

Registration Department Performance Report

Report date: January 2025

Prepared by: Richard Houghton, Head of Registration

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, was completed in January 2025. The successful candidate for the Registration Quality Assurance Manager commenced employment with the HCPC on 27 January 2025.
- Due to increased international volumes in February 2025 the Executive Leadership Team (ELT) agreed a further increase in additional capacity in the International Registration team and we are continuing to recruit for several additional registration advisor/officer/manager roles within the new Registration operating model.

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Risks & Issues

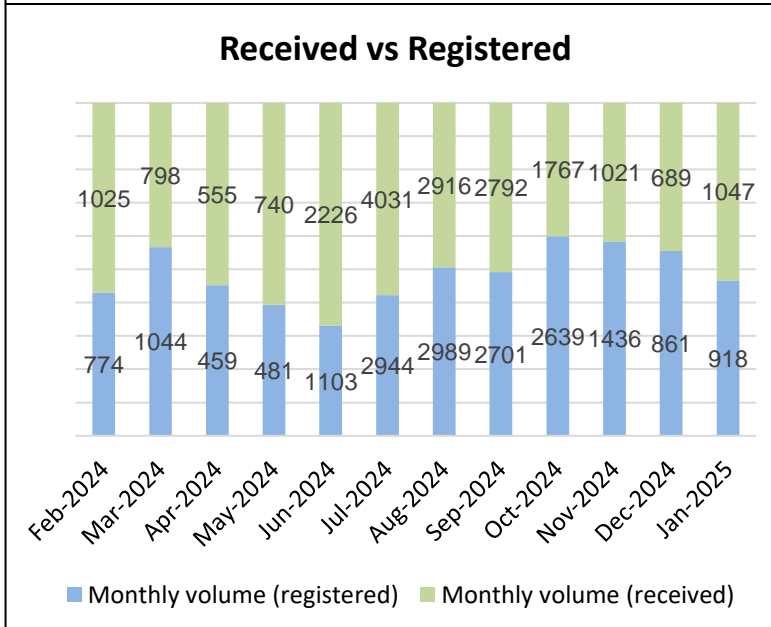
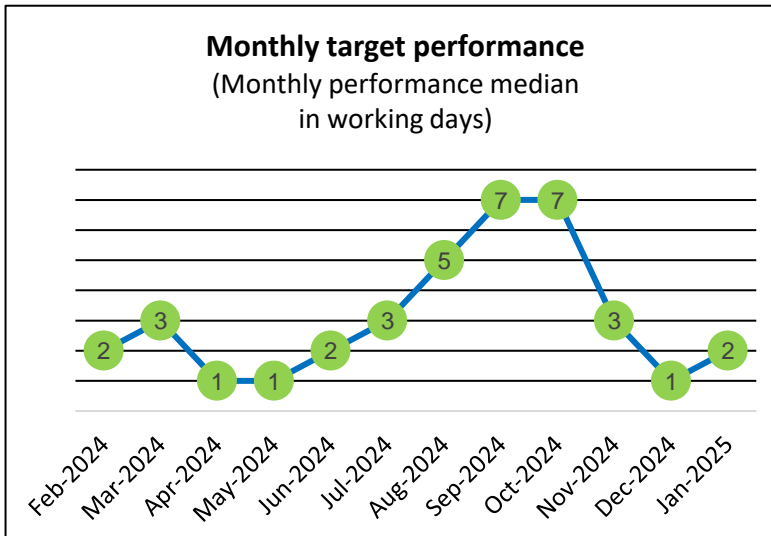
- **International applications:** The time to assess international applications has increased from 70 working days in October to 92 working days in January 2025. We have received 9,441 international applications this budget year to date which is around 89% higher than originally budgeted for and the team is resourced to manage.
- There has been a spike of 3,329 applications received in December 2024 and January 2025 alone, which may be due to the new English language requirements that were introduced at the end of January 2025.
- All seven additional posts that were approved by ELT in May 2024 have now been recruited to. To provide the team with extra capacity, the ELT approved a business case in February 2025 to recruit a further seven full time equivalent (FTE) on fixed term contracts to manage this increased demand.
- Performance has been negatively impacted by the higher-than-expected volumes of applications together with lower productivity from the additional resource approved by the ELT in May 2024, whilst new starters complete their training, and several vacancies within the team during the period.
- We expect performance to improve once the additional resource approved by the ELT in February 2025 is recruited and all vacant positions are filled. We will continue to monitor the data and will increase/reduce resource levels in the team as required.

Performance summary	Performance RAG rating Jan 2025	Performance RAG rating Dec 2024	Performance RAG rating Nov 2024	Performance RAG rating Oct 2024
Core registration processes				
UK applications				
International applications				
Renewals				
CPD				
Readmissions				
Appeals				
Contact centre				
Emails				
Postal				
Telephone enquiries				

Registration – Performance Report

UK applications

Month	Monthly performance median (10 working days)
January-2025	2
December-2024	1
November-2024	3
October-2024	7
September-2024	7
August-2024	5
July-2024	3
June-2024	2
May-2024	1
April-2024	1
March-2024	3
February-2024	2



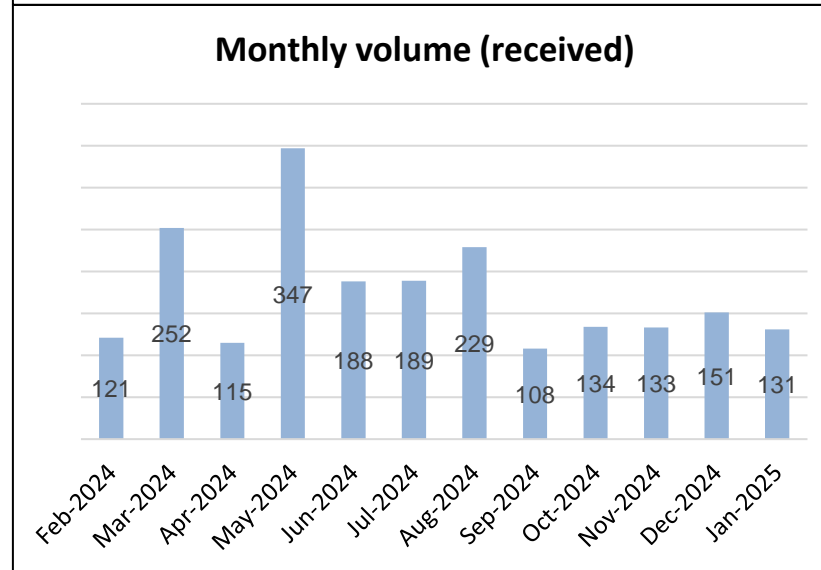
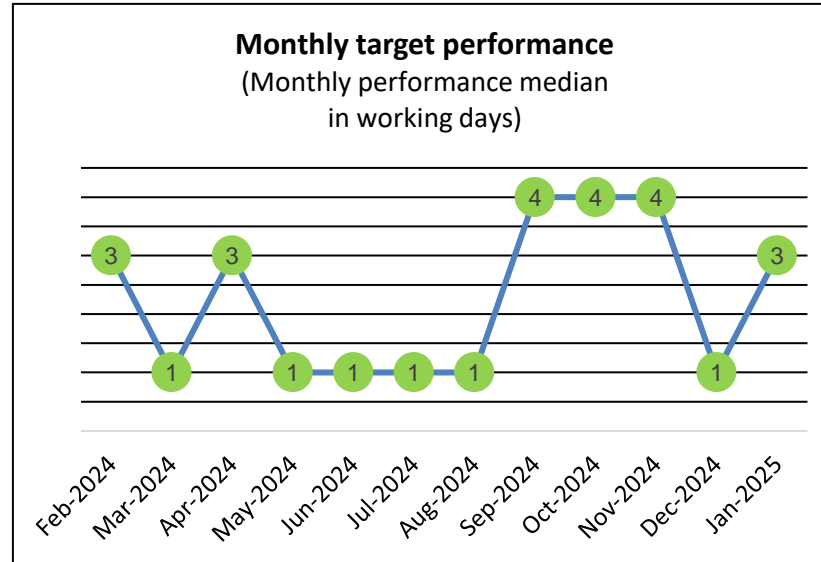
Analysis

- Performance against our service standard for UK applications was met for the period October 2024 through to January 2025.
- Between October 2024 and January 2025 5,854 people joined the Register via the UK registration route compared to 4,745 during the same period in 2023-24, which is an increase of 23.4%.
- The application assessment time median was seven working days in October, three working days in November, one working day in December 2024 and two working days in January 2025.
- As at 31 January 2025, 16,531 UK applications had been registered in the 2024-25 financial year compared to 15,531 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)
January-2025	3
December-2024	1
November-2024	4
October-2024	4
September-2024	4
August-2024	1
July-2024	1
June-2024	1
May-2024	1
April-2024	3
March-2024	1
February-2024	3



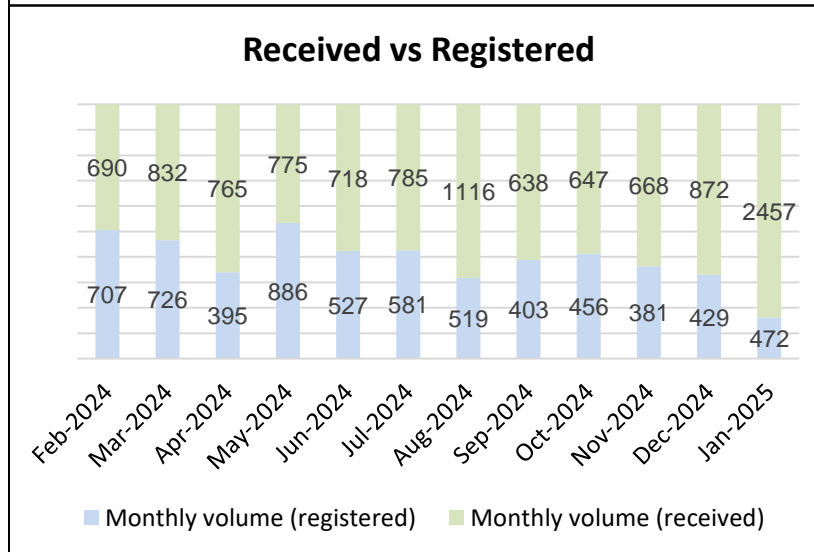
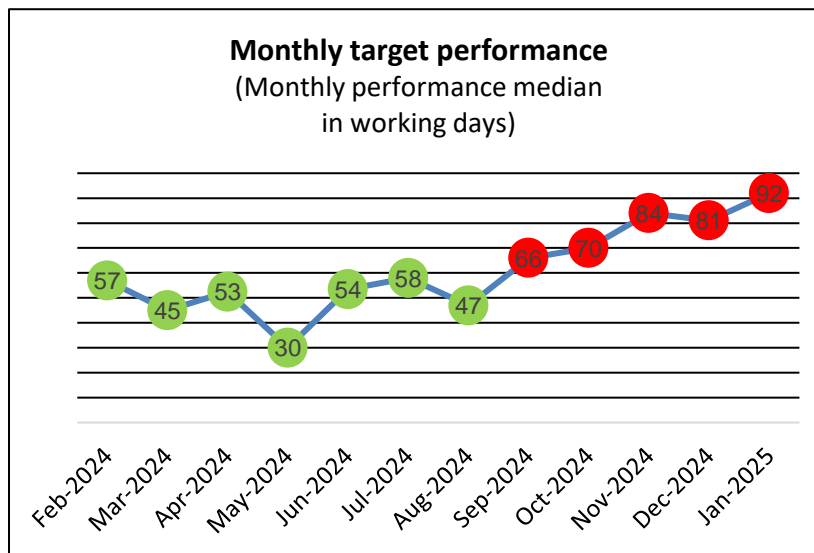
Analysis

- The median has remained within the service standard of ten working days during the period from October 2024 to January 2025.
- 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)
January-2025	92
December-2024	81
November-2024	84
October-2024	70
September-2024	66
August-2024	47
July-2024	58
June-2024	54
May-2024	30
April-2024	53
March-2024	45
February-2024	57



Analysis

- The monthly performance median to make a first decision was 70 working days in October 2024, 84 working days in November, 81 working days in December and 92 working days in January 2025.

- We have received 9,441 international applications this budget year to date which is around 89% higher than originally budgeted for and the team is resourced to manage. There has been a spike of 3,329 applications received in December 2024 and January 2025 alone, which may be due to the new English language requirements that were introduced at the end of January 2025. All seven additional posts approved by the ELT in May 2024 have been recruited to. To provide the team with extra capacity, the ELT has approved a business case in February 2025 to recruit a further seven FTE on fixed term contracts to manage this increased demand.

- Performance has been impacted by the higher-than-expected volumes of applications together with lower productivity from the additional resource approved by the ELT in May 2024, whilst they complete their training, and several vacancies within the team during the period. We expect performance to improve once the additional resource approved by the ELT in February 2025 is recruited and all vacant positions are filled. We will continue to monitor the data and will increase/reduce resource levels in the team as required.

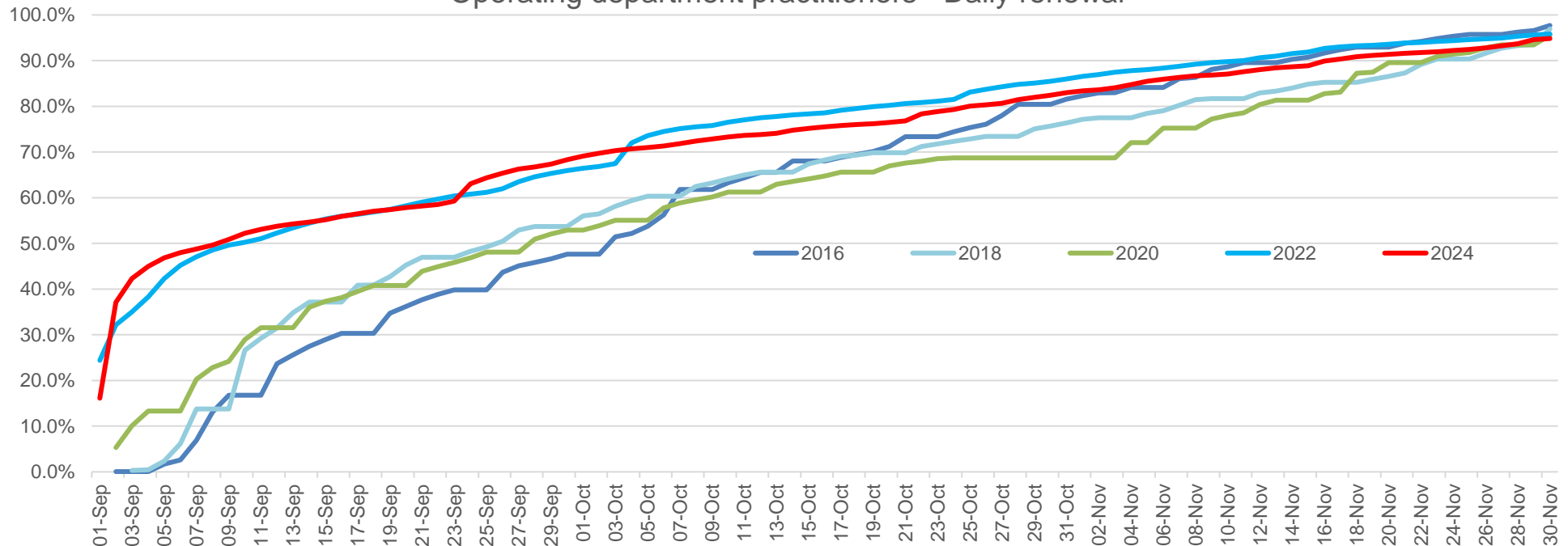
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Renewal rates analysis

- There are currently no professions in a renewal cycle. The next renewal cycle commences for practitioner psychologists on 1 March 2025
- 94.8% of operating department practitioner renewed between 1 September and 30 November 2024, which was 1% lower than the previous cycle

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.

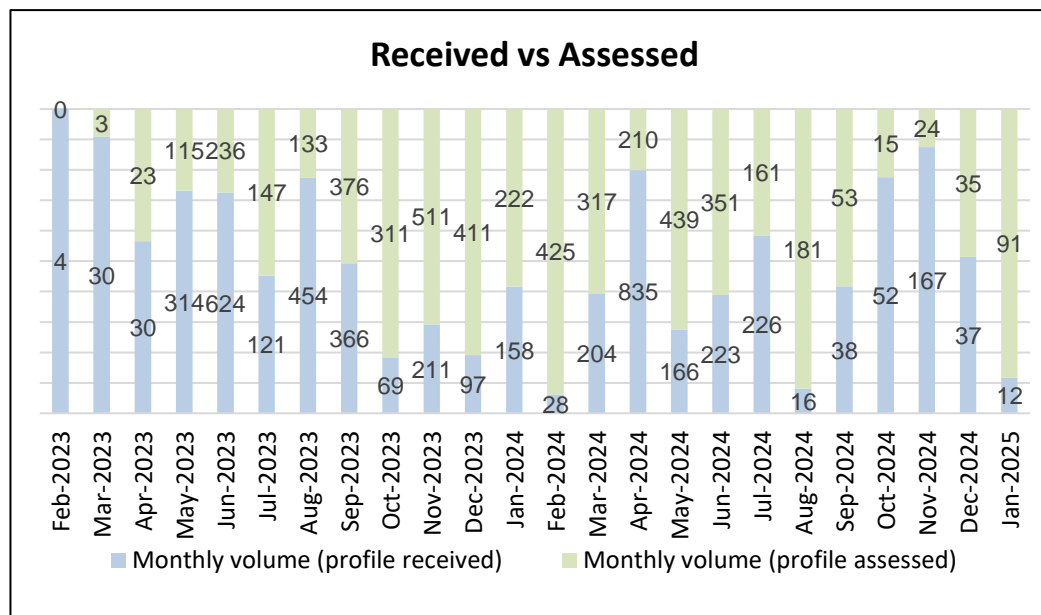
Operating department practitioners - Daily renewal



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CPD audits

Month	Monthly performance median (60 working days)
January-2025	41
December-2024	33
November-2024	29
October-2024	18
September-2024	50
August-2024	10
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	17
May-2023	20
April-2023	27
March-2023	213
February-2023	0



Analysis

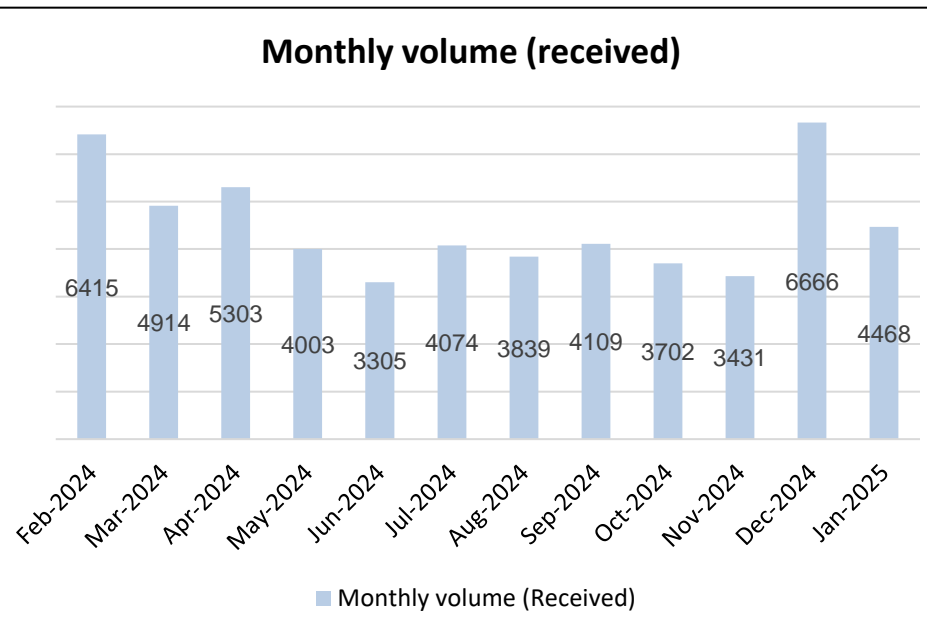
- During the period October 2024 to January 2025, the 60-day median service standard target was achieved.

Registration – Performance Report

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

Analysis

- The continued improvement to our UK and readmission application service times has had a positive impact on the number of emails received.
- The increased volume in December 2024 related to a technical issue which resulted in receiving many out of office replies from an external email inbox, which we had to arrange to block. The actual volume of emails received that needed a response was circa 4,100.
- Our performance target of responding within five working days continues to be comfortably met.
- 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.

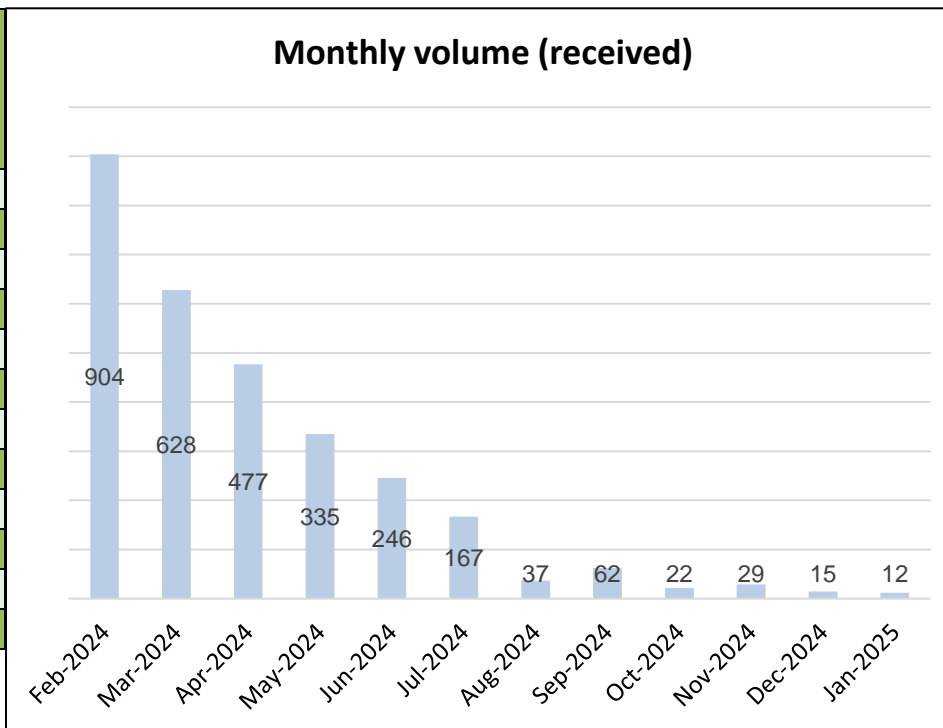


Month	Monthly performance median (5 working days)
January-2025	1
December-2024	1
November-2024	1
October-2024	1
September-2024	3
August-2024	1
July-2024	1
June-2024	1
May-2024	2
April-2024	2
March-2024	2
February-2024	1

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Postal correspondence

Month	Monthly performance median (10 working days)
January-2025	3
December-2024	1
November-2024	2
October-2024	3
September-2024	2
August-2024	2
July-2024	4
June-2024	1
May-2024	1
April-2024	2
March-2024	6
February-2024	3



Analysis

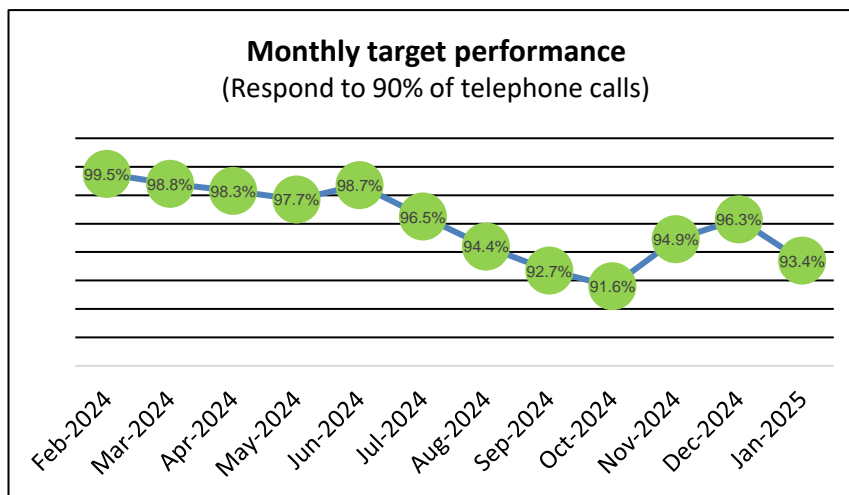
- During the period from October 2024 to January 2025 the ten working days median service standard has been consistently met.

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

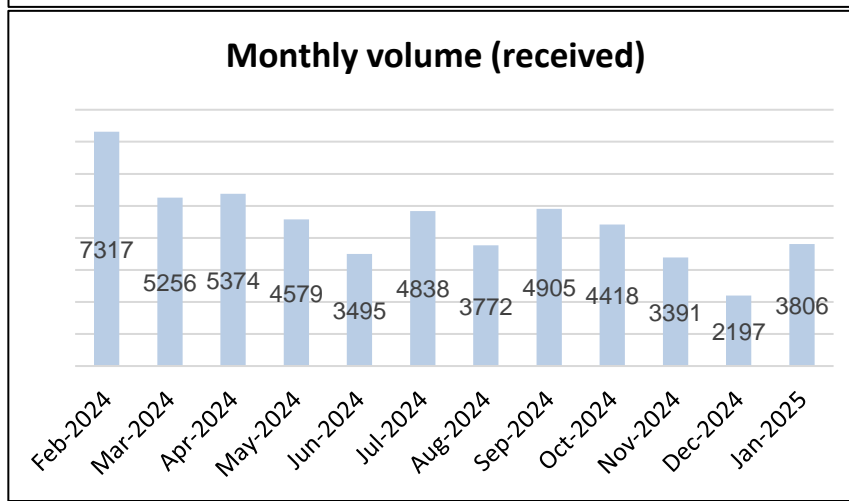
Month	Monthly performance median (% of calls answered)
January-2025	93.4%
December-2024	96.3%
November-2024	94.9%
October-2024	91.6%
September-2024	92.7%
August-2024	94.4%
July-2024	96.5%
June-2024	98.7%
May-2024	97.7%
April-2024	98.3%
March-2024	98.8%
February-2024	99.5%

Target 90% of all calls answered



Analysis

- The team answered 91.6% of UK calls received in October 2024, 94.9% in November, 96.3% in December and 93.4% in January 2025.
- The call answer rate continues to be impacted by the volume of international applications received. We expect the call answer rate to improve as the number of international applications received stabilizes.



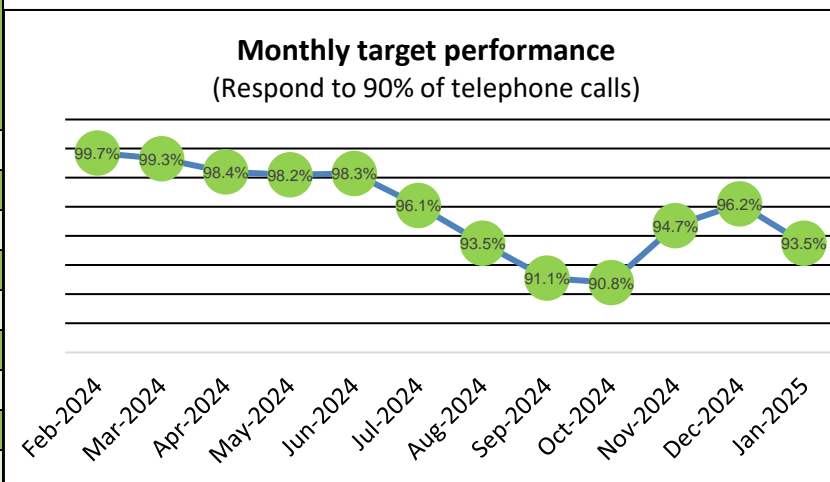
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International telephone calls - Enquiries relating to non-UK applications to join the Register and other non-UK related processes

Target

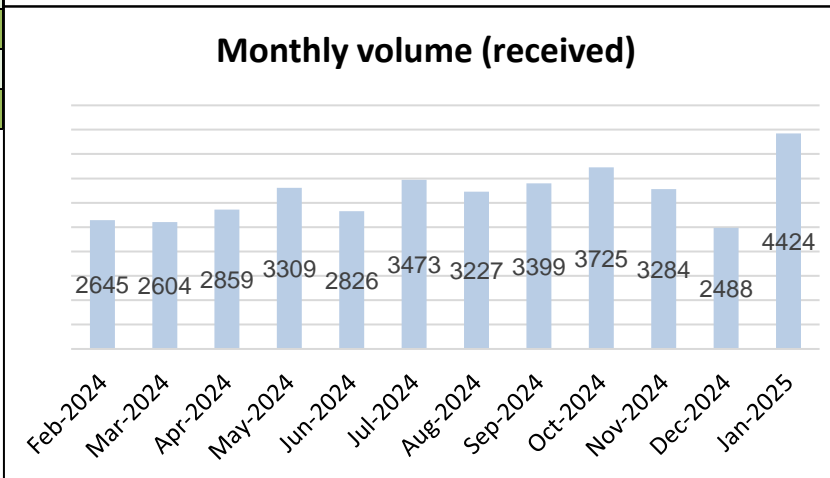
90% of all calls answered

Month	Monthly performance median (% of calls answered)
January-2025	93.5%
December-2024	96.2%
November-2024	94.7%
October-2024	90.8%
September-2024	91.1%
August-2024	93.5%
July-2024	96.1%
June-2024	98.3%
May-2024	98.2%
April-2024	98.4%
March-2024	99.3%
February-2024	99.7%



Analysis

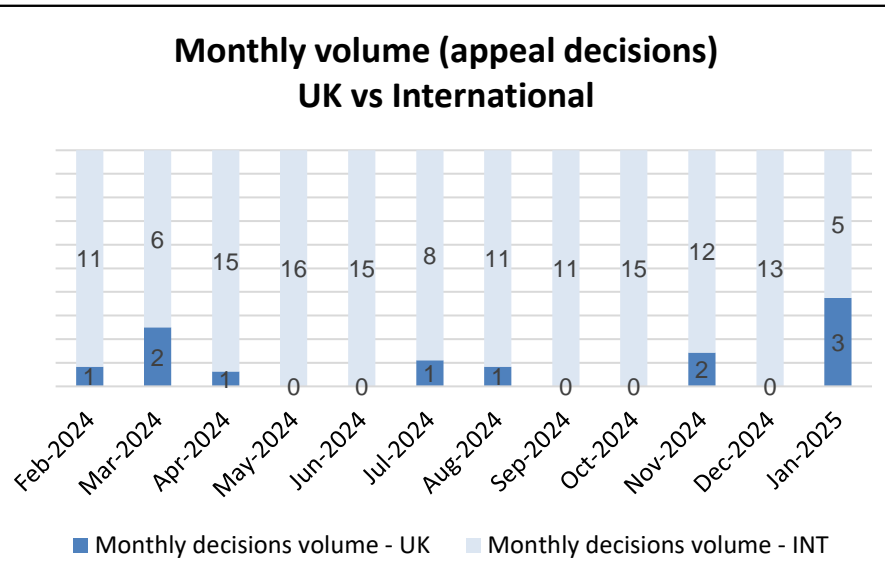
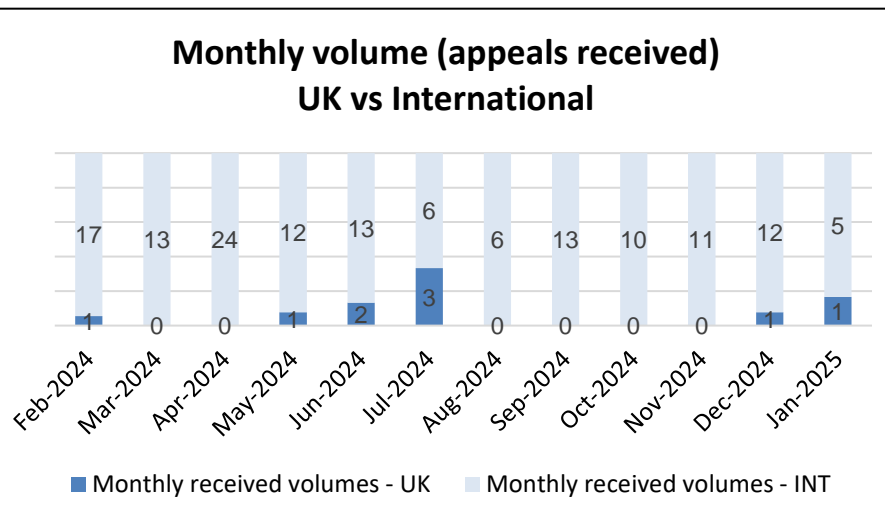
- The team answered 90.8% of international calls received in October 2024, 94.7% in November, 96.2% in December and 93.5% in January 2025.
- The call answer rate continues to be impacted by the volume of international applications received. We expect the call answer rate to improve as the number of international applications received stabilizes.



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Appeals

Month	Monthly performance median (100 working days)
January-2025	68
December-2024	251
November-2024	161
October-2024	32
September-2024	258
August-2024	250
July-2024	180
June-2024	84
May-2024	51
April-2024	173
March-2024	176
February-2024	172



Analysis

During the period October 2024 to January 2025, 50 registration appeals were concluded, of which nine were upheld (following the provision of further information to support their application), 14 were dismissed, three were remitted to the Education and Training Committee (delegated to the Registration team) and 24 were withdrawn.

Registration appeals during this period consisted of 45 International and five UK appeals.

In January 2025 four appeals were withdrawn as they failed to meet the threshold for a valid appeal, which noticeably improved the median service level to 68 working days.

The number of appeals received has increased over the last two years. 71 appeals were received year ending 2022-23, 180 appeals year ending 2023-24, and from April to January 2025, 120 appeals have been received to date.

Almost all appeals relate to international applications and the number of appeals remain low compared to the number of applications to join the Register.

We continue to work towards securing at least four hearings days per month, to reduce the number of days before an appeal is heard and have four hearing days scheduled for February 2025.

Quality assurance frontline check analysis – international registration

- Quality checks were not completed in October and November 2024 as we introduced the new Registration Quality Assurance team, who now have responsibility for these checks, and we reviewed the quality assurance process.
- To better align with improvements made in the international process, the new Registration Quality Assurance team collaborated with the International team to update and expand the criteria definitions used for these checks. The expanded parameters have meant that there are now more process points to check as the process has expanded. The updated parameters now include additional process points, such as checklists for international application records of assessment and conducting plagiarism reviews.
- Between September and December 2024 there was a reduction in the quality scores for 'ID/proof of address documents' (a 37% decrease), and 'feedback' (a 22% decrease). The majority of these have been attributed to a couple of Registration Advisors and Registration Officers who repeatedly made the same administrative errors. These errors included failing to leave clear notes on application records to indicate that the appropriate ID documents that were received to support an international application had passed scrutiny checks. Additionally, the expanded parameters of our quality checks have identified areas for further development on the assessment feedback process. We identified that registration officers had failed to upload a checklist at the completion of their review. The checklist is a record of the review carried out on an international application record of assessment.
- These areas of non-compliance related to a small number of administrative process errors made by team members, which were fed back to the individuals concerned.

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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 (%)	June Compliance level (%)	July Compliance level (%)	August Compliance level (%)	September Compliance level (%)	December Compliance level (%)
Referral to FTP – The application was correctly referred to FTP, if appropriate	100%	100%	100%	100%	99%	99%	100%	100%	100%	99%
Modality – If appropriate, correct modality, supported by qualifications and experience selected on application form	100%	100%	100%	100%	99%	100%	100%	100%	100%	99%
Declarations – Health or character declaration complete, accurate and actioned appropriately	98%	100%	100%	98%	100%	98%	100%	95%	89%	88%
Correspondence – Emails correctly drafted and sent to the correct recipient	97%	99%	100%	92%	100%	100%	100%	99%	98%	87%
Internal procedures followed – Operational procedures correctly followed	97%	98%	100%	100%	100%	100%	100%	100%	100%	98%
ID / proof of address – ID and proof of address documents checked for validation/certification	99%	99%	99%	94%	97%	96%	99%	98%	100%	63%
Feedback – Assessors decision consistent with the information provided by the applicant	93%	98%	100%	96%	97%	100%	99%	99%	100%	78%
Proof of English language proficiency – An acceptable test score submitted and verified	100%	100%	99%	95%	99%	96%	100%	100%	100%	100%
Translations – Appropriate translations provided	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Verification of qualification – Qualification correctly authenticated with the education provider	98%	99%	100%	100%	98%	100%	100%	99%	98%	88%
Verification of professional experience - Professional experience correctly authenticated	91%	92%	93%	95%	99%	99%	98%	98%	96%	85%
Verification of professional / regulatory body -Correct authentication undertaken	100%	100%	100%	99%	100%	99%	100%	100%	100%	93%