

# Registration Department Performance Report

## May to July 2022

# Registration – Performance Report Summary

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## Overview

- The main area of concern is international applications as volumes of applications received continues to be high when compared to previous years. This is also driving phone calls and emails into the contact centre. PWC processed all new paper and online applications received on a daily basis until the 19 August 2022, when the surge support provided by PWC was no longer needed as this work is now undertaken by HCPC. The number of paper international applications received on a daily basis continues to reduce following the introduction of the online international application process.
- A pilot to ring fence an international team commenced on the 11 April 2022 with 12 Registration Advisors focusing solely on managing international processes to improve international applications processing performance. The team increased to 14 Registration Advisors as from the 30 May 2022, given the volumes of international applications in progress and being received. ELT approved on the 28 June 2022 to increase the size of the team by a further 10 Registration Advisors and a Team Leader, employed on 12-month fixed term contracts. The benefits of the surge support and ring-fenced team are beginning to improve performance with the monthly performance median to make a first decision reducing from 93 working days in April 2022 to 40 working days in July 2022.
- We continue to need to improve performance in our contact centre and a cloud-based telephony system to support hybrid working was launched on the 13 July 2022, however, system implementation issues affected call answer performance during July. On the 11 April 2022 the Registration Department started a phone training pilot, which allows less experienced Registration Advisors to be trained on handling telephone enquiries with the support of scripts which provides the answers to most frequently asked questions. This has been further supported by having dedicated Team Leaders who are readily available to support our newly phone trained Registration Advisors on more complex enquiries. This has had a positive impact on performance in May/ June and following the resolution of the majority of the telephone system issues call answer rates in August have now continued to improve.
- During the period of May to July 2022, 5 registration appeals were concluded. We have overcome the impact of the postponements caused by the pandemic. Appeals are now back to a steady state. The number of upheld appeals remains low providing assurance on the quality of the initial registration decisions.
- The UK application online portal was successfully launched on the 15 June 2022.
- A dedicated UK applications team was set up in July to manage the summer peak of new graduate applications and this has had a positive impact on performance.

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## Risks & Issues

### Increased demand and resourcing

- International application volumes remain high with 9,738 international applications processed in the period of May to July 2022, which represents a 657.8% increase compared to the same period in the previous year and is a direct result of the additional capacity provided by PWC, the new international ring-fenced team and the efficiency and service improvements delivered through online international applications..
- 2,943 applicants were registered in the period of May to July 2022, which represents a 143.6% increase compared to the same period in 2021.
- Mitigations include additional resource planning in the FY22-23 budget, an additional 11 employees recently approved on 12-month fixed term contracts and improved use of technology to increase self service.
- To meet the increased demand in managing international application volumes a recruitment campaign for additional Registration Assessors was undertaken with 31 appointed and induction training days held on the 25 May 2022 and 7 June 2022.

### Technology

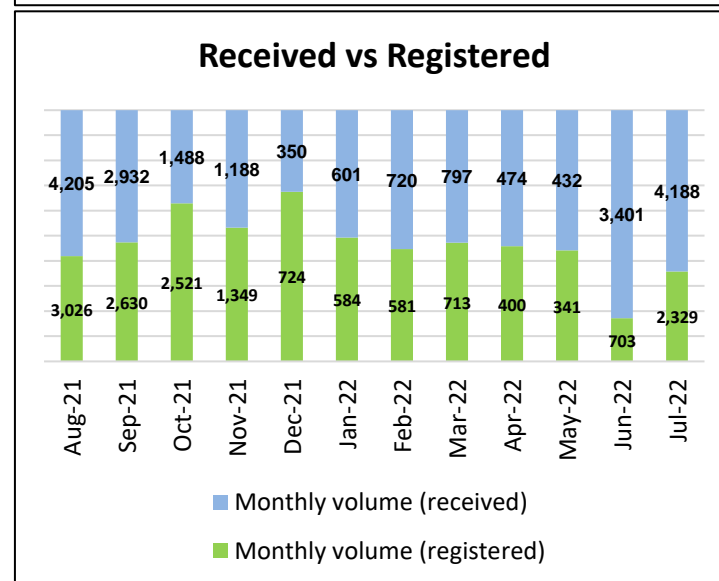
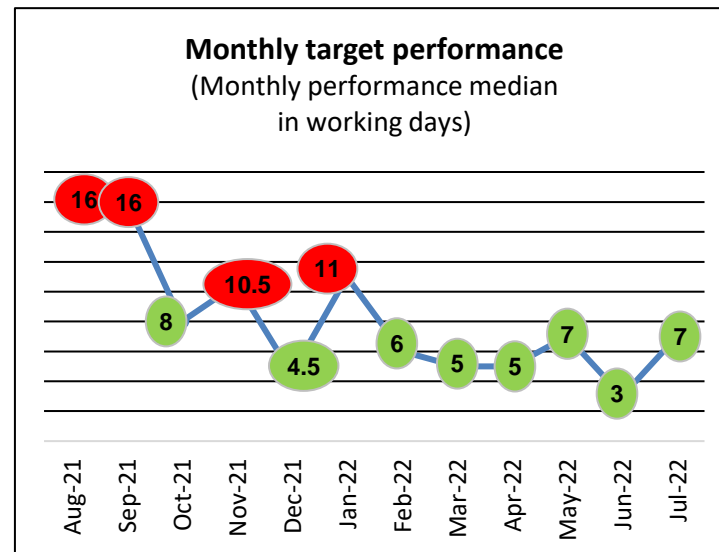
- The cloud-based telephony system to support hybrid working and provide greater flexibility was launched on the 13 July 2022 and we saw a brief drop in performance as the new system bedded in and technical issues were resolved. Performance has improved in August.

Performance summary	Performance RAG rating (July 2022)	Performance RAG rating (June 2022)	Performance RAG rating (May 2022)
<b>Core registration processes</b>			
UK applications	Green	Green	Green
International applications	Green	Green	Red
Renewals	Green	Green	Green
CPD	Green	Green	Green
Readmissions	Green	Green	Green
Appeals	Green	Green	Green
<b>Contact centre</b>			
Emails	Green	Green	Orange
Postal	Green	Green	Green
Telephone enquiries	Red	Orange	Orange

# Registration – Performance Report

## UK applications

Month	Monthly performance median (10 working days)	12 month cumulative median (working days)	12 month performance Cumulative age range (working days)
July 2022	7	7	0-29
June 2022	3	7.5	0-29
May 2022	7	7.5	0-29
April 2022	5	7.5	0-29
March 2022	5	7.5	0-29
February 2022	6	7.5	0-29
January 2022	11	7.5	0-29
December 2021	4.5	6	0-29
November 2021	10.5	7	0-29
October 2021	8	6	0-29
September 2021	16	5	0-29
August 2021	16	5	0-29



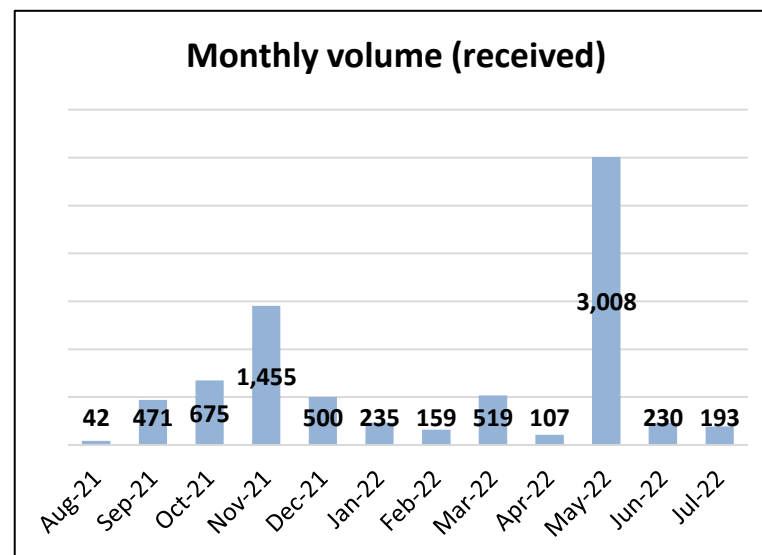
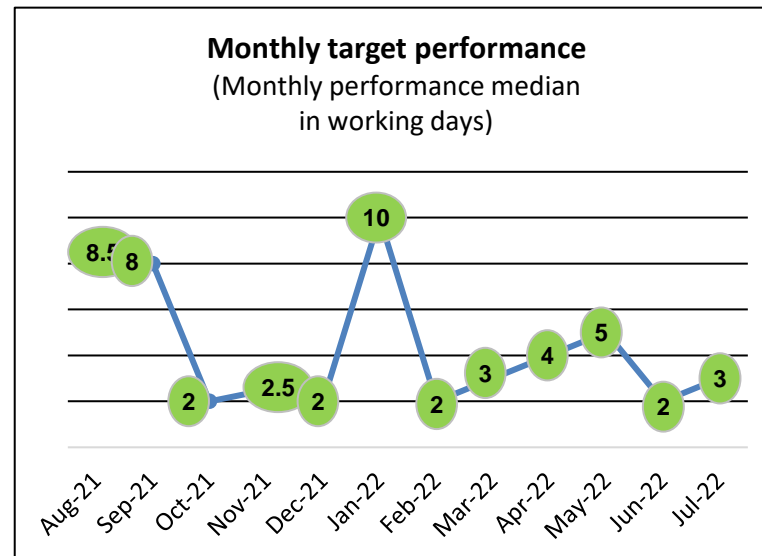
### Analysis

- In June we moved UK applications online, enabling applicants to submit their applications and supporting documents via the HCPC Portal. This change has improved customer experience and has helped improve our efficiency.
- In July we set up a dedicated UK applications team to help us manage the summer peak for UK applications.
- Performance against our service standard for UK applications was met during the period from May to July 2022.
- During this period, 8,021 UK applications were received compared to 2,212 in the same period of 2021, an increase of 262.6%. 3,373 UK applications were registered, once the pass list had been received from the education provider and were able to confirm the qualification, compared to 1,412 during the same period last year, which is an increase of 138.9%.
- As at the 31 July 2022, 4,842 applications have been submitted online.
- The number of paper and emailed application forms received continues to decline as expected.

# Registration – Performance Report

## Readmission applications

Month	Monthly performance median (10 working days)	12 month cumulative median (working days)	12 month performance Cumulative age range (working days)
July 2022	3	3	0-26
June 2022	2	3.5	0-26
May 2022	5	4.5	0-26
April 2022	4	5	0-26
March 2022	3	7	0-26
February 2022	2	7	0-26
January 2022	10	7	0-26
December 2021	2	6	0-26
November 2021	2.5	6	0-26
October 2021	2	7	0-26
September 2021	8	8	0-26
August 2021	8.5	7	0-26



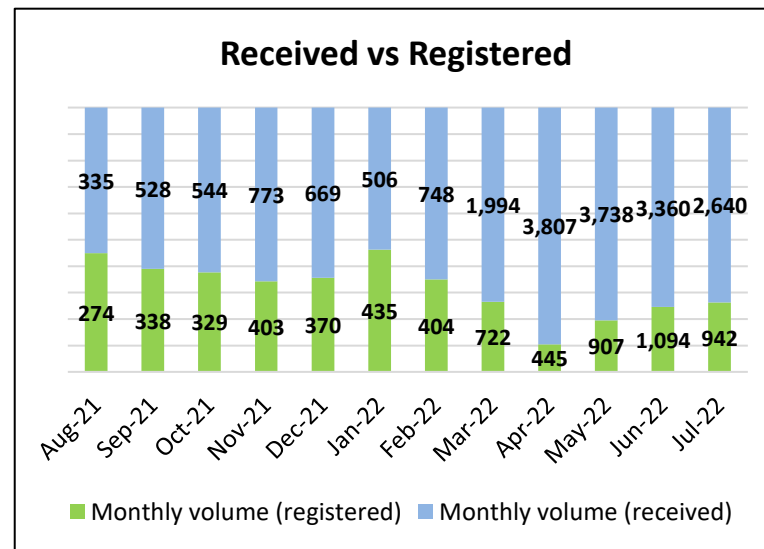
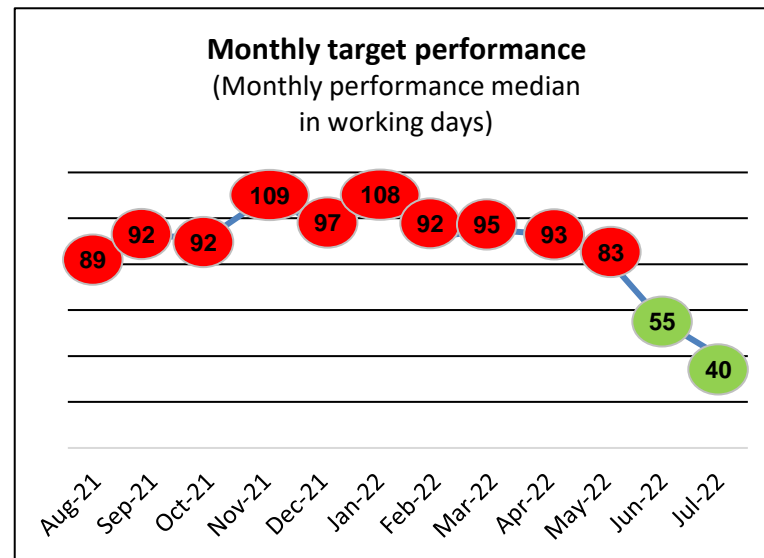
### Analysis

- The median has remained within the service standard of 10 working days during the period from May to July 2022 and has continued to improve since the summer peak in 2021. Performance has been significantly improved and consistent at 2-5 working days.
- During May, 3,008 readmission application forms were received, largely from Physiotherapists following the end of their renewal window at the end of April.
- 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)	12 month cumulative median (working days)	12 month performance Cumulative age range (working days)
July 2022	40	92	20-279
June 2022	55	92	20-279
May 2022	83	92	28-279
April 2022	93	92	28-279
March 2022	95	92	28-279
February 2022	92	91	28-279
January 2022	108	89.5	28-279
December 2021	97	85.5	28-279
November 2021	109	82	28-198
October 2021	92	82	28-178
September 2021	92	82	28-178
August 2021	89	77.5	28-178



## International applications

### Analysis

- As at the 30 June 2022 PWC have processed the 5,500 applications received from us. PWC processed all new paper and online applications received on a daily basis until the 19 August 2022 when the surge support provided by PWC was no longer needed as this work is now undertaken by HCPC. The number of paper applications received on a daily basis is now reducing since the introduction of the online international application process. NB the paper application form has not been available on our website since the online application portal went live.
- A pilot to ring fence an international team commenced on the 11 April 2022 with 12 Registration Advisors focusing solely on managing international processes to improve international applications processing performance. The team increased to 14 Registration Advisors as from the 30 May 2022, given the volumes of international applications in progress and being received. ELT approved on the 28 June 2022 to increase the size of the team by a further 10 Registration Advisors and a Team Leader employed on 12-month fixed term contracts. The benefits of the surge support and ring-fenced team have improved performance with the monthly performance median to make a first decision reducing from 93 working days in April 2022 to 40 working days in July 2022.
- During the period of May to July 2022, 9,738 international applications were processed which is 657.8% more when compared to the same period in 2021 and is a direct result of the additional capacity provided by PWC, the ring-fenced international team and the efficiency and service improvements delivered through online international applications.
- In the period of May to July 2022, a total of 2,943 international applicants joined the HCPC Register. This is 143.6% more when compared to the same period in 2021. Again, this is a result of the additional capacity provided by PWC, the new ring-fenced international team internally and the efficiency and service improvements delivered through online international applications.
- To improve the customer experience, as well as our own efficiency, we initiated a project in 2021 to move international applications online. This project launched the new applications portal pilot on the 28 February 2022. After a successful pilot and feedback received, the online portal went live on the 07 April 2022. As at the 31 July 2022, 2,698 applications have been submitted online.
- To meet the increased demand in managing international application volumes a recruitment campaign for additional Registration Assessors was undertaken with 31 appointed and induction training days held on the 25 May 2022 and 7 June 2022.
- We have continued to work proactively with Higher Education England (HEE), NHSEI and other organisations to support international recruitment where appropriate. For example, we are working with HEE on developing plans and predictions for future workforce growth.

## Benefits of online applications

### Analysis

- Individual Registration Advisor productivity has improved processing 20 international online applications a day compared to 10 paper applications and 50 UK applications a day compared to 25 paper applications.
- Both UK and international online application services have improved applicant accessibility to apply for registration and in particular we have seen a 262.6% increase in the number of new UK applications received and a 138.9% increase in the number that are registered, during the period May to July 2022, compared to the same period last year.
- Online applications provide us with information enabling us to forecast workload, as HCPC has visibility of those applications that have commenced but not yet submitted.
- The online application service has streamlined processes reducing the need to scan and store paper application forms.
- International application performance has improved with the median time to make an international application first decision reducing from 93 working days in April 2022 to 40 working days in July 2022.
- Overall UK application processing performance has improved from a median processing time of 16 working days in August 2021 to 7 working days in July 2022.

# Registration – Performance Report

## Renewal rates

Profession	2022	2020
Arts therapists	93%	91%
Dietitians	95%	94%
Chiropodists/Podiatrists	92%	94%
Hearing Aid Dispensers	88%	92%

### Analysis

- Arts therapist renewal rates were higher in 2022 when compared to the renewal cycle in 2020, which was extended by 4 weeks due to the COVID pandemic.
- Dietitian renewal rates were higher in 2022 when compared to the renewal cycle 2020, which was extended by 4 weeks due to the COVID pandemic.
- Chiropodist/Podiatrists renewal rates were 2% lower when compared to 2020, which was also extended by 4 weeks due to the pandemic. As at the 31 July 2020 88% had renewed which is 4% lower than at the same point in 2022.
- Hearing Aid Dispensers renewal rates were 4% lower when compared to 2020, which was also extended by 4 weeks due to the pandemic. As at the 31 July 2020 83% had renewed which is 5% lower than at the same point in 2022..
- Chiropodist/Podiatrists and Hearing Aid Dispensers were sent an additional reminder on 5 and 26 July by email and SMS as well as the usual 14-day reminder, which was sent by email and post.
- Crucially, registrants do not need an email or letter to renew, they can simply go onto the website during the renewal window and renew. We issue regular reminders on our social media channels.
- Additional engagement took place with the relevant professional bodies throughout the renewal windows, which included us sharing renewal rates periodically and the communications plan providing information about contact with registrants throughout the renewal window.
- Although 98-99% of registrants renew online which is self-service, for those who do submit a paper-based renewal form, we have processed the renewal applications within the 10-working day median consistently this year.

## Renewals – paper based submissions

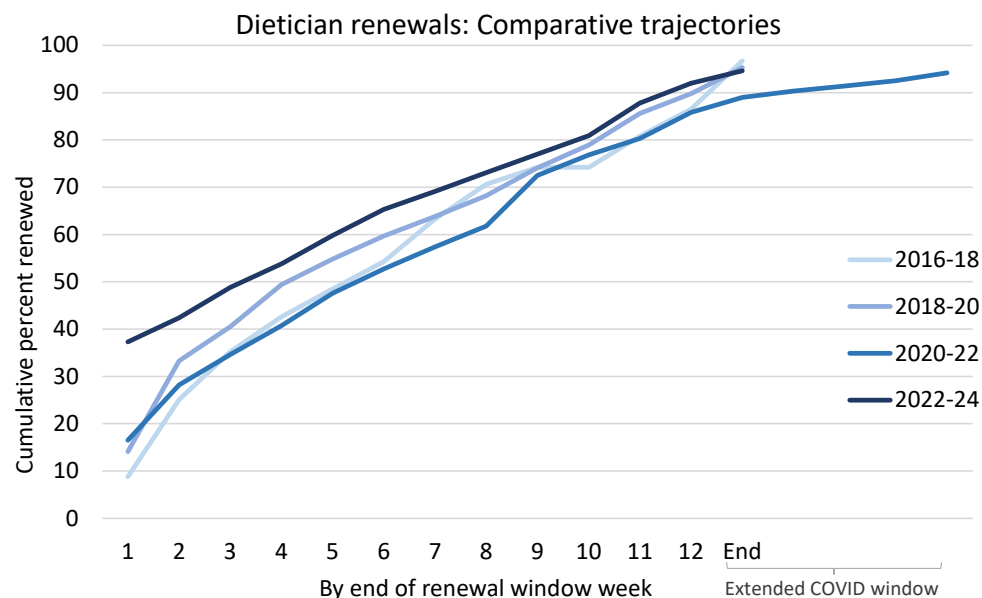
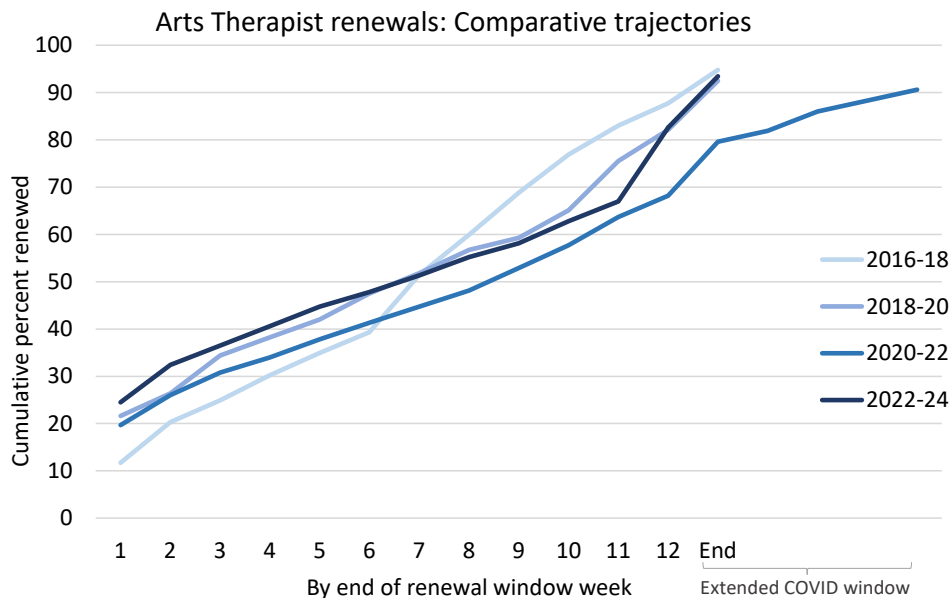
Month	Monthly performance median (10 working days)
July 2022	3.5
June 2022	2
May 2022	0
April 2022	2
March 2022	2
February 2022	4.5
January 2022	4.5
December 2021	0
November 2021	5.5
October 2021	3
September 2021	5
August 2021	5
July 2021	4
June 2021	4
May 2021	5
April 2021	5
March 2021	4
February 2021	0
January 2021	0



# Registration – Performance Report

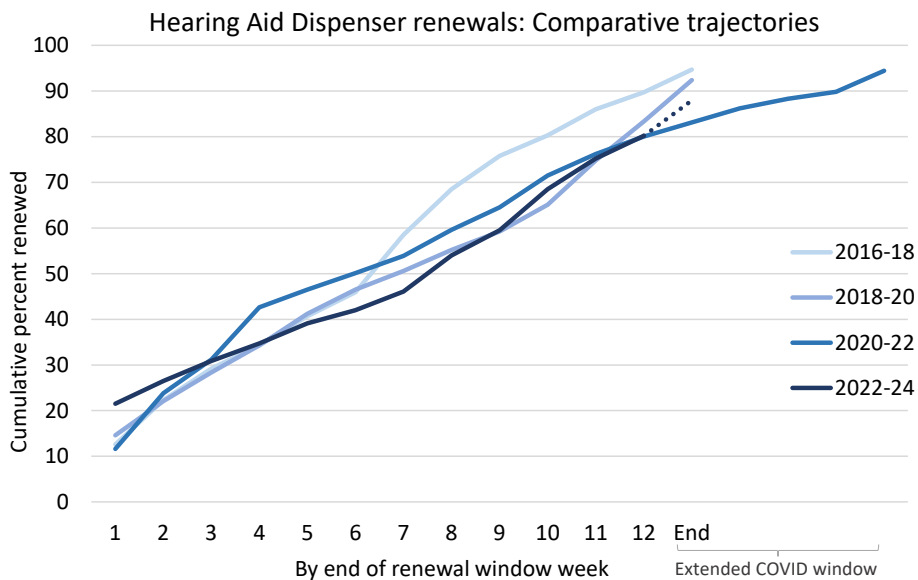
## Arts Therapist renewal trajectories for 2022

## Dietitian renewal trajectories for 2022

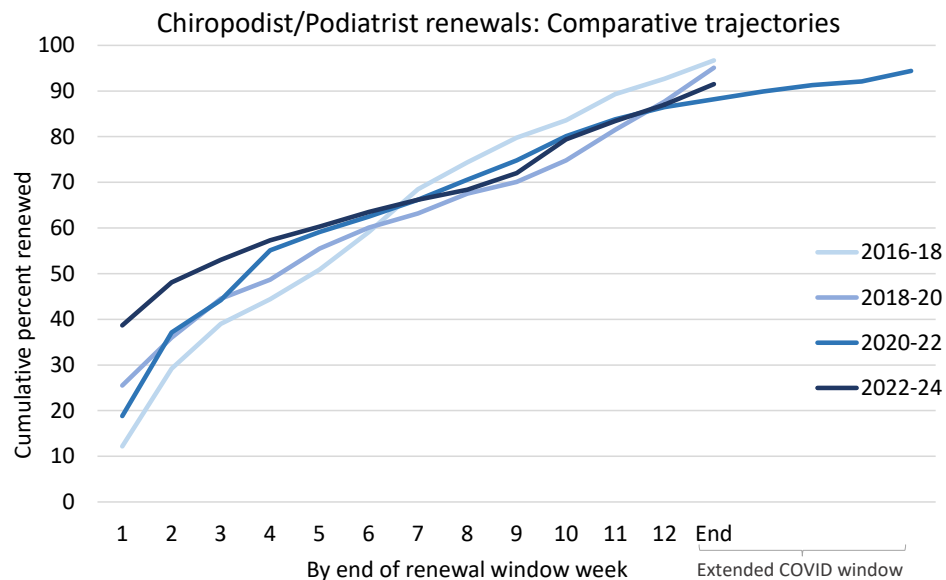


# Registration – Performance Report

## Hearing aid dispensers renewal trajectories for 2022



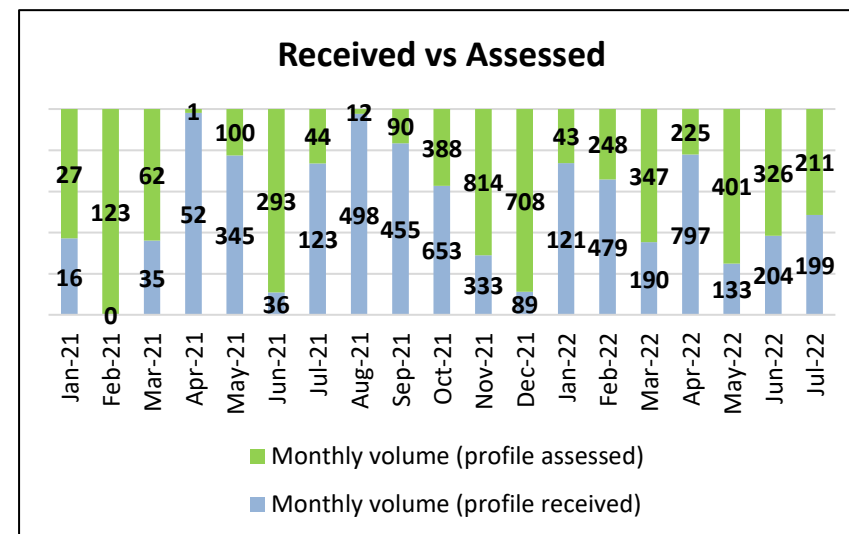
## Chiropodist/podiatrist renewal trajectories for 2022



# Registration – Performance Report

## CPD audits

Month	Monthly performance median (60 working days)	24 month cumulative median (working days)	24 month performance Cumulative age range (working days)
July 2022	28	33	5-111
June 2022	33	34.5	5-111
May 2022	26	36	5-111
April 2022	16	37	5-111
March 2022	15	38	5-111
February 2022	9	41	5-111
January 2022	45	44	5-93
December 2021	32	41	5-93
November 2021	36	44	5-93
October 2021	44	44	5-93
September 2021	54	44	5-84
August 2021	30.5	41	5-72
July 2021	38	44	5-72
June 2021	18	47	5-72
May 2021	29	50	5-72
April 2021	50	61	5-72
March 2021	65	61	5-72
February 2021	61	60	5-72
January 2021	44	44	5-55



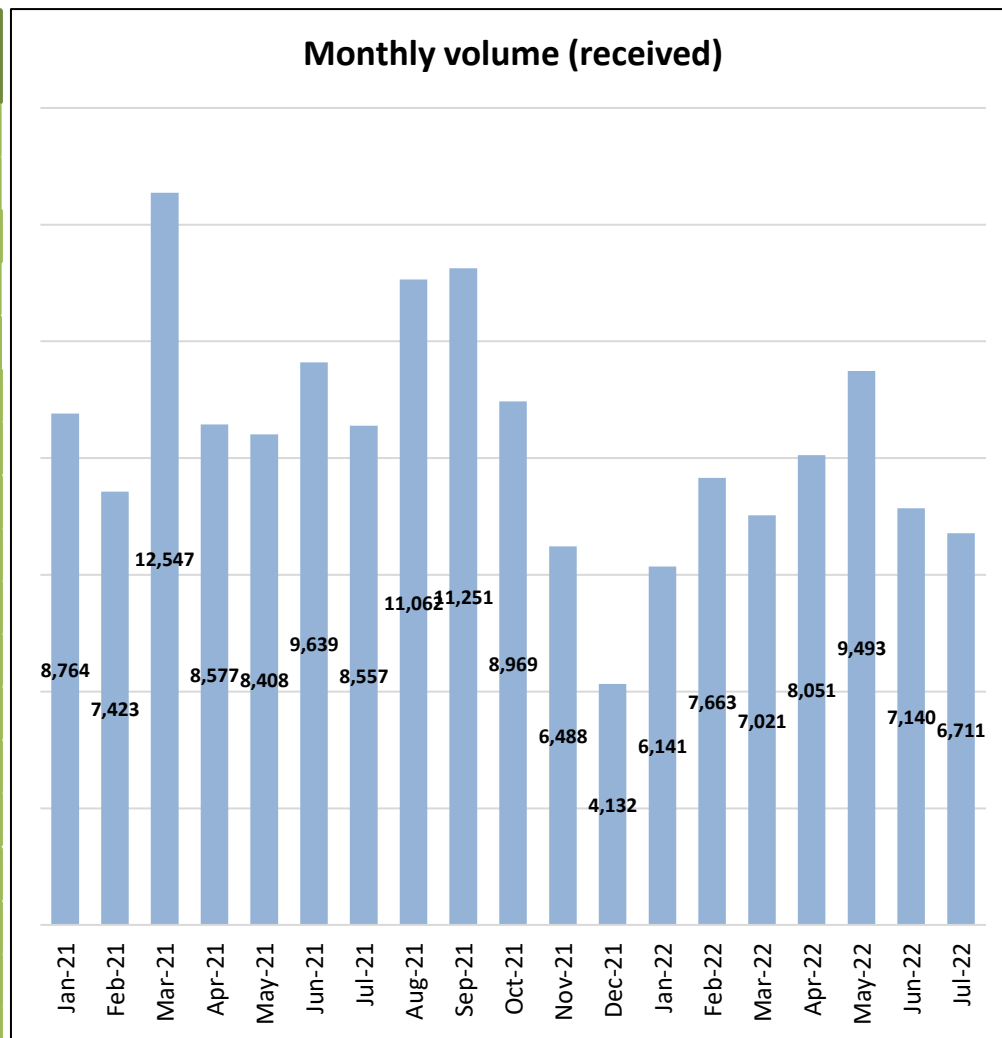
### Analysis

- In the period from May to July 2022, the 60-day median service standard target has continued to be consistently 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)	24 month cumulative median (working days)	24 month performance Cumulative age range (working days)
July 2022	3	10	0-32
June 2022	2	10	0-32
May 2022	8	10	0-32
April 2022	9	11	0-32
March 2022	17	12	0-32
February 2022	12	11	0-32
January 2022	10	10	0-32
December 2021	8	12	0-32
November 2021	14	13	0-32
October 2021	18	12	0-32
September 2021	16	10	0-32
August 2021	25	8	0-32
July 2021	25	6	0-27
June 2021	13	6	0-19
May 2021	6	6	0-12
April 2021	10	5	0-12
March 2021	6	3	0-8
February 2021	2	3	0-5



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

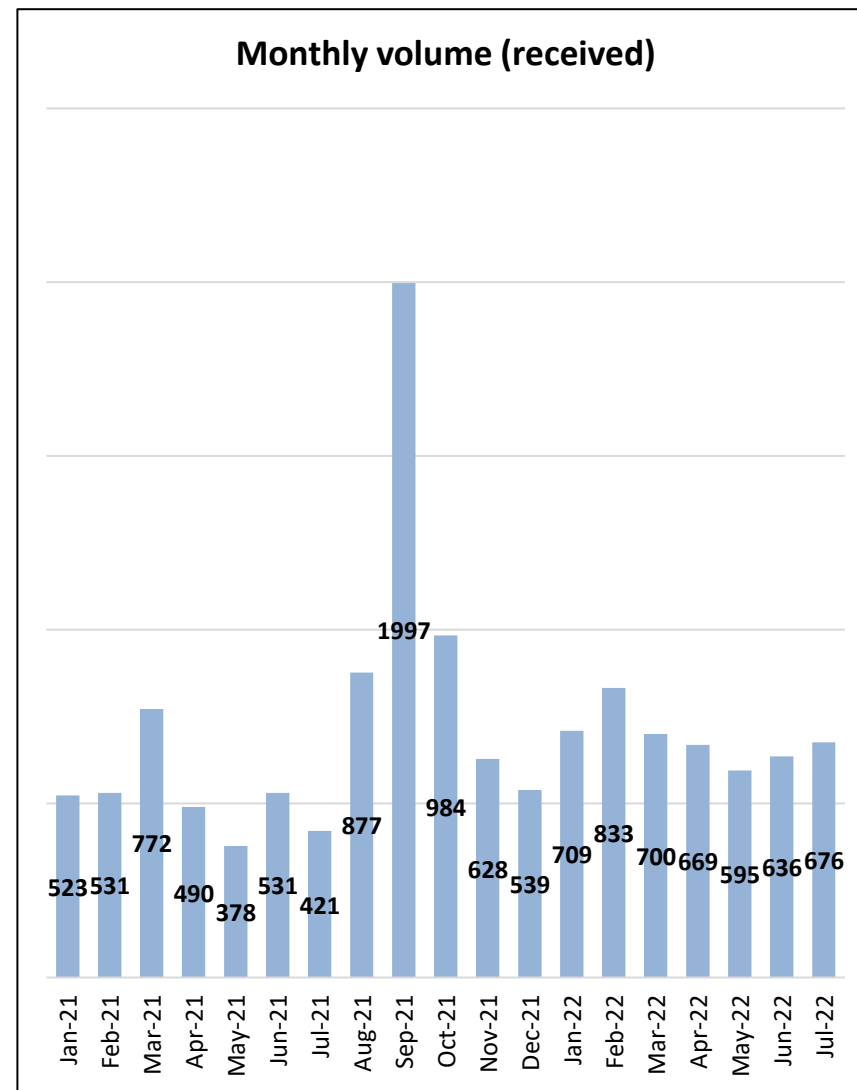
### Analysis

- The continued improvement to our UK and readmission application processing times has had a positive impact on the number of emails received.
- Our performance in this area continues to improve significantly. Our performance against our target of 5 working days has been consistently improving from 17 working days in March 2022 to 2 working days in June and 3 working days in July 2022. We are now within our service standard for the first time since February 2021.
- 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 service. We have updated messages on social media, on our website and on the automated email response to help expectation manage those contacting us by email and to encourage people to self service.

# Registration – Performance Report

## Postal correspondence

Month	Monthly performance median (10 working days)	24 month cumulative median (working days)	24 month performance cumulative age range (working days)
July 2022	0	6.5	0-20
June 2022	1	6.75	0-20
May 2022	7	7	0-20
April 2022	7	6.8	0-20
March 2022	9	6.5	0-20
February 2021	10.5	5.8	0-20
January 2022	2	5	0-20
December 2021	4	5.8	0-20
November 2021	6.5	6.5	0-20
October 2021	5	6	0-20
September 2021	9	7	0-20
August 2021	14	5.5	0-18
July 2021	9	4	0-12
June 2021	7	4	0-11
May 2021	4	4	0-11
April 2021	8	3	0-11
March 2021	2	2	0-8
February 2021	2	3	0-8



### Analysis

- During the period from May to July 2022, the 10 working days median service standard has been consistently met.

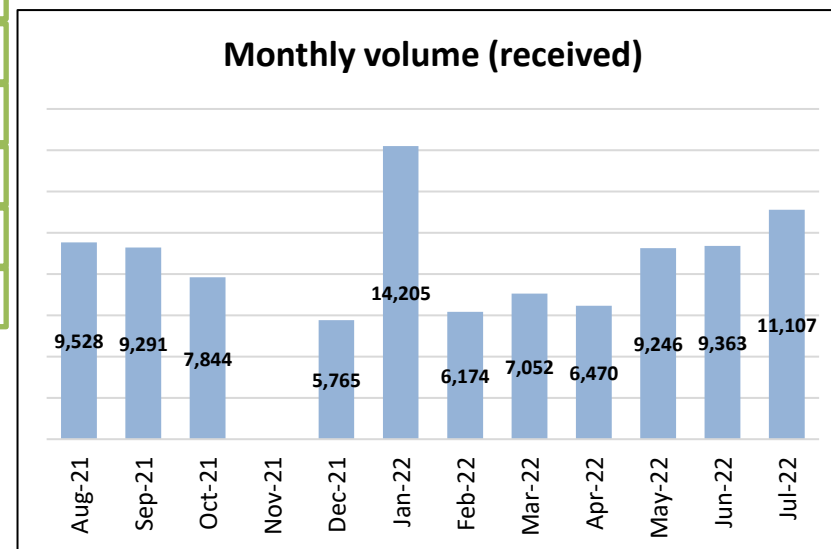
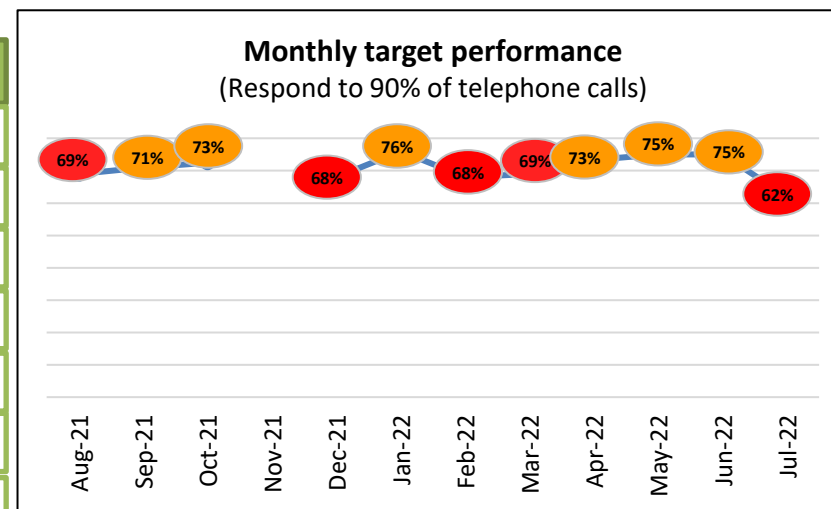
# Registration – Performance Report

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	12 month performance cumulative median	12 month Cumulative volume
July 2022	62 (% of calls answered)	71 (% of calls answered)	96,045 (volume of calls)
June 2022	75 (% of calls answered)	72 (% of calls answered)	94,324 (volume of calls)
May 2022	75 (% of calls answered)	72 (% of calls answered)	93,326 (volume of calls)
April 2022	73 (% of calls answered)	71 (% of calls answered)	89,748 (volume of calls)
March 2022	69 (% of calls answered)	68 (% of calls answered)	87,916 (volume of calls)
February 2022	68 (% of calls answered)	68 (% of calls answered)	80,864 (volume of calls)
January 2022	76 (% of calls answered)	71 (% of calls answered)	74,690 (volume of calls)
December 2021	68 (% of calls answered)	70 (% of calls answered)	60,485 (volume of calls)
November 2021	No data available (% of calls answered)	No data available (% of calls answered)	No data available (volume of calls)
October 2021	73 (% of calls answered)	71 (% of calls answered)	54,720 (volume of calls)
September 2021	71 (% of calls answered)	68 (% of calls answered)	46,876 (volume of calls)
August 2021	69 (% of calls answered)	66 (% of calls answered)	37,585 (volume of calls)



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

### Analysis

- On the 11 April 2022 the Registration Department started a phone training pilot, which allows less experienced Registration Advisors to be trained on handling telephone enquiries with the support of scripts which provides the answers to most frequently asked questions. This has been further supported by having dedicated Team Leaders who are readily available to support our newly phone trained Registration Advisors on more complex enquiries.
- The new approach to call handling had a positive affect on performance in May and June, unfortunately July's performance was adversely affected when the cloud-based telephony system was launched on the 13 July 2022. A number of Registration Advisors were unable to use the call handling software due to technical issues which had to be investigated by the system support provider with the assistance of the IT Department. The majority of these issues have been resolved and a system upgrade is planned for the week commencing the 29 August 2022 to resolve the remaining issues and ensure all Registration Advisors have the ability to answer telephone calls.
- The cloud-based telephony system does support hybrid working and provide greater flexibility with the team maintaining service during the recent rail strikes, answering calls from home.
- As at the 25 August 2022 the team had answered 84% of all UK calls received during August as we now start to see the benefits of the new approach to call handling and the implementation of the new telephone system.



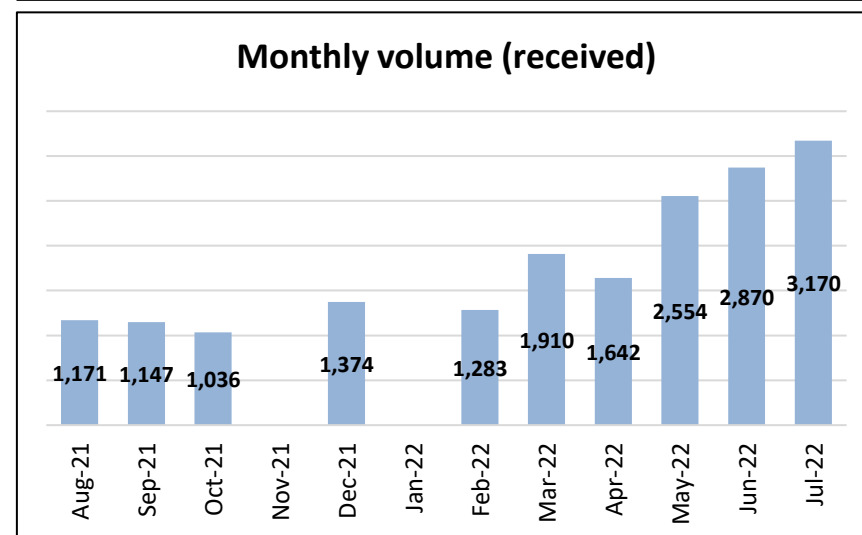
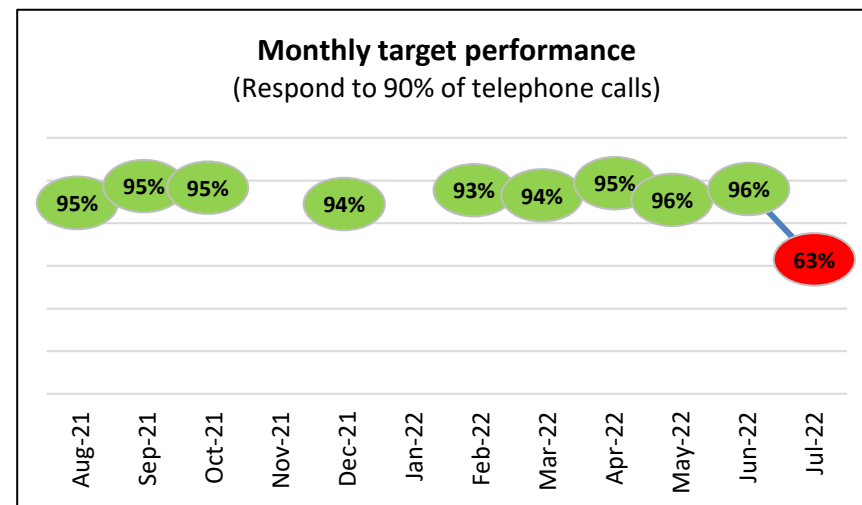
# Registration – Performance Report

## INT 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	12 month performance cumulative median	12 month Cumulative volume
July 2022	63 (% of calls answered)	95 (% of calls answered)	18,157 (volume of calls)
June 2022	96 (% of calls answered)	94 (% of calls answered)	16,335 (volume of calls)
May 2022	96 (% of calls answered)	95 (% of calls answered)	14,692 (volume of calls)
April 2022	95 (% of calls answered)	94 (% of calls answered)	14,807 (volume of calls)
March 2022	94 (% of calls answered)	94 (% of calls answered)	16,594 (volume of calls)
February 2022	93 (% of calls answered)	94 (% of calls answered)	14,684 (volume of calls)
January 2022	No data available (% of calls answered)	No data available (% of calls answered)	No data available (volume of calls)
December 2021	94 (% of calls answered)	94 (% of calls answered)	13,401 (volume of calls)
November 2021	No data available (% of calls answered)	No data available (% of calls answered)	No data available (volume of calls)
October 2021	95 (% of calls answered)	94 (% of calls answered)	12,027 (volume of calls)
September 2021	95 (% of calls answered)	95 (% of calls answered)	10,991 (volume of calls)
August 2021	95 (% of calls answered)	95 (% of calls answered)	9,844 (volume of calls)



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

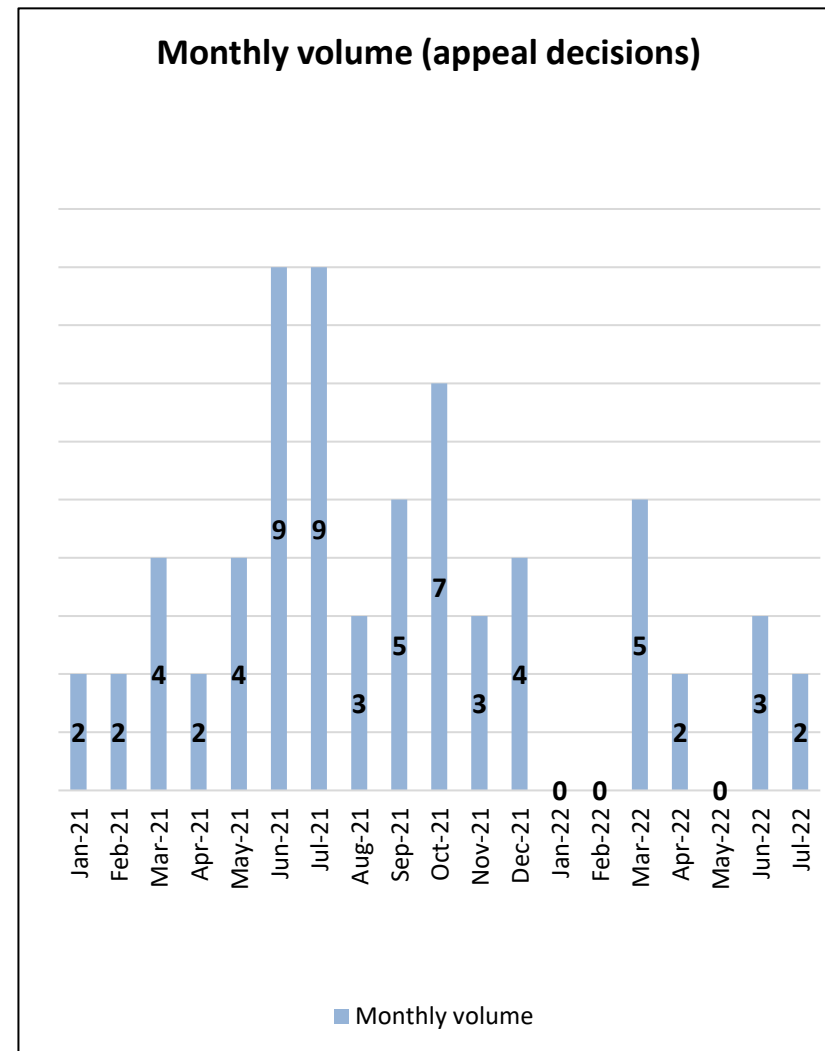
### **Analysis**

- On the 11 April 2022 the Registration Department started a phone training pilot, which allows less experienced Registration Advisors to be trained on handling telephone enquiries with the support of scripts which provides the answers to most frequently asked questions. This has been further supported by having dedicated Team Leaders who are readily available to support our newly phone trained Registration Advisors on more complex enquiries.
- The new approach to call handling had a positive affect on performance in May and June, unfortunately July's performance was adversely affected when the cloud-based telephony system was launched on the 13 July 2022. A number of Registration Advisors were unable to use the call handling software due to technical issues which had to be investigated by the system support provider with the assistance of the IT Department. The majority of these issues have been resolved and a system upgrade is planned for the week commencing the 29 August 2022 to resolve the remaining issues and ensure all Registration Advisors have the ability to answer telephone calls.
- The cloud-based telephony system does support hybrid working and provide greater flexibility with the team maintaining service during the recent rail strikes, answering calls from home.
- As at the 25 August 2022 the team had answered 82% of all international calls received during August as we now start to see the benefits of the new approach to call handling and the implementation of the new telephone system.

# Registration – Performance Report

## Appeals

Month	Monthly performance median (100 working days)	24 month cumulative median (working days)	24 month performance Cumulative age range (working days)
July 2022	65	107	46-450
June 2022	64	107	46-450
May 2022	0	149	46-450
April 2022	94	150	46-450
March 2022	52	151	46-450
February 2022	0	154	46-450
January 2022	0	157	46-450
December 2021	181	169	46-450
November 2021	88	157	46-275
October 2021	90	173.5	46-275
September 2021	149	190	46-275
August 2021	107	201.5	46-275
July 2021	151	213	46-275
June 2021	190	214.5	46-275
May 2021	259	238	46-275
April 2021	238	214.5	46-275
March 2021	157	213	46-275
February 2021	213	214.5	157-275



## Appeals

### Analysis

- During the period from May 2022 to July 2022, 5 registration appeals were concluded. Of the 5 appeals that were concluded 3 were from European Mutual Recognition (EMR) applicants and 2 were from a UK applicant.
- The appeals panel upheld 2 appeals following the receipt of additional information from the appellant.
- The appeals panel decided to remit one appeal to the Education and Training Committee, following substantial new evidence being provided from the appellant.
- The remaining 2 were dismissed by the appeals panel.
- The next appeals hearing days are scheduled for the 25 August, 08 September and 29 September 2022.

# International registration

## Key points on performance

Education and Training Committee  
September 2022

# Context

Since June ETC we have continued to improve the way we deliver the international process to address the increase in applications we have seen over the past 12-18 months.

## Third party surge support

- Continued to provide additional capacity for new online and paper application processing and assessment preparation between July and mid August.
- Support now ended as of mid-August having successfully supported us to process backlog of paper applications.

## Pilot of a dedicated international team

- Agreed to increase team to 27 individuals (24 Advisors, 1 dedicated team leader and 2 Managers)
- Majority of additional resource being used to address remaining bottlenecks.
- Provides opportunity for more experienced team members in more complex areas where resources are needed (e.g. assessment feedback).
- Recruitment still in progress and aiming to reach full capacity by August end.

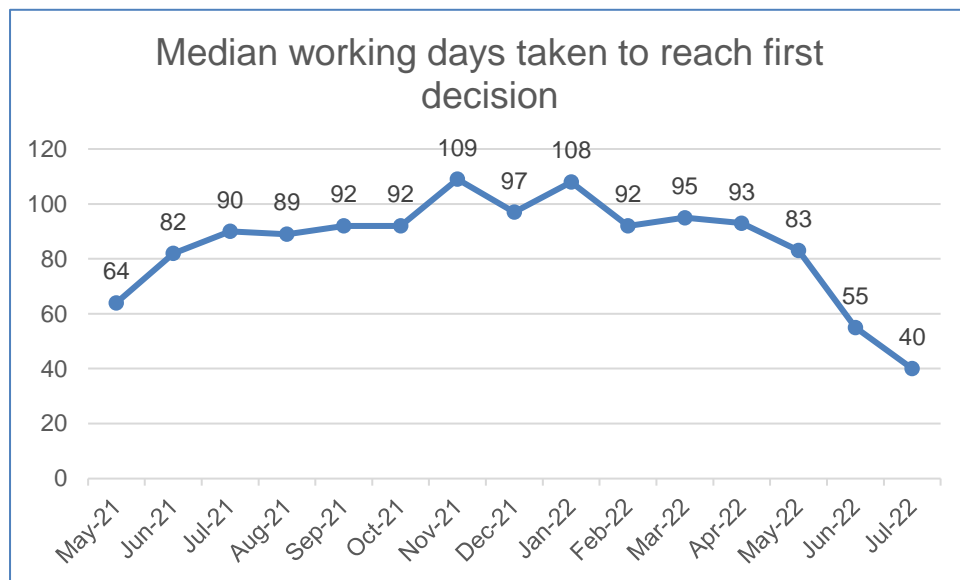
## Improved comms and managing expectations

- The website has been completely overhauled regarding information about the international application process. We have taken the opportunity to publish information which was only contained within PDFs.
- We have a new section – ‘What to expect’ which explains what the applicant should expect at each stage of the process and our current processing timescales.

# 1) Time to first decision

## International Applications - July 2022

<b>Working days to first decision</b>	40
<b>No. of apps</b>	1267
<b>60 days or less</b>	74%
<b>More than 60 days</b>	26%



## Performance

We publicly state we will reach a first decision on receipt of an application within 60 working days. This is currently our main KPI.

This involves reviewing the initial application for completeness, and if complete, sending to the Registration Assessors to complete their first assessment and receive back their recommendation.

## Current service level

July median	Target
40 working days	60 working days

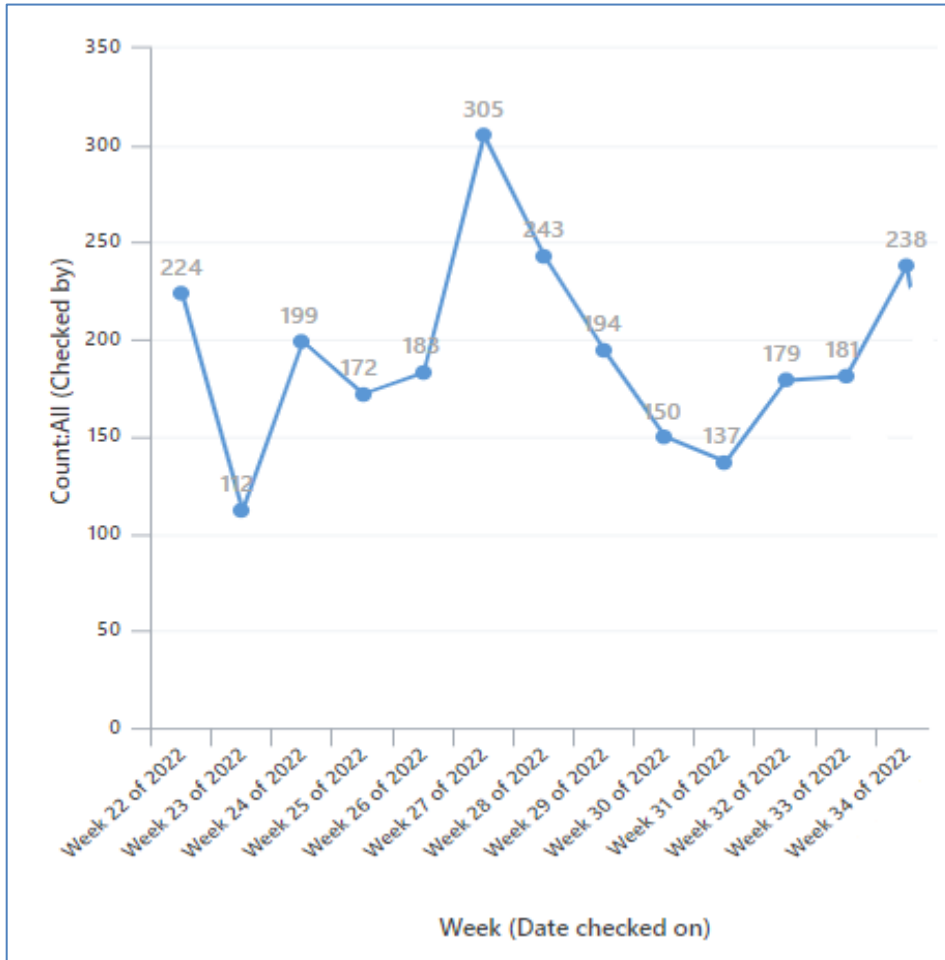
Applications exceeding the KPI are paper applications which were delayed due to a backlog of these application types. This backlog has now been cleared and the majority of new applications are now submitted via the portal.

## Key points to note

We have introduced a new online portal and streamlined the process to review applications, send to assessors and ensure their assessments are completed within our expected timescales. For portal applications this means we have significantly reduced the time taken to reach a first outcome. We have also increased our overall number of assessors for professions where we have higher application volume. This has meant a higher volume of applications can be assessed within our service standard.

# 2) New applications

New applications processed per week



## Performance

We review an application for completeness once it has been submitted to us and start the verification process.

We now have clear information available about the volume of applications being received and we can therefore adjust our resources accordingly to meet our service level.

## Current service level

July median	Target
2 working days	10 working days

## Commentary

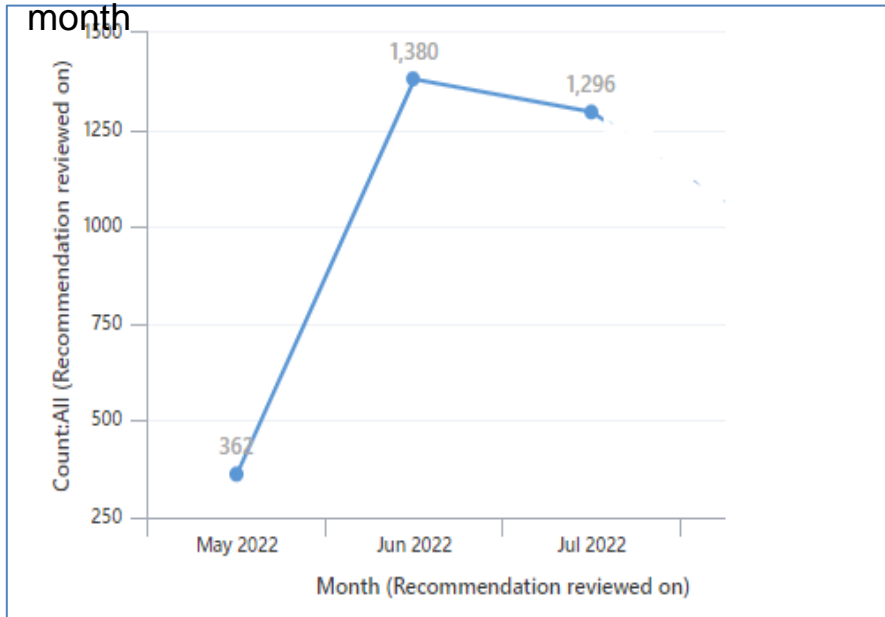
Our third-party supplier provided additional coverage for this area between June and July, which enabled team members to be utilised elsewhere within the process.

We are receiving on average around 200-250 applications per week. As a result, we expect the overall process time to increase closer to the 10-working day target in future months.

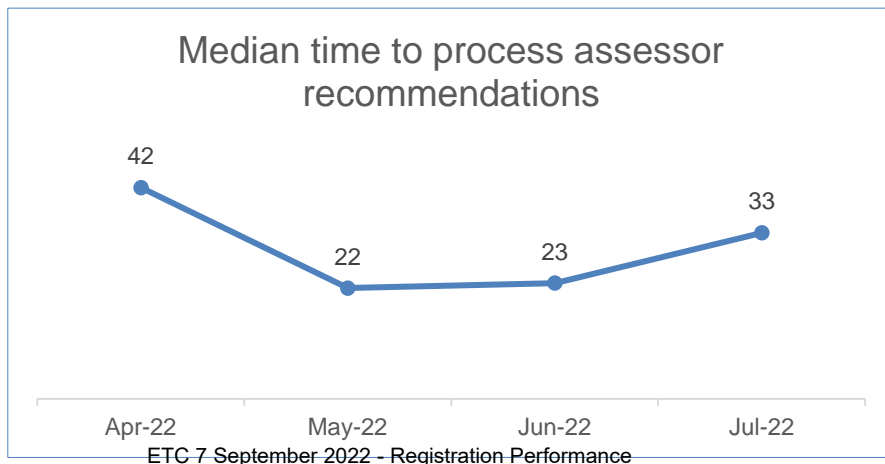


# 3) Review of assessor decisions

Assessor recommendations processed per month



Median time to process assessor recommendations



## Performance

Once our assessors have reached a decision, we need to review this, and if needs be work with them to refine the findings. Once this is done we can advise the applicant of the outcome of their assessment.

## Current service level

July median	Target
33 working days	5 working days

## Commentary

The team have decreased the age of applications in this part of the process from 6 to 2 months old. Whilst this is positive and indicates older applications are being prioritised, it is clear we are still exceeding our normal timeframe to quality check the assessor recommendations within 5 days of receipt. This is because we currently have a higher than normal volume of applications at this part of the process (1800). There are two reasons for this:

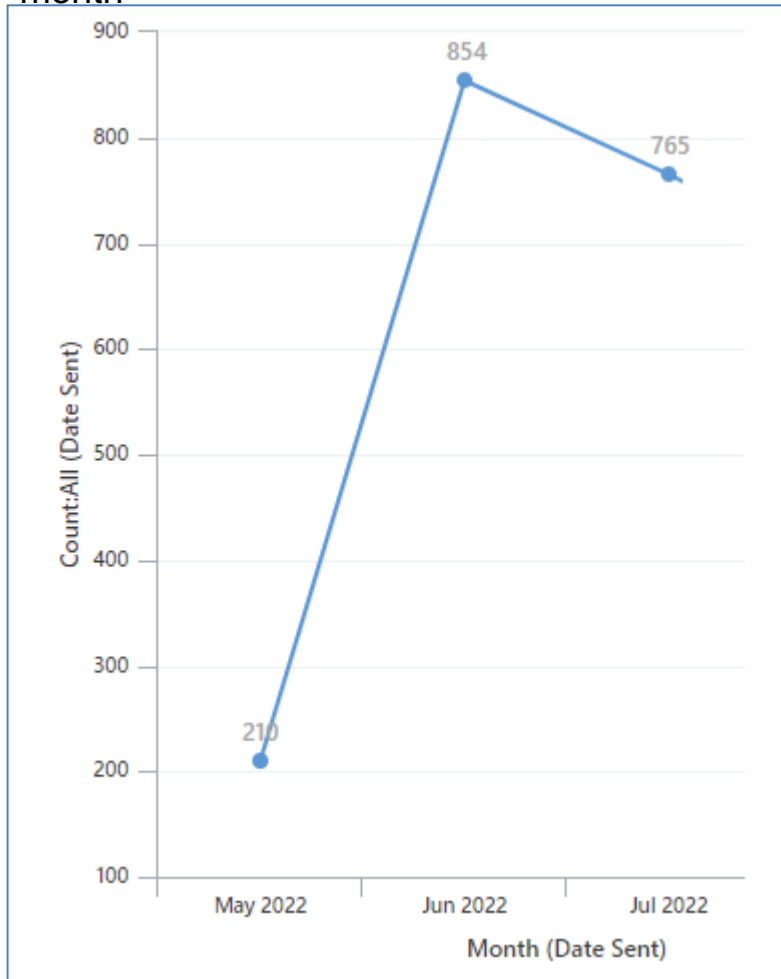
- we rapidly cleared the backlog of 5500 paper applications rapidly between February and June, and
- we increased our assessor pool to ensure they can complete a higher volume of assessments within our expected timeframes.

We therefore expected this volume and planned accordingly to resource this area of the process to process around 1500 applications per month. It will take more time to reach a steady state for this part of the process but we are confident we have the right resourcing plans in place to achieve this.

It is important to note that our performance in this area has also been impacted by turnover and leave during the summer so we have been slightly below our target but still significantly ahead of where we were before we made these changes (as shown in the graph opposite).

# 4) Applicants registering with us

Applications accepted for registration per month



## Performance

This is the number of applicants we have invited to register with us following successful completion of the application process. We can see an increase compared to previous months which is the result of a dedicated team and changes to how we process.

## Current performance

July median	Target
112 working days	Not yet established

## Commentary

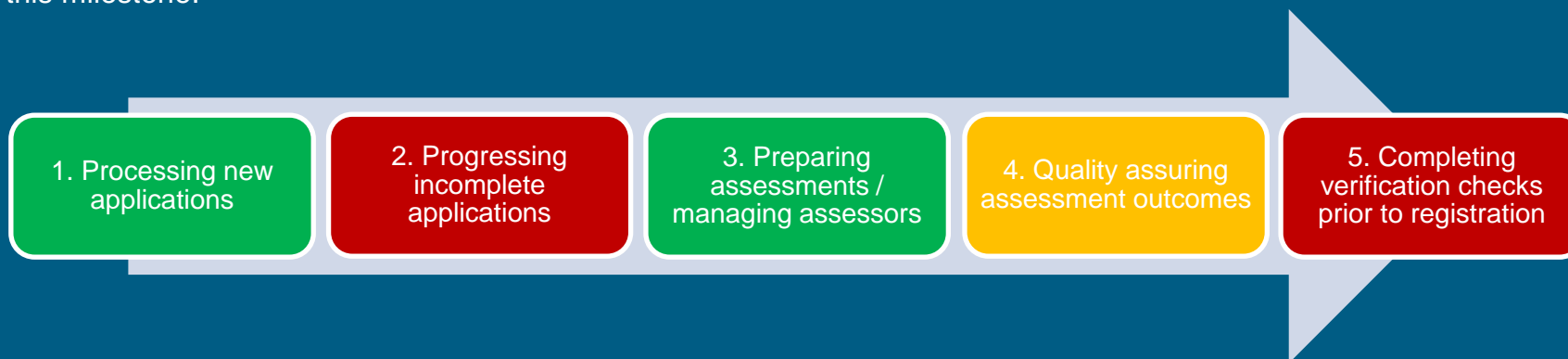
We have reduced the median time taken to complete the application process from start to finish from 143 days in our last report to the Committee in June down to 112 working days. **For portal applications, the median for applications invited to register with us in July was 46 days.**

This indicates our targeted approach on applicants who had completed our assessment process and are awaiting registration with us, subject to completion of verification and documentation checks is working.

We are currently recruiting and training to boost our resources in this area which will continue to bring this overall timescale down further over time and further increase the number of applicants achieving registrations each month.

# 5) Remaining process bottlenecks

We have returned to a steady state for the areas of the process green and provided commentary on the areas of the process still to achieve this milestone.



Area	Current volume	RAG rating	Comments
Quality assuring assessment outcomes	1770 applications	<b>Amber</b> – we expect to achieve a steady state in around 3 months for this part of the process.	We are looking at opportunities to increase our outputs for these parts of the process. This is dependent on recruiting and training new team members. This will enable more experienced members of the team to work in areas with greater complexity, particular in the QA of assessment decisions.  We are also trialling new individual processing targets for verifications and incomplete applications. This should enable better performance monitoring for these parts of the process and reliable forecasting to be undertaken.
Completing verification checks prior to registration	1850 applications	<b>Red</b> – difficult to predict when a steady state will be achieved. The process involves chasing applicants and contacts, and is dependent on their responsiveness. Also, we have not yet benefited from increased resources in this area whilst recruitment and training is ongoing.	
Progressing incomplete applications	1000 applications	<b>Red</b> – difficult to predict when a steady state will be achieved. The process involves chasing applicants and is dependent on their responsiveness. Also, we have not yet benefited from increased resources in this area whilst recruitment and training is ongoing.	