
Partner Report Quarter 1 2024-25

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. This is the operational partner report for Q1 2024-25. The main risks to highlight in this report are that we need to continue our work on quality statements in all regulatory functions and the assessment of the Somerville vs. NMC case and its potential impact on the HCPC.

This is the operational partner report for Q3 2023-24, which includes:

- Measuring performance – KPIs
- Partner establishment
- Partner recruitment
- Exit survey feedback
- Partner training
- Partner review
- Partner communication
- Partner costs
- Partner risks

Previous consideration	The previous report can be found here: Q4 Report
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Decision	The Committee is asked to note the report
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Next steps	Continue with projects resulting from the PwC report and other changes to legal requirements.
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Strategic priority	Strategic priority 1 – Continuously improve and innovate
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Financial and resource implications Some resource implication due to project development

EDI impact and Welsh language standards We continue to analyse diversity data relating to our recruitment and pool of Partners.

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Partner Q1 2024-25 Report

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 (FTP), registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers.

Report summary

2. This report covers the following highlights and developments:
 - a. Measuring performance – KPIs
 - i. Recruitment
 - ii. Turnover
 - b. Partner establishment
 - c. Partner recruitment
 - d. Exit survey feedback
 - e. Partner training
 - f. Partner review
 - g. Partner communication
 - h. Partner costs
 - i. Partner risks

Measuring performance – KPIs

Recruitment

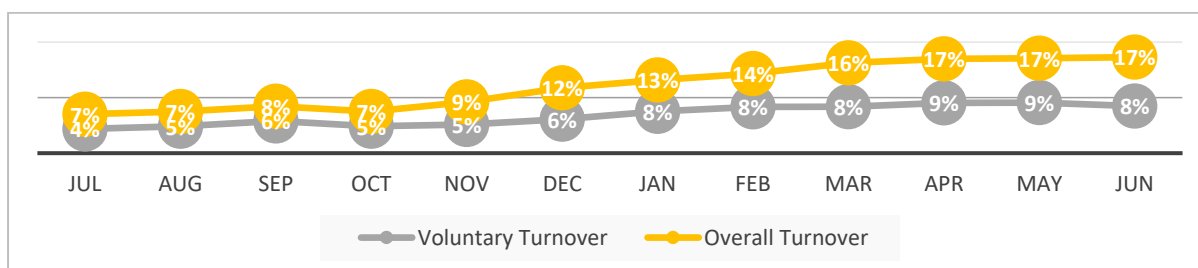
3. We ran a total of four recruitment campaigns in Q1. We exceeded our target of filling 100% of vacancies for lay campaigns and 80% for registrant campaigns. We over-recruited in some areas due to the high calibre of candidates and to further mitigate our currently high turnover rate.

Q1 Campaigns	Vacancy	Applicants	Interviews	Appointed	KPI achieved
ICP chairs	4	56	19	5	100%
Registration assessors	58	387	138	64	100%

Q1 Campaigns	Vacancy	Applicants	Interviews	Appointed	KPI achieved
Panel members	18	233	64	19	100%
Visitors	6	40	12	5	83%

Turnover

- Voluntary resignations have decreased in Q1. Only nine partners decided to voluntarily resign from their role, which is the lowest during the last four quarters. The main reasons for resignation were dissatisfaction with their role and/or remuneration.
- One partner's contract was terminated.
- The below graph sets out the voluntary and overall turnover over the last twelve months (YTD). Our KPI for voluntary turnover is a maximum of 8% which we achieved again this quarter after a rise to 9% in the last two quarters.



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Voluntary Resignations	1	3	10	9	2	6	9	6	3	1	1	2	53
8-year rule	15	0	0	0	5	10	0	3	0	0	0	0	33
Terminations*	1	0	0	0	4	0	0	0	12	0	1	0	18
Total Leavers (Vol & Comp)	17	3	10	9	11	16	9	9	15	1	2	2	104
Recruited partners	3	0	1	16	8	0	8	0	14	0	0	24	74
Total Number of Partners	637	637	630	639	636	621	620	611	613	610	608	631	624
Voluntary Turnover%	4%	5%	6%	5%	5%	6%	8%	8%	8%	9%	9%	8%	8%
Overall Turnover%	7%	7%	8%	7%	9%	12%	13%	14%	16%	17%	17%	17%	16%

* Terminations include temporary contracts and changes to partner role

** Normal range for voluntary turnover is ≤8%

Information does not capture those partners with multiple roles (e.g. resign from one role or add an additional partner role).

Partner establishment

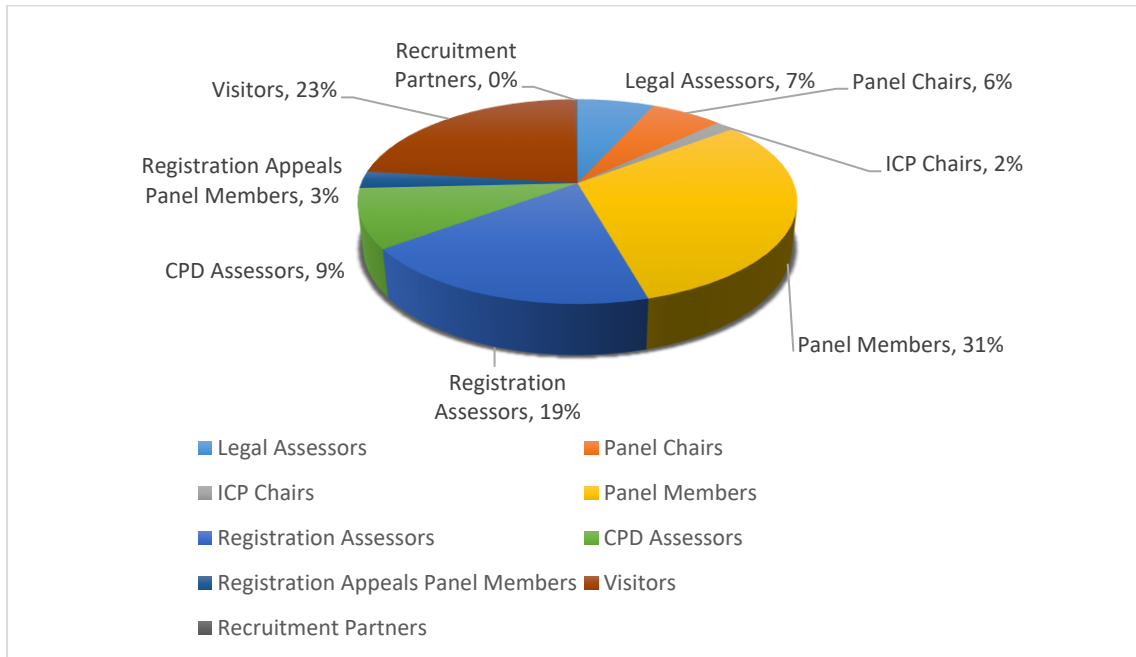
7. At the time of writing, we had 631 partners in 774 roles, which means we had a decrease in comparison to the previous quarter.

Department	Role	Total	Difference last quarter
Fitness to Practise	Legal Assessors	49	-1
	Panel Chairs	46	-3
	Investigating Committee Panel (ICP) Chairs	13	+1
	Panel Members	231	+/-0
Registration	Registration Assessors	174	+31
	CPD Assessors	69	-1
	Registration Appeals Panel Members (RAPM)	20	+/-0
Education	Visitors	170	+/-0
Recruitment	Recruitment Partners	2	+/-0
Total		774	+29

8. Partners with dual or multiple roles are set out below. Please note that some of these are due to dual modalities in their profession. One partner is registered in two professions (hearing aid dispensers and clinical scientists).

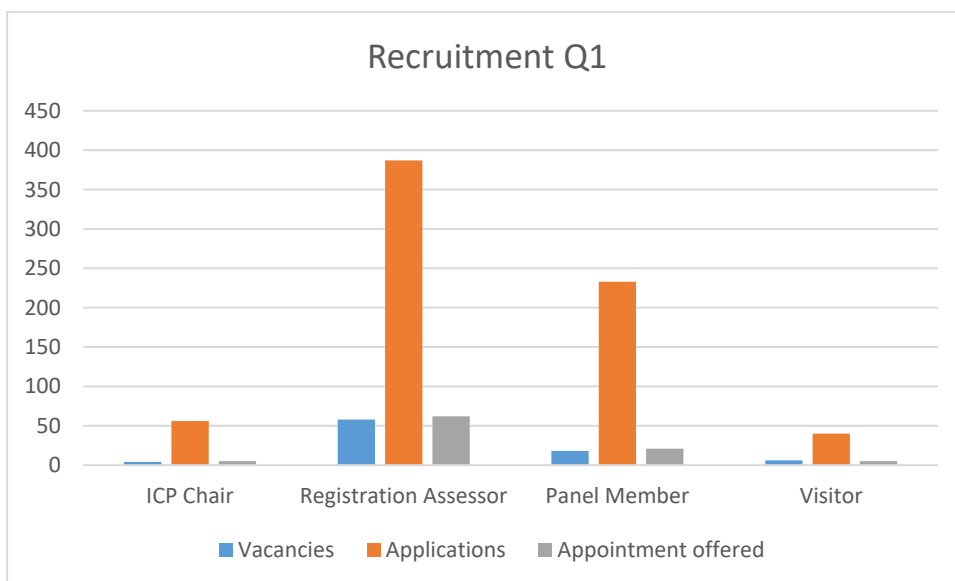
Number of Roles	Number of Partners	Percentage
1	653	84.4%
2	110	14.2%
3	9	1.2%
4	2	0.3%

9. The chart below shows the distribution of partners across all roles.



Partner recruitment

- 10. We ran four successful recruitment campaigns during Q1 with a record of over 700 applications received.
- 11. We are at shortlisting stage for the panel member lay campaign (30 vacancies) and are about to go live to recruit registration appeals panel members (eight vacancies).



Exit survey feedback

12. We have received 76 responses since the launch of the exit feedback survey in April 2022. We continue to capture this data and use it to inform and improve our ways of working with partners.
13. In the most recent feedback, several partners cited their concern about the low remuneration. On a positive note, two partners mentioned that the communication with the Registration team has improved.

Partner training

14. We have provided training to **139 partners** during Q1. A detailed breakdown can be found below.

Role	Training	Date	Attended
Legal assessors	Refresher	9 May 15 May 21 May 4 June 13 June 18 June	48
Panel chairs	Refresher	9 May 15 May 21 May 4 June 13 June 18 June	46
Registration assessors	Induction	6 June 19 June	45

Partner review

15. We have worked closely with the Quality Assurance team and Registration Manager to implement a new record of assessment (ROA) for CPD audits to allow for a more robust review of assessments and better quality control of the decision-making process.

Partner communication

16. We launched our fourth Partner Newsletter in July 2024 and had an opening rate of 70%. Top three stories were:
 - a. Results of Partner Survey
 - b. Partner recruitment statistics
 - c. New training guidance
17. Feedback received on the newsletter was very positive and included comments such as 'helpful updates', 'easy read', 'relevant range of topics', 'quick oversight of what's happening, with the ability to explore further'.

Partner costs

18. Partner costs (fees) during Q1 slightly decreased in comparisons to previous quarters.

Partner Role	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Visitors	£14,294	£9,064	£5,019	£12,788
Registration Assessors	£1,042,302	£274,126	£365,064	£360,472
Test of Competence	£14,523	£16,274	£13,802	£19,055
CPD Assessors	£21,640	£59,280	£22,960	£28,920
Recruitment Partners	£2,060	£2,188	£2,289	£3,048
Panel Members	£211,574	£224,712	£211,459	£189,589
Legal Assessor	£264,663	£281,941	£266,736	£233,976
Panel Chair and ICP Chairs	£183,048	£192,415	£183,947	£164,662
Registration Appeals Panel Members	£4,289	£10,557	£8,621	£3,811
Total	£1,758,394	£1,070,557	£1,079,897	£1,016,320

Partner risks

19. We currently have identified the following concerns and risks:

- a) We have implemented quality statements and clearer decision-making processes for international and CPD assessments, but further work could be done across the regulatory functions to capture more quantitative measures such as KPIs as highlighted in the recent BDO internal audit in education.
 - i. We are working with Business Change on the wider Partner transformation project to ensure that these aspects are captured in the project plan.
- b) We are currently assessing the impact of the final decision in the Somerville vs NMC case for the HCPC.