
Partner Quarter 2 2024-25 Report

Executive Summary

Partners are HCPC registrants, members of the public (lay) and legal professionals, who provide the expertise the HCPC needs for its regulatory decision-making processes. Partners will be making decisions in relation to fitness to practise, registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers. This is the operational partner report for Q2 2024-25. The main risks to highlight in this report are that we are reviewing partner fees to address feedback on remuneration and the assessment of the NMC and Somerville case and its potential impact on the HCPC.

This is the operational partner report for Q3 2023-24, which includes:

- Measuring performance – KPIs
- Partner establishment
- Partner recruitment
- Exit survey feedback
- Partner training
- Partner review
- Partner costs
- Partner risks

Previous consideration	The previous report can be found here: Q1 Report
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Decision	The Committee is asked to note the report
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Next steps	Continue with projects resulting from the PwC report and other changes to legal requirements.
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Strategic priority	Strategic objective 1 – Continuously improve and innovate
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Financial and resource implications
Some resource implication due to project development.

EDI impact and Welsh language standards
We continue to analyse diversity data relating to our recruitment and pool of partners.

Author
Uta Pollmann, Partner Project Lead
uta.pollman@hcpc-uk.org

ELT Sponsor
Alastair Bridges, Executive Director of Resources
alastair.bridges@hcpc-uk.org

Partner Q2 2024-25 Report

About Partners

1. Partners are HCPC registrants, members of the public (lay) and legal professionals, who provide the expertise the HCPC needs for its regulatory decision-making processes. These partners will be making decisions in relation to fitness to practise (FTP), registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers.

Report summary

2. This report covers the following highlights and developments:
 - a. Measuring performance – KPIs
 - i. Recruitment
 - ii. Turnover
 - b. Partner establishment
 - c. Partner recruitment
 - d. Exit survey feedback
 - e. Partner training
 - f. Partner review
 - g. Partner costs
 - h. Partner risks

Measuring performance – KPIs

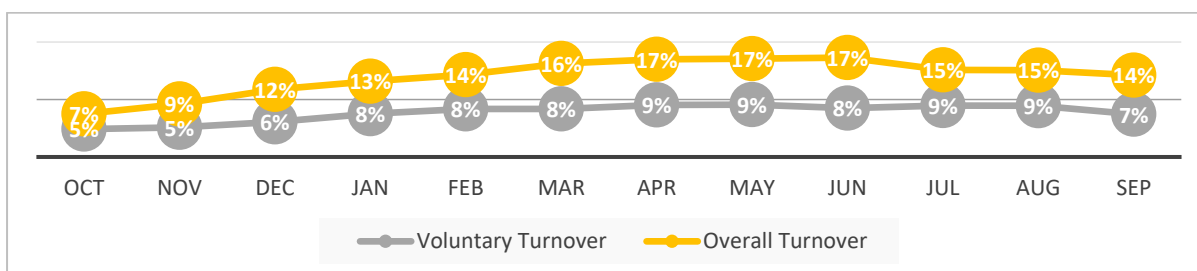
Recruitment

3. We ran two recruitment campaigns in Q2 and are at interview stage for both campaigns. The FTP lay panel member campaign especially saw high numbers of applicants and we are confident to be able to recruit the numbers required.

Q2 Campaigns	Vacancy	Applicants	Interviews	Appointed	KPI achieved
FTP lay panel member	30	282	88	tbc	tbc
Registration appeals panel member	7	74	27	tbc	tbc

Turnover

- Voluntary resignations continue to be low in Q2. Eight partners decided to voluntarily resign from their role. The main reasons for resignation were dissatisfaction with their role and/or remuneration.
- Three partner contracts were terminated due to non-compliance with training requirements.
- The below graph sets out the voluntary and overall turnover over the last twelve months (YTD). Our KPI for voluntary turnover is a maximum of 8% which we achieved again this quarter with a drop to 7% in September 2024.



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Voluntary resignations	9	2	6	9	6	3	1	1	2	4	3	1	47
8-year rule	0	5	10	0	3	0	0	0	0	0	0	1	19
Terminations*	0	4	0	0	0	12	0	1	0	0	0	3	20
Total leavers (Vol & Comp)	9	11	16	9	9	15	5	2	2	4	3	5	69
Recruited partners	16	8	0	8	0	14	0	0	24	34	6	13	123
Total number of partners	639	636	621	620	611	613	610	608	631	662	663	671	632
Voluntary turnover %	5%	5%	6%	8%	8%	8%	9%	9%	8%	9%	9%	7%	7%
Overall turnover %	7%	9%	12%	13%	14%	16%	17%	17%	17%	15%	15%	14%	11%

* Terminations include temporary contracts and changes to partner role

** Normal range for voluntary turnover is ≤8%

Information does not capture those partners with multiple roles (e.g. resign from one role or add an additional partner role).

Partner establishment

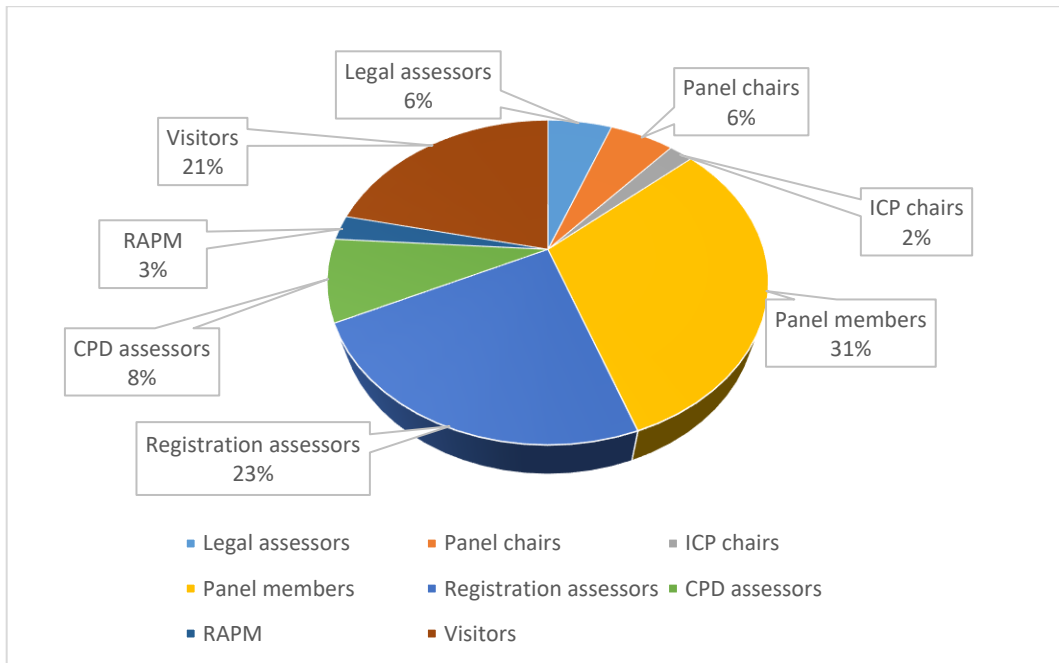
- At the time of writing, we had 671 partners in 808 roles, which is an increase in comparison to the previous quarter.

Department	Role	Total	Difference last quarter
Fitness to Practise	Legal Assessors	46	-3
	Panel Chairs	46	-3
	Investigating Committee Panel (ICP) Chairs	17	+4
	Panel Members	250	+19
Registration	Registration Assessors	188	+14
	CPD Assessors	66	-3
	Registration Appeals Panel Members (RAPM)	20	+/-0
Education	Visitors	173	+3
Recruitment	Recruitment Partners	2	+/-0
Total		808	+31

8. Partners with dual or multiple roles are set out below. Please note that some of these are due to dual modalities in their profession. One partner is registered in two professions (hearing aid dispensers and clinical scientists).

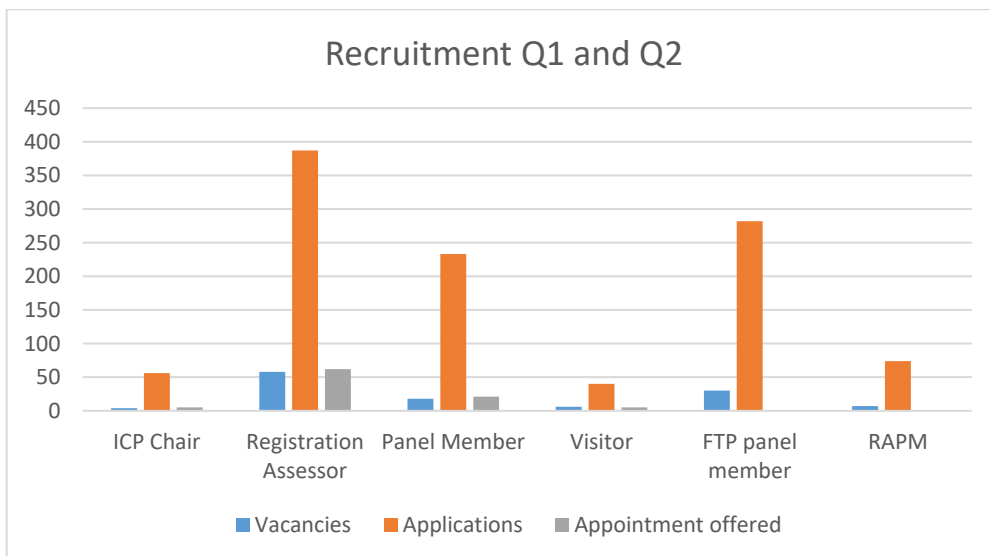
Number of roles	Number of partners	Percentage
1	683	84.5%
2	114	14.1%
3	9	1.1%
4	2	0.2%

9. The chart below shows the distribution of partners across all roles.



Partner recruitment

- 10. We are at the final stage of two recruitment campaigns and received nearly 400 applications in Q2.
- 11. We are at interview stage for the FTP panel member lay campaign (88 interviews) and registration appeals panel members (27 interviews).



Exit survey feedback

12. We have received 79 responses since the launch of the exit feedback survey in April 2022. We continue to capture this data and use it to inform and improve our ways of working with partners.
13. In the most recent feedback, several partners (10 out of 14 feedback forms received) again cited their concern about low remuneration.

Partner training

14. We have provided training to 42 partners during Q2. A detailed breakdown can be found below.

Role	Training	Date	Attended
Panel member	Induction	23 July	19
Visitor	Induction	25 July	7
Registration assessors	Induction	19 September	16

Partner review

15. The partner project has been established and the project board set up. A new 'partner payment pathway framework' has been developed as a basis for designing detailed payment processes. Solution workshops will be conducted in Q3 2024-25.
16. The executive conducted a benchmarking exercise of partner fees against other UK health and care professions regulators. This benchmarking information was shared with the Remuneration Committee at its meeting on 17 October 2024. The benchmarking exercise will feed into the wider decision about the new partner fee structure.

Partner costs

17. Partner costs (fees) during Q2 slightly increased in comparison to previous quarters. There has been an increase in registration assessor payment which could be related to the most recent spike in international applications. We also see a reduction in registration appeals panel member fees which we are currently investigating with finance.

Partner Role	Quarter 3 2023-24	Quarter 4 2023-24	Quarter 1 2024-25	Quarter 2 2024-25
Visitors	£9,064	£5,019	£12,788	£23,812
Registration Assessors	£274,126	£365,064	£360,472	£407,540
Test of Competence	£16,274	£13,802	£19,055	£19,570
CPD Assessors	£59,280	£22,960	£28,920	£33,080

Partner Role	Quarter 3 2023-24	Quarter 4 2023-24	Quarter 1 2024-25	Quarter 2 2024-25
Recruitment Partners	£2,188	£2,289	£3,048	£2,190
Panel Members	£224,712	£211,459	£189,589	£207,236
Legal Assessor	£281,941	£266,736	£233,976	£251,427
Panel Chair and ICP Chairs	£192,415	£183,947	£164,662	£181,395
Registration Appeals Panel Members	£10,557	£8,621	£3,811	£3,914
Total	£1,070,557	£1,079,897	£1,016,320	£1,130,164
Panel Cancellation Fees	£7,253	£11,795	£5,729	£19,947

Partner risks

18. We currently have identified the following concerns and risks:

- a) Low remuneration is a recurring theme from the exit interviews and in more recent communication from current partners. A fees review has been conducted which will feed into the new partner fee structure.
- b) We are currently assessing the impact of the final employment tribunal decision in the NMC and Somerville case for the HCPC.