

Registration Department Performance Report

Report date: October 2025

Prepared by: Richard Houghton, Head of Registration

Registration – Performance Report Summary

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Overview & New Developments

- UK applications:** We are now through the peak period for applications to join our Register from learners completing HCPC approved UK education programmes. The team has managed the demand (over 5,600 applications received in August and September) well. The median processing time for UK registration applications was between 2-3 working days throughout the reporting period August 2025 to September 2025 (see page 3), which is significantly below the 10-working day KPI. We have managed this summer peak well in recent years, helped by the use on technology (moving applications online). This year is the first summer peak period since we introduced our new operating model in registration and that combined with the ongoing benefit of an online application process means our performance is better than all previous years.
- International applications:** The monthly performance median has further reduced to 27 working days (our KPI is 60 working days) as we see the benefit of the additional fixed term contract roles approved in February 2025 by the Executive Leadership Team (ELT) to provide additional capacity in the international registration team to manage the spike in applications at the end of 2024 and early 2025.
- Our **contact centre** continues to provide a timely response to both telephone and email enquiries (see pages 12, 14 and 15).

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Risks & Issues

International applications:

The time to assess international applications has dropped significantly this month to 27 working days. This reflects the hard work and dedication of the teams but as previously highlighted we should continue to apply caution for the following reasons:

- Planned further changes to the international assessment model:** The planned changes to the international assessment process (removing the 'further information' part of the assessment process) later in the calendar year require the team's continued involvement in supporting these changes and time to ensure they are fully trained when these changes come into effect.
- Plagiarism cases** – Applications that have been investigated for plagiarism can result in applications being resumed if the investigation means we are satisfied that there has been no plagiarism. In these situations, the age of those applications will be 'older' due to the time taken for the plagiarism investigation. Therefore, this may affect the KPI data. We will explain this in our reports to the ETC if this occurs.
- International team capacity** As the number of international applications received each month has remained lower than forecast since February and the performance against our KPIs has improved we are in the process of scaling down the size of the team (as part of the flexible resource model we have with the fixed term contracts). We will continue to actively monitor the number of applications received and the performance of the team to ensure team is appropriately resourced to meet demand.

Appeals:

Performance against our service standards was not met in August or September 2025 due to the increased volume of appeals and the number of appeal panels that can be held each month. In addition, there were 2 appeal hearing day cancellations due to a Panel Chair and Registrant Panel Member no longer able to attend.

We continue to work with the Tribunal Service team to ensure a smooth transition of the scheduling and appeal hearing facilitation. The appeal hearing facilitation has now transferred to the Tribunal Service team on the 1 October 2025 with the scheduling work due to be undertaken by them from the beginning of November 2025.

We have 5 appeal hearing days scheduled for October 2025 which is an increase on previous months, and we are seeing the benefit of the increased number of Panel Chairs. See page 17 for further information on appeals.

Performance summary

Performance RAG rating Sep 2025	Performance RAG rating Aug 2025
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Core registration processes

UK applications		
International applications		
Renewals		
CPD		
Readmissions		
Appeals		

Contact centre

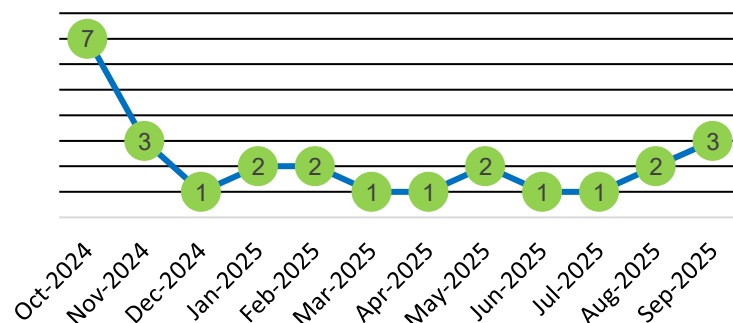
Emails		
Postal		
Telephone enquiries		

Registration – Performance Report

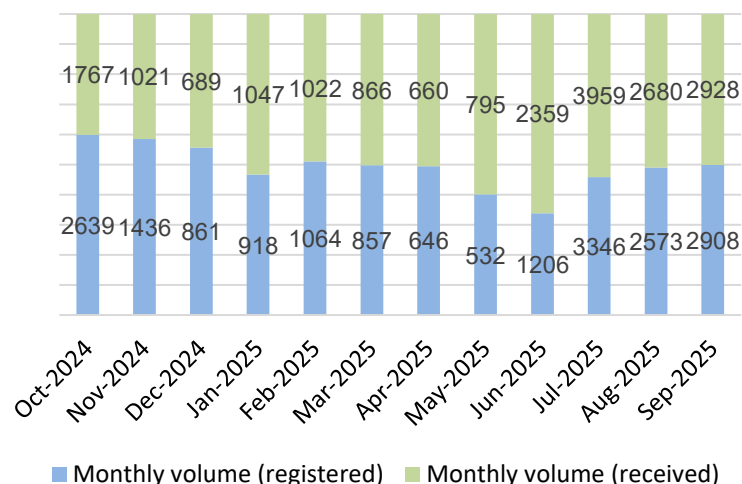
UK applications

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

Monthly target performance
(Monthly performance median
in working days)



Received vs Registered



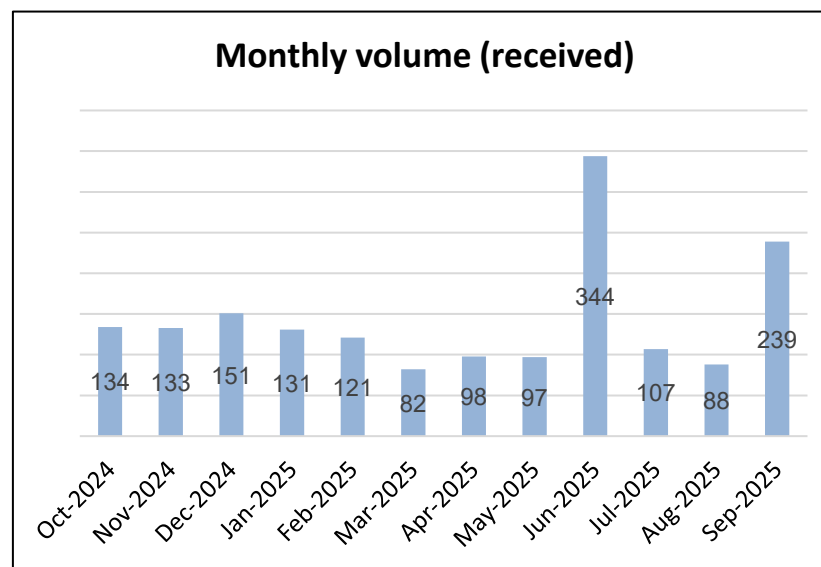
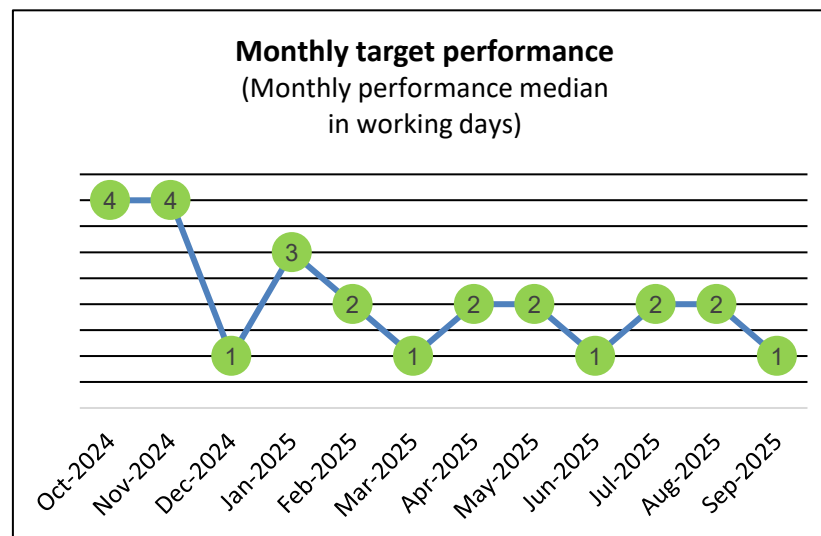
Analysis

- Performance against our service standard for UK applications has been consistently met.
- Between August and September 2025 5481 people joined the Register via the UK registration route.
- The application assessment time median was 2 working days in August and 3 working days in September 2025
- 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.

Registration – Performance Report

Readmission applications

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



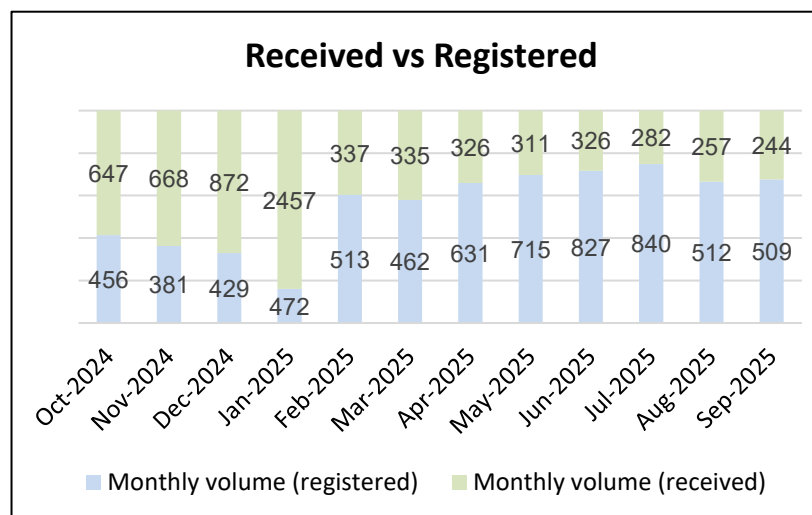
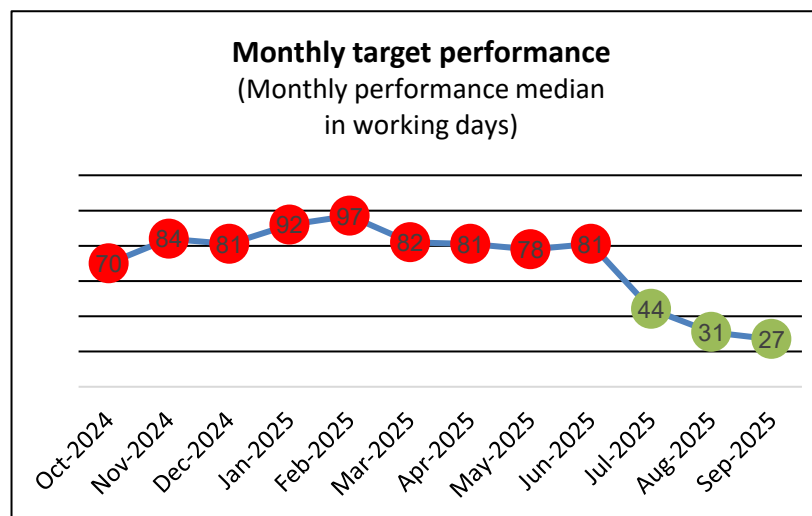
Analysis

- The median has remained within the service standard of 10 working days between August – September 2025.
- We saw an increase of readmission applications in September due to the Orthoptists and Paramedics renewals ending on 31st August.
- We continue to work with professional bodies and unions requesting that they share our guidance and remind their members to renew their registration – this negates the need for people to apply to re-join the Register if they unintentionally do not renew their registration.

Registration – Performance Report

International applications

Month	Monthly performance median (60 working days)
September-2025	27
August-2025	31
July-2025	44
June-2025	81
May-2025	78
April-2025	81
March-2025	82
February-2025	97
January-2025	92
December-2024	81
November-2024	84
October-2024	70



Analysis

The monthly performance median has reduced to 27 working days as we see the benefit of the additional fixed term contract roles approved in February 2025 by the Executive Leadership Team (ELT) to provide additional capacity in the international registration team to manage the spike in applications at the end of 2024 and early 2025.

We continue to monitor performance in this area as there are a number of complex factors to consider, including:

- Planned further changes to the international assessment model:** The planned changes to the international assessment process (removing the 'further information' part of the assessment process) later in the calendar year require the team's continued involvement in supporting these changes and time to ensure they are fully trained when these changes come into effect.
- Plagiarism cases** – Applications that have been investigated for plagiarism can result in applications being resumed if the investigation means we are satisfied that there has been no plagiarism. In these situations, the age of those applications will be 'older' due to the time taken for the plagiarism investigation. Therefore, this may affect the KPI data. We will explain this in our reports to the ETC if this occurs.
- International team capacity** As the number of international applications received each month has remained lower the forecast since February 2025 and the performance against out KPIs has improved we are in the process of scaling down the size of the team (as part of the flexible resource model we have with the fixed term contracts). We will continue to actively monitor the number of applications received and the performance of the team to ensure team is appropriately resourced to meet demand.

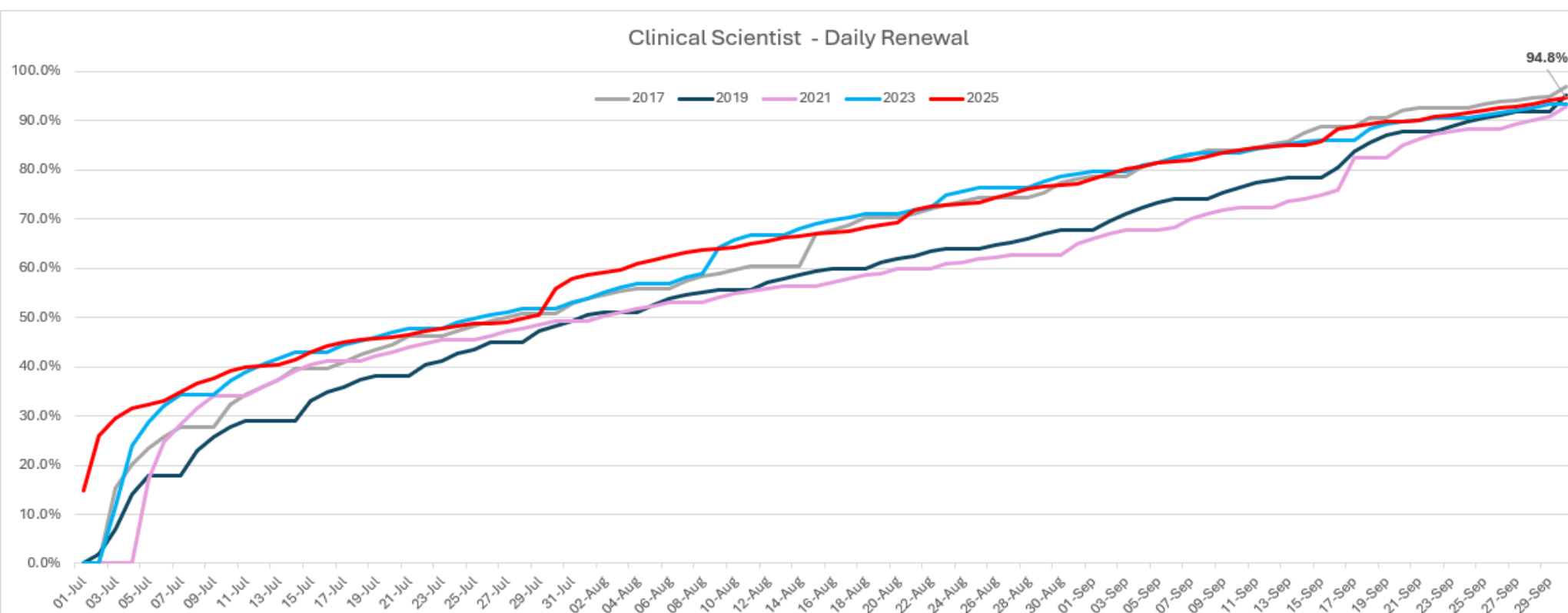
Registration – Performance Report

Renewal rates

Analysis

The Clinical Scientists renewal period has now ended as at 30th September .

- 94.8% have renewed their registration, this is 1.4% higher than the previous renewals cycle.



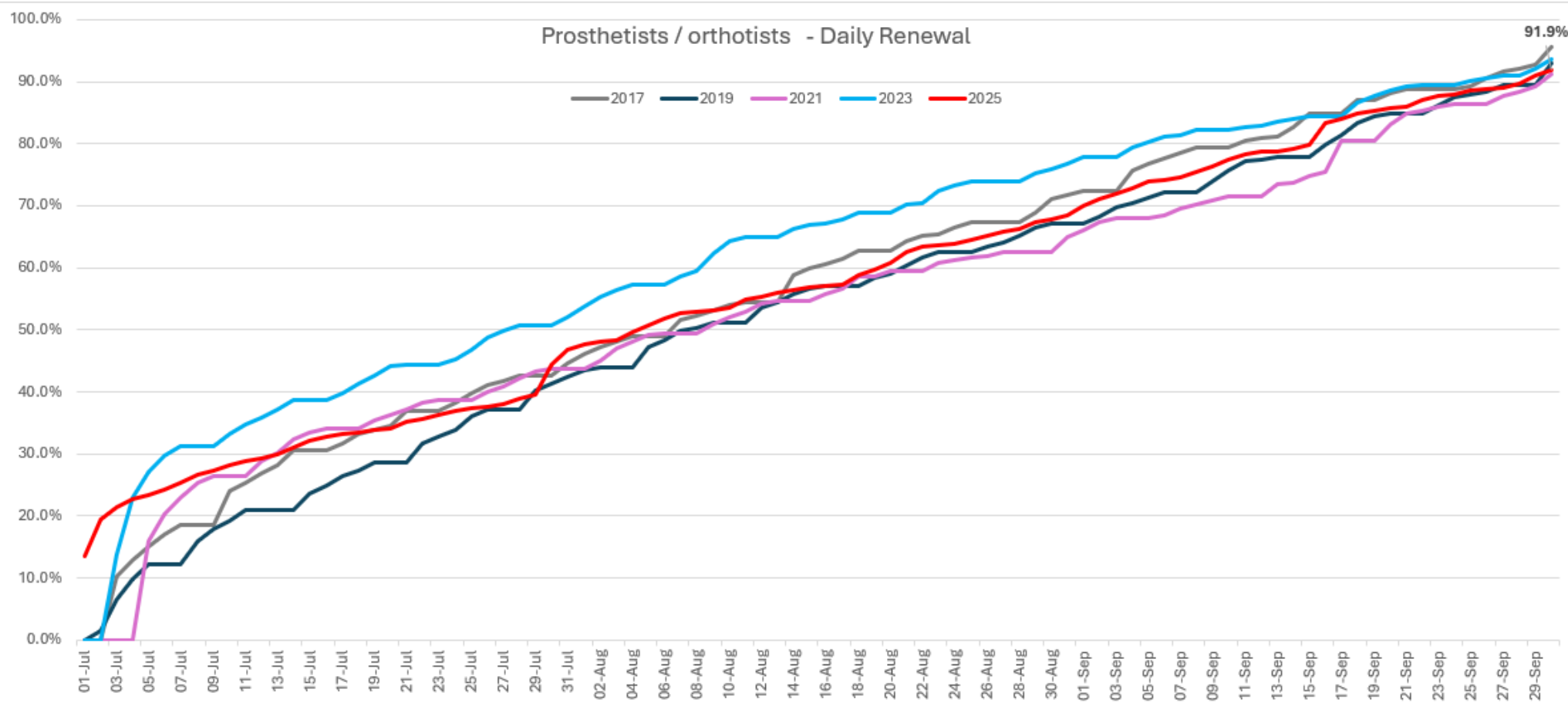
Registration – Performance Report

Renewal rates

Analysis

The Prosthetist/Orthotists renewal period has now ended as at 30th September .

- 91.9% have renewed their registration, this is 1.8% lower than the previous renewals cycle



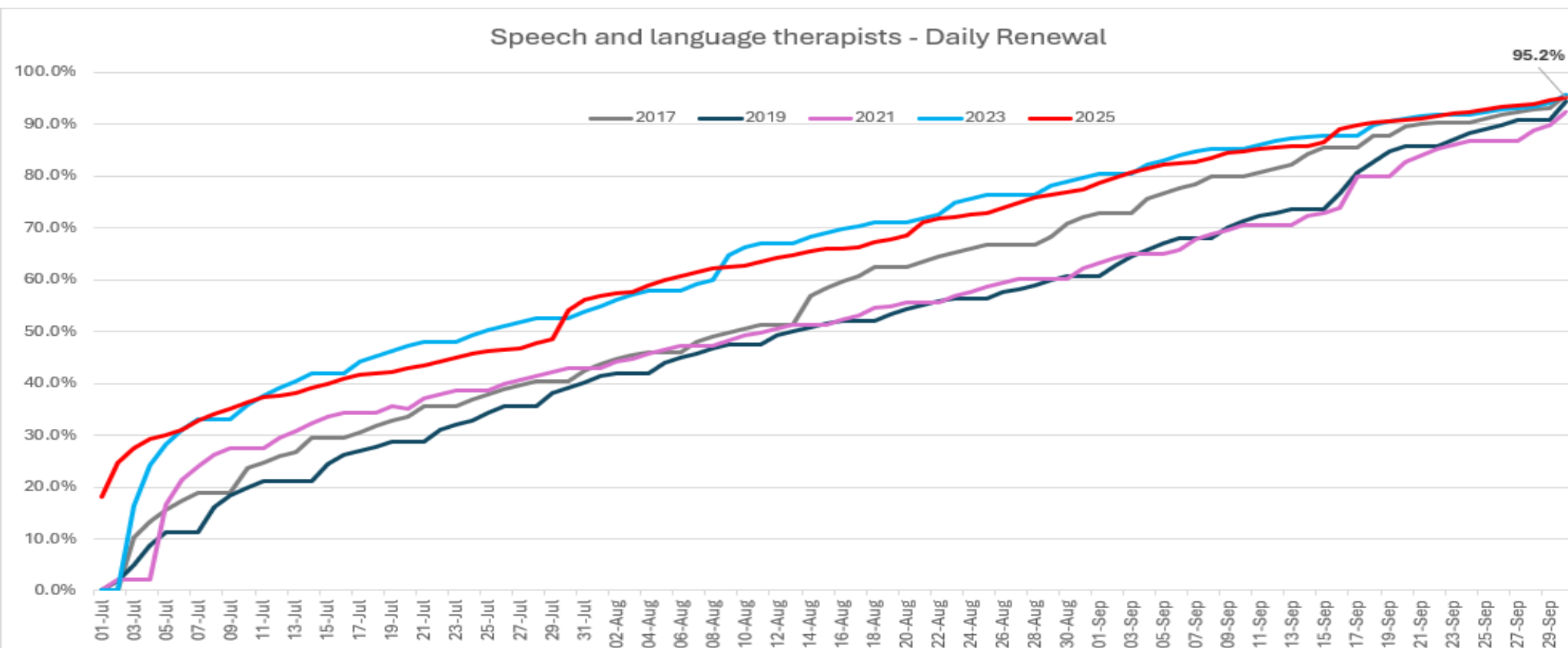
Registration – Performance Report

Renewal rates

Analysis

The Speech and Language Therapists renewal period has now ended as at 30th September .

- 95.2% have renewed their registration, this is 0.5% lower than the previous renewals cycle



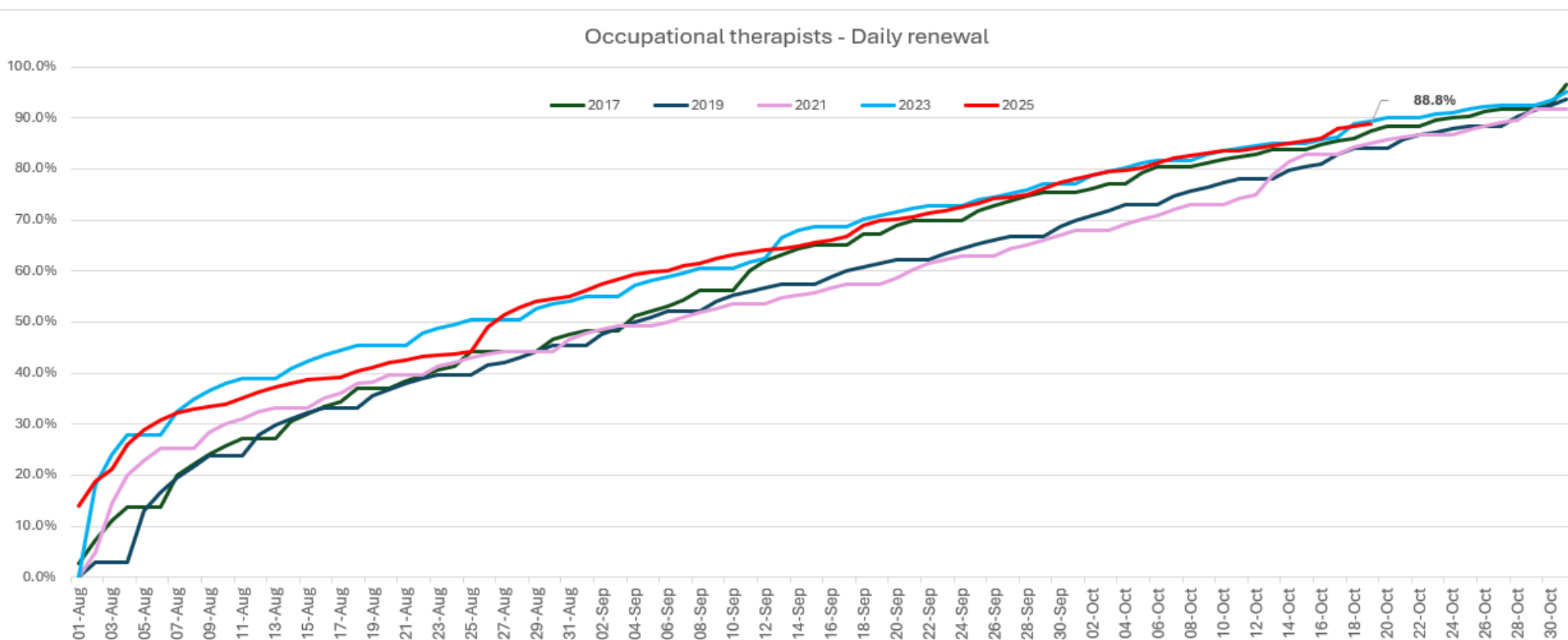
Registration – Performance Report

Renewal rates

Analysis

On the 01 August 2025, Occupational Therapists began their renewal period.

- As at the 20th October, 88.8% have renewed their registration, this is circa 0.6% lower than the previous renewals cycle.



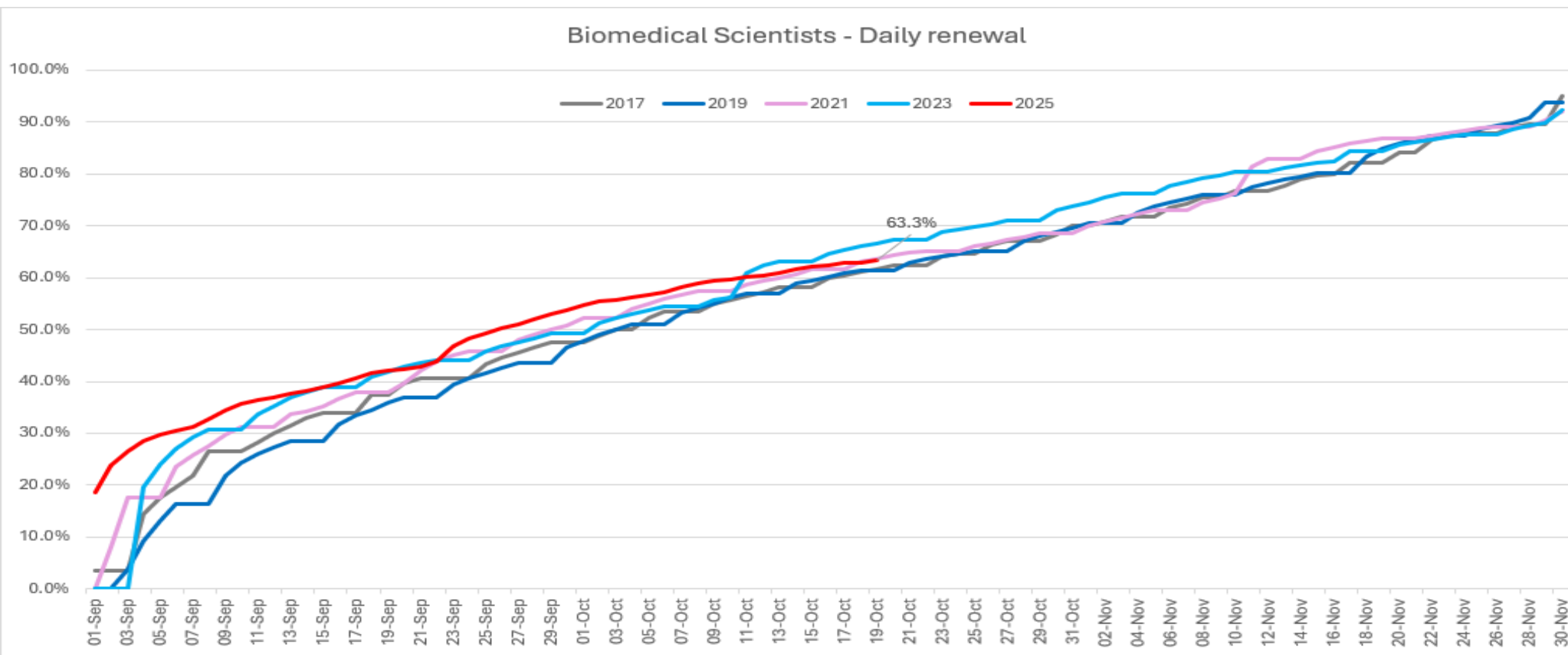
Registration – Performance Report

Renewal rates

Analysis

On the 01 September 2025, Biomedical Scientists began their renewal period.

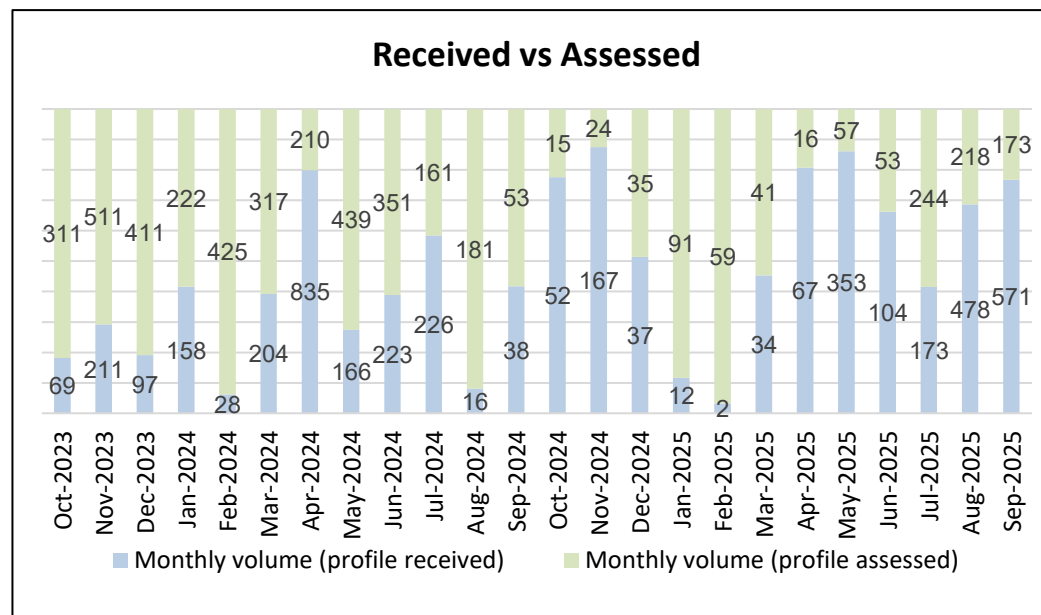
- As at the 20th October, 63.3% have renewed their registration, this is circa 3% lower than the previous renewals cycle, reminders will be issued 22nd October with final reminder on 16th November.



Registration – Performance Report

CPD audits

Month	Monthly performance median (60 working days)
September-2025	37
August-2025	44
July-2025	37
June-2025	33
May-2025	31
April-2025	31
March-2025	57
February-2025	55
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



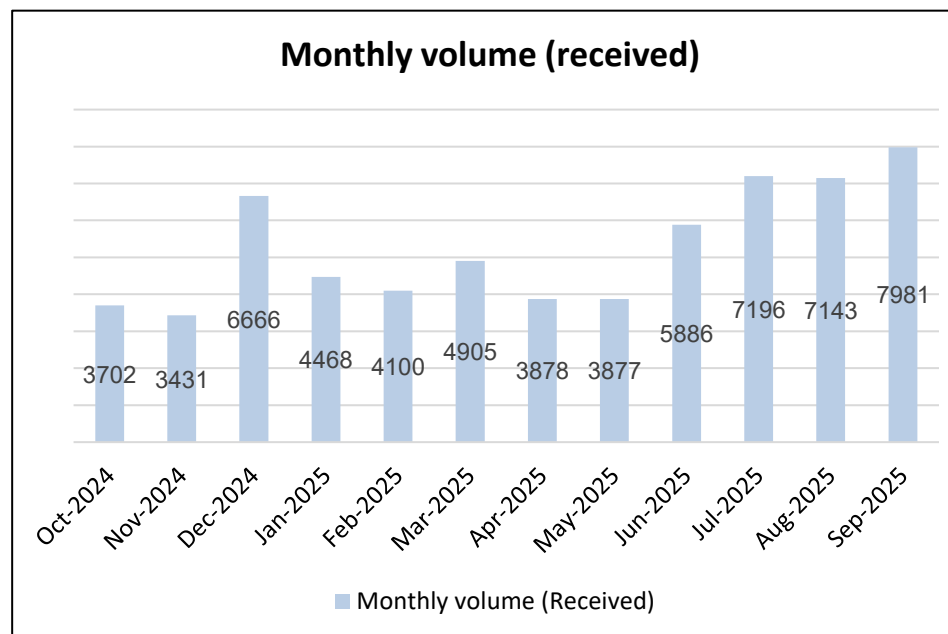
Analysis

- During the period from August 2025 through to September 2025, the 60-day median service standard target was achieved.
- The increase in profiles received in August and September is linked to the renewals period for Paramedics and Orthoptists closing.

Registration – Performance Report

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

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



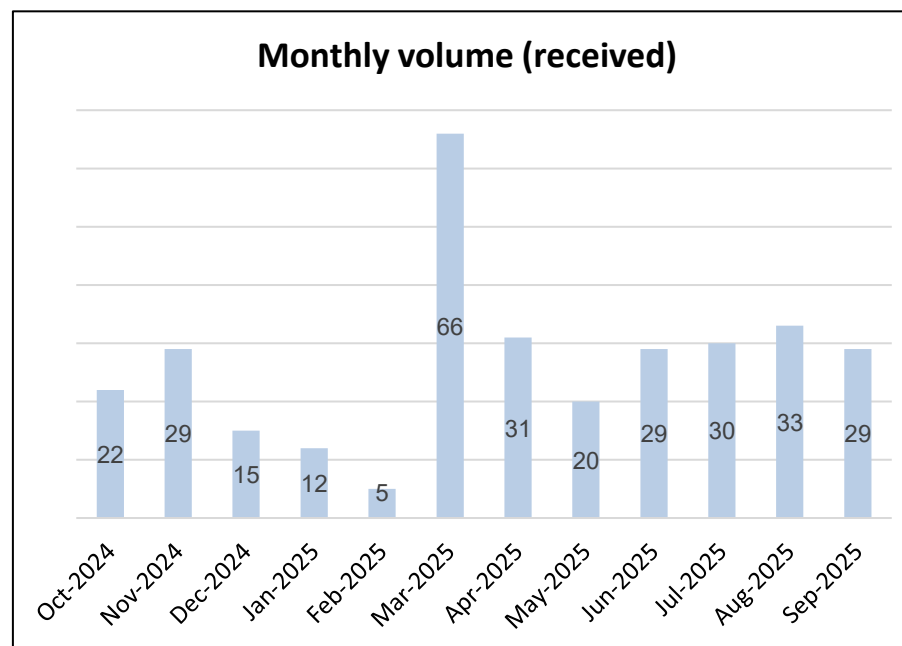
Analysis

- The use of AI in our contact has enabled us to provide a near same day service for email enquiries.
- The increased volumes in August/September are directly linked to the increase in UK Applications and readmission volumes through the summer peak period.
- The previous reported technical issues with an external partners encrypted email has now been resolved and the inaccurate data has been removed, and the data is now as expected.
- The continued improvement to our UK and readmission application service times has had a positive impact on the number of emails received.
- 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.

Registration – Performance Report

Postal correspondence

Month	Monthly performance median (10 working days)
September-2025	0
August-2025	1
July-2025	1
June-2025	1
May-2025	1
April-2025	2
March-2025	1
February-2025	1
January-2025	3
December-2024	1
November-2024	2
October-2024	3



Analysis

- During the period from August 2025 through to September 2025 the 10 working days median service standard has been consistently met.
- Increase in correspondence in March is linked to the renewals cycle that started for the Practitioner Psychologists.

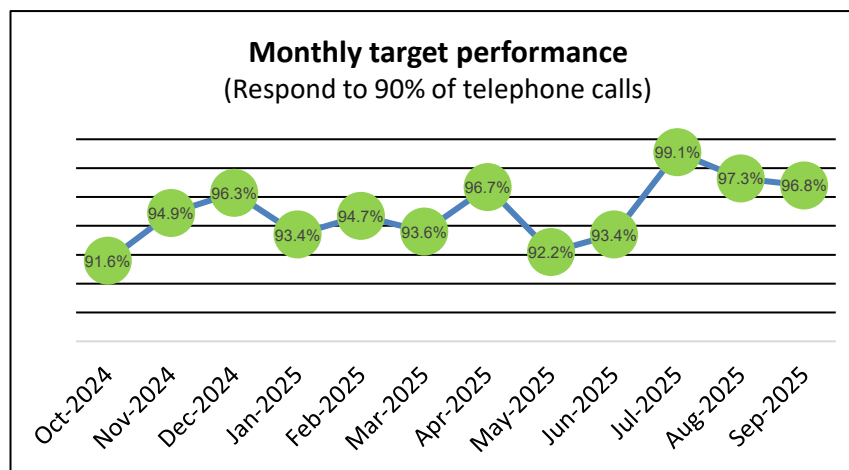
Registration – Performance Report

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

Target

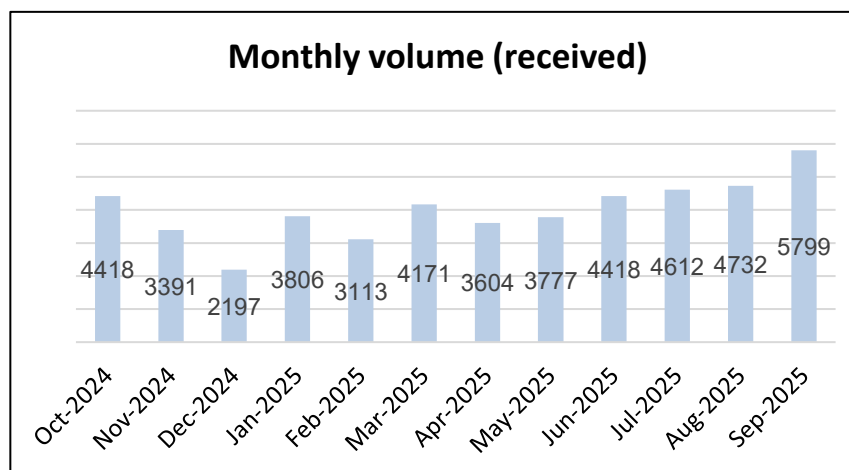
90% of all calls
answered

Month	Monthly performance median (% of calls answered)
September-2025	96.8%
August-2025	97.3%
July-2025	99.1%
June-2025	93.4%
May-2025	92.2%
April-2025	96.7%
March-2025	93.6%
February-2025	94.7%
January-2025	93.4%
December-2024	96.3%
November-2024	94.9%
October-2024	91.6%



Analysis

- The team answered 97.3% of UK Calls in August, and 96.8% in September 2025.
- UK call volumes increased in September, which is linked to the 5 professions (c100k registrants) in their renewal cycle. We managed this higher level of demand well as shown by the performance during these months.



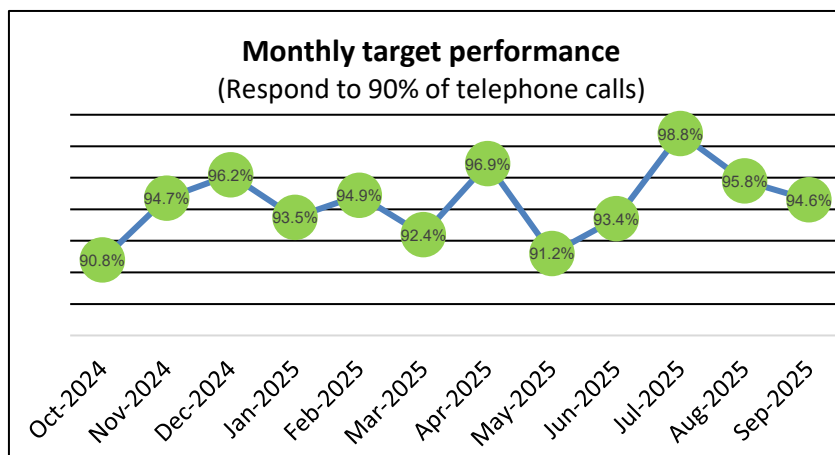
Registration – Performance Report

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

Target

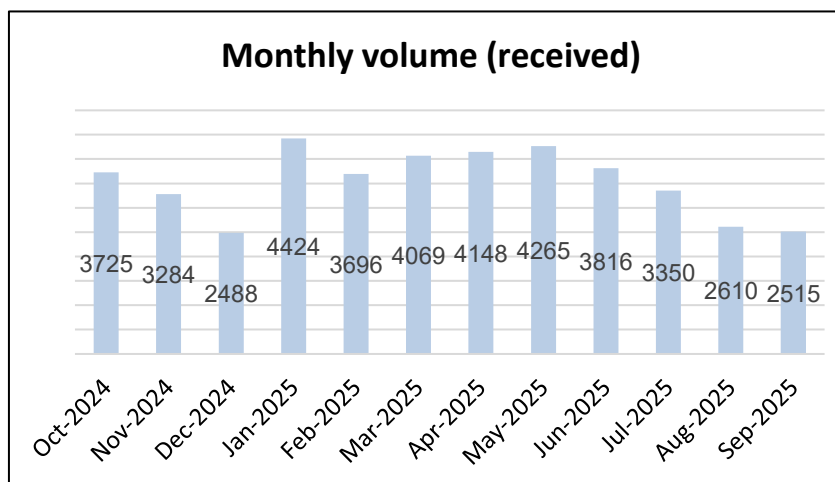
90% of all calls
answered

Month	Monthly performance median (% of calls answered)
September-2025	94.6%
August-2025	95.8%
July-2025	98.8%
June-2025	93.4%
May-2025	91.2%
April-2025	96.9%
March-2025	92.4%
February-2025	94.9%
January-2025	93.5%
December-2024	96.2%
November-2024	94.7%
October-2024	90.8%



Analysis

- The team answered 95.8% of international calls in August and 94.6% in September 2025.
- We are now seeing a reduction in the number of international related calls due to the improved international application performance.



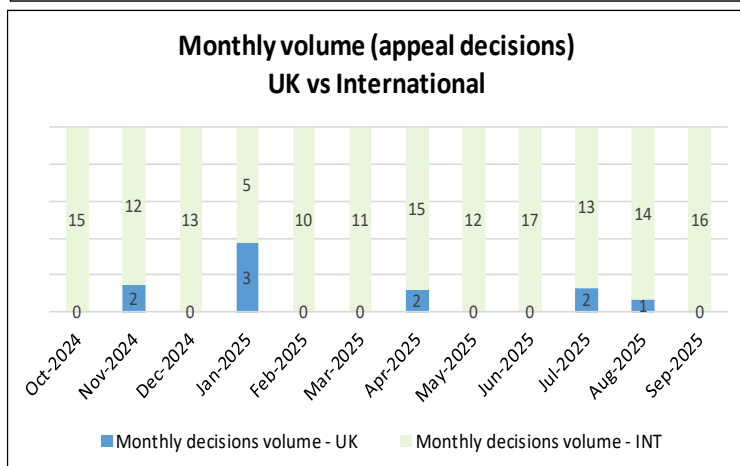
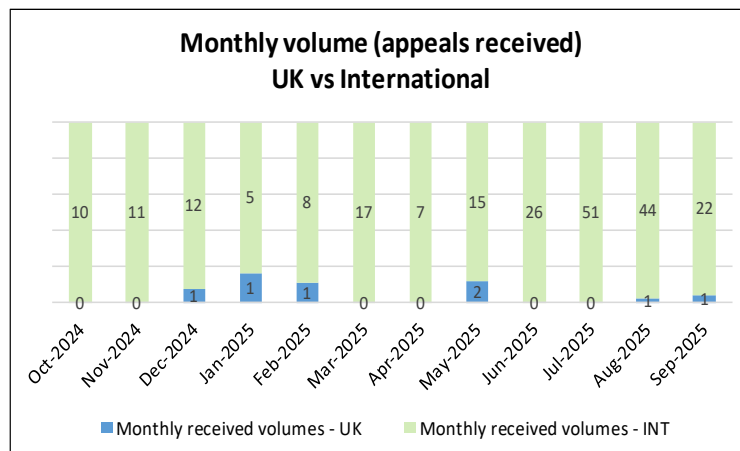
Registration

Registration Appeals

Registration – Performance Report

Appeals

Month	Monthly performance median (100 working days)
September-2025	120
August-2025	117
July-2025	114
June-2025	39
May-2025	185
April-2025	262
March-2025	264
February-2025	215
January-2025	68
December-2024	251
November-2024	161
October-2024	32



Status of appeal cases

- We have 159 active appeal cases
- Of those 11 have appeal hearings scheduled, 131 are awaiting scheduling, and 17 are awaiting further information to progress to a hearing.
- Our forecasting model for 2026/27 indicates that we will receive approximately 130-140 appeals per annum. We have planned capacity for 120-180 appeal cases.

Analysis

- In August and September 2025, the Registration Appeals team received a total of 68 appeals, consisting of 66 relating to international applications decisions and 2 relating to UK application decisions.
- A total of 31 appeals were concluded between August and September 2025, of which 3 were upheld, 13 dismissed, 4 remitted and 11 were withdrawn due to failure to meet the threshold for a valid appeal.
- Performance against our service standards was not met in August or September 2025 due to the increased volume of appeals and the number of appeal panels that can be held each month. In addition, there were 2 appeal hearing day cancellations due to a Panel Chair and Registrant Panel Member no longer able to attend.
- The appeal hearing facilitation has now transferred to the Tribunal Service team on 1 October 2025, with the scheduling work due to be undertaken by them from the beginning of November 2025.
- Hearings have been scheduled for 02, 06, 17, 24, and 27 October 2025.

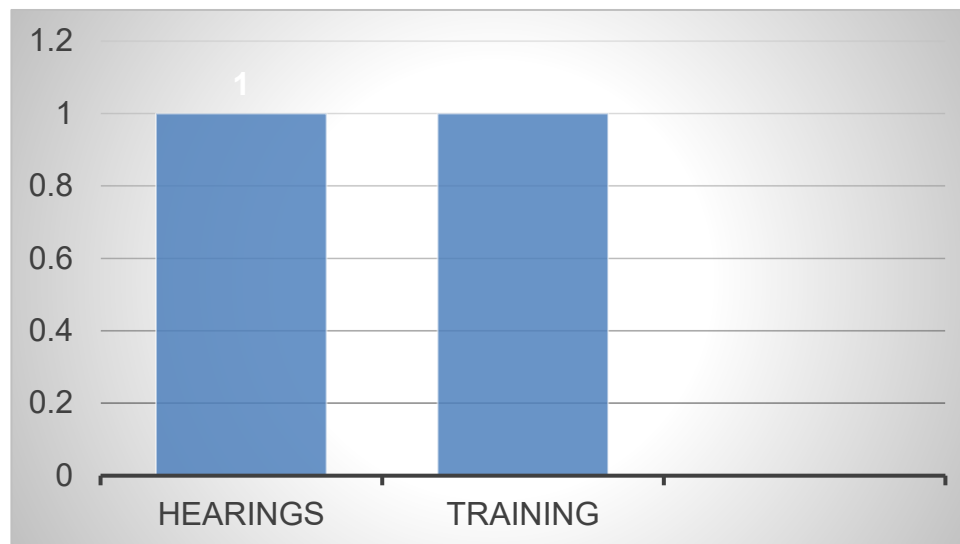
Appeal panel feedback August- September 2025

Month	Number of feedback forms received
August 2025	5
Sept 2025	3
Total	8

8 feedback forms returned

8 out of 8 panel members gave positive feedback, making comments like:

- Worked well as a team
- Team rose to the challenge
- The presenting officer made a complex issue simple
- The chair was extremely supportive



Two opportunities for improvement highlighted:

Hearings: Concerns about the number of hearings in one day. *Action taken: The number of appeal hearings will be reviewed by the scheduling team as part of the transition to the tribunal's services. There will be the need to balance enough time for a thorough appeal hearing to take place and ensuring there is enough capacity to manage the appeal case load.*

Training: Preliminary training for appeal panel members who previously only sat on Ftp panels- *Action taken: Updated practice note and additional training to be provided by the tribunal services.*

Note: This will be the last update on feedback from panels, as this function now sits under the Tribunals Service.

Registration

Training & Development

Registration – Training and Development

This is the third report to ETC that includes an overview of the work of the Training and Development Partner within the Registration Department. As this is a new role within the department, we thought it would be helpful to remind the Committee that since the implementation of the new operating model within the Registration department, several initiatives have been undertaken to support the onboarding and development of staff.

At the last meeting of the ETC, we reported on the following areas of work that were in progress. The areas in progress at the time of the last meeting have now been completed:

- Completed training sessions on fraudulent and incorrect entry and on multi-factor authentication. Multi-factor authentication went live in September.
- Completed development of a series of eLearning modules, which include an introduction to the Registration Department and explaining key procedures and systems, e.g. for managing UK applications, renewals and Business Central (the finance system which links to our registration system).
- Completed development of an E-Learning module for Registration Assessors to support the implementation of changes to the assessment model within the international application route, due to happen later this year.

In the next quarter, the focus will be on developing an E-learning module on the Test of Competence for International assessors and supporting the International team to develop their internal training plan/guides to ensure consistency across this area of the department.