

Education team Performance report October 2021

Education – Performance Report Summary

G Leadership Attention

- New quality assurance model data included in this report
- All performance and quality measures are as expected and indicate the model is broadly achieving timely outcomes, and we are applying further intervention where necessary.
- Please note, the same size across all processes is small, and for most we are still working through operational KPIs for timeliness and quality.
- We also introduced a regional structure in this period: <https://hcpcuk.sharepoint.com/news/Pages/12102021-Education-regional-approach-blog.aspx>. Engagement metrics and performance reporting in relation to regions to be included in future reporting cycles once these have been developed. Focus at a regional level is on establishing relationships with Health Education England and their regional teams. This is already proving productive particularly around planning for assessment of future apprenticeship routes.
- Suite of visitor training to be delivered over the next month – 200 visitors being training across 8 virtual sessions.
- We are also recruiting for our new Lead visitor role this month – a key part of the new way the new model is delivered.
- Successfully released third iteration of dynamics system which included process and field level changes based on team feedback in the month of September. We are now capable of running regular releases every 6-8 weeks within minimal IT support.
- There are 22 legacy process cases that are due for completion – most will close following November panel.

G Risks & Issues

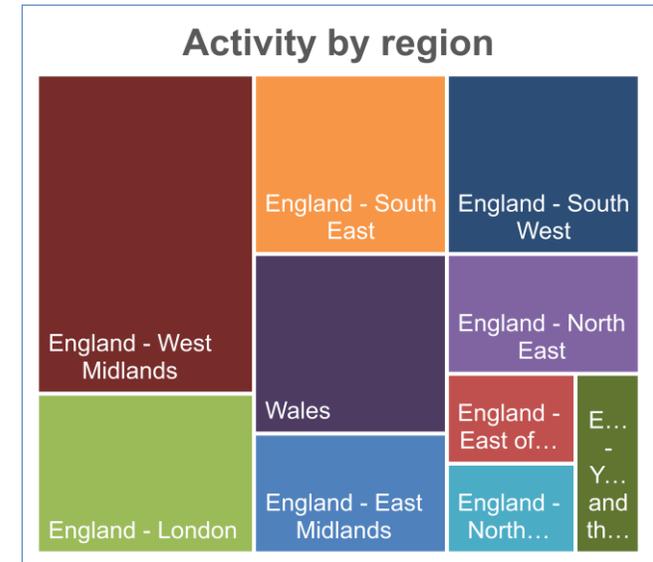
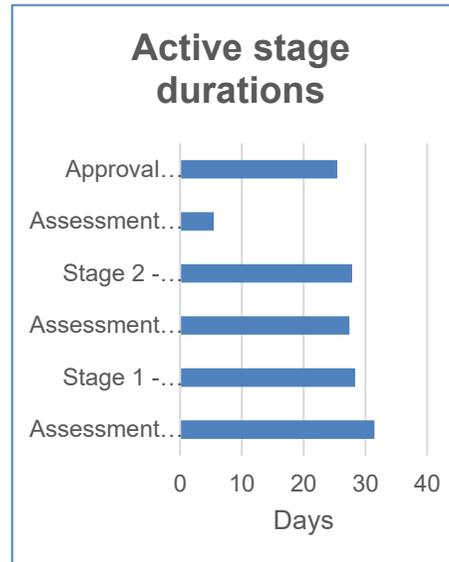
- College of Paramedics concerns on new quality assurance model – AS / BE to discuss further with COP reps.

Performance summary	Current performance (RAG rating)
Education programme approvals:	
Time taken to complete approval process	Yellow
Approvals subject to conditions	Green

Education – Performance Report

Completed approvals cases

Month	Completed	Conditions set (new model)	Duration (New)
This month	5 cases	0% (of cases)	8.0 (months)
Last month	n/a cases	n/a cases	n/a (of cases)
2m prior	n/a cases	n/a cases	n/a (of cases)
Target		20%	6 months



Analysis

Conditions applied on approval

- New model has seen significant reduction in conditions applied on approval. Small sample size at the moment, but early signs suggest flexible approach is able to resolve issues identified prior to formal decision point in process. In the legacy model, we would expect to see conditions applied in 85-90% of cases.

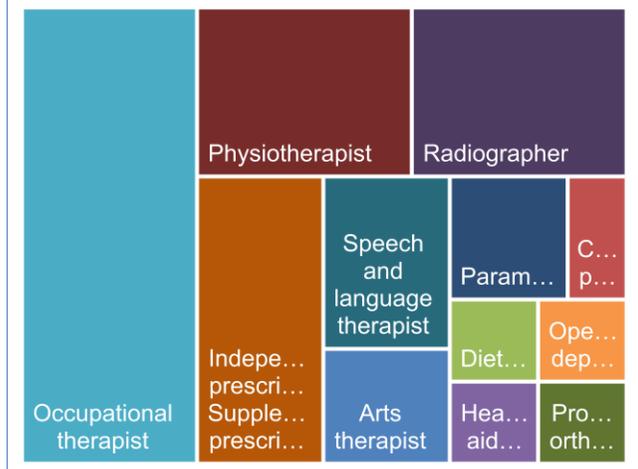
Approval duration

- Length of time taken is exceeding anticipated performance mark. This can be attributed in part of pilot activities getting underway and familiarity of running new processes. However, the current median is well below the legacy model where it routinely took around 10 months to achieve approval.
- We would expect this figure to reduce further as the process becomes embedded
- Active stage activity around the 30 day mark. We will refine these per stage as we run the processes and settle on normal durations for each.

Activity drivers

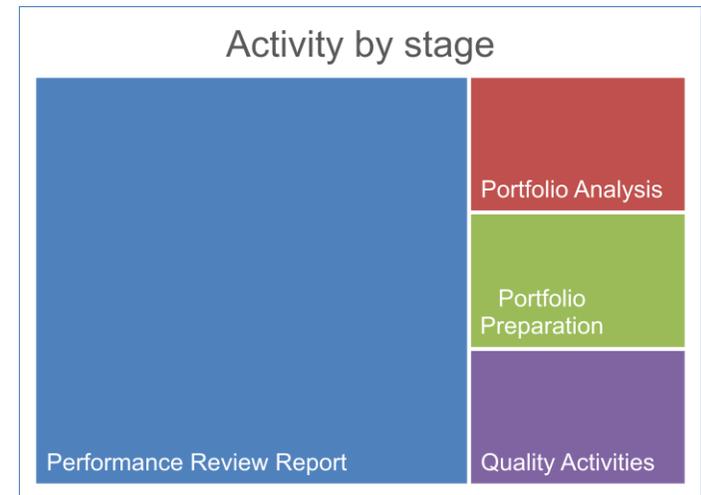
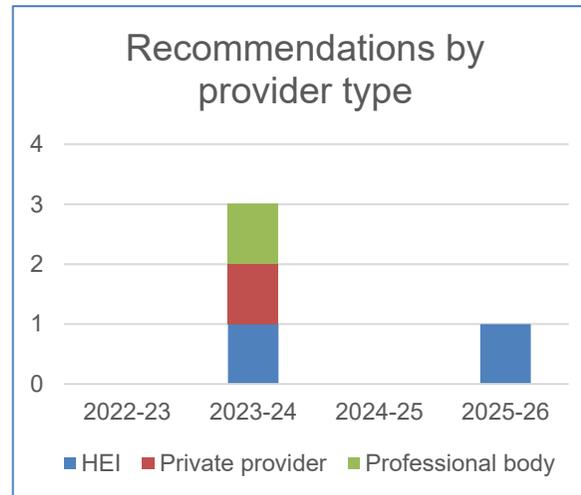
- Majority of activity generated across 4 regions in Midlands, London and South.
- Significant activity in PH, OT professions – would be useful to classify training routes to surface for reporting purposes.

Practice areas being assessed



Education – Performance Report

Performance review cases



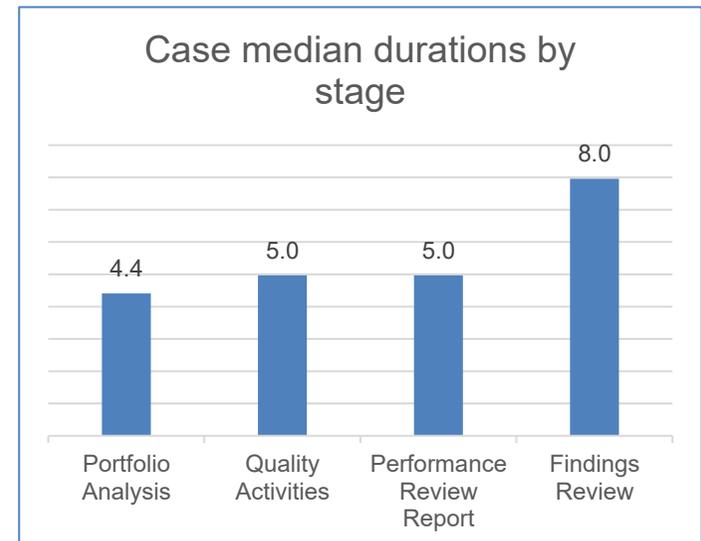
Analysis

Review recommendations

- Small sample size included in this reporting period as only a handful have reached this stage.
- Variance seen in outcomes driven mainly by provider type: private, prof body and non-traditional HEI provider.
- Those in earlier review period needing to provide more data to allow us to take assurance through regular performance data sharing.
- We need to build up this picture to understand broader impacts to review cycles in future years and quality issues driving earlier than required reviews.

Current activity

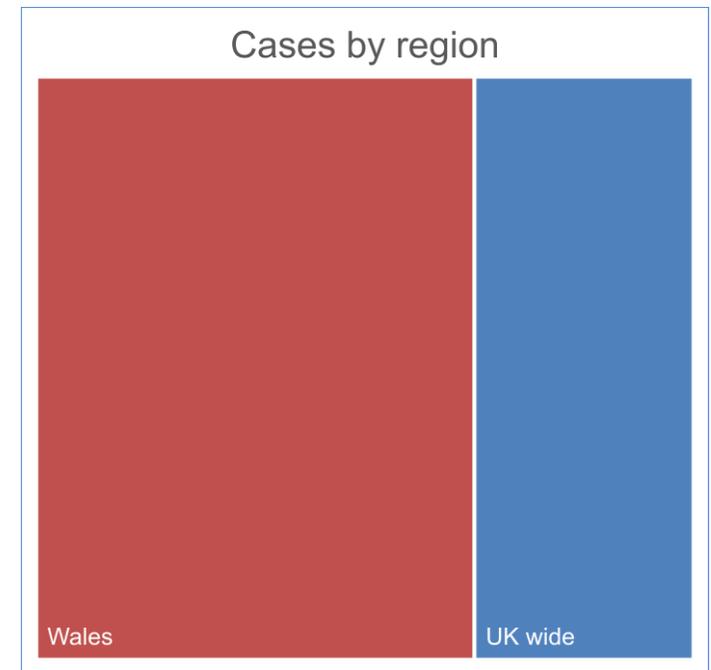
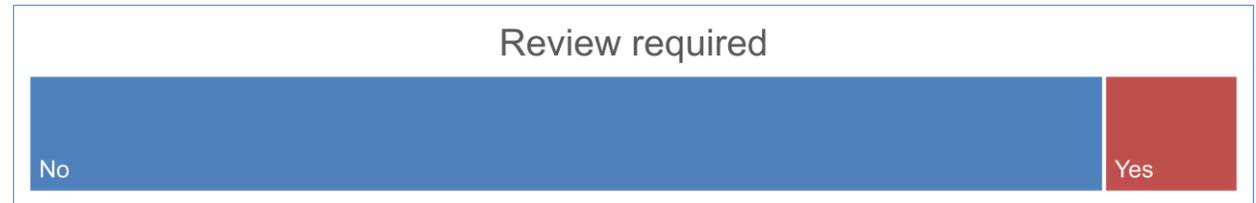
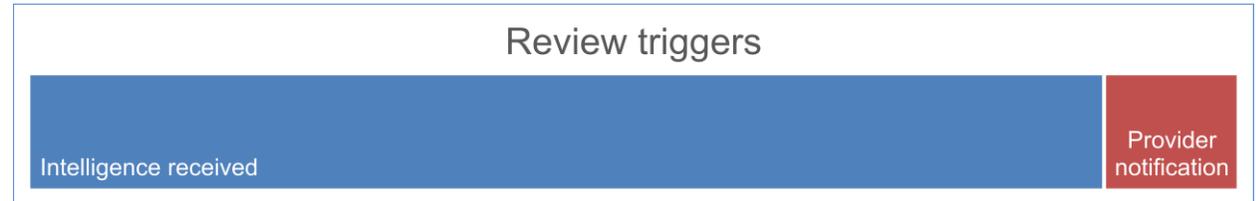
- Current activity indicates we should achieve multiple outcomes at the next scheduled Panel in November.
- Active case durations are also being monitored to understand length of time to complete a normal process. The small sample size indicates this can be between 6-9 months.



Education – Performance Report

Focused review cases

Month	Completed	Duration (New)
This month	7 cases	2.1 (months)
Last month	n/a cases	n/a (of cases)
2m prior	n/a cases	n/a (of cases)
Target	3 months	



Analysis

Case activity

- Focused reviews during this period driven mainly by intelligence received from Health Education and Improvement Wales.
- This follows a strategic funding review which has resulted in a reshaping of AHP delivery for the nation. We have engaged with already approved providers through this process to understand the impact.
- We are also undertaking a significant curriculum review for the Scientific Training Programme with the National School of Healthcare Science through this process.
- Legacy concern cases which are not due for closure this month will transition to our new model, so will appear in future reporting periods.