

Education team Performance report February 2024 Education and Training Committee

Report date: 23 February 2024, data correct 23 February

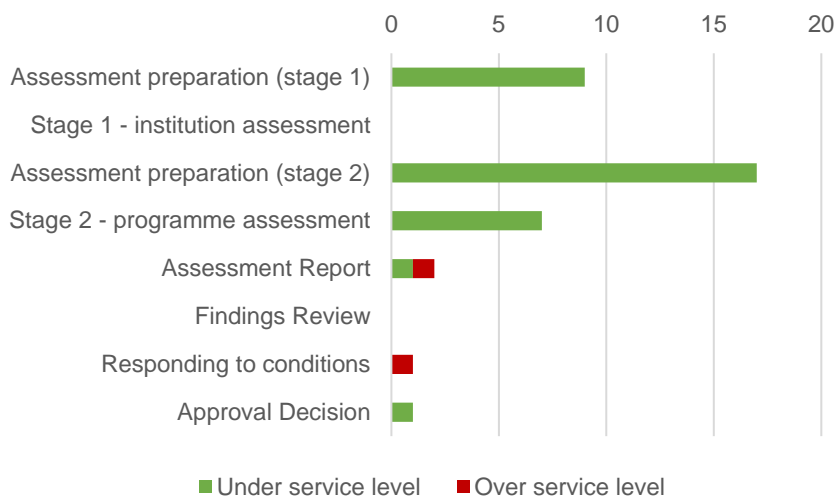
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KPI summary and narrative

Performance measure	What does this tell us?	RAG rating description	Current performance	Commentary
Percentage of active case within service levels (live cases) (<u>timeliness</u>)	Whether we are progressing <u>live cases</u> in a timely manner	Red <80% Amber 80-90% Green >90%	▶	<ul style="list-style-type: none"> We have maintained our green RAG rating from the last report, but have improved our performance in this area, with 94% of active cases within our service levels, which is an improvement from the last report (90%).
Observations across processes (<u>quality</u>)	In the <u>last three months</u> , whether assessment outcomes have been objected to by providers	Red >10% Amber 5-10% Green >5%	▶	<ul style="list-style-type: none"> In the last three months, one set of observations were provided by education providers (7% of cases overall); The amber rating is due to a small sample size for the last three months – there were five sets of observations received in the last 12 months, which equates to 5% of cases.
<u>Time taken</u> through the approval process (stage conclusion)	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >5 months Amber 4-5 months Green <4 months	▼	<ul style="list-style-type: none"> Performance has dropped to red – this figure is impacted by a particularly complex case where the programme was proposed below the qualification threshold level of entry to the Register. This meant a longer assessment period than we would aim for, to ensure we properly considered this proposal. More information about this is included on page 3.
Approvals subject to conditions (<u>quality</u>)	In the <u>last three months</u> , whether we have supported providers to meet our standards through a frontloaded processes	Red >30% Amber 20-30% Green <20%	▼	<ul style="list-style-type: none"> We have set conditions for one of the four assessments in the last 3 months; The amber rating is due to a small sample size for the last three months – this is the only condition set in the last 12 months, and the overall figure for 12 months is 4%.
<u>Time taken</u> to complete the performance review process	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >6 months Amber 5-6 months Green <5 months	▼	<ul style="list-style-type: none"> As expected, performance has dropped to red (as noted in the previous report); This was due to a spike in reporting activity, creating a small bottleneck for concluding cases started in the 2022-23 academic year. The 5 cases that were concluded in the last three months were the last of these cases, and so this figure should return to below service levels from the next report; See slide 5 for further detail.
Percentage of <u>quality</u> checks completed	In the <u>last month</u> , whether we have ensured quality at key process points via mandatory quality checks	Red <95% Amber 95-99% Green 100%	▶	<ul style="list-style-type: none"> We expect a high level of compliance with mandatory internal quality checks; In the last month, 100% of quality checks were carried out at the required time.
Spot check outcomes (<u>quality</u>)	In the last three months, whether checks undertaken have ensured the required level of quality	Red <80% Amber 80-90% Green >90%	▼	<ul style="list-style-type: none"> The overall ‘compliance level’ is derived from detailed checks across process points, some of which were newly considered from July 2023; The compliance level is down from 95% in the last report, to 85% in this report, but is still better than the figure from September (77%); The findings of quality checks (some of which were newly implemented in the summer) has enabled improved performance; All areas of non-compliance are fed back to team members, and regularly occurring problems are fed into continuous improvement work; We will continue to closely monitor quality and will get a better sense of ‘normal’ for this performance figure as we run more checks and gather more data.

Approval process – performance

Number of active cases - by case stage



Active cases

- For most cases, we are preparing for assessments for September 2024 starts;
- We are also concluding assessments for a small number of programmes due to start in March and April 2024;
- We have reduced the percentage of cases over our service levels to 5% from 13% in the last ETC report.

Conditions applied on approval

- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes;
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting to formal requirement setting through conditions;
- We have set conditions for one assessment in the three month period – this is for the case proposed below the expected qualification level for entry to the Register, referenced on page 2.

Observations

- Low levels of observations show process outcomes are acceptable to providers, and that we have undertaken a fair assessment;
- We have received one set of observations in the last three months, but this was the only observation received for the approval process in the last 12 months (4% of cases).

Approval duration

- The stage age at case conclusion figure for the last month is near the target of 4 months, but further work is required to ensure we are consistently progressing approval cases in line with the target.

Completed cases

Period	Number completed	Conditions set (% of cases)	Observations received (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	3	0	33%	N/A	4.6
Last 3 months	7	14%	14%	N/A	▼6.4
Target		Less than 20%	Less than 5%	3 months	4 months

Professional pipeline

- We include this information to provide insight about learner number changes into the professions we regulate;
- Through our processes, we capture proposed learner numbers for each programme – figures presented through this table are not actual learner numbers, but are the maximum capacity we would expect programmes to be operating at;
- This data and information can be used by commissioning organisations and others to understand capacity within approved and proposed programmes;
- We are working to supplement this data with the number of new registrants per year from registration data – we will look to implement this in a future report.

Programme capacity

- All professions have increased, and/or are increasing capacity, with the notable exceptions of ODPs.
- We increased the required threshold level of qualification for ODP programmes to BSc (Hons) – although we have given providers several years to close existing provision below this threshold and open new provision should they wish, this change may have impacted approved programme capacity.
- Within current commissioning systems, there is a potential overall increase in capacity of 5% over two years.

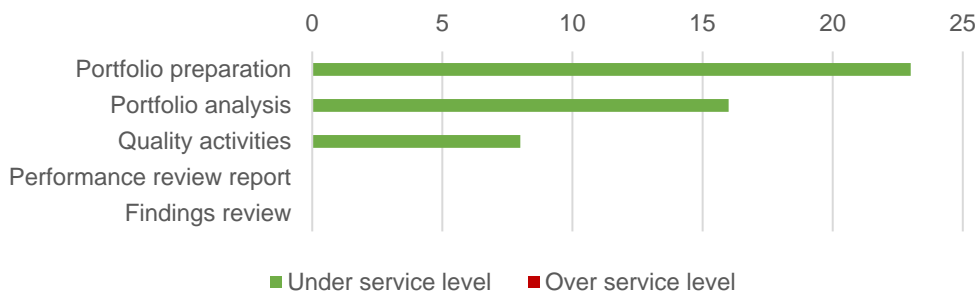
New programmes

- New programmes are currently being developed in some of the AHPs.
- There are no pre-registration programmes currently proposed in Northern Ireland or Scotland.

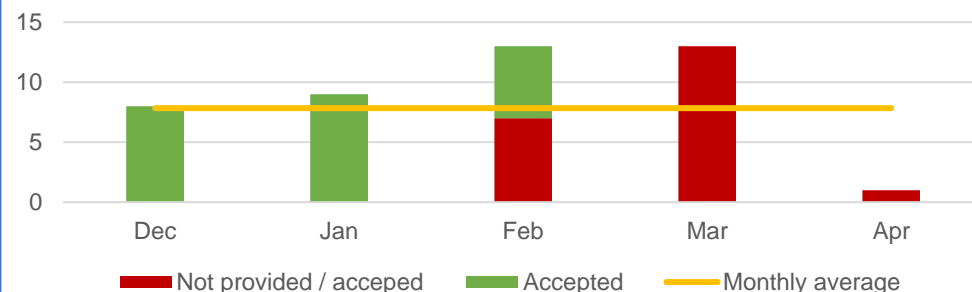
Profession	Yearly capacity of approved and open programmes	Capacity change in the last 12 months (new programme numbers - closed programme numbers)	% change	Proposed programmes	Difference between future closures and proposed programmes	Potential capacity change, 12 months ago to future	% potential change
Arts therapist	917	30	3%	0	10	40	4%
Biomedical scientist	2,772	-	0%	0	-	-	0%
Chiropodist / podiatrist	1,139	-	0%	0	27	27	2%
Clinical scientist	970	-	0%	0	-	-	0%
Dietitian	1,764	40	2%	3	69	109	6%
Hearing aid dispenser	1,007	25	2%	0	90	115	11%
Occupational therapist	6,126	22	0%	5	172	194	3%
Operating department practitioner	2,174	- 194	-9%	0	- 41	- 235	-11%
Orthoptist	276	20	7%	0	-	20	7%
Paramedic	6,989	180	3%	5	496	676	10%
Physiotherapist	8,287	170	2%	5	140	310	4%
Practitioner psychologist	3,595	-	0%	0	-	-	0%
Prosthetist / orthotist	140	-	0%	0	-	-	0%
Radiographer	5,371	336	6%	5	282	618	12%
Speech and language therapist	2,727	89	3%	1	50	139	5%
Total	44,254	718	2%	24	1,356	2,074	5%

Performance review process

Number of active cases - by case stage



Portfolios received / outstanding (2023-24 AY)



Completed cases

Period	Completed	Observations received (% of cases)	Age at case conclusion (months)
Last month	0	N/A	N/A
Last 3 months	5	▼0%	▲7.0
Target		Less than 5%	5 months

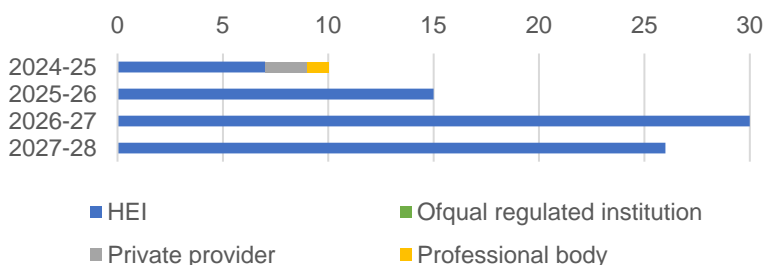
Current activity

- We have now received and are actively assessing more than half of the portfolios due in this academic year (56%).
- This is now a busy period for the team, and we are closely managing the team’s work to ensure we do not get into the backlog position experienced in the last academic year – having noted this, no cases are currently over service level, which is a good sign that the team is managing their workload effectively.
- We are in a much-improved position compared to February 2023 – where 29 cases were still active from the last academic year. This year there are no cases outstanding from 2022-23.

Review outcomes

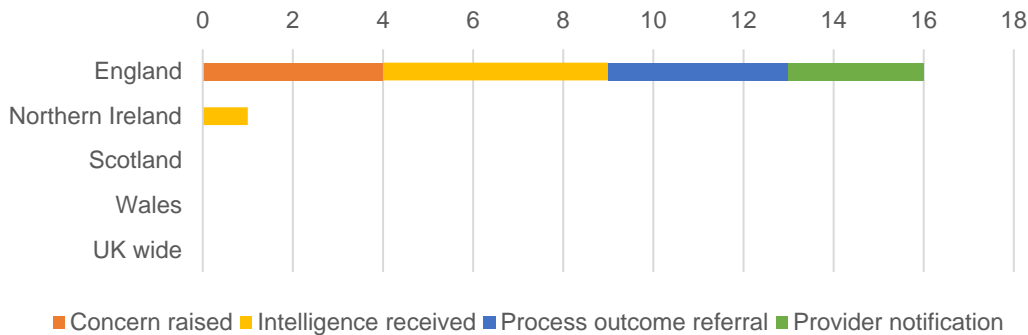
- The age at case conclusion figure for cases concluded in the last three months was above the KPI – as expected and noted in the last report, the RAG rating remains at red. This is due to cases which took longer than intended to conclude remaining in the numbers.
- Variance in outcomes is driven mainly by provider type - variance seen is mainly driven by providers not being included in HEI data returns, and not establishing a data supply through the process.
- To remain confident with provider performance, we rely on regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them.

Next review period outcomes



Focused review process

Focused review triggers - 12 months



Number of active cases - by case stage






Cases – received and completed

Period	Triggers received	Review required %	Number competed (full process)	Observations received (% of concluded cases)	Age at case conclusion (months)
Last month	2	tbc	1	0	3.5
Last 3 months	8	▼13	1	0	3.5
Target		50%		5%	5 months

- There are still too many cases over service level across the process – we are in the process of developing earlier exception checks to enable the team to progress these cases in the time expected.
- The percentage of cases referred to review was below the target in the last three months – this is not a quality target, but is one we use to consider our resources.

Assurance and current focus

Current focus	Risks and issues	QA audit ratings		Recommendations delivered
<ul style="list-style-type: none"> Receiving and assessing performance review portfolios for the 2023-24 academic year Planning and undertaking approval assessments for September 2024 start dates Alignment with service expectations for focused review 	<ul style="list-style-type: none"> Spike in performance review portfolio deadlines Close monitoring of performance review assessments, to ensure we do not get into a similar backlog / bottleneck position to last year 	Approval		✓
		Performance review		In progress
		Focused review	Pending 2024-25	
		Programme records		✓

Continuous improvement activity		
Planned	In progress	Completed (last three months)
Capturing updates to provider 'baseline' information (tbc)	Recording and sharing of partner availability information (Q3)	Guidance for providers and partners engaging with performance review (December 2023)
Data cleanse of closed programmes (tbc)	System for new clinical scientist modalities updated (Q4)	

Stakeholder engagement highlights



Education Update e-newsletter sent to c1350 contacts (January 2024)



Planning sector engagement about the NHS long term workforce plan (in England)



Continued engagement with education providers with our requirements for the revised Standards of conduct, performance and ethics



Continued work to establish formal information sharing with professional bodies and NHS England



20 1:1 meetings with 14 professional bodies in the last six months



248 meetings with education providers and other sector stakeholders - primarily focused on case assessment, and information sharing arrangements, in the last 12 months



Continued to develop how we engage stakeholders well, on a regional basis

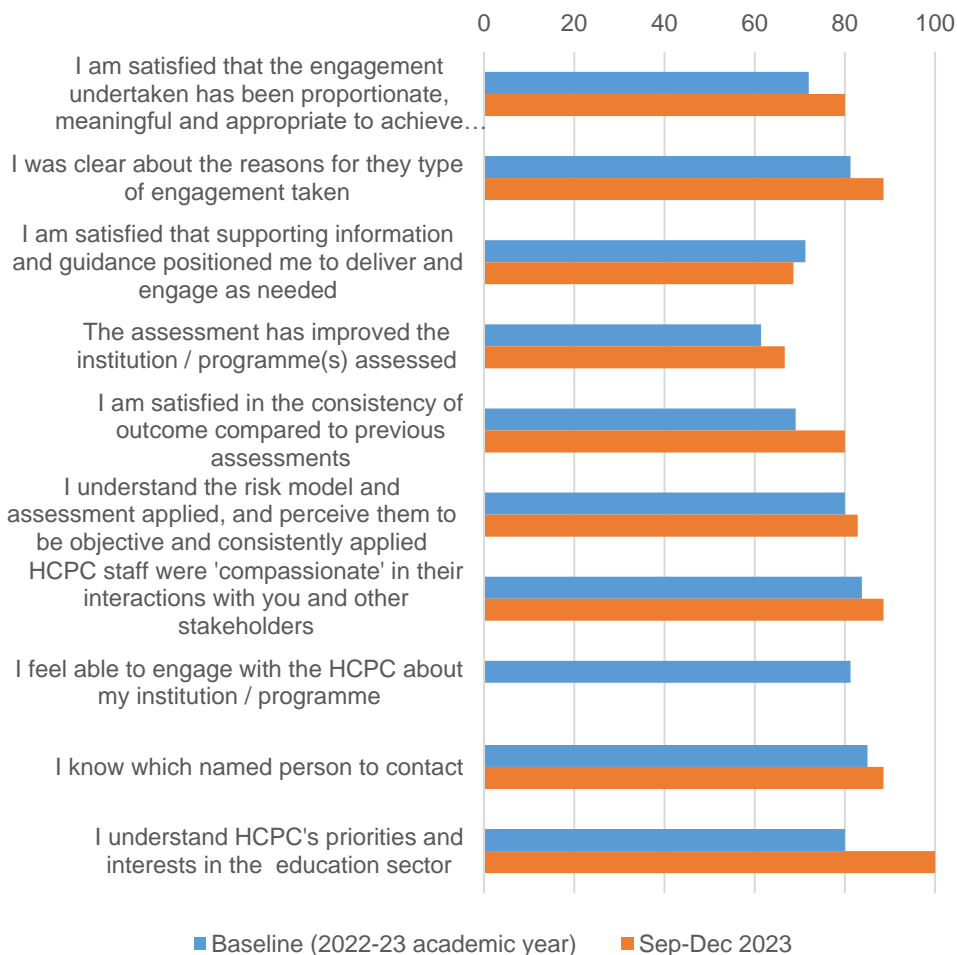


The HCPC co-leading work with the NMC to establish formal information sharing with other regulatory bodies

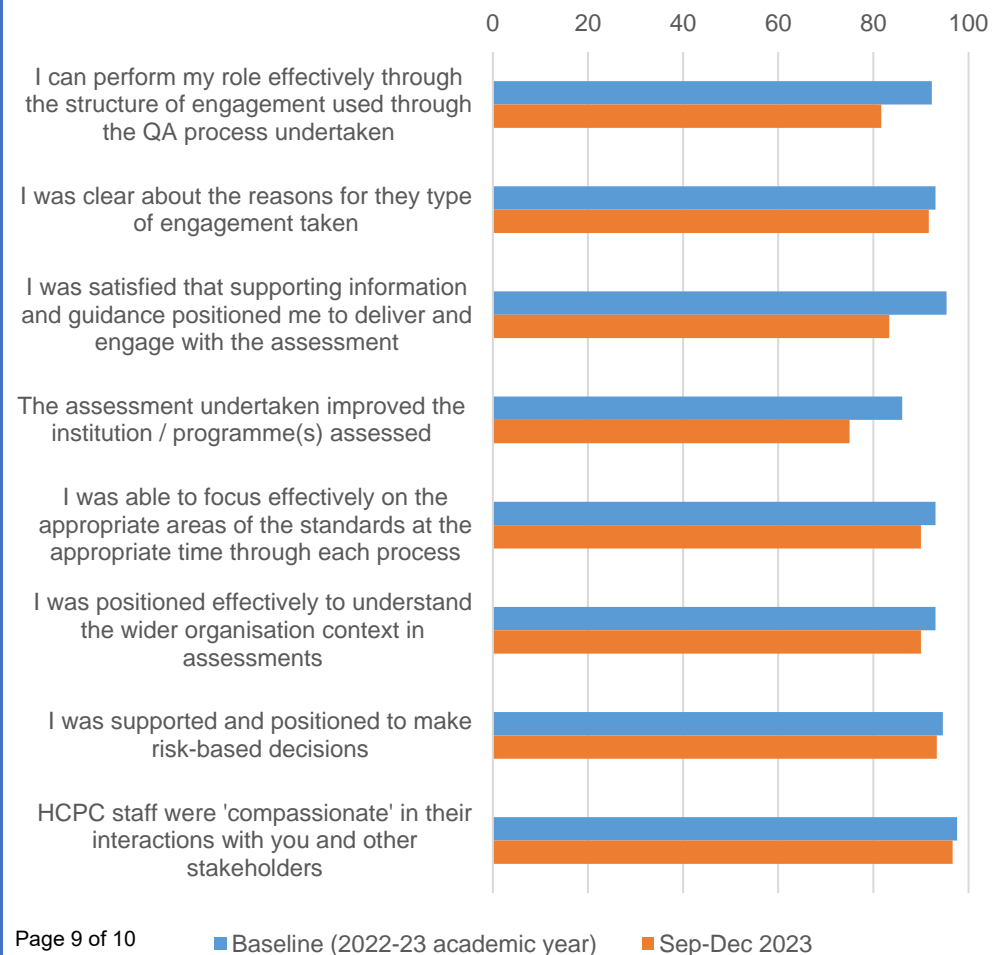
Stakeholder feedback

- We have included this information to show stakeholder experience and views of our processes – the generally high satisfaction ratings should be seen as a positive
- This data is from a post-process survey, and is collated since we started running in September 2022
- We have used results from the whole of the 2022-23 academic year as a baseline, which we compare recent results against in real time

Education provider satisfaction rating



Partner satisfaction rating



Appendix – historical performance

