

Education team Performance Report November 2024

Report date: 28 October 2024, data correct 28 October 2024

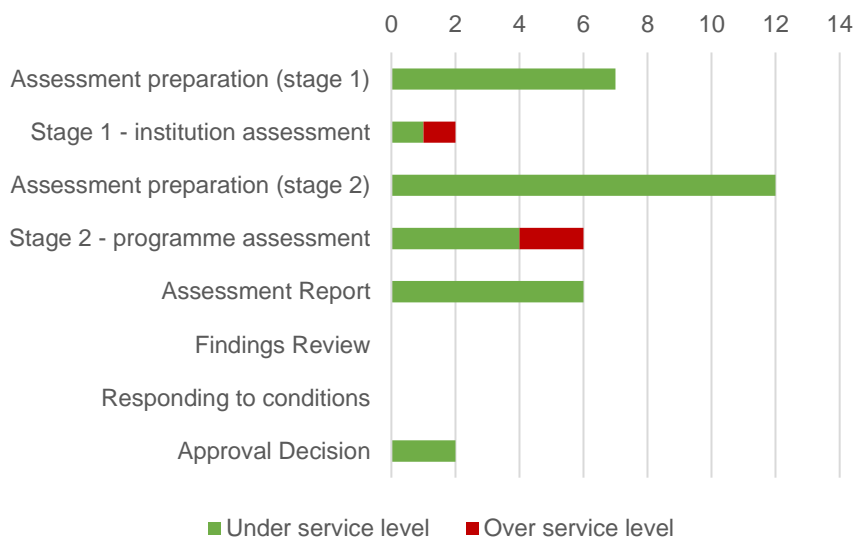
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KPI summary and narrative

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%	▲	<ul style="list-style-type: none"> The percentage of active assessments over service level has decreased from 34% in the last report to 6% in this report. This figure is now green rated.
Observations across 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%	▶	In the last three months, we have received observations on 3% of cases.
<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	▶	Performance has maintained at amber.
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 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"> We have concluded 33 cases in the last three months – these cases were on average over the service level. As expected, the time based KPI grew further, with the number active cases outside of service levels over the summer – most reports were submitted to the September Education and Training Panel (ETP) for decision, which means this was the end of the spike in activity for performance review assessments.
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"> The compliance level has maintained at green from the last report. All areas of non-compliance are fed back to team members and regularly occurring problems are fed into continuous improvement work.

Approval process – performance

Number of active cases - by case stage



Active cases

- Most cases are in 'assessment preparation' stages – this means we are waiting for education providers to supply documentation for us to assess.
- There are three cases within active assessment stages which are over service level. One of these cases is particularly complex, where an education provider has proposed a new programme which does not align to our level of qualification for entry to the Register (SET 1) through the qualification alone.
- We are currently concluding assessments for programmes due to start in January 2025.

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 to formal requirement setting through conditions.
- We have not set any conditions in the three month period.

Observations

- Low levels of observations show process outcomes are acceptable to providers and that we have undertaken a fair assessment.
- We have received no observations for cases concluded in the three month period.

Approval duration

- We have not concluded any cases in the last month, which means that the three month figures have not been influenced by any recently concluded cases.

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	0	N/A	N/A	N/A	N/A
Last 3 months	20	▶ 0	▶ 0	N/A	▲ 4.7
Target		Less than 20%	Less than 5%	3 months	4 months

Professional pipeline

- We include this information to provide insight about 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.

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	927	20	2%	0	125	145	16%
Biomedical scientist	2,844	32	1%	0	-	32	1%
Chiropodist/podiatrist	1,131	12	1%	0	44	56	5%
Clinical scientist	970	-	0%	0	-	-	0%
Dietitian	1,833	89	5%	3	80	169	9%
Hearing aid dispenser	1,012	75	7%	0	20	95	9%
Occupational therapist	6,238	209	3%	5	254	463	7%
Operating department practitioner	2,295	49	2%	0	50	99	4%
Orthoptist	276	-	0%	0	-	-	0%
Paramedic	7,251	408	6%	5	356	764	11%
Physiotherapist	8,418	175	2%	5	174	349	4%
Practitioner psychologist	3,583	-	0%	0	33	33	1%
Prosthetist/orthotist	140	-	0%	0	-	-	0%
Radiographer	5,568	109	2%	5	165	274	5%
Speech and language therapist	2,630	115	4%	1	87	202	8%
Total	45,116	1,293	3%	24	1,388	2,681	6%

Programme capacity

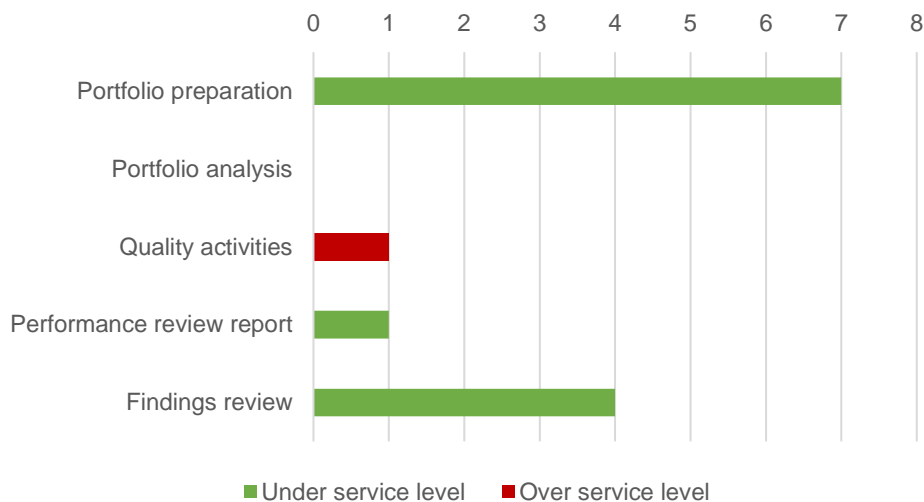
- Most professions have increased capacity.
- In previous reports we have noted a reduction in capacity for operating department practitioner (ODP) programmes, but this has now been reversed with capacity increasing in the last 12 months and capacity planned to increase in the next 12 months.
- We increased the required threshold level of qualification for ODP programmes to BSc (hons). Although we have given providers several years to close existing provision below this threshold and open new provision should they wish, this change may have impacted approved programme capacity.
- This is in line with the intentions of the NHS Long Term Workforce Plan in England, where learner numbers are intended to drop before increasing back to the 2022 baseline by 2031.
- Within current commissioning systems, there is a potential overall increase in capacity of 6% over two years, with some professions significantly above this (e.g. arts therapists and paramedics).

New programmes

- New programmes are currently being developed in some of the allied health professions (AHPs).
- There are no programmes currently proposed in Northern Ireland.

Performance review process

Number of active cases - by case stage



Current activity

- Since the last report, there is a significant reduction in the number of active performance review cases and the number of assessments over our timeliness service levels, as we resolved 26 cases with the September ETP decisions.
- There are two cases remaining for the 2023-24 academic year, which are particularly complex so are taking longer to finalise. We are aiming to conclude assessments for these in the coming weeks.
- We have agreed all deadlines for the submission of performance review portfolios for education providers we will be engaging in the 2024-25 academic year. These are the cases which are in the 'portfolio preparation' stage.

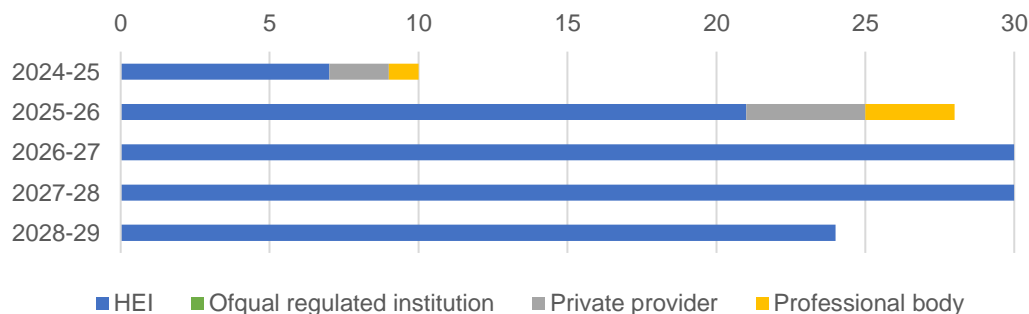
Review outcomes

- We have concluded 33 cases in the last three months – these cases were on average over the service level and, as expected, caused the time based KPI to grow further, with the number of active cases outside of service levels concluded by ETP in September.
- 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 a regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them.
- Now we have concluded reviews for all but two education providers, we have a good sense of our work over the next five years.
- The 2024-25 academic year will have a smaller number of performance review submissions, with this picking back up again from 2025-26.

Completed cases

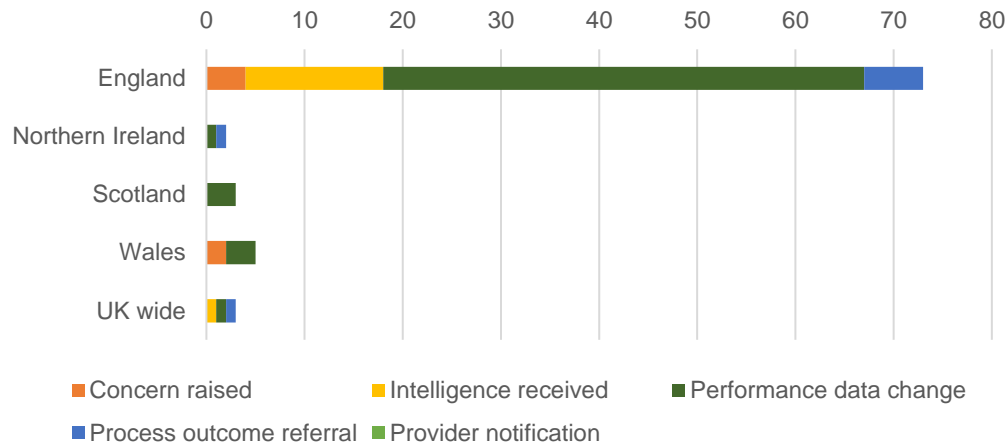
Period	Completed	Observations received (% of cases)	Age at case conclusion (months)
Last month	26	▲ 4	▲ 7.6
Last 3 months	33	▲ 3	▲ 7.1
Target		Less than 5%	5 months

Next review period outcomes

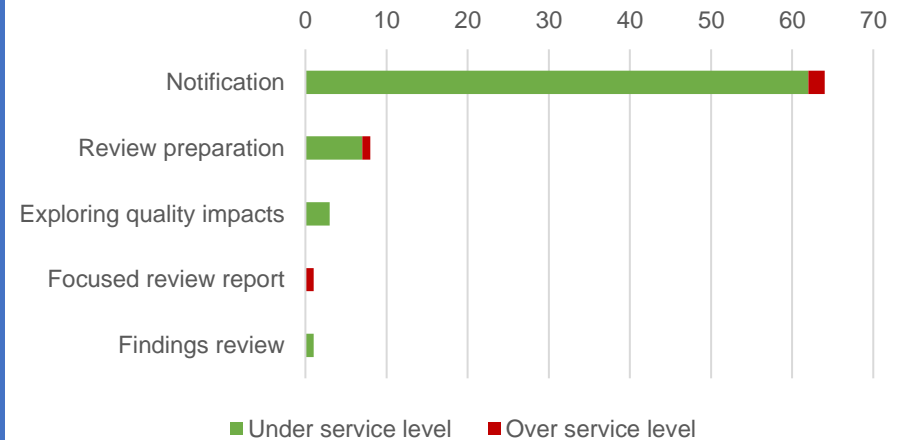


Focused review process

Focused review triggers - 12 months



Number of active cases - by case stage






Cases – received and completed

Period	Triggers received	Review required %	Number completed (full process)	Observations received (% of concluded cases)	Age at case conclusion (months)
Last month	4	50	2	50	12.9
Last 3 months	12	▲ 75	2	50	12.9
Target		50%		5%	5 months

- In October 2024, we undertook an exercise to proactively review education provider performance data changes and created focused review cases to investigate further where certain thresholds were met.
- These cases have not been included in the 'cases received and completed' table as they are from this month, but as they are 'active' cases, we have included in the charts above. Their inclusion has significantly increased the number of cases we are considering through focused review, from 11 in the last report to 77 in this report.
- We will assess these cases in the coming weeks to consider if we need to investigate further and, if so, how.
- The percentage of cases referred to review was above the target in the last three months. This is not a quality target, but is one we use to consider our resources.
- We concluded two particularly complex cases in the last month, which has significantly impacted the timeliness and observations received figures from this month.
- We have undertaken complex case reviews for each of these assessments to learn lessons from process application.

Assurance and current focus

Current focus	Risks and issues	QA audit ratings		Recommendations delivered
<ul style="list-style-type: none"> • Undertaking initial triage for new approval requests and focused review notifications. • Planning and undertaking approval assessments for the 2024-25 academic year. • Proactively reviewing education provider performance data to undertake interventions with education providers when needed – through our focused review process. • Refreshing our national/regional engagement model. • Supporting education providers with their performance review submissions. 	<ul style="list-style-type: none"> • Stakeholder management with progressing initial triage decisions – as some decisions have been delayed. 	Approval		✓
		Performance review		In progress
		Focused review	Pending 2024-25	
		Programme records		✓

Continuous improvement activity		
Planned	In progress	Completed (last three months)
Review performance review timeliness expectations (Q3)	System for new clinical scientist modalities updated (Q3)	Enabling regular update of education provider ‘baseline’ information (Q2)
	Process report improvements (Q3)	Data cleanse of closed programmes (Q2)
		Updates to partner payment process to ensure timeliness of payments (Q3)
		Records change process updates (Q3)

Stakeholder engagement highlights



Sector engagement about NHSE Long Term Workforce Plan live from April 2024 – undertook joint webinar with NHSE in September 2024, with c150 attendees



HCPC leading cross-regulator consideration of AI in education, and the use of data in decision-making



Continued work to establish formal information sharing with professional bodies – we have now established arrangements with five professional bodies



Eight 1-2-1 meetings with seven professional bodies in the last six months

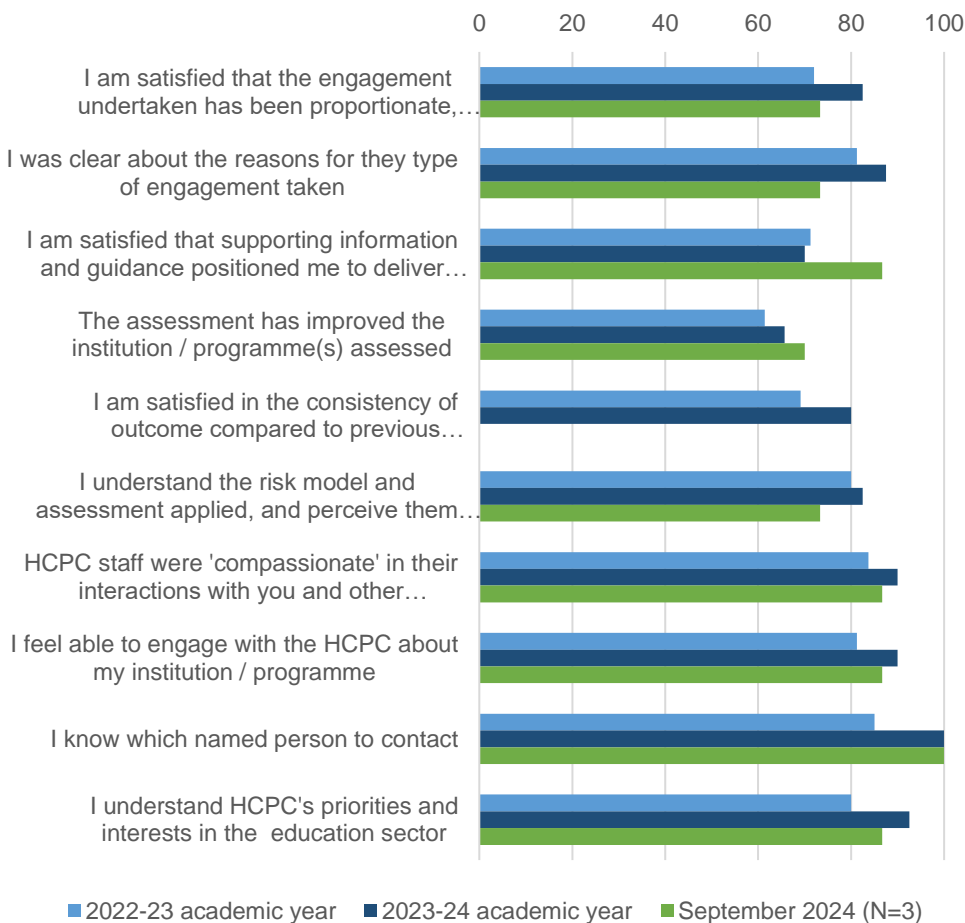


200 meetings with education providers and other sector stakeholders - primarily focused on case assessment, and information sharing arrangements, in the last 12 months

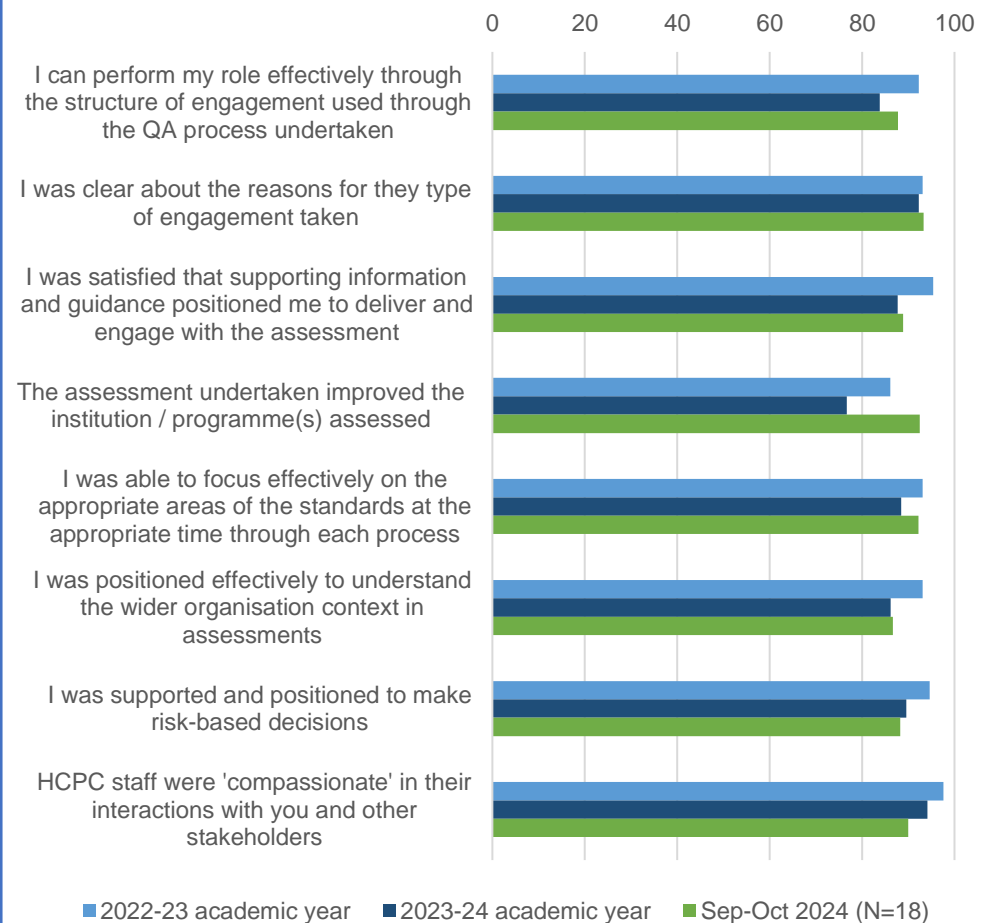
Stakeholder feedback

- We have included this information to show stakeholder experience and views of our processes – the generally high satisfaction ratings should be seen as a positive.
- This data is from a post-process survey and has been collated since we started running in September 2022.
- We have used results from the whole of the 2022-23 and 2023-24 academic years as baselines, which we compare with recent results in real time.

Education provider satisfaction rating



Partner satisfaction rating



Appendix – historical performance

