

# Education team Performance report July 2021

# Education – Performance Report Summary

**G Leadership Attention**

- Performance within existing quality assurance model is as expected for most areas. Quality measures indicate processes are working as designed to support proportionality in decision making in most cases.
- Post visit completion has fallen within target level for first time since December 2020.
- There are 3 providers seeking a September start – we are on track to achieve at outcome by August end in all cases.
- We have successfully recruited to the vacant Education Officer post and this individual started at the beginning of August.
- We have completed cycle 3 of the pilot programme for the new QA model. ELT and ETC will consider the report outcomes at their meetings in August and September, with a decision on implementation being made at this time.

**G Risks & Issues**

- None

Performance summary	Current performance (RAG rating)
<b>Education programme approvals:</b>	
Time taken to produce visitors reports	Green
Time taken to complete post visit process	Green
Non-approval recommendations made in last 12 months	Green
<b>Major change process</b>	
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 (Jun)	<b>21</b> (median days)	<b>2.1</b> (median months)	<b>2</b> (last 12 months)
Prior (May)	<b>19</b> (median days)	<b>N/A*</b> (median months)	<b>2</b> (last 12 months)
Two months prior (Apr)	<b>16</b> (median days)	<b>3.4</b> (median months)	<b>2</b> (last 12 months)
Target	30 days	3 months	Up to 5 / year

### Analysis

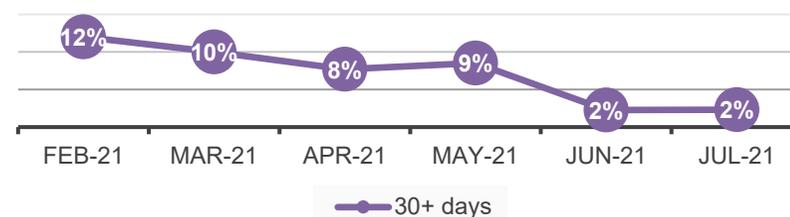
#### Producing visitor reports

- The team produced 43 reports in the last 12 months.
- Change to internal process timescales and peer / manager reviews in December to support faster turnarounds for providers. One report in the last 12m exceeded the target.
- Median remains well below target for third straight month, which indicates prioritisation of this part of the process is proving effective within the team.

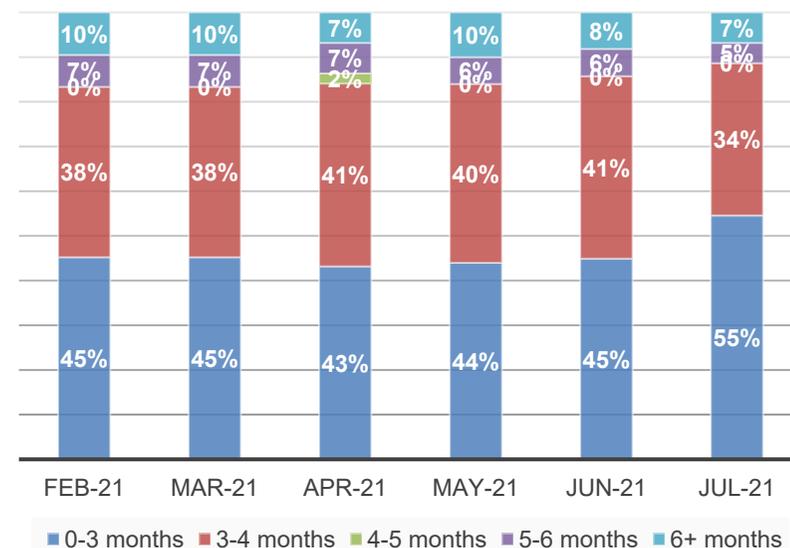
#### Completing post visit process

- 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.
- Month end performance within target for first time since Dec 20. Overall increase in providers achieving approval within 3-4 months (89%).
- Currently, we are setting conditions in 86% of cases which is within the expected range.

## 30+ days to produce report - 12 month rolling



## Post visit - 12 month rolling



# Education – Performance Report

## Monitoring cases

Month	Change notification	Change submission	Referred to APP / AM
Current month (Jun)	<b>0.2</b> (median months)	<b>3.0</b> (median months)	<b>21%</b> (last 12 months)
Prior (May)	<b>0.3</b> (median months)	<b>N/A*</b> (median months)	<b>20%</b> (last 12 months)
Two months prior (Apr)	<b>0.4</b> (median median)	<b>1.4</b> (median months)	<b>19%</b> (last 12 months)
Target	0.5 months	3 months	15-25%

### Analysis

#### Change notification

- The team processed 19 notifications through to AM/APP in the past 12 months.
- Performance within target, with only one case exceeding target during this period.

#### Change submission

- The team processed 95 submissions through to completion in the past 12 months.
- Processing times remain within target for this part of the process.
- 1 assessment was 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 (21%). This means we are broadly sending a volume of changes through relevant processes which indicates we are being proportionate in our decision making.

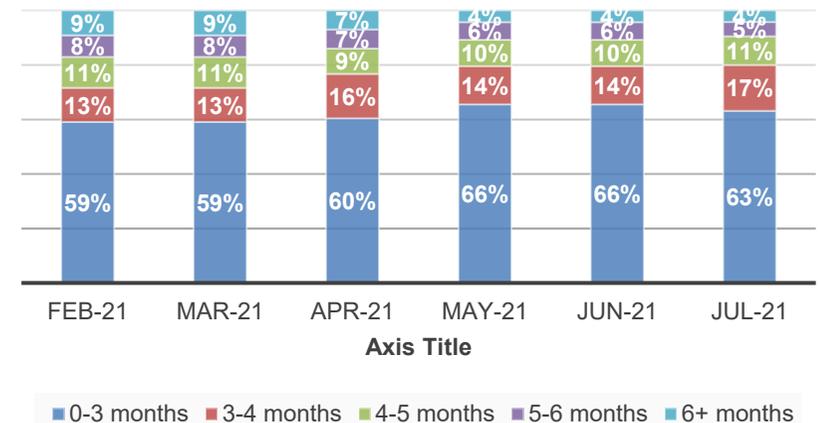
#### Concerns

- There are 5 active concerns in the process at present. 3 are on hold awaiting completion of FTP investigations, 1 in investigation stage and 1 in notification stage. The median age for active cases is currently at 4 months.

## Notification outcome 2+ weeks - 12 month rolling range



## Change submissions outcome - 12 month rolling range



## Feedback

### Negative

None received in the last 6 months.

Positive – two pieces of positive feedback logged in the last six months.

Positive from the Head of a Faculty at the University of Winchester regarding an approval visit. They said that 'we found the 'visit' to be most helpful and really quite a smooth process. Our 'visitors' were all friendly and approachable, easy to discuss all the issues with. We felt valued, during the whole process, by everyone. We would like to thank you for this. .. This has truly felt like a partnership'.

Positive feedback from a development manager at the BPS for Rabie Sultan and Tracey Samuel-Smith. They said 'On behalf of the BPS, I want say a big thank you to you both for your time, help and valuable expertise throughout the approvals process, it is really appreciated. Your helpful questioning and feedback really helped shape our submission and thoughts along the way.'