

Education and Training Committee, 7 June 2018

Registration Department performance report October 2017 to March 2018

Executive summary and recommendations

### **Introduction**

This paper encloses the Registration Department's first biannual performance report to the Education and Training Committee (ETC), taking account of previous discussion and feedback.

The Committee is invited to discuss, further refine and agree the suggested approach. Any further revisions would be incorporated in reporting to the November 2018 ETC meeting, when the next biannual report will be presented.

### **Decision**

This paper is for discussion and approval. In particular the Committee is invited to agree the proposed structure and content of the performance report.

### **Background information**

See paper

### **Resource implications**

Registration Department biannual reporting to ETC included within the 2018 – 2019 work plan.

### **Financial implications**

Registration Department biannual reporting to ETC included within the 2018 – 2019 work plan.

### **Date of paper**

21 May 2018

## Registration Department performance report October 2017 to March 2018

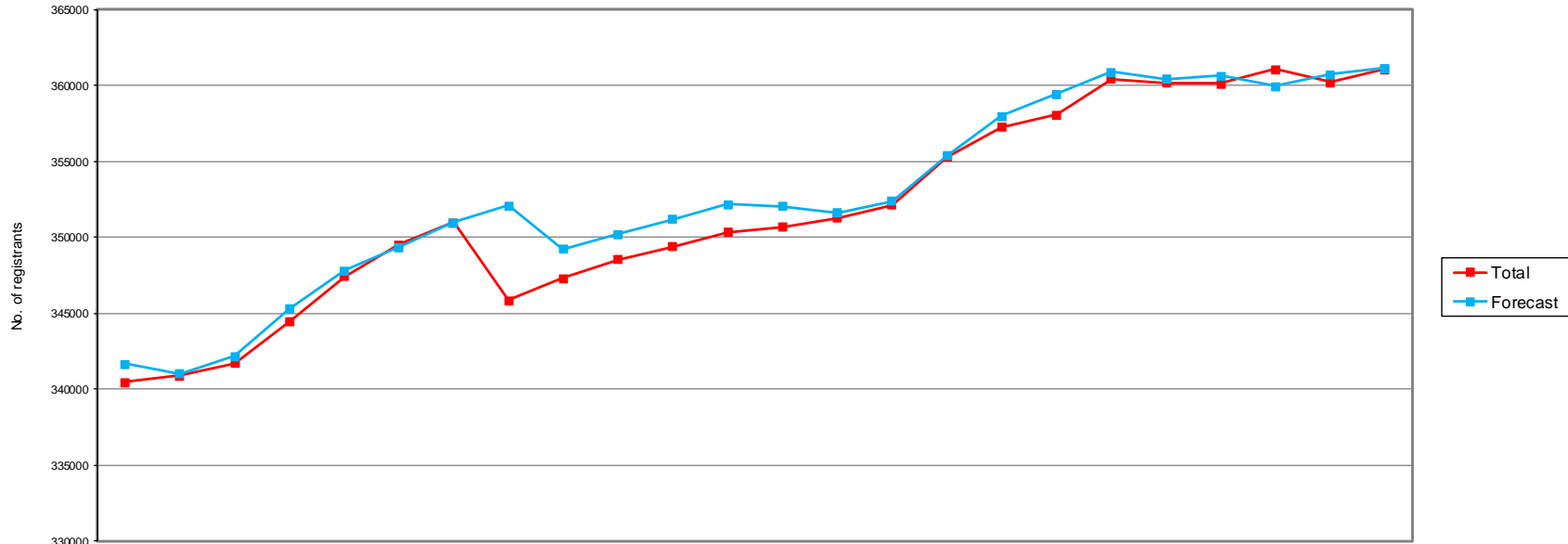
### 1. Key areas to highlight to the Education and Training Committee

- This section provides an update about the work of the Registration Department for October 2017 to March 2018. All of the department's 10 service standards were consistently achieved for the period with the exception of answering UK telephone calls and responding to emails.
- 1,883 paper renewal forms were received which is 3,980 (or 68.5%) fewer than the same period in 2016 which is a direct result of the decision to send paper renewal forms only upon request. 98% of registrants renewed online.
- A total of 64,344 UK telephone calls were received which is 1,937 fewer compared to the same period in 2016. 90% of UK calls were answered. The shortage of fully trained Registration Advisors attributed to this service standard not being met as well as actively prioritising available resource to fulfil the department's regulatory functions of registering new applicants, renewing existing registrants and managing continuing professional development audits.
- A total of 22,982 UK emails were received which is 2,932 (or 14.6%) more than the same period in 2016. The service standard was not consistently met and was impacted in the same manner as answering UK telephone calls. There is no single reason for the increase in UK email volumes for the period, however, there has been a 2.9% drop in UK telephone calls that may account for the higher number of emails.
- 63 visiting European health professional declarations were received during the period which is 94 (or 59.9%) fewer compared to the same period last year. At the close of the period there were 88 registered visiting European health professionals, which is 109 (or 55.3%) fewer than the same period last year. These numbers have decreased steadily since the referendum decision to leave the European Union.
- All UK applications were processed within 5 days, international applications within 48 days and European Mutual Recognition (EMR) applications within 52 days.
- Recruitment campaigns were held frequently to ensure vacancies were filled as quickly as possible. During the period from October 2017 to March 2018, 11 candidates were offered Registration Advisor contracts following which a 6-month multi-skilling training programme was delivered. The department also filled vacancies for Acting Quality Assurance Manager and Team Leader roles. At the time of writing this report, 21 May 2018, recruitment is ongoing for a further 5 vacant Registration Advisor positions with an assessment day being planned for 31 May 2018.
- As from the July 2018 Council meeting the Registration Department will begin to report performance against key performance indicators (KPIs) and all subsequent reports to the Education and Training Committee will include this information.

## 2. Registration performance data

Number of Registrants by Profession April 2016 - March 2018

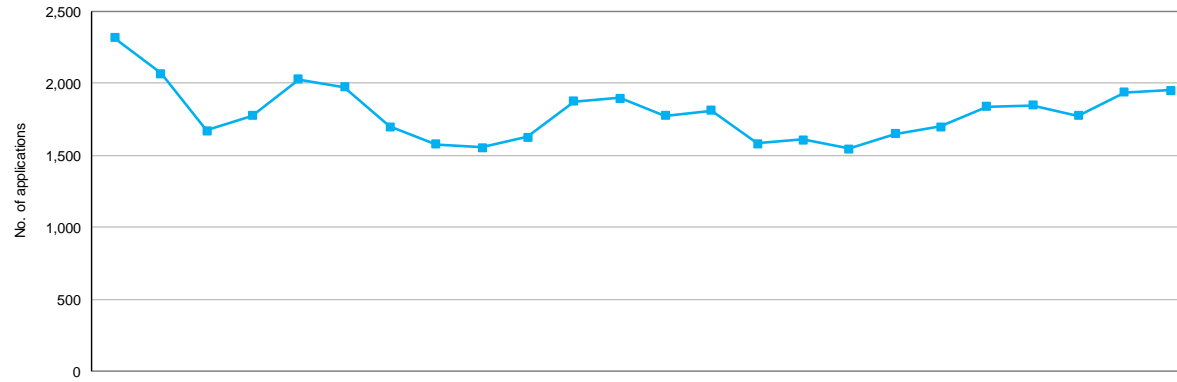
Registration Department



	2016			2017												2018												15/16 FYE	16/17 FYE	17/18 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar						
Arts therapists	3,887	3,886	3,705	3,741	3,816	3,875	3,922	3,952	3,970	3,997	4,019	4,026	4,040	4,043	4,057	4,099	4,170	4,209	4,262	4,273	4,288	4,311	4,317	4,322	3,897	4,026	4,322			
Bio. scientists	22,191	22,228	22,305	22,386	22,534	22,626	22,655	22,631	22,708	22,794	22,849	22,902	22,906	22,879	22,974	23,100	23,172	23,119	23,163	23,142	22,121	22,262	22,335	22,395	22,154	22,902	22,395			
Chirops/ pods	13,123	13,098	13,106	13,111	12,842	12,900	12,930	12,936	12,945	12,921	12,930	12,931	12,920	12,914	12,949	13,075	13,128	13,163	13,185	13,186	13,164	13,120	13,122	13,115	13,121	12,931	13,115			
Cl. Scientists	5,402	5,418	5,432	5,442	5,449	5,452	5,463	5,484	5,559	5,616	5,636	5,663	5,688	5,713	5,740	5,741	5,738	5,514	5,559	5,675	5,732	5,772	5,799	5,818	5,376	5,663	5,818			
Dietitians	9,004	9,000	8,926	8,828	8,942	8,994	9,013	9,035	9,042	9,069	9,084	9,107	9,120	9,131	9,173	9,355	9,464	9,505	9,541	9,556	9,547	9,564	9,566	9,585	8,986	9,107	9,585			
Hearing aid disps	2,457	2,458	2,457	2,451	2,412	2,459	2,493	2,518	2,537	2,561	2,580	2,593	2,607	2,627	2,648	2,682	2,726	2,761	2,803	2,836	2,857	2,871	2,889	2,908	2,442	2,593	2,908			
OTs	36,338	36,388	36,460	36,844	37,303	37,415	37,606	37,749	37,814	37,898	37,986	38,080	38,047	38,131	38,240	38,579	38,889	38,919	38,969	37,799	37,922	38,027	38,110	38,183	36,272	38,080	38,183			
ODPs	12,836	12,812	12,833	12,856	12,986	13,184	13,232	12,925	12,978	13,018	13,037	13,052	13,082	13,086	13,122	13,175	13,289	13,484	13,602	13,595	13,630	13,645	13,640	13,639	12,811	13,052	13,639			
Orthoptists	1,383	1,383	1,386	1,406	1,433	1,440	1,447	1,448	1,450	1,452	1,451	1,451	1,448	1,447	1,439	1,450	1,407	1,424	1,432	1,441	1,441	1,440	1,440	1,440	1,385	1,451	1,440			
Paramedics	22,492	22,553	22,626	22,778	22,941	23,300	23,441	23,519	23,600	23,763	23,877	23,992	24,084	24,230	24,285	24,459	24,031	24,455	24,722	24,976	25,113	25,217	25,269	25,465	22,380	23,992	25,465			
Physiotherapists	49,793	50,181	50,493	51,199	51,835	52,112	52,299	52,426	52,515	52,631	52,767	52,915	52,906	53,057	53,359	54,030	54,532	54,744	54,852	54,980	55,050	55,140	55,177	55,132	51,662	52,915	55,132			
Pract psychs	21,527	21,551	21,613	21,670	21,750	21,939	22,239	22,400	22,471	22,554	22,593	22,604	22,544	22,521	21,993	22,085	22,172	22,311	22,695	22,853	22,960	23,017	23,065	23,104	21,470	22,604	23,104			
Prosth/orthotists	1,006	1,007	1,013	1,037	1,051	1,054	1,056	1,060	1,062	1,061	1,064	1,063	1,062	1,062	1,072	1,091	1,094	1,037	1,045	1,049	1,050	1,052	1,053	1,051	1,005	1,063	1,051			
Radiographers	30,317	30,418	30,623	31,292	31,599	31,800	31,843	31,900	31,936	31,966	31,945	32,072	32,112	32,183	32,469	33,092	33,278	33,451	33,570	33,638	33,618	33,586	32,167	32,475	30,244	32,072	32,475			
Social workers	93,491	93,259	93,444	93,962	94,934	95,328	95,575	90,069	90,901	91,369	91,673	91,944	92,181	92,275	92,613	93,183	93,950	94,510	95,380	95,388	95,824	96,175	96,367	96,497	93,341	91,944	96,497			
SLTs	15,231	15,262	15,296	15,424	15,594	15,662	15,766	15,810	15,831	15,886	15,910	15,935	15,941	15,967	16,009	16,120	16,200	16,475	16,671	16,785	16,818	16,870	16,898	16,932	15,199	15,935	16,932			
<b>Total</b>	<b>340,478</b>	<b>340,902</b>	<b>341,718</b>	<b>344,427</b>	<b>347,421</b>	<b>349,540</b>	<b>350,980</b>	<b>345,862</b>	<b>347,319</b>	<b>348,556</b>	<b>349,401</b>	<b>350,330</b>	<b>350,688</b>	<b>351,266</b>	<b>352,142</b>	<b>355,316</b>	<b>357,240</b>	<b>358,081</b>	<b>360,441</b>	<b>360,172</b>	<b>360,135</b>	<b>361,070</b>	<b>360,214</b>	<b>361,061</b>	<b>341,745</b>	<b>350,330</b>	<b>361,061</b>			
<b>Forecast</b>	<b>341,668</b>	<b>341,028</b>	<b>342,180</b>	<b>345,306</b>	<b>347,830</b>	<b>349,364</b>	<b>350,988</b>	<b>352,097</b>	<b>349,234</b>	<b>350,232</b>	<b>351,180</b>	<b>352,166</b>	<b>352,060</b>	<b>351,638</b>	<b>352,411</b>	<b>355,372</b>	<b>357,966</b>	<b>359,434</b>	<b>360,907</b>	<b>360,402</b>	<b>360,618</b>	<b>359,969</b>	<b>360,725</b>	<b>361,158</b>	<b>340,814</b>	<b>352,166</b>	<b>361,158</b>			

International applications workflow process at end of each month April 2016 - March 2018

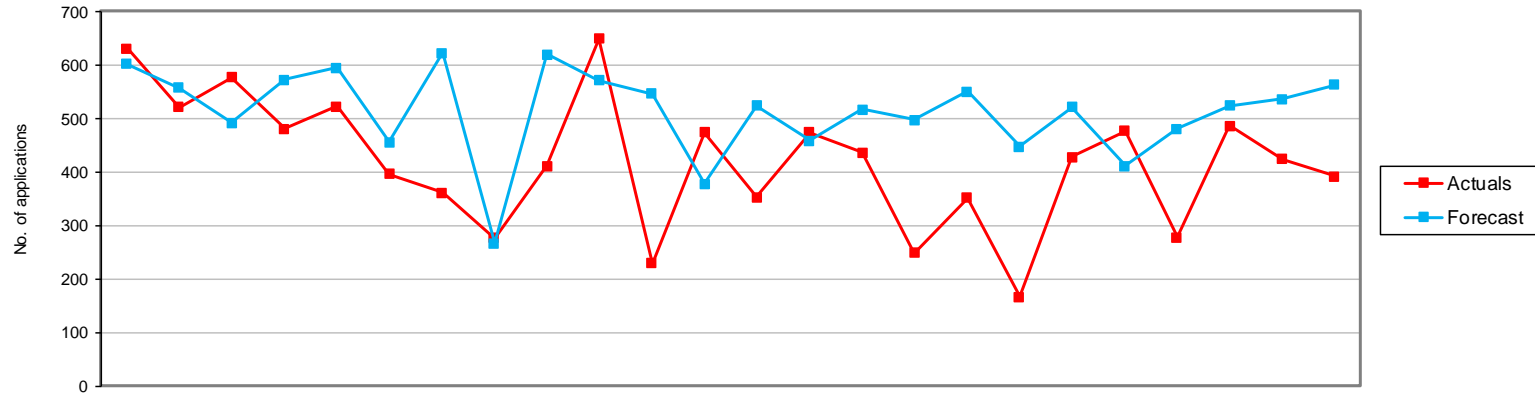
Registration Department



Current status	2016			2017									2018									15/16	16/17	17/18			
	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
Minimum info	551	555	253	237	161	169	194	198	185	312	237	289	339	302	235	208	212	201	238	232	219	259	269	274	386	289	274
At scrutiny	1,419	1,164	1,119	1,258	1,550	1,385	1,109	1,043	1,075	1,000	1,271	1,252	1,062	1,098	993	1,044	937	1,094	1,083	1,244	1,274	1,142	1,253	1,276	1,126	1,252	1,276
Pending reg fee	343	347	301	280	315	417	393	336	292	313	366	354	374	409	352	358	397	353	378	362	353	375	415	402	252	354	402
<b>Total</b>	<b>2,313</b>	<b>2,066</b>	<b>1,673</b>	<b>1,775</b>	<b>2,026</b>	<b>1,971</b>	<b>1,696</b>	<b>1,577</b>	<b>1,552</b>	<b>1,625</b>	<b>1,874</b>	<b>1,895</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>1,764</b>	<b>1,895</b>	<b>1,952</b>

New International Applications Received April 2016 - March 2018

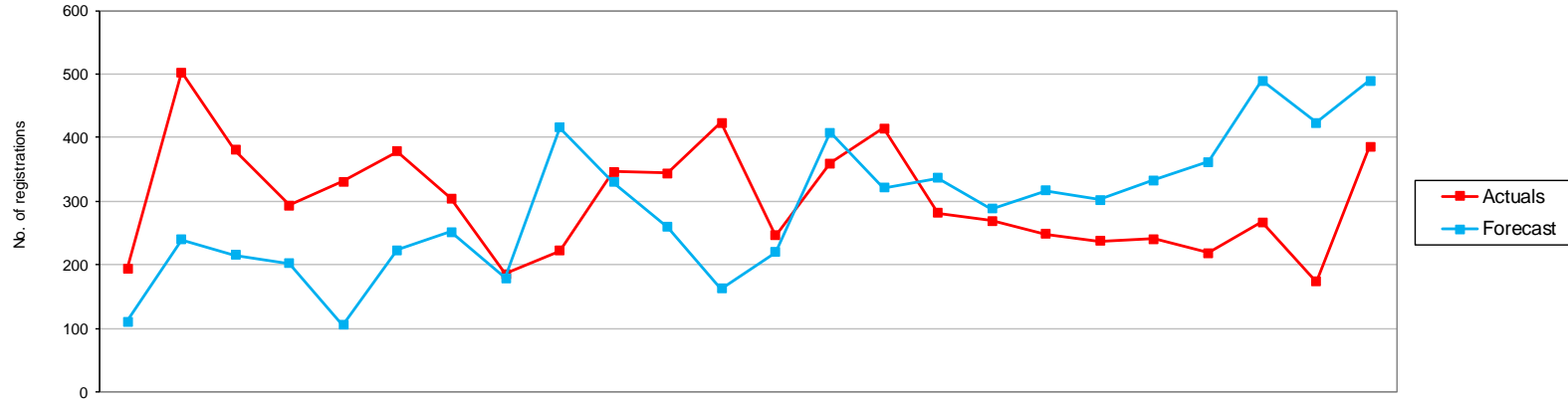
Registration Department



	2016			2017									2018									15/16 FYE	16/17 FYE	17/18 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar
Arts therapists	0	1	3	7	5	2	5	0	2	9	0	0	1	1	4	1	2	2	3	1	0	3	5	5	21	34	28
Bio. scientists	34	37	33	32	33	26	19	11	26	30	11	38	18	22	26	13	18	17	29	35	11	28	23	15	417	330	255
Chirops/pods	9	5	3	2	4	5	7	3	4	4	0	3	4	8	5	3	4	2	4	2	0	2	0	6	74	49	40
CI Scientists	9	13	11	11	7	3	11	5	4	7	5	10	7	4	9	9	4	4	9	10	3	13	9	2	99	96	83
Dietitians	44	26	25	21	19	18	12	8	14	17	5	27	20	32	24	8	21	3	19	17	10	25	26	25	288	236	230
Hearing aid disps	3	2	2	1	8	1	3	0	5	5	2	3	3	2	4	1	1	2	43	2	3	4	2	2	41	35	69
OTs	36	32	31	26	45	27	35	23	38	61	13	33	19	26	36	10	24	12	4	35	14	34	27	24	491	400	265
ODPs	2	2	4	0	0	0	2	3	0	2	2	2	1	3	2	2	0	1	0	3	1	0	3	1	11	19	17
Orthoptists	4	0	0	0	2	0	1	1	0	0	0	0	0	0	3	0	0	0	0	1	0	0	0	0	4	8	4
Paramedics	31	44	51	29	36	34	28	35	61	71	30	57	16	28	32	3	20	8	19	31	46	91	57	52	559	507	403
Physiotherapists	207	150	177	117	140	113	99	69	92	187	64	128	108	132	106	78	117	52	112	96	76	108	97	98	1,581	1,543	1,180
Pract psychs	58	31	40	39	40	33	24	21	23	29	15	26	19	37	30	28	18	9	28	37	15	34	31	17	398	379	303
Prosth/orthotists	2	0	0	1	1	0	2	1	2	1	1	3	2	4	2	1	1	2	0	1	2	1	0	1	16	14	17
Radiographers	92	69	93	75	88	72	61	45	69	118	41	80	73	87	83	39	72	27	81	126	58	89	99	79	955	903	913
Social workers	79	87	88	100	76	53	37	38	57	80	33	48	49	70	58	43	44	20	61	62	30	42	38	48	747	776	565
SLTs	20	22	16	19	18	9	15	13	14	28	7	16	12	17	12	10	5	5	15	18	9	12	7	16	289	197	138
<b>Total</b>	<b>630</b>	<b>521</b>	<b>577</b>	<b>480</b>	<b>522</b>	<b>396</b>	<b>361</b>	<b>276</b>	<b>411</b>	<b>649</b>	<b>229</b>	<b>474</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>5,991</b>	<b>5,526</b>	<b>4,510</b>
<b>Forecast</b>	<b>602</b>	<b>557</b>	<b>491</b>	<b>572</b>	<b>594</b>	<b>455</b>	<b>623</b>	<b>267</b>	<b>620</b>	<b>571</b>	<b>546</b>	<b>378</b>	<b>523</b>	<b>458</b>	<b>516</b>	<b>497</b>	<b>550</b>	<b>447</b>	<b>521</b>	<b>411</b>	<b>481</b>	<b>523</b>	<b>536</b>	<b>562</b>	<b>5,625</b>	<b>6,276</b>	<b>6,025</b>

International Registrations April 2016 - March 2018

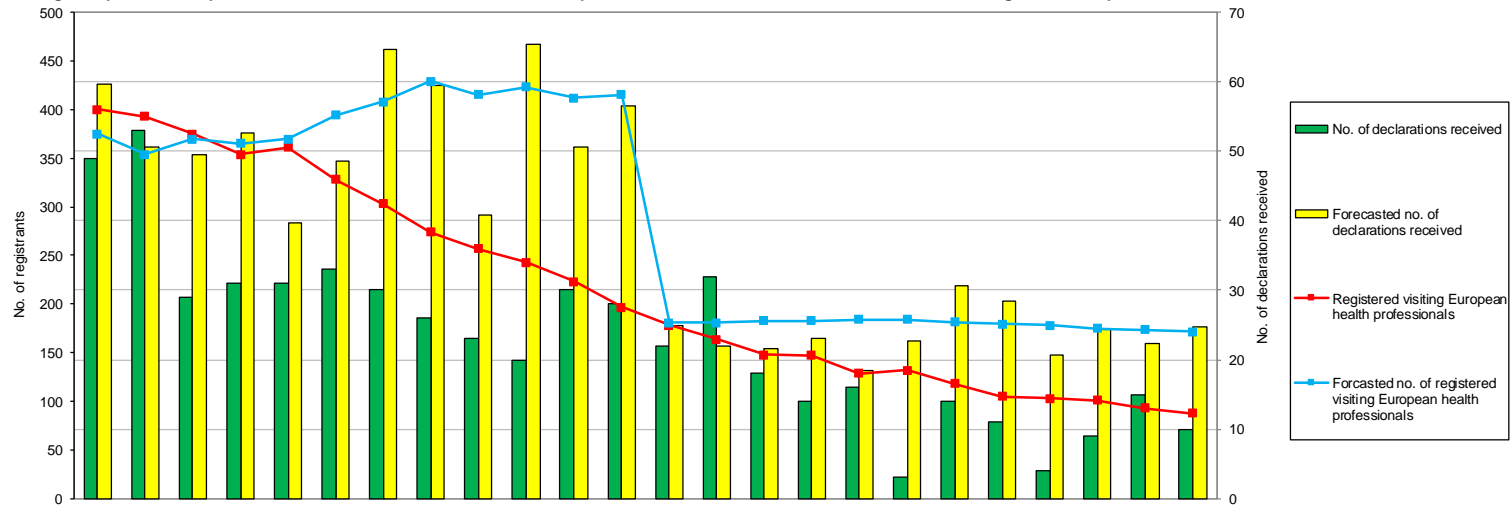
Registration Department



	2016			2017									2018									15/16	16/17	17/18			
	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
Arts therapists	0	0	4	1	0	0	2	0	0	0	3	2	3	1	3	1	0	0	0	1	0	4	2	1	7	12	16
Bio. scientists	22	33	22	11	23	22	17	11	28	21	18	19	15	22	25	19	10	15	7	3	38	26	12	17	213	247	209
Chirops/pods	5	4	1	0	9	2	2	0	2	6	6	4	2	3	4	2	7	2	2	3	5	1	1	0	37	41	32
CI scientists	0	5	3	5	2	4	3	2	3	7	3	3	3	6	7	2	2	0	8	3	2	8	4	6	34	40	51
Dietitians	6	10	6	41	16	19	6	11	4	21	12	17	12	13	8	29	23	11	17	8	7	12	5	12	107	169	157
Hearing aid disps	2	0	0	1	6	3	1	2	2	1	0	4	2	5	3	2	1	1	1	0	0	2	3	3	21	22	23
OTs	25	32	32	27	33	27	20	33	6	32	31	45	23	32	17	20	16	8	3	50	22	28	19	25	255	343	263
ODPs	1	1	0	0	0	0	0	1	0	2	0	1	0	2	1	0	2	1	0	0	2	1	0	0	12	6	9
Orthoptists	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	1	0	0	0	2	2	3
Paramedics	22	28	21	24	14	31	17	12	20	57	48	32	29	30	23	19	9	42	13	18	5	10	18	76	424	326	292
Physiotherapists	10	208	133	102	103	125	106	55	37	75	85	110	42	128	136	78	92	78	70	60	35	86	45	38	695	1,149	888
Pract psychs	17	9	26	11	18	15	19	9	10	18	15	15	3	6	49	9	13	13	14	23	10	9	14	4	130	182	167
Prosth/orthotists	1	0	1	0	3	0	3	0	2	0	2	3	1	1	4	4	2	0	2	0	0	1	0	0	8	15	15
Radiographers	45	105	67	33	59	62	57	30	21	54	53	105	54	59	77	52	57	39	56	43	36	42	8	159	425	691	682
Social workers	28	52	50	29	35	51	36	8	83	38	53	51	46	32	45	36	31	33	28	19	52	28	35	37	334	514	422
SLTs	9	16	14	8	10	17	16	12	4	13	15	12	11	20	13	9	4	4	16	9	4	9	8	8	167	146	115
<b>Total</b>	<b>193</b>	<b>503</b>	<b>380</b>	<b>294</b>	<b>331</b>	<b>378</b>	<b>305</b>	<b>186</b>	<b>222</b>	<b>346</b>	<b>344</b>	<b>423</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>2,871</b>	<b>3,905</b>	<b>3,344</b>
<b>Forecast</b>	<b>111</b>	<b>240</b>	<b>216</b>	<b>202</b>	<b>106</b>	<b>224</b>	<b>252</b>	<b>179</b>	<b>416</b>	<b>330</b>	<b>259</b>	<b>163</b>	<b>220</b>	<b>408</b>	<b>321</b>	<b>336</b>	<b>288</b>	<b>317</b>	<b>302</b>	<b>333</b>	<b>362</b>	<b>490</b>	<b>423</b>	<b>489</b>	<b>3,150</b>	<b>2,698</b>	<b>4,289</b>

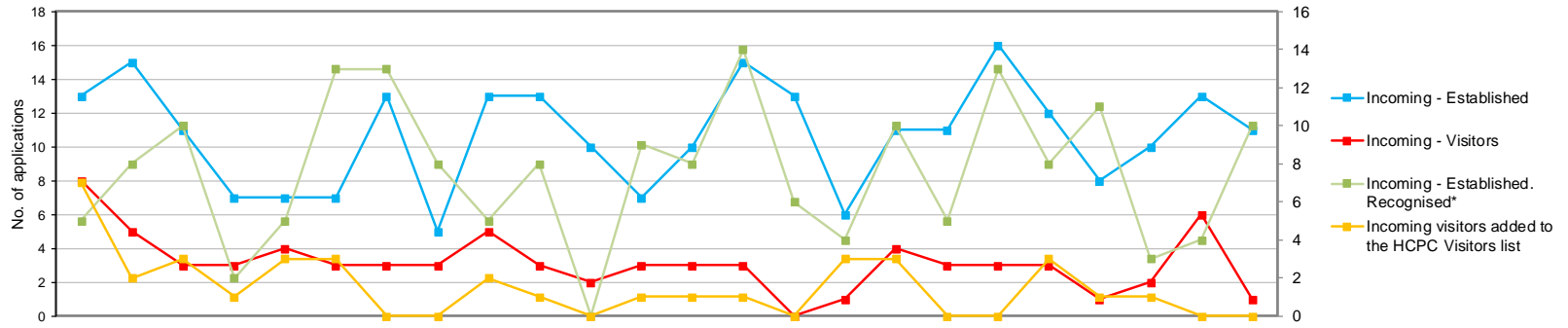
Register of visiting European health professionals under EU Directive 2005/36/EC April 2016 - March 2018

Registration Department



	2016			2017												2018												15/16	16/17	17/18
	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			
No. of declarations received	49	53	29	31	31	33	30	26	23	20	30	28	22	32	18	14	16	3	14	11	4	9	15	10	702	383	168			
Registered visiting European health professionals	400	393	375	354	361	328	303	274	257	243	223	197	178	164	148	147	129	132	118	105	103	101	93	88	371	197	88			
Forecasted no. of declarations received	60	51	49	53	40	49	65	59	41	65	51	57	25	22	22	23	18	23	31	28	21	24	22	25	625	638	284			
Forecasted no. of registered visiting European health professionals	375	354	370	365	370	394	408	429	416	423	412	416	181	181	183	183	184	184	182	180	178	175	174	171	390	416	171			

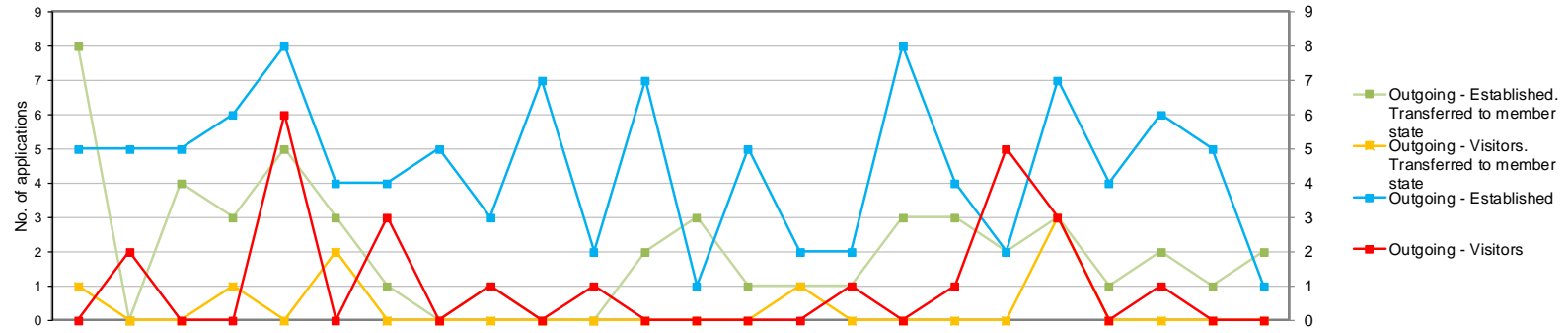
European Professional Card (EPC) incoming applications April 2016 - March 2018



	2016												2017												2018												15/16	16/17	17/18
	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
Incoming - Established	13	15	11	7	7	7	13	5	13	13	7	10	15	13	6	11	11	16	12	8	10	13	11	6	121	136	6	121	136										
Incoming - Visitors	8	5	3	3	4	3	3	3	5	3	2	3	3	3	0	1	4	3	3	3	1	2	6	1	5	45	30	5	45	30									
Incoming - Established, Recognised*	5	8	10	2	5	13	13	8	5	8	0	9	8	14	6	4	10	5	13	8	11	3	4	10	2	86	96	2	86	96									
Incoming visitors added to the HCPC Visitors list	7	2	3	1	3	3	0	0	2	1	0	1	1	1	0	3	3	0	0	3	1	1	0	0	3	23	13	3	23	13									



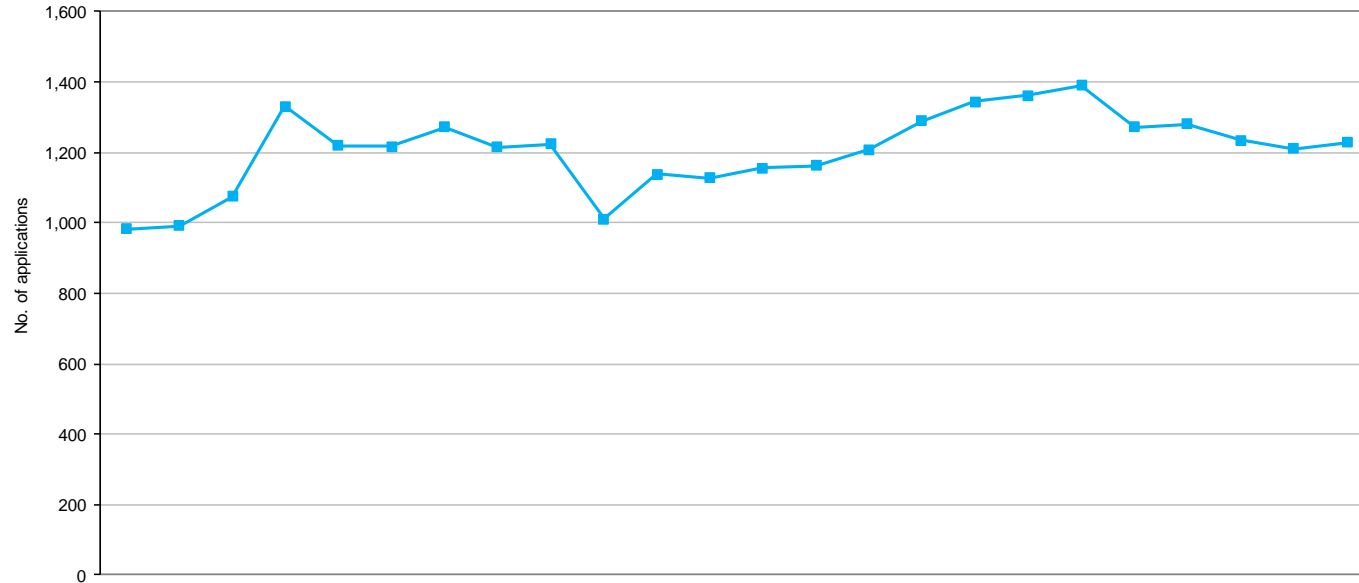
European Professional Card (EPC) outgoing applications April 2016 - March 2018



	2016			2017									2018			15/16	16/17	17/18									
	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
Outgoing - Established	5	5	5	6	8	4	4	5	3	7	2	7	1	5	2	2	8	4	2	7	4	6	5	1	14	61	47
Outgoing - Visitors	0	2	0	0	6	0	3	0	1	0	1	0	0	0	0	1	0	1	5	3	0	1	0	0	2	13	11
Outgoing - Established, Transferred to member state	8	0	4	3	5	3	1	0	1	0	0	2	3	1	1	1	3	3	2	3	1	2	1	2	1	27	23
Outgoing - Visitors, Transferred to member state	1	0	0	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	4	4

UK applications workflow process at end of each month April 2016 - March 2018

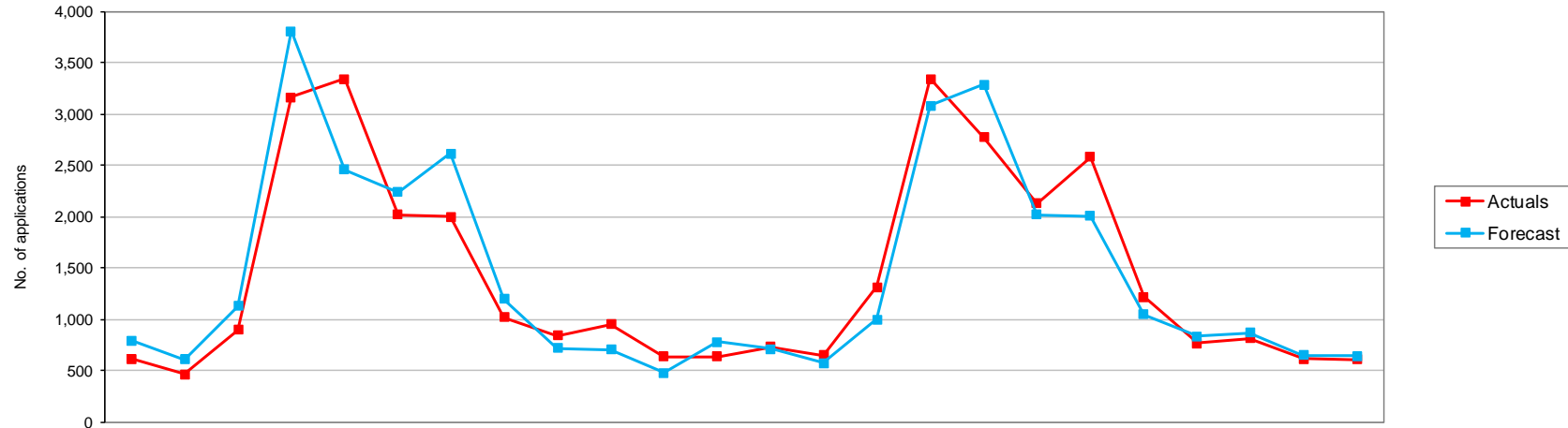
Registration Department



Current status	2016			2017									2018									15/16	16/17	17/18			
	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
Minimum info	975	985	1,068	1,317	1,211	1,207	1,256	1,198	1,207	1,000	1,128	1,111	1,142	1,148	1,191	1,267	1,327	1,341	1,371	1,257	1,269	1,219	1,195	1,212	1,041	1,111	1,212
At scrutiny	1	1	1	2	1	1	5	1	2	1	1	4	1	1	4	7	4	7	3	2	2	2	3	4	1	4	4
Pending reg fee	6	6	6	12	8	9	12	17	14	10	10	12	14	13	13	15	14	14	16	14	10	13	13	13	8	12	13
<b>Total</b>	<b>982</b>	<b>992</b>	<b>1,075</b>	<b>1,331</b>	<b>1,220</b>	<b>1,217</b>	<b>1,273</b>	<b>1,216</b>	<b>1,223</b>	<b>1,011</b>	<b>1,139</b>	<b>1,127</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>1,050</b>	<b>1,127</b>	<b>1,229</b>

New UK Applications Received April 2016 - March 2018

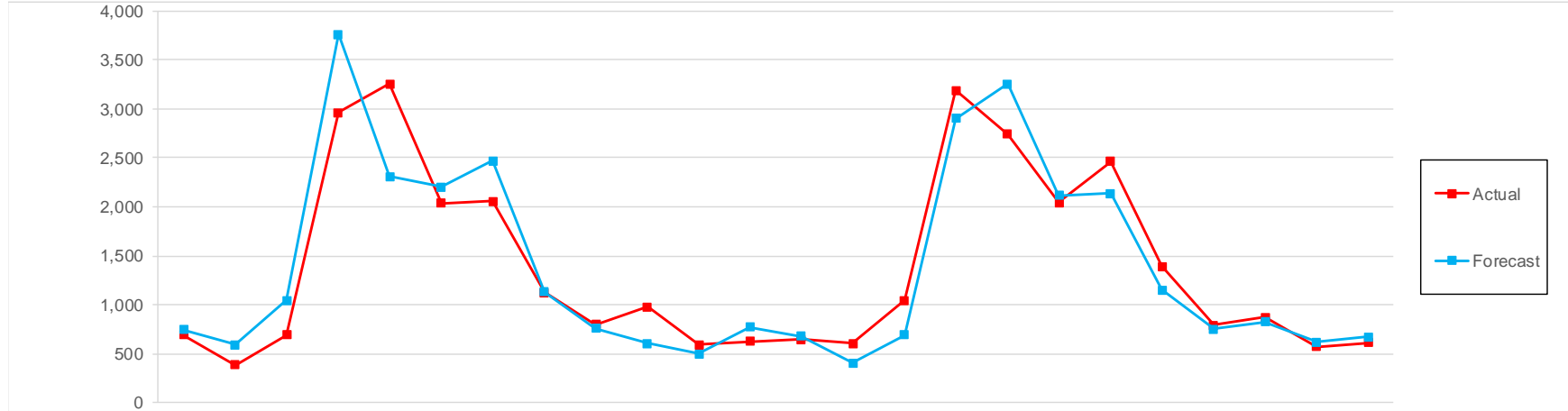
Registration Department



	2016			2017										2018										15/16	16/17	17/18	
	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
Arts therapists	12	18	8	31	73	51	50	33	21	23	13	10	18	11	10	43	73	41	57	29	13	16	5	8	304	343	324
Bio. scientists	49	51	62	107	144	68	100	66	48	97	58	51	46	53	71	138	101	72	106	80	80	83	55	65	840	901	950
Chirops/pods	3	0	78	143	73	44	17	6	6	8	3	2	2	2	91	125	52	30	24	8	3	2	4	5	360	383	348
CI Scientists	28	14	12	14	17	6	13	24	95	40	27	25	23	22	20	23	17	23	54	83	47	37	24	18	303	315	391
Dietitians	35	13	38	143	73	24	18	12	6	8	6	11	10	6	60	145	88	28	19	10	1	7	6	11	428	387	391
Hearing aid disps	16	7	6	33	65	27	45	18	21	27	13	8	16	10	17	39	57	41	41	29	16	20	13	26	278	286	325
OTs	43	30	49	393	439	168	198	91	53	71	69	49	42	42	90	412	341	182	227	101	45	58	58	46	1,663	1,653	1,644
ODPs	39	13	26	45	177	153	97	27	13	25	10	16	51	13	33	67	151	210	95	17	26	16	6	8	679	641	693
Orthoptists	0	0	6	21	28	8	6	2	2	2	1	0	0	0	1	17	28	9	6	5	1	0	0	0	63	76	67
Paramedics	85	59	94	125	242	274	161	63	94	160	104	94	116	108	106	268	274	294	270	158	121	116	129	117	1,435	1,555	2,077
Physiotherapists	30	22	111	646	480	153	135	65	59	69	79	55	48	20	188	671	412	151	154	72	39	41	73	66	1,881	1,904	1,935
Pract psychs	36	36	43	48	78	156	347	132	76	72	39	37	57	40	43	48	68	153	396	123	70	65	43	33	1,074	1,100	1,139
Prosth/orthotists	1	0	7	23	12	4	1	2	0	1	2	1	0	2	9	19	7	3	2	2	0	2	0	0	51	54	46
Radiographers	14	35	223	649	250	104	45	27	21	14	21	22	16	36	301	537	201	141	71	23	8	12	30	26	1,397	1,425	1,402
Social workers	203	143	116	597	1,020	703	646	413	309	281	164	201	270	270	247	619	765	648	956	430	275	285	144	143	5,374	4,796	5,052
SLTs	19	21	15	145	170	73	115	35	13	52	25	51	13	12	28	167	133	98	103	46	22	50	25	35	780	734	732
<b>Total</b>	<b>613</b>	<b>462</b>	<b>894</b>	<b>3,163</b>	<b>3,341</b>	<b>2,016</b>	<b>1,994</b>	<b>1,016</b>	<b>837</b>	<b>950</b>	<b>634</b>	<b>633</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>16,910</b>	<b>16,553</b>	<b>17,516</b>
<b>Forecast</b>	<b>790</b>	<b>608</b>	<b>1,124</b>	<b>3,803</b>	<b>2,453</b>	<b>2,235</b>	<b>2,612</b>	<b>1,196</b>	<b>716</b>	<b>705</b>	<b>478</b>	<b>775</b>	<b>713</b>	<b>571</b>	<b>999</b>	<b>3,076</b>	<b>3,287</b>	<b>2,016</b>	<b>2,006</b>	<b>1,043</b>	<b>834</b>	<b>868</b>	<b>651</b>	<b>644</b>	<b>18,058</b>	<b>17,495</b>	<b>16,708</b>

New UK Registrations April 2016 - March 2018

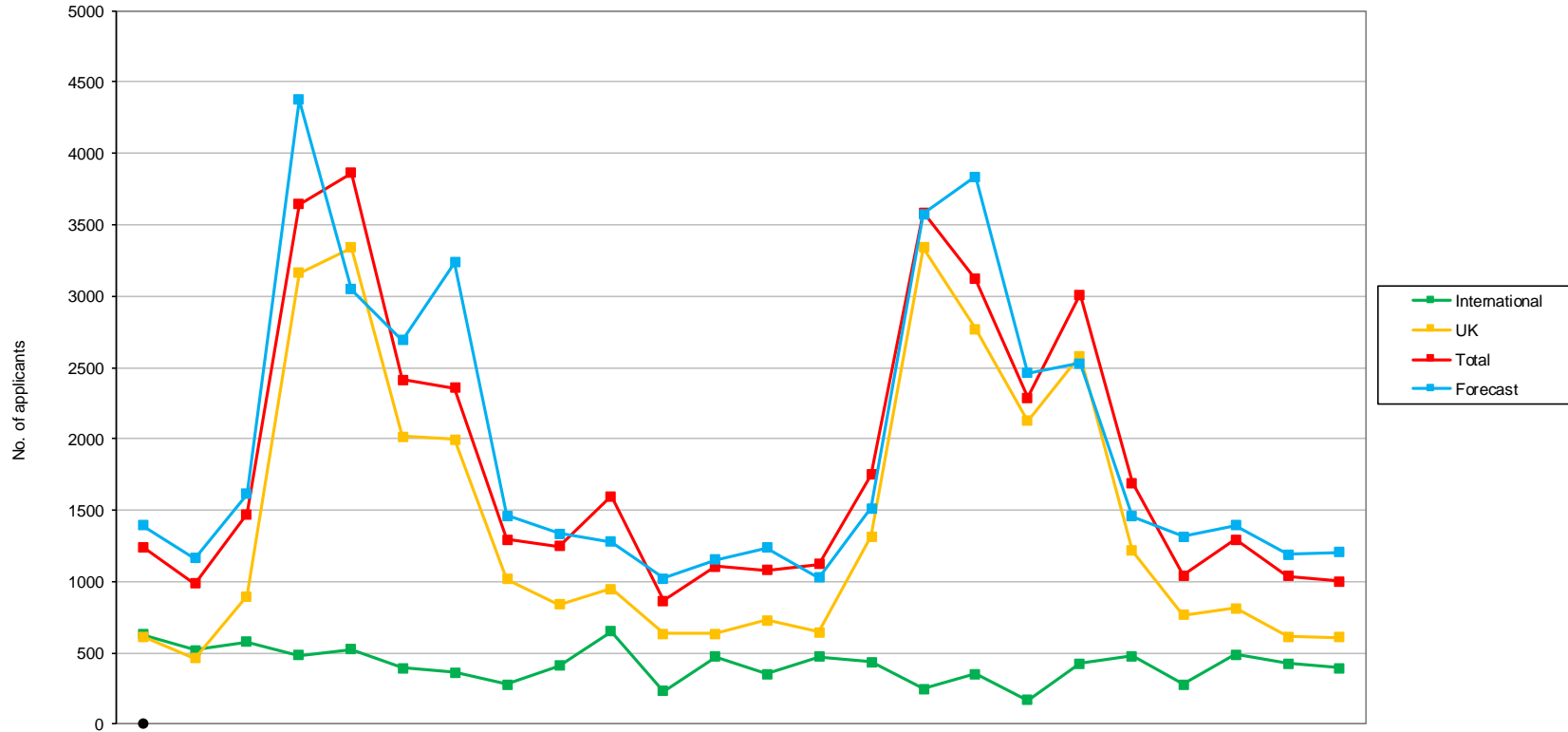
Registration Department



	2016			2017									2018									15/16	16/17	17/18			
	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
Arts therapists	14	16	7	23	68	55	50	30	18	23	18	10	14	8	8	41	68	37	53	28	13	23	6	8	287	332	307
Bio. scientists	49	40	54	95	148	70	83	63	50	76	58	48	42	36	70	115	92	69	82	70	76	88	55	52	775	834	847
Chirops/pods	6	0	54	146	82	36	28	6	7	7	2	2	2	2	68	134	55	34	25	9	2	2	4	3	356	376	340
CI Scientists	26	13	10	11	14	8	11	24	75	51	24	27	26	20	18	20	13	18	27	101	46	37	27	18	285	294	371
Dietitians	34	7	40	132	82	24	27	12	5	8	2	11	3	8	48	153	86	30	22	10	1	8	3	12	419	384	384
Hearing aid disps	15	5	7	25	58	34	37	24	17	25	21	9	13	11	15	41	46	39	40	31	18	21	17	20	271	277	312
OTs	51	25	42	360	442	173	201	105	55	69	57	58	39	41	81	351	375	174	225	116	45	61	59	44	1,642	1,638	1,611
ODPs	35	14	23	30	132	168	120	35	14	31	7	18	40	25	25	58	114	203	124	43	23	18	4	11	673	627	688
Orthoptists	0	1	5	21	28	8	7	2	2	2	0	0	0	0	1	16	26	9	5	7	1	0	0	0	62	76	65
Paramedics	108	44	62	146	192	303	178	80	70	174	104	85	87	126	64	198	275	326	235	233	129	114	71	137	1,398	1,546	1,995
Physiotherapists	38	17	86	588	510	145	153	72	57	72	60	59	54	14	141	640	430	170	159	70	43	49	67	68	1,840	1,857	1,905
Pract psychs	43	35	33	45	66	124	344	173	60	83	35	35	51	32	43	45	63	123	364	137	86	55	39	36	1,027	1,076	1,074
Prosth/orthotists	0	0	5	24	14	5	0	2	1	0	2	1	0	0	7	21	8	1	3	2	1	2	1	0	50	54	46
Radiographers	18	9	152	664	286	120	44	40	22	17	17	22	14	7	198	621	219	142	77	31	9	16	26	31	1,366	1,411	1,391
Social workers	229	136	93	524	957	700	655	418	326	289	159	186	247	260	230	586	735	576	916	452	273	324	164	135	5,239	4,672	4,898
SLTs	27	19	17	131	178	61	120	38	20	50	25	50	13	12	24	148	140	90	103	53	22	51	25	35	778	736	716
<b>Total</b>	<b>693</b>	<b>381</b>	<b>690</b>	<b>2,965</b>	<b>3,257</b>	<b>2,034</b>	<b>2,058</b>	<b>1,124</b>	<b>799</b>	<b>977</b>	<b>591</b>	<b>621</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>16,468</b>	<b>16,190</b>	<b>16,950</b>
<b>Forecast</b>	<b>741</b>	<b>588</b>	<b>1,043</b>	<b>3,760</b>	<b>2,311</b>	<b>2,205</b>	<b>2,470</b>	<b>1,131</b>	<b>759</b>	<b>601</b>	<b>496</b>	<b>770</b>	<b>678</b>	<b>407</b>	<b>691</b>	<b>2,903</b>	<b>3,253</b>	<b>2,114</b>	<b>2,135</b>	<b>1,153</b>	<b>749</b>	<b>824</b>	<b>618</b>	<b>668</b>		<b>16,875</b>	<b>16,193</b>

Application Types Received April 2016 - March 2018

Registration Department

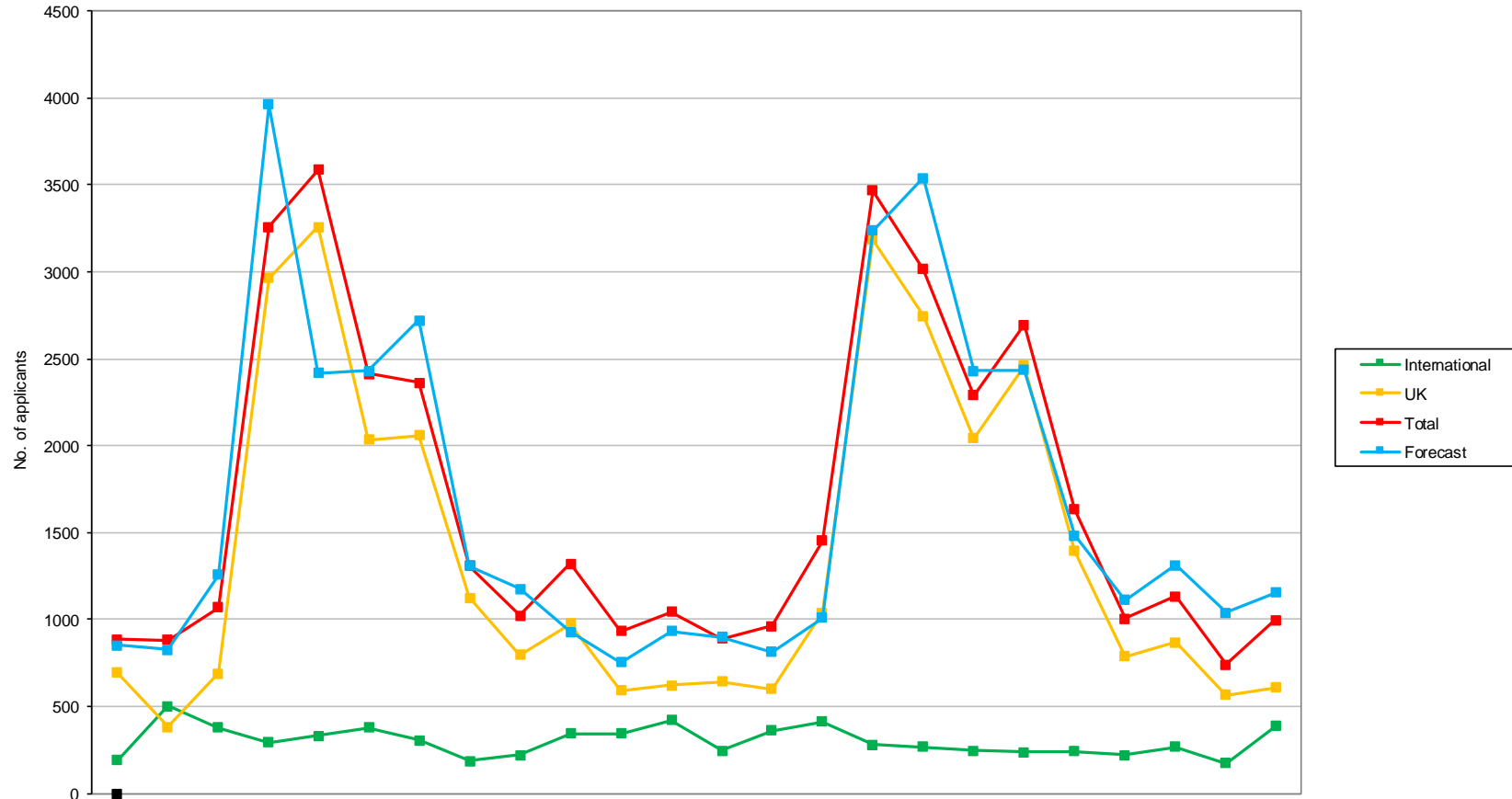


Apps Received	2016			2017												2018								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
International	630	521	577	480	522	396	361	276	411	649	229	474	352	473	436	249	351	166	427	477	278	486	424	391
UK	613	462	894	3,163	3,341	2,016	1,994	1,016	837	950	634	633	728	647	1,315	3,338	2,768	2,124	2,581	1,216	767	810	615	607
Total	1,243	983	1,471	3,643	3,863	2,412	2,355	1,292	1,248	1,599	863	1,107	1,080	1,120	1,751	3,587	3,119	2,290	3,008	1,693	1,045	1,296	1,039	998
Forecast	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,276	1,024	1,153	1,236	1,029	1,515	3,573	3,837	2,463	2,527	1,454	1,315	1,391	1,187	1,206

15/16	16/17	17/18
FYE	FYE	YTD
5,991	5,526	4,510
16,910	16,553	17,516
22,901	22,079	22,026
23,683	23,771	22,733

New Registrants April 2016 - March 2018

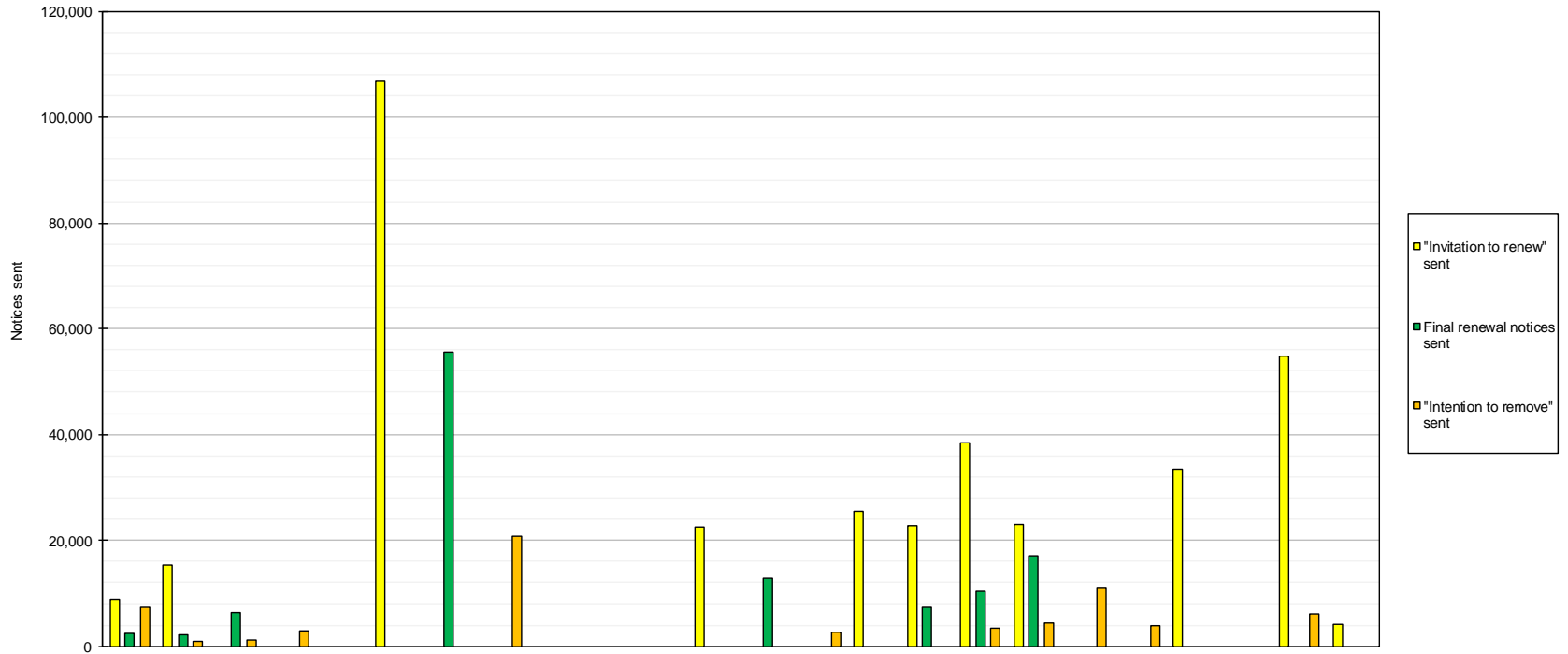
Registration Department



	2016			2017									2018									15/16	16/17	17/18			
	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
International	193	503	380	294	331	378	305	186	222	346	344	423	246	360	415	282	269	248	237	241	219	267	174	386	2,871	3,905	3,344
UK	693	381	690	2,965	3,257	2,034	2,058	1,124	799	977	591	621	645	602	1,041	3,188	2,745	2,041	2,460	1,393	788	869	568	610	16,468	16,190	16,950
<b>Total</b>	886	884	1,070	3,259	3,588	2,412	2,363	1,310	1,021	1,323	935	1,044	891	962	1,456	3,470	3,014	2,289	2,697	1,634	1,007	1,136	742	996	19,340	20,095	20,294
<b>Forecast</b>	852	828	1,259	3,962	2,417	2,429	2,722	1,310	1,175	931	755	933	898	815	1,012	3,239	3,541	2,431	2,437	1,486	1,111	1,314	1,041	1,157	20,364	19,573	20,482

Renewal Information April 2016 - March 2018

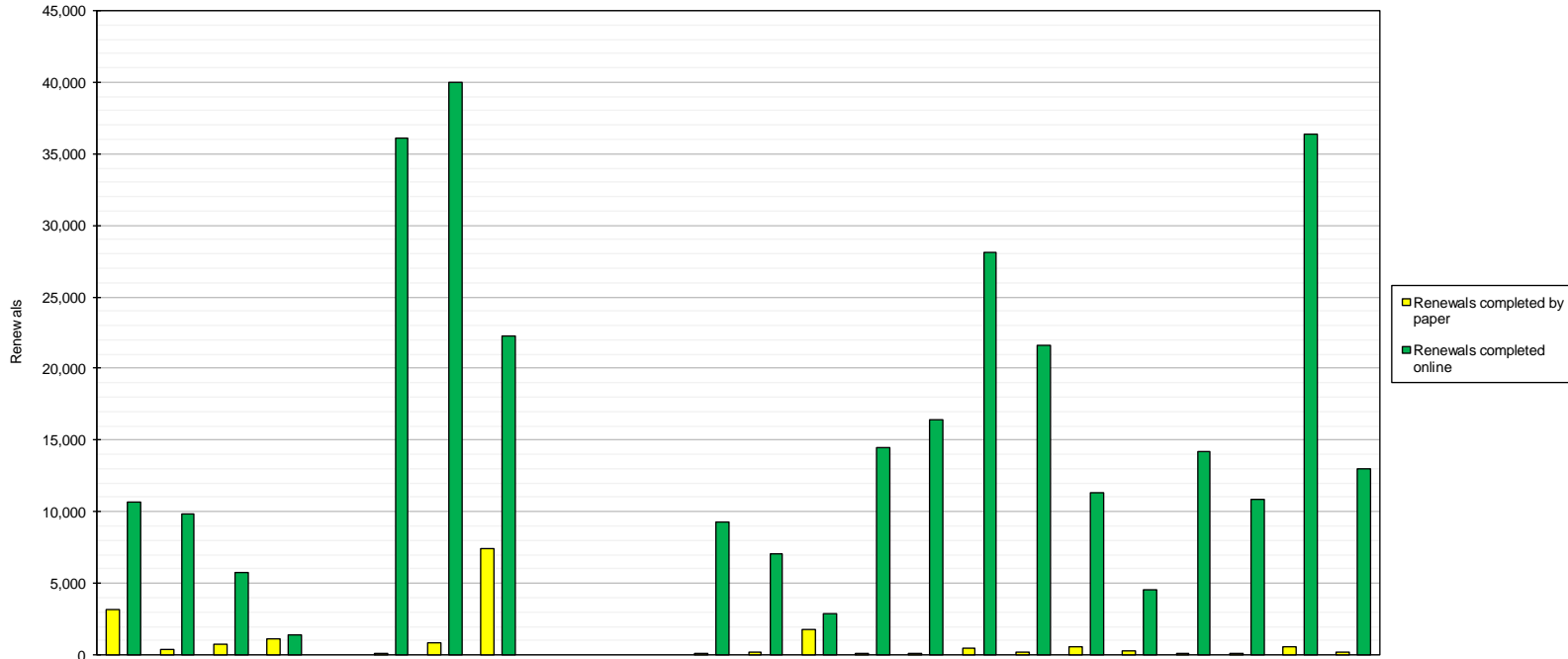
Registration Department



	2016			2017									2018									15/16	16/17	17/18						
	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			
"Invitation to renew" sent	8,916	15,448	0	0	0	106,797	0	0	0	0	0	22,541	0	0	25,597	22,685	38,348	22,960	0	0	33,450	0	54,809	4,270	189,155	153,702	202,119			
Final renewal notices sent	2,301	2,049	6,392	0	0	0	55,469	0	0	0	0	0	12,892	0	0	7,304	10,440	16,984										86,386	66,211	47,620
"Intention to remove" sent	7,279	851	1,140	2,831	0	0	0	20,726	0	0	0	0	0	2,738	0	0	3,440	4,444	11,035	3,970	0	0	0	6,212	0	19,589	32,827	31,839		
<b>Total</b>	<b>18,496</b>	<b>18,348</b>	<b>7,532</b>	<b>2,831</b>	<b>0</b>	<b>106,797</b>	<b>55,469</b>	<b>20,726</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22,541</b>	<b>12,892</b>	<b>2,738</b>	<b>25,597</b>	<b>29,989</b>	<b>52,228</b>	<b>44,388</b>	<b>11,035</b>	<b>3,970</b>	<b>33,450</b>	<b>0</b>	<b>61,021</b>	<b>4,270</b>	<b>295,130</b>	<b>252,740</b>	<b>281,578</b>			

Renewal Information - on paper and online April 2016 - March 2018

Registration Department

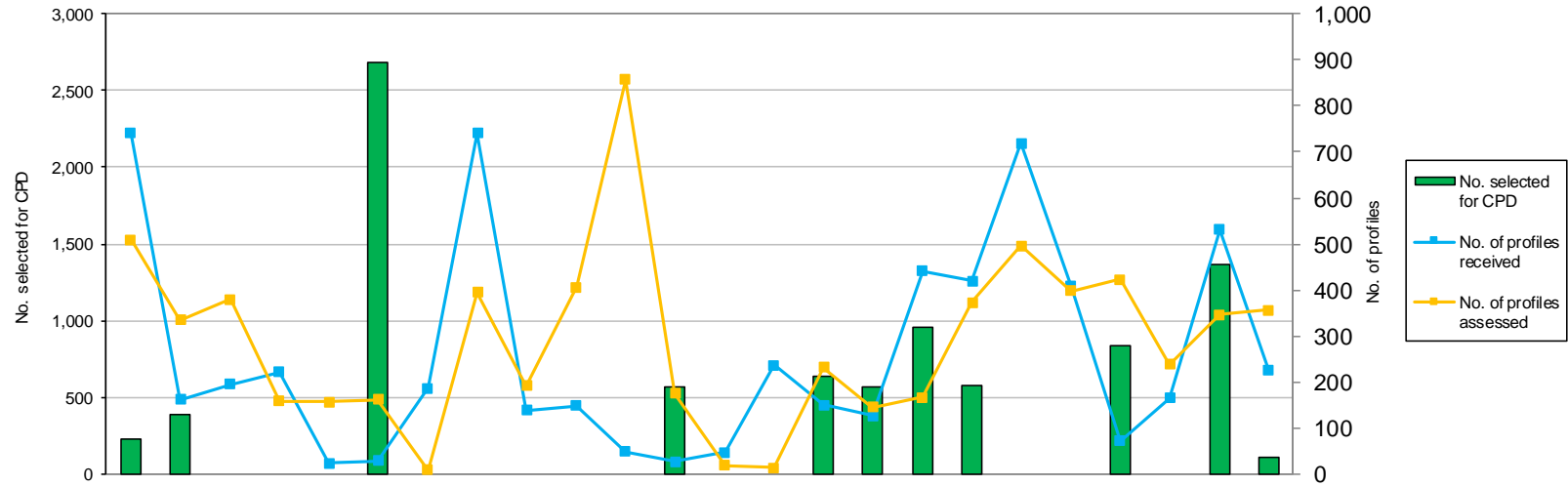


	2016			2017									2018									15/16	16/17	17/18			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Renewals completed by paper	3,148	415	739	1,151	0	117	868	7,413	0	0	0	61	230	1,798	33	75	514	218	590	269	28	137	600	209	20,074	13,912	4,701
Renewals completed online	10,709	9,834	5,752	1,432	0	36,135	40,035	22,286	0	0	0	9,244	7,058	2,919	14,478	16,391	28,076	21,618	11,365	4,538	14,159	10,902	36,344	13,039	189,764	135,427	180,887
Registrants removed	0	1,498	200	306	566	0	0	0	5,163	0	0	0	0	0	678	0	627	894	1,335	1,114	1,119	0	0	1,281	4,770	7,733	7,048



Continuing Professional Development process April 2016 - March 2018

Registration Department

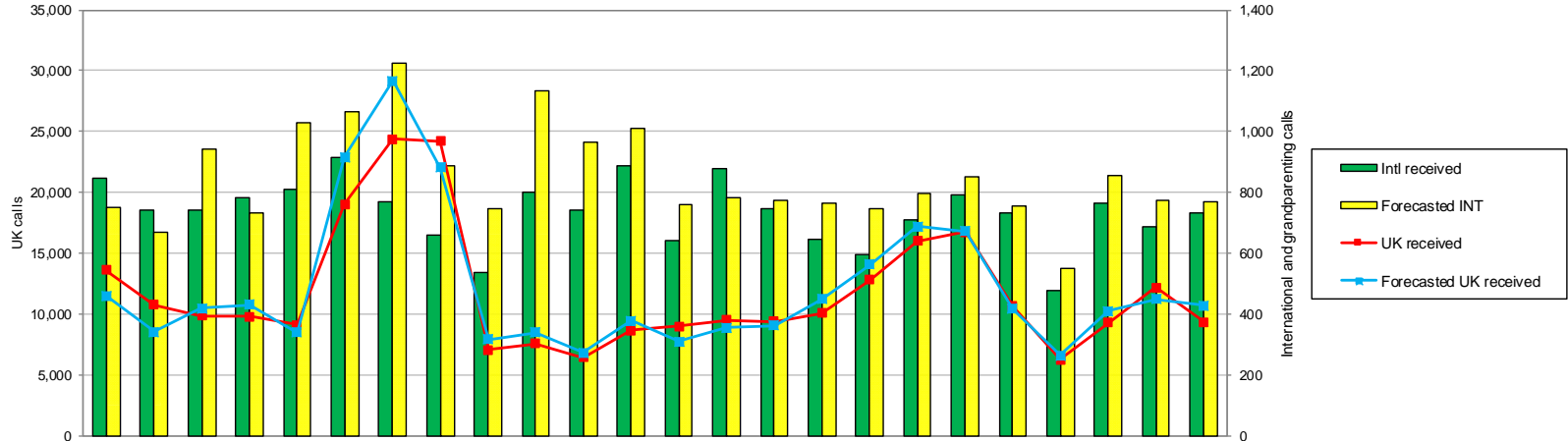


	2016			2017										2018										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>No. selected for CPD</b>	223	387	0	0	0	2,687	0	0	0	0	0	564	0	0	640	568	958	574	0	0	836	0	1,369	107
<b>No. of profiles received</b>	740	161	194	221	23	28	186	740	138	148	49	26	46	236	149	126	441	419	719	407	71	165	531	225
<b>No. of profiles assessed</b>	509	335	379	158	157	161	9	394	191	406	858	175	19	14	232	145	167	373	496	398	422	238	347	357

	15/16 FYE	16/17 FYE	17/18 YTD
No. selected for CPD	4,737	3,861	5,052
No. of profiles received	3,262	2,654	3,535
No. of profiles assessed	3,237	3,732	3,208

Registration Telephone Information April 2016 - March 2018

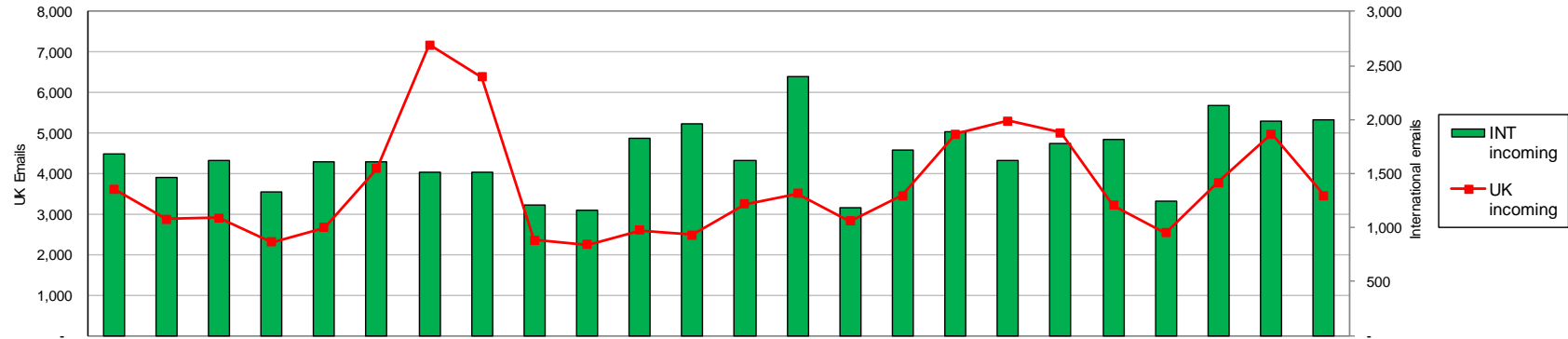
Registration Department



	2016												2017												2018												15/16	16/17	17/18
	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
<b>Intl</b>																																							
<b>Intl received</b>	845	742	743	784	809	914	767	659	535	801	742	886	641	877	745	644	593	709	791	733	477	765	688	734	641	877	745	644	593	709	791	733	477	765	688	734	8,411	9,227	8,397
<b>Answered</b>	840	702	737	770	800	906	760	653	526	789	725	867	626	798	735	630	572	681	762	721	476	762	663	719	626	798	735	630	572	681	762	721	476	762	663	719	8,180	9,075	8,145
<b>Calls answered (%)</b>	99	95	99	98	96	99	99	99	98	98	98	98	98	91	99	98	97	96	96	98	100	100	99	98	98	91	99	98	97	96	96	98	100	100	99	98	99	98	97
<b>Abandoned</b>	5	40	6	14	9	8	7	6	9	12	17	19	15	79	10	14	21	28	29	12	1	3	5	15	15	79	10	14	21	28	29	12	1	3	5	15	51	152	232
<b>Avg answer time (sec)</b>	50	44	46	49	40	41	44	44	49	45	79	45	56	59	45	53	76	87	49	61	25	30	41	57	56	59	45	53	76	87	49	61	25	30	41	57	29	48	53
<b>Avg talk time (min)</b>	4.11	3.56	4.41	4.36	4.21	4.42	4.58	4.57	4.46	4.38	4.35	4.13	3.56	4.20	4.17	4.18	4.40	4.31	4.31	4.31	4.53	4.19	4.46	4.53	3.56	4.20	4.17	4.18	4.40	4.31	4.31	4.31	4.53	4.19	4.46	4.53	3.81	4	4.26
<b>UK</b>																																							
<b>UK received</b>	13,622	10,730	9,860	9,786	9,114	19,003	24,383	24,185	7,061	7,536	6,439	8,640	8,978	9,475	9,398	10,054	12,801	15,985	16,742	10,622	6,230	9,256	12,194	9,300	8,978	9,475	9,398	10,054	12,801	15,985	16,742	10,622	6,230	9,256	12,194	9,300	130,437	150,359	131,035
<b>Answered</b>	12,380	9,752	9,378	9,202	8,753	16,691	19,660	19,709	6,854	7,028	6,079	8,246	8,429	8,507	9,071	9,639	10,869	12,874	12,661	9,783	6,084	8,885	10,946	7,905	8,429	8,507	9,071	9,639	10,869	12,874	12,661	9,783	6,084	8,885	10,946	7,905	127,363	133,732	115,653
<b>Calls answered (%)</b>	91	91	95	94	97	92	81	82	97	94	95	96	94	90	97	96	85	81	77	93	98	96	90	86	94	90	97	96	85	81	77	93	98	96	90	86	97	92	90
<b>Abandoned</b>	1,242	978	482	598	361	2,312	4,723	4,476	207	508	360	394	549	968	327	415	1,932	3,111	4,081	839	146	371	1,248	1,395	549	968	327	415	1,932	3,111	4,081	839	146	371	1,248	1,395	3,521	16,641	15,382
<b>Avg answer time (sec)</b>	169	182	131	132	101	372	395	356	79	221	134	97	126	126	113	135	279	402	495	154	55	77	116	259	126	126	113	135	279	402	495	154	55	77	116	259	69	197	195
<b>Avg talk time (min)</b>	3.20	3.31	3.32	3.24	3.13	3.16	3.50	3.58	3.49	4.03	3.59	3.43	3.33	3.44	3.27	3.24	3.46	3.48	3.54	3.56	3.35	3.42	3.45	4.05	3.33	3.44	3.27	3.24	3.46	3.48	3.54	3.56	3.35	3.42	3.45	4.05	3.11	3	3.47
<b>Forecasted INT</b>	751	669	941	734	1,030	1,063	1,224	886	746	1,133	963	1,009	758	782	771	762	744	796	853	755	549	855	772	768	758	782	771	762	744	796	853	755	549	855	772	768	7,980	11,149	9,165
<b>Forecasted UK received</b>	11,494	8,542	10,439	10,761	8,483	22,869	29,142	22,015	7,911	8,481	6,833	9,417	7,735	8,848	9,056	12,116	14,042	17,159	16,781	14,422	6,591	10,250	12,117	10,692	7,735	8,848	9,056	12,116	14,042	17,159	16,781	14,422	6,591	10,250	12,117	10,692	16,777	15,638	13,409

UK and international emails received at end of each month April 2016 - March 2018

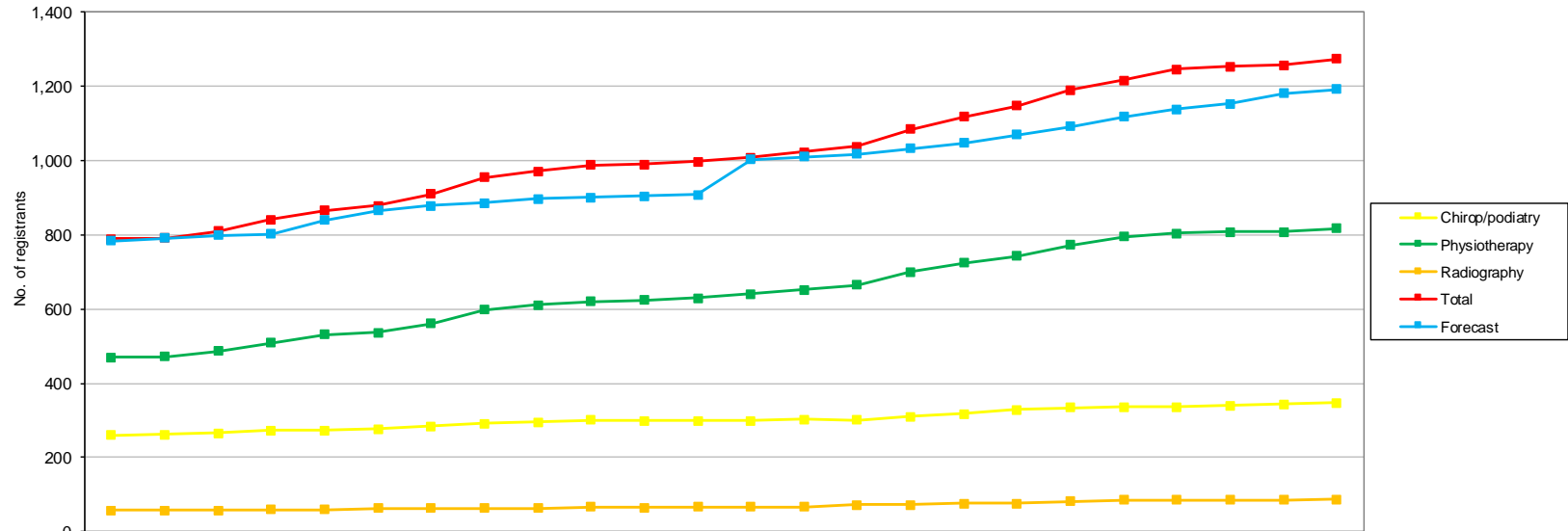
Registration Department



	2016			2017												2018			15/16	16/17	17/18						
	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
UK incoming	3,624	2,875	2,903	2,310	2,672	4,120	7,185	6,391	2,351	2,247	2,601	2,489	3,249	3,506	2,830	3,452	4,980	5,303	5,016	3,213	2,541	3,776	4,984	3,452	40,157	41,768	46,302
INT incoming	1,676	1,463	1,618	1,331	1,609	1,612	1,515	1,517	1,204	1,159	1,822	1,964	1,622	2,394	1,179	1,719	1,887	1,616	1,773	1,814	1,243	2,134	1,983	2,000	9,886	18,490	21,364
Average working days																											
Avg working days UK	1	1	1	1	1	1	2	2	1	2	2	2	1	1	1	1	3	4	3	2	1	3	2	3			
Avg working days INT	2	2	2	2	2	2	4	2	1	2	2	3	2	1	1	2	2	4	2	2	2	3	3	2			
Total incoming	5,300	4,338	4,521	3,641	4,281	5,732	8,700	7,908	3,555	3,406	4,423	4,453	4,871	5,900	4,009	5,171	6,867	6,919	6,789	5,027	3,784	5,910	6,967	5,452	50,043	60,258	67,666

Number of registrants with supplementary prescribing rights April 2016 - March 2018

Registration Department

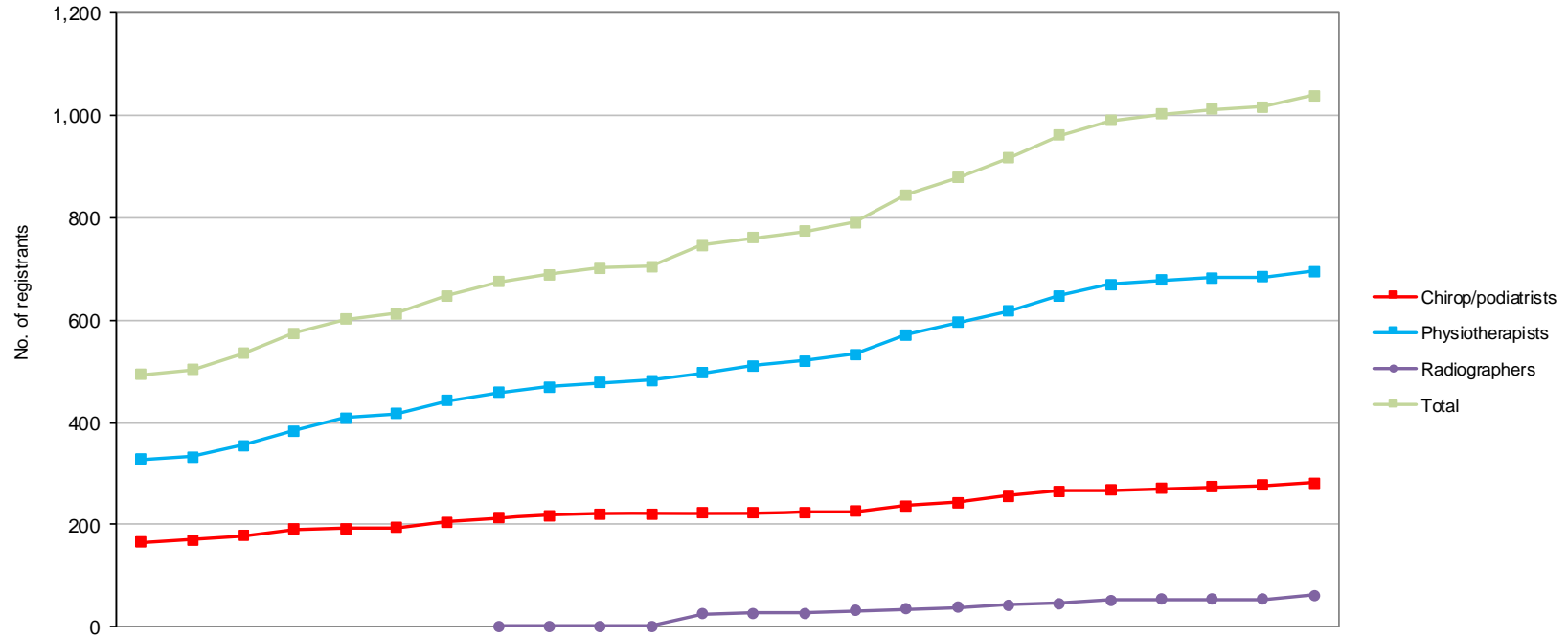


	2016			2017									2018											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Chiropr/podiatry	261	262	266	273	274	276	285	292	296	300	299	299	299	302	301	310	317	328	335	337	336	340	344	347
Physiotherapy	470	471	486	508	530	537	560	598	610	620	624	630	640	652	664	700	724	742	772	794	804	808	808	817
Radiography	57	57	57	59	60	64	64	64	64	67	66	68	68	68	72	73	76	76	82	85	86	86	86	88
Dietitians																					19	19	19	20
<b>Total</b>	<b>788</b>	<b>790</b>	<b>809</b>	<b>840</b>	<b>864</b>	<b>877</b>	<b>909</b>	<b>954</b>	<b>970</b>	<b>987</b>	<b>989</b>	<b>997</b>	<b>1,007</b>	<b>1,022</b>	<b>1,037</b>	<b>1,083</b>	<b>1,117</b>	<b>1,146</b>	<b>1,189</b>	<b>1,216</b>	<b>1,245</b>	<b>1,253</b>	<b>1,257</b>	<b>1,272</b>
<b>Forecast</b>	<b>783</b>	<b>791</b>	<b>798</b>	<b>802</b>	<b>839</b>	<b>865</b>	<b>878</b>	<b>886</b>	<b>896</b>	<b>900</b>	<b>904</b>	<b>907</b>	<b>1,003</b>	<b>1,009</b>	<b>1,016</b>	<b>1,032</b>	<b>1,047</b>	<b>1,069</b>	<b>1,092</b>	<b>1,116</b>	<b>1,138</b>	<b>1,153</b>	<b>1,180</b>	<b>1,191</b>

15/16	16/17	17/18
FYE	FYE	YTD
259	299	347
469	630	817
57	68	88
		20
785	997	1,272
796	907	1,191

Number of registrants with independent prescribing rights April 2016 - March 2018

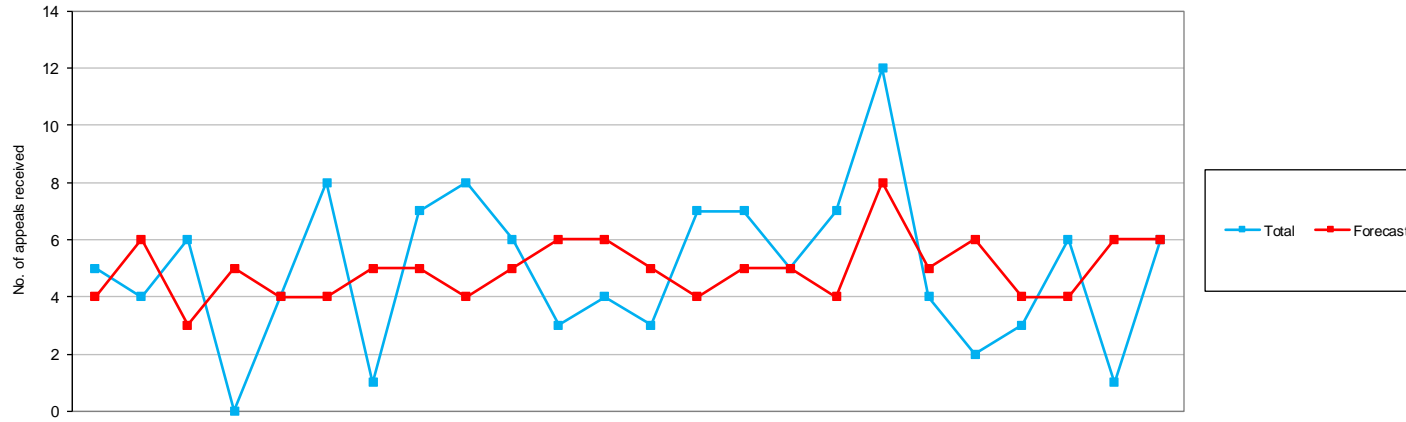
Registration Department



	2016			2017									2018											
	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>Chiropractors</b>	165	171	179	191	193	195	205	214	218	222	221	223	223	225	226	237	244	256	266	268	270	274	277	281
<b>Physiotherapists</b>	328	332	355	384	409	417	443	458	469	477	482	497	510	520	533	571	595	617	647	669	678	683	684	695
<b>Radiographers</b>									2	2	2	2	26	28	28	32	36	39	43	47	53	54	55	63
<b>Total</b>	493	503	534	575	602	612	648	674	689	701	705	746	761	773	791	844	878	916	960	990	1,002	1,012	1,016	1,039

15/16	16/17	17/18
FYE	FYE	YTD
160	223	281
319	497	695
	26	63
479	720	1,039

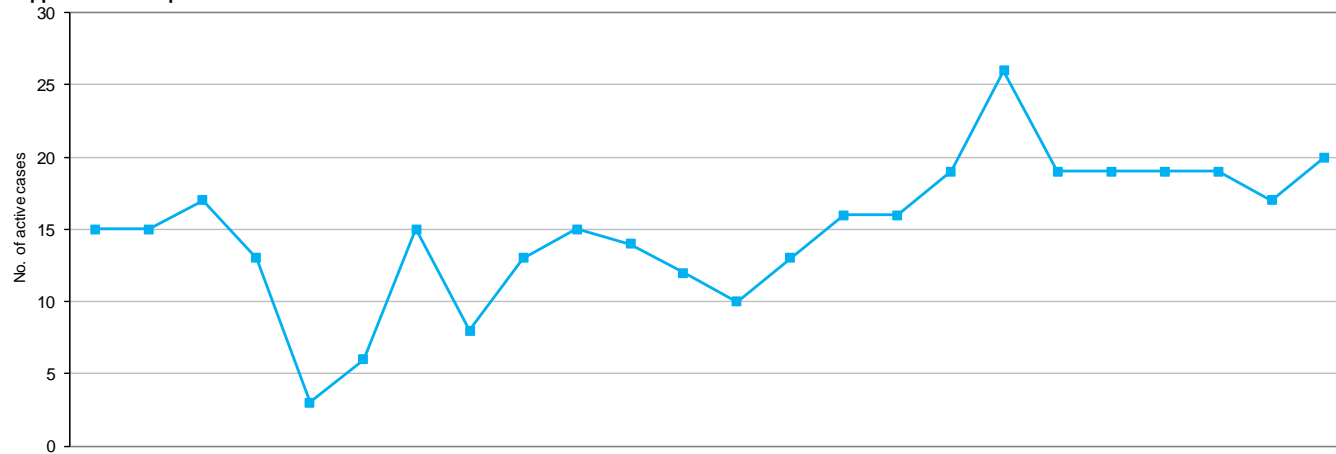
Registration Appeals Received April 2016 - March 2018



	2016			2017												2018			16/17	17/18						
	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
EMR (1)	4	2	1	0	4	2	0	3	5	4	1	2	2	1	1	3	2	3	1	1	1	4	1	2	28	22
Non-EMR (2)	1	2	1	0	0	5	0	2	0	1	1	2	1	5	4	1	3	1	0	0	1	1	0	2	15	19
Visitors (3)	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	1
UK (4)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Returns to practice (5)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
CPD (6)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	2	4	1	0	1	0	0	0	13
Health and Character declarations (7)	0	0	3	0	0	1	0	1	2	1	1	0	0	0	0	0	0	4	2	1	0	0	0	0	9	8
<b>Total</b>	<b>5</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>4</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>56</b>	<b>63</b>
<b>Forecast</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>57</b>	<b>62</b>



Registration Appeals Status April 2016 - March 2018



	2016			2017												2018												16/17	17/18
	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			
Hearings scheduled	9	4	5	6	0	0	10	2	3	4	7	4	4	4	4	6	9	4	5	4	4	4	4	5	4	5			
Awaiting scheduling	5	10	11	5	1	2	5	6	10	10	7	7	5	9	11	9	12	12	15	12	14	13	12	14	7	14			
Awaiting further information	1	1	1	2	2	4	0	0	0	1	0	1	1	0	1	3	1	5	0	2	1	2	1	1	1	1			
Current active cases	15	15	17	13	3	6	15	8	13	15	14	12	10	13	16	16	19	26	19	19	19	19	17	20	12	20			