

# Registration Department Performance Report

Report date: 15 October 2024

Prepared by: Richard Houghton, Head of Registration

# Registration Performance Report Summary

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## Overview and New Developments

- Implementation of the new registration operating model, which will provide service orientated teams with direct line management between those leading a service team and the employees within that team, continued during the reporting period. We finalised the recruitment campaign to recruit for the three new senior Operational Manager roles and we are continuing to recruit for a number of additional roles within the registration operating model. As mentioned in the previous report, during periods of change performance can often dip. We are monitoring this closely and at present performance remains positive (as outlined in this report).

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## Risks and Issues

- International applications:** The time to assess international applications was 47 working days in August and 66 working days in September 2024. We saw a spike in the number of applications received (with 1,116 applications being received in August alone). A total of 1,752 international applications were received during August and September 2024. This is around 75% higher than originally budgeted for and the team is resourced to manage. In May 2024, the ELT approved the recruitment of seven additional people on fixed-term contracts which will help manage this demand with most of these positions now recruited. As previously reported, we have introduced a new registration officer role, which has additional responsibilities compared to the registration advisor role, to facilitate the improvement in the quality of international application assessment decisions and develop the relationships with partners providing assessment recommendations. We have now successfully recruited seven registration officers and will be recruiting for the one remaining position. This new role will provide additional specialised capacity to manage assessment decisions.
- Appeals:** The number of appeals received has increased over the last two years. We received 71 appeals in 2022-23 and 180 appeals in 2023-24. Between April and September 2024, we have received 80 appeals. Most appeals relate to international applications to join our Register. However, the number of appeals remains very low compared to the number of applications to join the Register (and assessments of CPD and managing declarations about health and character). The number of upheld appeals is even lower. We continue to aim to arrange four hearing days per month (as the ETC is aware, our legislation requires the HCPC to have a Council member as Chair of the registration appeal panel) to reduce the number of days before an appeal is heard.

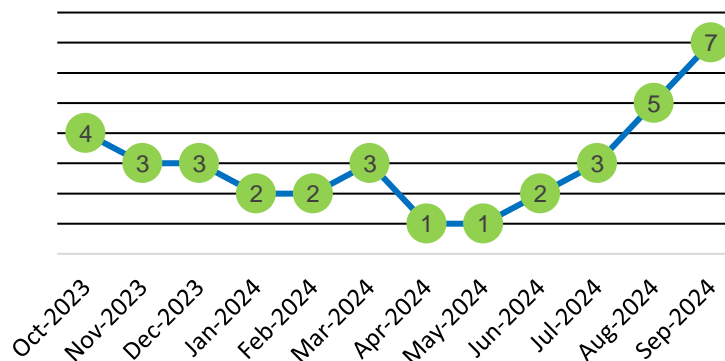
Performance summary	Performance RAG rating (Sept 2024)	Performance RAG rating (Aug 2024)
<b>Core registration processes</b>		
UK applications		
International applications		
Renewals		
CPD		
Readmissions		
Appeals		
<b>Contact centre</b>		
Emails		
Postal		
Telephone enquiries		

# Registration Performance Report

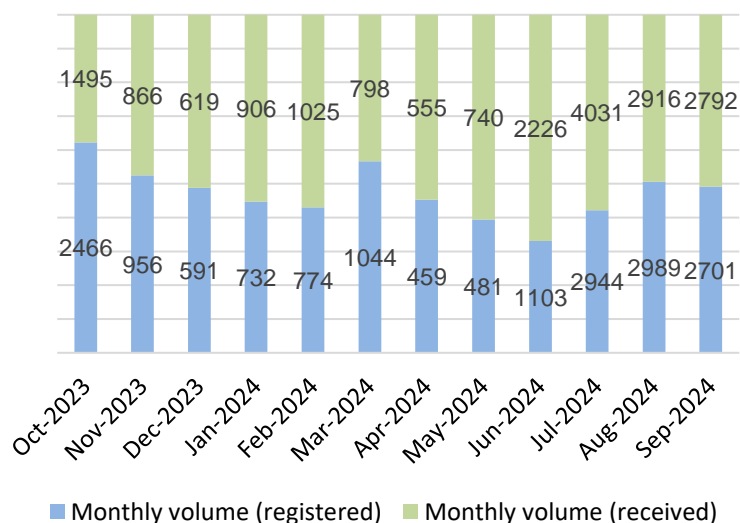
## UK applications

Month	Monthly performance median (10 working days)
September-2024	7
August-2024	5
July-2024	3
June-2024	2
May-2024	1
April-2024	1
March-2024	3
February-2024	2
January-2024	2
December-2023	3
November-2023	3
October-2023	4

**Monthly target performance**  
(Monthly performance median in working days)



**Received vs Registered**



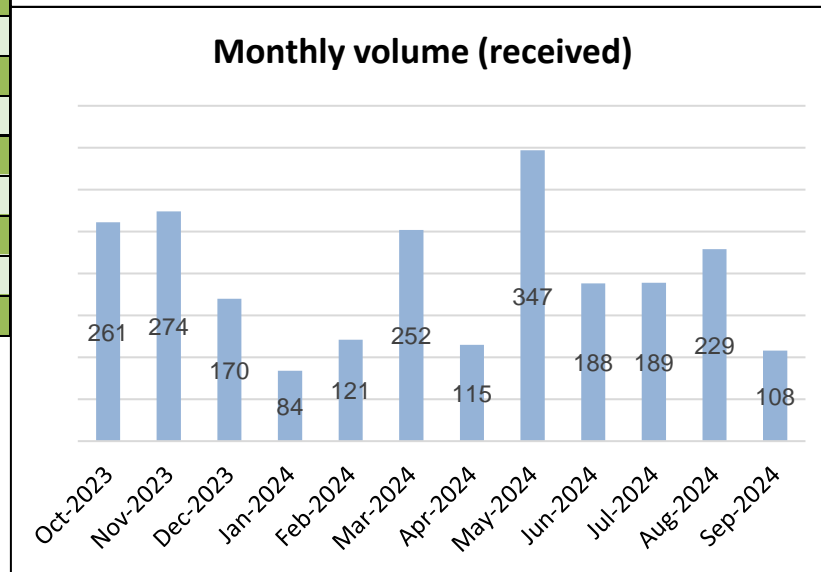
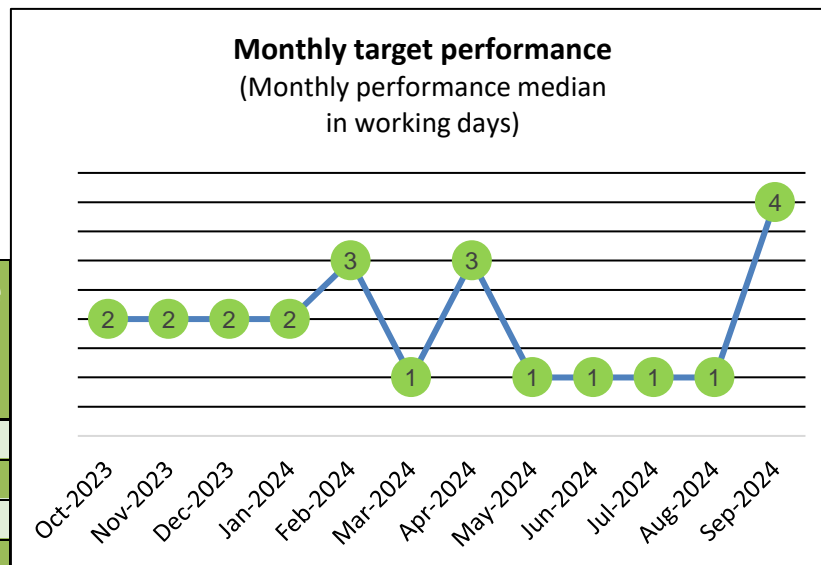
## Analysis

- Performance against our service standard for UK applications was met from August to September 2024.
- We are now exiting the busy summer peak for UK applications. During the period August to September 5,690 people joined the Register via the UK registration route compared to 5,309 during the same period in 2023, which is an increase of 7.2%.
- The application assessment time median was five working days in August and seven working days in September 2024.
- As at 30 September 2024, 10,677 UK applications had been registered in 2024-25 compared to 10,786 during the same period in 2023-24.
- The number of paper and email application forms received remains low as expected following the move to online applications. Paper and email applications remain an option for applicants who require a reasonable adjustment.

# Registration Performance Report

## Readmission applications

Month	Monthly performance median (10 working days)
September-2024	4
August-2024	1
July-2024	1
June-2024	1
May-2024	1
April-2024	3
March-2024	1
February-2024	3
January-2024	2
December-2023	2
November-2023	2
October-2023	2



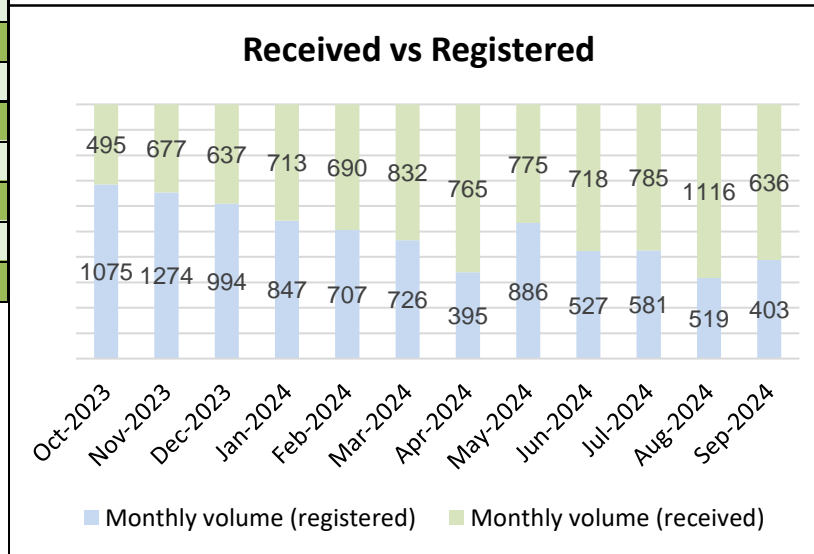
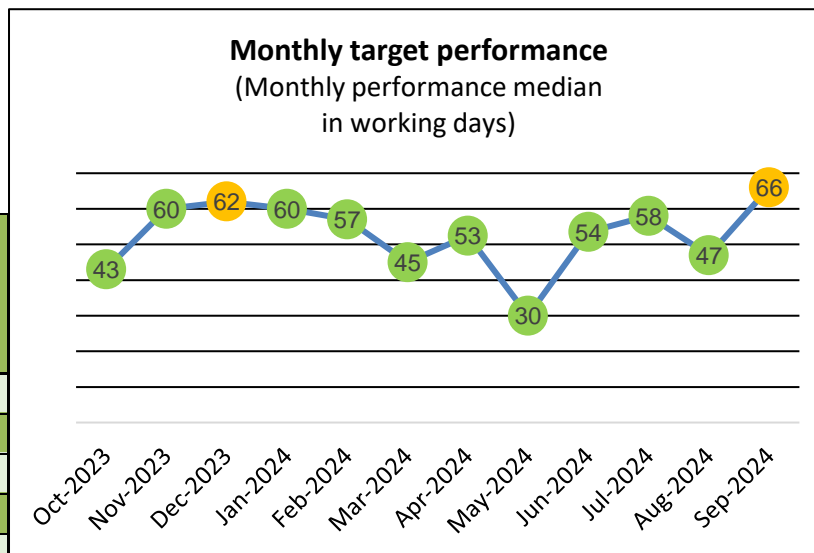
### Analysis

- The median has remained within the service standard of ten working days during the period from August through to September 2024.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.

# Registration Performance Report

## International applications

Month	Monthly performance median (60 working days)
September-2024	66
August-2024	47
July-2024	58
June-2024	54
May-2024	30
April-2024	53
March-2024	45
February-2024	57
January-2024	60
December-2023	62
November-2023	60
October-2023	43



## Analysis

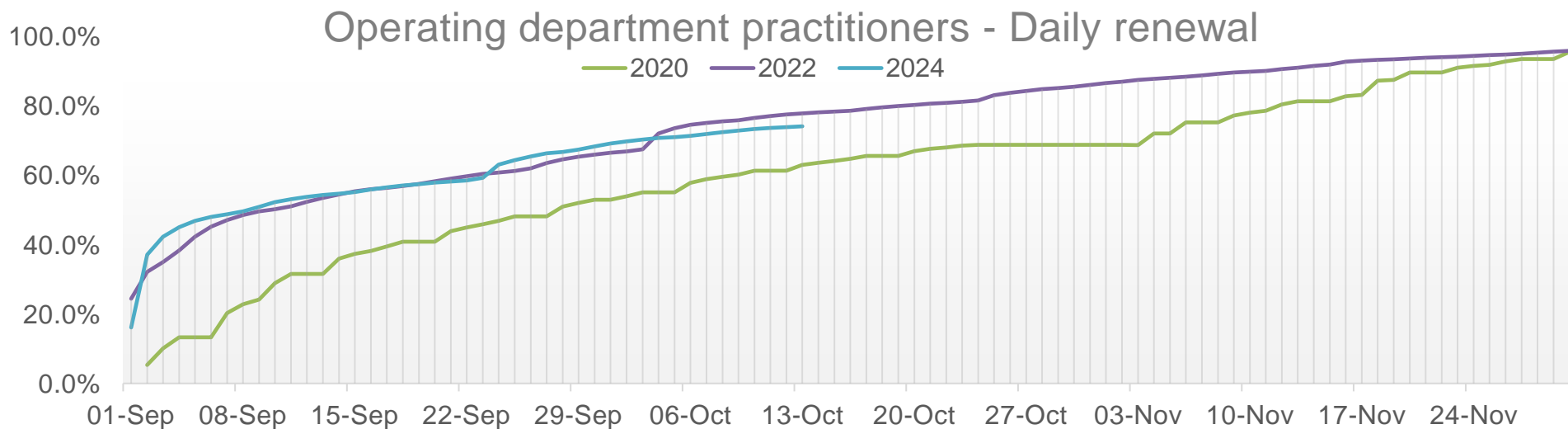
- The monthly performance median to make a first decision was 47 working days during August and 66 working days during September 2024.
- During the period August to September 2024, 1,752 international applications were received, which is around 75% higher than originally budgeted for and the team is resourced to manage. In May 2024, the ELT approved the recruitment of seven additional people on fixed-term contracts which will help manage this demand with most of these positions now recruited. We continue to monitor the data and will increase/reduce resource levels in the team as required.

## Renewal rates

### Analysis

**On 1 September 2024 operating department practitioners began their renewal period.**

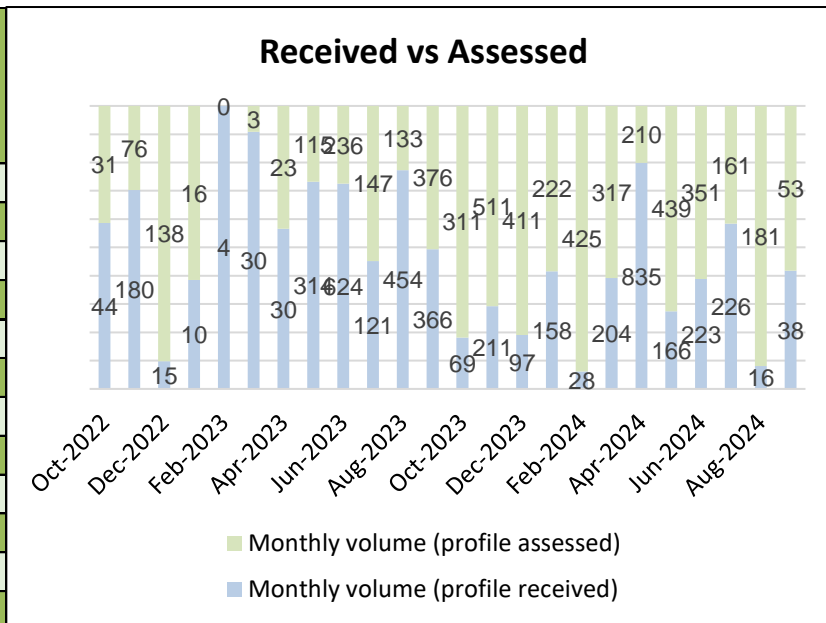
- As of 13 October 2024, 74.1% of operating department practitioners had renewed their registration which is broadly in line with 2022 and ahead of 2020.



# Registration Performance Report

## CPD audits

Month	Monthly performance median (60 working days)
September-2024	50
August-2024	10
July-2024	27
June-2024	32
May-2024	21
April-2024	13
March-2024	12
February-2024	6
January-2024	29
December-2023	31
November-2023	24
October-2023	17
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



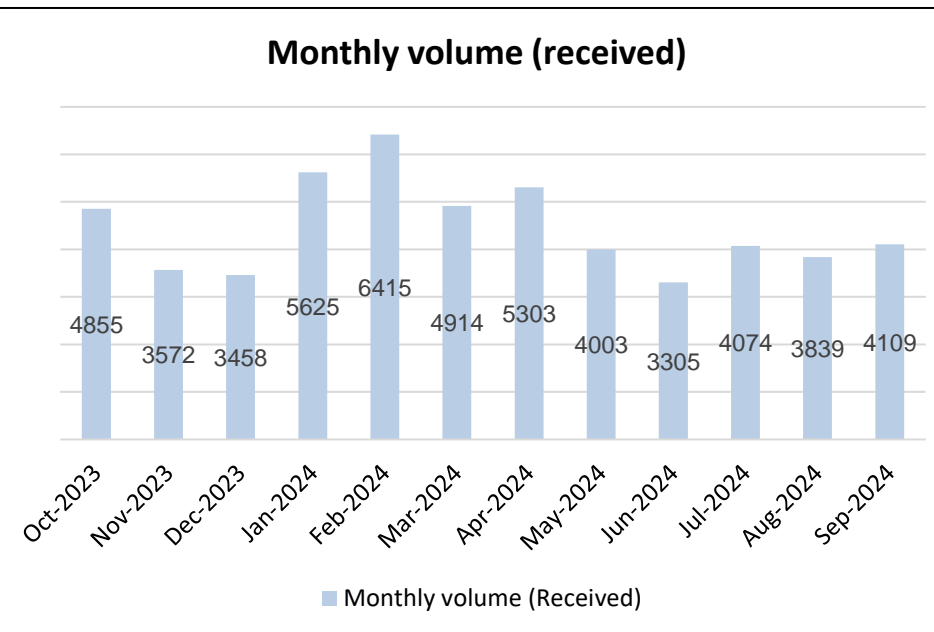
## Analysis

- During the period from August through to September 2024, the 60 working days median service standard target was achieved.

# Registration Performance Report

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

Month	Monthly performance median (5 working days)
September-2024	3
August-2024	1
July-2024	1
June-2024	1
May-2024	2
April-2024	2
March-2024	2
February-2024	1
January-2024	1
December-2023	2
November-2023	1
October-2023	2



### Analysis

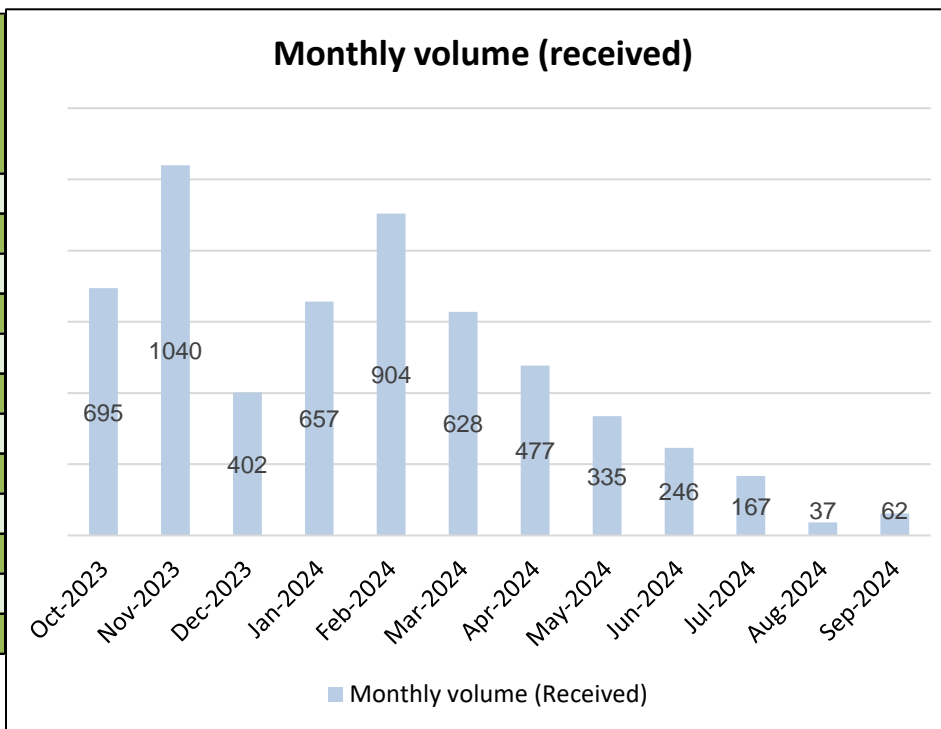
- The continued improvement to our UK and readmission application service times has had a positive impact on the number of emails received.
- Our improved performance in this area continues. Our performance target of responding within five working days has been consistently met. The monthly median was three working days during September and one working day during August 2024.
- 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.



# Registration Performance Report

## Postal correspondence

Month	Monthly performance median (10 working days)
September-2024	2
August-2024	2
July-2024	4
June-2024	1
May-2024	1
April-2024	2
March-2024	6
February-2024	3
January-2024	4
December-2023	5
November-2023	4
October-2023	2



## Analysis

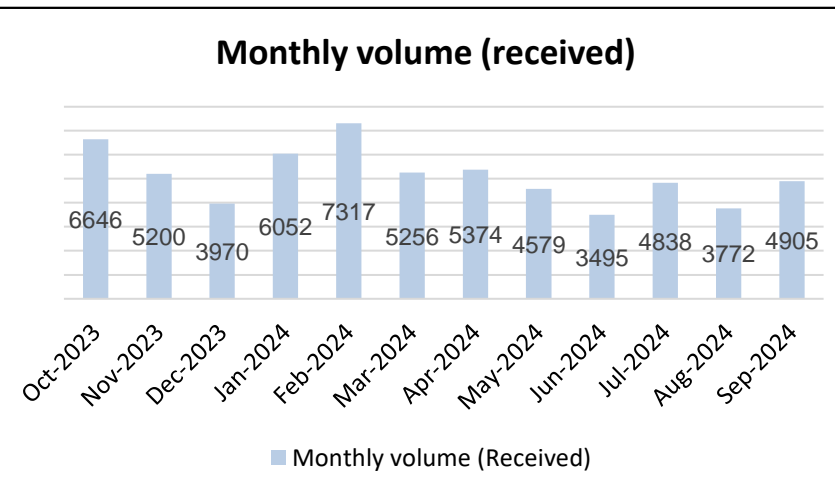
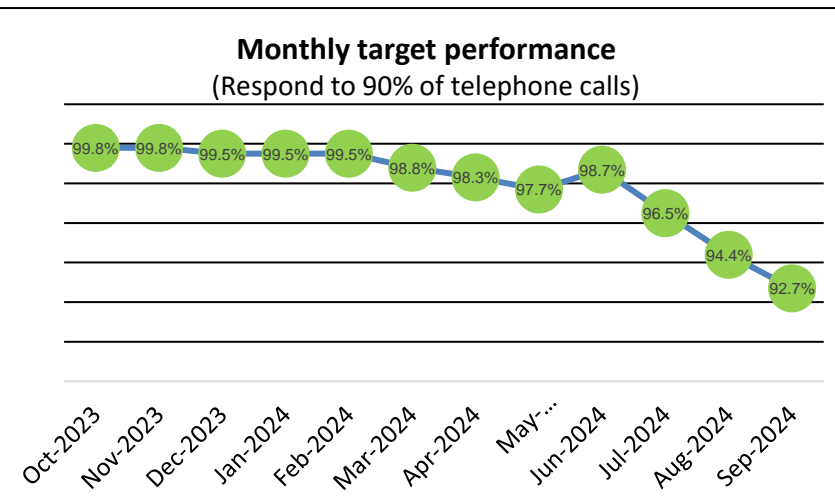
- During the period from August through to September 2024, the ten working days median service standard has been consistently met.

# Registration Performance Report

## 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 (% of calls answered)
September-2024	92.7%
August-2024	94.4%
July-2024	96.5%
June-2024	98.7%
May-2024	97.7%
April-2024	98.3%
March-2024	98.8%
February-2024	99.5%
January-2024	99.5%
December-2023	99.5%
November-2023	99.8%
October-2023	99.8%



### Analysis

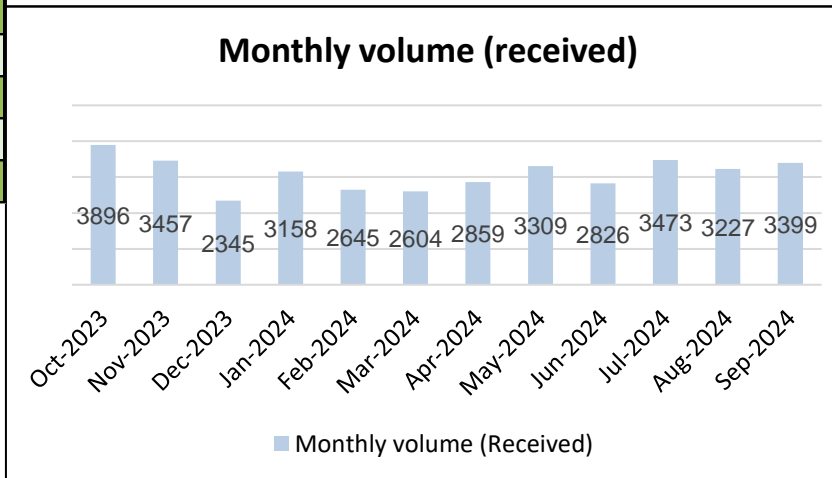
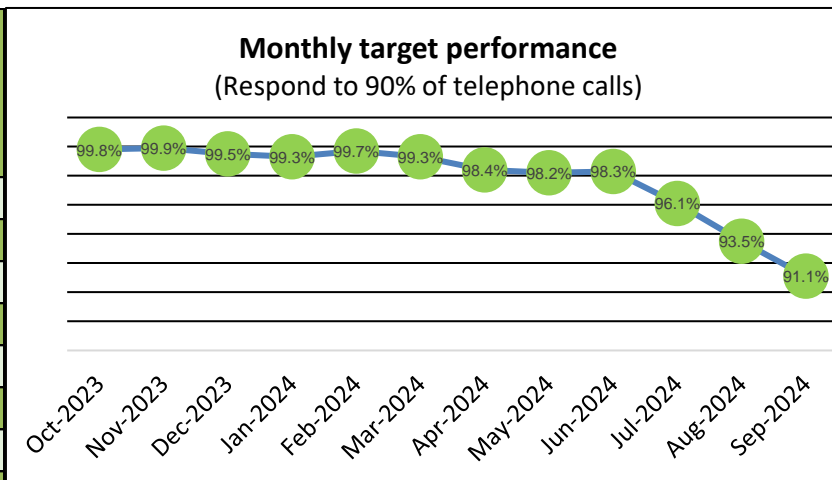
- The team answered 92.7% of all UK calls received during September and 94.4% in August 2024.
- The call answer rate over the summer has been impacted by the spike in the number of international applications received in August 2024, which coincided with the summer peak in applications received from UK graduates. We expect the call answer rate to improve as the number of international applications received stabilizes and the number of UK applications received reduces now the summer peak period has come to an end.

# Registration Performance Report

## International telephone calls - Enquiries relating to non-UK applications to join the Register and other non-UK related processes

**Target** 90% of all calls answered

Month	Monthly performance median (% of calls answered)
September-2024	91.1%
August-2024	93.5%
July-2024	96.1%
June-2024	98.3%
May-2024	98.2%
April-2024	98.4%
March-2024	99.3%
February-2024	99.7%
January-2024	99.3%
December-2023	99.5%
November-2023	99.9%
October-2023	99.8%



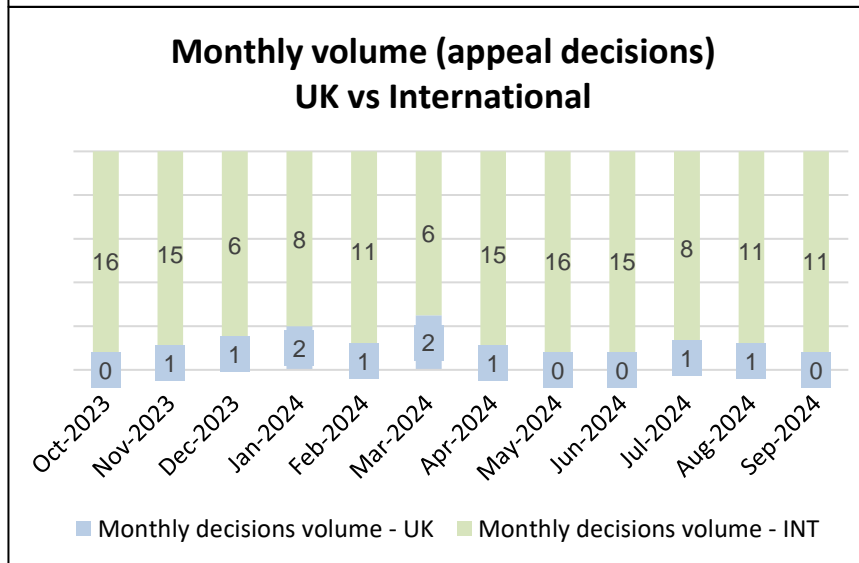
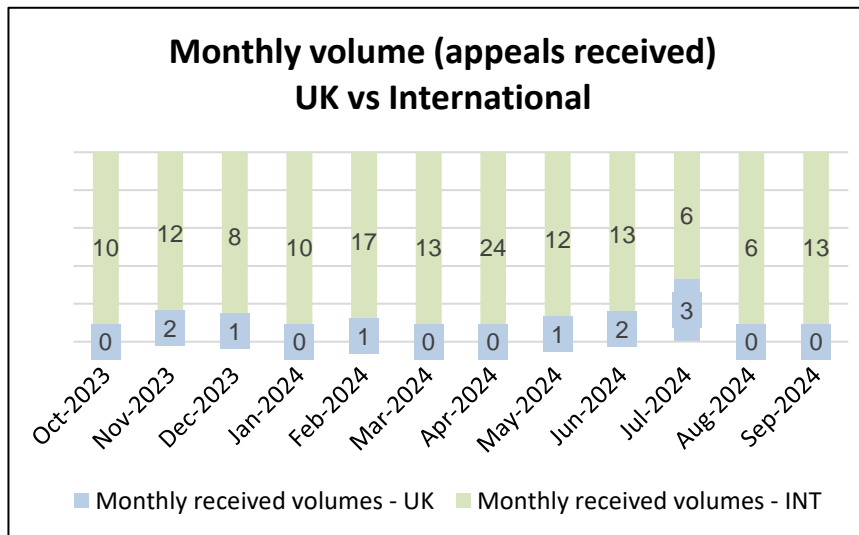
### Analysis

- The team answered 91.1% of all international calls received during September and 93.5% in August 2024.
- The call answer rate over the summer has been impacted by the spike in the number of international applications received in August 2024, which coincided with the summer peak in applications received from UK graduates. We expect the call answer rate to improve as the number of international applications received stabilizes and the number of UK applications received reduces now the summer peak period has come to an end.

# Registration Performance Report

## Appeals

Month	Monthly performance median (100 working days)
September-2024	258
August-2024	250
July-2024	180
June-2024	84
May-2024	51
April-2024	173
March-2024	176
February-2024	172
January-2024	128
December-2023	168
November-2023	74
October-2023	80



## Analysis

Between August to September 2024, 19 appeals were received.

The registration appeals received during this period consisted of 19 International and no UK.

23 appeals were concluded, of which six were withdrawn, three were upheld, 13 were dismissed and one was remitted to the ETC.

The number of appeals received has increased over the last two years. We received 71 appeals in 2022-23, 180 appeals in 2023-24 and from April to September 2024 we have received 80 appeals.

As outlined above almost all appeals relate to international applications. However, the number of appeals remains very low compared to the number of applications to join the Register (and assessments of CPD and managing declarations about health and character). The number of upheld appeals is even lower.

The median monthly performance target to hear an appeal was not met in August and September 2024.

We only have two scheduled appeal hearing days for October 2024 (21 and 25 October) with seven hearings listed, due to staff leave, but ordinarily operate with a minimum of three hearings days per month and are aiming to arrange four hearings days per month, to reduce the number of days before an appeal is heard.

## Quality assurance frontline check analysis – international registration

- Between 1 June and 31 August 2024, the international team processed 1,388 applications which were accepted for registration following the first assessment.
- To provide a confidence level of 95% and a margin of error of 9%, a sample of international applications was quality checked each month.
- In total the team performed quality assurance checks on 264 applications, with the overall results provided in the table on the following page. An overall compliance level of 99% has been delivered between 1 June and 31 August 2024.
- The areas of noncompliance related to a small number of process errors made by team members, which were fed back to the individual and a reminder was sent to the team.

# Registration Performance Report

## Quality assurance findings – international registration data

International application process activities	January Compliance level (%)	February Compliance level (%)	March Compliance level (%)	April Compliance level (%)	May Compliance level (%)	June Compliance level (%)	July Compliance level (%)	August Compliance level (%)
Referral to FTP – The application was correctly referred to FTP, if appropriate	100%	100%	100%	100%	99%	99%	100%	100%
Modality – If appropriate, correct modality, supported by qualifications and experience selected on application form	100%	100%	100%	100%	99%	100%	100%	100%
Declarations – Health or character declaration complete, accurate and actioned appropriately	98%	100%	100%	98%	100%	98%	100%	95%
Correspondence – Emails correctly drafted and sent to the correct recipient	97%	99%	100%	92%	100%	100%	100%	99%
Internal procedures followed – Operational procedures correctly followed	97%	98%	100%	100%	100%	100%	100%	100%
ID/proof of address – ID and proof of address documents checked for validation/certification	99%	99%	99%	94%	97%	96%	99%	98%
Feedback – Assessors decision consistent with the information provided by the applicant	93%	98%	100%	96%	97%	100%	99%	99%
Proof of English language proficiency – An acceptable test score submitted and verified	100%	100%	99%	95%	99%	96%	100%	100%
Translations – Appropriate translations provided	100%	100%	100%	100%	100%	100%	100%	100%
Verification of qualification – Qualification correctly authenticated with the education provider	98%	99%	100%	100%	98%	100%	100%	99%
Verification of professional experience - Professional experience correctly authenticated	91%	92%	93%	95%	99%	99%	98%	98%
Verification of professional regulatory body - Correct authentication undertaken	100%	100%	100%	99%	100%	99%	100%	100%