Council, 7 July 2016

Trends in international registrations

Executive summary and recommendations

Introduction

This paper draws the Council's attention to a trend in the volume of International registrations. It describes how HCPC handles International registrations and the approach taken to forecast, monitor and manage such increases.

Decision

The Council is asked to discuss the attached paper; no decision is required.

Background information

International registration statistical information and commentary is provided at each Council meeting as part of the Operations report.

Resource implications

If the trend of international registrations continues to increase then there will be a requirement for the Registration Department to look at how resources are managed. This may include the following options:

- Divert existing resources from other tasks to International application processing without impact on current Registration service standards,

- Divert existing resources from other tasks to International application processing with a knock-on impact on current Registration service standards; or

- Increase the number of resources within the Registration Department.

Financial implications

If the trend of international registrations continues to increase and the Registration Department need to increase resources this will increase the Registration Department budget.

There is no additional cost incurred by the HCPC if we receive additional International registrations because the application scrutiny fee covers the costs incurred to process an application.

Appendices

Trends in international registrations.

Date of paper

June 2016

# Trends in international registrations

1. Introduction

1.1.   Since the formation of HCPC all core registration-related information has been logged for the purposes of forecasting, resource management and trend analysis.

2. International Registration

2.1.   The graph and data table on the following page shows the number of International registrations HCPC has processed since financial year 2003/4.

2.2.   From 2003/4 to 2006/7 International registrations plateaued at around 3,000[1]. The following year registrations dropped dramatically to around 1,800 and stayed below 1,800 until 2012/13. What is interesting is that since 2013/14 registrations have continued to increase between 3% and 40%.

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[1] The lower figure in 2003/4 is due to the fact that the HPC Register was not opened until half way through the year.

International Registrations
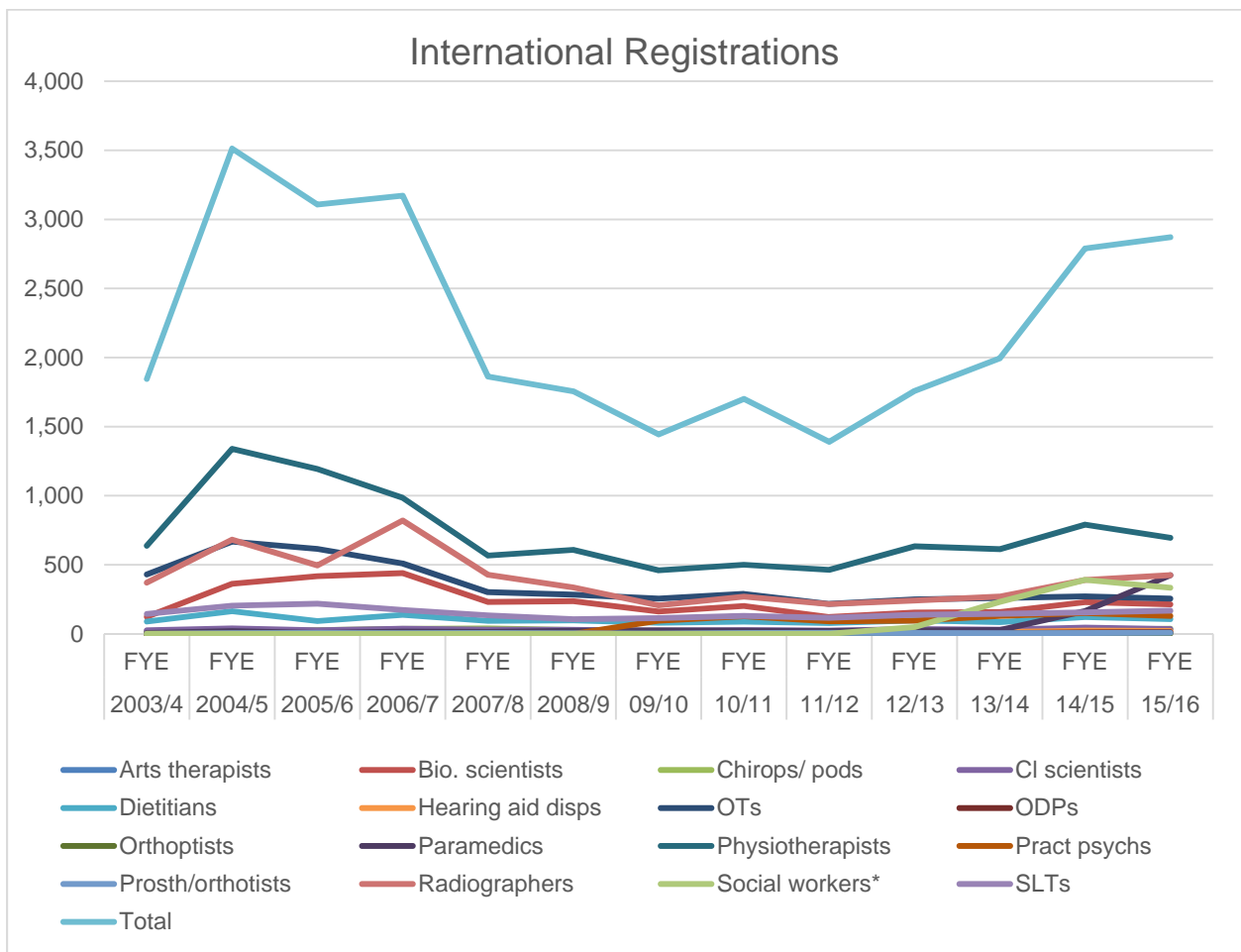
	03/04	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16
Arts therapists	0	9	3	6	8	6	4	15	10	14	8	15	7
Bio. scientists	124	363	417	439	231	236	162	202	122	154	157	229	213
Chirops/ pods	18	20	26	35	39	27	15	17	16	15	20	24	37
CI scientists	25	39	25	37	30	28	22	26	23	34	30	45	34
Dietitians	89	164	93	138	94	97	80	88	78	97	85	122	107
Hearing aid disps	0	0	0	0	0	0	0	4	5	8	13	23	21
OTs	430	668	615	509	302	283	255	289	217	249	259	271	255
ODPs	0	1	6	7	5	2	5	3	3	1	4	10	12
Orthoptists	0	1	3	3	4	3	0	1	2	1	0	3	2
Paramedics	6	19	6	16	14	22	25	23	20	24	27	165	424
Physiotherapists	638	1,339	1,193	985	567	608	460	500	463	633	613	791	695
Pract psychs	0	0	0	0	0	0	95	127	91	95	129	150	130
Prosth/ orthotists	0	5	6	4	6	3	1	6	7	6	4	6	8
Radiographers	370	681	496	820	428	336	206	270	216	241	269	390	425
Social workers	0	0	0	0	0	0	0	0	0	49	232	391	334
SLTs	145	204	218	173	134	105	114	130	116	137	144	155	167
Total	1,845	3,513	3,107	3,172	1,862	1,756	1,444	1,701	1,389	1,758	1,994	2,790	2,871

3. Impact of an increase in International registrations

3.1.   If International registrations continue to rise how will HCPC manage such an increase whilst meeting the agreed service standards and does an increase create a financial burden on the organisation?

4. Resourcing

4.1.   The following table represents the algorithm used within the Registration forecast model to forecast and simulate resources required to manage International registrations.

INPUT	WORKLOAD	HUMAN RESOUCE REQUIRUED
30 International registrations	Preliminary check, input, payment processing	2 people days
	Complete application data entry	3 people days
	Application verification	2 people days
	Assessment preparation	2 people days
	Assessment and partner management including test of competence and aptitude tests	3 people days
	General enquiry support and absence management cover	2 people days

4.2.   Simply put, in one day 14 people can process 30 International registrations[2]. In principle this means that it is relatively straightforward to scale up the model to determine any additional resources needed to cater for an increase in International registrations however, this simplification of the model does not take into account timing differences between processes, the economies of scale advantage that is received from having such a vast array of processes and procedures within the Registration Department that peak and trough at different times and the department's ability to successfully forecast demand and redeploy resources to match demand.

4.3.   The department has similar algorithms and models for all processes including:

- Processing application forms from individuals who have undertaken an approved course in the UK,

- Processing applications for readmission to the Register,

- Processing registrants registration renewals,

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[2] . Clearly applications cannot be processed within one day because the process relies on other authorities to independently validate and verify submitted documentation.

- Managing registration appeals,

- Processing incoming general correspondence including letters, requests for de-registration, change of addresses,

- Coordinating the assessment of continuing professional development (CPD) profile audits,

- Replying to emails; and

- Answering incoming telephone calls.

4.4. These models merge together to provide a day-by-day demand profile of all work across the Registration Department. This allows the department to not only forecast what the resource effort will be required but also when the demand is likely to come. It is this forecasting intelligence that allows the departments to move resources quickly between processes and ensure that service standards are met.

5. Financial

5.1. There are times when the management accounts of the Registration Department show variations to the financial forecast depending on the accuracy of the phasing of International registrations.   However, the additional costs associated with an unforecasted influx in International registrations are always offset by the International registrations scrutiny fee. This is because the application scrutiny fee of £495 covers all the direct and indirect costs associated with processing an application.   The direct costs associated with an International registration include registration assessor fees, scrutiny and verification checks, registration advisor costs, scanning and copying charges and distribution costs. The indirect costs include a proportion of legal fees, administrative salaries, telephone, utilities and infrastructure expenses.

6. Conclusion

6.1. The HCPC will continue to forecast the trend for International registrations and, with the exception of a substantial and rapid increase, the Registration Department have the algorithms, models and forecasting tools in place to monitor and match any demand with the right resources at the right time. In any event additional revenue from International registrations scrutiny fees would offset any costs necessary to obtain additional resources to deal with an abrupt workload increase.