

Registration Department Performance Report

October 2021 – January 2022

Registration – Performance Report Summary

A

Overview

- The main area of concern is international applications which remains outside of the 60 working day service standard. This is also driving phone calls and emails into the contact centre. In January 2022, following a procurement process, we partnered with PricewaterhouseCoopers (PWC) to provide us with significant additional capacity (4,500 applications over a 3-6 month period) to process international applications. HCPC staff remain the decision maker as to whether or not an applicant can join the Register. This additional support will help us get ready for the international application process to move online (on track for March 2022).
- 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 the 10 working day KPI (with a slight deviation in the months of November 2021 and January 2022).
- We continue to need to improve performance in our contact centre (a project has just started to move to a cloud-based telephony system to support hybrid working). We have improved our response times to emails but further progress needs to be made (e.g. by reducing unnecessary contacts from people following-up on international applications).
- The appeals KPI was met in October 2021 and November 2021, and we have overcome the impact of the postponements caused by the pandemic. Appeals are now back to steady state. The number of upheld appeals remains low providing assurance on the quality of the initial registration decisions.
- Registrants are still able to renew their registration and there has been no impact on the numbers renewing their registration compared to previous years. Ahead of the Radiographers renewals window opening on the 01 December 2021, a system upgrade was implemented so that the Register now updates the registrant's registration cycle at the point of an individual's renewal rather than at the end of the renewal window. This will help reassure registrants of their renewal completion, which in turn, will also contribute to reducing the number of emails and telephone enquiries on this matter. The system was also upgraded to provide registrants with alternative ways to securely activate their HCPC accounts. This has had a positive impact with over 7,000 registrants using this new functionality since 30 November 2021.

A

Risks & Issues

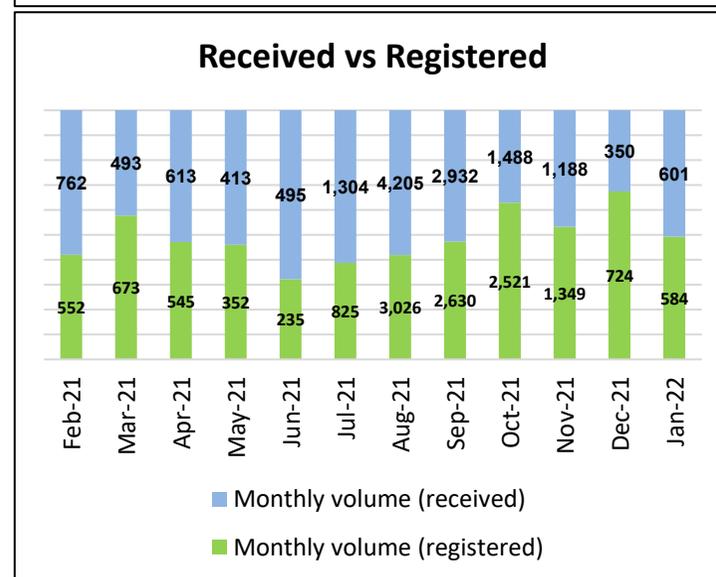
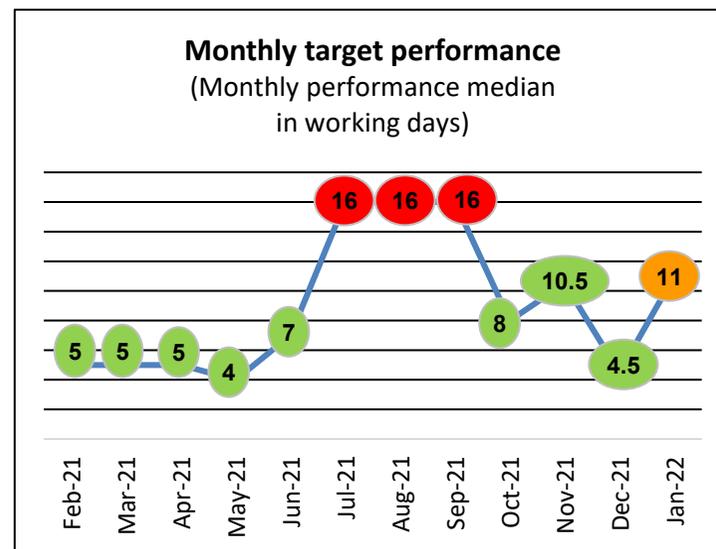
- **Increased demand and resourcing:** International applications remain high. 34% more international applications were received in this reporting period (October 2021 – January 2022) compared October 2020 – January 2021. There have also been 41% more people join our Register via the UK application route in this reporting period (October – January 2022) compared to October 2020 – January 2021. Mitigations include surge support from PwC, additional resource planning in draft FY22-23 budget and improved use of technology to increase self service.
- **Technology:** From the 12-25 November 2021 the Mitel telephony statistics reporting tool did not work due to a problem with the Mitel controller. Through the month of January 2022, the remote telephony system Ring Central failed to capture international call statistics correctly. A project has begun to move to a cloud-based telephony system to support hybrid working and provide greater flexibility.
- **Unnecessary contacts via phone and email:** On 30 November 2021, a system upgrade was implemented so that the Register now updates the registrant's registration cycle at the point of an individual's renewal rather than at the end of the renewal window. This will help reassure registrants of their renewal completion, which in turn, will also contribute to reducing the number of emails and telephone enquiries on this matter. The system was also upgraded to provide registrants with the ability to change historical email addresses online. This has had a positive impact with over 7,000 registrants using this new functionality. We will continue to monitor the impact on these changes.

Performance summary	Performance RAG rating (Jan 2022)	Performance RAG rating (Dec 2021)	Performance RAG rating (Nov 2021)	Performance RAG rating (Oct 2021)
Core registration processes				
UK applications				
International applications				
Renewals				
CPD				
Readmissions				
Appeals				
Contact centre				
Emails				
Postal				
Telephone enquiries				

Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)	12 month cumulative median	12 month performance Cumulative age range
January 2022	11 (working days)	7.5 (working days)	0-29 (working days)
December 2021	4.5 (working days)	6 (working days)	0-29 (working days)
November 2021	10.5 (working days)	7 (working days)	0-29 (working days)
October 2021	8 (working days)	6 (working days)	0-29 (working days)
September 2021	16 (working days)	5 (working days)	0-29 (working days)
August 2021	16 (working days)	5 (working days)	0-29 (working days)
July 2021	16 (working days)	5 (working days)	0-26 (working days)
June 2021	7 (working days)	5 (working days)	0-18 (working days)
May 2021	4 (working days)	5 (working days)	0-18 (working days)
April 2021	5 (working days)	5 (working days)	0-18 (working days)
March 2021	5 (working days)	5 (working days)	0-10 (working days)
February 2021	5 (working days)	4 (working days)	0-9 (working days)



UK applications

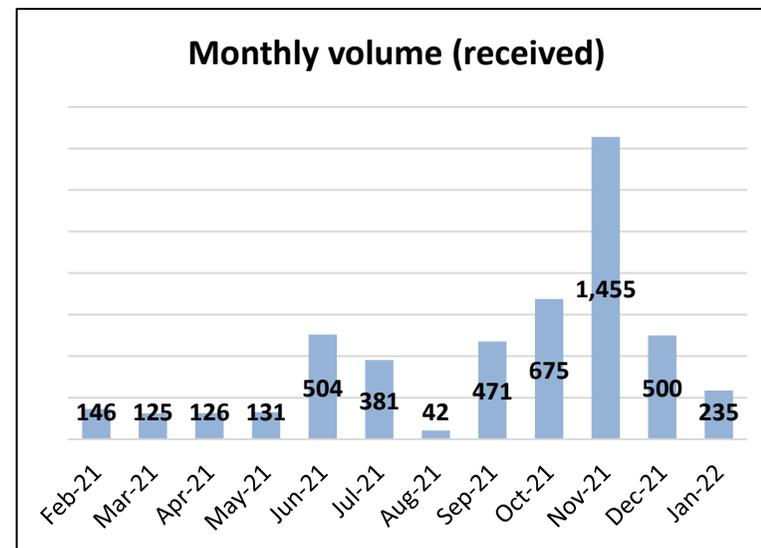
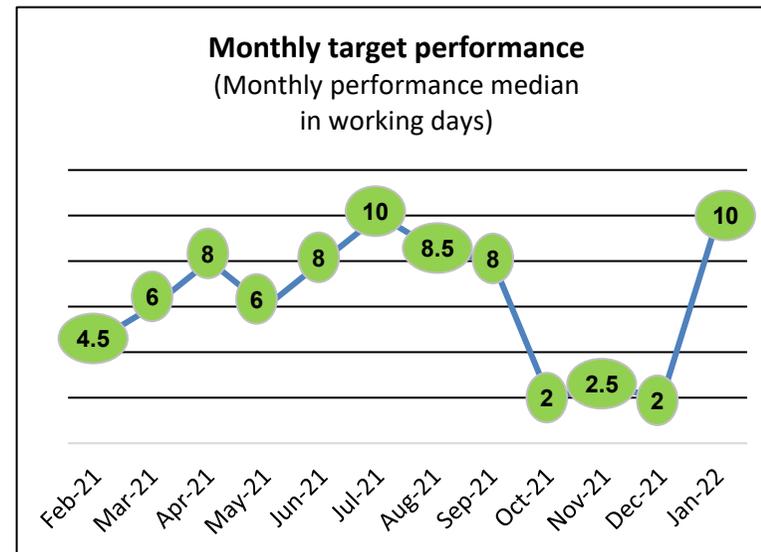
Analysis

- Performance against our service standard for UK applications was marginally outside the 10-working day median in both November 2021 and January 2022. The cause of going outside of our service standard for the months of November 2021 and January 2022 was due to volumes of applications awaiting to be quality checked.
- We continue with the two-tier quality checking for processed UK applications forms in order to mitigate any risks relating to data entry before an applicant is registered. Moving the UK application process online from the summer of 2022 will negate the need for these quality checks and will therefore improve our efficiency.
- During October 2021 to January 2022, 5,178 UK applications were registered, once the pass list had been received from the education provider and were able to confirm the qualification, which is 1,497 or (40.7%) 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 14 February 2022 standing at 7 working days.
- We will move to a self-service online application form before next summer's peak. Within the scope of this project is moving the process to being initiated by the education providers when they send the HCPC the pass list. This will help mitigate the customer service challenges we currently experience when a student applies to register before the education provider has sent the HCPC the pass list.

Registration – Performance Report

Readmission applications

Month	Monthly performance median (10 working days)	12 month cumulative median	12 month performance Cumulative age range
January 2022	10 (working days)	7 (working days)	0-26 (working days)
December 2021	2 (working days)	6 (working days)	0-26 (working days)
November 2021	2.5 (working days)	6 (working days)	0-26 (working days)
October 2021	2 (working days)	7 (working days)	0-26 (working days)
September 2021	8 (working days)	8 (working days)	0-26 (working days)
August 2021	8.5 (working days)	7 (working days)	0-26 (working days)
July 2021	10 (working days)	6 (working days)	0-26 (working days)
June 2021	8 (working days)	6 (working days)	0-14 (working days)
May 2021	6 (working days)	6 (working days)	0-14 (working days)
April 2021	8 (working days)	6 (working days)	0-14 (working days)
March 2021	6 (working days)	6 (working days)	0-12 (working days)
February 2021	5 (working days)	5 (working days)	0-12 (working days)



Readmission applications

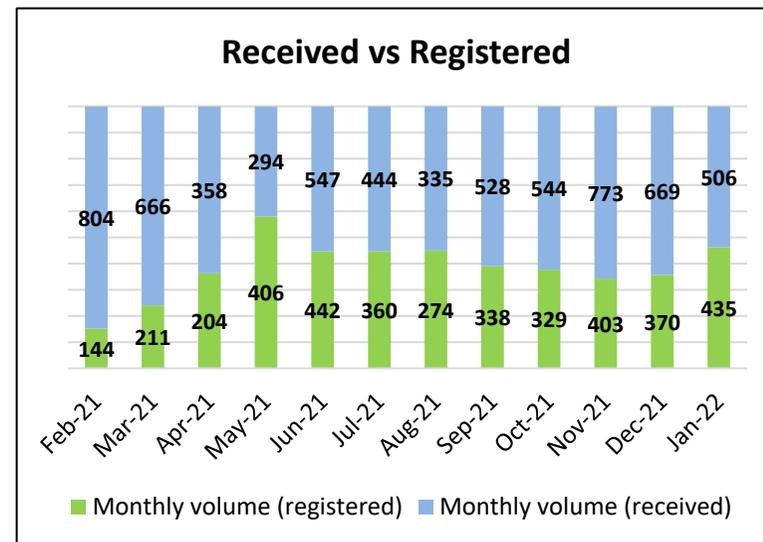
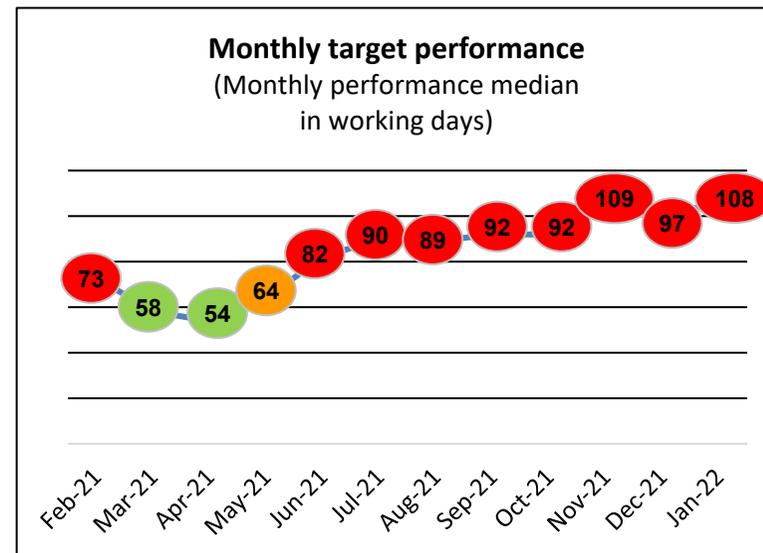
Analysis

- The median has remained within service standard of 10 working days throughout the period of October 2021 – January 2022.
- To help support registrants, in July 2021 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 2021, we worked with the Society of Radiographers on comms to their members ahead of the radiographer's renewal window opening on the 01 December 2021.

Registration – Performance Report

International applications

Month	Monthly performance median (60 working days)	12 month cumulative median	12 month performance Cumulative age range
January 2022	108 (working days)	89.5 (working days)	28-279 (working days)
December 2021	97 (working days)	85.5 (working days)	28-279 (working days)
November 2021	109 (working days)	82 (working days)	28-198 (working days)
October 2021	92 (working days)	82 (working days)	28-178 (working days)
September 2021	92 (working days)	82 (working days)	28-178 (working days)
August 2021	89 (working days)	77.5 (working days)	28-178 (working days)
July 2021	90 (working days)	73 (working days)	28-178 (working days)
June 2021	82 (working days)	68.5 (working days)	28-165 (working days)
May 2021	64 (working days)	64 (working days)	28-165 (working days)
April 2021	54 (working days)	65.5 (working days)	28-150 (working days)
March 2021	58 (working days)	73 (working days)	28-132 (working days)
February 2021	73 (working days)	77.5 (working days)	28-125 (working days)



International applications

Analysis

- We have continued to receive a significant increase in international applications. During the period of October 2021 to January 2022, 2,492 international applications were received which is 34% more compared to the same period last year (October 2020 – January 2021).
- We are processing more applications. In October 2021 to January 2022, a total of 1,537 international applicants joined the HCPC Register. This is 215% more compared to the same period last year (October 2020 to January 2021). Additional Registration Advisors are currently being trained to process international applications to further improve performance.
- In January 2022, to accelerate the return to our service standard for international applications and to provide additional capacity to manage the sustained increased in demand we procured a supplier (PwC) to provide surge support. This adds significant capacity to our team (adding the capacity to process an additional c4500 applications over a 3–6-month period). This will also provide us with additional capacity to draw on in any future peaks in applications. We expect to start to see the impact of this increased capacity on performance from March 2022. All registration decisions remain the responsibility of HCPC staff.
- To improve the customer experience, as well as our own efficiency, we initiated a project in 2021 to move international applications online. This project is progressing to plan, and we expect to pilot the new applications portal towards the end of February and go-live with the portal (subject to the successful pilot) in March 2022. We invited expressions of interest to participate in the pilot on 14th February and within three days we had filled all places on the pilot (100 applicants).
- We have also been working proactively with Higher Education England (HEE) and other organisations to support international recruitment where appropriate. For example, we are working with HEE on developing plans and predictions for future workforce growth.
- Our Professional Liaison team are also running ‘Joining the UK Workforce’ events open to overseas healthcare professionals considering entering the UK health and care workforce. We have run six of these with over 200 people attending. In FY22/23 we plan to continue to run these events on a regular basis to support those seeking to join the UK health and care workforce.

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%
Occupational Therapists	92%	94%
Biomedical Scientists	92%	94%

Analysis

- Renewal rates have remained broadly consistent with previous renewal cycles.
- Since the new registration system went live in October 2020 we had received calls and emails from Registrants wanting reassurance that their renewal was successful (as their entry on the Register did not refresh until the renewal window had closed) and for help activating their HCPC account. Ahead of the radiographers renewals window opening on the 01 December 2021, a system upgrade was implemented so that the Register now updates the registrant's registration cycle at the point of an individual's renewal rather than at the end of the renewal window. This will help reassure registrants of their renewal completion, which in turn, will also contribute to reducing the number of emails and telephone enquiries on this matter. The system was also upgraded to provide registrants with alternative ways to securely activate their HCPC accounts. This has had a positive impact with over 7,000 registrants using this new functionality since 30 November 2021.
- 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. This has included working with professional bodies ahead of renewal windows opening.
- 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.

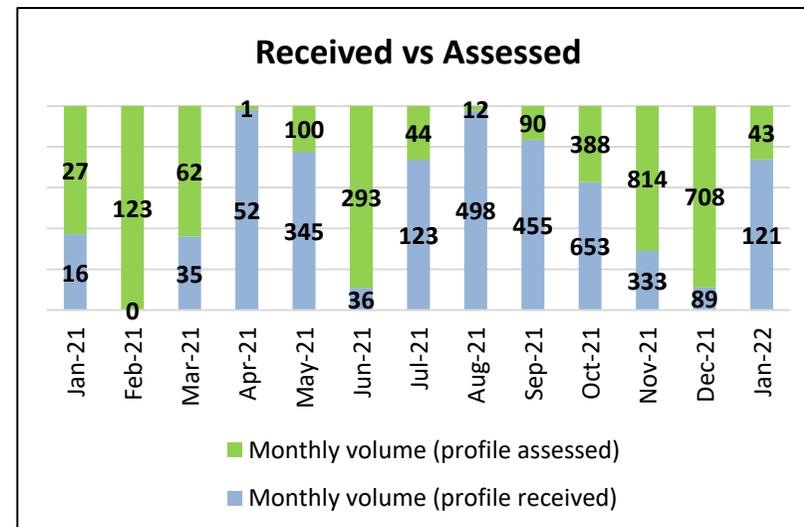
Renewals – paper based submissions

Month	Monthly performance median (10 working days)
January 2022	4.5 (working days)
December 2021	0 (working days)
November 2021	5.5 (working days)
October 2021	3 (working days)
September 2021	5 (working days)
August 2021	5 (working days)
July 2021	4 (working days)
June 2021	4 (working days)
May 2021	5 (working days)
April 2021	5 (working days)
March 2021	4 (working days)
February 2021	0 (working days)
January 2021	0 (working days)

Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)	24 month cumulative median	24 month performance Cumulative age range
January 2022	45 (working days)	44 (working days)	5-93 (working days)
December 2021	32 (working days)	41 (working days)	5-93 (working days)
November 2021	36 (working days)	44 (working days)	5-93 (working days)
October 2021	44 (working days)	44 (working days)	5-93 (working days)
September 2021	54 (working days)	44 (working days)	5-84 (working days)
August 2021	30.5 (working days)	41 (working days)	5-72 (working days)
July 2021	38 (working days)	44 (working days)	5-72 (working days)
June 2021	18 (working days)	47 (working days)	5-72 (working days)
May 2021	29 (working days)	50 (working days)	5-72 (working days)
April 2021	50 (working days)	61 (working days)	5-72 (working days)
March 2021	65 (working days)	61 (working days)	5-72 (working days)
February 2021	61 (working days)	60 (working days)	5-72 (working days)
January 2021	44 (working days)	44 (working days)	5-55 (working days)



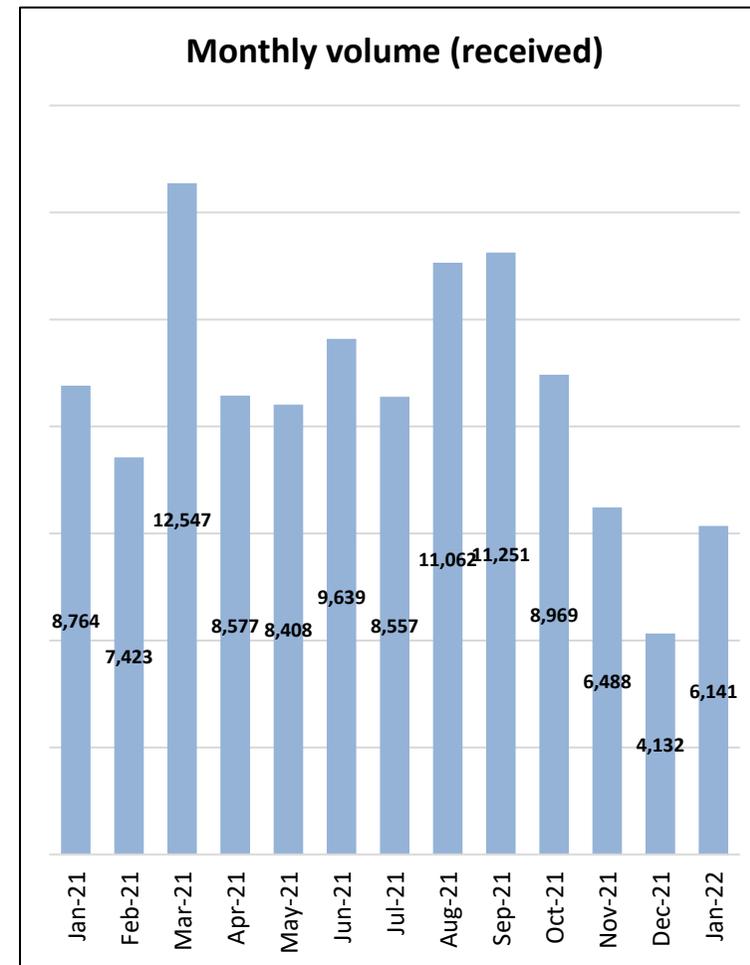
Analysis

- In the period of October 2021 – January 2022, the 60-day median KPI target has continued to be consistently achieved.
- In October 2021, we experienced some technical issues with the submissions of some profiles. The CPD team escalated this to the IT team and IBM and worked closely with the system supplier to analyse, implement, test and fix the issue.

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
January 2022	10 (working days)	10 (working days)	0-32 (working days)
December 2021	8 (working days)	12 (working days)	0-32 (working days)
November 2021	14 (working days)	13 (working days)	0-32 (working days)
October 2021	18 (working days)	12 (working days)	0-32 (working days)
September 2021	16 (working days)	10 (working days)	0-32 (working days)
August 2021	25 (working days)	8 (working days)	0-32 (working days)
July 2021	25 (working days)	6 (working days)	0-27 (working days)
June 2021	13 (working days)	6 (working days)	0-19 (working days)
May 2021	6 (working days)	6 (working days)	0-12 (working days)
April 2021	10 (working days)	5 (working days)	0-12 (working days)
March 2021	6 (working days)	3 (working days)	0-8 (working days)
February 2021	2 (working days)	3 (working days)	0-5 (working days)
January 2021	3 (working days)	3 (working days)	0-5 (working days)



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

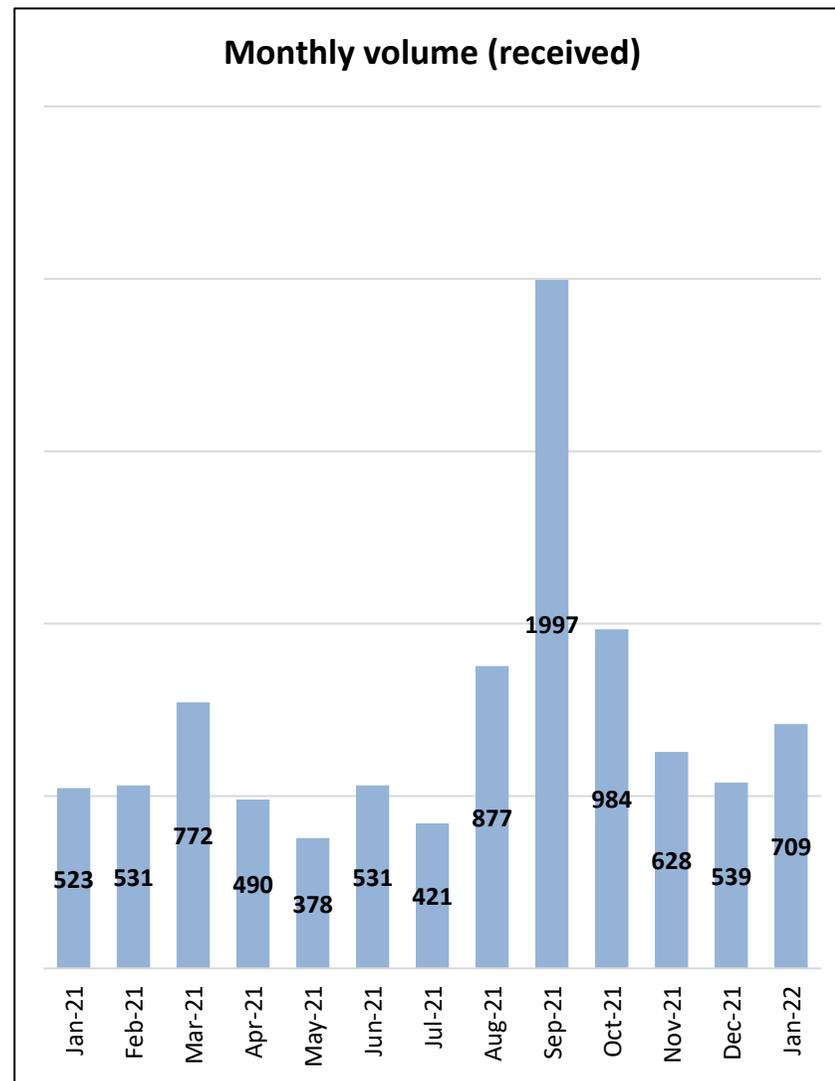
Analysis

- The improvement in our UK and readmission application processing times has had a positive impact on the number of emails received. We will continue to monitor the impact of the changes we to our system on 30 November.
- During this period (October 2021 – January 2022), we again 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 1-2 days.
- 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 updated messages on social media, on our website and on the automated email response to help expectation manage those contacting us by email and to encourage people to self service.

Registration – Performance Report

Postal correspondence

Month	Monthly performance median (10 working days)	24 month cumulative median	24 month performance cumulative age range
January 2022	2 (working days)	5 (working days)	0-20 (working days)
December 2021	4 (working days)	5.8 (working days)	0-20 (working days)
November 2021	6.5 (working days)	6.5 (working days)	0-20 (working days)
October 2021	5 (working days)	6 (working days)	0-20 (working days)
September 2021	9 (working days)	7 (working days)	0-20 (working days)
August 2021	14 (working days)	5.5 (working days)	0-18 (working days)
July 2021	9 (working days)	4 (working days)	0-12 (working days)
June 2021	7 (working days)	4 (working days)	0-11 (working days)
May 2021	4 (working days)	4 (working days)	0-11 (working days)
April 2021	8 (working days)	3 (working days)	0-11 (working days)
March 2021	2 (working days)	2 (working days)	0-8 (working days)
February 2021	2 (working days)	3 (working days)	0-8 (working days)
January 2021	4 (working days)	4 (working days)	0-8 (working days)



Analysis

- The team consistently met the 10 working days service level between the months of October 2021 – January 2022

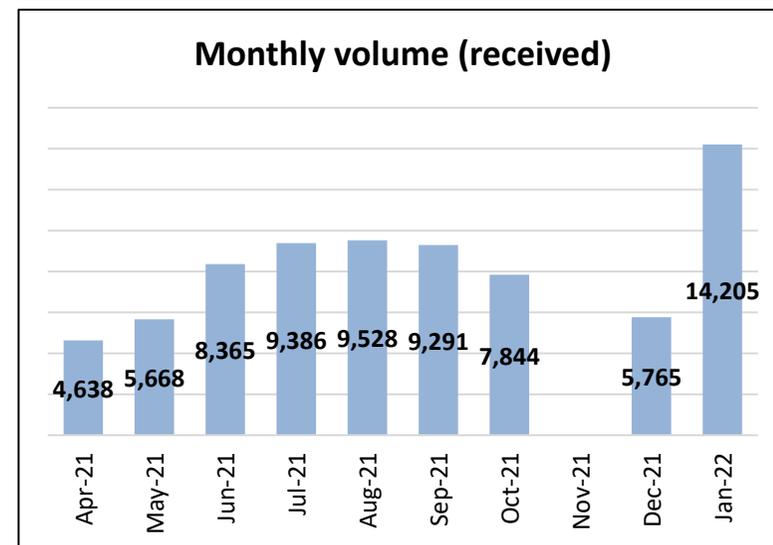
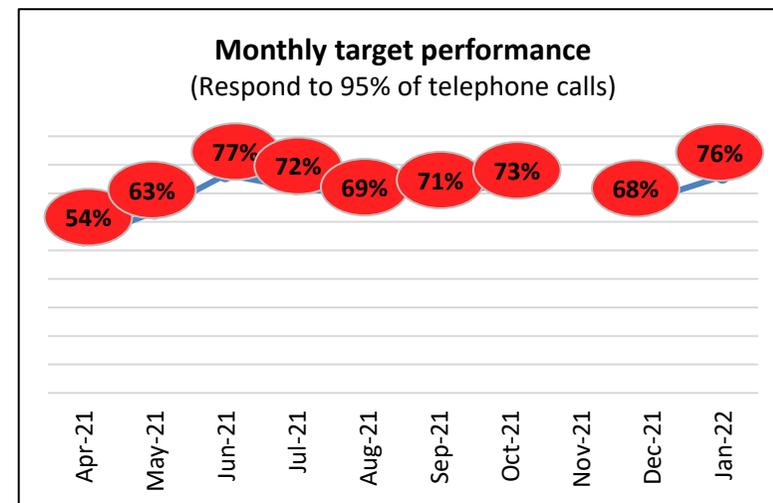
Registration – Performance Report

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

Target

95% of all calls answered

Month	Monthly performance median (% of calls answered)	12 month performance cumulative median (% of calls answered)	12 month Cumulative volume (volume of calls)
January 2022	76 (% of calls answered)	71 (% of calls answered)	74,690 (volume of calls)
December 2021	68 (% of calls answered)	70 (% of calls answered)	60,485 (volume of calls)
November 2021	No data available (% of calls answered)	No data available (% of calls answered)	No data available (volume of calls)
October 2021	73 (% of calls answered)	71 (% of calls answered)	54,720 (volume of calls)
September 2021	71 (% of calls answered)	68 (% of calls answered)	46,876 (volume of calls)
August 2021	69 (% of calls answered)	66 (% of calls answered)	37,585 (volume of calls)
July 2021	72 (% of calls answered)	68 (% of calls answered)	28,057 (volume of calls)
June 2021	77 (% of calls answered)	63 (% of calls answered)	18,671 (volume of calls)
May 2021	63 (% of calls answered)	59 (% of calls answered)	10,306 (volume of calls)
April 2021	54 (% of calls answered)	54 (% of calls answered)	4,638 (volume of calls)
March 2021	N/A	N/A	N/A
February 2021	N/A	N/A	N/A



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

Analysis

- Call answer rate for October 2021 was 73%, an increase from 71% in September 2021. We continue to receive a high volume of telephone calls – the cause of this is the peak in UK and international applications and the renewal window for occupational therapists closing on the 31 October 2021. 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.
- Due to a technical fault with the Mitel telephony system from the 12-25 November 2021, we have been unable to capture telephony statistics data for the month of November 2021. We continue to receive a high volume of telephone calls – the cause of this is the peak in UK and international applications and the renewal window for biomedical scientists closing on the 30 November 2021.
- Performance for December 2021 was 68%. We continue to receive a high volume of telephone calls – the cause of this is the peak in UK and international applications and the renewal window for biomedical scientists which closed on the 30 November 2021. From the 23 December 2021 to 04 February 2022 the majority of the Registration Department worked from home and transitioned to the Ring Central remote telephony system due to the increased numbers of COVID cases.
- Our call centre performance has improved (but we need to continue this improvement). Performance for January 2022 was 76%, an increase from 68% in December 2021.
- From 07 February 2022 the Registration Department transitioned back to offer call centre services from the office.
- We will continue to monitor this closely.

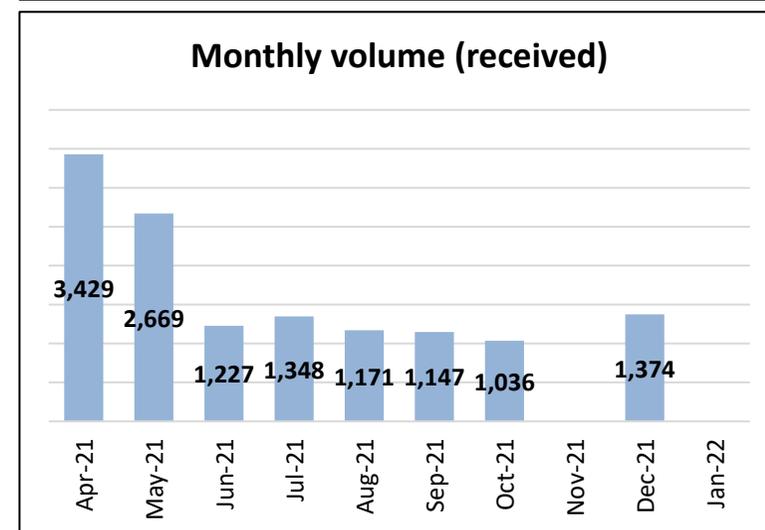
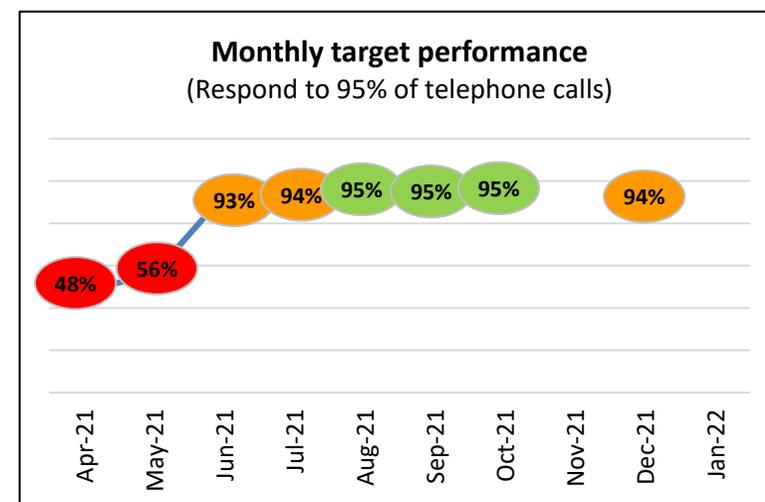
Registration – Performance Report

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

Target

95% of all calls answered

Month	Monthly performance median	12 month performance cumulative median	12 month Cumulative volume
January 2022	No data available (% of calls answered)	No data available (% of calls answered)	No data available (volume of calls)
December 2021	94 (% of calls answered)	94 (% of calls answered)	13,401 (volume of calls)
November 2021	No data available (% of calls answered)	No data available (% of calls answered)	No data available (volume of calls)
October 2021	95 (% of calls answered)	94 (% of calls answered)	12,027 (volume of calls)
September 2021	95 (% of calls answered)	95 (% of calls answered)	10,991 (volume of calls)
August 2021	95 (% of calls answered)	95 (% of calls answered)	9,844 (volume of calls)
July 2021	94 (% of calls answered)	75 (% of calls answered)	8,673 (volume of calls)
June 2021	93 (% of calls answered)	56 (% of calls answered)	7,325 (volume of calls)
May 2021	56 (% of calls answered)	52 (% of calls answered)	6,098 (volume of calls)
April 2021	48 (% of calls answered)	48 (% of calls answered)	3,429 (volume of calls)
March 2021	N/A	N/A	N/A
February 2021	N/A	N/A	N/A



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

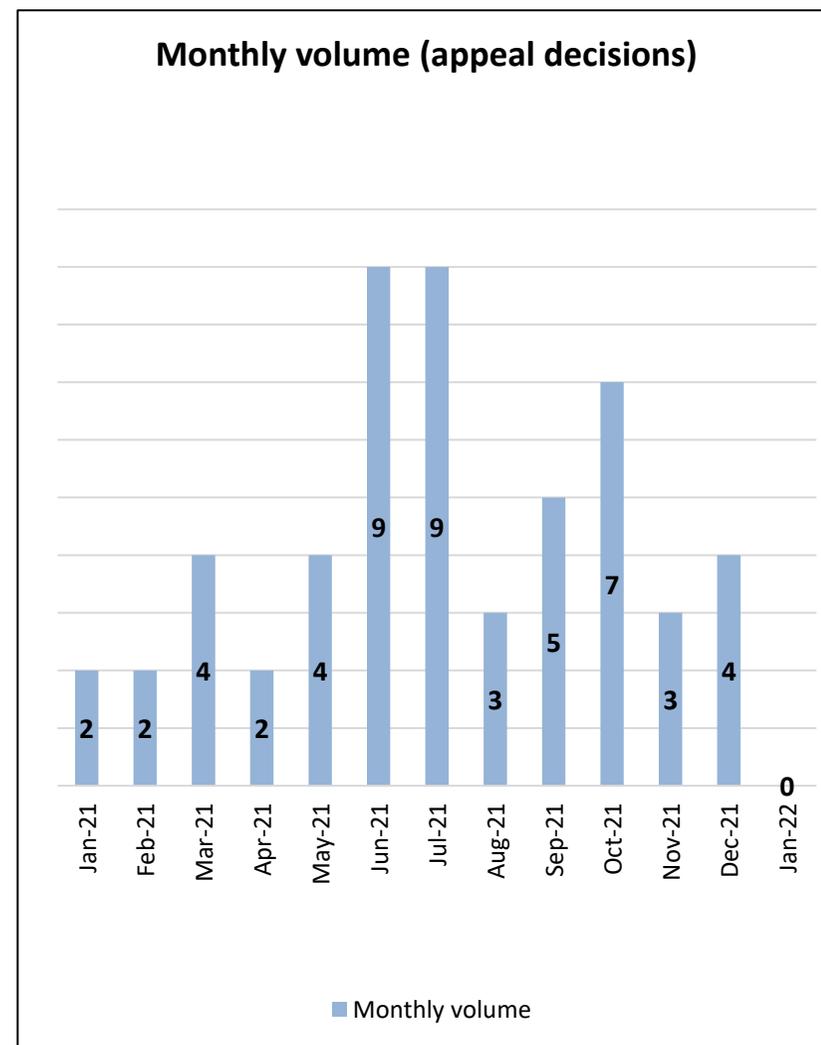
Analysis

- We have met (or been very close (within 1-2%)) our service standards since June 2021. However, due to a technical fault with the Mitel telephony system from the 12-25 November 2021 we have been unable to capture telephony statistics data for the month of November 2021.
- From the 23 December 2021 to 04 February 2022 the majority of the Registration Department worked from home and transitioned to the Ring Central remote telephony system due to the increased numbers of COVID cases.
- Due to a technical fault, the Ring Central telephony statistics reporting tool did not capture international call statistics correctly for the month of January 2022.
- The IT team have started a project to move to a cloud-based telephony system to support hybrid work and provide greater flexibility.

Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)	24 month cumulative median	24 month performance Cumulative age range
January 2022	0 (working days)	157 (working days)	46-450 (working days)
December 2021	181 (working days)	169 (working days)	46-450 (working days)
November 2021	88 (working days)	157 (working days)	46-275 (working days)
October 2021	90 (working days)	173.5 (working days)	46-275 (working days)
September 2021	149 (working days)	190 (working days)	46-275 (working days)
August 2021	107 (working days)	201.5 (working days)	46-275 (working days)
July 2021	151 (working days)	213 (working days)	46-275 (working days)
June 2021	190 (working days)	214.5 (working days)	46-275 (working days)
May 2021	259 (working days)	238 (working days)	46-275 (working days)
April 2021	238 (working days)	214.5 (working days)	46-275 (working days)
March 2021	157 (working days)	213 (working days)	46-275 (working days)
February 2021	213 (working days)	214.5 (working days)	157-275 (working days)
January 2021	216 (working days)	216 (working days)	157-275 (working days)



Appeals

Analysis

- During October 2021, 7 registration appeals were concluded. Of the 7 appeals, 4 related to international applicants, 2 related to EMR applicants and 1 related to a UK applicant (character). 3 appeals were upheld and all decisions were consent orders.
- We increased the number of appeals days held from 2 days per month to 3 days in October 2021, with the aim to reduce the number of appeals outstanding.
- During November 2021, 3 registration appeals were concluded. Of the 3 appeals, 2 related to international applicants, 1 related to EMR applicants. No appeals were upheld.
- During December 2021, 4 registration appeals were concluded. All 4 of the appeals related to International applicants and 1 appeal was upheld. One appeal took a total of 450 days to conclude, this was due to the appellant requesting an oral hearing. The appellant had previously twice postponed their hearing at the last minute after it being scheduled.
- During January 2022, no registration appeals were concluded. Of the current appeals caseload (10), 5 of those appeals were received in January 2022, 4 are ongoing international reassessment and 1 is awaiting further information. Due to this no appeal hearings were scheduled in January.
- 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. This has cleared our appeals backlog and we are now back to steady state.