

Registration Department Performance Report

1 November 2021

Performance report related to August to September 2021

Registration – Performance Report Summary

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Overview

- The main areas of concern are international applications which remain outside of the 60 working day service standard. This is driving increased phone calls and emails. This increased volume of phone calls and emails is negatively impacting on our customer service in these areas. The changes we have made over the summer have made a positive impact on our service standard for UK applications which is now back within our 10 working day KPI. We have also improved the performance of our contact centre (although there is further progress we need to make).
- Details about the cause and the mitigations we have put in place are provided in this pack.
- Despite these challenges registrants are still able to renew their registration and there has been no impact on the numbers renewing their registration compared to previous years. We are also making progress in working through the appeals that were postponed during the pandemic.

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Risks & Issues

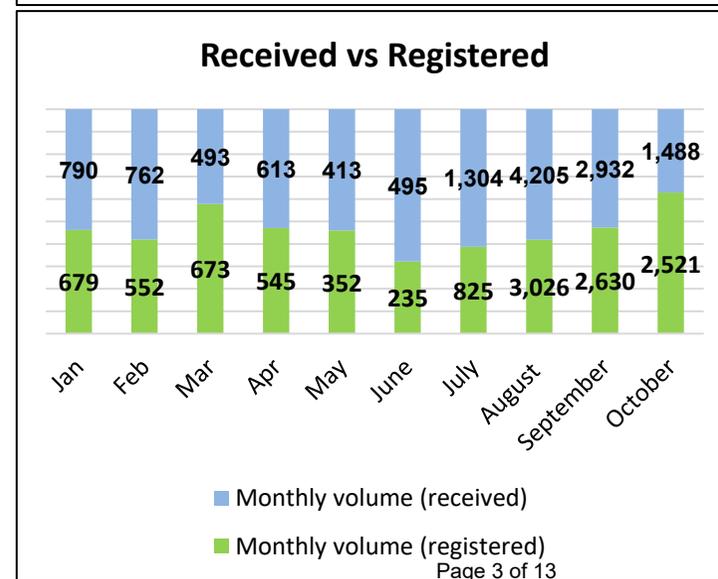
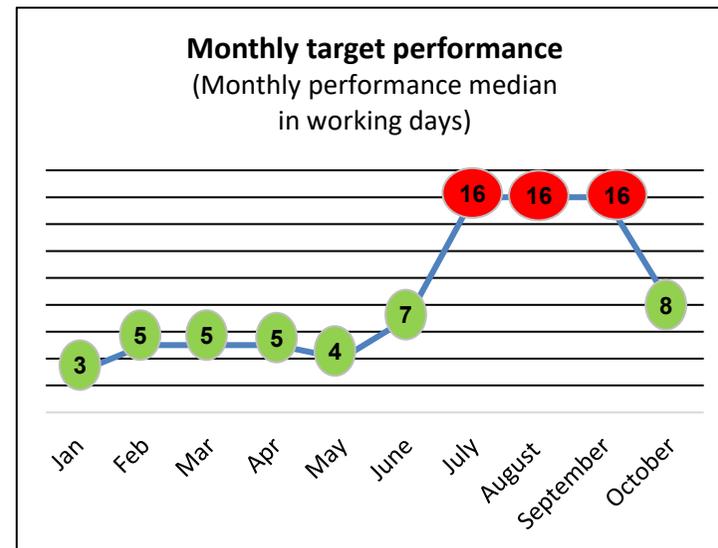
- **Increased demand:** International application volumes are 77.2% higher and UK applications 13.6% higher, April to September 2021, when compared to the same period last year. Given a nearly 80% increase in international applications our service standard has slipped from c60 to c90 days.
- **Resourcing:** A lack of trained Registration Advisors to manage this increased volume of work. To address this we have brought in 12 additional people (w/c 26th July), trained them on areas experiencing peak demand (UK applications and Readmission applications) to allow more experienced staff to work in other areas e.g. on the phone lines. The additional people have had a positive impact but there has been high turnover with 9 new temporary workers starting during the period of August to September 2021. In addition, we currently have 4 permanent vacant Registration Advisor positions that we are actively recruiting.
- **Technology:** CPD performance was impacted by a system bug that has now been fixed but we remain within the 60 working day median KPI.
- **Unnecessary contacts:** Whilst we have continued with more proactive comms both on our website and social media as well as targeted comms to certain groups we are still receiving calls and emails from people asking for updates on their applications or needing help accessing their account etc.

Performance summary	Current performance RAG rating (Nov 2021)	Previous performance RAG rating (Sept 2021)
Core registration processes		
UK applications	Green	Red
International applications	Red	Red
Renewals	Green	Green
CPD	Green	Green
Readmissions	Green	Orange
Appeals	Orange	Orange
Contact centre		
Emails	Red	Red
Postal	Green	Orange
Telephone enquiries	Orange	Orange

Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)	12 month cumulative median	12 month performance Cumulative age range
October	8 (working days)	7 (working days)	0-29 (working days)
September	16 (working days)	5 (working days)	0-29 (working days)
August	16 (working days)	5 (working days)	0-29 (working days)
July	16 (working days)	5 (working days)	0-26 (working days)
June	7 (working days)	5 (working days)	0-18 (working days)
May	4 (working days)	5 (working days)	0-18 (working days)
April	5 (working days)	5 (working days)	0-18 (working days)
March	5 (working days)	5 (working days)	0-10 (working days)
February	5 (working days)	4 (working days)	0-9 (working days)
January	3 (working days)	3 (working days)	0-9 (working days)



Analysis

- Performance against our service standard for UK applications was outside the 10-working day median during July – September 2021. In October it was 8 working days.
- The cause of going outside of our service standard for three months was due to the peak in applications during the summer as students graduate. The two-tier checking process for processing UK applications forms attributed to the increase in the time to process applications. This process was introduced following an audit earlier in the year conducted by the Quality Assurance team which identified a number of applications with incorrect data entry (these errors did not relate to the integrity of the Register). In order to mitigate this risk all UK applications are now quality checked to ensure the correct data fields are completed before an applicant is registered.
- The team was already stretched (due to high volumes of emails, phone calls and international applications). During August to September 2021, 7,137 UK applications were received compared to 4,849 during the same period last year, an increase of 47.2%. 5,656 UK applications were registered, once the pass list had been received from the education provider and were able to confirm the qualification, which is 993 or (21.3%) more than compared to the same period last year.
- The recruitment of the additional 12 temporary staff who joined the team on the 26th July has had a positive impact on performance, with processing time for UK applications as at the 01 November 2021 standing at 5 working days.
- We will move to self-service online application form before next summer’s peak.

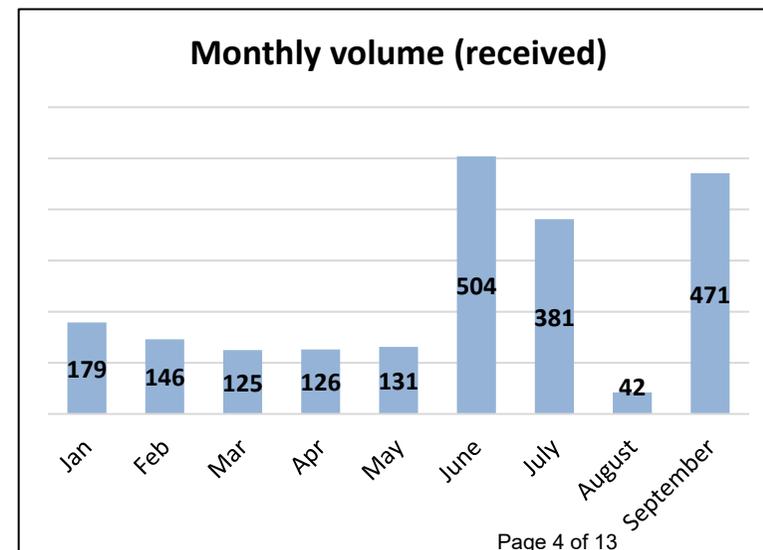
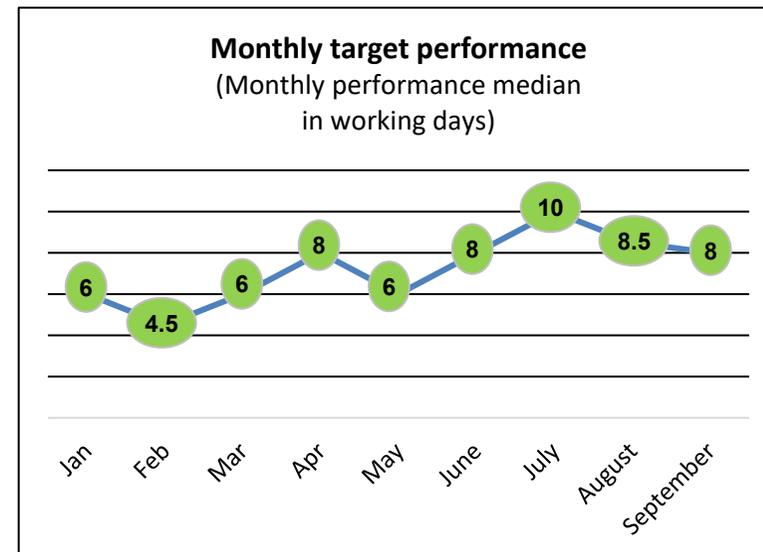
Registration – Performance Report

Readmission applications

Month	Monthly performance median (10 working days)	12 month cumulative median	12 month performance Cumulative age range
September	8 (working days)	8 (working days)	0-26 (working days)
August	8.5 (working days)	7 (working days)	0-26 (working days)
July	10 (working days)	6 (working days)	0-26 (working days)
June	8 (working days)	6 (working days)	0-14 (working days)
May	6 (working days)	6 (working days)	0-14 (working days)
April	8 (working days)	6 (working days)	0-14 (working days)
March	6 (working days)	6 (working days)	0-12 (working days)
February	5 (working days)	5 (working days)	0-12 (working days)
January	6 (working days)	6 (working days)	0-12 (working days)

Analysis

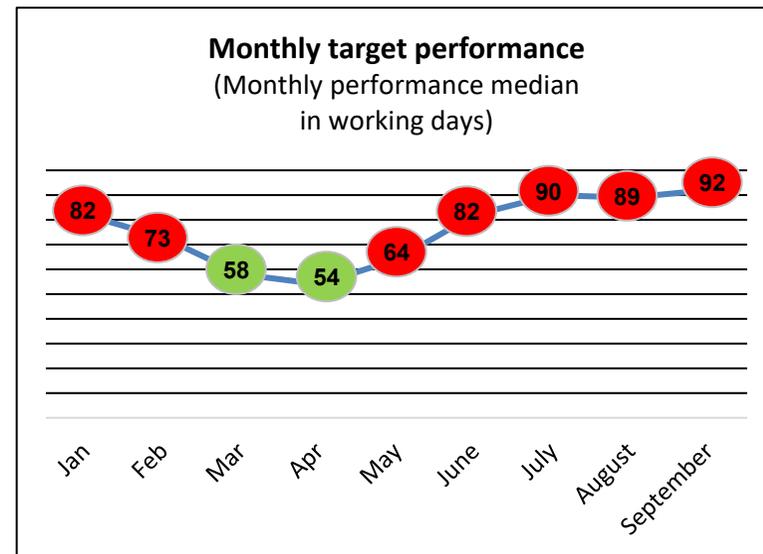
- The median has remained within service standard of 10 working days and has continued to improve since the summer peak.
- In September we updated the readmissions process for those who had been removed from the Register for a short period of time at the end of a renewal cycle.
- Some registrants were removed from the Register as they did not have an up-to-date email address and therefore did not receive the reminders to renew their registration. To help support people in July, we published a blog about the renewal process and the importance of keeping their email address up to date. We have also written to professional bodies and unions requesting that they share the blog with their members. In October we worked with the Society of Radiographers ahead of the radiographers renewal window opening on 1st December.



Registration – Performance Report

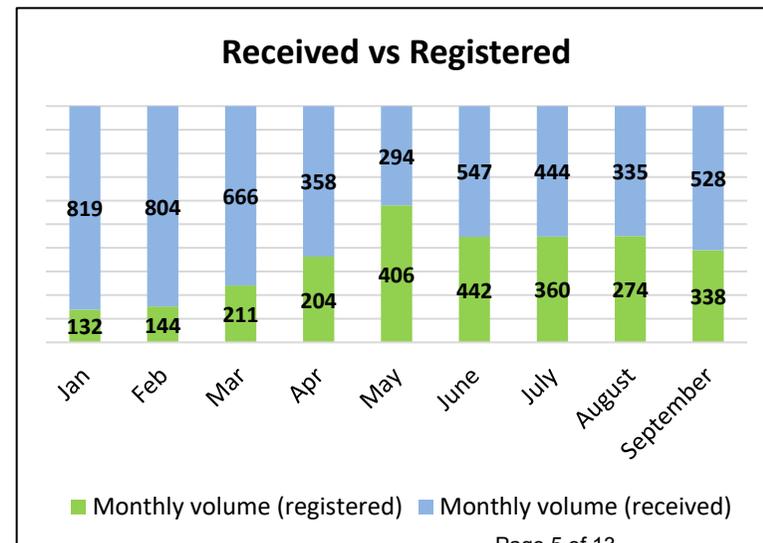
International applications

Month	Monthly performance median (60 working days)	12 month cumulative median	12 month performance Cumulative age range
September	92 (working days)	82 (working days)	28-178 (working days)
August	89 (working days)	77.5 (working days)	28-178 (working days)
July	90 (working days)	73 (working days)	28-178 (working days)
June	82 (working days)	68.5 (working days)	28-165 (working days)
May	64 (working days)	64 (working days)	28-165 (working days)
April	54 (working days)	65.5 (working days)	28-150 (working days)
March	58 (working days)	73 (working days)	28-132 (working days)
February	73 (working days)	77.5 (working days)	28-125 (working days)
January	82 (working days)	82 (working days)	28-122 (working days)



Analysis

- We have received significant increase in international applications this year.
- In August to September 2021, a total of 612 international applications were registered which is 82 (or 15.5%) more compared to the same period last year. During the period of August to September 2021, 863 international applications were received which is 574 (or 198.6%) more compared to the same period last year. Additional Registration Advisors are currently being trained to process international applications to improve performance.
- In order to improve customer service and efficiency we have continued to work on the project to provide international applicants the ability to apply online with a target to implement early in 2022.



Registration – Performance Report

Renewal rates

Profession	2021	2019
Paramedics	95%	96%
Orthoptists	91%	95%
Clinical Scientists	93%	95%
Speech and Language Therapists	92%	94%
Prosthetists / Orthotists	91%	93%

Analysis

- Renewal rates have remained broadly consistent with previous renewal cycles.
- An increased number of registrants have been contacting us during their renewal period for reassurance that their renewal application has been successful and to assist them to activate the new online renewals system that was introduced as part of the new registration system that went live in October 2020. We are working on an upgrade to the system which means the Register updates at the point of renewal rather than at the end of the renewal window to help reassure registrants. We are aiming for this to be in place for when radiographers renew.
- We have continued to work with the Communications team to improve the website and the direct email communications sent to registrants during the renewal period to help registrants understand the online renewal process.
- Although 98-99% of registrants renew online which is self-service for those who do submit a paper-based renewal form we have processed the renewal applications within the 10-working day median consistently this year.

Renewals – paper based submissions

Month	Monthly performance median (10 working days)
September	5 (working days)
August	5 (working days)
July	4 (working days)
June	4 (working days)
May	5 (working days)
April	5 (working days)
March	4 (working days)
February	0 (working days)
January	0 (working days)

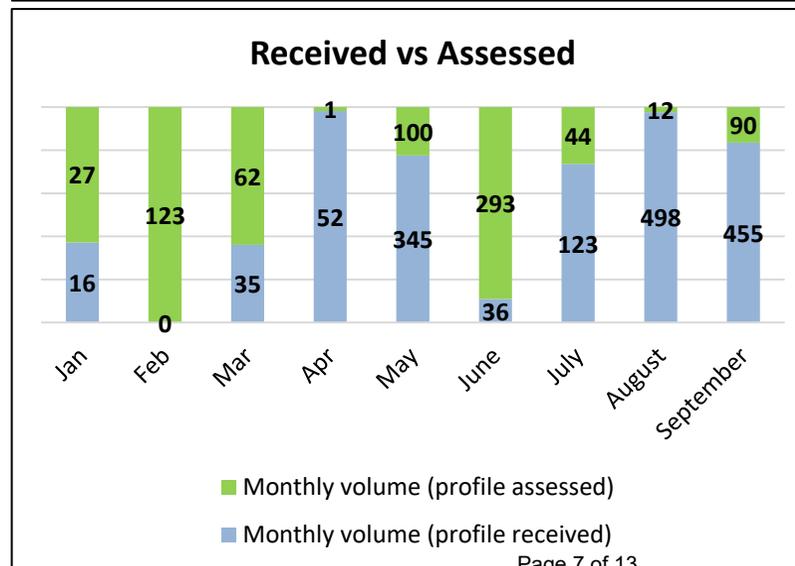
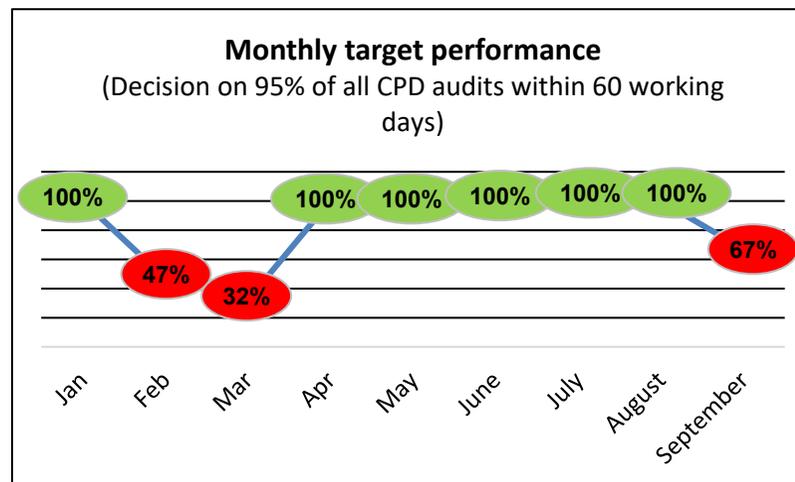
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CPD audits

Month	Monthly performance median (60 working days)	24 month cumulative median	24 month performance Cumulative age range
September	54 (working days)	44 (working days)	5-84 (working days)
August	30.5 (working days)	41 (working days)	5-72 (working days)
July	38 (working days)	44 (working days)	5-72 (working days)
June	18 (working days)	47 (working days)	5-72 (working days)
May	29 (working days)	50 (working days)	5-72 (working days)
April	50 (working days)	61 (working days)	5-72 (working days)
March	65 (working days)	61 (working days)	5-72 (working days)
February	61 (working days)	60 (working days)	5-72 (working days)
January	44 (working days)	44 (working days)	5-55 (working days)

Target

95% within 60 working days



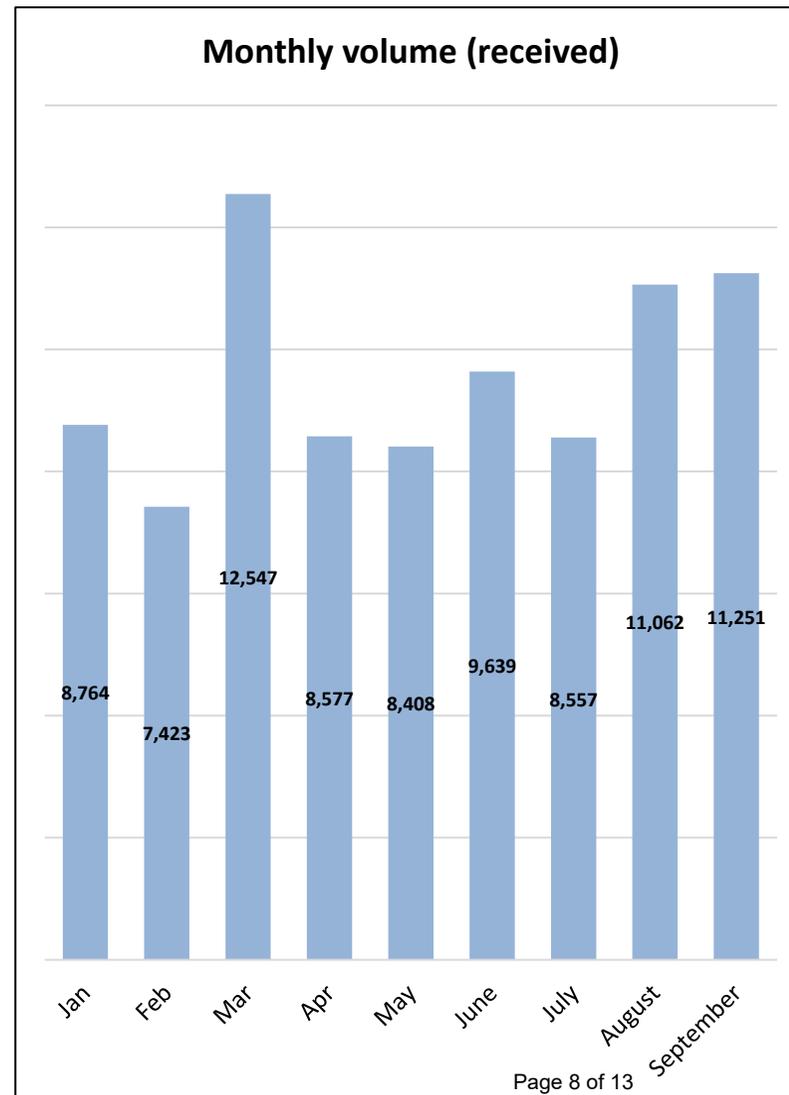
Analysis

- We have consistently achieved the 60-day median KPI.
- However, in September 2021, 33% of the CPD profiles assessed were outside of the 60 working day service level. The delay in processing assessment feedback and getting the decisions out to registrants was caused by a substantial increase in the volume of work within CPD team, and although additional people were trained an existing member of the team left HCPC. As a result, further training was delivered and as at the 1 November 2021 the monthly target is being met.
- In September 2021, an intermittent system bug was identified which prevented some registrants from submitting their CPD profiles which resulted in increased enquiries from registrants and impacted overall performance of the CPD team. The team have been working with the system supplier to identify, implement, test and fix the issue. The system fix was implemented on the 13 October 2021.

Registration – Performance Report

UK emails - Enquiries relating to UK applications to join the register, renewal and CPD

Month	Monthly performance median (2 working days)	24 month cumulative median	24 month performance Cumulative age range
September	16 (working days)	10 (working days)	0-32 (working days)
August	25 (working days)	8 (working days)	0-32 (working days)
July	25 (working days)	6 (working days)	0-27 (working days)
June	13 (working days)	6 (working days)	0-19 (working days)
May	6 (working days)	6 (working days)	0-12 (working days)
April	10 (working days)	5 (working days)	0-12 (working days)
March	6 (working days)	3 (working days)	0-8 (working days)
February	2 (working days)	3 (working days)	0-5 (working days)
January	3 (working days)	3 (working days)	0-5 (working days)



Analysis

- In August to September 2021 a total of 22,313 UK emails were received which is 6,593 (or 41.9%) more compared to the same period two years ago. As well as the high volume of emails, the shortage of fully trained Registration Advisors attributed towards the target not being met. The continued increase in the volume of emails received is due to people following up on applications they have submitted as well as wanting reassurance around renewals and queries on how to activate and access their HCPC account.
- We have worked with the Communications team to try and reduce the need for people to email us and updated our direct communication with registrants during their renewal period, providing clear guidance on the renewal process and encouraging them to self service.
- We have also updated messages on social media, on our website and on the automated email response to help expectation manage those getting in contact with us by email and to encourage them to self service.
- In August and September 2021, we contacted those who had been waiting for a response the longest offering a priority email address if their enquiry was still important. Any emails received to the priority email address have been responded to within 1 day.

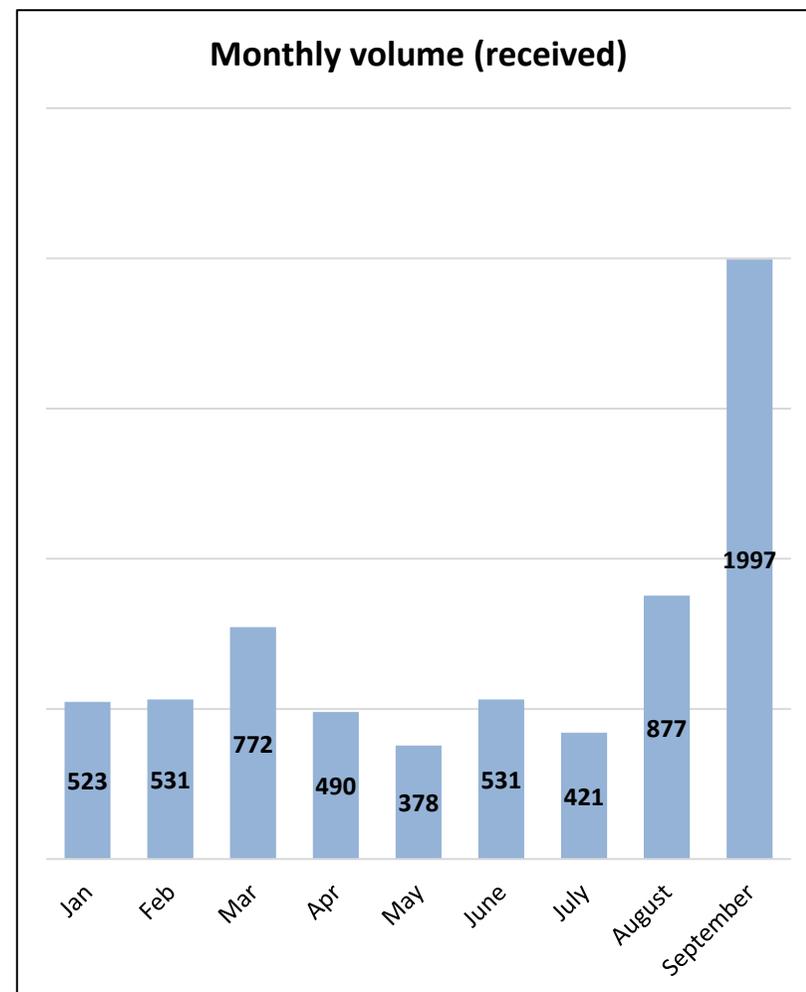
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Postal correspondence

Month	Monthly performance median (10 working days)	24 month cumulative median	24 month performance cumulative age range
September	9 (working days)	7 (working days)	0-20 (working days)
August	14 (working days)	5.5 (working days)	0-18 (working days)
July	9 (working days)	4 (working days)	0-12 (working days)
June	7 (working days)	4 (working days)	0-11 (working days)
May	4 (working days)	4 (working days)	0-11 (working days)
April	8 (working days)	3 (working days)	0-11 (working days)
March	2 (working days)	2 (working days)	0-8 (working days)
February	2 (working days)	3 (working days)	0-8 (working days)
January	4 (working days)	4 (working days)	0-8 (working days)

Analysis

- In the month of August 2021, the team did not meet the 10 working days service level. This was during the height of our peak summer period.
- In the month of September 2021, the team did bring the service back to within the 10-working day median.



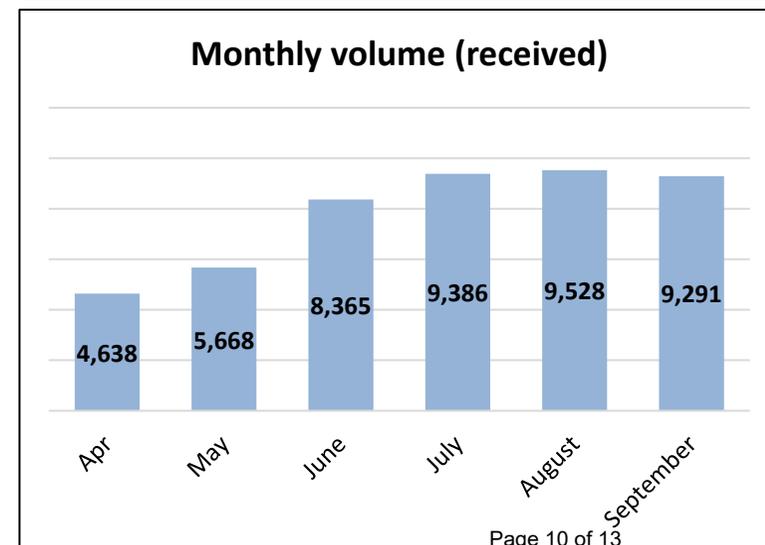
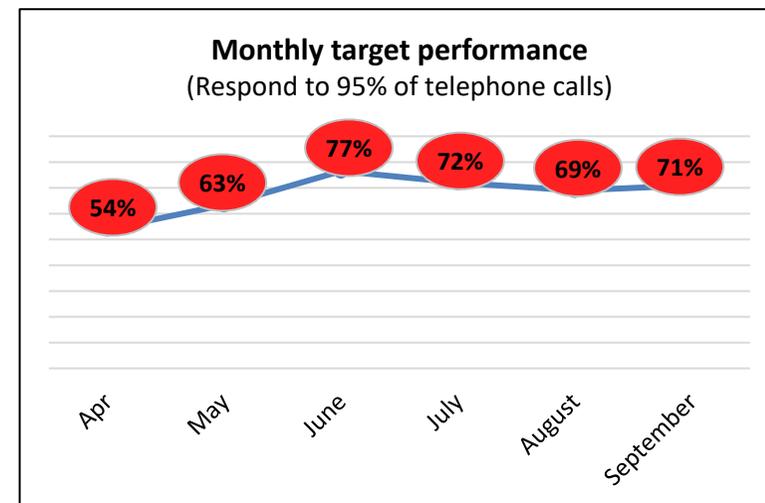
Registration – Performance Report

UK telephone calls - Enquiries relating to UK applications to join the register, renewal and CPD

Month	Monthly performance median	12 month performance cumulative median	12 month Cumulative volume
September	71 (% of calls answered)	68 (% of calls answered)	46,876 (volume of calls)
August	69 (% of calls answered)	66 (% of calls answered)	37,585 (volume of calls)
July	72 (% of calls answered)	68 (% of calls answered)	28,057 (volume of calls)
June	77 (% of calls answered)	63 (% of calls answered)	18,671 (volume of calls)
May	63 (% of calls answered)	59 (% of calls answered)	10,306 (volume of calls)
April	54 (% of calls answered)	54 (% of calls answered)	4,638 (volume of calls)
March	N/A	N/A	N/A
February	N/A	N/A	N/A
January	N/A	N/A	N/A

Target

95% of all calls answered



Analysis

- Our call centre performance has improved (but we need to continue this improvement) as a result of bringing more of the Registration team back into the office to use the office-based telephony system. Performance dropped slightly to 69% in August 2021 from 72% in July 2021. September 2021 saw an increase to 71%, with a further increase to 73% in October 2021, but service continues to be impacted due to increased call volumes.
- We continue to receive a high volume of phone calls – the cause of this is the peak in UK and international applications. The service standard of answering 95% of all calls was not met during the reporting period. We are currently training additional Registration Advisors to enable them to answer telephone calls and as described in the renewals section of this report, worked with the Communications team to help reduce the number of calls received.
- We will continue to monitor this closely.

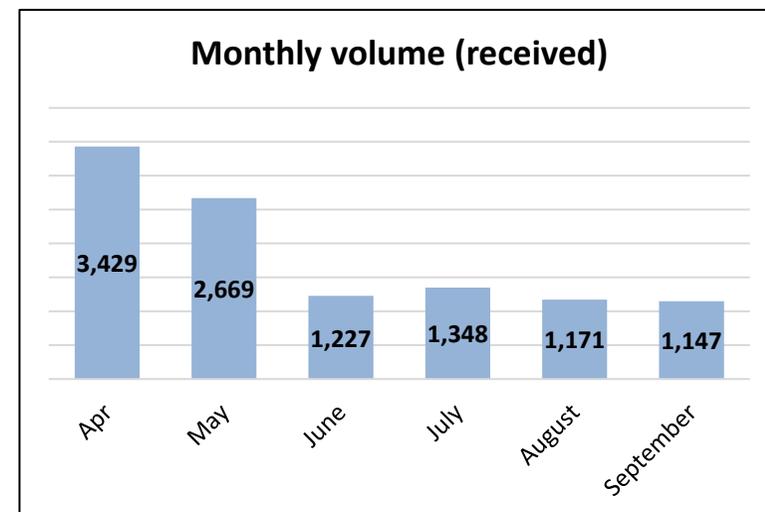
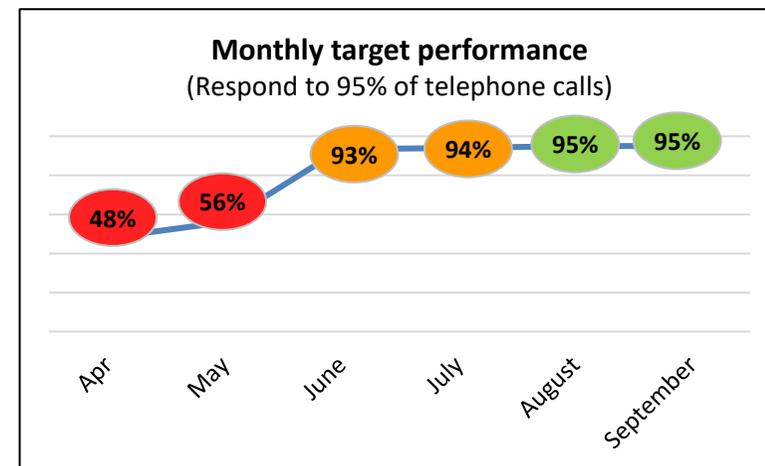
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INT telephone calls - Enquiries relating to non-UK applications to join the register and other non-UK related processes

Month	Monthly performance median	12 month performance cumulative median	12 month Cumulative volume
September	95 (% of calls answered)	95 (% of calls answered)	10,991 (volume of calls)
August	95 (% of calls answered)	95 (% of calls answered)	9,844 (volume of calls)
July	94 (% of calls answered)	75 (% of calls answered)	8,673 (volume of calls)
June	93 (% of calls answered)	56 (% of calls answered)	7,325 (volume of calls)
May	56 (% of calls answered)	52 (% of calls answered)	6,098 (volume of calls)
April	48 (% of calls answered)	48 (% of calls answered)	3,429 (volume of calls)
March	N/A	N/A	N/A
February	N/A	N/A	N/A
January	N/A	N/A	N/A

Target

95% of all calls answered



Analysis

- The monthly target has been consistently achieved in the month of August to September 2021.

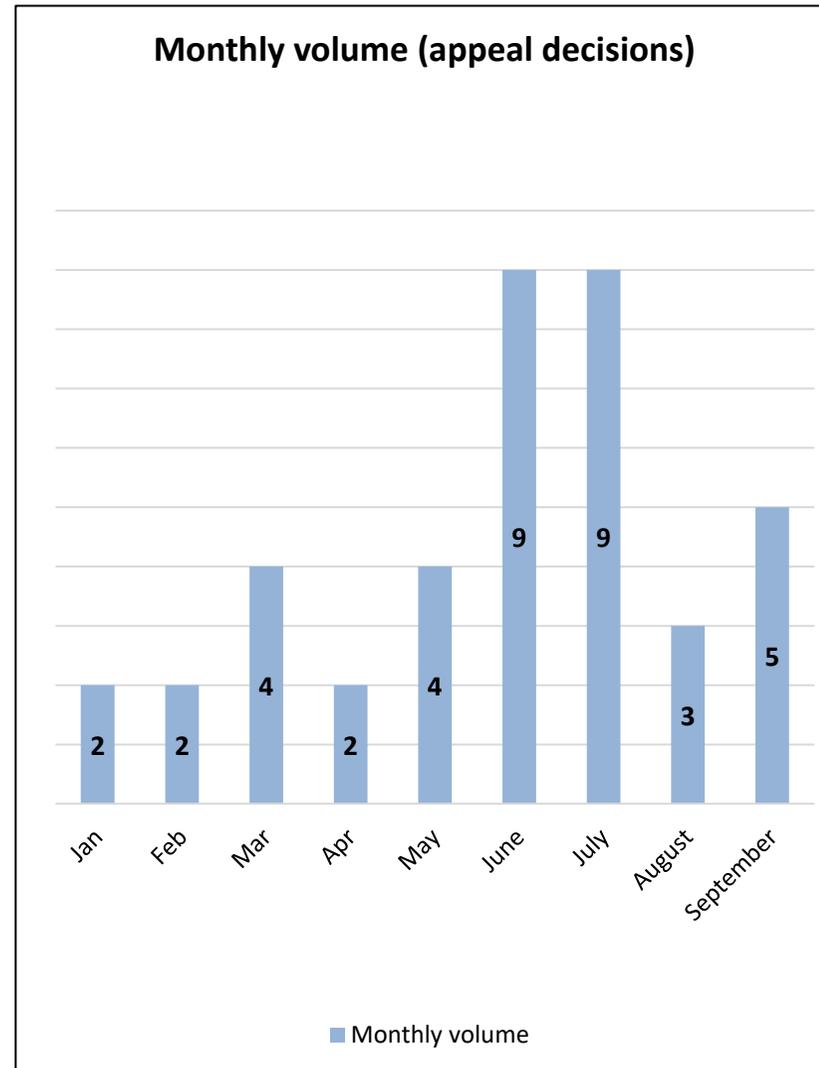
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Appeals

Month	Monthly performance median (100 working days)	24 month cumulative median	24 month performance Cumulative age range
September	149 (working days)	190 (working days)	46-275 (working days)
August	107 (working days)	201.5 (working days)	46-275 (working days)
July	151 (working days)	213 (working days)	46-275 (working days)
June	190 (working days)	214.5 (working days)	46-275 (working days)
May	259 (working days)	238 (working days)	46-275 (working days)
April	238 (working days)	214.5 (working days)	46-275 (working days)
March	157 (working days)	213 (working days)	46-275 (working days)
February	213 (working days)	214.5 (working days)	157-275 (working days)
January	216 (working days)	216 (working days)	157-275 (working days)

Analysis

- During the period of August to September 2021, 8 registration appeals were concluded. Of the 8 appeals, 5 related to international applicants 2 related to an EMR applicants and 1 related to a UK applicant. No appeals were upheld.
- As at the 1 November 2021 we have 10 appeals outstanding which has reduced from 32 as at the end of April 2021 and we have seen the benefit of increasing the monthly number of appeals days from 1 day per month in April 2021 to 3 days in June 2021, July 2021 and October 2021.
- We aim to be achieving the monthly target of scheduling and conducting 95% of hearings within 100 working days of receipt by the end of this calendar year and will arrange appeals days over the coming months to achieve this.



Customer service feedback

Analysis

During August and September 2021 the Registration Department received customer service feedback on 97 occasions and of these 86 were negative with 11 being positive.

Negative feedback/complaints

The root cause of all complaints is investigated and the results shared with the team. The main areas of negative feedback this period were associated to application processing times and communication with HCPC.

The Registration team have worked closely with the Communications team to improve direct email communication with registrants together with social media messaging and website information to help provide clarity around activating the new online renewal portal and also to provide assurance that renewal processes have been completed successfully. The Communications team are planning to recruit a Business Partner role to work closely with the Registration team in the future.

The Registration team has recruited additional resource to help improve processing times.

Positive feedback

Positive feedback is celebrated with the team and some quotes this period include –

‘I would like to take this opportunity to thank all staff in the registration department for the guidance they have given me regarding assessment application forms for Art Therapists wishing to register with the HCPC. It has been a valuable experience to work for HCPC, to be part of such a professional organisation and to work with co-assessors.’

‘I wanted to express my gratitude to **Mohammed Ahmed**, he has an impeccable phone manner and excellent customer service skills. Mohammed listened to and resolved my enquiry within 5 minutes of talking to him, he even took time to explain what he was doing and why. I really appreciated his calm and understanding approach in what was for me very stressful/frustrating circumstances. The standard of service he provided is hard to come by in this day and age and I strongly believe such impeccable skills and his excellent phone manner, especially in such challenging times, should be recognised.’