

# Education team Performance report November 2022 –

Education and Training Committee

Report date: 31 October 2022, data correct 31 October

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## Key points

- September and October have been a challenging period for the team – we have moved beyond our focus to ensure approval decisions were made for September 2022 start dates, to working through the backlog caused by resourcing challenges and this previous focus. This has meant a heavy focus on identifying priorities, and working to conclude high impact cases / cases with the longest age.
- We have begun to see green shoots of this labour, expecting many cases to be finalised for the November and January meetings of the ETCP. This will enable our focus to shift back to lower pressure case progression, and regional engagement.
- In this period we have continued to engage with our stakeholders, and have intended to focus on service, communicating with stakeholders involved with assessment cases to keep individuals as up to date as possible

### Resourcing / case progression

- 73% of cases are within our service levels. This has increased from the 65% figure in the September report, and is in line with our six monthly average, which is also 73%
- We are aiming for 90% of cases within service levels (green), with an amber RAG rating of 80-90%
- Previously reported resourcing challenges meant a backlog of cases built up from April. Reduced performance was expected – we spent July and August focusing on ensuring approval cases where programmes were due to start in September were progressed
- This resulted in cases from other processes being deprioritised. All September-start programmes were approved at the August Education and Training Panel, after being held to our high regulatory standards. This means no programme start dates were impacted.
- The quality of decision making did not drop through this challenging period – first and second line checks have continued to be applied, and quality indicators show decisions are of a high quality
- We are now focusing efforts on reducing the backlog of performance review and focused review cases. The team is confident that the next performance report to ETC will be much improved from the current position. We are now focusing our efforts on:
  - High impact cases, such as focused review cases where they may be concerns about providers or programmes – we can see impact of this in reduction in the number of cases over service level for this process
  - Programmes going through the approval process which are due to start in January 2023
  - The performance review process report stage is currently a bottleneck – cases in this report stage are close to conclusion, as assessment activities have been complete, but these need a high level of executive effort to draw together conclusions and ensure quality – we are currently focusing on progressing as many cases as possible for November ETCP, with the aim being three per executive (or 18 cases). This will make a big dent in the number of cases within this stage
  - Other process cases which are over or at risk of exceeding service targets, using existing management and reporting tools to identify cases
  - Cases with the longest case / stage age

### Case conclusion

- Case conclusion figures are currently amber or red rated. These is a time-based measure for case conclusion, which will likely increase before they decrease, as cases currently being finalised have taken longer than we aim for, due to resourcing challenges noted above and through previous reports

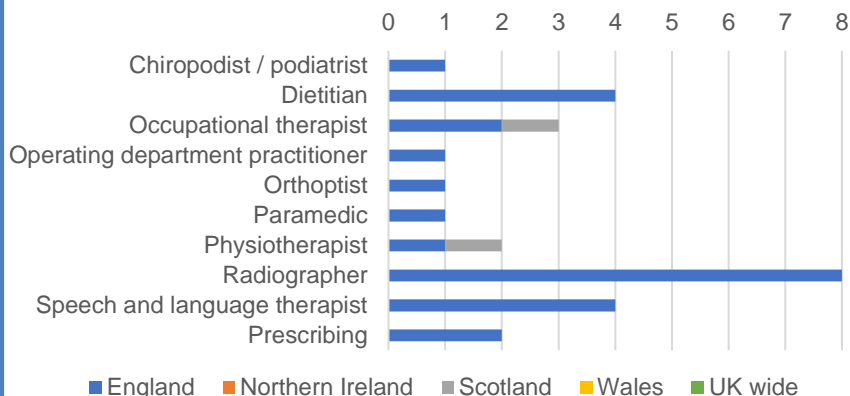
Performance summary	Current performance (RAG rating)
Time taken through the approval process	
Approvals subject to conditions	
Time taken to complete the performance review process	
Percentage of active case within service levels	

## Risks & Issues

- Reporting for the performance review processes is currently peaking
- Prioritisation of over service-level cases means reporting will get worse (for performance review and focused review) before it gets better.

# Approval process

### Pipeline of new programmes



NOTE: There are currently no programmes in the 'pipeline' for arts therapists, biomedical scientists, clinical scientists, hearing aid dispensers, practitioner psychologists, or prosthetists / orthotists

### Number of active cases - by case stage



## Completed cases

Period	Completed	Conditions set (% of cases)	Stage 1 duration (months)	Stage 2 duration (months)
Last month	0	N/A	N/A	N/A
Last 3 months	13	▶ 8	N/A	▶ 4.3
Last 12 months	22	▶ 5	N/A	▶ 4.3
Target	ETC 9 November 2022 - Education Performance report	Less than 20%	3 months	4 months

### New programmes

- New programmes continue to be developed across professions – we expect to receive further programme proposals over the coming months as education providers prepare September 2023 start dates
- Most cases are in the earlier stages of the process (Assessment preparation (stage 1), Stage 1 – institution assessment, Assessment preparation (stage 2))
- Some cases are for programmes with January 2023 start dates – we should achieve an approval decision in line with proposed January start dates
- There are currently no new programmes proposed in either Northern Ireland or Wales

### Conditions applied on approval

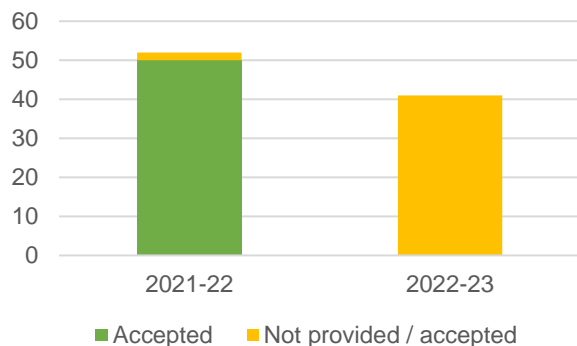
- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting for formal requirement setting through conditions
- We have set conditions on one case in the last 12 months – the percentage figure remains well below the target of setting conditions on less than 20% of cases

### Approval duration

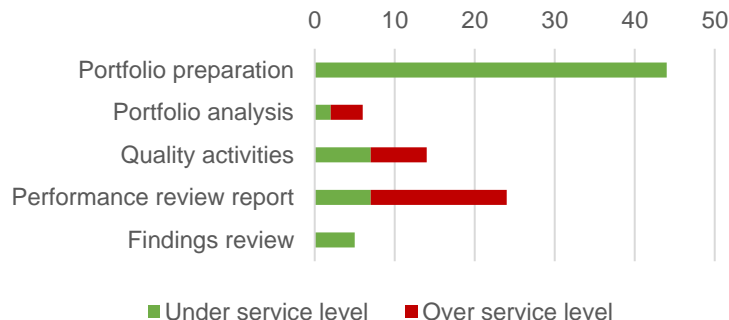
- With no cases completed in the last month, the data is broadly as was in the last report to ETC
- There is one active case outside of service levels for this process
- No cases went through a visitor led assessment in stage 1, and we are slightly over the target of four months for stage 2

# Performance review process

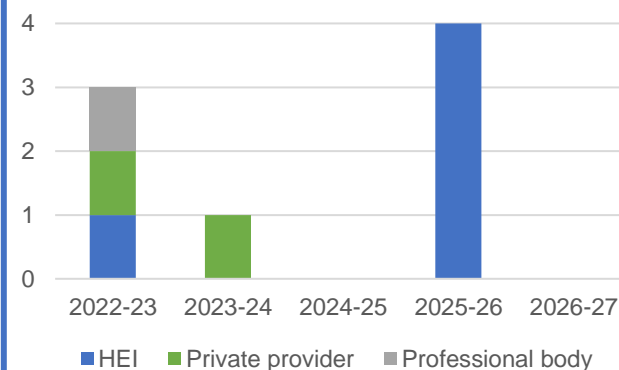
Portfolio submissions accepted / due by academic year



Number of active cases - by case stage



Next review period outcomes



## Completed cases

Period	Completed	Duration (months)	Trend from last month
Last month	1	6.9	N/A
Last 3 months	1	6.9	N/A
Last 12 months	1	6.9	N/A
Target		5 months	

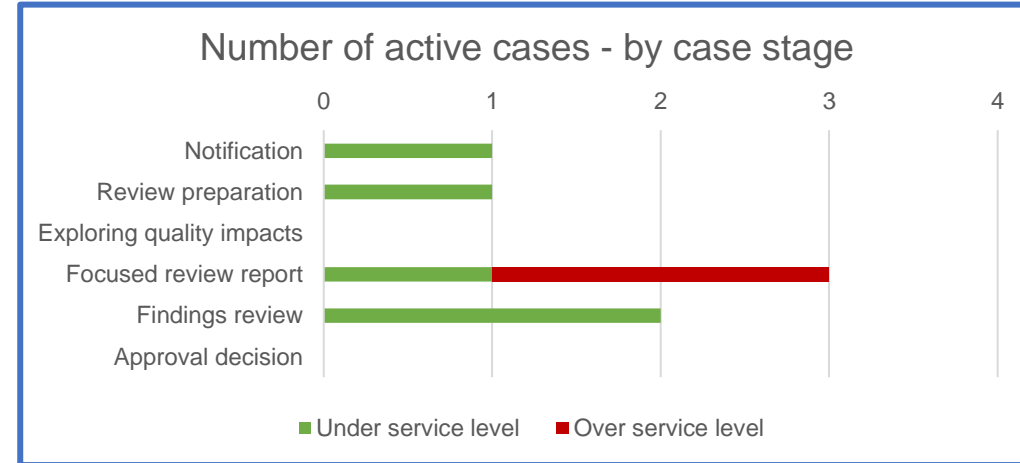
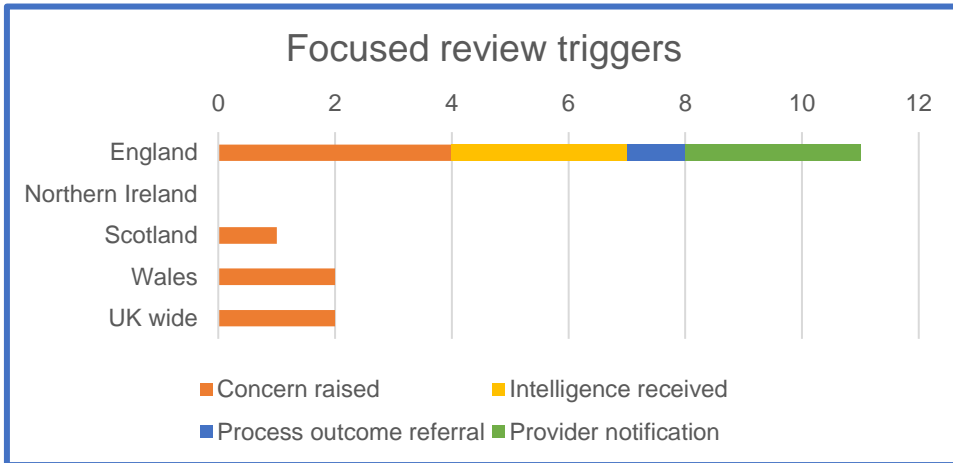
### Current activity

- We have received and accepted 96% of submissions for the 2021-22 academic year, and have moved to active assessments of these submissions
- We are still expecting two submissions originally due in the 2021-22 academic year (down from 4 in the last report) – to enable providers to engage well with the process, we have extended deadlines where required, and proactively worked with providers on the completeness of their submissions
- Where providers persist in not supplying submissions, we have the option to move forward with withdrawing approval – this would only be done where providers do not engage with a reasonable request for information from the HCPC, and where appropriate to manage public risk
- 2021-22 cases are moving forward through the process – we have completed assessment for 56% of these cases, and are now producing reports for submission to ETCP. As discussed on the summary page, our focus is now on working through the backlog of cases, prioritising those in the report stage, over service levels, and with an old case age
- We have secured deadlines with 78% of providers in performance review in the 2022-23 academic year. We are progressing our plan to support providers through this process, which includes direct engagement with a named person in the team, webinars, and detailed provider guidance

### Review outcomes

- We have concluded one performance review case since the pilot exercise. This case took longer than the target of five months to conclude, which is a finding we expect to see repeated for many cases concluding in the next few months, for the reasons noted on the summary page
- There are currently five cases in the findings review stage – this means these reports will be submitted to the next available ETCP, which means further figures will show in the next performance report
- Variance seen in outcomes is driven mainly by provider type
- Three providers assessed in the pilot are re-engaging with performance review in this academic year

# Focused review process



## Cases – received and completed

Period	Triggers received	Review required %	Completed (full process)	Duration (months)	Trend from last month
Last month	0	N/A	2	9.1	▲ 3.3
Last 3 months	1	▲ 100	3	8.0	▲ 2.2
Last 12 months	16	▶ 56	3	8.0	▲ 2.2
Target		50%		5 months	

- Number of cases remains small, with around half cases set up due to concerns being raised
- We have referred to the focused review process for the first time – this is when a process outcome from another case includes review through focused review
- The percentage of cases over service levels has reduced significantly from 60% in September to 29% - this is due to our focus over the last month few months to progress and resolve cases
- We have completed three cases case in the last three months, which averaged significantly over the target of 5 months. As further cases progress to conclusion we will get a better indicator of our performance against the target
- We have maintained the percentage of cases referred to review – the percentage is currently just above the target

## Highlights



Education provider portal released on 1 November

Started internal project to develop our regional approach to stakeholder engagement



Delivered webinars to support providers embedding the revised SOPs, and engaging with performance review

Continued work to establish formal information sharing with professional bodies



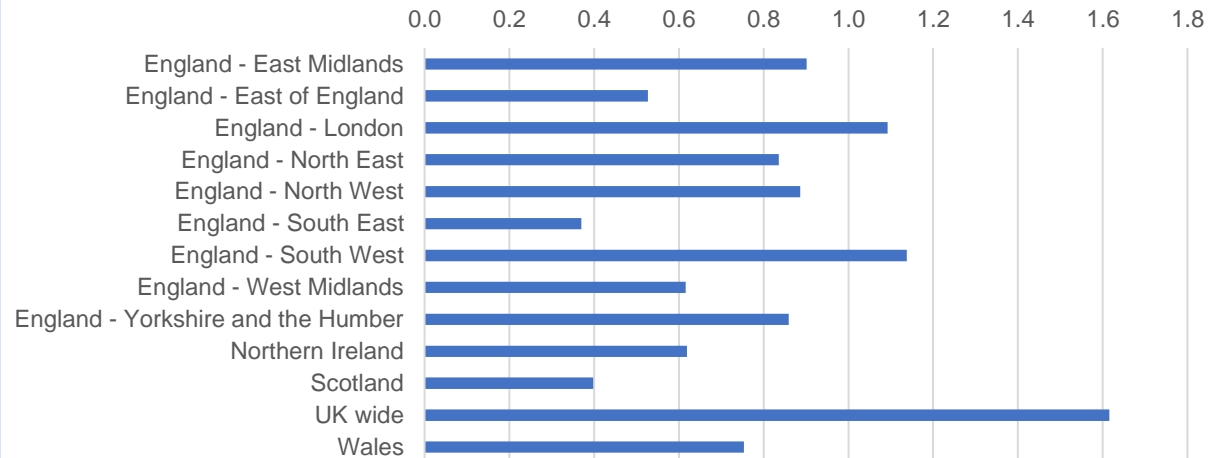
Continued work to establish formalising information sharing with other bodies

Education Update published 30 September



ETC 9 November 2022 - Education Performance report

Average number of emails per contact



- Our education provider webinars were well attended, with a total of 365 attendees
- We held 152 meetings with education providers, professional bodies, and other sector stakeholders in the last 12 months. These meetings have primarily focused on case assessment, and information sharing arrangements
- There is a wide range of the average number of emails sent per contact in the last four weeks
- The trends for the most and least contacted regions generally persist from when we started reporting these figures – we have commenced a piece of work to develop how we engage stakeholders well on a regional basis, with the aim to:
  - Enable information to be captured in a structured way
  - Facilitate easy use of information to inform quality assurance assessments
  - Enable management oversight, understanding, and reporting of thematic areas
- To help develop how we work with stakeholders regionally in the interim, we have:
  - Refreshed providers on what they can expect from us, and what we need from them, in the September issue of Education Update
  - Set an aims to re-engage with stakeholders from all providers on a 1-2-1 basis in January