

# Education team Performance report June 2024 Education and Training Committee

Report date: 3 June 2024, data correct 21 May

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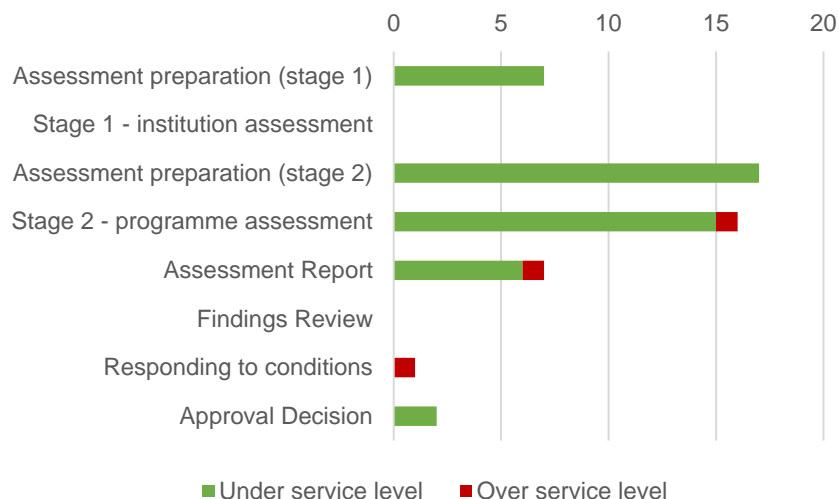
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# KPI summary and narrative

Performance measure	What does this tell us?	RAG rating description	Current performance	Commentary
Percentage of active case within service levels (live cases) ( <u>timeliness</u> )	Whether we are progressing <u>live cases</u> in a timely manner	Red <80% Amber 80-90% Green >90%	▼	<ul style="list-style-type: none"> <li>The percentage of active assessments over service level has decreased slightly, from 21% in April to 20% in May</li> <li>This figure is amber rated, down from green in the last ETC report, and is due to a spike in active performance review assessments being undertaken, and slight delays through process stages (further detail on page 5)</li> </ul>
Observations across processes ( <u>quality</u> )	In the <u>last three months</u> , whether assessment outcomes have been objected to by providers	Red >10% Amber 5-10% Green >5%	▲	In the last three months, we have not received any observations on concluded cases
<u>Time taken</u> through the approval process (stage conclusion)	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >5 months Amber 4-5 months Green <4 months	▲	Performance has improved to amber
Approvals subject to conditions ( <u>quality</u> )	In the <u>last three months</u> , whether we have supported providers to meet our standards through a frontloaded processes	Red >30% Amber 20-30% Green <20%	▲	We have not set any conditions in the last three months
<u>Time taken</u> to complete the performance review process	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >6 months Amber 5-6 months Green <5 months	▲	<ul style="list-style-type: none"> <li>We have concluded one case in the last three months – this case was delivered within the service level</li> <li>We will see further outcomes in the next report, which will give us a better sense of performance against this KPI – with the number of cases outside of the service level, we expect performance against this KPI to drop in the next report</li> </ul>
Percentage of <u>quality</u> checks completed	In the <u>last month</u> , whether we have ensured quality at key process points via mandatory quality checks	Red <95% Amber 95-99% Green 100%	▶	<ul style="list-style-type: none"> <li>We expect a high level of compliance with mandatory internal quality checks</li> <li>In the last month, 100% of quality checks were carried out at the required time</li> </ul>
Spot check outcomes ( <u>quality</u> )	In the <u>last three months</u> , whether checks undertaken have ensured the required level of quality	Red <80% Amber 80-90% Green >90%	▶	<ul style="list-style-type: none"> <li>The compliance level has maintained at amber from the last report to ETC</li> <li>The figure has been negatively impacted this month by two cases, where the guidance was not clear on what needed to happen. We will update guidance out of these checks</li> <li>All areas of non-compliance are fed back to team members, and regularly occurring problems are fed into continuous improvement work</li> </ul>

# Approval process – performance

Number of active cases - by case stage



## Active cases

- For most cases, we are undertaking assessments, writing reports, or awaiting final decisions for September 2024 starts
- There has been a decrease in the number of cases outside of service levels, from 14% in the last month, to 6% in this month. We are still in good time to meet expectations of education providers to meet September start dates

## 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 not set any conditions in the three month period
- The case in the 'responding to conditions' stage is particularly complex, and is taking longer than our service level – this is due to the detailed continuing review needed to ensure this programme meets our standards, if we are to approve it

## Observations

- Low levels of observations show process outcomes are acceptable to providers, and that we have undertaken a fair assessment
- We have received no observations in the three month period

## Approval duration

- We concluded three cases in the last three months – the duration figure is slightly above the target of four months, but has improved since the last report (6.4 months)

## Completed cases

Period	Number completed	Conditions set (% of cases)	Observations received (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	0	N/A	N/A	N/A	N/A
Last 3 months	3	▼ 0	▼ 0	N/A	▲ 4.7
Target		Less than 20%	Less than 5%	3 months	4 months

# Professional pipeline

- We include this information to provide insight about learner number changes into the professions we regulate
- Through our processes, we capture proposed learner numbers for each programme – figures presented through this table are not actual learner numbers, but are the maximum capacity we would expect programmes to be operating at
- This data and information can be used by commissioning organisations and others to understand capacity within approved and proposed programmes
- We have piloted supplementing this data with the number of new registrants per year from registration data – due to the way our data is structured, we are currently unable to undertake this analysis on a regular basis. We have developed system requirements to make this task less burdensome, which will be prioritised against other system updates

## Programme capacity

- All professions have increased and/or are increasing capacity, with the notable exceptions of ODPs
- We increased the required threshold level of qualification for ODP programmes to BSc (hons) – although we have given providers several years to close existing provision below this threshold and open new provision should they wish, this change may have impacted approved programme capacity
- Within current commissioning systems, there is a potential overall increase in capacity of 6% over two years

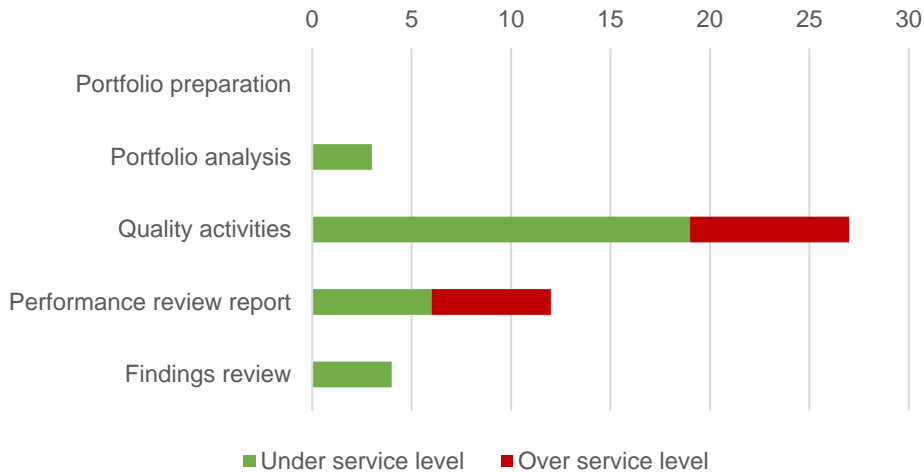
## New programmes

- New programmes are currently being developed in some of the AHPs
- There are no programmes currently proposed in Northern Ireland

Profession	Yearly capacity of approved and open programmes	Capacity change in the last 12 months (new programme numbers - closed programme numbers)	% change	Proposed programmes	Difference between future closures and proposed programmes	Potential capacity change, 12 months ago	% potential change
Arts therapist	917	30	3%	0	90	120	13%
Biomedical scientist	2,772	40	1%	0	32	72	3%
Chiropracist / podiatrist	1,151	12	1%	0	30	42	4%
Clinical scientist	970	-	0%	0	-	-	0%
Dietitian	1,764	20	1%	3	94	114	6%
Hearing aid dispenser	1,007	25	2%	0	75	100	10%
Occupational therapist	6,126	22	0%	5	346	368	6%
Operating department practitioner	2,175	-209	-10%	0	99	-110	-5%
Orthoptist	276	20	7%	0	-	20	7%
Paramedic	6,989	180	3%	5	526	706	10%
Physiotherapist	8,287	170	2%	5	189	359	4%
Practitioner psychologist	3,595	-	0%	0	-	-	0%
Prosthetist / orthotist	140	-	0%	0	-	-	0%
Radiographer	5,371	321	6%	5	352	673	13%
Speech and language therapist	2,616	89	3%	1	90	179	7%
Total	44,156	720	2%	24	1,984	2,704	6%

# Performance review process

Number of active cases - by case stage



## Current activity

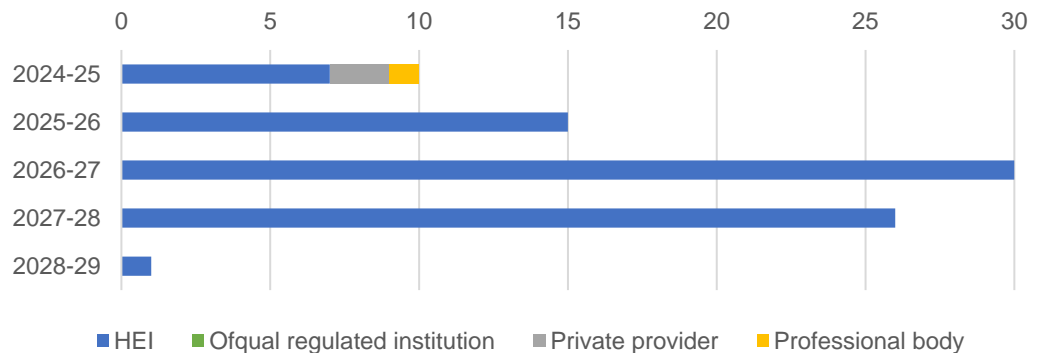
- We have now concluded assessments for 36% of cases and are either writing reports or awaiting final decisions for most of these cases. We have concluded one case
- This is a busy period for the team, and we are closely managing the team's work to ensure we do not get into the backlog position experienced in the last academic year – the number of assessments over service levels has increased slightly since the last report, but we are closely managing these assessments, and focusing on those which are close to service targets

## Review outcomes

- We have concluded one case in the last three months – this case was delivered within the service level
- We will see further outcomes in the next report, which will give us a better sense of performance linked to time
- Variance in outcomes is driven mainly by provider type - variance seen is mainly driven by providers not being included in HEI data returns, and not establishing a data supply through the process
- To remain confident with provider performance, we rely on regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them

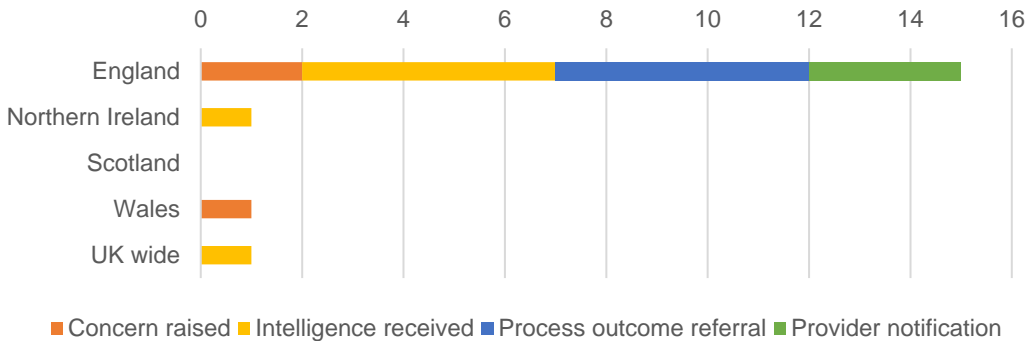
Period	Completed	Observations received (% of cases)	Age at case conclusion (months)
Last month	1	0	4.6
Last 3 months	1	▶0	▼4.6
Target		Less than 5%	5 months

Next review period outcomes

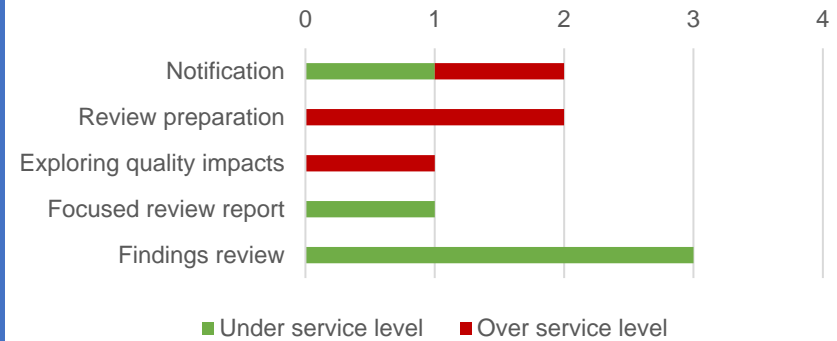


# Focused review process

Focused review triggers - 12 months



Number of active cases - by case stage



## Cases – received and completed

Period	Triggers received	Review required %	Number completed (full process)	Observations received (% of concluded cases)	Age at case conclusion (months)
Last month	3	33	0	N/A	N/A
Last 3 months	7	▲ 43	0	N/A	N/A
Target		50%		5%	5 months

- Although there are small numbers, the percentage of cases over service levels has increased from 30% to 44% since the last report
- The percentage of cases referred to review was below the target in the last three months – this is not a quality target, but is one we use to consider our resources
- We have not concluded any cases in the last three months, but have reached conclusions for three cases. The decisions will be finalised and reported through the next report

# Assurance and current focus

Current focus	Risks and issues	QA audit ratings		Recommendations delivered
<ul style="list-style-type: none"> <li>Assessing performance review portfolios for the 2023-24 academic year</li> <li>Undertaking approval assessments for September 2024 start dates</li> <li>Alignment with service expectations for performance review</li> <li>Planning for performance review in the 2024-25 academic year</li> </ul>	<ul style="list-style-type: none"> <li>Spike in performance review portfolio deadlines, which has led to 30% of assessments being out of service currently</li> <li>Close monitoring of performance review assessments, to ensure we do not get into a similar backlog / bottleneck position to last year</li> </ul>	Approval		✓
		Performance review		In progress
		Focused review	Pending 2024-25	
		Programme records		✓

Continuous improvement activity		
Planned	In progress	Completed (last three months)
Review performance review timeliness expectations (Q3)	Recording and sharing of partner availability information (Q1)	
	System for new clinical scientist modalities updated (Q2)	
	Enabling regular update of education provider 'baseline' information (Q2)	
	Data cleanse of closed programmes (Q2)	

# Stakeholder engagement highlights



Sector engagement about NHSE Long Term Workforce Plan live from April 2024



Education Annual Report 2021-23 live from April 2024 – full programme of engagement underway from May-August 2024



Rolled out our national/regional approach expectations to the team, enabling better engagement with stakeholders within nations and regions



Workshop with education providers as part of the pre-consultation activities for the standards of education and training (SETs) review



Continued engagement with education providers with our requirements for the revised Standards of conduct, performance and ethics



Continued work to establish formal information sharing with professional bodies and NHS England – we have not established arrangements with five bodies



22 1-2-1 meetings with 14 professional bodies in the last six months



246 meetings with education providers and other sector stakeholders - primarily focused on case assessment, and information sharing arrangements, in the last 12 months



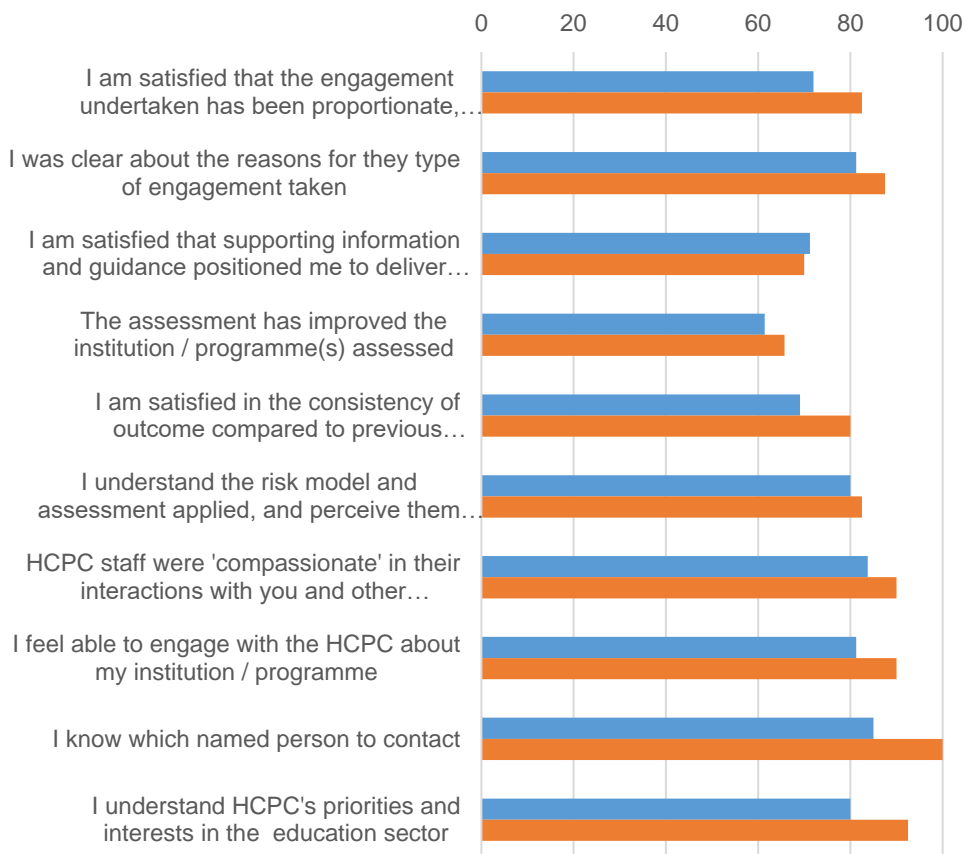
HCPC co-leading work with the NMC to establish formal information sharing with other regulatory bodies



# Stakeholder feedback

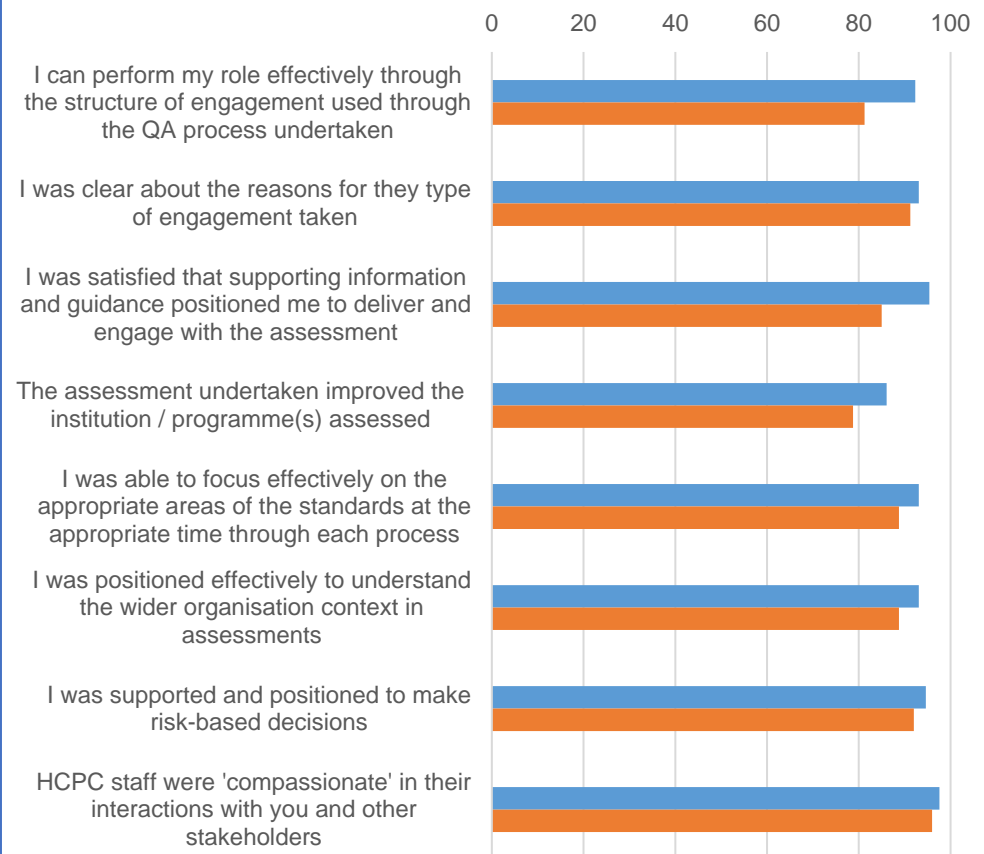
- We have included this information to show stakeholder experience and views of our processes – the generally high satisfaction ratings should be seen as a positive
- This data is from a post-process survey, and is collated since we started running in September 2022
- We have used results from the whole of the 2022-23 academic year as a baseline, which we compare recent results against in real time

## Education provider satisfaction rating



■ Baseline (2022-23 academic year) ■ Sep 23-May 24 (N=8)

## Partner satisfaction rating



■ Baseline (2022-23 academic year) ■ Sep 23-May 24 (N=16)

# Appendix – historical performance

