

# Registration Department Performance Report

Report date: 23 August 2024

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# Registration – Performance Report Summary

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## Overview & New Developments

- Implementation of the new Registration Operating Model, which will provide service orientated teams with direct line management between those leading a service team and the employees within that team, continued during the reporting period. This is now nearly complete with the conclusion of the campaign to recruit for the three new senior Operational Manager roles. As mentioned in the previous report during periods of change performance can often dip. We are monitoring this closely and at present performance remains strong (as outlined in this report) which is a testament to the professionalism of the team.
- The proof of concept for using artificial intelligence (AI) to respond to email enquiries into the contact centre has proved successful and we are expanding the use of AI to mailboxes managed by the UK applications team. All responses continue to be checked by a registration advisor before they are sent out.

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## Risks & Issues

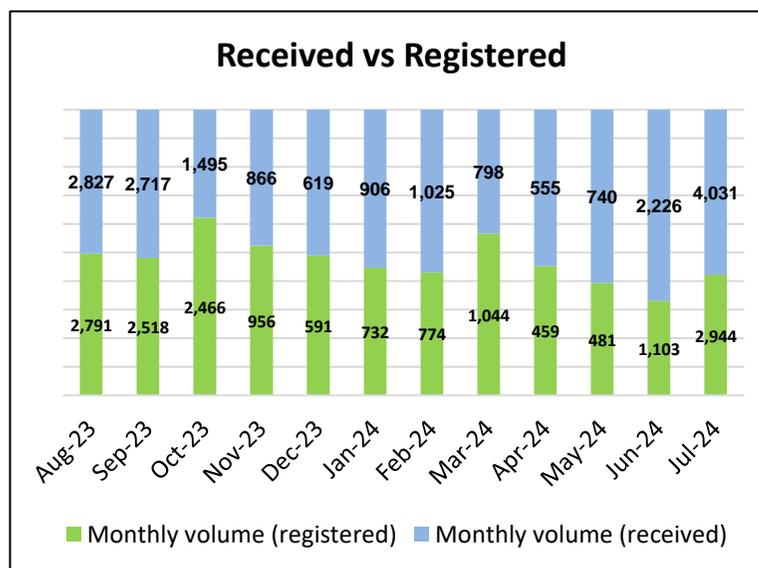
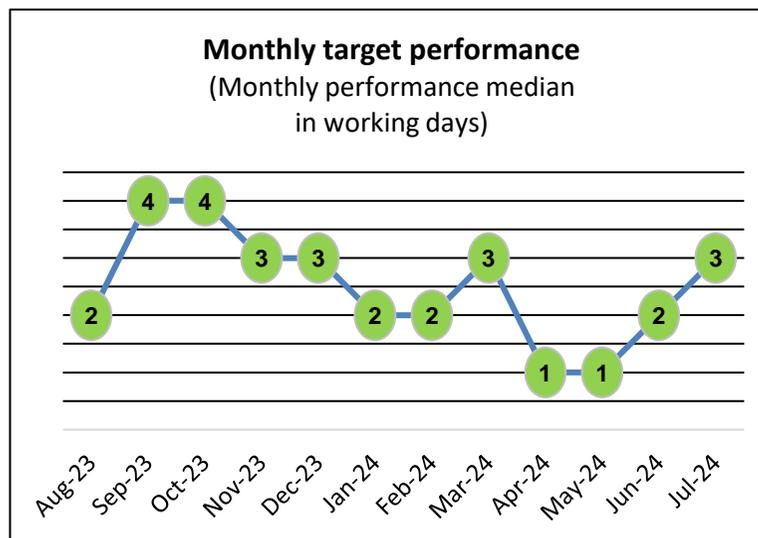
- **International applications:** The time to assess international applications was 30 days in May, 54 days in June and 49 days in July 2024. As part of the new Registration Operating Model, we have introduced a new registration officer role which has been introduced to facilitate the improvement in the quality of international application assessment decisions and develop the relationships with partners providing assessment recommendations. We have successfully recruited two registration officers and are currently recruiting for the six remaining positions. This new role will also provide additional specialised capacity to manage assessment decisions.
- **Appeals:** During the period from May to July 2024, 40 registration appeals were concluded. These registration appeals consisted of 39 international cases and one UK application case. The median monthly performance target to hear an appeal was met in May and June 2024. However, the target was not met in July 2024 due to appellants/panel member availability, which impacted appeal scheduling.

Performance summary	Performance RAG rating (Jul 2024)	Performance RAG rating (Jun 2024)	Performance RAG rating (May 2024)
<b>Core registration processes</b>			
UK applications	Green	Green	Green
International applications	Green	Green	Green
Renewals	Green	Green	Green
CPD	Green	Green	Green
Readmissions	Green	Green	Green
Appeals	Red	Green	Green
<b>Contact centre</b>			
Emails	Green	Green	Green
Postal	Green	Green	Green
Telephone enquiries	Green	Green	Green

# Registration – Performance Report

## UK applications

Month	Monthly performance median (10 working days)
July 2024	3
June 2024	2
May 2024	1
April 2024	1
March 2024	3
February 2024	2
January 2024	2
December 2023	3
November 2023	3
October 2023	4
September 2023	4
August 2023	2



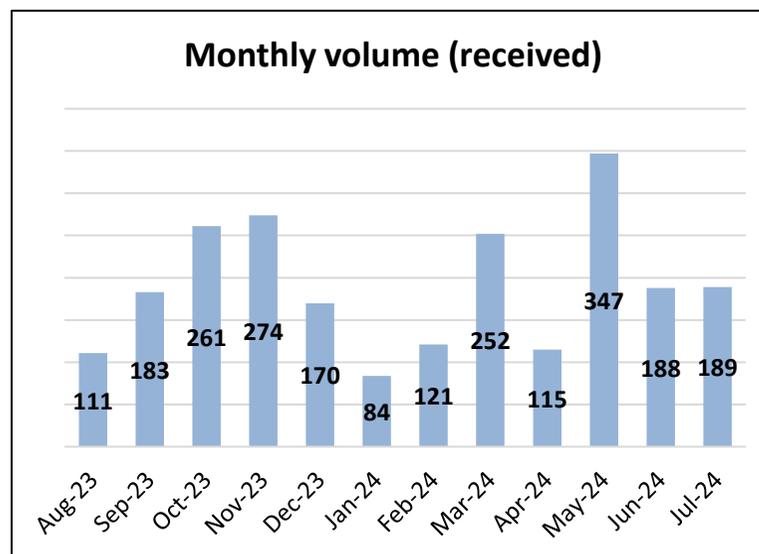
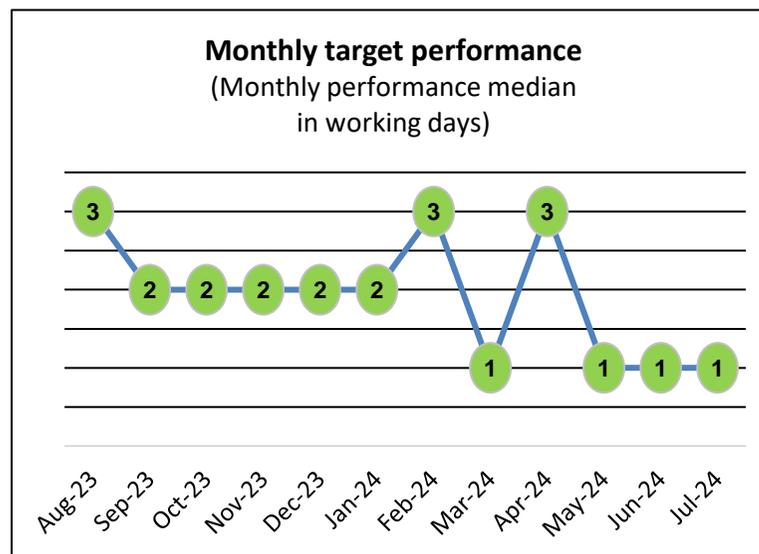
## Analysis

- Performance against our service standard for UK applications was met from May to July 2024.
- We have entered the busy summer peak for UK applications. During this period 6,997 people applied to join the Register via the UK registration route, compared to 6,666 during the same period in 2023, which is an increase of 4.9%.
- The application assessment time median was one working day in May, two working days in June and three working days in July 2024 .
- As at the 31 July 2024, 4,987 UK applications had been registered in the 2024-25 financial year, compared to 5,477 during the same period in 2023-24.
- 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)
July 2024	1
June 2024	1
May 2024	1
April 2024	3
March 2024	1
February 2024	3
January 2024	2
December 2023	2
November 2023	2
October 2023	2
September 2023	2
August 2023	3



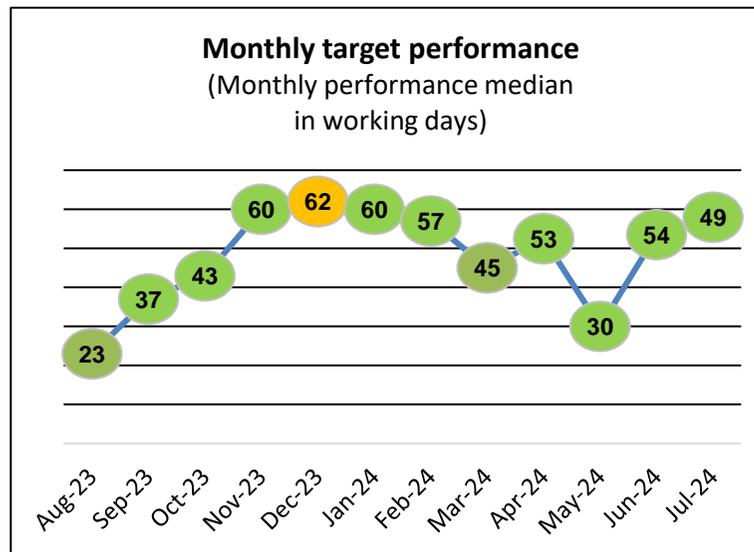
## Analysis

- The median has remained within the service standard of 10 working days during the period from May through to July 2024.
- The monthly volume of readmissions received increased in May 2024 after physiotherapist (one of our larger professions) renewal closed at the end of April.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.

# Registration – Performance Report

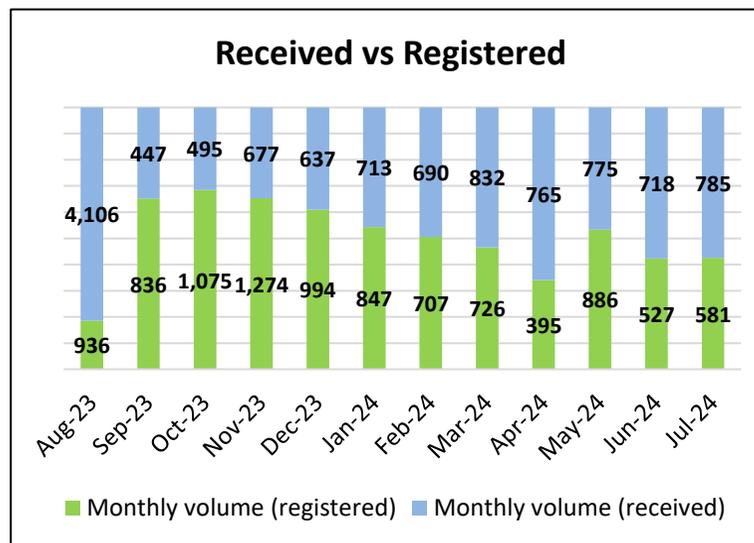
## International applications

Month	Monthly performance median (60 working days)
July 2024	49
June 2024	54
May 2024	30
April 2024	53
March 2024	45
February 2024	57
January 2024	60
December 2023	62
November 2023	60
October 2023	43
September 2023	37
August 2023	23



## Analysis

- The monthly performance median to make a first decision was 30 working days during the period of May, 54 working days during June and 49 working days during July 2024.
- During the period from May through to July 2024, 2,278 international applications were received, around 50% higher than budgeted for and the team is resourced to manage. In May 2024, the Executive Leadership Team (ELT) approved the recruitment of seven people on fixed term contracts to manage this demand.



## Renewal rates

### Analysis

**On 1 May 2024 Chiropodists/Podiatrists began their renewal period. On 31 July 2024 their renewal period ended.**

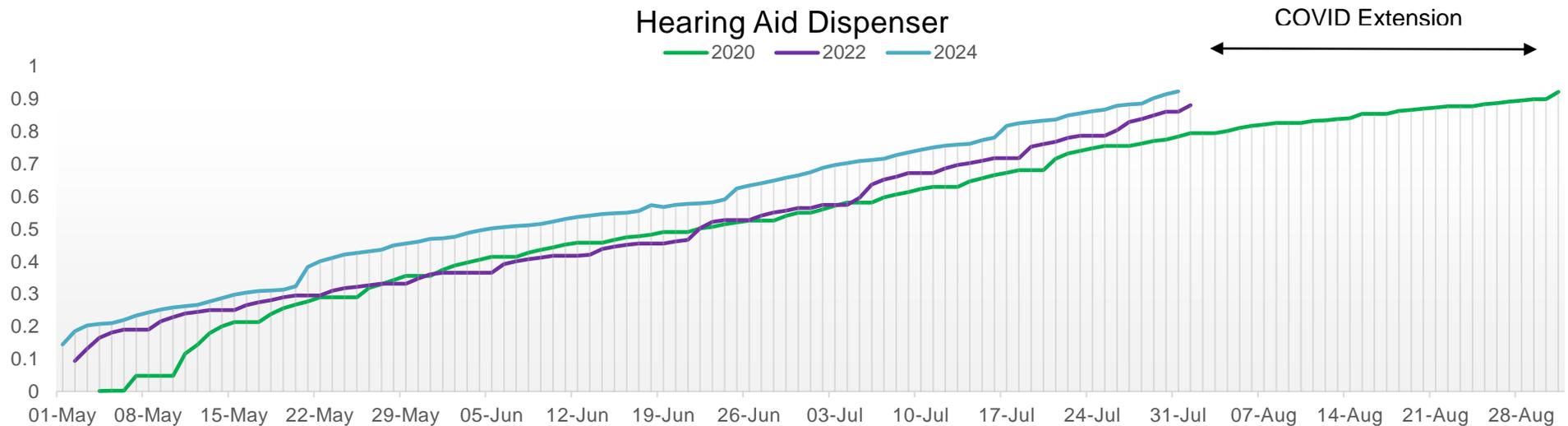
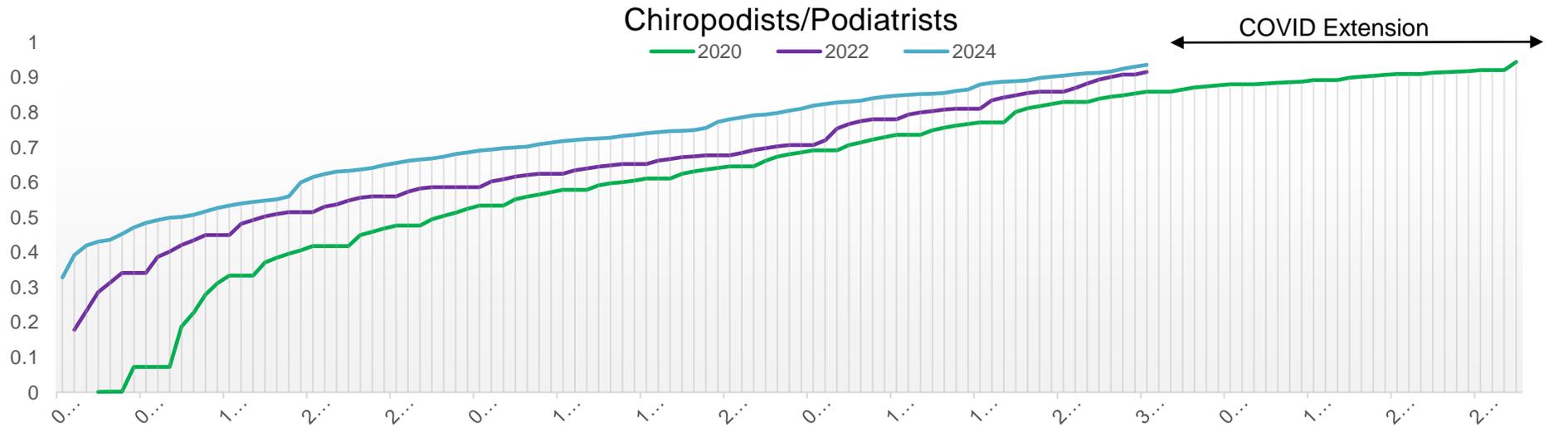
- Chiropodists/Podiatrists ended their renewal window 93.6% of registrant having renewed their registration compared to 91.5% in 2022.

**On 1 May 2024 Hearing Aid Dispenser began their renewal period. On 31 July 2024 their renewal period ended.**

- Hearing Aid Dispenser ended their renewal window 92.2% of registrant having renewed their registration compared to 87.9% in 2022.

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.

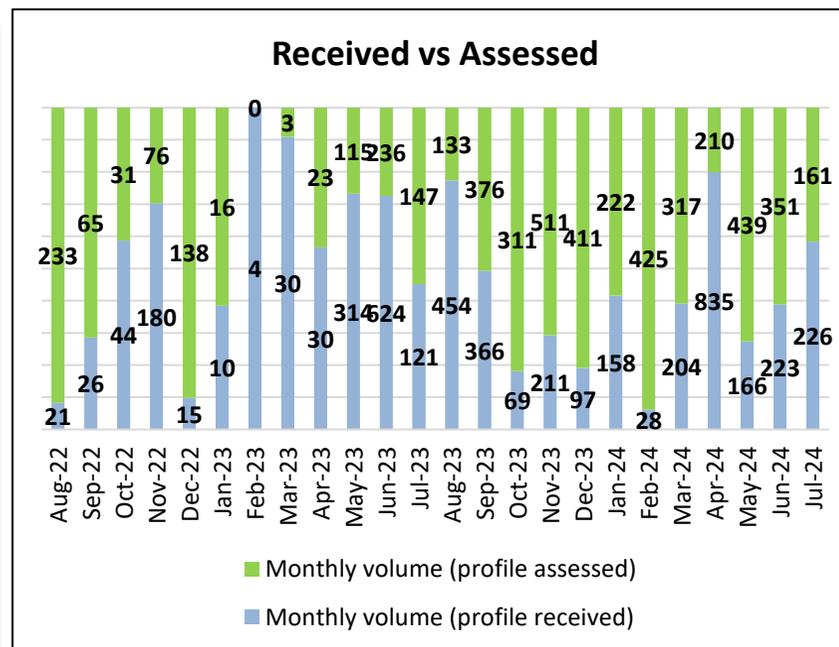
## Weekly renewed rates



# Registration – Performance Report

## CPD audits

Month	Monthly performance median (60 working days)
July 2024	27
June 2024	32
May 2024	21
April 2024	13
March 2024	12
February 2024	6
January 2024	29
December 2023	31
November 2023	24
October 2023	17
September 2023	17
August 2023	14
July 2023	18
June 2023	16
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



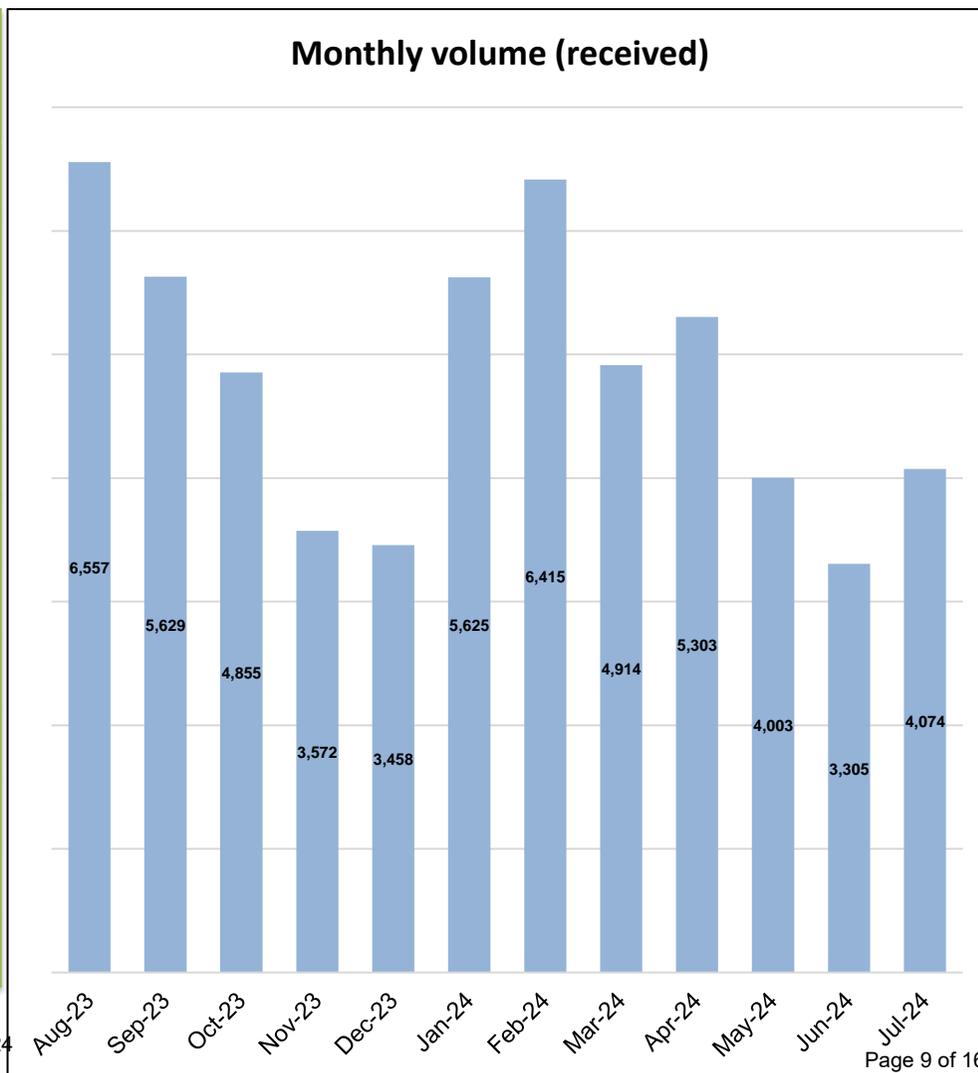
## Analysis

- During the period from May through to July 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)
July 2024	1
June 2024	1
May 2024	2
April 2024	2
March 2024	2
February 2024	1
January 2024	1
December 2023	2
November 2023	1
October 2023	2
September 2023	2
August 2023	3



### Analysis

- As outlined in the executive summary, the pilot in the use of AI has been successful and we are expanding the use of AI to mailboxes managed by the UK applications team.
- The continued improvement to our UK and readmission application service times has had a positive impact on the number of emails received, with fewer follow up emails received from applicants.
- 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 May, one working day during June and one working day during July 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 self-service.

## UK emails – Email Enquiry Categories

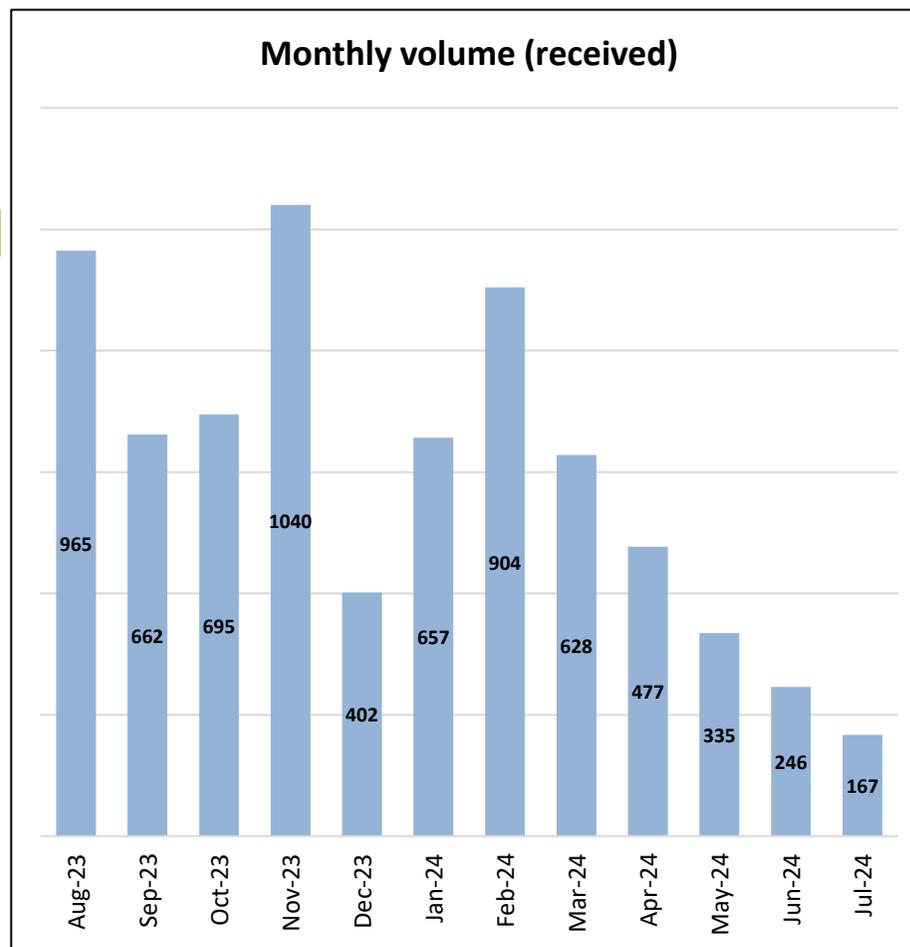
Email Enquiry Category	June	July
Contact info	4%	3%
CPD	1%	1%
Document requests	35%	34%
Feedback	3%	0%
General enquiries	10%	9%
International application	11%	9%
Joining the register	1%	10%
Payments	9%	10%
Phone change	5%	4%
Portal Account	3%	2%
Readmission	4%	4%
Renewal	4%	4%
Short Readmission	0%	0%
Spam	1%	1%
UK admissions	8%	7%
Voluntary deregistration	1%	2%

- The introduction of AI has enabled us to categorise the reason for the emails that we have received, as shown in the table opposite.
- AI has enabled us to identify a significant volume of emails received relate to requests from registrants for documents to confirm their registration status and requests for payment receipts. We have used this information to identify several service improvements.
- We are currently developing the online portal to offer self-service features which will enable all registrants to have the ability to download their current registration status document and provide registrants with the online ability to download payment receipts, this amounts to around 34% of email enquiries.

# Registration – Performance Report

## Postal correspondence

Month	Monthly performance median (10 working days)
July 2024	4
June 2024	1
May 2024	1
April 2024	2
March 2024	6
February 2024	3
January 2024	3.5
December 2023	4.5
November 2023	4
October 2023	1.5
September 2023	5
August 2023	5



### Analysis

- During the period from May through to July 2024, the 10 working days median service standard has been consistently met.

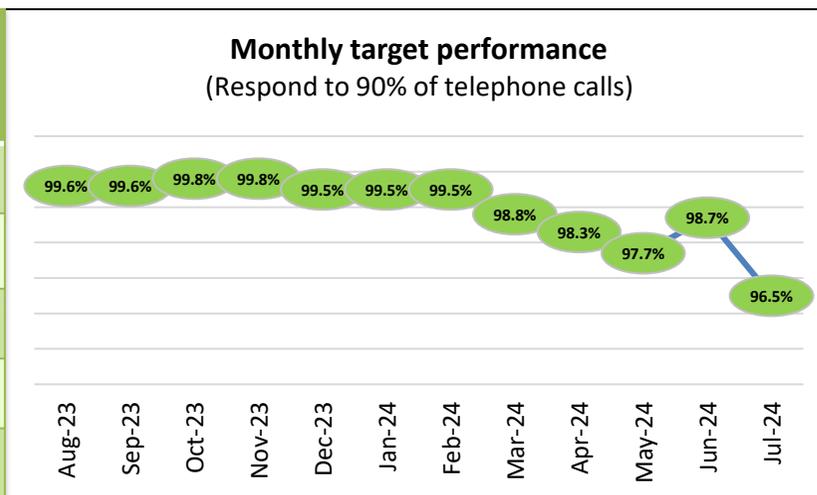
# Registration – Performance Report

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

**Target**

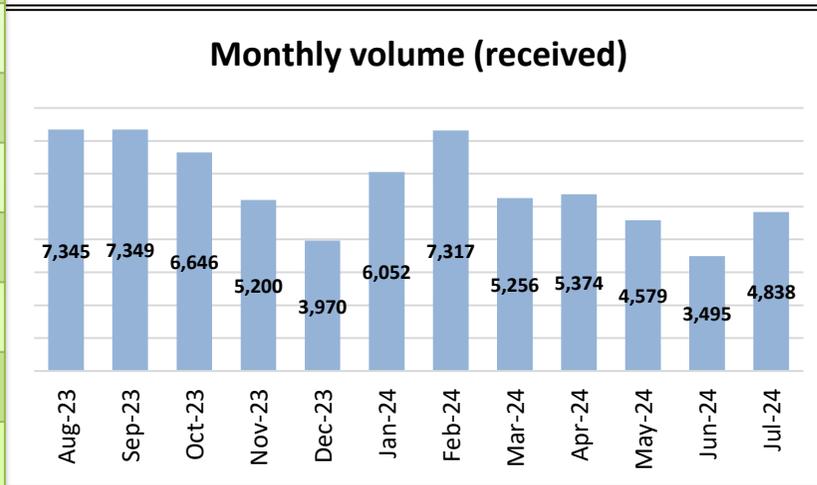
90% of all calls answered

Month	Monthly performance median (% of calls answered)
July 2024	96.5
June 2024	98.7
May 2024	97.7
April 2024	98.3
March 2024	98.8
February 2024	99.5
January 2024	99.5
December 2023	99.5
November 2023	99.8
October 2023	99.8
September 2023	99.6
August 2023	98.6



### Analysis

- The team answered 97.7% of all UK calls received during May, 98.7% in June and 96.5% in July 2024.



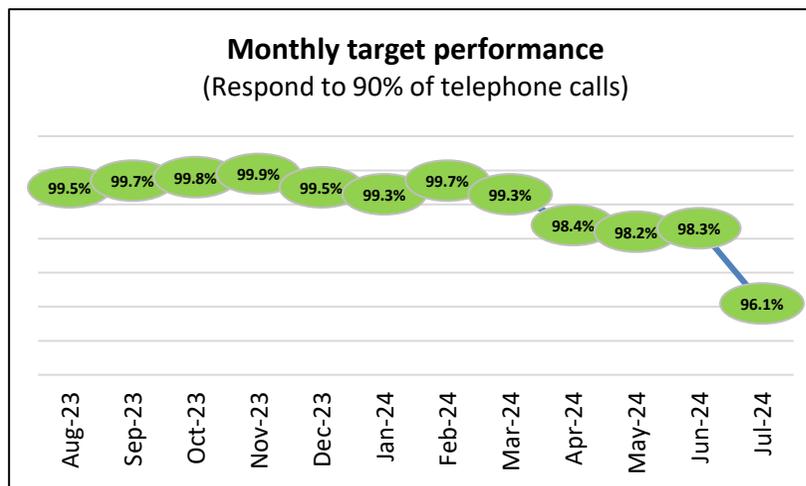
# Registration – Performance Report

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

Target

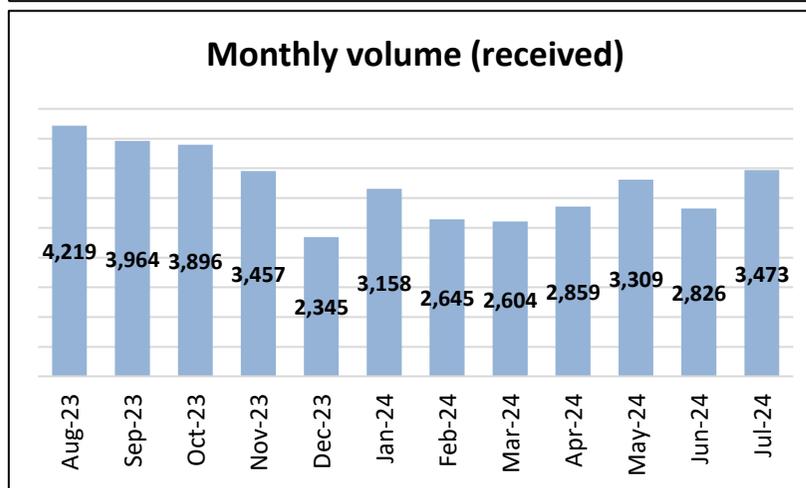
90% of all calls answered

Month	Monthly performance median (% of calls answered)
July 2024	96.1
June 2024	98.3
May 2024	98.2
April 2024	98.4
March 2024	99.3
February 2024	99.7
January 2024	99.3
December 2023	99.5
November 2023	99.9
October 2023	99.8
September 2023	99.7
August 2023	99.5



### Analysis

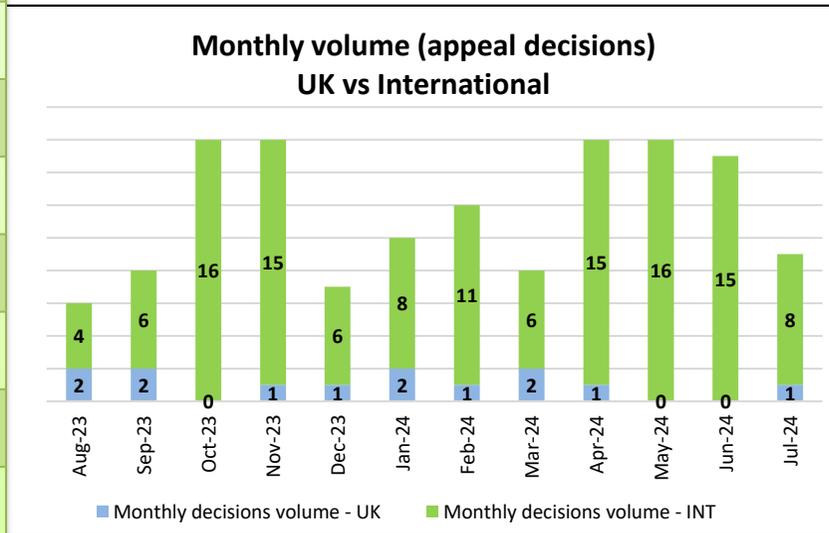
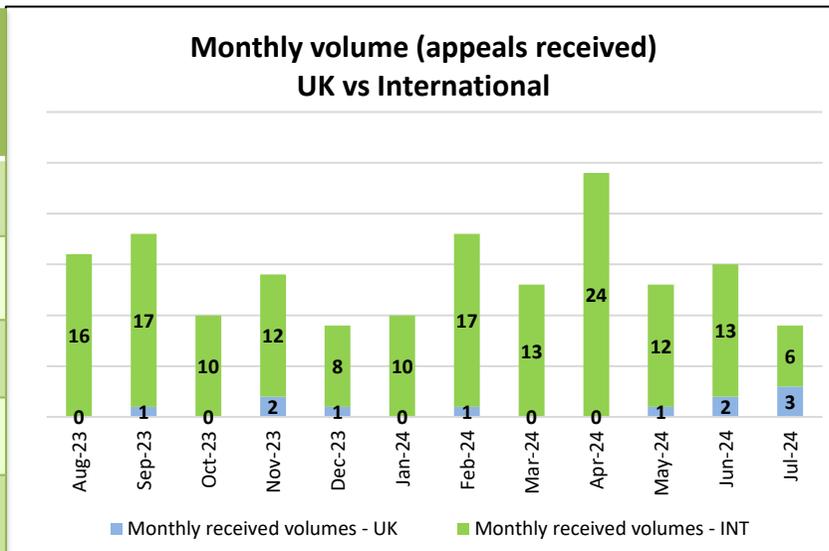
- The team answered 98.2% of all international calls received during May, 98.3% in June and 96.1% in July 2024.



# Registration – Performance Report

## Appeals

Month	Monthly performance median (100 working days)
July 2024	180
June 2024	84
May 2024	51
April 2024	173
March 2024	176
February 2024	172
January 2024	128
December 2023	168
November 2023	74
October 2023	80
September 2023	76
August 2023	125



## Analysis

- Between May to July 2024, 40 registration appeals were concluded, of which six were upheld (following the provision of further information to support their application), 13 were dismissed, two were remitted to the Education and Training Committee (ETC), two decisions were substituted (when a registration appeal panel determines that an original decision should be replaced by a new one to be managed by the registration team e.g. applicant is required to undertake a test of competence) and 17 were withdrawn. The registration appeals consisted of 39 international cases and one UK application case.
- The number of registration appeals is relatively low compared to the number of applications to join the Register (and assessments of CPD and managing declarations about health and character). The numbers of upheld appeals are even lower. To put this into context, between April to July 2024 we received 10,595 applications to join our Register (7,552 UK applications and 3,043 international applications). In the same period 56 appeals concluded. In 11 of those 56 cases the appeal was allowed by the registration appeal panel. In all of those appeals that were allowed, new information was presented by the appellant at the hearing. The median monthly performance target to hear an appeal was met in May and June 2024. However, the target was not met in July 2024 due to appellant/panel member availability, which impacted appeal scheduling.
- We scheduled three appeals hearing days a month in May, June and July 2024 but we are aiming to increase the number of appeals hearing days to four a month to reduce the number of days before an appeal is heard.

## Quality assurance frontline check analysis – international registration

- Between April and May 2024, the international team processed 615 applications which were accepted for registration following the first assessment.
- In order to provide a confidence level of 95% and a margin of error of 9%, a sample of international applications were quality checked each month.
- In total the team performed quality assurance checks on 156 applications, with the results provided in the table on the following page. The overall compliance level of 97.41% for April and 98.75% for May has been delivered.
- The areas of non-compliance in April and May 2024 related to a small number of process errors made by team members and this information was fed back to the individual.

# Registration – Performance Report

## Quality assurance findings – international registration data

International application process activities	January Compliance level (%)	February Compliance level (%)	March Compliance level (%)	April Compliance level (%)	May Compliance level (%)
Referral to FTP – <i>The application was correctly referred to FTP, if appropriate</i>	100	100	100	100	99
Modality – <i>If appropriate, correct modality, supported by qualifications and experience selected on application form</i>	100	100	100	100	99
Declarations – <i>Health or character declaration complete, accurate and actioned appropriately</i>	98	100	100	98	100
Correspondence – <i>Emails correctly drafted and sent to the correct recipient</i>	97	99	100	92	100
Internal procedures followed – <i>Operational procedures correctly followed</i>	97	98	100	100	100
ID / proof of address – <i>ID and proof of address documents checked for validation/certification</i>	99	99	99	94	96
Feedback – <i>Assessors decision consistent with the information provided by the applicant</i>	93	98	100	96	96
Proof of English language proficiency – <i>An acceptable test score submitted and verified</i>	100	100	99	95	99
Translations – <i>Appropriate translations provided</i>	100	100	100	100	100
Verification of qualification – <i>Qualification correctly authenticated with the education provider</i>	98	99	100	100	97
Verification of professional experience - <i>Professional experience correctly authenticated</i>	91	92	93	95	99
Verification of professional / regulatory body - <i>Correct authentication undertaken</i>	100	100	100	99	100