	40	53	39	417	330	255	381
Chirops/ Pods	4	8	5	3	4	2	4	2	0	2	0	6	0	7	5	2	4	3	5	1	11	9	7	2	74	49	40	56
CI Scientists	7	4	9	9	4	4	9	10	3	13	9	2	8	11	3	6	5	7	11	2	10	12	9	10	99	96	83	94
Dietitians	20	32	24	8	21	3	19	17	10	25	26	25	15	38	18	14	19	15	24	7	15	21	26	17	288	236	230	229
Hearing aid disps	3	2	4	1	1	2	43	2	3	4	2	2	2	4	3	2	3	7	3	0	0	3	4	3	41	35	69	34
OTs	19	26	36	10	24	12	4	35	14	34	27	24	29	49	26	26	35	30	28	12	29	38	47	35	491	400	265	384
ODPs	1	3	2	2	0	1	0	3	1	0	3	1	0	3	1	1	2	6	3	0	2	4	2	2	11	19	17	26
Orthoptists	0	0	3	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	4	8	4	4
Paramedics	16	28	32	3	20	8	19	31	46	91	57	52	32	54	15	7	11	21	20	6	10	42	38	66	559	507	403	322
Physiotherapists	108	132	106	78	117	52	112	96	76	108	97	98	93	187	106	83	125	112	120	54	80	136	143	127	1,581	1,543	1,180	1,366
Pract psychs	19	37	30	28	18	9	28	37	15	34	31	17	31	61	32	23	45	31	41	6	28	37	44	39	398	379	303	418
Prosth/Orthotists	2	4	2	1	1	2	0	1	2	1	0	1	2	0	2	1	2	4	1	1	1	1	4	5	16	14	17	24
Radiographers	73	87	83	39	72	27	81	126	58	89	99	79	67	124	81	53	77	89	108	31	71	128	134	96	955	903	913	1,059
Social workers	49	70	58	43	44	20	61	62	30	42	38	48	46	58	49	42	53	67	72	22	50	75	98	65	747	776	565	697
SLTs	12	17	12	10	5	5	15	18	9	12	7	16	14	26	9	12	14	13	16	3	12	23	15	26	289	197	138	183
<b>Total</b>	<b>352</b>	<b>473</b>	<b>436</b>	<b>249</b>	<b>351</b>	<b>166</b>	<b>427</b>	<b>477</b>	<b>278</b>	<b>486</b>	<b>424</b>	<b>391</b>	<b>357</b>	<b>661</b>	<b>372</b>	<b>298</b>	<b>433</b>	<b>446</b>	<b>496</b>	<b>162</b>	<b>352</b>	<b>573</b>	<b>630</b>	<b>535</b>	<b>5,991</b>	<b>5,526</b>	<b>4,510</b>	<b>5,315</b>

International Registrations April April 2017 - March 2019

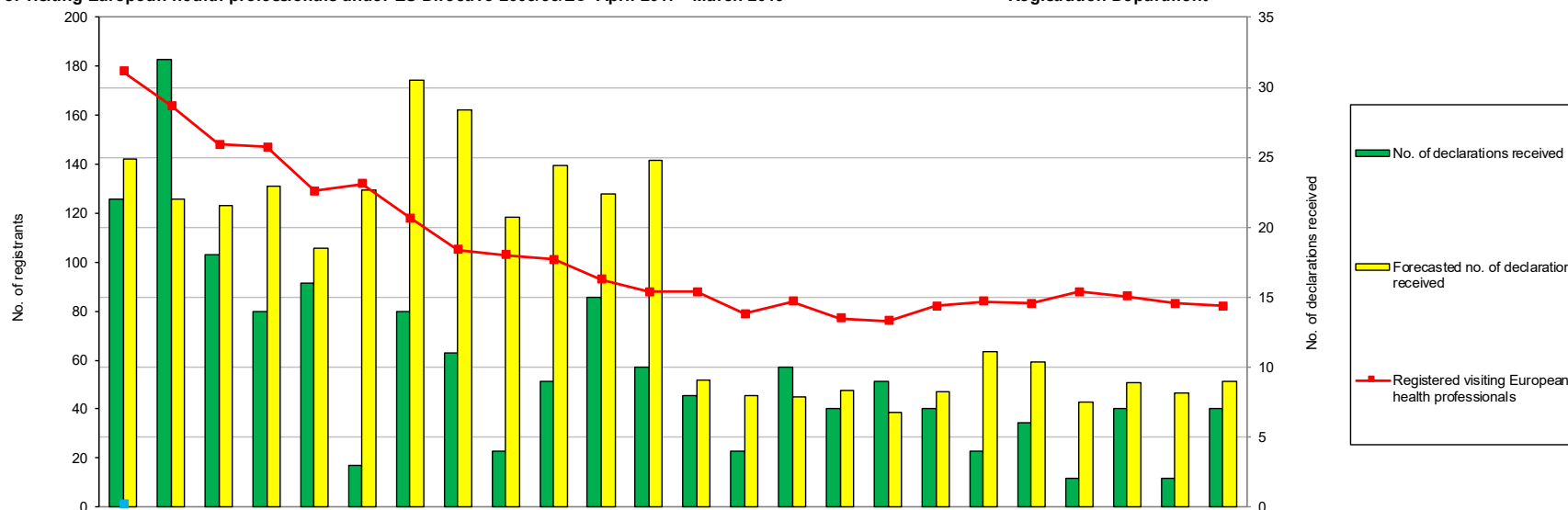
Registration Department



	2017			2018												2019												15/16	16/17	17/18	18/19
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD			
Arts therapists	3	1	3	1	0	0	0	1	0	4	2	1	0	0	5	1	2	2	2	1	1	1	0	1	7	12	16	16			
Bio. scientists	15	22	25	19	10	15	7	3	38	26	12	17	27	13	12	17	21	14	9	8	26	19	20	18	213	247	209	204			
Chirops/ pods	2	3	4	2	7	2	2	3	5	1	1	0	0	1	2	1	5	2	1	1	2	1	1	5	37	41	32	22			
Ci scientists	3	6	7	2	2	0	8	3	2	8	4	6	3	4	6	4	1	1	3	1	2	5	0	3	34	40	51	33			
Dietitians	12	13	8	29	23	11	17	8	7	12	5	12	13	8	1	51	25	15	14	12	6	6	20	11	107	169	157	182			
Hearing aid disps	2	5	3	2	1	1	1	0	0	2	3	3	1	2	1	2	3	0	0	0	2	1	0	2	21	22	23	14			
OTs	23	32	17	20	16	8	3	50	22	28	19	25	20	21	25	29	37	19	11	28	22	23	21	23	255	343	263	279			
ODPs	0	2	1	0	2	1	0	0	2	1	0	0	1	1	1	2	0	1	0	0	3	0	1	1	12	6	9	11			
Orthoptists	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	2	2	3	3			
Paramedics	29	30	23	19	9	42	13	18	5	10	18	76	49	47	36	20	20	16	7	7	10	7	6	26	424	326	292	251			
Physiotherapists	42	128	136	78	92	78	70	60	35	86	45	38	16	195	102	107	90	98	61	73	57	85	55	73	695	1,149	888	1,012			
Pract psychs	3	6	49	9	13	13	14	23	10	9	14	4	21	12	22	17	26	26	15	21	8	19	10	8	130	182	167	205			
Prosth/orthotists	1	1	4	4	2	0	2	0	0	1	0	0	1	2	1	0	3	0	1	1	1	0	0	2	8	15	15	12			
Radiographers	54	59	77	52	57	39	56	43	36	42	8	159	64	72	63	78	85	59	45	29	50	59	33	95	425	691	682	732			
Social workers	46	32	45	36	31	33	28	19	52	28	35	37	35	27	35	30	45	24	11	7	52	34	23	25	334	514	422	348			
SLTs	11	20	13	9	4	4	16	9	4	9	8	8	16	7	10	20	14	6	15	8	4	13	7	12	167	146	115	132			
<b>Total</b>	<b>246</b>	<b>360</b>	<b>415</b>	<b>282</b>	<b>269</b>	<b>248</b>	<b>237</b>	<b>241</b>	<b>219</b>	<b>267</b>	<b>174</b>	<b>386</b>	<b>267</b>	<b>412</b>	<b>322</b>	<b>379</b>	<b>377</b>	<b>283</b>	<b>196</b>	<b>197</b>	<b>246</b>	<b>274</b>	<b>198</b>	<b>305</b>	<b>2,871</b>	<b>3,905</b>	<b>3,344</b>	<b>3,456</b>			

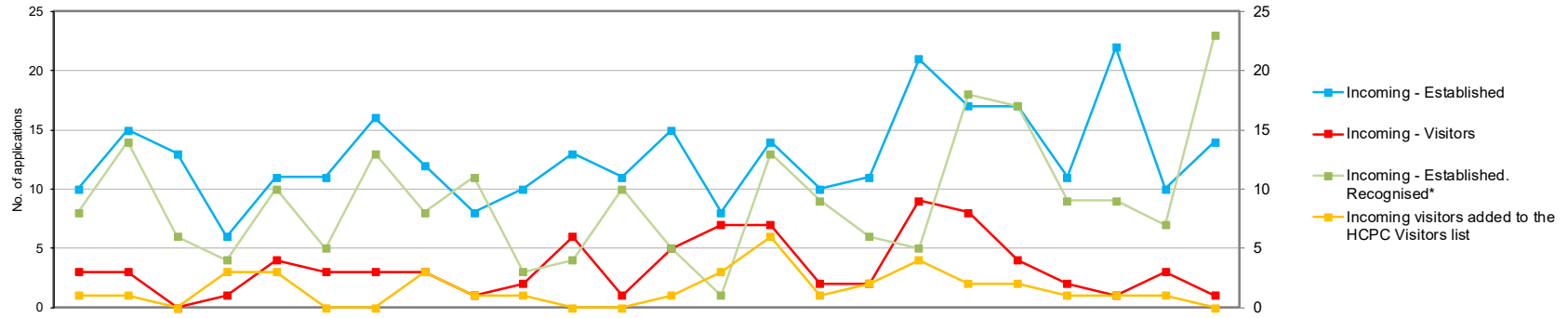
Register of visiting European health professionals under EU Directive 2005/36/EC April 2017 - March 2019

Registration Department



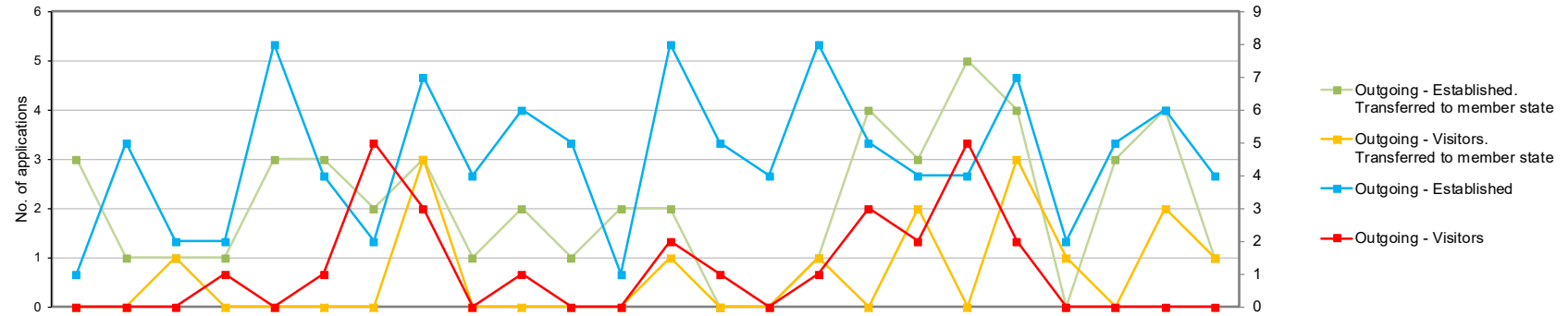
	2017		2018										2019										15/16	16/17	17/18	18/19		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>No. of declarations received</b>	22	32	18	14	16	3	14	11	4	9	15	10	8	4	10	7	9	7	4	6	2	7	2	7	702	383	168	73
<b>Registered visiting European health professionals</b>	178	164	148	147	129	132	118	105	103	101	93	88	88	79	84	77	76	82	84	83	88	86	83	82	371	197	88	82

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



	2017			2018												2019			15/16	16/17	17/18	18/19						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Incoming - Established	10	15	13	6	11	11	16	12	8	10	13	11	15	8	14	10	11	21	17	17	11	22	10	14	6	114	136	170
Incoming - Visitors	3	3	0	1	4	3	3	3	1	2	6	1	5	7	7	2	2	9	8	4	2	1	3	1	5	42	30	51
Incoming - Established. Recognised*	8	14	6	4	10	5	13	8	11	3	4	10	5	1	13	9	6	5	18	17	9	9	7	23	2	77	96	122
Incoming visitors added to the HCPC Visitors list	1	1	0	3	3	0	0	3	1	1	0	0	1	3	6	1	2	4	2	2	1	1	1	0	3	22	13	24

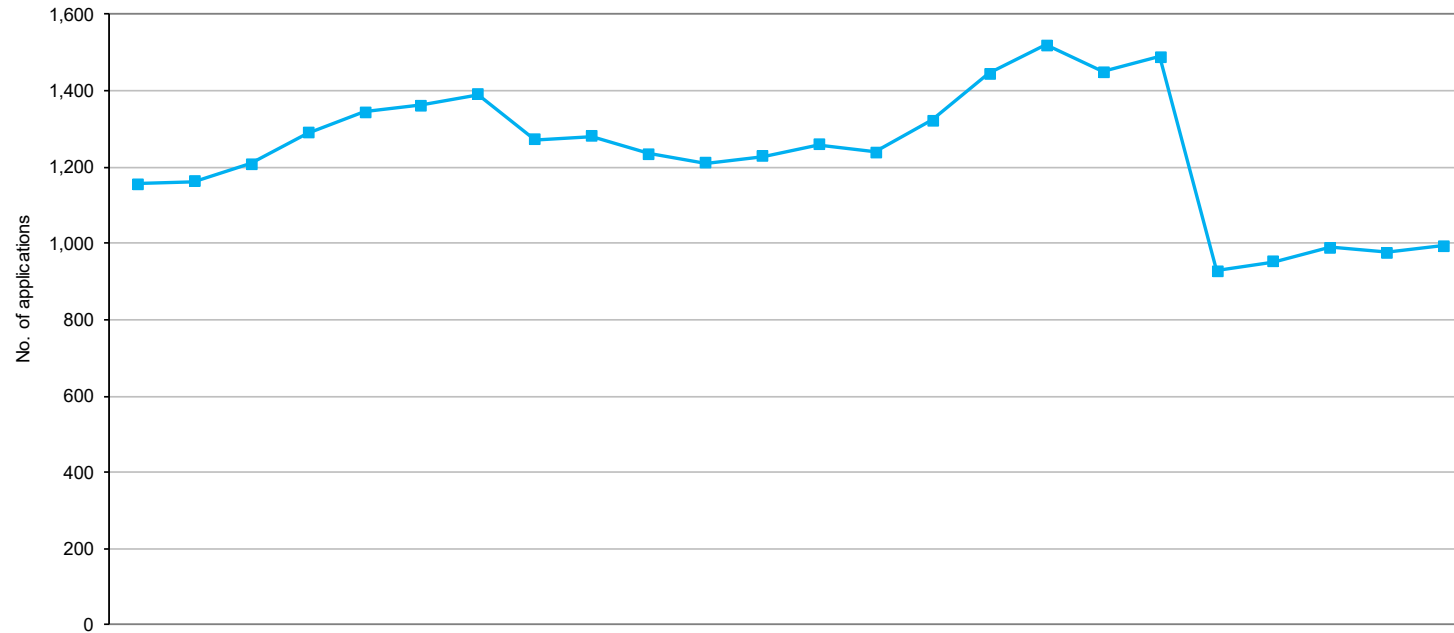
European Professional Card (EPC) outgoing applications April 2017 - March 2019



	2017			2018												2019			15/16	16/17	17/18	18/19						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Outgoing - Established	1	5	2	2	8	4	2	7	4	6	5	1	8	5	4	8	5	4	4	7	2	5	6	4	14	54	47	62
Outgoing - Visitors	0	0	0	1	0	1	5	3	0	1	0	0	2	1	0	1	3	2	5	2	0	0	0	0	2	13	11	16
Outgoing - Established. Transferred to member state	3	1	1	1	3	3	2	3	1	2	1	2	2	0	0	1	4	3	5	4	0	3	4	1	1	25	23	27
Outgoing - Visitors. Transferred to member state	0	0	1	0	0	0	0	3	0	0	0	0	1	0	0	1	0	2	0	3	1	0	2	1	0	4	4	11

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

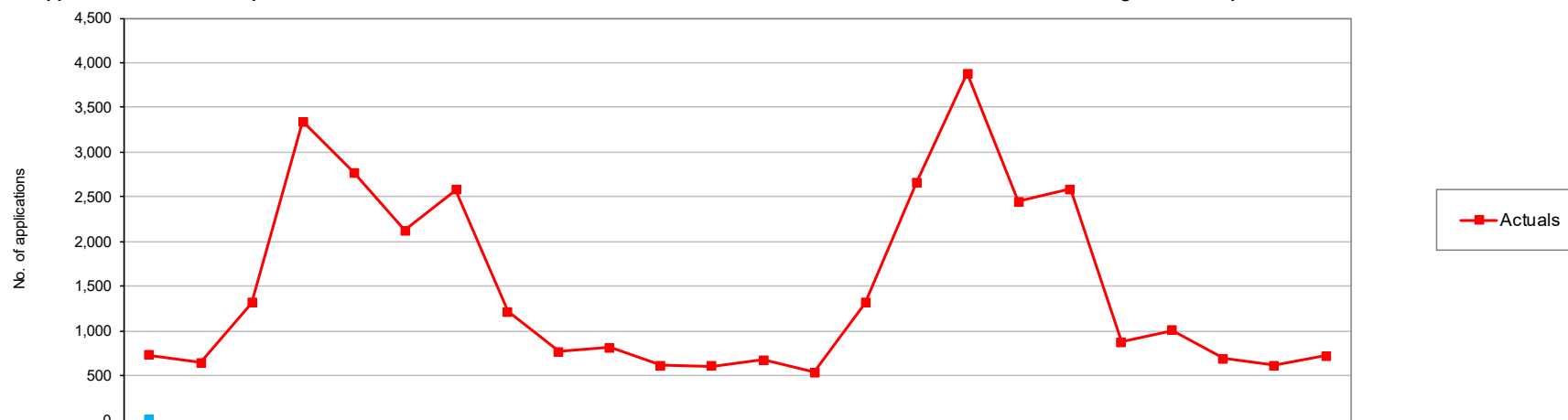
Registration Department



Current status	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Minimum info	1,142	1,148	1,191	1,267	1,327	1,341	1,371	1,257	1,269	1,219	1,195	1,212	1,242	1,227	1,307	1,430	1,503	1,435	1,476	921	944	974	963	973	1,041	1,111	1,212	973
At scrutiny	1	1	4	7	4	7	3	2	2	2	3	4	4	4	4	6	4	4	4	3	3	3	3	3	1	4	4	3
Pending reg fee	14	13	13	15	14	14	16	14	10	13	13	13	13	9	11	9	13	11	9	5	6	12	11	17	8	12	13	17
<b>Total</b>	<b>1,157</b>	<b>1,162</b>	<b>1,208</b>	<b>1,289</b>	<b>1,345</b>	<b>1,362</b>	<b>1,390</b>	<b>1,273</b>	<b>1,281</b>	<b>1,234</b>	<b>1,211</b>	<b>1,229</b>	<b>1,259</b>	<b>1,240</b>	<b>1,322</b>	<b>1,445</b>	<b>1,520</b>	<b>1,450</b>	<b>1,489</b>	<b>929</b>	<b>953</b>	<b>989</b>	<b>977</b>	<b>993</b>	<b>1,050</b>	<b>1,127</b>	<b>1,229</b>	<b>993</b>

New UK Applications Received April 2017 - March 2019

Registration Department

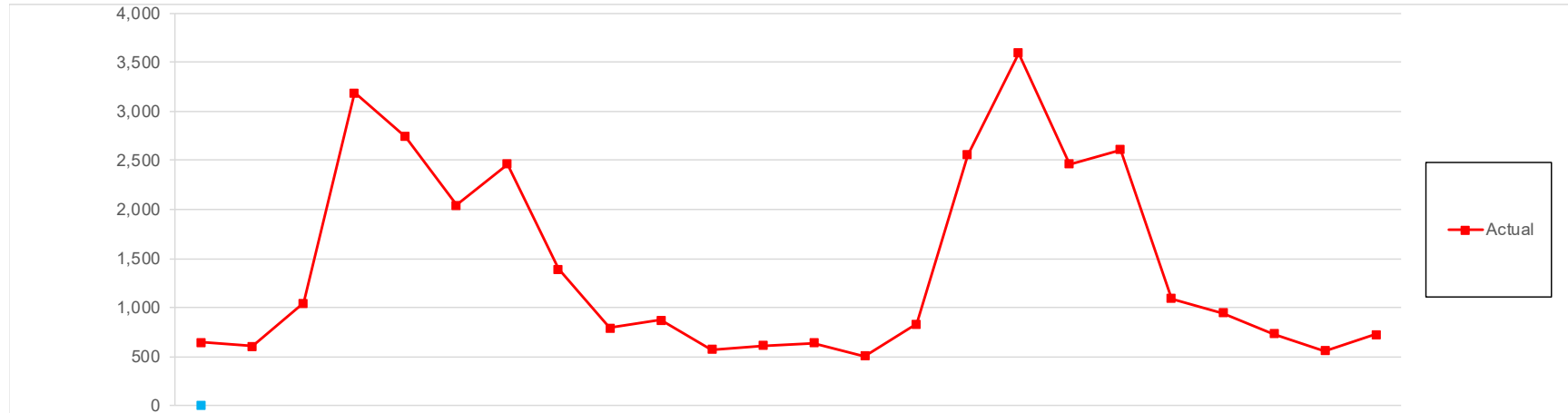


	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	FYE	YTD
Arts therapists	18	11	10	43	73	41	57	29	13	16	5	8	21	6	14	28	108	58	52	13	15	20	14	8	340	333	324	357
Bio. scientists	46	53	71	138	101	72	106	80	80	83	55	65	89	55	86	94	148	109	113	63	100	80	52	67	848	850	950	1,056
Chirops/pods	2	2	91	125	52	30	24	8	3	2	4	5	4	9	83	121	49	33	11	5	3	2	2	1	393	381	348	323
CI Scientists	23	22	20	23	17	23	54	83	47	37	24	18	36	17	29	9	23	18	122	66	37	24	21	26	377	290	391	428
Dietitians	10	6	60	145	88	28	19	10	1	7	6	11	21	7	53	130	119	36	20	8	6	2	8	16	400	376	391	426
Hearing aid disps	16	10	17	39	57	41	41	29	16	20	13	26	19	5	16	22	63	34	32	16	23	12	26	20	234	278	325	288
OTs	42	42	90	412	341	182	227	101	45	58	58	46	39	34	80	331	488	226	251	55	69	49	56	63	1,733	1,604	1,644	1,741
ODPs	51	13	33	67	151	210	95	17	26	16	6	8	39	42	53	57	182	232	72	19	39	11	10	23	641	625	693	779
Orthoptists	0	0	1	17	28	9	6	5	1	0	0	0	2	0	5	14	26	7	7	1	2	6	2	0	72	76	67	72
Paramedics	116	108	106	268	274	294	270	158	121	116	129	117	144	90	121	161	410	392	321	109	165	106	122	149	1,173	1,461	2,077	2,290
Physiotherapists	48	20	188	671	412	151	154	72	39	41	73	66	33	19	207	582	591	169	144	63	57	38	55	93	1,875	1,849	1,935	2,051
Pract psychs	57	40	43	48	68	153	396	123	70	65	43	33	52	39	35	41	100	196	334	97	85	61	49	58	1,077	1,063	1,139	1,147
Prosth/orthotists	0	2	9	19	7	3	2	2	0	2	0	0	1	2	12	18	7	4	3	0	1	2	1	0	55	53	46	51
Radiographers	16	36	301	537	201	141	71	23	8	12	30	26	23	90	311	456	323	143	72	14	33	9	21	34	1,438	1,403	1,402	1,529
Social workers	270	270	247	619	765	648	956	430	275	285	144	143	122	104	181	494	1,055	708	947	317	346	214	146	141	5,695	4,595	5,052	4,775
SLTs	13	12	28	167	133	98	103	46	22	50	25	35	30	18	28	99	185	83	87	32	28	53	27	22	814	683	732	692
<b>Total</b>	<b>728</b>	<b>647</b>	<b>1,315</b>	<b>3,338</b>	<b>2,768</b>	<b>2,124</b>	<b>2,581</b>	<b>1,216</b>	<b>767</b>	<b>810</b>	<b>615</b>	<b>607</b>	<b>675</b>	<b>537</b>	<b>1,314</b>	<b>2,657</b>	<b>3,877</b>	<b>2,448</b>	<b>2,588</b>	<b>878</b>	<b>1,009</b>	<b>689</b>	<b>612</b>	<b>721</b>	<b>17,165</b>	<b>15,920</b>	<b>17,516</b>	<b>18,005</b>



New UK Registrations April 2017 - March 2019

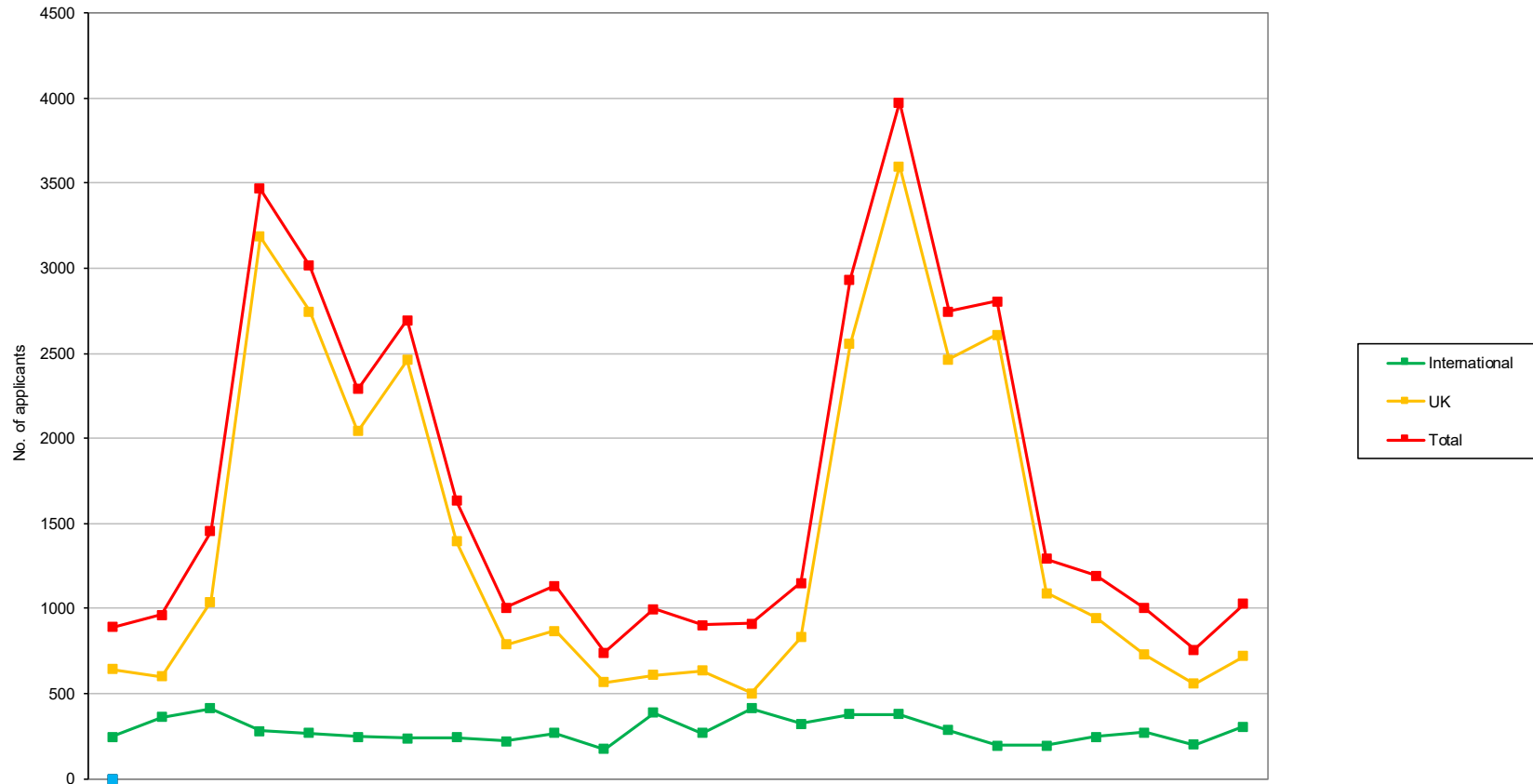
Registration Department



	2017			2018												2019												15/16	16/17	17/18	18/19
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD			
Arts therapists	14	8	8	41	68	37	53	28	13	23	6	8	18	6	9	14	109	58	46	17	18	20	12	6	287	322	307	333			
Bio. scientists	42	36	70	115	92	69	82	70	76	88	55	52	87	55	77	74	136	101	86	69	81	88	46	60	775	786	847	960			
Chirops/pods	2	2	68	134	55	34	25	9	2	2	4	3	4	3	55	130	55	29	16	3	3	1	4	1	356	374	340	304			
CI Scientists	26	20	18	20	13	18	27	101	46	37	27	18	33	19	24	10	21	16	96	69	35	23	22	26	285	267	371	394			
Dietitians	3	8	48	153	86	30	22	10	1	8	3	12	21	4	45	110	123	38	22	8	6	5	6	13	419	373	384	401			
Hearing aid disps	13	11	15	41	46	39	40	31	18	21	17	20	19	5	15	23	53	39	29	21	24	15	20	18	271	268	312	281			
OTs	39	41	81	351	375	174	225	116	45	61	59	44	38	38	53	283	489	239	220	86	63	58	56	62	1,642	1,580	1,611	1,685			
ODPs	40	25	25	58	114	203	124	43	23	18	4	11	32	45	13	77	124	260	107	30	34	13	7	19	673	609	688	761			
Orthoptists	0	0	1	16	26	9	5	7	1	0	0	0	2	0	3	16	25	6	8	2	1	5	4	0	62	76	65	72			
Paramedics	87	126	64	198	275	326	235	233	129	114	71	137	139	125	55	160	305	412	398	116	169	118	97	173	1,398	1,461	1,995	2,267			
Physiotherapists	54	14	141	640	430	170	159	70	43	49	67	68	33	22	130	564	599	201	129	86	53	36	47	100	1,840	1,798	1,905	2,000			
Pract psychs	51	32	43	45	63	123	364	137	86	55	39	36	39	48	30	43	77	153	328	139	72	60	46	56	1,027	1,041	1,074	1,091			
Prosth/orthotists	0	0	7	21	8	1	3	2	1	2	1	0	1	0	13	15	9	5	2	0	2	2	1	0	50	53	46	50			
Radiographers	14	7	198	621	219	142	77	31	9	16	26	31	16	6	169	520	317	161	89	27	28	13	13	32	1,366	1,389	1,391	1,391			
Social workers	247	260	230	586	735	576	916	452	273	324	164	135	122	112	120	427	989	664	930	384	330	225	149	131	5,239	4,486	4,898	4,583			
SLTs	13	12	24	148	140	90	103	53	22	51	25	35	31	14	20	90	168	83	104	36	27	46	29	24	778	686	716	672			
<b>Total</b>	<b>645</b>	<b>602</b>	<b>1,041</b>	<b>3,188</b>	<b>2,745</b>	<b>2,041</b>	<b>2,460</b>	<b>1,393</b>	<b>788</b>	<b>869</b>	<b>568</b>	<b>610</b>	<b>635</b>	<b>502</b>	<b>831</b>	<b>2,556</b>	<b>3,599</b>	<b>2,465</b>	<b>2,610</b>	<b>1,093</b>	<b>946</b>	<b>728</b>	<b>559</b>	<b>721</b>	<b>16,468</b>	<b>15,569</b>	<b>16,950</b>	<b>17,245</b>			

New Registrants April 2017 - March 2019

Registration Department

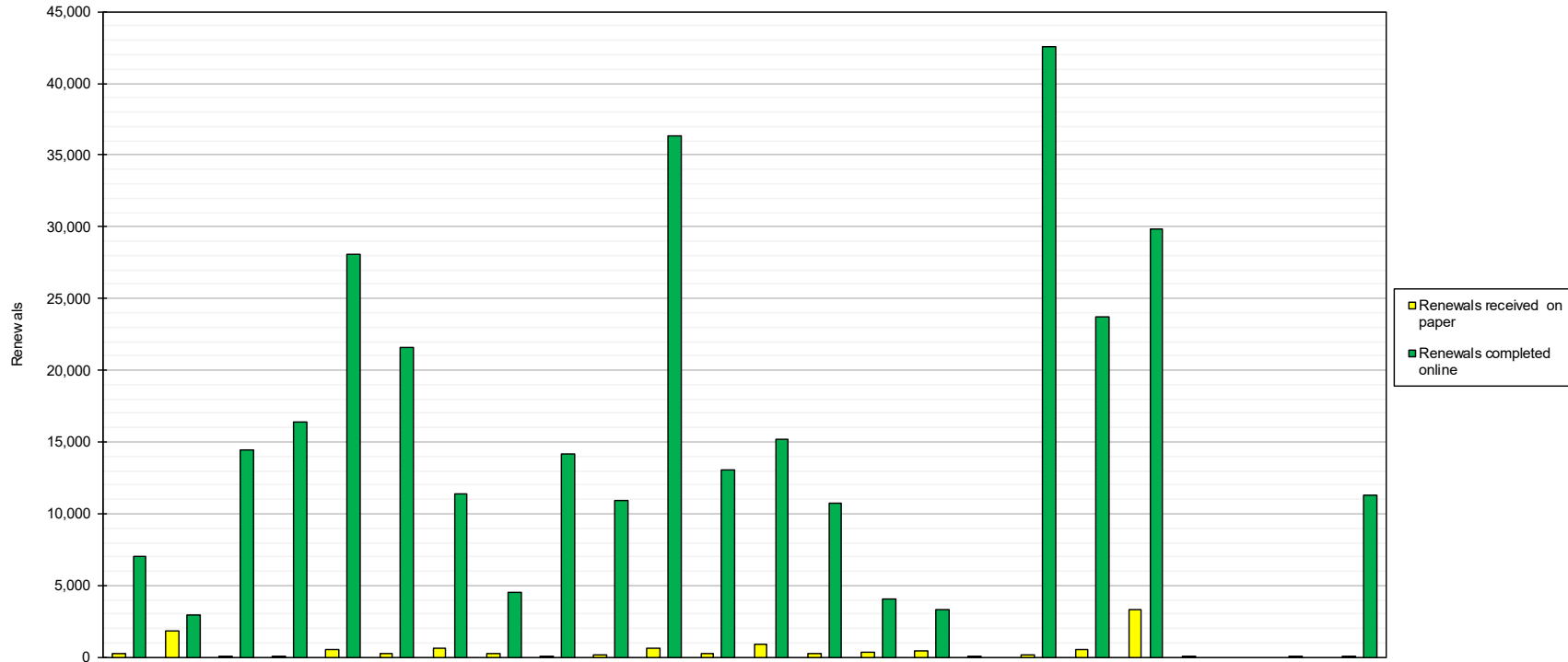


	2017			2018									2019						15/16	16/17	17/18	18/19						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>International</b>	246	360	415	282	269	248	237	241	219	267	174	386	267	412	322	379	377	283	196	197	246	274	198	305	2,871	3,905	3,344	3,456
<b>UK</b>	645	602	1,041	3,188	2,745	2,041	2,460	1,393	788	869	568	610	635	502	831	2,556	3,599	2,465	2,610	1,093	946	728	559	721	16,468	16,190	16,950	17,245
<b>Total</b>	891	962	1,456	3,470	3,014	2,289	2,697	1,634	1,007	1,136	742	996	902	914	1,153	2,935	3,976	2,748	2,806	1,290	1,192	1,002	757	1,026	19,340	20,095	20,294	20,701



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

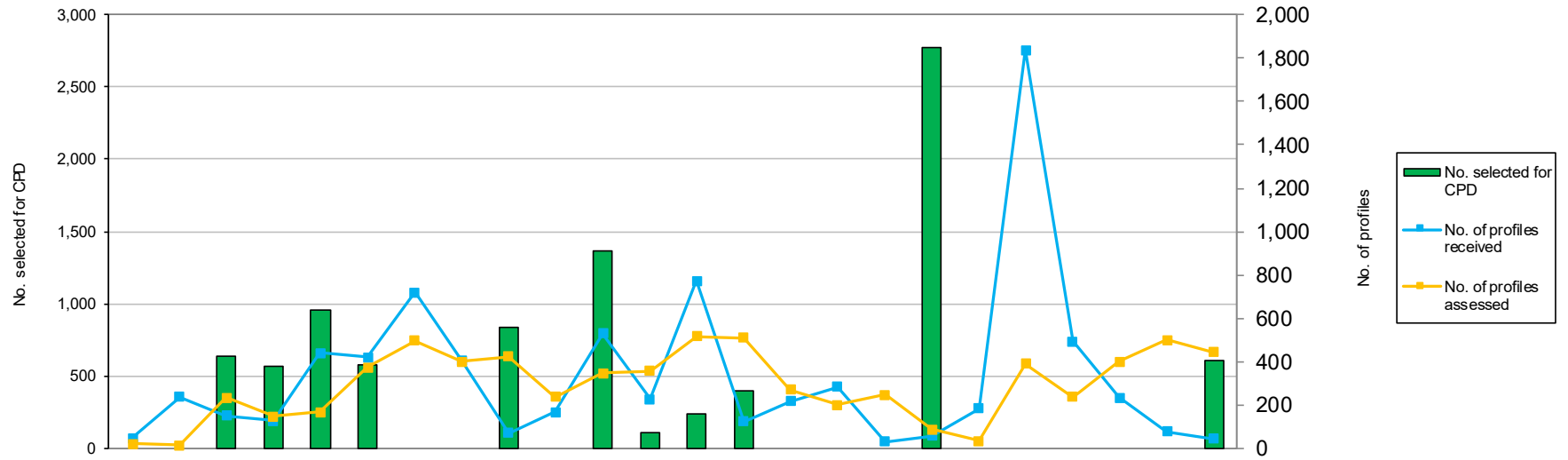
Registration Department



	2017			2018									2019									15/16	16/17	17/18	18/19				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	
Renewals received on paper	230	1,798	33	75	514	218	590	269	28	137	600	209	877	243	383	407	2	120	519	3,274	2	0	1	11	20,074	13,912	4,701	5,839	
Renewals completed online	7,058	2,919	14,478	16,391	28,076	21,618	11,365	4,538	14,159	10,902	36,344	13,039	15,163	10,784	4,048	3,285	0	42,594	23,696	29,807	0	0	0	11,263	189,764	135,427	180,887	140,640	
Registrants removed	0	0	678	0	627	894	1,335	1,114	1,119	0	0	1,281	2,440	2,448	0	0	870	0	0	0	0	6,761	0	0	0	4,770	7,733	7,048	12,519

Continuing Professional Development process April 2017 - March 2019

Registration Department

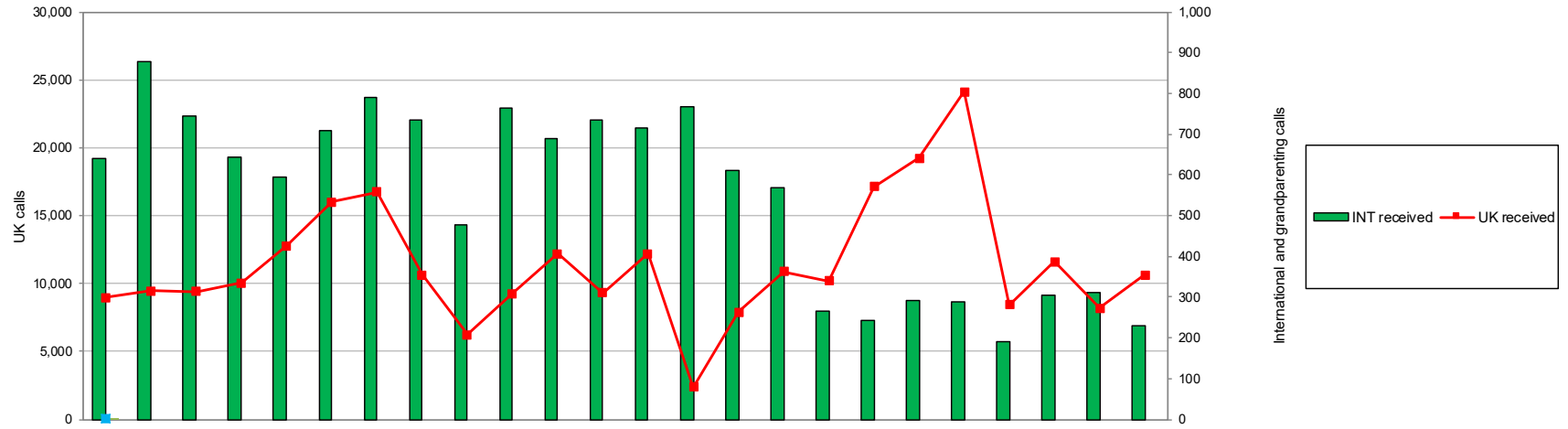


	2017			2018									2019											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>No. selected for CPD</b>	0	0	640	568	958	574	0	0	836	0	1,369	107	238	397	0	0	0	2,775	0	0	0	0	0	602
<b>No. of profiles received</b>	46	236	149	126	441	419	719	407	71	165	531	225	772	122	217	282	29	55	182	1,836	494	233	77	42
<b>No. of profiles assessed</b>	19	14	232	145	167	373	496	398	422	238	347	357	516	509	271	200	247	85	34	390	237	398	500	442

15/16 FYE	16/17 FYE	17/18 FYE	18/19 YTD
4,737	3,861	5,052	4,012
3,262	2,654	3,535	4,341
3,237	3,732	3,208	3,829

Registration Telephone Information April 2017 - March 2019

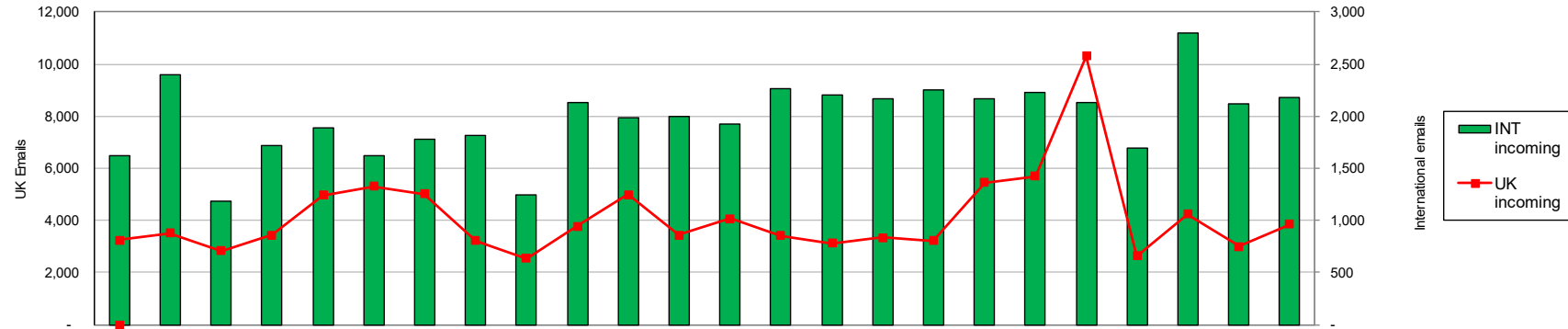
Registration Department



	2017												2018												2019												15/16	16/17	17/18	18/19																																
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD																																
<b>INT</b>																																																																								
<b>INT received</b>	641	877	745	644	593	709	791	733	477	765	688	734	716	768	612	567	265	242	292	288	190	305	312	229	716	768	612	567	265	242	292	288	190	305	312	229	8,411	9,227	8,397	4,786																																
<b>Answered</b>	626	798	735	630	572	681	762	721	476	762	663	719	705	761	605	560	262	241	290	288	187	289	276	225	705	761	605	560	262	241	290	288	187	289	276	225	8,180	9,075	8,145	4,689																																
<b>Calls answered (%)</b>	98	91	99	98	97	96	96	98	100	100	99	98	99	99	99	99	99	100	99	100	98	95	89	98	99	99	99	99	99	100	99	100	98	95	89	98	99	98	97	98																																
<b>Abandoned</b>	15	79	10	14	21	28	29	12	1	3	5	15	11	7	7	7	3	1	2	4	3	16	36	4	11	7	7	7	3	1	2	4	3	16	36	4	51	152	232	101																																
<b>Avg answer time (sec)</b>	56	59	45	53	76	87	49	61	25	30	41	57	54	35	47	42	51	30	37	31	33	44	28	31	54	35	47	42	51	30	37	31	33	44	28	31	29	48	53	39																																
<b>Avg talk time (min)</b>	3.56	4.20	4.17	4.18	4.40	4.31	4.31	4.31	4.53	4.19	4.46	4.53	4.25	4.42	5.01	5.11	3.43	4.07	4.19	4.39	4.17	4.06	3.58	5.05	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	4	4	4																																
<b>UK</b>																																																																								
<b>UK received</b>	8,978	9,475	9,398	10,054	12,801	15,985	16,742	10,622	6,230	9,256	12,194	9,300	12,169	2,382	7,877	10,891	10,191	17,141	19,232	24,135	8,432	11,589	8,197	10,633	12,169	2,382	7,877	10,891	10,191	17,141	19,232	24,135	8,432	11,589	8,197	10,633	130,437	150,358	131,035	142,869																																
<b>Answered</b>	8,429	8,507	9,071	9,639	10,869	12,874	12,661	9,783	6,084	8,885	10,946	7,905	10,186	2,311	7,638	9,908	9,586	15,452	16,750	20,413	7,587	8,977	7,152	9,189	10,186	2,311	7,638	9,908	9,586	15,452	16,750	20,413	7,587	8,977	7,152	9,189	127,363	133,732	115,653	125,149																																
<b>Calls answered (%)</b>	94	90	97	96	85	81	77	93	98	96	90	86	85	97	97	91	94	90	87	85	90	78	87	87	85	97	97	91	94	90	87	85	90	78	87	87	97	97	90	89																																
<b>Abandoned</b>	549	968	327	415	1,932	3,111	4,081	839	146	371	1,248	1,395	1,984	71	239	983	605	1,689	2,482	3,722	845	2,612	1,045	1,444	1,984	71	239	983	605	1,689	2,482	3,722	845	2,612	1,045	1,444	3,521	16,641	15,382	17,721																																
<b>Avg answer time (sec)</b>	126	126	113	135	279	402	495	154	55	77	116	259	303	101	68	200	173	202	299	381	209	306	68	93	303	101	68	200	173	202	299	381	209	306	68	93	69	197	195	200																																
<b>Avg talk time (min)</b>	3.33	3.44	3.27	3.24	3.46	3.48	3.54	3.56	3.35	3.42	3.45	4.05	3.57	4.36	4.10	4.01	3.50	3.50	4.16	4.37	4.31	4.29	4.13	4.24	3.57	4.36	4.10	4.01	3.50	3.50	4.16	4.37	4.31	4.29	4.13	4.24	3	3	3	4																																

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

Registration Department

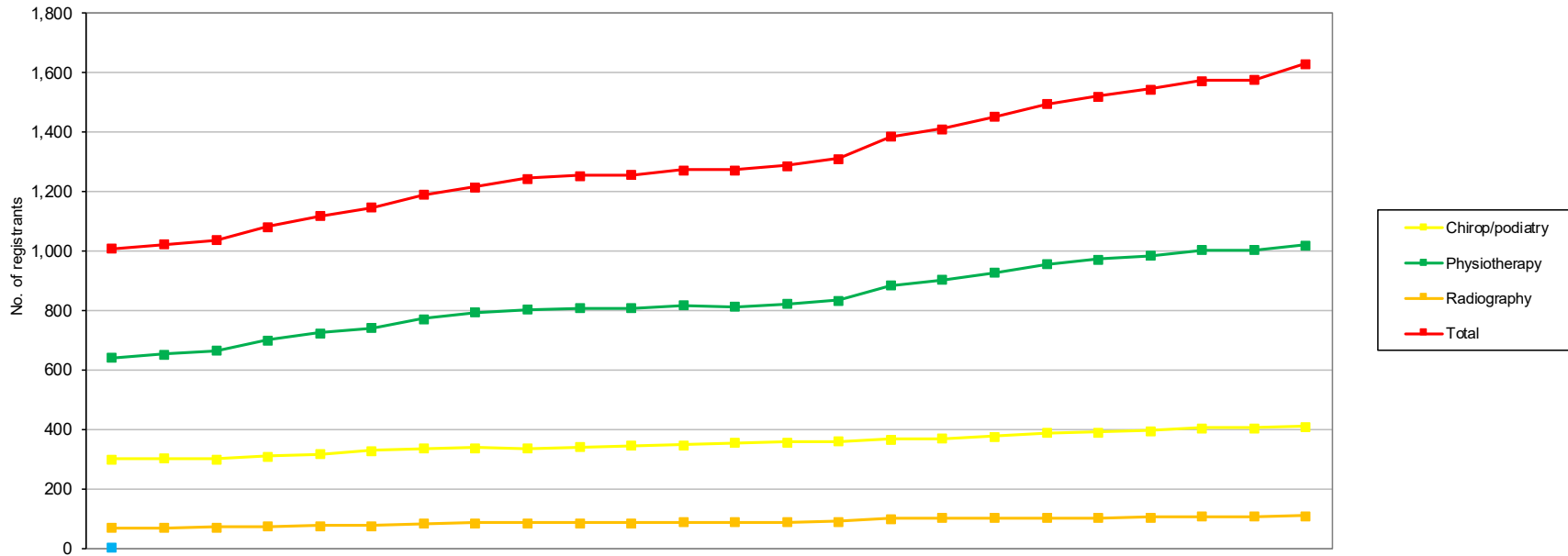


	2017			2018									2019											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>UK incoming</b>	3,249	3,506	2,830	3,452	4,980	5,303	5,016	3,213	2,541	3,776	4,984	3,452	4,071	3,419	3,118	3,343	3,211	5,456	5,697	10,314	2,630	4,237	3,006	3,849
<b>INT incoming</b>	1,622	2,394	1,179	1,719	1,887	1,616	1,773	1,814	1,243	2,134	1,983	2,000	1,930	2,261	2,199	2,171	2,255	2,165	2,222	2,136	1,700	2,803	2,122	2,182
<b>Avg working days UK</b>	1	1	1	1	3	4	3	2	1	3	2	3	1	2	1	3	3	2	2	2	2	3	1	2
<b>Avg working days INT</b>	2	1	1	2	2	4	2	2	2	3	3	2	2	3	2	4	3	2	1	4	4	4	3	4
<b>Total incoming</b>	4,871	5,900	4,009	5,171	6,867	6,919	6,789	5,027	3,784	5,910	6,967	5,452	6,001	5,680	5,317	5,514	5,466	7,621	7,919	12,450	4,330	7,040	5,128	6,031

15/16	16/17	17/18	18/19
FYE	FYE	FYE	YTD
40,157	41,768	46,302	52,351
9,886	18,490	21,364	26,146
1	1	2	2
	2	2	3
50,043	60,258	67,666	78,497

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

Registration Department



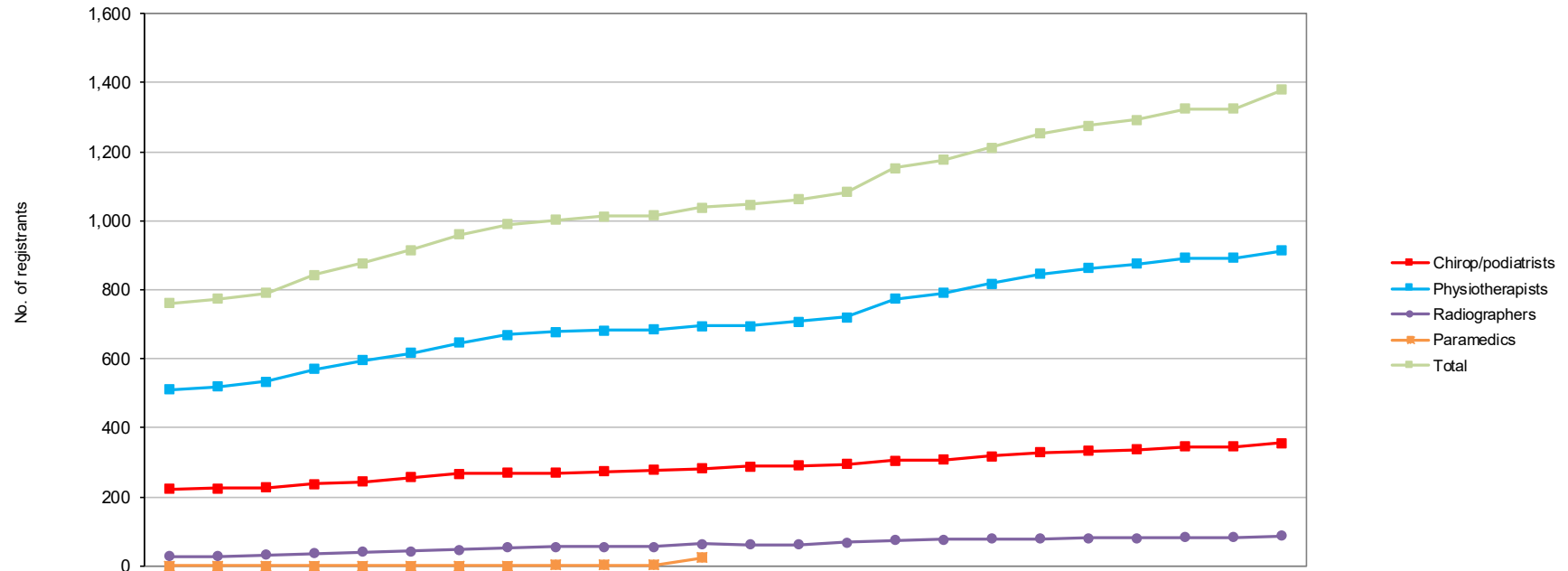
	2017			2018										2019										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Chiropr/podiatry</b>	299	302	301	310	317	328	335	337	336	340	344	347	355	356	360	366	368	377	388	391	396	404	404	410
<b>Physiotherapy</b>	640	652	664	700	724	742	772	794	804	808	808	817	812	823	835	884	902	928	956	972	985	1,003	1,003	1,021
<b>Radiography</b>	68	68	72	73	76	76	82	85	86	86	86	88	87	87	91	99	101	102	102	103	105	106	107	109
<b>Dietitian</b>									19	19	19	20	20	20	24	37	39	45	49	55	58	61	62	67
<b>Paramedic</b>																								23
<b>Total</b>	1,007	1,022	1,037	1,083	1,117	1,146	1,189	1,216	1,245	1,253	1,257	1,272	1,274	1,286	1,310	1,386	1,410	1,452	1,495	1,521	1,544	1,574	1,576	1,630

15/16	16/17	17/18	18/19
FYE	FYE	FYE	YTD
259	299	347	410
469	630	817	1,021
57	68	88	109
		20	67
			23
785	997	1,272	1,630



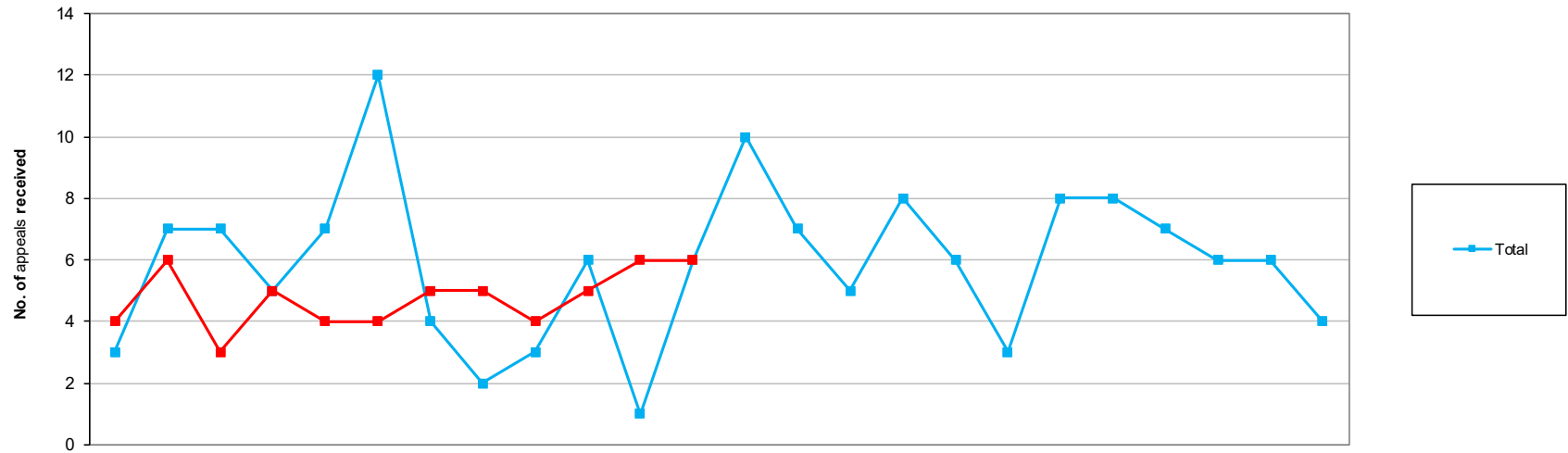
Number of registrants with independent prescribing rights April 2017 - March 2019

Registration Department



	2017			2018									2019									15/16	16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
<b>Chiropr/podiatrists</b>	223	225	226	237	244	256	266	268	270	274	277	281	289	291	295	304	308	317	328	332	336	346	346	356	160	223	281	356
<b>Physiotherapists</b>	510	520	533	571	595	617	647	669	678	683	684	695	696	708	721	773	791	817	846	862	875	893	893	914	319	497	695	914
<b>Radiographers</b>	28	28	32	36	39	43	47	53	54	55	55	63	62	62	68	75	77	78	78	81	81	83	83	86		26	63	86
<b>Paramedics</b>													0	0	0	0	0	0	0	0	1	2	2	24		0	0	24
<b>Total</b>	761	773	791	844	878	916	960	990	1,002	1,012	1,016	1,039	1,047	1,061	1,084	1,152	1,176	1,212	1,252	1,275	1,293	1,324	1,324	1,380	479	720	1,039	1,380

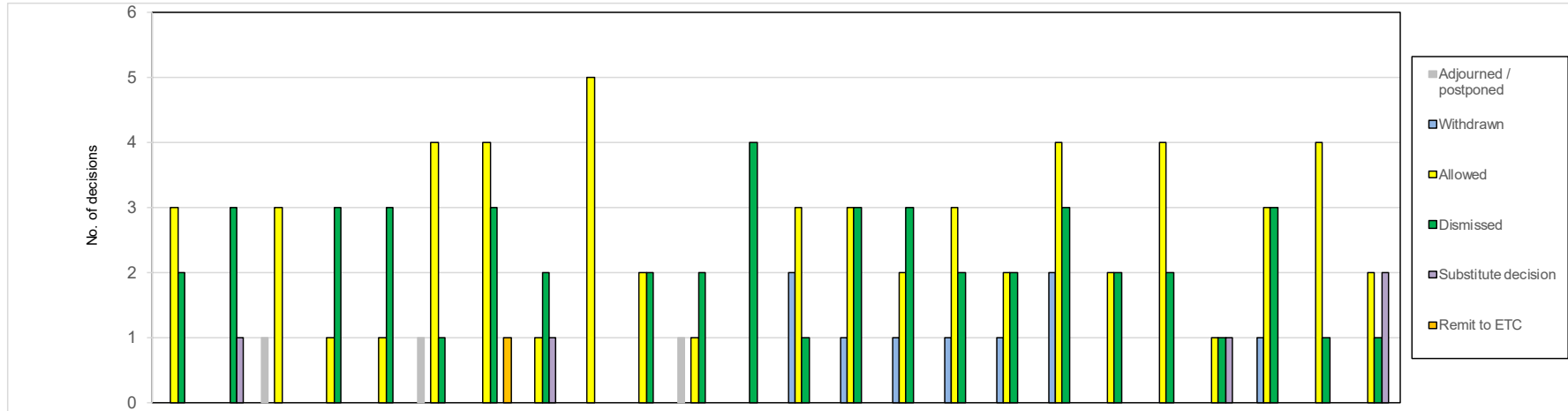
Registration Appeals Received April 2017 - March 2019



	2017			2018									2019									16/17	17/18	18/19			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
EMR (1)	2	1	1	3	2	3	1	1	1	4	1	2	2	1	1	2	0	2	3	0	0	0	1	28	22	13	
Non-EMR (2)	1	5	4	1	3	1	0	0	1	1	0	2	4	4	2	4	2	3	5	3	6	5	5	0	15	19	43
Visitors (3)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	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
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
CPD (6)	0	1	2	1	2	4	1	0	1	0	0	1	2	0	0	3	1	0	0	2	0	0	0	3	0	13	11
Health and Character declarations (7)	0	0	0	0	0	4	2	1	0	0	0	1	2	2	2	0	1	0	1	0	1	1	1	0	9	8	11
<b>Total</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>10</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>56</b>	<b>63</b>	<b>78</b>

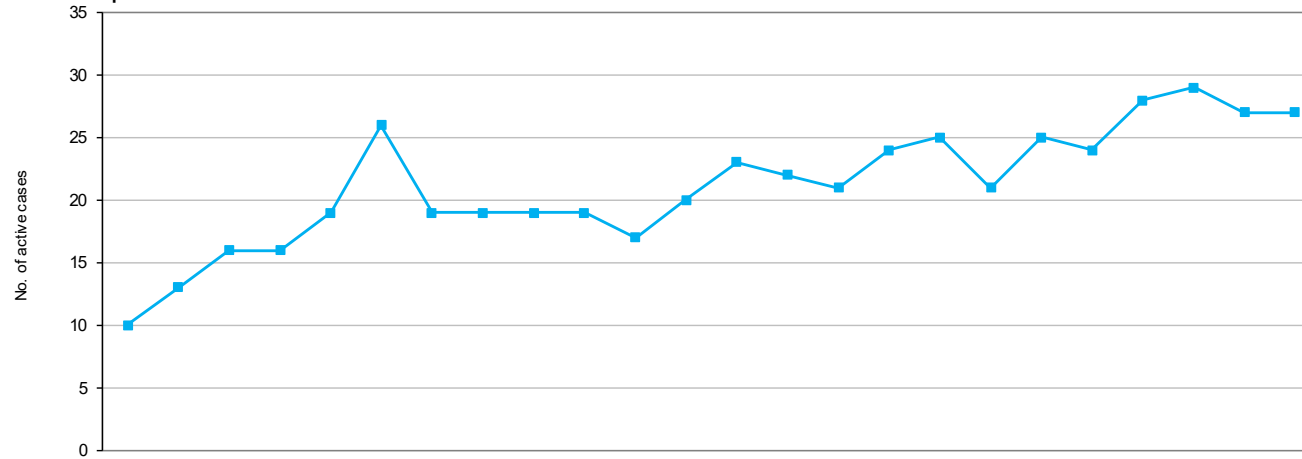
Registration Appeal Decisions April 2017 - March 2019

Registration Department



	2017			2018									2019						16/17	17/18	18/19						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Adjournd / postponed	0	0	1	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	3	2
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1	1	1	2	0	0	0	1	0	0	16	0	9
Allowed	3	0	3	1	1	4	4	1	5	2	1	0	3	3	2	3	2	4	2	4	1	3	4	2	9	25	33
Dismissed	2	3	0	3	3	1	3	2	0	2	2	4	1	3	3	2	2	3	2	2	1	3	1	1	32	25	24
Substitute decision	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	2	2	3	
Remit to ETC	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	1	0
Hearings held	5	4	4	4	4	6	8	4	5	4	4	4	5	6	5	5	4	7	4	6	4	6	5	5	48	56	62

Registration Appeals Status April 2017 - March 2019



	2017												2018												2019												16/17	17/18	18/19
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Hearings scheduled	4	4	4	4	6	9	4	5	4	4	4	5	6	5	5	5	7	5	4	6	4	5	5	7	4	5	5	7	5	4	6	4	5	5	7	4	5	7	
Awaiting scheduling	5	9	11	9	12	12	15	12	14	13	12	14	14	16	15	18	15	16	24	17	24	20	21	18	7	14	15	18	15	16	24	17	24	20	21	18	7	14	18
Awaiting further information	1	0	1	3	1	5	0	2	1	2	1	1	3	1	1	1	3	0	1	1	0	4	1	2	1	1	1	1	3	0	1	1	0	4	1	2	1	1	2
Current active cases	10	13	16	16	19	26	19	19	19	19	17	20	23	22	21	24	25	21	25	24	28	29	27	27	12	20	27	12	20	27									