

Registration Department Performance Report

October 2022 to January 2023

Registration – Performance Report Summary

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Overview

- The benefits of the international ring-fenced team continue to improve performance, with the monthly performance median to make a first decision reducing to 39 working days during October, 16 working days in November, 14 working days in December 2022 and 15 working days in January 2023.
- UK telephone service levels have improved significantly, with call answer rates at 96% in October, 98% in November, 99% in December 2022 and 99% in January 2023.
- During the period of October 2022 to January 2023, 20 registration appeals were concluded. The number of upheld appeals remains low providing assurance on the quality of the initial registration decisions.
- The dedicated UK applications team set up in July 2022 continues to have a positive impact on performance and exceeding expectations from applicants. We maintained a monthly median of 4 working days during October, 3 working days in November, 3 working days in December 2022 and 2 working days in January 2023.

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Risks & Issues

Increased demand and resourcing

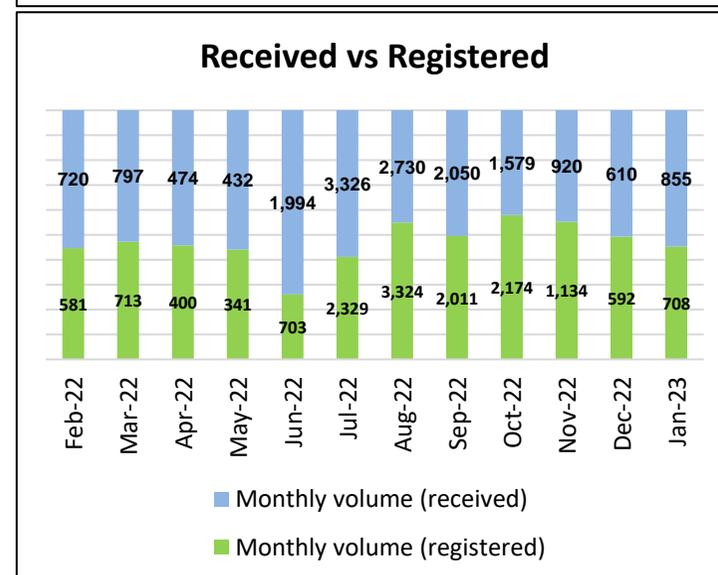
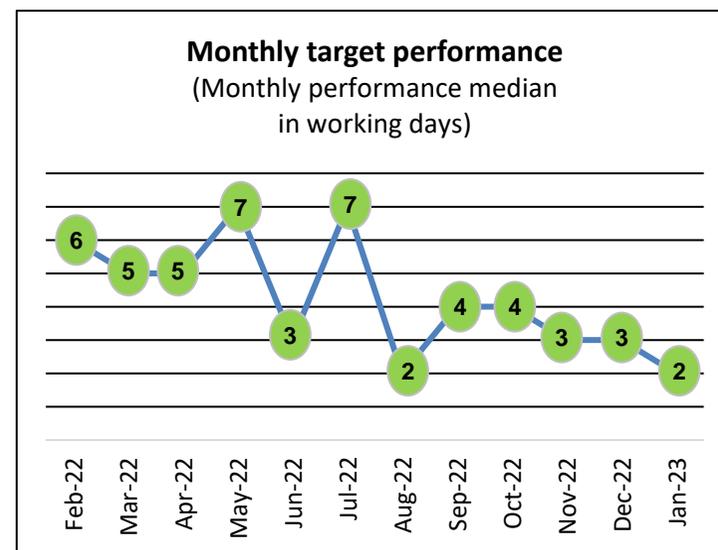
- International application volumes remain high with 4,219 international applications received in the period from October 2022 to January 2023, which represents a 69.3% increase compared to the same period in 2021-22.
- 5,297 international applicants were registered during the period from October 2022 to January 2023, which represents a 244.6% increase compared to the same period in 2021-22. This is a direct result of establishing the new international ring-fenced team and the efficiency and service improvements delivered through the online international applications portal.
- Mitigations include additional resource planning in the FY22-23 budget, an additional 11 employees on fixed term contracts and improved use of technology to increase self-serve.

Performance summary	Performance RAG rating (Jan 2023)	Performance RAG rating (Dec 2022)	Performance RAG rating (Nov 2022)	Performance RAG rating (Oct 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)
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
April 2022	5
March 2022	5
February 2022	6



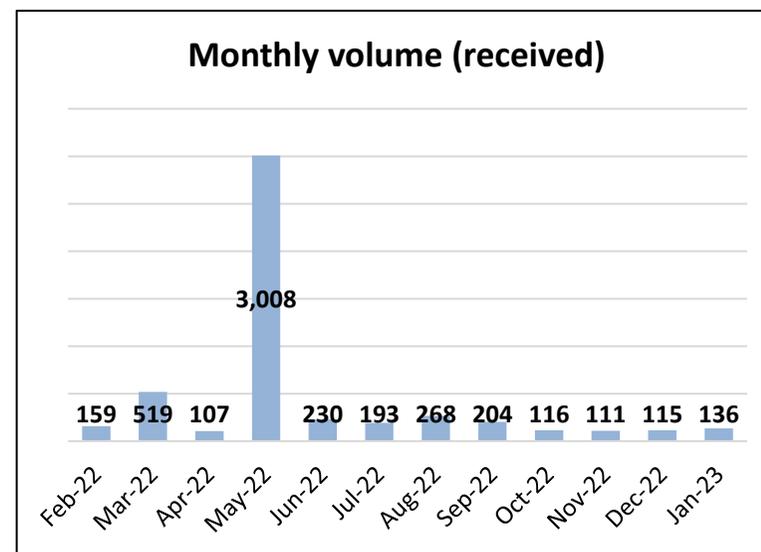
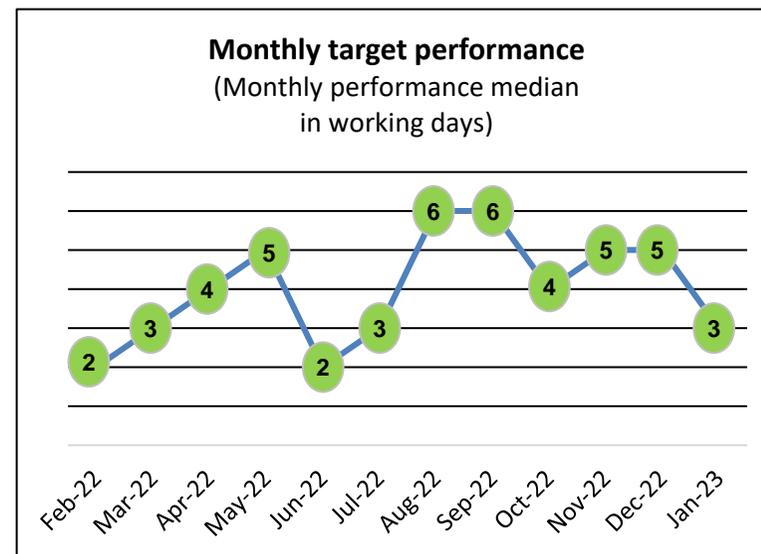
Analysis

- Performance against our service standard for UK applications was met during the period from October 2022 – January 2023.
- During this period, 3,964 UK applications were received compared to 3,627 in the same period in 2021-22, which is an increase of 9.3%. 4,608 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 5,178 during the same period in 2021-22, which is a decrease of 11%.
- The processing time median was 4 working days during October, 3 working days in November, 3 working days in December 2022 and 2 working days in January 2023.
- As at the 31 January 2023, 13,716 UK applications had been registered this financial year, compared to 12,791 at the same point in 2022.
- 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)
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
April 2022	4
March 2022	3
February 2022	2



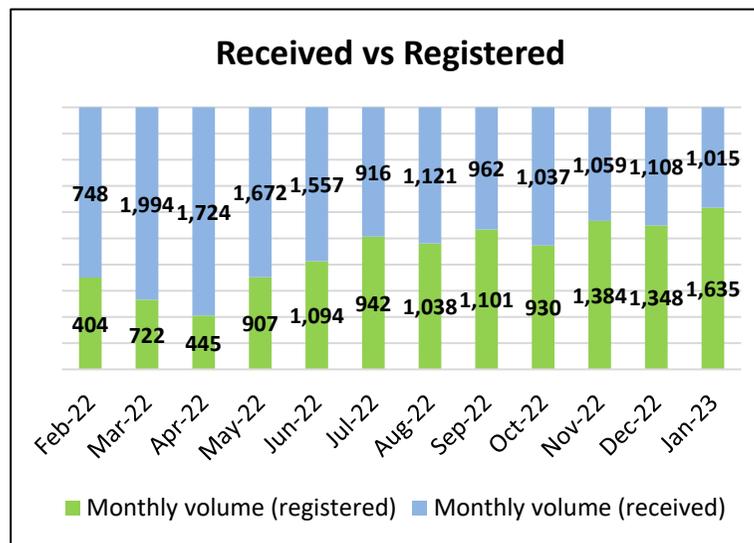
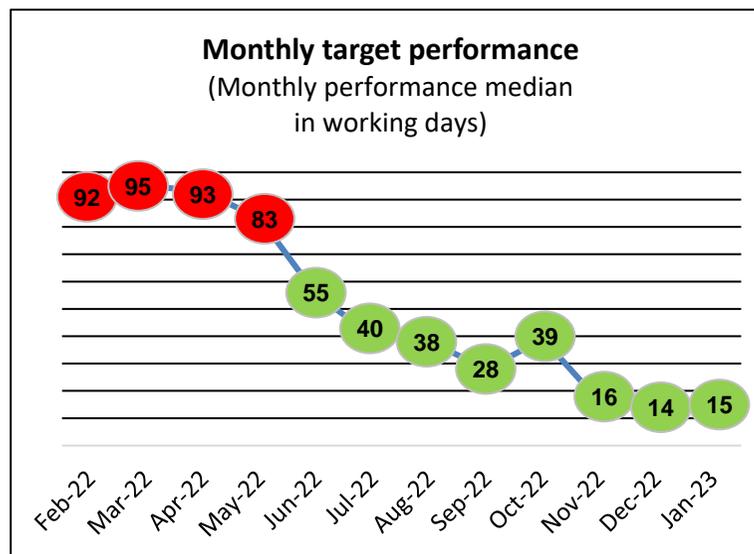
Analysis

- The median has remained within the service standard of 10 working days during October 2022 to January 2023.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.

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International applications

Month	Monthly performance median (60 working days)
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
April 2022	93
March 2022	95
February 2022	92

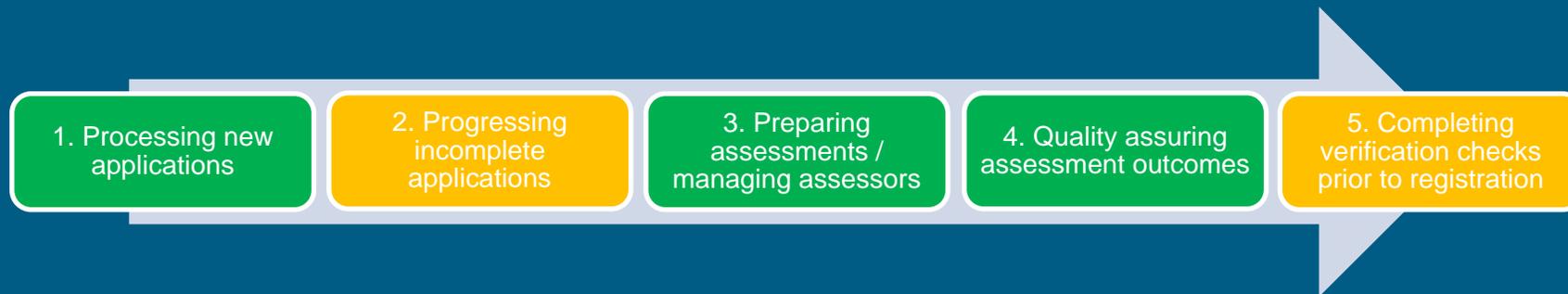


Analysis

- We continue to see an improved performance following the establishment and embedding of the focused international team, with the monthly performance median to make a first decision remaining below 60 working days. The processing time median was 39 working days during October, 16 working days in November, 14 working days in December 2022 and 15 working days in January 2023.
- During the period of October 2022 to January 2023, 4,219 international applications were received which is 69.3% more when compared to the same period in 2021-22.
- During the period of October 2022 to January 2023, a total of 5,297 international applicants were registered. This is 244.6% more when compared to the same period in 2021-22.
- We have continued to work proactively with Higher Education England (HEE), NHSEI and other organisations to support international recruitment where appropriate. For example, we are working with HEE on developing plans and forecasts for future workforce growth.
- As at the 31 January 2023, 10,824 international applications had been registered this financial year, compared to 3,561 at the same point in 2021-22.

International applications - Remaining process bottlenecks

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



Area	Current volume	RAG rating	Comments
Progressing incomplete applications	586 Applications	Amber (from Red) – 70% of applications are now in a check and chase cycle (checks are carried out in fortnightly cycles). We expect to achieve a steady state (100% of applications in check cycle) in around 3 months for this part of the process. Progressing these applications, and thus reducing the overall volume, is dependent on receiving required information from the applicant.	We have achieved a steady state for our end to end assessment process where the majority of applications are processed within our 60 working day service level. The introduction of new verification functionality is also benefitting our processing of these important checks.
Completing verification checks prior to registration	1957 applications	Amber (from Red) – new functionality is enabling us to process responses to verification requests within 5 working days. 30% of applications are now in a check and chase cycle (checks are carried out in fortnightly cycles). It will take around 3 months to ensure all applications are within the new check and chase cycle. Progressing these applications, and thus reducing the overall volume, is dependent on receiving required information from the verification contact or applicant.	We will soon be integrating all remaining mailboxes into our CRM system, which will provide further efficiency and service for applicants.

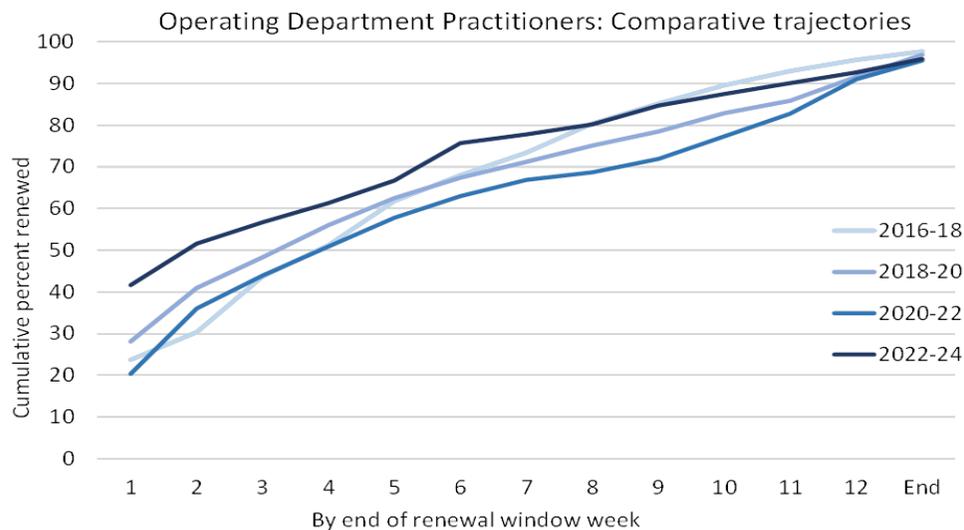
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Renewal rates

Analysis

- A total of 95.9% operating department practitioners successfully renewed their registration by the deadline of 30 November 2022, which is an increase of 0.3% compared to 2020. Additional engagement continues to be undertaken with the relevant professional bodies, this includes us sharing renewal rates periodically and providing information about contact with registrants throughout the renewal window.
- Although 99% of registrants renewed 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.
- No professions were in renewal during December 2022 and January 2023.

Operating department practitioners renewal trajectories for 2022



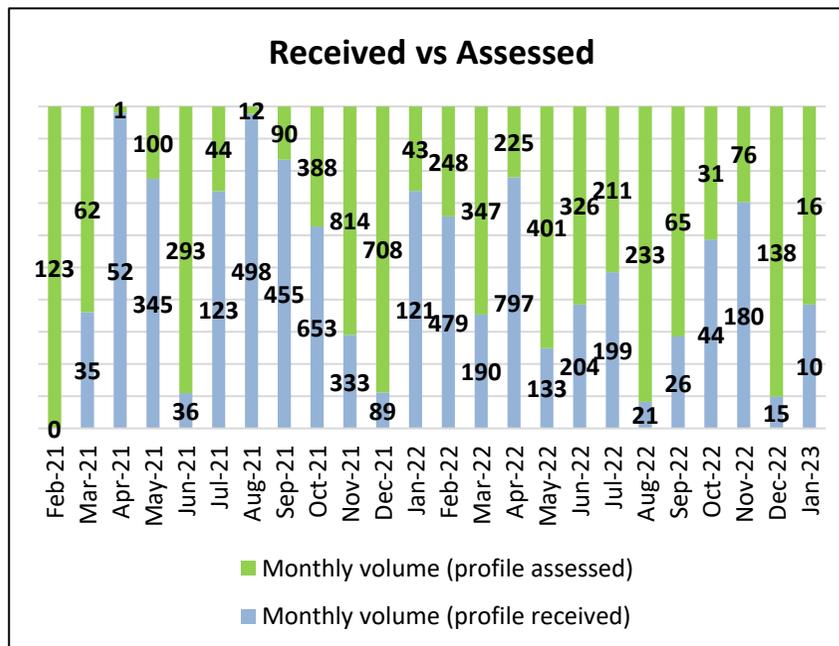
Renewals – paper based submissions

Month	Monthly performance median (10 working days)
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
April 2021	5
March 2021	4
February 2021	0

Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
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
April 2021	50
March 2021	65
February 2021	61



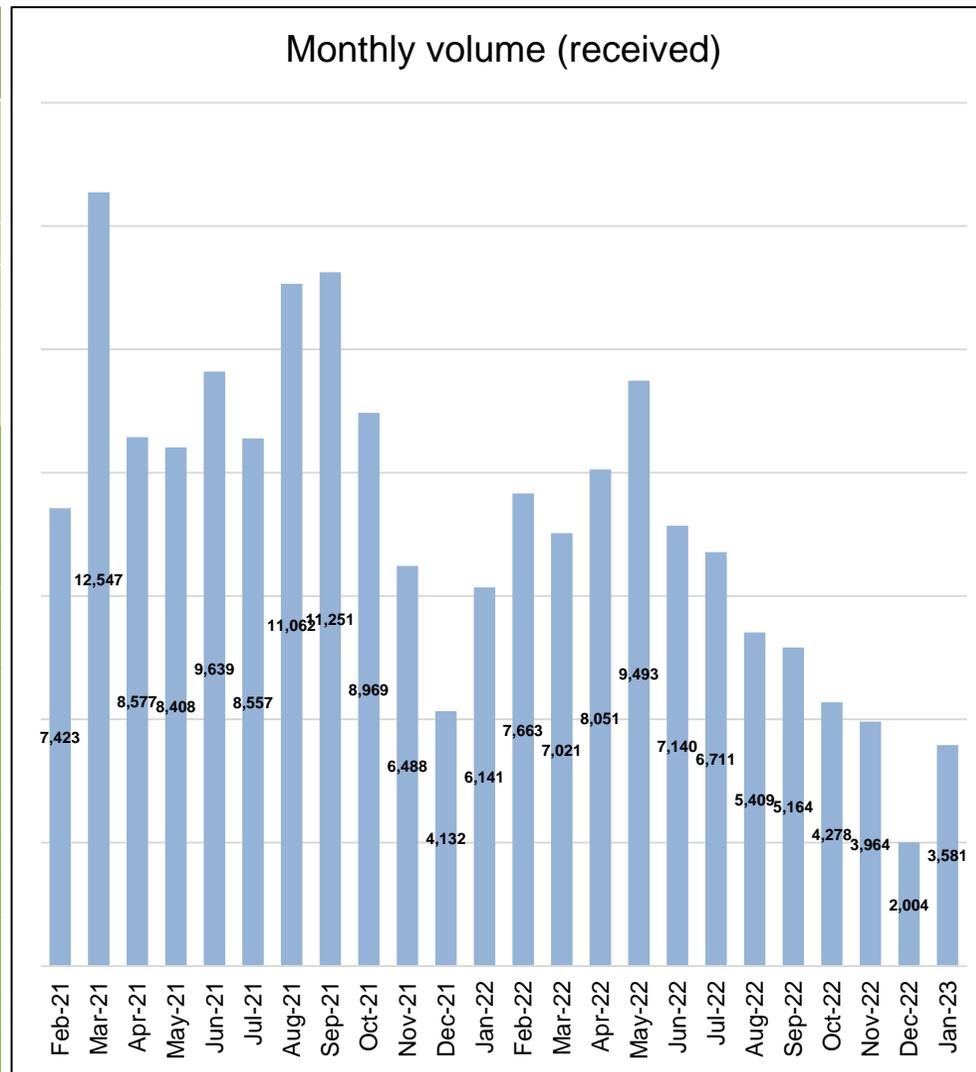
Analysis

- During the period from October 2022 to January 2023, the 60-day median service standard target has continued to be consistently achieved.

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

Month	Monthly performance median (5 working days)
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
April 2021	10
March 2021	6
February 2021	2



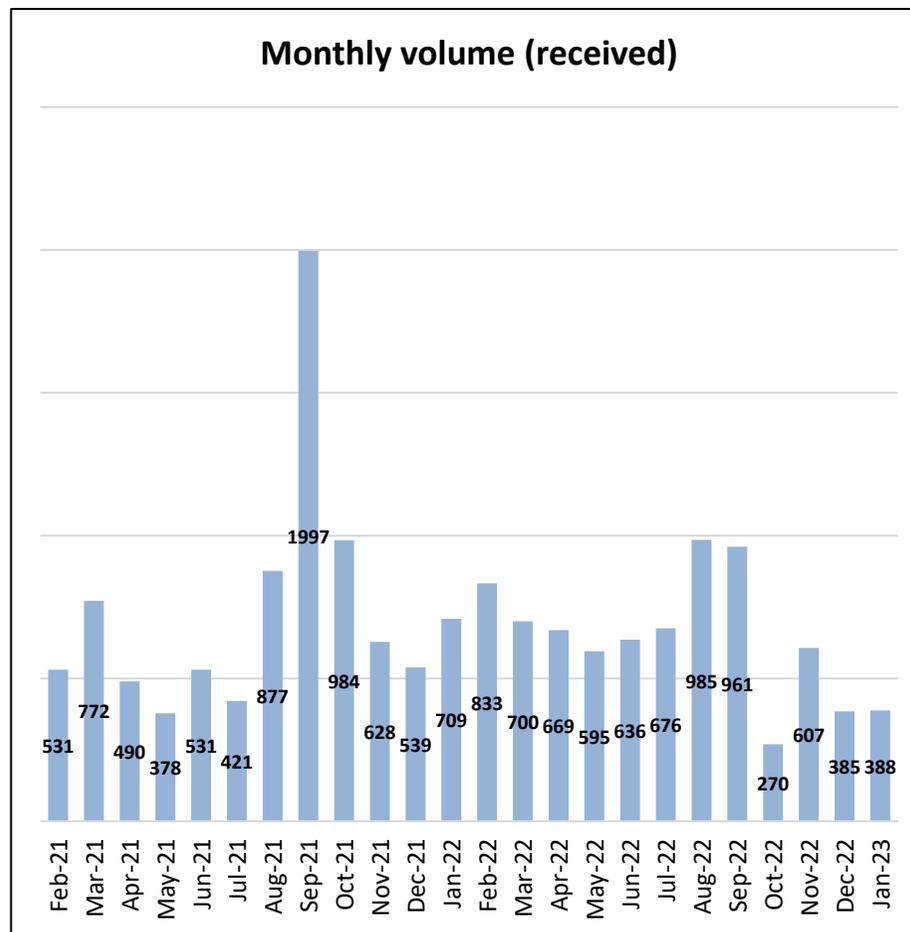
Analysis

- 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 2 working days during October, 2 working days in November, 1 working day in December 2022 and 1 working day in January 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.

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Postal correspondence

Month	Monthly performance median (10 working days)
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
April 2021	7
March 2021	9
February 2021	10.5



Analysis

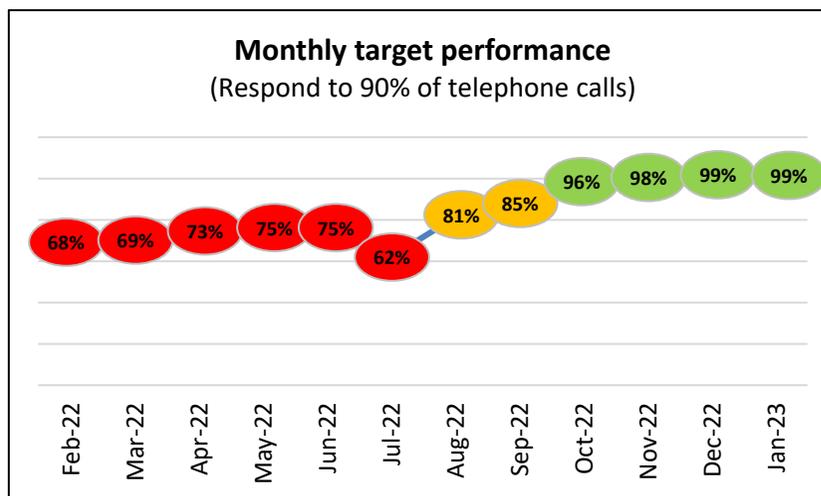
- During the period from October 2022 to January 2023, the 10 working days median service standard has been consistently met.

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

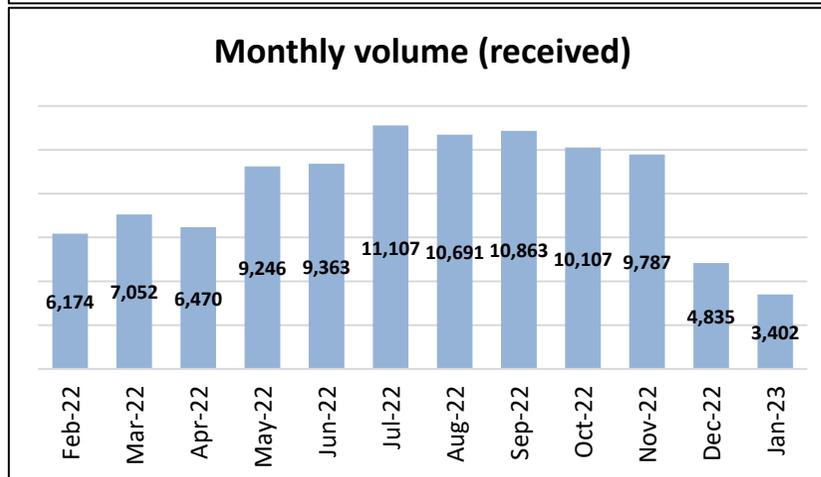
Target 90% of all calls answered

Month	Monthly performance median (% of calls answered)
January 2023	99
December 2022	99
November 2022	98
October 2022	96
September 2022	85
August 2022	81
July 2022	62
June 2022	75
May 2022	75
April 2022	73
March 2022	69
February 2022	68



Analysis

- 2 Registration Advisors were recruited during October, 1 in November 2022 and 1 in January 2023, all of whom are to be phone trained. There are currently 2 Registration Advisor vacancies within the Registration call handling team.
- The new approach to call handling had a positive affect on performance during the period from October 2022 to January 2023.
- The team answered 96% of all UK calls received during October, 98% in November, 99% in December 2022 and 99% in January 2023.

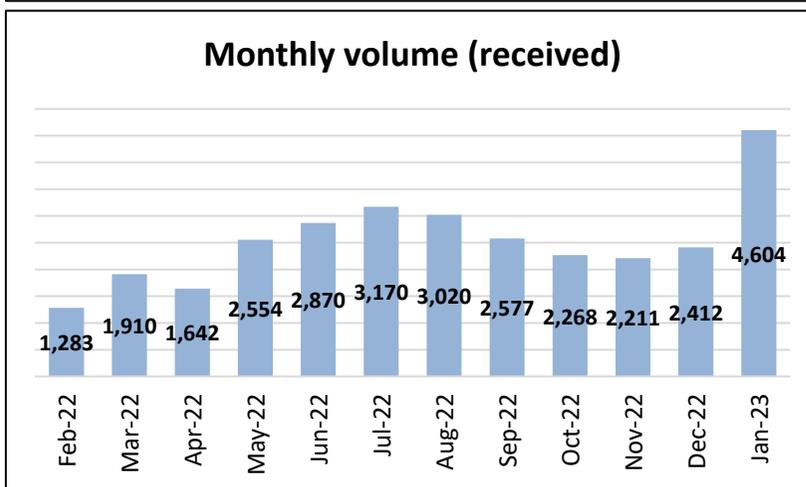
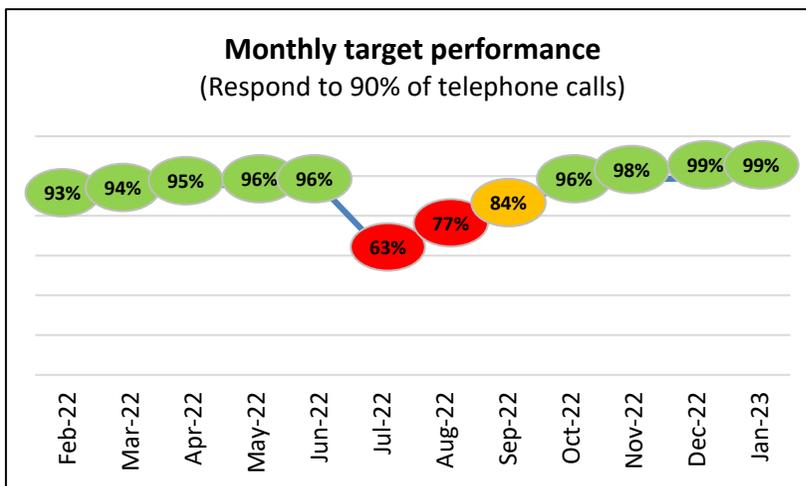


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INT telephone calls - Enquiries relating to non-UK applications to join the Register and other non-UK related processes

Target 90% of all calls answered

Month	Monthly performance median
January 2023	99 (% of calls answered)
December 2022	99 (% 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)
April 2022	95 (% of calls answered)
March 2022	94 (% of calls answered)
February 2022	93 (% of calls answered)



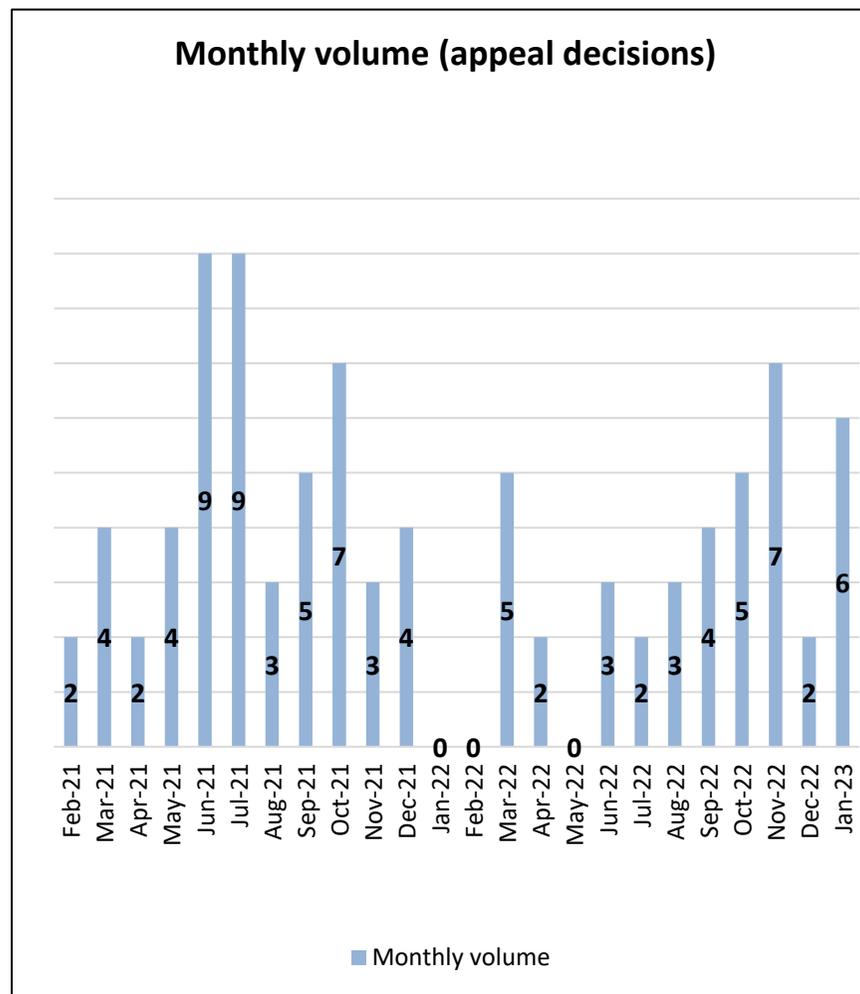
Analysis

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- The new approach to call handling had a positive affect on performance during the period from October 2022 to January 2023.
- The team answered 96% of all international calls received during October, 98% in November, 99% in December 2022 and 99% in January 2023.

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Appeals

Month	Monthly performance median (100 working days)
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
April 2021	238
March 2021	157
February 2021	213



Analysis

- During the period of October 2022 to January 2023, 20 registration appeals were concluded, of which 5 were upheld (with additional information provided by the appellant), 4 withdrawn, 9 dismissed and 2 were remitted to ETC.
- The registration appeals concluded consisted of 17 international cases, 1 EMR case and 2 UK character declaration cases.
- The additional hearing day scheduled for the 13 December 2022 had to be cancelled due to a panel member cancelling attendance at short notice. We were unable to find a replacement.
- The next appeal hearing days are scheduled for the 21 and 24 February, 16 and 19 March, 20 and 27 April 2023.