

Registration Department Performance Report

Report date: May 2026

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Registration – Performance Report Summary

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Overview & New Developments

- Overall team performance remains good and consistently within our KPIs. Registration appeals are the exception to this and are covered below (risks and issues) and in more detail on pages 15 - 17.
- UK registration applications, renewals, readmissions and contact centre performance remains consistently strong: The median processing time for UK registration applications was achieved during the reporting period and was well below the 10-working day KPI. The contact centre continues to provide a timely response to both telephone and email enquiries (see pages 11, 13 and 14).
- In March there was a dip in performance in CPD assessments and on international applications:
 - CPD assessments: 60 days median KPI was missed in March, linked to high submission volumes at the end of the renewal cycle for one of our largest professions, but performance has returned to within the KPI in April 2026, more details on page 10.
 - International registration applications: The monthly performance median increased to 66 working days in March 2026 (KPI is 60 working days). We have looked at the reasons for this and as previously forecast and shared with ETC as a risk this was due to older plagiarism investigations concluding and applications continuing (in the instances where we are satisfied following investigation that there has been no plagiarism). When these applications are removed from the sample the performance improved to 49 working days. In April overall performance was back within our KPI at 58 working days.
- The planned changes to the international assessment process (removing the ‘further information’ part of the assessment process and introducing a standards mapping document for applicants) came into effect from the 20 November 2025. ETC will receive a separate update on the agenda about those changes
- Acting on the budget and workforce planning agreed by Council in March we will shortly begin recruiting for four new International Registration Officer roles, three CPD Registration Officer roles and a new Appeals Registration Officer role to assist with managing the increased complexity required to deliver these services effectively.

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Risks & Issues

Plagiarism cases – Applications which are under investigation for plagiarism are either rejected at the end of that investigation (if we have found evidence of plagiarism) or the application is resumed (if we are satisfied that the application has not been plagiarised). The time taken to investigate potential plagiarism cases adds to the overall length of an application. Recently we have been able to assign more resource onto plagiarism investigations. As forecast in the previous performance reports, now we are concluding the older investigations this has affected the international assessment KPI data. However, in April the monthly performance median was 58 working days and our KPI is 60 working days.

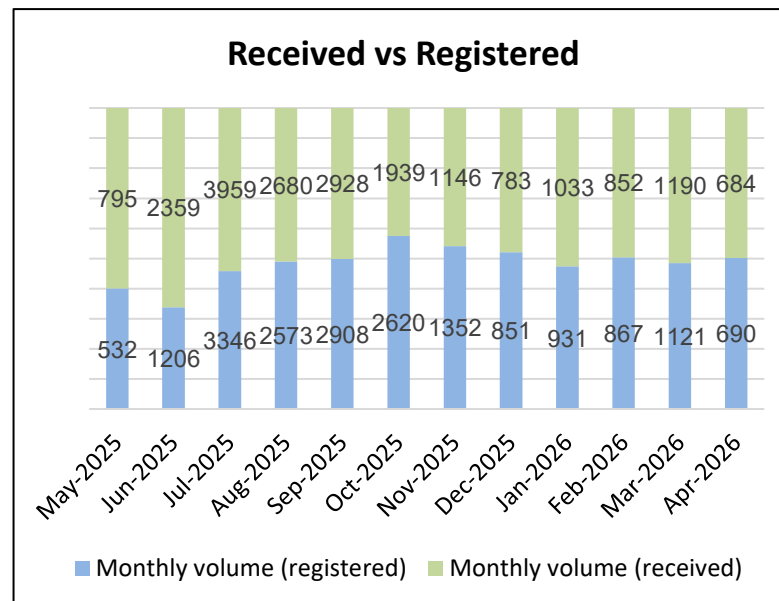
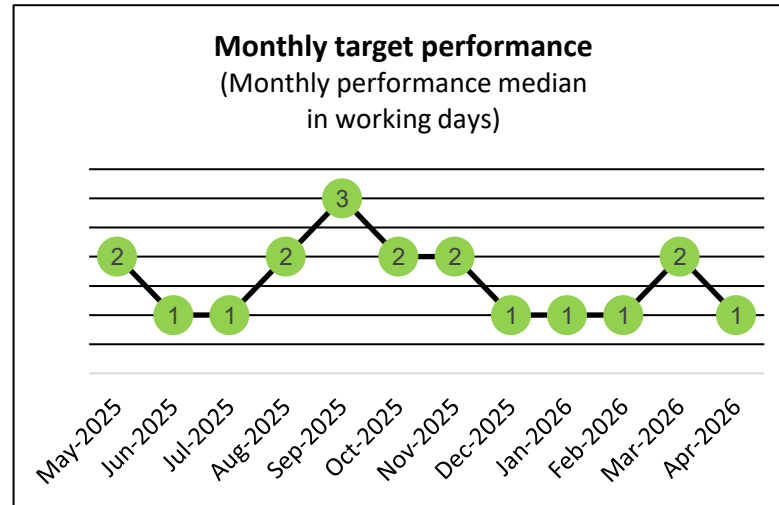
Appeals - Performance against our service standard was not met in February, March or April 2026. Variation in performance is attributed to several variables, including the number of hearings, the number of withdrawn cases, and cases being reassessed by the Education and Training Committee (ETC) before proceeding to a full hearing. See pages 15 - 17 for further details.

Performance summary	Performance RAG rating Apr 2026	Performance RAG rating Mar 2026	Performance RAG rating Feb 2026
Core registration processes			
UK applications	Green	Green	Green
International applications	Green	Red	Green
Renewals	Green	Green	Green
CPD	Green	Red	Green
Readmissions	Green	Green	Green
Appeals	Red	Red	Red
Contact centre			
Emails	Green	Green	Green
Postal	Green	Green	Green
Telephone enquiries	Green	Green	Green

Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)
April-2026	1
March-2026	2
February-2026	1
January-2026	1
December-2025	1
November-2025	2
October-2025	2
September-2025	3
August-2025	2
July-2025	1
June-2025	1
May-2025	2



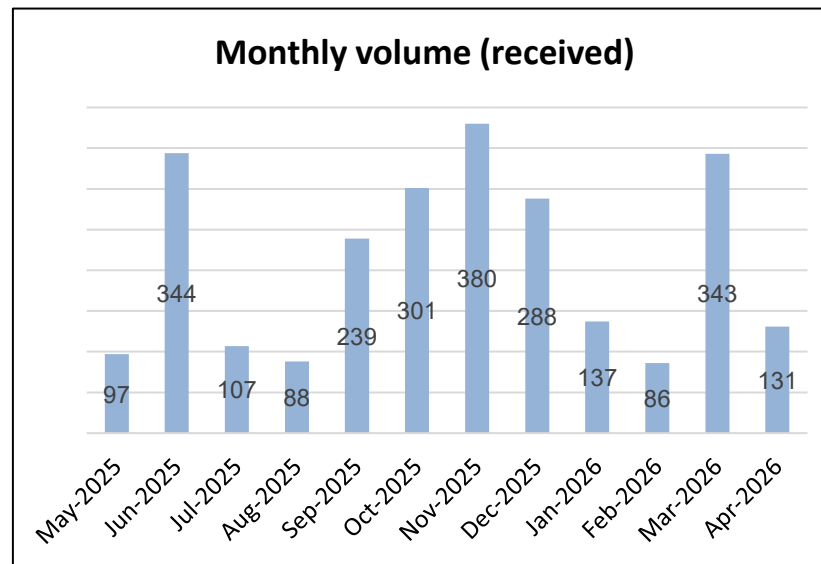
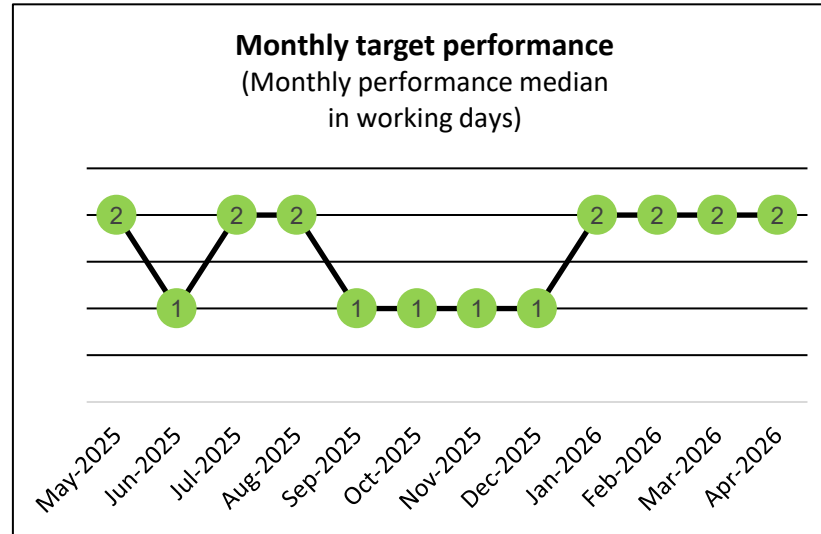
Analysis

- Performance against our service standard for UK applications has been consistently met.
- In February, March and April 2026, 2,678 people joined the Register via the UK registration route. This compares to 2,567 for the same period in the previous year.
- The application assessment time median was one working day in February and April and two working days in March 2026. This means we enter the summer peak period from a strong position.
- The number of paper and emailed application forms received remains low as expected following the move to online applications. Paper and email applications remain an option for applicants who require a reasonable adjustment.

Registration – Performance Report

Readmission applications

Month	Monthly performance median (10 working days)
April-2026	2
March-2026	2
February-2026	2
January-2026	2
December-2025	1
November-2025	1
October-2025	1
September-2025	1
August-2025	2
July-2025	2
June-2025	1
May-2025	2



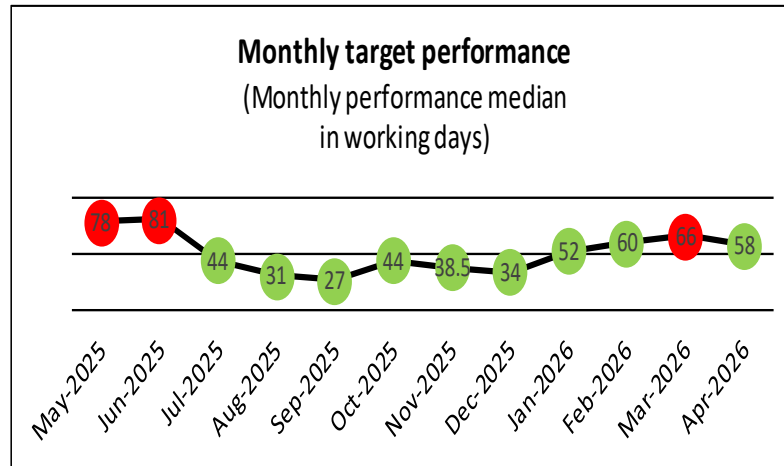
Analysis

- The median has remained within the service standard of 10 working days through the reporting period.
- During February, March and April 2026, we received 560 applications for readmission. This is an increase of circa 14.5% when compared to the 488 applications for readmission we received for the same period in 2024.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration – this negates the need for people to apply to re-join the Register if they unintentionally do not renew their registration.

Registration – Performance Report

International applications

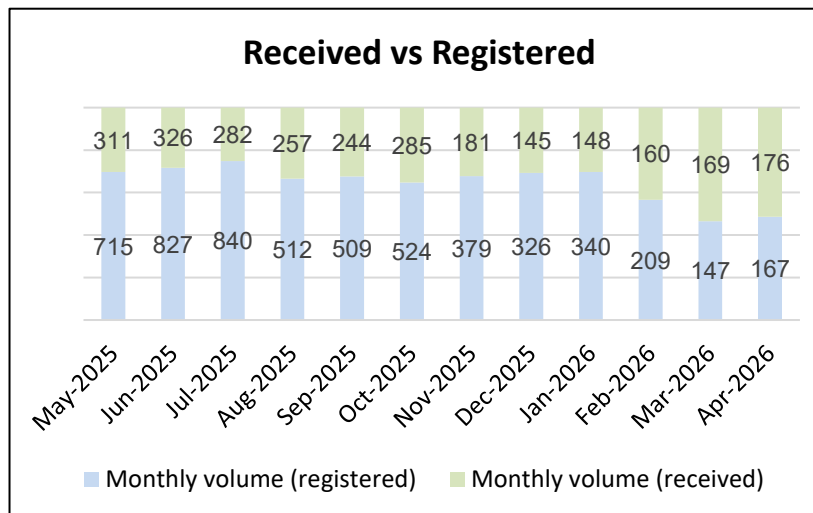
Month	Monthly performance median (60 working days)
April-2026	58
March-2026	66
February-2026	60
January-2026	52
December-2025	34
November-2025	39
October-2025	44
September-2025	27
August-2025	31
July-2025	44
June-2025	81
May-2025	78



International applications:

The monthly performance median to assess international applications stands at 58 working days in April 2026.

In March performance was at 66 working days. We have looked at the reasons for this and as previously forecast this is due to older plagiarism cases concluding and the application continuing to assessment. If these applications were excluded from the dataset, the overall median processing time would reduce to 49 working days in March 2026, which is within our KPI.



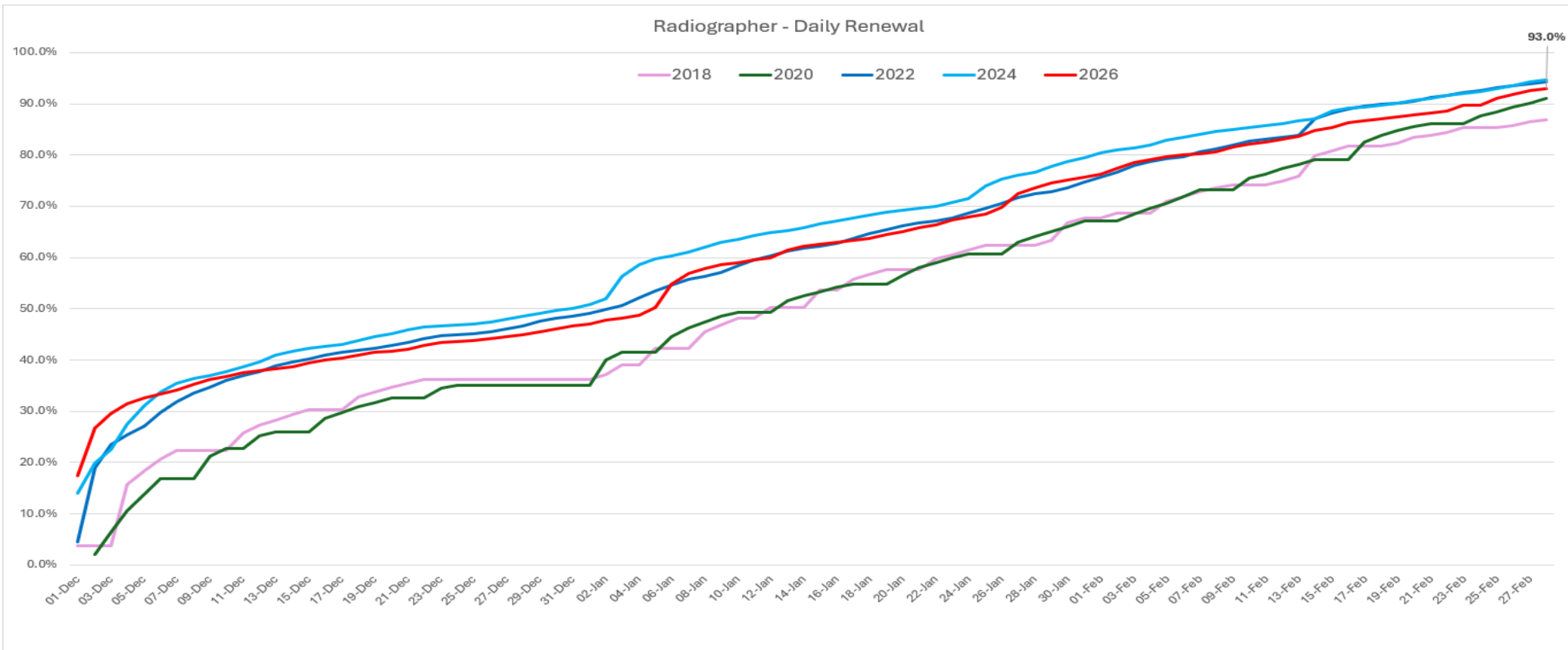
Plagiarism cases – Applications which are under investigation for plagiarism are either rejected at the end of that investigation (if we have found evidence of plagiarism) or the application is resumed (if we are satisfied that the application has not been plagiarised). The time taken to investigate potential plagiarism cases adds to the overall length of an application. Recently we have been able to assign more resource onto plagiarism investigations. As forecast in the previous performance reports, now we are concluding the older investigations this has affected the international assessment KPI data.

Registration – Performance Report

Renewal rates

Analysis

- Closing renewal rate for radiographers was 93%, this is 1.7% behind their closing rate two years ago, however 2% ahead of the 2020 closing renewal rate.

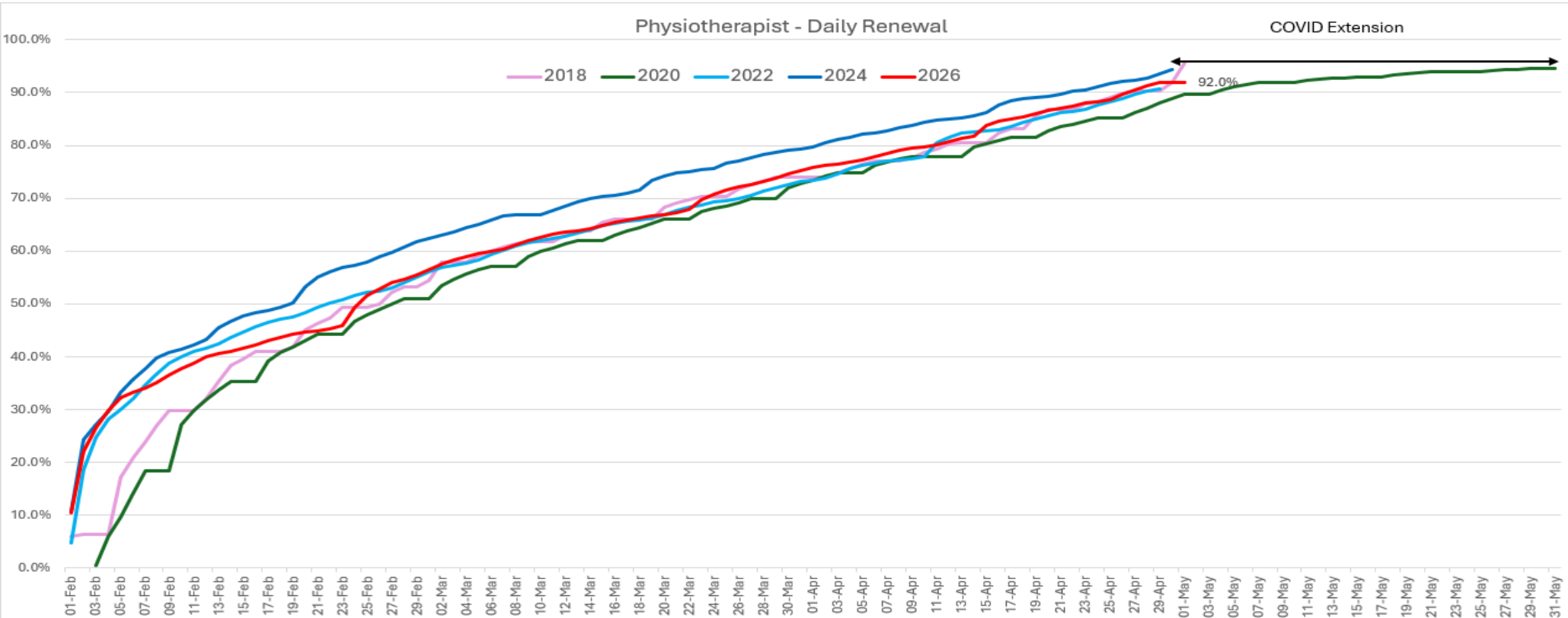


Registration – Performance Report

Renewal rates

Analysis

On the 1 February 2026, the physiotherapist renewal cycle opened and the closing renewal rate as at April month end was 92%, this is circa 2% below the 2024 cycle.

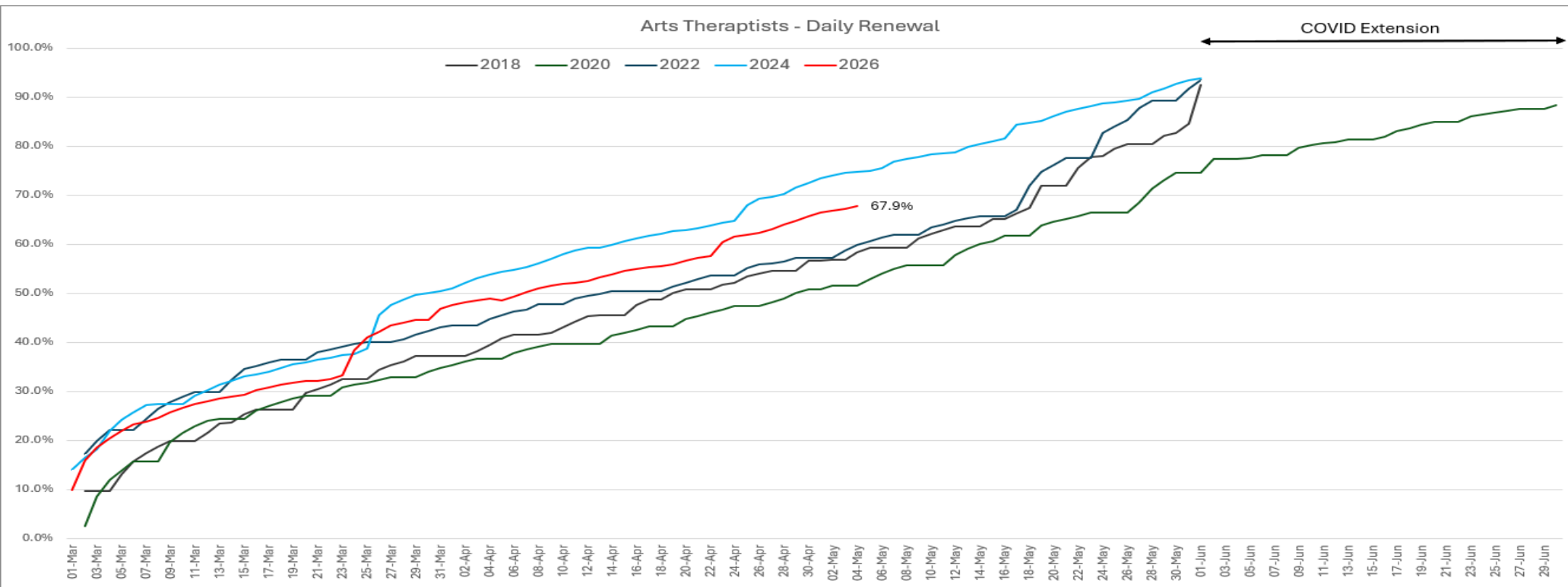


Registration – Performance Report

Renewal rates

Analysis

On the 1 March 2026, the arts therapists renewal cycle opened and as at the 5 May 2026 67.9% have renewed, this is circa 6.9% behind 2024 at the same point. We have issued the final reminder to the arts therapists on the 17 May 2026.



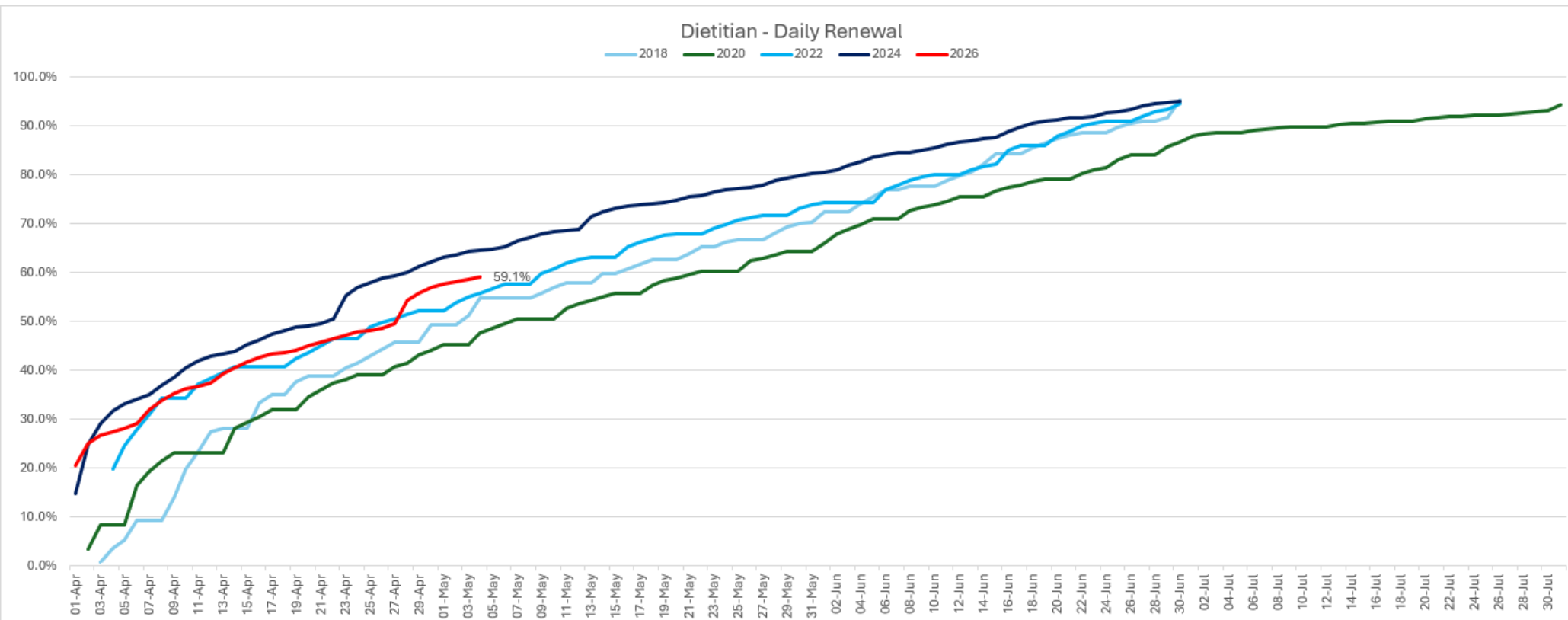
Registration – Performance Report

Renewal rates

Analysis

On the 1 April 2026, the dietitian's renewal cycle opened and as at the 5 May 2026 59.1% have renewed, this is circa 6.8% behind 2024 at the same point.

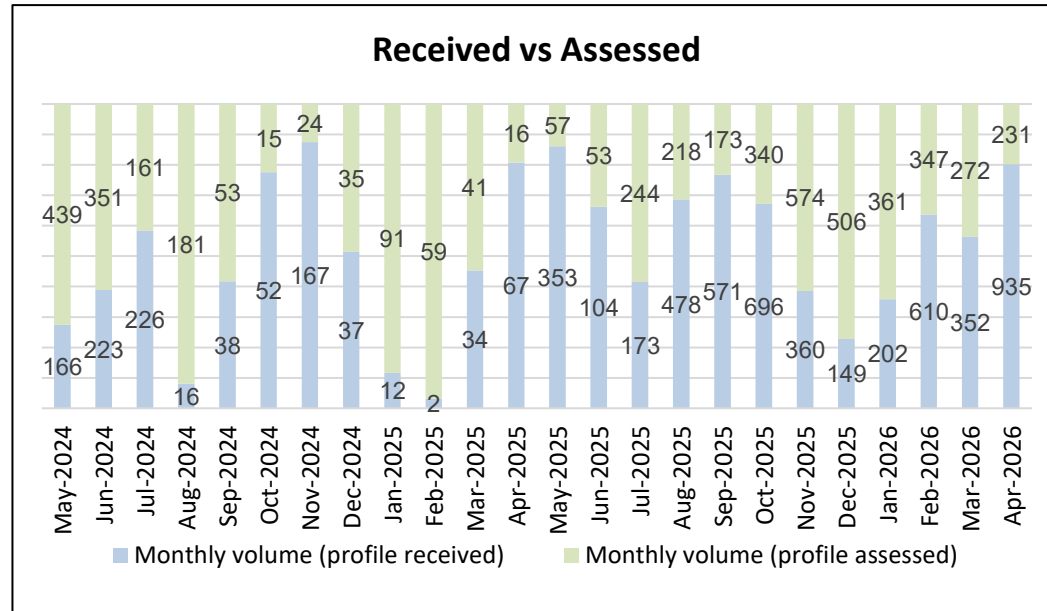
We will be sending a further mid-renewal reminder on the 28 May 2026 and then the final reminder on the 16 June 2026



Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
April-2026	42
March-2026	84
February-2026	21
January-2026	27
December-2025	45
November-2025	36
October-2025	29
September-2025	37
August-2025	44
July-2025	37
June-2025	33
May-2025	31
April-2025	31
March-2025	57
February-2025	55
January-2025	41
December-2024	33
November-2024	29
October-2024	18
September-2024	50
August-2024	10
July-2024	27
June-2024	32
May-2024	21



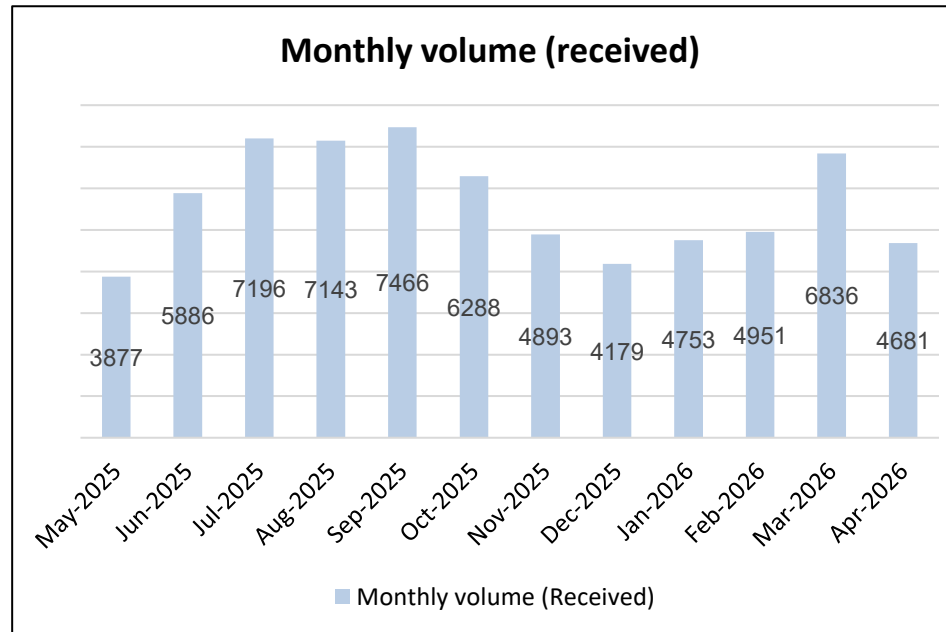
Analysis

- During February and April, the 60-day median service standard target was achieved.
- In March 2026, at 84 days the monthly performance median target was not achieved. This is linked to the volume of occupational therapist (OT) CPD profiles submitted during the last week of the audit window. 50% of all submissions were received in the last month with 12% of the overall volumes received within the final two days. All the outstanding OT CPD profiles were completed in March 2026, and in April 2026 we are now operating within the service standard.

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-2026	2
March-2026	2
February-2026	3
January-2026	1
December-2025	1
November-2025	3
October-2025	2
September-2025	2
August-2025	1
July-2025	1
June-2025	1
May-2025	1



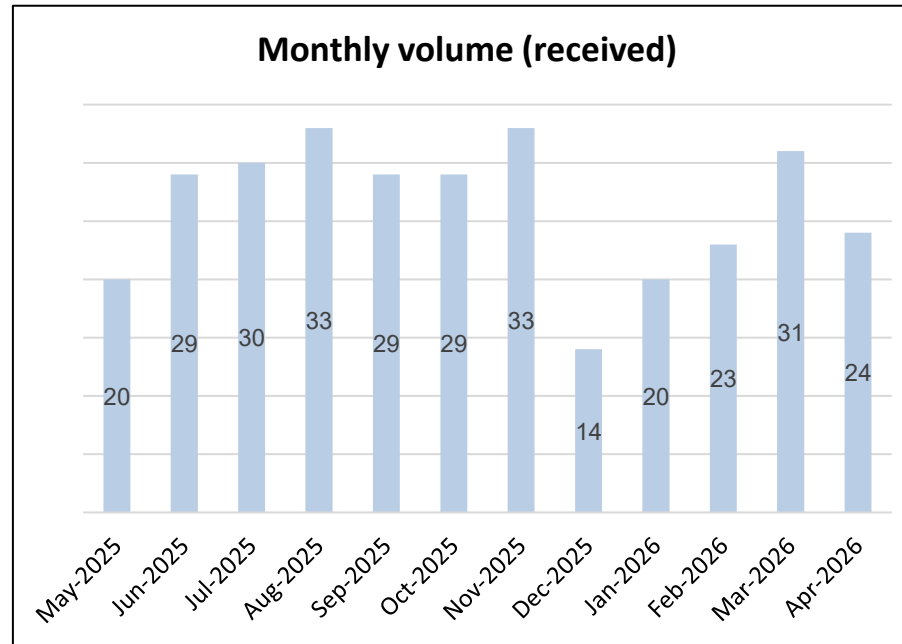
Analysis

- The median has remained within the service standard of five working days through the reporting period.
- We saw an increase in volume in early March due to a technical issue where applicants were unable to upload documents directly into the portal and sent them to the team by email to upload on their behalf. Issue resolved mid March.
- The use of AI in our contact has enabled us to provide a near same day service for email enquiries.

Registration – Performance Report

Postal correspondence

Month	Monthly performance median (10 working days)
April-2026	4
March-2026	5
February-2026	3
January-2026	4
December-2025	0
November-2025	0
October-2025	0
September-2025	0
August-2025	1
July-2025	1
June-2025	1
May-2025	1



Analysis

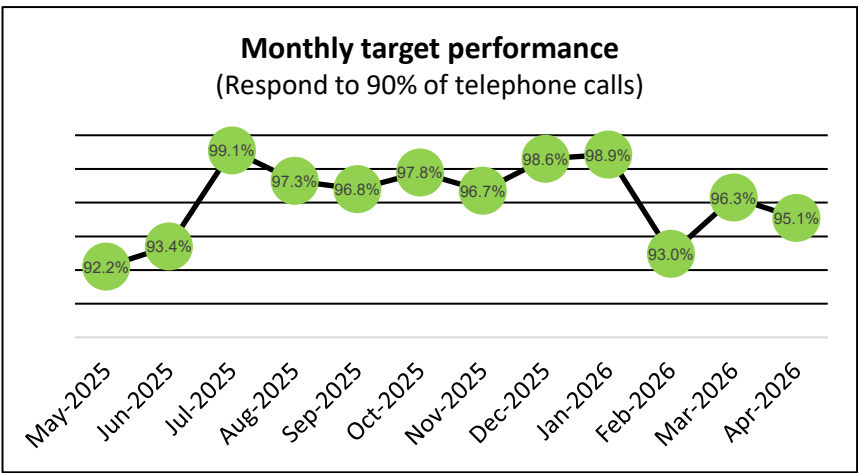
- In February, March and April 2026, the 10 working days median service standard has been consistently met.

Registration – Performance Report

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

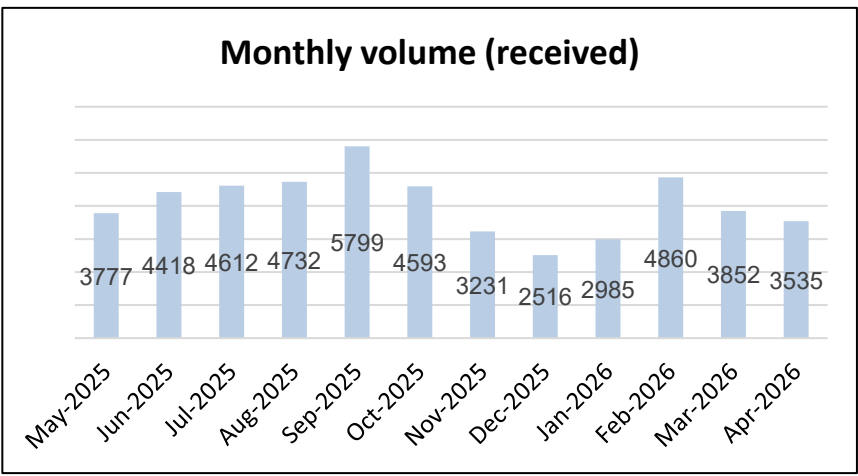
Target 90% of all calls answered

Month	Monthly performance median (% of calls answered)
April-2026	95.1%
March-2026	96.3%
February-2026	93.0%
January-2026	98.9%
December-2025	98.6%
November-2025	96.7%
October-2025	97.8%
September-2025	96.8%
August-2025	97.3%
July-2025	99.1%
June-2025	93.4%
May-2025	92.2%



Analysis

- The team answered 93% of calls in February, 96.3% in March and 95.1% in April 2026.

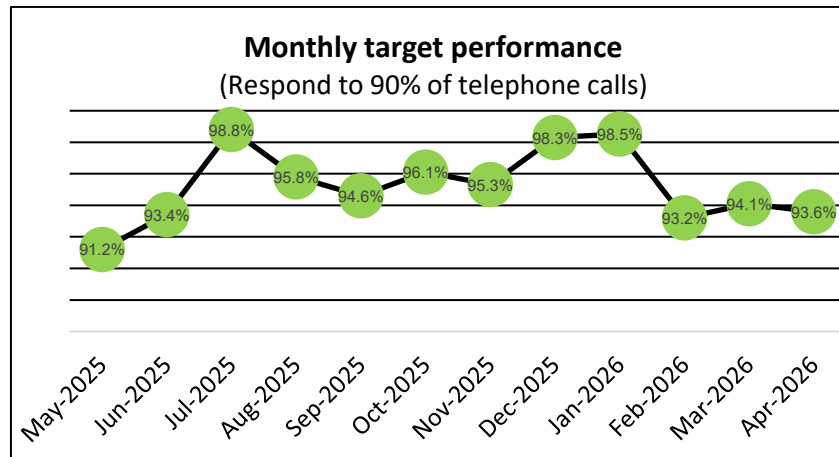


Registration – Performance Report

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

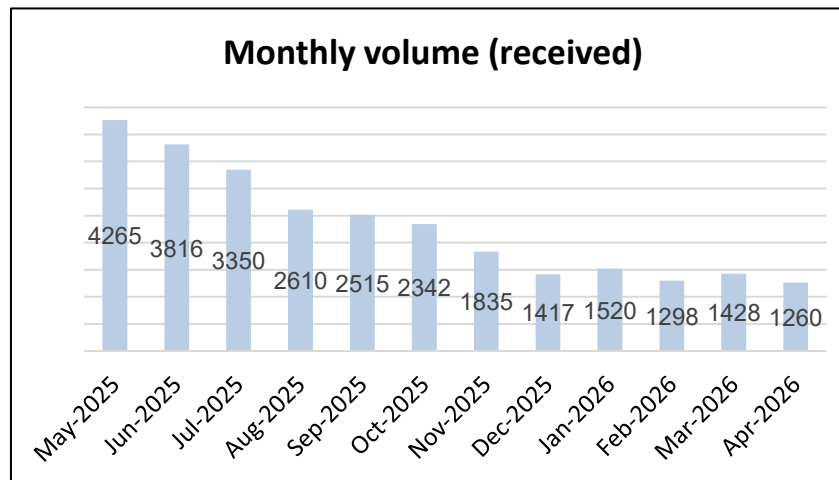
Target 90% of all calls answered

Month	Monthly performance median (% of calls answered)
April-2026	93.6%
March-2026	94.1%
February-2026	93.2%
January-2026	98.5%
December-2025	98.3%
November-2025	95.3%
October-2025	96.1%
September-2025	94.6%
August-2025	95.8%
July-2025	98.8%
June-2025	93.4%
May-2025	91.2%



Analysis

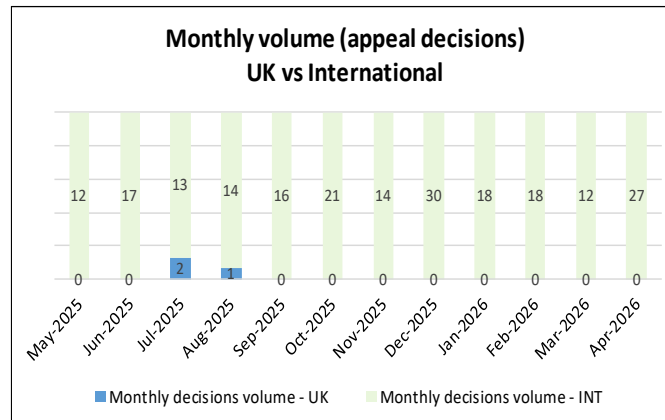
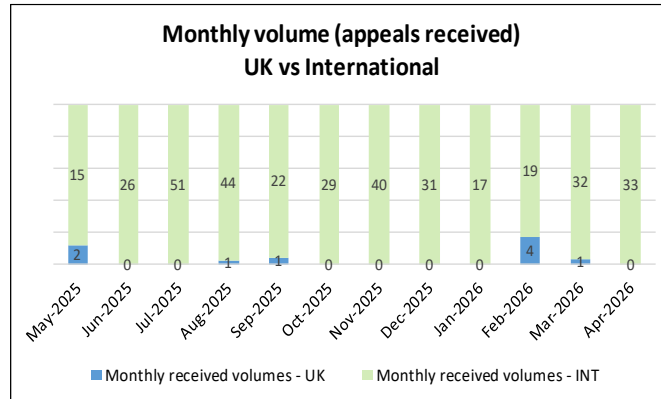
- The team answered 93.2% of calls in February, 94.1% in March and 93.6% in April 2026.



Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
April-2026	144
March-2026	169
February-2026	149
January-2026	150
December-2025	109
November-2025	143
October-2025	115
September-2025	120
August-2025	117
July-2025	114
June-2025	39
May-2025	185



Status of appeal cases

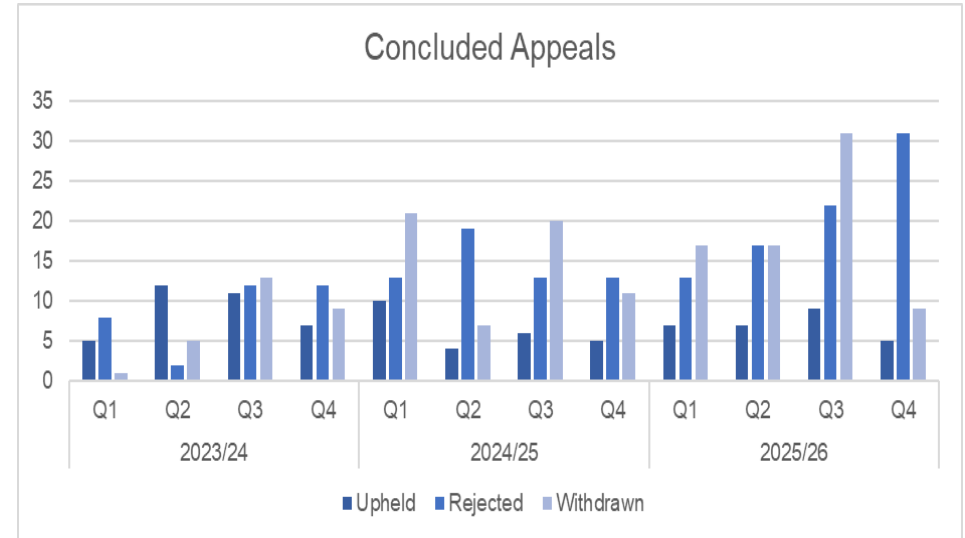
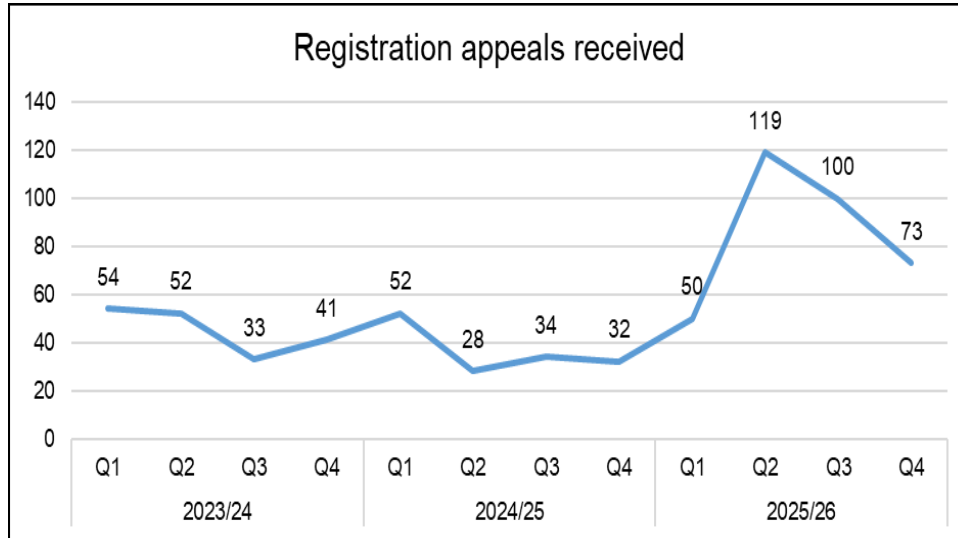
- We have 216 active appeal cases.
- Of those, 48 have hearings scheduled; 161 are being prepared and awaiting scheduling; and seven are awaiting further information from appellants.

Analysis

- Between February and April 2026, Registration appeals received consisted of 84 International cases and five UK cases.
- Between February and April 2026, 57 appeals were concluded, broken down as follows: eight were upheld (14%), 32 dismissed (56%), three remitted back to the ETC (5%), and 14 withdrawn due to failure to meet the threshold for a valid appeal (25%). It should be noted that those appeals which are upheld are consistently linked to the submission of additional evidence, which was not available at the time of the original application.
- Performance was below the service standard between February and April 2026. Variations in KPIs were driven by factors such as the number of hearings held, withdrawn cases, and cases reassessed by the ETC before a full hearing. In March, one hearing day was cancelled to accommodate an urgent FTP matter, resulting in 10 hearings compared with 15 in February and 18 in April 2026. Despite recently having the maximum number of Council members trained to Chair registration appeals since the last meeting of ETC this number has reduced from six to four as two Council members have stood down from the role of appeal Chair which limits our capacity in terms of number of hearing days available.
- Hearings are scheduled for 05, 13, 15, 20, 26 and 27 May 2026.
- In May we ran a session for Registration Appeal Chairs and information from that session is provided on pages 16-17.

Registration – Performance Report

Longer term view of registration appeals – appeals received and concluded

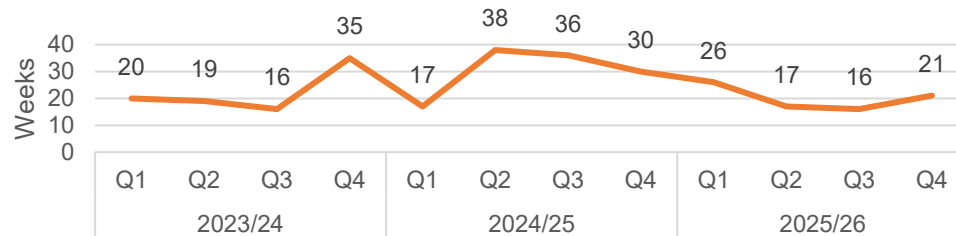


- Appeal volumes showed an upward trend from Q1, peaking at 119 cases in Q2. Since that peak, volumes have followed a downward trajectory. We continue to monitor activity closely to identify any emerging patterns or trends.
- Appeal outcomes remain consistent, with the majority of cases being dismissed at the hearing. Cases that are allowed typically reflect the submission of new evidence to the panel that was not previously provided to the ETC.

Registration – Performance Report

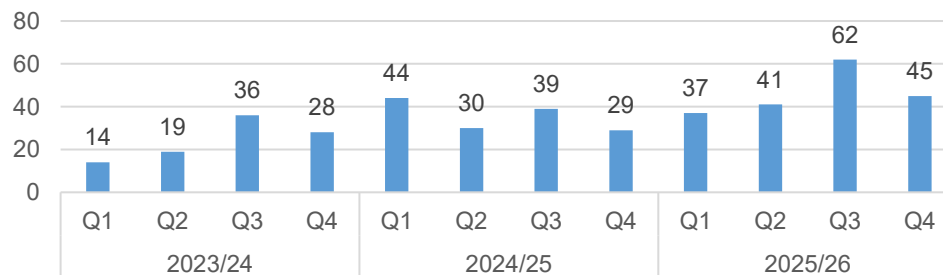
Longer term view of registration appeals – case conclusion

Median time taken to process registration appeals from receipt of the appeal to the final decision (weeks)



- The median time taken to hear registration appeals from receipt of the appeal to the final decision has improved since 2024-25.
- *NB KPI is 20 weeks*

Concluded Appeals Totals



- We concluded our **highest number of appeals** to date in Q3 and Q4.
- In 2025-26, we concluded 185 appeals which was a **30% increase** compared to 2024/25 (142) and a **91% increase** compared to 2023-24 (97)

Registration- Quality Assurance

In Q4, the Registration Quality Assurance Team (RQAT) completed an audit of the Record of Assessment (ROA) used for Continuing Professional Development (CPD). The enhanced ROA, introduced in September 2024, was designed to improve the recording and explanation of assessor recommendations following their assessment of CPD portfolios by ensuring assessments are transparent and clearly evidenced. The audit aimed to evaluate how effectively the enhanced ROAs had been implemented.

Sample and Assurance

The audit reviewed 280 CPD profiles from professions renewing at the end of September, October and November 2025. This timeframe allowed the revised ROA form and process to become embedded and enabled comparison of ROA quality across professions.

Profession	Accept	FI	TOTAL
Biomedical Scientist	61	29	90
Speech & Language Therapist	82	0	82
Occupational Therapist	59	3	62
Clinical Scientist	33	2	35
Prosthetist/Orthotist	10	1	11
TOTAL	245	35	280

The analysis was conducted at a 95% confidence level to ensure reliability and representativeness of findings.

Standards Assessed: Each ROA was evaluated against the following criteria:

Checklist Completion – A fully completed ROA checklist is saved on the record for each assessment.

Quality of Written Communication – Spelling and grammar are accurate; acronyms are defined at first use; language is clear and understandable to a layperson.

Recommendation Accuracy – The recommendation selected is consistent with the evidence, responses, and reasoning provided throughout the ROA.

Standard 1 – The registrant maintains a continuous, up-to-date, and accurate record of CPD activities.

Standard 2 – CPD activities represent a relevant mixture of learning aligned to current or future practice.

Standard 3 – CPD activities contribute to the quality of the registrant's practice and service delivery.

Standard 4 – CPD activities benefit service users. Anonymisation – All personal identifiable information (PII) has been appropriately anonymised.

Further Information (FI) – Whether any issues could be addressed by requesting further information from the registrant.

Further Time (FT) – Whether any issues could be addressed by granting the registrant an additional three months.

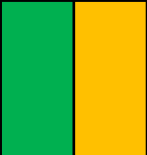
Timeliness – Assessors provide an outcome within 10 working days.

Assurance Rating

After a full 95% confidence level audit, we apply an HCPC QA Assurance Rating as defined by the Assurance & Compliance team.

The assurance rating for this audit is **High/Medium**

Note: a first-time audit cannot provide full assurance as evidence of consistency over time is needed

	High/Medium	Generally, a good process is in place. However, some minor weaknesses have been identified in the process or areas of non-compliance which may put achievement of regulatory or business objectives at risk.
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The reasons for this assurance rating are:

- **First audit:** As this was the first audit of enhanced CPD ROAs since their introduction in September 2024, there is no evidence of consistency over time.
- **Standards 3 & 4:** There is scope to apply the requirement more rigorously for Assessors to show how CPD has improved practice quality, service delivery, and benefitted service users, ensuring transparent decision-making.
- **Overall:** The audit found a generally sound process with minor, low-risk weaknesses that can be improved.

Registration- Quality Assurance

Key Findings

Assessor recommendations: High assurance that recommendations are reasoned and consistent (**99.6%**) and are based on evidence from the CPD profile (**100%**).

Transparent decisions: Assessors clearly demonstrated how registrants' CPD contributed to practice in **97%** or benefited service users in and **95%** of ROAs audited.

Further information: Assessors provided clear reasoning for **100%** of FI recommendations

Checklists: **100%** of areas of concern identified on checklists were fed back to assessors.
In **10.7%** of ROAs auditors identified areas of concern that were not identified; **70%** of these related to benefit/impact of CPD activities (Standards 3 & 4).

Management oversight/review: It was positive and reassuring to see that a review of the quality of ROAs had been completed, which identified several areas that required addressing and led to an update of guidance and training for assessors and the CPD team.

Recommendations

Update Assessor guidance to explicitly require that the impact/benefit of CPD is clearly demonstrated and understandable to a layperson (update examples to clearly show how this requirement can be met).

Use the checklist and feedback process to ensure the impact and benefits of CPD are clearly stated and understood, returning submissions for revision if they are not.

Consideration should be given to how the use of AI to extract relevant information and evidence from CPD profiles may improve initial assessments and allow assessors to focus on the more complex parts of the assessment process.