

Registration Department Performance Report

October 2023 - January 2024

Registration – Performance Report Summary

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Overview

- Good performance across main registration services and our contact centre (but note risk below re international registration applications and appeals).
- Proof of concept for using AI to respond to email enquiries into the contact centre initiated – demonstration from provider held in January went well and the team are now scoping how the pilot will run and what the evaluation criteria should be to determine if the pilot is successful.
- For international applications, the new record of assessment (which provides a more structured format for registration assessors to document their recommendations for international applications), plagiarism software for applications and the new course information form (to provide more structure for the evidence provided by applicants on how they meet our standards) are all now live.

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Risks & Issues

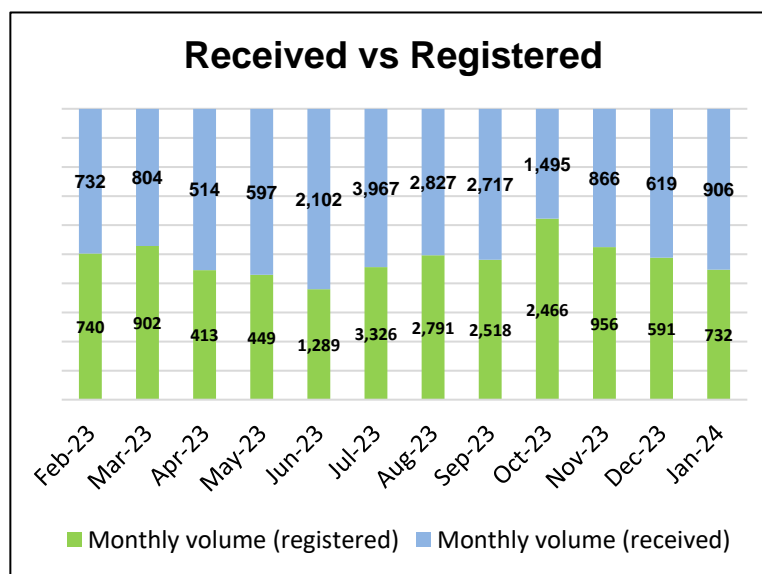
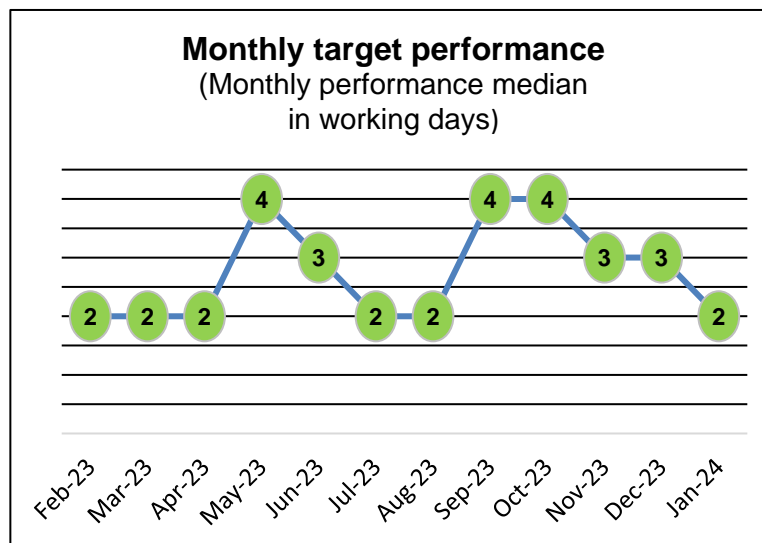
- **International applications:** The time to assess international applications increased to 62 days (just over our KPI of 60 days) in December 2023 but has started to reduce again. We expected this and it will continue to remain at this higher level into Q4 as the large number of applications received in Q2 are assessed and progress through the registration process. We received over 6,200 applications in Q2 which is nearly as many as we received in the whole of 2021-22 and more than we received in the whole of 2020-21.
- **Appeals:** During the period October 2023 to January 2024, 49 registration appeals were concluded. These registration appeals consisted of 45 international cases and 4 UK cases. 18 cases were over the 100-day service level due to a delay caused by lack of available panel members and chairs in late July/August 2023 and the cancellation of a hearing scheduled in September 2023, as we were unable to find a replacement chair.
- **Online services** will not be available from 8 to 10 March 2024 as part of the implementation of the new finance system (Business Central), which will impact physiotherapist and art therapist renewals. Meetings held with the professional bodies to explain this down time and clear messages will be provided on our website and the renewal portal to explain the down time. Registration staff will be available to take calls on Friday 8th March.

Performance summary	Performance RAG rating (Jan 2024)	Performance RAG rating (Dec 2023)	Performance RAG rating (Nov 2023)	Performance RAG rating (Oct 2023)
Core registration processes				
UK applications	Green	Green	Green	Green
International applications	Green	Orange	Green	Green
Renewals	Green	Green	Green	Green
CPD	Green	Green	Green	Green
Readmissions	Green	Green	Green	Green
Appeals	Red	Red	Green	Green
Contact centre				
Emails	Green	Green	Green	Green
Postal	Green	Green	Green	Green
Telephone enquiries	Green	Green	Green	Green

Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)
January 2024	2
December 2023	3
November 2023	3
October 2023	4
September 2023	4
August 2023	2
July 2023	2
June 2023	3
May 2023	4
April 2023	2
March 2023	2
February 2023	2



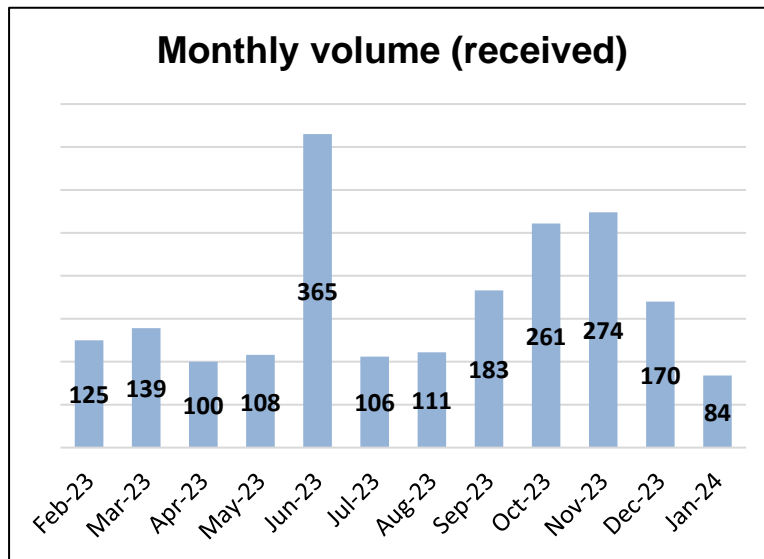
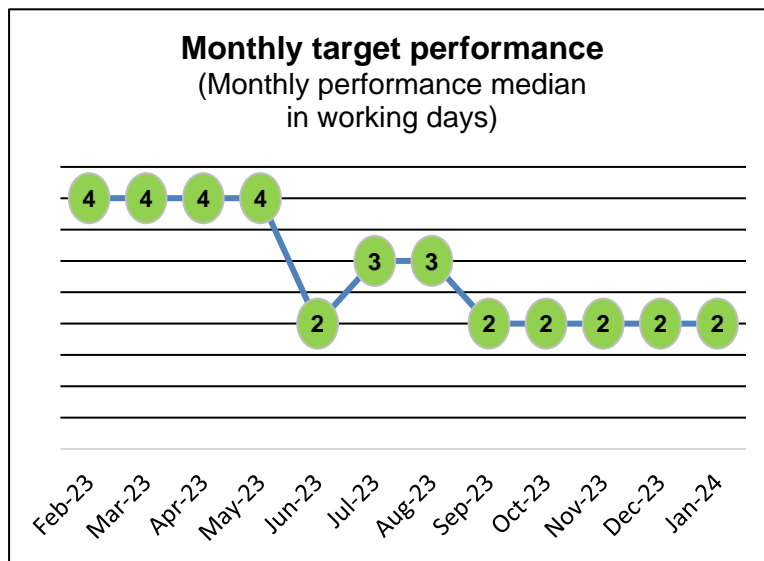
Analysis

- Performance against our service standard for UK applications was met from October 2023 through to January 2024.
- During this period 4,745 people joined the Register via the UK registration route compared to 4,608 during the same period in 2022-23, which is an increase of 3.0%.
- The application assessment time median was 4 working days in October 2023, 3 working days in November and December 2023 and 2 working days in January 2024.
- As at 31 January 2024, 15,531 UK applications had been registered in the 2023-24 financial year, compared to 13,716 during the same period in 2022-23.
- The number of paper and emailed application forms received remains low as expected following the move to online applications. Paper and email applications remain an option for applicants who require a reasonable adjustment.

Registration – Performance Report

Readmission applications

Month	Monthly performance median (10 working days)
January 2024	2
December 2023	2
November 2023	2
October 2023	2
September 2023	2
August 2023	3
July 2023	3
June 2023	2
May 2023	4
April 2023	4
March 2023	4
February 2023	4



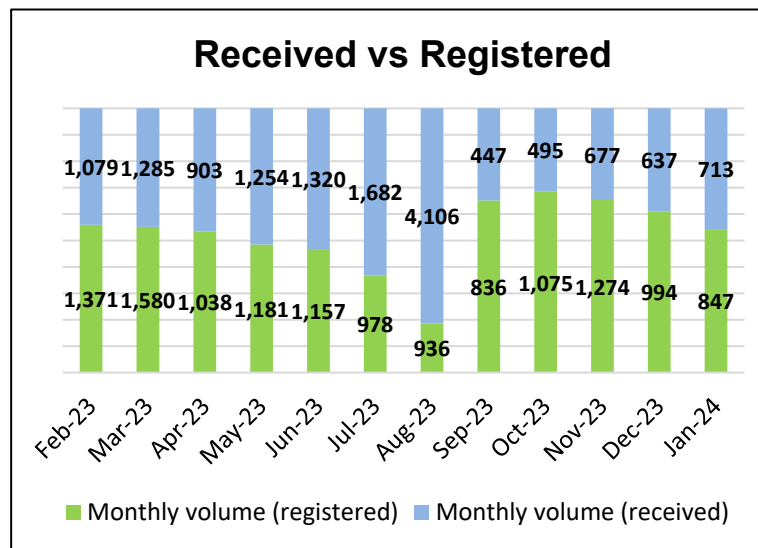
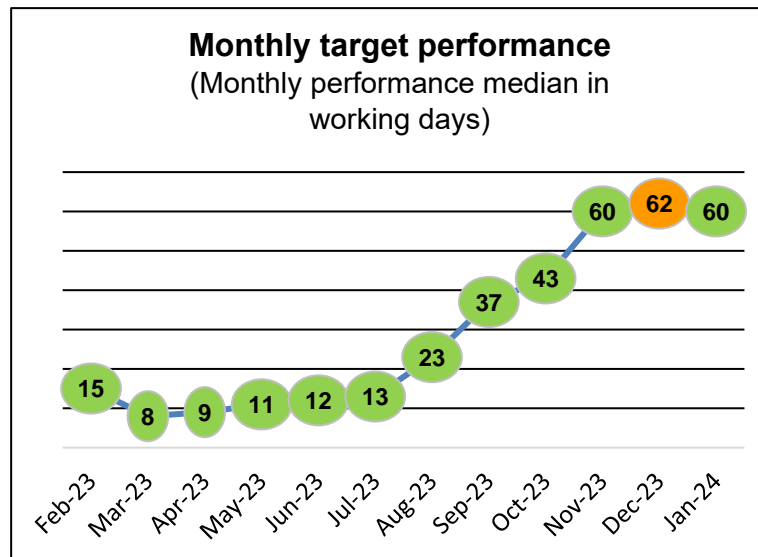
Analysis

- The median has remained within the service standard of 10 working days during the period from October 2023 through to January 2024.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.

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International applications

Month	Monthly performance median (60 working days)
January 2024	60
December 2023	62
November 2023	60
October 2023	43
September 2023	37
August 2023	23
July 2023	13
June 2023	12
May 2023	11
April 2023	9
March 2023	8
February 2023	15



Analysis

- The monthly performance median to make a first decision was 43 working days during October 2023, 60 working days during November 2023, 62 working days during December 2023 and 60 working days during January 2024. This is a result of the very high number of applications received (6,235) in Q2 working through the application process.
- The number of applications have been reducing since the end of Q2. During the period from October 2023 through to January 2024, 2,522 international applications were received, which represents a 40.2% decrease compared to the same period in 2022-23.
- During the period from October 2023 through to January 2024, a total of 4,190 international applicants were registered. This is a 21% decrease compared to the same period in 2022-23.

Renewal rates

Analysis

On 31 October 2023 occupational therapists ended their renewal period.

- Occupational therapists ended their renewal window, with 95.2% of registrants having renewed their registration compared to 91.7% in 2021.
- We received 160 readmission application forms from occupational therapists in November 2023, following the removal of 1,474 registrants from the Register as a result of non-renewal.

On 30 November 2023 biomedical scientists ended their renewal period.

- Biomedical scientists ended their renewal window with 92.4% of registrants having renewed their registration compared to 92% in 2021.
- We received 111 readmission application forms from biomedical scientists in December 2023, following the removal of 1,622 registrants from the Register, as a result of non-renewal.

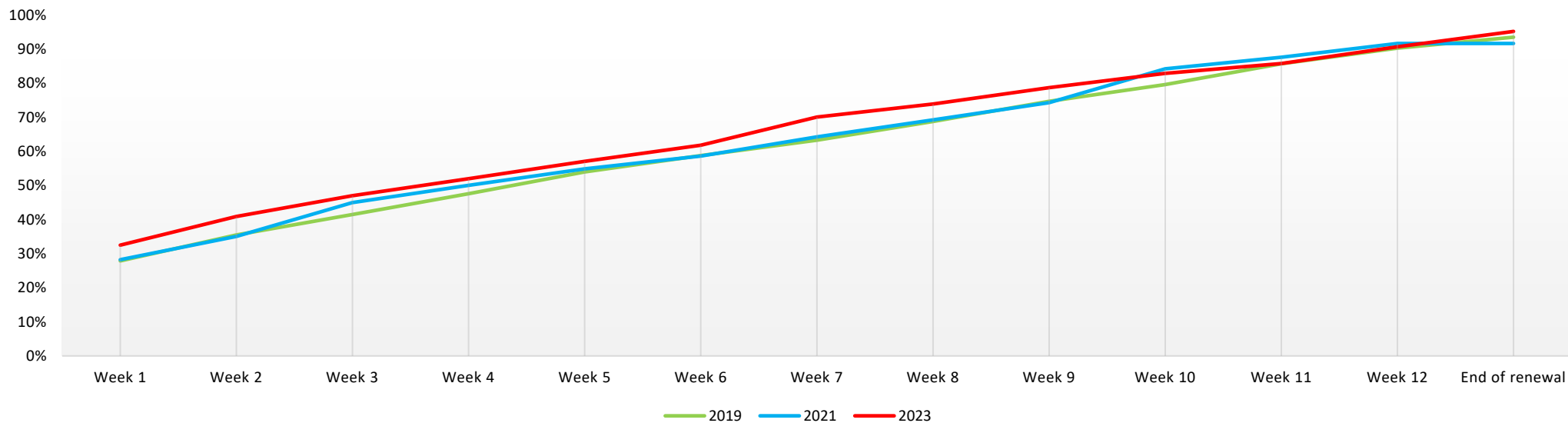
On 1 December 2023 radiographers began their renewal period.

- As at 31 January 2024, 77.6% of radiographers had renewed.

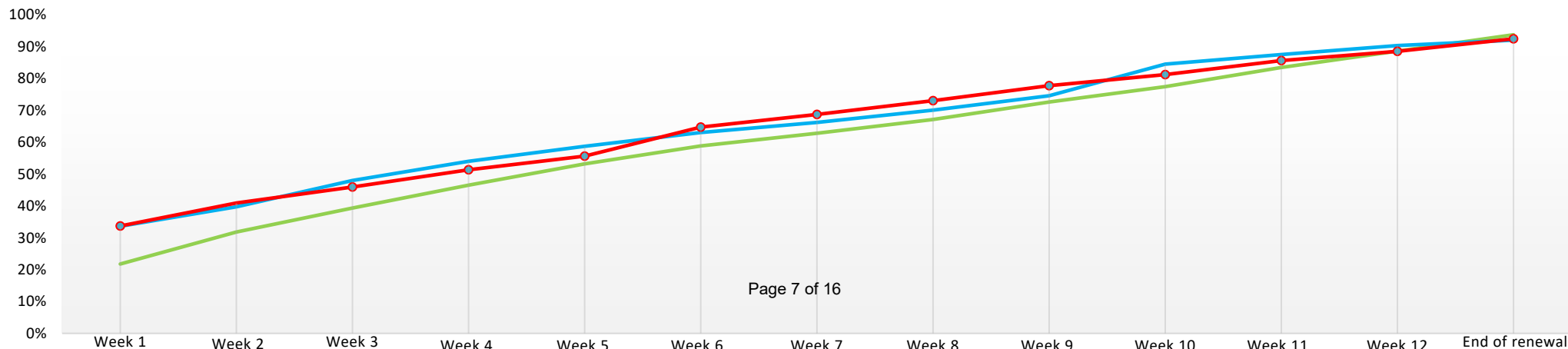
We are seeing the benefits of the changes to the renewals process, improvements to our communications and registrant portal that have been implemented over the last two years. All the professions are now familiar with the new system and correspondence methods as they were introduced over two years ago, prior to their previous renewal.

Weekly renewed rates

Occupational therapists

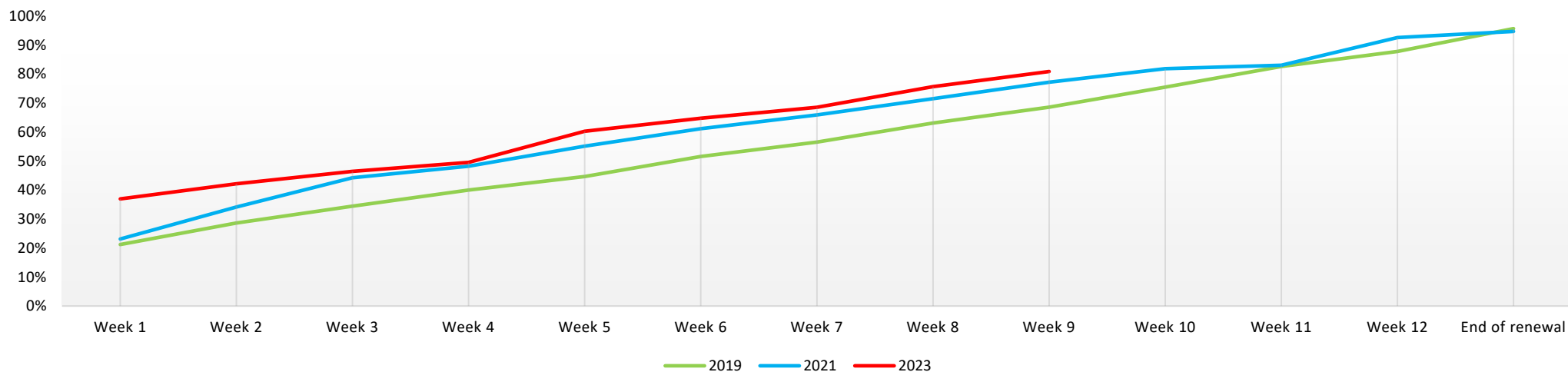


Biomedical scientists



Weekly renewed rates

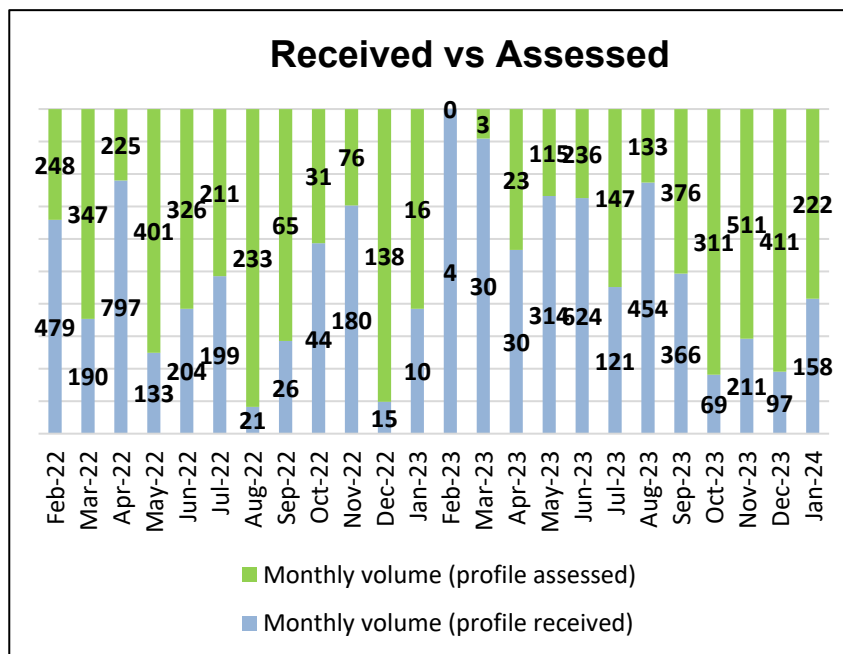
Radiographers



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CPD audits

Month	Monthly performance median (60 working days)
January 2024	29
December 2023	31
November 2023	24
October 2023	17
September 2023	17
August 2023	14
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



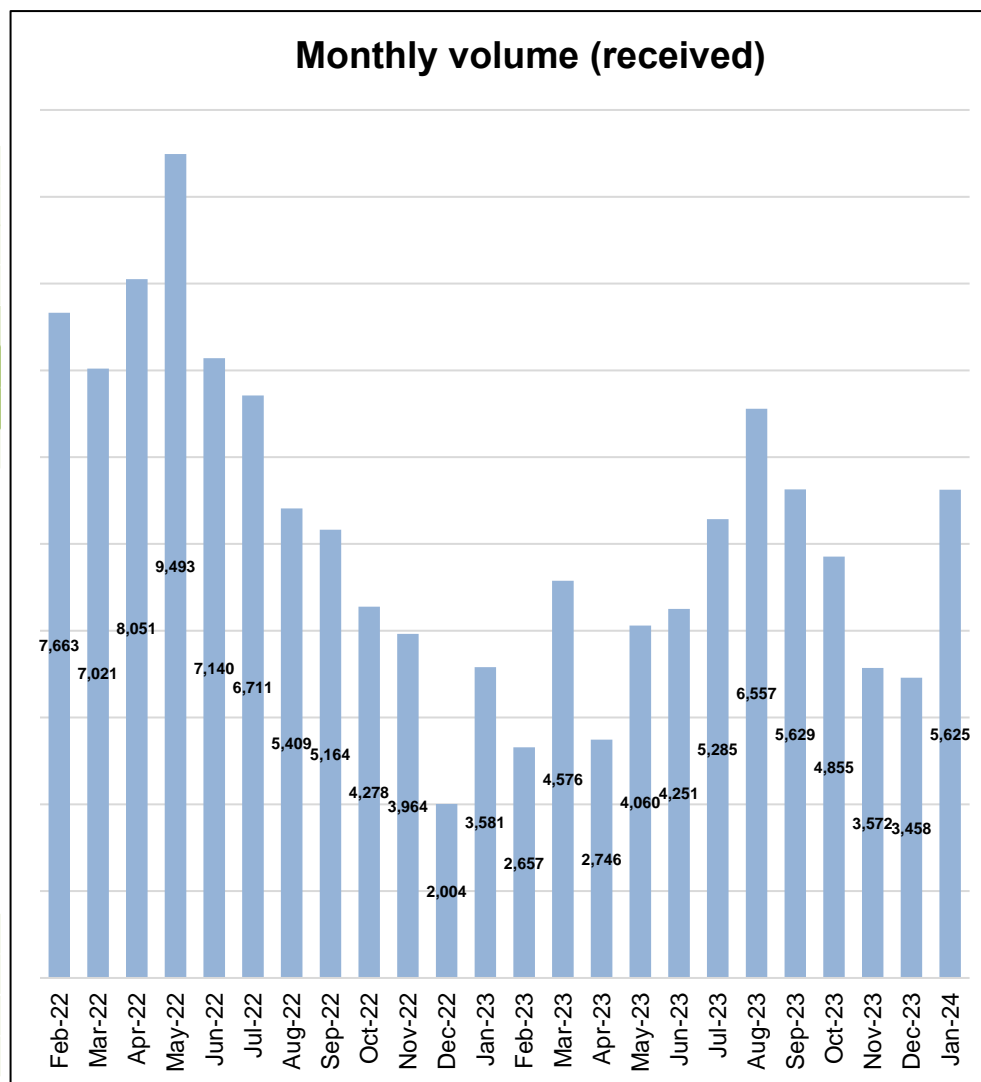
Analysis

- During the period October 2023 to January 2024, 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)
January 2024	1
December 2023	2
November 2023	1
October 2023	2
September 2023	2
August 2023	3
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
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August 2022	2
July 2022	3
June 2022	2
May 2022	8
April 2022	9
March 2022	17
February 2022	12



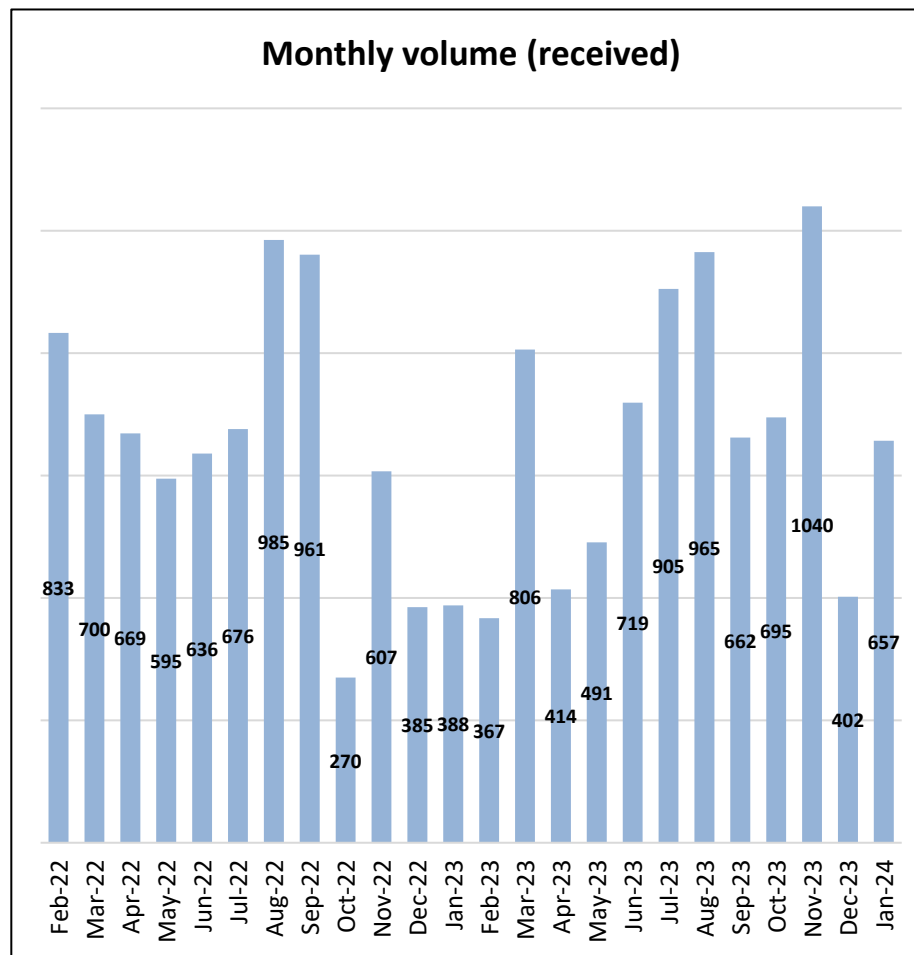
Analysis

- The continued improvement to our UK and readmission application processing times has had a positive impact on the number of emails received (compared to early 2022 when our service was not as timely as it is now).
- Our improved performance in this area continues. Our performance target of responding within five working days has been consistently met. The monthly median was two working days during October 2023, one working day during November 2023, two working days during December 2023 and one working day during January 2024.
- 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)
January 2024	3.5
December 2023	4.5
November 2023	4
October 2023	1.5
September 2023	5
August 2023	5
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



Analysis

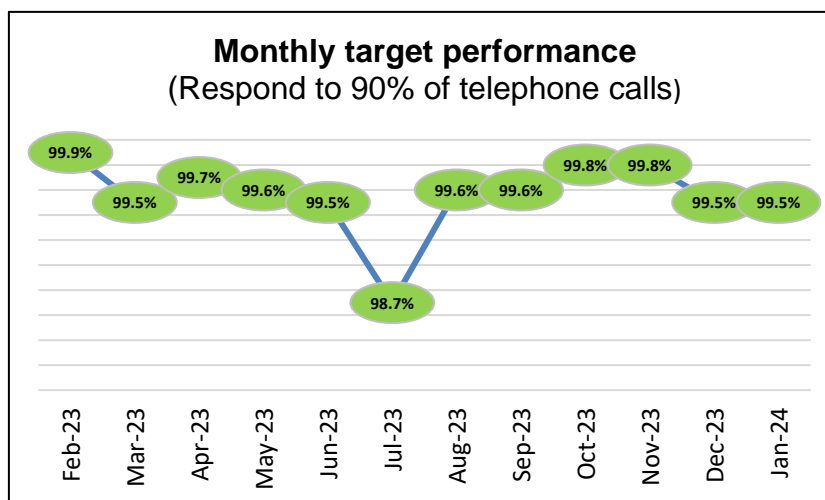
- During the period October 2023 to January 2024, the 10 working days median service standard was consistently met.

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

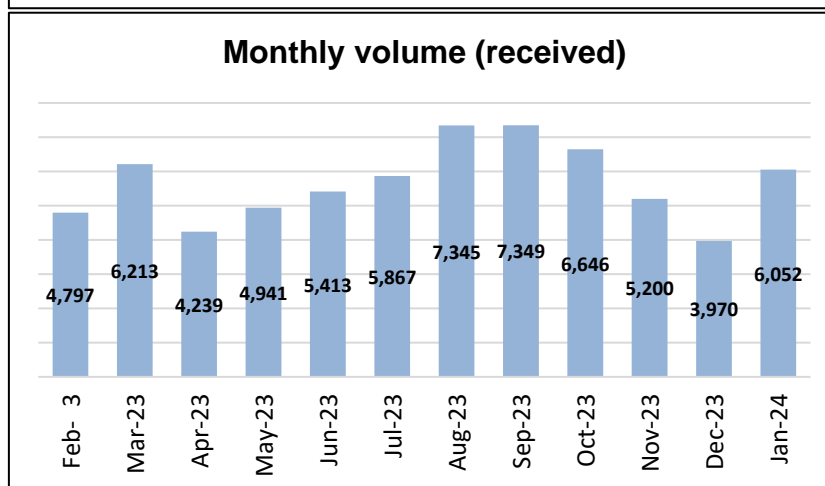
Target 90% of all calls answered

Month	Monthly performance median (% of calls answered)
January 2024	99.5
December 2023	99.5
November 2023	99.8
October 2023	99.8
September 2023	99.6
August 2023	99.6
July 2023	98.7
June 2023	99.5
May 2023	99.6
April 2023	99.7
March 2023	99.5
February 2023	99.9



Analysis

- The team answered 99.8% of all UK calls received during October and November 2023, 99.5% in December 2023 and 99.5% in January 2024.



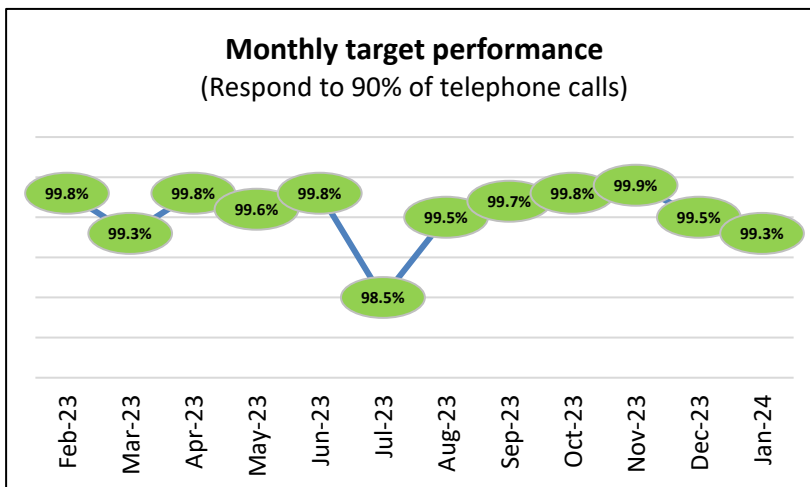
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INT telephone calls - Enquiries relating to non-UK applications to join the Register and other non-UK related processes

Target

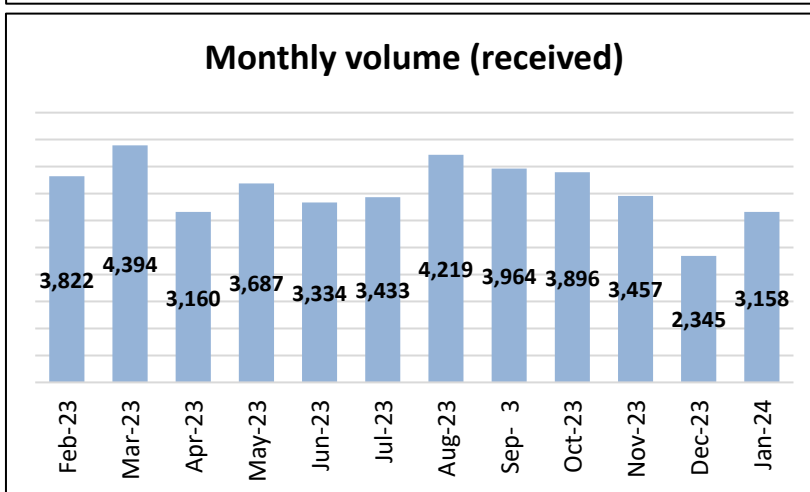
90% of all calls answered

Month	Monthly performance median
January 2024	99.3 (% of calls answered)
December 2023	99.5 (% of calls answered)
November 2023	99.9 (% of calls answered)
October 2023	99.8 (% of calls answered)
September 2023	99.7 (% of calls answered)
August 2023	99.5 (% of calls answered)
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)



Analysis

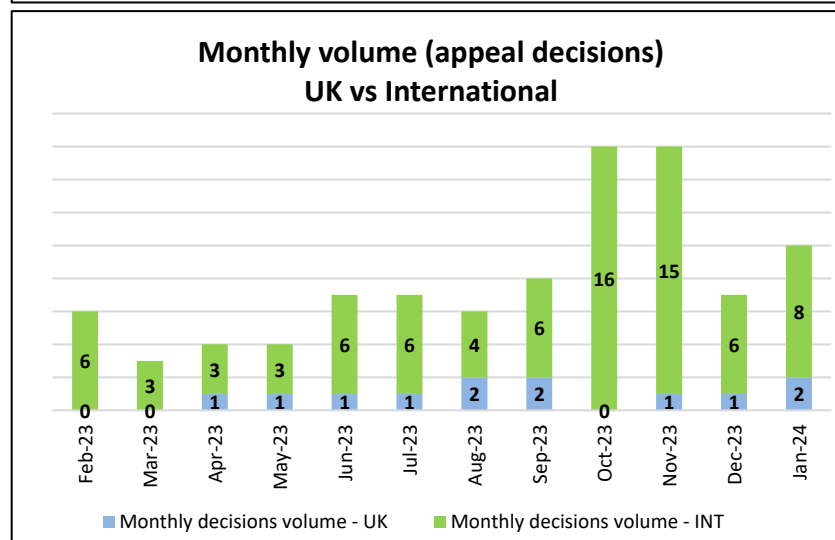
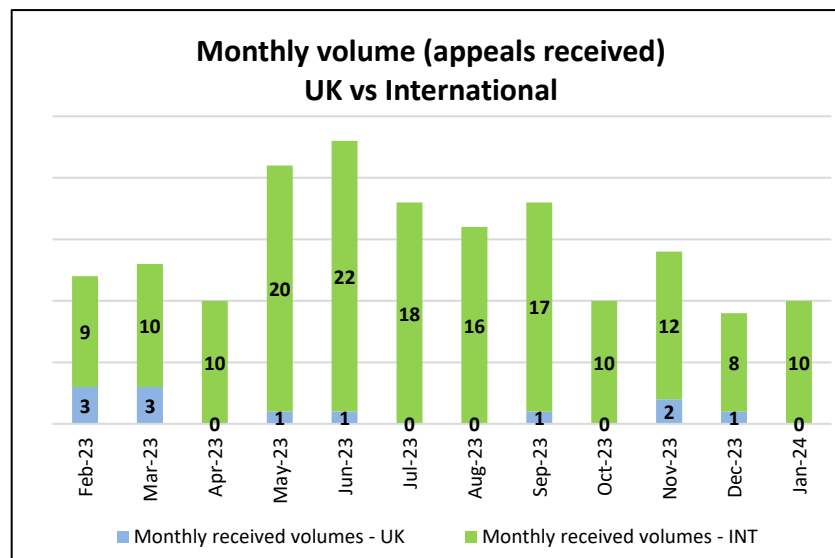
- The team answered 99.8% of all international calls received during October 2023, 99.9% in November 2023, 99.5% in December 2023 and 99.3% in January 2024.



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Appeals

Month	Monthly performance median (100 working days)
January 2024	128
December 2023	168
November 2023	74
October 2023	80
September 2023	76
August 2023	125
July 2023	79
June 2023	93
May 2023	98
April 2023	102
March 2023	118
February 2023	149



Analysis

- During the period October 2023 to January 2024, 49 registration appeals were concluded, of which 15 were upheld (following the provision of further information to support their application), 14 were dismissed, three were remitted to ETC, one was substituted and 16 were withdrawn.
- The registration appeals consisted of 45 international cases and four UK cases.
- 18 cases were over the 100-day service level due to a delay caused by a lack of available panel members and chairs in late July/August 2023 and the cancellation of a hearing scheduled in September 2023, as we were unable to find a replacement chair.
- The next appeal hearing days are scheduled for 6, 21 and 27 February 2024.

Quality assurance frontline check analysis – international registration

- New frontline quality assurance checks (adopting a similar approach to the Fitness to Practise team) have been introduced to provide greater assurance on the quality, consistency and integrity of the management of international applications to join the Register.
- Working with the Quality Assurance Team, a sample size has been agreed as well as the number of checks needed to give an acceptable level of assurance in the management of international applications. The sample size is based on the target population (in this case, the number of international applications that have an 'accept' decision following the first assessment) delivering a 95% confidence level and a 9% margin of error. This is also reported to the Audit and Risk Assurance Committee as part of the Unified Assurance Report.
- Between 1 September 2023 and 31 December 2023, the international team managed 3,811 applications which were accepted for registration following the first assessment by our Registration Assessors. In total the team performed quality assurance checks on 470 applications. The compliance levels across all individual parts of the management of international applications are currently above 90% for December 2023 with an **overall end-to-end compliance level of 98% for September to December 2023**, which provides a good level of assurance.
- The detailed results and data are provided in the table on the next page.
- In October 2023, we focused our improvement activity on the verification checks we make on the evidence provided by applicants in their application (e.g. verifying evidence provided with professional/regulatory bodies and employers) as the compliance levels for this supporting information were 97% and 94% respectively, in September 2023. We identified that we were not following our operational procedures in some cases where we require verification to be received by a verifiable and recognisable business/institute email address. In order to improve compliance, additional training was delivered to Registration Advisors. The compliance level for verifying evidence provided with professional/regulatory bodies and employers improved to 100% and 98% in November 2023. We have seen a drop in compliance in December 2023 for professional experience verification which has coincided with an update in our operational procedures where we now verify any further supporting information from an applicant. This has highlighted some future development areas and training needs for Registration Advisors.
- The compliance level with internal procedures in September 2023 was 83% and this highlighted some areas for development. The quality assurance activity allowed us to provide supplementary guidance and targeted advice and training to Registration Advisors. The compliance for internal procedures improved to 97% in November 2023.
- We will focus our next improvement activity on reviewing and providing feedback on the quality of registration assessor records of assessment and recommendations, as the team becomes more familiar following the introduction of an updated record of assessment form in January 2024. This is part of our work to monitor the quality and consistency of the work of our Partners (in this case Registration Assessors).

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Quality assurance findings – international registration data

International application process activities	September Compliance level (%)	October Compliance level (%)	November Compliance level (%)	December Compliance level (%)
Referral to FTP – <i>The application was correctly referred to FTP, if appropriate</i>	100	100	100	100
Modality – <i>If appropriate, correct modality, supported by qualifications and experience selected on application form</i>	99	100	99	100
Declarations – <i>Health or character declaration complete, accurate and actioned appropriately</i>	99	99	100	98
Correspondence – <i>Emails correctly drafted and sent to the correct recipient</i>	98	96	99	97
Internal procedures followed – <i>Operational procedures correctly followed</i>	83	85	97	97
ID / proof of address – <i>ID and proof of address documents checked for validation/certification</i>	99	97	98	99
Feedback – <i>Assessors decision consistent with the information provided by the applicant</i>	96	94	100	93
Proof of English language proficiency – <i>An acceptable test score submitted and verified</i>	99	100	99	100
Translations – <i>Appropriate translations provided</i>	100	100	100	100
Verification of qualification – <i>Qualification correctly authenticated with the education provider</i>	99	100	98	98
Verification of professional experience - <i>Professional experience correctly authenticated</i>	94	92	98	91
Verification of professional / regulatory body - <i>Correct authentication undertaken</i>	97	98	100	100