

Education team Performance report March 2022

Report date: 28 February 2022, data correct 28 February

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Leadership Attention

- Development of clear internal service levels has identified cases where further attention is needed to progress in a timely manner. Intervention is underway for these cases, which are primarily pilot cases reaching final conclusions (see red performance rating and the performance review and focused review pages)
- The sample size across all processes remains small, but trends are beginning to emerge in certain areas which are explored through the process level KPI information
- The use of data continues to expand with the a round of HESA data recently received, and we will embed the National Education and Training Survey (NETS) data in this academic year
- We continue to engage with senior representatives across the sector to understand situation around changing mandatory vaccination policy for care and NHS staff, considering the impact on practice learning environments and learner experience
- Recruitment activity ongoing to provide suitable backfill arrangements whilst HoE is leading Registration Review and HEE partnership work.
 - Education Lead – full handover of HoE day to day activities (will represent team in leadership capacity from Feb onwards e.g. at SLT, regulatory senior team)
 - Senior EO role (acting up Feb-Mar) now in place
 - Replacement EO role – recruiting for April start
 - FTC 12 month Education Manager role – recruiting for April start

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Risks & Issues

- Workloads for the approval and performance review processes peaking in April and May
- This coincides with the recruitment of two new employees, which should help to rebalance the load in the Q1 of 2022-23 FY

Performance summary

Current performance (RAG rating)

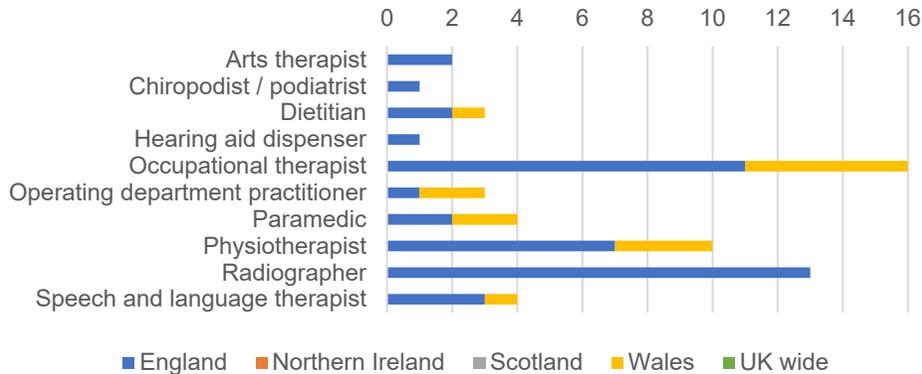
Time taken to complete approval process

Approvals subject to conditions

Time taken to complete the performance review process

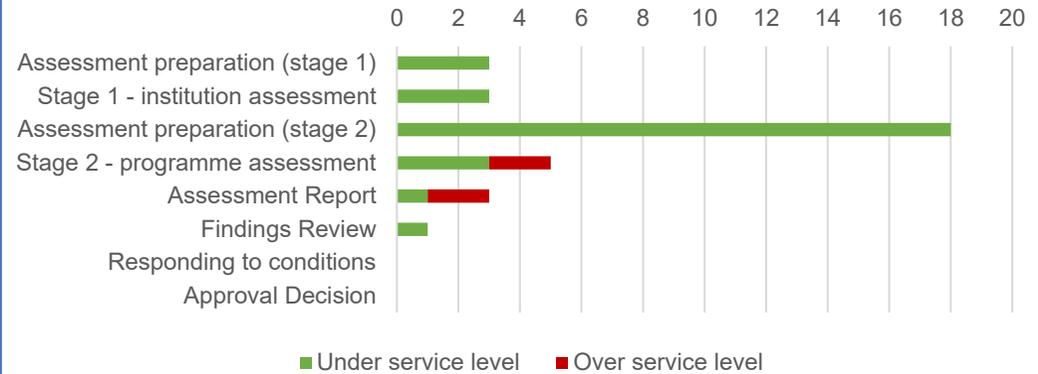
Approval process

Pipeline of new programmes



NOTE: There are currently no programmes in the 'pipeline' for biomedical scientists, clinical scientists, orthoptists, practitioner psychologists, or prosthetists / orthotists

Number of active cases - by case stage



Commentary

New programmes

- New provision continues to be developed across professions, particularly within Allied Health. Our regional approach allows for clearer understanding of potential new provision, allowing for more informed resource planning
- A large proportion of cases are in the 'assessment preparation (stage 2)' stage. Once provider submissions are delivered, assessment work begins, which means more active involvement by our executive and partner teams. This could impact on overall service levels being met, which we will closely monitor in the coming months

Conditions applied on approval

- An explicit aim of moving to the new quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting for formal requirement setting through conditions
- As planned, we continue to see the significant reduction in conditions applied on approval (from around 90% of cases in the previous model, to 0% with the growing sample size)

Approval duration

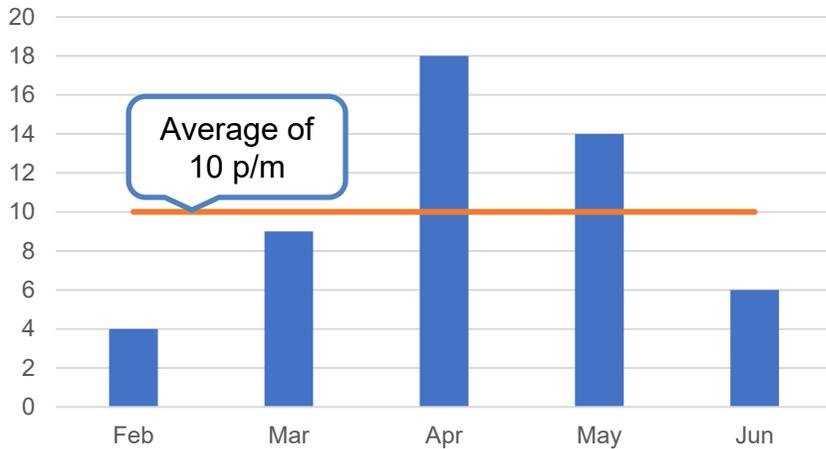
- The length of time has come within our performance mark for the first time over the 12 month period, down from c8 months in the previous report.
- We expected this figure to reduce with familiarity with the new process, but reaching our target within 6 months of the model going live is a good result

Completed cases (new model)

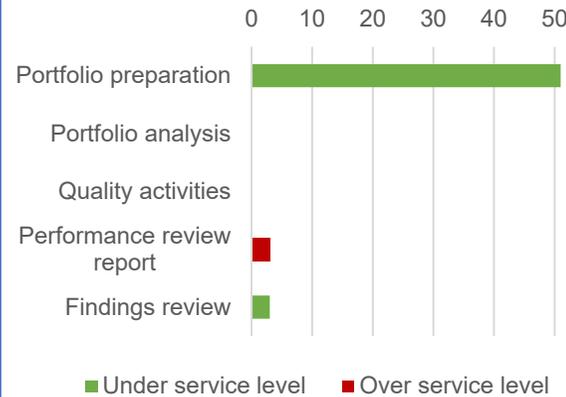
Period	Completed (cases)	Conditions set (% of cases)	Duration (months)
Last month	0	N/A	N/A
Last 3 months	5	0%	6.2
Last 12 months	12	0%	6.0
Target		Less than 20%	6 months

Performance review process

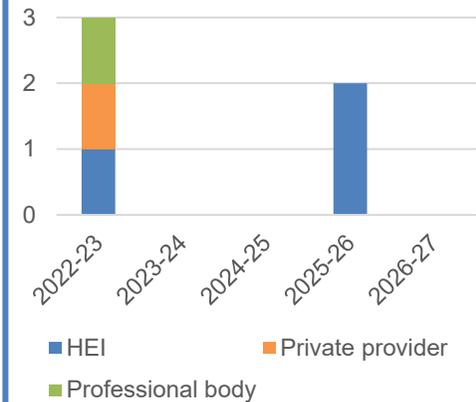
Portfolio submissions due by month



Number of active cases - by case stage



Next review period outcomes



Completed cases

Period	Completed (cases)	Duration (months)
Last month	1	9.1
Last 3 months	3	9.6
Last 12 months	5	8.5
Target		4 months

Commentary

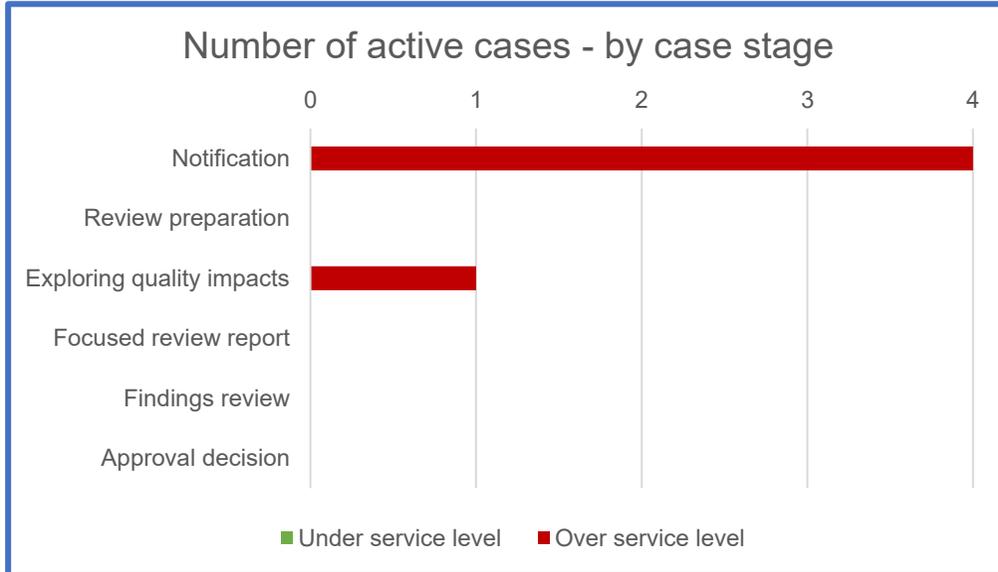
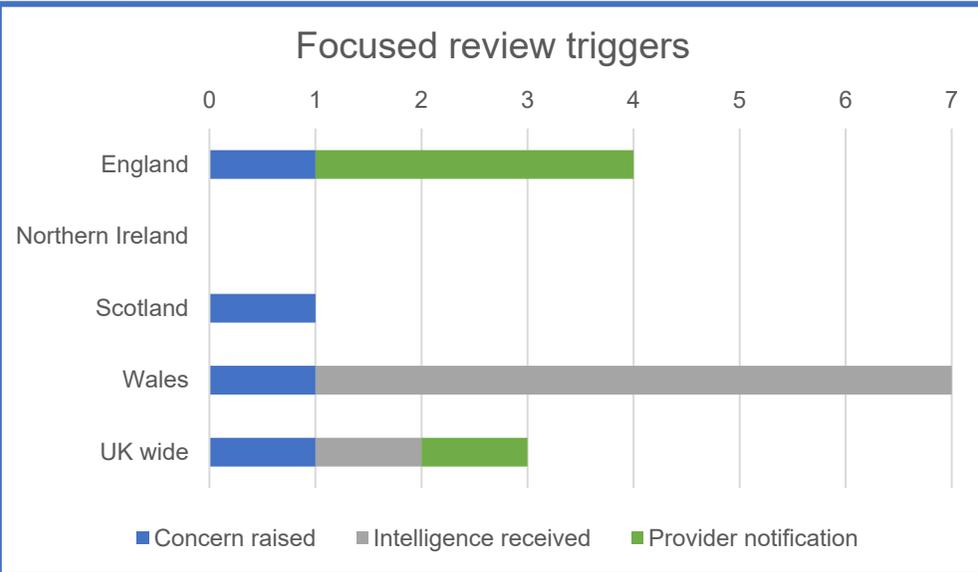
Current activity

- Current activity mainly focused on preparing providers for submissions in the 2021-22 academic year.
- We have confirmed portfolio submission due dates for all providers for this academic year
- Although members of the team have planned their workload as much as possible to be consistent through the year, submissions peak in April and May
- This was unavoidable with the timescales for planning this year. Next year, we will work earlier in the academic cycle to secure deadline dates with providers to avoid the peak as seen this year

Review outcomes

- Sample size remains small – with a small number of pilot cases still waiting for final outcomes
- Variance seen in outcomes driven mainly by provider type: private, prof body and non-traditional HEI provider
- Those in earlier review period needed to provide more data to allow us to take assurance through regular performance data sharing
- Case durations are significantly above target for several reasons – the complexity of cases assessed through the pilot, stakeholders being unfamiliar with requirements, and because we had not set clear case progression service levels
- We have now established clear service levels, and an internal monitoring function, so now expect better results against this performance marker

Regional engagement and focused review



Cases – received and completed

Period	Triggers received	Review required %	Completed (cases requiring review)	Duration (months)
Last month	0	N/A	0	N/A
Last 3 months	4	75%	0	N/A
Last 12 months	15	40%	1	1.3
Target				5 months

Commentary

- Number of cases remain small, with the majority of cases being set up due to receipt of intelligence
- Legacy concern cases were transitioned to the new model, and now appear in this report
- Wales-based triggers were due to review of provision from Health Education Improvement Wales (HEIW) commissioning exercise linked to AHP provision
- All cases in progress are currently over recently established service levels – cases are being focused on to ensure timely progression
- A trend is beginning to emerge that around 30-40% of cases are taken forward to full review – we will deliver normal expectations around this figure based on further data
- One case taken through whole process (reaching the Committee stage) to date