

Education team performance report

Education – Performance Report Summary

G Leadership Attention

- Performance within existing quality assurance model is as expected for most areas. Where targets are exceeded, these are being monitored to address team performance issues and possible process improvements.
- Quality measures indicate processes are working as designed to support proportionality in decision making in most cases. One approval case has led to a non-approval decision during the period covered this report. Root cause analysis has been undertaken and corrective actions are in place with both visitors and the Executive.
- Providers targeting May starts for new programmes have all achieved approval with us.
- Pilot programme for new quality assurance model remains on-track to support strategic project objectives (cycle 2 evaluation report now completed).

G Risks & Issues

- None to highlight here.

| Performance summary | Current performance (RAG rating) |
|---|----------------------------------|
| Education programme approvals: | |
| Time taken to produce visitors reports | Green |
| Time taken to complete post visit process | Orange |
| Non-approval recommendations made in last 12 months | Green |
| Major change process | |
| Time taken to complete submission process | Green |
| Time taken to complete notification stage | Green |

Education – Performance Report

Approvals cases

| Month | Visitor report | Post-visit | Non-approval |
|------------------------|----------------------------|-------------------------------|------------------------------|
| Current month (Apr) | 27 (median days) | 3.2 (median months) | 2 (last 12 months) |
| Prior (Mar) | 22 (median days) | 3.7 (median months) | 3 (last 12 months) |
| Two months prior (Feb) | 22 (median days) | 3.6 (median months) | 3 (last 12 months) |
| Target | 30 days | 3 months | Up to 5 / year |

Analysis

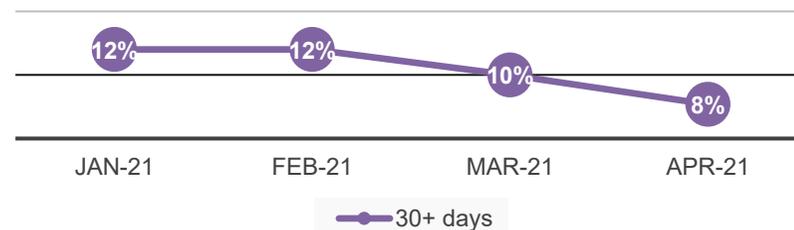
Report

- The team produced 52 reports in the last 12 months.
- Change to internal process timescales and peer / manager reviews in December to support faster turnarounds for providers. Overall profile of cases exceeding target has reduced over last four months.
- Median impacted by higher operational case load during peak approval season (April – July), however team target is to reduce 30+ occurrences to zero.

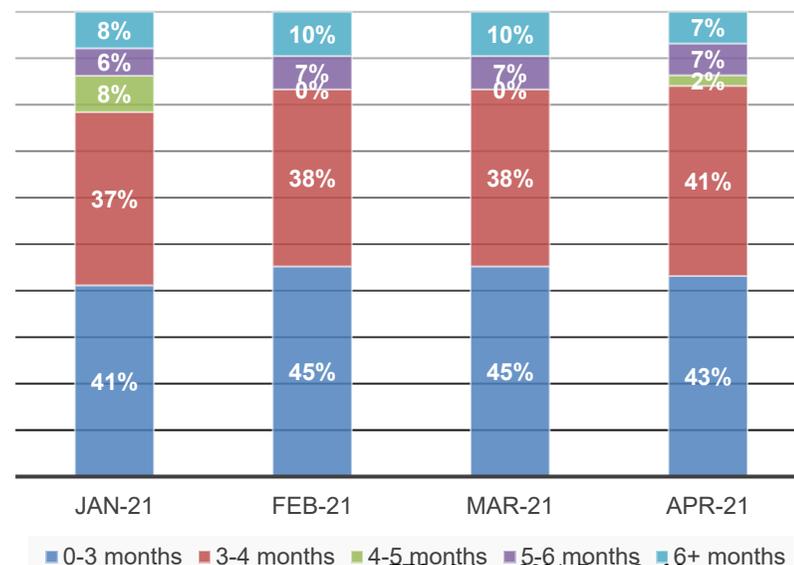
Post visit

- The team completed 44 cases through this part of the process in the past 12 months.
- Median is influenced by report turnaround and then the providers response to conditions. Previous annual reports have highlighted nature of conditions require longer timescales to complete this part of the process.
- Currently, we are setting conditions in 77-78% of cases between January and April. This is consistent with normal outcomes reached through the existing approval process.

Visitors report outside KPI - 12 month rolling range



Post visit - 12 month rolling range



Education – Performance Report

Monitoring cases

| Month | Change notification | Change submission | Referred to APP / AM |
|------------------------|-------------------------------|-------------------------------|--------------------------------|
| Current month (Apr) | 0.6 (median months) | 1.8 (median months) | 17% (last 12 months) |
| Prior (Mar) | 0.2 (median months) | 2.3 (median months) | 18% (last 12 months) |
| Two months prior (Feb) | 0.3 (median median) | 2.0 (median months) | 19% (last 12 months) |
| Target | 0.5 months | 3 months | 15-25% |

Analysis

Change notification

- The team processed 20 notifications through to AM/APP in the past 12 months.
- Performance is in line with target, with cases exceeding target reaching highest level during Feb-Mar (4).

Change submission

- The team processed 86 submissions through to completion in the past 12 months.
- Processing times remain within target for this part of the process.
- No assessments were referred to approvals on completion of this process in the last 12 months.

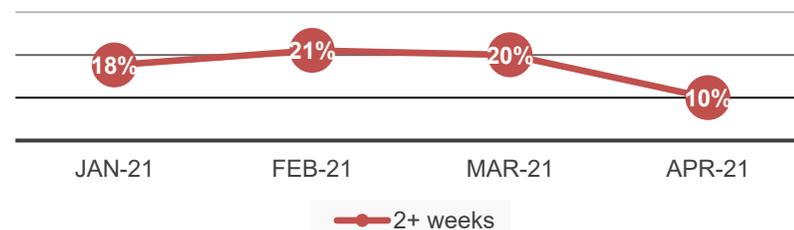
Referred to APP/AM

- Risk appetite at notification stage remains in line with target range for this part of the process. This means we are broadly sending a volume of changes through relevant processes which indicates we are being proportionate in our decision making.

Concerns

- There are 4 active concerns in the process at present, which are all at the notification stage of the process.

Notifications outside KPI - 12 month rolling range



Submissions - 12 month rolling range

