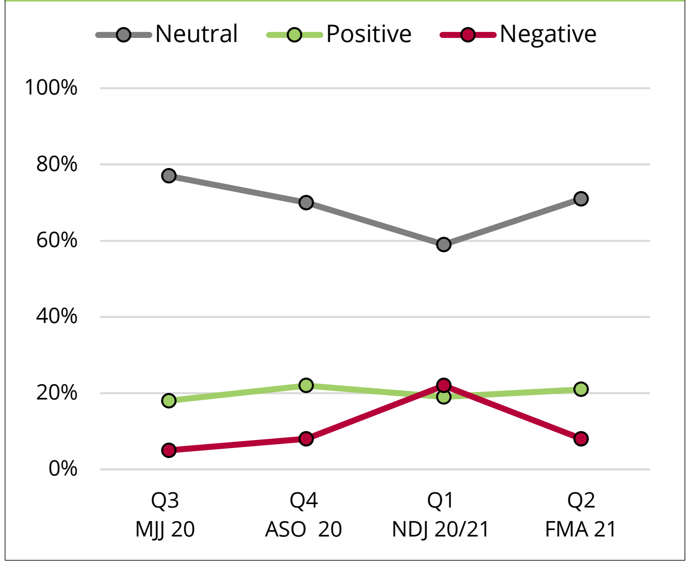
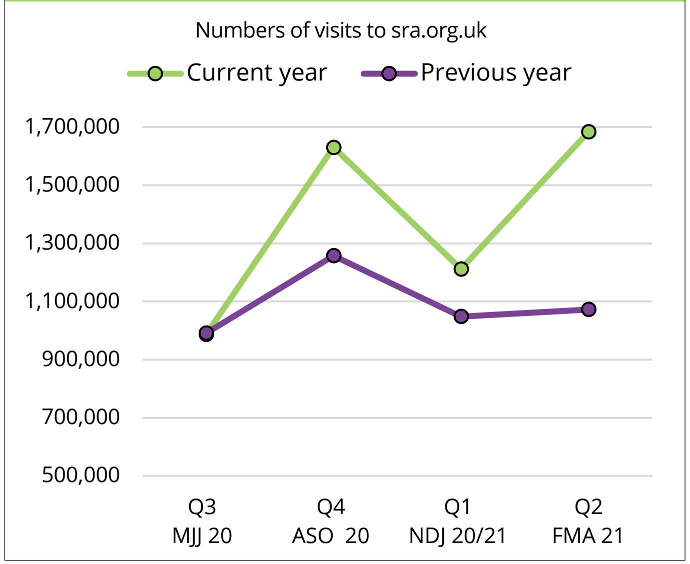
External

Core measures

Sentiment of media coverage

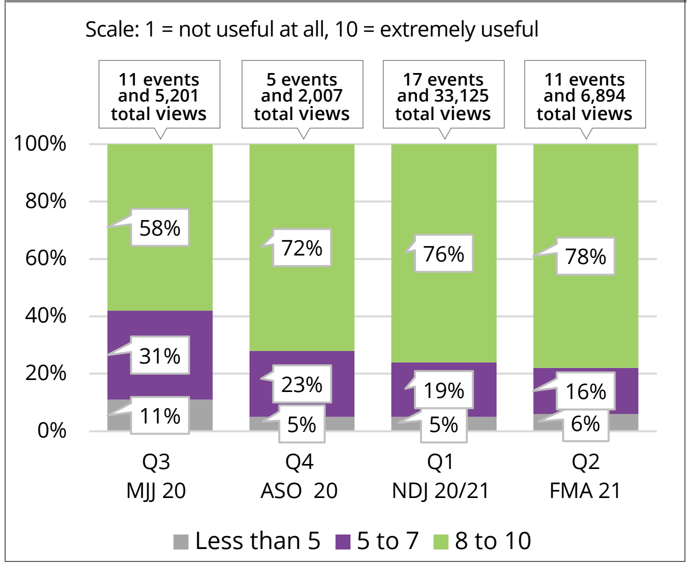


Website traffic

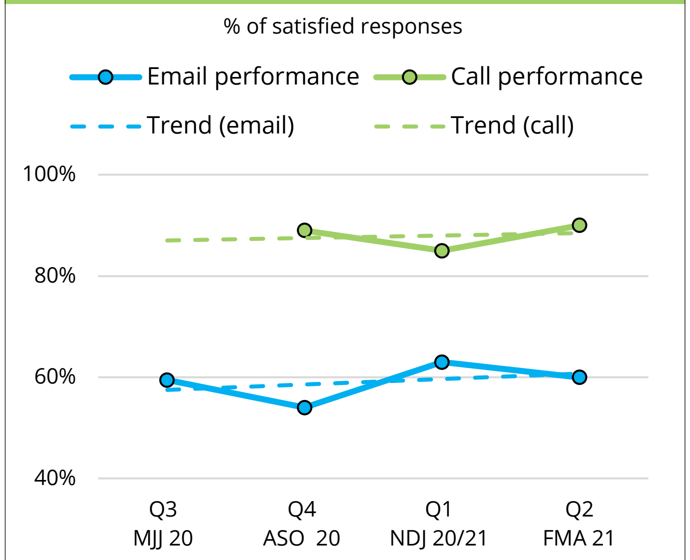


Topical measures

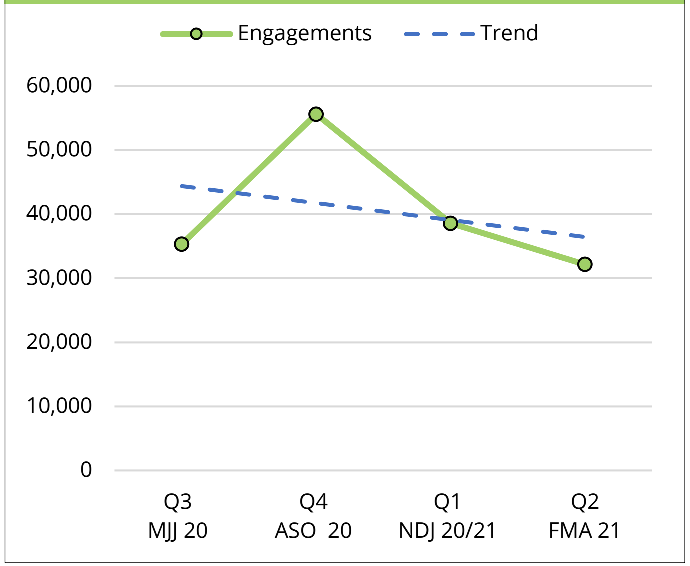
Virtual events feedback – usefulness rating



Customer feedback on our Contact Centre calls and emails



Social media engagements



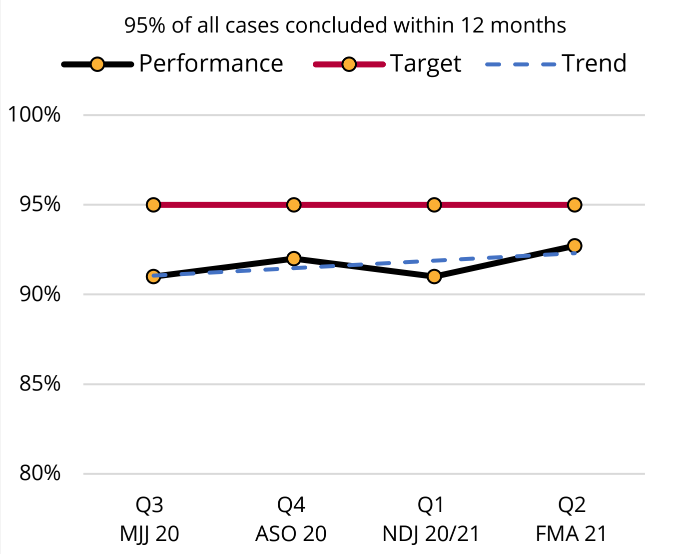
Narrative

1. We have worked with staff to improve our engagement with our customers on the telephone survey. We have seen an increase in the number of responses we are getting and the percentage of customers who are satisfied with the service they have received.
2. Satisfaction levels around our email correspondence has remained low at 60%. This was mainly been driven by dissatisfaction around practising certificate renewal exercise (PCRE) applications at the start of the year and emails from individuals chasing files related to recent interventions. We expect satisfaction to return to normal levels in quarter 3.

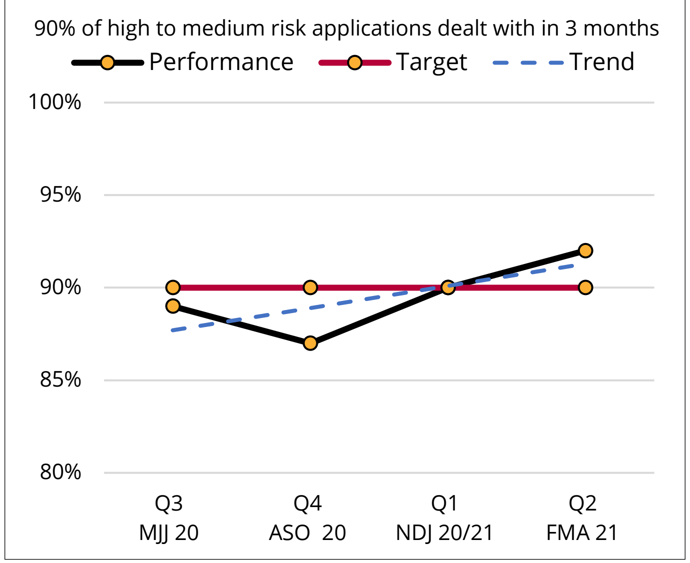
Delivery

Core measures

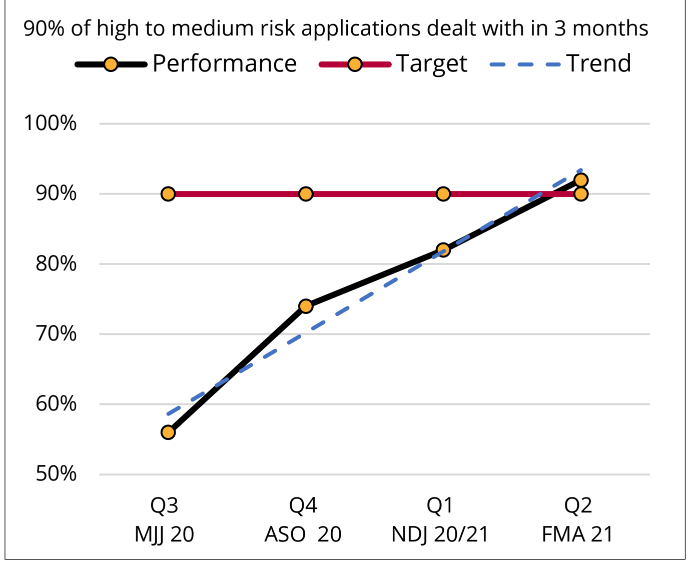
Investigation and Supervision (I&S)



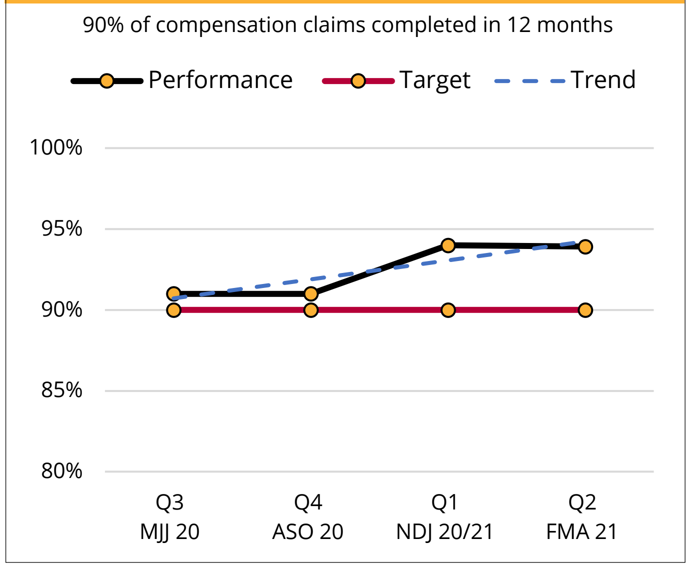
Firm based authorisation (FBA)



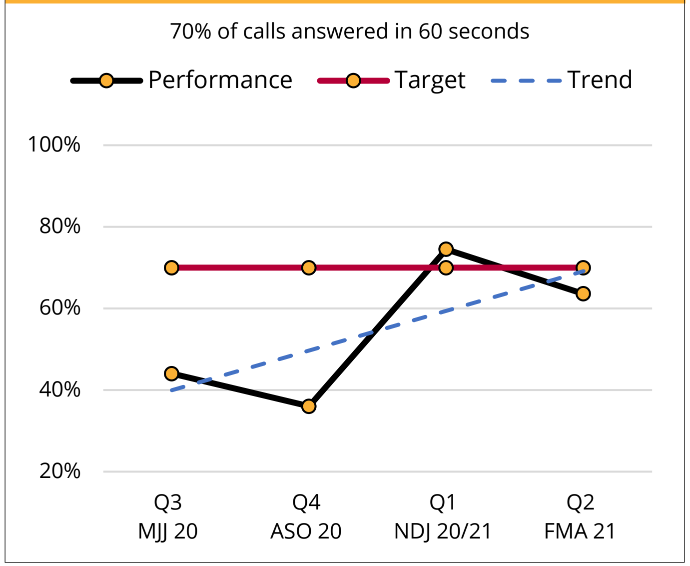
Individual based authorisation (IBA)



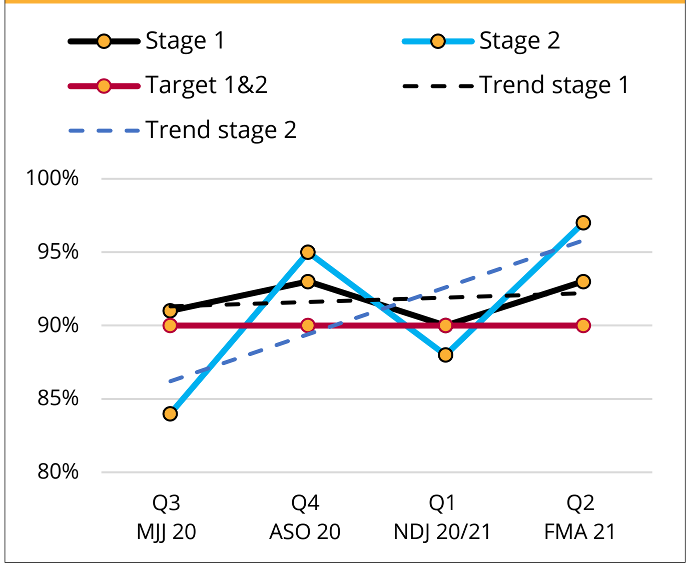
Compensation Fund



Contact Centre



Stage 1 and 2 complaint handling



Narrative

1. The issues around the PCRE system at the end of 2020 had a knock-on impact on our Individual Based Authorisation casework in April and May, but this is now resolved, and we expect to meet the key performance indicator in quarter 3.
2. We narrowly missed the Contact Centre KPI in quarter 2, but expect to be back on track from June. We were hit by a high levels of staff turnover at the beginning of the year in the Contact Centre and have now taken steps to address this, including recruiting eight new starters who joined us in May. We are also in the process of building up the team in readiness for the PCRE-21 peak.
3. Some of the Corporate Complaints information has been retrospectively amended to more accurately reflect the team's performance against its KPIs.

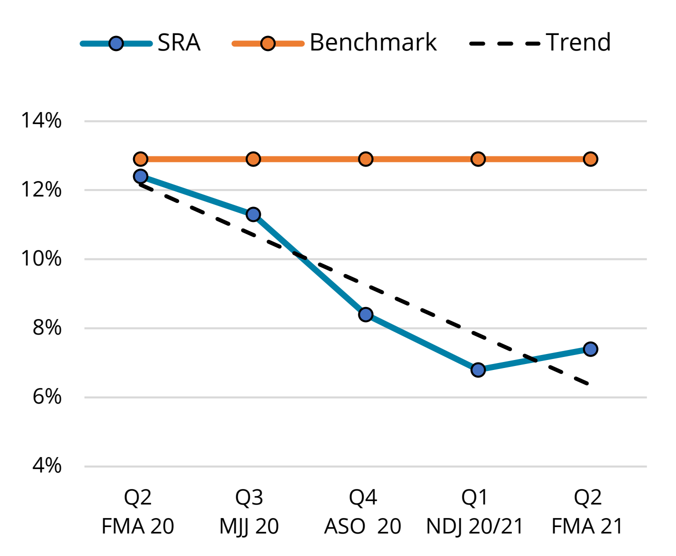
Complaint handling

1. Our target is to handle stage 1 complaints within 10 days.
2. Our target is to handle stage 2 complaints within 20 days.
3. Stage 1 is the response from the team concerned. Stage 2 is the response from our Corporate Complaints team, where the matter is not resolved at stage 1.

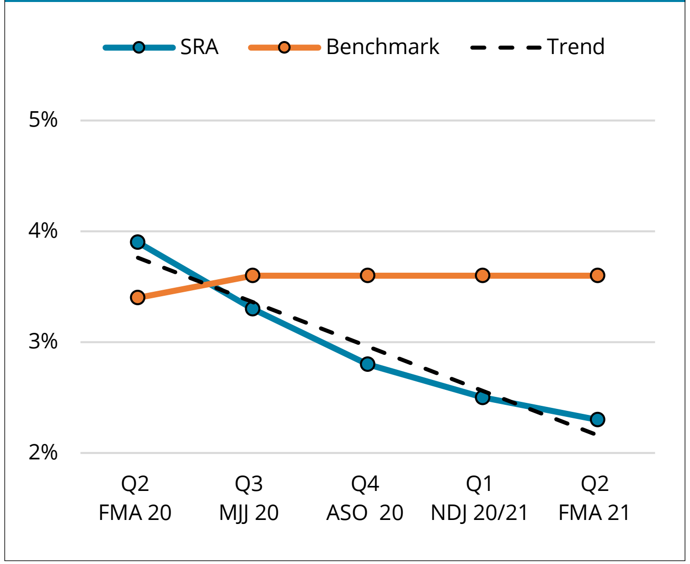
Internal

Core measures

Voluntary staff turnover

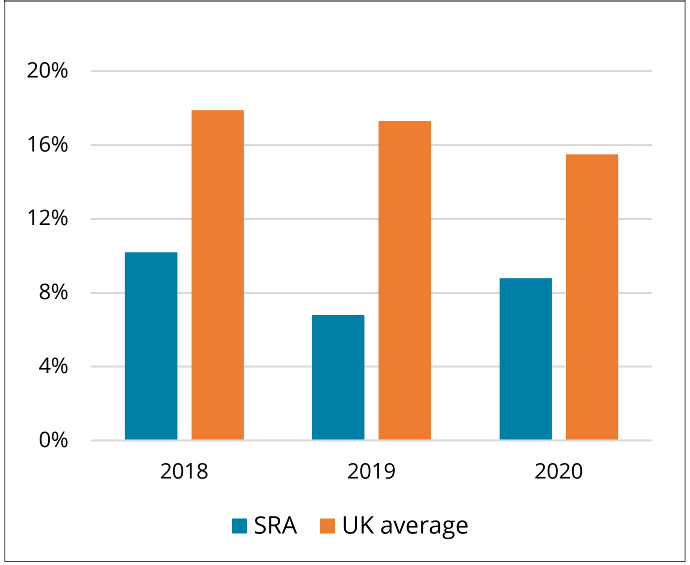


Time lost to sickness

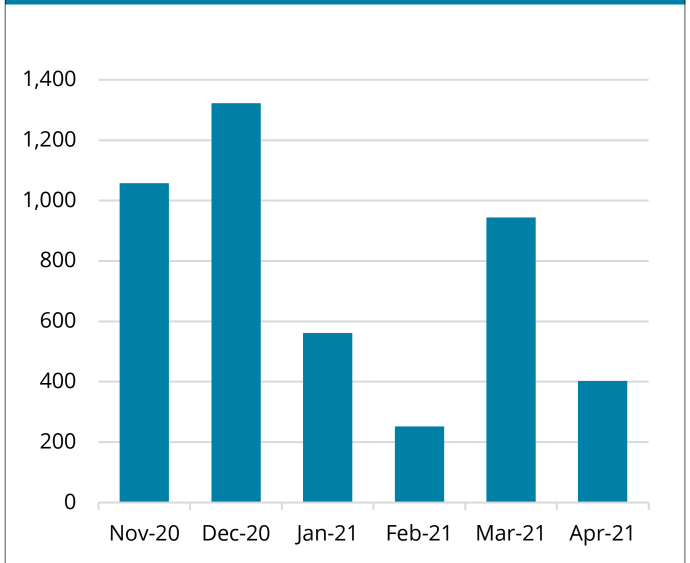


Topical measures

Median gender pay gap



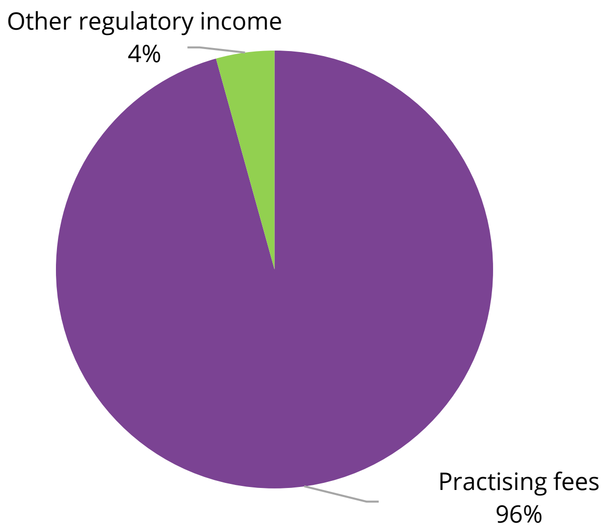
Number of training hours



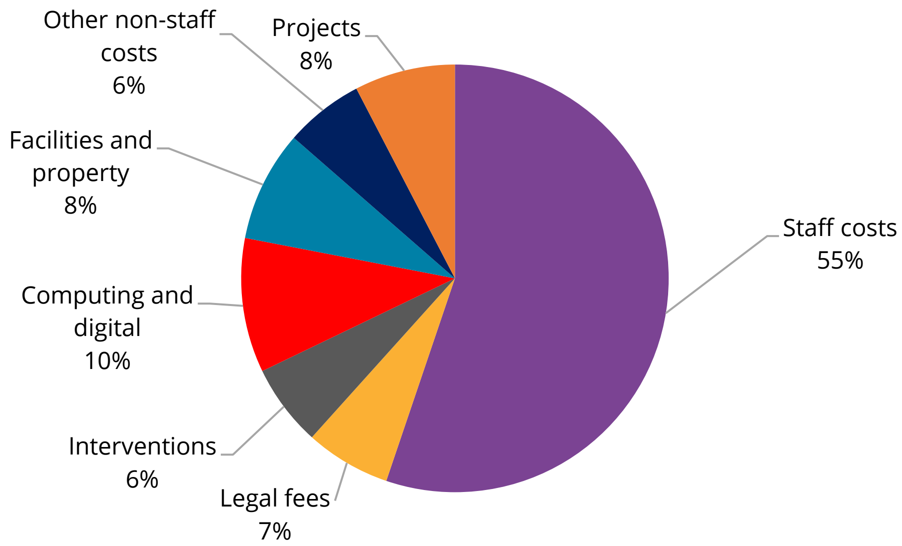
Narrative

1. Time lost to sickness in Q2 continues to decrease slightly, whereas we have seen an increase in voluntary staff turnover for the first time in 12 months. As the government roadmap out of the pandemic heads towards a return to workplaces, we believe this may be the reason for an increase in turnover.
2. Please note, the benchmark for voluntary turnover is based on 2019 data. The sources (Chartered Institute of Personnel and Development and XpertHR) have recently communicated that the current sample size is not large enough to provide a more up to date benchmark. They can, however, provide a more recent benchmark for total turnover at 9.5%. The SRA total turnover is less at 7.8%.

Where our money comes from



Where our money is spent



Variance to forecast 2020/21 Q2				
£m	Actual	Forecast	Variance	Variance %
Income	29.63	29.60	0.03	0.1%
Staff costs	17.14	17.30	0.16	0.9%
Other costs	9.73	9.73	-	0.0%

Variance to budget 2020/21 Q2				
£m	Actual	Budget	Variance	Variance %
Income	29.63	28.68	0.95	3.3%
Staff costs	17.14	17.44	0.30	1.7%
Other costs	9.73	9.77	0.04	0.4%

Narrative

1. Total income is in excess of budget due to higher levels of practising certificate fees collected.
2. Staff costs are underspent due to unfilled vacancies.
3. There are some minor variances within non-staff costs, which are being managed within the overall budget.