

Paper for the

Social Work England Board and DfE Strategic Review Meeting

Sponsor

Colum Conway, Chief Executive

Author

Andy Leverton, Head of Business Planning and Improvement

Date

21 January 2022

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 Q3 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 develop a performance picture. This also aligns with the data periods the Professional Standards Authority use as part of their performance review.

2. Overall assessment

Our third quarter of 2021-22 shows performance across the five pillars is in line with expectations in most areas and we have plans in place to address any shortfalls.

- As anticipated, we received an increased number of phone calls during the renewal process that increased waiting times, but YTD we remain on track to meet our target.
- We removed 2,139 social workers from the register who did not renew their registration. We received fewer applications to restore to the register than in 2020.
- The number of cases open at the triage stage remains higher than our planned trajectory. We have plans in place to reduce the number in Q4.
- We have continued to reduce the number of open investigations and look set to exceed our year-end target.
- We have initiated 10 course reapprovals as scheduled.
- We narrowly missed our retention target and our FOI target. All other organisation-wide KPIs remain on track.

3. Performance 1 October to 31 December 2021

3.1 Our regulatory approach

Registration, enquiries and advice

Table 1: registration, enquiries and advice key performance indicators

KPI ID	KPI Description	Target	Actuals			DoT*
			Q1 21-22	Q2 21-22	Q3 21-22	
REG1	Time taken to approve registration applications ¹	≤ 10 working days (median)	1	1	2	↑
REG2	Time taken to approve restoration applications ¹	≤ 20 working days (median)	8	9	4	↓
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	10	↑
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 Q3, we continued to receive a higher number of applications to join the register. Whilst this was mostly from postgraduate courses, there was also a notable number of undergraduate applicants who had been slightly delayed in completing their courses due to the coronavirus pandemic.

In the final week of Q3, 400 people qualified through The Frontline Organisation and the assessment of this large group contributed to the increased median approval time. In November 2021 we also received a larger than usual number of applications from overseas applicants (126 compared with an average of 90).

We also had an increase in applications to restore to the register during November, linked to our review of the temporary register. We also received 627 applications to restore in December 2021 (700 in December 2020) following the completion of the renewal period and subsequent removals from the register. We were able to train additional people within the registration team to assess restorations applications which led to an improvement in the median approval time for restoration applications for this quarter.

During Q3, as anticipated, we received an increased number of phone calls about renewals. To assist callers and minimise queuing time, we used in-queue voice messaging directing them to frequently asked questions on our website about our renewal processes. Despite

¹ Excludes applications where an investigation is required

the volume and some Covid related people absence, the median of 10 minutes taken to answer calls was lower than the median of 15 minutes in Q3 2020-21.

2021 renewal period

Based on learning from the 2020 renewal period, we made improvements to the online account and guidance to renewal application. We provided walkthrough video on our webpages. We sent regular and tailored reminders to social workers through the renewals period to remind them of the actions that they needed to take and by when.

For the renewals period ending on 30 November 2021, 96,909 social workers renewed their registration, including 479 who applied for restoration. We removed from the register 2,139 social workers who did not renew their registration.

We received significantly fewer complaints related to registration and renewal in Q3 of 2021-22 compared to Q3 of 2020-21.

Temporary registration

In October we wrote to just over 6,000 people who had temporary registration, but who had not been fully registered for more than two years, to let them know that we would be removing their temporary registration in early November.

People who let us know that they were still practising with temporary registration (approximately 100 people) were able to retain their temporary registration. We now have 6,437 people who have temporary registration, and we continue to monitor this. Doing this has reduced the length of time people on the temporary register have been out of practice (i.e., previously fully registered) and reduces any related risks.

Fitness to practise

Table 2: Fitness to practise key performance indicators

KPI ID	KPI description	Target		Q1 21-22	Q2 21-22	Q3 21-22	YTD	DoT*
FTP1	Number of open cases in triage stage	300 by March 2022	Actual	643	567	580	As Q3	↑
			Forecast	710	517	394		
FTP2	Number of open cases under investigation	1,230 by March 2022	Actual	1185	1040	917	As Q3	↓
			Forecast	1241	1229	1227		
FTP3	Legacy cases progressed beyond investigation	80% by March 2022	Actual	51.2%	58.9%	71.1%	As Q3	↑
			Forecast	47.3%	58.2%	69.1%		
FTP4	Time taken to conclude cases received since our inception following an investigation	Monitor (median weeks)	Actual	53	60 ²	73	62	↑
FTP5	Time taken to approve interim orders once need identified	≤ 20 working days (median)	Actual	17 ³	20	23	20	↑
FTP6	FTP internal quality score ⁴	≥ 90% of cases meet internal standards	Actual	90.9%	95.0%	93.2%	92.8%	↓
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)								

FTP1 Number of open cases in triage stage

At the end of Q3 the number of open cases in the triage service exceeded the planned trajectory. We faced challenges during Q3 as incoming referrals were high and capacity was reduced due to people turnover and higher than expected levels of sickness.

As we approach the end of the financial year the number of fixed-term contracts (FTCs) in the service created a risk of increased people turnover and work has been undertaken to address this. As part of workforce planning for 2022-23 we have agreed to convert several fixed term contracts to permanent. We brought forward the implementation of the new structure in triage. We have agreed a range of temporary actions to secure additional

² Reported as 58 in Q2 report; calculation since updated.

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.

decision-making capacity in Q4 to meet the business objective this year and these are all now being deployed. We still consider the target to be achievable, but we need to manage the risk of further sickness absence (a heightened risk due to the ongoing Covid situation) and the risk that referrals rates exceed forecast, carefully.

FTP2 Number of open cases under investigation

We continue to reduce the investigation caseload and are set to exceed our forecast. By the end of Q3 the caseload was more than 300 lower than expected. The restructure of investigations in Q4 2021-22 created a more effective streaming process and enhanced management oversight. This has helped to accelerate the resolution of the legacy caseload whilst maintaining progress on new cases entering the service.

Caseloads per officer in the investigations service are now down to 40, which should allow for improvements in the timeliness of case progression in 2022-23.

FTP3 Legacy cases progressed beyond investigation

We remain on track to exceed our target of concluding at 80% of our investigations into legacy cases transferred from the previous regulator by the end of the year. The acceleration of this ageing caseload in 2021-22 is an operational priority because the impact of this work impairs performance throughout the service.

Our external providers have established a new team of lawyers to focus exclusively on a set of legacy cases with a view to further accelerating this work in Q4.

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

The overall time taken to conclude cases requiring an investigation in Q3 was 73 weeks. This figure was expected to increase during the year as we are targeting the resolution of legacy cases, which are on average 12 months older than new cases at the point of conclusion. Once these cases are resolved, we will establish a clearer picture of timeliness within the service and will set improvement targets for 2022-23.

FTP5 Time taken to approve interim orders once the need is identified

Overall, the service remains on target to meet its objective of concluding consideration of interim orders within 20 working days in 2021-22 however this rose to an average of 23 days in Q3.

We reported to the Board in November 2021 that the service was facing challenges in relation to this target in late 2021. In both September and November 2021, the number of new cases referred to the interim orders process was more than double the average for the year. This surge in new cases placed pressure on the hearings service in October, when there was a high volume of final hearing and review hearing activity, and in December when available hearing time was limited due to the holiday season.

We ran a pilot in Q3 to introduce two-person panels and optimise the use of meetings rather than hearings for certain types of cases. This work is designed to increase capacity

within the hearings service with existing resource. We are currently analysing the outputs from the pilot with a view to implement permanently. This will assist with the throughput of interim order cases.

Longer term, the pressure on the hearings schedule will be reduced by the resolution of the legacy caseload. As these cases are older, any active interim orders they carry are all now in a three-month review cycle, which is crowding the schedule. We are working on plans to increase capacity at the hearings stage in 2022-23 which will allow us to target the resolution of this work and significantly reduce the amount of review activity required from the hearings service.

FTP6 FTP Internal quality score

Our internal assessment of quality in decision making continues to return encouraging results. In Q3 we completed actions arising from the Haines Watts audit in Q2 including a revision of the terms of reference, implementation of new guidance to assist with RAG rating and the establishment of an agreed protocol for any decisions rated red. The outstanding action relates to improved reporting to the Board will be addressed through a report to Board meeting in April 2022.

An appeal of one hearing outcome, initiated by the Professional Standards Authority under Section 29 of the National Health Service Reform and Health Care Professions Act 2002, was considered by the High Court in December 2021. The appeal was successful and has been remitted to our adjudicators for reconsideration of sanction. We will use the learning on sanctions from this case in refresher training for adjudicators in Q4 and further improvements are being made to our Sanctions Policy and will be published for consultation in Q1 2022-23.

3.2 The social work profession

Continuous professional development (CPD)

Q3 saw the culmination of our work with the registration team on registration renewal, including CPD. This involved an extensive campaign of communication and engagement through targeted messaging, engagement events nationally and regionally, surgeries with our regional engagement team, guidance videos and documents.

For the first time, this also included a series of podcasts centred on our professional standards, with members from the profession, our National Advisory Forum, and the regional engagement team. For the second year, the results from this campaign have meant that at the close of the registration renewal period, a small number of social workers were removed from the register for failing to comply, with only 65 removed in 2021-22.

Next quarter, the validation process will commence for 2.5% of our registrants, with our CPD assessors, and we will then move forward with a more aspirational set of requirements on CPD, increasing the minimum amount from one to two recorded pieces, and including a requirement for peer reflection.

Policy and strategy

In addition to discussions with the sector on registration and CPD requirements and renewal, this quarter saw engagement on some of the more complex practice issues for social workers.

In December, we held two engagement sessions with social workers around best practice and social media and discussed approaches with colleagues from other regulators. We will also consult with people with lived experience of social work and consider our response, including whether to run a public consultation by Q1 of 2022-23.

We continued our work on developing our approach to social work education and training, working with the EQA team on a set of learning outcomes that will underpin the 2021 education and training standards. This work will continue into 2022-23 and form part of a broader education and training strategy, as well as our approach to the post-qualifying landscape. Both will involve consultation with the sector.

Our focus on research also continued this quarter. In October, we published research led by the University of Greenwich into initial social work education and training, alongside a summary of recommendations and future areas of enquiry. This will inform and complement the work referred to above.

December saw the launch of what will be an ambitious programme of consultation which will continue through the next year. This commenced with a consultation on our ability to continue to hold hearings remotely and issue documents electronically. We've also continued to engage in regulatory policy discussions and responded to the PSA fees and performance review consultations.

We are now in the design phase of our second interim Social Work in England report. The draft has been reviewed by key stakeholders. The final report is due to be published this month.

We led a cross-directorate project looking closely at fitness to practise upstreaming, incorporating commissioned research, changes to our online system, the guidance we issue on how to make referrals for employers and members of the public, and a pilot of a "single point of contact" with local authorities. This is a significant piece of work which should help us better understand how and when people refer fitness to practise matters to us, and how best to work with employers and others in the future.

Communications

This quarter we continued to build constructive relationships with our trade press, appearing in 40 articles on aspects of social work practice and our approach to regulation. This included requests for comment on two high profile cases involving the tragic deaths of two children.

We continued to work on our website with the result that engagement with our website increased in Q3 compared to previous quarters, as expected in line with our renewal period. Page views were down compared to the same quarter in 2020, corresponding to improved familiarity with our processes and therefore reduced need to search for information online.

Our social media followers increased by around 6% on both Twitter (15,300 followers) and LinkedIn (19,700 followers). Our most popular tweet in Q3 was the announcement of our first [podcast series](#) which is hosted by our regional engagement leads and people with lived and learned experience of social work. Our podcasts have been downloaded 3,100 times.

We issued two Social Work Now newsletters to the sector, reaching around 83,000 people. We also contacted 3,200 people who had expressed an interest in Social Work Week 2022, introducing the themes for the week and a call for collaboration.

3.3 The people we work with and for

Engagement

We hosted a stall at Community Care Live in October. It was a great opportunity for us to speak to the people we regulate and the people we work to protect. We recorded the contact details of nearly 80 professionals for future engagement. We also led a session exploring how the views of stakeholders have helped shape our organisation and our approach to regulation. We took part in a panel session looking at tackling racial inequalities in social work. Around 90 people attended the first session and over 100 attended the anti-racism panel.

We recruited four new members to the National Advisory Forum in Q3 to address identified gaps. The members represent a range of social work practice, wider geographical locations, and a wider range of lived experience including younger care-experienced people. In November, we presented to the Board on the evaluation of the forum which was well received and agreed actions to take forward a stronger relationship between the two groups.

We have announced and promoted Social Work Week March 2022 to the sector and invited them to develop their own events for the programme across the week. We are also developing our own core programme of 11-12 online sessions and 8 regional sessions on the topic of 'social work and me' with a focus of having the voice of those with lived experience at the centre.

Our regional engagement team continues to support our work to manage referrals from employers in the right way. We have developed a network of contacts with employers which we will use to resolve referrals at an early stage where appropriate. We started a pilot in Greater Manchester to test this approach. We will be presenting this work to the Board this month.

Equality, diversity and inclusion

In December, we published our equality, diversity and inclusion (EDI) [action plan](#), setting out our objectives through to March 2023.

We hosted a roundtable discussion with Skills for Care in December as part of the continued debate on anti-racism in social work. Our two organisations regularly discuss issues of equality and diversity, and in particular anti-racist practice and the impact of racial inequality on social workers. We have been gathering and analysing data and other information on these issues and will share some of our learning with sector leaders and explore the actions we can take in our own organisations and collectively.

Our partnership with the Principal Social Worker network continues and we are planning for a series of engagement events to follow on from the anti-racism roundtable, and to draw together a coordinated action plan across the many strands of work taking place on this issue.

Since June 2021, approximately 4,000 social workers have provided diversity data voluntarily in their online accounts. We are continuing to engage with other health and social care regulators to better understand their data collection processes to help inform how we can increase the diversity data we hold.

We continue to embed our new approach to equality impact assessments. We ran workshops to train our people on how to better assess the impact of their work and ensure that our policies and processes are fair and do not create barriers to participation or disadvantage to any protected groups.

We marked and raised awareness about several diversity events and issues including ADHD awareness month and Black History Month. We published a [video](#) one of our National Advisory Forum members talking to our head of EDI about Black History Month, what it means to them and their inspirations.

3.4 Education and training

Table 4: Education and training key performance indicators

KPI ID	KPI description	Target		Q1 21-22	Q2 21-22	Q3 21-22	YTD	DoT*
EQA1	Number of course reapproval processes initiated	On track for 30 by March 2022	Actual	0	0	10	10	➡
			Forecast	0	0	10		
RAG rating of actual: 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								

Commentary

In Q3, we considered two course changes. One has been considered as an administrative change, and the other will be considered as a documentary review. Inspectors have been appointed to take this forward. One course has been approved with conditions during the quarter.

The number of enquiries received in Q3 (92) was lower than in the same quarter last year (114).

We have started the process of reapproving all currently approved social work courses. This will be completed by September 2024. In Q3, we initiated 10 course reapproval processes, for which 3 inspections have been undertaken. By the end of the first year of the reapproval cycle in August 2022 we plan to have conducted a further 44 reapproval inspections, leading to 82 course reapprovals. We continue to work closely with course providers to schedule approval activity so that inspectors have the most up-to-date version of the course to be inspected.

We continue to deliver our monthly programme of webinars that we started in August 2021, to inform course providers of the requirements of the reapproval process and introduce evidence requirements. 273 colleagues from course providers had been invited to the training by the end of Q3.

3.5 Our organisation

Table 5: our organisation key performance indicators

KPI ID	KPI description	Target	Actuals			YTD	DoT*
			Q1 21-22	Q2 21-22	Q3 21-22		
P1	Average number of sick days per employee ⁵	≤ public sector average of 5.4 days	3.7	3.8	3.9	3.9	↑
P2	Recruitment against plan	≥ 90%	93.8%	92.9%	90.0%	92%	↓
P3	Retention rate ⁶	≥ 90%	93.9%	92.8%	89.0%	89%	↓
FIN1	Forecast variance to budget ⁷	+/- 2%	0.02%	0.01%	0.05%	n/a	↑
IT1	System availability excluding planned outages	≥ 99%	100%	99.7%	99.8%	99.8%	↑
IG1	Time taken to complete Freedom of Information Requests	100% within statutory deadline	100%	100%	97.2%	99.0%	↓
IG2	Time taken to complete Subject Access Requests	100% within statutory deadline	100%	100%	100%	100%	→
IQ1	Corporate complaints response time	100% within communicated timeframes	100%	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							

Internal comms

Our internal communications remained important, particularly as the government restrictions changed and once more the advice was to work from home if you can. We ran 39 intranet stories across the timeframe which had over 8,000 views from our people. Nearly all our people have accessed at least one news article in the last month. Our articles are intentionally bite-sized to enable our busy people to stay in touch regularly.

Our weekly internal bulletin and fortnightly Evolve newsletters have kept people informed and engaged on the fast paced nature of our work.

⁵ Figure represents 12 months to end-of-quarter to allow comparison with public sector average, a 12-month figure.

⁶ Figure represents 12 months to end-of-quarter to allow comparison with annual target

⁷ KPI revised after mid-year review of KPIs. Q1 actual changed since Q1 report to reflect revised KPI. We now report the forecast year-end variance instead of the actual variance from budget.

People

In this quarter we concluded our work to identify a local charity to buddy with as part of our social and corporate responsibility. As a result of the nomination process we decided to buddy with two charities, the Cathedral Archer Project and Assist Sheffield. Both gave presentations at our all team meeting in December which was a positive moment in a challenging December as we all grappled with continued Covid uncertainty and changing arrangements.

Sickness absence

Sickness absence has risen by 0.1 days per person. We continue to support our few long term absence cases through occupational health and phased return to work plans.

Starters, leavers and internal promotions

We had 11 new starters in this quarter and planned recruitment is predominantly on track. However, we have been unsuccessful in our effort to recruit an IT developer trained in Appian. We have re-advertised twice but are acutely aware of the market shortages for this type of skillset and the strong salary competition that we face.

We have had 10 voluntary leavers this quarter. Three left for career change/progression, one to move to a permanent role, one due to relocation, one due to personal reason, two for reasons relating to the role/organisation and two did not share their reason for leaving.

It was very pleasing to see that seven people secured new roles internally in Q3, two promotions and five lateral moves.

We narrowly missed our retention target for Q3. We expect to meet the year-end target.

Workforce planning for 2022-23

We have worked closely with function heads on resourcing and business plan priorities for 2022-23. This included a review of our fixed-term contracts as part of our overall planned reduction in fixed-term contracts.

Internal consultation

We initiated our consultation on proposed increase to the pension contributions as planned. The consultation will end in Q4. To date, respondents have been supportive of the changes proposed. Subject to the consultation outcome, changes will be implemented from 1 April 2022 alongside the introduction of life assurance cover. Both changes are aimed to enhance our overall employer offer.

Finance, Commercial and Partners

For the year ending 31 December, our revenue expenditure, net of fee income, was 4% under budget. Our full year forecast is for a variance to budget of less than 1%.

In late October, the Department for Education confirmed an initial tranche of additional funding to accelerate the progression of legacy fitness to practise cases. Our work in this

area is being robustly project managed and encompasses, recruitment for additional people, a significant expansion of our hearing partner pool and increased legal services capacity.

IT and Infrastructure

We successfully delivered the following improvements in Forge, our case management system:

- CPD year 2 validation changes
- CPD year 3 requirement changes
- Improvements to the process for raising a concern

Planned development work continues on:

- Additional CPD year 3 functionality
- Full re-design of the concern journey

On 9th December the existence of a software vulnerability⁸ was announced which was a significant and wide-ranging, affecting almost all organisations. We had to do significant work to identify all elements in our software and hardware estate that were impacted by the vulnerability. By 04:00 on 12th December, we had patched all vulnerable services. There have been two subsequent related security issues with the component that were patched on 22nd December and 29th December.

Governance and Assurance

In October, we had a successful two-day Board strategy meeting that gave us an opportunity to review progress on our strategy and business plan. We welcomed and inducted new board members, Dr Adi Cooper and Dr Sue Ross.

We met our new external auditors, Ernst & Young, who were appointed by the National Audit Office. Representatives attended the Audit Risk and Assurance Committee in November

Work progressed on the new Framework Document with the sponsor team and is on track to be approved shortly.

We continue to meet our KPIs for the processing of subject access requests. We did not meet our KPI in Q3 for freedom of information requests due to one request being completed a few days outside of the statutory timeframe.

There was a further 21% reduction in the number of corporate complaints received in Q3 compared with Q2. This continues to reflect the overall 40% reduction in corporate

⁸ Log4j2

complaints received in the first 3 quarters compared with 2020-21. The trend of corporate complaints being more complex has continued. Often this complexity comes from the fact that the issues raised are related to regulatory decisions which themselves cannot be considered as a corporate complaint.

We continue to engage with colleagues at the Professional Standards Authority in relation to their review of our performance against the Standards of good regulation for the period 1 December 2020 – 30 November 2021. We have also engaged with them concerning the proposed changes to their approach to the performance review, which was subject to the public consultation we responded to, and which closed in December 2021.

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	99775	99191	97458				
			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	13187	6518	6450				
Number of social workers joining the register			2021/22	420	375	380	830	620	950	820	353	1034				
			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	324	937	2767				
			2020/21	85	105	1012	89	126	244	99	1672	5290	18	18	55	
New registration applications	Number received	All graduates	2021/22	392	533	431	1167	829	1452	928	724	388				
			2020/21	205	234	398	1174	775	1435	785	787	338	331	245	480	
		UK graduates			321	449	338	1074	748	1363	839	598	289			
		Overseas graduates			71	84	93	93	81	89	89	126	99			
	Median time taken to process (working days) ⁹	All graduates			1	1	1	1	2	1	3	2	3			
		UK graduates			1	1	1	1	2	1	2	2	2			
		EU/EEA graduates			20 ¹⁰	n/a	n/a	n/a	n/a	139 ¹¹	132 ¹²	n/a	n/a			
		Non-EU/EEA graduates			11	7	8	9	7	6	4	5	7			

⁹ Includes applications where an investigation is required therefore figures may differ from the KPI, REG1. Excludes time awaiting further information from applicants.

¹⁰ Relates to a case received in December 2020.

¹¹ Relates to a case received in December 2020, awaiting outcome of test of competence, case held open to preserve pre-EU exit rights.

¹² Relates to a case received in November 2020, awaiting outcome of test of competence, case held open to preserve pre-EU exit rights.

Registration			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Restoration applications received	Number received	2021/22	86	64	75	82	63	52	108	153	627			
		2020/21	37	25	67	98	75	72	76	215	700	138	111	91
	Time taken to process (median working days) ¹³		13	14	10	11	18	16	14	15	5			
Registration appeals	Number received	2021/22	3	1	1	4	1	2	1	0	0			
		2020/21	10	2	2	0	0	1	0	2	0	0	0	1
	Number concluded		1	0	1	1	1	4	0	3	2			
	Upheld		1	0	0	1	0	0	0	0	0			
	Rejected		0	0	0	0	1	4	0	2	2			
	Withdrawn		0	0	1	0	0	0	0	1	0			
	Time taken to complete (median weeks)		20	0	10	18	18	15	0	16	10			
Misuse of title cases	Number received	2021/22	2	2	2	1	4	2	2	16	25			
		2020/21	10	3	10	13	8	7	6	7	16	13	6	6
	Time taken to complete (median working days)		97	147	25	n/a ¹⁴	93 ¹⁵	40 ¹⁵	37	33	13			
Number of phone calls received		2021/22	1527	1286	1443	1605	1577	3588	4219	8088	3435			
		2020/21	1630	2683	2510	4340	4188	6747	6988	11014	5023	1475	1416	2234
Median call queue time (minutes)			2	0	0	0	0	3	6	14	9			
Percentage of calls answered (of all calls received)			66%	75%	74%	71%	70%	63%	58%	47%	51%			
Number of emails received	2021/22	1183	829	800	959	960	1884	1611	2435	1395				
	2020/21	2352	1788	1075	1986	1305	2468	2147	2173	901	783	824	1143	
Median response time to emails (working days)			0	0	0	0	0	0	2	2	3			

¹³ Includes applications where an investigation is required therefore figures may differ from the KPI, REG2

¹⁴ Figure updated since Q2 report. No misuse of title cases were completed in July 2021.

¹⁵ Figure updated since Q2 report.

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	43685	94352	n/a ¹⁶			
	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	114109	205432	n/a			
Social workers who have completed valid CPD (%)		10%	12%	14%	17%	20%	29%	44%	95%	n/a			

Education and Training		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Enquiries received	2021/22	18	23	36	25	24	27 ¹⁷	28	46	18			
	2020/21	53	29	36	26	21	45	40	57	17	48	21	27
Concerns received	2021/22	0	1	0	0	0	0	0	0	0			
	2020/21	3	3	2	2	2	1	0	1	0	8	30	0
Inspections conducted ¹⁸		0	0	1	0	0	1	6	4	0			
Outcome of inspections	Approved	0	0	0	0	0	0	0	0	0			
	Approved with conditions	0	0	0	0	0	0	1	0	0			
	Not approved	0	0	0	0	0	0	0	0	0			
	Request for approval withdrawn	0	0	0	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	11	7	15			
	2020/21	12	19	27	22	22	23	46	20	29	17	20	10
Corporate complaints closed		18	8	15	34	3	12	18	13	12			
Mean working days to respond to corporate complaints		20.3	14.8	17.3	18.9	12.7	17.8	16.6	19.7	23.3			

¹⁶ Online CPD recording for 2022 launched on 11th of January 2022, therefore no CPD items were recorded in December 2021.

¹⁷ Reported as 24 in Q2 report, figure since updated.

¹⁸ This includes both approval and reapproval inspections

People	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Headcount	214	215	217	219	223	223	224	229	227			

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	133	163	154			
	2020/21	103	98	141	153	142	126	142	170	183	155	170	205
Referrals received (SW identified)	2021/22	158	206	209	142	157	228	142	216	142			
	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	426	465	429			
Time to complete pre-triage (mean calendar days)		35.4	45.9	75	63.7	71.3	53.4	56.2	65.4	73.9			
FTP cases opened		53	69	243	81	136	92	34	133	151			
Percentage of cases closed at triage	2021/22	57.2%	53.2%	65.8%	68.2%	74.6%	57.3%	57.1%	56.1%	50.7%			
	2020/21	51.9%	49.4%	45.9%	48.1%	28.2%	41.5%	43.9%	54.5%	51.6%	35.6%	51.4%	60.3%
Number of cases entering investigation from triage		67	59	50	49	30	33	62	54	47			
Number of cases closed in/progressed from investigation		83	99	90	96	75	85	103	118	76			
Substantive hearings concluded/final decisions made		8	11	4	11	6	12	10	13	4			
Interim Order application hearings held/decisions made		11	13	13	8	8	12	7	15	7			
Interim order reviews held/decisions made		35	49	43	37	45	41	59	44	45			
Substantive order reviews held/decisions made		3	5	6	4	8	6	3	6	4			