

# Education team Performance report May 2023 - ETC

Report date: 31 May 2023, data correct 23 May

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## Key points

### Resourcing / case progression

- 90% of active cases are within our service levels. We are aiming for 90% of cases within service levels (green), with an amber RAG rating of 80-90%. This is continued improvement from a historic low of 65% in September, and 78% in the last report
- We have made further changes to this performance report, removing the 12 month figure from each slide and instead representing 12 monthly performance through graphs within the appendix. The intention of removing these figures is to focus on current performance, although these tables will always show how we have progressed through historic case, rather than live case information (as they report case conclusion figures)
- For live performance information related to timeliness of delivery, members should focus on the ‘Number of active cases - by case stage’ charts
- We are now currently focusing our efforts on:
  - Delivery of approval assessments with September 2023 programme start dates
  - Delivery of performance review assessments for submissions provided in this academic year
  - Overdue cases – particularly ‘higher risk’ cases, such as focused review assessments

### Case conclusion

- Case conclusion figures are currently amber or red rated - these are time-based measure for case conclusion
  - We have not approved any programmes in the last three months - this is a product of where we are in a normative cycle of work rather than an indication of underperformance
  - As expected, performance review figures have increased in this report, and we still expect them to decrease when cases from this academic year begin to conclude, likely from June onwards. This is because cases finalised in the last three months were overdue cases from the 2021-22 academic year
  - For focused review cases, we have seen the impact of the one very overdue case referenced in the last report – with small case numbers and concluding long overdue cases, this figure is likely to fluctuate in the future

### Report development

By September, we are intending to develop our reporting to ELT and ETC by providing:

- The quality of decision making, by including results from first and second line checks
- Stakeholder feedback metrics
- Thematic reporting on issues picked up and prevented
- Internal audit findings

Performance summary	Current performance (RAG rating)
Time taken through the approval process	N/A
Approvals subject to conditions	N/A
Time taken to complete the performance review process	▶
Percentage of active case within service levels	▲

## Risks & Issues

- Spike in assessment activities in the performance review process, due to a large number of portfolios submitted
- This may lead to a bottleneck in assessing and producing reports
- We are mitigating this risk by setting team priorities, and close management of case progression

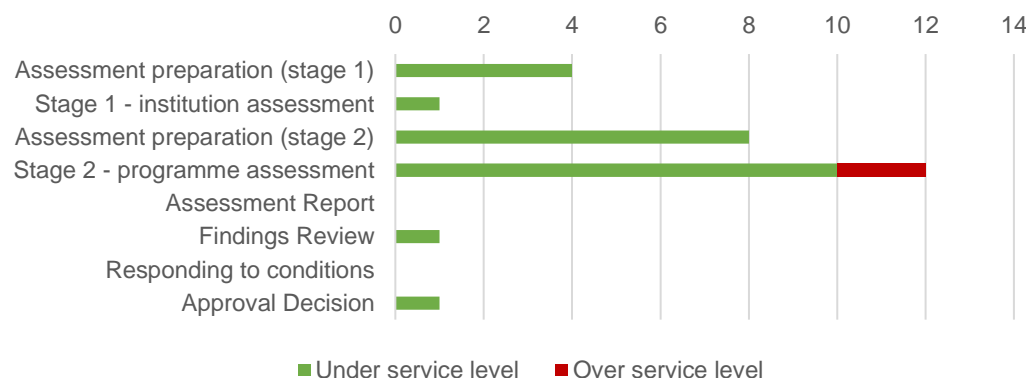
# Approval process

### Pipeline of new programmes



NOTE: There are currently no programmes in the 'pipeline' for biomedical scientists, chiropodists / podiatrists, clinical scientists, operating department practitioners, orthoptists, practitioner psychologists, or prosthetists / orthotists

### Number of active cases - by case stage



## Completed cases

Period	Number completed	Conditions set (% of cases)	Stage 1 age at stage conclusion (months)	Stage 2 age at case conclusion (months)
Last month	N/A	N/A	N/A	N/A
Last 3 months	N/A	N/A	N/A	N/A
Target		Less than 20%	3 months	4 months

## New programmes

- New programmes are being developed across professions – the number of proposed programmes has increased in the last three months, from 27 to 40
- We are considering, 22 proposals for September 2023 start dates
- There are no programmes currently proposed in Northern Ireland, Scotland or Wales
- Most cases are being actively assessed by partners. This is due to us assessing programmes due to start in September and January.

## Conditions applied on approval

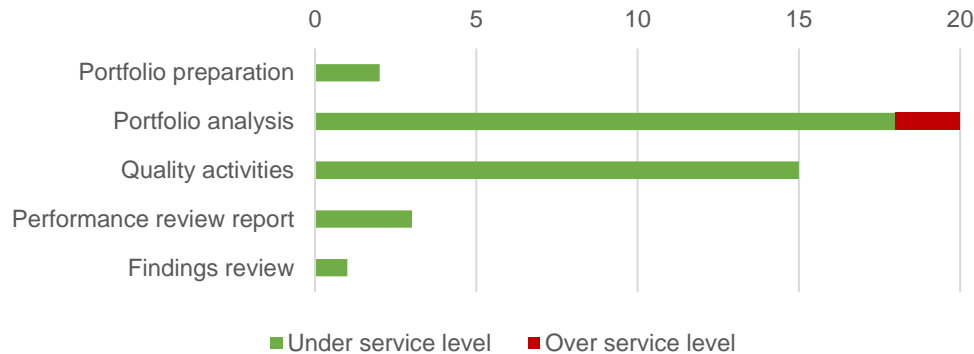
- An explicit aim of moving to our current quality assurance model was to frontload regulatory burden and reduce the number of formal 'conditions' applied when approving programmes
- We still hold providers and programmes to the same high standards, but work with them to fix problems early, rather than resorting for formal requirement setting through conditions
- We have set conditions on one case in the last 12 months – the percentage figure remains well below the target of setting conditions on less than 20% of cases

## Approval duration

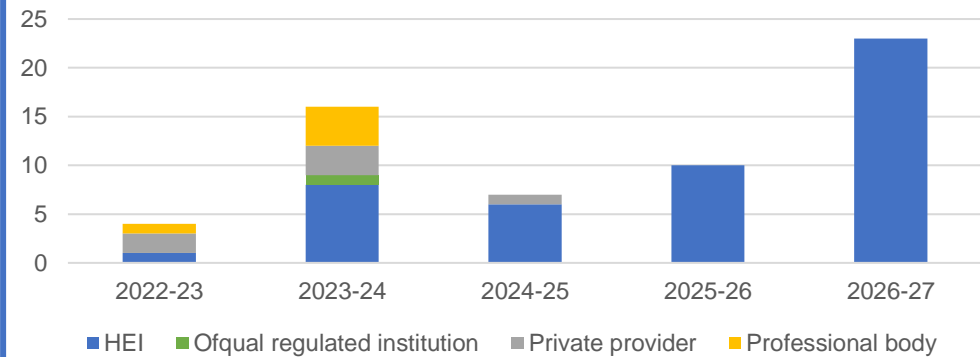
- We did not conclude any approval assessments in the last three months
- This is a product of where we are in a normative cycle of work rather than an indication of underperformance

# Performance review process

Number of active cases - by case stage



Next review period outcomes



## Completed cases

Period	Completed	Age at case conclusion (months)
Last month	4	▲ 10.7
Last 3 months	26	▲ 10.0
Target		5 months

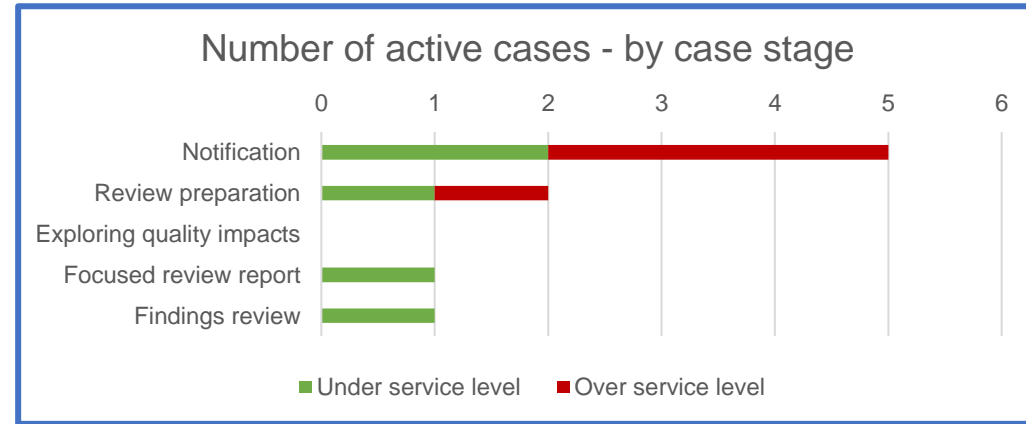
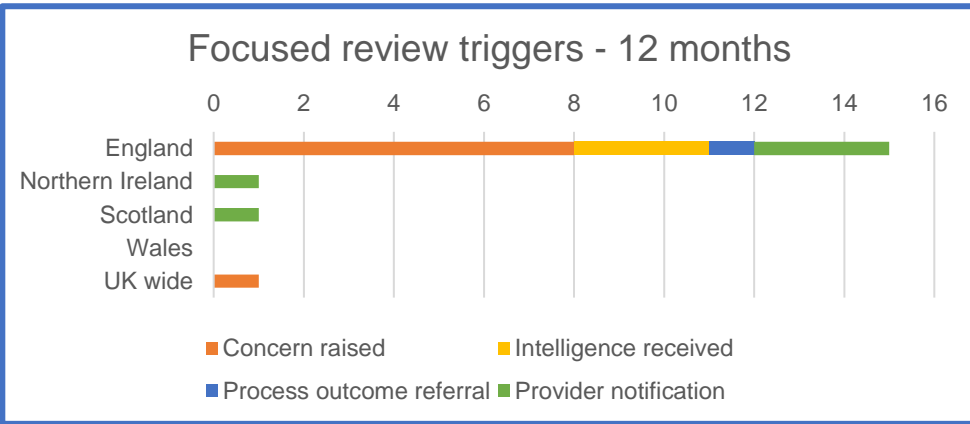
### Current activity

- All but one portfolios have been received and accepted
- This means we are now undertaking active assessment of most portfolios
- Only two cases are outside of service level, and some assessments are at the reporting or findings review stage. These are good indicators for concluding cases within our 5 month aim from the portfolio submission

### Review outcomes

- We have concluded 4 performance review cases since the last report, and 26 in the last 3 months. These cases took on average longer than we aim for through this process, which was a finding we expect and reported through the last several reports
- Variance in outcomes is driven mainly by provider type, with shorter review periods normally being given to non-HEIs
- 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
- The variance seen is mainly driven these providers not being included in HEI data returns, and not establishing a data supply through the performance review process
- Three providers assessed in the pilot are re-engaging with performance review in this academic year

# Focused review process



## Cases – received and completed

Period	Triggers received	Review required %	Number completed (full process)	Age at case conclusion (months)
Last month	1	tbc	1	17.6
Last 3 months	4	▲ 50	1	▲ 17.6
Target		50%		5 months

- Number of cases remains small, with around half cases set up due to concerns being raised
- The number of cases over service has decreased
- We are continuing to work as a team on driving these exceptions down, by setting clear expectations, surfacing overdue cases, and working 1-2-1 with team members to progress specific cases
- The percentage of cases referred to review is currently at the target
- We have completed four cases (which went through the whole process) in the last three months. As further cases progress to conclusion we will get a better indicator of our performance against targets
- There was one case resolved in the last month, this case was particularly complex, which meant it took almost a year and a half from first referral to case conclusion. In this case, we decided that there was no case to answer, so there was no public risk due to delays in this decision being made

# Stakeholder engagement highlights



Sent our quarterly e-newsletter to c1,400 contacts – subjects included information about the revised SOPs, SCPEs consultation, and our performance review requirements for the 2023-24 academic year



Released our 'Year in Registration' survey from 2022, and have offered key stakeholders follow up sessions to discuss results



Continued work to establish formal information sharing with professional bodies and NHS England



22 meetings with 18 professional bodies in the last six months



236 meetings with education providers and other sector stakeholders - primarily focused on case assessment, and information sharing arrangements



Continued to develop how we engage stakeholders well on a regional basis,



Continued work to establish formal information sharing with other regulatory bodies

# Appendix – historical performance

