

# Renewals – service improvements

Andrew Smith  
*Executive Director of Regulation*

Richard Houghton  
*Head of Registration*

# Renewals - recap



## Renewal requirements

- Every person on our Register must renew their registration every two years.
- Renewal window is open for three months and the period is set in our legislation.
- It's more than just paying the fee – it's about making the declaration that the registrant remains up to date and is fit to practise.

# Renewals

| Timing                                      | Previous renewals process  | Changes introduced since June 2022                                       |
|---|--|--|
| <b>Before window opens</b>                  |  | Offer for professional body to meet with their HCPC Relationship Manager |
| <b>Day 1</b>                                | Email and SMS sent inviting registrants to renew   |  |
| <b>Week 1</b>                               | Guidance materials shared with the professional body   |  |
| <b>Month 1 and ongoing</b>                  | HCPC social media activity   | Offer for professional body to meet with their HCPC Relationship Manager |
| <b>Month 2</b>                              |  | Month 2 reminder email and SMS   |
| <b>Month 2 (can vary)</b>                   | In Focus Newsletter  |  |
| <b>14 days before renewal window closes</b> | Reminder emails: <ul style="list-style-type: none"> <li>- For those who have not yet started to renew</li> <li>- For those who have made their declarations but have not paid their fee</li> </ul> | Offer for professional body to meet with their HCPC Relationship Manager |
| <b>Deadline</b>                             |  |  |
| <b>28 days after renewal window closes</b>  | Short readmission process and no administration fee for those who apply to re-join the Register within 28 days of renewal window closing   |  |

Improved use and sharing of renewals data – which can trigger additional reminders to be sent

## Other improvements made

- Relationship management – all professional bodies have a dedicated Relationship Managers – with additional contact in advance and during renewal periods.
- Improved website content and guidance (including on the renewal portal)
- Improved renewal invitation email and reminders containing more guidance – including a priority email address
- Ability to activate HCPC account without access to the email we have on record for the registrant and improved FAQs on activating your account

# Example of our improved use of renewal data

### Profession name

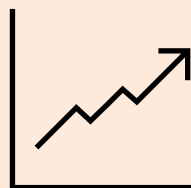
Next in renewal: DD-MMM-YYYY  
to  
DD-MMM-YYYY

Active registrants: n

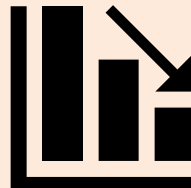
### Renewal forecasts

Renewal range: n to n  
Readmission range: n to n  
Leaver range: n to n

#### Renewal trends



#### Renewal final %



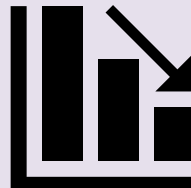
#### Renewal demographics



#### Readmission trends



#### Readmission final %



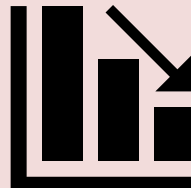
#### Readmission demographics



#### Leaver trends



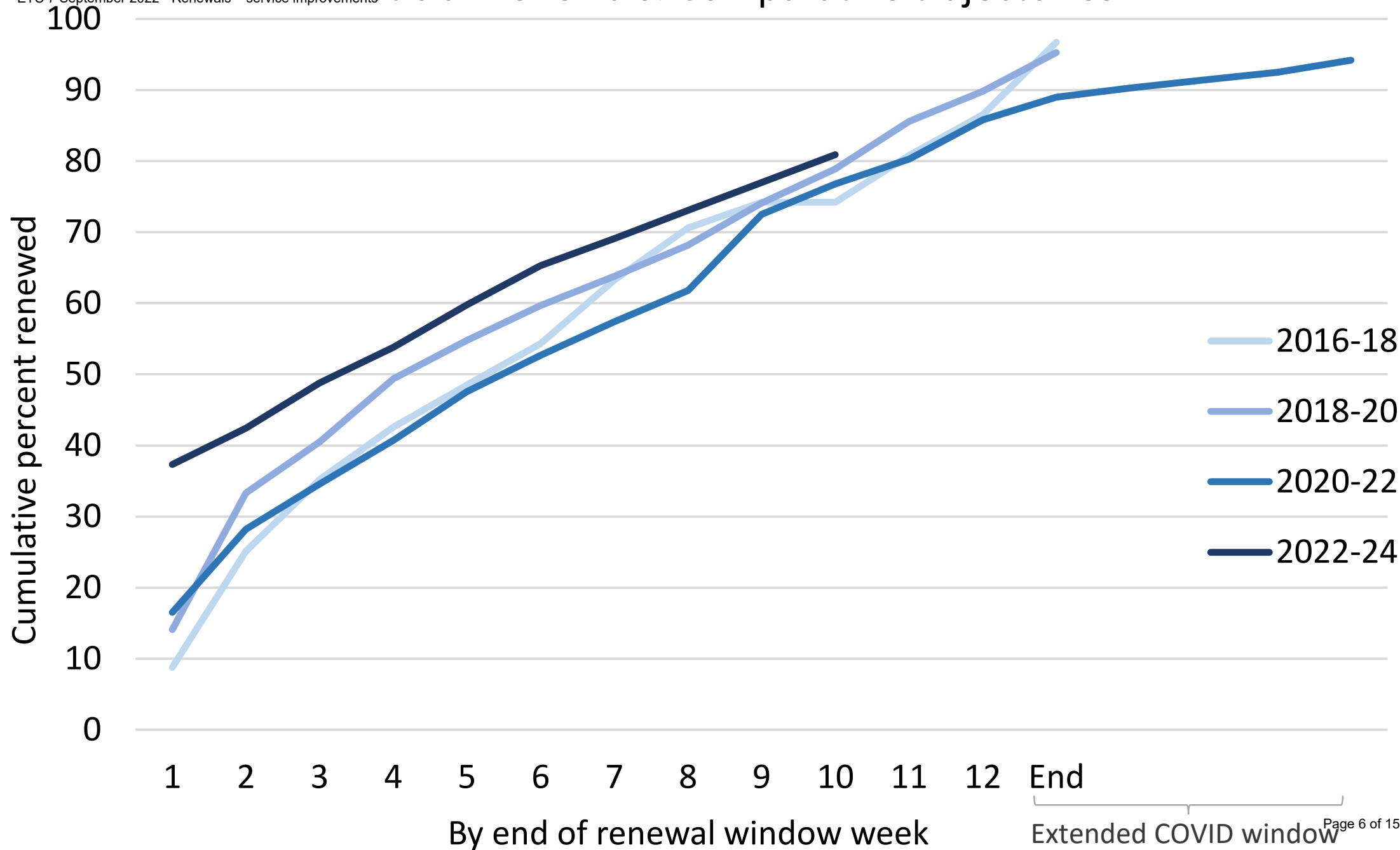
#### Leaver final %



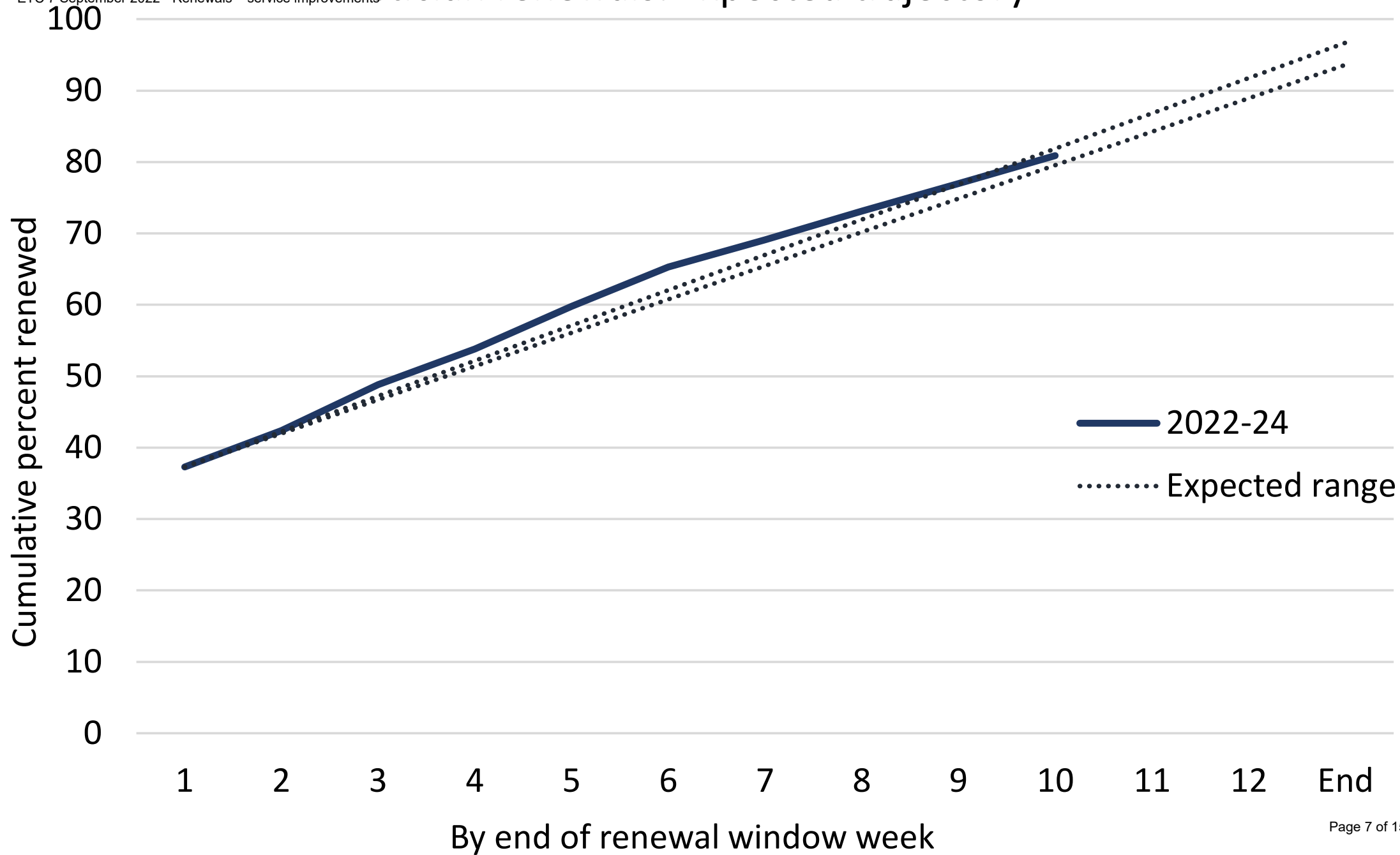
#### Leaver demographics



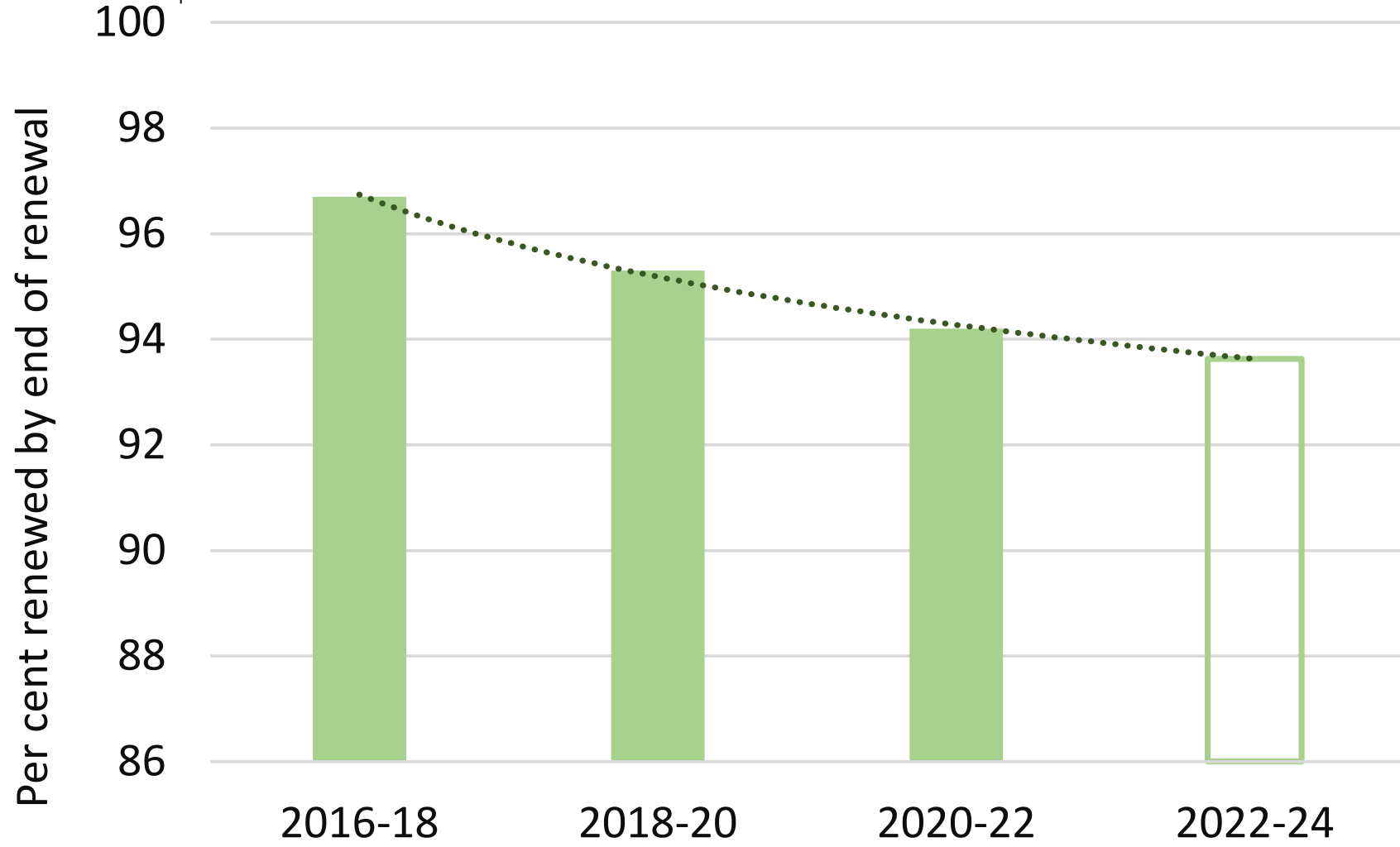
# Dietician renewals: Comparative trajectories



# Dietician renewals: Expected trajectory



# Dietician renewals: % renewing



Observed %

96.7

95.3

94.2

Forecast<sup>1</sup> %

96.7

95.2

94.3

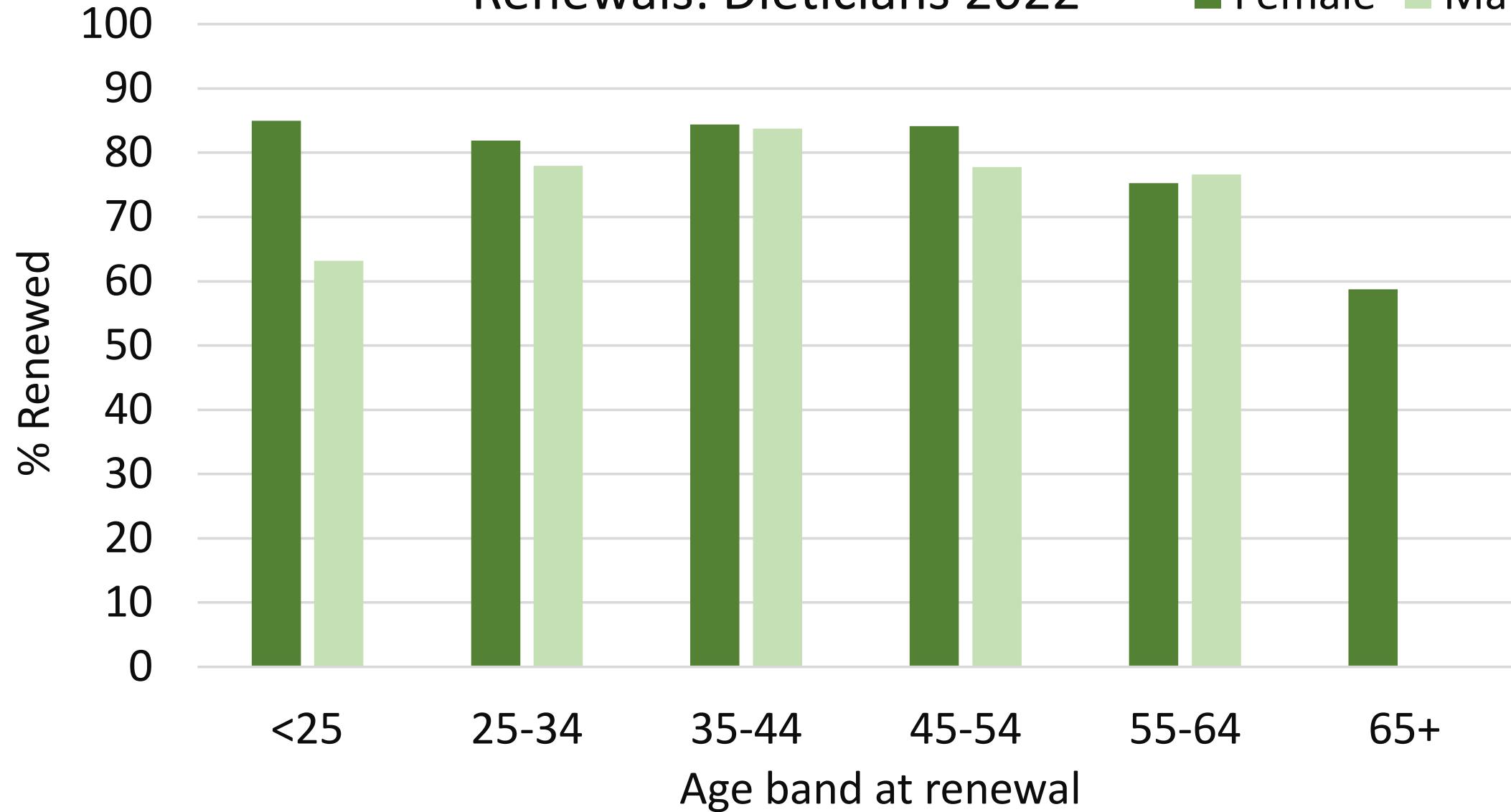
93.6

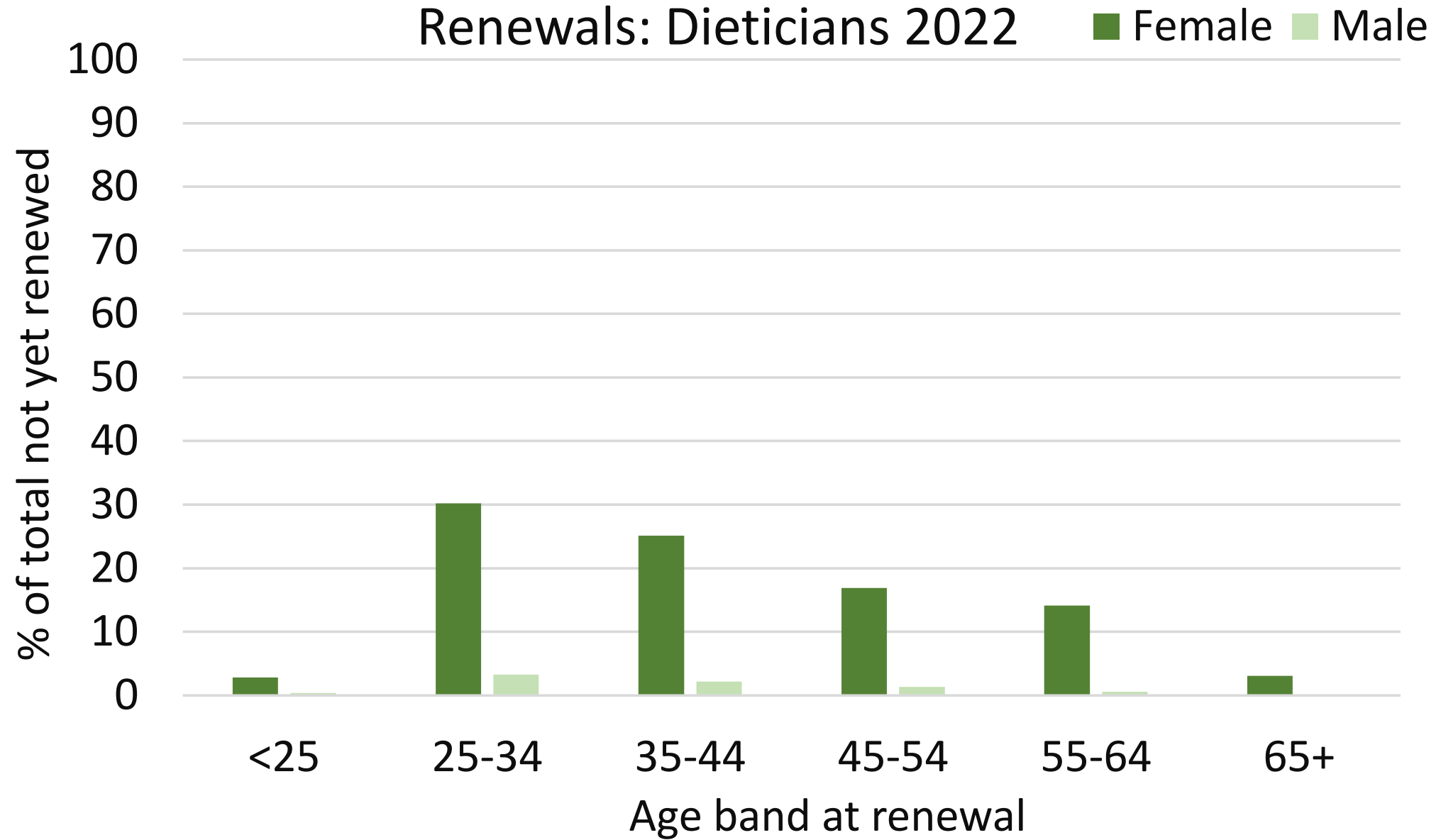
<sup>1</sup> Logarithmic



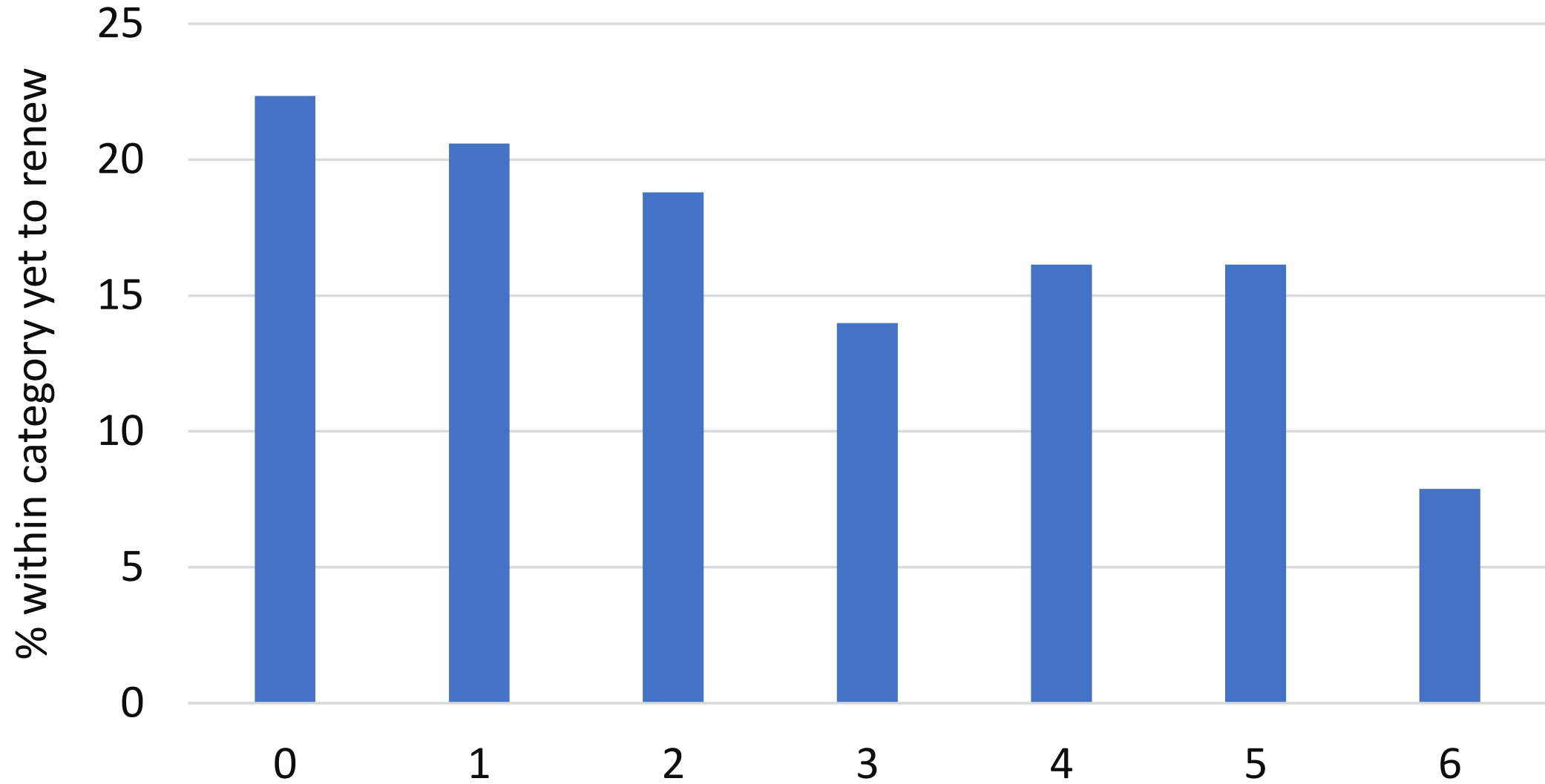
### Renewals: Dietitians 2022

Female Male



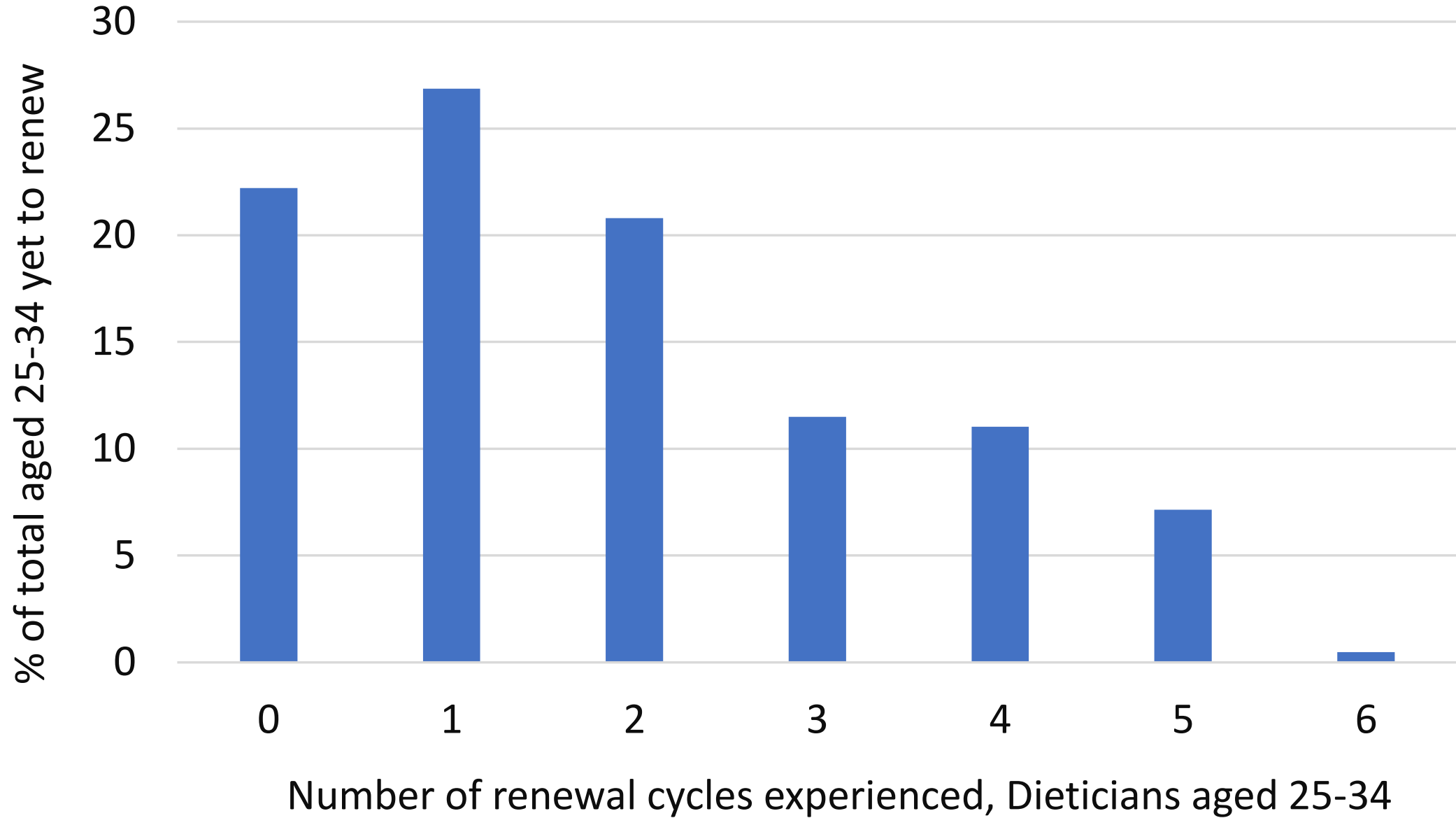


# Renewals: Dieticians 2022



Number of renewal cycles experienced, Dieticians aged 25-34

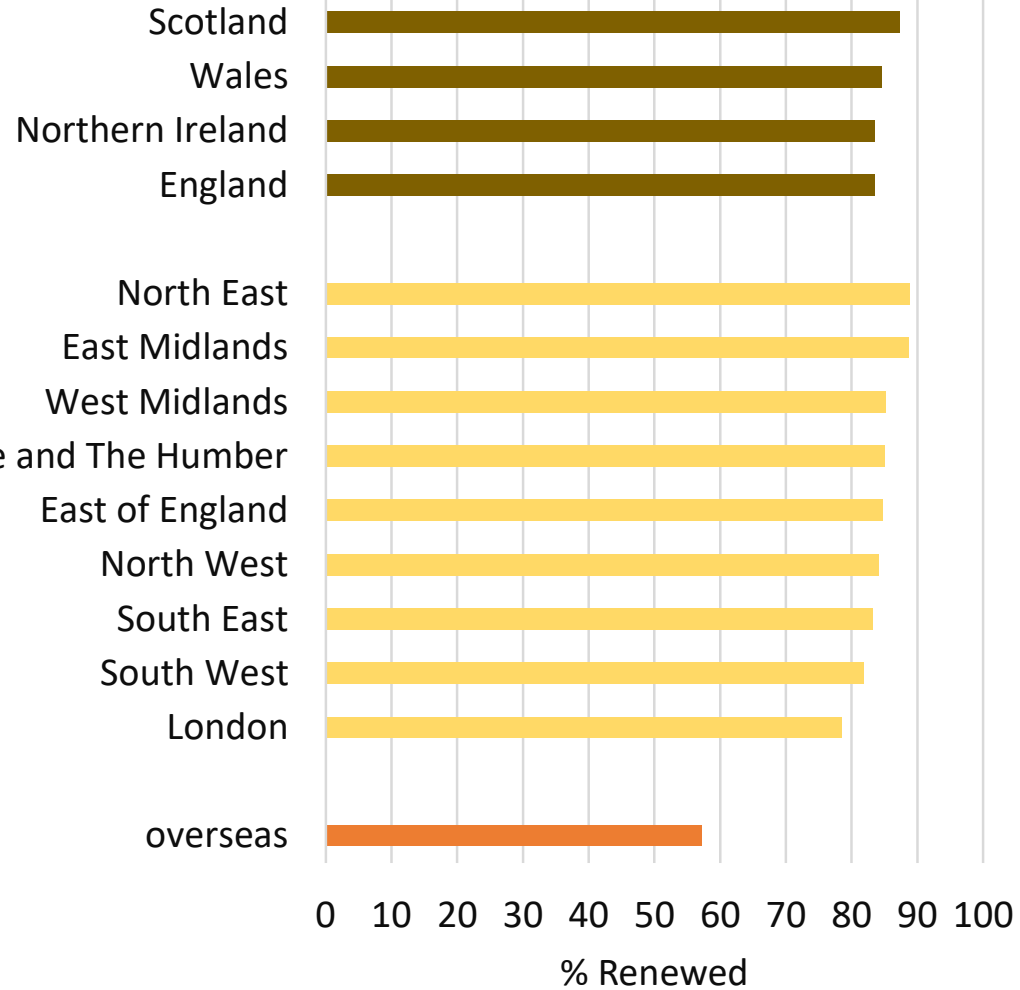
# Renewals: Dieticians 2022



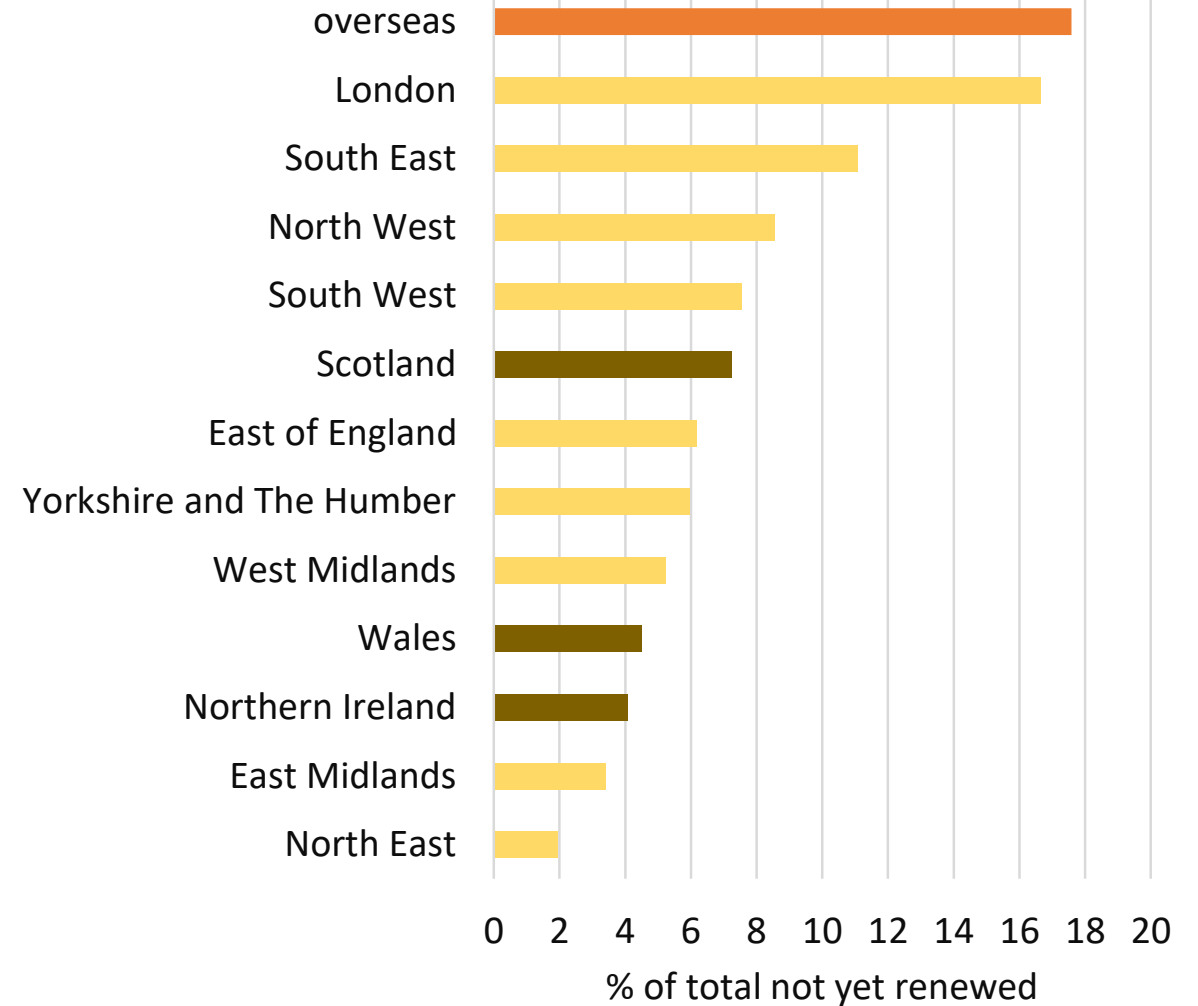
# Renewal demography

ETC 7 September 2022 - Renewals – service improvements

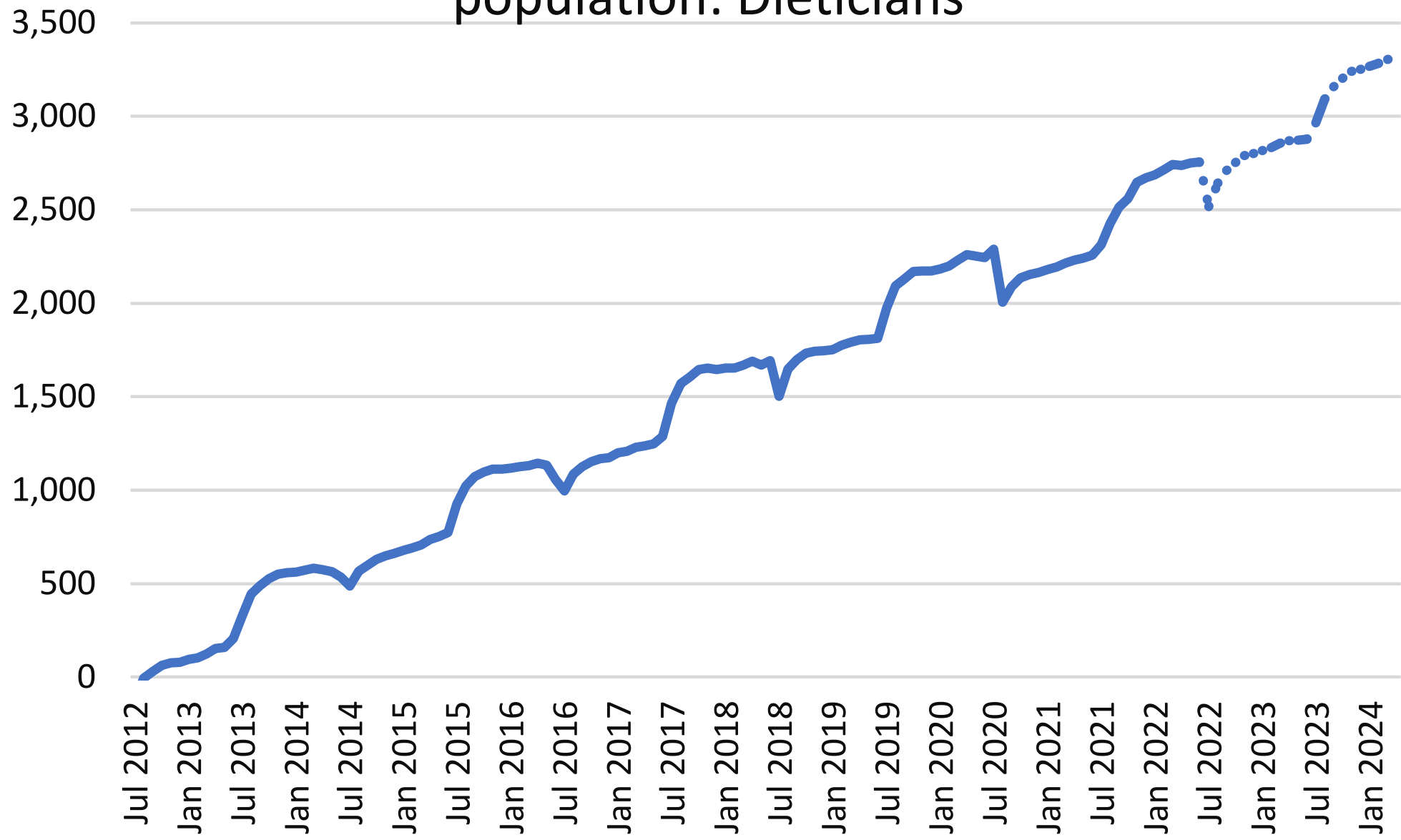
## Renewals: Dieticians 2022



## Renewals: Dieticians 2022



# Cumulative net change in registrant population: Dieticians



Any questions?