

Council, 23 September 2015

Education Report

Executive summary and recommendations

Introduction

The report sets out the main activities of the Education Department in June, July and August 2015. It includes statistical information and highlights key work undertaken.

Decision

The Council is requested to discuss the report.

Background information

None.

Resource implications

The resources for the Department are set out in the annual work plans and budgets.

Financial implications

The costs associated with all activities are set out in the budgets.

Appendices

Education management information pack



Education Department

Management Information Pack

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September 2015

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1 Management commentary

Approval process

The Department has now concluded the schedule of visits for the 2014-15 academic year. 13 visits took place in June, July and August 2015, which was unusually high for this time of year and linked to education providers outside of the higher education sector seeking approval and the late notification of proposed changes to existing programmes to take effective from September 2015. In total, 71 visits were arranged in the 2014-15 academic year (September 2014 - August 2015) to over 100 programmes. As of 31 August 2015, there were 11 active visit cases from the 2014-15 academic year; the majority had concluded the approval process ahead of the 2015–16 academic year.

The Department has now begun to review the experiences from the 2014-15 academic year. There are four distinct areas of review, namely (i) the three years of visits to social worker programmes (ii) the two years of visits to AMHP programmes (iii) the first year of inclusion of lay visitors on approval panels and (iv) the general, annual review leading to the annual report. A session was held with Education and Training Committee (ETC) members in early September to discuss the review of the three years of visits to social worker programmes and a report is due for consideration at the ETC in November 2015.

The Department has continued to schedule approval visits in the 2015–16 academic year. In total, 32 visits have now been formally scheduled, including the first visit to a programme for podiatrists practising podiatric surgery. Visits to paramedic programmes account for 36% of the total, with social worker programmes accounting for 21%. Given the six month notice period we require, we are not expecting to arrange visits to any new programmes before March 2016 now.

Annual monitoring process

The Department has virtually concluded the annual monitoring process for the 2014–15 academic year. The final assessment day took place in August 2015 and a small number of submissions were also considered via postal assessment. 139 audit cases were concluded in June, July and August 2015, with the average time taken to consider an audit at 2.9 months. In total, 223 audit cases were considered in the 2014-15 academic year (September 2014 - August 2015) to almost 300 programmes. As of 31 August 2015, there were just 5 active audit cases from the 2014-15 academic year.

Major change process

The Department considered 62 new major change notifications, covering 93 programmes in June, July and August 2015. The majority of which have remained in the major change process for full documentary and visitors' assessment. 72 major change cases were concluded in June, July and August 2015, with the average time taken to consider a complete submission at 2.3 months. In total, 239 major change notifications were considered in the 2014-15 academic year (September 2014 - August 2015) to almost 400 programmes. As of 31 August 2015, there were 73 active major change cases from the 2014-15 academic year.

Concerns process

The Department received no new concerns in June, July and August 2015; however there were 3 active concerns. One was concluded in August 2015 (at the initial enquiry stage) and two remain at the investigation stage. A directed visit has been arranged for one and a combined approval visit to consider the concern and related major changes has been arranged for the other.

See sections 2 and 3 for more statistical information on the above operational processes.

Partners

In July 2015, we held a two day training session for nine new visitors. An additional training session is now scheduled for November 2015. These new visitors were recruited and trained to address shortages identified in five professions. Recruitment of music therapists and prosthetists/orthotists has previously been problematic and a risk area for the Department so a more focused recruitment campaign opened earlier this month. A two stage recruitment campaign for podiatric surgery visitors opened in June 2015 and has had a positive response to date. It is on-going until November 2015.

Communication with education providers

The revised standards of proficiency for practitioner psychologists were published in July 2015 and rolled out to education providers. We have communicated with programme leaders to explain that they will need to submit evidence of any programme changes via the annual monitoring process. Revised mapping documents for the individual domains were published on our website.

Liaison with stakeholders

Members of the Department met with the following stakeholders in July, August and September 2015:

- Higher Education Academy
- IFF Research / Nursing and Midwifery Council
- Quality Assurance Agency (QAA)
- Social Workers Registration Board of New Zealand
- NHS Wales shared services (commissioning and funding)
- Quality Assurance Agency and College of Paramedics
- CORU (Ireland's multi professional health and social care regulator)

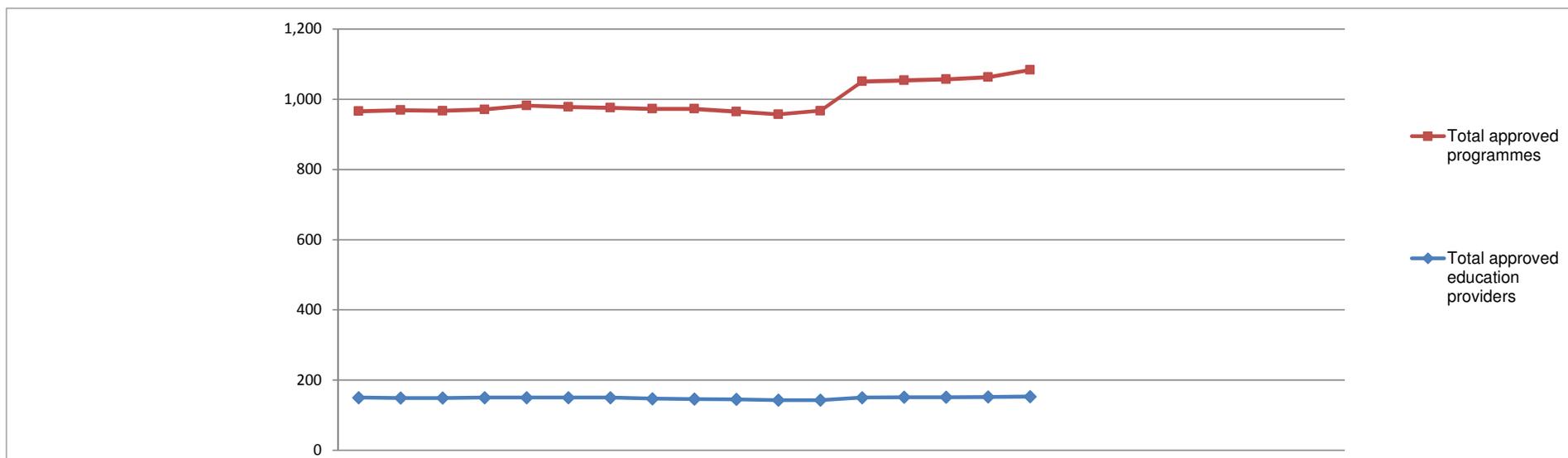
Systems

The Department is now well acquainted with the new Microsoft Dynamics and SharePoint system and a number of working practices and roles have been realigned to improve efficiencies and service delivery. The second and final phase of the Education systems build major project resumed in June 2015. The project team is currently finalising the project plan for this phase which includes both development work (to resolve bugs identified since go live) and integration work (with other HCPC information systems). A second go live is anticipated in late 2015 now.

Employees

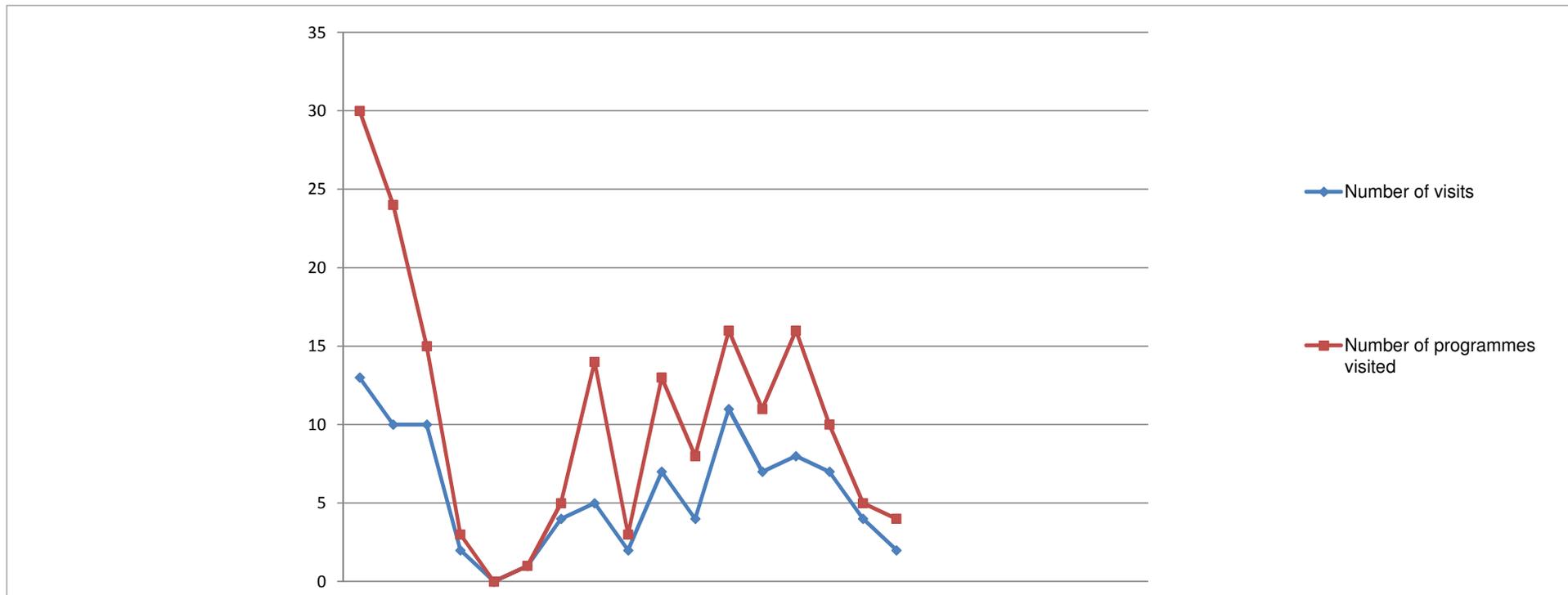
The total number of employees across the Department remains at seventeen, with a budgeted headcount of 19 expected by the end of 2015-16. Recruitment for two new permanent Systems and Quality officers opened in September 2015, which will take the permanent Systems & Quality function headcount to four. Recruitment for a vacant Education Officer position (temporary/backfill) is anticipated to open shortly.

Number of approved programmes, by profession April 2014 - March 2016



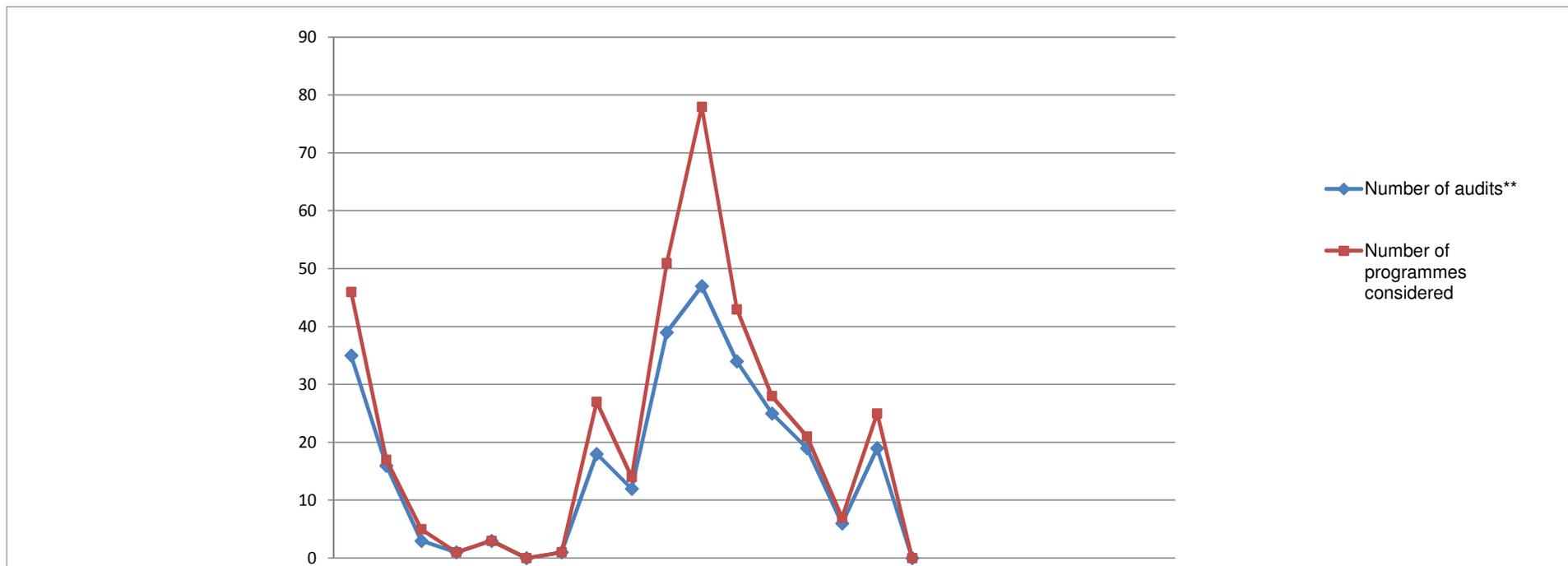
Profession/entitlement	2014			2015									2016						2011/12	2012/13	2013/14	2014/15	2015/16							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
Arts therapists	30	30	30	30	30	30	31	29	28	28	28	28	33	33	33	32	33								21	29	30	28	33	
Biomedical scientists	57	57	57	57	59	59	58	58	57	55	55	55	63	63	63	63	65								49	60	57	55	63	
Chiropodists/ Podiatrists	17	17	17	17	17	17	17	16	16	16	16	16	21	21	21	21	23								20	18	17	16	21	
Clinical scientists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3								1	3	3	3	3	
Dietitians	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32	32								33	32	32	32	32	
Hearing aid dispensers	18	18	18	19	20	20	20	20	20	19	19	20	23	22	22	23	23								18	15	18	20	22	
Occupational therapists	70	70	70	70	72	71	70	71	71	70	69	69	73	73	71	73	73								74	73	70	69	71	
Operating Department Practitioners	34	34	34	34	36	35	35	35	34	34	34	34	40	40	40	40	42								34	35	34	34	40	
Orthoptists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3								3	3	3	3	3	
Paramedics	48	46	46	46	49	47	46	46	48	48	49	53	62	64	67	67	72								50	50	49	53	67	
Physiotherapists	69	69	69	69	70	70	70	70	70	70	69	69	70	69	68	70	70								67	65	69	69	68	
Practitioner psychologists	91	94	94	94	96	95	96	96	96	95	94	93	96	96	96	96	97								95	91	91	93	96	
Prosthetists/Orthotists	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3								3	3	3	3	3	
Radiographers	51	51	51	51	51	51	51	51	51	51	50	50	52	52	52	52	52								56	53	51	50	52	
Social workers in England	222	222	220	223	225	224	224	223	223	221	219	221	248	249	250	250	256										231	223	221	250
Speech and language therapists	30	31	31	31	31	31	31	31	31	31	31	31	35	36	36	36	36								32	31	30	31	36	
Local anaesthesia	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4								2	4	4	4	4	
Prescription only medicine	10	10	10	10	10	10	10	10	10	10	9	9	9	9	9	9	9								9	9	10	9	9	
Supplementary prescribing	63	63	63	63	60	61	61	59	58	57	57	59	59	59	58	59	59								77	77	62	59	58	
Independent prescribing	86	86	86	86	86	87	86	87	87	87	87	89	89	90	90	91	93										86	89	90	
Approved mental health professionals	25	26	26	26	25	25	25	26	28	28	26	26	33	33	36	36	36										27	26	36	
Total approved programmes	966	969	967	971	982	978	976	973	973	965	957	967	1,051	1,054	1,057	1,063	1,084								644	909	968	967	1,057	
Total approved education providers	150	149	149	150	150	150	150	147	146	145	143	143	150	151	151	152	153								128	150	151	143	151	

Overview of approval visits April 2014 - March 2016



Overview of approval visits	2014			2015									2016							2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD	
Number of visits	13	10	10	2	0	1	4	5	2	7	4	11	7	8	7	4	2									38	58	59	56	66	69	28
Number of programmes visited	30	24	15	3	0	1	5	14	3	13	8	16	11	16	10	5	4									80	101	112	103	170	132	46

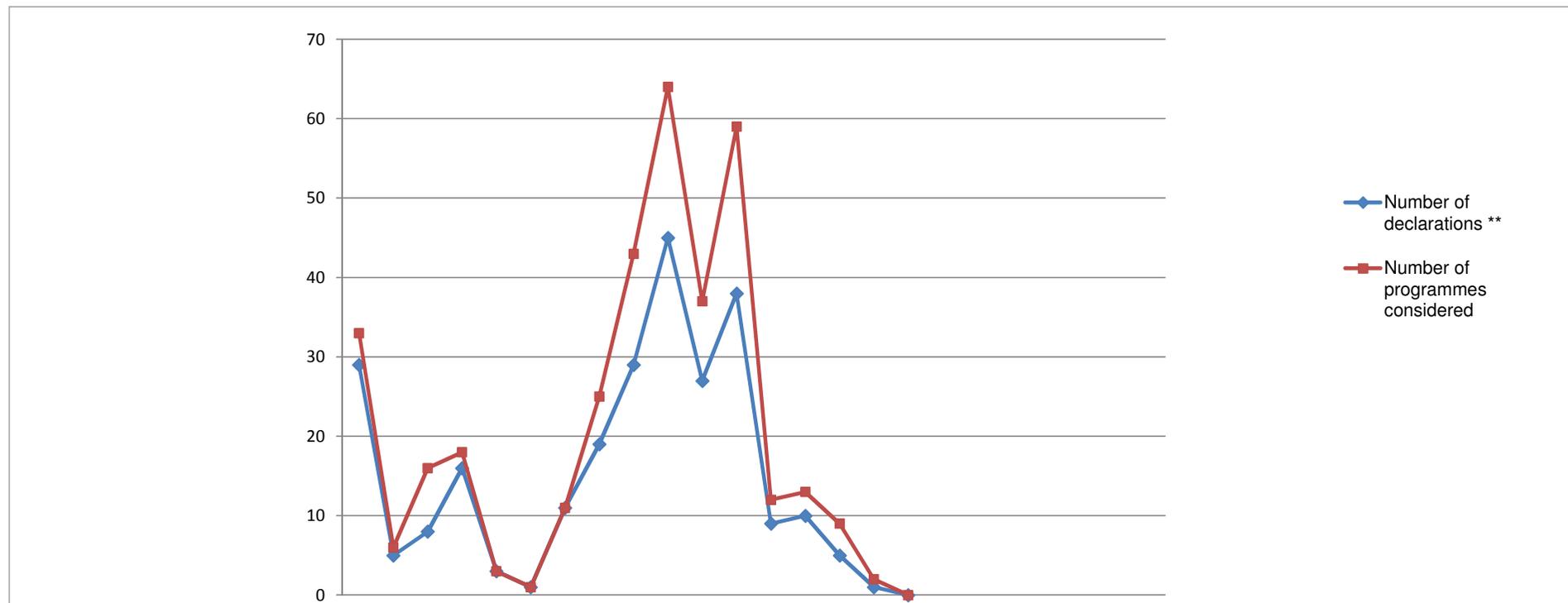
Overview of annual monitoring audit submissions, April 2014 - March 2016



Type of submission	2014			2015												2016								2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Number of audits**	35	16	3	1	3	0	1	18	12	39	47	34	25	19	6	19	0								105	232	163	199	222	209	69
Number of programmes considered	46	17	5	1	3	0	1	27	14	51	78	43	28	21	7	25	0								158	265	206	282	268	286	81

** From March 2015, this records the number of cases

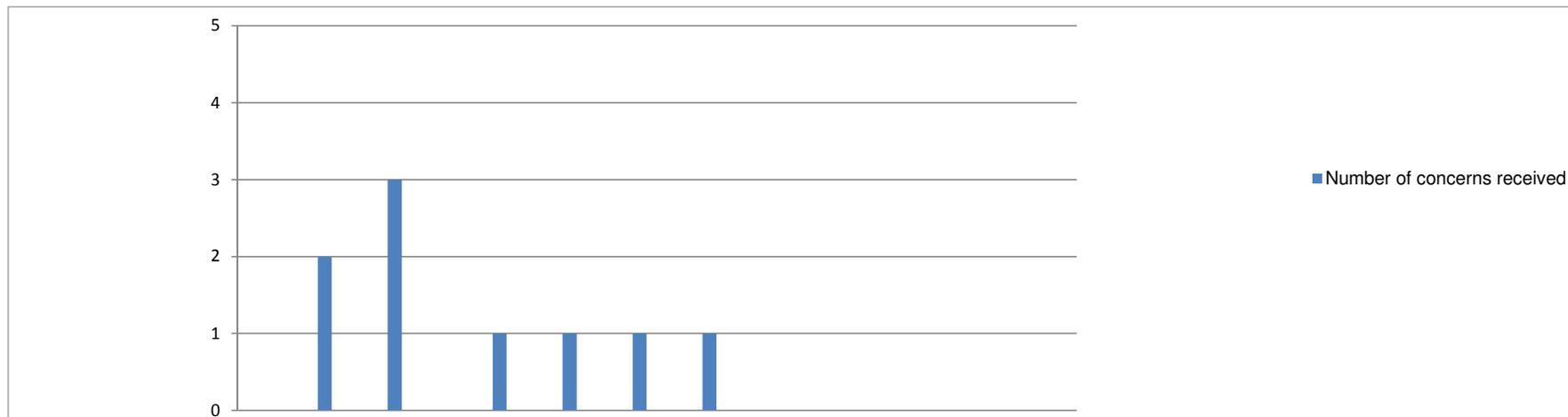
Overview of annual monitoring declarations, April 2014 - March 2016



Type of submission	2014			2015									2016						2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	FYE	FYE	YTD
Number of declarations **	29	5	8	16	3	1	11	19	29	45	27	38	9	10	5	1	0								105	232	232	199	222	231	25
Number of programmes considered	33	6	16	18	3	1	11	25	43	64	37	59	12	13	9	2	0								142	237	249	267	297	316	36

** From March 2015, this records the number of cases

Overview of concerns about approved programmes, April 2014 - March 2016

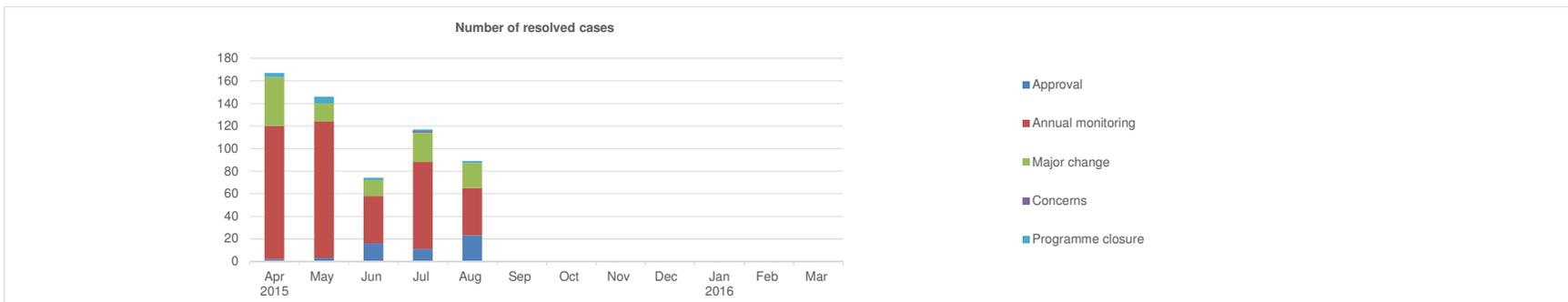
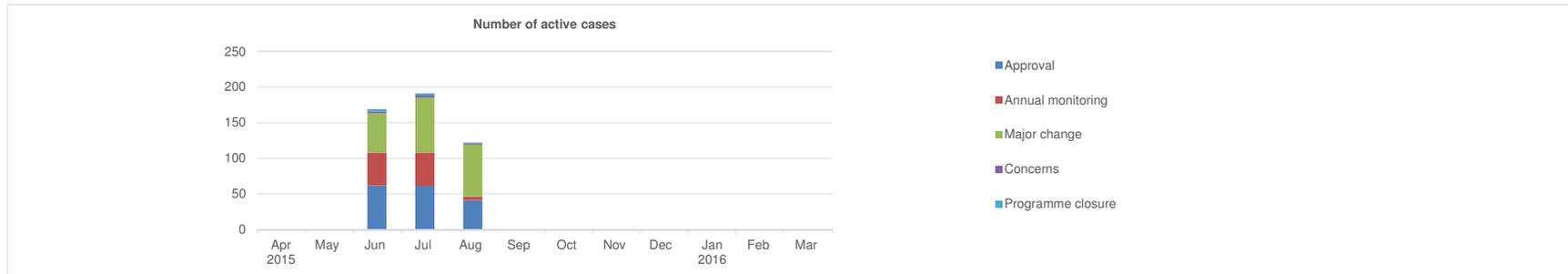


	2014			2015									2016		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Number of concerns received	0	0	2	0	3	0	0	1	0	1	0	1	0	1	0

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 YTD
Total number of approved progs	480	623	644	909	968	967	1,057
% programmes affected by concerns	1.0%	0.8%	0.8%	0.7%	0.5%	0.8%	0.1%

Outcome of process	2014			2015									2016		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Directed visit	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Approval process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Major change process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Annual monitoring process	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsubstantiated	0	0	2	0	3	0	0	1	0	1	0	0	0	0	0
Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0

	2009/10 FYE	2010/11 FYE	2011/12 FYE	2012/13 FYE	2013/14 FYE	2014/15 FYE	2015/16 YTD
0	0	0	0	0	0	1	0
0	0	1	0	1	0	0	0
1	0	1	0	0	0	0	0
0	1	0	0	0	0	0	0
1	0	0	0	0	0	0	0
3	4	3	6	4	7	0	0
0	0	0	0	0	0	0	1



Number of active cases *

Operational process	2015					2016							2015/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval			62	61	41								164
Annual monitoring			46	47	5								98
Major change			55	77	73								205
Concerns			3	3	2								8
Programme closure			3	3	1								7
Total			169	191	122	0	482						

Number of resolved cases

Operational process	2015					2016							2015/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval	2	3	16	11	23								55
Annual monitoring	118	121	42	77	42								400
Major change	43	16	14	26	22								121
Concerns	0	0	0	1	0								1
Programme closure	4	6	2	2	2								16
Total	167	146	74	117	89	0	593						

Number of cancelled cases

Operational process	2015					2016							2015/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Approval	2	1	1	4	0								8
Annual monitoring	3	2	0	0	0								5
Major change	5	1	4	0	0								10
Concerns	0	0	0	0	1								1
Programme closure	0	0	0	0	0								0
Total	10	4	5	4	1	0	24						

Education Work plan 2015-16 – quarter one overview

The tables below provides an update on progress against the 2015-2016 work plan in quarter one (April – June 2015), as of 1 July 2015.

Regulatory operations	Budget Q1	Actual Q1	Variance	Budget 2015-16	Reforecast 2015-16	Variance
Number of approval visits	18	22	+22%	46	59	+28%
Number of annual monitoring assessment days	6	6	0%	11	11	0%
Number of annual monitoring postal submissions	13	12	-8%	26	25	-4%
Number of major change notifications	24	66	+175%	160	202	+26%
Number of major change submissions	19	54	+184%	127	162	+28%
Number of concern enquiries	3	4	+33%	10	11	+10%
Number of concern submissions	2	1	-50%	10	9	-10%

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
Regulatory operations				
Approval process	Completion of third and final academic year of approval visits to social worker programmes.	On track <ul style="list-style-type: none"> The final five visits to social worker programmes that transferred from the GSCC took place in April & May 2015. Post visit work anticipated to continue until Q3. 	Q 1-4	BP / JH
	Completion of second and final academic year of approval visits to approved mental health professional programmes.	On track <ul style="list-style-type: none"> The final visit to AMHP programmes that transferred from the GSCC took place in May 2015 Post visit work anticipated to continue until Q3. 	Q 1-4	BP / JH
Annual monitoring process	On-going assessment of revised standards of proficiency by the annual monitoring process.	On track <ul style="list-style-type: none"> All audits submissions assessed in April, May & June 2015 from nine professions 	Q 1-4	BP

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
		considered the implementation of the revised SOPs.		
	Initial assessment of new service user and carer requirements by the annual monitoring process.	Not yet initiated	Q 3-4	BP
	On-going integration of social worker programmes into the annual monitoring process.	Not yet initiated	Q 3-4	BP
	Initial integration of approved mental health professional programmes into the annual monitoring process.	Not yet initiated	Q 3-4	BP
Policy and process development				
Standards and guidance reviews and implementation	Publicise the revised standards of proficiency for practitioner psychologists and associated changes to programmes.	Complete <ul style="list-style-type: none"> Article in Education Update (May 2015) Publication and communication of revised standards of proficiency planned for July 2015. 	Q 1-2	BP
	Publicise the revised guidance for disabled persons.	Not yet initiated	Q 1-2	TSS
	Assist the Policy & Standards Department in the on-going review of the standards of education and training and their guidance, primarily in the area of stakeholder engagement support	On track <ul style="list-style-type: none"> Article in Education Update (May 2015) Education Department workshop (May 2015) Attendance at stakeholder events (June 2015) 	Q 1-4	AG
	Assist the Policy & Standards Department in the review of the guidance on conduct and ethics for	Not yet initiated	Q 2-3	TSS

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
	students, primarily in terms of education provider communication.			
	Assist the Policy & Standards Department in the review of the standards of proficiency for social workers, primarily in terms of education provider communication.	Not yet initiated	Q 1-4	BE
New professions and initiatives	Comprehensive review of the three academic years of approval visits to social worker programmes.	Not yet initiated	Q 2-4	JH
	Comprehensive review of the two academic years of approval visits to approved mental health professional programmes.	Not yet initiated	Q 2-4	JH
	Preparation for register opening for public health specialists in July 2016, including liaison with education providers.	On hold	Q 1-4	AG
New initiatives	On-going support and communication to education providers in relation to our service user and carer requirements in programmes.	On track <ul style="list-style-type: none"> Article in Education Update (May 2015) promoting YouTube video 	Q 1-4	JH / BP
	On-going monitoring, support and review of new lay visitor arrangements.	Not yet initiated	Q 2-4	TSS
	Preparation and implementation of approval process for programmes for podiatrists practising podiatric surgery, including visitor recruitment.	On track <ul style="list-style-type: none"> Visitor role brief agreed at Education and training Committee (June 2015) 	Q 1-4	BE

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
		<ul style="list-style-type: none"> Recruitment campaign for new visitors planned for July 2015. Article in Education Update (May 2015) 		
	Preparation and implementation of approval process for programmes linked to extensions of prescribing rights and exemptions, including adaptations to process and visitor allocation, if required.	Not yet initiated	Q 2-4	BE
	Assist the Registrations Department in the work on comparable qualifications.	On track <ul style="list-style-type: none"> Supporting the work of the Registrations Department on an ad-hoc basis 	Q 1-4	BE
Service improvement				
Quality assurance reviews and reports	Publication of Education annual report 2014.	Complete <ul style="list-style-type: none"> Annual report published in May 2015 Article in Education Update (May 2015) YouTube video (May 2015) Social media activity (May & June 2015) 	Q 1-2	BE
	Preparation of Education annual report 2015, including review of format and associated communication.	Not yet initiated	Q 3-4	BE / BP
	Review of year three of social workers approval visits.	Not yet initiated	Q 3	JH
	Review of year two of approved mental health professional approval visits.	Not yet initiated	Q 3	JH
	Review of year one of social workers annual monitoring engagement.	Not yet initiated	Q 3-4	BP
Internal operating processes	Review and development of internal business processes, practices and	On track	Q 1-4	BP / JH / TSS / BE

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
	guidelines, following adoption of new Microsoft Dynamics and SharePoint system.	<ul style="list-style-type: none"> New internal operating guidance documents being written 		
Feedback mechanisms	Biennial survey of education providers.	Not yet initiated	Q 2-4	TSS
	Review approach to gathering feedback from education providers.	Not yet initiated	Q 2-4	TSS / JH / BP
Service support				
Partners	On-going recruitment and training programme to ensure sufficient numbers of visitors, including anticipated recruitment of 10-20 new visitors.	On track <ul style="list-style-type: none"> 12 new visitors recruited in June 2015 New visitor training planned for July & October 2015 	Q 1-3	TSS
	On-going refresher training programme, including 4-5 anticipated sessions.	Not yet initiated	Q 3-4	TSS
Communications				
Website maintenance and development	Develop and implement cyclical review of education content of webpages, ensuring links with feedback, reports and new initiatives.	On track <ul style="list-style-type: none"> Information about podiatric surgery published (June 2015) 	Q 1-4	TSS / JH / BP
Print, digital and on-line content	Refresh introductory information available to new stakeholders.	Not yet initiated	Q 3-4	TSS / JH / BP
	Refresh information available on annual monitoring, major change and concerns processes.	Not yet initiated	Q 3-4	TSS / JH / BP
	Review usage and production of publications, videos and on-line content to ensure a range of accessible and utilised information.	Not yet initiated	Q 3-4	TSS / JH / BP

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
Research	Dissemination of research findings (disengagement, interprofessional education, preparedness to practice) to education providers and stakeholders, including, for example, seminars, newsletter content.	Not yet initiated	Q 3-4	TSS
Education Update	Review, monitor and maximise opportunities with current newsletter.	On track <ul style="list-style-type: none"> Issue 19 published May 2015 	Q 1-4	TSS
Systems				
Microsoft Dynamics and SharePoint system	Consolidation of new system, including roll out of new functionality and end user training and support.	On-going through 2015-16	Q 1-2	MN
	On-going maintenance and development of system	Not yet initiated	Q 3-4	MN
Education systems build major project (phase two)	Integration with other internal systems.	On track <ul style="list-style-type: none"> Further system development (Microsoft Dynamics and SharePoint) begun in June 2015 with external suppliers Scoping for integration with website and registration system) begun in June 2015 with external suppliers 	Q 1-2	MN / BE
Quality compliance and assurance				
Quality compliance and assurance frameworks	Develop and implement framework and take action as required to improve processes and service	Not yet initiated	Q 1-4	MN / AG
Management information	Review management information and reports, following adoption of new Microsoft Dynamics and SharePoint system.	On track <ul style="list-style-type: none"> New management information set being developed 	Q 1-4	TSS / BE
Major projects				

Activity	Description	Progress / recent or upcoming milestones	Timescale	Lead executive
Participation in major projects – Public health specialists – SAGE/PRS upgrade – Domino to exchange – Fees review – HR & Partners build – Registrations review – Registrations build – Net regulate changes – Stakeholder relationship management system	Varying levels of involvements, primarily linked to preparing department employees for system usage and/or communicating key messages to education providers and their students.			
		On hold	Q 1-4	AG
		On track	Q 1-2	BE / TSS
		On track	Q 1	BE / MN
		On track	Q 1-2	AG
		On track	Q 1-3	BE / MN
		On track	Q 1-2	BE
		Not yet initiated	Q 3-4	BE
		Not yet initiated	Q 1-4	BE / TSS
		On track	Q 1-4	BE

AG = Abigail Gorringe Director of Education
 BE = Brendon Edmonds Head of Educational Development
 TSS = Tracey Samuel-Smith Education Manager
 BP = Benjamin Potter Education Manager
 JH = Jamie Hunt Education Manager
 MN = Matthew Nelson Systems and Quality Manager