

Registration Department Performance Report

February 2022 – April 2022

Registration – Performance Report Summary

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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 helped us get ready for the online international application process which went live on the 07 April 2022. As at the 11 May 2022 PWC had processed all 4,503 applications received from us. We are currently discussing further surge support arrangements with PWC for them to process a further 1,000 paper international applications. The number of paper applications received on a daily basis is now reducing since the introduction of the online international application process.
- A pilot to ring fence an international team commenced on the 11 April 2022 with 12 Registration Advisors focusing solely on managing international processes to improve international applications processing performance.
- We continue to need to improve performance in our contact centre (a project has started to move to a cloud-based telephony system to support hybrid working). On the 11 April 2022 the Registration Department started a phone training pilot, which allows less experienced Registration Advisors to be trained on handling telephone enquiries with the support of scripts which provides the answers to most frequently asked questions. This has been further supported by having dedicated Team Leaders who are readily available to support our newly phone trained Registration Advisors on more complex enquiries. The pilot so far has been well received and already showing signs of improvement on both service level and response times.
- During the period of February 2022 to April 2022, 7 registration appeals were concluded. We have overcome the impact of the postponements caused by the pandemic. Appeals are now back to a steady state. The number of upheld appeals remains low providing assurance on the quality of the initial registration decisions.
- Although the recent physiotherapists renewal rate of 91% is lower than at the end of the renewal cycles in 2020 (95%) and 2018 (96%), it was in the expected range of 90 -97% which we have historically seen from our professions. However, in order to assist those physiotherapists that need to register we sent an additional reminder by post and email to those registrants that were removed from the Register, following the renewal period, together with a link to a short readmission form.

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Risks & Issues

Increased demand and resourcing

- International application volumes remain high with 6,549 international applications processed in the period of February 2022 to April 2022 which is 258% more compared to the same period in the previous year and is a direct result of the additional capacity provided by PWC.
- 1,571 applicants were registered in the period of February 2022 to April 2022, which represents a 181% increase compared to the same period in 2021.
- Mitigations include surge support from PWC, additional resource planning in the FY22-23 budget and improved use of technology to increase self service.
- To meet the increased demand in managing international application volumes a recruitment campaign for additional Registration Assessors was undertaken with 31 appointed and induction training days scheduled for the 25 May 2022 and 7 June 2022.

Technology

- A project has begun to move to a cloud-based telephony system to support hybrid working and provide greater flexibility.
- The online international application process went live on the 7 April 2022.
- In April 2022, the project for the online UK applications process began. On the 24 May 2022, the testing pilot began with 24 applicants identified by education providers being invited to test the new UK online application process.

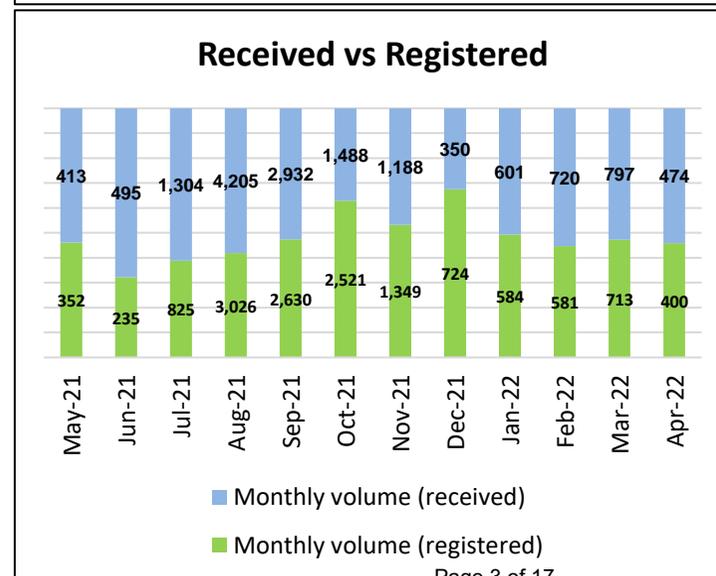
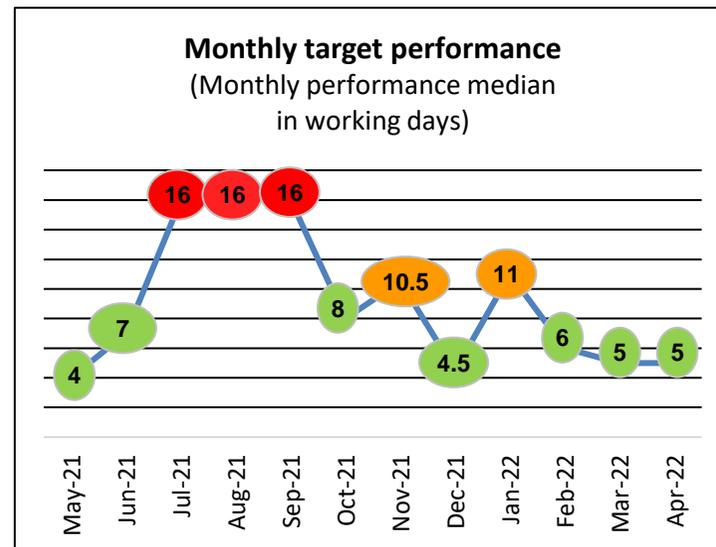
Performance summary	Performance RAG rating (Apr 2022)	Performance RAG rating (Mar 2022)	Performance RAG rating (Feb 2022)	Performance RAG rating (Jan 2022)
Core registration processes				
UK applications				
International applications				
Renewals				
CPD				
Readmissions				
Appeals				
Contact centre				
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
April 2022	5 (working days)	7.5 (working days)	0-29 (working days)
March 2022	5 (working days)	7.5 (working days)	0-29 (working days)
February 2022	6 (working days)	7.5 (working days)	0-29 (working days)
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)



Analysis

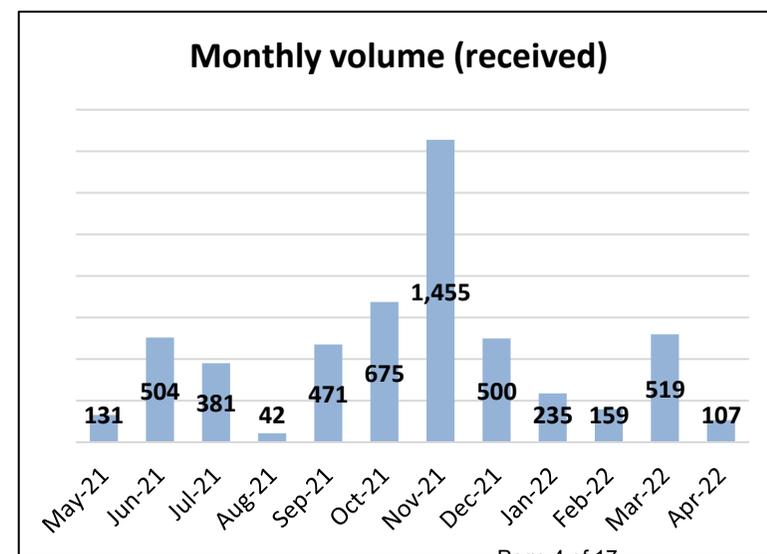
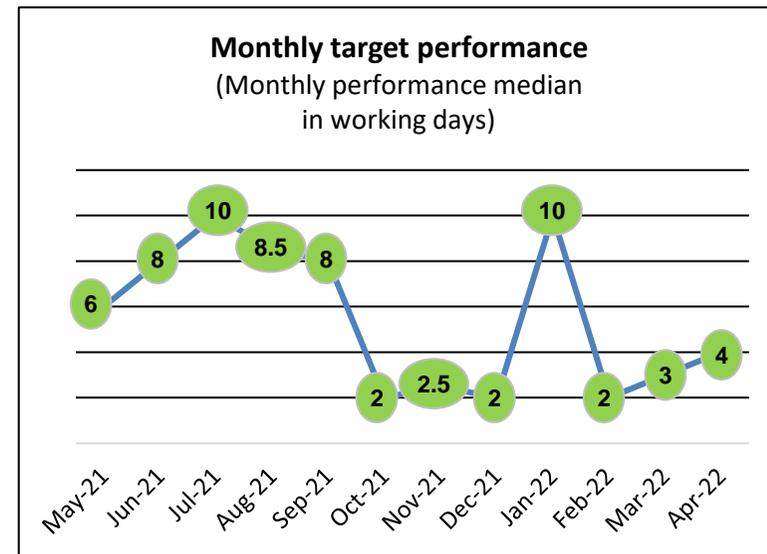
- Performance against our service standard for UK applications was met in the months of February 2022 to April 2022.
- We continue with the two-tier quality checking for processed UK applications forms in order to mitigate any risks relating to data entry before an applicant is registered. This will no longer be required when we move to online applications.
- During the period of February 2022 to April 2022, 1,991 UK applications were received compared to 1,868 in the same period of 2021, an increase of 6.6%. 1,694 UK applications were registered in the period of February 2022 to April 2022, once the pass list had been received from the education provider and were able to confirm the qualification, which is 76 or (4.3%) fewer than compared to the same period last year.
- The self-service online application form project began in April 2022, with the pilot going live on the 24 May 2022.

Registration – Performance Report



Readmission applications

Month	Monthly performance median (10 working days)	12 month cumulative median	12 month performance Cumulative age range
April 2022	4 (working days)	5 (working days)	0-26 (working days)
March 2022	3 (working days)	7 (working days)	0-26 (working days)
February 2022	2 (working days)	7 (working days)	0-26 (working days)
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)



Analysis

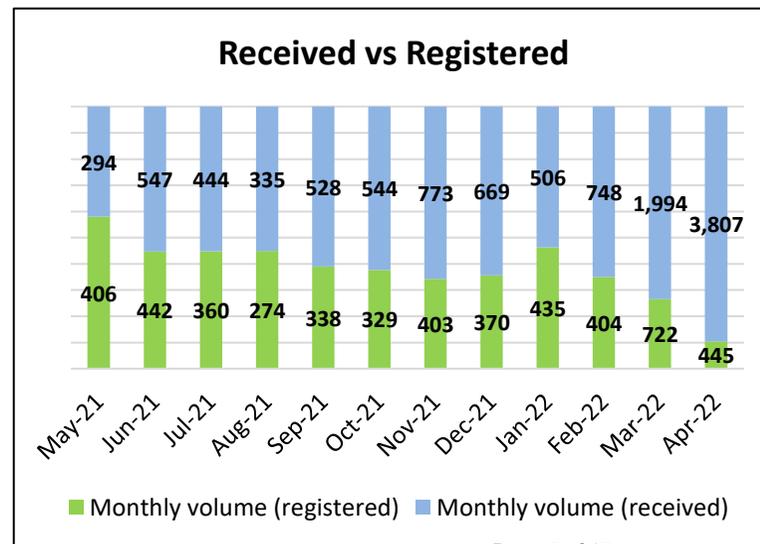
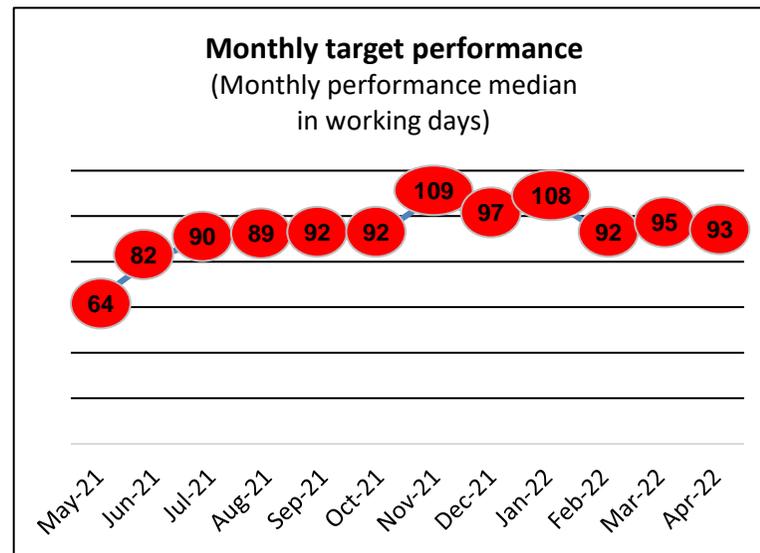
- The median has remained within the service standard of 10 working days in the period of February 2022 to April 2022 and has continued to improve since the summer peak in 2021. Performance has been significantly improved and consistent at 2-4 days, except for January when the team was catching up from the Christmas break.
- To support registrants to renew their registration on time to avoid having to apply for readmission we published a blog about the renewal process and the importance of keeping their email address up to date. We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.
- We will start to work with professional bodies throughout the renewal window and share data on the renewal rates to try and reduce the number of people who fail to renew on time.

Registration – Performance Report



International applications

Month	Monthly performance median (60 working days)	12 month cumulative median	12 month performance Cumulative age range
April 2022	93 (working days)	92 (working days)	28-279 (working days)
March 2022	95 (working days)	92 (working days)	28-279 (working days)
February 2022	92 (working days)	91 (working days)	28-279 (working days)
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)



Registration – Performance Report

International applications

Analysis

- 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 added significant capacity to our team (adding the capacity to process an additional 4,500 applications over a 3–6-month period). This will also provide us with the additional capacity to draw on in any future peaks in applications. All registration decisions remain the responsibility of HCPC staff.
- As at the 11 May 2022 PWC have processed all 4,503 applications received from us. We are currently discussing further surge support arrangements with PWC – including support to process a further 1,000 paper international applications, which we have received since the online form went live (although numbers are reducing). NB the paper application form has not been available on our website since the online form went live.
- A pilot to ring fence an international team commenced on the 11 April 2022 with 12 Registration Advisors focusing solely on managing international processes to improve international applications processing performance. The team will increase to 14 Registration Advisors as from the 30 May 2022, given the volumes of international applications in progress and being received. Whilst the median processing time has stabilised this dedicated resource will now focus on improving our performance against our service standard.
- During the period of February 2022 to April 2022, 6,549 international applications were processed which is 258% more when compared to the same period in 2021 and is a direct result of the additional capacity provided by PWC.
- In the period of February 2022 to April 2022, a total of 1,571 international applicants joined the HCPC Register. This is 181% more when compared to the same period in 2021. Again, this is a result of the additional capacity provided by PWC and the new ring-fenced international team internally.
- To improve the customer experience, as well as our own efficiency, we initiated a project in 2021 to move international applications online. This project launched the new applications portal pilot on the 28 February 2022. After a successful pilot and feedback received, the online portal went live on the 07 April 2022. As at the 26 May 2022 923 applications had been submitted online.
- To meet the increased demand in managing international application volumes a recruitment campaign for additional Registration Assessors was undertaken with 31 appointed and induction training days scheduled for the 25 May 2022 and 7 June 2022.
- We have continued to work 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.

Registration – Performance Report

Renewal rates

Profession	2022	2020
Radiographers	95%	96%
Physiotherapists	91%	95%

Analysis

- Radiographer renewal rates were directly comparable to the previous renewal cycle.
- In relation to physiotherapist renewals the Chartered Society for Physiotherapy (CSP) raised concerns about the number of registrants that had been deregistered following the closure of the renewal window on 30 April 2022. Renewal is an important part of maintaining public protection. Registrants are required to confirm that they continue to meet all of our standards and are safe to practise. The percentage of physiotherapy professionals who renewed was 91%. This was in line with our usual rates of between 90 and 97% but lower than in 2020. We have been working closely with the CSP to support registrants who inadvertently let their registration lapse to get back on the Register as quickly as possible, recognising the impact this has on patients as well as the registrant's ability to work. At the time of writing we are processing readmission applications within 24 hours of receipt.
- Our renewal process did run as normal for physiotherapists with emails inviting registered physiotherapists to renew sent to all those we hold email addresses for when the renewal window opened on 1 February 2022. 99.6% of these emails were successfully delivered. We also send a text message to all those we hold a mobile phone number for. For those that we don't hold a valid email address for we call them and then send a letter inviting them to renew their registration. We send a reminder 14 days before the end of the renewal window and also promote the renewal period in our newsletter.
- Crucially, registrants do not need an email or letter to renew, they can simply go onto the website during the renewal window and renew. We issue regular reminders on our social media channels, and work with the relevant professional body (in this case the CSP) to encourage them to pass the message on to members that the renewal window is open – this includes sharing our guidance and supporting materials for them to pass on to their members.
- Going forward we will look at how we can work with professional bodies throughout the renewal window and share our data on renewal rates to hold a mirror up to the profession to help encourage people to renew.
- 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

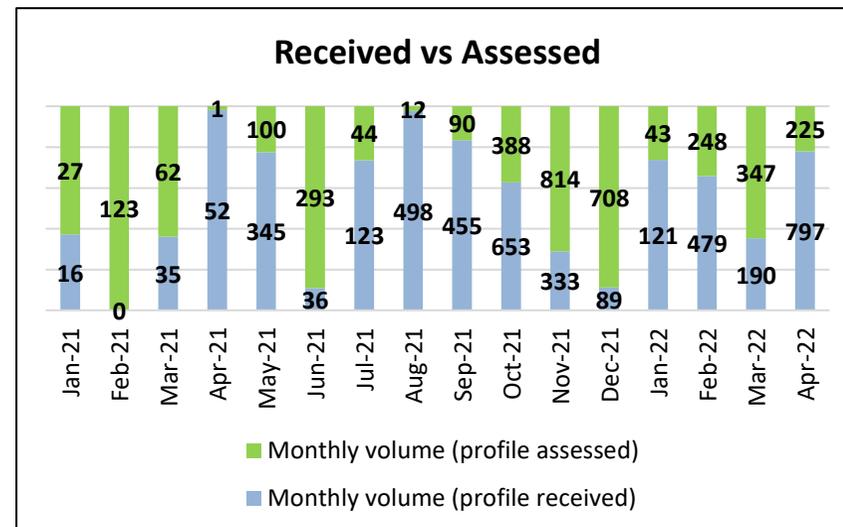
Month	Monthly performance median (10 working days)
April 2022	2 (working days)
March 2022	2 (working days)
February 2022	4.5 (working days)
January 2022	4.5 (working days)
December 2021	0 (working days)
November 2021	5.5 (working days)
October 2021	3 (working days)
September 2021	5 (working days)
August 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
April 2022	16 (working days)	37 (working days)	5-111 (working days)
March 2022	15 (working days)	38 (working days)	5-111 (working days)
February 2022	9 (working days)	41 (working days)	5-111 (working days)
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

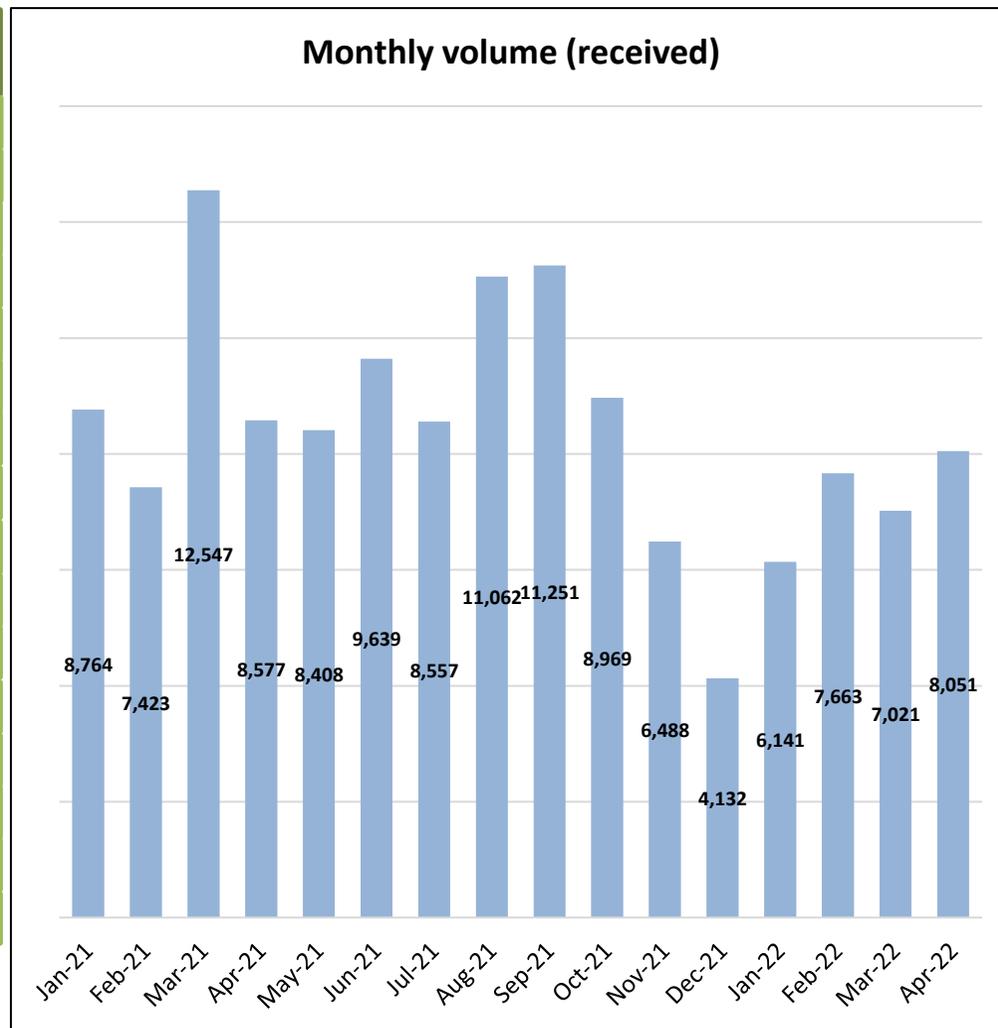
- In the period of February 2002 to April 2022, the 60-day median service standard target has continued to be consistently achieved.

Registration – Performance Report



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

Month	Monthly performance median (5 working days)	24 month cumulative median	24 month performance Cumulative age range
April 2022	9 (working days)	11 (working days)	0-32 (working days)
March 2022	17 (working days)	12 (working days)	0-32 (working days)
February 2022	12 (working days)	11 (working days)	0-32 (working days)
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)



Registration – Performance Report

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

Analysis

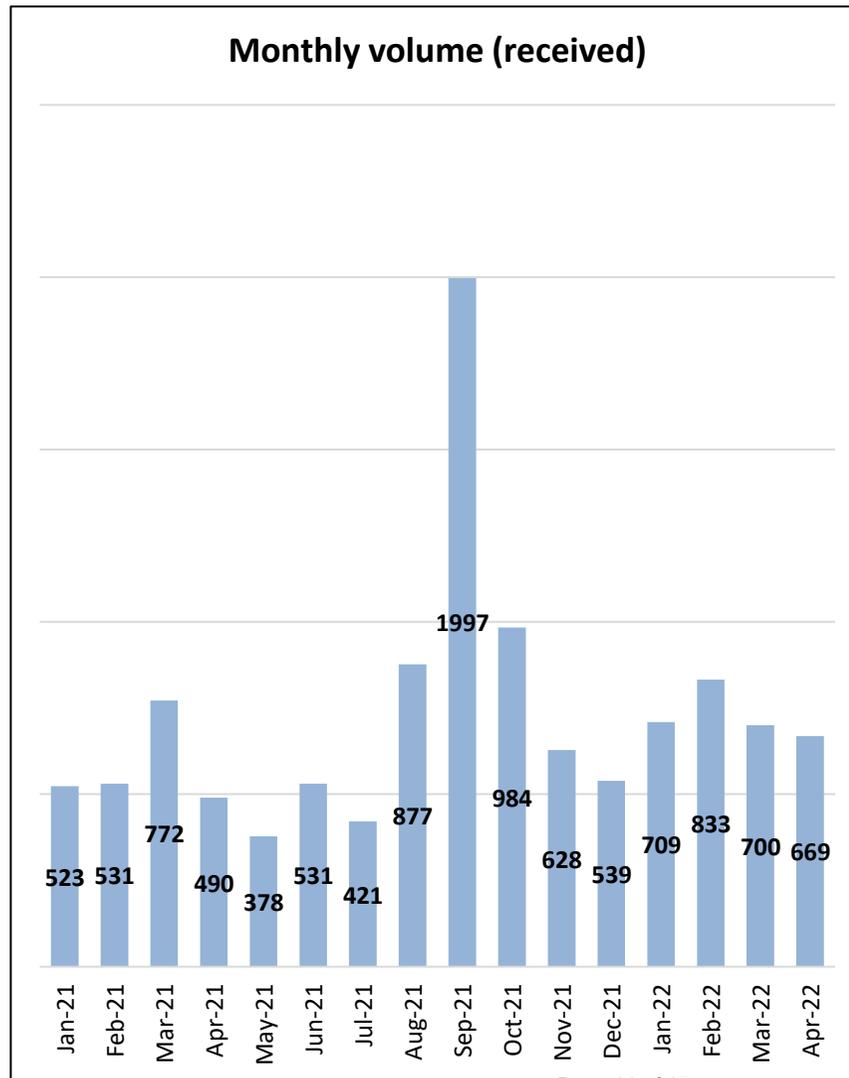
- The improvement in our UK and readmission application processing times has had a positive impact on the number of emails received. We will continue to monitor the impact of the changes made to our CRM system on 30 November 2021.
- Our performance in this area has been improving since November. This improvement did not continue into March due to high levels of staff absence. However, we have since deployed additional resource to improve our performance in this area and that shows in our April data. That has continued into May and as at the 30 May 2022 emails were being responded to within 7 working 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.
- We will also continue to ensure we add additional resource to further improve our performance and meet our 5 day KPI agreed by Council in May 2022.

Registration – Performance Report



Postal correspondence

Month	Monthly performance median (10 working days)	24 month cumulative median	24 month performance cumulative age range
April 2022	7 (working days)	6.8 (working days)	0-20 (working days)
March 2022	9 (working days)	6.5 (working days)	0-20 (working days)
February 2021	10.5 (working days)	5.8 (working days)	0-20 (working days)
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

- During the period of February 2022 to April 2022, the 10 working days median service standard has been consistently met.

Registration – Performance Report

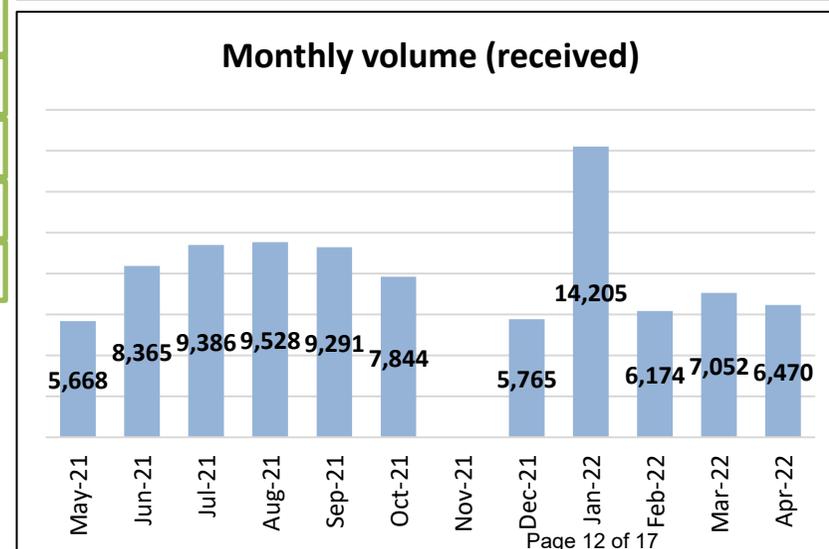
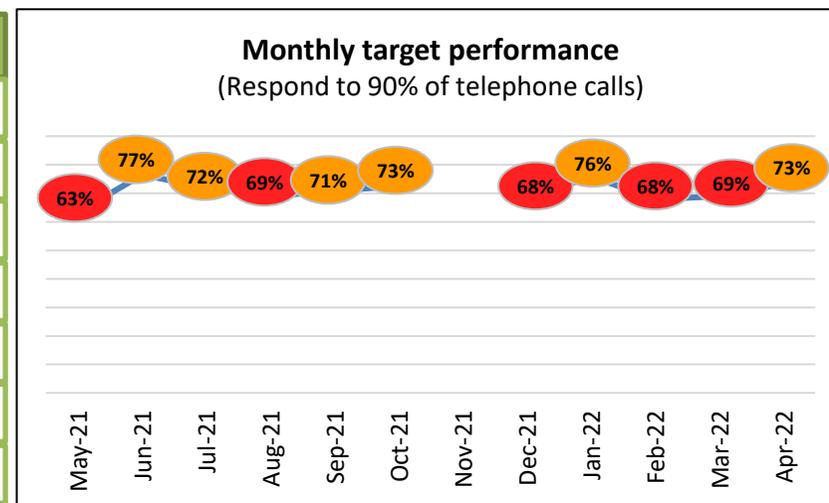


Target

90% of all calls answered

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

Month	Monthly performance median (% of calls answered)	12 month performance cumulative median (% of calls answered)	12 month Cumulative volume (volume of calls)
April 2022	73 (% of calls answered)	71 (% of calls answered)	89,748 (volume of calls)
March 2022	69 (% of calls answered)	68 (% of calls answered)	87,916 (volume of calls)
February 2022	68 (% of calls answered)	68 (% of calls answered)	80,864 (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)



Registration – Performance Report

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

Analysis

- From 07 February 2022 the Registration Department transitioned back to offer call centre services from the office.
- Call answer rate for February 2022 was 68%, March 2022 was 69% and April 2022 was 73%.
- On the 11 April 2022 the Registration Department started a phone training pilot, which allows less experienced Registration Advisors to be trained on handling telephone enquiries with the support of scripts which provides the answers to most frequently asked questions. This has been further supported by having dedicated Team Leaders who are readily available to support our newly phone trained Registration Advisors on more complex enquiries. The pilot so far has been well received and already showing signs of improvement on both service level and response times.
- We will continue to monitor this closely but expect to see May 2022 to show better telephone performance.
- The Registration Department are working with the IT team to move to a cloud-based telephony system to support hybrid working and provide greater flexibility.

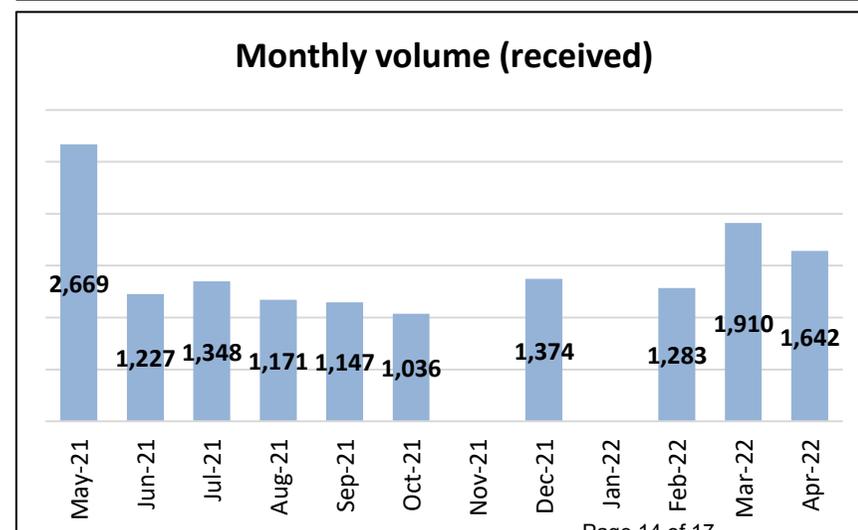
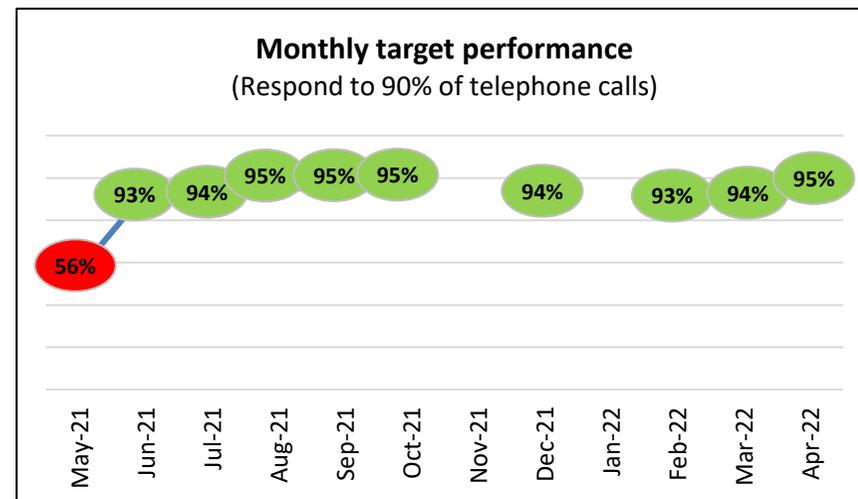
Registration – Performance Report

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

Target

90% of all calls answered

Month	Monthly performance median	12 month performance cumulative median	12 month Cumulative volume
April 2022	95 (% of calls answered)	94 (% of calls answered)	14,807 (volume of calls)
March 2022	94 (% of calls answered)	94 (% of calls answered)	16,594 (volume of calls)
February 2022	93 (% of calls answered)	94 (% of calls answered)	14,684 (volume of calls)
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)



Registration – Performance Report

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

Analysis

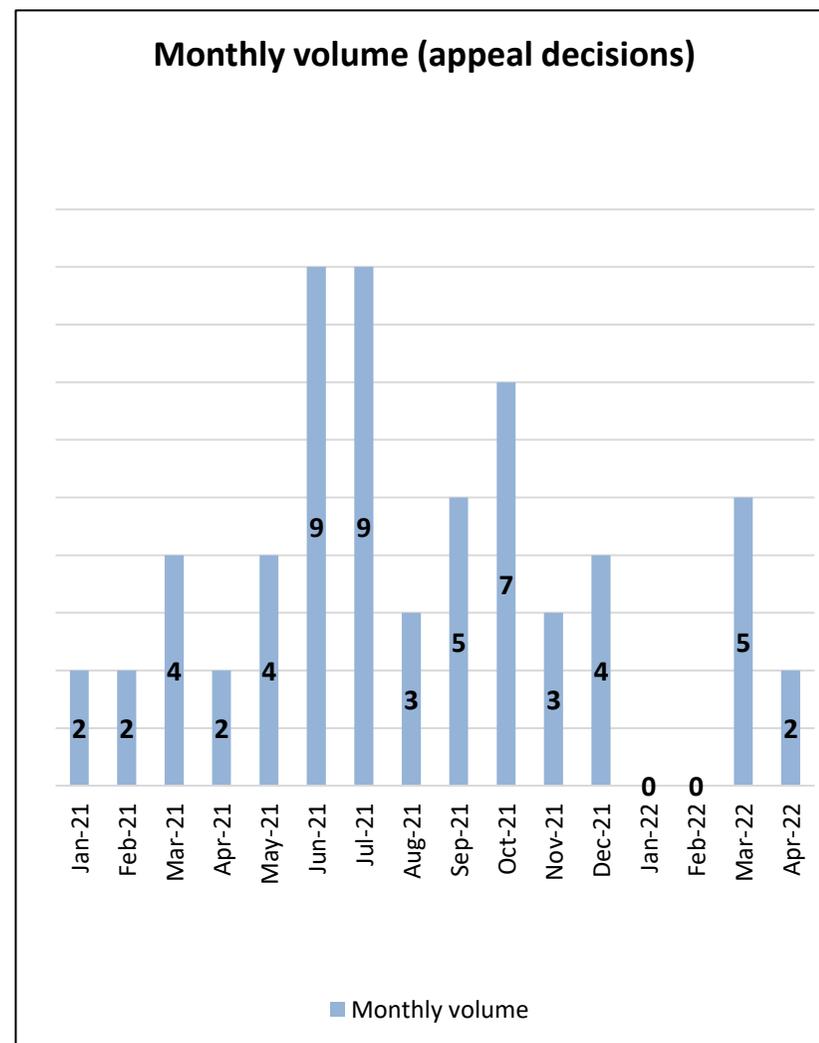
- From 07 February 2022 the Registration Department transitioned back to offer call centre services from the office.
- Call answer rate for February 2022 was 93%, March 2022 was 94% and April 2022 was 95%.
- On the 11 April 2022 the Registration Department started a phone training pilot, which allows less experienced Registration Advisors to be trained on handling telephone enquiries with the support of scripts which provides the answers to most frequently asked questions. This has been further supported by having dedicated Team Leaders who are readily available to support our newly phone trained Registration Advisors on more complex enquiries. The pilot so far has been well received and already showing signs of improvement on both service level and response times.
- The Registration Department are working with the IT team to move to a cloud-based telephony system to support hybrid working 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
April 2022	94 (working days)	150 (working days)	46-450 (working days)
March 2022	52 (working days)	151 (working days)	46-450 (working days)
February 2022	0 (working days)	154 (working days)	46-450 (working days)
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)



Registration – Performance Report

Appeals

Analysis

- During the period of February 2022 to April 2022, 7 registration appeals were concluded. Of the 7 appeals that were concluded 5 were from international applicants, 1 from a European Mutual Recognition (EMR) applicant and 1 from a UK applicant.
- The appeals panel upheld 3 appeals following the receipt of additional information from the appellant.
- The appeals panel decided to remit one appeal to the Education and Training Committee, following hearing oral evidence from the appellant, to give the appellant the opportunity to provide additional documents to support the international application.
- The remaining 3 appeals were withdrawn by the applicants.
- The next appeals hearing day is scheduled for the 15 June 2022.