

Education team Performance report March 2025 – ETC

Report date: 24 February 2025, data correct 19 February

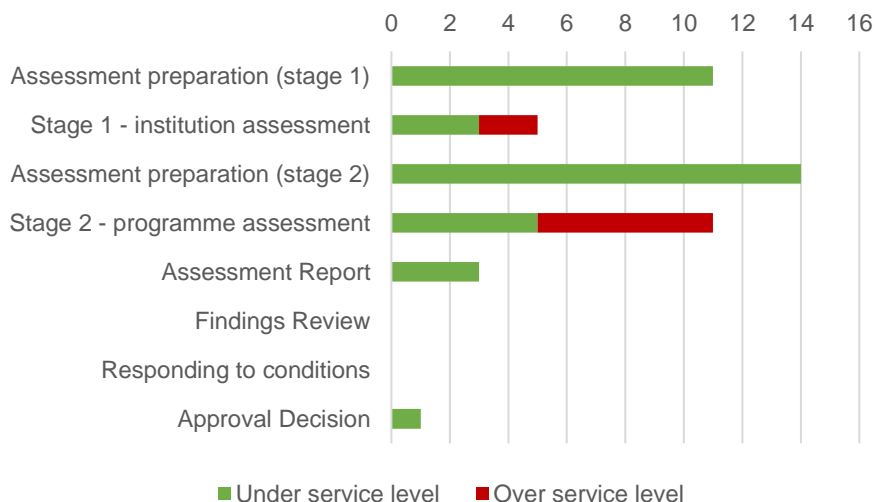
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KPI summary and narrative

Performance measure	What does this tell us?	RAG rating description	Current performance	Commentary
Percentage of active case within service levels (live cases) (<u>timeliness</u>)	Whether we are progressing <u>live cases</u> in a timely manner	Red <80% Amber 80-90% Green >90%	▼	<ul style="list-style-type: none"> The percentage of active assessments over service level has increased from 6% in the last report to 17% in this report, which means this KPI is now amber rated. This is primarily due to additional focused review cases, and the impact of us reviewing a new type of case 'trigger', as discussed on page 6.
Observations across processes (<u>quality</u>)	In the <u>last three months</u> , whether assessment outcomes have been objected to by providers	Red >10% Amber 5-10% Green >5%	▶	In the last three months, we have received observations on 0% of cases.
<u>Time taken</u> through the approval process (stage conclusion)	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >5 months Amber 4-5 months Green <4 months	▼	Performance has reduced to red, due to us concluding several complex assessments for programmes due to start in January 2025.
Approvals subject to conditions (<u>quality</u>)	In the <u>last three months</u> , whether we have supported providers to meet our standards through a frontloaded processes	Red >30% Amber 20-30% Green <20%	▶	We have not set any conditions in the last three months.
<u>Time taken</u> to complete the performance review process	In the <u>last three months</u> , whether we have delivered cases to conclusion in a timely manner	Red >6 months Amber 5-6 months Green <5 months	▶	We only concluded one case in the last three months, which was at the tail end of the previously reported bottleneck for internal drafting of process reports.
Percentage of <u>quality</u> checks completed	In the <u>last month</u> , whether we have ensured quality at key process points via mandatory quality checks	Red <95% Amber 95-99% Green 100%	▶	<ul style="list-style-type: none"> We expect a high level of compliance with mandatory internal quality checks. In the last month, 100% of quality checks were carried out at the required time.
Spot check outcomes (<u>quality</u>)	In the <u>last three months</u> , whether checks undertaken have ensured the required level of quality	Red <80% Amber 80-90% Green >90%	▶	<ul style="list-style-type: none"> The compliance level has maintained at green from the last report. All areas of non-compliance are fed back to team members, and regularly occurring problems are fed into continuous improvement work.

Approval process – performance

Number of active cases - by case stage



Active cases

- Most cases are in 'assessment preparation' stages – this means we have set deadlines with education providers to supply documentation for us to assess.
- We are proactively reviewing 16 cases, most of which have September 2025 programme start dates. Several of these cases are complex, which is the reason for the eight cases within exceptions within the relevant stages.

Conditions applied on approval

- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes
- We still hold providers and programmes to the same high standards, but work with them to fix problems early rather than resorting to formal requirement setting through conditions.
- We have not set any conditions in the three month period.

Observations

- Low levels of observations show process outcomes are acceptable to providers, and that we have undertaken a fair assessment.
- We have received no observations for cases concluded in the three month period.

Approval duration

- Stage 2 duration has increased again in the last month – this was due to us concluding several complex assessments for programmes due to start in January 2025.

Completed cases

Period	Number completed	Conditions set (% of cases)	Observations received (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	3	▶ 0	▶ 0	N/A	▲ 7.3
Last 3 months	9	▶ 0	▶ 0	N/A	▲ 5.3
Target		Less than 20%	Less than 5%	3 months	4 months

Professional pipeline

- We include this information to provide insight about learner number changes into the professions we regulate.
- Through our processes, we capture proposed learner numbers for each programme – figures presented through this table are not actual learner numbers, but are the maximum capacity we would expect programmes to be operating at.
- This data and information can be used by commissioning organisations and others to understand capacity within approved and proposed programmes.

Profession	Yearly capacity of approved and open programmes	Capacity change in the last 12 months (new programme numbers - closed programme numbers)	% change	Proposed programmes	Difference between future closures and proposed programmes	Potential capacity change, 12 months ago to future	% potential change
Arts therapist	927	20	2%	6	45	65	7%
Biomedical scientist	2,956	32	1%	0	-	32	1%
Chiropodist/podiatrist	1,131	12	1%	8	91	103	9%
Clinical scientist	970	-	0%	3	30	30	3%
Dietitian	1,833	49	3%	4	70	119	6%
Hearing aid dispenser	1,012	75	7%	3	65	140	14%
Occupational therapist	6,193	132	2%	15	301	433	7%
Operating department practitioner	2,370	79	3%	1	20	99	4%
Orthoptist	276	-	0%	0	-	-	0%
Paramedic	6,898	110	2%	7	236	346	5%
Physiotherapist	8,463	90	1%	11	129	219	3%
Practitioner psychologist	3,616	-	0%	6	52	52	1%
Prosthetist/orthotist	140	-	0%	0	-	-	0%
Radiographer	5,658	174	3%	10	125	299	5%
Speech and language therapist	2,650	135	5%	11	137	272	10%
Total	45,093	908	2%	85	1,301	2,209	5%

Programme capacity

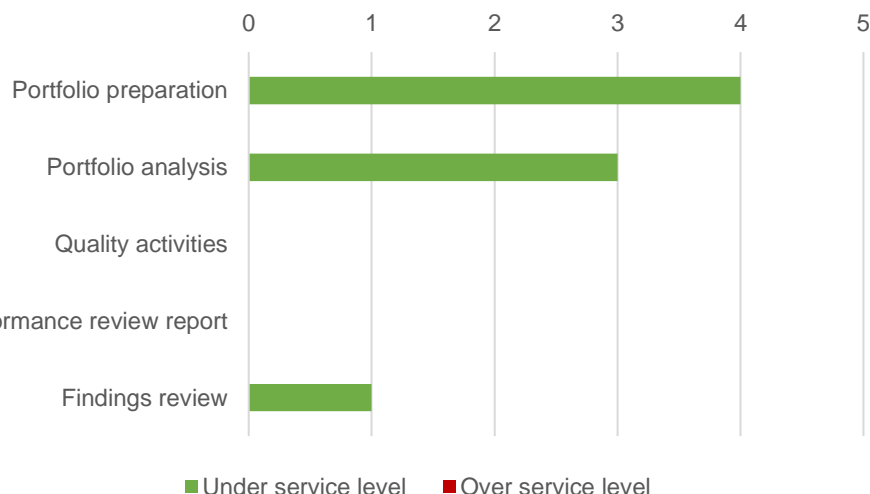
- Most professions have increased capacity.
- In previous reports we have noted a reduction in capacity for operating department practitioner (ODP) programme, but this has now been reversed with capacity increasing in the last 12 months and capacity planned to increase in the next 12 months
- We increased the required threshold level of qualification for ODP programmes to BSc (Hons) – although we have given providers several years to close existing provision below this threshold and open new provision should they wish, this change may have impacted approved programme capacity.
- This is in line with the intentions of the NHS Long Term Workforce plan in England, where learner numbers are intended to drop before increasing back to the 2022 baseline by 2031.
- Within current commissioning systems, there is a potential overall increase in capacity of 5% over two years, with some professions significantly above this (e.g. hearing aid dispensers and speech and language therapists).

New programmes

- New programmes are currently being developed in most of the allied health professions.
- There are no programmes currently proposed in Northern Ireland.

Performance review process

Number of active cases - by case stage



Current activity

- There is one case remaining for the 2023-24 academic year, which was particularly complex so took longer to finalise. This will be submitted to the Education and Training Panel in March 2025 for a decision.
- We have agreed all deadlines for the submission of performance review portfolios for education providers we will be engaging in the 2024-25 academic year and have started to receive and assess submissions.

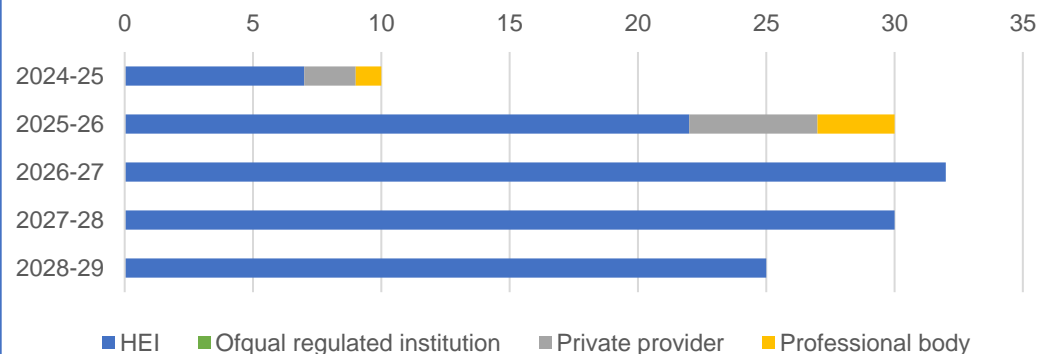
Review outcomes

- There is one case from the 2023-24 academic year which is remaining on the 'completed cases' figures. This case took 9.3 months to complete, which is over the service level, but the increase in this figure is not reporting 'new' performance (it is of a case concluded about three months ago).
- Variance in outcomes is driven mainly by provider type, which is mainly driven by providers not being included in Higher Education Information (HEI) data returns and not establishing a data supply through the process.
- To remain confident with provider performance, we rely on regular supply of data and intelligence to help us understand provider performance outside of the periods where we directly engage with them.
- Now we have concluded reviews for all but one education providers, we have a good sense of our work over the next five years.
- The 2024-25 academic year had a smaller number of performance review submissions, with this picking back up again from 2025-26.

Completed cases

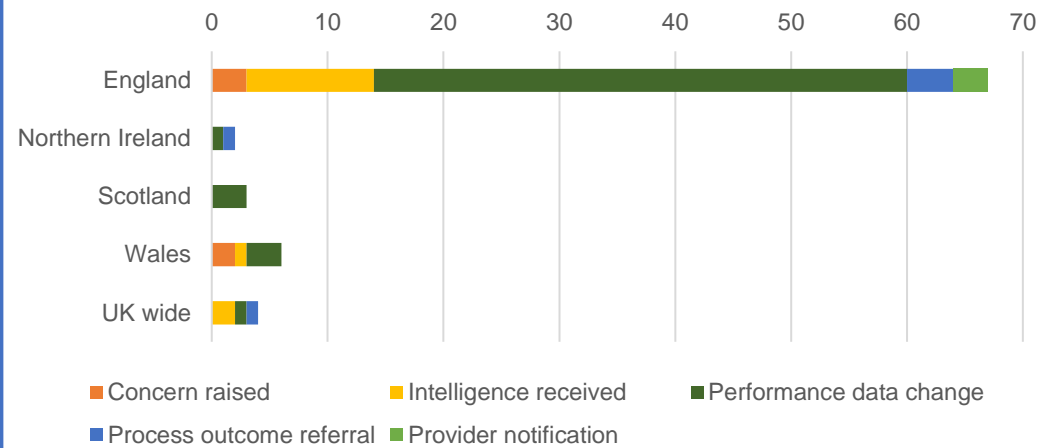
Period	Completed	Observations received (% of cases)	Age at case conclusion (months)
Last month	0	N/A	N/A
Last 3 months	1	▼0	▲9.3
Target		Less than 5%	5 months

Next review period outcomes

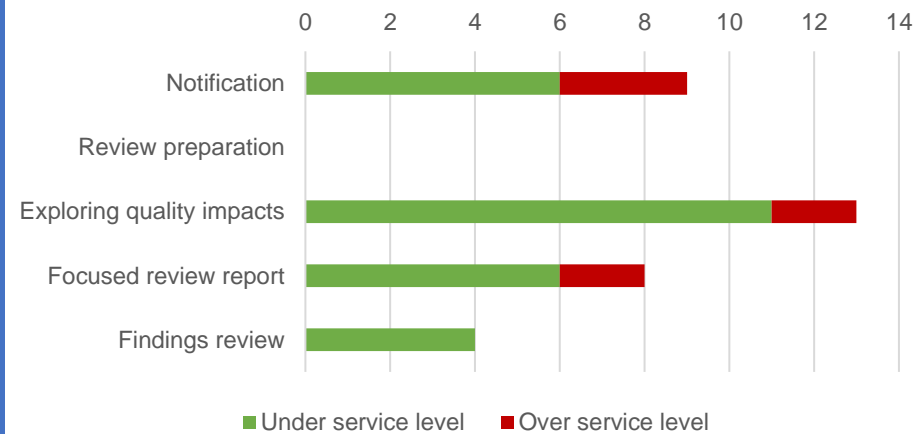


Focused review process

Focused review triggers - 12 months



Number of active cases - by case stage



Cases – received and completed

Period	Triggers received	Review required %	Number completed (full process)	Observations received (% of concluded cases)	Age at case conclusion (months)
Last month	2	▼0	3	0	5.3
Last 3 months	8	▲63	3	▼0	▼5.3
Target		50%		5%	5 months

- In October 2024 we undertook an exercise to proactively review education provider performance data changes and created focused review cases to investigate further where certain thresholds were met. About a third of HCPC-approved education providers were identified for an internal review. We normally investigated further with education providers when:
 - more than one data point had significantly reduced, or were significantly below benchmarks; and
 - there was not an existing assessment through the performance review exercise.
- This led to us further investigating 24% of the 46 education providers identified in the initial technical review of data.
- This was the first time we undertook this exercise and therefore this was new for the team and education providers.
- This, coupled with us making requests from education providers over the Christmas period, has led to several cases being over service level, as reported in the table above.
- Through our work in this area, we have created additional proforma for the Education team to use, which should greatly increase the timeliness of case progression.

Assurance and current focus

Current focus	Risks and issues	QA audit ratings		Recommendations delivered
<ul style="list-style-type: none"> Undertaking initial triage for new approval requests, and focused review notifications. Undertaking approval assessments for September 2025 programme starts. Proactively reviewing education provider performance data, to undertake interventions with education providers when needed – through our focused review process. Refreshing our national/regional engagement model. Supporting education providers with their performance review submissions. 	<ul style="list-style-type: none"> Spike in focused review assessments (through HCPC-triggered review of education provider performance data) may lead to bottlenecks in delivery of assessments 	Approval		✓
		Performance review		✓
		Focused review	Audit in progress (Q4 2024-25)	
		Programme records	Re-audit in progress (Q4 2024-25)	✓
		Spot checks		In progress

Continuous improvement activity		
Planned	In progress	Completed (last three months)
Refresh of partner feedback process for the team (Q4)	System for new clinical scientist modalities updated (Q4)	Review performance review timeliness expectations (Q3)
	System development to ensure adherence to the minimum data set (Q4)	Updates to partner payment process to ensure timeliness of payments (Q3)
	Improve quality and streamline ETP/C governance ways of working, for education assessment decision making (Q4)	Records change process updates (Q3)
	Develop spot checks following conclusion of audit (Q4)	Process report improvements (Q3)
		Model of learning captured on all programme records (Q3)

Stakeholder engagement highlights



Publication of annual report materials



HCPC contributing to cross-regulator consideration of AI in education, and the use of data in decision making



Continued work to establish formal information sharing with professional bodies – we have now established arrangements with seven professional bodies



16 1-2-1 meetings with 12 professional bodies in the last six months

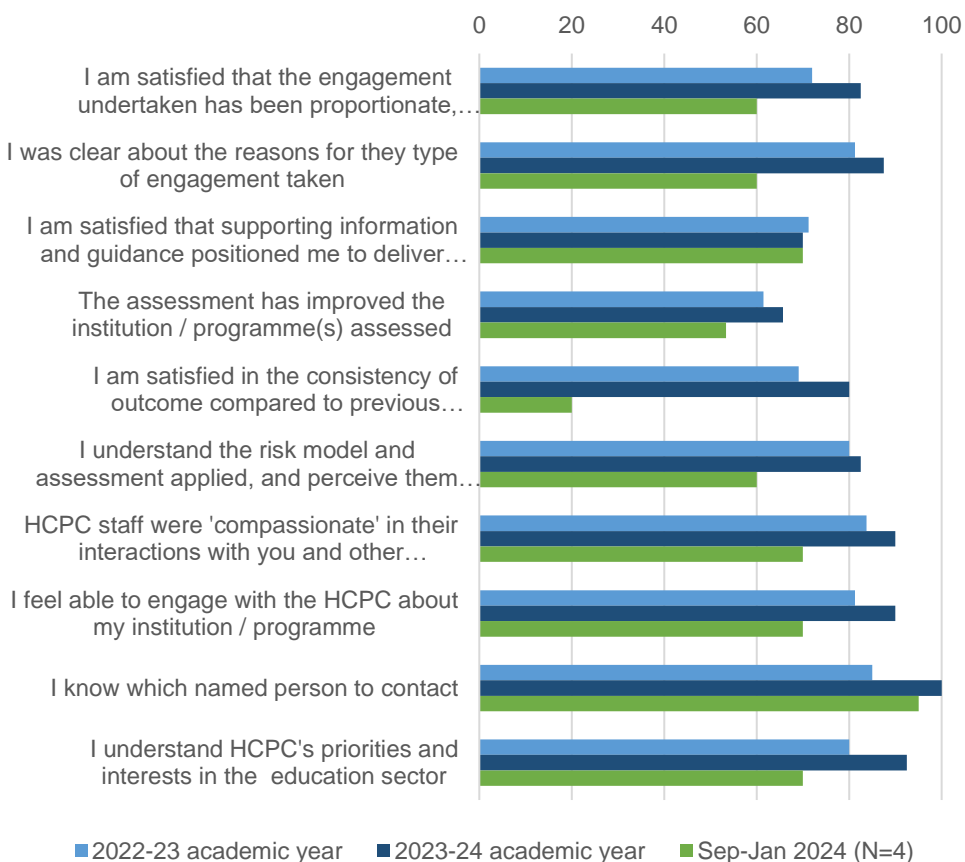


190 meetings with education providers and other sector stakeholders - primarily focused on case assessment, and information sharing arrangements, in the last 12 months

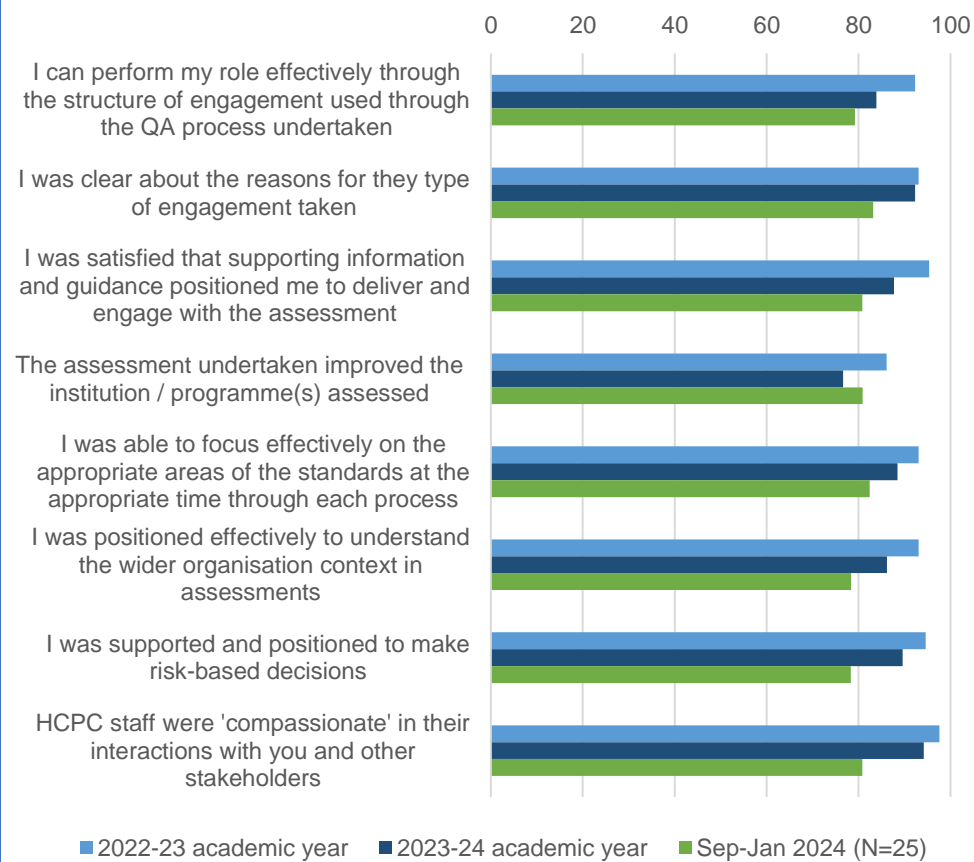
Stakeholder feedback

- We have included this information to show stakeholder experience and views of our processes – the generally high satisfaction ratings should be seen as a positive.
- This data is from a post-process survey and is collated since we started running in September 2022.
- We have used results from the whole of the 2022-23 and 2023-24 academic years as baselines, which we compare recent results against in real time.
- It is worth noting that the satisfaction ratings for education providers have dropped – this was due to one education provider who reported a poor experience with an assessment. We will work with this education provider to understand how their experience can be improved in the future.

Education provider satisfaction rating



Partner satisfaction rating



Appendix – historical performance

