

Council, 8th February 2017

Operations Report

Executive summary and recommendations

Introduction

This report provides the Council with an update into the work of the Operations Directorate. Areas from the report to highlight are as follows:

Registration

- Over the period of November and December 2016:
 - All of the department's service standards were achieved for the period November to December 2016, with the exception of those set for answering telephone calls, responding to UK / International emails and for a brief period the processing of UK and readmission applications.
 - The largest profession HCPC regulates - social workers - renewed over this period along with operating department practitioners.
 - Over 20% more calls were received compared to the last time these two professions renewed two years ago.
 - Over 80% more UK emails were received compared to 2014, 73% of these emails were received in November.
 - Unusually, the majority of the additional calls and UK emails were from social workers making contact to discuss their registration renewal.
 - It is not common to see call volumes and UK emails increase so substantially over a renewal period.

Major Projects

- Over the period of December 2016 to January 2017:
 - One project has closed, four projects have declined in outlook, and three projects have remained the same.

Business Process Improvement

- Over the period of December 2016 to February 2017:
 - BSI audited FTP A & D service complaints handling, Registration complaints handling, and Finance service complaints handling in January 2017.
 - HCPC has been recommended for recertification to the ISO10002:2014 standard for Complaints Management and Customer service.
 - The Risk Register has been updated and will be published to Audit Committee in March.

- A successful Business Continuity exercise was run with the Registration department in early February, using the Plan In Your Pocket application with Shadow Planner data.

Decision

The Council is asked to discuss the:-

- Operations Management Commentary in appendix 1, and
- Operations Management Information Pack in appendix 2.

Appendices

Appendix 1: Operations Management Commentary.

Appendix 2: Operations Management Information Pack.

Date of paper

30 January 2017

Operations Directorate – Management Commentary

This report provides an update about the work of the Operations directorate.

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1. Executive summary

1.1. Registration

- All of the department's service standards were achieved for the period November to December 2016, with the exception of those set for answering telephone calls, responding to UK / International emails and for a brief period the processing of UK and readmission applications.
- One employee left the organisation.
- 5,294 more calls were received compared to the same period two years ago. This was mainly due to the large number of social workers making contract in relation to their registration renewal during November.
- 38% fewer international applications were registered compared to the same period last year, and 31.4% less than forecast.
- Both social workers and operating department practitioners were renewing their registration during November. Their renewal window closed on 30 November 2016.
- 94.9% of social workers renewed their registration which is 0.8% more than two years ago with 92.6% renewing their registration using the online system. 97.7% of operating department practitioners renewed their registration which is 0.3% more than two years ago with 96.8% renewing their registration using the online system. All renewal forms have been processed within six working days of receipt.

1.2. Major Projects

- Five projects have closed, four projects have declined in outlook, and three projects have remained the same.

1.3. Business Process Improvement

- The ISO10002:2014 external audit was carried out, with a recommendation for recertification.
- The registrant numbers forecast has been updated.
- The risk register has been updated.

1.4. Office Services

- Office Services continues to prepare the 186 Kennington Park Road building in readiness for refurbishment.
- There are no longer any employees residing in this office space.

2. Registration

- This section provides an update about the work of the Registration department between November and December 2016.

2.1. General

- During the month of November there were two professions in renewal, social workers and operating department practitioners. This renewal window closed on 30 November 2016. High numbers of CPD profiles were received at the end of the renewal cycle in November.

2.2. UK telephone calls

- 31,246 telephone calls were received through the UK call queue. This is 5,294 (or 20.4%) more than the same period two years ago, and 1,320 more than forecast.
- 90% of calls were answered compared to 96% during the same period two years ago.

2.3. International telephone calls

- 1,194 telephone calls were received through the international call queue. This is 221 (or 15.6%) less than the same period last year.
- 98.5% were answered compared to 99% during the same period last year.

2.4. UK applications

- 1,853 UK applications were received during the period which is 59 (or 3.1%) less than forecast. In the same period last year 192 more (or 9.4%) UK applications were received.
- 1,923 UK applications were registered which is 33 (or 1.7 %) more than forecast.
- All UK applications were processed within ten working days, with the exception of five days during the period 18 November to 25 November and for one day only on the 21 December 2016. Resources for these dates were focused on other processes due to it being the end of the renewal cycle. Weekend overtime was undertaken to return processing times within service standard.

2.5. International applications

- A total of 687 new international applications were received which is 200 (or 22.5%) fewer than forecast.
- 300 fewer international applications were received compared to the same period last year which represents a 30.4% decrease.
- 408 applications were registered which is 250 (or 38%) less compared to the same period last year, and 31.4% less than forecast.
- On average, all European Mutual Recognition (EMR) and Non-EMR applications were acknowledged within fourteen working days.

2.6. Visiting European health professional declarations

- 49 declarations were received which is 62 (or 55.9%) fewer compared to the same period last year. The number of registered visiting European health professionals for the same period last year has decreased by 30.7% to 257, which is 159 fewer than the forecast of 416.

2.7. European Professional Card (EPC)

- 8 EPC applications have been received from those who are registered with HCPC (or have approved UK qualifications) and wish to practise in another European state.
- 18 EPC applications from physiotherapists have been received who qualified in other European states who want to establish themselves in the UK and use the protected title.
- 8 EPC applications have been received from visiting physiotherapists, who wish to practise in the UK on a temporary and occasional basis.
- No outgoing EPC application were successfully transferred to another member state during the period.
- 2 EPC applications have been added to the Register of visiting professionals. Please note that these are registered for 18 and not 12 months, when compared to visitors applying via the non-EPC route.

2.8. Readmission applications

- All readmission applications were processed within 10 working days with the exception of 3 days during November where resources were focused on the professions in renewal and UK Applications. As planned, overtime was undertaken during the period to manage the increased workload.

2.9. UK emails

- A total of 8,742 emails were received which is 3,997 (or 84.2%) more than the same period in 2014. 73% of the emails received during this period were in November, following HCPC communication with social workers and operating department practitioners regarding the end of their renewal window. In November, 59% were responded to within 1 working day, 14.6% outside 1 working day and 26.4% outside 2 working days. In December, 66.1% were responded to within 1 working day, 27.8% outside 1 working day and 6.1% outside 2 working days.

2.10. International emails

- A total of 2,721 emails were received which is 341 or 14.3% more during the same period last year. There continues to be a considerable increase in the number of emails received since the website was updated in October 2015, promoting the international email address more clearly.

2.11. Continuing Professional Development (CPD) audit

- A total of 878 CPD profiles were received during this period and all profiles were acknowledged within 10 working days. All complete CPD profiles are being processed within 60 working days of receipt.
- During this period three assessment days were held and 579 profiles were assessed on these days. Additionally, 6 profiles were assessed electronically during this period.

2.12. Registration renewals

- The renewal window for social workers and operating department practitioners opened on 1 September 2016 and closed on 30 November 2016.
- There has been an overall increase in registrants using the online portal to renew their registration. A total of 92.6% of social workers renewed their registration online which is a 1.6% increase compared to the same period two years ago. 96.8% of operating department practitioners renewed their registration online which is a 3.3% increase from the same period two years ago.
- All renewal forms received since entering the renewal window have been processed within 6 working days of receipt.
- A total of 94.9% of social workers and 97.7% operating department practitioners renewed their registration within the renewal window.
- A total of 5,163 registrants were taken off the Register as they did not renew their registration in time.

2.13. Postal correspondence

- On average, postal correspondence has been processed within five working days of receipt.

2.14. Registration appeals

- 15 new registration appeals have been received, which is 6 (or 66.7%) more than forecast.
- Registration Appeal Panels considered a total of 11 appeals, determining that the appeal should be dismissed in seven cases, allowed in three cases, and remitted back to the Education and Training Committee (ETC) in one case. The dates of panels were 18 November, 21 November and 12 December 2016.

2.15. Employees

- Three new Registration Advisors were recruited. These positions backfill those working on the Registration Transformation and Improvement Project and vacancies that we had following promotions and leavers.
- Training continues to be provided to employees as part of our multi-skilling training programme.

3. Major Projects

- This section provides an update about the work of the Major Projects section between December 2016 and January 2017.
- One project has closed, four projects have declined in outlook, and three projects have remained the same.

Project name	Status	Progress
Education System Build	Closed	
HR & Partners Systems Build	Red	No change
Stakeholder relationship management system	Closed	
Professional Qualifications Directive	Closed	
Telephone Credit card automation and hosting change	Closed	
Registrations transformation and improvement project	Green	Declining
PCI Security Standards compliance	Red	Declining
Establishing the Health & Care Professions Tribunal Service	Red	Declining
Net Regulate changes 2016-17	Green	No change
186 Kennington Park Road renovation	Red	Declining
HCPC website review and build	Green	No change
FTP CMS review	Closed	
Regulation of social workers	Pre start up	

The Registrations transformation project has declined due to issues that have been experienced during the transition to User Acceptance testing. The issues have been caused by bugs that have been identified by Microsoft and also by issues in receiving the licenses that we require to deploy to the new environment. There is no impact on business as usual.

The Tribunal service has seen a minor slippage in the anticipated date of delivery of the new website which will mean that project closure activities will be extended for two weeks beyond the closure date. There is no impact on business as usual.

The 186 Kennington Park Road renovation project has declined in outlook as there is still uncertainty around the date upon which the contractors will complete their build.

The PCI security standards compliance project has declined in outlook due to lack of availability of resources. There is no impact to business as usual.

4. Business Process Improvement

- This section provides an update about the work of the Business Process Improvement section between December 2016 and February 2017.

4.1. Near miss reporting

- There are currently no Near Miss reports in progress.

4.2. ISO9001 audits

- The next external audit for this standard is in April 19 & 20th. Communications and Registrations will be audited, and preparedness for the ISO9001:2015 upgrade will be discussed again.

4.3. ISO10002 audits

- BPI audited the FTP A&D Complaints team in November. A few minor enhancements were located.
- BSI audited HCPC to the Complaints and Customer Service standard on 26-27th January. The Fitness to Practise, Registrations, Finance Transactions Service Complaints processes were audited, along with Management Review and supporting processes.
- HCPC have been recommended for recertification. Recertification is currently an annual process. The current ISO standard is not UKAS accredited. UKAS accreditation is being investigated for the complimentary BS 8543.

4.4. ISO 27001 audits

- The next major information security audit will take place in mid-March for two days, prior to BSI attending in mid-April. This will cover the entire organization, although concentrate on key areas holding sensitive data, or controlling access to that data. Sampling on the effectiveness of training will be carried out in specific departments.

4.5. Corporate risk register

- The corporate risk register has been updated with changes since September 2016. It includes a risk around the Northern Line extension, where tunnelling up to the existing tunnel system is taking place very close to HCPC premises. This risk will exist for approximately 1 year.

4.6. “Social Worker in England” Risk Register Maintenance

- Work on a Social Worker specific risk register continues.
- Risk owners are reviewing their risks and the first version will be reviewed by EMT in May 2017 and submitted to Audit Committee in June 2017.

4.7. Registrant number forecasting

- The latest iteration of the registrant number forecast in FAST format has been circulated to EMT for budgeting purposes. It is based on “actuals” up to the end of December 2016, after the renewal processes were completed on our largest profession.

4.8. Information security

- Information security training for employee, Partners and Council Members is well underway.
- Around 58% of Council members, 57% of partners and 77% of employees have completed their training.

4.9. Business Continuity / Disaster Recovery (BC/DR)

- A successful Business Continuity exercise was run with the Registration department in early February. This follows a similar exercise with the EMT last November.

5. Office Services

- This section provides an update about the work of Office Services department between December 2016 and January 2017.
- FTP realignment office moves and relocations completed in December 2016
- Registrations, Office Services, BPI and Complaints moved in January 2017 vacating the 186 Kennington Park Road building of the final resident employees prior to building refurbishment works.
- Maintenance contracts to the 186 Kennington Park Road building have been paused or cancelled in relation to the building works.
- Office Services have signed a government framework agreement for the purchase of our gas and electric utilities.

Operations Directorate Management Information Pack

Greg Ross-Sampson, Director of Operations
February 2017

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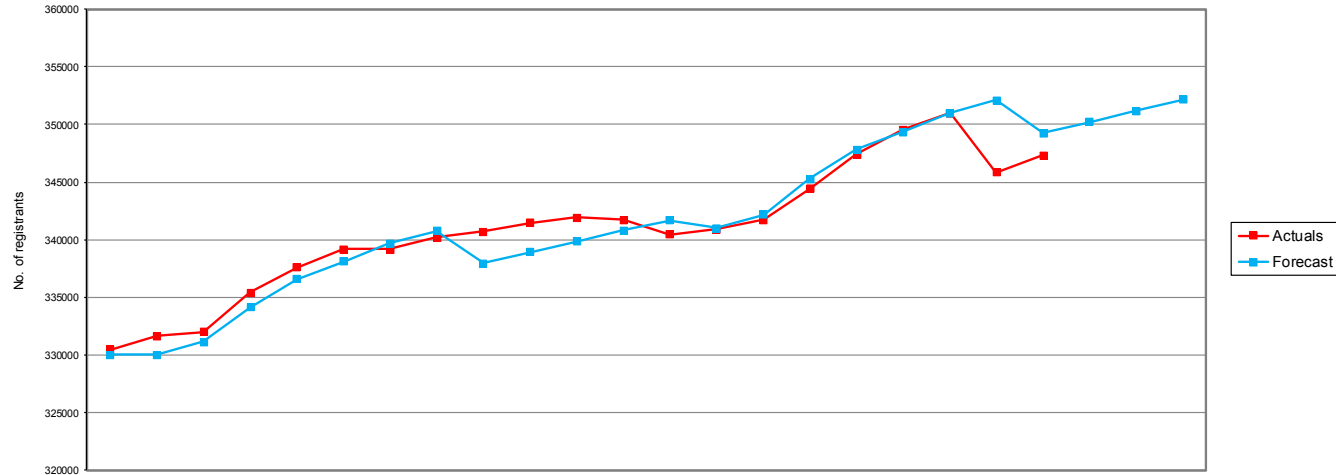
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1. Registration

Number of registrants by profession

Number of Registrants by Profession April 2015 - March 2017

Registration Department



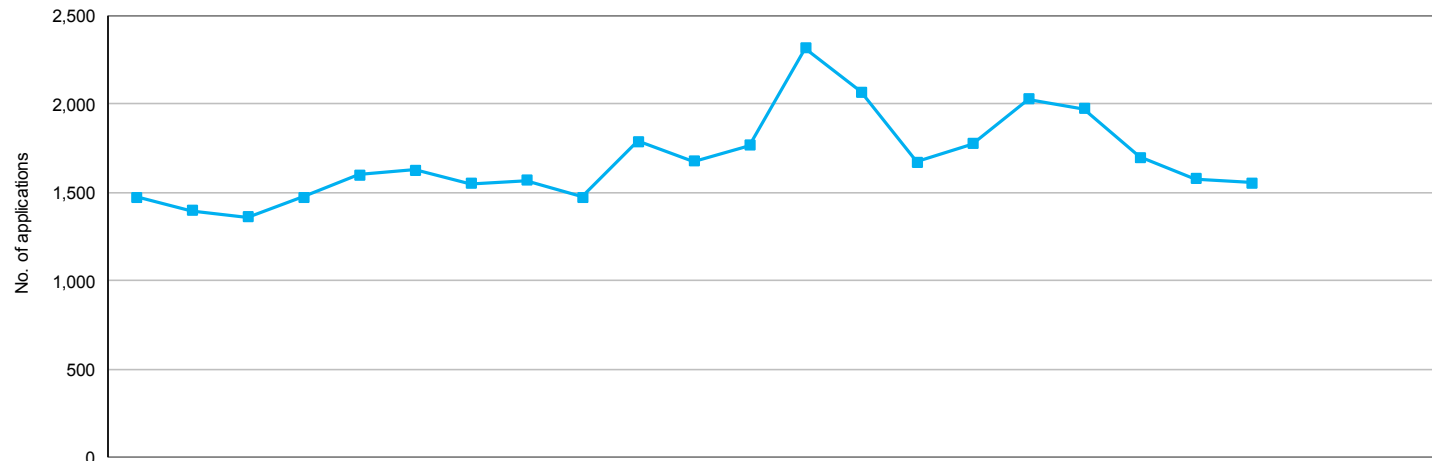
	2015			2016												2017			14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	3,004	3,634	3,646	3,672	3,775	3,759	3,814	3,841	3,865	3,881	3,890	3,897	3,887	3,886	3,705	3,741	3,816	3,875	3,922	3,952	3,970				3,620	3,897	3,970
Bio. scientists	22,647	22,624	22,665	22,798	22,871	22,870	22,773	22,551	21,942	22,017	22,098	22,154	22,411	22,228	22,305	22,386	22,534	22,626	22,655	22,631	22,708				22,640	22,154	22,708
Chirops/pods	12,905	12,904	12,921	13,042	13,100	13,111	13,161	13,172	13,160	13,127	13,131	13,121	13,123	13,098	13,106	13,111	12,842	12,900	12,930	12,936	12,945				12,911	13,121	12,945
CI scientists	5,318	5,336	5,341	5,340	5,337	5,298	5,182	5,287	5,327	5,345	5,363	5,376	5,402	5,418	5,432	5,442	5,449	5,452	5,463	5,484	5,559				5,296	5,376	5,559
Dietitians	8,557	8,575	8,598	8,763	8,863	8,917	8,945	8,962	8,959	8,968	8,978	8,986	9,004	9,000	8,926	8,828	8,942	8,994	9,013	9,035	9,042				8,528	8,986	9,042
Hearing aid disps	2,185	2,174	2,184	2,212	2,257	2,295	2,325	2,338	2,373	2,403	2,425	2,442	2,457	2,458	2,457	2,451	2,412	2,459	2,493	2,518	2,537				2,151	2,442	2,537
OTs	36,158	36,177	36,219	36,650	36,911	36,966	35,581	35,891	36,035	36,118	36,200	36,272	36,338	36,388	36,460	36,844	37,303	37,415	37,606	37,749	37,814				36,128	36,272	37,814
ODPs	12,214	12,205	12,241	12,288	12,397	12,588	12,751	12,756	12,787	12,799	12,791	12,811	12,836	12,812	12,833	12,856	12,986	13,184	13,232	12,925	12,978				12,182	12,811	12,978
Orthoptists	1,381	1,381	1,377	1,379	1,396	1,376	1,380	1,383	1,385	1,384	1,386	1,385	1,383	1,383	1,386	1,406	1,433	1,440	1,447	1,448	1,450				1,379	1,385	1,450
Paramedics	21,271	21,131	21,384	21,473	21,485	21,526	21,756	21,871	21,992	22,096	22,250	22,380	22,492	22,553	22,626	22,778	22,941	23,300	23,441	23,519	23,600				21,185	22,380	23,600
Physiotherapists	49,360	49,737	49,883	50,668	51,044	51,268	51,383	51,542	51,632	51,726	51,742	51,662	49,793	50,181	50,493	51,189	51,835	52,112	52,299	52,426	52,515				49,685	51,662	52,515
Pract psychs	20,963	20,889	20,416	20,529	20,577	20,724	21,115	21,221	21,296	21,361	21,412	21,470	21,527	21,551	21,613	21,670	21,750	21,939	22,239	22,400	22,471				20,996	21,470	22,471
Prosth/orthotists	1,012	1,011	1,016	1,040	1,046	1,039	1,004	1,007	1,009	1,009	1,009	1,005	1,006	1,007	1,013	1,037	1,051	1,054	1,056	1,060	1,062				1,011	1,005	1,062
Radiographers	29,812	29,841	30,044	30,694	30,859	30,994	31,109	31,186	31,177	31,122	30,889	30,244	30,317	30,418	30,623	31,292	31,599	31,800	31,843	31,900	31,936				29,786	30,244	31,936
Social workers	88,726	88,818	89,033	89,671	90,434	91,143	92,025	92,183	92,700	93,029	93,208	93,341	93,491	93,259	93,444	93,962	94,934	95,328	95,575	90,069	90,901				88,397	93,341	90,901
SLTs	5,016	5,027	5,044	5,111	5,131	5,279	14,908	15,018	15,077	15,108	15,169	15,199	15,231	15,262	15,296	15,424	15,594	15,662	15,766	15,811	15,831				14,982	15,199	15,831
Total	330,489	331,646	332,012	335,410	337,605	339,183	339,212	340,219	340,716	341,488	341,941	341,745	340,478	340,902	341,718	344,427	347,421	349,540	350,988	352,097	349,234	350,232	351,180	352,166	330,887	341,745	347,318
Forecast	330,012	330,035	331,149	334,174	336,617	338,102	339,673	340,747	337,976	338,942	339,859	340,814	341,668	341,028	342,180	345,306	347,830	349,364	350,988	352,097	349,234	350,232	351,180	352,166	340,814	341,745	349,234

NOTE: Information captured on the last day of each calendar month.
Forecast is based on the average percentage difference in number of registrants from 10/11 - 15/16.

International applications workflow

International applications workflow process at end of each month April 2015 - March 2017

Registration Department



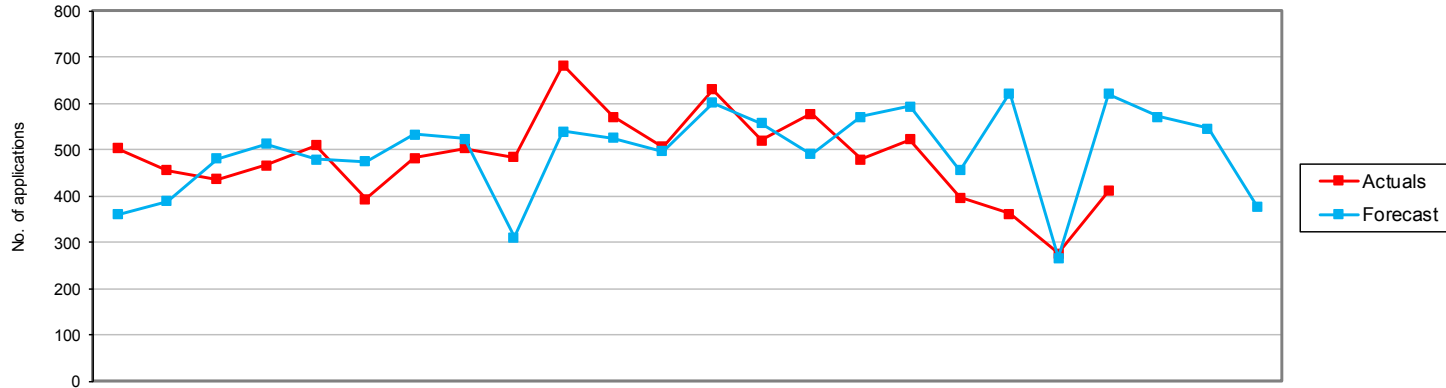
Current status	2015			2016									2017									14/15	15/16	16/17			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Minimum info	251	351	309	533	533	451	310	295	337	542	386	386	551	555	253	237	161	169	194	198	185				141	386	185
At scrutiny	1,000	809	838	739	877	933	957	928	881	974	984	1,126	1,419	1,164	1,119	1,258	1,550	1,385	1,109	1,043	1,075				739	1,126	1,075
Pending reg fee	223	235	213	200	187	241	283	346	253	271	307	252	343	347	301	280	315	417	393	336	292				203	252	292
Total	1,474	1,395	1,360	1,472	1,597	1,625	1,550	1,569	1,471	1,787	1,677	1,764	2,313	2,066	1,673	1,775	2,026	1,971	1,696	1,577	1,552				1,083	1,764	1,552

NOTE: Information covers international applications status progress only.
Represents the current workload within the international section as at the end of the month.

International applications received

New International Applications Received April 2015 - March 2017

Registration Department



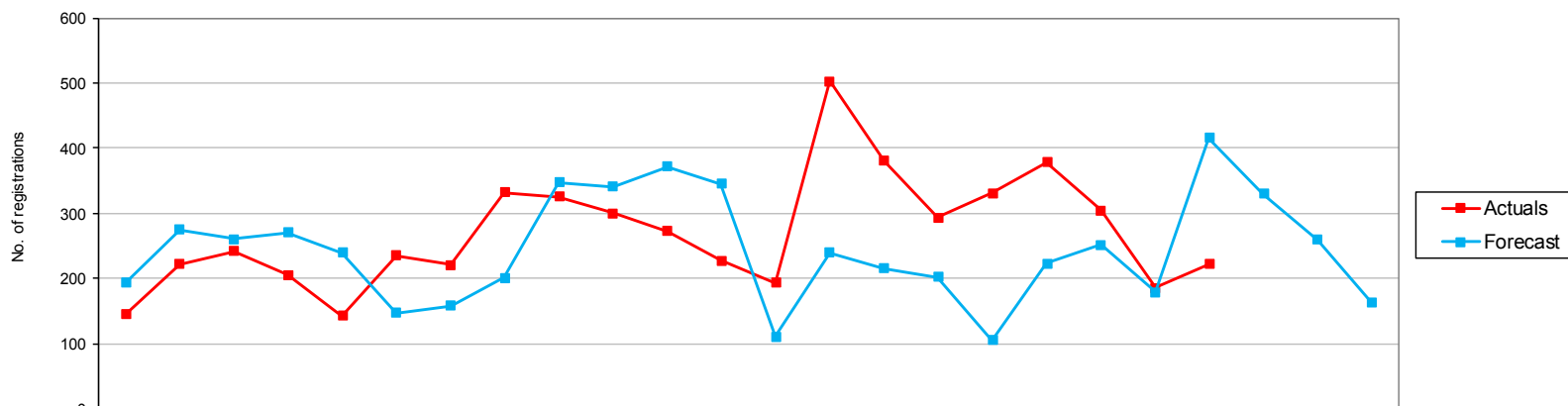
	2015												2016												2017												14/15 FYE	15/16 FYE	16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Arts Therapists	0	0	2	2	6	4	1	4	1	1	0	0	0	1	3	7	5	2	5	0	2	20	21	25															
Bio. Scientists	32	28	29	31	56	35	36	31	39	43	30	27	34	37	33	32	33	26	19	11	26	353	417	251															
Chiropractors	5	9	8	8	8	6	2	4	7	3	7	7	9	5	3	2	4	5	7	3	4	49	74	42															
CI Scientists	9	3	8	9	9	9	9	8	12	9	7	7	9	13	11	11	7	3	11	5	4	93	99	74															
Dietitians	23	22	31	21	21	15	21	21	16	39	29	29	44	26	25	21	19	18	12	8	14	183	288	187															
Hearing aid dispensers	7	8	3	7	1	1	3	3	2	2	1	3	3	2	2	1	8	1	3	0	5	31	41	25															
OTs	40	42	44	36	39	36	44	40	25	56	47	42	36	32	31	26	45	27	35	23	38	418	491	293															
ODPs	3	1	0	0	3	1	0	0	0	0	3	0	2	2	4	0	0	0	2	3	0	30	11	13															
Orthoptists	0	0	1	0	1	0	0	0	1	0	1	0	4	0	0	0	2	0	1	1	0	4	4	8															
Paramedics	40	40	26	24	28	16	23	49	115	127	41	30	31	44	51	29	36	34	28	35	61	256	559	349															
Physiotherapists	126	108	109	131	126	98	126	139	107	171	177	163	207	150	177	117	140	113	99	69	92	1,273	1,581	1,164															
Practitioners (Psychologists)	34	37	34	40	39	28	39	32	26	30	21	38	58	31	40	39	40	33	24	21	23	307	398	309															
Prosthetists/Orthotists	2	0	1	0	1	1	1	2	1	5	2	0	2	0	0	1	1	0	2	1	2	18	16	9															
Radiographers	80	69	57	67	61	59	79	87	74	122	114	86	92	69	93	75	88	72	61	45	69	662	955	664															
Social workers	82	71	58	67	84	65	70	56	43	65	71	15	79	87	88	100	76	53	37	38	57	681	747	615															
SLTs	20	17	25	24	26	19	28	27	15	9	20	59	20	22	16	19	18	9	15	13	14	230	289	146															
Total	503	455	436	467	509	393	482	503	484	682	571	506	630	521	577	480	522	396	361	276	411	4,608	5,991	4,174															
Forecast	360	388	481	512	480	475	533	524	311	539	525	497	602	557	491	572	594	455	623	267	620	571	546	378	5,625	4,781													

NOTE: All received applications, including those that may subsequently be returned, rejected or withdrawn.
 Forecast is based on the average number of INT applications received each month from 10/11 - 14/15, normalised against the latest monthly actuals available

International registrations

International Registrations April 2015 - March 2017

Registration Department



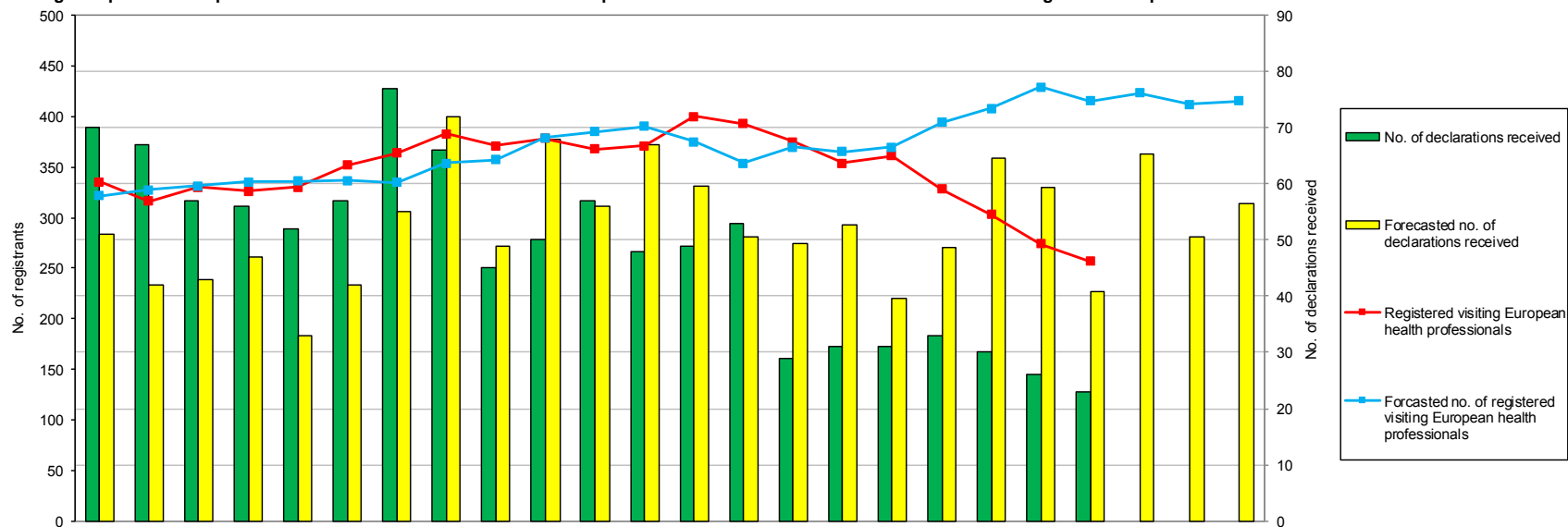
	2015												2016												2017												14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	0	0	2	0	1	1	0	2	0	0	1	0	0	0	4	1	0	0	2	0	0	15	7	7															
Bio. scientists	10	17	14	15	10	12	13	2	50	26	24	20	22	33	22	11	23	22	17	11	28	229	213	189															
Chirops/pods	2	5	0	0	4	5	4	6	3	3	3	2	5	4	1	0	9	2	2	0	2	24	37	25															
CI scientists	4	5	2	2	2	0	4	7	2	1	3	2	0	5	3	5	2	4	3	2	3	45	34	27															
Dietitians	2	8	6	12	10	11	10	11	13	6	11	7	6	10	6	41	16	19	6	11	4	122	107	119															
Hearing aid disps	0	1	0	1	2	4	2	5	2	2	2	0	2	0	0	1	6	3	1	2	2	23	21	17															
OTs	17	10	21	14	12	17	11	66	26	17	29	15	25	32	32	27	33	27	20	33	6	271	255	235															
ODPs	0	2	2	0	4	2	0	0	2	0	0	0	1	1	0	0	0	0	1	0	10	12	3																
Orthoptists	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	2	1															
Paramedics	28	18	26	18	5	33	8	14	51	100	88	35	22	28	21	24	14	31	17	12	20	165	424	189															
Physiotherapists	18	91	68	63	42	67	62	94	54	65	36	35	10	208	133	102	103	125	106	55	37	791	695	879															
Pract psychs	5	0	24	4	6	12	14	13	14	14	17	7	17	9	26	11	18	15	19	9	10	150	130	134															
Prosth/orthotists	1	0	0	1	1	0	4	1	0	0	0	0	1	0	1	0	3	0	3	0	2	6	8	10															
Radiographers	28	30	39	36	17	39	43	57	19	21	12	84	45	105	67	33	59	62	57	30	21	390	425	479															
Social workers	18	23	23	25	23	27	23	25	72	31	33	11	28	52	50	29	35	51	36	8	83	391	334	372															
SLTs	10	12	15	14	4	5	23	29	18	14	14	9	9	16	14	8	10	17	16	12	4	155	167	106															
Total	145	222	242	205	143	235	221	332	326	300	273	227	193	503	380	294	331	378	305	186	222	2,790	2,871	2,792															
Forecast	193	275	261	270	240	147	158	201	347	341	372	345	111	240	216	202	106	224	252	179	416	330	259	163		3,150	1,945												

NOTE: Forecast is based on the average number of INT applications registered each month from 10/11 - 14/15, normalised against the latest monthly actuals available
Social worker section of the Register opened 1 Aug 2012 (covers England only)

Register of visiting European health professionals

Register of visiting European health professionals under EU Directive 2005/36/EC April 2015 - March 2017

Registration Department

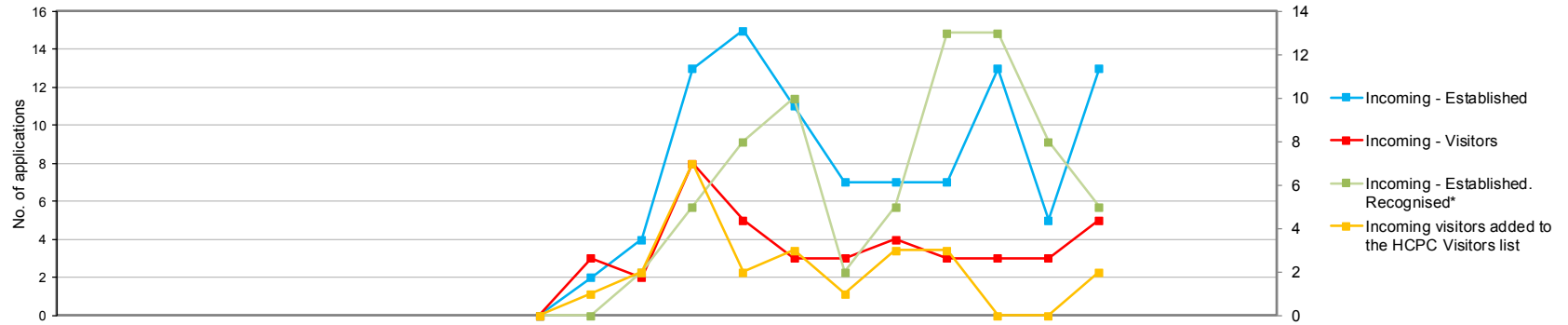


	2015			2016									2017									14/15	15/16	16/17			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
No. of declarations received	70	67	57	56	52	57	77	66	45	50	57	48	49	53	29	31	31	33	30	26	23				594	702	305
Registered visiting European health professionals	335	316	330	326	330	352	364	383	371	378	368	371	400	393	375	354	361	328	303	274	257				349	368	257
Forecasted no. of declarations received	51	42	43	47	33	42	55	72	49	68	56	67	60	51	49	53	40	49	65	59	41	65	51	57		625	467
Forecasted no. of registered visiting European health professionals	322	327	331	335	336	336	335	354	357	379	385	390	375	354	370	365	370	394	408	429	416	423	412	416		390	416

NOTE: Forecast is based on the average percentage increase or decrease on a monthly basis, using the actual figures between the period 11/12 - 14/15, normalised against the monthly actuals available.

European professional card (EPC) incoming applications

European Professional Card (EPC) incoming applications April 2016 - March 2017



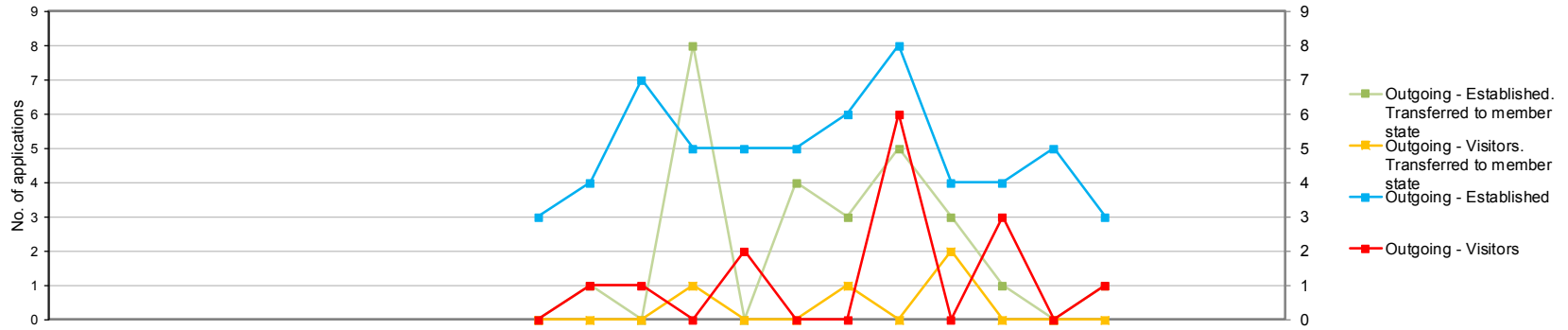
	2015												2016												2017			15/16 FYE	16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar					
Incoming - Established													0	2	4	13	15	11	7	7	7	13	5	13	6	91			
Incoming - Visitors													0	3	2	8	5	3	3	4	3	3	3	5	5	37			
Incoming - Established. Recognised*													0	0	2	5	8	10	2	5	13	13	8	5	2	69			
Incoming visitors added to the HCPC Visitors list													0	1	2	7	2	3	1	3	3	0	0	2	3	21			

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016.

* Applications that have been recognised may not be registered immediately as the registration fee is required. Figure does not include applications where the decision is a period of adaptation.

European professional card (EPC) outgoing applications

European Professional Card (EPC) outgoing applications April 2016 - March 2017



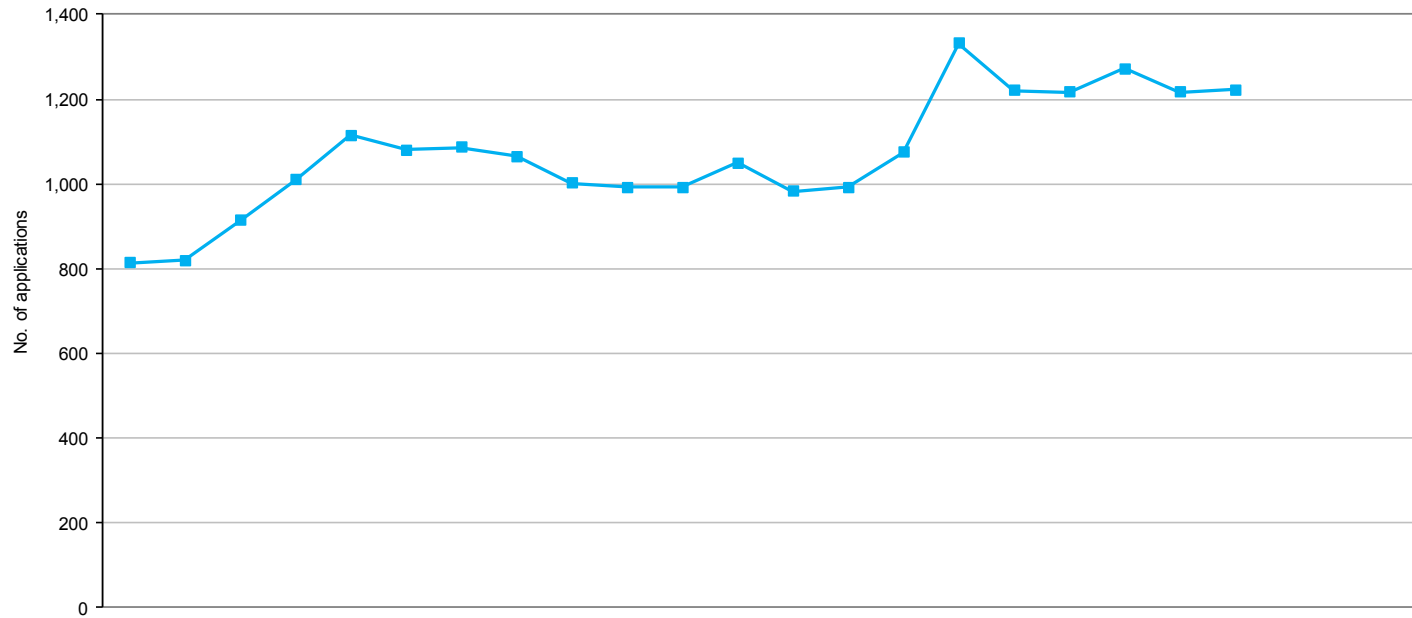
	2015			2016												2017			15/16	16/17
	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Outgoing - Established				3	4	7	5	5	5	6	8	4	4	5	3				14	45
Outgoing - Visitors				0	1	1	0	2	0	0	6	0	3	0	1				2	12
Outgoing - Established. Transferred to member state				0	1	0	8	0	4	3	5	3	1	0	1				1	25
Outgoing - Visitors. Transferred to member state				0	0	0	1	0	0	1	0	2	0	0	0				0	4

NOTE: The European Professional Card (EPC) for physiotherapists has been in place and operational since 18 January 2016. Registration of an outgoing application is completed by the host member state. The HCPC ensures the application is complete before transferring ownership on.

UK applications workflow

UK applications workflow process at end of each month April 2015 - March 2017

Registration Department



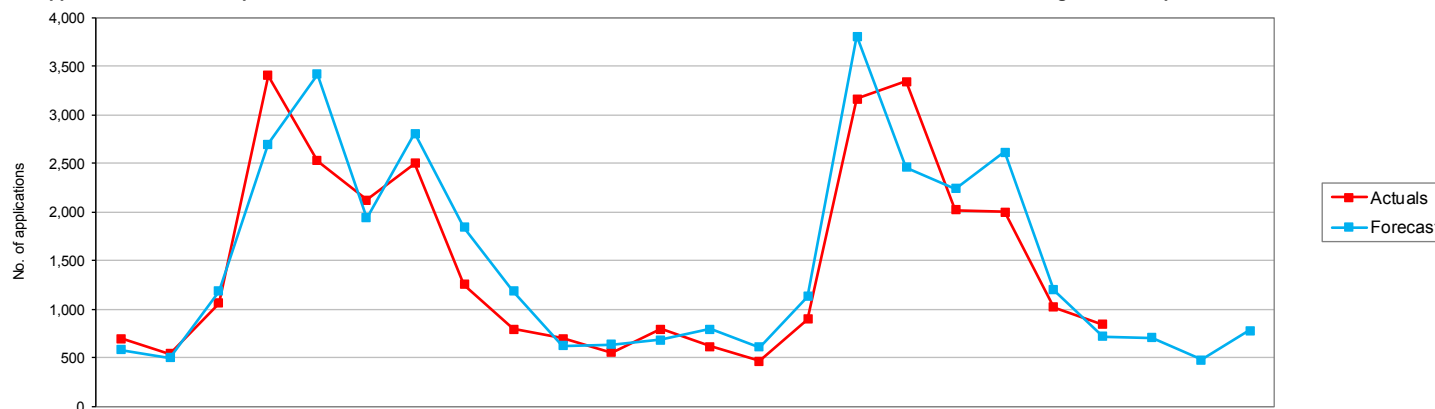
Current status	2015			2016									2017									14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
Minimum info	813	819	912	1,000	1,097	1,075	1,077	1,057	994	986	986	1,041	975	985	1,068	1,317	1,211	1,207	1,256	1,198	1,207							802	1,041	1,207
At scrutiny	0	0	0	1	0	0	3	1	2	1	1	1	1	1	1	2	1	1	5	1	2							3	1	2
Pending reg fee	1	1	1	9	19	5	6	8	6	5	6	8	6	6	6	12	8	9	12	17	14							3	8	14
Total	814	820	913	1,010	1,116	1,080	1,086	1,066	1,002	992	993	1,050	982	992	1,075	1,331	1,220	1,217	1,273	1,216	1,223							808	1,050	1,223

NOTE: Information covers UK applications status progress only.
Represents the current workload within the UK section as at the end of the month.

UK applications received

New UK Applications Received April 2015 - March 2017

Registration Department



	2015			2016												2017											
	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	12	7	10	30	52	46	56	42	13	13	7	16	12	18	8	31	73	51	50	33	21						
Bio. scientists	37	46	53	126	110	86	87	59	69	58	48	61	49	51	62	107	144	68	100	66	48						
Chirops/pods	3	4	50	160	53	39	28	7	4	5	2	5	3	0	78	143	73	44	17	6	6						
CI Scientists	17	16	10	15	16	17	11	108	32	22	17	22	28	14	12	14	17	6	13	24	95						
Dietitians	33	13	48	153	82	38	20	8	3	9	4	17	35	13	38	143	73	24	18	12	6						
Hearing aid disps	10	6	12	34	50	32	28	11	31	26	18	20	16	7	6	33	65	27	45	18	21						
OTs	66	40	62	419	329	164	259	93	46	57	47	81	43	30	49	393	439	168	198	91	53						
ODPs	31	22	23	48	128	196	153	19	27	10	7	15	39	13	26	45	177	153	97	27	13						
Orthoptists	0	0	1	12	33	8	5	2	1	0	0	1	0	0	6	21	28	8	6	2	2						
Paramedics	65	40	102	116	174	296	229	86	78	56	81	112	85	59	94	125	242	274	161	63	94						
Physiotherapists	36	27	118	752	341	156	140	83	56	47	54	71	30	22	111	646	480	153	135	65	59						
Pract psychs	50	37	47	54	35	139	387	104	63	60	39	59	36	36	43	48	78	156	347	132	76						
Prosth/orthotists	0	0	8	29	5	5	3	1	0	0	0	0	1	0	7	23	12	4	1	2	0						
Radiographers	18	35	298	570	190	107	79	24	16	16	10	34	14	35	223	649	250	104	45	27	21						
Social workers	303	237	191	699	777	685	902	563	330	271	184	232	203	143	116	597	1,020	703	646	413	309						
SLTs	17	7	25	183	148	104	108	44	22	46	33	43	19	21	15	145	170	73	115	35	13						
Total	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791	696	551	789	613	462	894	3,163	3,341	2,016	1,994	1,016	837						
Forecast	578	494	1,181	2,696	3,412	1,935	2,808	1,838	1,184	618	635	679	790	608	1,124	3,803	2,453	2,235	2,612	1,196	716	705	478	775			

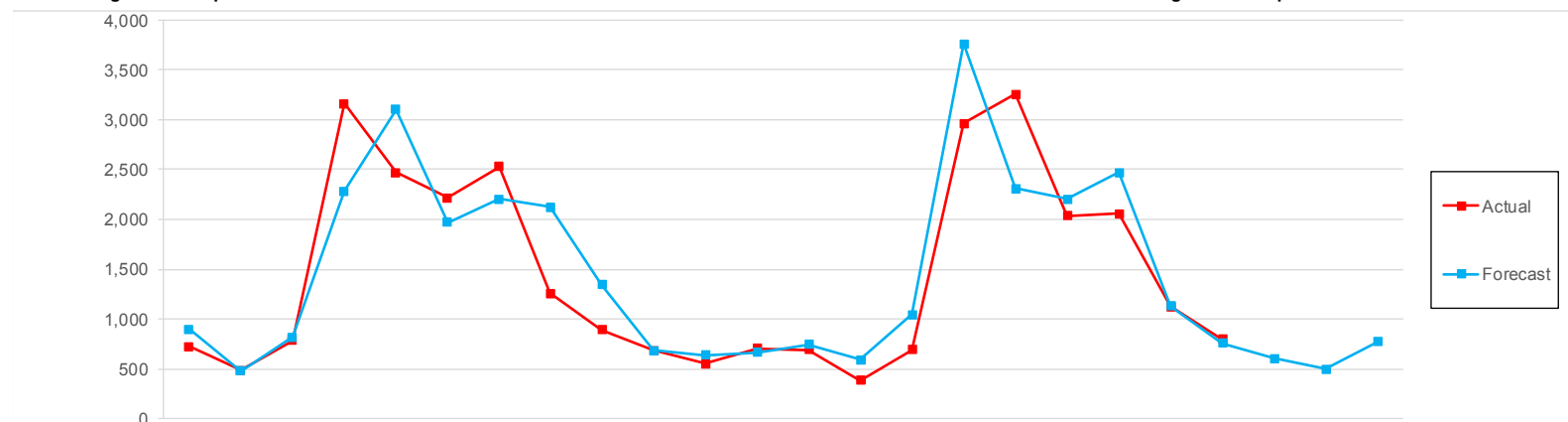
14/15	15/16	16/17
FYE	FYE	YTD
340	304	297
848	840	695
393	360	370
377	303	223
400	428	362
234	278	238
1,733	1,663	1,464
641	679	590
72	63	73
1,173	1,435	1,197
1,875	1,881	1,701
1,077	1,074	952
55	51	50
1,438	1,397	1,368
5,695	5,374	4,150
814	780	606
17,165	16,910	14,336
	18,058	15,537

NOTE: Forecast is based on the average number of UK applications received each month from 10/11 - 15/16, normalised against the latest monthly actuals available.
Social worker section of the Register opened 1 Aug 2012 (covers England only).

New UK registrations

New UK Registrations April 2015 - March 2017

Registration Department



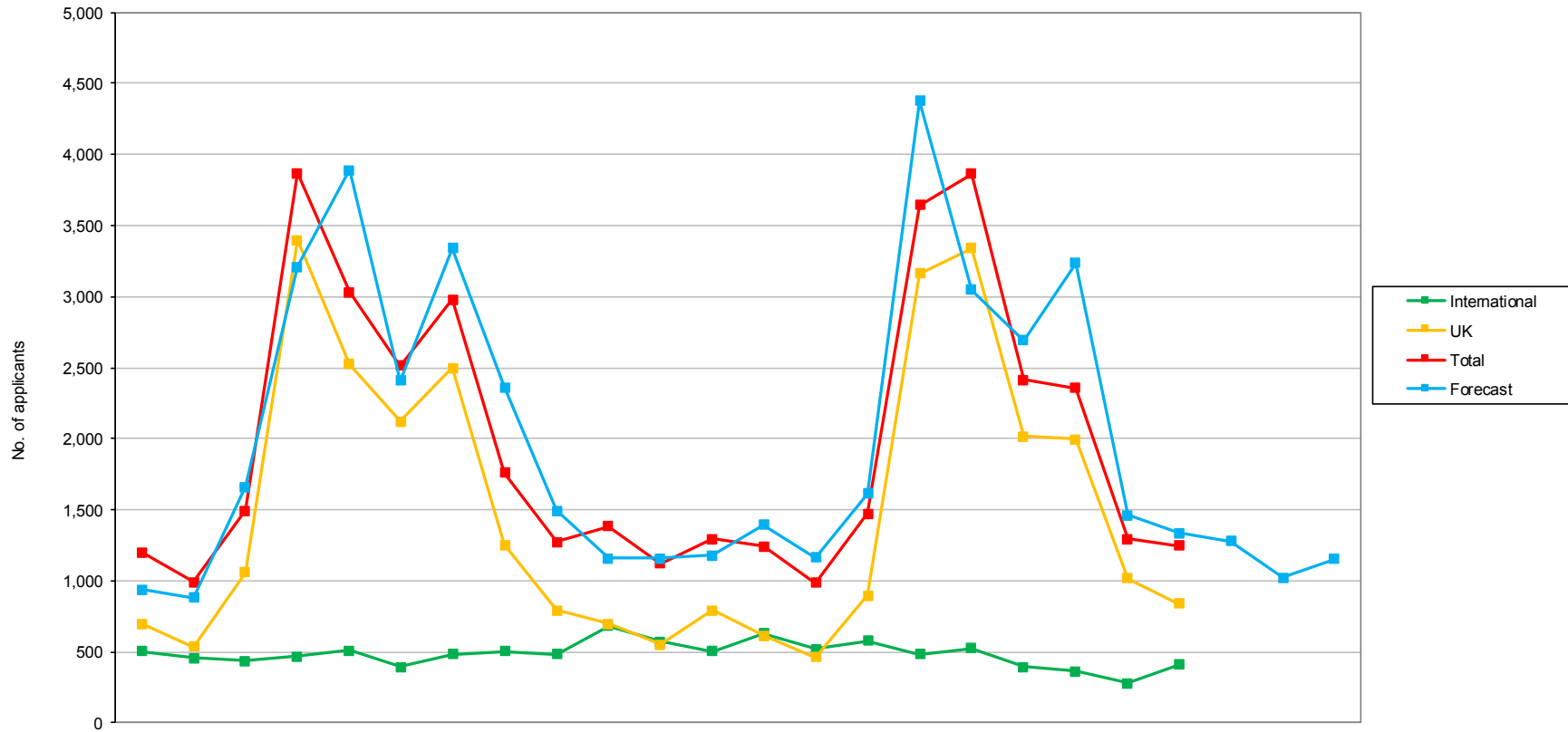
	2015												2016												2017												14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Arts therapists	13	8	5	23	44	43	59	35	20	16	8	13	14	16	7	23	68	55	50	30	18	14	16	7	23	68	55	50	30	18	329	287	281						
Bio. scientists	41	40	39	114	92	93	78	51	74	47	53	53	49	40	54	95	148	70	83	63	50	49	40	54	95	148	70	83	63	50	732	775	652						
Chirops/pods	5	3	34	156	54	43	32	12	7	4	2	4	6	0	54	146	82	36	28	6	7	6	0	54	146	82	36	28	6	7	376	356	365						
CI Scientists	17	15	9	13	19	11	14	94	37	20	17	19	26	13	10	11	14	8	11	24	75	26	13	10	11	14	8	11	24	75	363	285	192						
Dietitians	36	13	34	144	89	42	27	8	3	6	6	11	34	7	40	132	82	24	27	12	5	34	7	40	132	82	24	27	12	5	398	419	363						
Hearing aid disps	14	7	10	27	45	32	28	11	33	28	18	18	15	5	7	25	58	34	37	24	17	15	5	7	25	58	34	37	24	17	222	271	222						
OTs	73	32	33	413	313	186	255	94	57	58	49	79	51	25	42	360	442	173	201	105	55	51	25	42	360	442	173	201	105	55	1,701	1,642	1,454						
ODPs	31	9	34	38	103	190	173	29	25	15	5	21	35	14	23	30	132	168	120	35	14	35	14	23	30	132	168	120	35	14	630	673	571						
Orthoptists	0	0	1	6	35	11	3	4	2	0	0	0	0	1	5	21	28	8	7	2	2	0	1	5	21	28	8	7	2	2	69	62	74						
Paramedics	74	38	95	95	136	325	225	109	76	35	83	107	108	44	62	146	192	303	178	80	70	108	44	62	146	192	303	178	80	70	1,137	1,398	1,183						
Physiotherapists	38	15	77	686	378	189	154	84	50	52	44	73	38	17	86	588	510	145	153	72	57	38	17	86	588	510	145	153	72	57	1,830	1,840	1,666						
Pract psychs	45	40	37	52	31	126	382	105	63	59	37	50	43	35	33	45	66	124	344	173	60	43	35	33	45	66	124	344	173	60	1,051	1,027	923						
Prosth/orthotists	0	0	5	28	7	6	1	3	0	0	0	0	0	0	5	24	14	5	0	2	1	0	0	5	24	14	5	0	2	1	55	50	51						
Radiographers	12	12	182	630	225	113	84	33	18	18	11	28	18	9	152	664	286	120	44	40	22	18	9	152	664	286	120	44	40	22	1,420	1,366	1,355						
Social workers	301	247	176	573	744	697	908	536	399	297	166	195	229	136	93	524	957	700	655	418	326	229	136	93	524	957	700	655	418	326	5,576	5,239	4,038						
SLTs	27	8	13	167	158	111	104	49	28	29	49	35	27	19	17	131	178	61	120	38	20	27	19	17	131	178	61	120	38	20	793	778	611						
Total	727	487	784	3,165	2,473	2,218	2,527	1,257	892	684	548	706	693	381	690	2,965	3,257	2,034	2,058	1,124	799	693	381	690	2,965	3,257	2,034	2,058	1,124	799	16,682	16,468	14,001						
Forecast	898	480	814	2,282	3,101	1,973	2,206	2,125	1,344	687	637	667	741	588	1,043	3,760	2,311	2,205	2,470	1,131	759	601	496	770	741	588	1,043	3,760	2,311	2,205	2,470	1,131	759	601	496	770	17,214	15,008	

NOTE: Forecast is based on the average number of UK registrations each month from 10/11 - 15/16, normalised against the latest monthly actuals available.
 Social worker section of the Register opened 1 Aug 2012 (covers England only).

Application types received

Application Types Received April 2015 - March 2017

Registration Department



Apps Received	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
G/pting	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	503	455	436	467	509	393	482	503	484	682	571	506	630	521	577	480	522	396	361	276	411			
UK	698	537	1,058	3,400	2,523	2,118	2,495	1,254	791	696	551	789	613	462	894	3,163	3,341	2,016	1,994	1,016	837			
Total	1,201	992	1,494	3,867	3,032	2,511	2,977	1,757	1,275	1,381	1,122	1,295	1,243	983	1,471	3,643	3,863	2,412	2,355	1,292	1,248			
Forecast	938	882	1,662	3,208	3,892	2,410	3,341	2,362	1,495	1,157	1,160	1,176	1,392	1,165	1,615	4,375	3,047	2,690	3,235	1,463	1,336	1,276	1,024	1,153

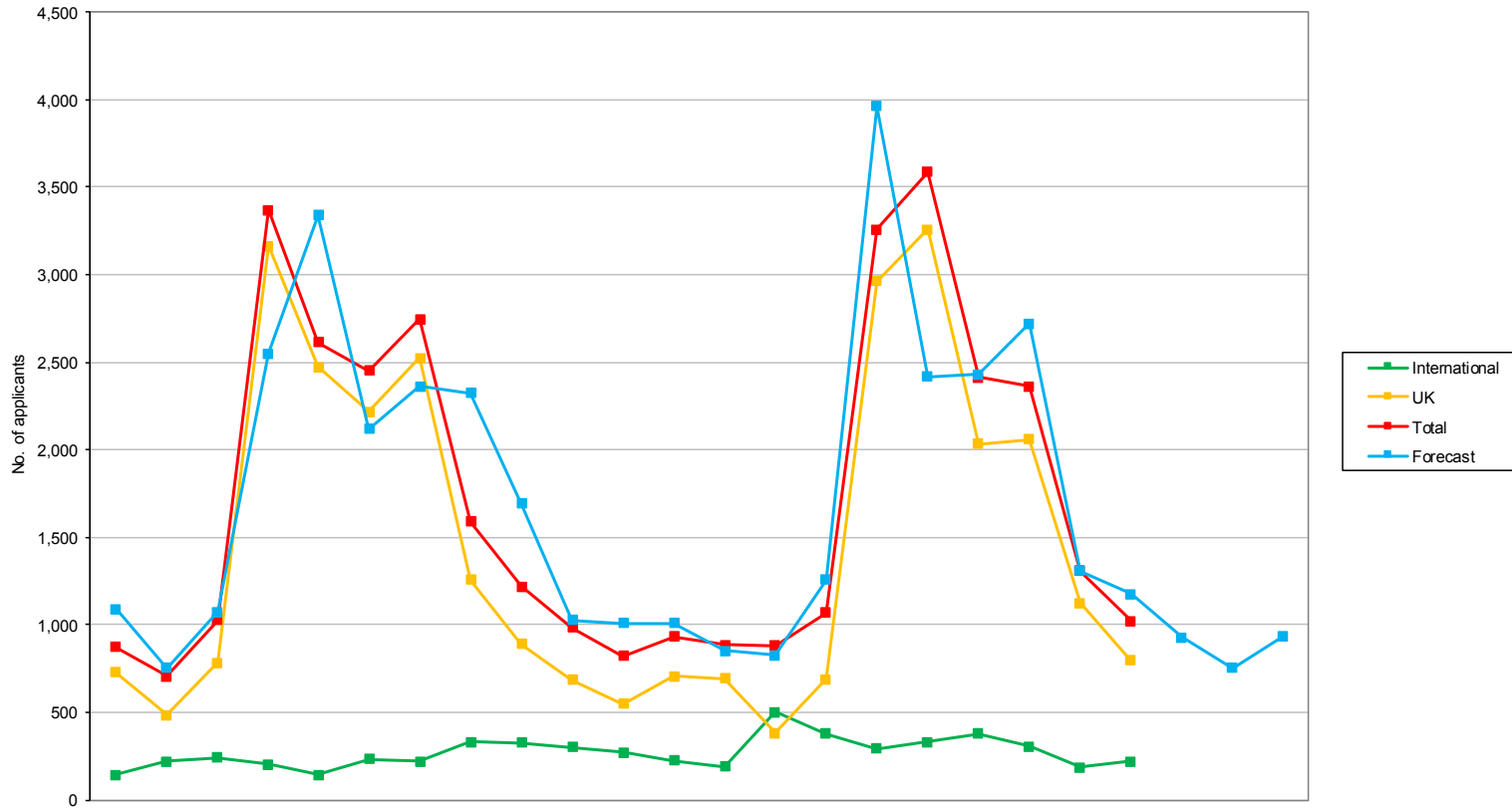
14/15 FYE	15/16 FYE	16/17 YTD
2	0	0
4,608	5,991	4,174
17,165	16,910	14,336
21,775	22,901	18,510
	23,683	18,982

NOTE: The data relates to application forms received, not total fees received.
Forecast is the combined forecast of international applications received and UK applications received.

New registrants

New Registrants April 2015 - March 2017

Registration Department



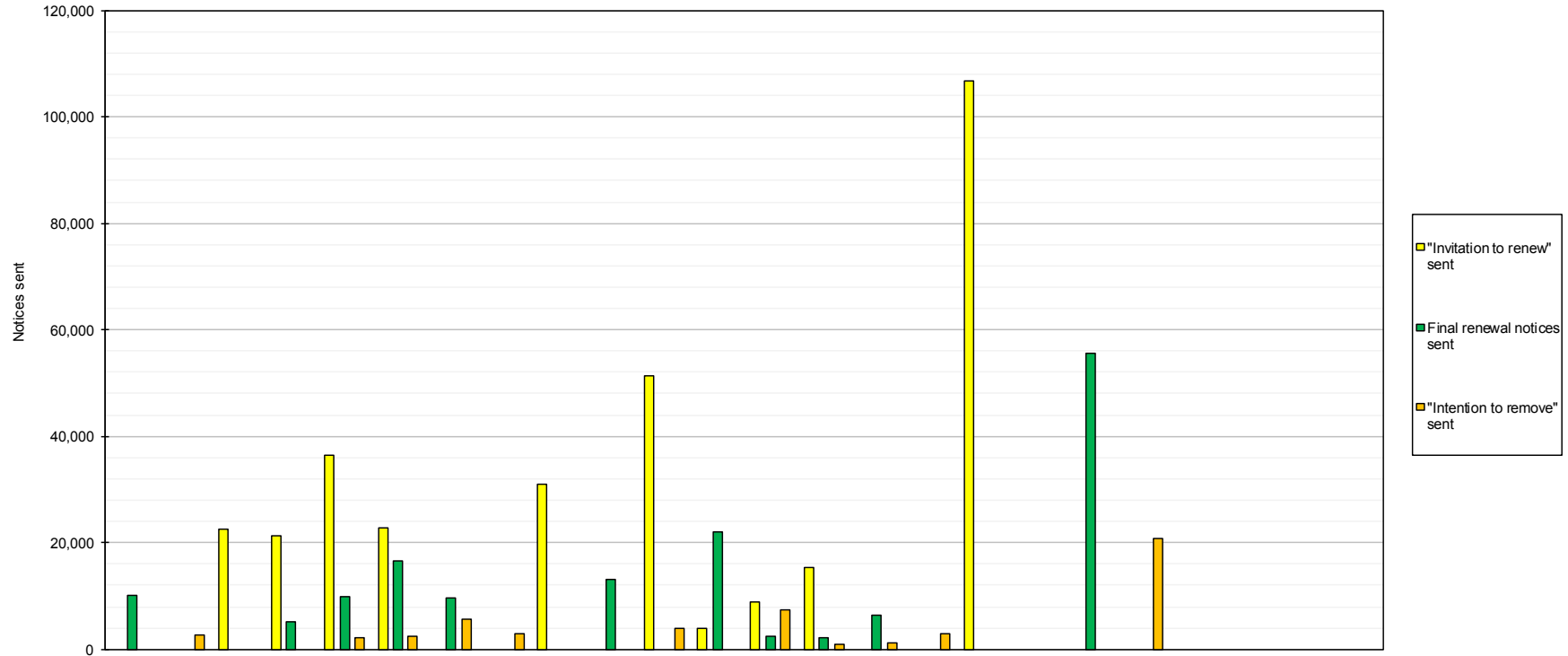
	2015												2016												2017												14/15	15/16	16/17
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
G/pting	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	0	
International	145	222	242	205	143	235	221	332	326	300	273	227	193	503	380	294	331	378	305	186	222			193	503	380	294	331	378	305	186	222			2,790	2,871	2,792		
UK	727	487	784	3,165	2,473	2,218	2,527	1,257	892	684	548	706	693	381	690	2,965	3,257	2,034	2,058	1,124	799			693	381	690	2,965	3,257	2,034	2,058	1,124	799			16,682	16,468	14,001		
Total	872	709	1,026	3,370	2,616	2,454	2,748	1,589	1,218	984	821	933	886	884	1,070	3,259	3,588	2,412	2,363	1,310	1,021			886	884	1,070	3,259	3,588	2,412	2,363	1,310	1,021			19,475	19,340	16,793		
Forecast	1,091	755	1,075	2,552	3,341	2,120	2,364	2,326	1,691	1,028	1,009	1,012	852	828	1,259	3,962	2,417	2,429	2,722	1,310	1,175	931	755	933	852	828	1,259	3,962	2,417	2,429	2,722	1,310	1,175	931	755	933		20,364	16,954

NOTE: Forecast is the combined forecast of international applications received and UK applications registered.

Renewals information

Renewal Information April 2015 - March 2017

Registration Department

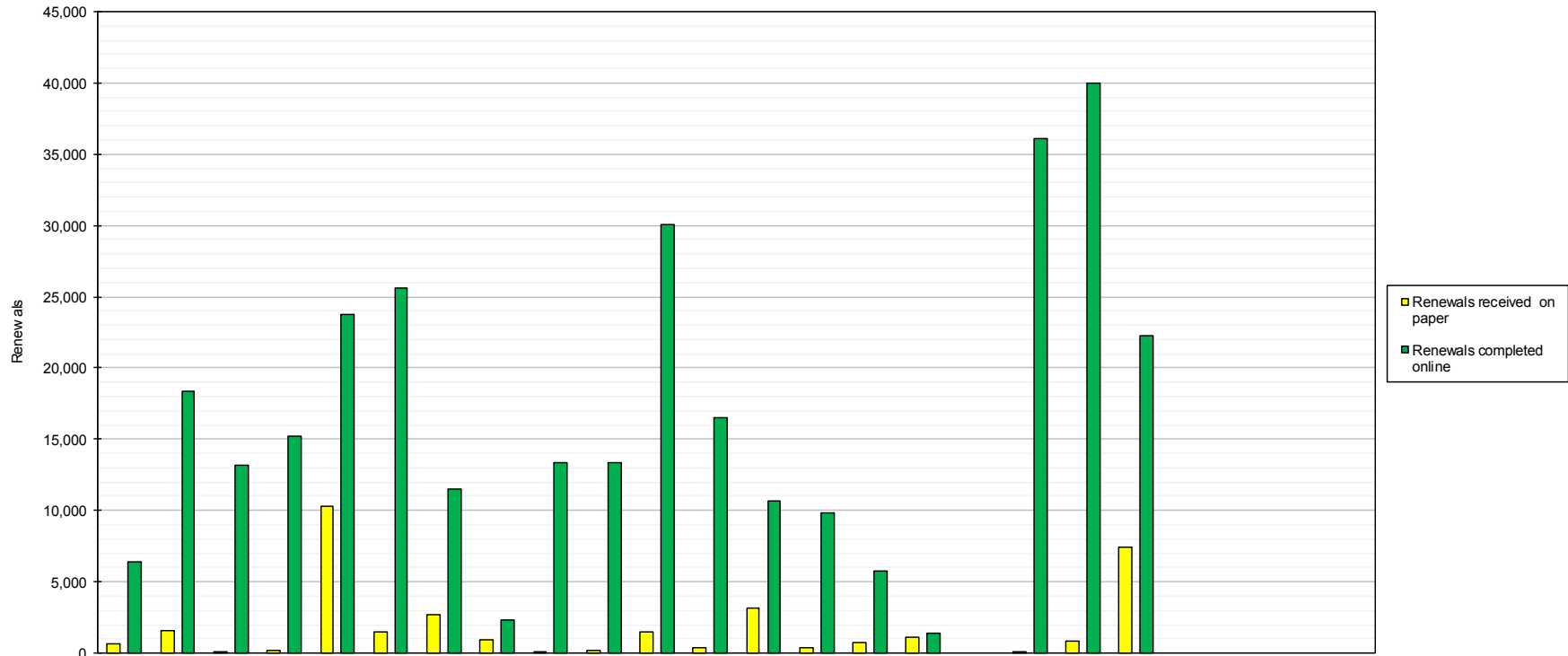


	2015			2016									2017									14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD			
"Invitation to renew" sent	0	0	22,645	21,310	36,381	22,667	0	0	30,966	0	51,333	3,853	8,916	15,448	0	0	106,797	0	0	0	0	0	0	0	0	0	0	146,403	189,155	131,161
Final renewal notices sent	10,146	0	0	5,213	9,842	16,452	9,570	0	0	13,214	0	21,949	2,301	2,049	6,392	0	0	0	55,469	0	0	0	0	0	0	0	68,518	86,386	66,211	
"Intention to remove" sent	0	2,585	0	0	2,141	2,523	5,643	2,840	0	0	3,857	0	7,279	851	1,140	2,831	0	0	0	20,726	0	0	0	0	0	0	28,241	19,589	32,827	
Total	10,146	2,585	22,645	26,523	48,364	41,642	15,213	2,840	30,966	13,214	55,190	25,802	18,496	18,348	7,532	2,831	106,797	0	55,469	20,726	0	0	0	0	0	0	243,162	295,130	230,199	

Renewal information

Renewal Information - on paper and online April 2015 - March 2017

Registration Department

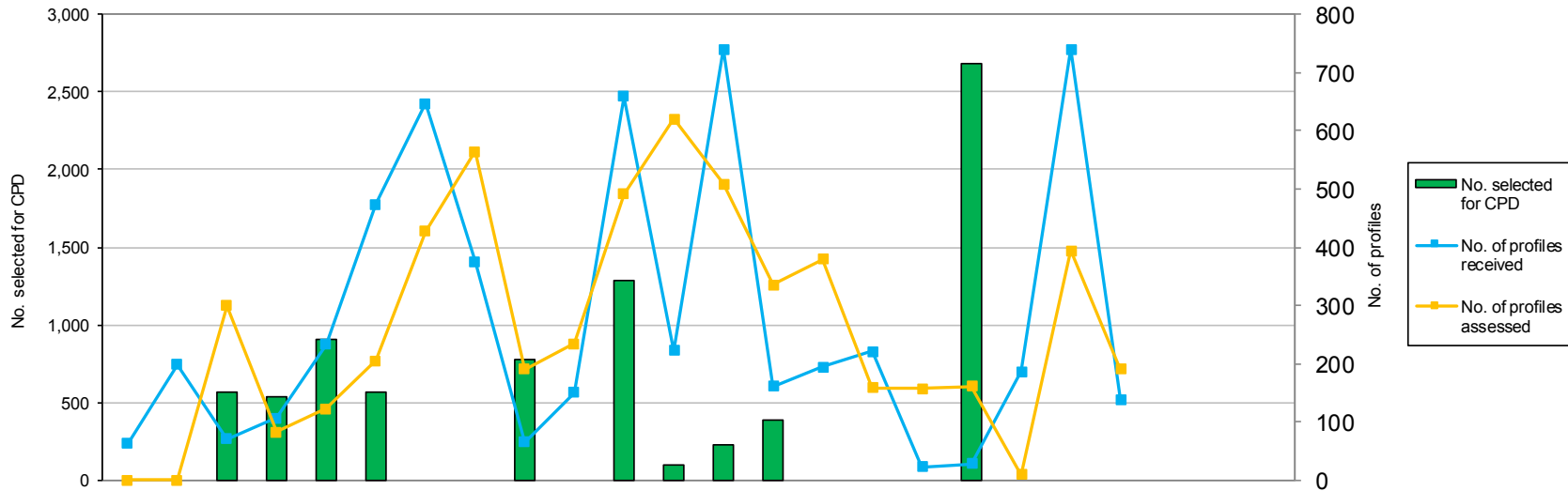


	2015			2016												2017			14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Renewals received on paper	696	1,627	23	188	10,260	1,467	2,697	969	52	180	1,517	398	3,148	415	739	1,151	0	117	868	7,413	0				16,317	20,074	13,851
Renewals completed online	6,411	18,415	13,159	15,252	23,791	25,630	11,522	2,289	13,362	13,362	30,070	16,501	10,709	9,834	5,752	1,432	0	36,135	40,035	22,286	0				155,664	189,764	126,183
Registrants removed	0	0	658	0	0	440	762	1,250	812	0	0	848	0	1,498	200	306	566	0	0	0	5,163				3,769	4,770	7,733

Continual profesional deveopment

Continuing Professional Development process April 2015 - March 2017

Registration Department



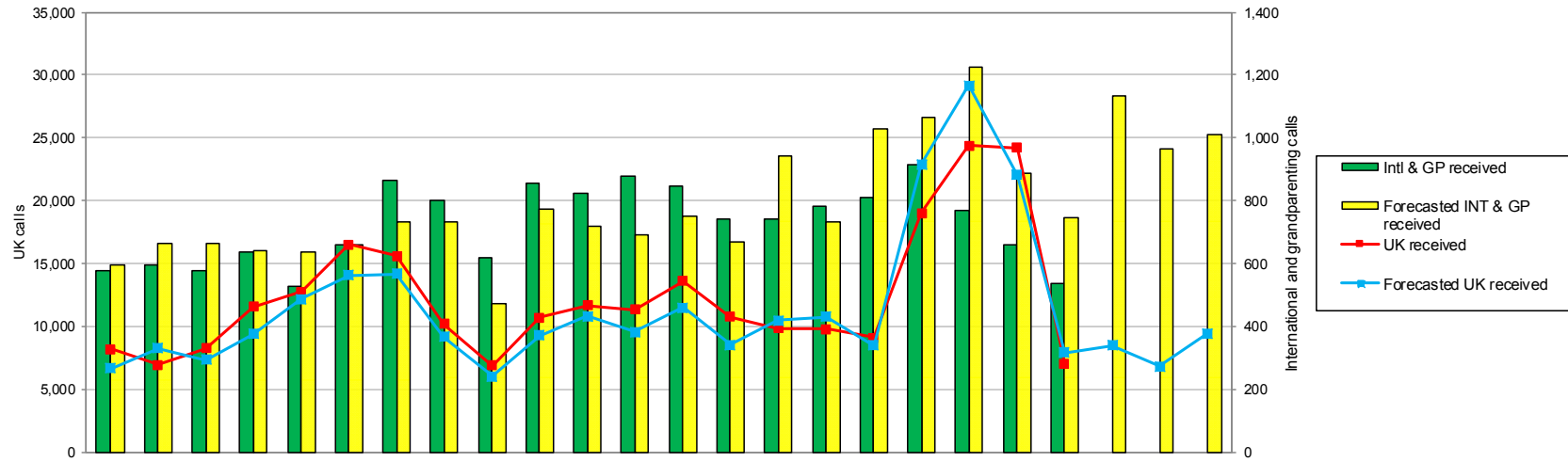
	2015			2016									2017											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No. selected for CPD	0	0	566	533	911	568	0	0	777	0	1,286	96	223	387	0	0	0	2,687	0	0	0			
No. of profiles received	62	198	70	106	233	474	647	375	65	150	659	223	740	161	194	221	23	28	186	740	138			
No. of profiles assessed	0	0	299	82	122	205	427	564	190	235	492	621	509	335	379	158	157	161	9	394	191			

14/15 FYE	15/16 FYE	16/17 YTD
3,680	4,737	3,297
4,335	3,262	2,431
2,239	3,237	2,293

Registration telephone information

Registration Telephone Information April 2015 - March 2017

Registration Department



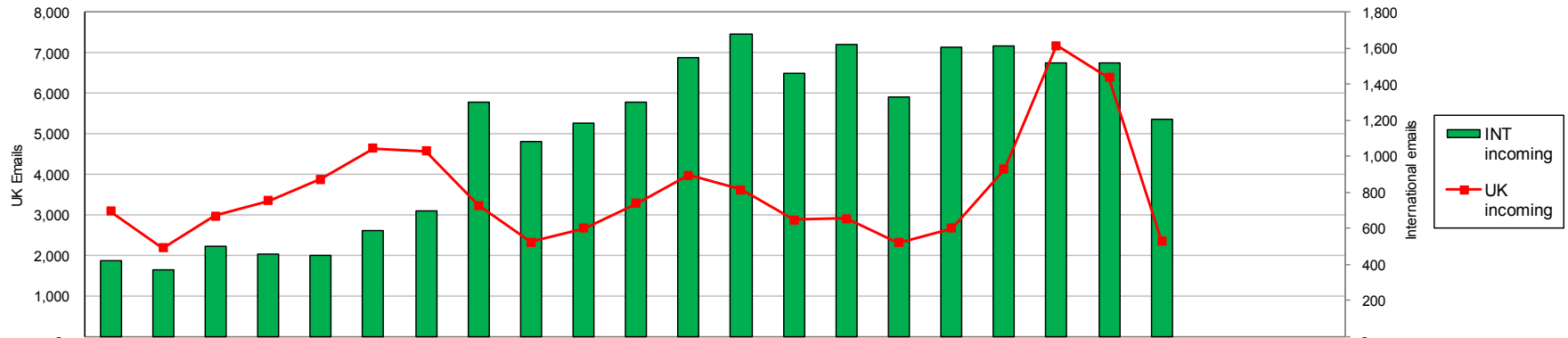
	2015			2016									2017									14/15 FYE	15/16 FYE	16/17 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar
Intl & GP																											
Intl & GP received	579	595	578	637	527	661	865	799	616	853	822	879	845	742	743	784	809	914	767	659	535	7,876	8,411	6,798			
Answered	575	595	576	634	523	659	859	798	609	853	817	682	840	702	737	770	800	906	760	653	526	7,560	8,180	6,694			
Calls answered (%)	99	100	100	98	99	100	99	99	99	100	99	98	99	95	99	98	96	99	99	99	98	96	99	98			
Abandoned	4	0	2	3	4	2	6	1	7	0	5	17	5	40	6	14	9	8	7	6	9	321	51	104			
Avg answer time (sec)	22	17	17	27	31	30	29	26	37	23	32	51	50	44	46	49	40	41	44	44	49	27	29	45			
Avg talk time (min)	4.12	3.59	3.40	3.45	3.58	3.58	4.03	4.03	3.58	4.10	4.03	4.18	4.11	3.56	4.41	4.36	4.21	4.42	4.58	4.57	4.46	3.67	3.81	4.30			
UK																											
UK received	8,198	6,942	8,230	11,541	12,741	16,504	15,586	10,147	6,869	10,682	11,669	11,328	13,622	10,730	9,860	9,786	9,114	10,003	24,383	24,185	7,061	141,542	130,437	127,744			
Answered	8,078	6,880	8,103	11,263	12,074	15,737	14,850	9,989	6,794	10,570	11,382	11,643	12,380	9,752	9,378	9,202	8,753	16,691	19,660	19,709	6,854	134,368	127,363	123,379			
Calls answered (%)	99	99	98	98	96	95	95	98	99	99	98	95	91	91	95	94	97	92	81	82	97	96	97	91			
Abandoned	120	62	127	278	497	522	736	158	75	112	287	547	1,242	978	482	598	361	2,312	4,723	4,476	207	7,112	3,521	15,379			
Avg answer time (sec)	43	35	30	46	87	116	124	55	44	41	77	127	169	182	131	132	101	372	395	356	79	42	69	213			
Avg talk time (min)	3.07	3.21	3.03	3.02	3.05	3.16	3.12	3.21	3.11	3.03	3.16	3.21	3.20	3.31	3.32	3.24	3.13	3.16	3.50	3.58	3.49	3.07	3.11	3.33			
Forecasted INT & GP received	597	665	665	639	636	661	732	733	471	774	716	691	751	669	941	734	1,030	1,063	1,224	886	746	1,133	963	1,009		7,980	7,298
Forecasted UK received	6,620	8,241	7,352	9,405	12,180	14,073	14,139	9,176	6,010	9,263	10,775	9,543	14,944	8,542	10,439	10,761	8,483	22,869	29,142	22,015	79,111	84,811	68,333	94,177		116,777	123,745

NOTE: Forecast is based on registration cycles, using the average figures between 12/13 and 14/15, normalised against the latest monthly actuals available.

UK and international emails received

UK and international emails received at end of each month April 2015 - March 2017

Registration Department



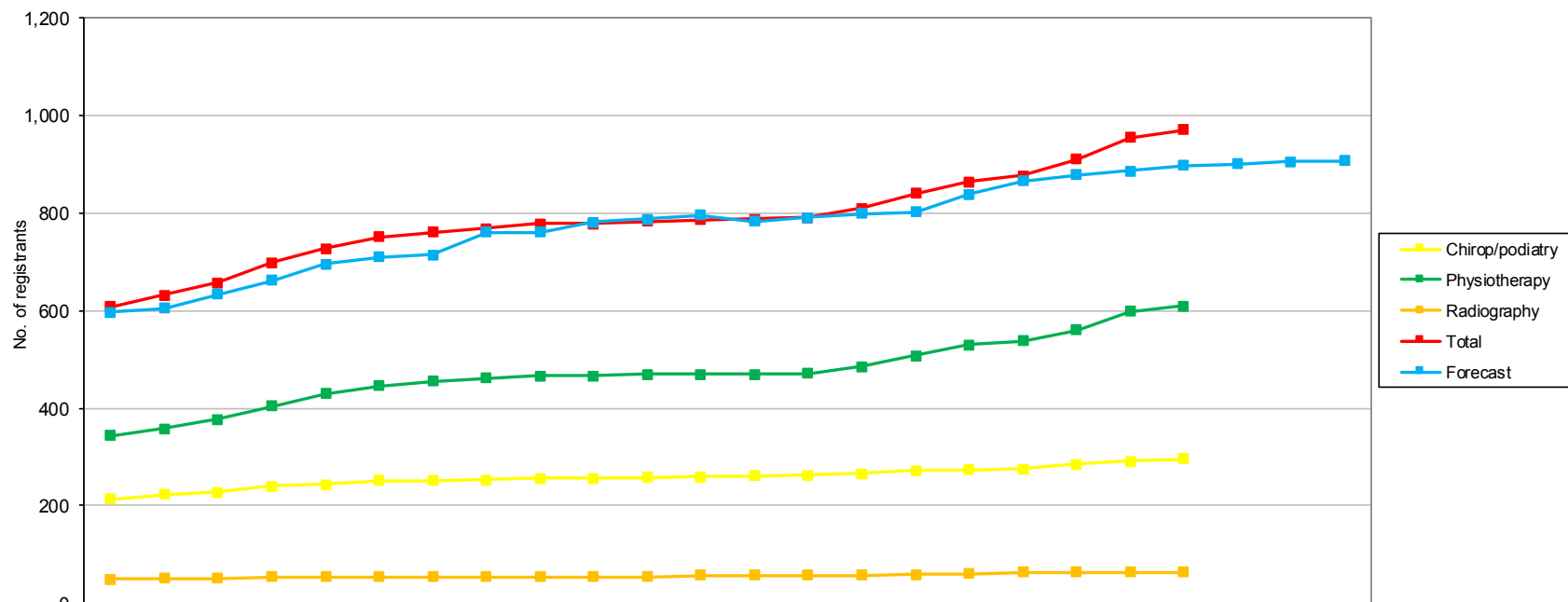
	2015			2016												2017								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
UK incoming	3,090	2,184	2,968	3,344	3,884	4,637	4,574	3,226	2,333	2,668	3,279	3,970	3,624	2,875	2,903	2,310	2,672	4,120	7,185	6,391	2,351			
INT incoming	419	369	499	458	448	587	693	1,298	1,082	1,184	1,301	1,548	1,676	1,463	1,618	1,331	1,609	1,612	1,515	1,517	1,204			
Average working days	1	1	1	1	1	1	2	1	1	1	1	2												
Avg working days UK														1	1	1	1	1	1	2	2	1		
Avg working days INT														2	2	2	2	2	2	4	2	1		
Total incoming	3,509	2,553	3,467	3,802	4,332	5,224	5,267	4,524	3,415	3,852	4,580	5,518	5,300	4,338	4,521	3,641	4,281	5,732	8,700	7,908	3,555			

14/15 FYE	15/16 FYE	16/17 YTD
38,065	40,157	34,431
4,456	9,886	13,545
	1	
		1
		2
42,521	50,043	47,976

Number of registrants with supplementary prescribing rights

Number of registrants with supplementary prescribing rights April 2015- March 2017

Registration Department



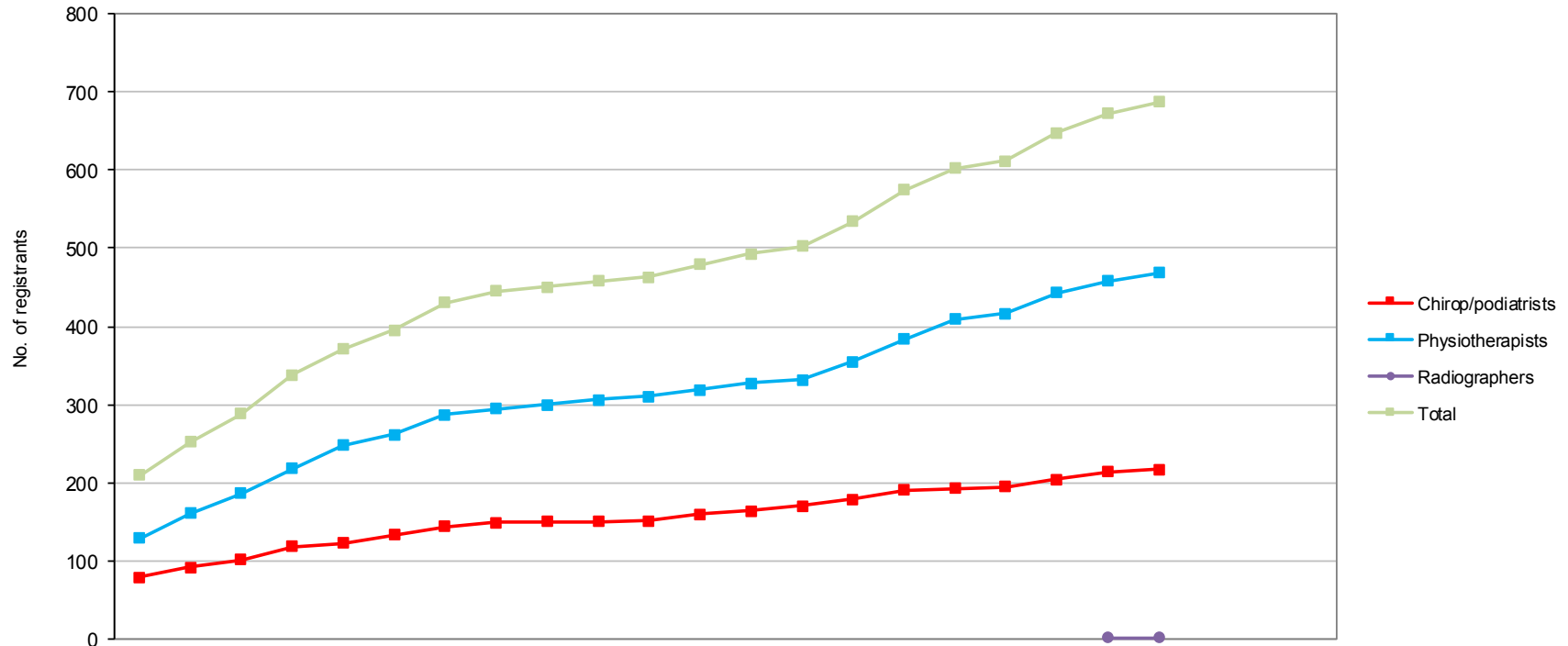
	2015			2016									2017						14/15	15/16	16/17						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Chiropr/podiatry	213	223	228	240	243	251	252	253	257	257	258	259	261	262	266	273	274	276	285	292	296				208	259	296
Physiotherapy	344	358	377	404	430	445	455	461	466	466	469	469	470	471	486	508	530	537	560	598	610				334	469	610
Radiography	50	51	52	54	54	54	54	55	55	55	55	57	57	57	59	60	64	64	64	64	64				49	57	64
Total	607	632	657	698	727	750	761	769	778	778	782	785	788	790	809	840	864	877	909	954	970				591	785	970
Forecast	597	604	634	661	695	709	714	761	761	781	787	796	783	791	798	802	839	865	878	886	896	900	904	907		796	896

NOTE: Forecast is based on the average percentage increase or decrease each month from 10/11 - 15/16, normalised against the latest monthly actuals available .

Number of registrants with independent prescribing rights

Number of registrants with independent prescribing rights April 2015 - March 2017

Registration Department

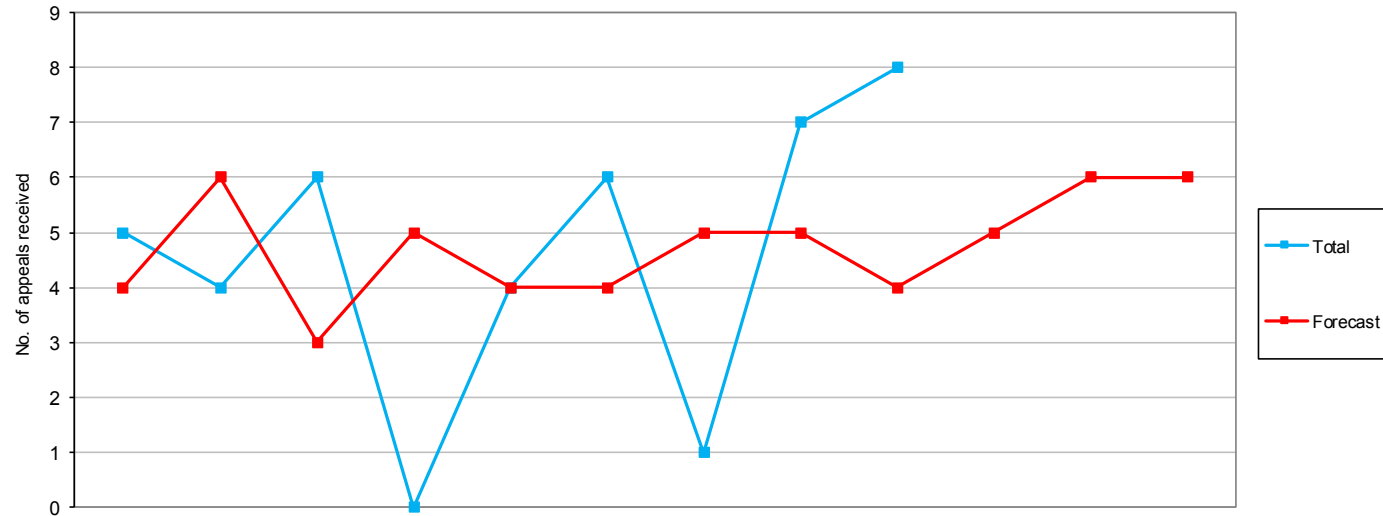


	2015			2016									2017			14/15	15/16	16/17									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Chiropr/podiatrists	80	92	102	119	123	134	144	150	151	151	152	160	165	171	179	191	193	195	205	214	218				71	160	218
Physiotherapists	130	161	187	219	248	262	287	295	300	307	311	319	328	332	355	384	409	417	443	458	469				113	319	269
Radiographers																					2	2					2
Total	210	253	289	338	371	396	431	445	451	458	463	479	493	503	534	575	602	612	648	672	687				184	479	687

NOTE: Independent prescribing programmes were approved from August 2013, with the first applications being received in June 2014. Radiographers included due to new independent prescribing rights as of

Registration appeals recieved

Registration Appeals Received April 2016 - March 2017



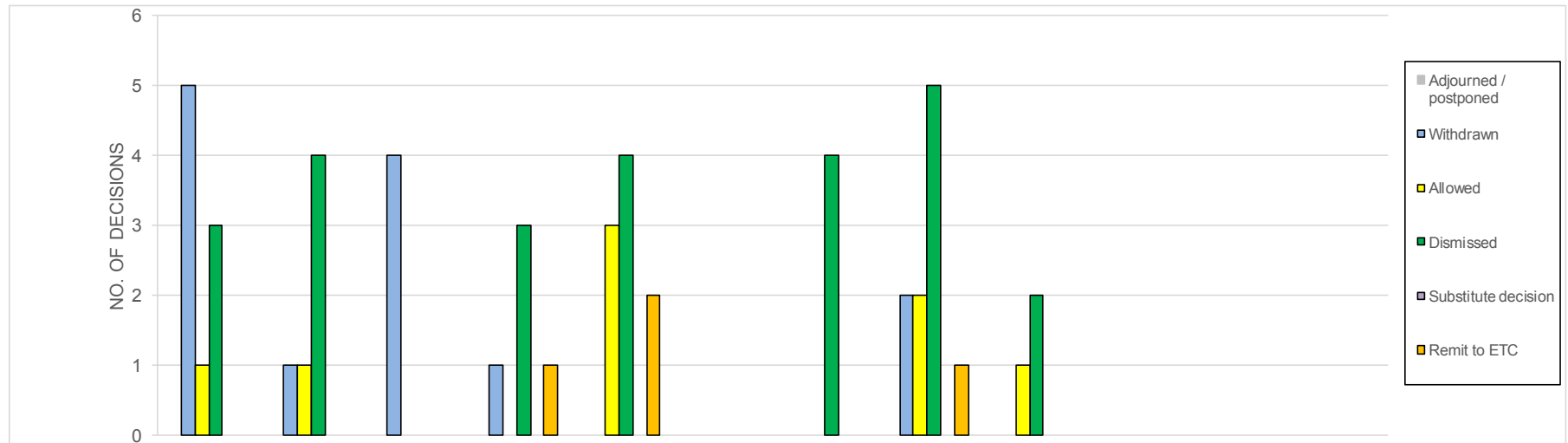
	2016					2017					16/17 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		Feb	Mar
EMR (1)	4	2	1	0	4	1	0	3	5				20
Non-EMR (2)	1	2	1	0	0	5	0	2	0				11
Visitors (3)	0	0	0	0	0	0	0	1	1				2
UK (4)	0	0	0	0	0	0	1	0	0				1
Returners to practice (5)	0	0	1	0	0	0	0	0	0				1
CPD (6)	0	0	0	0	0	0	0	0	0				0
Health and Character declarations (7)	0	0	3	0	0	0	0	1	2				6
Total	5	4	6	0	4	6	1	7	8				41
Forecast	4	6	3	5	4	4	5	5	4	5	6	6	40

NOTE: Forecast is based on the average number of appeals received from 03/04 to 14/15, and will be reviewed every 2 months.

- 1 International applications with European Mutual Recognition (EMR) rights.
- 2 International applications without EMR rights.
- 3 Delcarations to be on the Register of visiting health professionals.
- 4 UK applications for registration.
- 5 Applications for readmission to the Register.
- 6 Continuing Professional Development profiles.
- 7 Any application where a positive declaration has been made by the applicant for health and character.

Registration appeal decisions

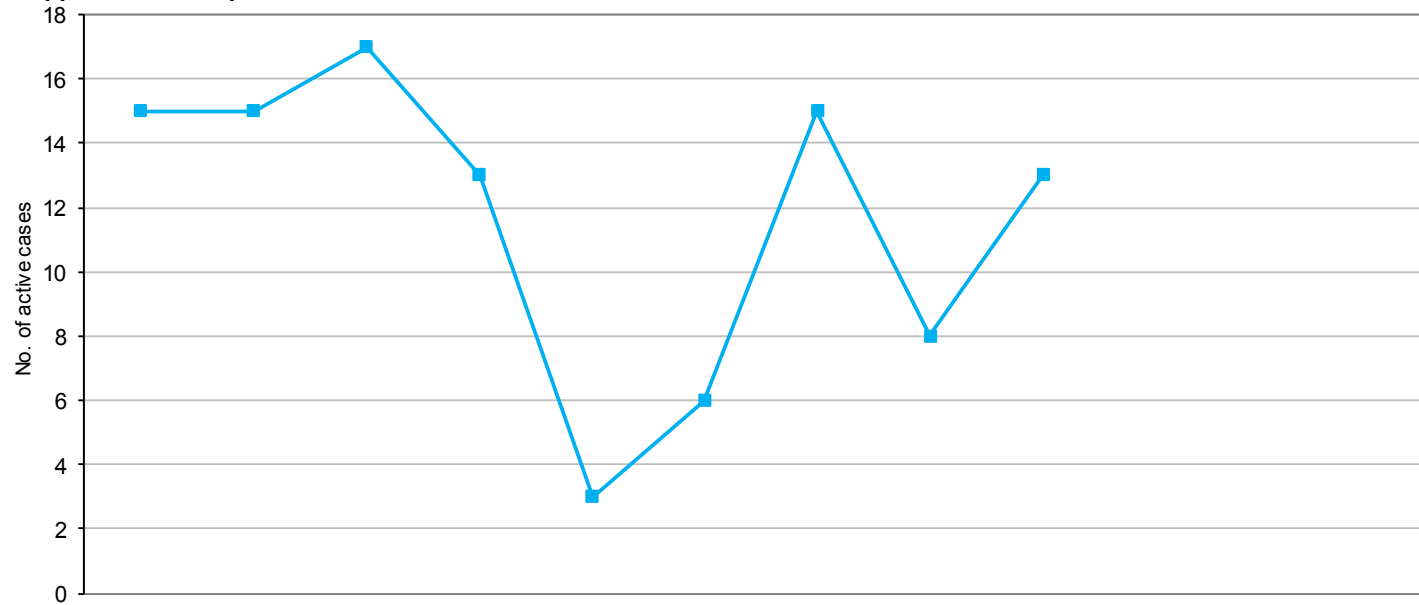
Registration Appeal Decisions April 2016 - March 2017



	2016									2017			16/17 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Adjournd / postponed	0	0	0	0	0	0	0	0	0	0			0
Withdrawn	5	1	4	1	0	0	0	2	0				13
Allowed	1	1	0	0	3	0	0	2	1				8
Dismissed	3	4	0	3	4	0	4	5	2				25
Substitute decision	0	0	0	0	0	0	0	0	0				0
Remit to ETC	0	0	0	1	2	0	0	1	0				4
Hearings held	4	5	0	4	9	0	4	8	3				37

Registration appeals status

Registration Appeals Status April 2016 - March 2017



	2016					2017					16/17 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		Feb	Mar
Hearings scheduled	9	4	5	6	0	0	10	2	3				39
Awaiting scheduling	5	10	11	5	1	2	5	6	10				55
Awaiting further information	1	1	1	2	2	4	0	0	0				11
Current active cases	15	15	17	13	3	6	15	8	13				13



NOTE: Information covers registration appeals status progress only.


2. Project Management



Project name	Status	Progress
Education System Build	Closed	
HR & Partners Systems Build	Red	No change
Stakeholder relationship management system	Closed	
Professional Qualifications Directive	Closed	
Telephone Credit card automation and hosting change	Closed	
Registrations transformation and improvement project	Green	Declining
PCI Security Standards compliance	Red	Declining
Establishing the Health & Care Professions Tribunal Service	Red	Declining
Net Regulate changes 2016-17	Green	No change
186 Kennington Park Road renovation	Red	Declining
HCPC website review and build	Green	No change
FTP CMS review	Closed	
Regulation of social workers	Pre start up	



Progress summary	Total
Declining	4
No change	3
Improving	0
Closed / Closing	5
Pre start up	1



Status summary	Total
Red	4
Amber	0
Green	3
Closed / Closing	5
Pre start up	1



Project no. and name	Project scope	Commentary					Previous Status	Status				
MP 78 HR & Partners Systems Build	<input type="checkbox"/> Implementing improved processes and working practices supported by a new HR and Partners system. <input type="checkbox"/> Implementing online recruitment for employee and partner applicants <input type="checkbox"/> Improved data integration with Partner user departments <input type="checkbox"/> Training and operational manuals	<p>The HR system has now gone live and is functional The first payroll has been processed by the Core Bureau Service There are a small number of issues that are outstanding related to both the system and the payroll which are being worked upon by the project team. Overall the feedback received regarding the system has been positive</p> <p>The Partners system has been configured and the project team is preparing for testing Further investigation is being undertaken as to the scope and timelines of the integration work with the Education system and the FTP Charter system.</p>										
		EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex			Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current
		MS	TH	Nov-14	Jun-16	234,395			409,783	644,178	HR March 2016 Partners March 2016	HR - Nov-Dec 16 Partners - April 17
			Dec-16	244,583	454,317	698,900						



Project no. and name	No.	Commentary					Previous Status	Status			
MP 81 Professional Qualifications Directive	<input type="checkbox"/> Determine how HCPC will meet the requirements to process applications for EPCs; <input type="checkbox"/> Amend HCPC processes and potentially systems to allow the introduction of the EPC; <input type="checkbox"/> Determine how HCPC will adhere to the Directive's requirement to participate in the alert mechanism; <input type="checkbox"/> Potentially amend HCPC processes and systems to participate in the alert mechanism; <input type="checkbox"/> Develop an EU wide intelligence model for education and training requirements for each of our regulated professions in other Member States but focussing on physiotherapists in the first instance; <input type="checkbox"/> Amend HCPC processes and systems to meet the new temporary mobility requirements; <input type="checkbox"/> Amend HCPC processes and systems to meet the new general system requirements.	Notification has been provided that the UK governing legislation have been approved and are effective from 18th November 16. All relevant processes are fully defined and most are operational. The process to charge for European Professional Card applications will be live from midnight on 18th November. The project has now closed.						Closed			
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex			Project Budget Total	Delivery Date Initiation	Delivery Date Current
	MS	GRS	May-15	May-16 Jan-17	21,850	17,250			39,100	Jan-16	Nov-16



Project no. and name	Project Scope	Commentary	Previous Status	Status																										
MP 85 Registrations transformation and improvement project	<ul style="list-style-type: none"> <input type="checkbox"/> To implement all processes reviewed and mapped as part of the Registrations Process and Systems Review project. <input type="checkbox"/> To design and build a new Registrations System which will cater for all processes reviewed and mapped as part of the Registrations Process and Systems Review Project. <input type="checkbox"/> To design and build a new Registrations System using Microsoft Dynamics CRM, in accordance with the functional and non-functional requirements gathered during the Registrations Process and Systems Review Project. <input type="checkbox"/> To design and build a new Registrations System which is easy and cost effective to change. We want to build a solution where we can quickly competitively tender for suppliers to provide support and to make changes, to ensure value for money. <input type="checkbox"/> To implement all new processes with a focus on ensuring that all data continues to be held and accessed in a secure way. This incorporates both technology and working practices. <input type="checkbox"/> To increase pro-active Registration-related communication with applicants and registrants, using technology-based automation therefore without significantly increasing the workload of Registration employees. <input type="checkbox"/> To improve the customer service experience for applicants and registrants by providing the opportunity to engage with HCPC in a range of ways, including new customer service channels such as SMS and instant messaging. <input type="checkbox"/> To eradicate the vast majority of the physical paper that the Registrations team deals with, by providing online self-services and strongly encouraging all applicants and registrants down the digital-by-default route. <input type="checkbox"/> To enhance Registration employees' jobs by removing manual tasks around processing paper, providing more opportunity to scrutinise the Registration information received. <input type="checkbox"/> To make Registration employees' jobs easier by creating clear and easily accessed work queues which utilise business rules, and giving clear lines of issue escalation. <input type="checkbox"/> To better enable Registration employees' work by consolidating all data into one source; a proportion of this data is currently held independently to the legacy registration system. 	<p>Both the portal and Sharepoint development work are completed and the project team are working towards promoting the systems into the test environment</p> <p>Issues have been encountered with licensing and with part of the configuration - these are being worked upon with Microsoft.</p> <p>User experience testing is underway and the first report will be available around 3rd February</p> <p>Procurement is still ongoing for the bulk email and SMS services and for the load testing services</p> <p>All user acceptance test scripts have now been written and are being uploaded into the TFS testing tool in preparation for testing to commence in mid-February.</p>																												
	<table border="1"> <thead> <tr> <th>EMT sponsor</th> <th>Project Lead</th> <th>Initiation Date</th> <th>End Date</th> <th>Project Budget Opex</th> <th>Project Budget Capex</th> <th>Project Budget Total</th> <th>Delivery Date Initiation</th> <th>Delivery Date Current</th> </tr> </thead> <tbody> <tr> <td>MS</td> <td>GRS</td> <td>Aug-15</td> <td>01/06/2020 (Phase 1 Feb 2017)</td> <td></td> <td></td> <td></td> <td>Phase 1</td> <td>Phase 1</td> </tr> <tr> <td></td> <td></td> <td></td> <td>01/06/2020 (Phase 30 September 17)</td> <td>1,120,091</td> <td>2,863,489</td> <td>3,983,580</td> <td>Nov-16</td> <td>May-17</td> </tr> </tbody> </table>	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current	MS	GRS	Aug-15	01/06/2020 (Phase 1 Feb 2017)				Phase 1	Phase 1				01/06/2020 (Phase 30 September 17)	1,120,091	2,863,489	3,983,580	Nov-16	May-17		
EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current																						
MS	GRS	Aug-15	01/06/2020 (Phase 1 Feb 2017)				Phase 1	Phase 1																						
			01/06/2020 (Phase 30 September 17)	1,120,091	2,863,489	3,983,580	Nov-16	May-17																						

Project no. and name	Project scope	Commentary	Previous Status	Status					
MP 86 Establishing the Health & Care Professions Tribunal Service	<input type="checkbox"/> New Corporate identity for the Health and Care Professions Tribunal Service (HCPTS) <input type="checkbox"/> Recruitment and establishment of the proposed Tribunal Advisory Committee (TAC) <input type="checkbox"/> Documented policies and agreements for the new tribunal service including:- <input type="checkbox"/> An Operational Framework Agreement <input type="checkbox"/> Fitness to Practise Operating Protocol <input type="checkbox"/> Revised Internal Guidance documents including FOGs and Policies <input type="checkbox"/> Revisions to existing Practice Notes <input type="checkbox"/> HCPTS website separate to the HCPC website. <input type="checkbox"/> HCPTS stationery and letterhead <input type="checkbox"/> New bilingual brochure introducing HCPTS <input type="checkbox"/> Updates to the existing FTP Case Management system to reflect the new tribunal service <input type="checkbox"/> Changes to the HCPC website to remove information and search facilities that are now provided by the HCPTS website <input type="checkbox"/> Revised 'Information for Witnesses' brochure to reflect the new tribunal service	<p>Overall progress has been good since the last reporting period. However, a review of the plan for testing the new Tribunal website and associated changes to the HCPC website have indicated that the website will not be ready to be deployed to live early April. This has meant that live date for the Tribunal Service will be delayed until the end of April. An exception report will be submitted to EMT in February to seek approval for the delay.</p> <p>- Recruitment for the Tribunal Advisory Committee has now completed and members have been appointed and informed. - Testing of the Tribunal website has commenced. - All of the required changes to document templates have been identified and the changes have been deployed in Charter ready to be tested. Recruitment of the Tribunal Advisory Committee is on schedule with interviews due to take place next month. Updating of documentation and processes is on schedule.</p>							
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current
	JB	DO	Feb-16	Apr-17	78,426	99,829	178,255	Jan-17	Apr-17

Project no. and name	Project scope			Commentary			Previous Status	Status	
MP 87 PCI Security Standards compliance	Phase 1 <input type="checkbox"/> Appoint a Qualified Security Assessor (QSA) to commission a report suggesting implementation strategies HCPC can employ to meet the baseline Payment Card Industry compliance. Following this will be remediation processes to improve compliance. <input type="checkbox"/> Validation of a Self-Assessment Questionnaire (SAQ) by PCI consultant after strategies have been implemented. Phase 2 <input type="checkbox"/> Remediated network configuration (if necessary) and possibly re-engaging the QSA to commission a follow-up Report on Compliance confirming HCPC's compliance with the Standard.			Delays have been encountered on this project due to project team and project manager availability. An exception report is being presented for approval to the January EMT meeting to request an additional seven months implementation time					
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current
	MS	AG	Feb-16	May-16 Dec-16	25,000	50,000	75,000	Apr-16	Jul-17

Project no. and name	Project scope			Commentary			Previous Status	Status	
MP 89 186 Kennington Park Road renovation	<input type="checkbox"/> To provide a modern, efficient and enjoyable working environment for employees and visitors that is equipped with modern office facilities within a budget that is in line with the values of the organisation <input type="checkbox"/> To provide a building suitable for the purpose of HCPC that is not perceived as extravagant by stakeholders <input type="checkbox"/> To provide the new environment no later than the end of the 2017/18 financial year			<p>Full planning permission has now been received.</p> <p>Tender documentation was issued in November to 5 suppliers. Responses were received from all five, all of which were higher than estimates made during the design period.</p> <p>A decision as to which supplier to award the contract to will be made on 30th January 2017 and a verbal update will be provided to this meeting with regards to which supplier has been selected and the final value of the contract.</p> <p>All submissions received anticipated a September completion date for the build work, therefore it would be likely that the project will close in October 2017.</p> <p>Initial submissions from the contractors show the build completing in September 2017, therefore the project will close in October 2017, for this reason the project is being reported as red, however an exception report will only be submitted once the contract has been signed.</p>					
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current
	MS	GRS	Apr-16	Sep-17	644,890	393,107	1,037,997	Build work Apr-17	Build work Sep-17

Project no. and name	Project scope			Commentary			Previous Status	Status	
MP 90 HCPC website review and build	<input type="checkbox"/> To establish prioritised detailed functional and non-functional requirements. <input type="checkbox"/> To design, build and deploy new web services in accordance with the functional and non-functional requirements gathered during the requirements phase. <input type="checkbox"/> To design, build and deploy new web services that are easy and cost effective to support and change; meet the needs of our key external stakeholders; and are in line with HCPC's technical roadmap. <input type="checkbox"/> To provide content management services and tools that meet the needs of our website administrators <input type="checkbox"/> Deliver a solution that helps fulfil HCPC's business processes and compliance requirements			The contract with the Supplier, Twentysix Agency, was signed by both parties in early January and work has commenced. - A project kickoff meeting was held in December and from this we have agreed a plan for the project deliverables. The first of these is an online survey to be issued to both external and internal stakeholders at the end of the month.					
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex (Indicative)	Project Budget Capex (Indicative)	Project Budget Total (Indicative)	Delivery Date Initiation	Delivery Date Current
	JL	TG	Sep-16	01/08/2018 (Phase 1 May 2017)				Phase 1	Phase 1
					145,100	698,760	843,860	Apr-17	Apr-17

Project no. and name	Project scope	Commentary					Previous Status	Status	
MP 88 Net Regulate changes 2016-17	<input type="checkbox"/> Establish efficient mechanisms to display the relevant annotations on the HCPC Register, required by the April 1st legislation by the time that registrants could qualify for them. <input type="checkbox"/> Display additional modality information (Table 2) on the HCPC Register. <input type="checkbox"/> Update the text displayed for LA and POM annotations for Chiropractors and Podiatrists, in accordance with the outcome of the current consultation.	Education CRM changes have been produced by ConsultCRM and have been deployed to the test environment The changes to the website are being prepared for user acceptance testing The changes to the check the register app are ongoing							
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current
	MG	PL	Apr-16	Mar-17	1,955	29,354	31,309	Aug-16	Mar-17
				1,955	50,878	52,833			

Project no. and name	Project scope			Commentary			Previous Status	Status	
MP 91 FTP CMS review	A project to review our requirements for the FTP case management system.			This project will not be undertaken this year. It has been approved for initiation for next financial year.					
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current

Project no. and name	Project scope			Commentary			Previous Status	Status	
MP 92 Regulation of social workers	A project to prepare for the transfer of social workers (pending legislation)						Pre Start up		
	EMT sponsor	Project Lead	Initiation Date	End Date	Project Budget Opex	Project Budget Capex	Project Budget Total	Delivery Date Initiation	Delivery Date Current
	MS	GRS							

4. Office Services Mail service

