

Registration Department Performance Report

Report date: October 2026

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Registration–Performance Report

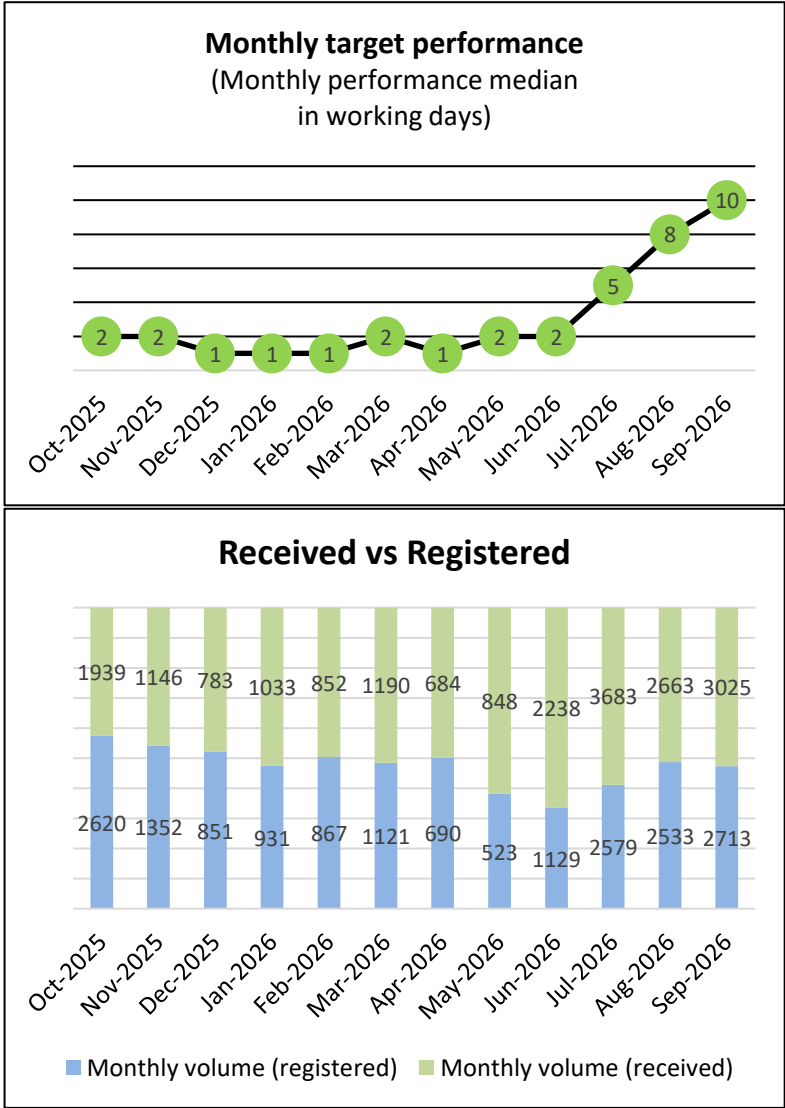
Summary

G Overview & New Developments			
<ul style="list-style-type: none">Overall team performance remains good and consistently within our key performance indicators (KPIs). In line with the last report to the Education and Training Committee (ETC) registration appeals remain outside of KPI (see risks and issues) and in more detail on pages 11 and 12. Since the last meet of the ETC the Continuing Professional Development (CPD) service has moved from 'green' to 'red' for August and September 2026 for the reasons explained in the risks and issues section below and in more detail on page 7 of this report.UK registration applications, renewals and readmissions performance remains consistently strong: The median assessment time for UK registration applications remains within the KPI but at the higher end of the KPI target of ten working days, as we are in the peak period of receiving applications from students who have completed UK approved programmes.The contact centre continues to provide a timely response to both telephone and email enquiries (see pages 8, 9 and 10). For our phone service relating to international applications, in September 2026 our answer rate dipped slightly below the 90% target (to 88%) but overall, the contact centre telephone services (when looking at all phone lines combined) was within our KPI. See page 10 for further information.International applications: The monthly performance median to assess international applications continues to remain within our KPI, August was 50 working days and 46 working days in September 2026.			
Risks & Issues		Performance	Performance
<p>CPD - CPD median time to process CPD audit profiles was above the 60 working day median time, This was mainly attributable to the impact of an IT technical issue that affected our service during almost all of July 2026. The additional work required due to the enhanced record of assessment and the submission profile of one of our larger professions also had an impact on the timeliness of our service. In view of the increased assessment time and spike in the receipt of CPD submissions we will be reviewing assessor resource requirements to ensure we have sufficient resource in 2028, when this group of professions are selected again for CPD audit. See page 7 for more details.</p> <p>Appeals - Performance was outside the service standard between August and September 2026 and is expected to remain below our KPI unless there is either a significant reduction in the volume of appeals received (noting that the volume of appeals received is relatively low when put in the context of the number of registration decisions made by the HCPC which an individual has the right to appeal) or an increase in Registration Appeal Chair availability. The primary issue is the limited number of Chairs. The HCPC's current legislation restricts this role to Council members and excludes ETC members. While factors such as illness-related cancellations and registrant availability can affect the number of hearings per month, this is not the main cause of the performance pressures. A number of options have been explored to address this issue.</p> <p>We are considering legislative change to remove this requirement, although this would require external support and we are engaging with the Department of Health and Social Care (DHSC) on this issue. Any change to our legislation would take 12 to 18 months to come into effect.</p>		Performance summary	RAG rating
			Sep 2026
			Aug 2026
		Core registration processes	
		UK applications	
		International applications	
		Renewals	
		CPD	
		Readmissions	
		Appeals	
		Contact centre	
		Emails	
		Telephone enquiries	

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UK applications

Month	Monthly performance median (10 working days)
September-2026	10
August-2026	8
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



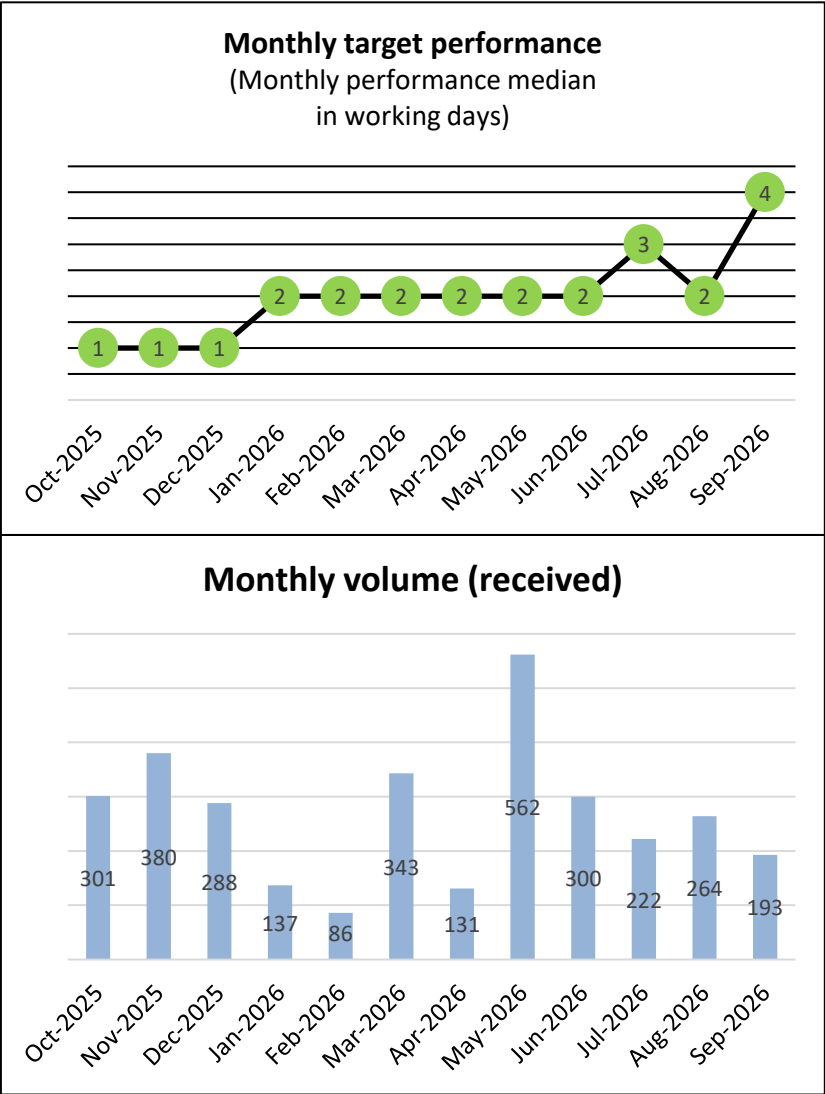
Analysis

- Performance against our service standard for UK applications has been consistently met.
- In September and August 2026, 5,246 people joined the Register via the UK registration route.
- The application assessment time median was ten working days in September and eight working days in August 2026.
- The increase in median processing time in the reporting period is directly linked to the increased application volumes received during the peak period when students from UK education programmes apply to join our Register.
- 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)
September-2026	4
August-2026	2
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



Analysis

- The median has remained within the service standard of ten working days through the reporting period.
- During the reporting period, we received 457 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.

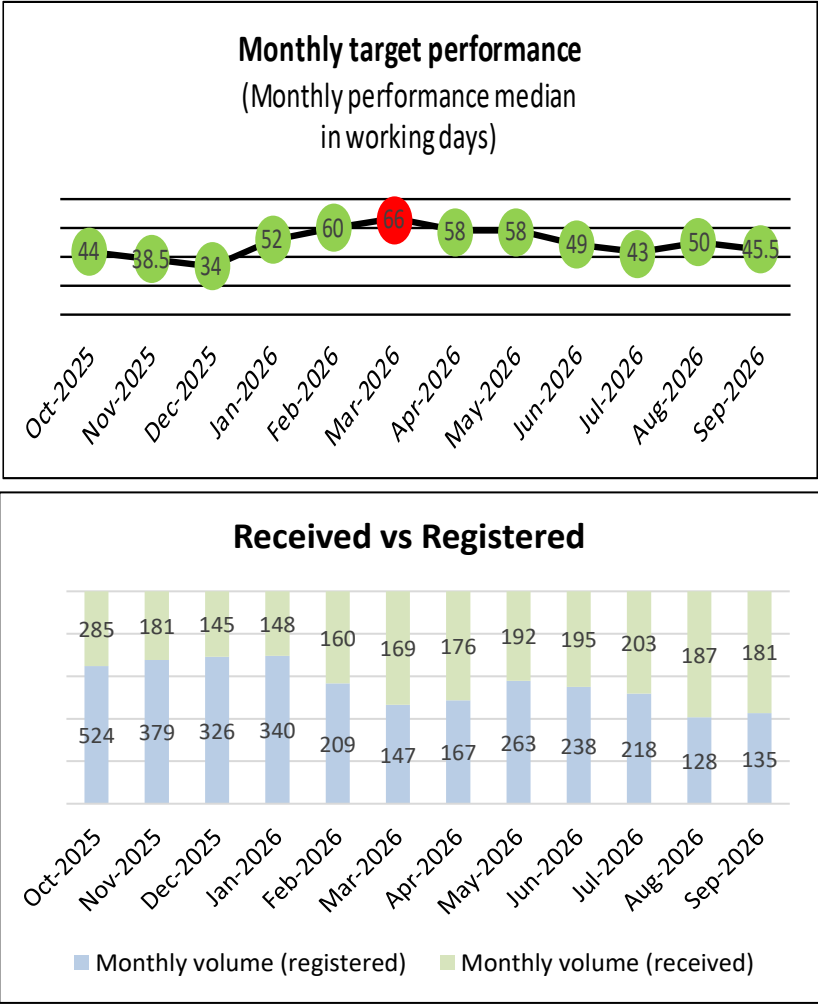
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hccpc

health & care
professions
council

International applications

Month	Monthly performance median (60 working days)
September-2026	46
August-2026	50
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



Analysis

The monthly performance median to assess international applications in August was 50 working days and 46 working days in September 2026 and has continued to remain within our KPI.

Front line quality checks

- Overall, as previously reported the record of assessment (ROA) performance is strong, with an ROA average compliance score of 93% for July 2026.
- We introduced front line checks on the quality of the assessment preparation and verification processes in August 2026 with an average compliance score of 88% across all assessment preparation and verification quality checks.
- We also introduced front line checks on the quality of the plagiarism review process in July 2026 with an average compliance score of 94% across all plagiarism quality checks.
- The findings provide assurance in our assessment process, and the quality checks process is operating effectively and becoming embedded. Lower scores are limited and tend to reflect isolated issues rather than systematic concerns.

Next steps

- While our quality check scores are strong, we are not complacent and continue to provide targeted feedback where quality checks highlight an issue.
- Continue to monitor themes in the next cycle of quality checks to ensure strong performance is maintained.

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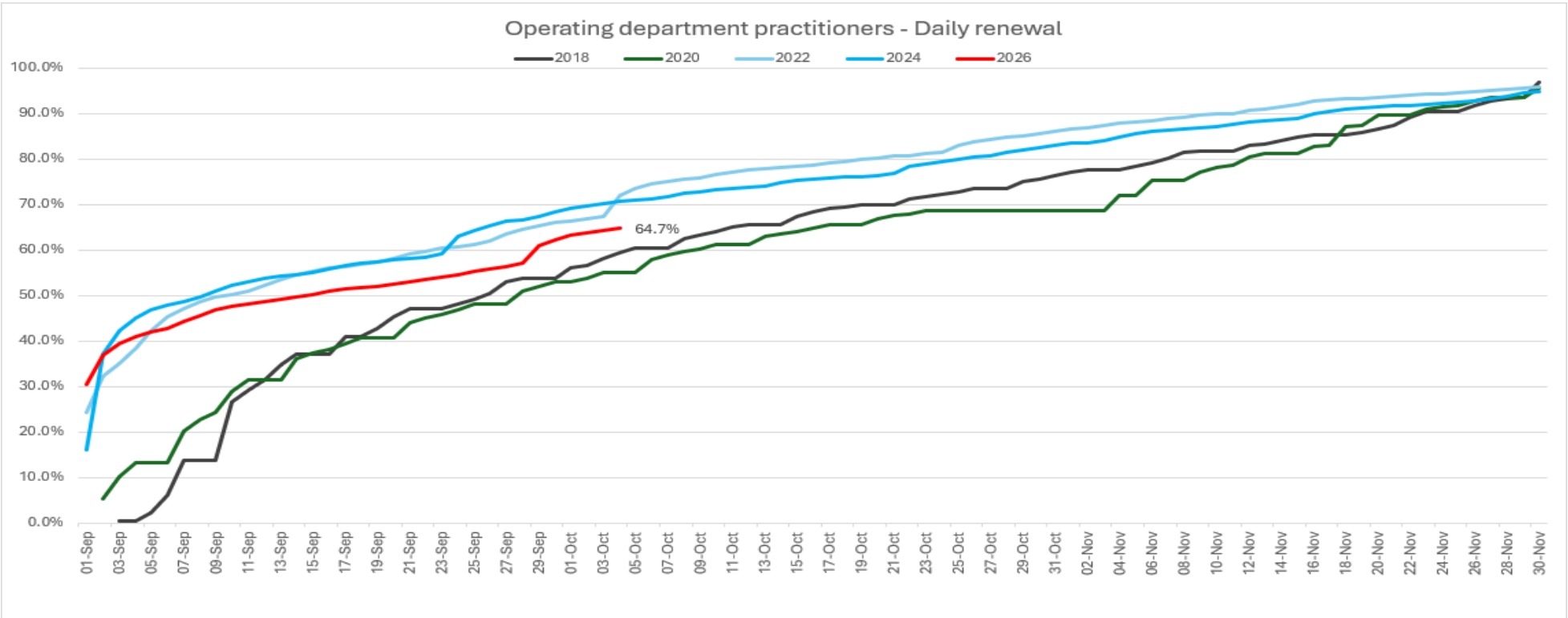


Renewal rates

Analysis

Operating department practitioners entered their renewal cycle on the 1 September 2026, as at the 5 October 2026 64.7% of the profession had renewed.

We sent a mid renewal reminder on the 29 September 2026, and we will be sending another reminder on the 27 October 2026, with the final reminder on 16 November 2026.

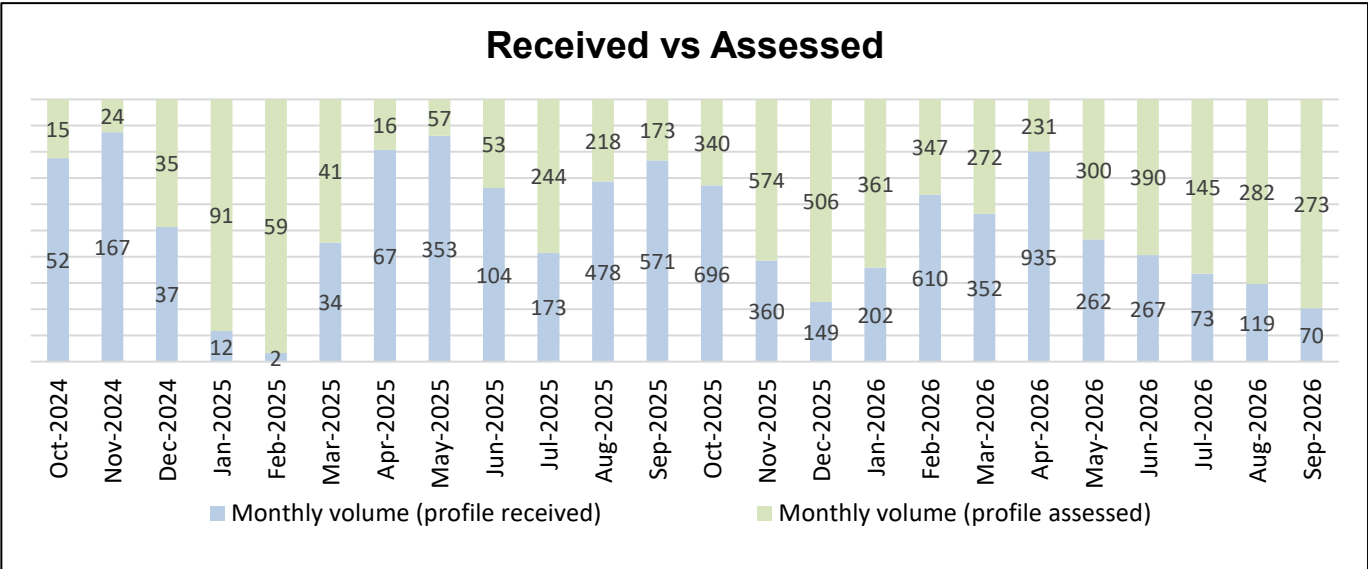


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CPD audits

Month	Monthly performance median (60 working days)
September-2026	98
August-2026	78
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



Analysis

During August and September 2026, the 60-day median service standard target was not achieved.

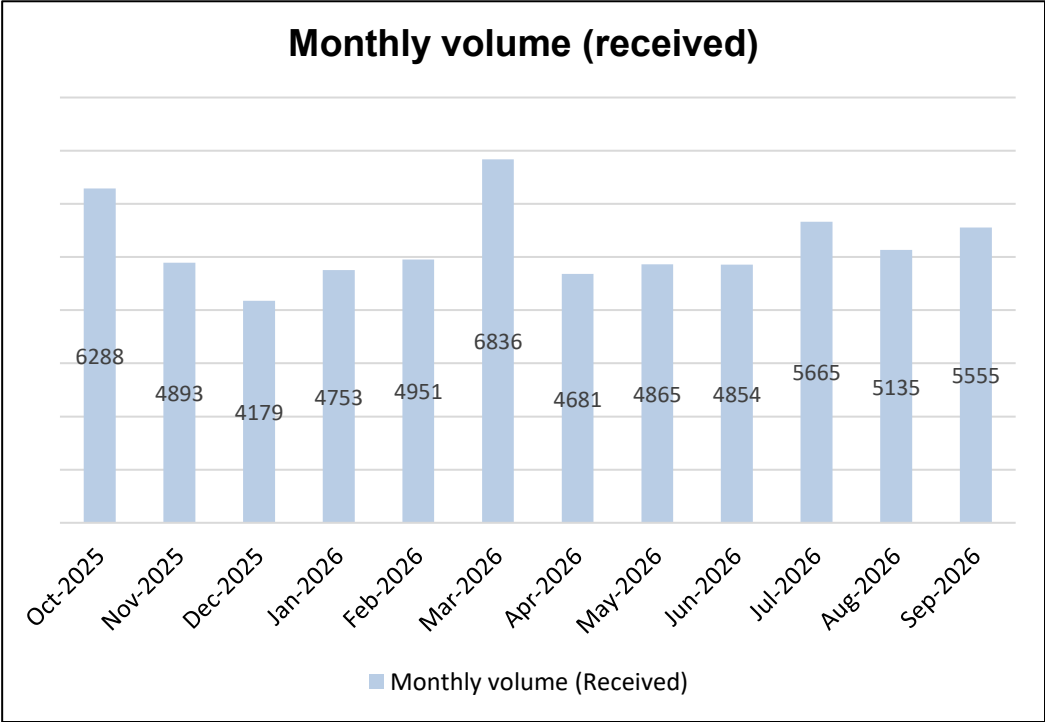
- In July 2026, there was a technical SharePoint issue, which for almost all the month meant that the CPD team and our partner assessors could not access the evidence and documents shared by our registrants in support of their CPD submission. The knock-on impact has affected our assessment performance in both August and September 2026.
- The “new” record of assessment, which we introduced in September 2024, used as part of assessing CPD submissions by CPD assessors, whilst improving our assurance of the quality and consistency of our decisions has also increased the assessment time.
- Additionally, the physiotherapist CPD audit was challenged by the high volume of CPD submissions received right at the end of the audit window – for context 33% of all physiotherapist submissions were received in the last 4 days, and over 50% of all submissions in the last 10 days of their audit window.
- While a big part of the challenge in August and September 2026 was the IT SharePoint issue, we are also taking the opportunity to learn from this cycle in terms of the increased assessment time and what that means for the larger professions, such as physiotherapist, to ensure we have sufficient assessor resource in place to help the resilience of the CPD service.

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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 CPD)

Month	Monthly performance median (5 working days)
September-2026	5
August-2026	3
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



Analysis

- The median has remained within the service standard of five working days through the reporting period.

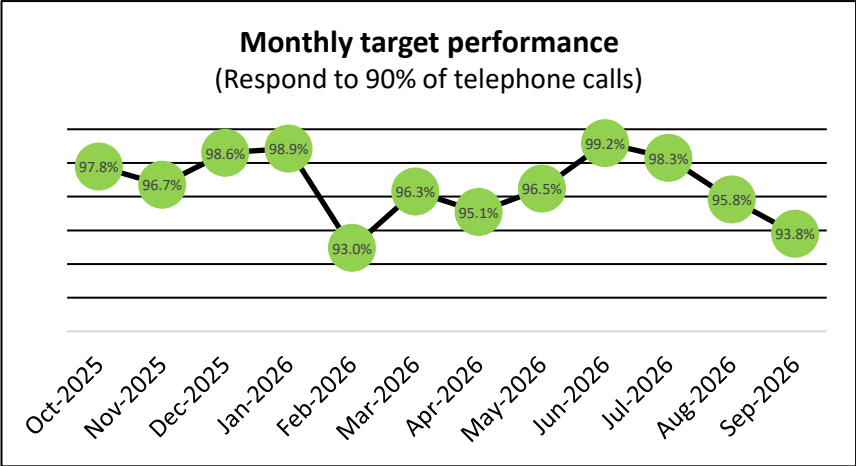
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UK telephone calls - Enquiries relating to UK and readmission applications to join the Register, renewal and CPD

Target

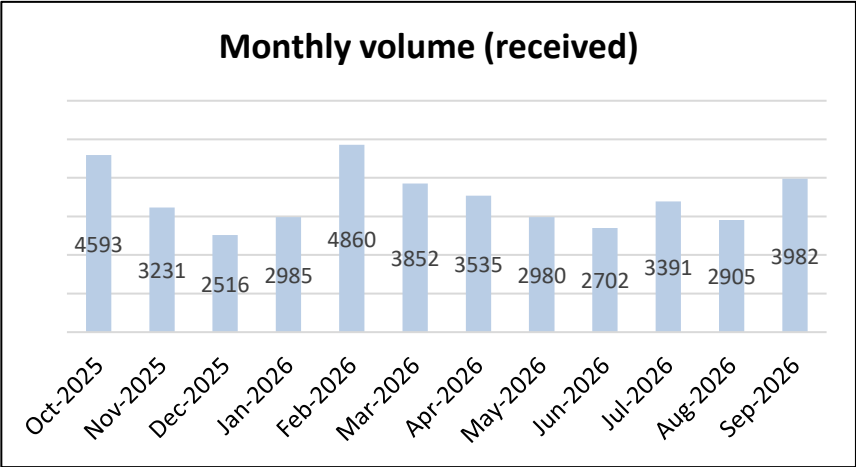
90% of all calls answered

Month	Monthly performance median (% of calls answered)
September-2026	93.8%
August-2026	95.8%
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%



Analysis

- Performance has remained green over the last 24 months, answering 93.8% of calls in September 2026 and 95.8% in August 2026.



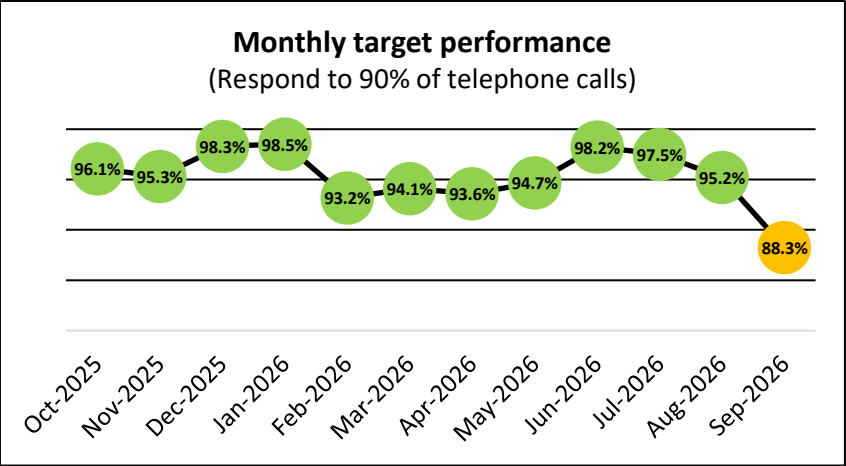
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INT telephone calls - Enquiries relating to non-UK applications to join the Register and related services

Target

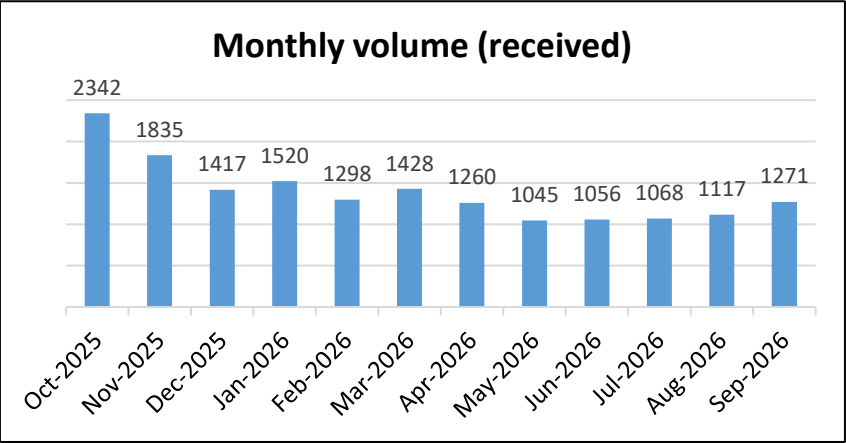
90% of all calls answered

Month	Monthly performance median (% of calls answered)
September-2026	88.3%
August-2026	95.2%
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%



Analysis

- Performance dipped below the 90% service standard in September 2026 to an answer rate of 88.3%. Performance in August 2026 was above the standard at 95.2%
- Overall performance across all contact centre lines was over 90%. However, the International line answer rate seems to be impacted by a lower average time to abandon compared to other contact centre lines during this period. The driver for this is unknown currently.
- September 2026 was the first time we have not exceeded the service standard in over 24 months.

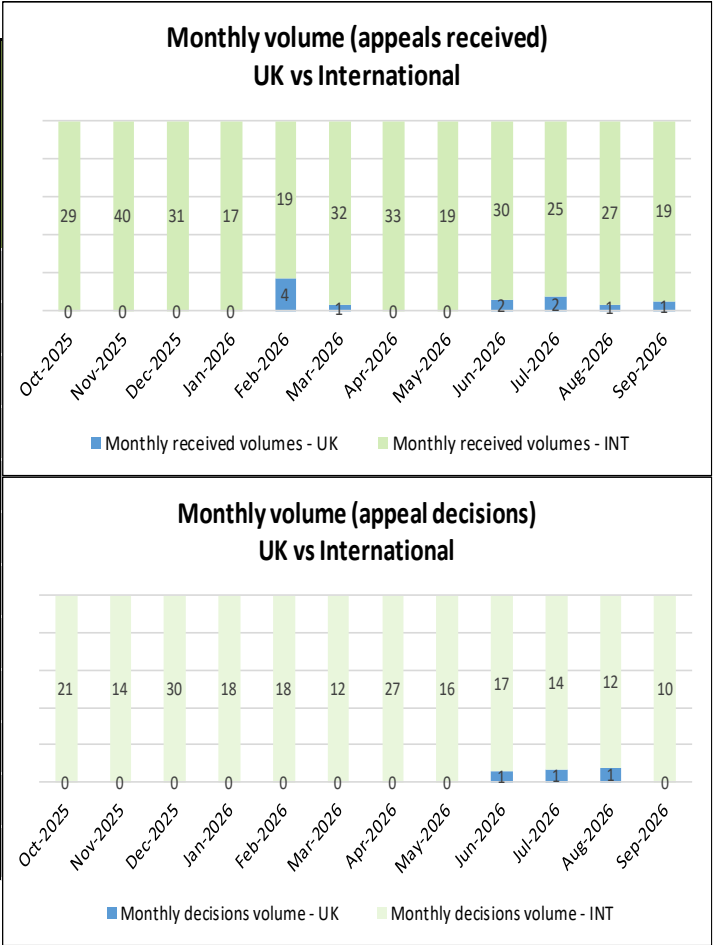


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Appeals

Month	Monthly performance median (100 working days)
September-2026	278
August-2026	235
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



Status of Appeal Cases

There are currently 270 active appeal cases. This has increased from 245 in July 2026.

Of these, 37 have hearings scheduled, 229 are in preparation and awaiting scheduling, and 4 are awaiting further information from appellants.

Analysis

Between August and September 2026, 48 registration appeals were received, comprising 46 international applications and 2 UK applications.

During the same period, 23 appeals were concluded:

- Three allowed
- 17 dismissed
- Zero remitted to the ETC
- One adjourned
- Two were withdrawn (either they did not meet the threshold for a valid appeal or they voluntarily withdrew)

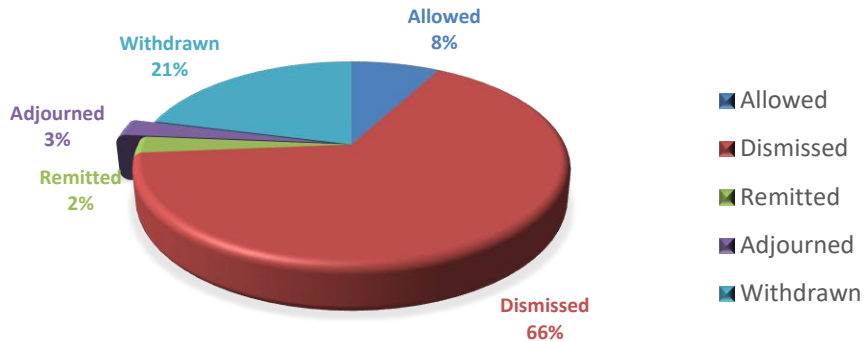
Performance

Performance was outside the service standard between August and September 2026 and is expected to remain below target unless there is either a significant reduction in the volume of appeals received (noting that volumes in relation to the number of decisions made is relatively small) or an increase in Registration Appeal Chair availability. The primary issue is the limited number of Chairs. Current legislation restricts this role to Council members and excludes ETC members, resulting in a pool of only four Chairs available to hear appeals (as of October this has reduced to three due to health reasons). While factors such as illness-related cancellations and other cancellations can have an impact on appeals being postponed the number of available Chairs limits the number of an appeal days that can be scheduled. A number of options have been explored to address this issue. Ongoing Council recruitment is expected to increase the number of eligible Chairs in the short to medium term. In addition, legislative change to remove the current eligibility restriction is being considered. However, this would require external support and is unlikely to be implemented within the next 12 to 18 months.

Hearings are scheduled on 6, 16, 23, 27 and 28 October 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 Q2 2026-2027 in the summary below



Withdrawn: Eight appeals were withdrawn during Q2. These included appeals submitted outside the 28-day timeframe, cases where additional information was reassessed and the appellant was subsequently permitted to undertake a test of competence (TOC), and appeals withdrawn for personal reasons.

Remittals for Reassessment: One appeal was remitted to ETC for reassessment; however, the case record did not include the rationale for choosing reassessment rather than referral to a TOC, as indicated by the Appeals Practice Note. Despite this recording issue, performance in this area has improved, with a 75% reduction in remittals for reassessment during this quarter, representing a positive trend.

Appeals Allowed: Three appeals were allowed during Q2 reducing from seven in Q1. In each of the three cases, the decision was supported by significant new evidence that had not been available to the original assessors and was considered sufficient to warrant reconsideration of the application.

Summary: The review highlighted that most appeals were dismissed, successful appeals were driven by new evidence, one documentation issue related to a remittal decision, and, overall, a significant reduction in remittals, indicating a more consistent approach to decision-making.

Feedback from Registration Appeal Panels in Q2

No feedback was received from Appeal Panels during Q1. However, the following feedback was received during this quarter, and all associated actions have now been completed.

1. Artificial Intelligence (AI) and Plagiarism Guidance

Panels raised concerns regarding the handling of cases where potential AI-generated content or plagiarism had been identified in new evidence submitted during the appeal process. In response, the AI and plagiarism guidance for panels was reviewed and updated, incorporating legal advice from our external legal provider. Revised guidance now provides greater clarity on the process to be followed, including that panels should first determine whether the appellant meets the standards of proficiency before considering any character related issues. It has also been recommended that AI and plagiarism form part of panel training next year.

2. Inclusion of Referenced Policies in Bundles

Panels requested that the hearing bundle include any policies referred to in full rather than via hyperlinks, as links do not always work correctly. This has been completed.

3. Hearing Scheduling

Panels requested that oral hearings be listed before paper-based hearings where possible. This feedback has been shared with the scheduling team, which now seeks to list oral hearings in the morning and paper-based hearings in the afternoon.

4. Guidance for Appellants Attending Oral Hearings

Panels suggested providing appellants with clearer information about what is expected at an oral hearing, particularly the distinction between submissions and evidence. This feedback has been shared with the Communications team, which is reviewing the relevant information for publication on the HCPC website.

Registration – Quality Assurance

In the latter part of Q2, we assessed the quality and consistency of Registration Appeals processes conducted in line with process guidance and governing rules. This is a first quality assurance (QA) audit of Registration Appeals.

Sample and Assurance:

To provide an adequate sample size, all appeals concluded between 4 November 2025 and 30 July 2026 were audited. Adjourned cases were excluded. The submission dates for appeals audited ranged between July 2024 and April 2026. Therefore, findings and observations may not always reflect current practice or full impact of any process changes implemented.

Each application was evaluated against the following criteria:

- **Validity:** Registration appeals were assessed against the Registration Appeals Rules 2003 and recorded as valid or invalid accordingly.
- **Initial Administration:** Appeals were logged on CRM, an initial letter issued, and a case note added; no out-of-time invalid appeals (>28 days) were identified.
- **Case Conference:** Valid appeals and supporting information were reviewed by the Appeals team and ETC, with outcomes recorded and adequately justified.
- **ETC Reassessment:** Cases referred for reassessment were sent to Assessors for review, with appellants notified of the reassessment outcome and provided with the Record of Assessment (ROA).
- **Consent Hearings:** Where the ETC did not contest an appeal, consent was sought from the appellant, and the signed Consent Order was saved to the case file.

Bundles: Hearing bundles were complete, correctly formatted, fully redacted, saved to Nexus, and shared with appellants at least ten days before the hearing.

- **Skeleton Arguments:** Skeleton arguments were saved to the case file and shared with relevant parties upon receipt.
- **Witness Statements:** Witness statements were accurate, signed, saved to file, shared with relevant parties, and included plagiarism findings where applicable.
- **Plagiarism and AI:** New evidence was checked via Turnitin, with enquiries made where results exceeded thresholds or rationale recorded if not pursued.
- **Customer Service:** Appeals were progressed without avoidable delay, and communications were timely, accurate, professional, and clear.

Assurance Rating

After a full $\geq 95\%$ confidence level audit, we apply a HCPC QA Assurance Rating as defined by Assurance and Compliance team.

The assurance rating for this audit is **Medium**.

	Medium	Weaknesses have been identified in the process or non-compliance which put achievement of regulatory or business objectives at risk. Some remedial action will be required.
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The reasons for this assurance rating are:

- **Decision-making:** Opportunities were identified to improve consistency and transparency in documenting appeal validity and case conference decisions, helping to further strengthen fairness and auditability.
- **Risk:** Greater clarity and consistency in the invalid appeal decision-making process would provide stronger assurance of compliance with the Rules and protection of appellants' rights.
- **Data protection:** Some improvements are required to strengthen redaction practices and further reduce the risk of personal information being disclosed.
- **Communication:** Appellants were consistently kept informed of reassessment outcomes and hearing decisions.
- **Development:** Recent enhancements, including the introduction of skeleton arguments, witness statements, and plagiarism checks, have strengthened the management and oversight of appeals.

Overall: The audit identified several areas where processes could be further strengthened. While many controls are operating effectively, targeted improvements will help enhance consistency, transparency, and the evidencing of decision-making across the appeals process.

Recommendations

Area for development	Recommendation	
Guidance	Review and update all Appeals guidance documents, including recently introduced processes (e.g. witness statements and skeleton arguments). Strengthen bundle redaction guidance by clearly specifying mandatory redactions.	Due by 31 March 2027
Training	Reinforce requirements to save bundles, correspondence, case conference decisions, and other key documents to Nexus.	Due by 31 October 2026
Process/Operational	<ul style="list-style-type: none"> Record clear reasoning for appeal validity decisions. Review the Further Information process, including guidance, responsibilities, and template wording. Document rationale for case conference outcomes. Improve consistency and security of bundles through: <ul style="list-style-type: none"> Enhanced redaction controls and tools. Full redaction of personal data unless directly relevant. Additional checks of patient information. A standard password format and storage of unencrypted bundles on Nexus. 	Due by 31 March 2027
Quality Control	Introduce first-line quality checks to support compliance, continuous improvement, and assurance that identified issues have been addressed.	Due by 31 March 2027

Training and Development

In October 2026, the Registration department held a development session and as part of this event facilitated a **Registration World Café**, bringing together colleagues from across the Registration function to explore how the HCPC's Values and Strategic Priorities are reflected in day-to-day operations.

The workshop provided an opportunity for staff to share perspectives on the role Registration plays in delivering public protection, supporting workforce development, and contributing to the wider work of the HCPC and delivery of our new corporate strategy. Discussions demonstrated strong alignment across teams on the importance of building trust, embracing innovation, and ensuring fairness, dignity and respect in all interactions with applicants, registrants and stakeholders.

Key themes identified included:

- **Trusted** – delivering consistent, transparent and evidence-based decisions, while maintaining integrity and accountability.
- **Innovative** – identifying more efficient ways of working, embracing technology and automation, and using feedback to drive continuous improvement.
- **Compassionate** – recognising the human impact of regulatory processes and treating individuals with empathy, professionalism and respect.
- **Inclusive** – promoting accessibility, valuing diverse perspectives, and ensuring fair opportunities for engagement with HCPC services.

The session also explored how Registration supports the HCPC's strategic priorities in the new corporate strategy by:

- Maintaining the accuracy and integrity of the Register and contributing to preventative regulation.
- Supporting healthcare workforce development through the services provided for people joining the register, maintaining registration and CPD. Also, through clear guidance and working collaboratively to provide the registration perspective into our wider work of the HCPC.
- Identifying opportunities to use technology, data and automation to improve efficiency, consistency and customer experience.

The workshop reinforced the vital role Registration teams play in maintaining public confidence through high-quality service, sound decision-making, risk identification, continuous improvement and innovation. Discussions also highlighted that the HCPC's values and strategic priorities are embedded in everyday activities and decision-making across the Registration department.

These discussions have provided valuable insight that will inform future learning, development and continuous improvement initiatives, ensuring colleagues remain aligned with organisational objectives and expectations. Planning is underway for the next team development session in about six months time.