
Partner Performance Report – Q2 2022-23

Executive Summary

Partners are HCPC registrants, members of the public (lay) and legal professionals, who provide the expertise the HCPC needs for its regulatory decision-making processes. Partners will be making decisions in relation to fitness to practise, registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers.

Our Partner team consists of two members of staff: the Partner Project Lead and one Partner Officer. They ensure the recruitment, appointment and retention of a sufficient pool of Partners in each role to deliver our forecasted regulatory business.

This paper reports on our Partners team’s activity for Q2 2022/23, and provides:

- Current Partner establishment
- Recruitment activity and relating diversity data
- Turnover and exit feedback
- Training provided and the feedback received

Previous [Q1 report](#)
consideration

Decision The Committee is to note the report

Next steps Continue to:

- work with colleagues to review and develop our ability to measure Partner performance
- gather diversity data and respond to relevant findings from the EDI audit

Strategic priority Strategic objective 1 – Continuously improve and innovate.

Financial and resource implications	None
EDI impact	We are working with the EDI Strategic Lead to improve our ability obtain and analyse diversity data relating to our recruitment and pool of Partners.
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About Partners

1. Partners are HCPC registrants, members of the public (lay) and legal professionals, who provide the expertise the HCPC needs for its regulatory decision-making processes. These Partners will be making decisions in relation to fitness to practise, registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers.

Measuring performance

2. We continue to develop our key performance indicators and have taken on board the helpful comments made by members at the last meeting. We are working with colleagues in our regulatory functions to develop meaningful KPIs that will allow us to better measure Partner performance.
3. Our current KPIs include a measure for section 29 appeals and learning point letters in relation to our fitness to practise decisions from the Professional Standards Authority. This provides a view of the quality of our fitness to practise decisions and assurance that those decisions are sufficient to protect the public. We report against this KPI in the [Chief Executives Report to Council](#).
4. This quarter the Partners team has piloted a new 360-degree feedback process for Investigating Committee Panel Chairs, which provides for a review of individual performance and identification of learning. The pilot will continue into Q3.

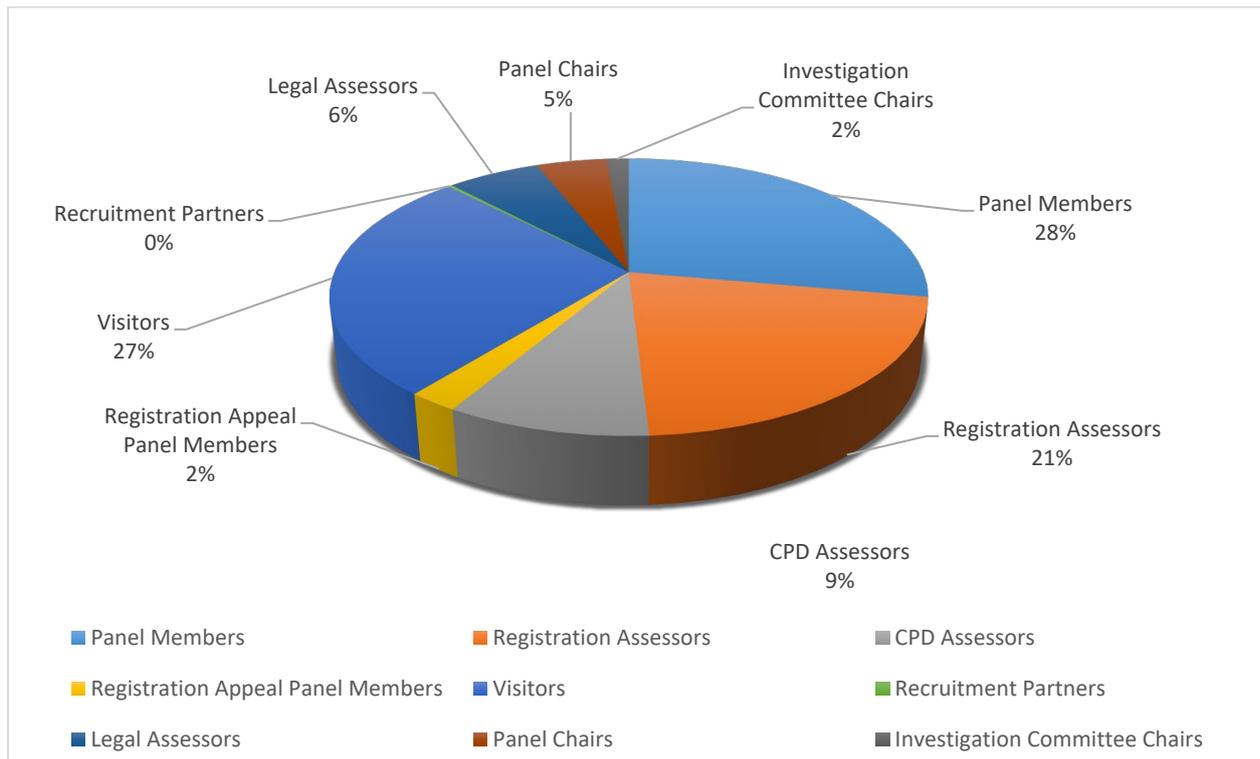
Partner establishment

5. At the time of writing, we have 650 Partners in 772 roles, which is a small change on last quarter (640 Partners in 782 roles).

Department	Role	Total	Difference from last quarter
Fitness to Practise	Legal Assessors	46	
	Panel Chairs	35	
	Investigation Committee Chairs	11	
	Panel Members	215	-1
Registration	Registration Assessors	164	-1
	CPD Assessors	72	
	Registration Appeal Panel Members	18	-1

Education	Visitors	209	-7
Recruitment	Recruitment Partners	2	
Total		772	10

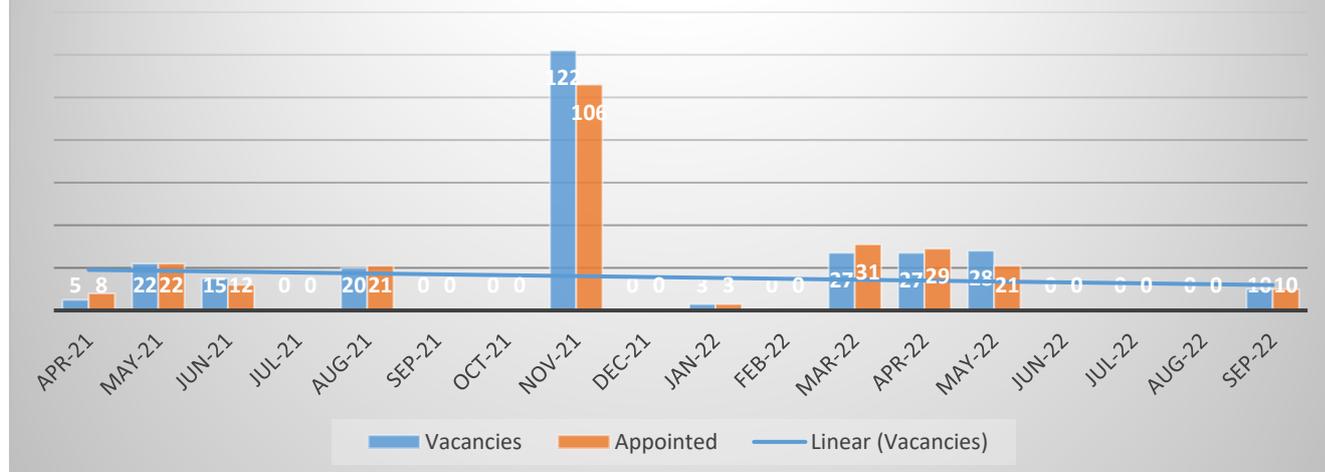
6. Below shows a distribution of Partners across all roles.



Recruitment activity

7. Our recruitment activity has reduced this quarter, with one campaign to recruit Legal Assessors. This led to the appointment of 11 Legal Assessors, which is one above the required number of 10. The decision was taken to appoint the additional one given the quality of candidates and the volume of work that would be available. This additional appointment will have little impact on the costs of retaining the Partner.

Recruitment Demand (Vacancies) last 18 months



8. The table below provides the outcomes from our Legal Assessor recruitment campaign.

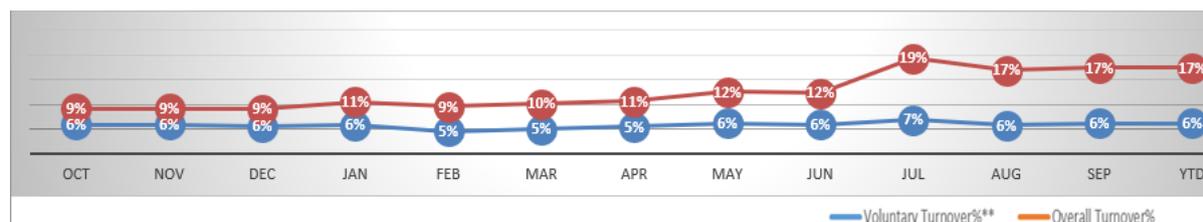
Role	Number required	Applications received	Appointed
Legal Assessors	5-10	90	11

Diversity

9. Diversity data was collected from those applying for the Legal Assessor roles, mentioned above. This identified:
- there were a higher number of female applicants and a higher number of those appointed were female.
 - 9% of all applicants declared a disability and 18% of successful applicants identified themselves as disabled.
 - those in the age bracket of 40-49 were most likely to be successful during the recruitment.
 - the largest proportion of the applications received were from white candidates and 82% of those appointed were white.
10. This data provides some understanding of the diversity of candidates attracted to this role. There are some requirements to the role, set out in statute, that will impact on applicant diversity. This includes a need for Legal Assessors to have a 10-year qualification, or to have been a member of the Bar (Northern Ireland), or advocate or solicitor (Scotland) for 10 years.
11. Collecting this data will support our review of our approach to recruitment and the appointment of Legal Assessors.
12. The Partner team has been supporting the internal audit of EDI carried out in early October and we look forward to reviewing the findings.

Turnover

13. Voluntary resignations have seen a slight increase in Q2, as 85 Partner Service Agreements came up for renewal. Eight Partners decided not to renew and commit to another term. In addition, 54 fitness to practise partners came to the end of their eight-year term.
14. The below graph sets out the voluntary and overall turnover by considering the last twelve months (YTD) for each month.



Partner turnover

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Voluntary Resignations	3	3	3	4	5	3	3	2	1	8	1	4	40
8-year rule	0	0	0	0	5	0	0	0	0	54	0	0	59
Terminations*	0	1	1	10	0	1	0	0	1	0	0	0	14
Total Leavers (Vol & 8-year rule)	3	4	4	14	10	4	3	1	2	61	2	4	112
Recruited partners	3	17	0	0	4	4	10	19	29	32	0	15	133
Total Number of	649	662	659	645	635	635	642	658	655	635	633	644	646
Voluntary Turnover%	6%	6%	6%	6%	5%	5%	5%	6%	6%	7%	6%	6%	6%
Overall Turnover%	9%	9%	9%	11%	9%	10%	11%	12%	12%	19%	17%	17%	17%

* Termination incl. temp contracts and change to partner role

Information does not capture those Partners with multiple roles who move from one role to another or those who leave one role only or leave multiple roles at once

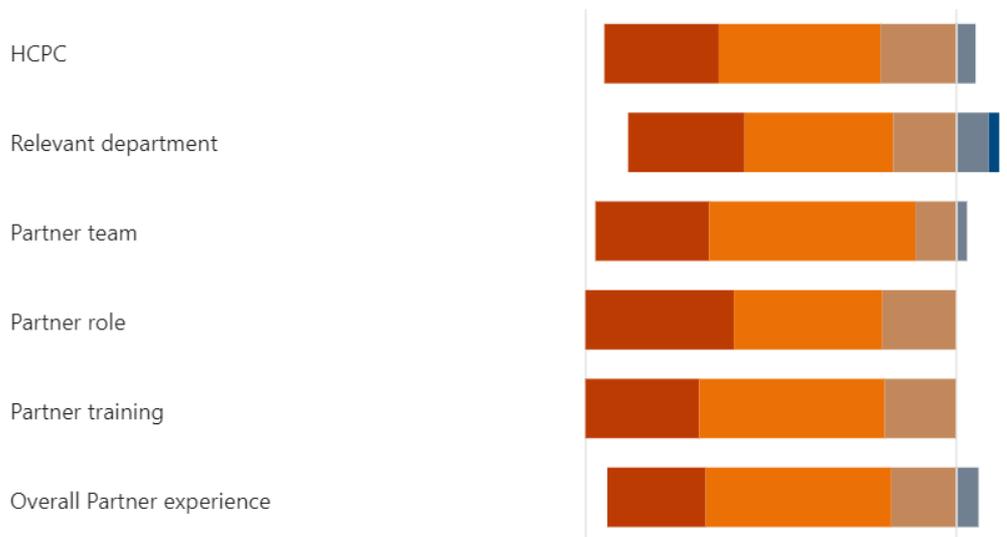
YTD = Year to date

Normal range (voluntary turnover) between 0-8%

Exit feedback

15. We have received 39 responses since the launch of the exit feedback survey in April 2022. We will continue to capture this data and use it to inform and improve our ways of working with Partners.
16. The main reason for resignation was the completion of the eight-year term, retirement and work commitments.
17. The following shows a breakdown of overall satisfaction to the question, 'How would you rate your experience of the following?':

■ Excellent
 ■ Good
 ■ Satisfactory
 ■ Unsatisfactory
 ■ Poor
 ■ N/A



Partner training

18. The following training has been provided in Q2:

Role	Ind/Ref	Date	Attended
Panel Member	Induction	05/07/2022	15
Education Visitor	Induction	19/07/2022	19
ICP Chair	Refresher	22/07/2022	9
Education Visitor	Standard of Proficiency	eLearning module	188