

Registration Department Performance Report

Report date: August 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 key performance indicators (KPIs). Registration appeals are the exception to this and are covered below (risks and issues) and in more detail on pages 14 and 15.
- UK registration applications, renewals, readmissions and contact centre performance remains consistently strong: The median processing time for UK registration applications was achieved as we entered the busy summer peak for UK applications 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, 12 and 13).
- International applications: The monthly performance median to assess international applications in May was 58 working days, 49 working days in June and 43 working days in July 2026. As forecasted, performance has continued to improve.
- Implementing the budget and workforce planning agreed by Council in March 2026, we are currently recruiting for a new appeals registration officer role. This role will assist with improving the quality of the appeals service and managing the increased volume of appeals.

Risks & Issues

Appeals - Performance was below the service standard between May and July 2026. Due to legislation restricting Registration Appeals Chairs to Council members and excluding Education and Training Committee (ETC) members, we had only three Chairs available during the reporting period. While factors such as illness-related cancellations and appeals being reconsidered by the ETC can affect individual cases, the main issue is the limited availability of appeal Chairs. We have explored several options and note that current Council recruitment will increase the pool of eligible Chairs. We are also considering legislative change to remove this requirement, although this would require external support and is unlikely to take effect for 12 to 18 months.

Performance summary

Performance

RAG rating

Jul 2026

Performance

RAG rating

Jun 2026

Performance

RAG rating

May 2026

Core registration processes

UK applications

International applications

Renewals

CPD

Readmissions

Appeals

Contact centre

Emails

Postal

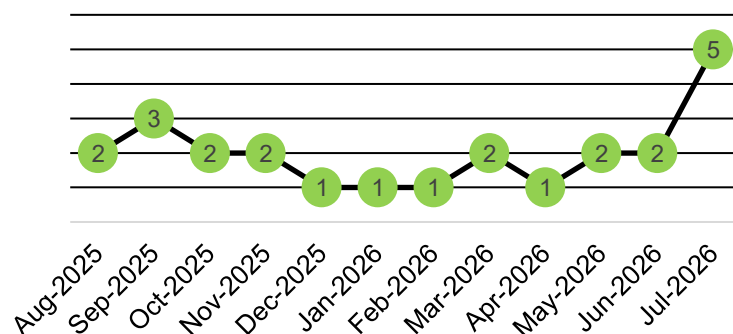
Telephone enquiries

Registration – Performance Report

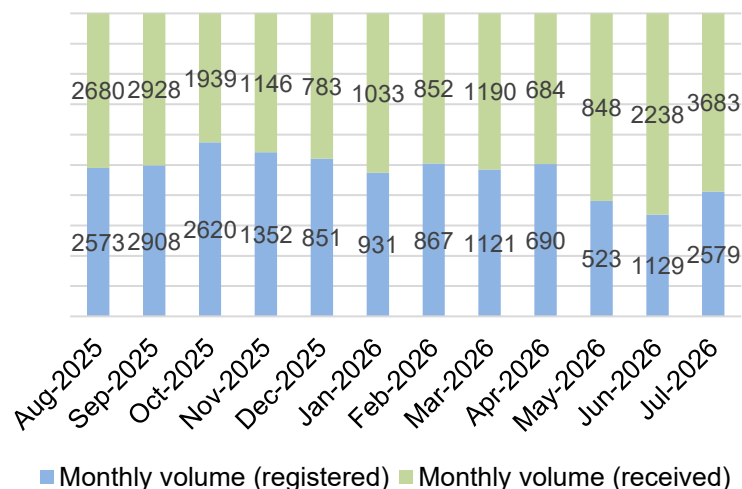
UK applications

Month	Monthly performance median (10 working days)
July-2026	5
June-2026	2
May-2026	2
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

Monthly target performance
(Monthly performance median
in working days)



Received vs Registered



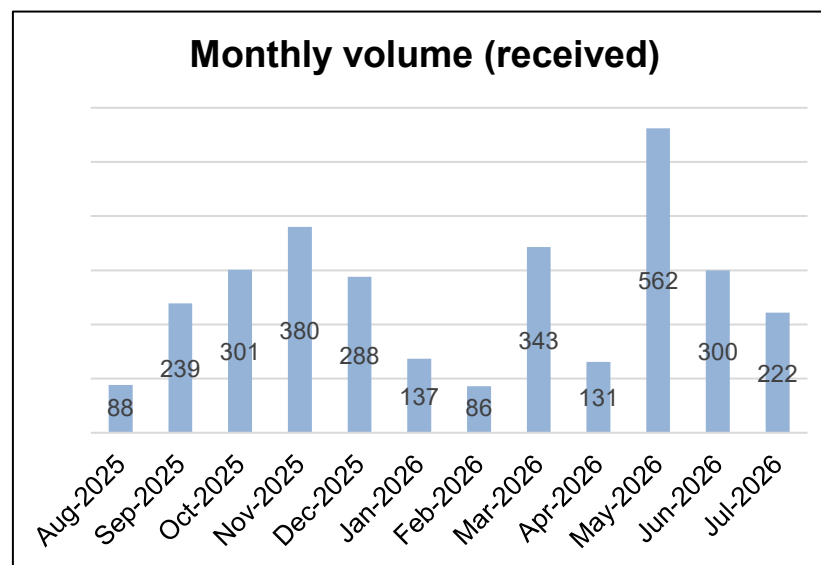
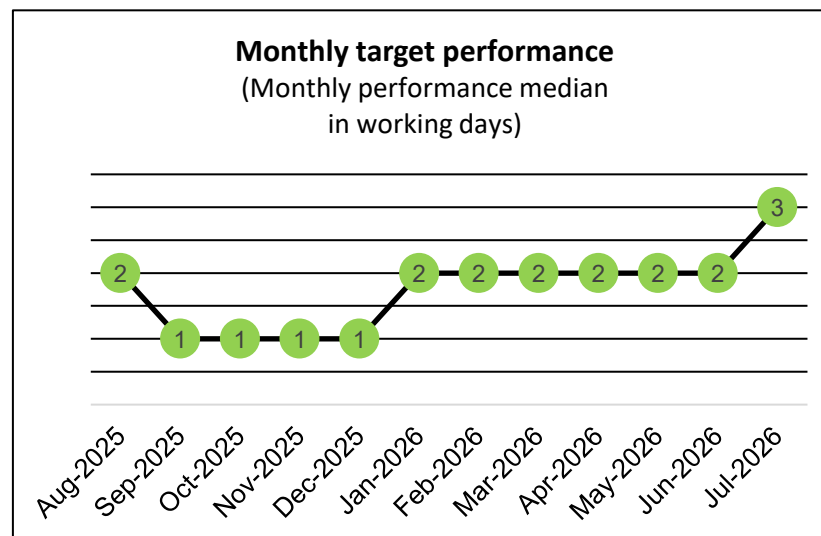
Analysis

- Performance against our service standard for UK applications has been consistently met.
- In May, June and July 2026, 4,231 people joined the Register via the UK registration route.
- The application assessment time median was five days in July and two working days in both May and June 2026.
- The increase in median processing time in July is directly linked to the increased application volumes received in what is now the summer peak period.
- 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.

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Readmission applications

Month	Monthly performance median (10 working days)
July-2026	3
June-2026	2
May-2026	2
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



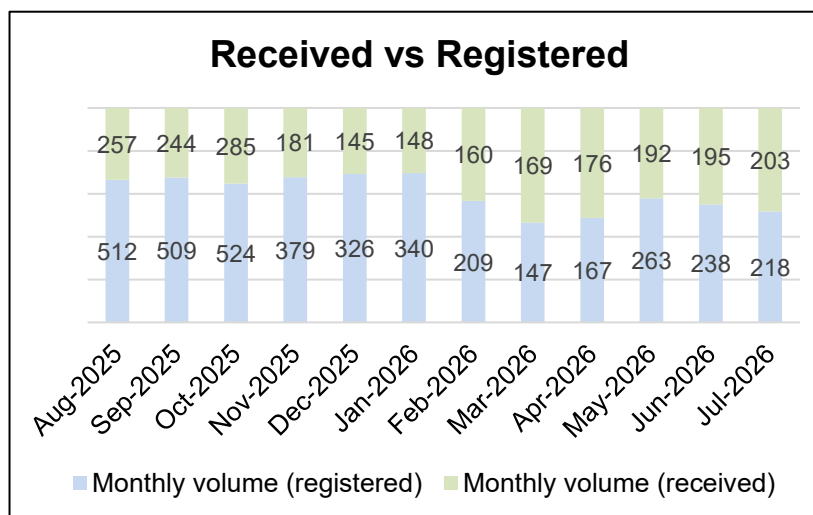
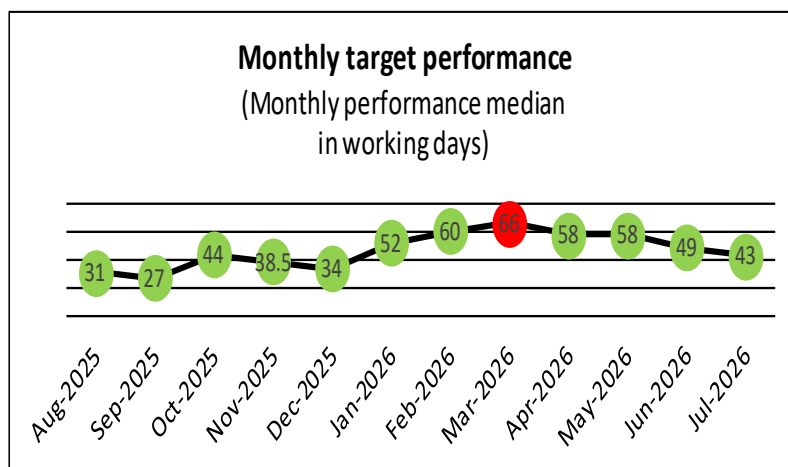
Analysis

- The median has remained within the service standard of ten working days through the reporting period.
- During May, June and July 2026, we received 1,084 applications for readmission.
- 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.

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International applications

Month	Monthly performance median (60 working days)
July-2026	43
June-2026	49
May-2026	58
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



Analysis

The monthly performance median to assess international applications was 58 working days in May, 49 working days in June and 43 working days in July 2026. As forecasted, performance has continued to improve.

Front line quality checks

- We introduced front line checks on the quality of the assessment process in February 2026. Overall, performance is strong, with an average compliance score of 90.9% across all quality checks. Monthly performance has improved from 90.4% in February to 93.4% in May 2026.
- The findings provide assurance in our assessment process and that the quality checks process is operating effectively and becoming more embedded. Lower scores are limited and tend to reflect isolated issues rather than systemic concerns.

Next Steps

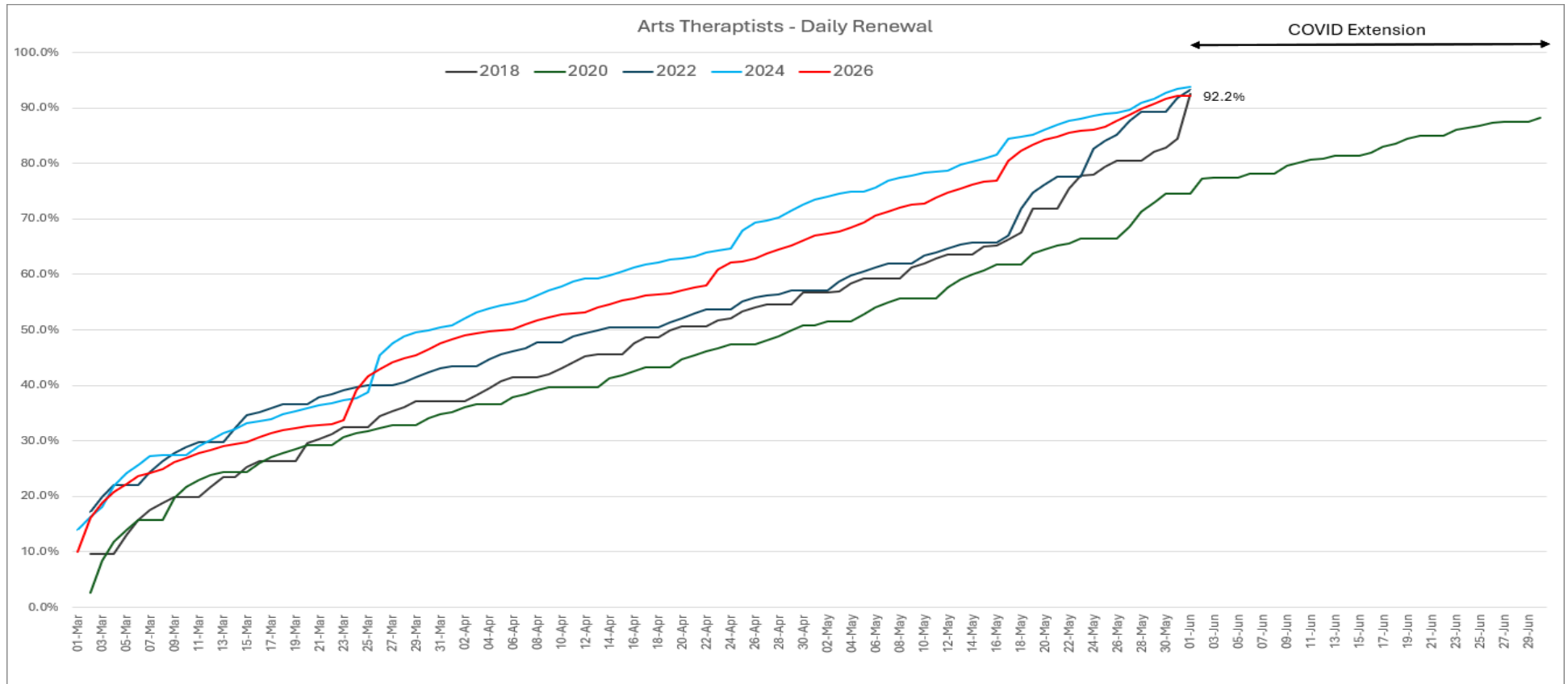
- Recognise strong overall performance and the improving trend (90.4% to 93.4%).
- Provide targeted feedback where quality checks are highlighting an issue.
- Update guidance and training with clear examples of best practice (e.g. evidence referencing and documenting decisions).
- Monitor these themes in the next cycle of quality checks to ensure improvement is sustained.

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Renewal rates

Analysis

Closing renewal rate for arts therapists in May was 92.2%, which is broadly in line with the 2024 cycle.

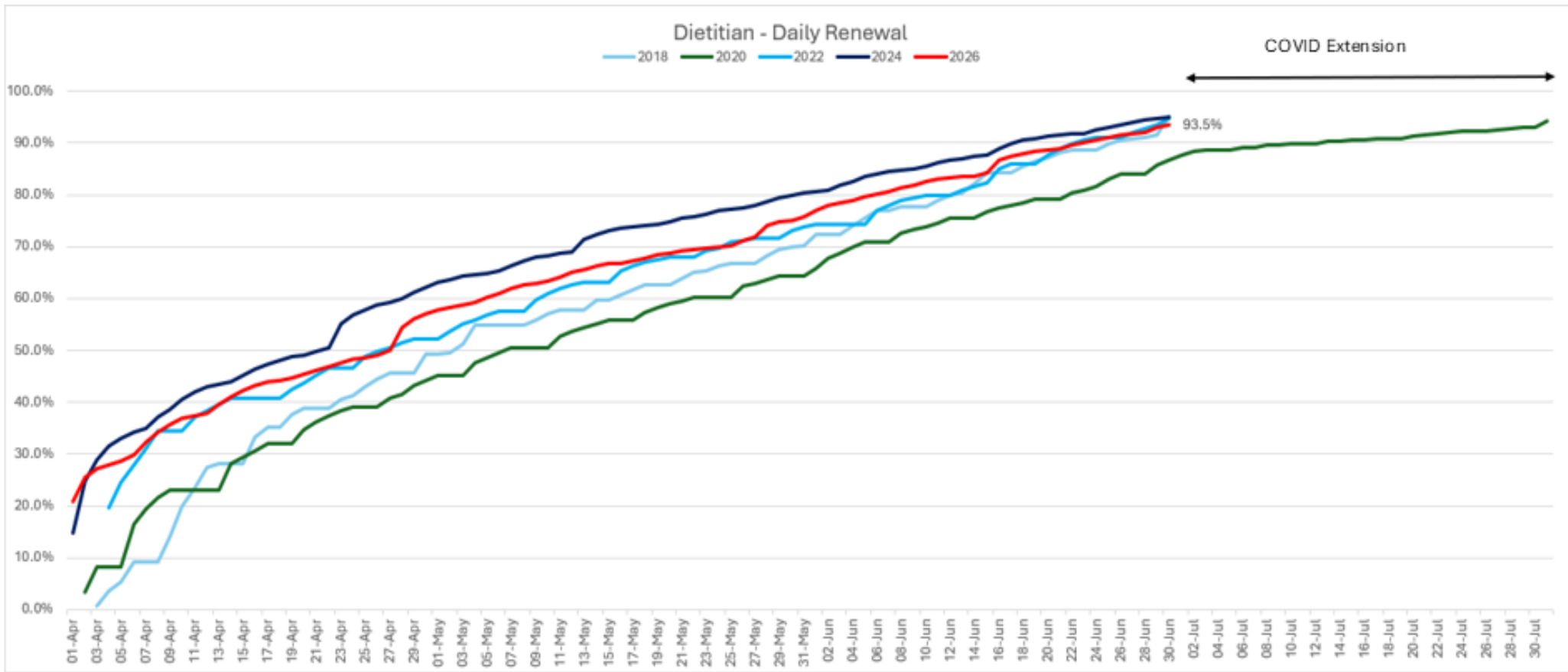


Registration – Performance Report

Renewal rates

Analysis

Closing renewal rate for dietitians in June was 93.5%, which is broadly in line with the 2024 cycle.

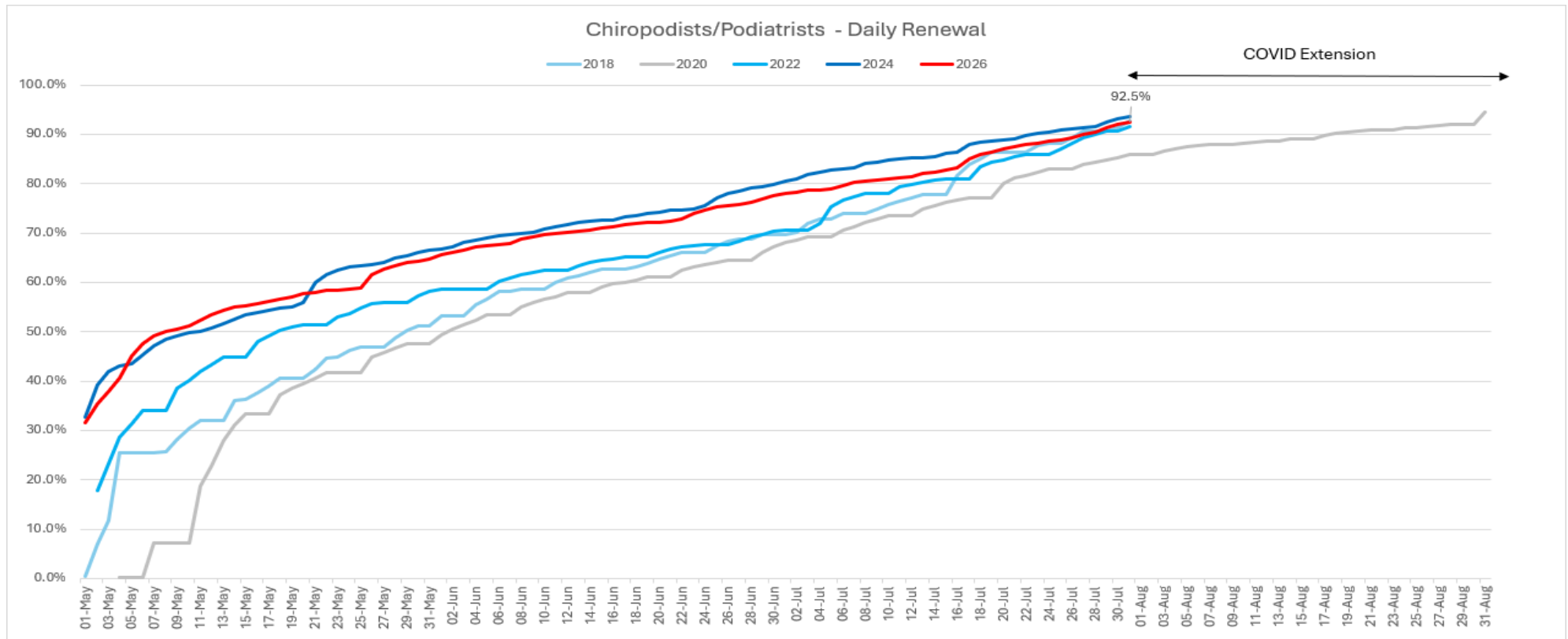


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Renewal rates

Analysis

Closing renewal rate for chiropodists/podiatrists in July was 92.5%, which is in line with the 2024 cycle.

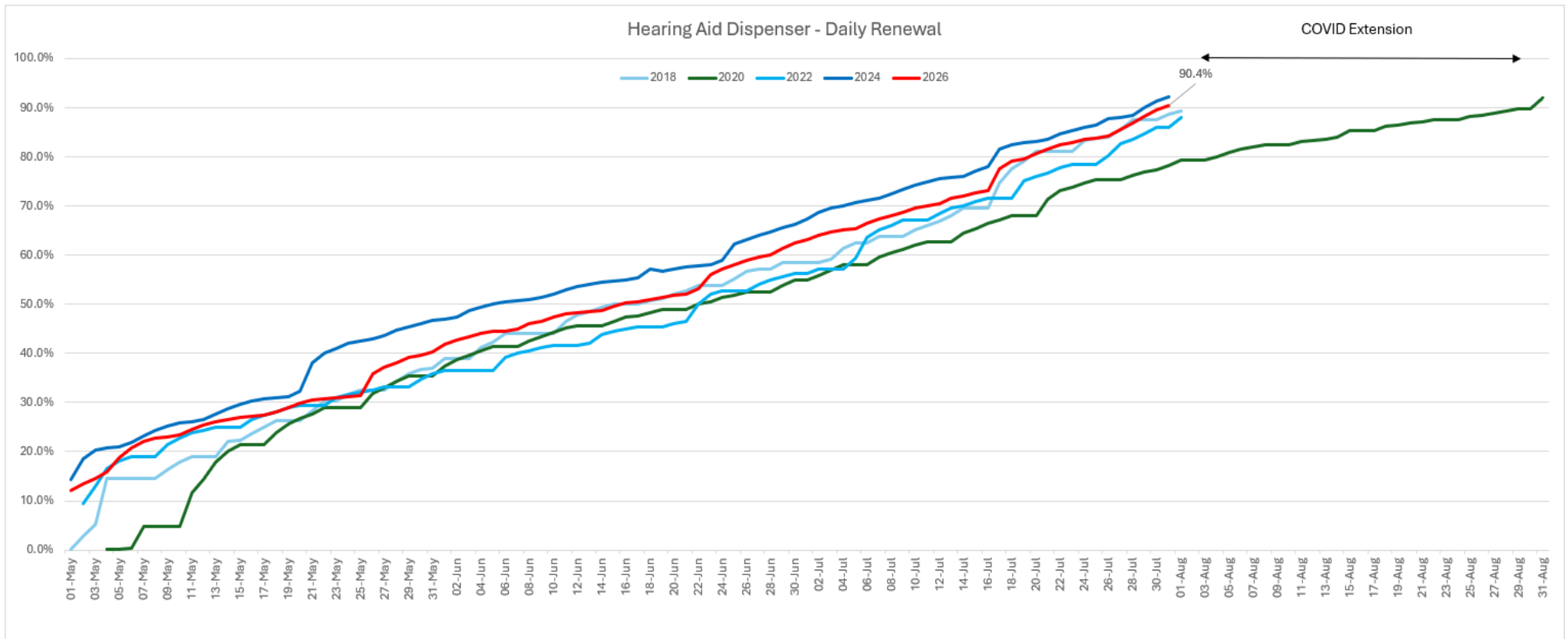


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Renewal rates

Analysis

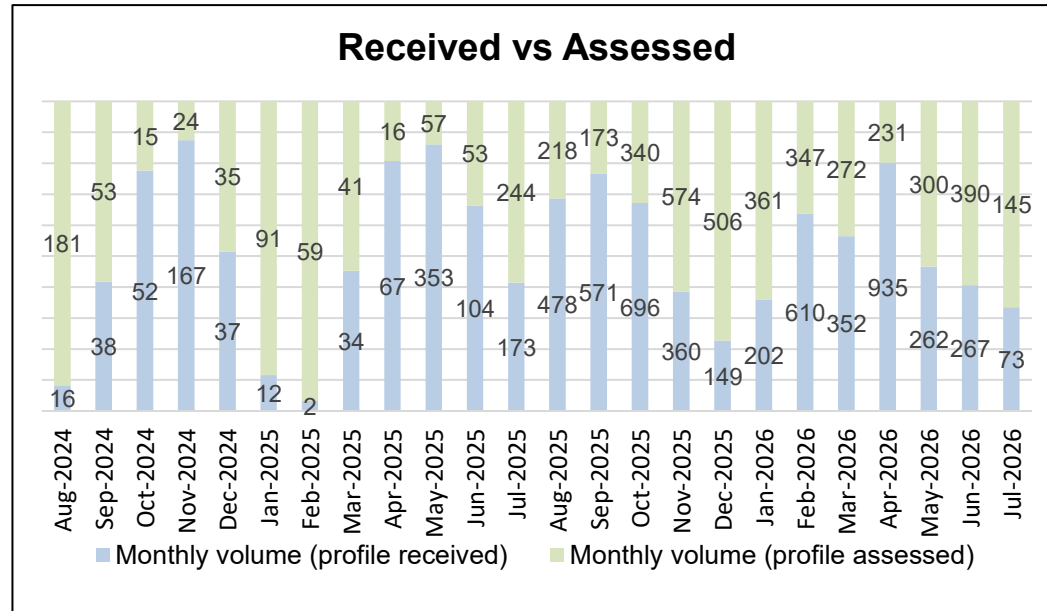
Closing renewal rate for hearing aid dispensers in July was 90.4%, which was circa 2% lower than in the 2024 cycle.



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CPD audits

Month	Monthly performance median (60 working days)
July-2026	58
June-2026	60
May-2026	51
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



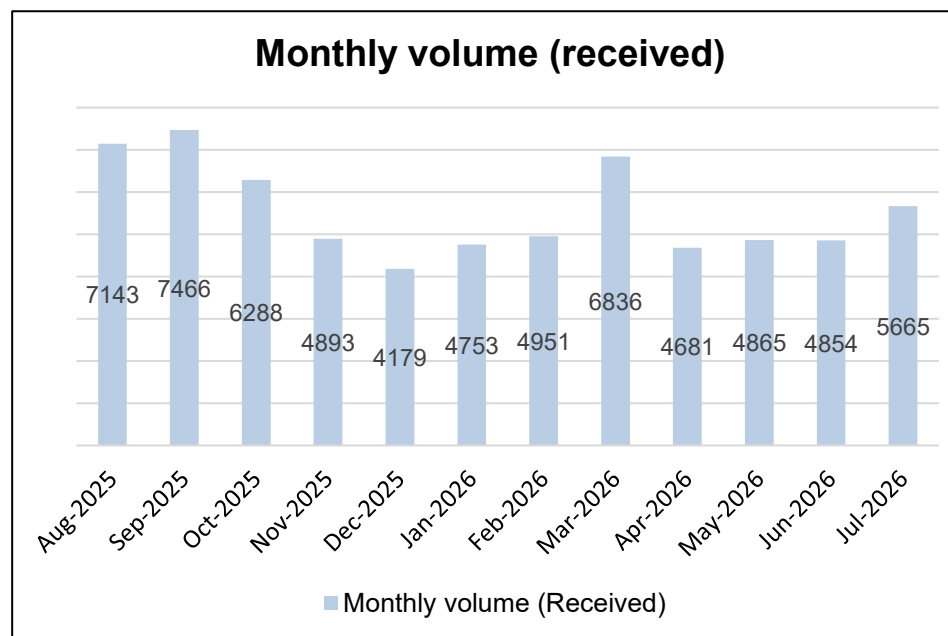
Analysis

- During May, June and July 2026, the 60-day median service standard target was achieved.

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Emails - Enquiries into the registration contact centre (e.g. relating to UK and readmission applications to join the Register, renewal and continuing professional development (CPD))

Month	Monthly performance median (5 working days)
July-2026	2
June-2026	2
May-2026	3
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



Analysis

- The median has remained within the service standard of five working days through the reporting period.
- The use of artificial intelligence (AI) in our contact centre has enabled us to provide a near same day service for some email enquiries.

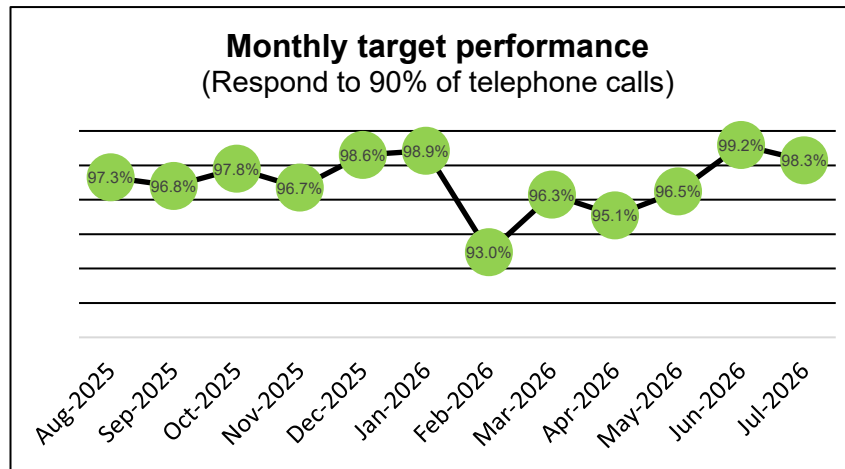
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UK telephone calls - Enquiries relating to UK and readmission applications to join the Register, renewal and CPD

Target

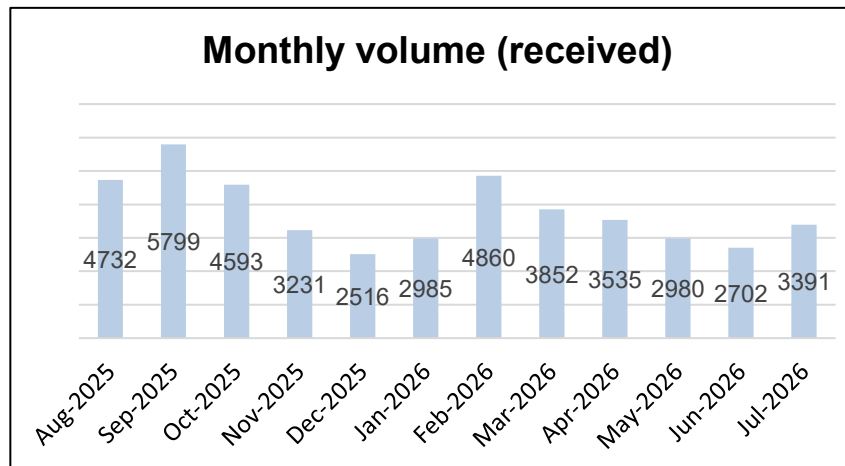
90% of all calls
answered

Month	Monthly performance median (% of calls answered)
July-2026	98.3%
June-2026	99.2%
May-2026	96.5%
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%



Analysis

- Performance has remained green over the last 24 months, answering 96.5% of calls in May, 99.2% in June and 98.3% in July 2026.



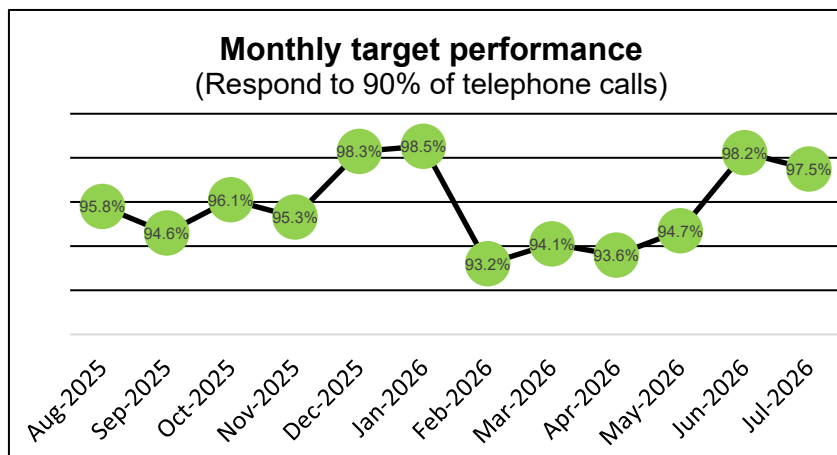
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INT telephone calls - Enquiries relating to non-UK applications to join the Register and related services

Target

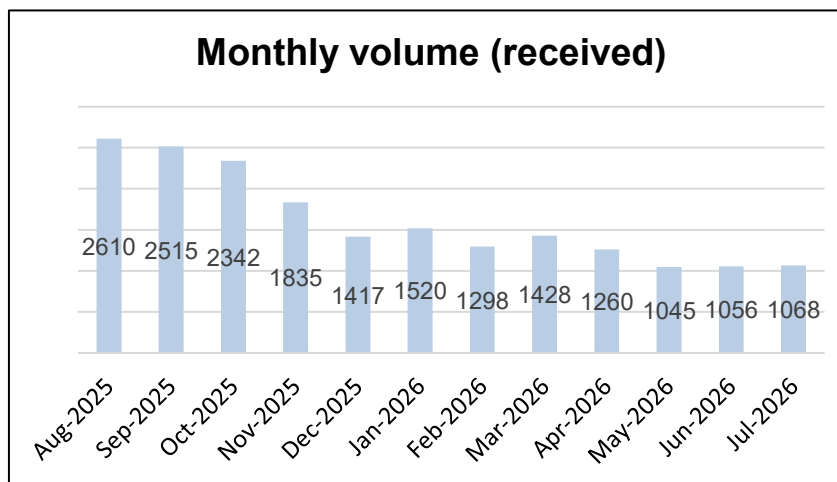
90% of all calls
answered

Month	Monthly performance median (% of calls answered)
July-2026	97.5%
June-2026	98.2%
May-2026	94.7%
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%



Analysis

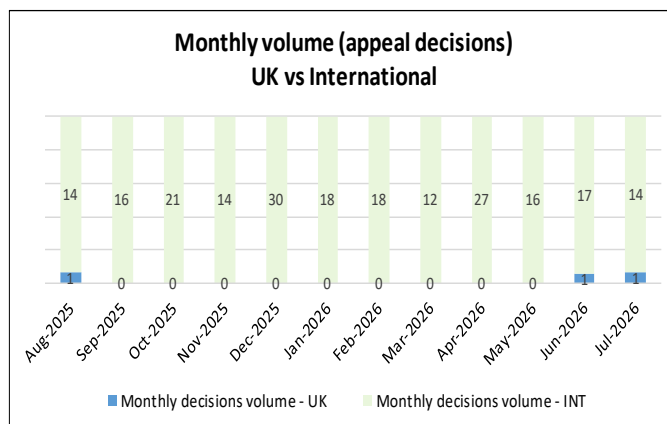
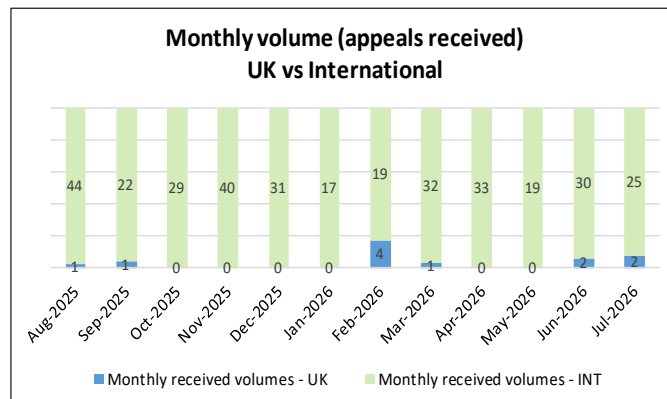
- Performance has remained green over the last 24 months, answering, 94.7% of calls in May, 98.2% in June and 97.5% in July 2026.



Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
July-2026	229
June-2026	217
May-2026	206
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



Status of Appeal Cases

There are currently 245 active appeal cases. Of these, 58 have hearings scheduled, 177 are in preparation and awaiting scheduling, and ten are awaiting further information from appellants.

Analysis

Between May and July 2026, 78 registration appeals were received, comprising 74 international applications and four UK applications.

During the same period 49 appeals were concluded:

- Three upheld
- 31 dismissed
- 3 remitted to the ETC
- 12 were withdrawn as they did not meet the threshold for a valid appeal

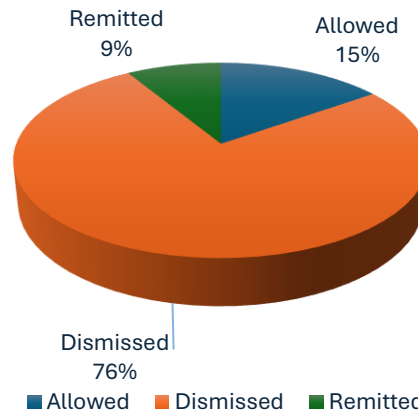
Performance

Performance was below the service standard between May and July 2026. Due to legislation restricting Registration Appeals Chairs to Council members and excluding ETC members, we had only three Chairs available during the reporting period. While factors such as illness-related cancellations and appeals being reconsidered by the ETC can affect individual cases, the main issue is the limited availability of appeal Chairs. We have explored several options and note that current Council recruitment will increase the pool of eligible Chairs. We are also considering legislative change to remove this requirement, although this would require external support and is unlikely to take effect for 12 to 18 months.

Hearings were scheduled on 2, 6, 15, 28 and 30 July 2026.

Registration – Performance Report

As requested by the ETC, we have reviewed the appeal themes and provided key themes and outcomes identified from Registration Appeal Panels for Q1 2026/27 in the summary below:



Evidential Responsibility: A theme across appeal outcomes was the importance of evidential responsibility. Where appellants did not provide sufficient evidence to demonstrate that they met the Standards of Proficiency (SOPs), the burden remains with the appellant to provide sufficient evidence and assurance.

Remittals for Reassessment: Several appeals resulted in remittal to the Education and Training Committee (ETC) for reassessment rather than a Test of Competence (TOC). Review findings highlighted the need for appeal panels to clearly document the rationale for remittal decisions, particularly where outcomes differ from Practice Note guidance.

Appeals Allowed: Seven appeals were allowed during the reporting period. In each case, the decision to allow the appeal was supported by evidence that had not been available to the original assessors and was considered sufficiently significant to warrant reconsideration and to allow the appeal.

Summary: The review highlighted the importance of appellants providing sufficient evidence to demonstrate that they meet the Standards of Proficiency, as the burden of proof remains with the appellant throughout the appeal process. It also identified the need for appeal panels to clearly document the rationale for remitting cases to ETC for reassessment, particularly where decisions depart from Practice Note guidance. Appeals that were allowed were supported by significant new evidence that had not been available during the original assessment. Overall, the findings reinforce the importance of robust evidence, clear and well-documented decision-making, and consistent application of guidance to support fair and transparent registration appeal outcomes. Feedback arising from the review has been shared with appeal panels via the quarterly HCPTS newsletter.

Feedback from Registration Appeal Panels: No feedback was received from registration appeal panels during Q1.

Registration- Quality Assurance

In Q1, the Registration Quality Assurance Team (RQAT) completed an audit of the Contact Centre following the implementation of the Five9 telephone system in November 2025. The audit assessed call quality and the effectiveness of query resolution.

Sample and Assurance

A statistically valid sample of 355 calls was reviewed:

- 328 handled by Contact Centre Registration Advisors
 - 27 handled by Registration Advisors in other teams
- (95% confidence level, 5% margin of error)

Call Category	Volume
Registration Renewal	126
Registration International	96
Registration UK	78
Registration Check	41
Registration CPD	14
Total:	355

Standards Assessed (Each call was evaluated against the following criteria):

- **Call opening:** Appropriate greeting, introduction, and offer of assistance.
- **Security:** Verification and handling of personal information in line with security requirements.
- **Request Identification:** Accurate understanding of the caller's enquiry through effective questioning and active listening.
- **Information and investigation–** Appropriate information gathering and use of resources to address enquiries.

- **Response:** Clear, accurate, and helpful information or advice provided.
- **Internal processes:** Compliance with required procedures and completion of necessary actions.
- **Call closure:** Clear communication of outcomes, actions, and timescales, with any further queries addressed.
- **Communication:** Professional, courteous, and effective communication throughout the call.

Key Findings:

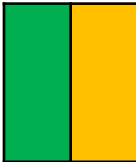
- Security checks effectively identified the caller. However, guidance on this area is not clear or comprehensive, and as a result, security processes vary between caller handlers.
- Calls were inadequately documented. Inadequate evidence and audit trail risks the timely and effective progression of calls and /or applications.
- Responses to queries were accurate and resolved the request. Callers were not always directed to the website to obtain full details on complex topics.
- Communication was clear and professional.
- The majority of calls were answered with the expected opening content.

Assurance Rating

After a full 95% confidence level audit, we apply a HCPC QA Assurance Rating as defined by Assurance and 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 contact centre call recordings following the implementation of Five9, there is no evidence of consistency over time.
- **Security:** While this is a high-risk area checks were effective but there were inconsistencies identified.
- **Overall:** The audit found that most caller queries were resolved efficiently and effectively. Low-risk process weaknesses were identified.

Recommendations

Area for development	Recommendation	
Guidance	• Review and streamline guidance documents. • Publish clear security and third-party authorisation guidance. • Define escalation thresholds for delayed applications.	Completed
Training	• Refresh call-opening requirements with the team. • Deliver training on updated security-check procedures.	Completed
Process/Operational	• Record applicant/registrant call notes in CRM. • Signpost callers to relevant website content for complex or broad queries.	Completed
Quality control (QC)	• Use Call Handler Reports and Five9 QC evaluations to identify trends, provide feedback, and support performance improvement.	Completed

Registration- Quality Assurance

In the latter part of Q1, the Registration Quality Assurance Team (RQAT) completed an audit of the readmission process to assess the quality and consistency of application processing.

Sample and Assurance:

A statistically valid sample of 268 readmission applications was reviewed (with a 95% confidence level, 5% margin of error):

- 66 Long Readmissions (25%)
- 202 Short Readmissions (75%)

Category	Volumes	Volume %
Long Readmissions	66	25%
Short Readmissions	202	75%
TOTAL	268	100%

Each application was evaluated against the following criteria:

- **Readmission Form:** Completion, accuracy, and valid signature/date.
- **Data Entry:** Accurate recording of applicant information within CRM.
- **Identity and Address Verification:** Appropriate documentation provided, validated, and certified in line with guidance.
- **Declarations:** Health and character declarations were correctly reviewed, recorded, and escalated where required.

- **Protection of Title (POT):** Accurate assessment of last practice dates and application of relevant guidance.
- **Return to Practice/Practice Outside the UK:** Verification of required updating periods and overseas practice, where applicable.
- **Payment and Correspondence:** Correct fees applied and professional, accurate correspondence issued.

Key findings:

1. Evidence that embedded first-line checks are having the desired impact. Multiple errors had already been identified and corrected before auditing.
2. Areas with a higher likelihood of errors (minor data entry mistakes, incorrect or missing statuses and fields) tend to have lower levels of risk.
3. A small number of errors had the potential to pose significant regulatory risk, such as potential POT concerns, inadequate verification of Return to Practice and incorrect payment amounts.
4. Customer service errors and delays stem from poor attention to detail, including overlooked data hidden by Adobe layering and insufficient checks for missing or invalid documentation.

Assurance Rating

After a full 95% confidence level audit, we apply a HCPC quality assurance rating as defined by 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 reason for this assurance rating are:

First Audit: As this is the first full 95% confidence level audit, there is no evidence of consistency over time.

Levels of risk: Volume of errors were inversely proportional to level of risk - with areas of the highest number of errors representing the lowest level or risk.

Overall: The audit found that the majority of applications were processed correctly, efficiently and effectively. First line checks team are also operating effectively, successfully identifying and addressing errors before the applications were subject to audit by RQAT.

Recommendations

Area for development	Recommendation	
Area e.g. Guidance	• Simplify and consolidate guidance on employment verification, escalations, and POT grace periods. • Provide clear examples to support consistent decision-making.	Due to be completed 27/11/2026
Area e.g. Training	• Refresher training on accurate data entry and document acceptance requirements. • Reinforce attention to detail and certification standards.	Due to be completed 27/11/2026
Process/Operational	• Increase awareness of key differences between long and short processes. • Verify forms are genuinely blank before requesting resubmission.	Due to be completed 27/11/2026
Quality Control (QC)	• Update QC tools to align with revised guidance and processes.	Due to be completed 27/11/2026

Training and Development

The Registration Learning and Development Partner started to attend audit feedback meetings with operational teams to ensure training needs are identified promptly and that appropriate learning interventions can be developed and delivered where required. This involvement has supported the ongoing development of training materials and helped ensure that learning content aligns with current quality and compliance expectations.

During this period, he has:

- Developed the **Assessors' TOC** e-learning programme to support consistency and understanding of assessment requirements.
- Developed and delivered training materials for the **one-day new assessor training programme**, incorporating updated expectations relating to the completion of **records of assessment (ROAs)** and guidance within assessor training on the effective use of the **SOP mapping document** completed by applicants, ensuring consistency and accuracy in assessment practices.
- Designed and developed training for **call handlers** on supporting callers who may present with **suicidal ideation or self-harm concerns**, equipping staff with the knowledge and confidence to respond appropriately.
- Produced guidance and training materials relating to **security checks for call handlers**, supporting compliance with operational procedures and information security requirements.

These activities have contributed to strengthening both assessor capability and operational staff knowledge, ensuring training remains aligned with organisational standards and service requirements.