

Registration Performance Report

August to September 2023

Registration – Performance Report Summary

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Overview

- This report covers the end of the peak period for applications to join our Register from students completing UK education programmes. The team managed the demand well. The median processing time for UK applications was 2 working days in August 2023 and 4 working days in September 2023 (see page 3), which is significantly below the 10 working day KPI.
- The international team continues to meet its main service standard of making a first decision on an international application within 60 working days. The median time to first assessment decision was 23 working days in August 2023 and 37 working days in September 2023 (see page 5).
- Our contact centre continues to provide a timely response to both telephone and email enquiries. Our call answer rates were 99% in August 2023 and 99% in September 2023 (see page 14). Our email response median time was 3 working days in August 2023 and 2 working days in September 2023 (see page 12).
- During the period of August 2023 to September 2023, 14 registration appeals were concluded. The number of upheld appeals remains low, providing assurance on the quality of the initial registration decisions (see page 15).
- Pages 16-17 include the first reporting against new quality measures the team have introduced. The initial focus of this work has been on the international application service and will be rolled out across other services in due course.

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Risks & Issues

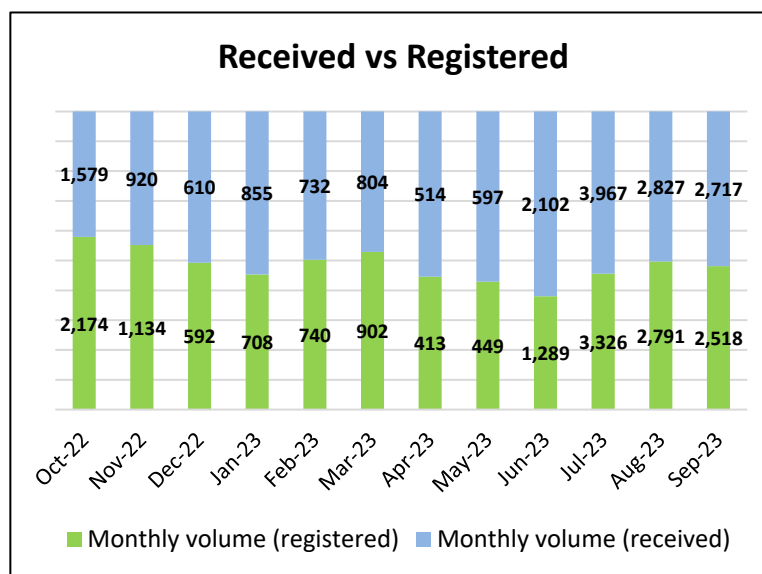
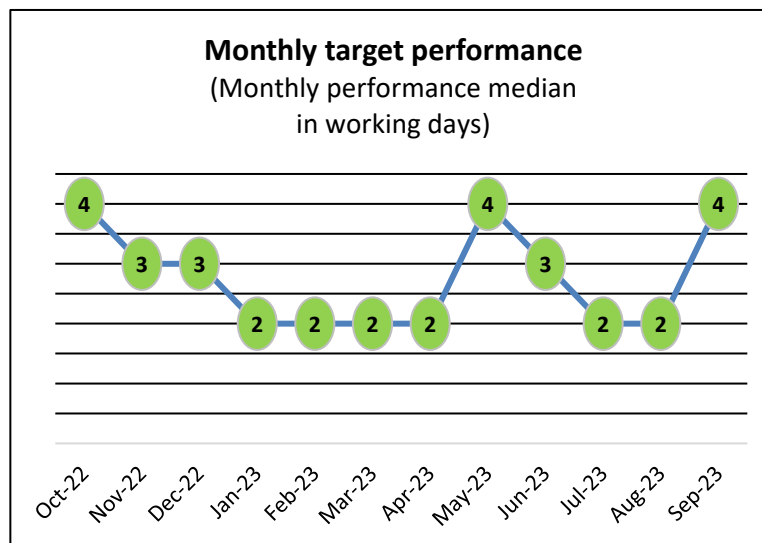
- During the period of August 2023 to September 2023, 4,553 international applications were received, which represents a 118.6% increase compared to the same period in 2022. We received 4,106 applications in August 2023, which may have been as a result of the introduction of the new standards of proficiency on 1 September 2023. Numbers of applications received in September and October to date is significantly lower.
- During the period of August 2023 to September 2023, 6 out of 14 appeals cases were outside the 100 working day service level due to the lack of availability of panel members and chairs. As a result, we have scheduled in advance 3 hearing days a month in October, November and December 2023.

Performance summary	Performance RAG rating (Sept 2023)	Performance RAG rating (Aug 2023)
Core registration processes		
UK applications	Green	Green
International applications	Green	Green
Renewals	Green	Green
CPD	Green	Green
Readmissions	Green	Green
Appeals	Green	Red
Contact centre		
Emails	Green	Green
Postal	Green	Green
Telephone enquiries	Green	Green

Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)
September 2023	4
August 2023	2
July 2023	2
June 2023	3
May 2023	4
April 2023	2
March 2023	2
February 2023	2
January 2023	2
December 2022	3
November 2022	3
October 2022	4



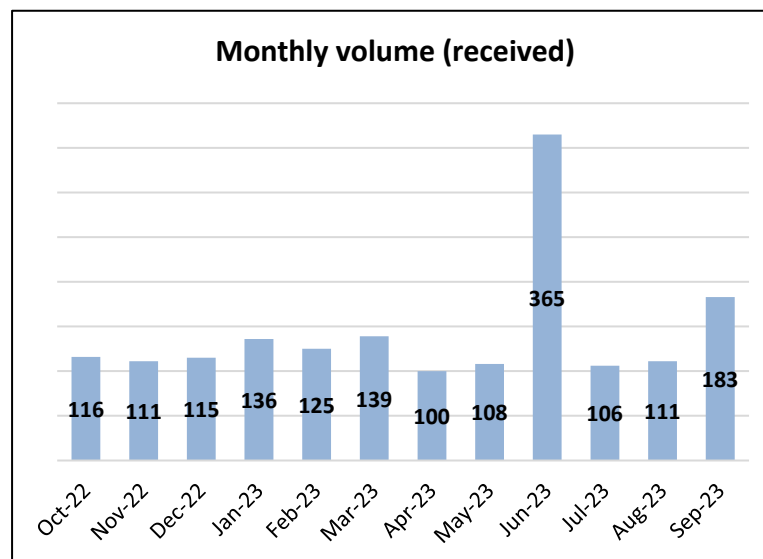
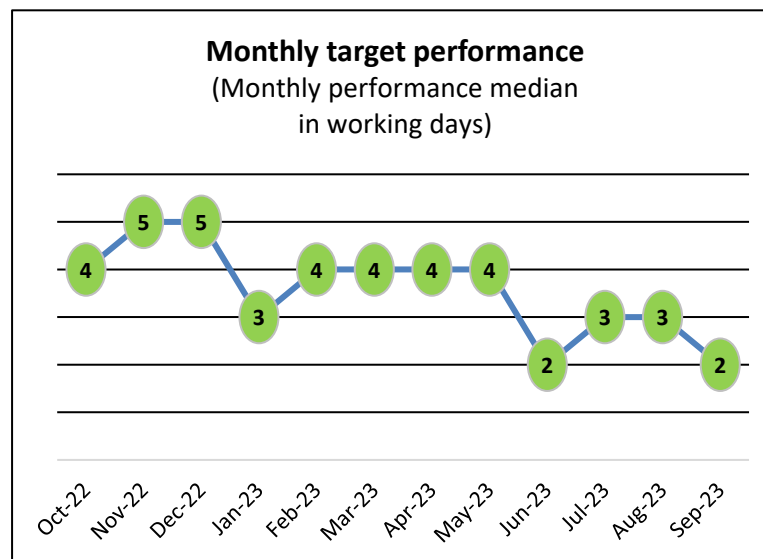
Analysis

- Performance against our service standard for UK applications was met during the period of August 2023 to September 2023.
- During this period, 5,544 UK applications were received compared to 4,780 in the same period in 2022, which is an increase of 16%.
- The processing time median was 2 working days in August 2023 and 4 working days in September 2023.
- As at 30 September 2023, 10,786 UK applications had been registered in the 2023-24 financial year, compared to 9,108 during the same period in 2022-23.
- The number of paper and emailed application forms received continues to decline as expected since we launched online applications in 2022. We offer paper-based applications as a reasonable adjustment and on request.

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Readmission applications

Month	Monthly performance median (10 working days)
September 2023	2
August 2023	3
July 2023	3
June 2023	2
May 2023	4
April 2023	4
March 2023	4
February 2023	4
January 2023	3
December 2022	5
November 2022	5
October 2022	4



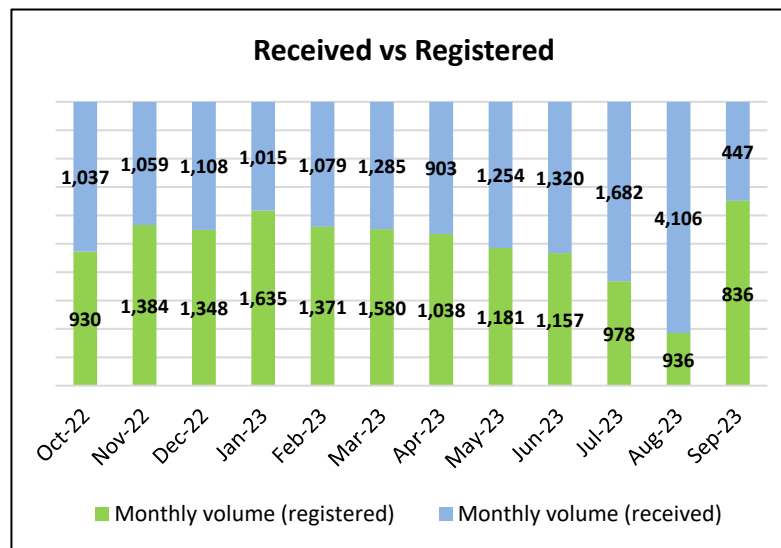
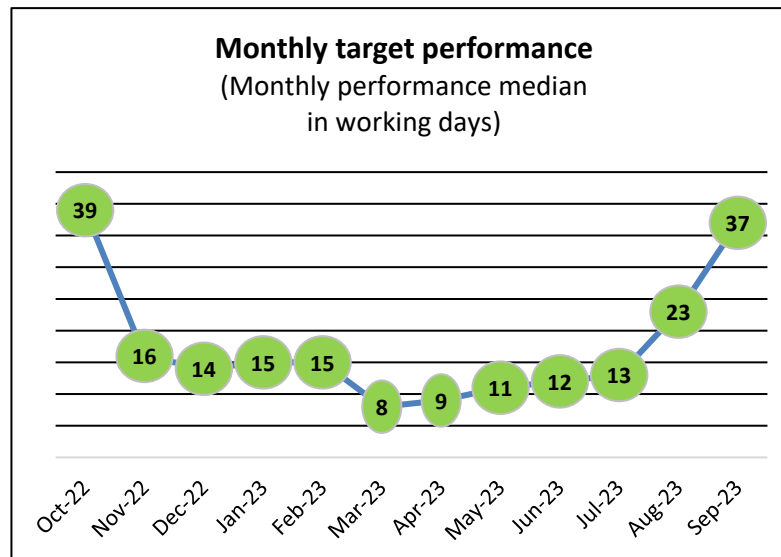
Analysis

- The median has remained within the service standard of 10 working days during the period of August 2023 to September 2023.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.
- The spike in June 2023 follows the closure of the practitioner psychologist renewal window on 31 May 2023.

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International applications (First decision)

Month	Monthly performance median (60 working days)
September 2023	37
August 2023	23
July 2023	13
June 2023	12
May 2023	11
April 2023	9
March 2023	8
February 2023	15
January 2023	15
December 2022	14
November 2022	16
October 2022	39



Analysis

- We continue to see good performance with the monthly performance median to make a first decision remaining below 60 working days. The processing time median was 23 working days in August 2023 and 37 working days in September 2023.
- During the period of August 2023 to September 2023, 4,553 international applications were received, which represents a 118.6% increase compared to the same period in 2022. We received 4,106 applications in August 2023, which may have been as a result of the introduction of the new standards of proficiency on 1 September 2023. This is why the time to first decision on applications has increased in August and September.
- As at 30 September 2023, 6,126 international applications had been registered in the 2023-24 financial year, compared to 5,527 during the same period in 2022-23.

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Renewals – paper/email based submissions

Month	Monthly performance median (10 working days)
September 2023	1
August 2023	0
July 2023	0
June 2023	0
May 2023	0
April 2023	0
March 2023	0
February 2023	0
January 2023	0
December 2022	0
November 2022	1
October 2022	1
September 2022	4
August 2022	1
July 2022	3.5
June 2022	2
May 2022	0
April 2022	2
March 2022	2
February 2022	4.5
January 2022	4.5
December 2021	0
November 2021	5.5
October 2021	3

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Registration performance

Renewal rates

Analysis

On 31 August 2023 paramedics and orthoptists ended their renewal period.

- Paramedics ended their renewal window, with 95.9% of registrants having renewed their registration compared to 94.5% in 2021.
- Orthoptists ended their renewal window, with 94.5% of registrants having renewed their registration compared to 91.3% in 2021.

On 30 September 2023 clinical scientists, speech and language therapists and prosthetists / orthotists ended their renewal period.

- Clinical scientists ended their renewal window, with 95% of registrants having renewed their registration compared to 93% in 2021.
- Speech and language therapists ended their renewal window, with 95.7% of registrants having renewed their registration compared to 92.3% in 2021.
- Prosthetists / orthotists ended their renewal window, with 93.7% of registrants having renewed their registration compared to 91.3% in 2021.

On 1 August 2023 occupational therapists began their renewal period.

- As at 19 October 2023, 89.4% of occupational therapists had renewed (see page 9 for comparison with previous years).

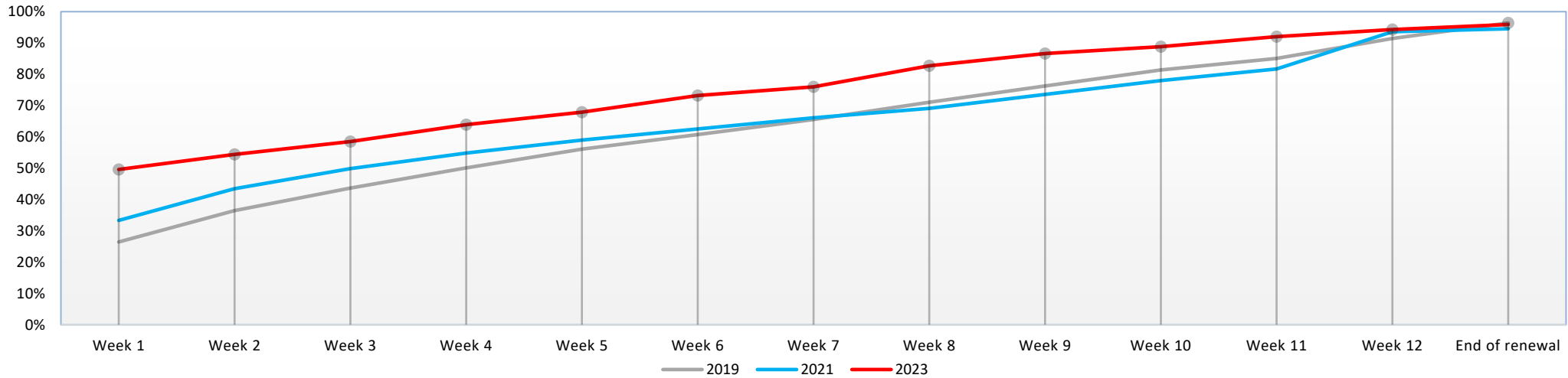
On 1 September 2023 biomedical scientists began their renewal period.

- As at 19 October 2023, 66.5% of biomedical scientists had renewed (see page 10 for comparison with previous years).

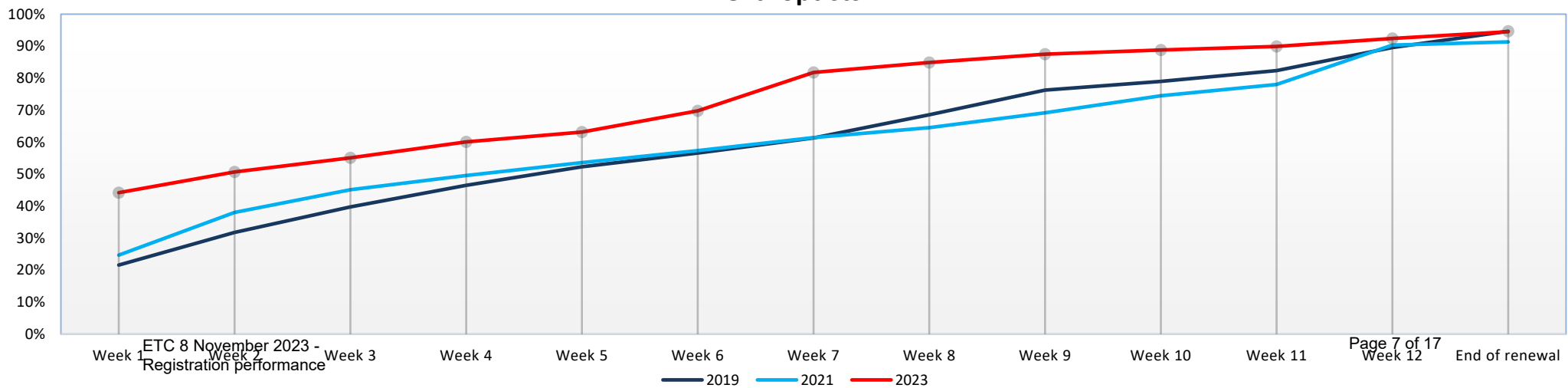
We are seeing the benefits of the changes to the renewals process, improvements to our communications and registrant portal that have been implemented over the last two years. All the professions are now familiar with the new system and correspondence methods as they were introduced over two years ago, prior to their previous renewal.

Weekly renewed rates

Paramedics

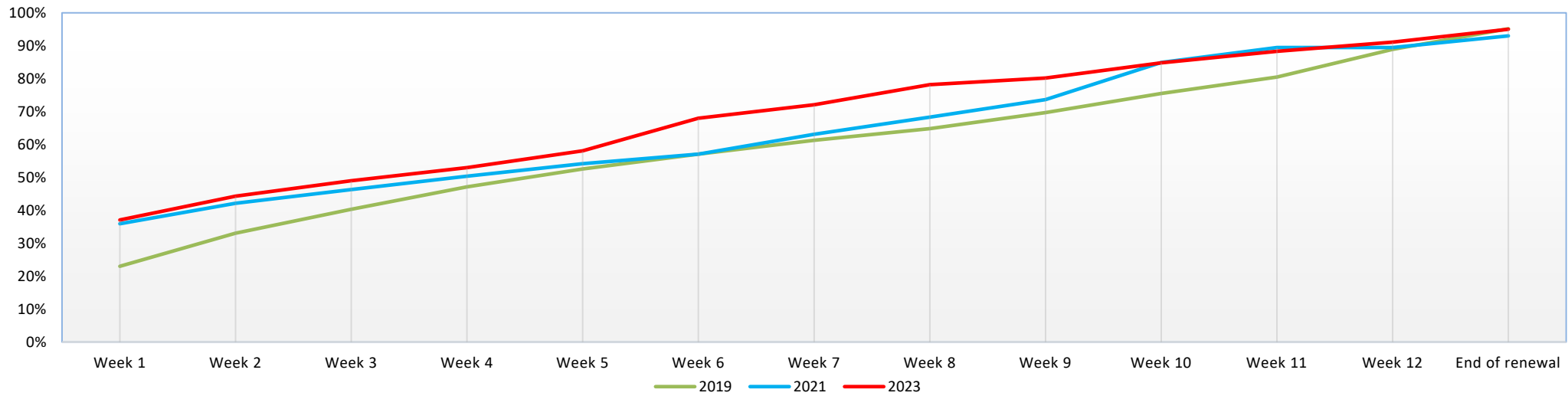


Orthoptists

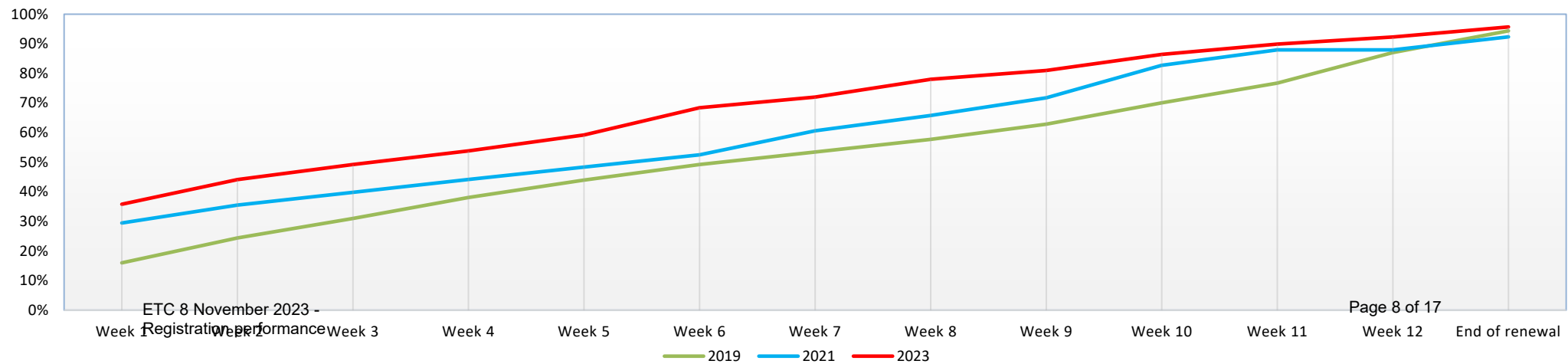


Weekly renewed rates

Clinical Scientists

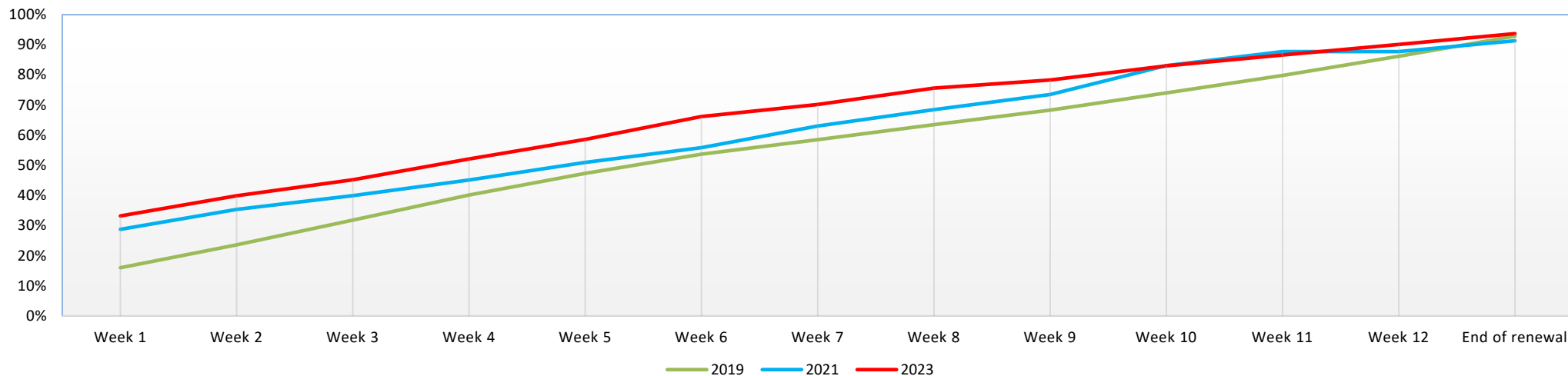


Speech and Language Therapists

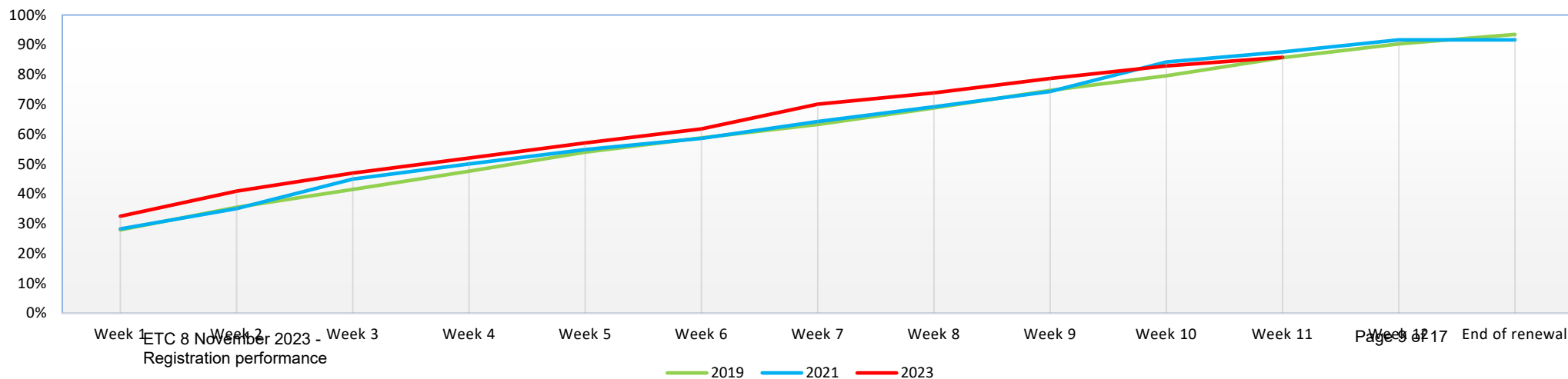


Weekly renewed rates

Prosthetists / Orthotists

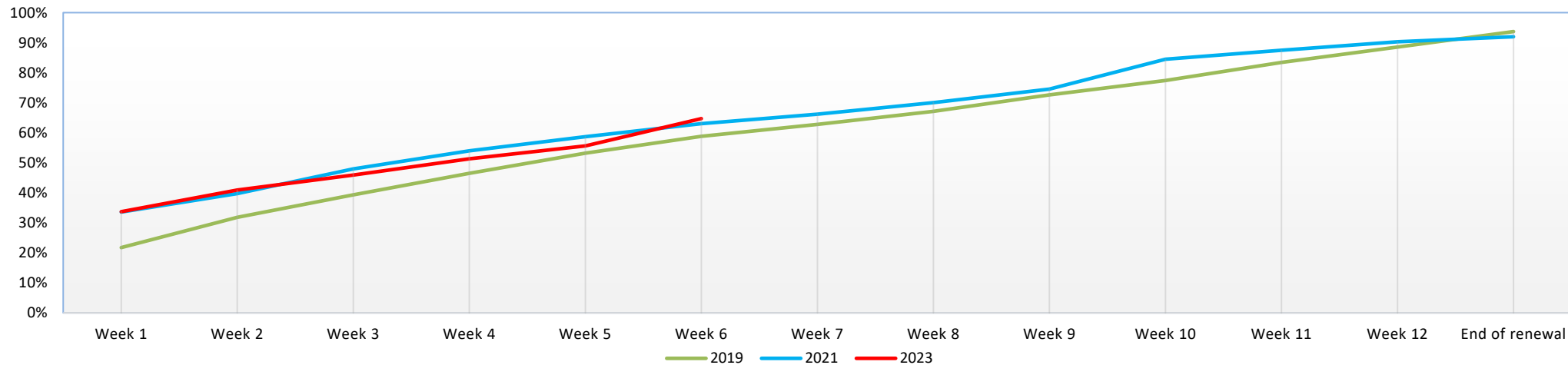


Occupational therapists



Weekly renewed rates

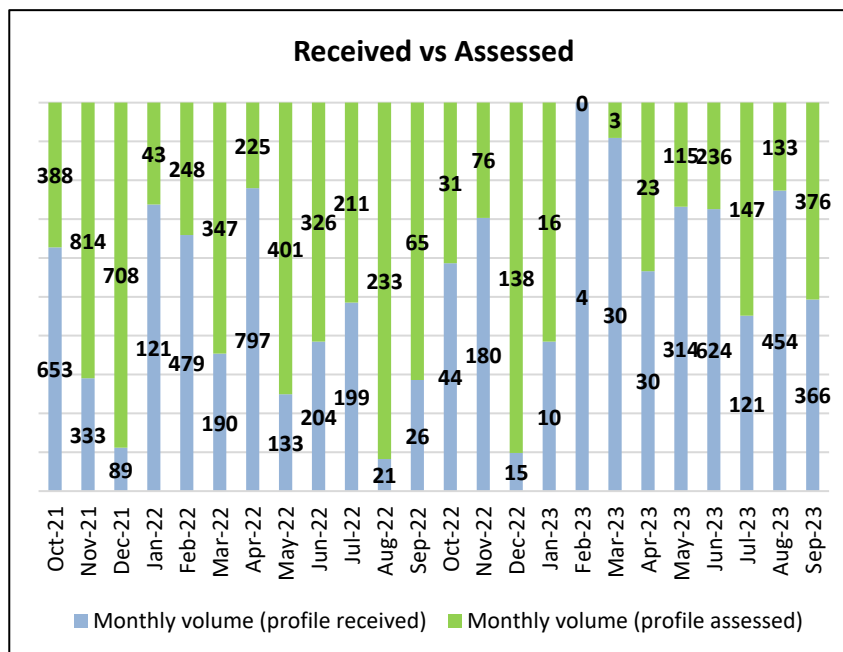
Biomedical Scientists



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CPD audits

Month	Monthly performance median (60 working days)
September 2023	17
August 2023	14
July 2023	18
June 2023	17
May 2023	20
April 2023	27
March 2023	213
February 2023	0
January 2023	11
December 2022	12
November 2022	9
October 2022	14
September 2022	25
August 2022	22
July 2022	28
June 2022	33
May 2022	26
April 2022	16
March 2022	15
February 2022	9
January 2022	45
December 2021	32
November 2021	36
October 2021	44



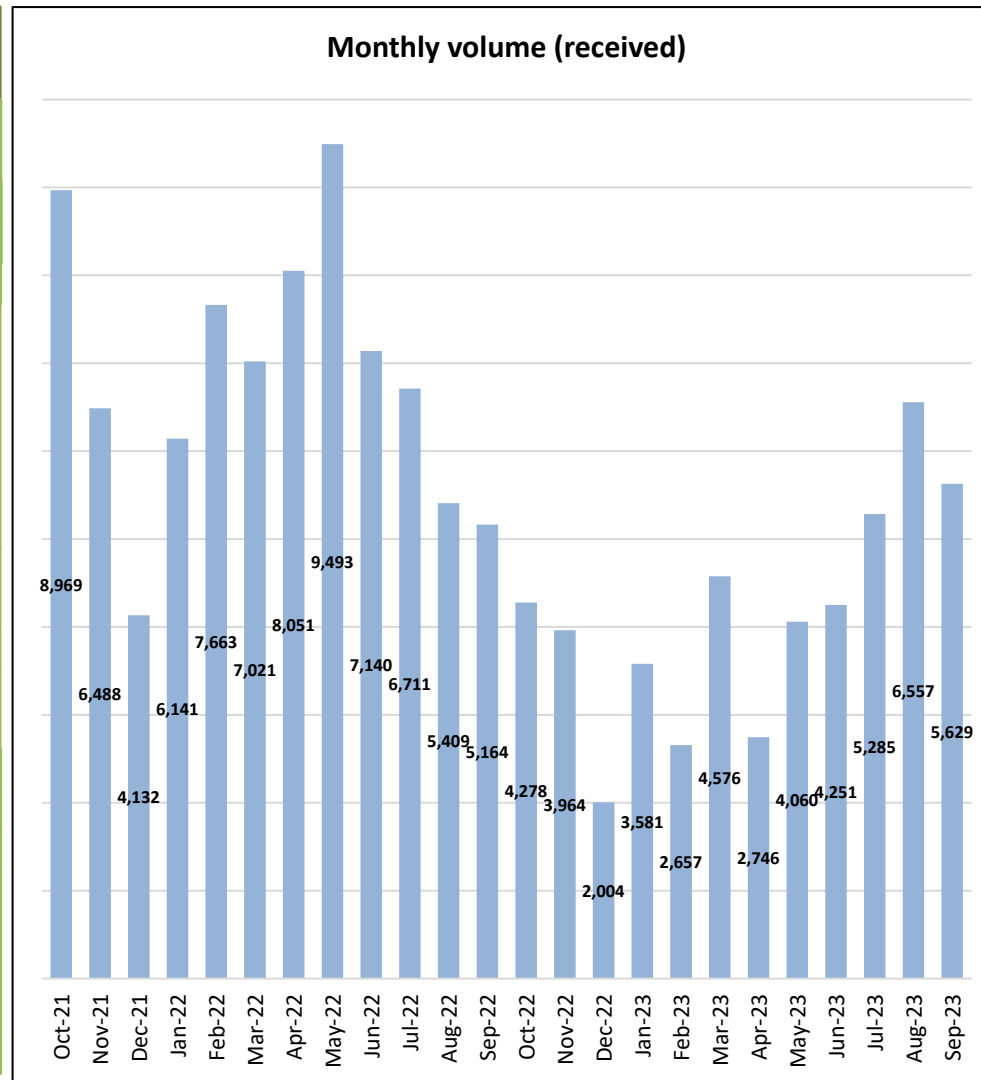
Analysis

- During the period of August 2023 to September 2023, the 60-day median service standard target was achieved.

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

Month	Monthly performance median (5 working days)
September 2023	2
August 2023	3
July 2023	1
June 2023	1
May 2023	2
April 2023	1
March 2023	2
February 2023	1
January 2023	1
December 2022	1
November 2022	2
October 2022	2
September 2022	3
August 2022	2
July 2022	3
June 2022	2
May 2022	8
April 2022	9
March 2022	17
February 2022	12
January 2022	10
December 2021	8
November 2021	14
October 2021	18



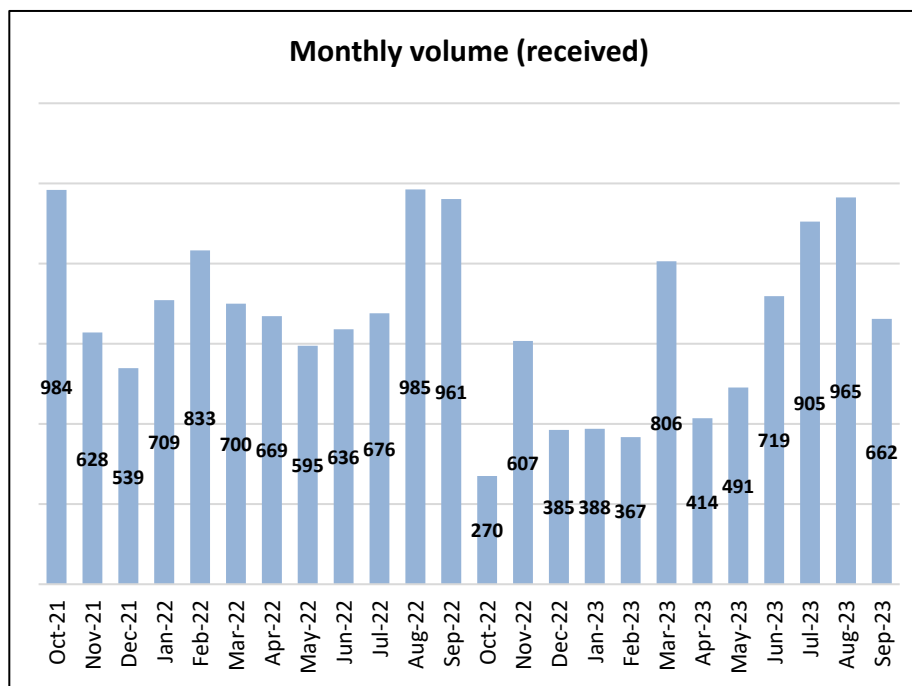
Analysis

- The continued improvement to our UK and readmission application processing times has had a positive impact on the number of emails received (number of enquiries in 2023 lower than previous years).
- We continue to provide a good service to enquiries by email. Our performance target of responding within 5 working days has been consistently met and the monthly median was 3 working days in August 2023 and 2 working days in September 2023.
- We continue to work with the Communications Team to try to reduce the need for people to email us and updated our direct communication with registrants during their renewal period, providing clear guidance on the renewal process and encouraging them to self-serve. We have updated messages on social media, on our website and on the automated email response to help manage the expectations of those contacting us by email and to encourage people to self-serve.

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Postal correspondence

Month	Monthly performance median (10 working days)
September 2023	5
August 2023	5
July 2023	2
June 2023	4
May 2023	3
April 2023	2
March 2023	2
February 2023	2
January 2023	3
December 2022	5
November 2022	5
October 2022	3
September 2022	3.5
August 2022	3
July 2022	0
June 2022	1
May 2022	7
April 2022	7
March 2022	9
February 2022	10.5
January 2022	2
December 2021	4
November 2021	6.5
October 2021	5



Analysis

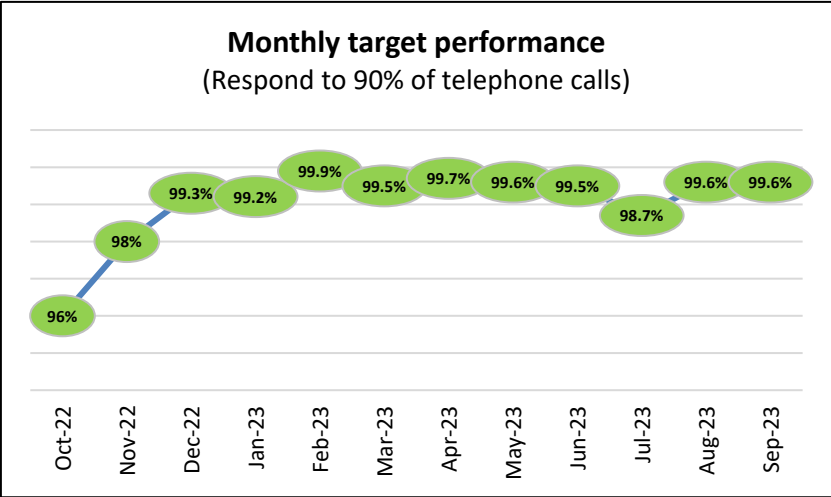
- During the period of August 2023 to September 2023, the 10 working days median service standard has been consistently met.

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

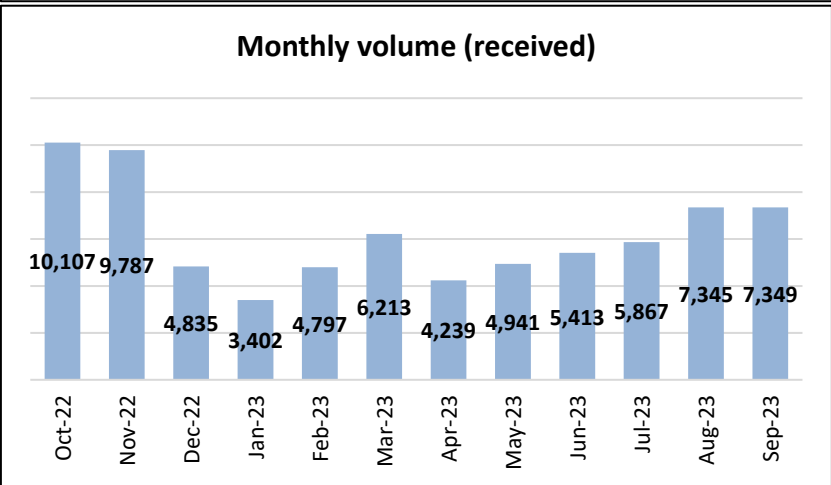
Target 90% of all calls answered

Month	Monthly performance median
September 2023	99.6 (% of calls answered)
August 2023	99.6 (% of calls answered)
July 2023	98.7 (% of calls answered)
June 2023	99.5 (% of calls answered)
May 2023	99.6 (% of calls answered)
April 2023	99.7 (% of calls answered)
March 2023	99.5 (% of calls answered)
February 2023	99.9 (% of calls answered)
January 2023	99.2 (% of calls answered)
December 2022	99.3 (% of calls answered)
November 2022	98 (% of calls answered)
October 2022	96 (% of calls answered)



Analysis

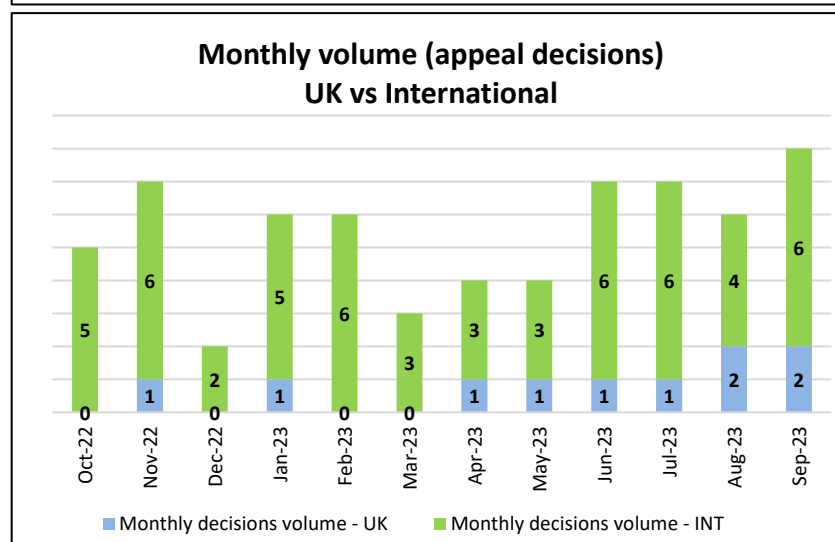
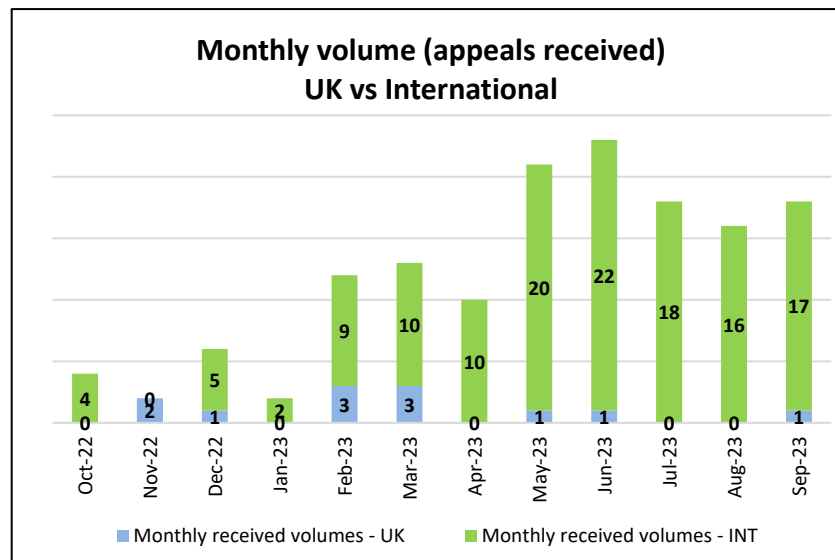
- We continue to provide a good service in our telephone contact centre.
- Call volumes increased over the reporting period as a result of the volume of UK applications received (see page 3) and the number of professions renewing their registration (see page 6).



Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
September 2023	76
August 2023	125
July 2023	79
June 2023	93
May 2023	98
April 2023	102
March 2023	118
February 2023	149
January 2023	89
December 2022	99
November 2022	83
October 2022	73



Analysis

- The number of appeals remains broadly consistent this financial year. The number of appeals remains low given the higher number of international applications we are receiving, and the number of applications received overall.
- During the period of August 2023 to September 2023, 14 registration appeals were concluded, of which 10 were upheld (following the provision of further information to support their application), 1 dismissed, 2 remitted to ETC and 1 withdrawn.
- The registration appeals concluded consisted of 4 UK and 10 international cases.
- The processing time median was 125 working days in August 2023 and 76 working days in September 2023. 6 out of 14 cases were over the 100 working days service level due to the lack of availability of panel members and chairs. As a result, we have scheduled in advance 3 hearing days a month in October, November and December 2023.
- The next appeal hearing days are scheduled for the 11, 12 and 26 October 2023; 8, 16 and 28 November 2023; 7, 14 and 19 December 2023.

International registration quality assurance

Introduction

- The existing first line checks process in Registration was introduced in 2014 and international applications that have an “accept” decision from the Registration Assessors are processed without any additional scrutiny on the assessors’ feedback and decision. Applications with a “non-accept” decision are reviewed by a Registration Advisor before sending to the applicant or escalated for review and sign off by a Registration Manager or Team Leader in the case of reject or test of competence decisions .
- The existing first line checks process in Registration focuses more heavily on performance management rather than quality assurance. They are used as a tool to ensure individual Registration Advisors reach a required level of competence, rather than to provide assurance on the integrity of the service overall.
- In June and July 2023, the Quality Assurance Team facilitated two workshops with the Registration Managers and Team Leaders of the International ring-fenced team. The purpose of the workshops was to review the quality checks process following recent changes to the international application process. The aim was to better understand the risks associated with international applications and help develop appropriate first line checks to mitigate risks and assure the process.
- The findings from the workshops enabled the Quality Assurance and Registration Teams to develop a new quality assurance process for international applications.

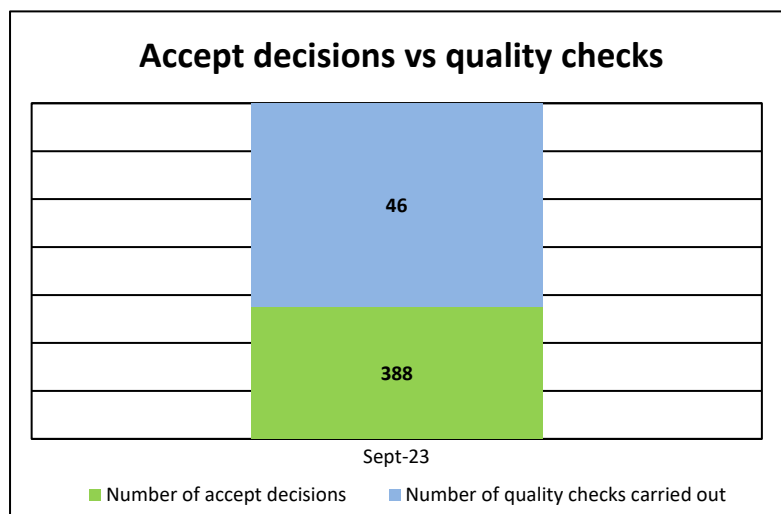
New approach to international registration quality assurance

- New frontline quality assurance checks have been introduced since the beginning of October 2023 (initial findings on page 17). The new quality assurance measures will provide greater assurance on the quality and consistency on the integrity of our process and the outcomes/decisions made during the process. This is in addition and separate to the current performance management-based checks which continue to take place.
- Working with the Quality Assurance Team an agreed sample size has been agreed, and how many checks are needed to give an acceptable level of assurance in the international application process. The sample size is based on the target population (in this case, the number of international applications that have an “accept” decision following the first assessment) delivering a 95% confidence level and a 9% margin of error.
- This will focus on the applications with an “accept” decision, as these are decisions that result in someone joining the Register.
- New criteria (again developed with the Quality Assurance Team) for recording quality checks findings have been introduced to support consistency and enable reporting. This has used our experience of introducing similar measures successfully in Fitness to Practise.
- Regular calibration meetings will be held to help reduce inconsistencies in scoring and identify potential issues early.
- The Quality Assurance Team plan to facilitate further workshops to cover other registration processes to better understand the risks associated with these processes and help develop appropriate first line checks to mitigate risks and assure these processes.

Registration – Performance Report

International registration quality assurance

International application process criteria	Compliance level (%)
Referral to FTP	100
Modality	98
Declarations	98
Correspondence	96
Internal procedures followed	93
ID / proof of address documents	100
Feedback	98
Proof of English language proficiency	98
Translations	100
Verification of qualification	98
Verification of professional experience	93
Verification of professional / Regulatory	91



Analysis

- The initial findings following the introduction of the new approach to quality assurance are shown in the table opposite. The table provides our current compliance against each of the criteria, which were agreed with the Quality Assurance Team, that support the international application process.
- Between 1 and 30 September 2023 the international team processed 388 applications which were accepted for registration following the first assessment.
- In order to provide a 95% confidence level and a 9% margin of error, a sample size of 91 international application quality checks is required.
- As at 19 October 2023 the team have performed 46 of these quality assurance checks with the results provided in the table **opposite and an overall compliance level of 97%**. Obviously, these results are indicative as this approach has only just been introduced and does not include a full month's data.
- Compliance levels across all international processes are currently above 90%. We have focused our improvement activity on the verification (professional/regulatory bodies and professional experience) processes as the compliance levels for these processes are 91% and 93% respectively. In order to improve compliance in these areas of the international process additional training has been arranged and we have encouraged the use of online verification checks i.e. checking online registers. Also, the team have been instructed to escalate any queries where there is doubt on the verification we have received.
- The compliance level for internal procedures is 93% and this has highlighted some development areas for Registration Advisors, which have been addressed e.g. Registration Advisor not correctly checking that a course information form was authenticated by the education provider.