People and Resources Committee
7 September 2023

health & care professions council

Partner Report – Q1 2023-24

Executive Summary

Partners are HCPC registrants, members of the public (lay) and legal professionals, who provide the expertise the HCPC needs for its regulatory decision-making processes. Partners will be making decisions in relation to fitness to practise, registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers.

This is the operational partner report for Q1 2023-24, which includes:

- Measuring performance – KPIs
- Partner establishment
- Partner recruitment
- Exit feedback
- Partner training
- Partner review
- Partner engagement
- Partner cost

Previous consideration	Previous report
Decision	The Committee is asked to note and discuss the report
Next steps	Continue with projects resulting from the PwC report and other changes to legal requirements.
Strategic priority	Strategic objective 1 – Continuously improve and innovate
Financial and resource implications	Some resource implication due to project development

EDI impact	We continue to analyse diversity data relating to our recruitment and pool of Partners.
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Partner 2023-24 Q1 Report

About Partners

1. Partners are HCPC registrants, members of the public (lay) and legal professionals, who provide the expertise the HCPC needs for its regulatory decision-making processes. These partners will be making decisions in relation to fitness to practise, registration, education and continuing professional development, or providing legal expertise and advice to the decision-makers.

Report summary

2. This report covers the following highlights and developments:

    a. Measuring performance – KPIs

        i. Recruitment

        ii. Turnover

    b. Partner establishment

    c. Partner recruitment

    d. Exit feedback

    e. Partner training

    f. Partner review

    g. Partner engagement

    h. Partner cost

**Measuring performance – KPIs**

Recruitment

3. We ran a total of two recruitment campaigns in Q1 and achieved our target of filling at least 80% of registrant vacancies. We encountered some issues when recruiting for Education Lead Visitors as this was an internal only campaign from the current pool of visitors.

Campaign (role) in Q1	Profession	Vacancies	Appointed	KPI achieved
Registrant	Total	32	30	**80%**

Turnover

4. Voluntary resignations have stayed the same in Q1. Only four partners decided to voluntarily resign from their role. The main reasons for resignation were (other) work commitments.

5. The below graph sets out the voluntary and overall turnover over the last twelve months (YTD).

6. Our KPI for voluntary turnover is a maximum of 8% which we continue to achieve.
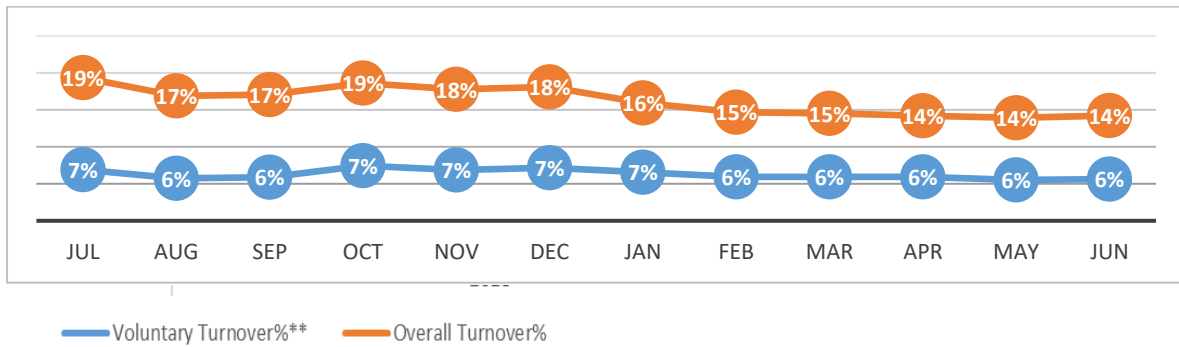
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD
Voluntary Resignations	8	1	4	10	3	2	0	1	3	1	2	1	38
8-year rule	54	0	0	0	0	0	0	0	0	0	0	0	**54**
Terminations	0	0	0	0	0	0	0	1	1	0	0	0	**3**
Total Leavers (Vol & Comp)	61	2	4	10	3	2	0	2	4	**1**	**2**	1	**88**
Recruited partners	32	0	17	11	0	0	0	4	0	27	0	0	**118**
Total Number of Partners	635	633	644	640	636	634	634	636	632	654	652	651	**640**
Voluntary Turnover%	7%	6%	6%	7%	7%	7%	7%	6%	6%	6%	6%	6%	**6%**
Overall Turnover%	19%	17%	17%	19%	18%	18%	16%	15%	15%	14%	14%	14%	**14%**

- Information doesn't capture those partners with multiple roles (eg resign from one role or add an additional partner role)
- Normal range for voluntary turnover is ≤8%

Partner establishment

7. At the time of writing, we have 651 partners in 807 roles, which means we had an increase in comparison to the last quarter mainly due to the recent panel member campaign.

Department	Role	Total	Difference last quarter
Fitness to Practise	Legal Assessors	53	+/- 0
	Panel Chairs	35	+/- 0
	Investigating Committee Chairs	14	+/- 0
	Panel Members	252	+25
Registration	Registration Assessors	160	+/-0
	CPD Assessors	71	+/-0
	Registration Appeal Panel Members	22	-1
Education	Visitors	198	-2
Recruitment	Recruitment Partners	2	+/- 0
Total		**807**	**+22**

8. Partners with dual or multiple roles are set out below. Please note that some of these are due to dual modalities in their profession. One partner is registered in two professions (HAD and CS).

Number of Roles	Number of Partners	Percentage
1	517	79%
2	117	18%
3	12	2%
4	5	1%

9.   The chart below shows the distribution of Partners across all roles.
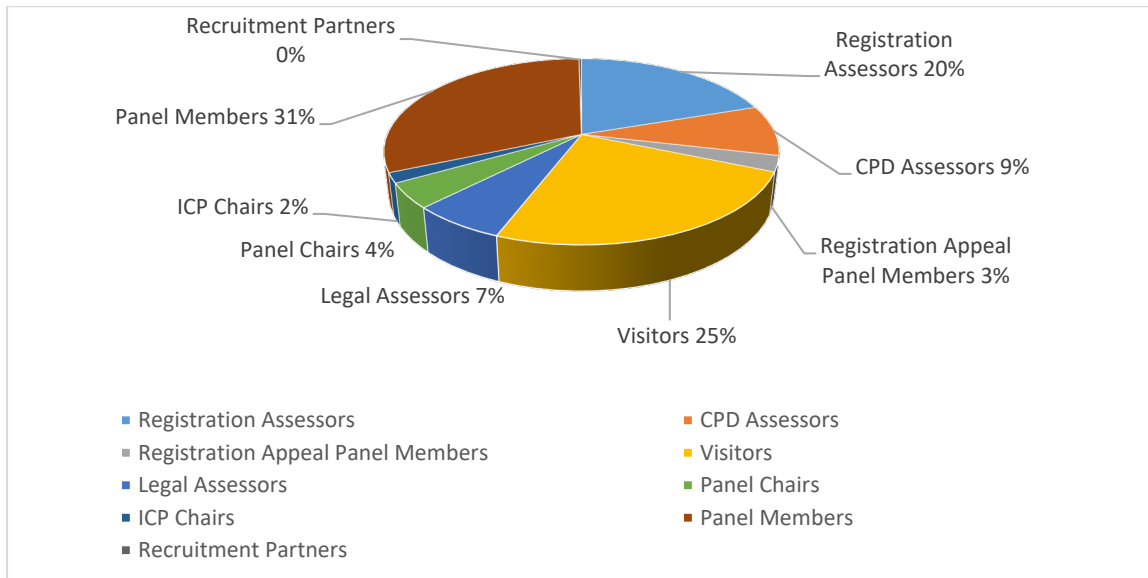
Recruitment activity

10.   We completed the interview and appointment process for 27 new FTP panel members in Q1 and recruited for Education Lead Visitors from the current visitor pool. As mentioned in the previous report, we received a lot of interest in the panel member campaign, but we had difficulties to recruit a sufficient number of lead visitors despite extending the deadline of the application window. Discussions are now being held to review the visitor and lead visitor role and identify alternative ways to ensure business continuity.

11.   We went live with two new recruitment campaigns in July (Q2) for FTP (registrant panel members) and Education (visitors).
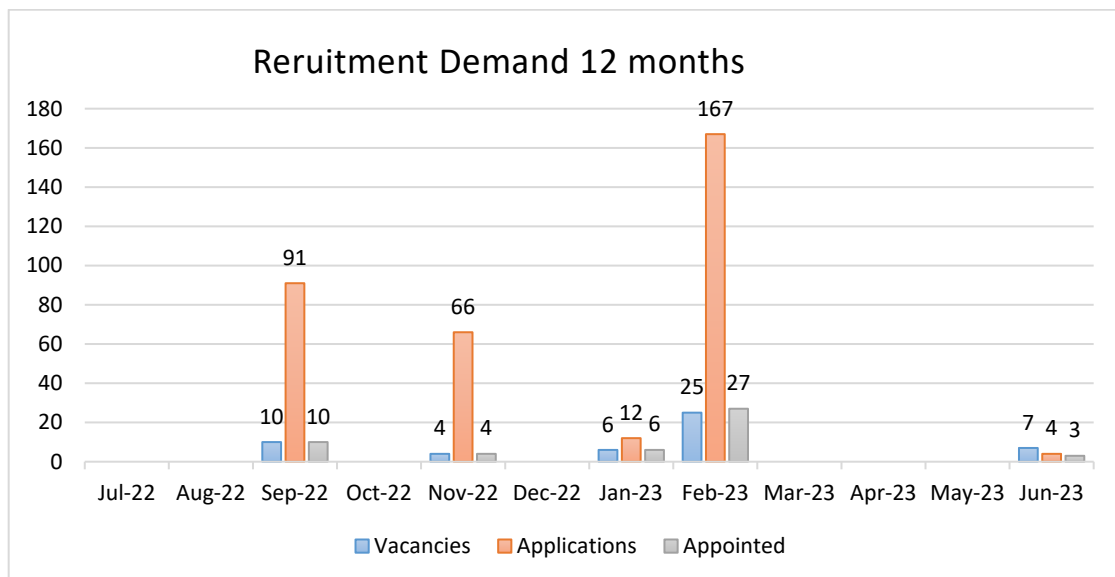
12. The table below provides an overview of the recruitment conducted during Q1.

Role	Number required	Applications received	Appointed
Lead Visitors (internal only from current visitor pool)	7	4	3
Registrant panel member	25	167 (6 withdrawn)	27 (interviews/appointments in Q1)

Diversity

13. The Lead Visitor campaign was an internal only campaign, and the panel member campaign's EDI was analysed in the Q4 2022-23 report.

Exit feedback

14. We have received 51 responses since the launch of the exit feedback survey in April 2022. We will continue to capture this data and use it to inform and improve our ways of working with Partners.

15. The main reason for the most recent leavers was that they came to the end of their 8-year term or personal reasons such as an increase in work commitments in their full-time position.

16. Some recent comments about the value they gained from their partner role:

Extremely useful to see the type of issues dealt with by panels. Also, useful to have a different perspective on HCPC's role in monitoring registrants. I am a lecturer on an SLT HEI programme, so it's been useful to use some of my experience and knowledge as a panel member with student education. *FTP panel member*

Huge development in the management of fitness to practice cases; personal learning about skills of analysis of significant information and relevance of evidence. *FTP panel member*

Developed my skills as a chair and felt I had a role in ensuring patient safety and ensuring registrants had a fair hearing. *FTP panel chair*

Learning in detail about the standards of proficiency and understanding the regulation process in more detail. *Registration assessor*

Contact with wider network of HCPC colleagues and registrants. Greater understanding of the education related standards. Better equipped to appreciate and contribute to these same standards when working within HE context. *Visitor*

5. How would you rate your experience of the following?

More Details
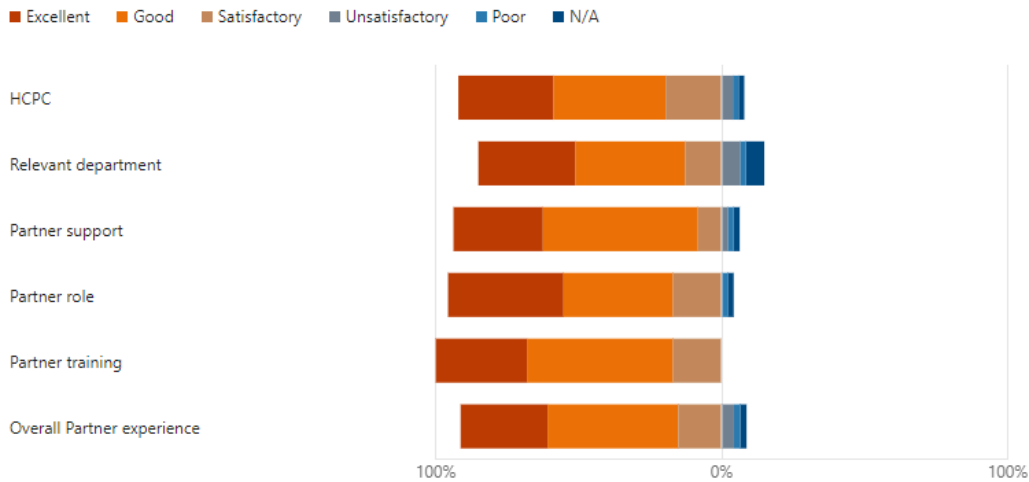
Partner training

17.   The following training has been provided in Q1:

Role	Ind/Ref	Date	Attended
Registration Assessor	Refresher	April 2023	46
Legal Assessor	Refresher	May & June 2023	45
Panel Chair	Refresher	May & June 2023	31
Panel Member	Induction	June 2023	27
Total number of partners trained in Q1			**149**

Partner review

18.   The final PwC report was presented to the executive leadership team in Q1 and the Partner Project Lead in collaboration with the Head of Business Change and the Executive Director of Governance, Assurance and Planning are establishing the 2023-24 workstreams. Work is being reviewed by our auditors, BDO and the Quality Assurance team will lead on the quality statements and the partner team will work to establish KPIs.

Partner engagement

19.   The partner team, in collaboration with the communication team, has updated the Partner Hub on the HCPC website. The Partner Hub provides news article and information specific for current partners. The next Partner Newsletter will be published in Q2.

Partner cost

20. Partner cost (fees) for the financial year 2023-24 (Q1) for Partner activity was **£899,713** and breaks down as follows.

Partner role	Year to date total costs (Q1)
CPD Assessors	£12,520
Legal Assessors	£269,610
Panel Chairs & ICP Chairs	£183,570
Panel members	£212,798
Recruitment Partners	£2,266
Reg Appeals Panel Members	£7,303
Reg Assessors	£210,740
Visitors	£906
Total	**£899,713**

Partner risks

21. We currently have identified the following concerns and risks:

   a. Sudden increase of international applications higher the demand on partners. This might require additional recruitment outside the scope of what has been allocated for this FY. We are mitigating the risk by working closely with the Head of Registration to ensure sufficient partners are available to complete the required work.

   b. The role of lead visitor and visitor in Education doesn't attract the interest we have for other partner roles, and this can make it difficult to fill open vacancies. We are mitigating the risk by working closely with the Head of Education, reviewing our current approach, and by re-advertising for unfilled roles.