

Paper for the

Social Work England Board

Sponsor

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Author

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Date

28 October 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. Executive summary

This report presents our performance for Q2 of 2022-23. We publish our performance and data on a quarterly basis. Publishing quarterly means we show trends and performance within the year and against previous years.

2. Overall assessment

- We achieved all our Q2 targets for registration, enquiries and advice.
- We met 3 out of 5 fitness to practise targets in Q2. The current median age of the investigation caseload is 64 weeks, against the quarterly target of 60 weeks and we have concluded 83% of the legacy cases, against our Q2 target of 84%.
- The median age of the triage caseload at the end of Q2 was 15 weeks, which is ahead of our target trajectory of 16 weeks.
- By the end of Q2 we had made reapproval decisions for 13% of courses, against the target of 17%. We remain on track to complete the reapproval inspections by the end of the 3-year cycle.
- We met 5 out of 6 targets for the 'our organisation' pillar, with the currently forecasted year-end variance in budget of 1.97% being slightly over the target of 1.5%.

Key discussion points

- We anticipate the volume of calls and emails will increase through October and peak in November, with 87% of social workers yet to submit their registration application as of 30 September compared to 76% at the same point in 2021.
- Submissions of CPD are lower in this registration year than last year. By the end of September, 20% of social workers had completed at least one piece of valid CPD compared to 29% in 2021.
- At the end of Q2, 29% of social workers had submitted equality, diversity and inclusion information compared to 5% at the end of Q1. This is a result of proactive communication and embedding data questions as part of the renewals process.
- Most of the legacy caseload is now at the case examiner or hearing stage. We increased hearings activity from July and added additional capacity to the hearing schedule from September.
- During Q2, we reapproved 19 courses and approved 8 new courses. Additionally, we conducted inspections for the reapproval of 27 courses and new approval of 3 courses. Decisions for these courses are due in Q3 and Q4.

3. Performance 1 July to 30 September 2022

3.1 Our regulatory approach

Registration, enquiries and advice

Table 1: registration, enquiries and advice key performance indicators

KPI ID	KPI Description	Target	Q1	Q2	DoT*	YTD	2021-22			
							Q1	Q2	Q3	Q4
REG1	Time taken to approve registration applications ¹	≤ 10 working days (median)	2	4	↑	4	1	1	2	1
REG2	Time taken to approve restoration applications ²	≤ 20 working days (median)	2	11	↑	7	8	9	4	9
REG3	Time taken to answer emails	≤ 5 working days (median)	1	4	↑	2	0	0	1	1
REG4	Time taken to answer phone calls	≤ 8 mins waiting time (median)	2	8	↑	6	0	2	10	1
RAG rating of actuals:		*Direction of travel:								
- Green – achieving target - Amber – within 5% of achieving target - Red – over 5% from achieving target		- 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, enquiries and advice

The time taken to approve registration applications has increased from 2 working days in Q1 to 4 working days in Q2, which remains well within the target. We anticipate an increase in the time taken in Q2 each year due to an increase in applications from UK graduates.

The number of registration applications from people who qualified overseas continues to increase: 473 in Q2 22-23 compared to 263 in Q2 21-22, a 44% increase. Most overseas applications originate from South Africa and Zimbabwe. We continue to work with the overseas regulators to understand demand and to explore ways to support the experience of applicants to our register.

The time taken to approve restoration applications has increased from 2 working days in Q1 to 11 working days in Q2. This partly reflects an increase in restoration applications received due to the removal of temporary registration and is also due to focussing resources on the increased volume of UK applications. The number of restoration applications was 288 in Q2 compared to 235 in Q1. There continues to be an increase in misuse of title cases linked to a proportion of these applications, which requires the application to be paused whilst the issue is investigated.

We have been preparing for the closure of temporary registration in September 2022, with plans to remove people with temporary registration from the register on 14 October, in line

¹ Excludes applications where an investigation is required

² Excludes applications where an investigation is required

with our legislation. We have regularly communicated with temporary registrants the need to restore their registration if they wish to continue to practise; we most recently did this on 16 September by letter.

At the start of the renewals period, which began on 1 September, we emailed social workers and over 750 employer stakeholders, as well as engaging external organisations, to strengthen our message for social workers to renew. To highlight the importance of diversity data, we asked 23 priority stakeholders to encourage their networks to support our campaign. At the end of Q2, 29% of social workers had submitted equality, diversity and inclusion information compared to 5% at the end of Q1. This is a result of proactive communication and embedding data questions as part of the renewals process.

We continue to assist social workers with queries about renewals and voluntary removal from the register. We anticipate the volume of calls and emails will increase in October and peak in November, with 87% of social workers yet to submit their registration application as of 30th September, compared to 76% at the same point in 2021. We continue to review our call and email response times and provide training to staff to ensure that we meet demand.

We have had 4 new members of staff join the registration team in Q2, out of a team of 15 full time equivalent posts. Additionally, the recruitment of temporary renewal staff was delayed due to challenges in recruiting appointable candidates. The impact of carrying these vacancies, as well as inducting and training new staff members, has contributed to increased waiting times for phone calls and responding to emails.

Continuous professional development (CPD)

Our new CPD requirements and the updated online recording form are in place. Social workers are now required to submit a minimum of 2 pieces of CPD, including at least one piece with a peer reflection, to renew their registration for 2022 to 2023.

We published updated CPD guidance and web resources, and a detailed communications and engagement plan is in place. This includes increased online national and regional sessions for social workers to remind them about renewal and explain the changes to CPD submissions. We have also delivered 6 reflective practice sessions to provide an opportunity for those social workers without any immediate or accessible peers to reflect together and log this on their CPD record. These sessions have been welcomed by the sector and well attended. We are updating the training and guidance for CPD assessors to support the review activity in Q4.

To date submissions of CPD are lower than this period last year; by the end of September 20% of social workers had completed at least one piece of valid CPD compared to 29% in 2021. This aligns with the lower number of registration renewal applications received to date.

Fitness to practise

Table 2: Fitness to practise key performance indicators

KPI ID	KPI Description	Target		Q1	Q2	DoT*	YTD	2021-22			
								Q1	Q2	Q3	Q4
FTP1	Age of triage caseload	12 weeks (median) by March 2023	Actual	17	15	↓	N/A	new KPI for 22/23			18
			Forecast	17.5	16	↓					
FTP2	Age of investigation caseload	39 weeks (median) by March 2023	Actual	60	64	↑	N/A	new KPI for 22/23			68
			Forecast	64	58	↑					
FTP3	Legacy cases concluded	98% by March 2023	Actual	78%	83%	↑	N/A	tbc	tbc	tbc	69
			Forecast	77%	84%	↑					
FTP4	Time taken to conclude cases we investigate ³	Monitor (median weeks)		83	77	↑	79	54	58	70	71
FTP5	Time taken to approve interim orders	≤20 working days (median)		19	18	↓	18	17	20	23	27
FTP6	FTP internal quality score	≥ 90% of cases meet internal standards		96%	97%	↑	95%	91	95	93	99
RAG rating of actuals:				*Direction of travel:							
- Green - achieving target - FTP1, FTP2: Amber- within 10% of achieving target. Red- over 10% - FTP3: Amber - within 3% points of achieving target. Red - over 3% - FTP4 – no target, not rated - FTP5: Amber- within 10% of achieving target. Red- over 10% - FTP6: Amber - within 5% points of achieving target. Red - over 5%				- 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; black = no target)							

FTP1 Age of the triage caseload

The median age of the triage caseload in Q2 was 15 weeks, which is ahead of our target trajectory of 16 weeks. Increased staffing within the triage team and refined operational processes have contributed to our performance this quarter. We saw an increase in the number of concerns received into the triage service in Q2 (442), relative to Q1 (403), with a particular increase in August and September. There are no discernible trends in referrals to explain this increase and we continue to monitor referral rates closely.

FTP2 Age of the investigation caseload

We are not currently on track to meet our target for reducing the median age of the investigation caseload, with a median of 64 weeks in Q2 against a target of 58 weeks. We expected to conclude most of the remaining legacy investigations in September, however this was not possible largely due to external factors outside of our control, such as obtaining evidence from third parties. We have reviewed the remaining legacy investigations and forecast that all possible investigations will be concluded by the end of November. This will result in a reduction of the median age of the remaining caseload, with the current median

³ Figure amended since Q1 22-23 performance report

age of the Social Work England investigation caseload (cases received after 2 December 2019) being 59 weeks.

This remains a challenging target, with performance being impacted by other factors, such as the risk profile of the investigation caseload. While we continue to prioritise cases by age, we must also ensure that high risk cases are progressed swiftly. We are working to develop our management information reports to provide us with a more accurate forward view of performance against this target. This will help us to build a more accurate picture of our performance to support our decision making and service delivery.

Staff turnover within the investigations team remains a risk to delivery this year. We have been able to fill vacant roles quickly, but it takes several months for a newly recruited investigator to be trained and able to progress cases at a rate consistent with more experienced members of the team. We continue to monitor and mitigate the impact of staff turnover within the service.

FTP3 Legacy cases concluded

Most of the legacy caseload is now at the case examiner or hearing stage. Our target this year is to conclude 98% of legacy cases by March 2023; at the end of Q2 we had concluded 83%, slightly below trajectory. We expanded the hearings team to increase hearings activity from July and a further expanded the hearing schedule from September. We are closely monitoring the referral rate of the remaining legacy cases into hearings and the hearing adjournment rates, which we have identified as the most significant risks to delivery against this target. We continue to work collaboratively across fitness to practise to progress cases effectively.

FTP4 Time taken to conclude cases we investigate

The median time taken to conclude Social Work England cases has decreased from 83 weeks in Q1 to 72 weeks in Q2. We will continue to monitor this closely as we focus on the progression of older cases at the investigations stage and work to achieve a steady state across the fitness to practise service.

FTP5 Time taken to approve interim orders

This remains a challenging target due to the complexity of the interim order process that is required by our legislation, however our performance in this area has improved since last quarter (18 days in Q2 compared to 19 days in Q1). We will be implementing a more streamlined interim order process in December 2022, and we are working to forecast the additional hearings capacity that these changes will release.

FTP6 FTP internal quality score

We continue to exceed the target of 90%, with 97% of cases meeting internal standards in Q2. Refresher training for existing adjudicators was delivered in July 2022, with 54

adjudicators and 16 legal advisers trained. Some of the content of this training was informed by learning identified in the Decision Review Group.

3.2 The social work profession

Publications

In preparation for the third Social Work in England report, we organised a programme of engagement opportunities for the public, profession and people with lived experience of social work to discuss their experiences over the last 3 years. Members of the steering group analysed the feedback to inform the content of the report. The draft report is currently being written in partnership with subject matter experts across our organisation and with members of our National Advisory Forum.

In Q2, we completed accessible language reviews of our fitness to practise guidance generated by changes to our rules and regulations. We reviewed and updated our CPD guidance and CPD review guidance as well as our whistleblowing policies and the subject access request landing page. We also published an accessible online version of the updated regulations.

Research

Research that we commissioned to support our fitness to practise upstreaming work has been finalised and will be published in Q3. The next research project phase is in development.

Policy

We continue to work closely with our sponsor team to consider the recommendations from the independent children's care review that directly affect our work or where we are explicitly mentioned as being responsible. In Q3, we will begin to discuss the issues and pressures the workforce is currently facing with key stakeholders.

After launching our consultation on 'readiness for professional practice' in June, several engagement events were held for the public and professionals to gather feedback on our proposals. Following the period of national mourning, the deadline of the consultation was extended to allow stakeholders sufficient time to respond. In Q3, we will publish our response to this consultation and consider next steps in our approach to education. We will also publish responses to the consultations on our education and training standards for approved mental health and mental capacity professionals.

Strategy

In September, we published the consultation on our draft corporate strategy for 2023 to 2026, which will run until early December. As part of this, we are running national and targeted consultation events and will hold internal workshops to consider the emerging

responses across the organisation. The final corporate strategy will be published in March 2023.

Communications

We had 48 positive mentions in the press this quarter. Our press release on diversity data was covered by Community Care, Social Work News and Social Work Today, contributing towards an increase in awareness for social workers. We secured several pieces of coverage about renewals and CPD reminding the sector of requirements and key dates. Our new approach to social work and education and training featured in the annual workforce supplement produced by Children and Young People Now.

Our website saw a 3.4% increase in visitors in Q2 22-23 compared to Q2 21-22. There were 1,519 new followers of our social media accounts: Twitter, LinkedIn and YouTube, taking our total social media following to 44,459. Our Social Work Now newsletter reached 84,937 people.

3.3 The people we work with and for

Co-producing our work

In Q2, our engagement activity has included several consultations, workshops around pre-consultation activity and development of the Social Work in England report. We have also delivered co-production training for over 75 staff, which continues to increase our shared understanding of co-production whilst generating increased co-production requests: 15 requests in Q2. Members of the National Advisory Forum continue to contribute strategically through steering group membership and the policy committee.

We continue to bring together key stakeholders in developing a sector-wide action plan to address the findings of the anti-racism survey that we published alongside partners in the anti-racism steering group.

We are reviewing our equality impact assessment processes and guidance and a working group has been established to help ensure our processes are robust and fair. Updated processes and guidance will be launched next quarter.

Deepening the understanding and value of social work

During Q2, we have continued to develop our plans for Social Work Week 2023, with a continued focus on embedding ownership of the week across the sector. We will also curate a small programme of events focused on bringing people together to learn, connect and influence change. Equality, diversity and inclusion will be a golden thread throughout the programme.

3.4 Education and training

Table 4: Education and training key performance indicator

KPI ID	KPI Description	Target		Q1	Q2	DoT*	2021-22								
							Q1	Q2	Q3	Q4					
EQA1	Percentage of reapproval decisions made ⁴	33% by March 2023	Actual	5.9%	13.0%		n/a ⁵			3.3					
			Forecast	5.5%	16.6%										
RAG rating of actuals:		Direction of travel:													
- Green - achieving target - Amber - within 3% points of target - Red - over 3% points from target		- 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)													

⁴ Figure amended since Q1 22-23 performance report

⁵ No reapproval decisions expected during Q1 to Q3

Approvals and reapprovals

We have now completed the first year of the three-year reapproval cycle of inspections, with a total of 83 courses inspected and an additional 23 courses (new approvals) inspected for inclusion in the approved list of providers.

Though we have not achieved the Q2 target for reapproval decisions made, we are on track to achieve our target by the end of the year and to complete all inspections within the 3-year reapproval cycle. A plan has been agreed to conclude the outstanding inspections and providing decisions to those providers.

During Q2, we made 19 reapproval decisions (11 courses were approved having met our education and training standards and 8 were approved with conditions) and 8 new approval decisions (2 courses were approved and 6 were approved with conditions). Additionally, we conducted inspections for the reapproval of 27 courses and new approval of 3 courses. Decisions for these courses are due in Q3 and Q4.

Course providers received confirmation in Q2 of the dates for our second year of reapproval inspections and we have started planning our inspection activity for year 3.

Links to the inspection reports for reapprovals and new approvals in Q2 are included in Annex B.

Course changes

Social work courses are continuing to go through elements of re-design and most of these changes have been managed through an administrative review process by education quality assurance officers.

Engagement with course providers

The quality assurance team engage regularly with course providers on the development of social work courses. This includes enquiries about running Best Interest Assessor courses, the Approved Mental Capacity Professional course, changes to the end point assessment for apprenticeship courses and the development of a level 7 post-graduate apprenticeship route, which will become available shortly.

3.5 Our organisation

Table 5: our organisation key performance indicators

KPI ID	KPI Description	Target	Q1	Q2	DoT*	YTD	2021-22			
							Q1	Q2	Q3	Q4
P1	Retention rate	≤ 85%	90%	87%	↓	N/A	94	93	89	89
FIN1	Forecast year-end variance to budget	+/- 1.50%	0.10%	1.97% ⁶	↑	N/A	0.02	0.01	0.05	1.00 ⁷
IT1	System availability excluding planned outages	≤ 99.0%	99.9%	99.9%	→	99.9%	99.8	99.7	99.8	99.9
IG1	Time taken to complete freedom of information requests	100% within statutory deadline	100%	100%	→	98%	100	100	97.2	100
IG2	Time taken to complete subject access requests	100% within statutory deadline	100%	100%	→	100%	100	100	100	100
C1	Corporate complaints response time	100% within specified timeframe	96%	100%	↑	98%	100	100	100	100
RAG rating of actuals: - Green - achieving target - FIN1: Amber - within 0.5% of achieving target. Red - over 5% - P1: Amber - within 2% of achieving target. Red - over 2% - IT1, IG1, IG2, C1: Amber - within 5% of achieving target. Red - over 5%			*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)							

Recruitment and retention

We successfully recruited to 17 of 22 vacancies advertised this quarter, with the remaining 5 roles currently open for recruitment. Of these new appointments, there were 8 internal promotions and one lateral internal move. Overall, we had 12 employees leave the organisation.

We have seen higher turnover in registration and investigations, which are areas where we expect additional movement and promotion due to the nature of the roles. Whilst we have been able to fill the vacancies in investigations, we encountered challenges recruiting to 3 fixed term positions in registration. We continue to have challenges in recruitment for IT and are reviewing our requirements to help us find suitable solutions.

Our retention rate of 87% remains above target, although marginally below Q1 (90%) and the same period last year (93%). We anticipated a slight increase in turnover due to market conditions and time in role for many of our staff, who were recruited at set-up.

In September we implemented a new recruitment platform, Hireserve, which has streamlined the recruitment process and will enable better data capture and analysis to inform future recruitment strategies.

⁶ Underspend

⁷ Actual year-end variance

In September, Ministers approved our 2022 pay remit which provides for an overall average pay award of 3%, which has been tiered to ensure those impacted most by the rising costs of living receive the highest percentage increases. Following the total rewards benchmarking exercise, Hays Recruitment found our rewards package to be broadly competitive with the organisations sampled. Our employee assistance programme and life assurance give our staff access to a range of online health and wellbeing services. We continue to review the support we can offer our people with the rising cost of living. These developments offer some assurance for our ongoing ability to attract and retain employees with the skills and values we need in a competitive market.

Sickness absence

Our average 12-month rolling absence rate is 4 days per employee in Q2, an increase from Q1 (3.2 days), but is lower than the public sector average of 5.4 days absence per employee. Where we have long term and frequent sickness absences, we are supporting managers to put return to work plans in place and refer colleagues to occupational health where appropriate; 4 occupational health referrals were made in Q2.

People engagement survey

The findings from our 2022 people engagement survey, which included benchmarking against similar organisations, were shared with the organisation in July. We achieved an overall engagement score of 76%, significantly above the public sector average of 65%.

During October, we will launch a further 'deep dive' survey to gain further insight into the values and purpose question and inform our next steps. Throughout the autumn and winter, each directorate will continue to explore and understand any themes at directorate and team level, using the feedback to inform actions and next steps. We will report to the Board on our outcomes early in 2023.

Learning and development

During Q2, we planned to deliver 19 courses, which breaks down to 8 internal courses and 11 external courses. Evaluation showed that the external learning opportunities had a clear, visible impact on our learner's development. Areas for improvement included course structure, delivery methods and accommodating learning styles. In response to this feedback, we will use courses that are tailored to a wide range of learning types, and we will include a variety of visual, practical and conversational learning opportunities.

We continue to focus on training for our people on equality, diversity and inclusion through a mixture of internal and external courses, including the attainment of professional qualifications. Our learning offer includes monthly workshops that have explored topics such as neurodiversity, deaf awareness and privilege. We continue to provide external learning opportunities that focus on equality, diversity and inclusion, including advancing

LGBTQIA+ in the workplace, solutions and trends in tackling inequality, advancing menopause policies in the workplace and women in leadership.

We have promoted opportunities for employee inclusion, including a new mentoring pilot for people who are under-represented within the organisation or traditionally marginalised and by creating moments to celebrate Pride, South Asian Heritage Month and National Inclusion Week.

We have offered a significant package of learning to support new fitness to practise partners and to provide refresher training for those already in position. Our internal, online learning platform “Grow” was used by partners who were unable to attend the live events: to date 87% of partners have logged in to the platform and 82% of partners have successfully completed their mandatory training.

Finance, commercial and partners

At the end of Q2, expenditure for the year to date, net of fee income, was 1.6% lower than budget. This is positive given the challenges in managing the additional funding from the Department for Education (DfE), which represents a 25% increase from the previous year’s expenditure budget. The forecasted year-end variance to budget is currently 1.97%, an underspend of £279k. The forecasted variance is reviewed each month.

IT and infrastructure

We delivered our project to migrate the infrastructure underpinning Forge and the public facing website in Q2, ahead of the Q3 deadline. This migration allows us to make improvements to our core infrastructure without being dependent on a third-party, host core data on our own tenant and better monitor costs and identify potential cost savings.

Forge development work continues in line with the 22-23 roadmap following changes that have previously been presented to ARAC. We have re-scheduled delivery of the document management package until January 2023 to accommodate the complexity of the project and to avoid disruption during the renewals period. This has enabled us to undertake work to improve our system infrastructure for the efficiency of future development.

Governance and assurance

Board and Committees

The annual external audit was completed, and the annual report and accounts were laid before parliament on 19 July, with no material issues being raised.

The chair of the Board implemented a Board evaluation and non-executive director self-appraisal process during Q2. We have also trialled the National Audit Office ARAC Effectiveness Tool with members of ARAC and those who attend regularly. Findings from the Board and ARAC reviews will be shared in Q3 to inform development and planning. Board

members have also been updating their GDPR training and refresher training on Board intelligence.

Internal audit plan

Haines Watts completed the corporate governance internal audit, and the final report was approved by the executive leadership team; overall it was positive with adequate assurance achieved. The remaining 5 audits for 2022/23 are on target to be completed and reported to ARAC in February 2023.

External annual audit 2022/23

Planning for the preparation of the annual report and accounts will start in Q3. Work is underway to ensure that we can make a full disclosure regarding Greening Government Commitments.

Corporate complaints

We received 36 corporate complaints in Q2, a decrease of 14% compared to the same period in 21-22 and an overall reduction of 31% year to date. The themes are consistent with the previous quarter; how communicated with people and how our policies and/or processes had been applied. As previously reported, the issues raised in corporate complaints are often complex as they are linked to regulatory decisions or due to the complex needs of the complainant. We are using the learning from some of these more challenging complaints to support the review of our organisational policies and processes in relation to unreasonable and unacceptable behaviour.

Professional Standards Authority

Under the new performance review approach, introduced in April 2022, we continue to meet monthly with the Authority to discuss areas of our work on which they are focusing in our first 'monitoring' year⁸. The Authority's internal panel is due to make a preliminary recommendation regarding our performance against the standards of good regulation in November, with a final decision expected in January 2023.

Legal and information governance

Following the first of two consultations on our rules and regulations, the changes relating to remote hearings have passed through the 28-day objection period from the Secretary of State and came into force on 29 July.

⁸ Under the new performance review process, the Authority will carry out periodic reviews every 3 years in which all the standards are assessed in detail. In the intervening 'monitoring' years, the Authority will focus on standards not met in the last periodic review and those standards where they identify declining performance, emerging risk, or significant change that requires monitoring.

The DfE changes to the Social Workers Regulations 2018 have been finalised and will be sent to the Joint Committee on Statutory Instruments in early October. A laying date has not yet been confirmed but is expected soon so that the changes can come into force in Q3. As a result, we are required to make further amendments to our rules, and our consultation on these changes will conclude after 12 October.

We continue to meet our targets in relation to subject access and other individual rights requests. The deadline was missed for one freedom of information (FOI) request due to a delay in identifying it as an FOI request and forwarding to the Data Protection and Information Governance team.

Annex A

Statistical Data 2022-23

Registration			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of registered social workers	2022/23		98512	98640	98725	99326	99909	100856						
	2021/22		96573	96901	97090	97877	98444	99279	99775	99191	97458	97912	98148	98447
Number of temporarily registered social workers	2022/23		6306	6291	6280	6270	6250	6225						
	2021/22		13517	13441	13380	13299	13269	13219	13187	6518	6450	6393	6354	6322
Number of social workers joining the register	2022/23		246	169	300	798	534	1032						
	2021/22		420	375	380	830	620	950	820	353	1034	470	273	362
Number of social workers leaving the register	2022/23		181	41	215	59	43	146						
	2021/22		162	47	191	43	53	115	324	937	2767	16	37	63
New registration applications	Number received	All graduates	2022/23	275	358	594	1236	1129	1475					
			2021/22	392	533	431	1167	829	1452	928	724	388	413	305
		UK graduates		152	188	463	1075	955	1338					
		Overseas graduates		123	170	131	161	174	137					
	Median time taken to progress (working days) ⁹	All graduates		4	5	3	3	4	6					
		UK graduates		2	3	1	3	4	6					
		Overseas graduates		7	15	12	13	20	25					
Restoration applications received	Number received		2022/23	83	82	75	66	94	127					
			2021/22	86	64	75	82	63	52	108	153	627	158	128
	Time taken to process (median working days) ¹⁰			11	13	17	22	29	29					
Registration appeals	Number received		2022/23	0	0	0	1	0	0					
			2021/22	3	1	1	4	1	2	1	0	0	0	2
	Number concluded			0	1	0	1	1	1					

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

¹⁰ Includes applications where an investigation is required therefore figures may differ from the KPI, REG2

	Upheld		0	1	0	0	0	1						
	Rejected		0	0	0	1	1	0						
	Withdrawn		0	0	0	0	0	0						
	Time taken to complete (median weeks)		n/a ¹¹	11	n/a	24	60	12						
Misuse of title cases	Number received	2022/23	6	7	13	3	7	6						
		2021/22	2	2	2	1	4	2	2	16	25	18	20	19
	Time taken to complete (median working days)	2022/23	23	35	45	31	35	22						
		2021/22	97	147	25	n/a ¹²	93	40Error! Bookmark not defined.	37	33	13	18	15	25
Number of phone calls received		2022/23	1304	1578	1543	1976	2404	3808						
		2021/22	1527	1286	1443	1605	1577	3588	4219	8088	3435	1825	1448	1800
Median call queue time (minutes)			1	3	3	4	8	12						
Percentage of calls answered (of all calls received)		2022/23	65%	57%	59%	58%	51%	47%						
		2021/22	66%	75%	74%	71%	70%	63%	58%	47%	51%	66%	69%	64%
Number of emails received		2022/23	931	980	771	758	888	1601						
		2021/22	1183	829	800	959	960	1884	1611	2435	1398	968	848	1178
Median response time to emails (working days)			1	1	1	3	5	4						

CPD		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of social workers completed at least one piece of CPD (cumulative) ⁱ	2022/23	5357	6459	8383	10048	12348	19637						
	2021/22	9599	11319	13118	16887	19960	28925	43685	94352	n/a ¹³	1220	2856	4286
Social workers who have completed valid CPD (%) ⁱⁱ	2022/23	5%	7%	8%	10%	12%	20%						
	2021/22	10%	12%	14%	17%	20%	29%	44%	95%	n/a	0.3%	0.7%	1.0%
Number of social workers met all requirements ¹⁴ (cumulative) ⁱⁱⁱ	2022/23	1816	2076	3012	3952	5465	12106						

¹¹ No registration appeals were completed in April and June 2022

¹² No misuse of title cases were completed in July 2021.

¹³ Online CPD recording for 2022 launched on 11th of January 2022, therefore no CPD items were recorded in December 2021.

¹⁴ For the 22-23 registration year, the requirements are two pieces of CPD, one of which must be peer reviewed.

Social workers who have met all requirements (%)	2022/23	2% ^{iv}	2%	3%	4%	6%	12%						
Total number of valid CPD items recorded (cumulative)	2022/23	7710	9968	13720	17379	24788	41788						
	2021/22	21782	27332	33704	41911	48998	76987	114109	205432	n/a	1198	3374	5792

Education and Training		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Enquiries received	2022/23	11	16	13	15	21	17						
	2021/22	18	23	36	25	24	27	28	46	18	31	24	26
Concerns received	2022/23	0	0	0	0	1	1						
	2021/22	0	1	0	0	0	0	0	0	0	0	0	0
Course approvals conducted ^v		8	17	15	22	8	1						
Outcome of approvals	Approved ^{vi}	0	1	1	4	4	5						
	Approved with conditions ^{vii}	4	0	4	5	3	6						
	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	2022/23 ^{viii}	10	9	13 ^{ix}	12	11	13						
	2021/22	12	21	23	13	11	18	11	7	17	10	8	9
Corporate complaints closed		10	6	7	17	8	15						
Mean working days to respond to corporate complaints		16	18	23	23	23	22						

People		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Headcount	2022/23	228	231	237	246	250	257						
	2021/22	214	215	217	219	223	223	224	229	227	225	228	225

Fitness to Practise		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Concerns received	2022/23	153	121	129	126	163	153						
	2021/22	138	150	159	137	136	129	133	163	154	134	138	135
Referrals received (SW identified)	2022/23	125	146	144	95	150	155						
	2021/22	158	206	209	142	157	228	142	216	142	138	147	164
Number of cases awaiting pre-triage at end of month	2022/23	350	320	336	272	302	315						
	2021/22	241	351	297	327	319	400	426	465	429	376	352	372
Time to complete pre-triage (mean calendar days)	2022/23	109	145	88	113	62	99						
	2021/22	35	46	75	64	71	53	56	65	74	104	121	92
FTP cases opened	2022/23	114	110	111	122	96	133						
	2021/22	53	69	243	81	136	92	34	133	151	168	112	112
Percentage of cases closed at triage	2022/23	64%	53%	56%	57%	63%	71%						
	2021/22	57%	53%	66%	68%	75%	57%	57%	56%	51%	74%	75%	73%
Number of cases entering investigation from triage	2022/23	25	48	44	39	48	27						
	2021/22	67	59	50	49	30	33	62	54	47	48	51	58
Number of cases closed in/progressed from investigation	2022/23	55	87	77	42	33	42						
	2021/22	83	99	90	96	75	85	103	118	76	95	111	105
Substantive hearings concluded/final decisions made	2022/23	6	17	10	18	20	21						
	2021/22	8	11	4	10	6	12	9	13	4	10	11	11
Interim Order application hearings held/decisions made	2022/23	2	10	6	12	17	10						
	2021/22	11	13	13	8	8	12	7	15	7	8	22	10
Interim order reviews held/decisions made	2022/23	58	62	40	72	72	50						
	2021/22	35	49	43	37	45	41	59	44	45	54	63	54
Substantive order reviews held/decisions made	2022/23	8	9	11	7	11	7						
	2021/22	3	5	6	4	8	6	3	6	4	8	6	3

^{i-viii} Figures under these measures have been updated since the previous performance report. These amendments are anticipated each quarter due to retrospective changes being captured on the system after the data has been compiled and reported.

Annex B

Course reapprovals Q2 22-23

Provider	Course	Region	Inspection dates		Link to inspection report	Decision
			From	to		
Manchester Metropolitan University	BA (Hons) Social Work	North West	08 March 2022	11 March 2022	https://www.socialworkengland.org.uk/media/4382/reapproval-inspection-final-ba.pdf	Approved
	MA Social Work	North West	08 March 2022	11 March 2022	https://www.socialworkengland.org.uk/media/4381/reapproval-inspection-final-ma-pgdip.pdf	Approved
	PG Dip Social Work (Masters exit route)	North West	08 March 2022	11 March 2022	https://www.socialworkengland.org.uk/media/4381/reapproval-inspection-final-ma-pgdip.pdf	Approved
	BA (Hons) Social Work Degree Apprenticeship	North West	08 March 2022	11 March 2022	https://www.socialworkengland.org.uk/media/4479/20220923_mmur2_da_report_final.pdf	Approved
University of Plymouth	BA (Hons) Social Work	South West	29 March 2022	01 April 2022	https://www.socialworkengland.org.uk/media/4483/final-conditions-inspection-report-ba-upr1.pdf	Approved with conditions
University of Salford	MA Social Work	North West	29 March 2022	01 April 2022	https://www.socialworkengland.org.uk/media/4430/20220803_usr3_ma_pgdip_final.pdf	Approved with conditions
	PG Dip Social Work (Masters exit route)	North West	29 March 2022	01 April 2022	https://www.socialworkengland.org.uk/media/4430/20220803_usr3_ma_pgdip_final.pdf	Approved with conditions
Heart of Worcestershire College	BA (Hons) Social Work	Midlands	29 March 2022	31 March 2022	https://www.socialworkengland.org.uk/media/4414/hwcr1-final-report.pdf	Approved

University of Lancaster	BA (Hons) Social Work	North West	05 April 2022	07 April 2022	https://www.socialworkengland.org.uk/media/4463/lu-reapproval-inspection-report-with-decision.pdf	Approved
University of Cumbria	BA (Hons) Social work	North West	26 April 2022	28 April 2022	https://www.socialworkengland.org.uk/media/4422/ucr1-inspection-report-final-v1.pdf	Approved with conditions
Keele University	BA (Hons) Social work	Midlands	26 April 2022	29 April 2022	https://www.socialworkengland.org.uk/media/4449/keele-final-report-ba.pdf	Approved
	MA Social Work	Midlands	26 April 2022	29 April 2022	https://www.socialworkengland.org.uk/media/4450/keele-final-report-ma.pdf	Approved
University of Chester	BA (Hons) Social Work	North West	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4481/final-reapproval-inspection-report-uchr1-ba.pdf	Approved
	MA Social Work	North West	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4482/final-reapproval-inspection-report-uchr1-ma.pdf	Approved
	PG Dip Social Work (Masters exit route)	North West	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4482/final-reapproval-inspection-report-uchr1-ma.pdf	Approved
Coventry University	BA (Hons) Social Work	Midlands	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4459/cur1-ba-report-final.pdf	Approved with conditions
	BA (Hons) Social Work Degree Apprenticeship	Midlands	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4460/cur1-bada-report-final.pdf	Approved with conditions

University of Kent	BA (Hons) Social Work Degree Apprenticeship	South East	21 June 2022	24 June 2022	https://www.socialworkengland.org.uk/media/4474/12092022_ukr1_swda_final.pdf	Approved with conditions
	BA (Hons) Social Work	South East	21 June 2022	24 June 2022	https://www.socialworkengland.org.uk/media/4475/12092022_ukr1_ba_final.pdf	Approved with conditions

New course approvals Q2 22-23

Provider	Course	Region	Inspection dates		Link to inspection report	Decision
			From	to		
University of Plymouth	BA (Hons) Social Work	South West	29 March 2022	01 April 2022	https://www.socialworkengland.org.uk/media/4483/final-conditions-inspection-report-ba-upr1.pdf	Approved with conditions
	PG Dip Social Work	South West	29 March 2022	01 April 2022	https://www.socialworkengland.org.uk/media/4484/final-conditions-inspection-report-new-pgdip.pdf	Approved with conditions
Buckinghamshire New University	PG Dip AMHP	South East	12 April 2022	14 April 2022	https://www.socialworkengland.org.uk/media/4413/20220725_bnu_pgdip_amhp_final.pdf	Approved with conditions
Keele University	BA (Hons) Social work	Midlands	26 April 2022	29 April 2022	https://www.socialworkengland.org.uk/media/4449/keele-final-report-ba.pdf	Approved
	MA Social Work	Midlands	26 April 2022	29 April 2022	https://www.socialworkengland.org.uk/media/4450/keele-final-report-ma.pdf	Approved
Coventry University	BA (Hons) Social Work	Midlands	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4459/cur1-ba-report-final.pdf	Approved with conditions

	BA (Hons) Social Work Degree Apprenticeship	Midlands	07 June 2022	10 June 2022	https://www.socialworkengland.org.uk/media/4460/cur1-bada-report-final.pdf	Approved with conditions
York St John University	MA Disability and Mental Health Social Work	Yorkshire and Humber	07 June 2022	09 June 2022	https://www.socialworkengland.org.uk/media/4448/20220908_ysj_approval_report_final.pdf	Approved with conditions