Education team Performance report September 2024 Education and Training Committee

Report date: 3 September 2024, data correct 23 August
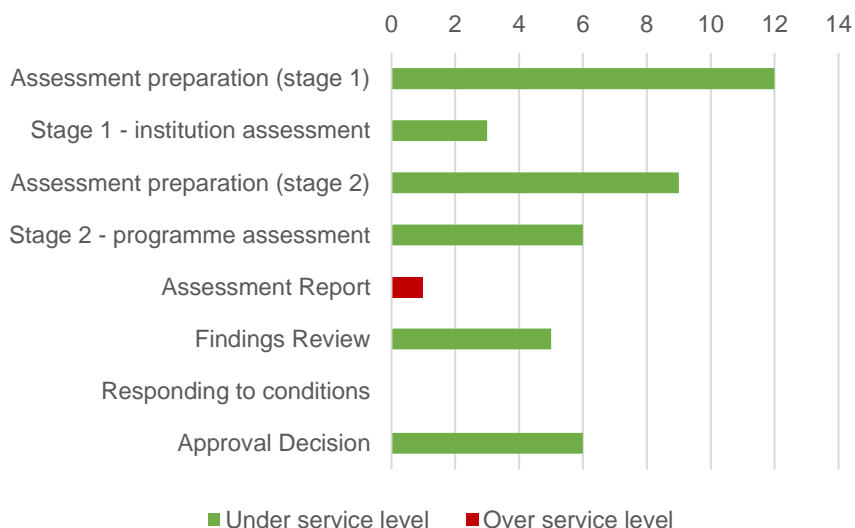
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KPI summary and narrative

Performance measure	What does this tell us?	RAG rating description	Current performance	Commentary
Percentage of active case within service levels (live cases) (timeliness)	Whether we are progressing live cases in a timely manner	Red <80% Amber 80-90% Green >90%	▼	• The percentage of active assessments over service level has increased from 20% in the last report, to 34% in this report. • This figure is red rated and is due to the spike in activity to draft reports for the performance review process (further detail on page 5). • This is similar to the spike in performance seen in August 2023.
Observations across processes (quality)	In the last three months, whether assessment outcomes have been objected to by providers	Red >10% Amber 5-10% Green >5%	►	In the last three months, we have not received any observations on concluded cases.
Time taken through the approval process (stage conclusion)	In the last three months, 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 (quality)	In the last three months, 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.
Time taken to complete the performance review process	In the last three months, whether we have delivered cases to conclusion in a timely manner	Red >6 months Amber 5-6 months Green <5 months	▼	• We have concluded eight case in the last three months – these cases were on average over the service level. • We expect the time based KPI to grow further, with the number active cases outside of service levels – we are aiming to submit all remaining cases to the September Education Training Panel (ETP).
Percentage of quality checks completed	In the last month, whether we have ensured quality at key process points via mandatory quality checks	Red <95% Amber 95-99% Green 100%	►	• 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 (quality)	In the last three months, whether checks undertaken have ensured the required level of quality	Red <80% Amber 80-90% Green >90%	▲	• The compliance level has improved to green since 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

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Number of active cases - by case stage

Case stage	Value
Assessment preparation (stage 1)	12 (Under service level)
Stage 1 - institution assessment	3 (Under service level)
Assessment preparation (stage 2)	9 (Under service level)
Stage 2 - programme assessment	6 (Under service level)
Assessment Report	1 (Over service level)
Findings Review	5 (Under service level)
Responding to conditions	0
Approval Decision	6 (Under service level)

■ Under service level   ■ Over service level

Active cases
- All assessments for programmes due to start in September 2024 were concluded on time – at the time the data was collected, some of these assessments were due to be signed off at ETP in August (the 11 cases in the findings review and approval decision stages).
- There is one overdue report, but this relates to a programme starting in January 2025 so there is no impact on the programme's start date.

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 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 concluded 19 cases in the last three months – the duration figure is slightly above the target of four months.
- This is good performance considering the workload of the team currently – most importantly we have not held up the start dates of any programme due to commence in September 2024.

Completed cases

Period	Number competed	Conditions set (% of cases)	Observations received (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	10	▶0	▶0	N/A	▲4.5
Last 3 months	19	▶0	▶0	N/A	▶4.5
Target		Less than 20%	Less than 5%	3 months	4 months

Professional pipeline

hcpc health & care professions council

- 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.
- We have piloted supplementing this data with the number of new registrants per year from registration data – due to the way our data is structured, we are currently unable to undertake this analysis on a regular basis. We have developed system requirements to make this task less burdensome, which will be prioritised against other system developments.

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	30	3%	0	90	120	13%
Biomedical scientist	2,844	40	1%	0	-	40	1%
Chiropodist / podiatrist	1,131	12	1%	0	34	46	4%
Clinical scientist	970	-	0%	0	-	-	0%
Dietitian	1,833	20	1%	3	80	100	5%
Hearing aid dispenser	1,082	55	5%	0	20	75	7%
Occupational therapist	6,173	22	0%	5	304	326	5%
Operating department practitioner	2,225	- 209	-9%	0	59	- 150	-7%
Orthoptist	276	20	7%	0	-	20	7%
Paramedic	7,269	180	2%	5	282	462	6%
Physiotherapist	8,348	170	2%	5	244	414	5%
Practitioner psychologist	3,595	- 12	0%	0	33	21	1%
Prosthetist / orthotist	140	-	0%	0	-	-	0%
Radiographer	5,558	361	6%	5	145	506	9%
Speech and language therapist	2,515	24	1%	1	175	199	8%
Total	44,876	713	2%	24	1,527	2,240	5%

Programme capacity

- All professions have increased and/or are increasing capacity, with the notable exceptions of operating department practitioners (ODPs).
- 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 in 2031.
- Within current commissioning systems, there is a potential overall increase in capacity of 5% over two years.
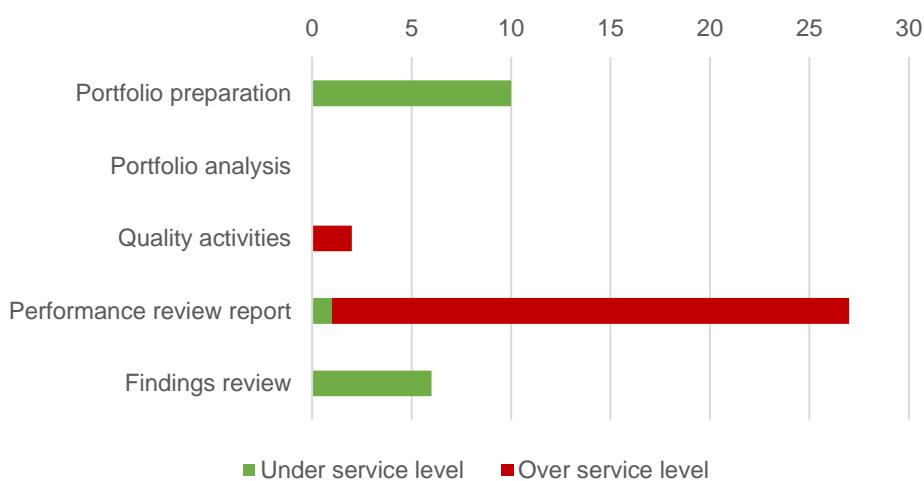
New programmes

- New programmes are currently being developed in some of the AHPs.
- There are no programmes currently proposed in Northern Ireland.

Performance review process

Number of active cases - by case stage

(Bar chart: scale 0 to 30)
- Portfolio preparation: ~10 (Under service level)
- Portfolio analysis: 0
- Quality activities: ~2 (Over service level)
- Performance review report: ~1 (Under service level), ~27 (Over service level)
- Findings review: ~6 (Under service level)

Legend: ■ Under service level ■ Over service level

Completed cases

Period	Competed	Observations received (% of cases)	Age at case conclusion (months)
Last month	4	0	▲7.1
Last 3 months	8	0	▲6.1
Target		Less than 5%	5 months

Current activity
- We have now concluded assessments for 96% of cases and are either writing reports or awaiting final decisions for these cases.
- The number of cases over service level in the report stage is disappointing. In the last two months, we have successfully focused on ensuring programmes with a September start are approved, but this has meant that performance review cases have not been progressed as we planned.
- This is the third year in a row where we have hit a bottleneck with reporting over the summer, and so we are planning to review expectations for case progression to consider whether expectations are achievable, and/or if there are underlying issues which may be affecting our performance, such as planning and case progression across the whole academic year.
- We have sent performance review requirements to the education providers we will be engaging in the 2024-25 academic year – these are the cases which are in the 'portfolio preparation' stage.
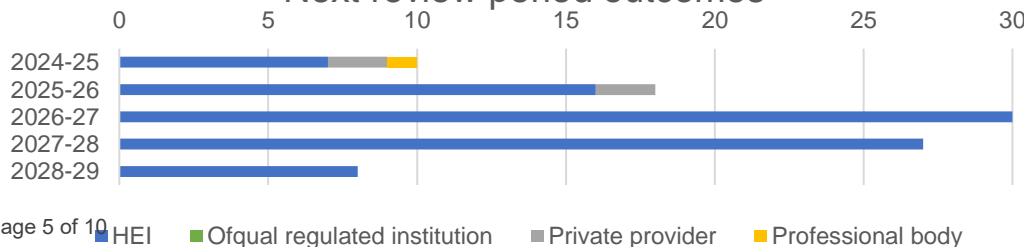
Review outcomes
- We have concluded eight case in the last three months – these cases were on average over the service level, and the figure from the last month are above this again.
- We expect the time based KPI to grow further, with the number of active cases outside of service levels – we are aiming to submit all remaining cases to the September ETP.
- Variance in outcomes is driven mainly by provider type - variance seen is mainly driven by providers not being included in Higher Education Institution (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.
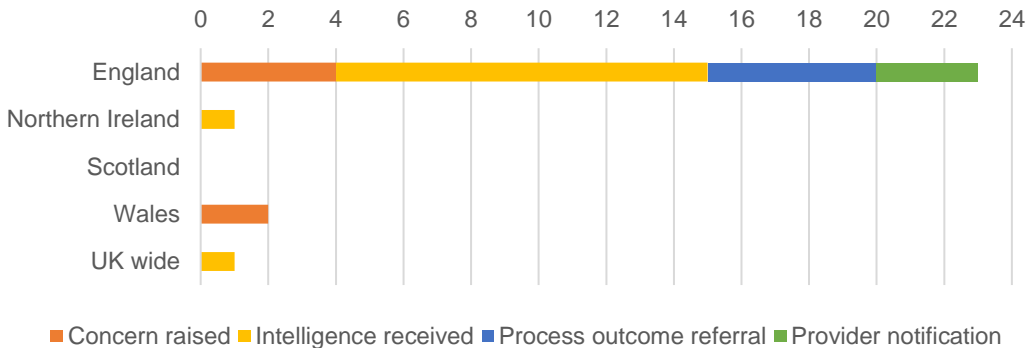
Next review period outcomes

(Bar chart: scale 0 to 30)
- 2024-25: HEI ~7, Private provider ~2, Professional body ~1
- 2025-26: HEI ~16, Private provider ~2
- 2026-27: HEI ~30
- 2027-28: HEI ~27
- 2028-29: HEI ~8

Legend: ■ HEI ■ Ofqual regulated institution ■ Private provider ■ Professional body

Focused review process

Focused review triggers - 12 months

Legend: Concern raised | Intelligence received | Process outcome referral | Provider notification

Categories: England, Northern Ireland, Scotland, Wales, UK wide

Number of active cases - by case stage

Legend: Under service level | Over service level

Categories: Notification, Review preparation, Exploring quality impacts, Focused review report, Findings review

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	7	43	0	N/A	N/A
Last 3 months	8	▼38	1	►0	►7.1
Target		50%		5%	5 months

- Although there are small numbers, we have improved from the last report so 34% of cases are outside of our stage level service levels (44% in the last report).
- The percentage of cases referred to review was below the target in the last three months – this is not a quality target but is one we use to consider our resources.

Assurance and current focus

hcpc health & care professions council

Current focus	Risks and issues	QA audit ratings		Recommendations delivered
• Finalising reports for performance review assessments for the 2023-24 academic year. • Planning for performance review in the 2024-25 academic year with education providers. • Planning approval assessments for the 2024-25 academic year.	• Spike in performance review assessment activities, which has led to 62% of assessments being out of service currently. • Close monitoring of performance review assessments, to work through the current backlog/bottleneck position in a timely manner – intention is to close all remaining assessments as possible in September 2024.	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 (Q2)	Information for education providers about learner fitness to practice, including when to refer problems to the HCPC (Q1)
	Data cleanse of closed programmes (Q2)	Recording and sharing of partner availability information (Q1)
	Process report improvements (Q2)	Enabling regular update of education provider 'baseline' information (Q2)

Stakeholder engagement highlights

Sector engagement about NHSE Long Term Workforce Plan live from April 2024 – planned webinar in September 2024

Education Annual Report 2021-23 live from April 2024 – delivered seven webinars on key themes

The HCPC leading cross-regulator consideration of artificial intelligence (AI) in education and the use of data in decision making

Continued engagement with education providers with our requirements for the revised Standards of conduct, performance and ethics

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

14 one-to-one meetings with 11 professional bodies in the last six months

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

The HCPC co-leading work with the NMC 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 generally high satisfaction ratings 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 have used results from the whole of the 2022-23 academic year as a baseline, which we compare recent results against in real time.

Education provider satisfaction rating
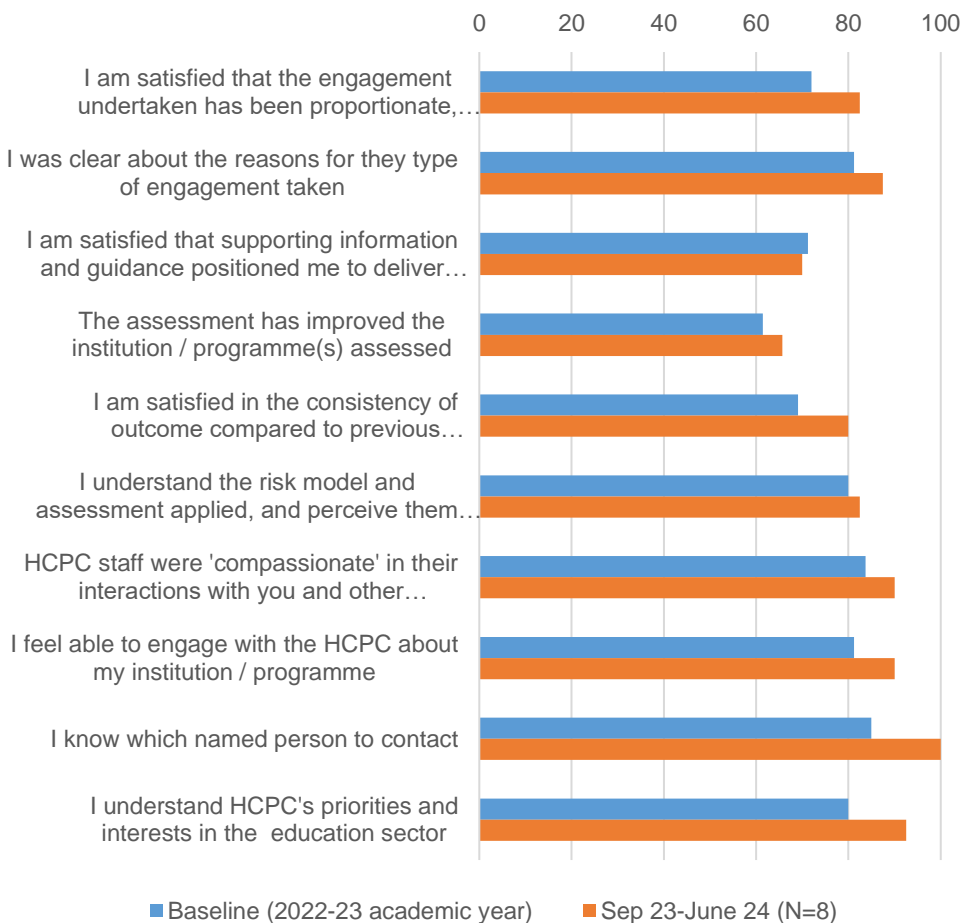
Partner satisfaction rating
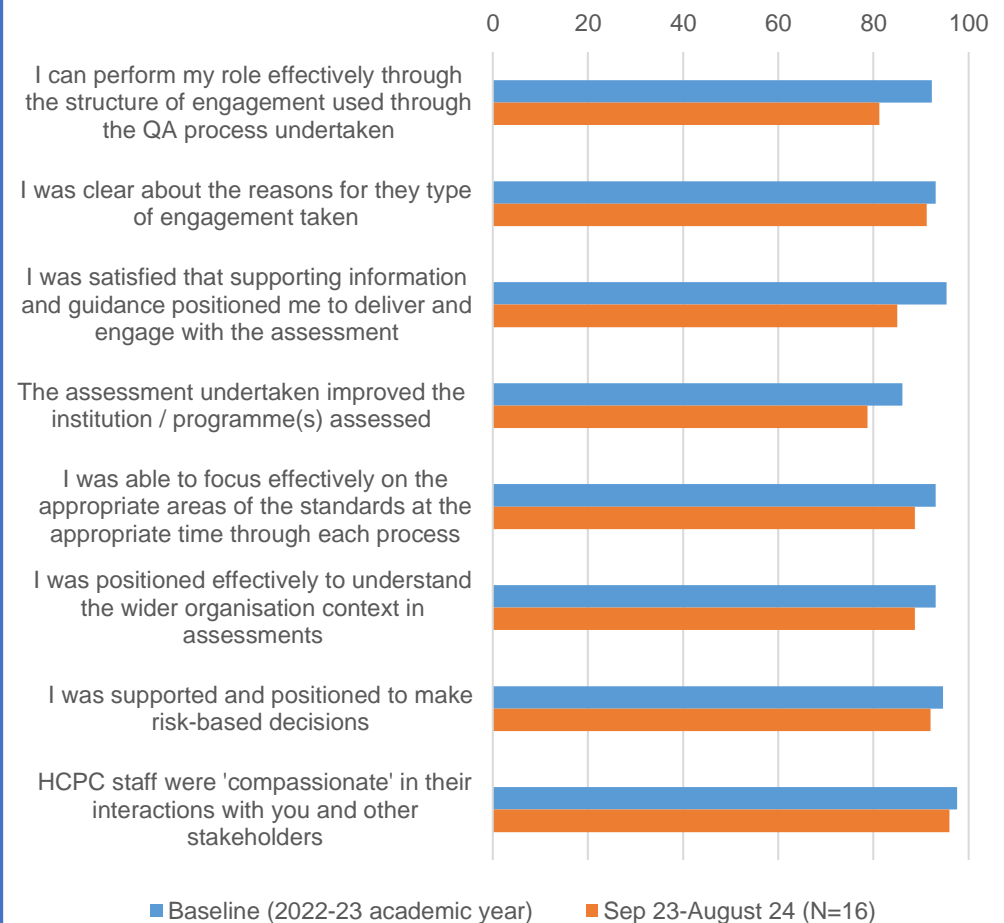
Appendix – historical performance