

Paper for the

Social Work England Board and DfE Strategic Review Meeting

Sponsor

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Date

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Reviewed by

Executive Leadership Team

This paper is for

Discussion and Advising

Associated Strategic Objective

SO9: We will establish robust infrastructure, systems and processes that promote trust and confidence.

Impact: Risk Type and Appetite

Operational delivery - Open

1. Summary

This report presents our performance for Q2 of 2021-22. We publish our performance and data on a quarterly basis. Publishing quarterly means we show trends within the year and against previous years as we progress and build a developing picture of performance and performance benchmarks. This aligns with the data periods the PSA use as part of their performance review.

2. Mid-year review of 2021-22 KPIs

We presented our approach to performance reporting and our new KPIs for 2021-22 at the May board meeting. We committed to a mid-year review of the KPIs to ensure they remain meaningful.

We have changed three of our KPIs, all on the basis that revised parameters will provide a more meaningful judgment of our performance.

FIN1 Forecast variance to budget

We previously reported the variance between budget and actual spend each quarter. We will now report the forecasted year-end variance between budget and actual spend. This better aligns with our internal reporting approach.

EQA1 Number of course reapproval processes initiated

We planned to report the number of reapproval decisions made in each quarter. Our reapproval programme began in September to align with the academic calendar at course providers. However, the time taken from inspection event to approval decision¹ means the first approval decisions will be reported in Q4. Inspections began in Q2.

To avoid reporting zeros for the KPIs for the first three quarters, we have decided to report on the number of course reapproval processes initiated in each quarter, with a target of 30 by March 2022. We will revert to the reapproval decision KPI for 22-23 when we will be further along the three-year reapproval cycle.

IQ1 Corporate complaints response time

We previously reported the percentage of complaints responded to within 20 working days, with a target of 100%. From Q2, we will report on the percentage responded to within the timescales communicated to complainants, retaining the target of 100%.

¹ as set out in the Education Rules and service level agreements

As part of our review of KPIs, we identified that figure in our Q1 performance report showed the percentage responded to within the timescales communicated to the complainant rather than the percentage responded to within 20 working days as stated in the report.

We aim to respond to complaints within 20 working days, but we extend deadlines to allow for complex complaints. The revised KPI better reflects our working practices.

In addition to this revised KPI, we have included data in the annex showing the mean time taken to answer complaints each month, irrespective of any extended deadlines.

3. Overall assessment

Our second quarter of FY 2021-22 shows performance across the five pillar is broadly in line with expectations. In particular:

- As anticipated there was an increase number of registration applications received due to graduate applications, and performance in processing applications has remained stable
- In the first month of the 2021 renewal cycle (September), 23,531 registrants have completed a renewal application. This is lower than at the same time last year.
- The number of open fitness to practise cases at the triage stage is slightly higher than our expected trajectory. Plans are in place to bring numbers back in line with trajectory.
- We have significantly reduced the number of open cases at the investigation stage, to below our year-end target.
- Performance is in line with expectations across our organisation-wide KPIs

4. Performance 1 July to 30 September 2021

4.1 Our regulatory approach

Registration, enquiries and advice

Table 1: registration, enquiries and advice key performance indicators

KPI ID	KPI Description	Target	Actuals		YTD	DoT*
			Q1 21-22	Q2 21-22		
REG1	Time taken to approve registration applications ²	≤ 10 working days (median)	1	1	1	→
REG2	Time taken to approve restoration applications ²	≤ 20 working days (median)	8	9	8	↑
REG3	Time taken to answer emails	≤ 5 working days (median)	0	0	0	→
REG4	Time taken to answer phone calls	≤ 8 mins waiting time (median)	0	2	1	↑
RAG rating of actuals: green – achieving target; amber - within 5% of achieving target; red – more than 5% from achieving target. *Direction of travel: direction of arrow indicates numerical change compared to previous quarter; colour of arrow indicates performance against target (green = trending towards target; red = trending away from target)						

Registration and advice performance

In line with expectations and consistent with last year, we have seen an increase in the volume of registration applications, primarily driven by graduations from UK education providers. We received 3448 applications during Q2.

In our resource planning, we accounted for the increase in registration applications, and the start of the 2021 renewal period which commenced on 1 September, and we therefore continue to meet all of our KPIs relating to both the registration and advice service in this quarter.

In Q3, we expect that the volume of registration applications will decrease, but this will be offset by increasing calls and emails relating to renewal applications, and additional restoration applications made in December 2021 following registration removals at the start of that month. This will increase the workload across the registration and advice service, and we anticipate that this will affect Q3 KPI performance..

2021 renewal period

The 2021 renewal period commenced on 1 September, and will end on 30 November. At 30 September, 23,531 (24%) of social workers who need to renew had submitted their applications. At the same point last year, the equivalent figure was 29%. We are conscious that last year may not be a reliable baseline because social workers were renewing with us

² Excludes applications where an investigation is required

for the first time. Patterns of activity this year may be closer to the norm. We continue to monitor trends closely.

This year, a joint registration renewal and CPD communications plan has been developed for the renewal period between 1 September to 30 November, including direct and broadcast communication activity. On 1 September, 98,466 emails were sent to social workers announcing the opening of the renewal period.

Building on learning from last year that direct communications result in increased renewal rates, we have regularly communicated with social workers and employers to remind eligible individuals of the need to renew. We send targeted communications to social workers based on the stage they are at in the renewal process. We have also made improvements to the online renewal system and our published guidance, to help social workers complete their application without the need to contact us.

Our regional engagement team are also supporting renewal with a series of online engagement events, inviting social workers to find out more about us, how to renew and how to record CPD.

Temporary registration

We continue to operate temporary registration of social workers in England. During Q2, we contacted those with temporary registration to ascertain whether they are practising.

In early November, we began work to remove people from the temporary register who were last fully registered over two years ago. Those people have been contacted by letter or email to inform them of their removal.

We also prompt social workers with temporary registration to inform their employers and to apply to restore their registration if they want to continue to practise once temporary registration has ended.

Fitness to practise

Table 2: Fitness to practise key performance indicators

KPI ID	KPI description	Target		Q1 21-22	Q2 21-22	YTD	DoT*
FTP1	Number of open cases in triage stage	300 by March 2022	Actual	643	567	As Q2	↑
			Forecast	710	517		
FTP2	Number of open cases under investigation	1,230 by March 2022	Actual	1185	1040	As Q2	↓
			Forecast	1241	1229		
FTP3	Legacy cases progressed beyond investigation	80% by March 2022	Actual	51.2%	58.9%	As Q2	↓
			Forecast	47.3%	58.2%		
FTP4	Time taken to conclude cases received since our inception following an investigation	Monitor (median weeks)	Actual	53	58	57	↑
FTP5	Time taken to approve interim orders once need identified	≤ 20 working days (median)	Actual	17 ³	20	19	↑
FTP6	FTP internal quality score ⁴	≥ 90% of cases meet internal standards	Actual	90.9%	95.0%	92.7%	↑
RAG rating of actuals: FTP1, FTP2 and FTP3: green – achieving target compared to projected YTD position; amber – within 5% of achieving projected YTD position; red – more than 5% from achieving projected YTD position. FTP4 – no target, not rated. FTP5 and FTP6: green – achieving target; amber – within 5% of achieving target; red more than 5% from achieving target. *Direction of travel: direction of arrow indicates numerical change compared to previous quarter; colour of arrow indicates performance against target (green = trending towards target; red = trending away from target)							

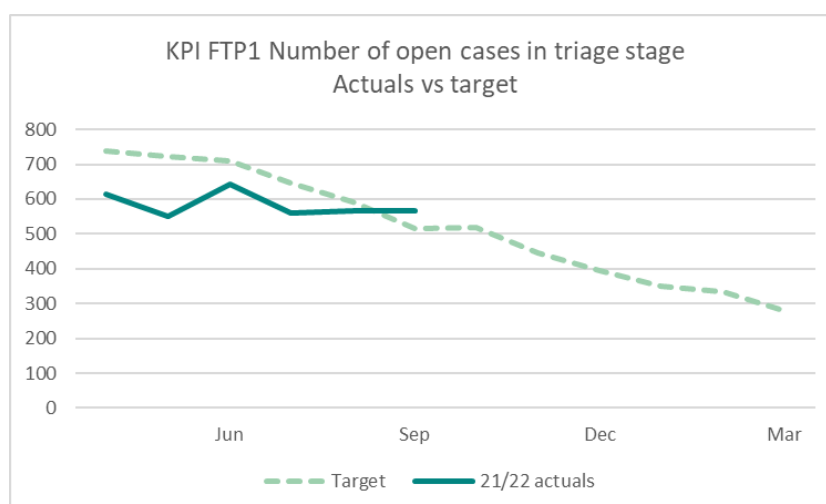
Overall, the fitness to practise service remains on track to achieve a steady state caseload by the end of the financial year, alongside maintaining quality. Plans are in place in the triage service to ensure that the planned reduction in caseload is achieved. Work is underway to prepare the adjudications service for an anticipated increase in hearings activity in 22/23.

FTP1, FTP2 and FTP3 indicate whether the service remains on track to achieve a steady state of case throughput by the end of the financial year. These KPIs are tracked against a projected reduction in caseloads in each area.

³ Reported as 18 in Q1 report; calculation since updated.

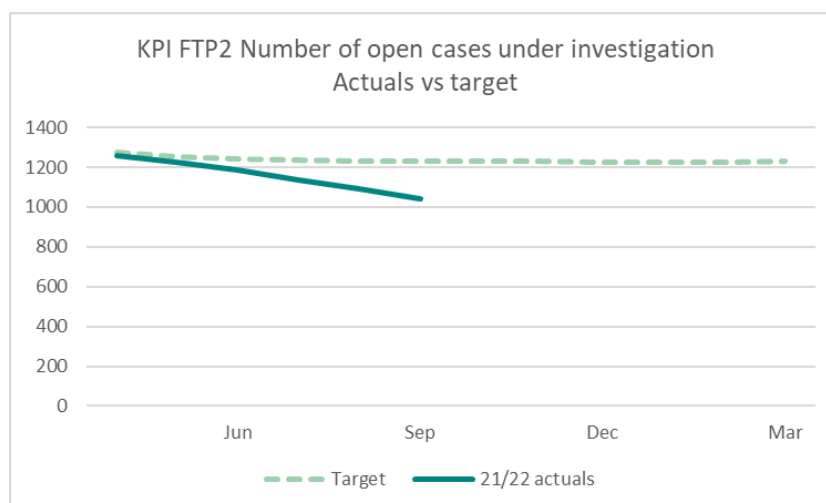
⁴ Calculation updated since Q1 report. Figures now show final ratings, previously initial review rating.

FTP1 Number of open cases in triage stage



At the end of Q2, the rate of reduction in the caseload was behind our planned trajectory. Volumes were ahead of trajectory earlier in the year, but reductions stalled in Q2 due to the volatility of incoming referral rates and unplanned absence in the team. We have plans in place to address this and expect to achieve the planned reduction in triage cases by the end of the year.

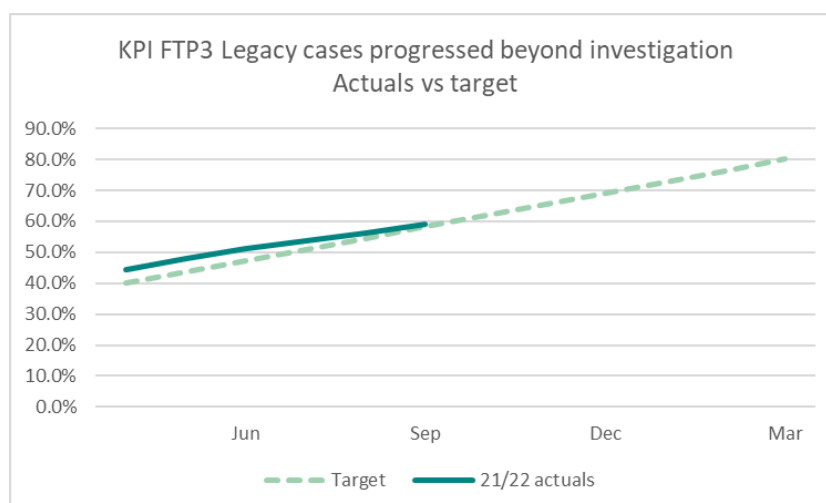
FTP2 Number of open cases under investigation



The rate of reduction in this area of the service has exceeded expectations and we are already well below the end of year target. The restructure earlier in the year created a more effective streaming process for investigations which has helped to accelerate the resolution of the legacy caseload and control new cases entering the service.

The investigation caseload is now more than 100 lower than the caseload inherited from the HCPC and is expected to fall below 1000 by the end of the year. Reduced caseloads should allow the service to improve the timeliness of case progression and resolution in 22-23.

FTP3 Legacy cases progressed beyond investigation



The investigations service remains on track to achieve FTP3. By the end of FY 21-22, the majority of outstanding work relating to legacy cases will involve the resolution of any cases referred to a final hearing. Legacy cases within the hearings service have reduced by 45% in the last year and the overall hearings caseload has remained stable throughout the year.

Any new legacy cases referred to a hearing in FY 21-22 are likely to take a further 9 to 12 months to resolve. However, due to our risk-based prioritisation of the legacy work, we do not expect the outstanding work to produce a high number of additional referrals

Further modelling work has been undertaken with the Department for Education to determine the extent to which performance can be further improved with additional resourcing. A plan to increase capacity for the remainder of the year is currently being implemented.

FTP4 Time taken to conclude cases received since our inception following an investigation

We are concluding new cases received that require full investigation and adjudication at a median of just over 12 months. The average age of new cases at the point of conclusion is almost 18 months younger than legacy cases.

We expect this figure to rise as we continue to prioritise the resolution of older legacy cases. Our progression strategy is designed to improve performance in 22-23.

FTP5 Time taken to approve interim orders once need identified

The time taken remains below the target of a median of 20 or fewer working days. An increase in the volume of final hearings in Q2 has placed increased pressure on the hearings schedule. Performance against this target may therefore become more challenging as the year progresses.

A number of improvements in the hearings listing process have recently been implemented which are designed to optimise the use of available hearing time and mitigate this risk.

FTP6 FTP Internal quality score

Internal assessment of quality in decision making continues to return encouraging results. An audit of internal quality assurance processes was conducted by Haines Watts during Q2 and returned adequate assurance. An action plan is in place to address areas of improvement identified, with all actions scheduled for completion by April 2022.

4.2 The social work profession

CPD

In May 2021 we launched a 12-week public consultation on our approach to CPD. The consultation closed on 11 August 2021. We received 618 responses, 29 of which were from organisations. We also held 10 public online events with people from across the country, including one for children and young people, and one for people with lived experience of adult social work.

Based on the feedback, for the new renewal year starting in December 2021, the minimum requirement will increase to two pieces of CPD, at least one of which must include a peer reflection. We are also replacing the two online CPD forms with an improved single form, from December 2021. We will publish amended guidance in Q3 to support social workers through the new process. This is in keeping with our ambition for CPD to be a fundamental part of social work practice and to provide assurance to the public that a social worker's knowledge and skills are up to date.

Policy

We have collaborated with members of the National Advisory Forum and colleagues from across the organisation to develop the second 'Social Work in England' report. This year's report builds on our 'First Reflections' report and will focus on what we have learned about the social work sector over the last year. Publication is scheduled in Q4.

The policy team has continued to work closely with the DHSC to support the introduction of the new Approved Mental Capacity Professional (AMCP) role, replacing Best Interests Assessors, within the new system of Liberty Protection Safeguards.

We published our research report into professional identities, challenges and perceptions of professionals and people with lived experience of Approved Mental Health Practitioner (AMHP) and AMCP support. We are ready to consult with the sector on the new education and training standards for AMHPs and AMCPs, pending the launch of the DHSC's consultation on corresponding legislation.

We have been considering the key knowledge, skills, and experience that student social workers are expected to demonstrate upon completion of a qualifying social work course. We are developing learning outcomes designed to support course providers to improve the delivery of social work education, and strengthen links between the education standards and the professional standards and help improve the transition between initial education and practice. We will consult on these next year.

We have appointed a dedicated policy manager to lead on our work in fitness to practise policy and our upstreaming project.. We commissioned research into public perceptions and experiences of raising fitness to practise concerns. The findings from the research are expected to be delivered at the beginning of Q4 and the project will run until the end of Q4. We are also exploring ways to improve our internal processes for raising fitness to practise

concerns. We are also working with the fitness to practise Decision Review Group on themes emerging from decisions made, and where we add value and clarity through regulatory policy on some of these areas of social work practice.

Communications and Engagement

In Q2, we attended 157 events and engaged with 2,598 people. We delivered six national CPD and Renewal events with 395 attendees. Regional engagement leads have also held local online drop-in sessions for social workers to ask specific questions about uploading CPD. Our video demonstrations of the online account and the examples of CPD were well received last year and have been promoted again.

We sent three editions of our newsletter Social Work Now, reaching around 82,000 people, including important information to support campaigns, such as renewal and CPD, and included blogs and experiences from the social work sector.

Our social media followers have continued to rise in Q2, with a 10% increase across Twitter and LinkedIn. Our YouTube channel also continued to gain traction with 170 new subscribers and 8,722 views, equating to 829 hours watched.

In support of our aim to enhance social workers' understanding of the professional standards, we began planning for the launch of our first podcast series. Our regional engagement team feature, along voices from across the sector, including people with lived experience, social workers, and chief social workers.

We embedded our new stakeholder relationship management tool, Tractivity. The system will enable the organisation to track, monitor and review the stakeholder sentiment. It will also help us to communicate better, with more informed conversations across the organisation.

4.3 The people we work with and for

We completed our evaluation of the National Advisory Forum's first year. This is an agenda item for the Board today. The group continue to help us co-produce core work such as the Social Work in England second interim report.

We have agreed our approach to Social Work Week 2022, including a small programme of online events that we will deliver and an invitation to the sector to deliver their own events as part of a shared programme. The theme this year will be 'Social work and me' and will focus on the perspective of those with lived experience of social work.

The regional engagement team continued to support the fitness to practise team by contributing social work expertise to the decision-making groups for triage. They have also delivered 6 workshops to employers, with 245 participant in total, to improve understanding of our role, when a referral is appropriate and how they can help us improve our processes.

Our digital communications team has continued to enhance our digital offer through regular web content updates, including enhanced accessibility and user experience through renavigation of the website, new print functionality and removal of most inaccessible PDFs. The team have also supported improvements to our CPD, renewals and raising a concern processes and our online content based on feedback and user-testing.

Equality, Diversity and Inclusion

We are developing an action plan for our equality, diversity and inclusion statement of intent and developing a strategy and action plan. As part of this work, we have created logic maps to show how our actions are intended to affect outcomes, and how data will help us understand our impact.

We are rolling out our new Equality Impact Assessment (EIA) process to ensure that our policies and processes are fair and do not present barriers to participation or disadvantage any protected groups from participation.

Since launching our voluntary diversity data collection activity in June, over 2,000 social workers have provided information in their online accounts about their protected characteristics. We have developed a communication plan to encourage social workers to share this vital data to enable us to build a clearer understanding of the make-up of the register.

We recognise that it may take a long time to collect data from enough social workers so that we can draw reliable conclusions about the fairness of our processes. We are engaging with other health and social care regulators to better understand their data collection processes to help inform our approach.

The Anti-Racist Social Work Steering Group, led by representatives from the Principal Social Workers networks for both adults and children and families, What Works for Children's

Social Care and ourselves, launched an anti-racism survey in June 2021 aiming to understand social workers' view of the prevalence, impact, and general awareness of racism in social work.

We anticipate sharing survey headline findings should before the end of Q3 and will be followed by some engagement workshops to discuss the results. Full feedback and action plans will be published in Q4.

4.4 Education and training

Table 3: Education and training key performance indicator

This KPI relates to our three-year reapproval process which started in September. We expect to undertake the first inspections in Q3, therefore actuals and forecasts are zero so far.

KPI ID	KPI description	Target		Q1 21-22	Q2 21-22	YTD	DoT*
EQA1	Number of course reapproval processes initiated	30 by March 2022	Actual	0	0	As Q2	n/a
			Forecast	0	0		
RAG rating of actual: green – achieving target; amber – within 10% of achieving target; red more than 10% from achieving target.							
*Direction of travel: direction of arrow indicates numerical change compared to previous quarter; colour of arrow indicates performance against target green = trending towards target; red = trending away from target							

In Q2, we considered 7 course changes. 6 of these were completed as administrative changes and one will be reviewed further as part of the course provider's reapproval inspection.

The number of enquiries received in Q2 (73) was lower than in the Q2 last year (93).

We have completed one approval inspection in the quarter, which is pending completion of the report and regulator decision in line with the statutory timescales.

We have started the process of reapproving all currently approved social work courses. This will be completed by September 2024. Most providers are still operating with Covid-19 adjustments to their courses or navigating organisational changes, with many seeking to review the learning from the pandemic and implement longer term changes to courses.

The education quality assurance (EQA) team have worked closely with course providers to schedule approval activity so that the inspectors have the most up-to-date version of the course to be inspected. We will continue to rearrange our planned schedule of inspections as needed.

A monthly programme of webinars with course providers has been delivered since August 2021 detailing the requirements of the reapproval process and introducing evidence requirements for course providers. To date, 230 colleagues from course providers have been invited to the training.

We commenced this year's annual monitoring process on 28 September 2021. All providers have until 26 November 2021 to submit their return. Information about the process is on our website⁵.

⁵ <https://www.socialworkengland.org.uk/education-training/annual-monitoring-of-existing-courses/>

We launched the 2021 education and training standards at the beginning of September, after postponing them a year due to the pandemic. The EQA team liaised with training providers several months in advance to ensure they could incorporate the changes into the new academic year. We communicated the launch to the wider sector with guidance on our website, a blog, social media, press release and interview with Community Care.

4.5 Our organisation

Table 4: our organisation key performance indicators

KPI ID	KPI description	Target	Actuals		YTD	DoT*
			Q1 21-22	Q2 21-22		
P1	Average number of sick days per employee ⁶	≤ public sector average of 5.4 days	3.7	3.8	3.8	↑
P2	Recruitment against plan	≥ 90%	94%	93%	93%	→
P3	Retention rate ⁷	≥ 90%	94%	93%	93%	↓
FIN1	Forecast variance to year-end budget ⁸	+/- 2%	0.02%	0.01%	0.01%	↓
IT1	System availability excluding planned outages	≥ 99%	100%	99.7%	99.7%	↓
IG1	Time taken to complete Freedom of Information Requests	100% within statutory deadline	100%	100%	100%	→
IG2	Time taken to complete Subject Access Requests	100% within statutory deadline	100%	100%	100%	→
IQ1	Corporate complaints response time	100% within communicated timeframes	100%	100%	100%	→
RAG rating of actuals: green – achieving target; amber – within 5% of achieving target; red more than 5% from achieving target. *Direction of travel: direction of arrow indicates numerical change compared to previous quarter; colour of arrow indicates performance against target green = trending towards target; red = trending away from target						

People

Recruitment is on track, with one vacancy unfilled due to lack of suitable applications. Some roles have been filled by internal applicants, whose roles we then backfill.

Last quarter we introduced monthly online recruitment information sessions to help potential applicants understand us, our culture, ways of working and what makes a quality application and how to succeed at interview. Feedback has been positive and in general, the quality of applications has improved.

We had five unplanned leavers, three for career progression, one where the person has relocated and one didn't share their reasons for leaving.

⁶ Figure represents 12 months to end-of-quarter to allow comparison with public sector average, a 12-month figure.

⁷ Figure represents 12 months to end-of-quarter to allow comparison with annual target

⁸ Q1 actual changed since Q1 report to reflect revised KPI. We now report the forecast year-end variance instead of the variance from budget for the quarter.

Sickness absence has increased slightly but remains well under the public sector average. We have a small number of long term sickness cases that are being supported by both us and our occupational health providers.

We have delayed the implementation of our workforce planning and talent management framework to Q4 due to capacity within the People team. A much-needed second people business partner who started in September will help to relieve some of our capacity pressures.

We continued to implement our hybrid working approach as more people came into the office and we experimented with blended meetings. Effective technology has supported this process. The IT team successfully developed and implemented an easy to use desk booking system.

Following our engagement survey in May, we have continued to work with internal networks, groups and directorates on action planning. The survey is an item on the Board agenda today.

Finance and commercial

For the year ending 30 September our revenue expenditure, net of fee income, is 1.5% under budget. Our full year forecast is for a variance to budget of less than 1% with budget allocated (vired) from a number of areas to Fitness to Practise in order to support efforts to reduce case load.

During this quarter we have delivered several priority procurements which include an extension of our legal services and advocacy contract to July 2022, procurement of research services relating to fitness to practice. We have also re-procured priority contracts for operational services such as IT helpdesk software, and Direct Debit services. Procurement training was also delivered to Heads of and members of the managers forum.

Partners

We ran a number of focus groups with our partners and the Chair and CEO. The feedback from these meetings was positive, especially about our people and culture. Areas for improvement have been shared with the relevant teams.

We implemented our annual partner appraisal framework. This is a self-appraisal of their performance including feedback from colleagues and self-reflection on what they have done, how they have done it, and the impact of learning and development. As part of the process, we will be reviewing a sample of self-appraisals in Q3.

IT and Infrastructure

We successfully delivered the following improvements in Forge Q2:

- New functionality to support the 2021 renewals period
- Payments improvements
- Bulk update improvements
- Mailing list improvements
- Improved online restoration

Planned development work continues on the following:

- CPD year 2 validation changes
- CPD year 3 requirement changes
- Changes to the process for raising a concern to reduce demands on the triage team
- Documentation management and communication improvements

We are recruiting for an internal IT developer to increase capacity and mitigate the risk of delays to ongoing development.

Outside of Forge development, we are close to delivering an internally developed solution to support the EQA assessment process that currently relies on spreadsheets. This been developed using tools included as part of our Microsoft 365 licencing agreements and therefore the only costs are our people's time.

Our infrastructure was the target of a Distributed Denial of Service (DDoS) attack in Q2. These attacks were automatically identified and our protections prevented an outage and degradation of service. We subsequently reviewed our protections, including those for our endpoint devices (e.g., laptops, desktops, printers) and made some minor improvements.

Governance and Assurance

The Annual Report and Accounts 2020/21 were approved by the Board at the 2 July meeting and laid before parliament on 15 July 2021. Our external audit partner, Mazars, reported that it was a good year-end audit.

At the July meeting, the Board also approved the scheme of regulatory delegations as a system of clear decision making for Social Work England. Over the summer, the Chair and Chief Executive started planning for a board strategy day in Q3.

Three internal audits were completed by Haines Watts this quarter, there are four remaining to be completed as part of this year's internal audit plan. We were pleased to receive substantial assurance for the continuous professional development and budgetary control follow up audits and an adequate assurance for the decision review group which is a good reflection of the continuing learning and development in this area of the business.

There is bespoke training on data protection and the Freedom of Information Act on GROW, our learning platform.

We continue to meet our statutory timeframes and KPIs in relation to the processing of information rights requests.

There was a 25% reduction in the number of corporate complaints in Q2 compared with Q1, which reflects the overall reduction in complaints in the year to date compared with 2020/21. There has been a notable increase in the complexity of complaints and contacts requiring additional support as they navigate the corporate complaints process. The majority of complaints continue to be in relation to communication and the length of time to progress cases through different stages of the fitness to practise process.

Corporate systems

In Enable, our ERP system, we have run payroll as planned since June, following two successful parallel pay runs with our previous HR system. The team have worked hard to make this a smooth transition and so far there have been no issues.

Throughout Q2 we have had issues with the holiday entitlement functionality of the system. We have worked closely with the provider to implement fixes and testing solutions that will be implemented in Q3.

We have continued to develop materials on GROW, our new learning platform, and feedback is positive.

Annex A

Statistical Data 2021-22

Registration			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of registered social workers		2021/22	96573	96901	97090	97877	98444	99279							
		2020/21	98738	98780	97991	98493	99210	100117	100942	99701	95251	95665	95950	96315	
Number of temporarily registered social workers			13517	13441	13380	13299	13269	13219							
Number of social workers joining the register		2021/22	420	375	380	830	620	950							
		2020/21	183	147	223	591	843	1151	924	431	840	432	303	420	
Number of social workers leaving the register		2021/22	162	47	191	43	53	115							
		2020/21	85	105	1012 ⁹	89	126	244	99	1672	5290	18	18	55	
New registration applications	Number received	All graduates	2021/22	392	533	431	1167	829	1452						
			2020/21	205	234	398	1174	775	1435	785	787	338	331	245	480
		UK graduates		321	449	338	1074	748	1363						
		Overseas graduates		71	84	93	93	81	89						
	Median time taken to process (working days) ¹⁰	All graduates		1	1	1	1	2	1						
		UK graduates		1	1	1	1	2	1						
		EU/EEA graduates		20 ¹¹	n/a	n/a	n/a	n/a	n/a						
		Non-EU/EEA graduates		11	7	8	9	7	6						

⁹ Removals following reconciliation of Direct Debit payments in April 2021.

¹⁰ Includes applications where an investigation is required therefore figures may differ from the KPI, REG1. Excludes time awaiting further information from applicants.

¹¹ This figure relates to a single case received in December 2020 for which we were still awaiting further information.

Registration			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Restoration applications	Number received	2021/22	86	64	75	82	63	52						
		2020/21	37	25	67	98	75	72	76	215	700	138	111	91
	Time taken to process (median working days) ¹²		13	14	10	11	18	16						
Registration appeals	Number received	2020/21	3	1	1	4	1	2						
		2020/21	10	2	2	0	0	1	0	2	0	0	0	1
	Number concluded		1	0	1	1	1	4						
	Upheld		1	0	0	1	0	0						
	Rejected		0	0	0	0	1	4						
	Withdrawn		0	0	1	0	0	0						
	Time taken to complete (median weeks)		20	0	10	18	18	15						
Misuse of title cases	Number received	2021/22	2	2	2	1	4	2						
		2020/21	10	3	10	13	8	7	6	7	16	13	6	6
	Time taken to complete (median working days)		97	147	25	93	40	37						
Number of phone calls received		2021/22	1527	1286	1443	1605	1577	3588						
		2020/21	1630	2683	2510	4340	4188	6747	6130	11014	5023	1475	1416	2234
Median call queue time (minutes)			2	0	0	0	0	3						
Percentage of calls answered (of all calls received)			66%	75%	74%	71%	70%	63%						
Number of emails received		2021/22	1183	829	800	959	960	1888						
		2020/21	2352	1788	1075	1986	1305	2468	2147	2173	901	783	825	1145
Median response time to emails (working days)			0	0	0	0	0	0						

¹² Includes applications where an investigation is required therefore figures may differ from the KPI, REG2

CPD		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of social workers who have completed CPD (cumulative)	2021/22	9599	11319	13118	16887	19960	28925						
	2020/21	10500	12451	14319	18570	24155	34855	49548	91989	2176	4054	5951	7953
Total number of valid CPD items recorded		21782	27332	33704	41911	48998	76987						
Social workers who have completed valid CPD (%)		10%	12%	14%	17%	20%	29%						

Education and Training		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Enquiries received	2021/22	18	23	36	25	24	24						
	2020/21	53	29	37	27	21	45	40	57	17	48	21	27
Concerns received	2021/22	0	1	0	0	0	0						
	2020/21	3	3	2	2	2	1	0	1	0	8	3	0
Inspections conducted		0	0	1	0	0	1						
Outcome of inspections	Approved	0	0	0	0	0	0						
	Approved with conditions	0	0	0	0	0	0						
	Not approved	0	0	0	0	0	0						
	Request for approval withdrawn	0	0	0	0	0	0						

Corporate complaints		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Corporate complaints received	2021/22	12	21	23	13	11	18						
	2020/21	12	19	27	22	22	23	46	20	29	17	20	10
Corporate complaints closed		18	8	15	34	3	12						
Mean working days to respond to corporate complaints		20.3	14.8	17.3	18.9	12.7	17.8						

People	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Headcount	214	215	217	219	223	223						

Fitness to Practise		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Concerns received	2021/22	138	150	159	137	136	129						
	2020/21	103	98	141	153	142	127	142	171	182	152	171	205
Referrals received (SW identified)	2021/22	158	206	209	142	157	228						
	2020/21	131	136	189	144	156	145	232	156	183	192	222	273
Number of cases awaiting pre-triage at end of month		241	351	297	327	319	400						
Time to complete pre-triage (mean calendar days)		35.4	45.9	75	63.7	71.3	53.4						
FTP cases opened		53	69	243	81	136	92						
Percentage of cases closed at triage	2021/22	57.2%	53.2%	65.8%	68.2%	74.6%	57.3%						
	2020/21	51.9%	49.4%	45.9%	48.1%	28.2%	41.5%	43.9%	55.0%	52.6%	38.2	51.4%	61.0%
Number of cases entering investigation from triage		67	59	50	49	30	33						
Number of cases closed in/progressed from investigation		83	99	90	96	75	85						
Substantive hearings concluded/final decisions made		8	11	5	11	6	12						
Interim Order application hearings held/decisions made		11	13	13	8	8	12						
Interim order reviews held/decisions made		35	49	43	37	45	41						
Substantive order reviews held/decisions made		3	5	6	4	8	6						