

30 November 2023

Unconfirmed minutes of the Education and Training Committee of 8 November 2023

Committee Chair's summary to Council

Registration Performance

As Registration are now consistently hitting the majority of key performance indicators (KPIs) well within target range the Committee questioned whether there needed to be a review of the KPIs, seeking assurance that they were fit for purpose. At the September meeting the Committee suggested that introducing statistical process control charting maybe beneficial. The Making Data Count team at NHS England have been approached with a view to providing some initial training on improving how we respond to information reported on.

Renewal rates for professions are showing a trend of registrants renewing earlier in their respective renewal period with a slight increase on overall rates compared to the previous year. This is attributed to the introduction of the online system and improved communications.

Education Performance

Much of the discussion on the education paper focused around a professional pipeline data table. This gave a breakdown of each profession, learner numbers, capacity and potential capacity of approved programmes, proposed future programmes and closures. A stark observation is that the profession of operating department practitioners is showing a decrease in capacity. This information can be shared with commissioning organisations and other relevant stakeholders to aid capacity, demand and workforce planning.

Education annual reporting

The first annual report was not completed in time to be heard at the November Committee meeting, as not all end of year academic data had been analysed. The Committee were asked to review a summary paper with key information gathered to date covering the two years since introducing the new education quality assurance model. Overall, the Committee were satisfied with the content and questioning focused on how the data could best be shared with the appropriate audience. In future years it is anticipated that the annual report will reach the committee in November.

Policy & Standards

Preparedness for practice research - The policy team have commissioned the University of Plymouth to scope how well prepared newly qualified registrants are for

practice. This complements the current focus on preceptorship and the Committee will hear the findings in the spring meeting.

Helen Gough, Chair of the Education and Training Committee

Education and Training Committee

Minutes of the 109th meeting of the Education and Training Committee held as follows:

Date: Wednesday, 8 November 2023

Time: 10am

Venue: Video conference

Members: Maureen Drake
Helen Gough (Chair)
Penny Joyce
Katie Thirlaway
Steven Vaughan

In attendance:

Claire Amor, Executive Director of Corporate Affairs
Brendon Edwards, Head of Education
Oore Fabunmi, Registration Advisor
Karen Flaherty, Head of Governance
Rosemary Flowers-Wanjie, Policy Manager
Jamie Hunt, Acting Head of Education
Richard Houghton, Head of Registration
Rachael Gledhill, Head of Policy and Strategic Relationships
Tracey Samuel-Smith, Education Manager (for items 7 and 8)
Andrew Smith, Executive Director of Education, Registration & Regulatory Standards and Deputy Chief Executive
Katarzyna Szklarska, Registration Advisor
Cain Whitehead, Executive Assistant

Public Agenda

Item 1 – Chair’s welcome and introduction

- 1.1 The Chair welcomed those present to the 109th meeting of the Education and Training Committee.
- 1.2 Apologies for absence were received from Oli Davies, Council Apprentice.

Item 2 – Approval of agenda

- 2.1 The Committee approved the agenda.

Item 3 – Declaration of members’ interests

- 3.1 No interests were declared.

Item 4 – Minutes of the Education and Training Committee meeting of 6 September 2023 (ETC 19/23)

- 4.1 The Committee approved the public minutes of its meeting of 6 September 2023.

Item 5 – Matters arising (ETC 20/23)

- 5.1 The Committee noted the matters arising from its previous meeting.
- 5.2 The Head of Governance would be discussing the timing of the seminar relating to data and statistical process control (SPC) charts with the Chair of Council to take these plans forward.

Standing items

Item 6 – Registration performance (ETC 21/23)

- 6.1 The Committee received a report from the Head of Registration, which outlined performance for the period from August to September 2023.
- 6.2 The Committee noted the following:
 - during the closing months of the peak period for UK applications, all service standards had been continuously achieved across all the registration processes;

- the median processing time for UK registration applications was between two and four working days throughout the reporting period, significantly below the ten working day key performance indicator (KPI);
- the international team continued to meet its main service standard of making a first decision on an international application within 60 working days, with the median time to first assessment decision of 23 working days in August 2023 and 37 working days in September 2023;
- the number of international applications in August and September 2023 represented a 118.6% increase compared to the same period in 2022, however, the number of applications received in September and October 2023 had reduced;
- renewal periods for paramedics, orthoptists, clinical scientists, speech and language therapists and prosthetists/orthotists ended during the period reported and renewal rates had increased compared to the previous two renewal periods;
- the contact centre for registration continued to provide a timely response to both telephone and email enquiries with call answer rates at 99% in August and September 2023;
- the initial findings reported from the new frontline quality assurance checks for international applications introduced in October 2023 focused on the measuring the effectiveness of the processes rather than performance management, with further quality assurance checks being developed to roll out for other registration processes, the results of which would be shared with the Committee; and
- during the period of August to September 2023, six of the 14 appeals cases were outside the 100 working day service level due to a lack of availability of panel members and chairs and three hearing days had been scheduled in each of October, November and December 2023 to secure availability earlier.

6.3 The Committee discussed the renewal rate for prosthetists/orthotists, which was lower than for other professions renewing in the same period, despite being the smallest profession regulated by the HCPC based on the number of registrants. It would be useful to understand the reasons for this and any links with training capacity and uptake, working with the Education team and professional bodies. There were four approved education programmes for prosthetists/orthotists currently, one of which was undersubscribed.

Actions:

- The Head of Registration would provide renewal rates including readmission, which would give a more accurate picture of any reduction in registrations.
- The Head of Registration and Acting Head of Education would consider how the data linking registrations and renewals and capacity in

education programmes could be developed to provide useful intelligence.

- 6.4 The Committee reflected on the current KPIs and whether these were sufficiently stretching given the improvements and progress that had been made. There was a broader review of data and KPIs under way, which would establish a process to review KPIs at least annually.

Item 7 - Education performance (ETC 22/23)

- 7.1 The Committee received a report from the Acting Head of Education, which outlined the performance measures across the operational processes in the Education team and current performance against these.

- 7.2 The Committee noted the following points:

- performance for the two 'Time taken' KPIs, which were currently amber, reflected the impact of a spike in reporting activities and addressing a slight backlog in case progression and planning; however, it was expected that overdue cases would be cleared in November 2023 and performance was much closer to meeting expectations than in previous years;
- the spot check outcomes measure showed compliance had reduced since the last report, which did not reflect any concerns about the quality of the reports or decision-making but rather the timeliness of delivery when reports were not produced iteratively, and interventions had been put in place to improve performance;
- the professional pipeline report highlighted the reduction in capacity on programmes for operating department practitioners (ODPs) whereas capacity had increased or was increasing for most other professions and this information was being shared to support education providers and wider workforce planning; and
- stakeholder engagement, particularly to support the implementation of the revised Standards of conduct, performance and ethics that will come into effect from 1 September 2024.

- 7.3 The Committee noted the stakeholder feedback and the improvement in feedback from education providers and slight decline in partner satisfaction ratings. The partner feedback was provided by a small number of partners, who were also encouraged to provide comments, including about how their experience could be improved. This feedback had led to a number of actions being taken, which were still in progress. In addition, with fewer visits taking place in person, the team was considering how to create a similar ongoing level of engagement with partners, and there may be parallels with and learning from other areas of the organisation that could feed into this work.

- 7.4 The Committee discussed the potential impact of the change in the required threshold level of qualification for ODP programmes to BSc (Hons) on the

reduced capacity in approved programmes. These changes had been implemented with the engagement of professional bodies and education providers, aligning with wider developments and expectations around qualifications within the profession. A corresponding impact had not been seen when a similar change was made for paramedics. The HCPC was participating in a policy forum with ODPs and NHS England as part of work around ODP careers to understand wider challenges and developments, including the number of training places commissioned, capacity for placements and the increasing use of apprenticeships. The HCPC would also continue to engage with relevant professional bodies and education providers. This would also be considered when reviewing the Standards of education and training and when presenting information in future reports.

Items for discussion, decision or approval

Item 8 – Informing and establishing our regular focus through education annual reports (ETC 23/23)

8.1 It had originally been planned that the Committee would review the first annual report for Education at this meeting. Instead, the Committee was presented with a summary of the data for potential inclusion in the first annual report, the results of the year in registration survey and some questions to consider. The aim of the discussion was to consider how to present the education provider sector with information and insight that would be useful to them and to set the structure for future reporting.

8.2 The Committee considered the following areas:

- education providers were requesting examples of best practice and the levels that education providers would need to achieve, which would provide helpful context for their own review process and discussions at an individual provider level;
- recognising the different education providers and supporting innovation with new providers and programmes in the context of the HCPC's overall purpose to protect the public;
- ensuring the production of the report was properly resourced as the publication of the first report was likely to set an expectation for future years as well as being integrated with the wider engagement plan and strategy; and
- ensuring the structure of the report and the way in which data was presented would enable education providers to benchmark their own performance and would focus on and summarise those areas where it would be important to engage education providers while incorporating sufficient background information to enable a good understanding of what was presented recognising that those reading the report would be reviewing this year to year.

- 8.3 The aim was to present the Committee with the first annual report at its next meeting in March 2024 and the reports for future years at the Committee meeting in November following the year end.

Item 9 – Education and Training Committee business 2024 (ETC 24/23)

- 9.1 The Committee noted the proposed programme of business for 2024. The plan would continue to be reviewed and updated during 2024.
- 9.2 Committee members requested that where workshops and seminars were planned for certain items of business these were grouped together to ensure availability and good attendance by Committee and other Council members.

Items for noting

Item 10 – Any other business

- 10.1 There was no other business.

Item 11 – Date and time of future meetings

- 11.1 The scheduled dates and times of meetings in 2024 were as follows:

- Wednesday, 6 March 2024 at 10am
- Wednesday, 12 June 2024 at 10am
- Wednesday, 11 September 2024 at 10am
- Wednesday, 6 November 2024 at 10am

Item 12 – Resolution

- 12.1 The Committee resolved that the remainder of the meeting would be held in private, because the matters being discussed related to the following:

- a) information relating to a registrant, former registrant or application for registration;
- b) information relating to an employee or office holder, former employee or applicant for any post or office;
- c) the terms of, or expenditure under, a tender or contract for the purchase or supply of goods or services or the acquisition or disposal of property;
- d) negotiations or consultation concerning labour relations between the Council and its employees;
- e) any issue relating to legal proceedings which are being contemplated or instituted by or against the Council;
- f) action being taken to prevent or detect crime to prosecute offenders;
- g) the source of information given to the Council in confidence; or

- h) any other matter which, in the opinion of the Chair, is confidential or the public disclosure of which would prejudice the effective discharge of the Council's functions.

Signed

Date

Unconfirmed