

## Registration Appeals

### Executive Summary and Recommendations

#### Introduction

This paper is intended to provide an update to the Committee on the status of Registration Appeals and the process improvements that have been made to the International and Grandparenting Registration Process

#### Decision

This paper is for information only

#### Background information

##### 1.1 Appeal Information

- Of the hearings that have been held between September and November, the following decisions have been made:

Decision	No of cases
Allowed	38
Dismissed	31
Remit	10
<b>Total</b>	<b>79</b>

- A further 262 cases are ready to go to a hearing. Dates have been scheduled on a monthly basis since May 2004 with a schedule in place until May 2005.
- Between September and November 2004 legal advise was taken on 4 cases – which has resulted in reassessment or immediate approval
- A total of 10 cases were withdrawn either by HPC or the appellant. Reasons include:
  - No right to appeal as decision was against TOC
  - No right to appeal as not eligible to apply for registration
  - Grounds not received within 28 days
  - Appellant wishes to re-apply

## 1.2 Process re-engineering

- A new control sheet has been designed to ensure that Registration Officers check the relevant part of the forms and a decision is made regarding the route under which they should be assessed prior to an application being sent to the assessors.
- A new e-mail is now in use detailing the assessment decision the assessors can make regarding an application
- Guidance notes have been amended to encourage applicants to include more information.
- A new assessment feedback sheet specifically for Grandparenting Route A has been introduced to aide Registration Assessors in applying the appropriate test and aide decision-making

## 1.3 Training

- Registration Assessors who attended the Partner Conference in Manchester have been provided with refresher training on the tests to be applied to Grandparenting applicants and the use of further verification in the assessment process
- Jonathan Bracken has provided a training session to the international department to address assessment issues including decisions and application forms. A further date has been set for October to provide refresher training
- New Registration Officers spend time in Fitness to Practise as part of the standard induction programme

## 1.4 Outcomes

There is still a disproportionate caseload of existing Registration Appeals to clear. This means that the Fitness to Practise Team will continue to work hard on reducing the volumes and that time delays will occur. The appeal process did not commence fully until May 2004. The business impact has resulted in a higher and unbudgeted cost for appeals, additional resource implications and an abnormally high historical caseload to clear.

The Committee is asked to note that the volume of registration appeals has continued to decrease over the past 2 months. It is the view of the executive that the volume of new cases received will continue to decrease and is expected plateau at around 35 per month.

The improvements that have been implemented during the Summer 2004 are beginning to result in:

- Registration Appeals continuing to reduce on a month-by-month basis
- The caseload type becoming more consistent (i.e. those applicants who provide additional information not included in the original application)
- Registration Assessors making reasoned decisions to reject applicants.

**Resource implications**

The Fitness to Practise team currently has an International Registration Officer on secondment for three months to assist in managing registration appeals. This is expected to continue.

**Financial implications**

Not Applicable

**Background papers**

Management Information report relating to Registration Appeals