

Education team Performance report September 2023 - ETC


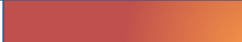
Report date: 31 August 2023, data correct 22 August

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KPI summary and narrative

Performance measure	What does this tell us?	RAG rating description	Current performance	Commentary
Percentage of active case within service levels (live cases) (<u>timeliness</u>)	Whether we are progressing <u>live cases</u> in a timely manner	Red <80% Amber 80-90% Green >90%	▲	94% of active cases are within our service levels, which is an increase from the last report (79%)
Observations across all processes (<u>quality</u>)	In the <u>last three months</u> , whether assessment outcomes have been objected to by providers	Red >10% Amber 5-10% Green >5%	▲	<ul style="list-style-type: none"> In the last three months, 7% of cases had observations – in these cases, ETP did not make changes to visitors' recommendations This is an increase in performance from the last report where 18% of cases had observations, but is still outside of the KPI
<u>Time taken</u> through the approval process (stage conclusion)	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >5 months Amber 4-5 months Green <4 months	▶	Maintained performance at amber. The average figure for the eight approval cases concluded was slightly above the KPI (and improved further on last month). Programmes were approved for intended start dates
Approvals subject to conditions (<u>quality</u>)	In the <u>last three months</u> , whether we have supported providers to meet our standards through a frontloaded processes	Red >30% Amber 20-30% Green <20%	▶	We have not set any conditions on approving programmes in the last three months
<u>Time taken</u> to complete the performance review process	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >6 months Amber 5-6 months Green <5 months	▲	<ul style="list-style-type: none"> Improved performance from red to green since the last report We may see a drop in performance in the next report, as there is a spike in reporting activity currently, creating a small bottleneck – this should be unblocked by the end of September
Percentage of <u>quality</u> checks completed	In the <u>last month</u> , whether we have ensured quality at key process points via mandatory quality checks	Red <95% Amber 95-99% Green 100%	▶	<ul style="list-style-type: none"> We expect a high level of compliance with mandatory internal quality checks In the last month, 100% of quality checks were carried out at the required time
Spot check outcomes (<u>quality</u>)	In the <u>last three months</u> , whether checks undertaken have ensured the required level of quality	Red <80% Amber 80-90% Green >90%	▶	<ul style="list-style-type: none"> We are using a new model to consider compliance with process through spot checks, which was developed in conjunction with our Quality Assurance team– we arrive at an overall 'compliance level' from detailed checks across process points Any areas of non-compliance are routinely fed back to team members This month, the compliance level is 86% - we will get a better sense of normal for this performance figure as we run more checks and gather more data

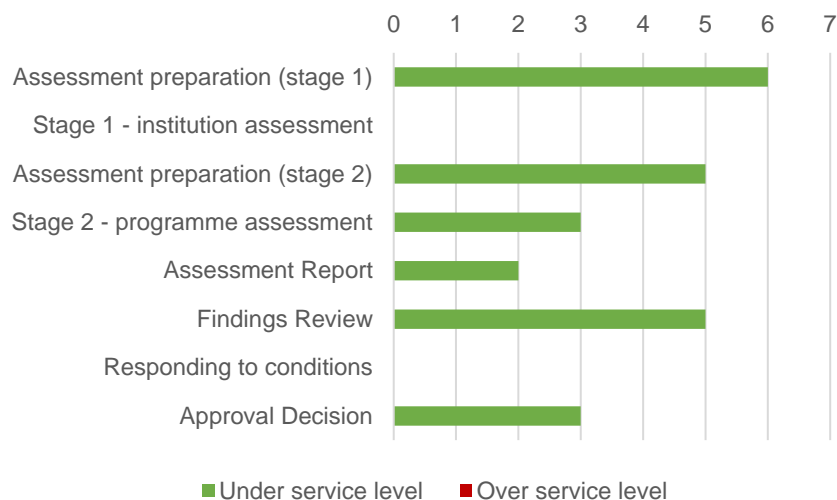
Assurance and current focus

Current focus	Risks and issues	QA audit ratings	
<ul style="list-style-type: none"> • Delivery of approval assessments with January 2024 programme start dates • Delivery of performance review assessments for submissions provided in this academic year • Planning for performance review activities for the 2023-24 academic year 	<ul style="list-style-type: none"> • Spike in reporting activities in the performance review process • This has lead to a bottleneck in assessing and producing reports – but this is minor compared to 2021-22 cases • We are mitigating this risk by setting learn priorities, and close management of case progression 	Approval	
		Performance review	Pending 2023-24
		Focused review	Pending 2024-25
		Programme records	

Continuous improvement activity		
Planned	In progress	Completed (last three months)
System for new clinical scientist modalities updated (Q2)	Report improvements (Q2)	Enabling reporting of whistleblowing concerns (June)
Recording and sharing of partner availability information (Q2)	Achievability of intended service levels / KPIs (Q2)	New provider baseline production (June)
Developing supporting information for support visitors (tbc)	Learner concerns threshold of acceptance (Q2)	New provider PR cycle ceiling (June)
	Application of focused review process (Q2)	Spot check development (August)
	Programme records change process definition (Q2)	Feedback mechanism for supporting partners (August)

Approval process – performance

Number of active cases - by case stage



Active cases

- Cases are being actively assessed by partners, and reported on for conclusion. This is due to us finalising assessments and reports for programmes due to start in September and January
- No cases are over service levels, which is a reduction from 11% of cases last month

Conditions applied on approval

- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting for formal requirement setting through conditions
- We have not set conditions on any cases in the last three months

Observations

- Low levels of observations show process outcomes are acceptable to providers, and that we have undertaken a fair assessment
- We have not received any observations in the last three months

Approval duration

- We concluded eight approval assessments in the last three months, and slightly improved on our performance against the duration KPI in this period
- One case went through partner-led stage 1 in the last three months, and this stage was concluded within the service level of three months – this is the first for >12 months which went through partner assessment at this stage, so it is a positive finding that this mechanism works well with little use

Completed cases

Period	Number completed	Conditions set (% of cases)	Observations received (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	5	0	0	N/A	▲ 3.4
Last 3 months	8	0	0	1.6	▼ 4.2
Target		Less than 20%	Less than 5%	3 months	4 months

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Professional pipeline

- We have included this information to provide insight into learner number changes into the professions we regulate
- Through our processes, we capture proposed learner numbers for each programme – figures presented through this table are not actual learner numbers, but are the maximum capacity we would expect programmes to be operating at
- This data and information can be used by commissioning organisations and others to understand capacity within approved and proposed programmes

Programme capacity

- Most professions have increased, and / or are increasing capacity, with the notable exceptions of ODPs
- Within current commissioning systems, there is a potential overall increase in capacity of 7% over two years

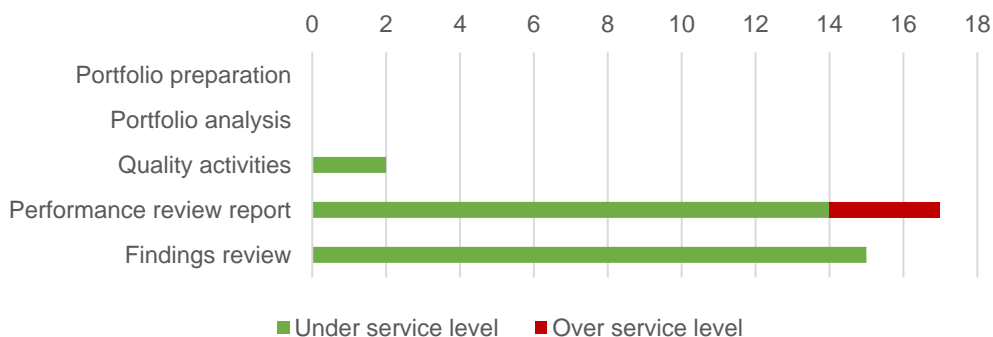
New programmes

- New programmes are being developed across professions
- This figure will drop in future reports as we approve new programmes for September start dates
- There are no programmes currently proposed in Northern Ireland, Scotland or Wales

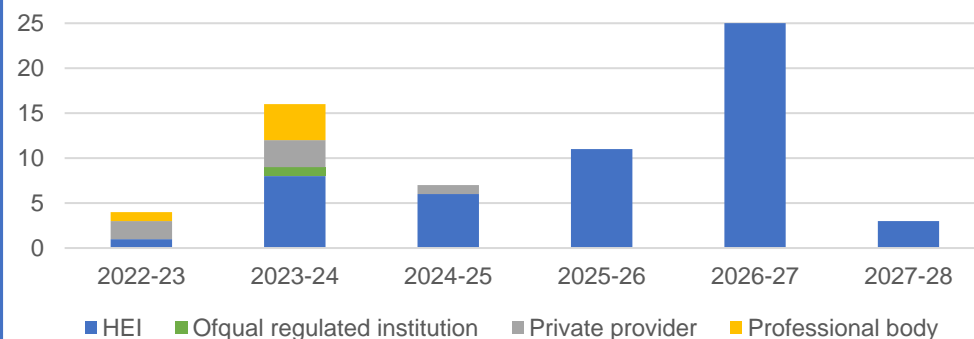
Profession	Yearly capacity of approved and open programmes	Capacity change in the last 12 months (new programme numbers - closed programme numbers)	% change	Proposed programmes	Difference between future closures and proposed programmes	Potential capacity change, 12 months ago to future	% potential change
Arts therapist	917	-	0%	1	- 10	- 10	-1%
Biomedical scientist	1,987	30	2%	0	-	30	2%
Chiropodist / podiatrist	1,063	100	9%	0	-	100	9%
Clinical scientist	970	-	0%	0	-	-	0%
Dietitian	1,532	70	5%	3	55	125	8%
Hearing aid dispenser	1,007	- 10	-1%	0	-	- 10	-1%
Occupational therapist	5,640	437	8%	5	125	562	10%
Operating department practitioner	2,114	117	6%	0	- 217	- 100	-5%
Orthoptist	235	-	0%	0	-	-	0%
Paramedic	6,473	95	1%	7	340	435	7%
Physiotherapist	7,418	273	4%	9	395	668	9%
Practitioner psychologist	3,443	- 30	-1%	0	-	- 30	-1%
Prosthetist / orthotist	140	-	0%	0	-	-	0%
Radiographer	4,830	167	3%	7	306	473	10%
Speech and language therapist	2,563	70	3%	4	85	155	6%
Total	40,332	1,319	3%	36	1,306	2,625	7%

Performance review process

Number of active cases - by case stage



Next review period outcomes



Completed cases

Period	Completed	Observations received (% of cases)	Age at case conclusion (months)
Last month	3	▲ 33%	▲ 5.2
Last 3 months	7	▼ 14%	▼ 4.6
Target		Less than 5%	5 months

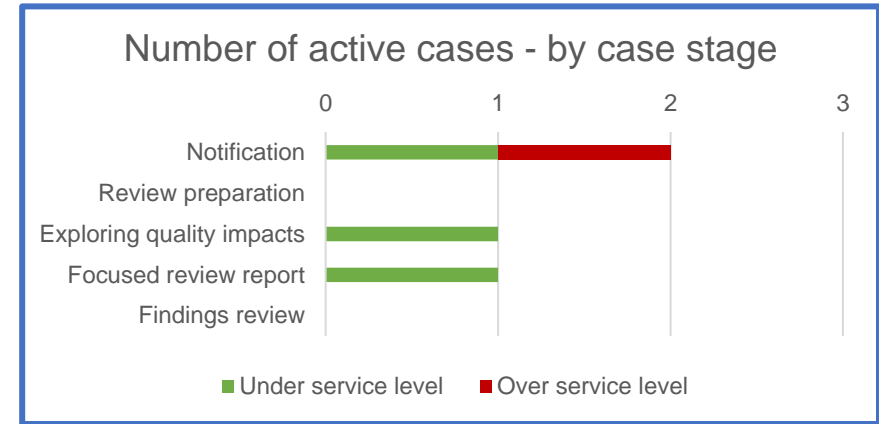
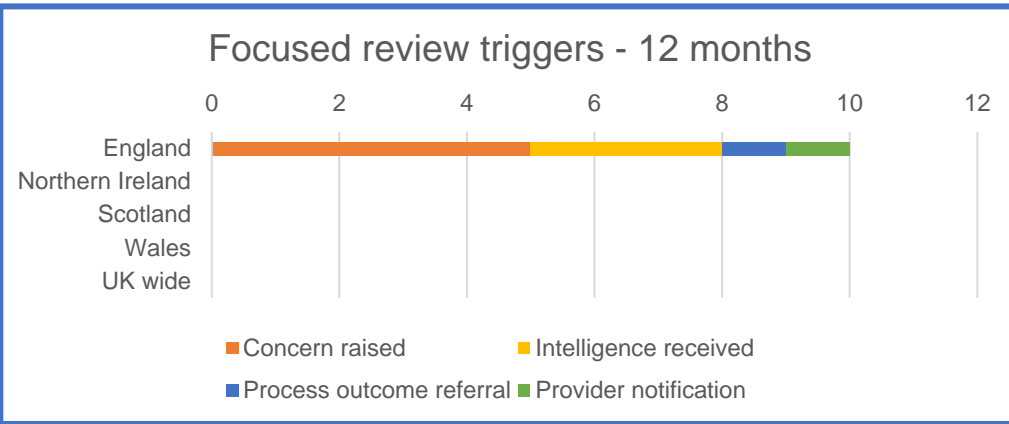
Current activity

- Most assessments are in the report or findings review stage
- We have reduced the number of overdue cases from 10 to 3 since the last report
- Most cases will be finalised for the August ETCP as planned, with a smaller number going to September
- This is a much-improved position from 2021-22 academic year cases, most of which were finalised in March and April of this year
- We have communicated with providers due an audit in 2023-24, and will start reporting on these cases from September, which is when work on assessments is due to commence

Review outcomes

- The figure for the seven 2022-23 cases concluded in the last three months was below the KPI, and the last month figure is only slightly above the KPI – this may increase for the September and October reports with cases being concluded. There is a spike in reporting activity currently, creating a small bottleneck – this should be unblocked by the end of September
- When compared to previous results, it is positive that these cases are under service – this shows we are able to deliver cases within our service targets
- We will get a much better sense of performance in the October report, which will show performance for all of the 2022-23 cases
- Variance in outcomes is driven mainly by provider type - variance seen is mainly driven by providers not being included in HEI data returns, and not establishing a data supply through the process
- To remain confident with provider performance, we rely on regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them
- One provider supplied observations as part of the process in the last month – the 12 month figure for observations remains below the target

Focused review process



Cases – received and completed

Period	Triggers received	Review required %	Number competed (full process)	Observations received (% of concluded cases)	Age at case conclusion (months)
Last month	1	tbc	1	▼0	▲11.6
Last 3 months	2	▼0	2	▼0	▼8.1
Target		50%		5%	5 months

- Number of cases remains small, with around half cases set up due to concerns being raised
- The number of cases over service has decreased
- We are continuing to work as a team on driving exceptions down, by setting clear expectations, surfacing overdue cases, and working 1-2-1 with team members to progress specific cases
- The percentage of cases referred to review is currently below the target
- We have completed two case (which went through the whole process) in the last three months. As further cases progress to conclusion we will get a better indicator of our performance against targets
- Cases are taking longer than they should to conclude – we are refreshing the focused review process to ensure we are applying our decision making framework to investigate and conclude cases, in a timely manner

Stakeholder engagement highlights



Our Year in Registration survey for 2023 closed – we expect to be able to provide results from this survey in the Autumn



Continued work to establish formal information sharing with professional bodies and NHS England



23 1-2-1 meetings with 15 professional bodies in the last six months



250 meetings with education providers and other sector stakeholders - primarily focused on case assessment, and information sharing arrangements, in the last 12 months



Continued to develop how we engage stakeholders well, on a regional basis

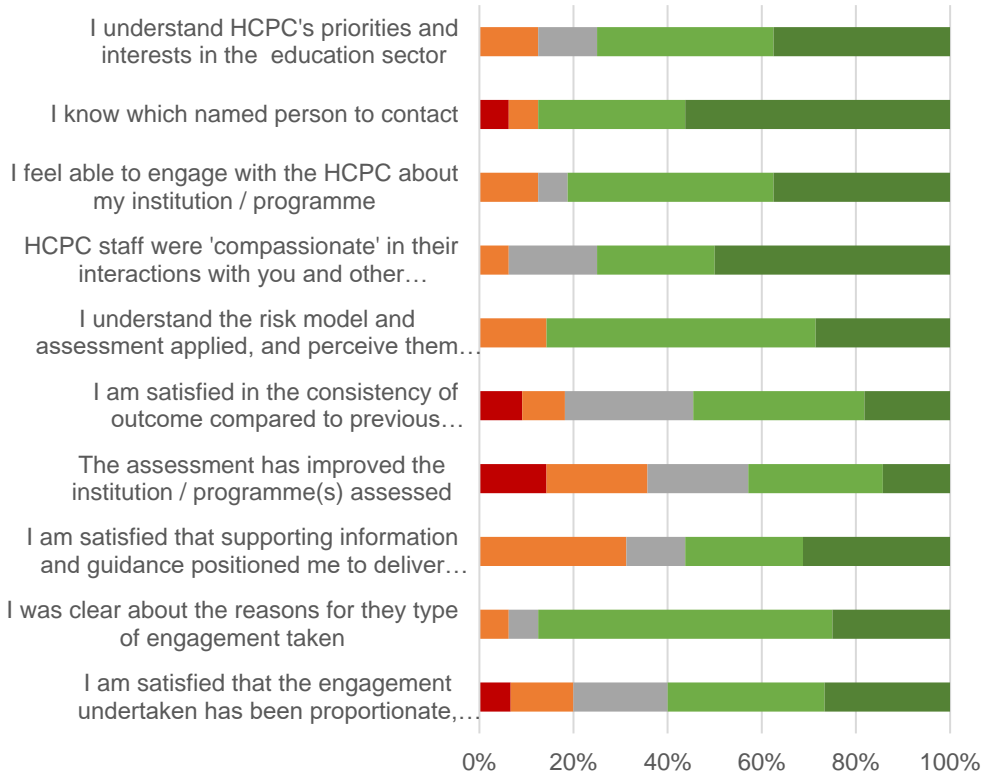


Continued work to establish formal information sharing with other regulatory bodies

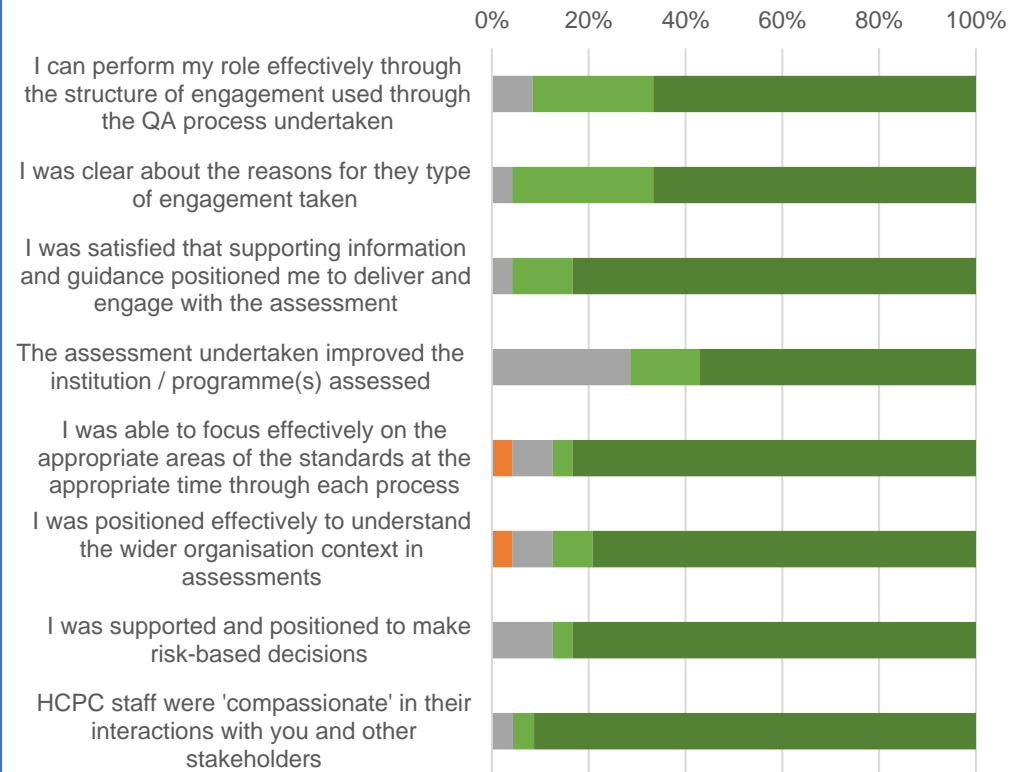
Stakeholder feedback

- We have included this information to show stakeholder experience and views of our processes – the high percentage of agreement to statements should be seen as a positive
- This data is from a post-process survey, and is collated since we started running in September 2022
- We intend to use results from the whole of the 2022-23 academic year as a baseline, which we will then compare results from next year against in real time
- Disagree feedback was from a small number of individuals, from the period where our service was poorer than we aimed for. This was from our peak period when we were working through the backlog of cases. We are now better set up to provide a good level of service to our stakeholders, but have reviewed individual comments and integrated within our improvement work

Education provider feedback - September 2022 to August 2023



Partner feedback - September 2022 to August 2023



Appendix – historical performance

