

Registration performance report
January - April 2021

UK Applications						
Target	Performance measures	J	F	M	A	Commentary
<i>Decision on 95% of all UK registration applications within 10 working days</i>	Monthly % of target achieved	100%	100%	100%	90%	January - April 2021 a total of 2,658 UK applications were received which is 394 (or 17.4%) more compared to the same period last year. In April, 3 out of 545 UK applications were processed outside of 10 working days due to an administration error.
	Monthly performance median	3	5	5	5	
	Monthly volume (registered)	679	552	673	545	
	Monthly volume (received)	790	762	493	613	
	12-month performance cumulative median commencing from January 2021	3	4	5	5	
	12-month cumulative volume commencing from January 2021 (registered)	679	1,231	1,904	2,449	
	12-month cumulative volume commencing from January 2021 (received)	790	1,552	2,045	2,658	
	12-month cumulative age range commencing from January 2021	0-9 working days	0-9 working days	0-10 working days	0-18 working days	
Readmission applications						
Target	Performance measures	J	F	M	A	Commentary
<i>Decision on 95% of all readmission registration applications within 10 working days</i>	Monthly % of target achieved	95%	100%	100%	80%	In January, 3 out of 179 readmission applications were processed outside of 10 working days and in April, 2 out of 126 readmission applications were processed outside of 10 working days.
	Monthly performance median	6	4.5	6	8	
	Monthly volume (received)	179	146	125	126	
	12-month performance cumulative median commencing from January 2021	6	5	6	6	
	12-month cumulative volume commencing from January 2021	179	325	450	576	
	12-month cumulative age range commencing from January 2021	0-12 working days	0-12 working days	0-12 working days	0-14 working days	

International applications						
Target	Performance measures	J	F	M	A	Commentary
<i>Decision on 95% of all international registration applications within 60 working days</i>	Monthly % of target achieved	1%	7%	25%	51%	January - April 2021 a total of 2,647 international applications were received which is 1,043 (or 65%) more compared to the same period last year. As well as the increase in volume of applications the shortage of fully trained registration advisors, lower productivity due to working from home and adapting to the new registration system attributed towards this target not being met. Four registration advisors have now been trained to fulfil this shortage and the new registration system training has been completed to support registration advisors. The team returned to the office on a rostered basis from 24 May 2021 with one of the assigned tasks being international application processing to improve productivity.
	Monthly performance median	82	73	58	54	
	Monthly volume (registered)	132	144	211	204	
	Monthly volume (received)	819	804	666	358	
	12-month performance cumulative median commencing from January 2021	82	77.5	73	65.5	
	12-month cumulative volume commencing from January 2021 (registered)	132	276	487	691	
	12-month cumulative volume commencing from January 2021 (received)	819	1,623	2,289	2,647	
	12-month cumulative age range commencing from January 2021	28-122 working days	28-125 working days	28-132 working days	28-150 working days	
Renewal						
Target	Performance measures	J	F	M	A	Commentary
<i>Decision on 95% of all paper renewal applications within 10 working days</i>	Monthly % of target achieved	100%	100%	100%	100%	The monthly target has been consistently achieved from January - April 2021.
	Monthly performance median	0	0	4	4.5	
	Monthly volume (received)	4	0	8	25	
	24-month performance cumulative median commencing from January 2021	0	0	0	2	
	24-month cumulative volume commencing from January 2021	4	4	12	37	
	24-month cumulative age range commencing from January 2021	0-10 working days	0-10 working days	0-10 working days	0-10 working days	

CPD audits						
Target	Performance measures	J	F	M	A	Commentary
<i>Decision on 95% of all CPD audit assessments within 60 working days</i>	Monthly % of target achieved	100%	47%	32%	100%	In February, 69 profiles and in March 42 profiles took more than 60 working days to be assessed. This was due to a technical system issue identified in January 2021. The fix was deployed into the registration system on the 22 February 2021 and the target was then achieved in April.
	Monthly performance median	44	61	65	50	
	Monthly volume (profile received)	16	0	35	52	
	Monthly volume (profile assessed)	27	123	62	1	
	24-month performance cumulative median commencing from January 2021	44	60	61	61	
	24-month cumulative volume commencing from January 2021 (profile received)	16	16	51	103	
	24-month cumulative volume commencing from January 2021 (profile assessed)	27	150	212	213	
	24-month cumulative age range commencing from January 2021	5-55 working days	5-72 working days	5-72 working days	5-72 working days	
UK emails						
Target	Performance measures	J	F	M	A	Commentary
<i>Respond to 95% of emails within 2 working days</i>	Monthly % of target achieved	6.5%	38.6%	0.8%	0.0%	January - April 2021 a total of 37,311 UK emails were received which is 22,055 (or 144.6%) more compared to the same period two years ago. As well as the high volume of emails the shortage of fully trained registration advisors attributed towards the target not being met.
	Monthly performance median	3	2	6	10	
	Monthly volume	8,764	7,423	12,547	8,577	
	24-month performance cumulative median commencing from January 2021	3	2.5	3	4.5	
	24-month cumulative volume commencing from January 2021	8,764	16,187	28,734	37,311	
	24-month cumulative age range commencing from January 2021	0-5 working days	0-5 working days	0-8 working days	0-12 working days	

International emails						
Target	Performance measures	J	F	M	A	Commentary
<i>Respond to 95% of emails within 2 working days</i>	Monthly % of target achieved	0%	0%	0%	0%	January - April 2021 a total of 21,471 international emails were received which is 11,202 (or 109.1%) more compared to the same period last year. As well as the high-volume volume of emails the shortage of fully trained registration advisors attributed towards the target not being met.
	Monthly performance median	8	7	8	16	
	Monthly volume	4,943	5,439	6,425	4,664	
	24-month performance cumulative median commencing from January 2021	8	7.5	8	8	
	24-month cumulative volume commencing from January 2021	4,943	10,382	16,807	21,471	
	24-month cumulative age range commencing from January 2021	7-10 working days	4-10 working days	4-10 working days	4-19 working days	
Postal correspondence						
Target	Performance measures	J	F	M	A	Commentary
<i>Respond to 95% of postal correspondence within 10 working days</i>	Monthly % of target achieved	100%	100%	100%	95%	The monthly target has been consistently achieved from January - April 2021.
	Monthly performance median	4	2	2	8	
	Monthly volume	523	531	772	490	
	24-month performance cumulative median commencing from January 2021	4	3	2	3	
	24-month cumulative volume commencing from January 2021	523	1054	1826	2316	
	24-month cumulative age range commencing from January 2021	0-8 working days	0-8 working days	0-8 working days	0-11 working days	

UK telephone calls						
Target	Performance measures	J	F	M	A	Commentary
<i>Respond to 95% of telephone calls</i>	Monthly % performance	N/A	N/A	N/A	0%	Due to continued COVID-19 restrictions, the registration department deployed a full remote contact centre telephony solution at the end of March 2021 which provided improved functionality compared to the existing remote telephony solution. This included the ability to record calls and view management information providing call volumes and call handling times. However, it continued to be much more challenging to manage calls remotely, supplemented by connectivity and technology issues within the department. This was a further reason why the team returned to the office on the 24 May 2021.
	Monthly volume	N/A	N/A	N/A	4638	
	12-month % performance cumulative median commencing from January 2021	N/A	N/A	N/A	54% calls answered	
	12-month cumulative volume commencing from January 2021	N/A	N/A	N/A	4638	
International telephone calls						
Target	Performance measures	J	F	M	A	Commentary
<i>Respond to 95% of telephone calls</i>	Monthly % performance	N/A	N/A	N/A	0%	Due to the continued COVID-19 restrictions, the registration department deployed a full remote contact centre telephony solution at the end of March 2021 which provided improved functionality compared to the existing remote telephony solution. This included the ability to record calls and view management information providing call volumes and call handling times. However, it continued to be much more challenging to manage calls remotely, supplemented by connectivity and technology issues within the department. This was a further reason why the team returned to the office on the 24 May 2021.
	Monthly volume	N/A	N/A	N/A	3429	
	12-month % performance cumulative median commencing from January 2021	N/A	N/A	N/A	48% calls answered	
	12-month cumulative volume commencing from January 2021	N/A	N/A	N/A	3429	

Appeals						
Target	Performance measures	J	F	M	A	Commentary
<i>Schedule and conclude 95% of appeals within 100 working days of receipt</i>	Monthly % of target achieved	0%	0%	0%	0%	Due to the COVID-19 restrictions, during the period of April - July 2020 no registration appeal hearings were held/scheduled hence the current cases being heard outside of the target. There are 8 appeals days scheduled between May and July to improve the timeliness of scheduling appeals.
	Monthly performance median	216	213	157	238	
	Monthly volume	2	2	4	2	
	24-month performance cumulative median commencing from January 2021	216	214.5	213	214.5	
	24-month cumulative volume commencing from January 2021	2	4	8	10	
	24-month cumulative age range commencing from January 2021	157-275 working days	157-275 working days	46-275 working days	46-275 working days	
Quality checks						
Target	Performance measures	J	F	M	A	Commentary
<i>Achieve 10% or less error rate</i>	Monthly % error rate median	4.3%	19.8%	6.4%	26.2%	A large percentage of errors found in February was due to training registration advisors on new tasks. These errors were corrected and fed back to the individuals as part of their development. In April, we strengthened checking controls by introducing a two-stage process for processing UK application forms which ensures at least two employees are involved with registering a UK applicant. This improved process ensures each application is quality checked before registering all new UK applications. This process improvement will have attributed to the increase in the % error rate.
	Monthly volume of checks	300	510	267	390	
	24-month % error rate cumulative median commencing from January 2021	4.3%	12.1%	6.4%	13.1%	
	24-month cumulative volume commencing from January 2021	300	810	1077	1467	