

Registration Performance Report – ETC

May to July 2023

Richard Houghton, Head of Registration

Registration – Performance Report Summary

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Overview

- We are in the peak period for applications to join our Register from students completing UK education programmes. The team is managing the demand well. The median processing time for UK registration applications was between 2-4 working days throughout the reporting period May 2023 to July 2023 (see page 3), which is significantly below the 10 working day KPI.
- The international team continues to meet its main service standard of making a first decision on an international application within 60 working days. The median time to first assessment decision was 11 working days during May 2023, 12 working days in June 2023 and 13 working days in July 2023.
- Our contact centre continues to provide a timely response to both telephone and email enquiries. Our call answer rates was 99.6% in May 2023, 99.5% in June 2023 and 98.7% in July 2023. Our email response time was 1-2 working days during this period.
- During the period of May 2023 to July 2023, 18 registration appeals were concluded. The number of upheld appeals remains low providing assurance on the quality of the initial registration decisions.

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Risks & Issues

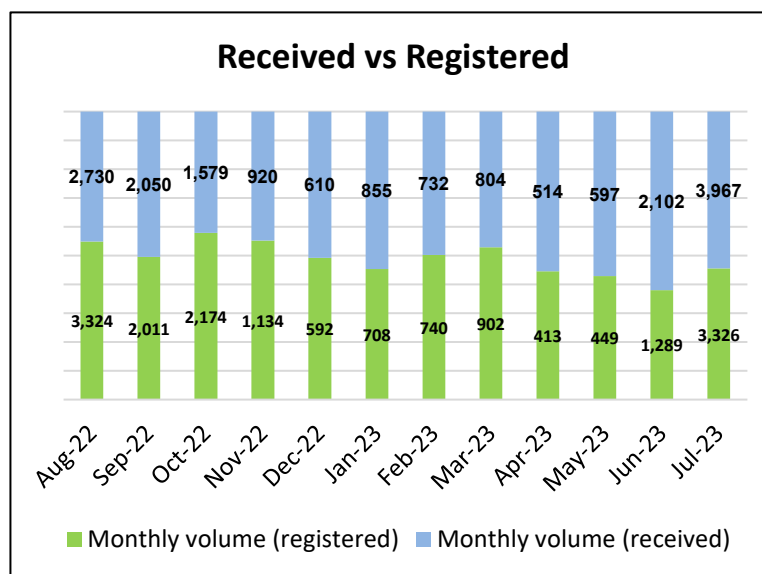
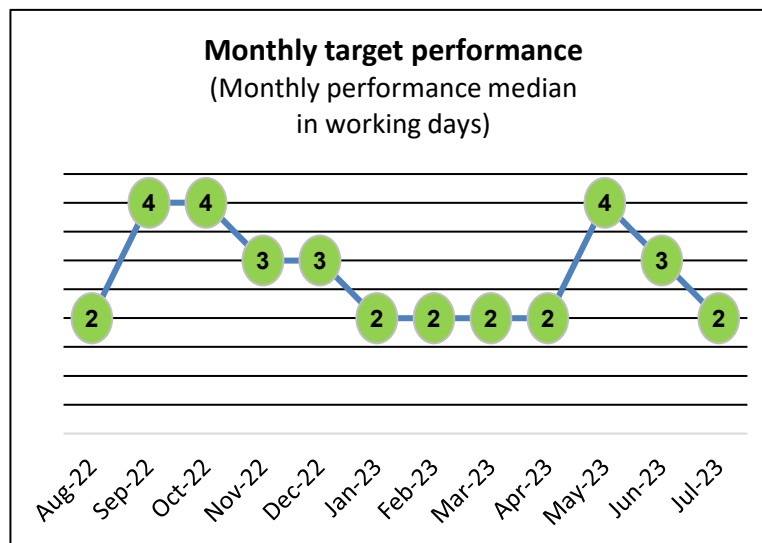
- 3,316 international applicants were registered between May 2023 and July 2023, which represents a 12.7% increase compared to the same period in 2022. The International team continues to maintain their improved performance against the KPI, with the median time to make a first decision at 13 working days in July 2023.
- The Quality Assurance Team have facilitated 2 workshops to better understand the risks associated with the international application process and to develop appropriate quality indicators. The findings and recommendations from the workshops are currently being finalised. This work will inform how we identify all the registration process related risks and report on the appropriate quality indicators across all registration processes.

| Performance summary | Performance RAG rating (Jul 2023) | Performance RAG rating (Jun 2023) | Performance RAG rating (May 2023) |
|------------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| Core registration processes | | | |
| UK applications | | | |
| International applications | | | |
| Renewals | | | |
| CPD | | | |
| Readmissions | | | |
| Appeals | | | |
| Contact centre | | | |
| Emails | | | |
| Postal | | | |
| Telephone enquiries | | | |

Registration – Performance Report

UK applications

| Month | Monthly performance median (10 working days) |
|----------------|--|
| July 2023 | 2 |
| June 2023 | 3 |
| May 2023 | 4 |
| April 2023 | 2 |
| March 2023 | 2 |
| February 2023 | 2 |
| January 2023 | 2 |
| December 2022 | 3 |
| November 2022 | 3 |
| October 2022 | 4 |
| September 2022 | 4 |
| August 2022 | 2 |



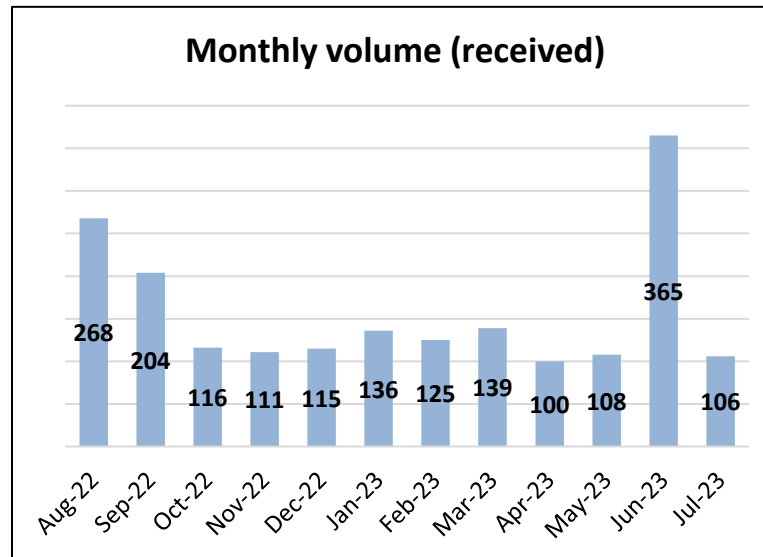
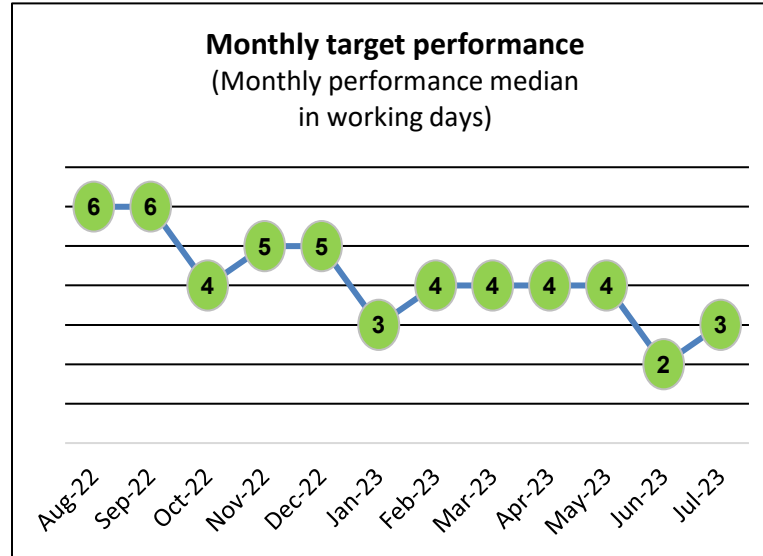
Analysis

- Performance against our service standard for UK applications was met during the period from May 2023 to July 2023.
- During this period, 6,666 UK applications were received compared to 5,752 in the same period in 2022, which is an increase of 15.9%.
- 5,064 UK applicants were registered, once the pass list had been received from the education provider and we were able to confirm the qualification, compared to 3,373 during the same period in 2022, which is an increase of 50.1%. This appears to show applicants applying for registration earlier in the summer since the introduction of online applications.
- The median processing time was under 5 working days throughout the period May 2023 to July 2023.
- 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) |
|----------------|--|
| July 2023 | 3 |
| June 2023 | 2 |
| May 2023 | 4 |
| April 2023 | 4 |
| March 2023 | 4 |
| February 2023 | 4 |
| January 2023 | 3 |
| December 2022 | 5 |
| November 2022 | 5 |
| October 2022 | 4 |
| September 2022 | 6 |
| August 2022 | 6 |



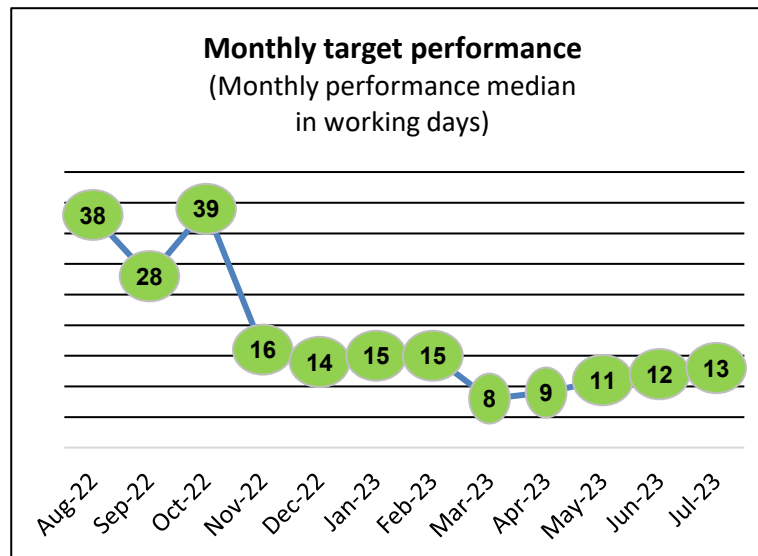
Analysis

- The median has remained within the service standard of 10 working days during the period of May to July 2023.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.
- The spike in June 2023 follows the closure of the practitioner psychologist renewal window on 31 May 2023 (see page 6).

Registration – Performance Report

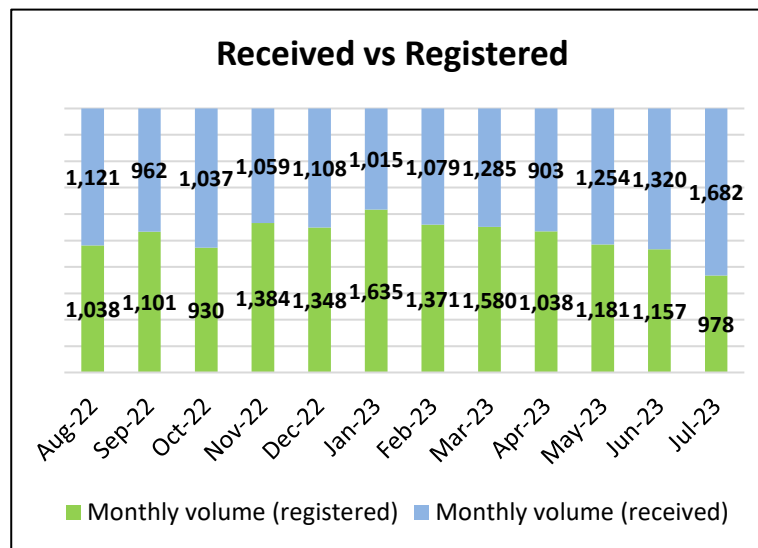
International applications

| Month | Monthly performance median (60 working days) |
|----------------|--|
| July 2023 | 13 |
| June 2023 | 12 |
| May 2023 | 11 |
| April 2023 | 9 |
| March 2023 | 8 |
| February 2023 | 15 |
| January 2023 | 15 |
| December 2022 | 14 |
| November 2022 | 16 |
| October 2022 | 39 |
| September 2022 | 28 |
| August 2022 | 38 |



Analysis

- We continue to see an improved performance with the monthly performance median to make a first decision remaining below 60 working days. The processing time median was 11 working days during May 2023, 12 working days in June 2023 and 13 working days in July 2023.
- During the period of May to July 2023, 4,256 international applications were received, which represents a 2.7% increase compared to the same period in 2022.
- During the period of May to July 2023, a total of 3,316 international applicants were registered. This is 12.7% more when compared to the same period in 2022.



Renewals – paper based submissions

| Month | Monthly performance median (10 working days) |
|----------------|--|
| July 2023 | 0 |
| June 2023 | 0 |
| May 2023 | 0 |
| April 2023 | 0 |
| March 2023 | 0 |
| February 2023 | 0 |
| January 2023 | 0 |
| December 2022 | 0 |
| November 2022 | 1 |
| October 2022 | 1 |
| September 2022 | 4 |
| August 2022 | 1 |
| 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 |

Renewal rates

Analysis

- Practitioner psychologists ended their renewal window on the 31 May 2023, with 95.6% of registrants having renewed their registration compared to 93.1% in 2021.

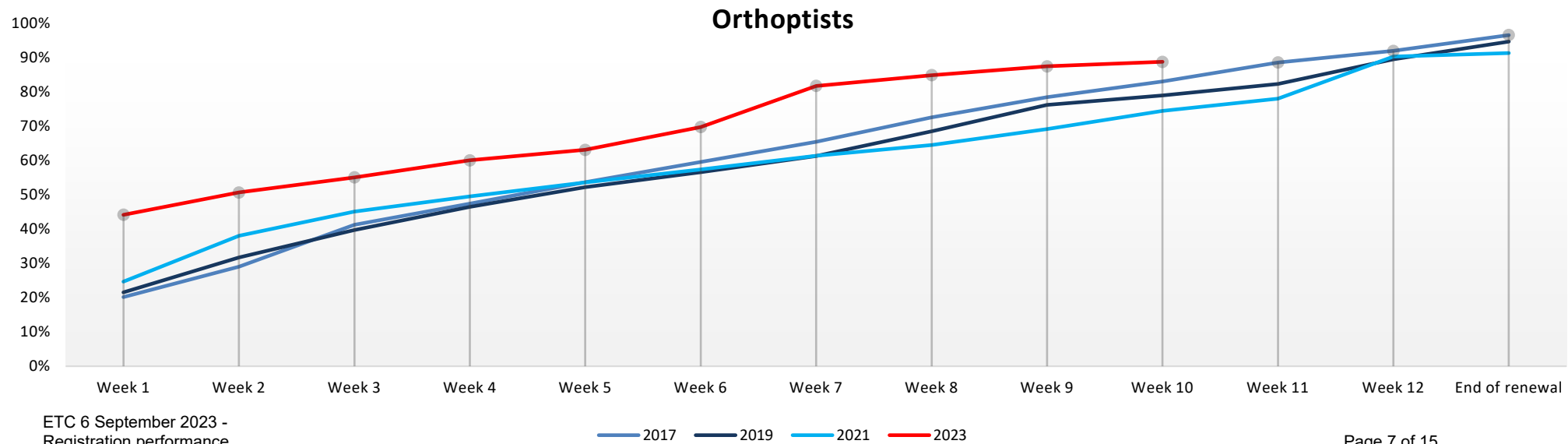
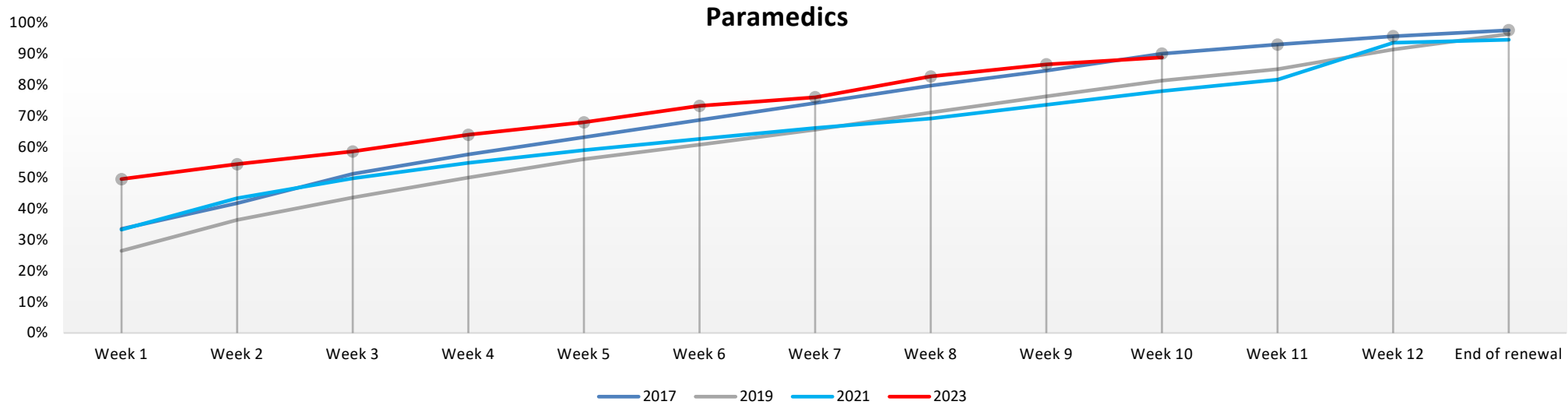
On the 01 June 2023 paramedics and orthoptists began their renewal period.

- As at the 14 August 2023, 88.8% of paramedics and 88.8% of orthoptists had renewed (see page 7 for comparison with previous renewal cycles).

On the 01 July 2023 clinical scientists, speech and language therapists and prosthetists / orthotists began their renewal period.

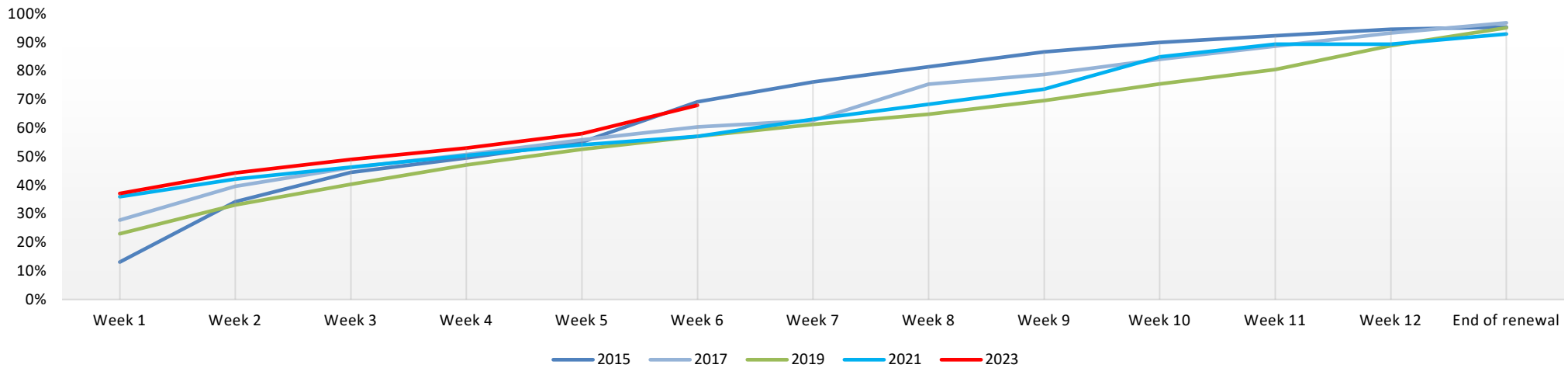
- As at the 14 August 2023, 68% of clinical scientists, 68.4% of speech and language therapists and 66.2% of prosthetists / orthotists had renewed (see pages 8-9 for comparison with previous renewal cycles).
- We are seeing the benefits of the changes to the renewals process, improvements to our communications and registrant portal that have been implemented over the last two years. All the professions are now familiar with the new system and correspondence methods as they were introduced just over two years ago, prior to their previous renewal.

Weekly renewed rates

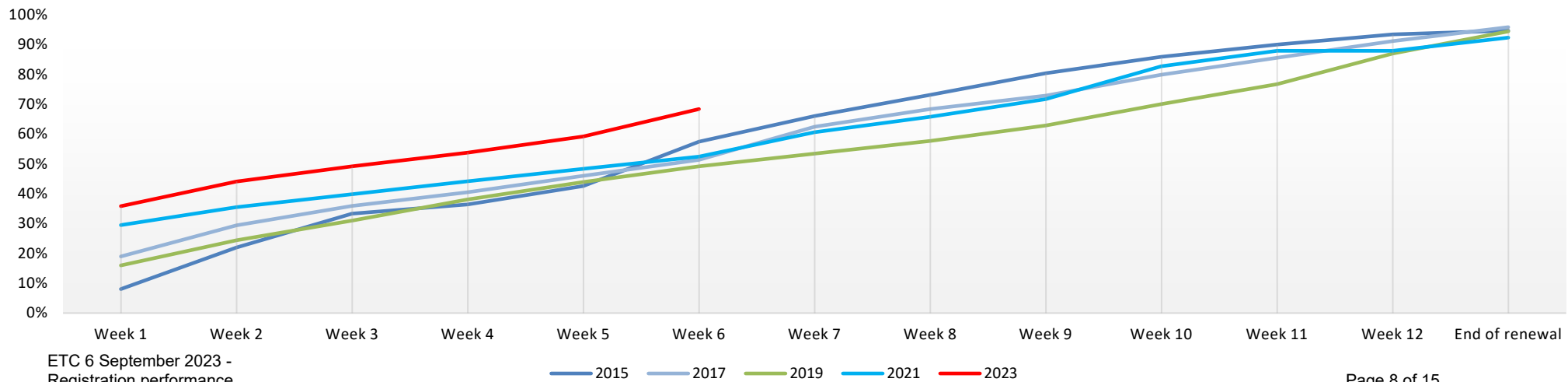


Weekly renewed rates

Clinical Scientists

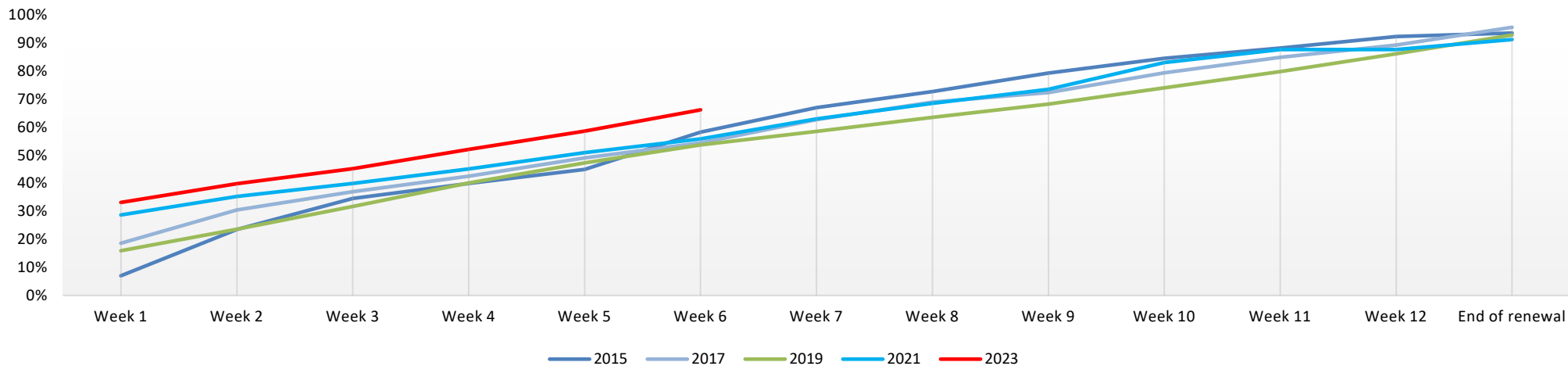


Speech and Language Therapists



Weekly renewed rates

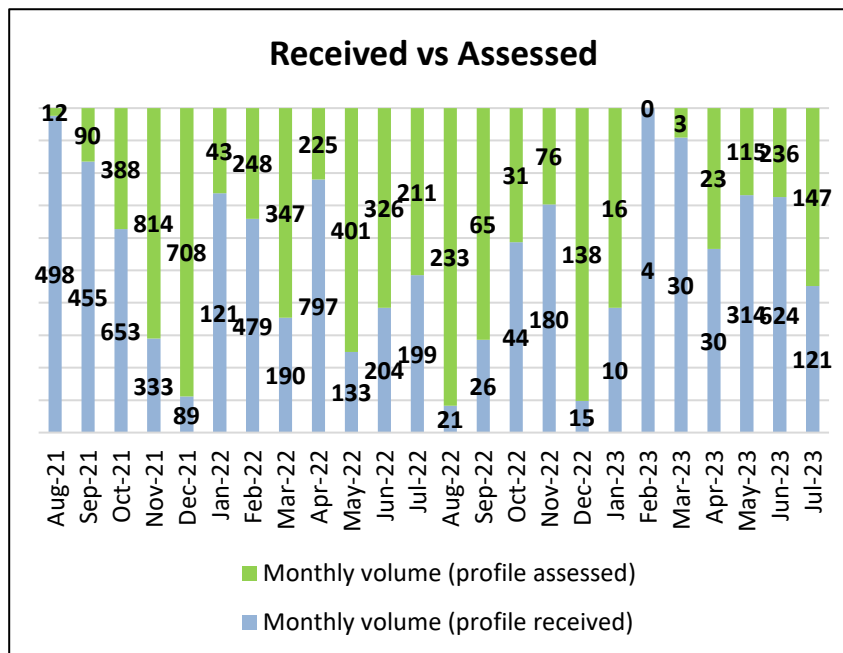
Prosthetists / Orthotists



Registration – Performance Report

CPD audits

| Month | Monthly performance median (60 working days) |
|----------------|--|
| 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 |
| September 2022 | 25 |
| August 2022 | 22 |
| July 2022 | 28 |
| June 2022 | 33 |
| May 2022 | 26 |
| April 2022 | 16 |
| March 2022 | 15 |
| February 2022 | 9 |
| January 2022 | 45 |
| December 2021 | 32 |
| November 2021 | 36 |
| October 2021 | 44 |
| September 2021 | 54 |
| August 2021 | 31 |



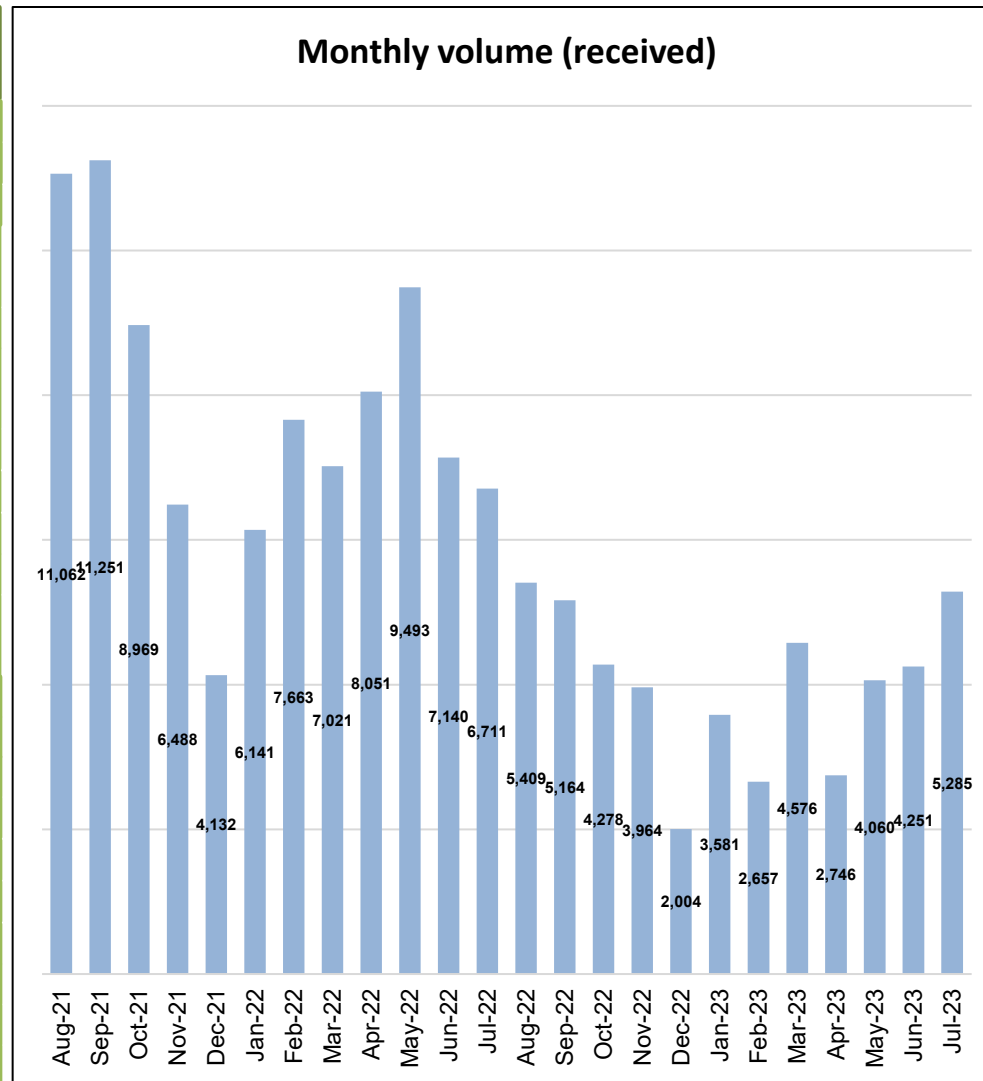
Analysis

- During the period of May to July 2023, the 60-day 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) |
|----------------|---|
| July 2023 | 1 |
| June 2023 | 1 |
| May 2023 | 2 |
| April 2023 | 1 |
| March 2023 | 2 |
| February 2023 | 1 |
| January 2023 | 1 |
| December 2022 | 1 |
| November 2022 | 2 |
| October 2022 | 2 |
| September 2022 | 3 |
| August 2022 | 2 |
| July 2022 | 3 |
| June 2022 | 2 |
| May 2022 | 8 |
| April 2022 | 9 |
| March 2022 | 17 |
| February 2022 | 12 |
| January 2022 | 10 |
| December 2021 | 8 |
| November 2021 | 14 |
| October 2021 | 18 |
| September 2021 | 16 |
| August 2021 | 25 |



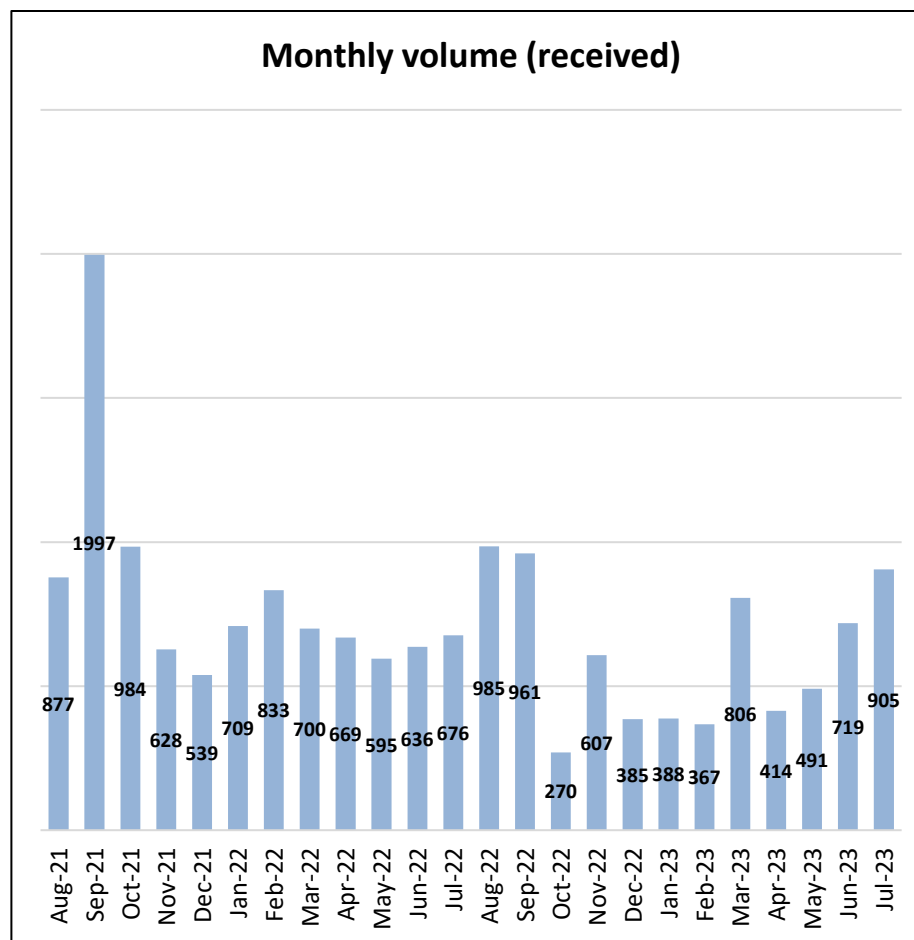
Analysis

- The continued improvement to our UK and readmission application processing times has had a positive impact on the number of emails received.
- Our performance target of responding within 5 working days has been consistently met and the monthly median was 2 working days during May 2023, 1 working day in June 2023 and 1 working day in July 2023.
- 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) |
|----------------|--|
| July 2023 | 2 |
| June 2023 | 4 |
| May 2023 | 3 |
| April 2023 | 2 |
| March 2023 | 2 |
| February 2023 | 2 |
| January 2023 | 3 |
| December 2022 | 5 |
| November 2022 | 5 |
| October 2022 | 3 |
| September 2022 | 3.5 |
| August 2022 | 3 |
| July 2022 | 0 |
| June 2022 | 1 |
| May 2022 | 7 |
| April 2022 | 7 |
| March 2022 | 9 |
| February 2022 | 10.5 |
| January 2022 | 2 |
| December 2021 | 4 |
| November 2021 | 6.5 |
| October 2021 | 5 |
| September 2021 | 9 |
| August 2021 | 14 |



Analysis

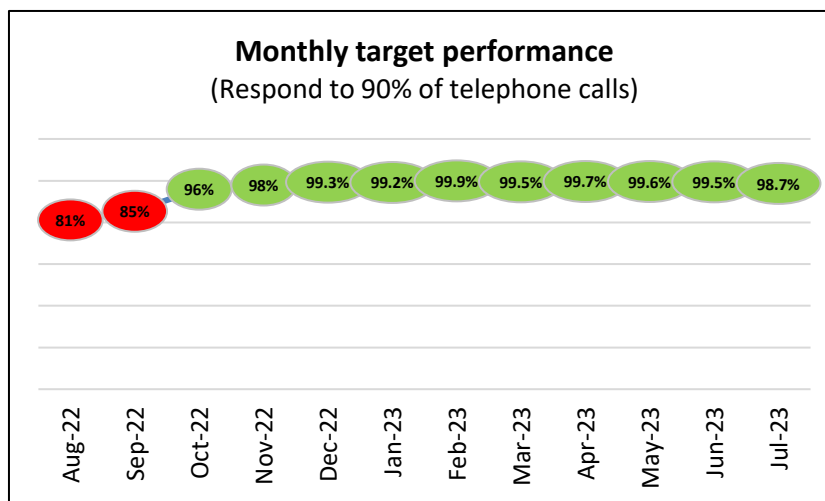
- During the period from May to July 2023, the 10 working days median service standard has been consistently met.

Registration – Performance Report

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

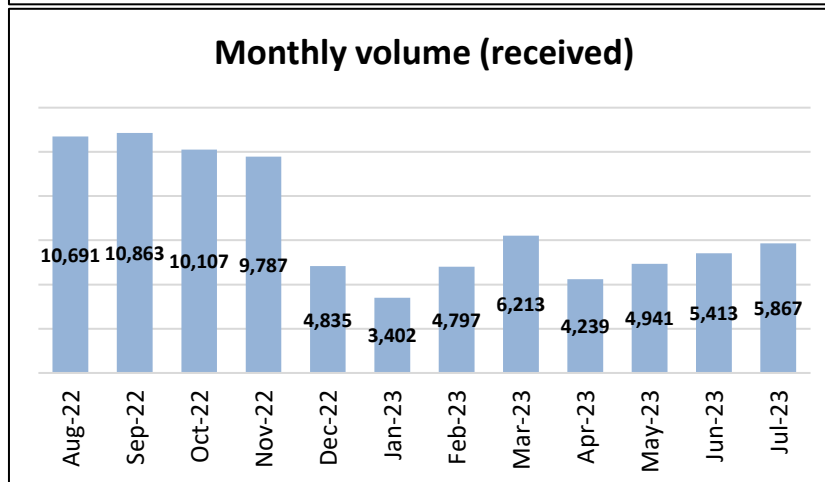
Target 90% of all calls answered

| Month | Monthly performance median (% of calls answered) |
|----------------|---|
| July 2023 | 98.7 |
| June 2023 | 99.5 |
| May 2023 | 99.6 |
| April 2023 | 99.7 |
| March 2023 | 99.5 |
| February 2023 | 99.9 |
| January 2023 | 99.2 |
| December 2022 | 99.3 |
| November 2022 | 98 |
| October 2022 | 96 |
| September 2022 | 85 |
| August 2022 | 81 |



Analysis

- The team answered 99.6% of all calls received during May 2023, 99.5% in June 2023 and 98.7% in July 2023.



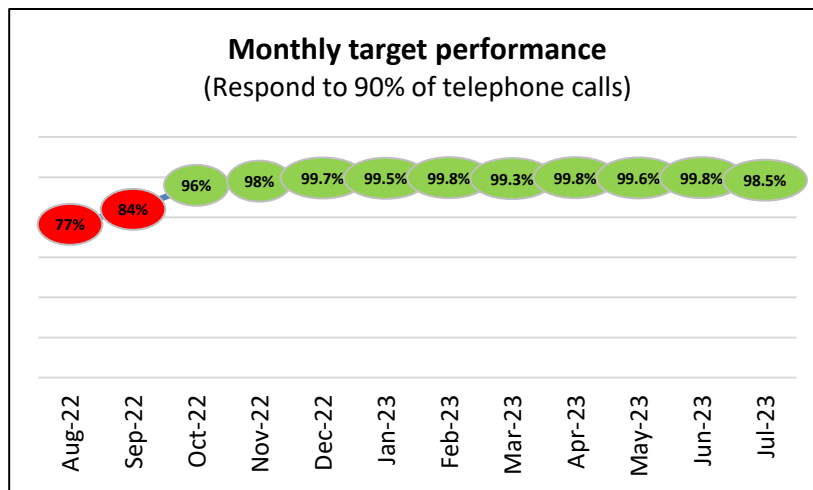
Registration – Performance Report

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

Target

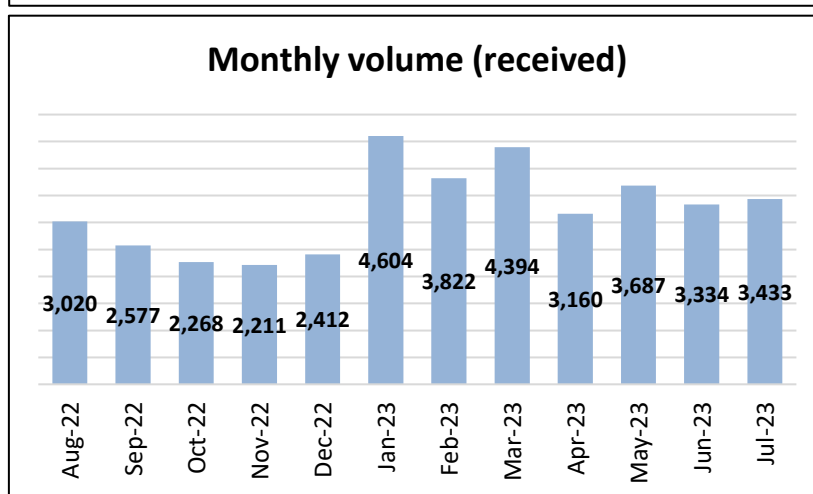
90% of all calls answered

| Month | Monthly performance median |
|----------------|-------------------------------|
| July 2023 | 98.5 (% of calls answered) |
| June 2023 | 99.8 (% of calls answered) |
| May 2023 | 99.6 (% of calls answered) |
| April 2023 | 99.8 (% of calls answered) |
| March 2023 | 99.3 (% of calls answered) |
| February 2023 | 99.8 (% of calls answered) |
| January 2023 | 99.5 (% of calls answered) |
| December 2022 | 99.7 (% of calls answered) |
| November 2022 | 98 (% of calls answered) |
| October 2022 | 96 (% of calls answered) |
| September 2022 | 84 (% of calls answered) |
| August 2022 | 77 (% of calls answered) |



Analysis

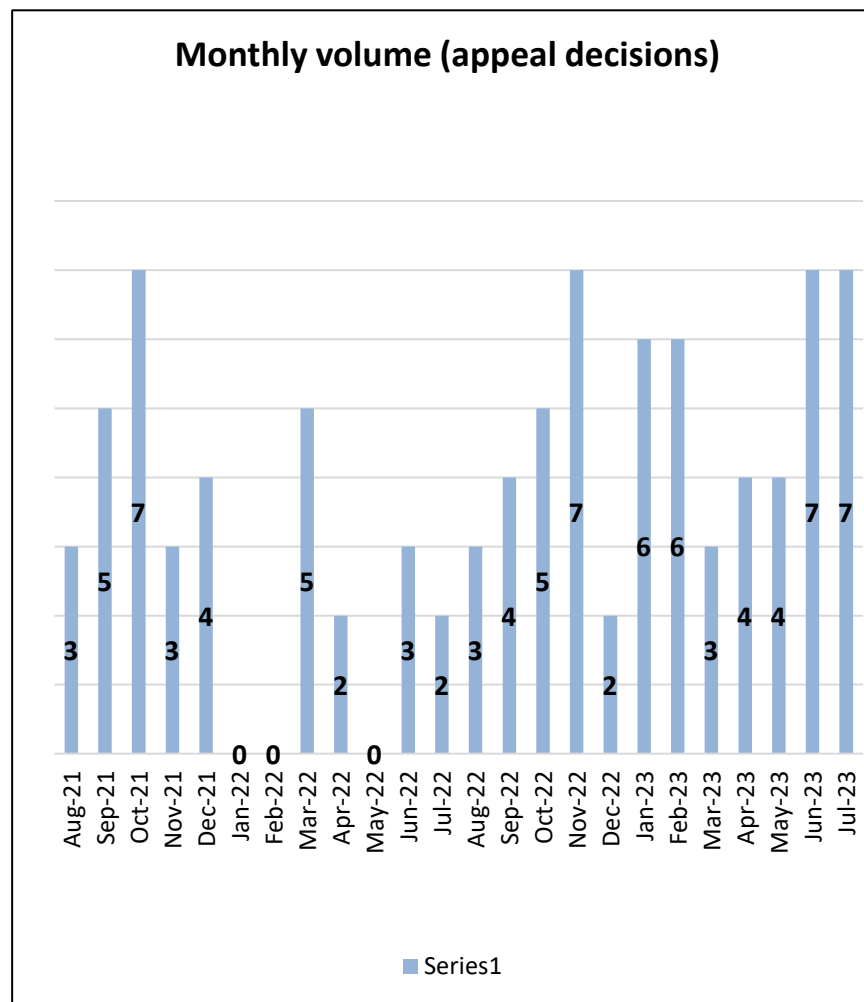
- The team answered 99.6% of all international application related calls received during May 2023, 99.8% in June 2023 and 98.5% in July 2023.



Registration – Performance Report

Appeals

| Month | Monthly performance median (100 working days) |
|----------------|---|
| July 2023 | 79 |
| June 2023 | 93 |
| May 2023 | 98 |
| April 2023 | 102 |
| March 2023 | 118 |
| February 2023 | 149 |
| January 2023 | 89 |
| December 2022 | 99 |
| November 2022 | 83 |
| October 2022 | 73 |
| September 2022 | 100 |
| August 2022 | 91 |
| July 2022 | 65 |
| June 2022 | 64 |
| May 2022 | 0 |
| April 2022 | 94 |
| March 2022 | 52 |
| February 2022 | 0 |
| January 2022 | 0 |
| December 2021 | 181 |
| November 2021 | 88 |
| October 2021 | 90 |
| September 2021 | 149 |
| August 2021 | 107 |



Analysis

- During the period of May 2023 to July 2023, 18 registration appeals were concluded, of which 6 were upheld, 5 withdrawn and 7 dismissed.
- The registration appeals concluded consisted of 15 international cases and 3 UK character declaration cases.
- During the period of May to July 2023, the 100 working day service level was consistently met.
- The next appeal hearing days are scheduled for the 30 and 31 August 2023.