Registration Department Performance Report

Report date: 21 May 2024

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Registration – Performance Report Summary

G	Overview

- 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, began in April 2024. Consultation meetings have been held with the employee forum and all those employees directly affected. All employees within the Registration Department have been briefed. Recruitment for the new roles in the operating model commenced on 20 May. During periods of change performance can often dip. We are monitoring this closely and at present performance remains strong (as outlined in this report).

- A significant recruitment exercise to appoint 60 new Registration Assessors to facilitate the assessment of international applications was undertaken during the period, to provide a bigger resource pool to assist with the increased volumes of international applications.

- Proof of concept for using AI to respond to email enquiries into the contact centre was launched in May 2024. The pilot will run for six weeks initially, and we will be assessing impact against our evaluation criteria. During the pilot, all responses are being checked by a Registration Advisor before they are sent out.
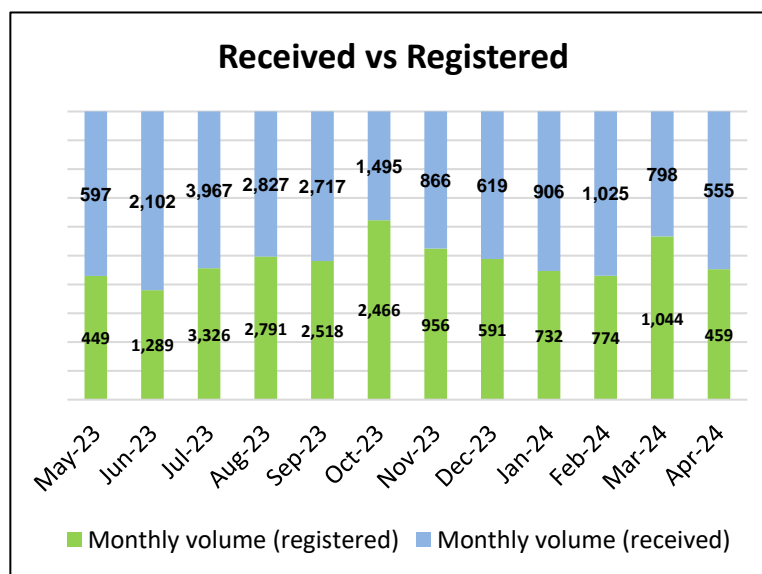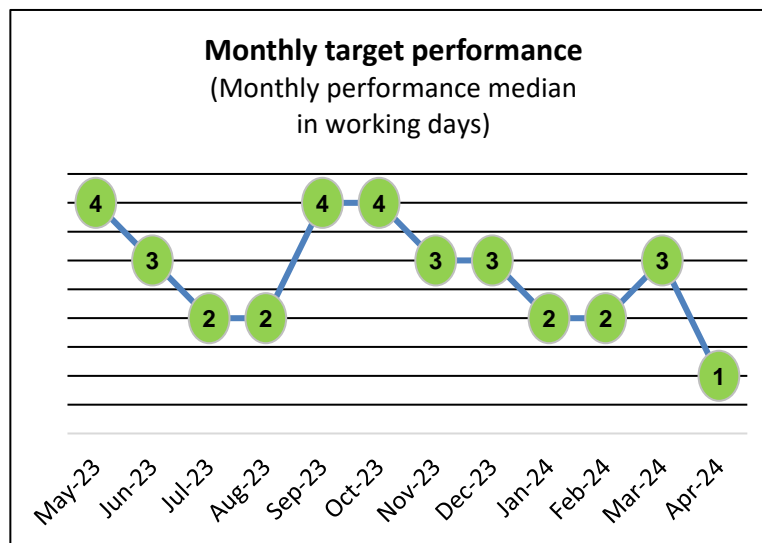
G	Risks & Issues

- **International applications**: The time to assess international applications was 57 days in February, 45 days in March and 53 days in April 2024. Application numbers are currently around 50% higher than forecast in the annual budget and as a result on 21 May 2024 the Executive Leadership Team (ELT) approved to recruit an additional seven employees on 12-month fixed term contracts (FTCs) to assist with this additional workload. This demonstrates we are actively monitoring the data to ensure we resource the team appropriately to cope with demand. FTCs gives us flexibility should demand reduce in the future.

- **Appeals:** During the period from February 2024 to April 2024, 36 registration appeals were concluded. These registration appeals consisted of 32 international cases and four UK cases. 20 cases were over the 100-day service level. The number of appeals received has increased by 57% when compared to the same period last year (February to April), but the number remains low given the higher number of international applications received, and the number of applications received overall. This increase coupled with panel/appellant availability has made scheduling appeals more challenging. We have also had three hearings days cancelled at short notice by panel members over the past six months, which has affected the time to schedule an appeal and make a decision.

Performance summary	Performance RAG rating (Apr 2024)	Performance RAG rating (Mar 2024)	Performance RAG rating (Feb 2024)
Core registration processes			
UK applications	G	G	G
International applications	G	G	G
Renewals	G	G	G
CPD	G	G	G
Readmissions	G	G	G
Appeals	R	R	R
Contact centre			
Emails	G	G	G
Postal	G	G	G
Telephone enquiries	G	G	G

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UK applications

Month	Monthly performance median (10 working days)
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
July 2023	2
June 2023	3
May 2023	4

Monthly target performance
(Monthly performance median in working days)

Received vs Registered

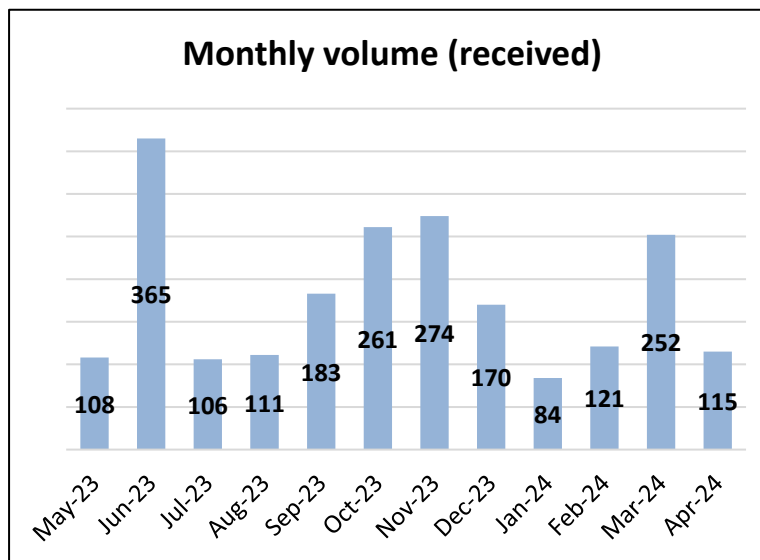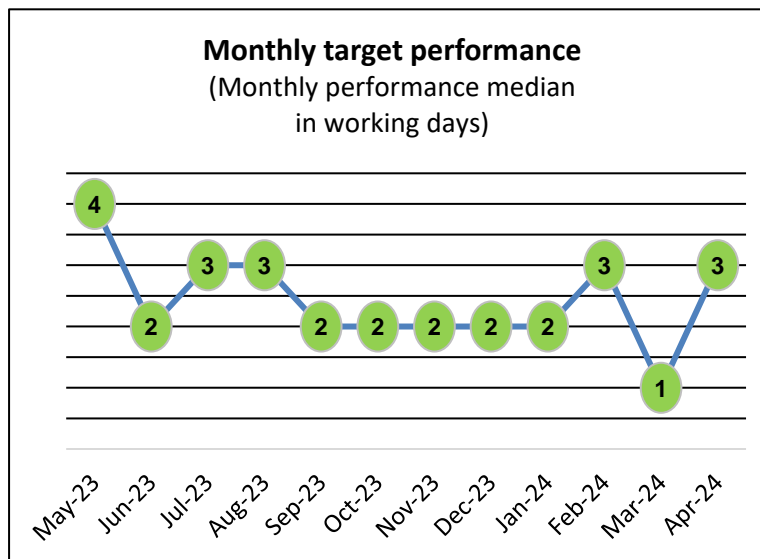- Monthly volume (registered)
- Monthly volume (received)

Analysis

- Performance against our service standard for UK applications was met from February to April 2024.

- During this period 2,277 people joined the Register via the UK registration route, compared to 2,055 during the same period in 2023, which is an increase of 10.8%.

- The application assessment time median was two working days in February, three working days in March and one working day in April 2024.

- As at 30 April 2024, 459 UK applications had been registered in the 2024-25 financial year, compared to 413 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.

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Readmission applications

Month	Monthly performance median (10 working days)
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
July 2023	3
June 2023	2
May 2023	4

Monthly target performance
(Monthly performance median in working days)

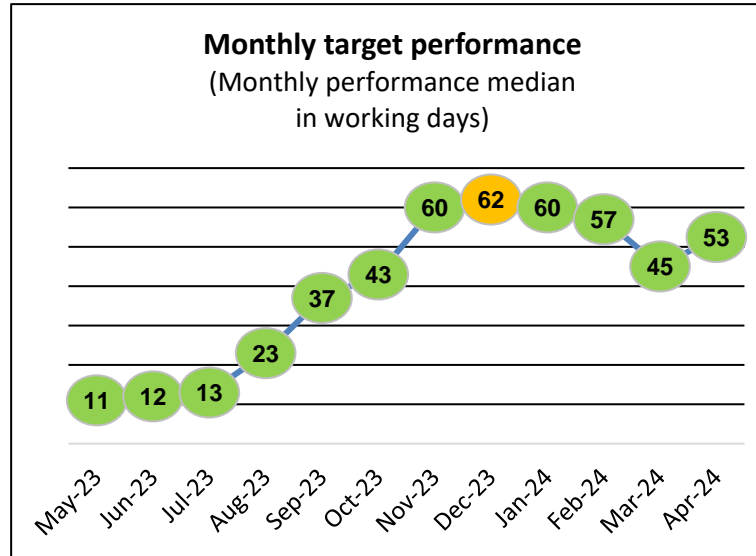### Monthly volume (received)

Analysis

- The median has remained within the service standard of ten working days during the period from February through to April 2024.

- The monthly volume of readmissions received increased in March 2024 after radiographer renewal closed at the end of February.

- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration.

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International applications

Month	Monthly performance median (60 working days)
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
July 2023	13
June 2023	12
May 2023	11

Monthly target performance
(Monthly performance median in working days)

Received vs Registered

Monthly volume (registered)   Monthly volume (received)

Analysis

- The monthly performance median to make a first decision was 57 working days during the period of February, 45 working days during March and 53 working days during April 2024.

- The number of applications have been increasing since the end of Q3.

- During the period from February through to April 2024 2,287 international applications were received, which represents a 30% decrease compared to the same period in 2023 but it is around 50% higher than budgeted for and the team is resourced to manage. In May 2024, ELT approved the recruitment of seven people on fixed term contracts to manage this demand.

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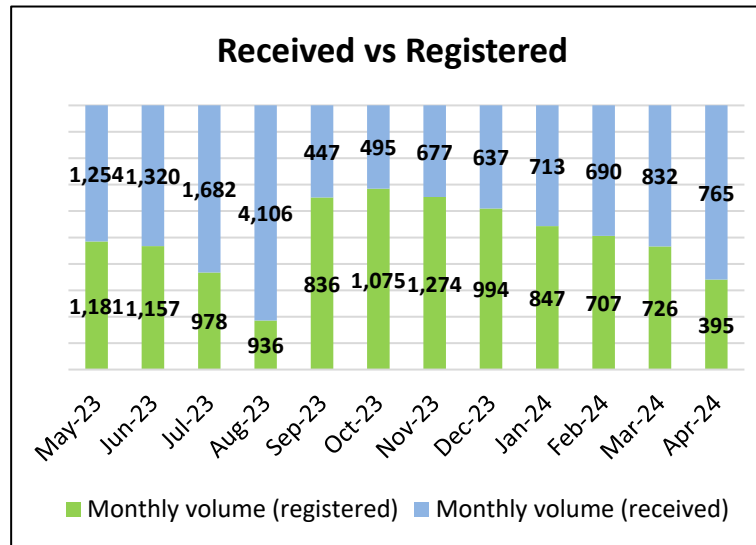
Renewal rates

Analysis

On 29 February 2024 radiographers ended their renewal period.

- Radiographers ended their renewal window with 95.1% of registrants having renewed their registration compared to 94.6% in 2022.

- We received 140 readmission application forms from radiographers in March 2024, following the removal of 1,696 registrants from the register as a result of non-renewal.

On 1 March 2024 art therapists began their renewal period.

- As at 20 May 2024, 84.2% of art therapists had renewed.

On 1 April 2024 dietitians began their renewal period.

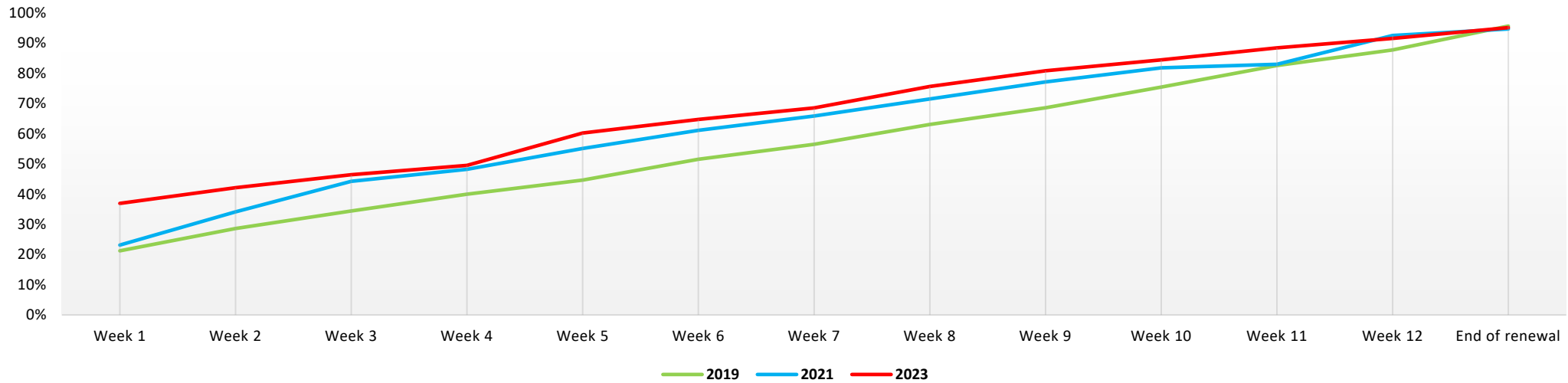- As at 20 May 2024, 74.0% of dietitians had renewed.

On 30 April 2024 physiotherapists ended their renewal period.

- Physiotherapists ended their renewal window with 94.3% of registrants having renewed their registration compared to 90.7% in 2022.

- As at 20 May 2024 we received 105 readmission application forms from physiotherapists, following the removal of 1,696 registrants from the register as a result of non-renewal.
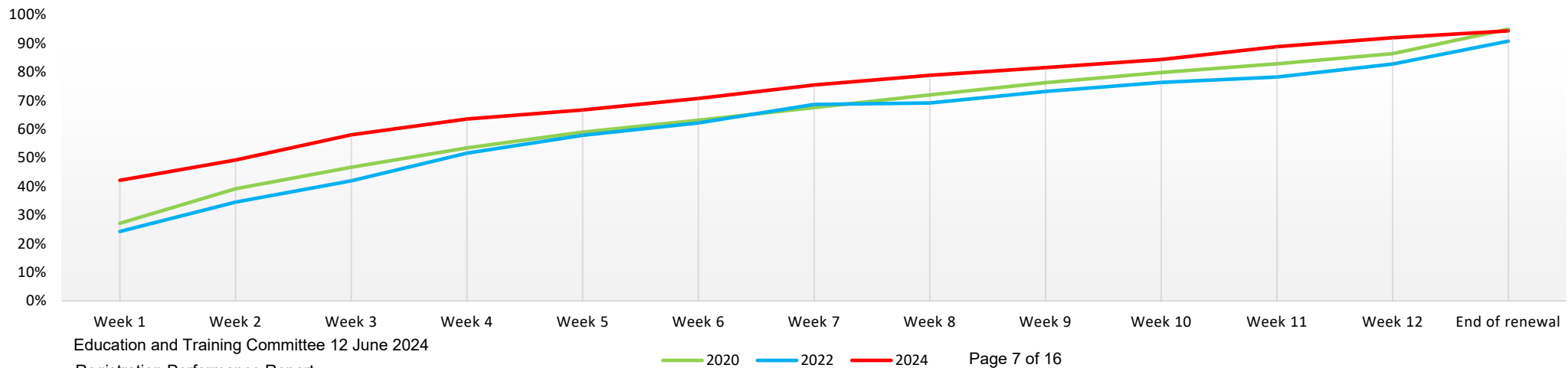
We are seeing the benefits of the changes to the renewals process, improvements to our communications and registrant portal that have been implemented over the last two years. All the professions are now familiar with the new system and correspondence methods as they were introduced over two years ago, prior to their previous renewal.
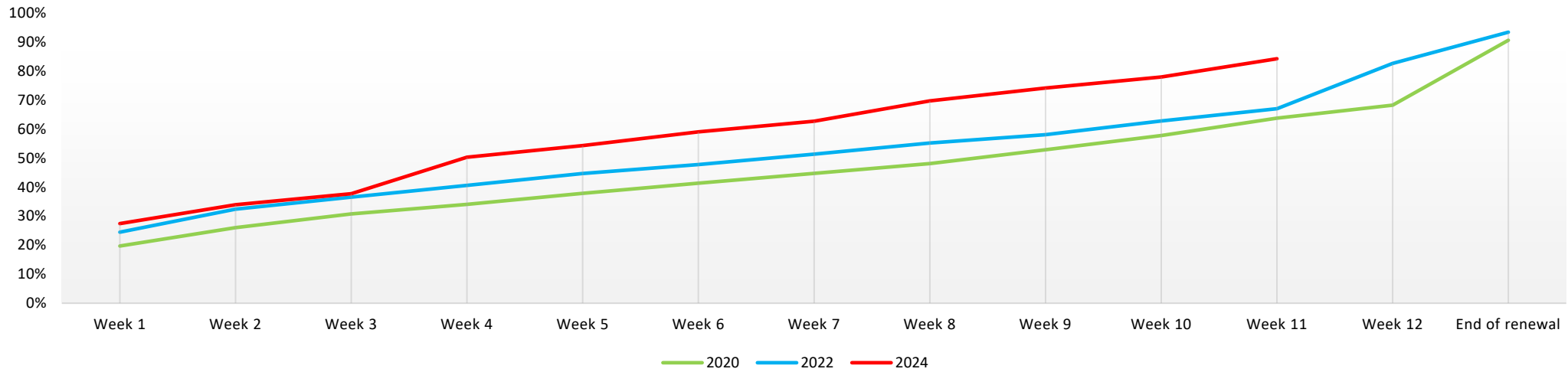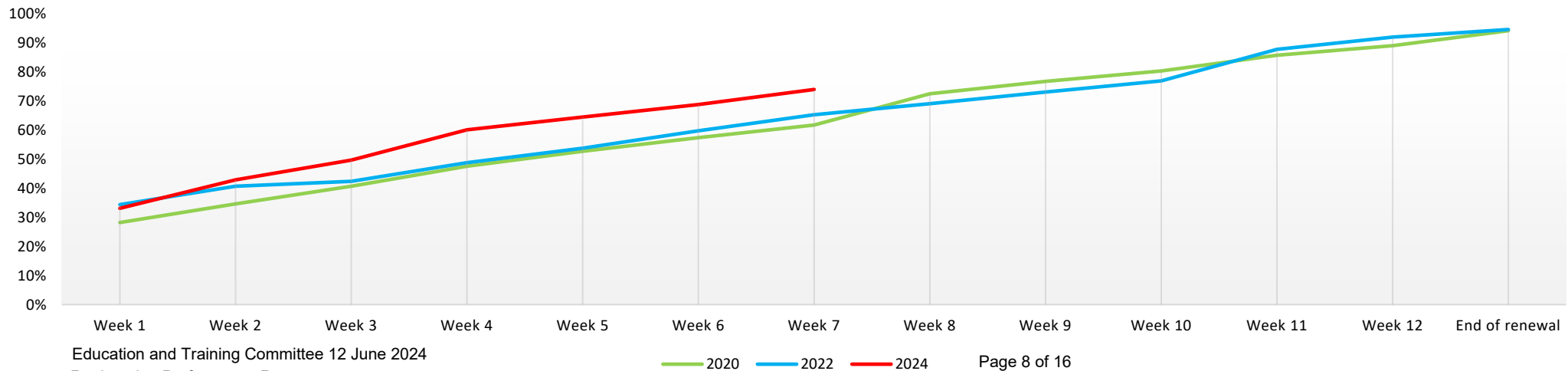
Weekly renewed rates

Radiographers

Legend: 2019 — 2021 — 2023

Physiotherapists

Legend: 2020 — 2022 — 2024

Weekly renewed rates

Art therapists

Legend: 2020 2022 2024

Dietitians

Legend: 2020 2022 2024

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CPD audits

Month	Monthly performance median (60 working days)
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	17
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
July 2022	28
June 2022	33
May 2022	26

Received vs Assessed

- Monthly volume (profile assessed)
- Monthly volume (profile received)
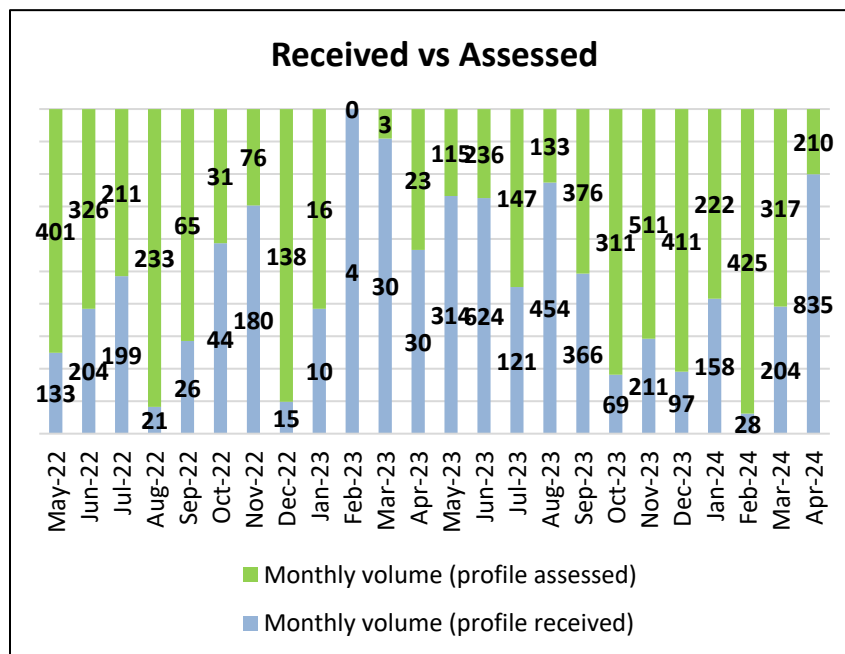
Analysis

- During the period from February to April 2024, the 60-day median service standard target was achieved.

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UK emails - Enquiries relating to UK and readmission applications to join the Register, renewal and CPD

Month	Monthly performance median (5 working days)
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
July 2023	1
June 2023	1
May 2023	2
April 2023	1
March 2023	2
February 2023	1
January 2023	1
December 2022	1
November 2022	2
October 2022	2
September 2022	3
August 2022	2
July 2022	3
June 2022	2
May 2022	8

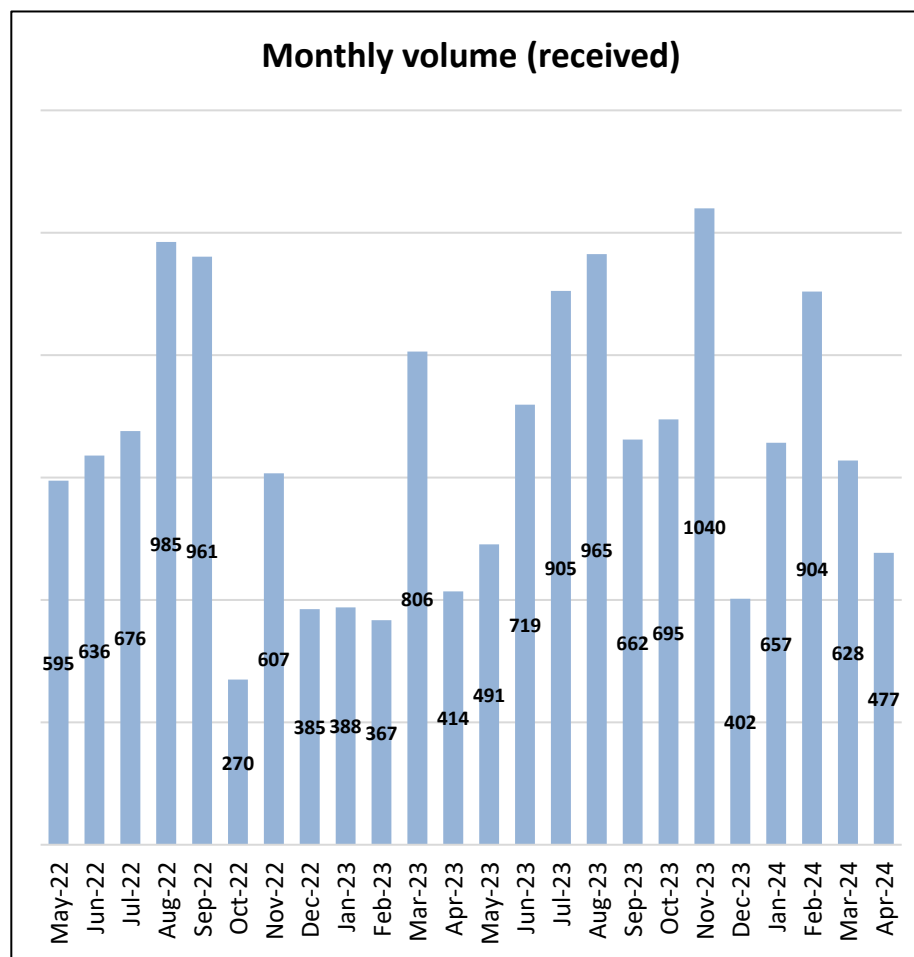**Monthly volume (received)**
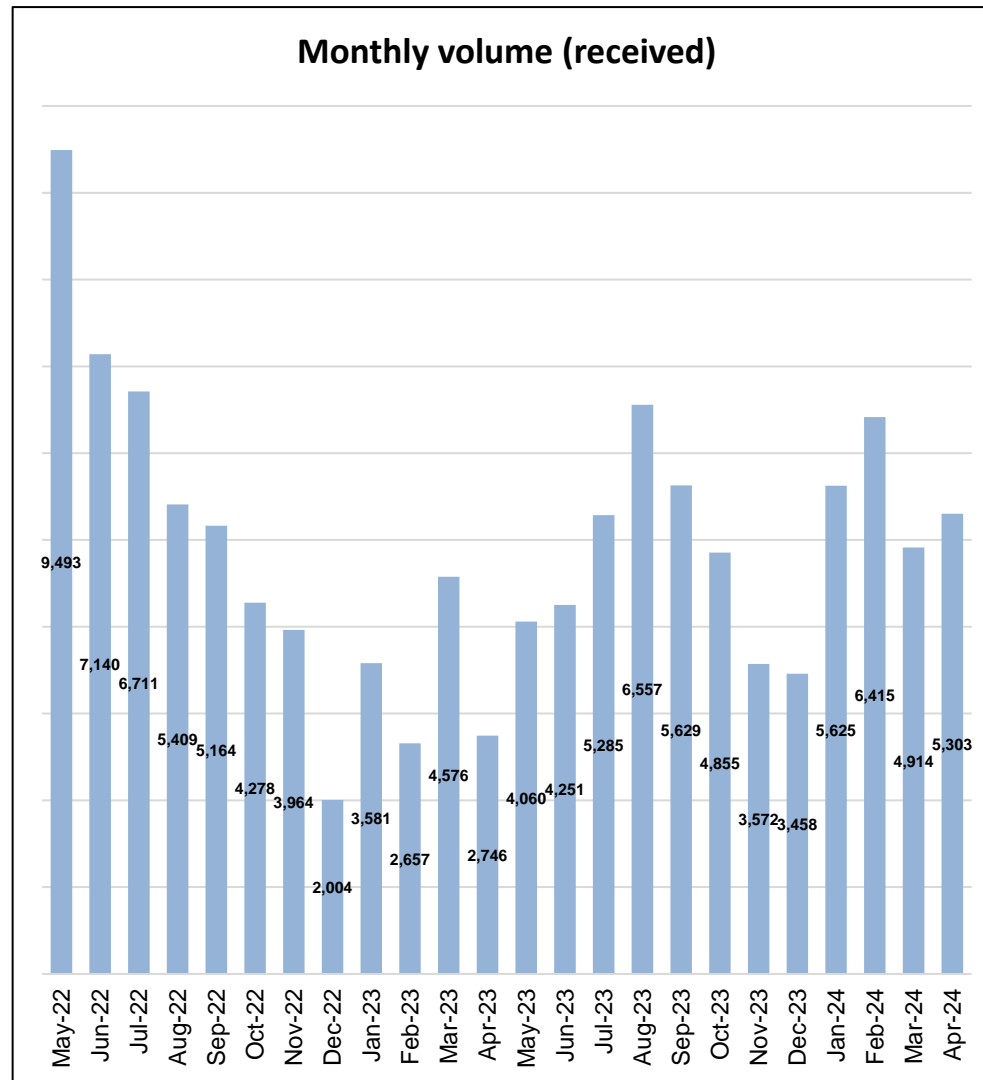
Analysis

- The continued improvement to our UK and readmission application service times has had a positive impact on the number of emails received.

- Our improved performance in this area continues. Our performance target of responding within five working days has been consistently met. The monthly median was one working day during February, two working days during March and two working day during April 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 people to self-serve.

- As outlined in the executive summary, a pilot is underway to see if the use of AI can support the quality, consistency and efficiency of this service.

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Postal correspondence

Month	Monthly performance median (10 working days)
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
July 2023	2
June 2023	4
May 2023	3
April 2023	2
March 2023	2
February 2023	2
January 2023	3
December 2022	5
November 2022	5
October 2022	3
September 2022	3.5
August 2022	3
July 2022	0
June 2022	1
May 2022	7

Monthly volume (received)

Bar chart data: May-22: 595, Jun-22: 636, Jul-22: 676, Aug-22: 985, Sep-22: 961, Oct-22: 270, Nov-22: 607, Dec-22: 385, Jan-23: 388, Feb-23: 367, Mar-23: 806, Apr-23: 719, May-23: 491, Jun-23: 414, Jul-23: 905, Aug-23: 965, Sep-23: 662, Oct-23: 695, Nov-23: 1040, Dec-23: 402, Jan-24: 657, Feb-24: 904, Mar-24: 628, Apr-24: 477
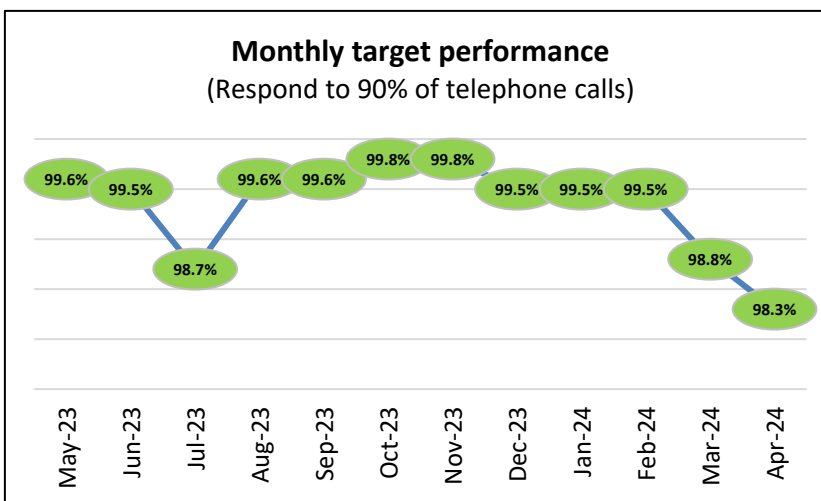
Analysis

- During the period from February through to April 2024, the ten working days median service standard has been consistently met.

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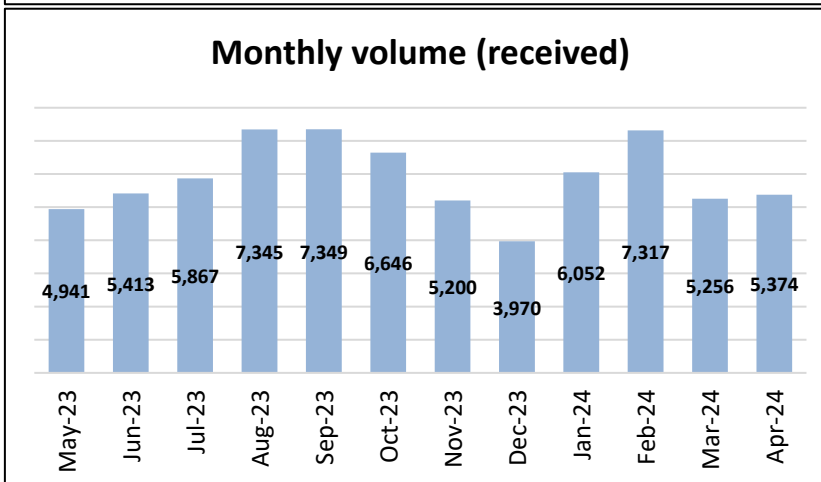**UK telephone calls -** Enquiries relating to UK and readmission applications to join the Register, renewal and CPD

Target	90% of all calls answered

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

Monthly target performance
(Respond to 90% of telephone calls)

May-23: 99.6%, Jun-23: 99.5%, Jul-23: 98.7%, Aug-23: 99.6%, Sep-23: 99.6%, Oct-23: 99.8%, Nov-23: 99.8%, Dec-23: 99.5%, Jan-24: 99.5%, Feb-24: 99.5%, Mar-24: 98.8%, Apr-24: 98.3%

Monthly volume (received)

May-23: 4,941, Jun-23: 5,413, Jul-23: 5,867, Aug-23: 7,345, Sep-23: 7,349, Oct-23: 6,646, Nov-23: 5,200, Dec-23: 3,970, Jan-24: 6,052, Feb-24: 7,317, Mar-24: 5,256, Apr-24: 5,374

Analysis

- The team answered 99.5% of all UK calls received during February, 98.8% in March and 98.3% in April 2024.
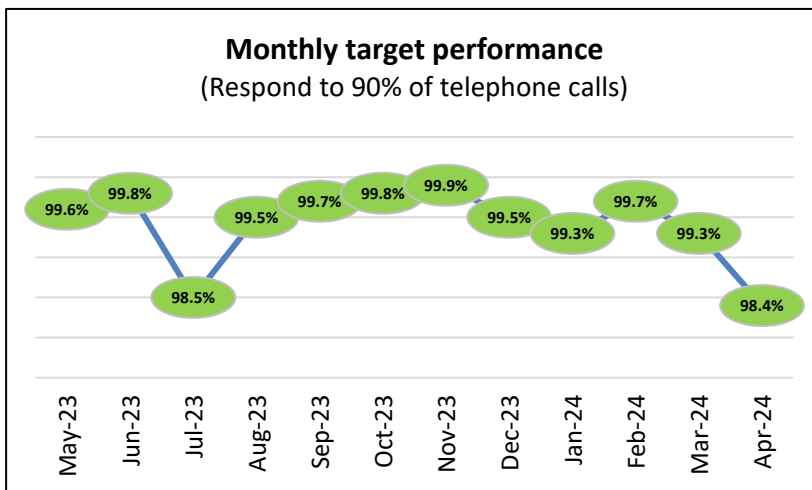
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International telephone calls - Enquiries relating to non-UK applications to join the Register and other non-UK related processes

Target

90% of all calls answered

Month	Monthly performance median
April 2024	98.4 (% of calls answered)
March 2024	99.3 (% of calls answered)
February 2024	99.7 (% of calls answered)
January 2024	99.3 (% of calls answered)
December 2023	99.5 (% of calls answered)
November 2023	99.9 (% of calls answered)
October 2023	99.8 (% of calls answered)
September 2023	99.7 (% of calls answered)
August 2023	99.5 (% of calls answered)
July 2023	98.5 (% of calls answered)
June 2023	99.8 (% of calls answered)
May 2023	99.6 (% of calls answered)

Monthly target performance
(Respond to 90% of telephone calls)

May-23: 99.6%
Jun-23: 99.8%
Jul-23: 98.5%
Aug-23: 99.5%
Sep-23: 99.7%
Oct-23: 99.8%
Nov-23: 99.9%
Dec-23: 99.5%
Jan-24: 99.3%
Feb-24: 99.7%
Mar-24: 99.3%
Apr-24: 98.4%

Monthly volume (received)

May-23: 3,687
Jun-23: 3,334
Jul-23: 3,433
Aug-23: 4,219
Sep-23: 3,964
Oct-23: 3,896
Nov-23: 3,457
Dec-23: 2,345
Jan-24: 3,158
Feb-24: 2,645
Mar-24: 2,604
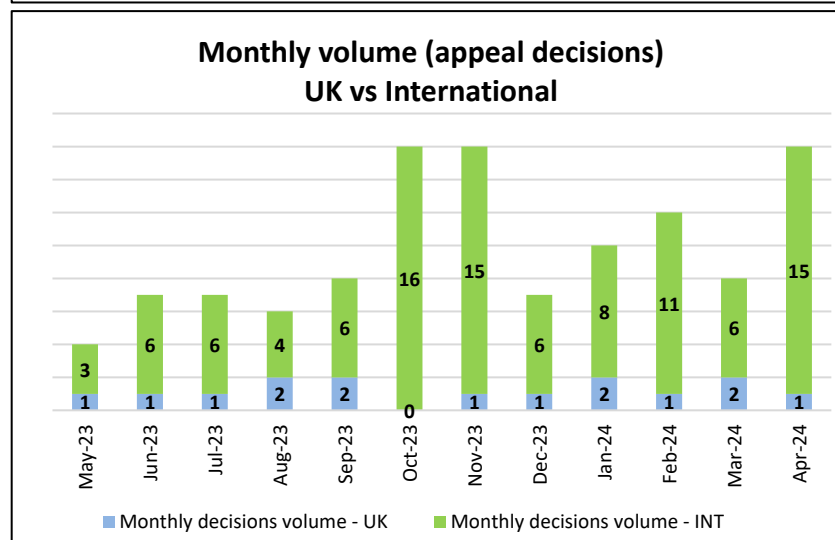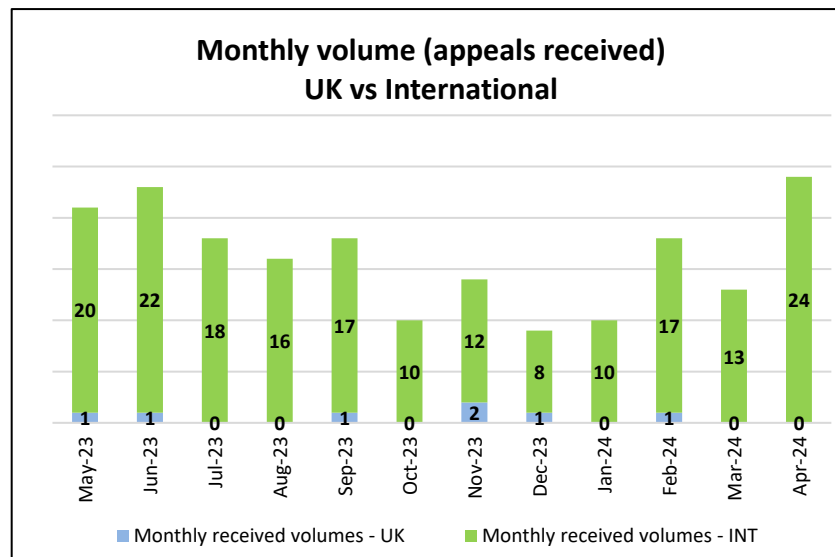Apr-24: 2,859

Analysis

- The team answered 99.7% of all international calls received during February, 99.3% in March and 98.4% in April 2024.

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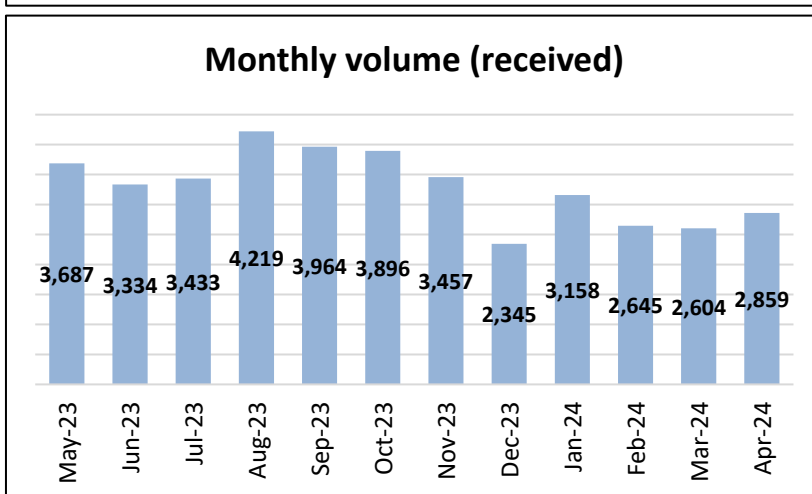
Appeals

Month	Monthly performance median (100 working days)
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
July 2023	79
June 2023	93
May 2023	98

Monthly volume (appeals received) UK vs International

Monthly received volumes - UK   Monthly received volumes - INT

Monthly volume (appeal decisions) UK vs International

Monthly decisions volume - UK   Monthly decisions volume - INT

Analysis

- During the period February to April 2024, 36 registration appeals were concluded, of which eight were upheld (following the provision of further information to support their application), 16 were dismissed, one was remitted to ETC (subject to delegation) and 11 were withdrawn.

- The registration appeals consisted of 32 international cases and four UK cases.

- 20 cases were over the 100-day service level. The number of appeals received has increased by 57% when compared to the same period last year (February to April), but the number remains low given the higher number of international applications received, and the number of applications received overall.

- This increase coupled with panel/appellant availability has made scheduling appeals more challenging.

- We have also had three hearings days cancelled at short notice by panel members over the past six months, which has affected the time to schedule an appeal and make a decision..

- The next appeal hearing days are scheduled for 16 and 29 May 2024.

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Quality assurance frontline check analysis – international registration

- Between 1 January and 31 March 2024, the team managed 1,586 applications which were accepted for registration following the first assessment by our Registration Assessors. In total the team performed quality checks on 298 applications. The compliance levels across all individual parts of the management of international applications are currently above 90% with an overall end-to-end compliance level of 99% for January to March 2024, which provides a good level of assurance.

- In January 2024, we introduced a new international application Record of Assessment (ROA) form which improves how we capture the Registration Assessors' reasons for their recommendation.

- We supported both Registration Assessors and Registration Advisors, who review each ROA that is received, through this change with detailed guidance documents, e-learning modules and examples of completed ROAs.

- As detailed in the table on the following page the compliance level for 'feedback' which ensures the assessors decision is consistent with the information provided by the applicant was 93%, 98% and 100% in January, February, and March 2024 respectively. There were some initial areas for development as we introduced the new ROA. The quality assurance activity that we undertook allowed us to provide supplementary guidance and targeted training for Registration Advisors and Registration Assessors. This had a positive impact as we achieved 100% compliance in March 2024.

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Quality assurance findings – international registration data

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