

Registration Department Performance Report August to September 2022

Education and Training Committee
November 2022

Registration – Performance Report Summary

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Overview

- In October 2022, all registration services are now within our main service standards. As this performance report outlines, we have been meeting our service standards all year except for our telephone, email response times and international application services. We have met both the email and international application service standards since June 2022. Our phone service has been improving and in October 2022 we are now meeting our service standard.
- The performance in our contact centre has improved as a result of new call handler training and the introduction of the new cloud-based telephone system, which enables the team to answer calls both from within the office and at home providing greater flexibility. The team answered 81% of telephone calls in August 2022 and 85% in September 2022. For the period 1 - 28 October 2022 the team answered 96% of calls received.
- The dedicated UK ring-fenced team managed the summer peak of UK graduates applying to join the Register successfully and we provided this service well within our service standard throughout our peak period. This was because we set up a dedicated team to provide this service and due to the efficiencies provided by online application forms.
- The benefits of the surge support, system and process improvements and the international ring-fenced team continue to improve performance of the service we provide to international applicants. The monthly performance median to make a first decision reducing to 38 working days in August and 28 working days in September 2022 (our service standard is 60 working days). We continue to see high volumes of international applications (exceeding the very high numbers we saw in 2021). Therefore, we continue to monitor the demand for this service very carefully as well as continuing to work with organisations involved in workforce planning and recruitment to help us anticipate the level of ongoing demand for this service.
- During the period of August to September 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.

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Risks & Issues

Increased demand and resourcing

- The number of international applications remains high (c230 applications submitted each week). In 2021 we were unable to cope with the high volumes of applications we were receiving. The changes we have made in 2022 have helped us clear the backlog and meet our service standard. While the changes we made have worked and mean we can cope with the increased demand we are continuing to monitor our performance on a regular basis and we are also working with other organisations to help us understand how long the demand for this service will remain high.
- Performance within the contact centre has improved with the team answering 96% of telephone calls received between the 1 -28 October. We will continue to monitor this closely to ensure we maintain this level of performance.

Performance summary	Performance RAG rating (Sept 2022)	Performance RAG rating (August 2022)
Core registration processes		
UK applications		
International applications		
Renewals		
CPD		
Readmissions		
Appeals		
Contact centre		
Emails		
Postal		
Telephone enquiries		

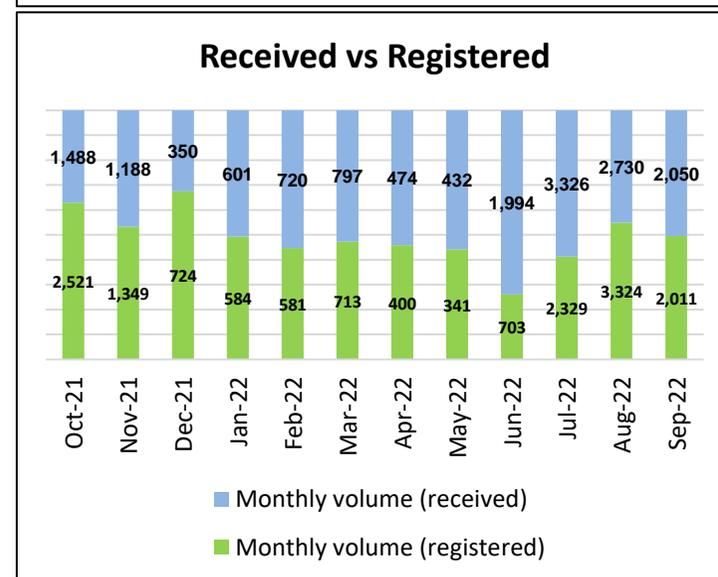
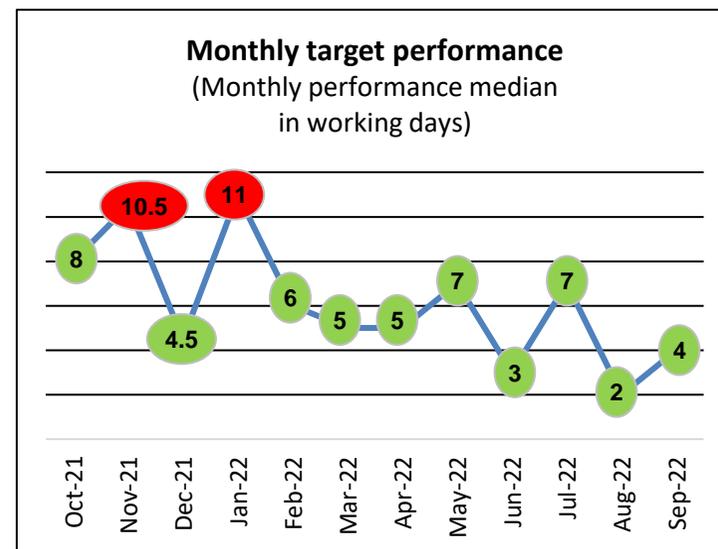
Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)
September 2022	4
August 2022	2
July 2022	7
June 2022	3
May 2022	7
April 2022	5
March 2022	5
February 2022	6
January 2022	11
December 2021	4.5
November 2021	10.5
October 2021	8

Analysis

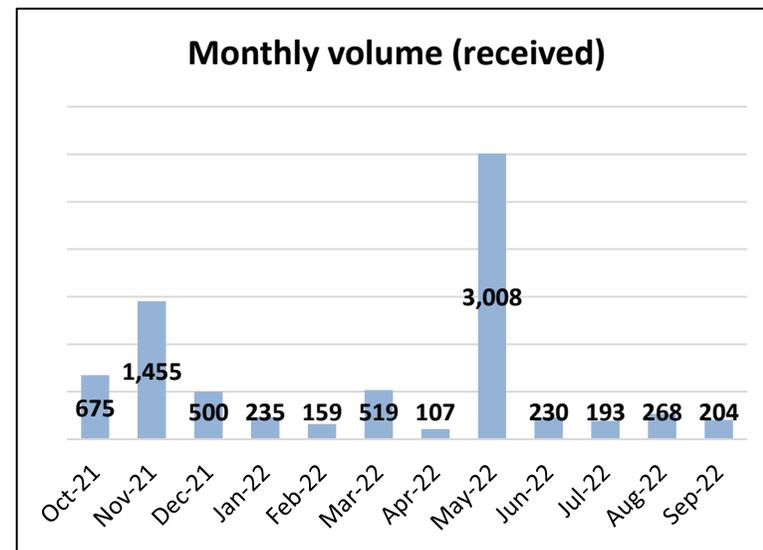
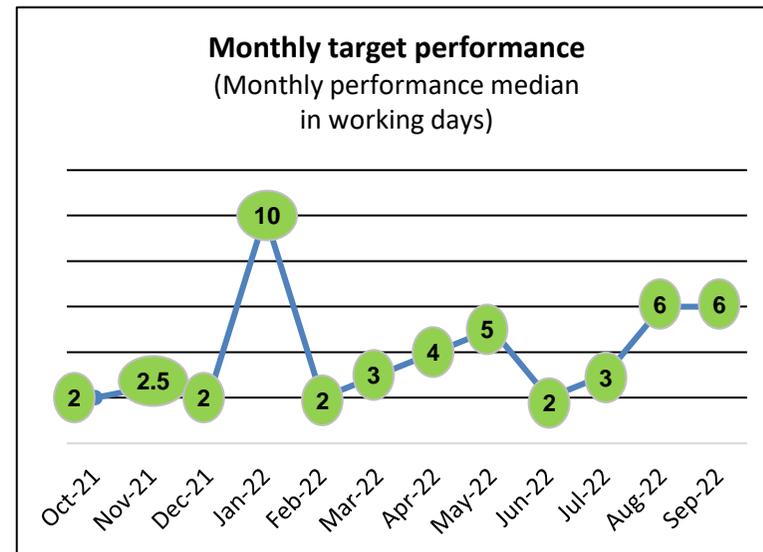
- Performance against our service standard for UK applications was met during the period from August to September 2022 (as it has been since January 2022).
- As at the 30 September 2022, 9,108 people had joined the Register via the UK application route this financial year compared to 7,613 during the same period in 2021.
- We noticed that in the last ETC Registration Performance Report for the number of applications received we, in error, provided the number of online applications created using the portal. Not every person who starts an application submits. The data now provided shows only those applications submitted and received by the HCPC.



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Readmission applications

Month	Monthly performance median (10 working days)
September 2022	6
August 2022	6
July 2022	3
June 2022	2
May 2022	5
April 2022	4
March 2022	3
February 2022	2
January 2022	10
December 2021	2
November 2021	2.5
October 2021	2



Analysis

- The median has remained within the service standard of 10 working days during the period from August to September 2022.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration on time.

International Applications Context

We have expedited our processing and assessment of international applications since the start of 2022. Whilst we continue to receive a high volume of applications, our work to improve this service we have cleared the backlog and we have been meeting our main KPI since June 2022. We are in a good position to continue to improve our service.

Transition from paper to portal

- 5500 paper applications processed between January – June 2022 through surge capacity arrangements
- New online application portal launched in April 2022

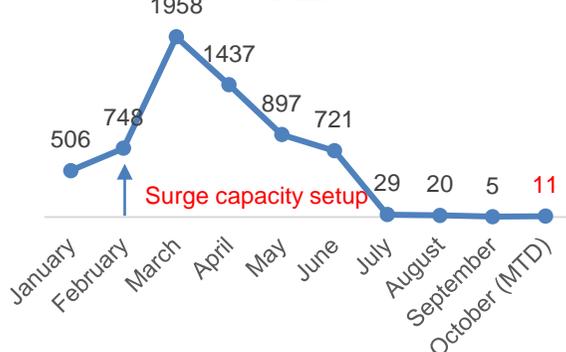
High application numbers

- Average volume of new applications received per week = **228 (May-Sept 2022)**
- We have exceeded the number of applications processed at the same point last year and continue to meet demand for new applications.
- Communications to applicants via website and targeted comms to manage expectations and keep applications informed about what to expect

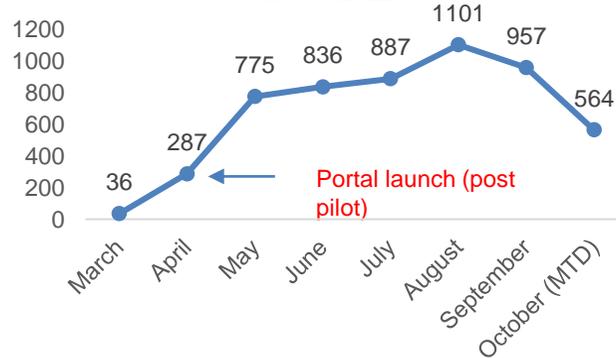
Investment in people and systems

- Established dedicated international application team in April 2022
- Upgraded systems to improve processing and management controls
- Implemented new operational level dashboards
- Engaging with employers recruiting internationally and with HEE / NHSEI on supporting their future workforce pipelines.

Paper apps processed since January 2022



New portal applications received since March 2022



Assessments completed since April 2022



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International applications

International Applications – September 2022

Median working days to first decision (KPI 60 working days)	28 working days
No. of apps	495
60 days or less	335
More than 60 days	160

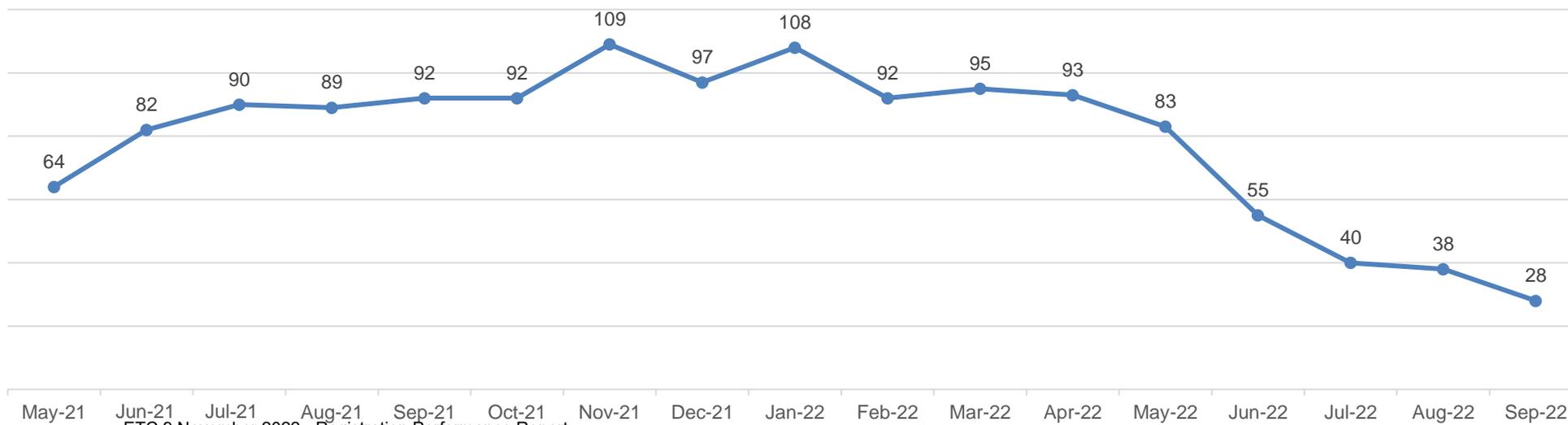
Performance

The main service standard is to reach a first decision on receipt of an application within 60 working days.

This involves reviewing the initial application for completeness, and if complete, sending to the Registration Assessors to complete their first assessment of the comparability of an applicant's professional qualifications and experience to the standards of proficiency and receive back their recommendation.

Our work since January 2022 has enabled us to achieve this service standard since June 2022. We have continued to maintain and improve this performance in the months following with changes to the way we work (e.g. online forms) bringing further efficiency.

Median working days taken to reach first decision



Remaining process bottlenecks

We have returned to a steady state for the areas of the process green and provided commentary on the areas of the process still to achieve this milestone.



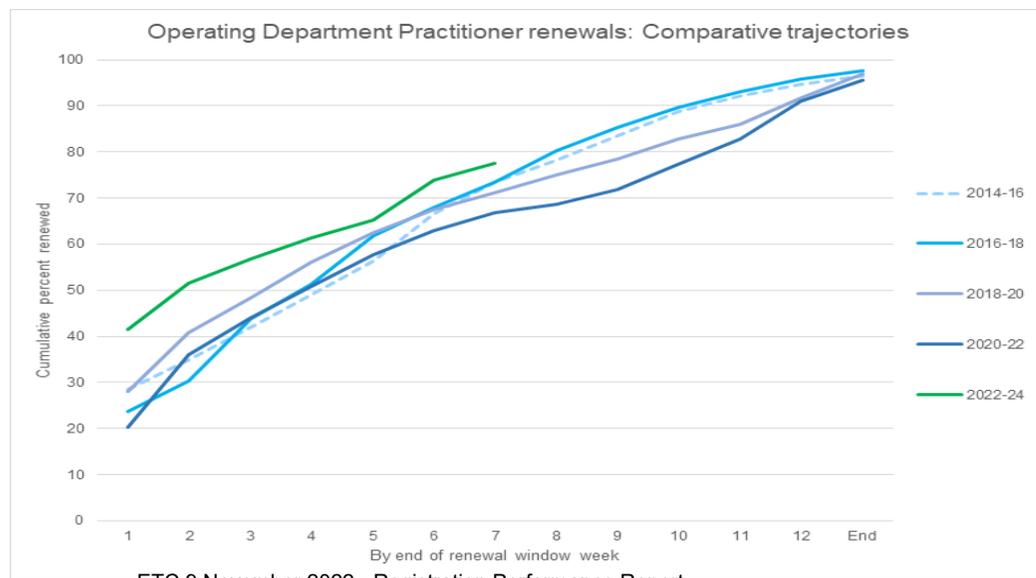
Area	Current volume	RAG rating	Comments
Quality assuring assessment outcomes	750 applications	Amber (no changes from September) – we expect to achieve a steady state by the end of the financial year for this part of the process	We are almost at full capacity with 2 advisor roles still to be recruited. Recruitment has been impacted by availability of suitable candidates. We have a training and development plan in place that enables us to transition team members to more complex areas (e.g. verifications) as we achieve and maintain a steady state across other parts of the process. We are also planning for additional resource to be available to support verification processes.
Completing verification checks prior to registration	2330 applications	Red (no change from September) – Some of this is outside of the HCPC's control. The process involves chasing applicants and contacts, and is dependent on their responsiveness.	
Progressing incomplete applications	650 applications	Amber (changed from red in September) – we expect to achieve a steady state by the end of the financial year for this part of the process.	

Renewal rates

Analysis

- Operating department practitioners are the only profession renewing their registration during the reporting period.
- Operating department practitioners are the first profession to use the new renewal online portal for the second consecutive registration/renewal cycle since the launch in 2020.
- Operating department practitioners are the first profession to receive the newly introduced second renewal reminder, in month two of the renewal window.
- At the time of writing this report (31 October 2022) 85% of operating department practitioners invited to renew their registration have renewed, compared to 68% at the same point in the renewal window in 2020 (see graph below).

Operating department practitioners renewal trajectories for 2022



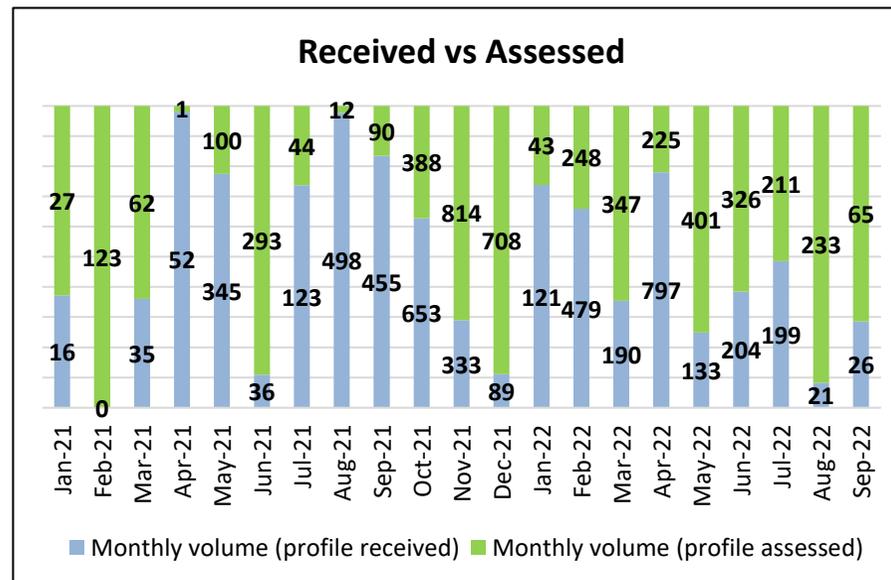
Renewals – paper based submissions

Month	Monthly performance median (10 working days)
September 2022	4
August 2022	1
July 2022	3.5
June 2022	2
May 2022	0
April 2022	2
March 2022	2
February 2022	4.5
January 2022	4.5
December 2021	0
November 2021	5.5
October 2021	3
September 2021	5
August 2021	5
July 2021	4
June 2021	4
May 2021	5
April 2021	5
March 2021	4
February 2021	0
January 2021	0

Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
September 2022	25
August 2022	22
July 2022	28
June 2022	33
May 2022	26
April 2022	16
March 2022	15
February 2022	9
January 2022	45
December 2021	32
November 2021	36
October 2021	44
September 2021	54
August 2021	30.5
July 2021	38
June 2021	18
May 2021	29
April 2021	50
March 2021	65
February 2021	61
January 2021	44



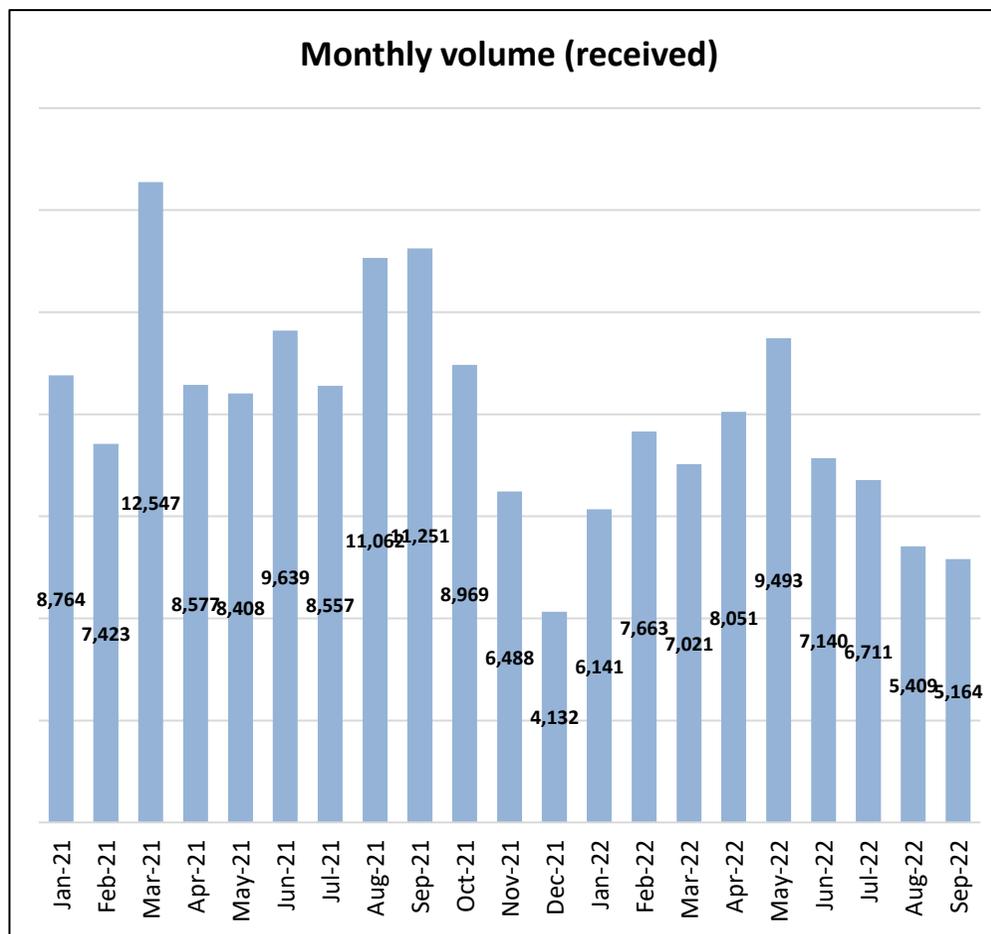
Analysis

- During the period from August to September 2022, the 60-day median service standard target has continued to be consistently achieved.

Registration – Performance Report

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

Month	Monthly performance median (5 working days)
September 2022	3
August 2022	2
July 2022	3
June 2022	2
May 2022	8
April 2022	9
March 2022	17
February 2022	12
January 2022	10
December 2021	8
November 2021	14
October 2021	18
September 2021	16
August 2021	25
July 2021	25
June 2021	13
May 2021	6
April 2021	10
March 2021	6
February 2021	2
January 2021	3



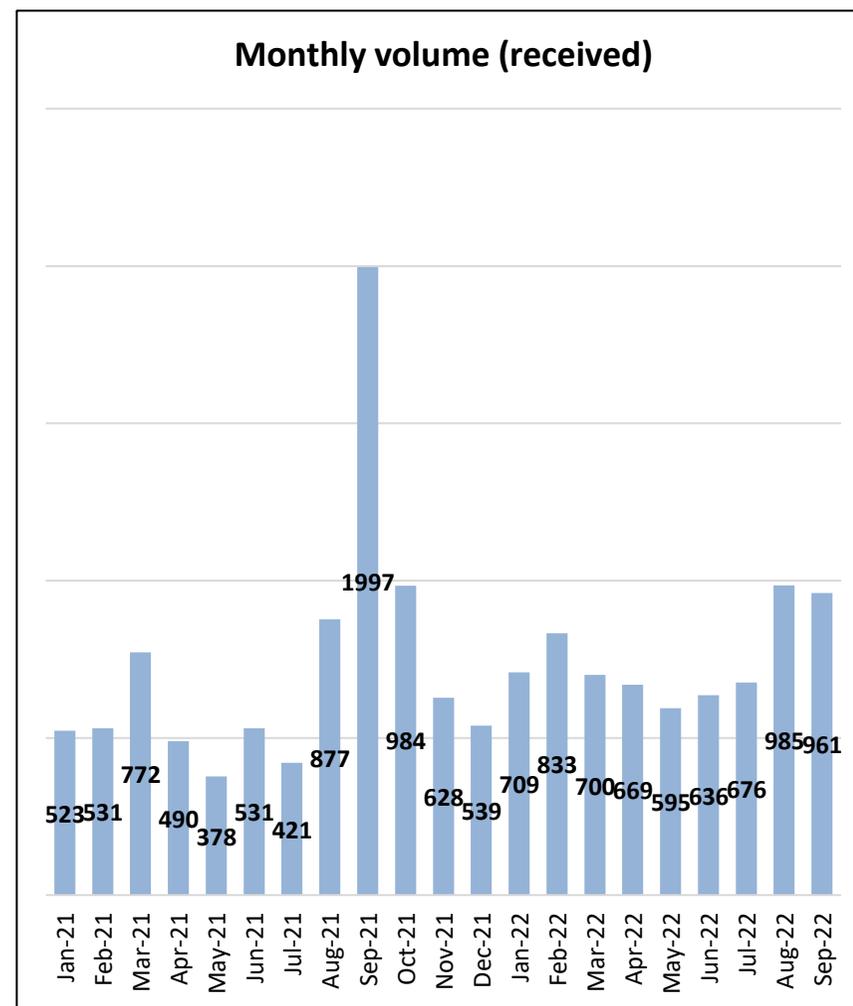
Analysis

- The continued improvement to our UK and readmission application processing times has had a positive impact on reducing the number of email enquiries.
- Our performance in this area continues to improve significantly and it has been maintained at 2 working days in August and 3 working days in September 2022.
- We continue to work with the Communications Team to try to 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.

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Postal correspondence

Month	Monthly performance median (10 working days)	24 month cumulative median (working days)	24 month performance cumulative age range (working days)
September 2022	3.5	5	0-20
August 2022	3	5.75	0-20
July 2022	0	6.5	0-20
June 2022	1	6.75	0-20
May 2022	7	7	0-20
April 2022	7	6.8	0-20
March 2022	9	6.5	0-20
February 2021	10.5	5.8	0-20
January 2022	2	5	0-20
December 2021	4	5.8	0-20
November 2021	6.5	6.5	0-20
October 2021	5	6	0-20
September 2021	9	7	0-20
August 2021	14	5.5	0-18
July 2021	9	4	0-12
June 2021	7	4	0-11
May 2021	4	4	0-11
April 2021	8	3	0-11
March 2021	2	2	0-8
February 2021	2	3	0-8
January 2021	4	4	0-8



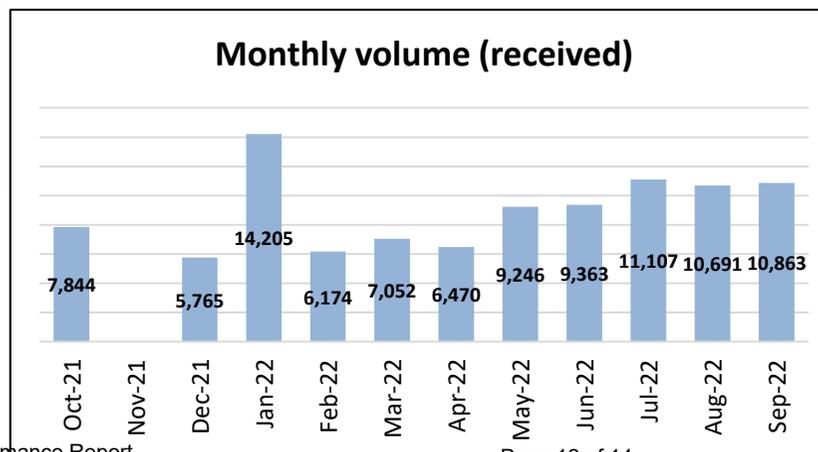
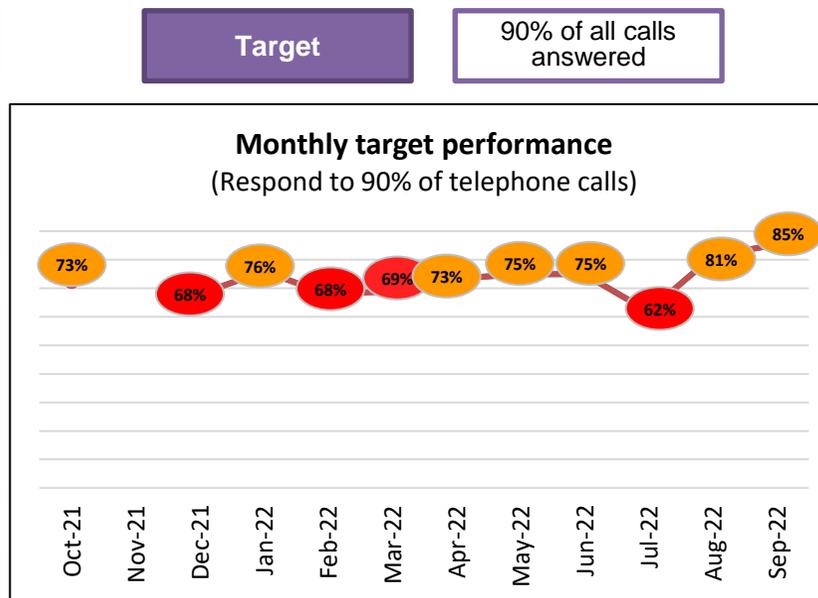
Analysis

- During the period from August to September 2022, the 10 working days median service standard has been consistently met.

Registration – Performance Report

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

Month	Monthly performance median (% of calls answered)
September 2022	85
August 2022	81
July 2022	62
June 2022	75
May 2022	75
April 2022	73
March 2022	69
February 2022	68
January 2022	76
December 2021	68
November 2021	No data available
October 2021	73



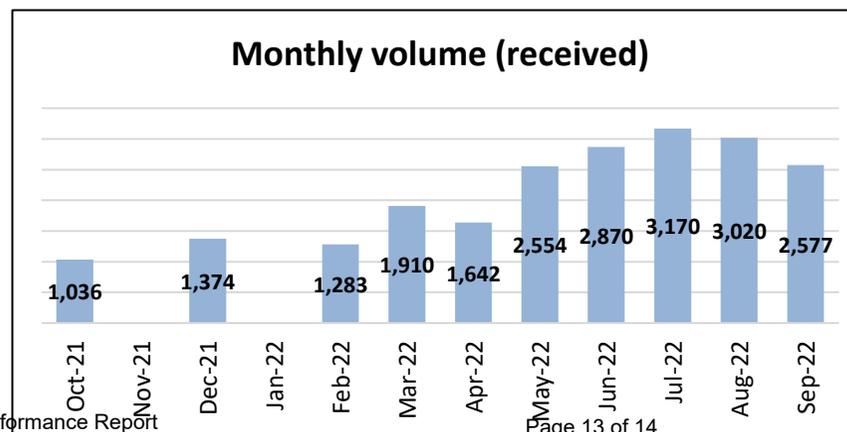
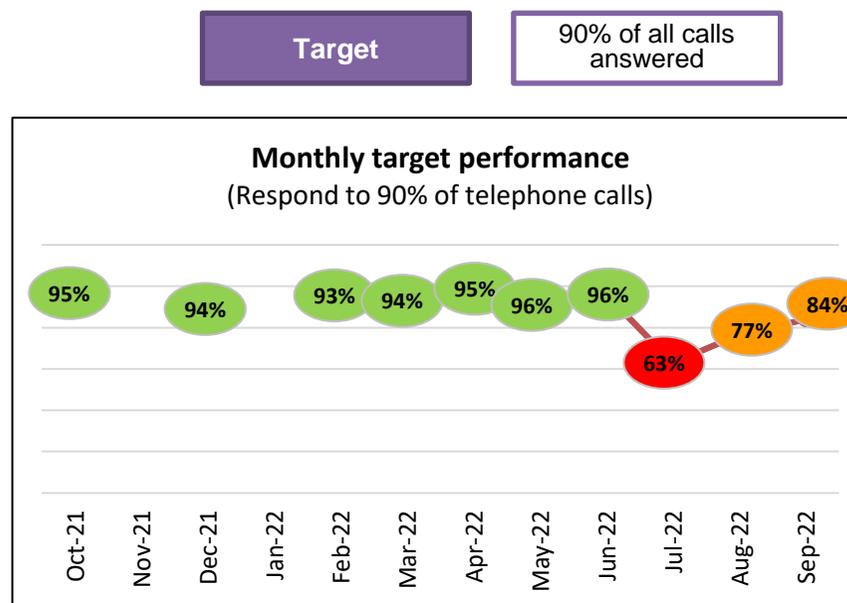
Analysis

- During the period from August to September 2022, performance on UK telephone calls has improved. Answered call rates were at 81% in August and 85% in September 2022. Performance for 1 – 28 October 2022 is at 96%.
- The performance in our contact centre has improved as a result of new call handler training and the introduction of the new cloud-based telephone system, which enables the team to answer calls both from within the office and at home providing greater flexibility.

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

Month	Monthly performance median
September 2022	84 (% of calls answered)
August 2022	77 (% of calls answered)
July 2022	63 (% of calls answered)
June 2022	96 (% of calls answered)
May 2022	96 (% of calls answered)
April 2022	95 (% of calls answered)
March 2022	94 (% of calls answered)
February 2022	93 (% of calls answered)
January 2022	No data available (% of calls answered)
December 2021	94 (% of calls answered)
November 2021	No data available (% of calls answered)
October 2021	95 (% of calls answered)



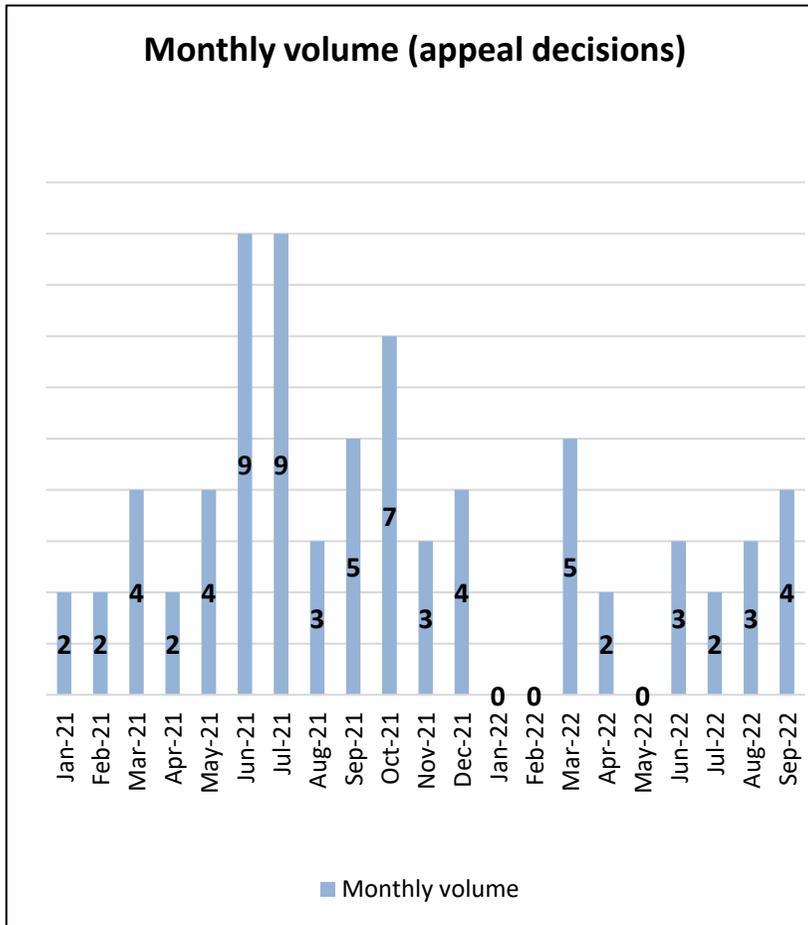
Analysis

- During the period from August to September 2022, performance on international telephone calls has improved. Answered call rates were at 77% in August and 84% in September 2022. Performance for 1 – 28 October 2022 is at 96%.
- The performance in our contact centre has improved as a result of new call handler training and the introduction of the new cloud-based telephone system, which enables the team to answer calls both from within the office and at home providing greater flexibility.

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Appeals

Month	Monthly performance median (100 working days)
September 2022	100
August 2022	91
July 2022	65
June 2022	64
May 2022	0
April 2022	94
March 2022	52
February 2022	0
January 2022	0
December 2021	181
November 2021	88
October 2021	90
September 2021	149
August 2021	107
July 2021	151
June 2021	190
May 2021	259
April 2021	238
March 2021	157
February 2021	213
January 2021	216



Analysis

- During the period from August to September 2022, 7 registration appeals were concluded. Of the 7 appeals that were concluded, 6 were from international applicants and 1 was from a UK applicant.
- The appeals panel upheld 4 appeals following the receipt of additional information from the appellant.
- 1 appeal was withdrawn by the appellant.
- The remaining 2 appeals were dismissed by the appeals panel.
- The next appeal hearing days are scheduled for the 27 October, 14 November, 23 November and 8 December 2022.