

Registration Department Performance Report

ETC – 7 June 2023
February to April 2023

Registration – Performance Report Summary

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Overview

- The international team continue the trend in recent months of improved performance against the KPI, with the monthly performance median time to make a first decision reducing to 15 working days during February 2023, 8 working days in March 2023 and 9 working days in April 2023.
- The improvement we have seen in the UK telephone service continues, with call answer rates at 99.9% in February 2023, 99.5% in March 2023 and 99.7% in April 2023.
- During the period of February 2023 to April 2023, 13 registration appeals were concluded. The number of upheld appeals remains low providing assurance on the quality of the initial registration decisions.
- The median processing time for UK application was 2 working days throughout the reporting period February 2023 to April 2023, which is significantly below the 10 working day KPI.

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Risks & Issues

- 3,989 international applicants were registered between February 2023 and April 2023, which represents a 153.9% increase compared to the same period in 2022. The International team continue the trend in recent months of improved performance against the KPI, with the median time to make a first decision at 9 working days in April 2023.
- Delays to the processing of seven CPD profiles caused the monthly performance median to fall outside the 60 working day target during March 2023 and increase the median performance figure in April 2023. One of these profiles was slightly delayed due to receipt of a late assessment decision from a Registration Assessor. The CPD team identified six of these outstanding profiles during a manual check, as these CPD profiles did not appear in the CPD submissions queue as they should. We are investigating the cause of this issue. In the meantime, the CPD team will be carrying out fortnightly CRM advanced find checks which will pick up any further CPD profiles that have been submitted but do not appear in the submissions queue. This will avoid further assessment delays.
- Six appeals cases fell outside the 100-day service level because of evidence being provided late in February 2023. Two appeals cases were sent for reassessment which caused the monthly performance median to fall outside the 100 working day target in March 2023. In April 2023, the appeals team agreed dates for 3 appeal hearings with the appellants, which fell outside the 100-day service level timeframe, due to the availability of the appellants.

Performance summary	Performance RAG rating (Apr 2023)	Performance RAG rating (Mar 2023)	Performance RAG rating (Feb 2023)
Core registration processes			
UK applications			
International applications			
Renewals			
CPD			
Readmissions			
Appeals			
Contact centre			
Emails			
Postal			
Telephone enquiries			

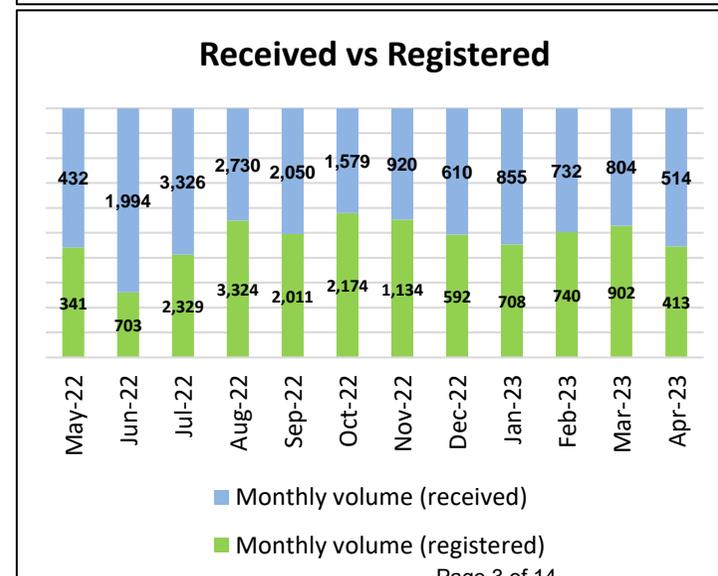
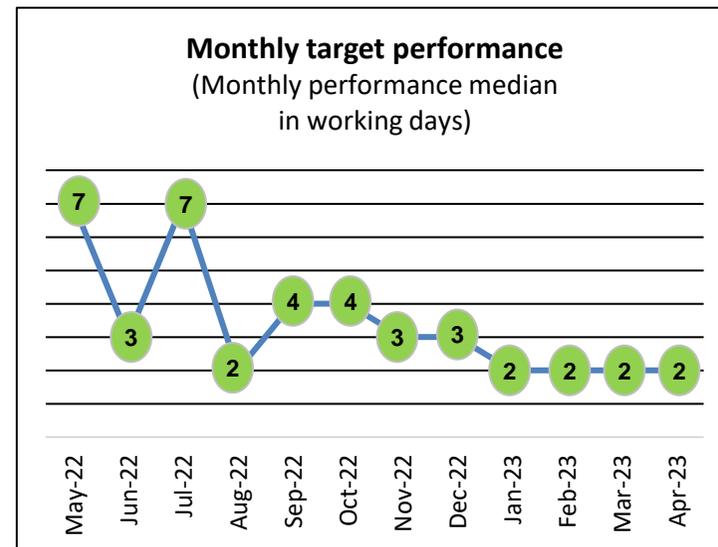
Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)
April 2023	2
March 2023	2
February 2023	2
January 2023	2
December 2022	3
November 2022	3
October 2022	4
September 2022	4
August 2022	2
July 2022	7
June 2022	3
May 2022	7

Analysis

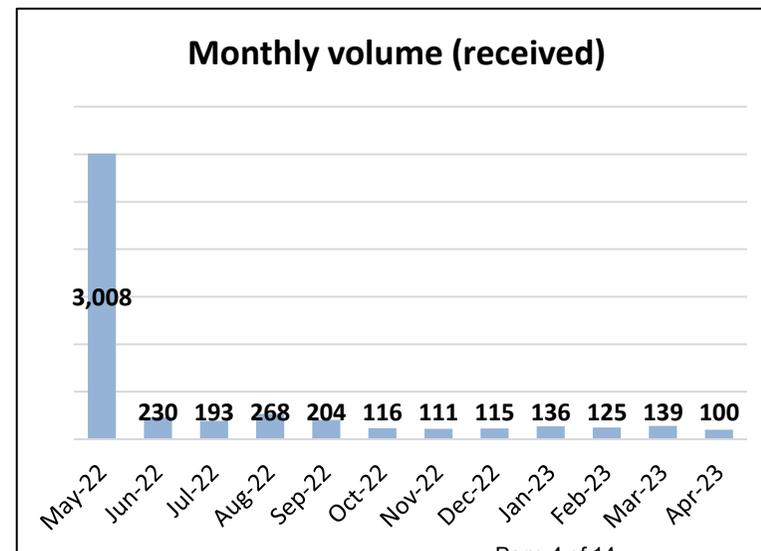
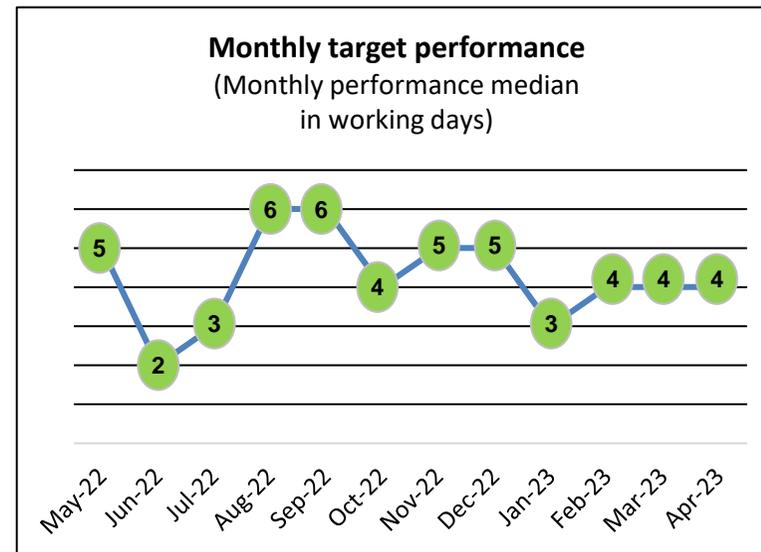
- Performance against our service standard for UK applications was met during the period from February 2023 to April 2023.
- During this period, 2,050 UK applications were received compared to 1,991 in the same period in 2022, which is an increase of 2.9%. 2,055 UK applications were registered, once the pass list had been received from the education provider and we were able to confirm the qualification, compared to 1,694 during the same period in 2022, which is an increase of 21.3%.
- The processing time median was 2 working days throughout the period February 2023 to April 2023.
- As at the 31 March 2023, 15,358 UK applications had been registered in the 2022-23 financial year, compared to 14,085 during the same period in 2021-22.
- The number of paper and emailed application forms received continues to decline as expected.



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Readmission applications

Month	Monthly performance median (10 working days)
April 2023	4
March 2023	4
February 2023	4
January 2023	3
December 2022	5
November 2022	5
October 2022	4
September 2022	6
August 2022	6
July 2022	3
June 2022	2
May 2022	5



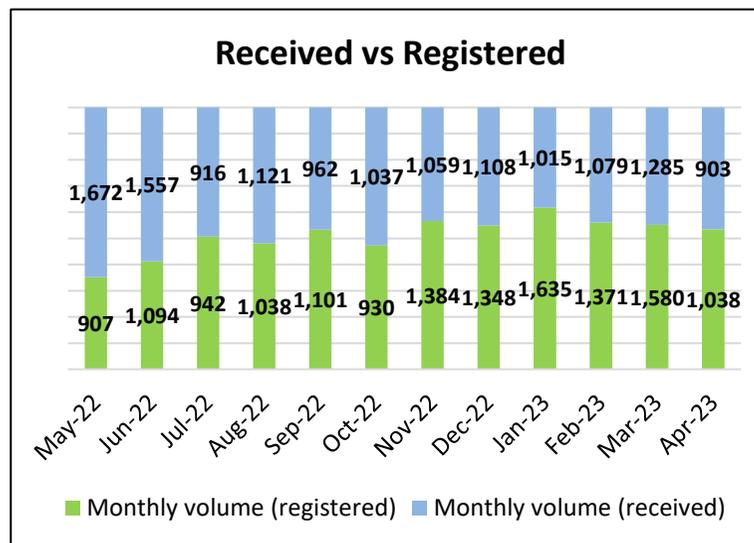
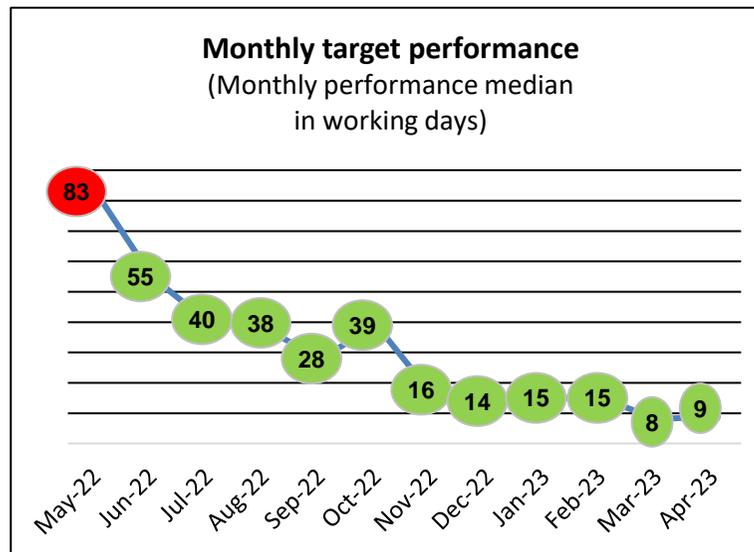
Analysis

- The median has remained within the service standard of 10 working days during the period of February to April 2023.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.

Registration – Performance Report

International applications

Month	Monthly performance median (60 working days)
April 2023	9
March 2023	8
February 2023	15
January 2023	15
December 2022	14
November 2022	16
October 2022	39
September 2022	28
August 2022	38
July 2022	40
June 2022	55
May 2022	83

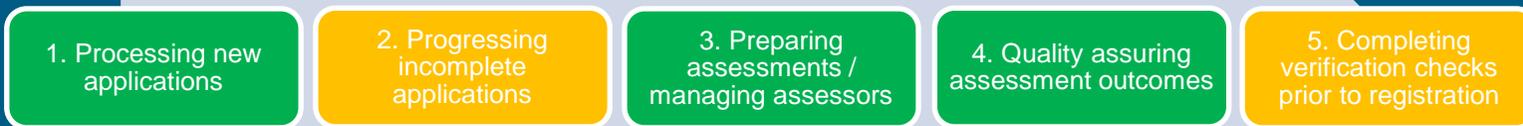


Analysis

- We continue to see an improved performance with the median time to make a first decision falling from 15 working days in February 2023 to 9 working days in April 2023.
- During the period of February to April 2023, 3,267 international applications were received, which represents a 26.8% decrease compared to the same period in 2022.
- During the period of February to April 2023, a total of 3,989 international applicants were registered. This is 153.9% more when compared to the same period in 2022.
- As at the 31 March 2023, 13,775 international applications had been registered in the 2022-23 financial year, compared to 4,687 during the same period in 2021-22.

International applications - 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
Progressing incomplete applications	524 Applications	<p>Amber – The overall volume at this stage of the process remains steady. We expect around 5-10% of applications received to be missing information, which means they are held at this point in the process. We have improved our website guidance to ensure applicants are clear of our requirements.</p> <p>64% of applications at this stage of the process were received in this calendar year. Applicants are required to provide information about their primary qualifications before the application can be assessed. Applications cannot be progressed without this information. The team are responding to applicants contacting us at this part of the process within five working days.</p>
Completing verification checks prior to registration	1470 applications	<p>Amber – The overall volume at this stage of the process has reduced by 24% since March 2023. 61% of applications at this stage of the process were received in this calendar year. Applicants are required to provide valid third-party contacts for us to complete verification of their qualifications and professional experience. Our ability to complete these checks is dependent on third party responsiveness to our requests, and applicants providing suitable contacts. The team are processing responses received to verification requests within two working days and responding to applicants contacting us at this part of the process within five working days.</p>

Renewal rates

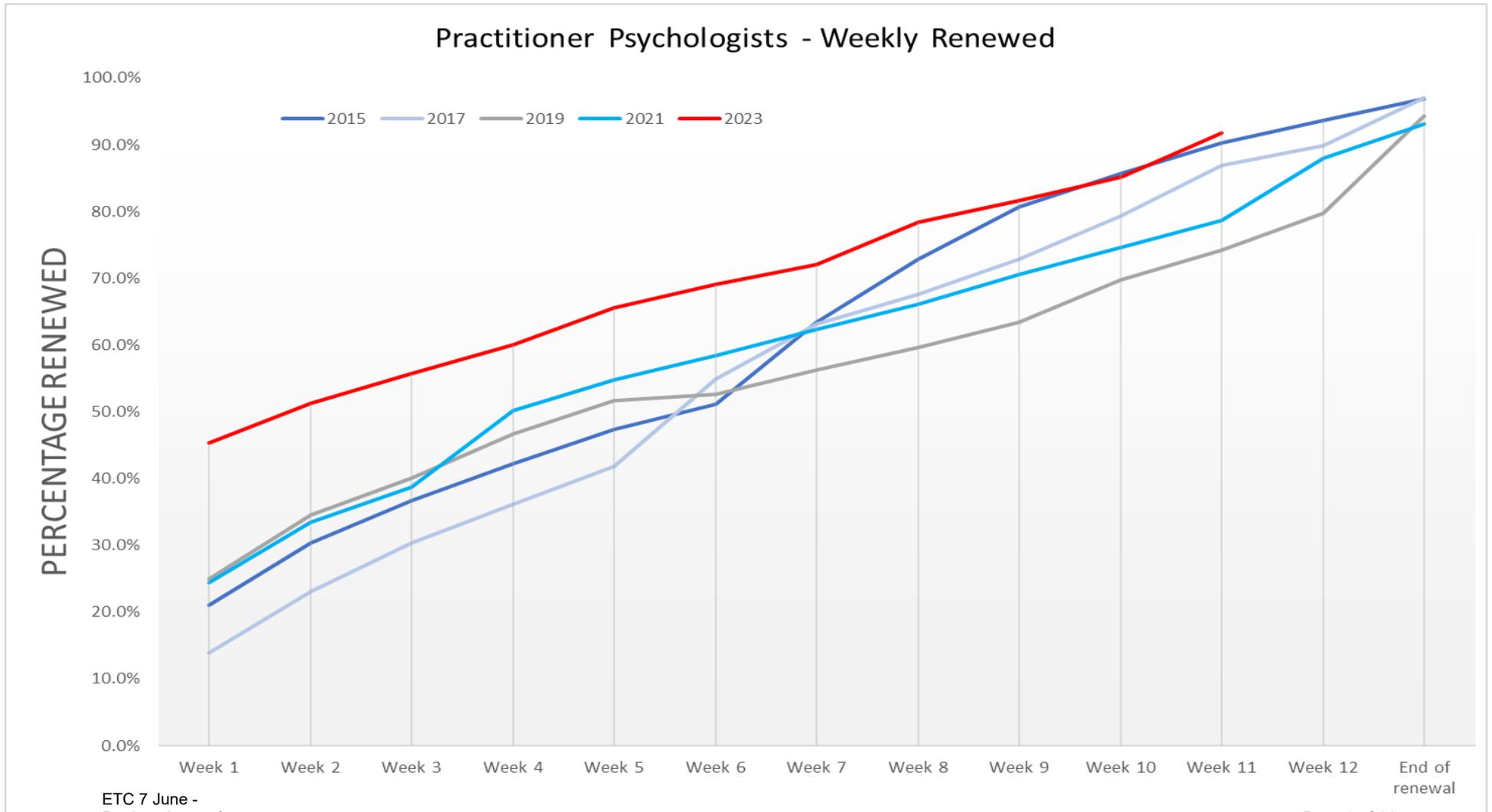
Analysis

- Practitioner psychologists began their renewal window on the 01 March 2023. As at the 30 April 2023, 77.8% had renewed their registration compared to 68.8% at the same point in 2021. As at the end of Week 11 of the renewal period, 21 May 2023, 91.8% had renewed.
- The current practitioner psychologist renewal is ahead of all previous cycles. We are seeing the benefits of the changes to the renewals process, improvements to our communications and registrant portal that have been implemented over the last two years. All the professions are now familiar with the new system and correspondence methods as they were introduced just over two years ago, prior to their previous renewal.
- The Registration Manager responsible for renewals and the Relationship Manager met with the practitioner psychologists’ professional body on 21 April 2023. No concerns were raised regarding the renewal process.
- The renewal deadline for practitioner psychologists is the 31 May 2023.

Renewals – paper based submissions

Month	Monthly performance median (10 working days)
April 2023	0
March 2023	0
February 2023	0
January 2023	0
December 2022	0
November 2022	1
October 2022	1
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

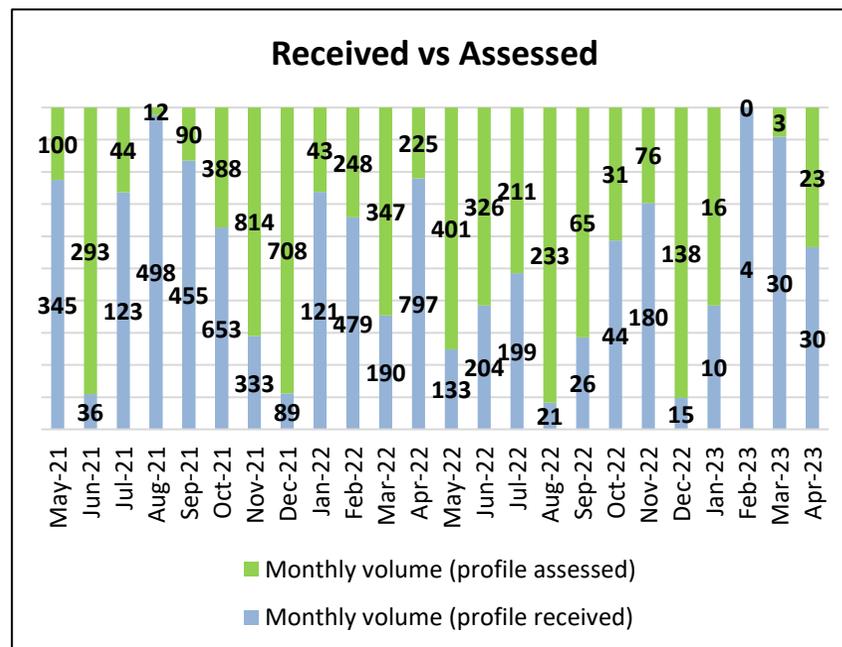
Renewal rates



Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
April 2023	27
March 2023	213
February 2023	0
January 2023	11
December 2022	12
November 2022	9
October 2022	14
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



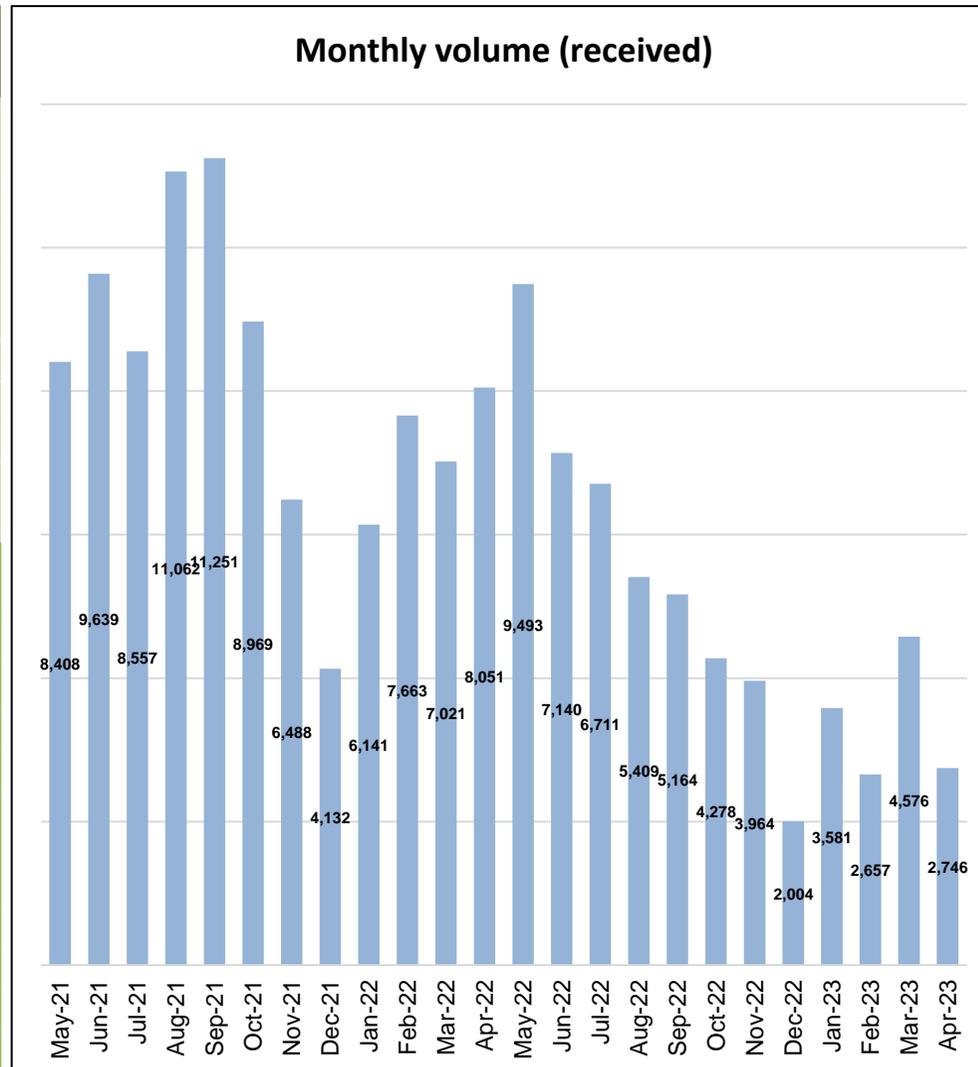
Analysis

- During the period of February 2023, the 60-day median service standard target was achieved as no assessment decisions were received from assessors.
- Delays to the processing of seven CPD profiles caused the monthly performance median to fall outside the 60 working day target during March 2023 and increase the median performance figure in April 2023. One of these profiles was slightly delayed due to receipt of a late assessment decision from a Registration Assessor. The CPD team identified six of these outstanding profiles during a manual check, as these CPD profiles did not appear in the CPD submissions queue as they should. We are investigating the cause of this issue. In the meantime, the CPD team will be carrying out fortnightly CRM advanced find checks which will pick up any further CPD profiles that have been submitted but do not appear in the submissions queue. This will avoid further delays in the profiles being assessed.

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)
April 2023	1
March 2023	2
February 2023	1
January 2023	1
December 2022	1
November 2022	2
October 2022	2
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



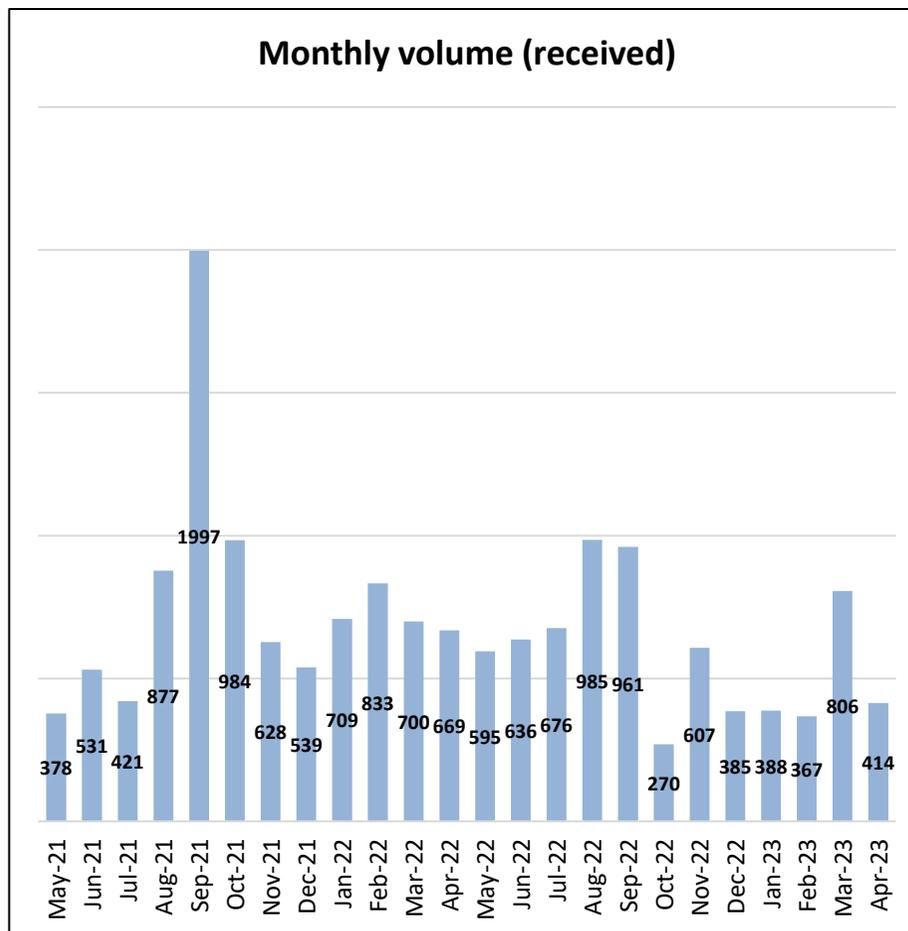
Analysis

- The continued improvement to our UK and readmission application processing times has had a positive impact on the number of emails received.
- Our improved performance in this area continues. Our performance target of responding within 5 working days has been consistently met since June 2022 and the monthly median was 1 working day during February 2023, 2 working days in March 2023 and 1 working day in April 2023.
- 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-serve. We have updated messages on social media, on our website and on the automated email response to help manage the expectations of those contacting us by email and to encourage people to self-serve.

Registration – Performance Report

Postal correspondence

Month	Monthly performance median (10 working days)
April 2023	2
March 2023	2
February 2023	2
January 2023	3
December 2022	5
November 2022	5
October 2022	3
September 2022	3.5
August 2022	3
July 2022	0
June 2022	1
May 2022	7
April 2022	7
March 2022	9
February 2022	10.5
January 2022	2
December 2021	4
November 2021	6.5
October 2021	5
September 2021	9
August 2021	14
July 2021	9
June 2021	7
May 2021	7



Analysis

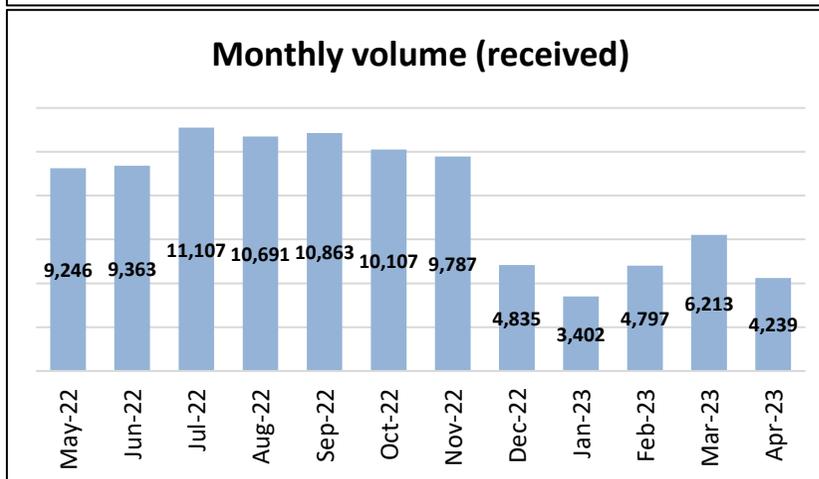
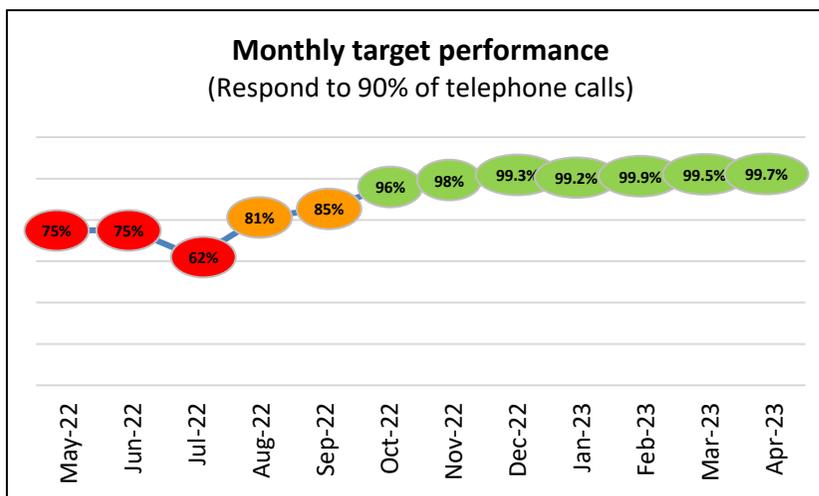
- During the period from February to April 2023, the 10 working days median service standard has been consistently met.

Registration – Performance Report

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

Target 90% of all calls answered

Month	Monthly performance median (% of calls answered)
April 2023	99.7
March 2023	99.5
February 2023	99.9
January 2023	99.2
December 2022	99.3
November 2022	98
October 2022	96
September 2022	85
August 2022	81
July 2022	62
June 2022	75
May 2022	75



Analysis

Registration Advisor recruitment assessment days were held on:

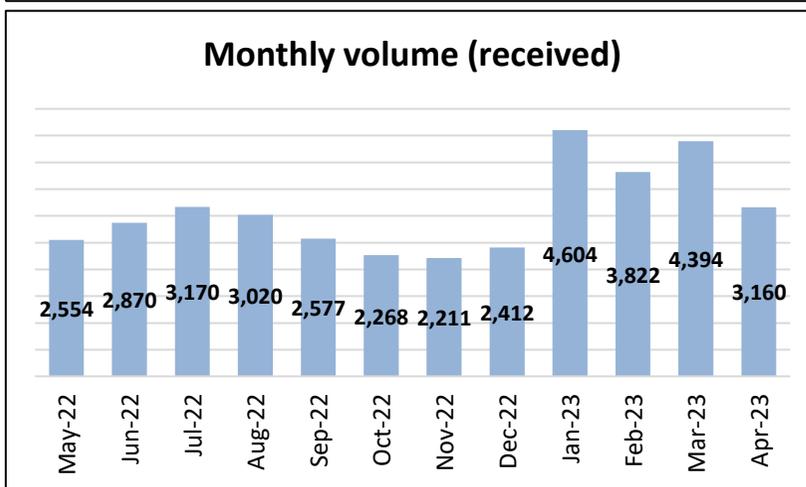
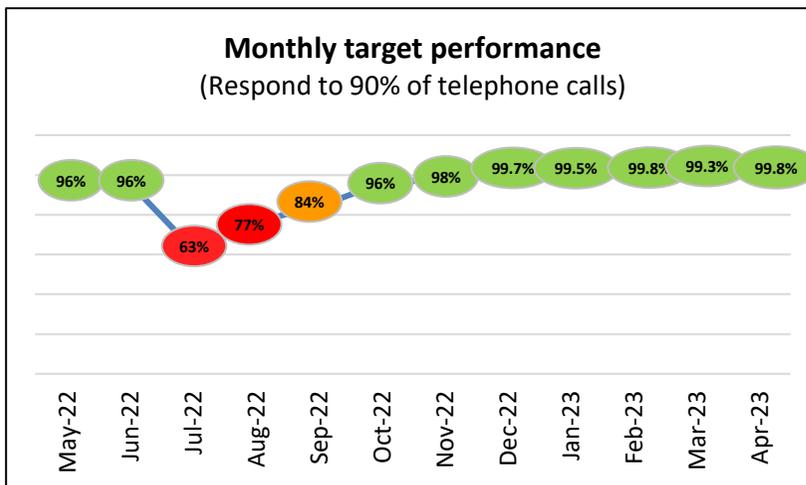
- 07 and 09 March 2023 - Two Registration Advisors were recruited.
- 04 April 2023 - One Registration Advisor was recruited.
- Further assessment days have taken place on the 10 and 17 May 2023.
- At the time of writing this report, there are currently 1 permanent and 5 fixed term Registration Advisor vacancies within the Registration call handling team.
- The team answered 99.9% of all UK calls received during February 2023, 99.5% in March 2023 and 99.7% in April 2023.

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
April 2023	99.8 (% of calls answered)
March 2023	99.3 (% of calls answered)
February 2023	99.8 (% of calls answered)
January 2023	99.5 (% of calls answered)
December 2022	99.7 (% of calls answered)
November 2022	98 (% of calls answered)
October 2022	96 (% of calls answered)
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)



Analysis

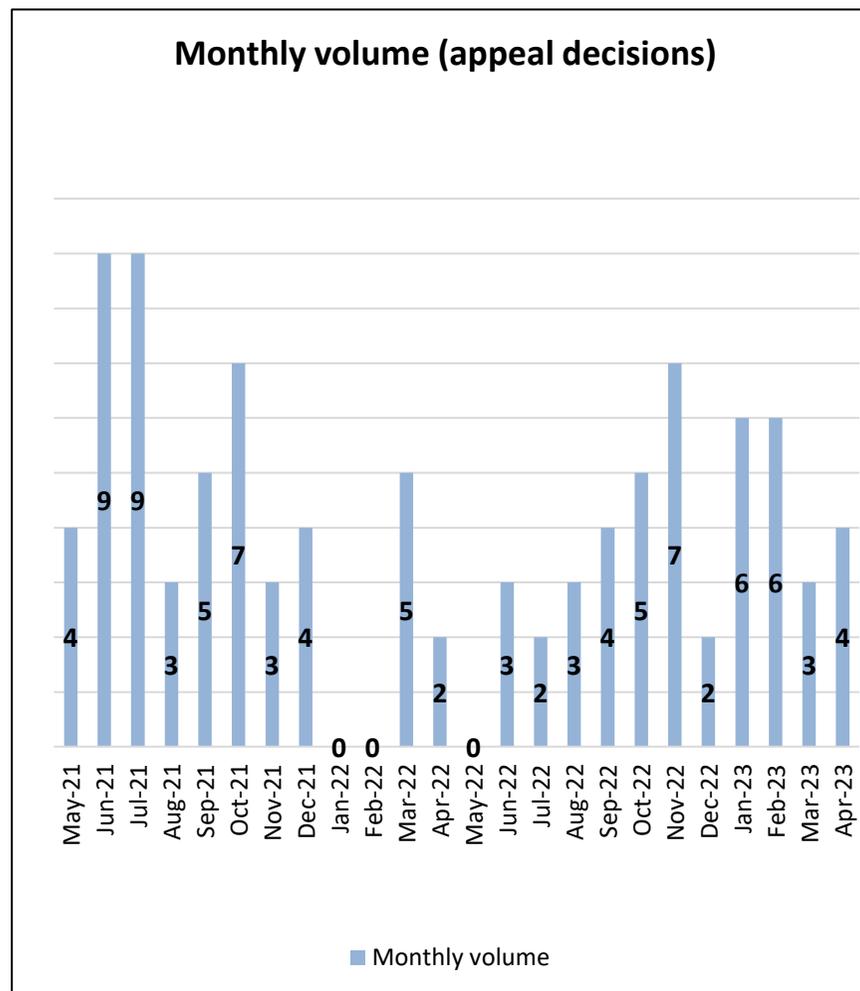
Registration Advisor recruitment assessment days were held on:

- 07 and 09 March 2023 - Two Registration Advisors were recruited.
- 04 April 2023 - One Registration Advisor was recruited.
- At the time of writing this report, there are currently 1 permanent and 5 fixed term Registration Advisor vacancies within the Registration call handling team.
- Further assessment days have taken place on the 10 and 17 May 2023.
- The team answered 99.8% of all international calls received during February 2023, 99.3% in March 2023 and 99.8% in April 2023.

Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
April 2023	102
March 2023	118
February 2023	149
January 2023	89
December 2022	99
November 2022	83
October 2022	73
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



Analysis

- During the period of February 2023 to April 2023, 13 registration appeals were concluded, of which 3 were upheld, 1 withdrawn, 7 dismissed, 1 substituted and 1 remitted to ETC.
- The registration appeals concluded consisted of 9 international cases, 3 EMR case and 1 UK character declaration case.
- In the period of February 2023, 6 cases were over the 100-day service level. In all 6 cases, this was because the appeals team were sent the required evidence too late to meet the 100-day service level.
- In the period of March 2023, 2 cases were over the 100-day service level. In both cases, this was because one of the original assessors was on annual leave and was unavailable at the time of reassessment.
- In the period of April 2023, 3 cases were over the 100 day service level. With these 3 cases, the appeals team agreed dates with the appellants, which fell outside the 100-day service level timeframe, due to the availability of the appellants.
- The next appeal hearing days are scheduled for the 18 and 31 May 2023.