
Partner Report - Q2 2023-24

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 2023-24, which includes:

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

Previous consideration	Previous report can be found using this link.
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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.
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EDI impact	We continue to analyse diversity data relating to our recruitment and pool of Partners.
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Partner Q2 2023-24 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, 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 cost
 - h. Partner risks

Measuring performance – KPIs

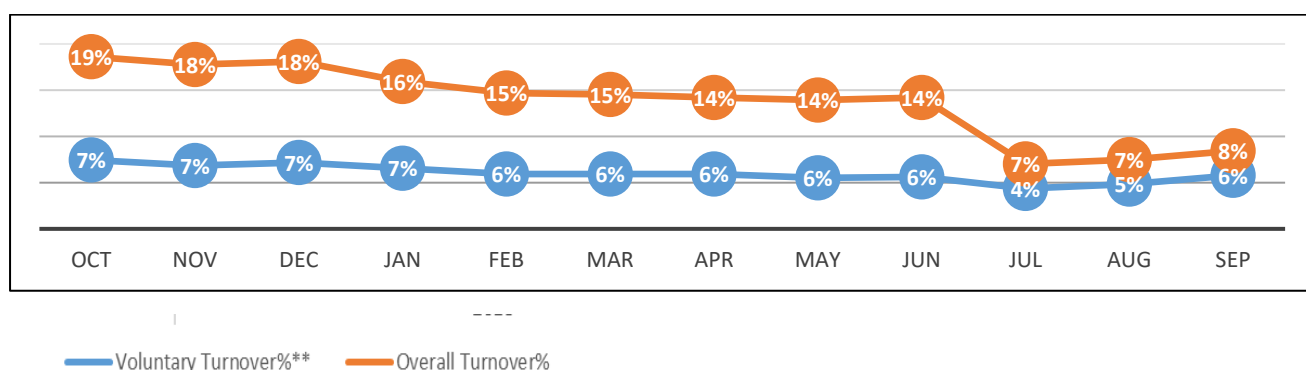
Recruitment

3. We ran a total of two recruitment campaigns in Q2. One campaign is currently at interview stage. We achieved our target of filling at least 80% of registrant vacancies. We encountered some issues when recruiting for radiographers.

Campaign (role) in Q2	Professions	Vacancies	Appointed	KPI achieved
Registrants	Psychologists (four modalities), operating department practitioner, radiographers	19	17	89%

Turnover

- Voluntary resignations have increased in Q2. 14 partners decided to voluntarily resign from their role. The main reasons for resignation were (other) work commitments and retirement.
- 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 continue to achieve (average of 5% in Q2).



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YTD
Voluntary Resignations	10	3	2	0	1	3	1	2	1	1	3	10	37
8-year rule	0	0	0	0	0	0	0	0	0	15	0	0	15
Terminations*	0	0	0	0	1	1	0	0	0	1	0	0	3
Total Leavers (Vol & Comp)	10	3	2	0	2	3	1	2	1	17	3	10	54
Recruited partners	11	0	0	0	4	0	27	0	0	3	0	1	46
Total Number of Partners	640	636	634	634	636	632	654	652	651	637	637	630	639
Voluntary Turnover%	7%	7%	7%	7%	6%	6%	6%	6%	6%	4%	5%	6%	6%
Overall Turnover%	19%	18%	18%	16%	15%	15%	14%	14%	14%	7%	7%	8%	8%

* Terminations include temporary contracts and changes to partner role

** Normal range for voluntary turnover is $\leq 8\%$

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

Partner establishment

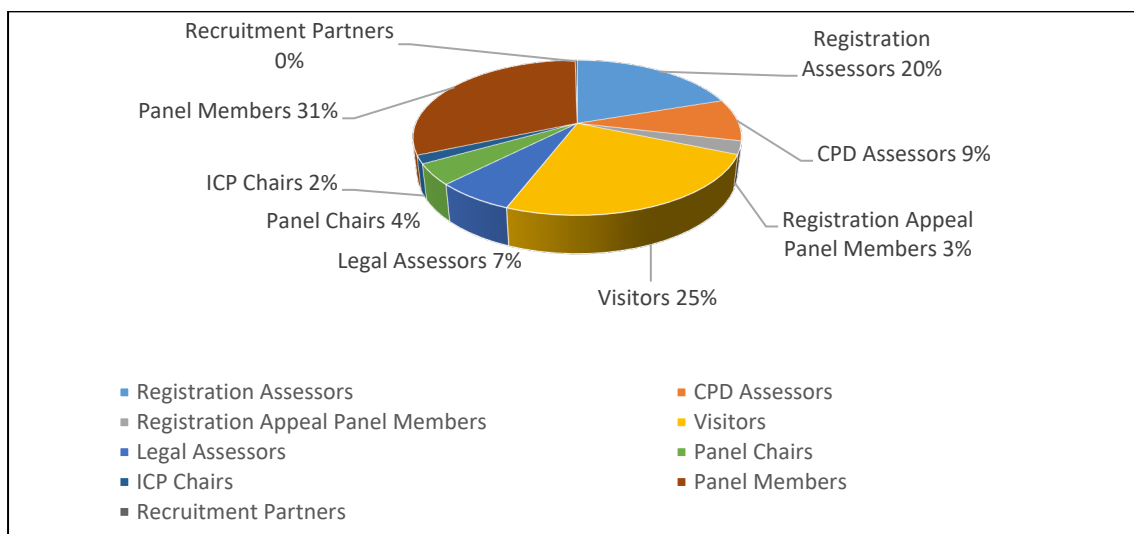
7. At the time of writing, we have 630 partners in 778 roles, which means we had an increase in comparison to the last quarter mainly due to the recent panel member campaign.

Department	Role	Total	Difference last quarter
Fitness to Practise	Legal Assessors	52	-1
	Panel Chairs	33	-2
	Investigating Committee Chairs	14	+/- 0
	Panel Members	236	-16
Registration	Registration Assessors	158	-2
	CPD Assessors	69	-2
	Registration Appeal Panel Members	20	-2
Education	Visitors	194	-4
Recruitment	Recruitment Partners	2	+/- 0
Total		778	-30

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).

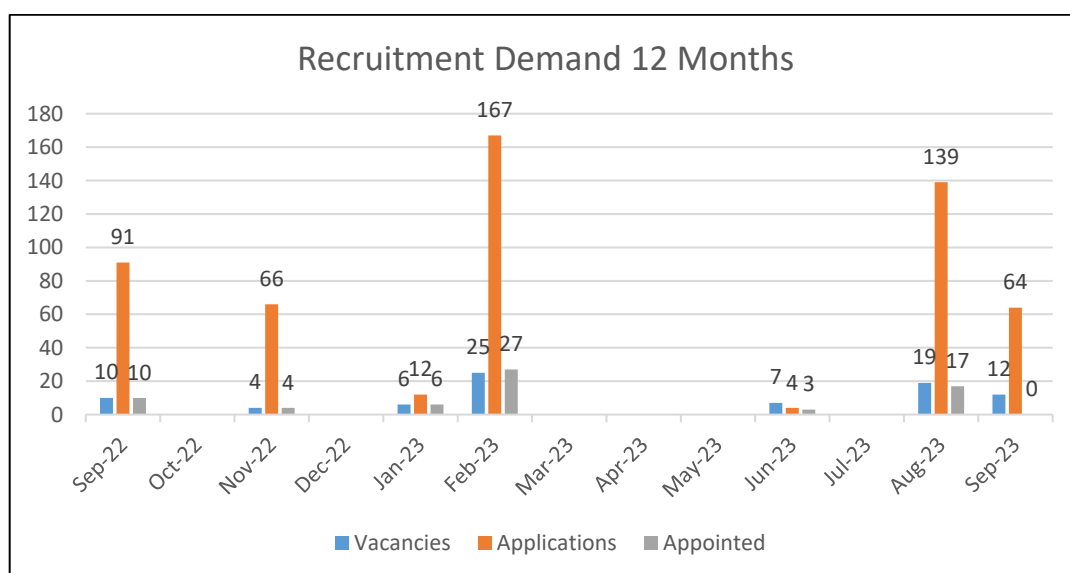
Number of Roles	Number of Partners	Percentage
1	505	80%
2	111	18%
3	11	2%
4	4	1%

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



Recruitment activity

- We completed the interview and appointment process for 17 new Fitness to Practise (FTP) panel members in Q2 and are recruiting for Education visitors (interview stage). Interest in the visitor role is lower in comparison to the FTP panel member role (see table under 12).
- We are going live with two new recruitment campaigns in in October and November (Q3) for panel chairs and registration appeals panel members.



12. The table below provides an overview of the recruitment conducted during Q2.

Role	Number required	Applications received	Appointed
Registrant panel members	19	139 (6 withdrawn)	18 appointed
Visitors	12	64	27 invited to interview

Diversity

13. The EDI analysis of the panel members showed that 30-39 and 40-49 performed slightly better at the interview stage in comparison to the other age ranges. Females outperformed their male counterparts (88% of appointed candidates were female but only 68% of candidates who applied were female). 12% of appointed candidates identified their ethnicity as Asian, 6% as Black and 71% as White. Out of the six Asian candidates who applied for the role, three were successful after shortlisting and two were appointed.

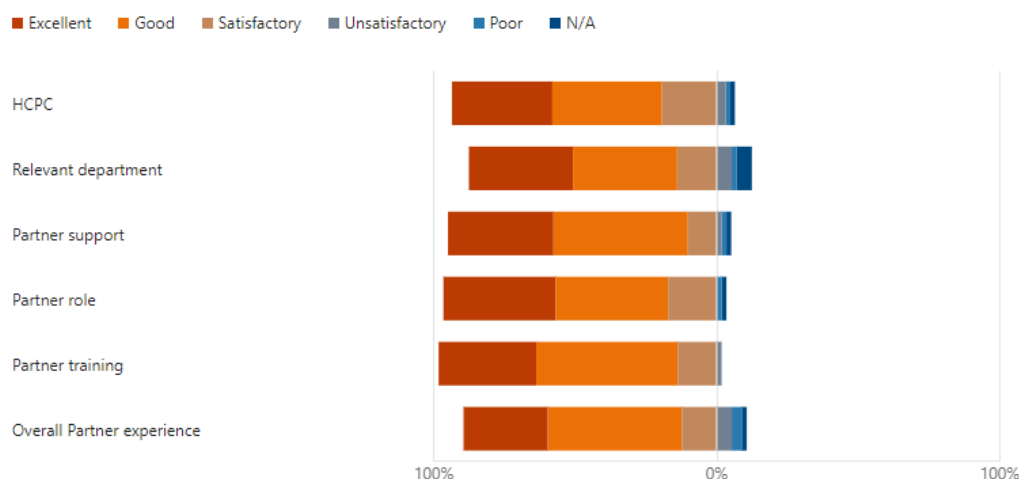
Exit survey feedback

14. We have received 62 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.

15. The main reason for the most recent leavers was that they came to the end of their eight-year term or personal reasons such as an increase in other work commitments or retirement.

5. How would you rate your experience of the following?

[More Details](#)



Partner training

16. The following training has been provided in Q2:

Role	Ind/Ref	Date	Attended
Investigating Committee Panel (ICP) Chair	Refresher	September 2023	14
Registration Appeals Panel Member	Refresher	September 2023	8
Total number of partners trained in Q2 (virtually)			22

17. The following eLearning modules were developed in Q2:

- a. Standards of conduct, performance and ethics (Lead visitors and visitors)
- b. Professional Standards Authority feedback update (FTP partners only)
- c. Sexual misconduct allegations (FTP partners only)

18. The above eLearning modules have been rolled out to partners in October 2023.

Partner review

19. We continue to work closely with the Business Change Manager to manage the payment and performance measures work we committed to during this financial year. In addition, the planning for the larger business case for the wider partner review over the next two financial years and introduction of new contractual agreements is ongoing.

20. Our internal auditor, BDO LLP, has submitted its draft internal audit report and further work will be planned in response to the findings set out in the report. The report is due to be considered by the Audit and Risk Assurance Committee at its meeting on 15 November 2023.

Partner cost

21. Partner costs (fees) for the financial year 2023-24 (Q1 and Q2) for partner activity was £3,076,807 and breaks down as shown in the table below. Please note that the figures provided in the Q1 report contained some errors resulting in the figures reported being lower than they actually were. Corrected figures for both quarters are set out below.

Partner Role	Quarter 1 (£)	Quarter 2 (£)	Total YTD (£)
Visitors	5,424	14,294	19,718
Registration Assessors	575,804	1,042,302	1,618,106
CPD Assessors	25,910	36,163	62,073
Recruitment Partners	2,266	2,060	4,326
Panel Members	236,877	219,120	455,997
Legal Assessor	271,805	264,663	536,468
Panel Chair and ICP Chairs	184,440	183,048	367,488
Registration Appeals Panel Members	8,342	4,289	12,631
Total	1,310,868	1,765,939	3,076,807

Partner risks

22. We currently have identified the following concerns and risks:
- We currently do not cover all panel member professions for registration appeal panels and a number of registration appeals panel members are coming to the end of their eight-year term. We are planning a recruitment campaign in November to ensure that sufficient partners are available for registration appeal panels.
 - The increase of international applications seen earlier this year increased the demand on partners. We are mitigating the risk by working closely with the Head of Registration to ensure sufficient partners are available to complete the required work (no change to risk).
 - Updates on the HCPC standards of proficiency and the standards of conduct, performance and ethics meant that partners had to complete additional eLearning modules to ensure their training is up to date. A small number of partners currently cannot provide services as they did not complete the required training. The partner team is trying to work with these partners to reinstate them into their role.