hcpc health & care professions council

Education team Performance report September 2022

Report date: 26 August 2022, data correct 25 August

Prepared by: Jamie Hunt, Acting Head of Education

Summary

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Key points	Performance summary	Current performance (RAG rating)

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Year 1 successes

This is the twelfth performance report since we introduced our education quality assurance model in September 2021 – It has been a successful 12 months as outlined in the paper also submitted to ETC this month. There have been challenges and learning through the year, which are also referenced in this report and the paper, but we felt it was important to highlight key successes as part of the performance reporting:

- We have interacted with all 141 approved education providers since September 2021, and run 155 assessment cases.
- 'Scale up' work included establishing key contacts at education providers at different levels, planning which providers would engage with the performance review process in year 1, and supporting these providers to engage from February 2022 onwards
- We have become a more active partner in the sector – this is shown through our engagement with professional bodies and commissioning organisations, which has enabled information sharing to inform decision making. We are also working to deliver formal information sharing arrangements with several bodies, which will enable more structured and consistent information sharing.
- Providers value our regional model – they feel able to engage with us about their institution and programme(s), and value having a named person to engage with.
- Governance arrangements are working well – The Education and Training Committee and its Panel are confident in case-level decisions, and with overall performance reporting.

Resourcing / case progression

- 65% of active cases are currently within our service levels. This is below the average of 84% seen over the last six months
- Previously reported resourcing challenges meant some cases built up over the last six months. Therefore, the impact on this performance measure was expected – we have successfully spent the last month focusing on ensuring approval cases where programmes are due to start in September are progressed.
- This has resulted in cases from other processes being deprioritised. All September-start programmes were submitted for approval at the August Education and Training Committee Panel, which means no programme start dates were impacted.
- The quality of decision making has not dropped through this challenging period – first and second line checks have continued to be applied, and quality indicators show decisions are of a high quality.
- As we have full team resources (with our sixth Education Quality Officer starting in August), and having completed September programme start approval assessments, we are now focusing efforts on the remaining performance review and focused review cases. The team is confident service level figures in future reports will be much improved from the current position. We will now focus our efforts on:
  - High impact cases, such as focused review cases where they may be concerns about providers or programmes
  - Cases over or at risk of exceeding service targets, using existing management and reporting tools to identify cases
  - Cases with the longest case / stage age.

Case conclusion

- As we have now run the model for 12 months, we have removed pilot cases from the data. These cases were skewing figures as we had not set the current service levels when progressing these cases through the pilot.
- Case conclusion figures are currently green or amber rated. Time based figures will likely increase before they decrease, as cases currently being finalised have taken longer than we aim for, due to resourcing challenges noted above and through previous reports.

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Performance summary	Current performance (RAG rating)
Time taken through the approval process	► (orange)
Approvals subject to conditions	► (green)
Time taken to complete the performance review process	(grey)
Percentage of active case within service levels	▼ (red)

Risks & Issues

- Workloads for the performance review processes currently peaking
- Prioritisation of over service-level cases means reporting will get worse (for performance review and focused review) before it gets better.
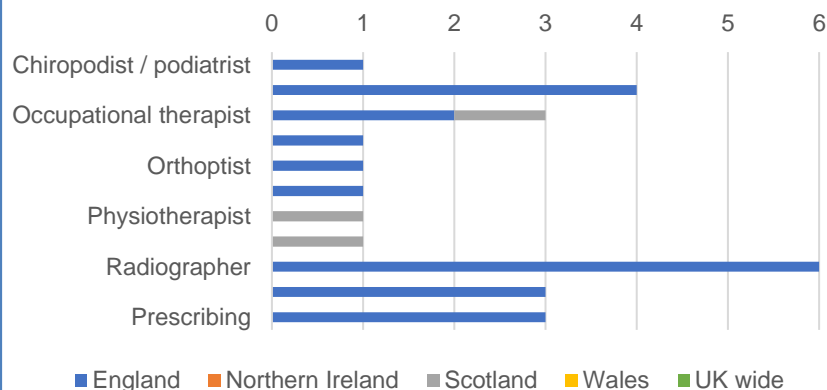
Review of KPI targets

The model running for 12 months presented an opportunity to consider the KPI targets we set ourselves. Through this report, we have reported against the following proposed changes.

KPIs proposed as	Rationale
Approvals	
• <20 of cases with conditions set (unchanged) • Stage 1 duration (where stage 1 visitor led) – three months from submission to decision (new KPI) • Stage 2 duration – four months from submission to decision (new KPI)	• Cases can remain 'dormant' for periods of time when the education provider is developing their submission for assessment. We can do little to influence or control this, as providers decide when to request approval, which may be many months before they are ready to make a submission • The revised KPI measures time taken in the process for parts of the process we are in control of • Reviewing current case progression, and granular KPIs for the team, we are suggesting KPI targets as three and four months for stages 1 and 2 respectively • This is consistent with the stage based service levels we currently have in place, the difference is that performance against these service levels is now being reported more visibly as two of the three key KPIs for the approval process (the other being percentage of cases with conditions set) • We are able to report meaningful trends for this data, which speak to our performance over time
Performance review	
• Duration –five months from submission to decision (amended KPI)	• Reviewing pilot and current case information, to consider what is normal, we propose amending the overall KPI for the performance review process to 5 months • This is a more reasonable target based on our experience 12 months on (noted on the summary page of the report) and with providers engaging with requirements for the first time meaning the process can take longer than initially expected • We will keep this target under continual review, and with a more formal review point towards the end of the 2022-23 academic year, and will consider proposing further amendments based on opportunities to streamline the process and our performance to that point
Focused review	
• <50% of cases requiring full review (new KPI) • Duration –five months from initial trigger to decision (unchanged)	We have settled on a target of 50% of cases referred through the focused review process as requiring a review – we will continue to measure performance against this target over the next 12 months

Approval process

Pipeline of new programmes

Bar chart (scale 0 to 6):
- Chiropodist / podiatrist: England ~1
- Occupational therapist: England ~2, Scotland ~3
- Orthoptist: England ~1
- Physiotherapist: Scotland ~1
- Radiographer: England ~6
- Prescribing: England ~3

Legend: ■ England ■ Northern Ireland ■ Scotland ■ Wales ■ UK wide

NOTE: There are currently no programmes in the 'pipeline' for arts therapists, biomedical scientists, clinical scientists, hearing aid dispensers, or prothetists / orthotists

Number of active cases - by case stage

Bar chart (scale 0 to 6):
- Assessment preparation (stage 1): ~6
- Stage 1 - institution assessment: ~3
- Assessment preparation (stage 2): ~3
- Stage 2 - programme assessment: ~1
- Assessment Report: 0
- Findings Review: ~1
- Responding to conditions: 0
- Approval Decision: 0

Legend: ■ Under service level ■ Over service level

Completed cases

Period	Competed	Conditions set (% of cases)	Stage 1 duration (months)	Stage 2 duration (months)
Last month	13	▲8	N/A	4.4
Last 3 months	17	▲6	N/A	▼4.4
Last 12 months	22	▲5	N/A	▲4.3
Target		Less than 20%	3 months	4 months

New programmes
- New programmes continue to be developed across professions, particularly in Allied Health roles
- This report sees a drop in the number of programmes in the 'pipeline' (from 58 in the June report, to 25 in this report)
- This is due to finalising assessments for programmes starting in September 2022, meaning these programmes have dropped off this list
- The change of focus can be seen in the number of cases in the earlier stages of the process (Assessment preparation (stage 1), Stage 1 – institution assessment, and Assessment preparation (stage 2))

Conditions applied on approval
- An explicit aim of moving to our current quality assurance model was to frontload regulatory engagement 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 for formal requirement setting through conditions
- We set conditions on one case in August – the percentage figure remains well below the target of setting conditions on less than 20% of cases
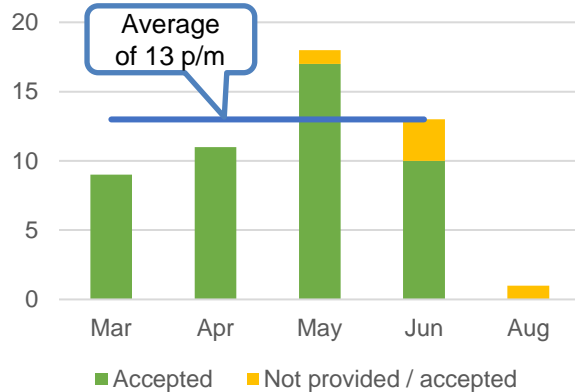
Approval duration
- These are the new KPIs referenced on page 3 of this report
- No cases went through a visitor led assessment in stage 1, and we are slightly over the target of four months for stage 2
- Although amber rated, performance of the team in this time was good – with 13 cases concluded in challenging circumstances, meaning providers are able to start their programmes in September as planned
- Focus on delivering this process over others is reflected in the case stage breakdown chart, which shows no cases over service level for the approval process

Performance review process
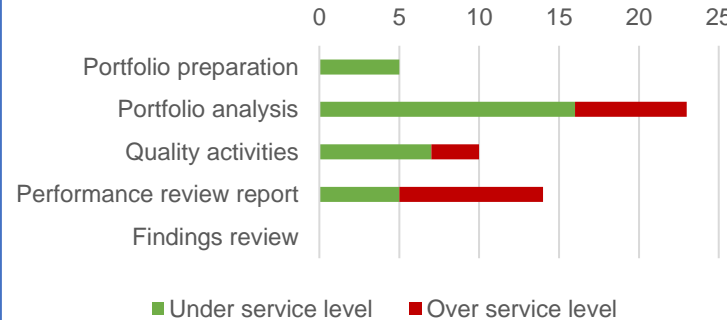
Portfolio submissions accepted / due by month

Average of 13 p/m

Legend: Accepted, Not provided / accepted

Number of active cases - by case stage

- Portfolio preparation
- Portfolio analysis
- Quality activities
- Performance review report
- Findings review

Legend: Under service level, Over service level

Next review period outcomes

Legend: HEI, Private provider, Professional body
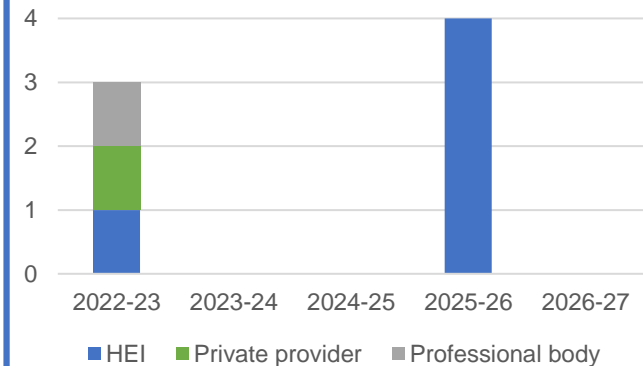
Completed cases

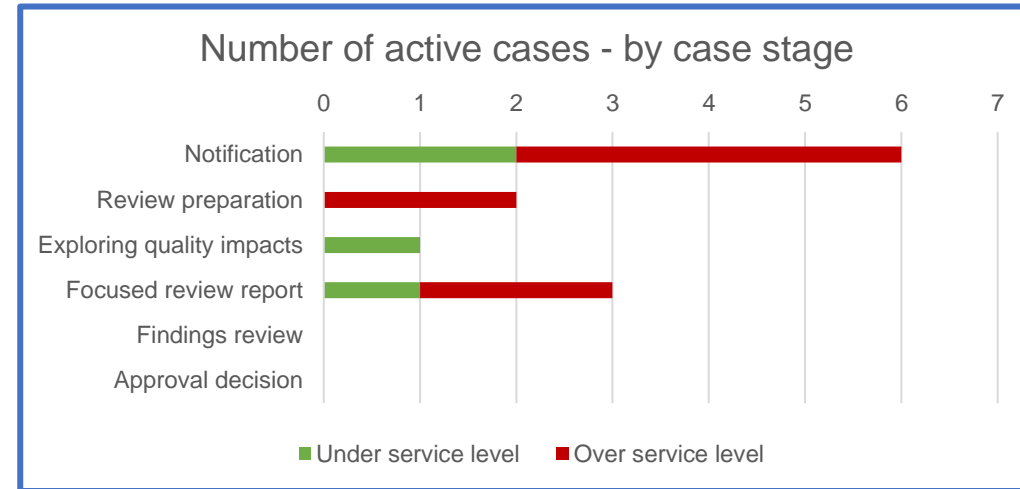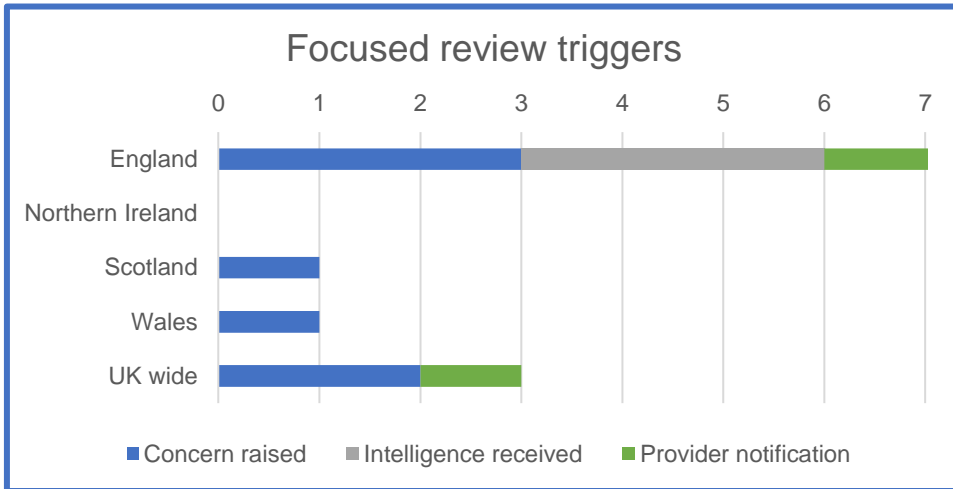| Period	Competed	Duration (months)	Trend from last month
Last month	0	N/A	N/A
Last 3 months	0	N/A	N/A
Last 12 months	0	N/A	N/A
Target		5 months	

Current activity
- We have now received and accepted 90% of submissions for the 2021-22 academic year, and have moved to active assessments of these submissions
- We are still expecting 4 submissions from April and May, and have formally extended the deadline for one provider to August – to enable providers to engage well with the process, we have extended deadlines where required, and proactively worked with providers on the completeness of their submissions
- For providers who have not submitted, we now start to focus on explaining consequences of not engaging with regulatory processes, which could lead to withdrawal of approval – this will help to underline the importance of engaging with HCPC requirements, if providers are not clear on this point
- Considering the case stages chart, our focus will now to work through the remaining cases, prioritising those over service levels and with an old case age
- We have started work to secure deadlines with providers in performance review in the 2022-23 academic year, to avoid the four month peak seen this year. We sent communications out in early August to allow providers to plan, and have a plan to support providers from September onwards (including webinars, and direct support from members of the team)

Review outcomes
- Only pilot cases have progressed to completion, which were negatively impacting the view of case timeframes. We have removed pilot cases from the figures, but as we have not yet concluded performance review cases for this academic year, we are reporting that zero cases have been completed
- There are currently 14 cases in the performance review report stage – at least some of these cases will be submitted to September ETCP, which will mean figures will show in the next performance report to ETC
- Variance seen in outcomes is driven mainly by provider type, and as those in the earlier review period needed to provide more data to allow us to take assurance through regular performance data sharing.

Focused review process

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Focused review triggers

- ■ Concern raised
- ■ Intelligence received
- ■ Provider notification

Number of active cases - by case stage

- ■ Under service level
- ■ Over service level

Cases – received and completed

Period	Triggers received	Review required %	Competed (full process)	Duration (months)	Trend from last month
Last month	0	N/A	0	N/A	N/A
Last 3 months	4	0	0	N/A	N/A
Last 12 months	14	57	1	1.3	▶0.0
Target		50%		5 months	

- Number of cases remains small, with most cases set up due to concerns being raised.
- The number of cases over service levels remains higher than we would like, with focus on the approval process (as outlined earlier in this report) being the reason for this.
- There is an upward trend with the numbers of cases set up where reviews are required – this percentage has grown from a third to over a half in the last 12 months. This could suggest we are getting better at initial 'triage' of case set up for potential focused reviews, only recording cases where it seems reviews are required.

Stakeholder engagement

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Highlights (June – August)

Engaged all stakeholder groups for feedback through model year 1 review exercise

Messaging about the revised standards of proficiency sent to all providers

Communication sent to all providers engaging in performance review in 2022-23 and 2023-24

Year in registration survey (2022)rolled out in June, and extended to encourage responses
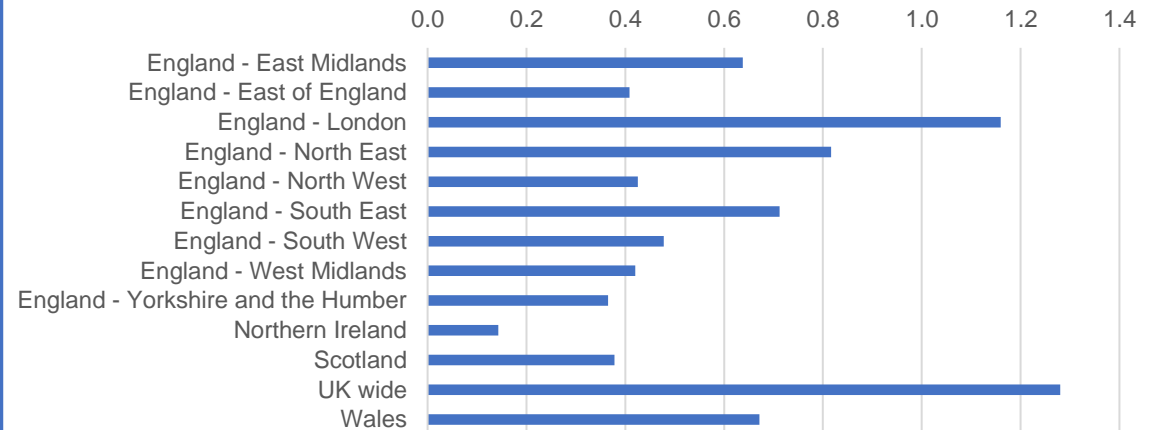
Continued work to establish formal information sharing with professional bodies, including quarterly forum

Continued work to establish formalising information sharing with other bodies

Average number of emails per contact

Region	
England - East Midlands	0.65
England - East of England	0.40
England - London	1.15
England - North East	0.80
England - North West	0.45
England - South East	0.70
England - South West	0.50
England - West Midlands	0.45
England - Yorkshire and the Humber	0.35
Northern Ireland	0.15
Scotland	0.35
UK wide	1.30
Wales	0.65

- We held 89 meetings with education providers, professional bodies, and other sector stakeholders in the last 12 months. These meetings have primarily focused on case assessment, and information sharing arrangements
- There is a wide range of the average number of emails sent per contact in the last four weeks, with over six times as many emails sent per contact for UK-wide providers than for northern Irish providers
- The trends for the most and least contacted regions persist from when we started reporting these figures – we will have more time to investigate causes for this in the 2022-23 academic year
- Feedback received to gather insight about how regional stakeholder engagement is working has been useful in developing our regional ways of working. We have or will be:
  - Refreshing providers on what they can expect from us, and what we need from them, in the September issue of Education Update
  - Setting up a 'framework' to help members of the team ensure interaction with providers adds value for all
  - Develop system capabilities to enable recording and reporting of key information related to provider preferences and the work we are doing
- We ran new visitor training in July – feedback received was generally positive, with an average score of 3.8/5 for the overall quality of the session