

Council, 3 December 2013

Fitness to Practise Management Information Pack

Executive summary and recommendations

Introduction

The attached report sets out statistical information and commentary about the work of the Fitness to Practise Department.

Decision

The Council is asked to discuss the attached report

Background information

None

Resource implications

None

Financial implications

None

Appendices

None

Date of paper

21 November 2013

Fitness to Practise

Management Information and Commentary

2013-2014

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Key Forecast and Management Information Summary

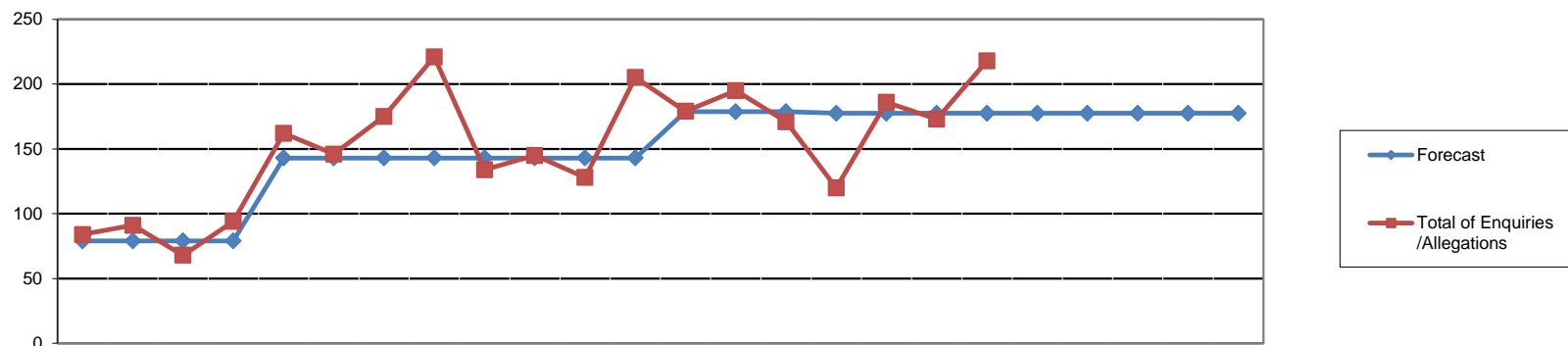
	13/14 Actual												13/14 Forecast				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
Cases Received	179	195	171	120	186	173	218						2,144	2,147	2,099		
Cases pre ICP & Enquiry	918	976	1,001	985	1,039	1040	1086						892	959	1,027		
Cases closed pre ICP	67	87	99	72	76	96	92						1,314	1,302	1,150		
Case to Answer percentage	38%	49%	61%	52%	57%	59%	53%						50%	50%	52%		
Cases awaiting hearing	260	267	268	262	273	286	298						288	319	332		
Cases per case manager	45	42	46	47	46	48	52						42	42			

NB: this does not include GSCC transfer cases

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	52/+10	42	42	<p>* The number of cases per Case Manager is above forecast and has increased since last month</p> <p>* The increased number of cases per Case Manager can be explained by the higher than forecast number of new cases received in October in addition to unforeseen absences and turnover, which is elaborated on later in this report</p> <p>*The distribution of cases across the Case Management Team is uneven at present, and it is assumed that it will remain so, due to performance and sickness management, new starters progressing through inductions and annual leave considerations</p> <p>* Recruitment for replacement Case Manager posts will take place in November. In the mean time, approval has been given for three temporary Case Managers to commence to provide cover in the period before the new recruits commence in post</p> <p>* Resource analysis and planning has been undertaken in order to develop a recruitment system to build in flexibility and capacity to ensure adequate resource is available to deal with the pressures created by unforeseen peaks in workload and personnel issues</p>
September	48/+6	42	42	<p>* The number of cases per Case Manager remains above forecast in September</p> <p>* The number of cases per Case Manager remains uneven due to personnel changes, absences and performance management issues</p> <p>* Resource analysis and planning has resulted in further fixed term posts being created to further resilience in the event of unexpected absence or resignations</p>
August	46/+4	42	42	<p>* The number of cases per Case Manager is above forecast but has reduced since last month</p> <p>* The distribution of cases across the Case Management Team is evening out. However, factors such as performance and sickness management, new starters and managing annual leave have contributed to the uneven distribution of cases across the team</p> <p>* Recruitment for all Case Management posts is complete and therefore there will be adequate resource, going forward, to manage caseloads and ensure a more even distribution across the team</p>

Enquiries and Allegations Received by type: April 2012-March 2014



	2012			2013									2014									09/10	10/11	11/12	12/13	13/14			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Forecast	79	79	79	79	143	143	143	143	143	143	143	143	179	179	179	177	177	177	178	178	178	178	178	178	n/a				
Enquiries	64	69	45	76	145	134	162	200	120	130	116	191	162	184	157	111	168	167	209						243	275	500	1,170	1158
Allegations	20	22	23	18	17	12	13	21	14	15	12	14	17	11	14	9	18	6	9						529	484	425	201	84
Total of Enquiries /Allegations	84	91	68	94	162	146	175	221	134	145	128	205	179	195	171	120	186	173	218						772	759	925	1,653	1,242
Article 22(6)/Anon	7	0	3	8	1	4	5	7	5	3	7	8	11	6	2	4	4	5	7						107	166	283	58	39
Employer	22	32	14	35	57	40	40	59	41	28	23	44	47	63	42	49	58	46	58						260	217	289	435	363
Other	0	19	4	3	10	3	6	13	5	12	7	5	4	7	9	4	5	8	10						59	18	33	87	47
Other Registrant	6	6	7	2	5	20	5	10	13	10	4	11	5	6	10	7	8	2	7						39	74	53	99	45
Police	1	4	0	2	2	5	2	2	1	3	3	2	4	3	4	2	5	5	4						40	25	27	27	27
Professional body	2	0	0	0	0	1	2	6	2	4	3	1	1	1	1	2	0	1	4						1	3	12	21	10
Public	27	18	30	34	65	54	75	92	46	53	52	88	76	74	73	29	67	72	77						266	256	228	634	468
Self-referral	19	12	10	10	22	19	40	32	21	32	29	46	31	35	30	23	39	34	51						NA	NA	NA	NA	243

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	218/+46	178	2,099	<p>*The number of new cases received in October was significantly above the forecast.</p> <p>* The higher than forecast number of new cases has resulted in an increase in the average number of cases currently being managed by Case Managers.</p> <p>* Three temporary case managers have been recruited to help maintain the level of case manager resource whilst the team is carrying vacancies and has an employee who is on long term sick leave</p> <p>*The number of new cases is not having a negative impact on the ability of case managers to progress cases as the number of cases being obs'd and closed is in line with forecast.</p> <p>*Consideration will need to be given to the potential impact on hearing resources if the number of new cases received continues to exceed forecast.</p>
September	173/-5	177	2,147	<p>* Fewer than forecast new cases were received in September</p> <p>* The variance against forecast is small</p> <p>* This is not likely to impact on resources or the number of days required for final hearings given the higher than forecast number of new cases received in August</p>
August	186/+9	177	2,147	<p>* A higher than forecast number of new cases was received in August</p> <p>* This is in part explained by the new logging process in that cases that were logged as MIS cases last month have met the ID verification requirements to them to be logged (or converted) into FTP cases)</p> <p>* This is not likely to impact on the number of days required for final hearings given the shortfall in cases received against forecast last month</p>

Cases Received: Profession & source of complaint April 2009 to March 2014

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
Arts therapists	0	0	0	0	0	0	1	0	5	9	4	7	1
Biomedical scientists	1	14	1	0	0	0	3	13	39	36	66	37	32
Chiropodists & podiatrists	7	11	1	2	1	1	19	6	76	74	55	53	48
Clinical scientists	0	0	0	1	0	0	0	2	4	10	9	9	3
Dietitians	2	6	0	0	0	0	4	2	12	9	12	13	14
Hearing aid dispensers	0	2	0	0	0	1	9	0	n/a	44	23	25	12
Occupational therapists	2	29	4	1	1	1	13	14	79	63	96	76	65
ODPs	2	8	2	2	1	1	2	19	37	39	63	45	37
Orthoptists	0	0	0	0	1	0	0	1	2	0	2	2	2
Paramedics	8	44	3	9	3	1	15	93	162	188	253	262	176
Physiotherapists	0	17	5	4	7	0	35	7	127	104	118	123	75
Practitioner psychologists	2	10	3	8	1	1	55	7	149	117	139	179	87
Prosthetists & orthotists	0	0	0	0	0	0	1	0	7	1	2	1	1
Radiographers	0	17	2	0	2	0	6	5	47	40	58	55	32
Social workers	15	194	26	18	10	4	302	69	n/a	n/a	n/a	733	638
SLTs	0	11	0	0	0	0	3	5	26	25	25	33	19
Total	39	363	47	45	27	10	468	243	772	759	925	1,653	1,242

Commentary

Month	Commentary
October	<ul style="list-style-type: none"> * Fitness to Practise referrals in relation to Social Workers constitute 52% of the total number of referral made * Members of the public remain the largest complainant group. Almost 40% of fitness to practise referrals are made by members of the public * 65% of FTP referrals received from members of the public relate to Social Workers
September	<ul style="list-style-type: none"> * Just under 50% of cases under investigation relate to Social Workers * Members of the public remain the largest complainant group * 63% of FTP referrals received from Members of the Public relate to Social Workers
August	<ul style="list-style-type: none"> * Over 50% of cases received relate to Social Workers * Members of the public continue to represent the largest complainant group * 47% of cases received in relation to Social Workers come from referrals made by members of the public * It is not uncommon for members of the public to raise concerns about a number of social workers in a single FTP referral (which need to be logged as separate, but linked, cases) * Further analysis in relation to the specific issues leading to FTP referrals regarding Social Workers is being undertaken * There are no issues in relation to the cases received regarding the 15 other professions regulated by the HCPC

Length of Time Open Pre ICP April 2012 - March 2014

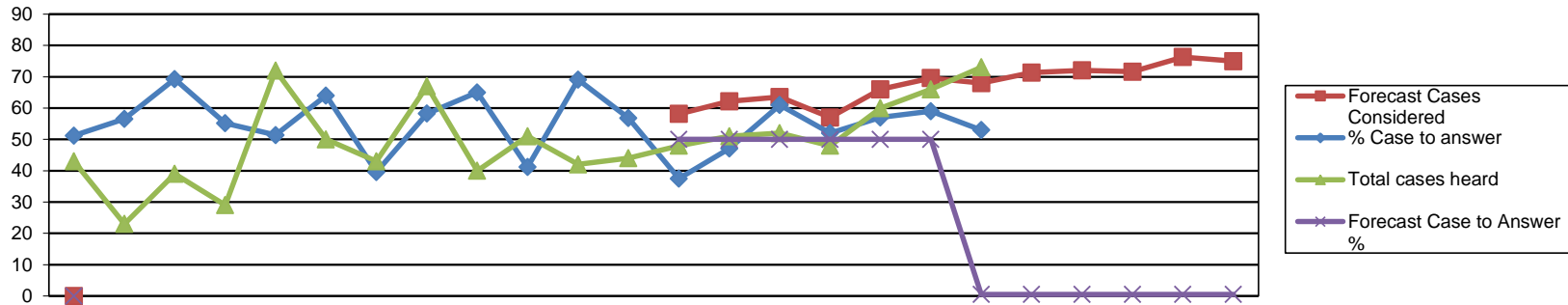
		2012												2013												2014											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting ICP	0-4	139	143	113	137	120	202	222	149	139	146	151	160	155	159	163	183	206	217	229																	
	5-8	53	58	62	66	50	43	30	25	29	26	22	20	34	33	38	40	41	47	51																	
	9-12	37	38	27	29	20	20	16	14	14	14	13	15	9	12	12	8	13	14	13																	
	13-16	13	12	21	21	21	14	12	10	9	6	8	8	11	9	8	7	6	6	3																	
	17-20	8	4	2	7	7	10	12	12	13	8	6	4	2	5	7	6	5	2	1																	
	21-24	2	1	3	3	2	3	1	1	1	7	8	10	9	4	3	2	2	3	4																	
	25-28	0	1	1	1	2	0	1	1	0	0	0	1	1	2	7	9	10	3	1																	
	29-32	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	6	7																	
	over 33	1	1	1	1	1	1	0	0	0	1	1	1	1	1	0	0	0	0	0																	
Open Cases Pre ICP		253	258	230	265	223	294	295	213	206	208	209	219	222	225	238	255	283	298	309																	

Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
October	72%/-1%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The percentage of cases that are five months old or less, which have not yet been obs'd falls short of the internal measure by 1%. * This is not a significant variance from previous months and it is not anticipated that this will have an impact on the number of days required for hearings in the coming months * The Case Management Team has consistently met this internal measure YTD * The length of time taken to progress cases through the FTP process is monitored closely by the management team
September	74%/+1%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The percentage of cases that are five months old or less, which have not yet been obs'ed, exceeds the internal measure * This represents a 1% increase since last month
August	73%/	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The percentage of cases that are five months old or less, that have not yet been obs'ed, is exactly in line with the internal measure, which is 73% * This represents a 1% decrease since last month * The age of cases and the length of time taken to progress a case through the FTP process are monitored closely each month

Investigating Panel decisions and referrals April 2012 - March 2014



		2012			2013									2014									10/11	11/12	12/13	13/14			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Case to Answer	Forecast Cases Considered	n/a												58	62	64	57	66	70	68	71	72	72	76	75				
	Total cases heard	43	23	39	29	72	50	43	67	40	51	42	44	48	51	52	48	60	66	73						533	516	543	398
	Referred to CCC (Reg representations)	12	7	16	13	20	19	11	26	13	15	17	12	14	17	15	16	18	19	24						178	176	181	123
	Referred to CCC (Rep representations)	1	0	3	0	5	2	1	3	3	2	1	8	2	4	5	4	2	5	3						22	19	29	25
	Referred to CCC (No representations)	9	6	8	3	11	9	5	10	9	3	8	2	2	3	10	4	11	14	9						79	49	83	53
	Referred to HC (Reg representations)	0	0	0	0	1	2	0	0	1	0	0	1	0	0	0	0	2	0	0						6	6	5	2
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						3	2	0	0
	Referred to HC (No representations)	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	1	1	0						5	0	3	2
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						1	0	0	0
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						0	0	0	0
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0						0	0	0	1
	Forecasted Cases Referred	n/a												27	29	30	28	32	34	33	35	35	35	37	37				
	Total case to answer	22	13	27	16	37	32	17	39	26	21	29	25	18	24	31	24	34	39	36						306	254	304	206
Forecast Case to Answer %	n/a												50	50	50	50	50	50	50%	50%	50%	50%	50%	50%					
% Case to answer	51	57	69	55	51	64	40	58	65	41	69	57	38	47	61	52	57	59	53						57	49	56	52	
No case to answer	Not referred (Reg representations)	17	7	7	8	26	11	21	24	11	25	7	12	23	21	19	15	21	19	25						195	197	176	143
	Not referred (Rep representations)	2	1	1	3	4	4	3	0	2	1	6	1	2	2	1	2	0	3	3						13	21	28	13
	Not referred (No representations)	0	2	2	1	4	0	2	2	0	0	1	4	4	2	0	5	4	2	4						10	29	18	21
	Total cases not referred	19	10	10	12	34	15	26	26	13	26	23	17	29	25	20	22	25	24	32						223	246	231	177
Further Information	2	0	2	1	1	3	0	2	1	4	2	2	1	2	1	2	1	3	5						21	18	20	15	

Commentary
Cases Considered

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	73/+5	68	759	*The number of cases considered at ICP in October is above forecast. This reflects the above forecast number of cases that have been obs'ed in previous months. *YTD 398 cases have been considered at ICP against a forecast of 445. *The number of cases considered at ICP is expected to exceed forecast in the coming months in view of the number of cases that have been obs'ed.
September	66/-4	70	753	*The number of cases considered at ICP in September is below forecast but has increased compared to previous months. YTD 325 cases have been considered at ICP against a forecast of 377 *The number of cases obs'ed in August and July exceeded forecast which should see an above forecast number of cases being considered by ICP in October and November
August	60/-6	66	753	*60 cases were considered at ICP in August which is 6 below forecast. YTD 259 cases have been considered at ICP against a forecast of 307 *The below forecast figure is in part explained by the lower than forecast number of cases that have been obs'd earlier in the year. *As the number of cases being obs'ed has been above forecast for the previous two months the number of cases being considered by ICP should exceed the forecast.

Cases concluded

Month	Current month / variance	Month forecast	Year forecast	Commentary
October	68/+1	67	740	*The number of cases concluded was above forecast but this is due to the higher than forecast number of cases that were considered. *5 cases were referred back by the ICP for further information. This resulted in a case conclusion rate of 94%. *The reasons for cases being referred for further information will be analysed to establish whether there are any learning points which need to be address in future FTP workshops.
September	63/-5	68	737	*3 cases were referred back by the ICP for further information. This resulted in a case conclusion rate of 95% which is lower than in previous months
August	59/-6	65	737	*59 cases were concluded at ICP in August. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 98% which is consistent with previous months
July	46/-10	56	737	*46 cases were concluded at ICP in July. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 96% which is consistent with previous months.

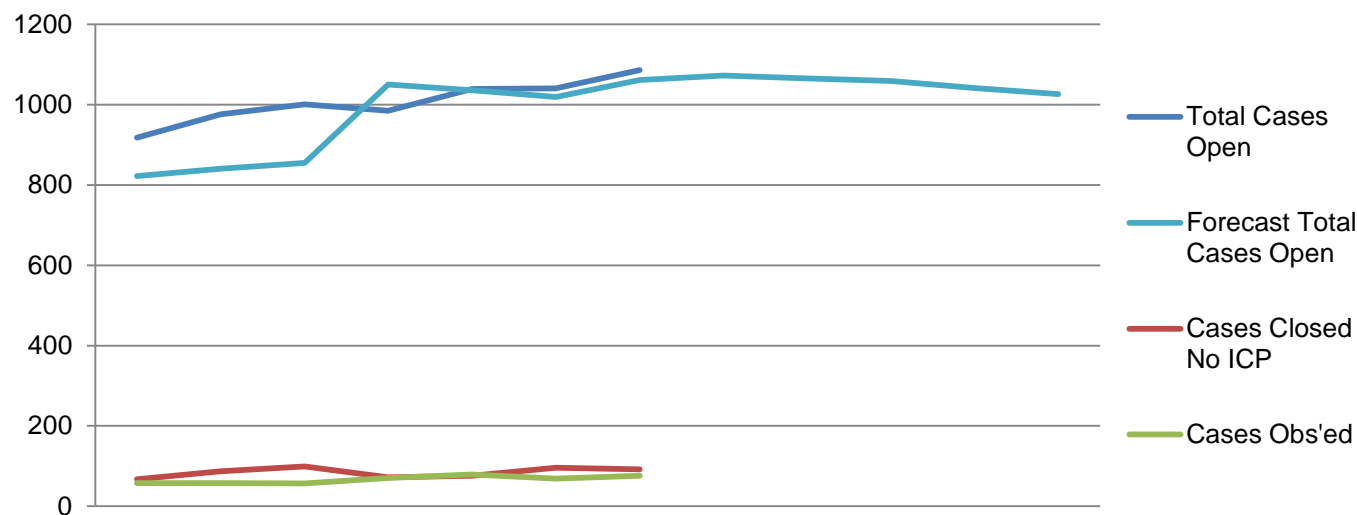
Case to answer

Month	Current month / variance	Month forecast	Year forecast	Commentary
October	49/-1	50%	50%	*36 cases were referred by ICP. *The case to answer rate is slightly below the monthly forecast but should be viewed in the above forecast number of cases being considered at ICP.
September	59/+9	50%	50%	*The Case to Answer (CTA) rate in September continues to reflect the above forecast trend that has been seen in previous months. However, this should be seen in the context of the below forecast number of cases being considered by ICP
August	57/+7	50%	50%	*34 cases were referred by ICP *The Case to Answer (CTA) rate in August is above the forecast. This should not have an impact on hearing resources as the number of cases being considered by ICP has been below forecast over the last three months

Total cases moving out of pre-ICP stage

Month	Current month / variance	Month forecast	Year forecast	Commentary
October	160/+4	156	1,889	*The total number of cases moving out of pre-ICP was above the forecast for the month. This is explained by the above forecast number of cases closed pre-ICP and cases concluded at ICP following the six month re-forecast.
September	159/-35	194	2,039	*The total number of cases moving out of pre-ICP was below forecast in September. This is explained by the lower than forecast number of pre-ICP case closures and cases being concluded by ICP in previous months. *The above forecast number of cases that have been obs'ed in August and July should see an increase in the number of cases being considered by ICP in October and November.
August	134/-58	192	2,039	*The total number of cases moving out of pre-ICP stage was below forecast in August. *This is explained by the lower than forecast number of pre-ICP case closures and cases being considered and concluded by ICP in previous months. *The above forecast number of cases being obs'ed in the previous two months should see an increase in the number of cases being referred to ICP.

Pre - ICP case information April 2013 - March 2014



	2013							2014					13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Forecast cases received	179	179	179	177	177	177	178	178	178	178	178	178	
Cases Received	179	195	173	120	192	172	224						1,255
Allegations Open	222	229	238	255	283	298	309						1,834
Enquiries Open	696	747	763	730	756	743	777						n/a
Total Cases Open	918	976	1,001	985	1,039	1,041	1,086						n/a
Forecast Total Cases Open	823	841	855	1,051	1,036	1,019	1,062	1,073	1,065	1,059	1,041	1,027	n/a
Percentage of Cases in Pre ICP Remit	24	23	24	26	27	29	28						
Cases Considered at CPC	5	2	3	2	5	13	6						36
Cases Closed No ICP	67	87	99	72	76	96	92						589
% of Cases Closed no ICP	10	12	13	10	10	13	12						
Forecast % cases closed No ICP	16	16	16	9	16	16	11	12	14	14	15	15	n/a
Cases Obs'ed	58	58	57	70	79	69	76						467
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	804
% of Pre ICP cases Obs'ed	26	25	24	27	28	23	25						
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	

Open cases

Month	Current mon	Month	Year End	Commentary
October	1086/+24	1,062	1027	<p>*The number of open cases remains above forecast but is consistent with the previous months.</p> <p>*The higher than forecast number of open cases is partly explained by the above forecast number of new cases received in October.</p> <p>*The Case Progression Conference continues to be held on a monthly basis to consider issues which may be affecting the progression of older cases.</p> <p>*A weekly report of all overdue actions is produced to help case team managers ensure the timely completion of actions that are necessary to maintain the active progression of cases.</p>
September	1,041/+22	1,019	959	<p>*The number of open cases is above the forecast for the month. This is in part due to the higher than forecast number of cases that were received in August coupled with the below forecast number of case closures.</p> <p>*Despite the higher than forecast number of open cases the median length of time from the date the allegation to ICP continues to exceed the forecast.</p>
August	1039/+3	1,036	959	<p>*Number of open cases is slightly above the forecast for the month. This is in part due to the higher than forecast number of new cases being received in August.</p> <p>*The higher than forecast number of cases being obs'ed has contributed to reducing the number of open cases.</p>

Cases considered at Case Progression Conference

Month	Number of Cases	Cumulative Total	Commentary
October	6	36	*The Case Progression Con identified issues with obtaining information in respect of referrals made by one particular Ambulance trust. As a result it was agreed that the Head of Investigations would write to the Trust's Director of HR.
September	13	30	*Of the case considered by the CPC in September, 7 were cases that were in the pre-ICP stage and 6 cases were post ICP.
August	5	17	*The Case Progression Conference was extended this month to consider post ICP cases. Of the cases considered 3 were post ICP.

Cases closed pre ICP

Month	Current	Month	Year End	Commentary
October	12%/+1	11%	16%	*92 cases were closed in October without being referred to ICP which was slightly above forecast. *589 cases have been closed pre-ICP for the year to date.
September	13%/-3	16%	16%	*The number of cases closed in September without being referred to ICP was below forecast although the number of cases close pre-ICP was closer to the forecast this month compared with the previous month.
August	10%/-6	16%	16%	*The number of cases closed in August without being referred to ICP was below forecast. However, an above forecast number of cases were obs'd in August. * 401 cases have been close pre-ICP for the year to date.

Cases obs'ed

Month	Current	Month	Year end	Commentary
October	76/+5	71	830	*The number of cases obs'ed continues to exceed the monthly forecast.
September	69/+1	68	787	*The number of cases obs'ed continues to exceed the monthly forecast.
August	79/+9	70	787	*79 cases were obs'ed in August. *This exceeds the forecast by 9 cases.

Investigating Panel Decisions by profession and source of allegation April 2009 - March 2014

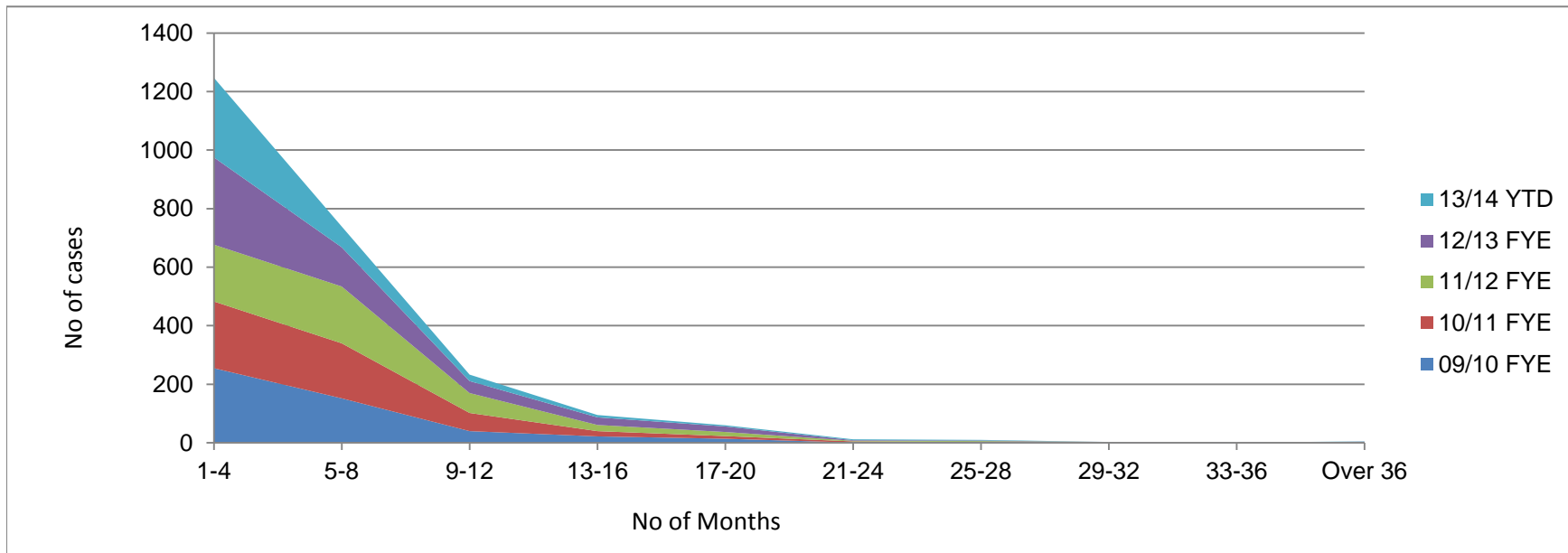
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	1	0	0	1
Biomedical scientists	5	0	3	0	0	8
Chiropodists & podiatrists	10	1	6	0	0	17
Clinical scientists	1	0	0	0	0	1
Dietitians	3	1	0	0	0	4
Hearing aid dispensers	1	0	3	0	0	4
Occupational therapists	6	1	13	0	0	20
ODPs	5	0	10	0	0	15
Orthoptists	0	0	0	0	0	0
Paramedics	26	0	29	0	1	56
Physiotherapists	15	3	25	0	0	43
Practitioner psychologists	14	0	5	0	0	19
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	12	1	6	1	0	20
Social workers	78	8	95	3	0	184
SLTs	1	0	4	0	0	5
Total YTD	177	15	201	4	1	398

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
4	2	1	3	1
26	37	37	26	8
53	60	40	27	17
3	4	10	3	1
7	13	5	14	4
	13	12	9	4
60	48	55	44	20
49	32	37	37	15
0	1	1	1	0
115	113	139	128	56
93	86	65	69	43
38	66	60	67	19
4	4	0	1	1
34	33	39	35	20
			58	184
13	21	15	21	5
499	533	516	543	398

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
		FI	CCC	HC	IC	
Article 22(6)/Anon	5	1	8	0	0	14
Employer	60	6	114	3	0	183
Other	0	0	8	0	1	9
Other Registrant	5	1	0	1	0	7
Police	6	0	10	0	0	16
Professional body	1	0	6	0	0	7
Public	54	4	12	0	0	70
Self referral	46	3	43	0	0	92
Total YTD	177	15	201	4	1	398

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
70	94	139	72	14
211	208	204	263	183
15	13	14	24	9
32	37	22	22	7
29	28	21	17	16
2	2	5	2	7
140	151	111	109	70
n/a	n/a	n/a	34	92
499	533	516	543	398

Length time: Cases Inv Committee (excluding further information) April 2009 - March 2014



Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	255	228	194	298	272
5-8	152	188	194	134	71
9-12	40	62	68	41	22
13-16	22	18	21	26	8
17-20	14	9	14	19	4
21-24	1	4	2	2	3
25-28	1	2	3	2	2
29-32	1	1	1	0	0
33-36	1	0	0	0	0
Over 36	2	0	1	1	1
Mean Months	6	6	7	6	4
Median Months	4	5	5	4	3
Total Cases	489	512	498	523	383

Commentary

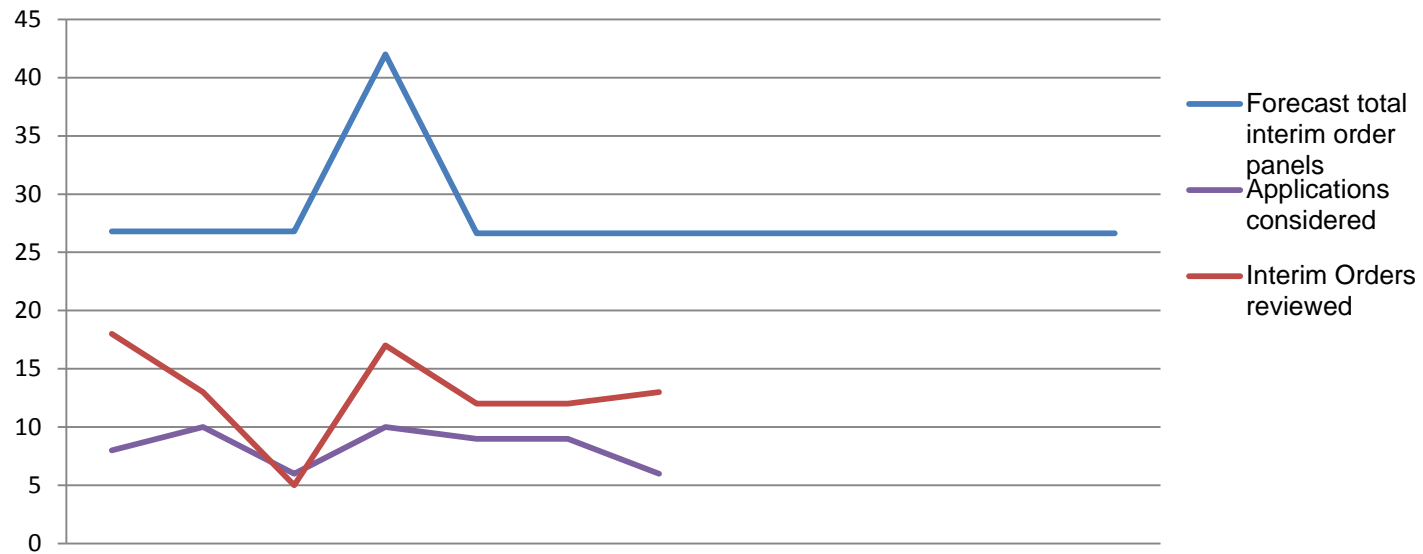
Length of time (YTD)

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation met the Standard of Acceptance to being considered by ICP continues to exceed the forecast.
September	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation was made to ICP stage continues to exceed the forecast
August	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation was made to ICP stage continues to exceed the forecast.

Issues arising from panels - decision making, allegation drafting, audit database comment

Month	Commentary
October	*The ICP requested further information in five cases. *No cases where a case to answer had been made by the ICP were judged suitable for mediation.
September	*The ICP requested further information in three cases
August	*The ICP requested further information in one case *Particulars were amended by the ICP in 1 case considered in July.

Interim Orders Cases April 2013-March 2014



	2013							2014					13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecast total interim order panels	27	27	27	42	27	27	27	27	27	27	27	27	n/a
Applications considered	8	10	6	10	9	9	6						58
Applications granted	4	10	6	10	8	8	6						52
Applications not granted	4	0	0	0	1	1	0						6
Interim Orders reviewed	18	13	5	17	12	12	13						90
Interim Orders revoked	0	0	0	0	0	0	0						0
Total days (all locations)	11	14	9	11	10	8	8						71
% days at Park House	90	80	68	64	90	100	95						84
% external	10	20	32	36	1	0	5						15

Commentary

Number and location of interim order panels

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	20/-7	27	287	<p>*20 Interim Order hearings took place this month, which is lower than forecast activity</p> <p>*1 hearings was adjourned on the day and two hearings were cancelled in advance due to the conclusion of their substantive hearings</p> <p>*One review took place in Cardiff, all other interim orders took place at Park House</p>
September	21/-6	27	322	<p>*21 Interim Order hearings took place this month, which is again lower than forecast activity.</p> <p>*2 hearings were adjourned by the panel and two hearings were cancelled in advance due to the conclusion of the substantive hearing.</p> <p>*All hearings took place at Park House this month</p>
August	21/-6	27	322	<p>*21 Interim Order hearings took place this month, which is lower than forecast activity</p> <p>* One IO review was cancelled in advance and one was adjourned by the panel</p> <p>*One IO hearing took place in Cardiff, all other hearings took place at Park House</p> <p>*There are no concerns at present as the team are proactively scheduling the final hearings of cases with IO's in place.</p>

Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	17	n/a	n/a	<p>*There are 17 cases that are due to expire within the next 6 months. This is an increase of 4 compared to last month.</p> <p>* Out of the 17 cases, 14 are in the Conduct and Competence Committee remit and 3 are in the Pre ICP stage.</p> <p>*7 cases have been scheduled for a final hearing, during December 2013 and January 2014. There are currently no hearings waiting to be fixed.</p> <p>*6 cases are currently being investigated by our external solicitors; CM's are reviewing these cases on a regular basis.</p> <p>*In relation to the 3 cases that are in the pre-ICP stage, we are waiting for the conclusion of the Criminal investigations, one of which has a trial date scheduled for January 2014. Regular updates are requested from the Police regarding these cases.</p> <p>*1 case is currently in the process of being disposed by consent.</p> <p>* We have instructed BDB on 6 of these cases. 5 of them have already had a final hearing fixed before the order expires; however there is always a risk that the hearings could go part heard, therefore instruction is required as a precautionary measure.</p>
September	13	n/a	n/a	<p>*This month there are 13 cases that are due to expire within the next 6 months. This is 5 less than the previous month.</p> <p>*4 cases have been scheduled for a final hearing, 1 in October and 3 in December.</p> <p>*3 cases are ready to fix and 1 case is going to an ICP Panel in November.</p> <p>*2 cases are currently being investigated by our external solicitors.</p> <p>*3 cases are in the pre-ICP stage where we are waiting for the conclusion of the Police investigations, one of which has a trial date scheduled for January 2014. Regular updates are requested from the Police regarding these cases.</p>

August	18	n/a	n/a	<p>*This month there are 18 cases that are due to expire within the next 6 months. This is 5 more than the previous month.</p> <p>*1 case has a final hearing scheduled for October.</p> <p>*6 are ready to fix and 4 cases are going to an ICP Panel within the next 2 months.</p> <p>*2 cases are currently being investigated by our external solicitors and 4 cases are in the pre-ICP stage where we are waiting for the conclusion of the Police investigations.</p> <p>*We will need to put BDB on notice for 3 cases, as the final hearing has been scheduled for the same month the IO is due to expire. This is just a precaution in case the final hearing does not conclude.</p>
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IOs extended by High Court

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	n/a	n/a	n/a	We instructed BDB on 6 cases in October
September	n/a	n/a	n/a	We instructed BDB on 4 cases In September
August	n/a	n/a	n/a	There were no cases extended this month

Hearings listed by schedulers during this month for future months

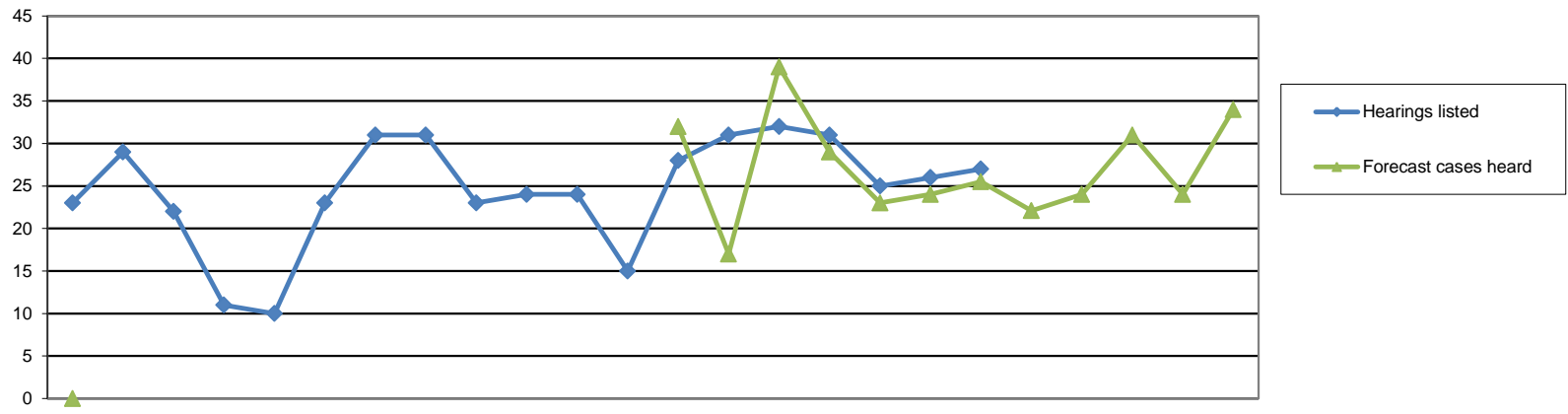
Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	32	27	287	*15 IO hearings have been scheduled for November and 8 have been listed for December so far *Although IO activity remains below forecast, there are no resourcing concerns as the initiative to progress cases with IO's continues.
September	21	27	313	*19 IO hearings have been listed for October and 2 have been listed for November so far *IO numbers remain below forecast as there has been a concentrated effort to progress cases with IO's in place
August	16	27	313	*16 IO hearings have been scheduled to take place in September and 5 in October so far.

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
October	20 days Mean 15 days Median	19 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There were 6 applications made in October.</p> <p>*Out of the 6 applications made, 4 cases were listed between 9 and 14 days.</p> <p>* There were only 2 cases that were over the forecast. One case took 22 days and the other took 43 days.</p> <p>* The case that took 43 days to list due was originally listed for the 3 September; however the Panel adjourned in order to send the notice to a Prison address. The time taken to list the first hearing was 14 days, which is in line with the forecast.</p> <p>*We will continue to monitor on a monthly basis to ensure we maintain this standard.</p>
September	13 days Mean 13 days Median	19 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There were 9 applications made in September</p> <p>* The length of time has again improved compared to last month.</p> <p>* Out of the 9 applications made in September, 7 cases were listed between 2-14 days.</p> <p>* There were only 2 cases that were over the forecast. One case took 17 days and the other took 27 days, this was similar to last month.</p> <p>* In relation to the case that took 27 days, in order not to compromise a Counter Fraud Investigation, we delayed scheduling this hearing until they were able to contact the registrant.</p> <p>*We will continue to monitor on a monthly basis to ensure we maintain this standard.</p>

August	14 days Mean 12 days Median	20 days Mean 18 days Median	15 days Mean 15 days Median	There were 9 applications made in August * The length of time has again improved this month and we are still meeting our internal measures. * In August out of the 9 cases 7 were listed between 10-15 days. * There were only 2 cases that were over the forecast. One case took 18 days and the other took 26 days. * In relation to the case that took 26 days, the matter was a health case and we were waiting for medical documents. *We continue to monitor on a monthly basis to ensure we maintain this standard.
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Panel Hearings Decisions (Preliminary and Final Hearings) April 2009 - March 2014



	2012			2013									2014									09/10	10/11	11/12	12/13	13/14												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD									
Preliminary hearings	n/a												4	1	4	2	5	2	4										n/a	n/a	n/a	n/a						
Forecast cases heard	n/a												32	17	39	29	23	24	26	22	24	31	24	34										n/a	n/a	n/a	n/a	n/a
Forecast cases adjourned	n/a												6	3	8	2	2	2	5	4	4	5	4	5										n/a	n/a	n/a	n/a	n/a
Conduct & Competence and Health Committee	Hearings listed	23	29	22	11	10	23	31	31	23	24	24	15	28	31	32	31	25	26	27										351	424	399	266	200				
	Adjourned / cancelled / postponed	3	3	2	0	0	1	6	5	0	1	1	2	4	1	2	0	0	5	1												22	24	13				
	Caution	4	7	6	3	0	6	3	2	1	3	5	1	1	5	4	6	1	4	3										46	71	44	41	24				
	Conditions of practice	0	2	1	0	0	0	2	0	0	6	1	2	1	2	2	4	3	1	1										14	21	13	14	14				
	No further action	0	0	0	0	0	0	0	1	0	0	1	0	2	1	0	0	0	0	0										7	3	2	2	3				
	Not well founded	6	6	5	3	4	1	7	4	6	4	5	3	6	5	5	7	4	5	9										70	83	55	54	41				
	Part heard	2	1	1	1	0	0	0	3	2	1	0	0	2	3	2	1	0	1	0										90	107	16	11	9				
	Referred to other committee	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	1	0	1										2	5	2	2	4				
	Consent - removed	2	0	0	0	1	0	2	1	3	1	2	0	1	3	1	2	2	2	2										n/a	15	12	12	13				
	Consent - caution													0	0	0	0	0	0	0	0	0										n/a	n/a	n/a	n/a	0		
	Consent - conditions													0	0	0	0	0	0	0	0	0										n/a	n/a	n/a	n/a	0		
	Consent - suspension													0	0	0	0	0	0	0	0	0										n/a	n/a	n/a	n/a	0		
	Struck off	2	5	4	2	1	6	5	4	5	4	4	2	3	5	6	5	7	4	3										65	62	50	44	33				
Suspended	4	5	3	2	4	8	5	10	6	4	5	5	7	4	3	6	7	4	7										38	44	60	61	38					
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										1	0	0	0	0					
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										1	1	0	0	0					
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										0	1	0	0	0					
	Part heard	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0										0	0	1	1	0					
	Removed	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0										3	1	1	1	1					

Commentary

Final hearing cases and preliminary meetings

Month	Current month /	Month forecast	Year forecast	Commentary
October	31	26	320	<p>* Out of the 27 final hearings and 4 preliminary hearings listed in October 26 concluded.</p> <p>* This was slightly above the forecasted total for October.</p> <p>* The higher rates of hearings listed and concluded in October mitigated lower levels of concluded hearings in the previous month (when 7 hearings were adjourned).</p> <p>* High levels of hearing activity are scheduled to continue in November and December which will help to ensure that forecasted targets are achieved for the year.</p>
September	23	24	339	<p>* Out of the 28 hearings and preliminary hearings listed in September 23 concluded (excluding SW cases).</p> <p>* This was slightly below the forecasted total for September,</p> <p>* More cases were listed to take place in September than forecasted but there was a higher rate of adjournments than in previous months.</p> <p>* High levels of hearing activity have been scheduled for October and November, which will help to catch up on the hearings lost to adjournments in September.</p>
August	25	29	339	<p>* 25 cases were concluded at final hearings in August (excluding SW cases).</p> <p>* This was above the forecasted total for August, which enabled us to continue catching up as we were below the forecast in the previous month</p> <p>* In previous years it has been difficult to plan hearings in August due to summer holidays but we have been more successful in catering for this this year</p> <p>* Whilst we did not conclude as many cases at final hearings as last month we were able to use the extra room space to hear almost twice as many review hearings.</p>

Adjourned / part heard

Month	Current month /	Month forecast	Year forecast	Commentary
October	1	4	68	<p>* Only one case was adjourned in October, which is below the forecast for the month and well below the amount of adjourned hearings in the previous month.</p> <p>* This hearing was adjourned without any evidence being heard. The Panel decided it was not fair to proceed in the absence of the Registrant after his car broke down on the way to the hearing.</p> <p>* The lower level of adjournments resulted in more hearing being concluded than originally forecast and ensured that there was an efficient use of resources throughout the month</p>
September	5	2	68	<p>* Five cases were adjourned in September, which is higher than in previous months.</p> <p>* One case was adjourned part-heard due to insufficient time to complete the case.</p> <p>* Four cases were adjourned by the panel before any evidence was heard.</p> <p>* In two cases this was because new evidence came to light which could not have been predicted in advance. One case was adjourned due to the absence of a panel member and another was due to an administrative error in the notice of hearing.</p> <p>* The high level of adjournments resulted in case conclusion rates being slightly lower than forecast in September.</p> <p>* All but one of the adjourned cases have already been relisted.</p>
August	0	2	68	<p>*No non-social work cases were adjourned at the hearing or part-heard in August</p> <p>*This was below the forecast for the month, which again allowed us to exceed our forecasted target for concluded hearings</p> <p>*We held 2 oral preliminary hearings and 3 electronic hearings to assist with pre hearing case management and ensure final hearings were able to progress efficiently when they were due to commence</p> <p>*We also resolved 3 adjournment applications by email in August</p>

Postponed / adjourned in advance

Month	Number of Cases	Cumulative Total	Commentary
October	0	7	* No hearings were adjourned or postponed in advance of the event in October (excluding social work cases)
September	0	7	* No hearings were adjourned or postponed in advance of the event in September (excluding social work cases) * 3 applications for postponement were considered by hearings team management in advance of hearings, but were declined. * One of these cases was then adjourned by the panel at the start of the hearing.
August	0	7	* No hearings were adjourned or postponed in advance of the event in August (excluding social work cases) * 2 applications for postponement were considered by hearings team management in advance of hearings, but were declined.

Not well found decisions

Month	Number of Cases	Cumulative Total	Commentary
October	9	41	<ul style="list-style-type: none"> * 35% of the concluded cases in November were not well founded * 3 cases were not found on the facts, 2 cases were not well founded on grounds and 4 cases were not wellfounded at the impairment stage. * This is a higer rate f not well founded outcomes than in previous months * Cases in which the HCPC is unable to prove the facts of an allegation continue to be scrutinised to assess wehether errors were made at the ICP in referrig the matter to a final hearing.
September	5	32	<ul style="list-style-type: none"> * 22% of the concluded cases in September were not well founded * This is higher than the previous month, but in line with recent activity in 2012/13 * 3 cases were not well founded at impairment stage and in two cases the factual allegations were not well founded * Cases that are not well founded (particularly at the facts stage) are scutinised at the conclusion of the hearing to assess whether the outome resulted from errors made during the investigation/preparation of the case.
August	4	27	<ul style="list-style-type: none"> * 4 of the concluded cases in July were not well founded (12%) * This is lower than previous rates (in 2012/2013 22% of final hearings were NWF) * This does not include SW cases (2 of which were discontinued and 2 which were NWF in August) * Further research is being undertaken to analyse the link between discontinued cases and poor decision making at ICPs

Issues arising

Month	Commentary
October	* Problems were encountered during one hearing in obtaining service user records from a local authority. This led to an adjournment throughout the second day of the hearing. * One hearing attracted significant press and public interest. There were difficulties managing the volume of attendees with the space available at HCPC premises
September	* Screens were not provided for a vulnerable witness, despite this measure being agreed in advance. This was a communication error between the HCPC's investigations and adjudications teams and work has subsequently been undertaken to improve this application process. * One hearing was adjourned because inaccurate information was provided in a notice to amend an allegation * One five day hearing was adjourned because a HCPC witness produced fresh evidence at the start of the hearing, which the registrant had not had the opportunity to respond to.
August	* Case presenters are being reminded that they must not attempt to discuss case management issues with panellists outside of hearings. This is managed through the adjudications team, which is not involved in the investigation of a case. * A number of challenges have been made by members of the media about decisions to conduct hearings in private. An FTP Publications policy has been drafted to clarify the way in which information is distributed at hearings. Internal guidance is also being developed. * Adjournments prior to Interim Order applications should, in almost all cases, be considered by the full panel.

CCC and HC final hearings - Scheduling and Resource descriptions

	2013							2014				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast hearing days	73	39	89	59	48	49	57	64	55	71	64	74
Cases scheduled HCPC (all hearing types)	28	31	37	23	21	26	51					
Days scheduled HCPC (all hearing types)	72	67	76	56	44	53	90					
Cases scheduled external (all hearing types)	4	7	5	7	4	5	6					
Days scheduled external (all hearing types)	12	21	12	23	8	10	17					
Days	84	88	88	79	52	63	107					
% cases external	14	23	14	29	85	84	12					
% days external	17	31	16	71	15	16	16					
Witnesses	40	57	70	45	55	73	75					

Days of hearings at HCPC in current month

Month	Current month /	Month forecast	Year end	Commentary
October	84%	88%	88%	<ul style="list-style-type: none"> * In total there were 107 days of final hearing activity arranged in October, including preliminary hearings, discontinuance applications and voluntary removal agreements. * 90 days of activity took place in HCPC premises * This was 84% of all hearings activity scheduled * This is in accordance with the planned activity schedule * 3 rooms are now being used in the new HCPC premises at 186 Kennington Park Road on a daily basis
September	84%	88%	88%	<ul style="list-style-type: none"> *In total there were 63 days of final hearing activity arranged in September (excluding social work hearings) *53 days took place in HCPC premises *This was 84% of all hearings activity scheduled *This was broadly in accordance with the planned activity schedule *The Old Council Chamber was divided on 5 occasions to make more efficient use of HCPC facilities
August	85%	88%	88%	<ul style="list-style-type: none"> *In total there were 52 days of final hearing activity arranged in August (excluding social work hearings) *44 of these days took place in HCPC premises *This was 85% of all hearings activity scheduled *This was in accordance with the planned activity schedule * A larger percentage of social work hearings were held in August in order to prioritise transfer cases *The old Council Chamber was divided on 4 occasions to cater for increased hearing loads

Days of hearings at HPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
October	86%	88%	88%	<ul style="list-style-type: none"> * In total there are 111 days of final hearing activity planned in November * 94 of these are planned at HCPC premises, which is 85% of all hearings activity. * This is a slightly lower percentage of internal hearing days than planned, however one external hearing is taking place over 10 days * Only 1 hearing is being held at an alternative venue in England in November. * Hearings are being held in 186 Kennington Park Road on every day in November to make effective use of HCPC facilities. * Lower levels of external hearings earlier in the year have meant that there is budget available for this
September	72%	88%	88%	<ul style="list-style-type: none"> *In total there are 66 days of final hearing activity planned in October (excluding social work hearings). *51 of these are planned at HCPC premises, which is 77% of all hearings activity. * This is a higher percentage of external hearings than planned * Hearings are being held in 186 Kennington Park Road on every day in October and the Old Council Chamber is being split on 14 occasions to make effective use of HCPC facilities. * There is also an increased use of external facilities because a high number of hearings are ready to fix for this time of year, including 34 days of social work hearings which are not included in the figures above * Lower levels of external hearings earlier in the year have meant that there is budget available for this
August	85%	88%	88%	<ul style="list-style-type: none"> *In total there are 66 days of final hearing activity planned in September (excluding social work hearings). *56 of these are planned at HCPC premises, which is 85% of all hearings activity. * This corresponds with the planned activity profile. * Again there are a large amount of social work hearings scheduled to take place in September - 30 days * Hearings are being held in 186 Kennington Park Road on every day in September to make effective use of the facilities available to us

Days of external hearings in current month

Month	Current month /	Month forecast	Year forecast	Commentary
October	16%	12%	12%	<p>* The 17 days of final hearing activity at external venues in October amounted to 16% of all hearing activity, which is in accordance with the planned activity schedule.</p> <p>* This included hearings in external venues in Cardiff, Edinburgh, Glasgow, which were all required in accordance with statutory provisions</p> <p>* Hearings were also held in Norwich, Sheffield and Peterborough. In each of these cases hearings were moved to alternative venues in England to cater for large amounts of witnesses and/or vulnerable witnesses.</p>
September	16%	12%	12%	<p>*The 10 days of final hearing activity at external venues in September amounted to 16% of all hearing activity, which is in accordance with the planned activity schedule.</p> <p>*This included hearings in external venues in Cardiff, Edinburgh, Glasgow and one external hearing in the Barbican in London.</p> <p>* One day of hearing activity was held at the Barbican because there was a shortage of space at HCPC facilities due to a Council meeting.</p> <p>*The remaining external hearings had to take place outside of England due to statutory provisions.</p> <p>* Efficient use of HCPC facilities may create increased capacity towards the end of the year to ensure difficult/lengthy hearings are able to conclude on time by using external premises if necessary.</p>
August				<p>*There were 8 days of final hearing activity at external venues in August.</p> <p>*This is 15%, which is in accordance with the planned activity schedule.</p> <p>*This included hearings in external venues in Cardiff, Edinburgh, Glasgow and Belfast..</p> <p>*Each of these hearings had to take place outside of England due to statutory provisions.</p> <p>*We did not hold any final hearing at alternative locations in England in August, which has reduced our hearing costs for the month.</p> <p>* This may free up some of our budget to ensure difficult/lengthy hearings are able to conclude on time towards the end of the year by using external premises if necessary.</p>

Days of external hearings planned

Month	Current month /	Month forecast	Year forecast	Commentary
October	15%	12%	12%	<p>*There are 17 days of hearings planned at external venues in November, which is 15% of all hearings.</p> <p>* This is higher than the planned activity schedule.</p> <p>* One 10 day hearing is being held in Cardiff due to statutory requirements.</p> <p>* Only one hearing is being held at a alternative venue in England however. This is due to a shortage of space in HCPC premises on the available days</p> <p>* A high level of hearings are being listed in November without using external venues because extra space is now available in the HCPC's new premises next door.</p>
September	24%	12%	12%	<p>*There are 15 days of hearings planned at external venues in October, which is 24% of all hearings.</p> <p>* This is higher than the planned activity schedule.</p> <p>* One 5 day hearing is being held in Peterborough to ease the burden of a service provider where several witnesses are being called.</p> <p>* Another 5 days hearing is being held in Norwich to allow the registrant the opportunity to attend.</p> <p>* The remaining 4 hearings are being held in Scotland in accordance with statutory requirements.</p>
August	15%	12%	12%	<p>*There are 10 days of hearings planned at external venues in September, which is 15% of all hearings.</p> <p>* This is in accordance with the planned activity schedule</p> <p>* All but one of the external hearings will be held outside of England in accordance with statutory requirements</p> <p>* A one day hearing is being held at the Barbican in London due to a shortage of space at HCPC premises</p> <p>* We are making use of our premises at 186 Kennington Park Road on every day in September</p>

Witnesses in current month

Month	Current month /	Month forecast	Year forecast	Commentary
October	2.8 per case	2 per case	2 per case	*There were 75 witnesses called for the 27 final hearings held in October. *This is a average of 2.8 witnesses per case, which is above the planned activity and resource allocation. * Cases with complex allegations tend to require more live evidence and there have been a number of lengthy hearings again this month. * Only 2 witnesses due to give evidence this month will need to be recalled because of adjournments, which is lower thn in previous months
September	2.8 per case	2 per case	2 per case	*There were 73 witnesses called for the 26 final hearings held in September (excluding social work cases). *This is a average of 2.8 witnesses per case, which is above the planned activity and resource allocation. * Cases with complex allegations tend to require more live evidence and there have been a number of lengthy hearings this month. * 9 witnesses due to give evidence this month will need to be recalled because of adjournments. * This has financial implications in terms of extra travel, accomodation and subsistence costs.
August	2.4 per case	2 per case	2 per case	*There were 59 witnesses called for the 25 final hearings held in August (excluding social work cases). *This is a average of 2.4 witnesses per case, which is slightly above the planned activity and resource allocation. * Cases with complex allegations tend to require more live evidence and there have been a number of lengthy hearings this month.

Witnesses planned

Month	Current month /	Month forecast	Year end	Commentary
October	2.1 per case	2 per case	2 per case	* There are 30 hearings scheduled in November with an average of 2.1 witnesses warned for each case * One hearing starting in November also runs through December and January and has 6 witnesses. Only the witnesses attending in November have been included in this summary. * The amount of witnesses is within the planned resources allocation
September	2.5 per case	2 per case	2 per case	*There are 26 non social work final hearings scheduled in October with an average of 2.5 witnesses warned per case. *This is within the planned resources allocation
August	2.2 per case	2 per case	2 per case	*There are 25 non social work final hearings scheduled in August with an average of 2.2 witnesses warned per case. *This is within the planned resources allocation

Non standard equipment or special requirements

Month	Commentary
October	* Screens were used on one occasions so that a vulnerable witness for both the HCPC could give evidence without having to face the registrant * Video conferencing was used on two occasions to enable a registrant to give evidence from Australia and to allow a registrant to communicate remotely * Teleconferencing was used one one occasion to allow a registrant's witness to communicate remotely * Assistance was provided by our Communications Department in one high profile hearing to manage members of the press and the registrant's PR team
September	* Screens were used on two occasions so that vulnerable witnesses for both the HCPC and Registrant could give evidence without having to face the other parties * Teleconferencing was used on one occasion to enable a registrant to give evidence remotely * Video conferencing was used on 2 occasions so that a witness with a health problem and a witness living overseas could given evidence * A hearing aid loop was set up for one hearing to assist a participant with hearing impairment * A security guard was appointed to one hearing as the allegations related to violent conduct
August	* In August we used screens on two occasions so that vulnerable witnesses could give evidence without having to face the registrant. * In one hearing we employed a dyslexia advocate throughout the hearing to assist the registrant. We also used coloured paper for all hearing material and powerpoint presentations * Registrants were able to give evidence remotely at two hearings by use of teleconferencing.

Outcome of final hearing by representation April 2013 - March 2014

	Self Representation	Represented	No representation	Total
Caution	4	4	8	16
Conditions	2	10	2	14
Cross referred	1	1	0	2
No Further Action	1	1	1	3
Not Well Found	5	31	5	41
Discontinued	0	5	3	8
Not restored	0	0	0	0
Part Heard	0	0	0	0
Register entry amended	0	0	0	0
Removed	0	0	1	1
Restored	0	0	0	0
Struck Off	4	4	25	33
Suspended	5	13	20	38
Consent - removed	0	2	11	13
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	22	71	76	169

Final hearings: Decisions by profession April 2011 - March 2014

	Final Hearings													
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension
Arts therapists	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Biomedical scientists	2	0	0	3	0	0	0	0	2	6	0	0	0	0
Chiropodists & podiatrists	0	2	0	1	0	0	0	0	2	2	0	0	0	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	2	1	0	0	0	0	0	1	1	1	0	0	0
Hearing aid dispensers	1	0	0	0	0	0	0	0	1	3	0	0	0	0
Occupational therapists	1	1	1	0	0	0	0	0	3	7	3	0	0	0
ODPs	3	1	0	1	0	0	0	0	3	4	1	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Paramedics	7	3	0	17	0	0	0	0	9	8	2	0	0	0
Physiotherapists	1	1	1	8	1	0	0	0	2	0	0	0	0	0
Practitioner psychologists	1	1	0	4	5	0	0	1	0	2	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	5	1	0	2	1	0	0	0	3	1	0	0	0	0
Social workers	3	1	0	3	0	0	0	0	4	4	3	0	0	0
SLTs	1	0	0	2	1	0	0	0	1	0	3	0	0	0
Total 13/14 YTD	25	13	3	41	8	0	0	1	33	38	13	0	0	0
Total 12/13 FYE	41	13	1	54	n/a	0	0	1	43	58	10	n/a	n/a	n/a
Total 11/12 FYE	69	29	1	68	n/a	0	0	2	56	55	7	n/a	n/a	n/a

Review hearings Decisions by profession April 2011 - March 2014

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Biomedical scientists	0	0	0	5	1	0	0	1	2	0	0	0	0	9
Chiropodists & podiatrists	0	0	0	2	0	0	0	0	2	0	0	0	0	4
Clinical scientists	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Dietitians	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Hearing aid dispensers	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Occupational therapists	0	0	0	1	2	0	0	3	9	0	0	0	0	15
ODPs	1	0	0	1	1	0	0	2	2	1	0	0	0	8
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Paramedics	0	0	2	2	5	0	0	3	8	1	0	0	0	21
Physiotherapists	0	0	0	2	4	0	0	3	5	0	0	0	0	14
Practitioner psychologists	0	0	0	0	2	0	0	1	2	0	0	0	0	5
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	1	1	0	0	0	1	0	0	0	0	3
Social workers	0	0	0	0	0	0	0	0	3	0	0	0	0	3
SLTs	0	0	0	0	0	0	0	1	3	1	0	0	0	5
Total 13/14 YTD	1	0	2	15	17	0	0	13	38	3			0	89
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4			n/a	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9			n/a	137

Commentary

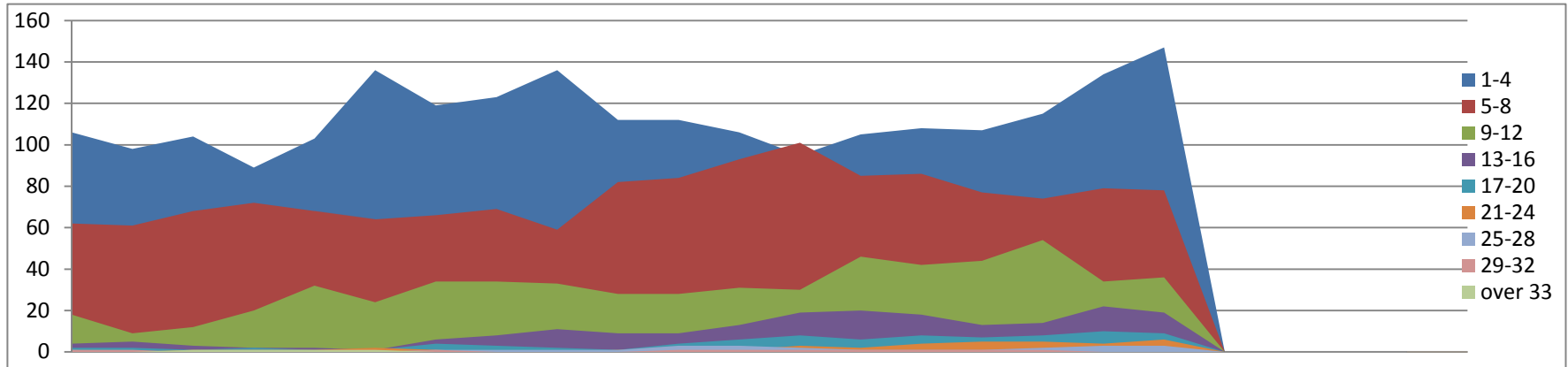
Rev Hearings fixed by schedulers during this month

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	10	12	156	*10 substantive reviews took place in October, which is slightly below planned activity for the month.
September	15	22	153	*15 substantive reviews were heard in September. *One review was cancelled due to the registrant being struck off on another case.
August	22	22	141	*22 substantive review hearings were heard in August, which is within planned activity for the month.

All hearings listed for future months

Month	Current month / variance	Month forecast	Year forecast	Commentary
October	24	12	156	*19 reviews have been scheduled to take place in November and 5 have been listed for December. *Although Novembers figure is higher than planned activity, there are no current concerns as activity has been below forecast levels in previous months. *External solicitors continue to assist with presenting review cases where appropriate.
September	9	12	141	*9 reviews have been listed to take place in October and 9 have been scheduled for November so far. *There are no concerns regarding review activity as the reviews that took place last month were higher than planned.
August	17	12	141	*17 reviews have been listed for September and 5 have been listed for October so far *Kingsley Napley (KN) continue to assist with presenting review cases where appropriate

Length of Time : Age of Cases Post ICP April 2012-March 2014



		2012			2013										2014											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases awaiting final hearing (from ICP)	1-4	106	98	104	89	103	136	119	123	136	112	112	106	95	105	108	107	115	134	147						
	5-8	62	61	68	72	68	64	66	69	59	82	84	93	101	85	86	77	74	79	78						
	9-12	18	9	12	20	32	24	34	34	33	28	28	31	30	46	42	44	54	34	36						
	13-16	4	5	3	2	2	1	6	8	11	9	9	13	19	20	18	13	14	22	19						
	17-20	2	2	1	2	1	1	4	3	2	1	4	6	8	6	8	7	8	10	9						
	21-24	0	0	1	1	1	2	1	0	0	1	1	1	3	2	4	5	5	4	6						
	25-28	1	0	0	0	0	0	1	1	1	1	3	3	2	1	1	1	2	3	3						
	29-32	1	1	0	0	0	0	1	0	0	0	1	1	1	1	1	1	1	0	0						
	over 33	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0						
Total cases awaiting hearing		194	176	190	187	208	229	232	238	242	234	242	254	259	266	268	255	273	286	298						
Total cases fixed this month								n/a						36	36	37	36	30	42	34						
Cases ready to fix, but no date yet								n/a						65	60	66	80	88	83	73						
Cases fixed previous months and awaiting hearing								n/a						88	84	72	66	62	55	58						
Cases being prepared by external lawyers								n/a						70	86	93	73	93	106	133						

Commentary

Hearings fixed by schedulers during this month

Month	Current month / variance	Year end forecast	Commentary
October	34	320	<p>*34 preliminary and final hearings were fixed by the scheduling team this month, including the rescheduling of 2 final hearings</p> <p>*5 additional hearings were scheduled for SW legacy cases</p> <p>*There is a decrease in scheduling activity this month due to changes within the team, which includes the training of new staff.</p> <p>*22 Cases were forwarded to the scheduling team as 'ready to fix' this month.</p>
September	42	328	<p>*42 preliminary and final hearings were fixed by the scheduling team in September, including the rescheduling of 6 final hearings.</p> <p>*11 Additional hearings were scheduled for SW legacy cases</p> <p>*There has been an increase in scheduling activity compared to previous months, which is due to a reduction of leave taken by the team and the completion of training for temporary workers. Additionally, Schedulers have been managing the rate of fixed cases from KN by holding escalation meetings to ensure there are sufficient cases to schedule to meet activity levels.</p>
August	30	328	<p>*30 preliminary and final hearings were scheduled by the team during this month, including the rescheduling of 4 final hearings</p> <p>*This is the second month of reduced activity due to team changes and long holiday periods. Two temporary officers continue to work within the team to provide support</p> <p>*There are no current concerns with activity as the team continue to schedule beyond the planned activity for each month.</p>

All hearings listed for future months

Month	Number Listed	Commentary
October	59	*34 have been listed for November and 25 have been listed to take place in December. *This is broadly in line with planned activity
September	82	*45 have been scheduled to take place in October and 37 have been listed to take place in November *This remains broadly in line with re-forecasted activity
August	76	*34 final hearings have been listed to take place in September and 42 have been listed for October so far *This is much higher than the planned activity of 26 and 30 hearings

Hearings ready to fix

Month	Hearings Ready to Fix	Commentary
October	73	<p>*190 cases are currently being managed by the adjudications team</p> <p>*73 cases are ready to fix and are in the process of being scheduled, 15 of these cases are on hold due to preliminary issues.</p> <p>*83 cases have been scheduled and are awaiting their hearing date</p> <p>*18 hearings have either been adjourned or postponed and are awaiting instructions for rescheduling</p> <p>*15 cases have concluded and are awaiting the expiration of their appeal period</p>
September	83	<p>*200 cases are currently being managed by the adjudications team</p> <p>*83 are ready to fix and are in the process of being scheduled, 16 of which are on hold due to preliminary issues. These cases are being actively reviewed by the team with a view to resolving the issues, or considering alternative methods of disposal such as discontinuance or Voluntary removal. This is within parameters of expected scheduling in process.</p> <p>*85 cases have been scheduled and are awaiting their hearing date</p> <p>*15 cases have either been adjourned or postponed in advance and are awaiting instructions for rescheduling</p> <p>*15 cases have concluded hearings and are awaiting the expiration of their appeal period.</p>
August	88	<p>*208 cases are currently being managed by the adjudications team</p> <p>*88 are ready to fix and are in the process of being scheduled, 15 of which are on hold due to preliminary issues. These are being actively reviewed by the management team</p> <p>*80 cases have been listed and are awaiting a hearing date</p> <p>*16 cases have been either adjourned or postponed in advance</p> <p>*22 cases are awaiting the expiration of their appeal period.</p>

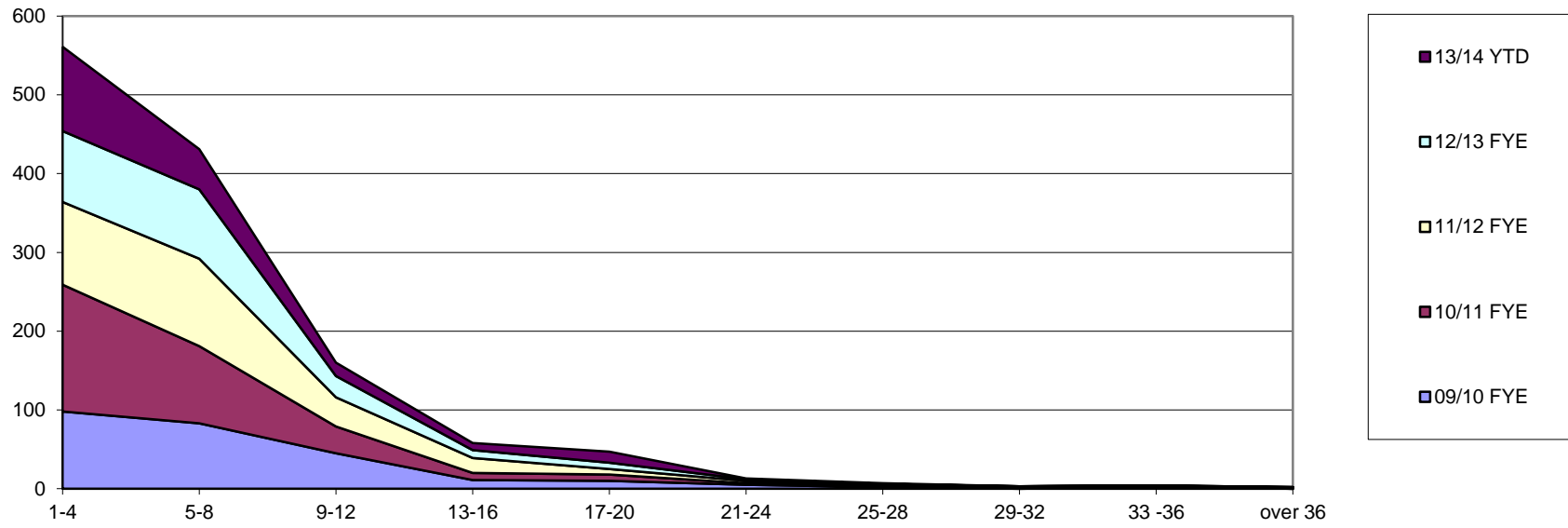
Hearings not ready to fix

Month	End of Month Number	Commentary
October	152	*152 cases are currently with external solicitors and are therefore not ready to fix. *11 of these cases were referred in 2012. These cases are being regularly reviewed in management meetings and teleconferences to expedite their progression to a final hearing.
September	142	*142 cases are currently with our solicitors and are therefore not ready to fix. *11 of these cases were referred in 2012. These cases are being reviewed on two weekly teleconference to move them to completion as soon as possible.
August	128	*128 cases are currently with our solicitors and are therefore not ready to fix *15 of these cases were referred to them in 2012 *Despite there being an increase of cases overall, there continues to be a reduction in 2012 cases being managed by them.

Cases over 5 months not yet ready to fix

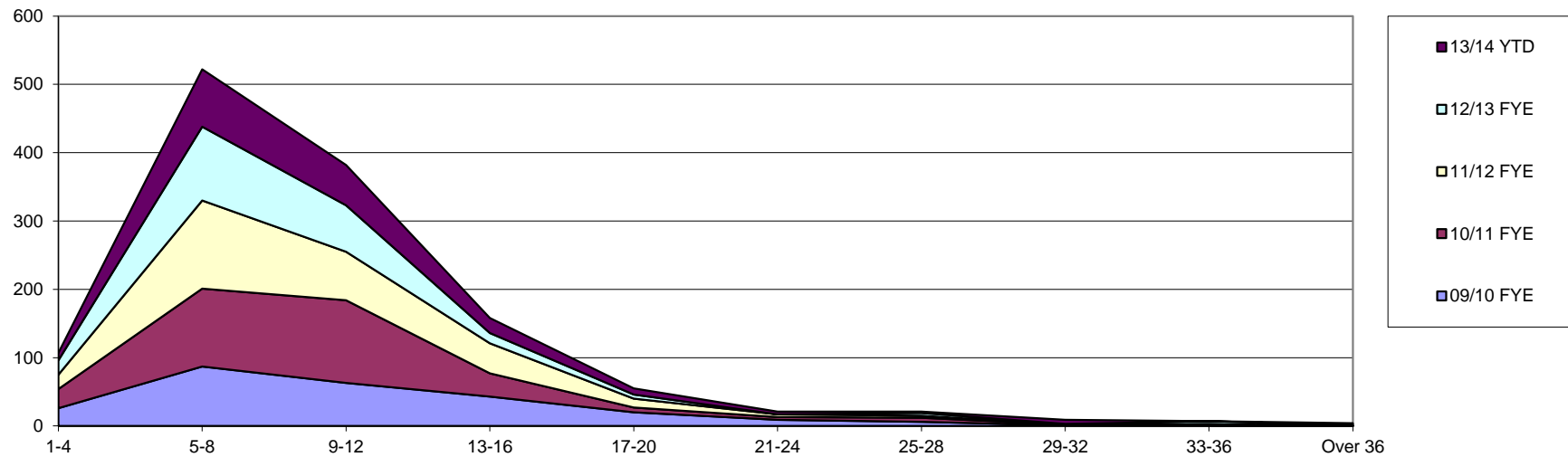
Month	End of Month Number	Commentary
October	21	*There are 21 post-ICP cases over 5 months that are not currently ready to fix, which is a slight increase on last months figure. *Adjudication managers continue to attend case progression conferences to discuss issues and strategies for post-ICP cases.
September	18	*There are 18 post-ICP cases that are not ready to fix, which is a lower number than previous months. *Adjudication managers continue to attend case progression conferences to discuss post-ICP cases.
August	23	*There are 23 post-ICP cases over five months that have not been listed as ready to fix, which is a slight increase from last month *Adjudication managers are now attending case progression conferences to discuss issues with post-ICP cases

Allegations made - Investigating Panel (concluded final hearing cases) April 2009-March 2014



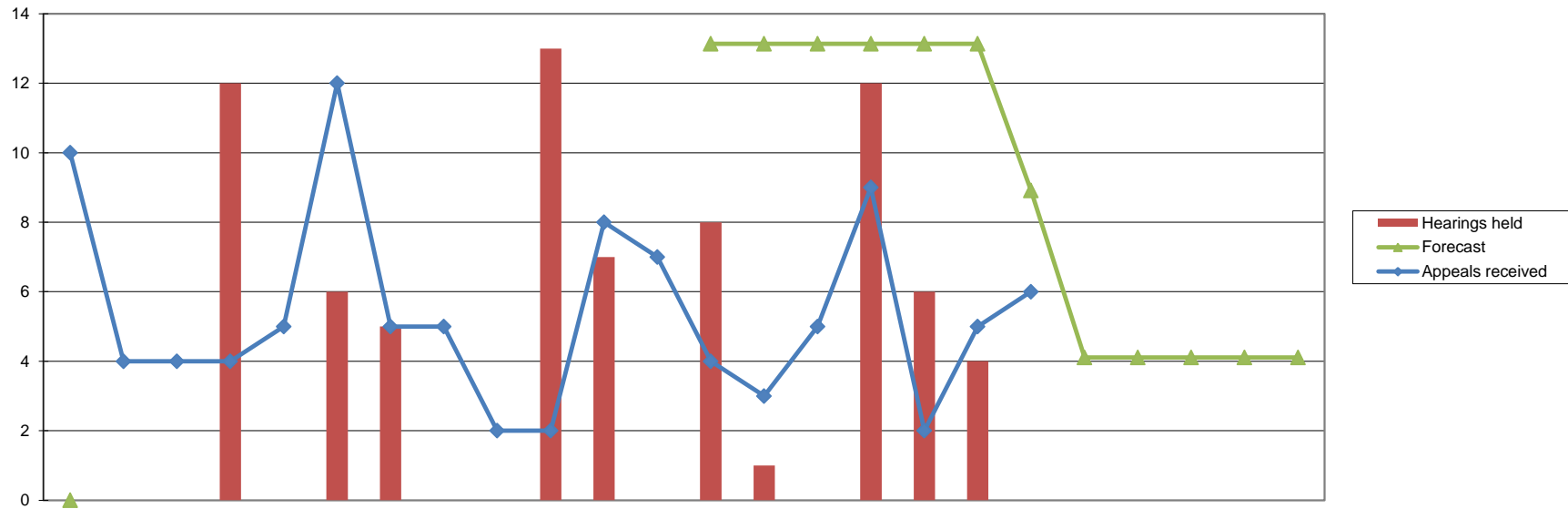
Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	98	161	105	90	107
5-8	83	98	111	88	51
9-12	45	34	37	27	17
13-16	11	9	19	10	9
17-20	10	8	7	8	14
21-24	5	2	3	2	1
25-28	2	0	2	2	1
29-32	0	2	1	0	0
33 -36	2	1	1	0	0
over 36	0	0	1	1	0
Mean Months	7	6	7	7	6
Meadian Months	5	4	5	5	4
Total Cases	256	315	287	228	200

Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2009-March 2014



Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	26	28	21	21	11
5-8	87	114	129	108	84
9-12	63	121	71	68	59
13-16	43	34	44	15	22
17-20	20	7	13	6	9
21-24	9	4	4	0	4
25-28	6	6	3	4	2
29-32	1	1	0	1	6
33-36	1	0	2	4	0
Over 36	0	0	0	1	3
Mean Months	11	9	10	9	10
Median Months	9	9	8	8	8
Total Cases	256	315	287	228	200

Registration Appeals April 2012-March 2014



	2012			2013												2014								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast						n/a							13	13	13	13	13	13	9	4	4	4	4	4
Appeals received	10	4	4	4	5	12	5	5	2	2	8	7	4	3	5	9	2	5	6					
Hearings held	0	0	0	12	0	6	5	0	0	13	7	0	8	1	0	12	6	4	0					
Adjourned/postponed	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	5	0	0					
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0					
Allowed	0	0	0	8	0	2	2	0	0	4	4	0	3	0	0	5	0	0	0					
Dismissed	0	0	0	3	0	3	3	0	0	6	2	0	4	1	0	6	2	4	0					
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Remit to ETC	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0					
Current active cases	25	29	33	25	30	37	33	38	40	28	33	37	37	34	38	38	38	36	37					

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
n/a	n/a	n/a	n/a	n/a
29	53	48	68	34
38	37	59	43	31
4	4	7	4	6
1	3	7	0	1
14	22	20	20	8
7	8	29	17	17
0	0	0	0	0
13	2	4	2	0

258

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	6/-3	9	107	* The number of new appeals remained below even the revised forecast (9 as against 13 previously).
September	5/-8	13	158	* The number of new appeals received in September was again below forecast.
August	2/-11	13	158	* Only 2 new appeals were received in August compared to a forecast of 13.

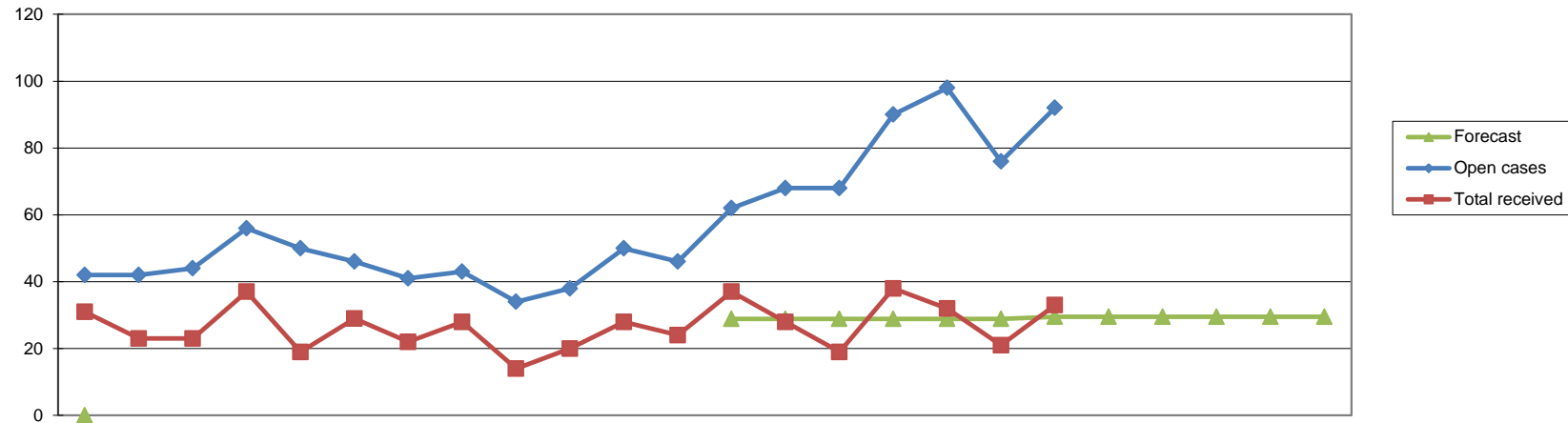
Cases heard

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	0	12	114	* No appeals were listed for hearing in October. However of 31 cases awaiting hearing a substantial number should be listed for hearing before Christmas.
September	4	12	114	* An explanation of the low numbers heard in September was provided in the August commentary. * 8 cases were considered at case conference on 26 September and a further 10 are to be considered at case conference on 9 October. Plans are in place to list as many of these as possible for hearing in November/December so they are not unduly affected by the changes to the composition of Council. Hearings must be chaired by a Council member and panel members must also be trained before hearing an appeal
August	6	12	114	* The unavailability through annual leave of the BDB advocate meant few cases could be listed for August * Numbers listed in September will also be low as it has not been possible to hold the case conferences which are needed before cases are listed for hearing. A new CTM is currently being inducted and will become operational in late September/early October

Length of time (open cases)

Month	Current month / variance	Year end Forecast	Commentary
October	Mean - 3 Median - 2	70% 6 months or less	* Of 31 cases awaiting hearing 21 (68%) were no older than 6 months.
September	Mean - 3 Median - 2	70% 6 months or less	* Of 29 cases that were awaiting hearing at the end of September 22 (69%) were no older than 6 months
August	Mean - 3 Median - 2	70% 6 months or less	* Of 32 cases awaiting hearing 20 (63%) were no older than 6 months * This reduction in performance reflects the comments made above in relation to the resource difficulties in arranging case conferences.

Protection of Title April 2012 - March 2014



	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast												n/a	29	29	29	29	29	29	30	30	30	30	30	30
Public	9	2	10	13	6	12	12	10	3	7	11	4	6	7	10	21	13	5	16					
Police	2	1	1	3	4	4	3	1	1	1	3	3	2	0	0	0	3	2	1					
HPC	1	0	0	0	0	1	0	0	0	1	0	0	0	2	0	0	1	0	0					
Anonymous	0	0	1	4	0	2	0	2	0	2	1	3	0	3	1	0	1	1	2					
Professional	19	20	11	17	9	10	7	15	10	9	13	14	27	10	7	11	12	10	12					
Other	2	3	1	3	2	7	3	1	0	1	0	0	2	6	1	6	2	3	2					
Total received	31	23	23	37	19	29	22	28	14	20	28	24	37	28	19	38	32	21	33					
Visits	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Open cases	42	42	44	56	50	46	41	43	34	38	50	46	62	68	68	90	98	76	92					

09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	YTD
NA				
32	21	35	99	78
38	12	23	27	8
2	7	7	3	3
31	26	29	15	8
213	252	172	154	89
316	318	266	298	208
3	1	1	1	0

554

Cases received

Month	Current month /variance	Month forecast	Year end forecast	Commentary
October	33/+3	30	354	* The number of new cases received in October was marginally above forecast. YTD the figure of 209 is 5 over forecast. *The creation of Case Team 7 at the end of September means that there are more case managers who will be trained in managing POT cases. *Overtime has been made available to Case teams 3 and 7 to help reduce the number of open POT cases.
September	21/-8	29	347	* The 21 cases received in September was below forecast. The YTD figure of 176 is only 2 off the forecast figure (174)
August	32	29	347	* The 32 cases received in August was marginally over forecast. The YTD figure of 155 is 10 above forecast

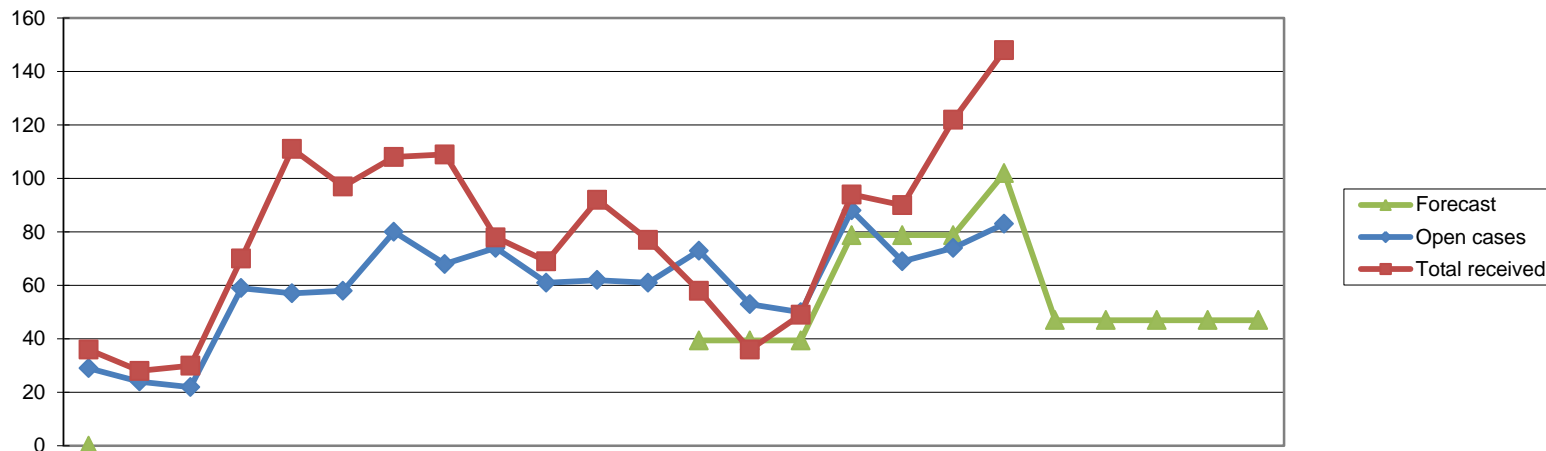
Length of time (open cases)

Month	Current month / variance	Commentary
October	Mean – 2 Median - 1	* Of 92 open cases 26 were older than 3 months. * 33 were less than 1 month old.
September	Mean – 2 Median - 1	* Of 76 open cases 22 were older than 3 months * 22 were less than 1 month old
August	Mean – 2 Median - 1	* Of 98 open cases 24 were older than 3 months * 27 were less than 1 month old

Common issues / issues arising

Month	Commentary
October	* The growth in the number of open cases reflects continuing pressures on the two Case Teams that deal with this work of the continuingly very high numbers of Health & Character declarations.
September	* See July comments. The number of open cases has reduced from the very high July and August figures. This has reflected a below forecast intake of new cases in September but also a greater focus on this workstream. The new Case Team 7 became operational on 30 September though its impact on the number of open POT cases will be limited in the immediate term whilst resources are focussed on managing the above forecast number of new Health & Character cases
August	* The profile of cases remains unchanged. * The number of open cases has increased in July. We are hoping for the in hand case numbers to reduce as we near the end of the increase in health and character activity. This also coincides with increased capacity as the new Case Team 7 is created, which will mirror the current Case Team 3 and therefore provide a greater capability going forward to manage the POT (and also H&C and Reg Appeal) workstreams. The new managers for CT3 & CT7 take up post on 27/08/13 but will not become fully operational until they have completed a period of induction. The impact of the increased capacity will therefore not become apparent before September. Once this restructuring has been implemented increased resource can, if necessary, be deployed to target POT cases.

Health and Character Declarations April 2012 - March 2014



		2012			2013									2014									09/10	10/11	11/12	12/13	13/14			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	YTD
Forecast		NA											39	39	39	79	79	79	102	47	47	47	47	47						
Received	Renewal	0	0	0	1	1	1	4	32	1	0	0	0	0	1	1	0	3	0	2	154	4	8	40	7					
	Readmission	5	8	5	4	5	9	4	6	5	22	30	21	12	12	12	9	7	9	19	53	74	51	124	80					
	Admission	31	20	25	65	105	86	100	71	72	47	62	56	46	23	36	85	80	113	127	282	334	356	740	510					
	Self-referral	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	209	149	0	1	0					
Total received		36	28	30	70	111	97	108	109	78	69	92	77	58	36	49	94	90	122	148	698	561	415	905	597					
Considered	Considered by panel	11	22	23	20	79	49	16	84	40	53	51	43	33	4	31	31	38	44	76	387	461	322	491	257					
	Referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	61	60	15	0	1					
	Admission rejected	0	1	1	1	6	4	1	5	2	2	3	2	2	0	6	0	1	2	0	2	7	6	28	11					
	Readmission rejected	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	0	1	7	14	6	2	6					
	Renewal rejected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0					
	Not referred to FTP	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	66	87	13	3	0					
	Admission accepted	7	18	19	19	73	45	15	79	38	51	48	41	31	4	25	25	31	42	75	204	247	256	453	233					
	Readmission accepted	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	32	45	23	2	6					
	Renewal accepted	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	2	2	0					
Open cases		29	24	22	59	57	58	80	68	74	61	62	61	73	53	50	88	69	74	83	490									

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	148/+26	102	691	* 148 cases were received in October. The YTD figure of 597 is 38% over the original forecast. *86% of cases received related to admissions. *46% of cases were Social Worker applications.
September	122/+43	79	631	* 122 new cases were received in September, which is 54% over forecast. The YTD figure of 449 is 27% over forecast
August	90/+11	79	631	* 90 new cases were received in August, which is again well above forecast. The YTD figure of 327 is 19% over forecast. * 41 (45%) were social worker applications.

Cases closed

Month	Current month / variance	Commentary
October	134	* 134 cases were closed, of which 58 did not need to go to a Registration Panel.
September	97	* 97 cases were closed, of which 51 did not need to go to a Registration Panel.
August	88	* 77 cases were closed, of which 39 did not need to go to a registration panel.

Length of time (open cases)

Month	Current month / variance	Measuring Tool	Commentary
October	Mean – 1 Median - 1	95% 1 month or less	<ul style="list-style-type: none"> * 83 cases were open at the end of October. * Of these open cases 76 (91%) were less than a month old.
September	Mean – 1 Median - 1	95% 1 month or less	<ul style="list-style-type: none"> * 74 cases were open at the end of September, only a small increase on August despite the very high intake of new cases. * Of the 74 open cases 53 (72%) were less than a month old. * It remains the case that the majority of the oldest cases relate to applicants declaring outstanding disciplinary proceedings.
August	Mean – 1 Median - 1	95% 1 month or less	<ul style="list-style-type: none"> * 69 cases were open at the end of August (as against 88 in July). As there has been no diminution in the numbers of new cases this has required a considerable effort, which has inevitably been to the detriment of other workstreams handled by Case Team 3, particularly Protection of Title work. * 46 of these cases (67%) were less than a month old. * The majority of the oldest cases continue to relate to applicants who have declared disciplinary proceedings by an employer.

Common issues / issues arising

Month	Commentary
October	* The greater resource that can be deployed on Health & Character cases following the implementation of the new Case Team 7 has enabled the continued very high intake of new cases to be managed without applicants experiencing significant delays.
September	* The high intake of new cases has put considerable pressure on case management resource. However the operational implementation of the new Case Team 7 and reconfiguration of the existing Case Team 3, both w.e.f. 30 September, will enable resource to be deployed more flexibly to address this high intake.
August	* No further issues arising.

Suitability Scheme August 2012 - March 2014

	2012			2013						2014						12/13 FYE	13/14 YTD							
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct			Nov	Dec	Jan	Feb	Mar		
Total received	16	10	0	1	2	0	5	0	0	1	0	1	1	2	3							34	8	
Considered by assessment panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0	
Considered by adjudicator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							0	0	
Added to prohibited list	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0							7	0	
Open cases	n/a								9	9	5	6	7	9	12									57

Common issues / issues arising

Month	Commentary
October	<p>*The majority of the cases received have been from Education Providers who are referring students who have been removed from their course following a Fitness to Practise hearing, the issues mainly relate to character concerns.</p> <p>*Of the open cases 8 are less than three months old. In the majority of cases further information has been requested from the education provider. One case is currently being considered with a view to possible referral for adjudication.</p>
September	<p>*As reported in the previous month, most of the cases received and logged relate to character issues and are referred by Education Providers following a Fitness to Practise hearing.</p>
August	<p>*Most of the cases received are referred by Education Providers advising the HCPC of students being removed from their course following a Fitness to Practise hearing.</p>

Cases received

Month	Current month /	Commentary
October	3	* 3 cases were received and logged in October * No cases were closed in October * There are currently 12 open Suitability cases
September	2	* 2 cases were received and logged in September * No cases were closed in September * There are currently 9 open Suitability cases
August	1	* One case was received and logged under the suitability scheme in August * No cases were closed in August * There are currently 7 open Suitability cases

Cases considered by assessment panel or adjudicator

Month	Current month /	Commentary
October	0	*We have 1 case that will be going forward to an adjudication Panel, this has been approved by the Director of Fitness to Practise. The adjudication Panel will meet in early January 2014.
September	0	*No cases have been put before an assessment panel or adjudication panel since the inception of the Suitability Scheme as of yet but 2 cases are going to the Director of Fitness to Practise for consideration
August	0	*No cases have been put before an assessment panel or adjudication panel since the inception of the Suitability Scheme.

Miscellaneous (MIS) cases April 2012 to March 2014

	2012			2013									2014									12/13	13/14			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Cases received	48	40	36	51	225	48	75	60	43	81	67	72	102	97	73	120	135	87	91						846	705
Cases closed	29	34	62	356	88	65	99	55	57	109	85	93	130	81	94	106	159	73	110						1,885	753
Cases open	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	40	69	67	106	82	96	77							

MIS cases - received

Month	Number of Cases	Commentary
October	91	<p>* In October, a total of 91 MIS cases were received and logged.</p> <p>* The number of new cases received is below the six month re-forecast of 114 .</p> <p>* The Case Support Team dealt with 77 MIS cases.</p> <p>* The remaining 14 MIS cases are potential Ft. cases where further information is required to verify the identity of the subject of the complaint</p>
September	87	<p>* In September 2013, a total of 87 MIS cases were received and logged.</p> <p>* The Case Support Team dealt with 66 MIS cases.</p> <p>* The remaining cases are potential Ft. cases where further information is required to verify the identity of the subject of the complaint before the concern can be logged as a Ft. matter. These cases are handled by the case management teams.</p>
August	135	<p>*In August 2013, a total of 135 MIS cases were received and logged.</p> <p>*The Case Support Team dealt with 94 of these cases, again above the forecast figure of 50.</p> <p>*The remaining 41 cases are potential Ft. cases, where further identifiable information is required, in accordance with the new case logging arrangements.</p>

MIS Cases - Open cases

Month	Current month / variance	Commentary
October	77	<p>At the end of October 2013 there were a total of 100 open/re-opened MIS cases. 77 open cases and 23 re-opened cases, of which 59 of the reopened/open cases are within the case support team.</p> <p>Again this month there is a high number of open MIS cases, which is due to the ongoing high number of MIS cases received. Many of these then require follow up work.</p>
September	96	<p>At the end of September 2013 there were a total of 123 open/re-opened MIS cases. 96 open cases and 27 re-opened cases, of which 65 of the reopened/open cases are within the case support team.</p> <p>This is a significantly high number of open MIS cases, which could be explained by the increase of MIS cases in the previous months.</p>
August	82	<p>*At the end of August 2013 there were a total of 82 open/re-opened MIS cases, of which 71 of these cases are within the case support team.</p> <p>*There has been an on-going increase in referrals, in particular in relation to social workers, where follow-up work is required, such as further identifiable information, which explains the reasons for the increase in the number of open MIS cases.</p>

MIS cases - common themes

Month	Commentary
October	This month a number of MIS referrals relating to social workers. There has also been a number of health and character referrals for individuals who may potentially come onto the register in the future.
September	Again this month there has been continuous referrals relating to multiple social workers which account for the continuous increase in the MIS caseloads amongst the case support team. Many of these MIS cases require follow-up work, including the monitoring and managing of the case load. There have been a high number of police referrals, relating to professions not regulated by us, such as care assistants.
August	*There have been continuous referrals about multiple social workers which account for the continuous increase in the MIS caseloads amongst the case support team. Many of these MIS cases require follow-up work, including the monitoring and managing of the case load, thereby leading to more open/re-opened cases each month.

Cases that would be subject to CHRE/PSA audit

Month	Current month / variance	Commentary
October	20	45 MIS cases were closed in October 2013. 20 FtP related MIS cases were closed in October 2013.
September	48	73 cases closed. 48 FtP related MIS cases were closed in September 2013, which would be subject to an audit.
August	75	*75 FtP related MIS cases were closed in August 2013, which would be subject to an audit.

Cases at judicial review or high court/court of sheriff stage April 2013 - March 2014

	2013							2014			13/14 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		Feb	Mar
Judicial review - received	0	0	1	0	0	0	0						1
Judicial review - open	2	2	3	2	1	1	1						
High court - CHRE received	0	0	0	0	0	0	0						0
High court - CHRE open	3	3	0	0	0	0	0						
High court - Registrant received	0	0	0	0	0	0	3						3
High Court - Registrant open	1	1	0	0	0	0	3						
IO extension application at High Court	0	0	0	1	0	0	2						3
Registration appeals at County Court	0	0	0	0	0	0	1						1

Month	Number of Cases	Commentary
October	2	*2 applications for extension to Interim Orders were granted or consented to at the High Court in October. *External solicitors were asked to prepare IO extension applications to the High Court in respect of 6 cases. *3 appeals against final CCC decisions were received in October. *1 appeal to the County Court in respect of a Registration Appeal Panel decision was also received.
September	0	*Interim Orders (IOs): no cases were extended at the High Court this month. *JR: 1 case remains open.
August	0	*Interim Orders (IOs): no cases were extended at the High Court this month. *JR: 1 case remains open.

Complaints relating to FTP cases or service April 2012 - March 2014

	2012		2013										2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Complaints received	N/A	N/A	4	7	6	6	13	16	11	15	17	8	8	17	14	20	18	15	17					
Complaints responded to	N/A	N/A	1	4	2	15	10	18	12	10	21	8	7	10	15	12	26	14	13					
Open complaints	N/A	N/A	3	6	10	1	3	1	0	5	1	1	2	9	9	17	9	10	14					

12/13 FYE	13/14 YTD
103	109
101	97

Complaints common issues

Month	Commentary
October	5 complaints related to decisions (1 preICP, 1 at ICP and 3 for other types of case such as POT); 3 complaints related to quality of service, 1 related to the final hearing panel, and 4 were further iterations of previously answered complaints
September	5 complaints related to decision to closed case pre ICP, 3 related to decisions by ICP. The remaining 6 complaints related to misunderstanding of process or standard of acceptance, making a Freedom of Information request, or perception of time to process case.
August	In August 18 complaints were received. 26 complaints were responded to. Of these: 13 related to decisions to close cases pre and post ICP decisions, with 5 related to HCPC conduct of the investigation process. The remaining complaints related to communication and response times, constitution of the final hearing panel, requests for representation during the hearing process by HCPC, and information about Freedom of Information issues.

Complaints received

Month	Number	Commentary
October	17	This number is higher than the rolling average (13 per month)
September	15	This number is slightly over the rolling average (13 per month)
August	18	The number was higher than the rolling average

Complaints responded to

Month	Number	Commentary
October	13	The mean turnaround was 11 days, the median turnaround was 12 days. This is just over the HCPC timescale of 10 days, and relates to complexity of issues involved.
September	14	The mean turnaround was 10 days, the median turnaround was 6.5 days. This continues to be in line with HCPC standards
August	26	The mean turnaround was 10 days, the median was 10 days. This continues to be in line with HCPC timescales

GSCC transfer cases August 2012 - March 2014

	2012			2013						2014									12/13 FYE	13/14 YTD			
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan			Feb	Mar	
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18							456	222
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1	0	1							33	10
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70	63	57							431	505

ICP considerations																							12/13 FYE	13/14 YTD	
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5	1	4										
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5	1	4									120	37
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5	1	4									100	24
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0									20	13
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100									83	65

Final Hearings																							12/13 FYE	13/14 YTD	
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10	6	15										
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3	0	5									4	19
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0									1	11
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0									1	5
No further action	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0									0	2
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0	1	2	3									1	15
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0									0	5
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0									0	1
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1	0	0									3	6
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1	1	1									7	10
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6									7	20

Review cases																	
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	14	5
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	5	1
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Struck off	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	5	2
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Interim Orders heard																	
IOA	13	6	4	3	0	6	1	0	1	0	0	0	1	0	0	33	2
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	2	9	13	43

Summary of cases received:

- Total cases reviewed - 495
- Pre-ICP – 217
- Cases subject to interim order - 14
- Suspension/conditional registration – 45
- Cautions – 40
- Character cases - 15
- Students - 12

Open cases pre-ICP

Month	Total to date	Total this month	Commentary
October	217	18	<p>*The number of open pre-ICP cases continues to reduce but is slightly above the forecast position of 18 open cases.</p> <p>*Of the open cases still in enquiry stage these involve matters which are the subject of ongoing criminal proceedings.</p> <p>*1 case was closed pre-ICP and 4 were concluded at ICP with all of the cases being referred to final hearing.</p> <p>*A fortnightly meeting is now being held involving case management, scheduling, hearings and our instructed solicitors to ensure that pre and post ICP cases are being actively progressed.</p>
September	217	23	<p>*The number of open pre-ICP cases continues to reduce. However, the number of cases that have an enquiry or pre-ICP status is above the forecast position for September of 15 cases</p> <p>*1 cases were heard and concluded at ICP</p> <p>*0 cases are currently listed for October or November</p> <p>*The case management, scheduling and hearings teams are meeting regularly to monitor the progress of the pre and post ICP GSCC transfer cases</p>
August	217	25	<p>*The number of open pre-ICP cases continues to reduce and is in line with forecast</p> <p>*5 cases were heard and concluded at ICP</p> <p>*1 case is listed for ICP in September</p>

Cases closed pre-ICP

Month	Total to date	Total this month	Commentary
October	38	1	*1 case was closed without being referred to the Investigating Committee.
September	37	0	*No cases were closed without consideration by the Investigating Committee in September.
August	37	1	*One case was closed without consideration by the Investigating Committee in July. This is below the forecast of 3 cases for August.

Cases Obsed

Month	Total to date	Total this month	Commentary
October	166	3	*Three cases were obse'd in October which was in line with forecast.
September	163	0	*No cases were obs'ed in September which was below forecast. *The case management, hearings and scheduling teams are meeting regularly to ensure that the GSCC transfer cases are the subject of intensive scrutiny to ensure cases progress in line with forecast.
August	163	3	*3 cases were obs'ed in July which was above the forecast of 2.

Cases considered at ICP

Month	Total to date	Total this month	Commentary
October	165	4	*Four cases were considered at ICP in October which was in line with forecast. *All the cases consider were concluded and referred for final hearing.
September	161	1	*One case was considered and concluded at ICP in September.
August	160	5	*Five cases were considered at ICP which was above the forecast of 0. *This is due to the lower than predicted numbers being considered earlier in the year. *One case is listed for ICP in September 2013.

Cases referred

Month	Total to date	Total this month	Commentary
October	124	4	*All four cases considered by ICP were referred.
September	120	1	*The one case considered by ICP was referred.
August	119	5	*All five cases considered by ICP were referred. *The number of cases referred is higher than forecast as no cases were due to be considered by ICP in August.

Case to answer

Month	Total to date	Total this month	Commentary
October	65%	100%	*All cases considered were referred. *The case to answer rate is now below the six month re-forecast CTA rate of 70%.
September	61%	100%	*All cases considered were referred. *The case to answer rate is higher than forecast (55%).
August	59%	100%	*All cases considered were referred. *The case to answer rate is higher than forecast (55%) but is now closer to the forecast than in previous months.

Open post-ICP cases

Month	Total to date	Total this month	Commentary
October	57	57	*The number of open cases awaiting hearing is above the six month re-forecast of 50 cases. **The case management, hearings and scheduling teams are meeting regularly to ensure that the GSCC transfer cases are actively being progressed.
September	63	63	*The number of open cases awaiting hearing is 11 higher than the 52 forecast. *This is due to the below forecast number of cases being referred to ICP or being closed pre-ICP.
August	70	70	*The number of open cases awaiting hearing is higher than the 58 forecast. *This is due to the below forecast number of cases being referred to ICP or being closed pre-ICP.

Final hearing cases heard

Month	Total to date	Total this month	Commentary
October	89	15	*The number of final hearing cases heard in October was in line with forecast. *The number of cases that were adjourned, cancelled or postponed was 5 which was above the forecast of 3 cases.
September	74	6	*Although the number of final hearing cases heard in September was below the 8 forecast all 6 of the hearings concluded.
August	68	10	* The number of hearings listed was slightly lower than the 11 forecast. * Seven of the 10 cases listed were concluded in August. * This is lower than the 12 forecast. We will need to prioritise scheduling the part heard SW cases and all other outstanding cases to catch up in forthcoming months.

Open review cases

Month	Total to date	Total this month	Commentary
October	38	6	*This is broadly in line with the forecast
September	28	2	*This is broadly in line with forecast.
August	29	3	*This is broadly in line with forecast.

Review cases heard

Month	Total to date	Total this month	Commentary
October	16	0	*The number of review cases heard was below the forecast of 12 cases for the month.
September	16	1	*This is broadly in line with forecast.
August	15	0	*This is broadly in line with forecast.

Interim order cases heard

Month	Total to date	Total this month	Commentary
October	98	9	*Nine IO review cases involving GSCC transfer cases were considered in October and reflects when the Interim Orders were originally imposed.
September	89	2	*Two IO review cases involving GSCC transfer cases were considered in September which was above the forecast were no IO Reviews were planned.
August	87	5	*The number of GSCC transfer interim order review cases considered in August was above the forecast of one case.

PSA learning points received April 2012 - March 2014

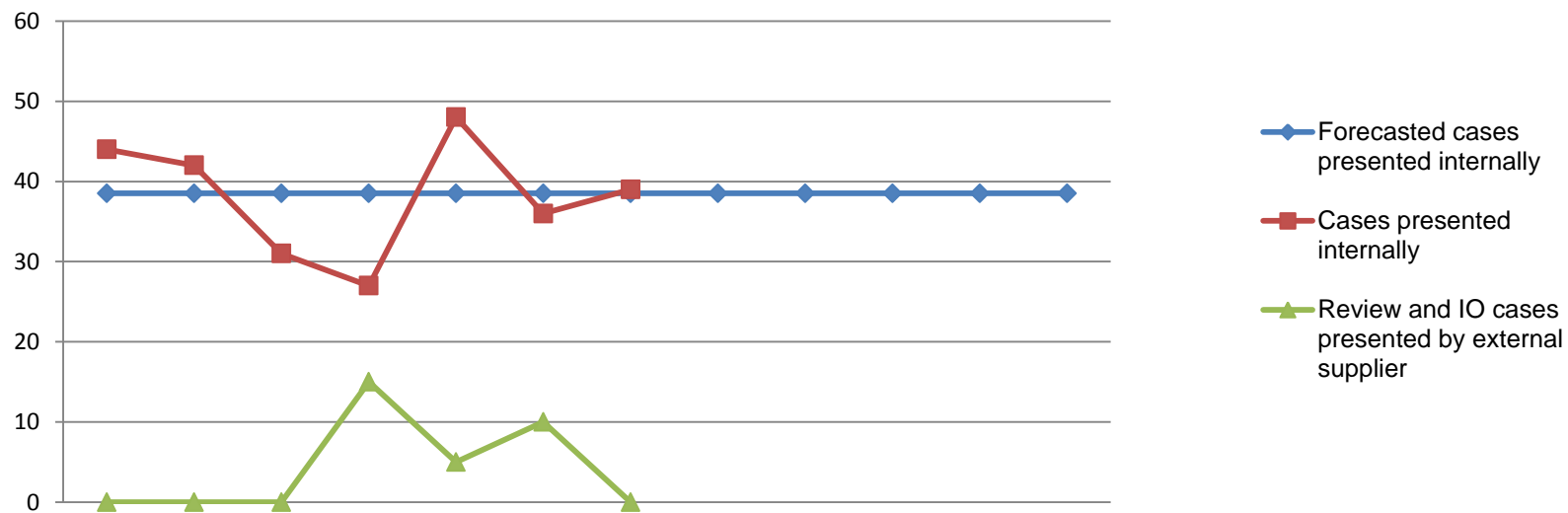
	2012				2013									2014									12/13	13/14			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Learning points received	13	10	12	12	7	6	11	7	8	9	0	9	9	11	20	6	15	8	8							104	77

Issues arising and learning points

Month	Commentary
Oct	<ul style="list-style-type: none"> * 8 Learning points received in October * There were 8 received last month and 15 the month before * The average for the last 12 months has been 10 * 2 learning points concerned social work cases * All cases referred to this month included more than one concern * 5 points related to the investigation of the case. * This included Allegations not capturing the totality of the case, a failure to allege dishonesty, omissions in the investigation and insufficient particularisation of allegations * 10 separate points involved adjudication at final hearings * This included misapplication of law by the panel, omissions in conditions of practice from a public protection perspective, failures to consider the next sanction up and a lack of detail regarding the registrants insight and remediation
Sept	<ul style="list-style-type: none"> * 8 feedback points were received in September * These cover hearings from June 2013 * The number of learning points is in accordance with previous months * Only 2 feedback points included comments about the way in which the HCPC had conducted its investigations, which is lower than in previous months. * 3 learning points concerned a lack of detail in the determination. In previous months this has always been the most common type of concern. * Detail was found to be lacking this month in relation to panels finding on grounds and on two occasions in relation to findings of impairment (particularly in relation to the level of remediation undertaken or the mitigating factors considered) * 3 points indicated that the chosen sanction was considered to be lenient. This was in relation to a caution on 2 occasions.

Aug	<ul style="list-style-type: none">* 15 feedback points were received in August* These cover hearings from May and June 2013 and one corrected comment from April 2013* This is higher than in previous months* 2 new areas of concern were identified, including the level of detail and accuracy of Case Investigation Reports and the level of detail included in discontinuance decisions.* Two points raised concern about the leniency of decisions* The most common concerns were about limited information on findings of impairment and omissions in the allegations drafted.* We disagreed entirely or in part with 4 of the points raised
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Internal operational management commentary April 2013- March 2014



	2013												2014												13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	462
Cases presented internally	44	42	31	27	48	36	39																		267
Review and IO cases presented by external supplier	0	0	0	15	5	10	0																		30

Cases presented internally

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	39	39	462	*The number of cases presented internally in October was in line with the forecast. *External solicitors were not instructed to present Review cases due to the number of final hearing cases that they had been instructed to present.
September	34/-5	39	462	*The number of cases presented internally in September was below forecast. This is due to external solicitors being instructed to present some cases in order to free up case manager resource in view of the higher than forecast number of cases per case manager.
August	48/+9	39	462	*48 cases were presented internally in August. This is above forecast. *External solicitors were used to present some Review and IO cases however they were instructed on fewer cases compared with the previous month.

Forthcoming cases to present internally

Month	Current month / variance	Commentary
October	62	*There are 41 and 21 cases currently listed for internal presenting in November and December respectively. *External suppliers have been instructed to present 12 Review and IO cases in December.
September	53	*There are 36 and 17 cases currently listed for internal presenting in October and November respectively. *Cases being presented internally include Voluntary Removal Applications, Restoration applications as well as IO and A30 Reviews.
August	44	*There are 25 and 19 Review and IO cases (inc GSCC transfer cases) listed for internal presenting in September and October. *External suppliers have been instructed to present 10 Review and IO cases in September.

Review and IO cases presented by external supplier

Month	Current month / variance	Month forecast	Year forecast	Commentary
October	0	0	0	*External solicitors were not instructed to present in view of the number of final hearing case they had been instructed to present. *External solicitors have been instructed to present 12 Review cases in December to free up Case Manager time to focus on the progression of cases.
September	10	0	0	*External solicitors were used this month to free up time for case managers to focus on case progress in view of the higher than forecast number of open cases.
August	5	0	0	*5 cases were presented by external suppliers. *External suppliers are only used to present IO and Review cases where there is capacity within existing resource agreements.

Internally presented cases - common issues

Month	Commentary
October	*No issues arising
September	*No issues arising
August	*No issues arising

Resourcing and absence - Case Management teams

Month	Commentary
October	<p>* Changes: The Case Support Manager commenced in post in October. Case Teams 3 and 7 came into effect in October, resulting in a movement of Case Managers and reconstitution of the Case Teams. Two Case Managers moved from the Case Management Team to the Assurance and Development Team to commence in post as Quality Compliance Officers</p> <p>* Leave: One Case Manager has been on long term sick leave throughout October and is expected to return to work in December. Annual Leave levels in October were relatively low. There was little overlap of leave between members of the team, which meant there was no need to put in place cover arrangements for the leave taken</p> <p>* Recruitment: Case Manager replacement recruitment will take place in November. Approval has been given for three Temporary Case Manager posts</p> <p>* Training: Bond Solon Training took place in October. In addition a number of employees attended assertiveness training.</p>
September	<p>Changes:*One Case Manager who has been appointed on a 12 month fixed term contract started in September.</p> <p>*Interviews for a Case Support Manager took place and a appointment made. The postholder will take up their position in October.</p> <p>*Leave:</p> <p>*The amount of annual leave taken in September was lower than the previous month. However, there was a high level of annual leave across the Case Team Managers which necessitated the reallocation of some responsibilities to ensure the team continued to meet operational demands.</p> <p>*Training: Data security training was held for all members of the team. In addition, three employees had Excel training.</p>
August	<p>* Changes:</p> <p>*One fixed term contract Case Managers commenced in post in August, the other fixed term Case Manager is due to commence mid-September.</p> <p>* One Case Team Manager commenced in post in August and one will commence in September.</p> <p>* The Case Support Manager interviews will take place in September.</p> <p>* Leave:</p> <p>* There were high levels of annual leave across the Case Management Team in August, resulting in the close management and redistribution of work across the team.</p>

Resourcing and absence - Administration team

Month	Commentary
October	* Changes: New temp commenced for a day only - have got new beginner 1 Nov *Training: No training took place in October *Absences: team took 11 days annual leave - One member of the team returned from long term sick leave (21 Oct) and another member of the team had an extended period of sickness absence.
September	* Changes: Sept 16 new person began (NB. Removed Oct 2nd) *Training: No training took place in September *Absences: team took 7 days annual leave - One member of the team is on long term sick leave and another member of the team had an extended period of sickness absence.
August	* Changes: A new Team Administrator (6 month contract) has been appointed and is due to start on 9 Sept. The Team Coordinator who has been appointed on a 6 month contract started in their role. * Training: No training took place in August * Absences: team took 4 days annual leave - One member of the team is on long term sick leave and another member of the team had an extended period of sickness absence.

Resourcing and absence - Scheduling team

Month	Commentary
October	*Changes: Recruitment was completed for two replacement scheduling officers, however two additional team members resigned at the end of the month. Four appointable candidates will commence substantive posts in November and December. *Training: The Scheduling Manager participated in Management Styles training. The scheduling team participated in Mind mental health awareness training. Members of the team took part in various training sessions as part of their developmental objectives for the year. *Absences: Annual leave and sickness were within acceptable levels
September	*Changes: Recruitment underway for a replacement scheduling officer. One temporary officer has left after reaching the end of their contract and a substantive officer will be joining the team at the end of this month. *Training: None. *Absences: The team took 21 days of annual leave this month. Absence due to sickness remain within acceptable levels.
August	*Changes: Two substantive scheduling officer roles were advertised and one post was successfully appointed. Recruitment for the second scheduling officer will take place next month. Two temporary officers continue to work in the team to ensure business continuity *Training: The Scheduling Manager and Lead Scheduling Officer participated in Managing Diversity training *The team took 28 days of annual leave this month, absence due to sickness were within acceptable levels

Resourcing and absence - Hearings team

Month	Commentary
October	<ul style="list-style-type: none"> * Training was undertaken by the full team over 2 separate days on proof reading and dealing with parties with mental health problems * A new hearing officer started in October on a 12 month to cover a period of maternity leave * One hearing officer resigned at the end of September and recruitment is underway to find a replacement * Sickness absence was within acceptable levels * Annual leave was restricted during October due to high levels of hearings
September	<ul style="list-style-type: none"> * A 12 month secondment post commenced on 09 September 2013 * Training on information security guidance was undertaken by half of the team. * Absences: Annual leave and sickness absence was within acceptable levels but 3 hearings had to be covered by employees outside of the hearing team until the secondment post started. The 2 hearings team managers covered hearings on 7 occasions in total to assist and the adjudications manager also covered a hearing. * A hearing team manager travelled to Northampton University and provided a presentation on professionalism and fitness to practise to 50 undergraduate students
August	<p>The 12 month secondment post has been recruited. An additional fixed term hearing officer post has been recruited to cover a maternity vacancy.</p>

FTP Internal Measuring Tools Report 2013-

Fitness to practise		2012	2013												2014												Average 12/13	Average 13/14
		Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
From date allegation made to notifying registrant of full allegation																												
Cases obs'ed each month	Total cases obs'ed	64 / 129	26	48	48	61	49	57	58	43	33	57	49	51	60	59	57	70	79	68	76	48	67					
	% within 5 months	73%	77	69	77	72	88	84	88	95	97	84	96	88	92	83	93	86	91	94	91	85	90					
	% within 7 months	85%	96	77	85	84	90	91	90	95	97	88	98	94	93	86	98	93	92	94	92	90	93					
	% within 10 months	95%	96	83	92	89	96	91	92	95	100	95	100	94	95	92	100	96	96	96	95	94	96					
	% over 10 months	5%	4	17	8	11	4	9	8	5	0	5	0	6	5	8	0	4	4	4	5	6	4					
	Mean months	3.5	4	5	4	5	3	2	2	2	1	3	1	1	2	3	1	2	2	1	2	2.8	1.8571429					
Median months	2.5	3	3	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1.6	1						
Cases yet to be obs'ed	Total cases to be obs'ed		188	163	132	132	110	96	86	101	121	98	93	95	94	93	99	98	105	121	123	118	104.71429					
	% of cases 5 months and under		63	64	58	62	53	49	55	63	64	62	59	62	66	63	65	69	73	74	72	60	68.857143					
	% 6 -7 months		11	8	8	11	15	14	6	5	10	7	6	66	2	10	11	5	7	8	10	14	7.5714286					
	% 8 - 10 months		9	10	11	10	10	9	15	11	7	7	8	6	7	4	2	8	8	7	6	9	6					
	% over 10 months		18	18	23	17	22	28	24	21	19	24	27	26	25	23	21	17	12	11	12	22	17.285714					
From ICP to final hearing																											0	
	Total cases concluded		18	25	19	10	10	22	24	21	21	22	23	13	21	26	28	30	25	20	25	19	25					
	% within 8 months	70%	77	60	58	70	40	45	37.5	57	43	59	74	62	67	42	57	43	32	65	32	57	48.285714					
	% within 10 months		11	24	26	30	50	32	45.5	19	67	59	87	77	71	62	75	63	60	90	64	44	69.285714					
	% over 10 months		11	16	16	10	10	23	17	24	33	41	13	23	29	38	25	37	40	10	36	20	30.714286					
Currently awaiting hearing																											0	
	Total cases awaiting hearing		194	176	194	189	215	232	236	241	242	234	242	254	260	267	268	255	273	287	298	221	272.57143					
	Length of time from receipt to acknowledgement	5 days	n/a												n/a n/a n/a 3 2 2 2												n/a	2.25

Health and character

From receipt of declaration on application to the register to Panel

Case heard or closed	Total cases heard or closed % within 1 month		8	18	20	41	48	60	35	50	41	80	81	82	90	78	51	75	77	97	134	47	86
		95%	88	83	85	88	94	75	91	94	88	n/a	n/a	n/a	90	79	76	84	83	85	83	87	82.857143
Cases waiting to be heard	Total cases waiting to be heard % over 1 month old		14	11	20	38	22	20	29	21	58	65	40	73	53	50	88	69	74	83	31	70	
			7	27	15	8	14	10	14	19	34	35	50	14	23	36	15	33	23	9	21	21.857143	
	Length of time from receipt to acknowledgement (median)	5 days	n/a											n/a	n/a	n/a	4.7	4	4	n/a	4.2333333		

Registration Appeals

From receipt of notice of appeal to hearing	% within 6 months % within 9 months																								
		70%	75	78	100	n/a	n/a	n/a	77	88	n/a	90	88	89	74	71	70	42	57	0	0	85.625	44.857143		
		90%	100	100	100	n/a	n/a	n/a	92	100	n/a	n/a	n/a	n/a	previo usly provid ed	previo usly provid ed	93	58	86	100	0	98.4	67.4		
	Length of time from receipt to acknowledgement (median)	5 days	n/a											n/a	n/a	n/a	11	6	10	1.5	n/a	7.125			

Protection of title

	Length of time from receipt to acknowledgement	5 days	n/a											n/a	n/a	n/a	6	9	11	6	n/a	8
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MIS

	Length of time from receipt to acknowledgement	5 days	n/a											3	3	5	7	7	5	6	n/a	5.1428571
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Fitness to practise measuring tools

Month	Commentary
Oct	*91% of cases were obsed within 5 months of receipt in October. This exceeds the internal measure which is 73%. *The percentage of cases obsed within 5 months has decreased by 3% compared with the previous month.
Sept	* The internal measure was exceeded by 21% in September * The percentage of cases obsed within 5 months of receipt has increased a further 3% since last month
August	* 91% of cases were obsed within 5 months of receipt in August, which exceeds the internal measure, which is 73%. * The percentage of cases obsed within 5 months of receipt has increased by 5% since last month. * Obs figures and case progression are closely monitored on a weekly and monthly basis.

Health and character measuring tools

Month	Commentary
Oct	* Intake for October (148 new cases) was even higher than in September (122) but the proportion concluded within a month was only marginally lower, at 83%. * The proportion of open cases over a month old is now only 9%.
Sept	* Despite an intake of new cases which exceeded forecast by 54% the proportion concluded within a month has marginally increased to 85%. * The proportion of open cases over a month old has reduced to 23%.
August	* The seasonally high intake of new cases has continued but the proportion concluded within a month has remained steady at 83%. * 33% of open cases are over a month old.

Registration appeals measuring tools

Month	Commentary
Oct	* No cases were heard in October.
Sept	* Of the 4 cases heard in September none was heard within 6 months of the notice of appeal but all were heard within 9 months.
August	* Performance has improved on July and should continue on an upward trajectory as the new Case Team Manager becomes operational in late September/early October.

Protection of title measuring tools

Month	Commentary
Oct	* There has been a stronger focus to ensure that cases are acknowledged promptly even though, given the current pressures from high volumes of Health & Character cases, we cannot at present progress them as quickly as we would like.
Sept	* At 11 days the length of time to acknowledgement has continued to worsen and this again reflects the high volume of new Health & Character cases.
August	* At 9 days the median length of time to acknowledgement has worsened and this continues to reflect the high volume of Health & Character cases received by Case Team 3.

MIS cases measuring tools

Month	Commentary
Oct	* The average acknowledgement time for an MIS cases in October 2013 was 6 calendar days, and a median of 5.0 calendar days. * The acknowledgement times this month are slightly outside of the set service standards. This can be explained by the high number of MIS cases and the increase workload of the case support team to support the case management teams, in particular review bundles and FOI bundle requests.
Sept	* The average acknowledgement time for an MIS cases in September 2013 was 5 calendar days, and a median of 4.5 calendar days. * The acknowledgement times this month are in line with the set service standards. This can be explained by the fact that the 2 new case support officers have been trained and are now able to undertake MIS cases to assist the team, therefore bringing individual caseloads/workloads down.
August	The average acknowledgement time for an MIS case for August 2013 was 7 calendar days, and a median of 6 calendar days, which again this month falls outside of the service times. Again this month there has been an increased number of MIS cases together with the new case support officers undergoing training and the experienced case support officers being on annual leave. The number of actions currently being performed for the case management teams have also increased, including taking on new tasks, such as completing registration appeal bundles, at short notice.

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
October	1	* The number of actions assigned to Historic User in CMS in October demonstrates the effective monitoring in place
September	0	* There were no actions assigned to a Historic User in CMS in September
August	1	* There was one action assigned to a Historic User in CMS in August

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
October	611	<ul style="list-style-type: none"> * The number of overdue actions has decreased again since last month * The number of overdue actions is high. However, the numbers are monitored on a weekly basis, which a clear prioritisation system in place to ensure that high risk or older tasks are dealt with first; * The majority of overdue actions relate to information chases (153) and actioning letter and email received tasks (150) * 65 overdue actions were in relation to closed cases
September	679	<ul style="list-style-type: none"> * The number of overdue actions has decreased since August * The number of overdue actions remains high * The largest number of overdue actions continues to relate to overdue chase letters (155) and overdue email/letter received actions (259) * The number of overdue actions is monitored on a weekly basis * Enhanced reporting of the number, age profile and distribution of overdue actions commenced in September, which will allow the Case Management Team to reallocate work and resources more effectively with the aim of reducing the number of overdue actions
August	778	<ul style="list-style-type: none"> * The number of overdue actions in August has increased significantly since July. * This is in part explained by the high levels of annual leave taken within the Case Management Team in August, resulting in work having to be reallocated across the Case Management Team. * It is expected that the number of overdue actions will reduce in September due to low leave levels and a full complement of Case Managers and Case Team Managers in post. * The largest number of overdue actions continue to relate to chase actions (249) and letter/email received actions (193). * Overdue actions are monitored on a weekly basis, adopting a risk based approach. * Enhanced reporting on the number, type and distribution of overdue actions across the FTP Department as a whole has been developed, including a prioritisation system. This will be rolled out in September.

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
October	16	These are in the "unallocated profile" which is intentional so that the team can cover this workload and monitor progress. There are no concerns with these actions.
September	2	There are two outstanding actions in the 'unallocated' profile. Both actions are in cases and are therefore difficult to monitor by the adjudications team. *One of the outstanding actions related to a witness travel and expense form which is processed by the administrative team.
August	5	*There are 5 outstanding actions in the 'unallocated' profile this month. These actions are all within cases are not automatically flagged to members of the adjudication team. *Out of the 5 actions, one was a postponement request and another was a witness travel form, which should have been allocated to the administration team. *There has been an overall reduction in actions being allocated incorrectly. The adjudication team will continue to monitor this and feed back to case teams where necessary.

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
October	53	These actions relate to witness dates to avoid which are left deliberately unactioned as part of the scheduling process. When the hearing is confirmed, the actions are all confirmed as per Scheduling checklist.
September	45	*There are 45 overdue actions within the adjudication team, which is a which is a reduction in almost 50% compared to last months figures *The majority of outstanding actions were witness availability emails.
August	87	*There are 87 overdue actions within the adjudication team. *There has been a large reduction in overdue actions in comparison to last month *The majority of outstanding actions were witness availability emails, closely followed by chaser actions for the hearings team to contact witnesses in advance of their hearing.

Net Regulate status checks

Month	Number of Issues	Commentary
October	25 non-public statuses, 0 sanction statuses	There continues to be no issues
September	56 non-public statuses, 0 sanction statuses	The number of these discrepancies continues to be monitored.
August	14 non-public statuses; 0 sanction statuses	This number of non-public discrepancies continues to be monitored.