

Council, 23 September 2015

Fitness to Practise Report

Executive summary and recommendations

**Introduction**

The report provides an update on the main activities of the Fitness to Practise Department. The report includes statistical information relating to case management and adjudication activity in July 2015 as well as length of time analysis.

**Decision**

The Council is requested to discuss the report.

**Background information**

There is no additional background information.

**Resource implications**

The resources for the Department are set out in the annual workplan and budget 2015-16.

**Financial implications**

As above.

**Appendices**

None.

**Date of paper**

2 September 2015

## Fitness to Practise Directorate – Council 23 September 2015

The following provides an update about the work of the Fitness to Practise Directorate in July 2015 and a comparison with the 3 month re-forecasted activity in 2015-16.

### Case Information

1. The statistical information relating to the work of the Fitness to Practise Department can be found in the management information pack, and the appendix providing the cumulative length of time data. The data included is for April to July 2015 (month 1 to 4 of the new budget year), and contains the complete budget year 2014-15 as a comparator. Key information is highlighted below.

### Commentary on cases against forecast

2. **New cases:** We had 244 versus 185 forecast, which is 31% higher than expected. This follows three consecutive months where the number of new cases has been lower than predicted. Year to date we are 6% lower than forecast. We will continue to monitor this in the coming months to anticipate any impact on Investigating Committee Panel or team resources.
3. The majority of new cases continue to relate to Social Workers. We received 132 social work cases, accounting for 54% of the total in July. This has been broadly consistent throughout the year to date where the proportion of social worker cases is 55%.
4. In July, 44% of newly received cases came from members of the public. This remains the consistent route of complaints across the year to date, where 47% of allegations came from members of the public. This remains similar to last year (46%). Complaints from employers accounted for 25% of this year's new matters, with 18% being self referrals from Registrants.
5. In July, we closed 171 cases pre-ICP. This was an increase on the previous months, and the third consecutive month where the number of cases closed was in line with the forecast numbers. This is due to our continuing focus on reviewing and closing cases. As such, the volumes and ages of pre-ICP cases is changing as cases progress. We continue to monitor this category of work closely.
6. **Professions:** Year to date, there is little change with 55% of new complaints received relating to social workers. The next highest rate is for paramedics (11%), and practitioner psychologists (8%). Physiotherapists represent 6% of new concerns. Broadly speaking, there are no significant changes in the most complained about professions.
7. **Ongoing cases:** We have 1372 ongoing pre ICP cases, which is slightly lower (2.7%) than the forecast (1335). There are 11 Rule 12 cases which meet the definition of no active investigation whilst awaiting further information from third

parties, as described in the new Standard of Acceptance. This is planned following the focus on moving more cases into the Investigating Committee Panel stage, or closing them where appropriate.

8. The number of cases at pre-ICP stage is 264, (10% below forecast at 294); as previously reported we are continuing to focus our obs and ICP planning resources to ensure that we have sufficient cases that can be put in front of a panel of the Investigating Committee.
9. Case progression conferences continue to be held on a monthly basis with a particular focus on the older cases which are still in the enquiry stage or do not have an ICP date fixed. In July, eleven of the oldest cases were reviewed and escalated actions assigned to them.
10. Obs: 81 cases were obs'd this month. This is on target as the forecast was 85 cases. At the reforecast, we were expecting to have obs'd 252 cases. 248 cases have actually been obs'd in this period. This is due to the efforts of the case teams to target and complete this activity in addition to closing cases that do not meet the Standard of Acceptance. We will need to continue to monitor this key area, but the first four months show our efforts are taking effect.
11. **Cases considered at Investigating Committee:** 64 cases were considered at ICP in May (59 were forecasted), 5 (8%) of these cases required further information. The case to answer rate was 59%, compared to 52% forecasted. Year to date the rate is 53%. We will continue to monitor this rate in the coming months.
12. **Interim Orders:** Eight new applications were considered, with seven (88%) granted. This is in line with previous granted rates (90%). Thirty nine existing interim order cases were reviewed; none were revoked.

### **Cases awaiting final hearing and hearings activity**

13. There are 429 open cases, which is on forecast (430 cases). We are continuing to push through older cases as a result of the length of time work. We have weekly teleconferences and monthly meetings with our external lawyers to ensure escalation of these cases is reviewed regularly.
14. Currently, 39% of these post ICP cases are under investigation by our external lawyers. A further 39% of the cases are with our scheduling team who are actively arranging hearings. The remaining 22% have a final hearing fixed for a date in the future. To ensure we meet the forecasted final hearing activity, we have arranged some temporary scheduling resource whilst new permanent posts are recruited and trained.
15. There were six preliminary hearings held in July. There were 34 hearings listed (against a forecast of 33). We are continuing to use preliminary hearing activity to resolve issues with cases to allow them to advance to final hearings. The

adjournment and part heard rate (5 cases in total) is higher as a percentage of listed activity (15%) but is due to smaller numbers and remains within expected parameters.

### **Length of time review**

16. We have continued to repeat the length of time analysis presented to Council in 2014 as part of the wider discussion of timeliness and conclusion of cases. The length of time appendix has detailed commentary; below are the key headlines for the first three months of the new activity year.
17. Year to date, we closed 746 cases at either pre-ICP, ICP or final hearing stage. Of these, 90% (667 cases) were closed within 18 months of receipt of the original complaint. This proportion has not changed since we presented the analysis to Council in September 2014. As previously reported, this is likely to continue through 2015-16 as we focus on cases still in the system that were assessed under the previous Standard of Acceptance.
18. The mean and median closure times for this combined group has remained at 9 and 7 months. For cases closed at pre-ICP stage, the mean and median times remain at 6 and 5 months; for cases closed no case to answer at ICP 9 and 9 months; and for those closed at final hearing are 21 and 20 months (from 20 and 20 months previously). Broadly, the overall proportions and times are in line with previous years' performance, but are subject to fluctuations due to small numbers of completed cases at the start of the year. We will continue to monitor this in the coming months.
19. An analysis of the open cases at each stage shows the current age of cases yet to conclude. Of the 1107 open Enquiry cases, the mean and median age from receipt remains constant at 5 and 4 months respectively. This is comparable with previous years' activity.
20. Of the 264 open pre-ICP cases, the mean and median age from receipt remains at 11 and 9 months. This remains slightly higher than the final position last year where the year-end figures were 10 and 8 months respectively. These cases took a mean and median of 5 and 4 months respectively to reach the Standard of Acceptance (SOA) stage, and a mean and median of 6 and 3 months from SOA being met to their current position. There is no significant change from the previous 12 months.
21. Of the 429 current post ICP cases, the mean and median age from receipt remains at 19 and 17 months respectively. For these cases, the mean and median time taken to reach SOA remains at 4 and 3 months respectively. The cases then took a further 7 and 4 months (mean and median) respectively from SOA to ICP. The cases have taken a further 9 and 7 months (mean and median) from ICP to date. The increase by a month in the average time from SOA to ICP and ICP to date is likely to continue in the next quarter as we progress cases through our efforts in the case management stages.

22. We continue to work with our external lawyers to ensure we identify any delays to these cases, and provide instruction to conclude the case effectively. We have been concentrating on driving cases to be ready to fix for final hearing to ensure that we meet our budget and activity levels for hearings, and that we use the allocated resources efficiently.

### **Non-FTP case activity**

23. Registration Appeals: 5 new cases were received, against a forecast of 7 for June. There are 27 cases open, compared with 31 at the end of June. We continue to review the process for progression of these cases, but the numbers and proportions of cases have returned to the anticipated levels. These cases will transfer to the Registrations team in coming months now the new Registrations Appeal Team has been recruited. We are currently making final arrangements to handle the remainder of these cases as the new team in registrations beds in.

24. Protection of Title: There were 28 cases received in July, against a forecast of 34. There are 70 open cases, which is a reduction of 48 against those that were open at the end of June. These numbers are within the expected parameters. The ongoing prosecution case has been pushed back to the final quarter of 2015 due to court processes.

25. Health and Character declarations: There were 85 new cases received in July, 20% higher than forecasted. Twenty five cases were considered by panels in July, with 43 remaining open. We continue to monitor and use flexible resources to manage the peaks and troughs in this stream of activity. The next quarter will see rises in these declarations due to the academic and registration processes, and we are planning our resources to manage this.

26. Suitability scheme: There were no new suitability cases in July. There have been no new cases since September 2014; this is likely to continue as the cycle of students becoming registered continues and the approval programmes for education providers nears completion. Four cases remain open; there are no concerns with this level of finite activity which will conclude in 2015-16 when the Social Worker education programmes have all been approved. We are working with Education to handle these last few cases and publicise the end of the scheme.

27. Miscellaneous (MIS): 84 new cases were received in this month, which is exactly on forecast. The open caseload is 56, which is lower than the forecasted activity of 70. This area of work therefore remains within expected parameters.

28. High Court: There were no new high court cases in July. Overall, high court activity remains low with three active cases including this new one.

29. There were no learning points from PSA in July. The last learning points were received in November. We have enquired twice to see if there we should expect any

learning points, and have been told there are some to come, but they have been delayed by resource issues at PSA. Given that many months may have elapsed since the hearing, we may need to review whether we investigate each of these learning points and feed back to parties. We will continue to use the examples as part of our training programme for Panels.

## **Other activities**

### **Case Management**

#### **Standard of acceptance**

30. The standard of acceptance policy revisions have been fully implemented and the additional support provided by external lawyers has come to an end. Work has commenced on reviewing the referral form for members of the public and drafting a document to better explain the standard of acceptance to members of the public.

#### **Coaching training**

31. Case Team Managers and the Case Support Manager undertook a one day coaching training session specifically tailor to this role. The training was well received and a review session with the trainer will take place in September.

## **Adjudications**

### **Independence in Adjudication**

32. Further to EMT's consideration of the business case in June, work continues on planning the governance and operational arrangements required for a separate HCPC tribunal service. Members of the team have also been working closely with colleagues in the projects team to determine the requirements for 405 Kennington Road which will become a dedicated centre for our fitness to practise hearings.

33. We are currently recruiting for a Scheduling Officer and Hearings Officer post due to recent resignations within the team. We are recruiting two temps to cover the recruitment period and another Scheduling Officer temp to assist with bringing down the number of cases that are ready to fix and to ensure that we are able to list a sufficient number of cases by the end of the financial year.

### **Ready to fix cases**

34. In order to ensure cases that are 'ready to fix' are listed for a hearing as soon as possible, we have undertaken a review of all cases in this remit, including the age of those cases. Older cases will be prioritised for listing along with other high priority cases.

In addition, an ad hoc scheduling 'case progression' meeting took place with relevant Scheduling Officers, team managers and the Adjudication Manager – Scheduling where barriers to listing cases were explored and relevant management instructions given as appropriate.

### **Assurance and Development**

35. Quality Compliance and Assurance and Development Officer have both been appointed, following internal promotions. Assurance and Development Officer has started; Quality Compliance Officer will start in September.

### **Service Improvement**

#### **Stakeholder Engagement**

36. The Head of FTP Service Improvement spoke with colleagues from the Nursing and Midwifery Council (NMC) upon their request about our work with the Patients Association to peer review the initial stages of the fitness to practise process from the viewpoint of a complainant. The NMC are considering a similar peer review given that our work was recognised as good practice by the PSA.

#### **Information Sharing with the Care Quality Commission**

37. In accordance with our memorandum of understanding, we have shared feedback about health and adult social care providers which are due to be inspected as part of the CQC's quarter 2 inspection programme of 2015-16. We also made one direct referral to the CQC following a final hearing where system concerns, around cross infection control, consistency in completing medical records and the reporting of clinical incidents, with a NHS Trust were identified.

#### **Registrant and Complainant support mechanisms**

38. In conjunction with the Samaritans, we delivered a bespoke training course to 16 members of staff from across the Case Management and Adjudication teams about managing suicidal contacts. The members of staff fed back to their teams and are now the go-to person for suicidal contact queries from colleagues in their teams. A project team of members of staff who attended the training are also developing a guidance document to assist with the transfer of learning to the workplace.

#### **Information security**

39. We have undertaken a wholesale review of our information security arrangements to assess their robustness and proportionality. As part of this review we asked for information from our colleagues in the other health and care regulators about their approach to redaction. Our review identified some areas for improvement and we are in the process of implementing an action plan. We will continue to monitor our

arrangements, and the impact of the changes we have made, over the coming months.

40. The temporary resource to assist with the redaction and preparation of bundles ('the redaction team') has been fully functional since the end of June 2015. 73 requests for redaction were received from Case Managers in July and all but one of these requests was completed by the end of the month. 71% were completed by the redaction team and 29% were completed by the Case Support team. We will continue to monitor the impact of this arrangement over the coming months.

#### **GSCC transfer cases August 2012-June 2015 – update on open activity**

41. There is currently one case remaining in a pre ICP status. This case is awaiting the results of a complex criminal investigation without which we are unable to progress matters. This remaining case at Investigating Committee stage is unlikely to conclude before autumn 2015.
42. There are 10 final hearing cases. Of these, five have dates fixed between now and June. Of the remaining five cases, three have ongoing criminal trials, and the remaining two cases are currently being scheduled. It is likely that the cases should be concluded by September 2015 subject to no changes to the timetables for those awaiting criminal trials.



## **Fitness to Practise Department**

## **Management Information Pack**

John Barwick, Director of Fitness to Practise  
Activity in Sept 2015

<b>Contents</b>	<b>Page</b>
<b>Glossary</b>	<b>12-14</b>
<b>Forecast Summary</b>	<b>15-16</b>
<b>Enquiries and Allegations Received by type: April 2014-March 2016</b>	<b>17</b>
<b>Cases Received: Profession &amp; source of complaint April 2011 - March 2016</b>	<b>18-19</b>
<b>Pre ICP Case Information April 2014 - March 2016</b>	<b>20</b>
<b>Investigating Panel Decisions and Referrals April 2014 - March 2016</b>	<b>21-22</b>
<b>Investigating Panel Decisions by profession and source of allegation April 2011 - March 2016</b>	<b>23</b>
<b>Interim Order Cases April 2014 - March 2016</b>	<b>24-26</b>
<b>Panel Hearing Decisions (Preliminary and Final Hearings) April 2011 - March 2016</b>	<b>27</b>
<b>CCC and HC final hearings - Scheduling and Resources</b>	<b>28-29</b>
<b>Outcome of final hearing by representation April 2014 - March 2016</b>	<b>30</b>
<b>Final Hearings: Decision by profession April 2014 - March 2016</b>	<b>31</b>
<b>Review Hearing: Decision by profession April 2011 - March 2016</b>	<b>32</b>
<b>Registration Appeals April 2014 - March 2016</b>	<b>33</b>
<b>Protection of Title April 2014 - March 2016</b>	<b>34</b>
<b>Health and Character Declarations April 2014 - March 2016</b>	<b>35</b>
<b>Suitability Scheme August 2012 - March 2016</b>	<b>36</b>
<b>MIS Cases April 2014 - March 2016</b>	<b>37</b>
<b>Cases at Judicial Review or High Court/Court of Sherrif April 2014 - March 2016</b>	<b>38</b>
<b>Complaints relating to FTP Cases or Service April 2012 - March 2016</b>	<b>39</b>
<b>GSCC transfer cases August 2012 - March 2016</b>	<b>40-42</b>
<b>PSA Learning Points April 2014 - March 2016</b>	<b>43</b>
<b>Internal Operational Management Information</b>	<b>44</b>
<b>Internal Measuring tools Report 2014 - 2016</b>	<b>45-46</b>
<b>CMS Action Monitoring and Net Regulate Status Checks</b>	<b>47-48</b>

Glossary	Headline description	Further information
<b>Adjournments</b>	The case starts its hearing activity but has a request from a party to cease	
<b>Allegations</b>	These are drafted by the Case Manager before the case is considered at ICP. The IC Panel can amend these allegations if they wish, based on their review of the information in front of them.	The allegations are what the Registrant is asked to comment on in their observations. The allegations are also used by the external investigators to investigate and present the case in a public hearing.
<b>Allegations made: Investigating Panel (chart)</b>	This chart shows the number and age of cases from the time the case met the standards of acceptance, until the final ICP decision. Only cases that have concluded at a final hearing are included.	
<b>Cancellations</b>	A hearing or meeting does not proceed due to being administratively cancelled	
<b>Case to answer rate</b>	The rate of cases that an Investigating Committee Panel find that meet the realistic prospect test.	The Case to Answer rate is the total number of cases referred for external investigation, divided by the total number of cases concluded at ICP. It does not include cases that require further information gathering by the Case Manager.
<b>Closed PreICP</b>	A case that does not meet the standard of acceptance can be closed without sending it to an Investigating Committee Panel.	Cases that are closed preICP are those where requests have been made for information to meet the allegation, but have not been provided, or where the case does not relate to HCPC fitness to practise standards.
<b>Complaints</b>	Complaints about FTP decisions, processes or service are logged centrally and reviewed at Executive Management Team. In FTP, a central logging and response process exists to ensure the 10 working day service standard is met, and issues with complaints are escalated appropriately.	Issues from review of complaints are reviewed and fed into the training, guidance or improvement workstreams in FTP
<b>Enquiry cases</b>	These cases are identifiable to an HCPC registrant, but do not currently meet the HCPC's Standard of Acceptance	Cases are anticipated to meet the standard of acceptance within four months of receipt of the original complaint.
<b>Forecast</b>	This is the number of cases that are expected and budgeted for in the annual budget planning process.	There is a re-forecast at 3, 6 and 9 months of the budget year to ensure any changes in activity are resourced or re-planned.
<b>Full year effect (FYE)</b>	This is the summary of activity in any completed year, described from 1 April to 31 March	
<b>Further Information at ICP</b>	These cases have been considered by the Investigating Committee Panel, but are considered to have insufficient detail to make a case to answer decision.	The Case Manager requests further information and the case is returned to a future IC Panel.
<b>GSCC transfer cases</b>	These cases were transferred on 1 August 2012, on the closure of the General Social Care Council	These cases are analysed and presented separately in the management commentary from those relating to social workers in England, which were received after 1 August 2012 directly by HCPC
<b>Health and Character Declarations</b>	If a Registrant declares an issue with their physical or mental health, or a caution or conviction, FTP can investigate and constitute a hearing to decide if the issue is compatible with being on HCPC register.	HCPC team members have administrative rights to close cases in line with the policy. Those cases that require review by a panel go to the Investigating Committee.
<b>High Court activity</b>	Professional Standards Authority have the power to appeal a decision made by an HCPC panel. Registrants also have the right to appeal a Panel decision or to request a judicial review of our processes or decisions.	These cases are presented by external lawyers at the High Court. HCPC can re-hear cases under certain circumstances.

<b>ICP</b>	The Investigating Committee is one of the committees that consider cases. The ICP decide if the realistic prospect test is met on the information in front of it, and refers cases for further (external) investigation.	The Investigating Committee Panel is not a public hearing, and uses the information contained in the papers prepared by the Case Manager to reach its decision.
<b>Interim Orders</b>	Interim orders can be applied for when there is considered to be significant risk to the public or the registrant from their alleged impairment of fitness to practise. An order can be applied for at any stage.	Orders can be granted or refused by a Panel. For those that are granted, they must be reviewed regularly (at 6 months from imposition, then every 3 months until the expiry - usually 18 months). Orders still required after the maximum 18 months have to be applied for extension at the relevant High Court.
<b>Internal measuring tools</b>	A range of time based measures for cases at each of the stages in the process are used to ensure that cases are progressing as expected, or that complex cases have the appropriate escalation actions.	Our case management system generates weekly and monthly reports to ensure any cases that are outside the service standards can be identified.
<b>Length of time</b>	Cases are measured from a number of points in their lifetime. These measures have service standards associated with them, and are used to trigger escalation activity for cases that exceed them. Information is taken from the Case Management System	Measures are taken from: receipt of the original complaint, the time the case meets the standard of acceptance, the time the case has been sent to the Registrant for observations; the date of the final IC Panel; the conclusion of the external investigation; the point at which the case is ready and then fixed for a final hearing; the conclusion of the final hearing.
<b>Length of time Age of Post ICP (chart)</b>	This chart shows the number and age of cases, measured from the ICP decision of case to answer. These cases have been to ICP.	
<b>Length of time Cases Inv Committee (excluding further information) - (chart)</b>	This chart shows the number and age of cases measured from the Standard of Acceptance for ICP cases that have concluded.	These cases may be closed no case to answer, or sent for investigation by external lawyers. Cases where an IC Panel asked for more information are excluded.
<b>Length of time: Allegations made to conclusion of final hearing (chart)</b>	This chart shows the number and age of cases that have concluded at a final hearing. The measure is the time taken from the meeting of the Standard of Acceptance to the conclusion of the final hearing.	
<b>Length of time Investigating Panel - Case Concluded (chart)</b>	This chart shows the time taken from the investigating committee panel decision to the conclusion of the final hearing.	
<b>Length of time Open PreICP (chart)</b>	This chart shows the number of cases and their age from the Standard of Acceptance. These cases have not been to ICP yet.	
<b>Mean and median average</b>	The mean is the average of the data, the median is the middle point of the range of the data	
<b>Obs (Observations)</b>	When a case meets the Standard of Acceptance, it is prepared to go to an Investigating Committee Panel. At the point of reaching the SOA, the Registrant is informed that there is a case against them, and invited to give their observations (Obs) on the complaint made against them.	Any Obs that come back after the 28 day period allowed for the Registrant's response go to the Investigating Committee Panel
<b>Part Heard</b>	A case starts its hearing activity, but does not conclude in the allotted time.	Further hearing time is arranged by the Scheduling team, liaising with all parties.
<b>Post ICP cases</b>	These cases have been considered by an Investigating Committee Panel and have a case to answer decision	The cases may be with external investigators (30%), Ready to fix (40%) or have a confirmed final hearing date that is in the future.

<b>Pre ICP cases</b>	These cases have met HCPC's Standard of Acceptance, but have not yet been considered by an Investigating Committee panel.	These cases may have Obs returned, or still be in the process of creating the allegations on which the Registrant is asked to provide Observations. ICP dates are generally arranged up to two months in advance. Cases are expected to have been to ICP for a decision within eight months of receipt of the original complaint.
<b>Preliminary meetings</b>	Can be used to manage aspects of the case, such as witness orders, use of the time available, or admissibility of evidence.	Preliminary meetings can be held virtually, or in person.
<b>Profession</b>	There are 16 professions regulated by HCPC	The management commentary breaks down the trends in new complaints, and also outcome of key decision stages by profession.
<b>Protection of Title</b>	If an individual uses one of the protected titles described in HCPC's Order, a prosecution can be pursued.	
<b>PSA Learning Points</b>	Professional Standards Authority review all final hearing decisions to ensure consistency and also that HCPC is not unduly lenient. They have the power to appeal these decisions. A monthly learning points letter is sent to HCPC containing their observations.	We review all learning points and respond to PSA with our views, including whether we agree with their opinion. We share these responses with our panels for individual learning, and also use case studies in our induction and refresher training courses.
<b>Ready to Fix (RTF)</b>	A case where the external investigation has concluded and can be scheduled for a final is described as ready to fix	The scheduling team at HCPC take RTF cases and liaise with all parties before fixing or confirming the date and location of the hearings. We assume approximately 30% of all post ICP cases will be RTF at any stage.
<b>Realistic Prospect Test</b>	This is set out in the standard of acceptance Council policy, and describes the likelihood of a Registrant's fitness to practise being found impaired.	It is a core component of the Standard of Acceptance policy.
<b>Registration Appeals</b>	Registrants who are refused entry to HCPC register can appeal.	Panels are arranged to consider the appeal.
<b>Representation</b>	Registrants may be represented by a union. Representation may happen at any stage in the process.	The management commentary reviews the outcome of decisions at ICP and at final hearing against whether the Registrant was engaged with the process. The registrant may represent themselves, by represented by others, or there may be no engagement from the registrant or a representative.
<b>Review of substantive decisions</b>	Cases where a suspension or caution is applied at a final hearing must be reviewed by an independent prior to the order expiring.	These panels can continue the original order, vary it, or allow it to expire. Following a period of suspension, Panels can strike a registrant off the register.
<b>Source of complaint</b>	These are categorised as: article 22(6)/Anonymous; Employer; Other; Other Registrant; Police; Professional body; Public; Self referral	The management commentary breaks down the trends in these different sources, and helps to guide FTP guidance development work.
<b>Standard of Acceptance (SOA)</b>	This is set out in Council's policy	
<b>Year to date (YTD)</b>	This is the summary of the information in the period 1 April to 31 March in the current budget year	

Key Forecast and Management Information Summary (FTP cases only)

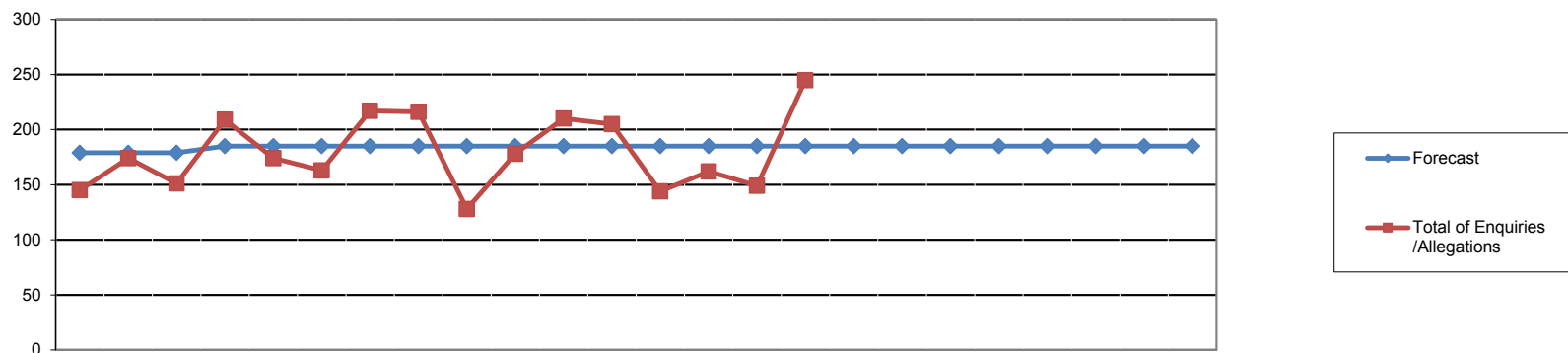
	14/15 Actual													15/16 Actual											15/16 Forecast					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
Cases Received	145	174	151	209	174	163	217	216	128	178	210	205	2170	144	162	149	245									2,191	2,191			
Cases pre ICP & Enquiry Rule 12	1147	1173	1193	1234	1194	1276	1365	1445	1436	1437	1457	1441	1441	1437	1427	1353	1372									1,432	1,074			
Cases closed pre ICP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11									N/A	N/A			
Case to Answer percentage	81	71	73	79	73	81	66	82	89	94	126	127	1042	87	123	171	165									1,617	1,686			
Cases awaiting hearing	47%	57%	58%	55%	49%	57%	57%	56%	55%	42%	56%	55%	55%	42%	58%	51%	59%									52%	52%			
Cases per case manager (preICP)	354	368	381	397	403	427	418	419	420	426	437	428	428	432	431	432	429									417	467			
Case per case manager (post ICP)	53	52	50	51	46	44	52	50	49	50	53	52	52	52	49	43	44									N/A	N/A			
	17	16	16	17	16	15	16	15	14	15	16	16	16	16	15	14	14									N/A	N/A			

**NB: this does not include GSCC transfer cases or any cases that are in the review cycle of a substantive sanction**

**Cases per case manager**

Month	Current month / variance	Month forecast	Year end forecast	Commentary
<b>July</b>	44/-1 (pre-ICP) 14/-11 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	<p>* The average caseload per Case Manager continues to be below forecast in July. However, like the previous month, the caseload is not spread evenly throughout the Case Management group due to the number of new starters that commenced in post in June, who are still working through their induction periods and building up their caseloads. There are also some members of the team who are in performance management processes or have been on long term absence.</p> <p>* The reduction in average caseloads per Case Manager can in part be attributed to the focus on ensuring that case closures and obs are performed in a steady flow throughout the month. This is encouraging, particularly given the higher than forecast number of new cases received in July.</p>
<b>June</b>	43/-2 (pre-ICP) 14/-11 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	<p>* There has been a reduction in the number of cases per Case Manager in June, as averaged across the entire Case Management Team;</p> <p>* The reduction can be explained by the commencement in post of 3 new CMs in June in addition to the 2 Case Managers who commenced in May;</p> <p>* It is important to note that case loads are not evenly distributed as the new starters are carrying significantly smaller caseloads as they move through their induction and training period. In addition, the case loads of the Case Managers who recently finished up in post had to be reallocated amongst the Case Management Team, where the bulk of those cases had to go to existing Case Managers;</p> <p>* The Case Management Team is currently fully resourced. It is expected that the caseloads of individual Case Managers will even out as the new starters progress through their induction periods;</p> <p>* The current case loads are also affected by the improved performance against forecast in relation to obs and closure numbers in June. This meant that a higher number of cases moved out of the pre-ICP/enquiry remit. In addition, the number of new cases received in June was broadly in line with forecast</p>
<b>May</b>	49/+4 (pre-ICP) 15/-10 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	<p>* The small reduction in the number of cases per Case Manager reflects the recruitment of two new Case Managers who took up post in May and the two recruits from April gradually taking on larger caseloads as they progress through their induction.</p> <p>* A further four new Case Managers will be starting in late June - one of whom is already working as a Temporary Case Manager - and two Temporary Case Managers who have been covering vacancies will be released.</p>

**Enquiries and Allegations Received by type: April 2014-March 2016**



	2014				2015								2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Forecast</b>	179	179	179	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185
<b>Enquiries</b>	140	166	149	204	168	160	216	211	125	174	203	204	142	160	145	231								
<b>Allegations</b>	5	8	2	5	6	3	1	5	3	4	7	1	2	2	4	8								
<b>Rule 12</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6								
<b>Total of Enquiries /Allegations</b>	145	174	151	209	174	163	217	216	128	178	210	205	144	162	149	245								
<b>Article 22(6)/Anon</b>	4	9	4	7	9	2	2	4	2	7	5	10	5	3	2	3								
<b>Employer</b>	37	55	43	65	40	47	53	53	25	37	41	58	37	35	42	62								
<b>Other</b>	6	1	4	5	7	11	16	22	7	9	6	9	5	7	5	11								
<b>Other Registrant</b>	8	6	5	7	6	3	7	5	2	1	11	10	2	3	5	7								
<b>Police</b>	3	2	0	0	2	2	2	5	1	1	3	0	0	2	4	0								
<b>Professional body</b>	1	2	2	3	2	1	2	0	1	0	0	1	0	2	1	1								
<b>Public</b>	58	62	60	93	86	67	101	89	75	92	112	93	69	84	65	109								
<b>Self-referral</b>	28	37	33	29	22	30	34	38	15	31	32	24	26	26	25	52								

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
	n/a		n/a	n/a
500	1452	1,960	2,120	678
425	201	109	50	16
925	1653	2,069	2,170	700
283	58	77	65	13
289	435	593	554	176
33	87	81	103	28
53	99	78	71	17
27	27	37	21	6
12	21	14	15	4
228	634	793	988	327
NA	NA	396	353	129



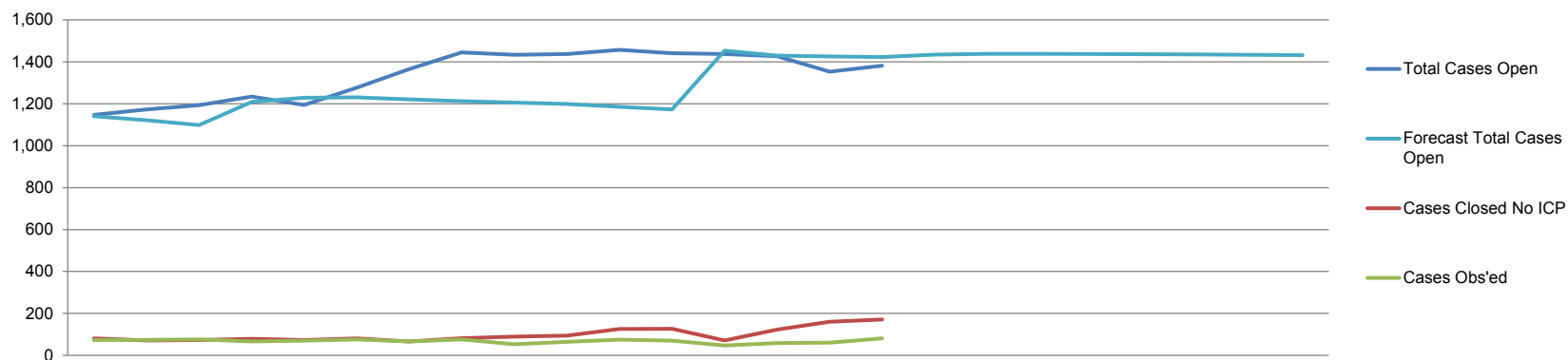
Cases Received: Profession & source of complaint April 2011 - March 2016

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
Arts therapists	0	0	0	0	0	0	1	1	4	7	4	11	2
Biomedical scientists	1	8	2	0	0	0	1	4	66	37	50	36	16
Chiropodists & podiatrists	0	6	0	0	0	0	12	3	55	53	71	56	21
Clinical scientists	0	0	1	0	0	0	1	1	9	9	3	6	3
Dietitians	0	2	1	0	0	0	1	4	12	13	21	15	8
Hearing aid dispensers	0	3	1	0	0	0	2	0	23	25	22	18	6
Occupational therapists	1	9	1	0	0	0	9	2	96	76	105	97	22
ODPs	1	11	0	1	0	0	0	1	63	45	63	60	14
Orthoptists	0	0	0	0	0	0	0	0	2	2	2	2	0
Paramedics	3	16	1	3	1	0	11	45	253	262	266	231	80
Physiotherapists	0	13	4	0	2	0	18	5	118	123	134	133	42
Practitioner psychologists	1	7	4	2	1	2	35	5	139	179	157	157	57
Prosthetists & orthotists	0	2	0	0	0	0	0	0	2	1	2	2	2
Radiographers	1	12	1	0	1	1	5	7	58	55	59	80	28
Social workers	5	83	11	10	1	1	224	48	n/a	733	1,085	1,251	383
SLTs	0	4	1	1	0	0	7	3	25	33	25	15	16
<b>Total</b>	<b>13</b>	<b>176</b>	<b>28</b>	<b>17</b>	<b>6</b>	<b>4</b>	<b>327</b>	<b>129</b>	<b>925</b>	<b>1,653</b>	<b>2,069</b>	<b>2,170</b>	<b>700</b>

**Commentary**

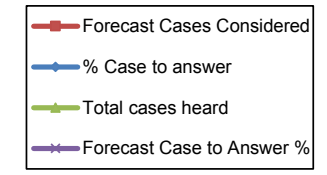
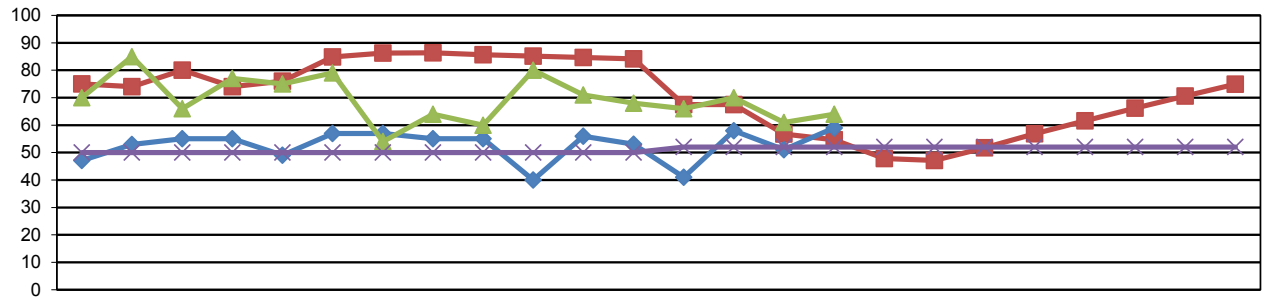
<b>Month</b>	<b>Commentary</b>
<b>July</b>	* The trend in relation to profession and complainant type as regards fitness to practise referrals remains unchanged. Referrals in relation to Social Workers constitute 55% of the total number of FTP referrals received YTD and 58% of these referrals come from Members of the public. Members of the public continue to be the largest source of FTP referrals with 47% of all FTP referrals coming from this group.
<b>June</b>	* As in May, the number of referrals received, YTD in relation to SWs remains above 50% (55%) and 58% of these referrals came from members of the public
<b>May</b>	* Trends remain constant: 57% of new referrals so far in 2015/16 relate to Social Workers and 60% of these referrals are from members of the public. 50% of all referrals are from the public.

Pre - ICP case information April 2014 - March 2016



	2014												2015												2016												13/14	14/15	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD	
Forecast cases received	179	179	179	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185				
Cases Received	145	174	151	209	174	163	217	216	128	178	210	205	144	162	150	245																					2,871	2,220	
Allegations Open	291	273	283	271	287	265	284	290	276	259	269	272	255	246	254	264																					307	701	
Enquiries Open	856	900	910	963	907	1011	1081	1155	1157	1178	1188	1169	1182	1181	1099	1107																					855	900	
Rule 12 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	N/A	N/A	N/A	11																							
Total Cases Open	1,147	1,173	1,193	1,234	1,194	1,276	1,365	1,445	1,433	1,437	1,457	1,441	1,437	1,427	1,353	1,382																					1,162	1,173	
Forecast Total Cases Open	1,140	1,121	1,098	1,208	1,229	1,230	1,221	1,212	1,205	1,199	1,186	1,173	1,453	1,429	1,426	1,423	1,434	1,439	1,438	1,437	1,437	1,435	1,434	1,432														1,027	1,121
Percentage of Cases in Pre ICP Remit	25	23	24	22	24	21	20	19	18	18	19	18	17	19	19																								
Cases Considered at CPC	6	7	5	2	4	9	4	5	7	8	9	11	7	7	4	5																					100	73	
Cases Closed No ICP	81	71	73	79	73	81	66	82	89	94	126	127	71	123	160	171																					1,567	23	
% of Cases Closed no ICP	10	8	8	8	8	8	6	7	8	8	11	11	6	10	12	15																							
Forecast % cases closed No ICP	11	11	11	11	11	11	9	10	11	12	13	13	15	14	14	13	13	13	12	12	12	11	11	11														n/a	n/a
Cases Obs'ed	73	74	76	66	70	76	66	76	53	64	75	70	47	59	61	81																					1087	151	
Forecast Cases Obs'ed	80	79	77	85	86	86	86	85	85	84	83	82	59	63	68	72	76	80	85	89	86	84	82	80														998	893
% of Pre ICP cases Obs'ed	25	27	27	24	24	29	23	26	19	25	28	26	18	24	24	31																							
Forecast % cases Obs'ed	27	27	27	27	27	27	27	27	27	27	27	27	20	21	22	23	24	25	23	0	0	27	27	27															

Investigating Panel decisions and referrals April 2014 - March 2016



	2014			2015												2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
<b>Forecast Cases Considered</b>	75	74	80	74	76	85	86	86	86	85	85	84	68	68	57	55	48	47	52	57	62	66	71	75			
<b>Total cases heard</b>	70	85	66	77	75	79	54	64	60	80	71	68	66	70	61	64											
<b>Case to Answer</b>	Referred to CCC (Reg representations)	17	33	22	23	14	29	15	18	20	16	24	21	16	24	15	18										
	Referred to CCC (Rep representations)	2	2	2	7	4	5	3	3	3	2	3	4	3	4	3	7										
	Referred to CCC (No representations)	14	10	9	10	16	8	10	11	9	11	11	9	7	10	11	8										
	Referred to HC (Reg representations)	0	0	1	0	0	0	0	2	0	0	0	1	0	0	0	2										
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0										
	Referred to HC (No representations)	0	0	2	1	1	0	0	1	0	2	0	1	0	0	0	0										
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
	Referred to IC (Rep representations)	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	0	0										
	<b>Forecasted Cases Referred</b>	37	36	39	36	37	41	42	42	42	42	41	41	34	34	29	28	24	24	26	29	31	34	36	38		
<b>Total case to answer</b>	33	45	36	41	35	42	28	35	32	32	38	36	27	38	29	35											
<b>Forecast Case to Answer %</b>	50	50	50	50	50	50	50	50	50	50	50	50	52	52	52	52	52	52	52	52	52	52	52	52			
<b>% Case to answer</b>	47	53	55	55	49	57	57	55	55	40	56	53	41	58	51	59											
<b>No case to answer</b>	Not referred (Reg representations)	32	28	21	28	28	27	18	16	20	33	24	26	28	20	18	16										
	Not referred (Rep representations)	2	4	3	2	7	3	2	7	3	9	6	0	3	4	5	3										
	Not referred (No representations)	3	2	2	3	2	1	1	4	3	3	0	4	6	3	5	5										
	<b>Total cases not referred</b>	37	34	26	33	37	31	21	27	26	45	30	30	37	27	28	24										
<b>Further Information</b>	0	6	4	3	3	6	5	2	2	3	3	2	2	5	4	5											

	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
	516	543	707	849	261
	176	181	210	252	73
	19	29	42	40	17
	49	83	97	128	36
	6	5	6	4	2
	2	0	0	0	1
	0	3	4	8	0
	0	0	0	0	0
	0	0	0	0	0
	0	0	1	0	0
	n/a	n/a	394	478	369
	254	304	360	433	129
	n/a	n/a	n/a	n/a	n/a
	49	56	53	53	52
	197	176	256	301	82
	21	28	31	48	15
	29	18	35	28	19
	246	231	322	377	116
	18	20	25	39	16

**Commentary  
Cases Considered**

<b>Month</b>	<b>Current month / variance</b>	<b>Month forecast</b>	<b>Year end forecast</b>	<b>Commentary</b>
<b>July</b>	64/+9	55	726	* Cases considered remained above forecast.
<b>June</b>	61/+4	57	726	* Cases considered were a little above forecast.
<b>May</b>	70/+2	68	726	* The slight increase on forecast mirrors April's slight decrease.

Investigating Panel Decisions by profession and source of allegation April 2011 - March 2016

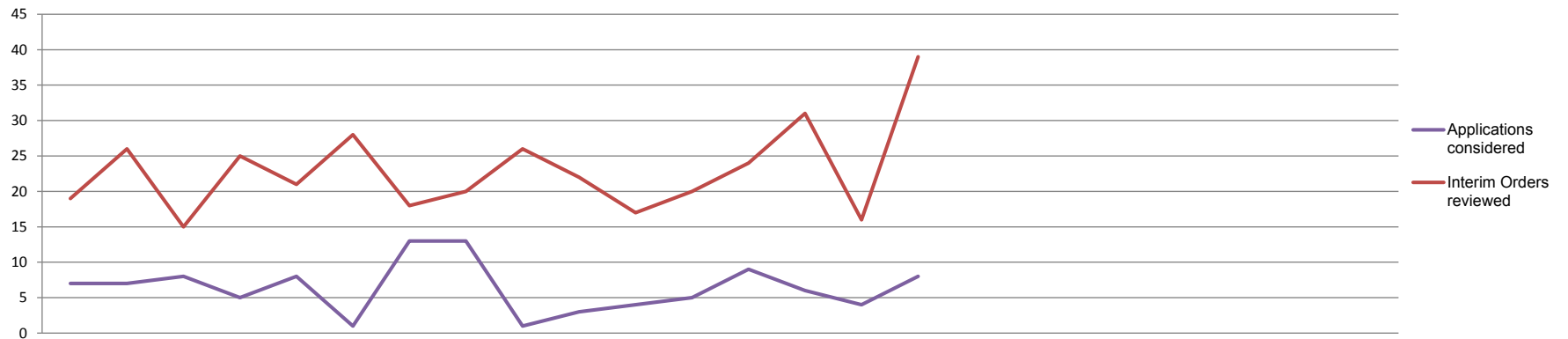
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	1	0	0	0	0	1
Biomedical scientists	1	0	3	0	0	4
Chiropodists & podiatrists	9	0	1	0	0	10
Clinical scientists	0	0	0	0	0	0
Dietitians	3	0	0	1	0	4
Hearing aid dispensers	0	1	2	0	0	3
Occupational therapists	7	1	7	0	0	15
ODPs	5	1	8	0	0	14
Orthoptists	0	0	0	0	0	0
Paramedics	21	2	28	2	0	53
Physiotherapists	10	0	9	0	0	19
Practitioner psychologists	6	1	6	0	0	13
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	10	1	3	0	0	14
Social workers	41	9	57	0	0	107
SLTs	2	0	2	0	0	4
<b>Total YTD</b>	<b>116</b>	<b>16</b>	<b>126</b>	<b>3</b>	<b>0</b>	<b>261</b>

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
1	3	1	2	1
37	26	23	28	4
40	27	31	36	10
10	3	2	1	0
5	14	7	10	4
12	9	5	5	3
55	44	47	42	15
37	37	25	41	14
1	1	0	3	0
139	128	100	108	53
65	69	71	56	19
60	67	36	53	13
0	1	1	1	0
39	35	32	43	14
15	21	15	12	4
<b>516</b>	<b>543</b>	<b>707</b>	<b>849</b>	<b>261</b>

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Article 22(6)/Anon	1	0	4	1	0	6
Employer	47	11	72	1	0	131
Other	6	0	3	0	0	9
Other Registrant	0	0	6	0	0	6
Police	2	0	2	0	0	4
Professional body	1	0	4	0	0	5
Public	30	4	7	0	0	41
Self referral	29	1	28	1	0	59
<b>Total YTD</b>	<b>116</b>	<b>16</b>	<b>126</b>	<b>3</b>	<b>0</b>	<b>261</b>

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
139	72	23	20	6
204	263	321	417	131
14	24	17	21	9
22	22	17	21	6
21	17	21	19	4
5	2	9	4	5
111	109	133	133	41
n/a	34	166	214	59
<b>516</b>	<b>543</b>	<b>707</b>	<b>849</b>	<b>261</b>

Interim Orders Cases April 2014 - March 2016



	2014			2015												2016			13/14 YTD	14/15 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	
Applications considered	7	7	8	5	8	1	13	13	1	3	4	5	9	6	4	8										102	27
Applications granted	6	6	6	5	8	1	11	12	1	3	4	4	6	5	2	7										87	20
Applications not granted	1	1	2	0	0	0	2	1	0	0	0	1	3	1	2	1										15	7
Interim Orders reviewed	19	26	15	25	21	28	18	20	26	22	17	20	24	31	16	39										367	110
Interim Orders revoked	1	0	0	0	0	0	0	5	1	0	0	1	0	1	0	0										9	1
IO instructed for High Court extension	0	2	1	3	0	0	0	0	0	0	5	3	2	2	2	1											
Total days (all locations)	11	14	9	11	10	8	8	10	9	10	16	11	18	18	11	19										192	66
% days at Park House	90	80	68	64	90	100	95	85	95	74	97	90	94	92	96	84										87	92
% external	10	20	32	36	1	0	5	15	5	26	3	10	6	8	4	16										12	9

## Commentary

### Cases within 6 months of IO expiry pre-ICP

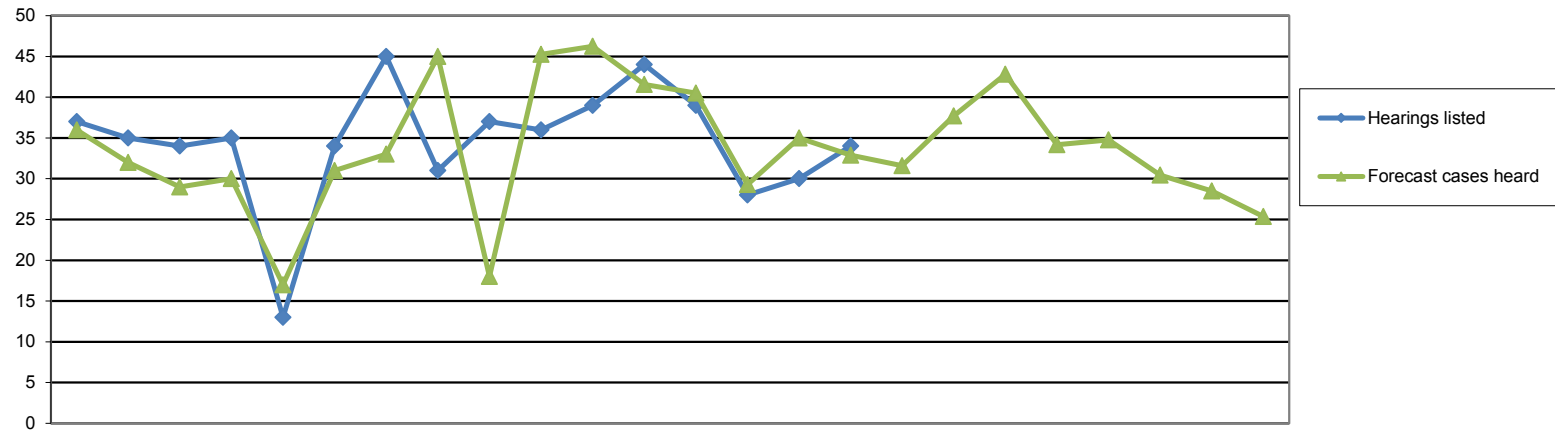
Month	Current month / variance	Month forecast	Year end forecast	Commentary
July	19	n/a	n/a	<p>* There is a total of 19 cases that are due to expire within the next 6 months which is a decrease of 2 cases compared to last month. * A total of 11 cases are fixed for Final Hearing and 3 are ready to fix.</p> <p>*Out of the remaining 5 cases, 2 are in Pre-ICP stage and we are waiting for criminal investigations to conclude before we can proceed with our investigations. The other 3 cases are in the Conduct and Competence Committee remit and currently have on-going investigations with our external solicitors.</p> <p>*We will also need to instruct BDB to apply for an extension to the High Court for 7 cases as he final hearing will not conclude before the expiry date.</p>
June	21	n/a	n/a	<p>* There are a total of 21 cases due to expire within the next 6 months, which is a decrease of 7 cases compared to last month.</p> <p>* 17 of these cases are in the Conduct and Competence Committee remit, 3 Cases are in the Health Committee remit, and there is only 1 case at the Pre Investigating Panel stage. This Pre ICP case has on-going criminal proceedings which is not likely to conclude until September 2015, therefore we have to wait for the criminal investigations to conclude before we can proceed. We will also need to instruct BDB to apply for an extension to the High Court shortly.</p> <p>* 9 cases have been fixed for final hearing and 6 are ready to fix. The scheduling team currently have provisional dates scheduled. There are 5 cases that have on-going investigations with our external solicitors. These cases are being closely monitored by the Case Managers and Case Team Managers.</p>
May	24	n/a	n/a	<p>* There are a total of 24 cases due to expire within the next 6 months, which is a decrease of 1 case compared to last month.</p> <p>* 19 of these cases are in the Conduct and Competence Committee remit, of which 1 case is a GSCC transfer case. 4 Cases are in the Health Committee remit, and 1 case is at the Pre Investigating Panel stage. Like last month this particular case has on-going criminal proceedings, therefore we have to wait for the criminal investigations to conclude before we can proceed.</p> <p>* 12 of these cases have been fixed for final hearing and will be heard between June and September. There are 2 cases that are ready to fix. There are 8 cases that have on-going investigations with our external solicitors. These cases are being closely monitored by CM's and CTM's to ensure the cases are dealt with expeditiously.</p>



**Mean and median Length of Time**

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
July	15 days Mean 13 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	*There were 8 interim order applications that took place in July, which is an increase of 4 cases compared to last month. *6 cases were scheduled within forecast ranging from 10-15 days. 2 cases were slightly over forecast taking 20 and 26 days. *Overall there is a huge improvement compared to last month. This will be closely monitored on a monthly basis.
June	44 days Mean 29 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	*There were only 4 interim order applications that took place in June, this was a decrease of 2 cases compared to last month. * 1 case took 10 days to list which is in line with our forecast. The remaining 3 cases took 27, 30 and 110 days. The hearings that took 27 and 110 days were adjourned on the 8 June, therefore the length of time would have reduced by 15 days. Also the registrant in the case that took 110 days, was detained in a mental health hospital, therefore a hearing wasn't scheduled. *In relation to the case that took 30 days, there was difficulty in sourcing Panel members. * A closer monitor of these cases will take place the coming months.
May	31 days Mean 28 days Median	19 days Mean 17 days Median	15 days Mean 15 days Median	*There were 6 interim order applications that took place in May, which is an decrease of 3 cases compared to last month. 4 cases were scheduled within forecast. With the other 2 cases we have had difficulty in finding panel members. We will continue to monitor this next month

Panel Hearings Decisions (Preliminary and Final Hearings) April 2011 - March 2016



	2014												2015												2016												11/12	12/13	13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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
Preliminary hearings	0	6	1	6	3	3	4	1	3	9	3	9	7	3	7	6	7	3	7	6	7	3	7	6	n/a	n/a	12	48	48												
Forecast cases heard	36	32	29	30	17	31	33	45	18	45	46	42	41	29	35	33	32	38	43	34	35	30	29	25	n/a	n/a	325	404.1	403												
Forecast cases adjourned	4	3	3	3	2	3	3	5	2	5	5	4	4	3	4	3	3	4	4	3	3	3	3	3	n/a	n/a	49	40.41	40												
Conduct & Competence and Health Committee	Hearings listed	37	35	34	35	13	34	45	31	37	36	39	44	39	28	30	34	39	28	30	34	399	266	311	420	131															
	Adjourned / cancelled / postponed	1	2	6	2	0	4	4	4	5	3	3	0	2	1	0	2	2	1	0	2	22	24	25	34	5															
	Caution	5	2	5	8	2	2	7	4	6	3	5	3	5	3	2	3	5	3	2	3	44	41	36	52	13															
	Conditions of practice	4	4	3	2	2	2	4	2	3	5	3	5	3	2	3	6	3	2	3	6	13	14	26	39	14															
	No further action	2	1	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	1	0	1	2	2	6	6	2															
	Not well founded /wholly discontinued	9	5	7	3	4	10	8	7	9	6	5	16	5	3	10	7	5	3	10	7	55	54	69	89	25															
	Part heard	3	3	2	4	1	2	5	2	2	6	5	3	4	5	2	3	4	5	2	3	16	11	15	38	14															
	Referred to other committee	0	0	0	0	0	0	0	0	0	3	0	0	1	0	1	0	1	0	1	0	2	2	4	3	2															
	Consent - removed	1	2	0	5	0	3	3	1	7	2	4	3	3	2	1	0	3	2	1	0	12	12	20	31	6															
	Consent - caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	n/a	n/a	0	0	1															
	Consent - conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	0															
	Consent - suspension	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	0															
	Struck off	6	5	7	4	0	7	8	6	2	2	8	7	6	4	5	8	6	4	5	8	50	44	52	62	23															
	Suspended	6	11	3	7	4	3	8	6	3	5	6	7	7	7	6	5	7	7	6	5	60	61	57	69	25															
	Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0															
No further action		0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0																
Not well found		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																
Part heard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0																
Removed		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	0																
Cases concluded (excluding GSCC)	33	30	26	29	12	28	38	26	30	27	31	41	30	22	27	31						110																			

CCC and HC final hearings - Scheduling and Resource descriptions

	2014			2015												2016			13/14	14/15	15/16						
	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	YTD
Forecast hearing days	90	80	73	69	51	124	83	113	46	133	139	129	107	78	93	87	84	99.905	113	91	92	81	76	67	644	1075	1068
Cases scheduled HCPC (all hearing types)	38	32	38	34	20	31	34	28	27	19	35	42	47	20	31	34									373	378	132
Days scheduled HCPC (all hearing types)	80	84	78	67	54	94	106	83	46	50	101	89	104	59	83	71									837	935	317
Cases scheduled external (all hearing types)	5	10	4	1	2	9	4	7	7	6	10	10	3	5	5	6									62	67	19
Days scheduled external (all hearing types)	17	40	12	6	4	29	18	30	13	29	31	29	8	17	21	17									175	231	63
Days	97	124	90	73	58	123	124	113	59	79	132	118	112	76	104	88									1012	1166	380
% cases external	18	0	10	3	9	23	11	20	21	63	22	24	6	20	14	15									28	17	14
% days external	1	1	13	3	7	24	15	27	22	37	23	25	7	22	20	19									30	23	17
Witnesses	94	97	61	60	46	87	103	61	41	97	91	84	58	57	61	57									61	77	58

**Days of hearings at HCPC planned**

Month	Current month /	Month forecast	Year forecast	Commentary
July	85%	88%	88%	<ul style="list-style-type: none"> <li>* In August there are 40 final hearings and preliminary hearings over 106 days of activity</li> <li>* 34 of these are planned at HCPC premises over 90 days, which is 85% of hearing activity</li> <li>* Only 3 days of final hearing activity are taking place outside of England in July, which is lower than usual.</li> <li>* 2 complex 5 day hearings are being held outside of HCPC premises in England in order to ensure fairness the registrant and witnesses.</li> <li>* The amount of external hearing activity is within the planned activity profile.</li> </ul>
June	78%	88%	88%	<ul style="list-style-type: none"> <li>* In July there are 35 final hearings over 87 days of activity</li> <li>* 28 of these are planned at HCPC premises over 68 days, which is 78% of hearing activity</li> <li>* 19 days of hearing activity are planned at alternative venues in London, which is higher than the planned activity profile for external hearings.</li> <li>* Two complex 5 day hearings are being held in Birmingham and Cambridge to minimise disruption to witnesses and service providers.</li> <li>* 4 hearings are being held in Scotland and Wales in accordance with statutory requirements</li> </ul>
May	79%	88%	88%	<ul style="list-style-type: none"> <li>* In June there are 38 Final hearings over 113 days of activity.</li> <li>* 31 of these are planned at HCPC over 86 days, which is 79% of all hearings activity</li> <li>* 27 days of hearings activity are planned in alternative venues in England, which is slightly over the planned activity profile.</li> <li>* A complex 14 day hearing is being held at an alternative venue in Manchester</li> <li>* This is aimed to minimise service disruption as 9 witnesses are being called from one service provider in Manchester</li> </ul>

Outcome of final hearing by representation April 2014 - March 2016

	Represented self	Represented	No representation	Total
Caution	5	5	4	14
Conditions	2	11	1	14
No Further Action	0	1	0	1
Not Well Found	4	13	7	24
Discontinued in full	1	0	0	1
Not restored	0	0	0	0
Register entry amended	0	0	0	0
Referred	1	0	0	1
Struck Off	1	1	21	23
Suspended	7	2	16	25
Consent - removed	0	2	4	6
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
<b>Total</b>	<b>21</b>	<b>35</b>	<b>53</b>	<b>109</b>

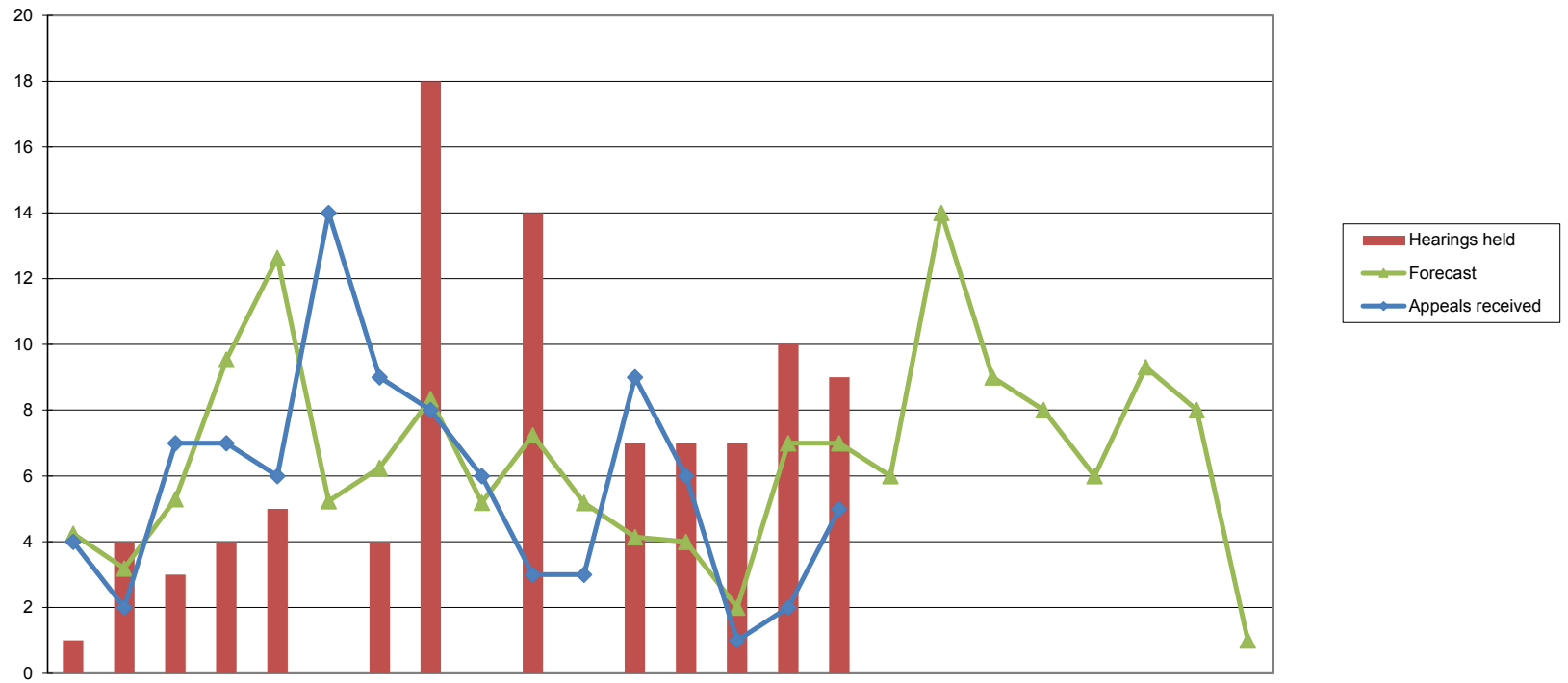
Final hearings: Decisions by profession April 2014 - March 2016

	Final Hearings																Total	
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Not impaired	cross referred	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	0	0	0	0	0	0	0	0	0	
Biomedical scientists	0	1	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	
Chiropodists & podiatrists	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dietitians	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Occupational therapists	1	0	0	1	0	0	0	2	0	0	2	3	0	0	0	0	0	
ODPs	2	0	0	0	0	0	0	0	0	0	3	1	0	0	0	0	0	
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Paramedics	0	2	1	4	0	0	0	0	0	0	6	4	1	0	0	0	0	
Physiotherapists	1	2	0	4	0	0	0	0	0	0	0	1	1	0	0	0	0	
Practitioner psychologists	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Radiographers	2	0	0	2	1	0	0	0	0	0	0	2	1	0	0	0	0	
Social workers	8	6	1	11	0	0	0	0	0	0	10	13	1	0	0	0	0	
SLTs	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total 15/16 YTD</b>	14	14	2	24	1	0	0	2	0	0	23	25	6	0	0	0	0	111
<b>Total 14/15 YTD</b>	51	39	5	76	15	0	1	3	0	2	62	69	28	0	0	0	0	351
<b>Total 13/14 YTD</b>	36	27	6	60	9	0	1	2	0	1	52	57	20	0	0	0	0	269
<b>Total 12/13 FYE</b>	41	13	1	54	n/a	0	0	0	0	1	43	58	10	n/a	n/a	n/a	n/a	221
<b>Total 11/12 FYE</b>	69	29	1	68	n/a	0	0	0	0	2	56	55	7	n/a	n/a	n/a	n/a	287

Review hearings decisions by profession April 2011 - March 2016

	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	0	0	0	0	0	0
Biomedical scientists	0	0	0	2	0	0	0	1	2	0	0	0	0	5
Chiropodists & podiatrists	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	1	0	0	0	0	0	1	0	0	0	2
Hearing aid dispensers	0	0	0	1	0	0	0	1	0	0	0	0	0	2
Occupational therapists	1	0	0	1	0	0	0	3	3	0	0	0	0	8
ODPs	1	0	0	0	0	0	0	0	4	0	0	0	0	5
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	0	2	1	0	0	3	3	0	0	0	0	9
Physiotherapists	0	0	0	1	0	0	1	1	0	0	0	0	0	3
Practitioner psychologists	0	0	0	1	0	0	0	0	3	0	0	0	0	4
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	1	0	0	1	1	0	0	0	0	3
Social workers	0	1	0	4	5	0	0	7	11	1	0	0	0	29
SLTs	0	0	0	2	0	0	0	1	0	0	0	0	0	3
<b>Total 14/15 YTD</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>18</b>	<b>27</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>74</b>
<b>Total 14/15 YTD</b>	<b>11</b>	<b>0</b>	<b>6</b>	<b>25</b>	<b>31</b>	<b>1</b>	<b>5</b>	<b>31</b>	<b>54</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>166</b>
<b>Total 13/14 YTD</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>30</b>	<b>27</b>	<b>1</b>	<b>0</b>	<b>32</b>	<b>56</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>159</b>
<b>Total 2012/13 FYE</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>19</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>48</b>	<b>4</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>132</b>
<b>Total 2011/12 FYE</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>26</b>	<b>49</b>	<b>9</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>137</b>

Registration Appeals April 2014 - March 2016

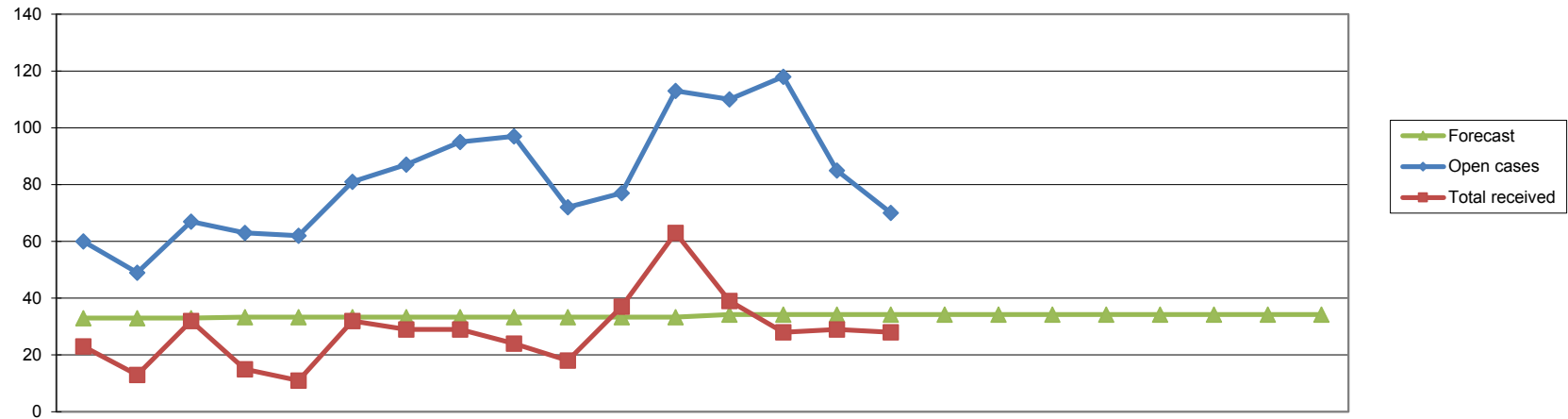


	2013			2014												2015								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	4	3	5	10	13	5	6	8	5	7	5	4	4	2	7	7	6	14	9	8	6	9	8	1
Appeals received	4	2	7	7	6	14	9	8	6	3	3	9	6	1	2	5								
Hearings held	1	4	3	4	5	0	4	18	0	14	0	7	7	7	10	9								
Adjourned/postponed	3	1	1	0	2	0	0	2	0	3	0	0	0	1	5	1								
Withdrawn	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0								
Allowed	0	2	0	2	1	0	1	7	0	3	0	1	1	3	1	2								
Dismissed	1	1	1	1	2	0	3	6	0	8	0	6	5	3	3	3								
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1								
Remit to ETC	0	0	1	1	2	0	0	2	0	0	0	0	1	0	1	2								
Current active cases	42	40	31	49	47	58	63	59	57	52	47	45	47	34	31	27								

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
n/a	n/a	n/a	n/a	n/a
48	68	63	78	14
59	43	53	60	33
7	4	8	12	7
7	0	1	1	0
20	20	14	17	7
29	17	29	29	14
0	0	1	0	1
4	2	1	6	4



Protection of Title April 2014 - March 2016

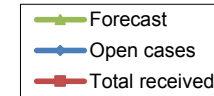
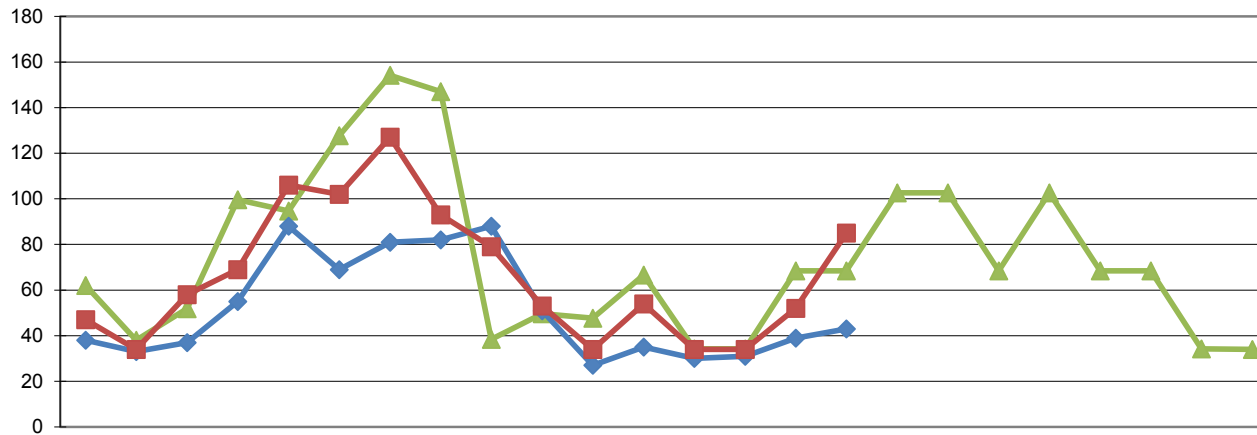


	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	33	33	33	33	33	33	33	33	33	33	33	33	34	34	34	34	34	34	34	34	34	34	34	34
Public	12	4	17	8	6	20	5	14	14	12	16	22	21	9	11	9								
Police	0	1	1	0	0	0	0	0	1	0	1	0	0	0	0	1								
HCPC	0	0	2	1	3	0	2	0	2	0	0	0	0	0	0	0								
Anonymous	2	1	1	1	0	0	1	4	1	1	0	2	2	1	1	2								
Professional	9	7	10	5	2	12	19	9	6	5	18	37	15	16	9	11								
Other	0	0	1	0	0	0	2	2	0	0	2	2	1	2	8	5								
<b>Total received</b>	<b>23</b>	<b>13</b>	<b>32</b>	<b>15</b>	<b>11</b>	<b>32</b>	<b>29</b>	<b>29</b>	<b>24</b>	<b>18</b>	<b>37</b>	<b>63</b>	<b>39</b>	<b>28</b>	<b>29</b>	<b>28</b>								
Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
<b>Open cases</b>	<b>60</b>	<b>49</b>	<b>67</b>	<b>63</b>	<b>62</b>	<b>81</b>	<b>87</b>	<b>95</b>	<b>97</b>	<b>72</b>	<b>77</b>	<b>113</b>	<b>110</b>	<b>118</b>	<b>85</b>	<b>70</b>								

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE	YTD
35	99	132	150	50
23	27	11	4	1
7	3	6	10	0
29	15	25	14	6
172	154	119	139	51
		26	9	16
<b>266</b>	<b>298</b>	<b>319</b>	<b>326</b>	<b>124</b>
0	0	0	0	0

383

### Health and Character Declarations April 2014 - March 2016



		2014		2015											2016										
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Received</b>	<b>Forecast</b>	62	38	52	100	95	128	154	147	38	50	48	67	34	34	68	68	103	103	68	103	68	68	34	34
	Renewal	7	3	2	1	0	4	16	12	3	0	0	2	1	1	1	1								
	Readmission	12	9	7	8	7	7	7	3	27	15	6	6	4	5	13	5								
	Admission	28	22	49	60	99	91	104	78	49	38	28	46	29	28	38	79								
	Self-referral	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	<b>Total received</b>	47	34	58	69	106	102	127	93	79	53	34	54	34	34	52	85								
<b>Considered</b>	Considered by panel	34	16	19	23	54	74	73	51	49	33	43	11	26	9	14	25								
	Referred to FTP	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0								
	Admission rejected	0	2	0	1	2	3	0	1	1	3	7	4	0	0	0	0								
	Readmission rejected	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	Renewal rejected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0								
	Not referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	Admission accepted	31	14	18	22	52	71	72	50	46	30	36	7	26	9	14	25								
	Readmission accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	Renewal accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
		<b>Open cases</b>	38	33	37	55	88	69	81	82	88	51	27	35	30	31	39	43							

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE	YTD
N/a	N/a	691.66	977	787
8	40	16	50	4
51	124	134	114	27
356	740	775	692	174
0	1	0	0	0
415	905	925	856	205
322	491	460	480	74
15	0	1	1	0
6	28	11	24	0
6	2	18	3	0
0	1	0	1	0
13	3	0	0	0
256	453	424	449	74
23	2	6	0	0
2	2	0	0	0

143

Suitability Scheme August 2012 - March 2016

	2012				2013				2014												2015							12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD											
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct					Nov	Dec	Jan	Feb	Mar	April	May	June	July		
<b>Total received</b>	16	10	0	1	2	0	5	0	0	1	0	1	1	2	3	0	0	1	1	4	3	1	1	3	1	1	0	0	0	0	0	0	0	0	0	0	0	34	14	10	0	
Considered by assessment panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Considered by adjudicator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Added to prohibited list	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	1	0	0	
Open cases	n/a								9	9	5	6	7	9	12	12	12	11	11	13	17	15	7	10	9	9	8	8	8	8	8	6	6	6	6	6	6	4	4			

Miscellaneous (MIS) cases April 2014 - March 2016

	2014			2015									2016												
	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 received	86	65	83	71	54	73	97	68	57	48	59	53	45	65	62	84									
Cases closed	88	80	79	70	71	92	77	66	53	62	47	66	52	42	76	93									
Cases open	61	46	50	51	53	52	72	74	78	64	76	63	56	79	65	56									

13/14	14/15	15/16
FYE	FYE	YTD
1,075	814	256
1,988	851	263

Cases at judicial review or high court/court of sheriff stage April 2014 - March 2016

	2014			2015									2016									13/14	14/15	15/16			
	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	YTD
Judicial review - received	2	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	0
Judicial review - open	4	3	4	4	6	6	4	6	4	2	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
High court - PSA received	0	1	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	5	0
High court - PSA open	1	2	3	4	2	3	3	2	2	1	2	2	2	2	1	1	0	0	0	0	0	0	0	0	0	0	0
High court - Registrant received	1	1	0	1	2	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	7	5	3
High Court - Registrant open	5	6	6	7	8	8	8	8	6	6	5	1	2	1	2	2	0	0	0	0	0	0	0	0	0	0	0
IO extension application at High Court	0	2	1	0	0	0	2	1	0	0	5	3	0	2	0	0	0	0	0	0	0	0	0	0	5	5	2
Registration appeals at County Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0

Month	Number of Cases	Commentary
July	0	There were no new High Court cases in July. The PSA appeal has now reached its final stage in the process, with PSA appealing the previous decision. A hearing date in the High Court is scheduled for February 2016.
June	1	There was one new High Court Appeal from a registrant in June, relating to their Interim Order application. High Court activity remains low.
May	1	There was one new High Court Appeal case in May. High Court activity remains at a low level.

Complaints relating to FTP cases or service April 2012 - March 2016

	2013				2014				2015				2016				13/14	14/15	15/16												
	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	YTD				
Complaints received	8	17	14	20	18	15	17	23	12	15	7	9	13	16	9	23	18	19	17	9	17	13	13	19	14	10	12	19	103	175	55
Complaints responded to	7	10	15	12	26	14	13	20	18	13	10	11	11	17	16	14	19	15	8	4	12	17	9	20	19	12	9	16	101	169	56
Open complaints	2	9	9	17	9	10	14	12	7	9	6	4	6	5	0	9	8	12	9	5	9	8	12	11	6	4	7	10			

Complaints common issues

Month	Commentary
July	The mean and median time for response is 14 and 14 days respectively. Six of the complaints related to perceptions of service issues, though two of these related to complaints about HCPC offices closed due to burst water main. Two complaints were reiterations of previously responded to matters (both of which were considered to have been appropriately responded to as per our processes); four related to decisions to close cases (two preICP, 1 at ICP and 1 at a final hearing).
June	The mean and median response time for complaints responded to in June was 7 and 5 days respectively, well within the service standards. Of the nine responses, three related to perceived or actual delays in the investigation process, two questioned information that had been put to panels, two related to decisions to close a case (one at ICP and one preICP), one related to perceived quality of the investigation, and the final one related to a change of hearing venue.
May	12 complaints were responded to, with an average of 18 days and a median of 15 days. Four cases related to the decisions around closure of a case (two questioned the discontinuance of allegations), two related to the Case Manager's actions on a case, one regarding the investigation process, one relating to communications during the case, one around the circumstances leading to an adjournment of an interim order, one about the length of time the case had taken, and the final one relating to HCPC's interpretation of the Protection of Title element of the legislation.

GSSC transfer cases August 2012 - March 2016

	2012					2013					2014										2015							12/13 FYE	13/14 FYE	13/14 YTD							
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July													
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18	13	11	10	7	5	4	4	4	3	3	3	3	3	5	1	1	1	1	1	1	1	1
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1	0	1	1	1	0	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70	63	57	54	52	43	36	23	19	18	17	15	12	12	12	12	10	14	14	14	13	11	10	8	

ICP considerations																																								
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5	1	4	3	1	2	3	1	1	0	0	2	0	0	0	0	0	0	0	4	0	0	0	0	123	52	7	
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5	1	4	3	1	2	3	1	1	0	0	2	0	0	0	0	0	4	0	0	0	0	0	0	0	120	47	7
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5	1	4	3	1	2	2	1	1	0	0	1	0	0	0	0	0	4	0	0	0	0	0	0	0	100	33	6
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20	14	1	
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100	100	100	100	67	100	100	0	0	50	0	0	0	0	0	0	0	0	0	100	0	0	0	83	70	250

Final Hearings																																									
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10	6	15	10	6	11	9	17	0	2	4	4	2	3	0	1	0	0	0	0	1	3	1	1	5	24	119	17	
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3	0	5	0	0	2	0	3	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	24	3	
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0	0	1	0	1	3	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	16	2		
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	1	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	1	7	4		
No further action	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0	1	2	3	0	1	1	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	15	1		
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	2	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	3	
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	3	8	2		
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1	1	1	1	3	5	5	2	0	0	2	1	0	0	0	0	0	0	0	0	1	1	0	1	0	7	26	4	
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6	6	1	2	2	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	7	36	1

Review cases																																							
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	0	1	3	3	1	8	4	2	2	5	1	9	0	2	5	6	7	1	4	4	4	14	13	51
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	2	1	0	0	1	1	0	1	0	0	1	1	7
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	1	1	0	0	0	0	5	1	6
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2	0	2	
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	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	0	1	1	0	3	2	0	0	1	0	1	1	0	2	2	0	0	1	2	4	0	4	12
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	2	1	0	2	0	1	1	2	0	5	4	1	1	0	3	0	1	1	0	5	5	20
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0	1	0	4	
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	2	4
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33	3	0	
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	2	9	2	4	6	2	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	0	0	13	57	5



**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
July	217	1	The remaining preICP case is awaiting the results of a Police investigation, and is unlikely to be sent to ICP before the summer.
June	217	1	The remaining preICP case is awaiting the results of a Police investigation, and is unlikely to be sent to ICP before the summer.
May	217	1	The remaining preICP case is awaiting the results of a Police investigation, and is unlikely to be sent to ICP before the summer.

PSA learning points received April 2014 - March 2016

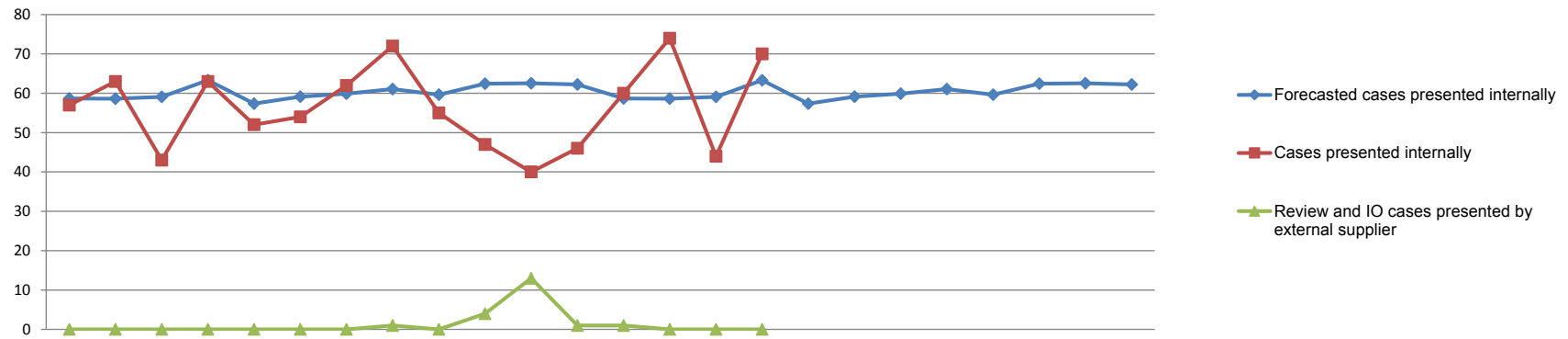
	2014												2015												2016													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Learning points received	11	13	9	0	0	0	0	48	0	0	0	0	0	0	0	0									0	0	0	0										
Reviewable cases heard that month	48	55	42	46	30	42	50	69	40	69	43	59	39	42	50	49																						
Reviewable cases in previous 3 months	125	123	145	143	118	118	122	161	159	178	152	171	123	140	131	141																						

12/13	13/14	14/15
FYE	FYE	YTD
104	133	0

Issues arising and learning points

Month	Commentary
June	* There were no learning points received in July
June	* There were no learning points in June. * Enquiries have been made with the PSA about the absence of learning points over recent months and it has been confirmed that a learning points letter will be sent shortly.
May	* There were no learning points received in May

Internal operational management commentary April 2014 - March 2016



	2014			2015									2016												13/14	14/15	15/16	
	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	YTD	
Forecasted cases presented internally	59	59	59	63	57	59	60	61	60	62	63	62	59	59	59	63	57	59	60	61	60	62	63	62		462	724	724
Cases presented internally	57	63	43	63	52	54	62	72	55	47	40	46	60	74	44	70										182	654	
Review and IO cases presented by external supplier	0	0	0	0	0	0	0	1	0	4	13	1	1	0	0	0										60	19	

FTP Internal Measuring Tools Report 2014-16

Fitness to practise		2013												2014												2015												2016	Average 12/13	Average 13/14	Average 14/15	Average 15/16 YTD
		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	Apr	May	June	July												
<b>From date allegation made to notifying registrant of full allegation</b>																																										
Cases observed each month	Total cases obs'd	64 / 129	60	59	57	70	79	68	76	68	36	87	75	74	75	74	76	66	70	75	66	76	53	64	75	70	47	59	61	68	48	67	70	53								
	% within 5 months	73%	92	83	93	86	91	94	91	94	86	89	89	86	88	81	87	88	87	81	83	84	68	75	78	86	74	69	85	85	85	90	82	72								
	% within 7 months	85%	93	86	98	93	92	94	92	96	89	94	93	89	91	86	92	92	94	87	89	92	79	88	89	93	81	81	90	88	90	92	89	81								
	% within 10 months	95%	95	92	100	96	96	96	95	99	94	97	97	96	95	96	96	98	94	92	92	95	91	94	96	97	89	90	93	96	94	96	95	90								
	% over 10 months	5%	5	8	0	4	4	4	5	1	6	3	3	4	5	4	4	2	6	8	8	5	9	4	4	3	11	10	7	4	6	4	5	11								
	Mean months	3.5	2	3	1	2	2	1	2	2	3	2	2	2	2	2	2	2	2	3	3	3	4	4	3	2	4	4	2	3	3	2	2	4								
Median months	2.5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	0	1	2	1	1	1									
Cases yet to be obs'd	Total cases to be obs'd		94	93	99	98	105	121	123	107	109	105	101	95	88	74	70	73	81	72	73	70	46	66	77	77	86	74	79	72	118	104	72	80								
	% of cases 5 months and under		66	63	65	69	73	74	72	64	62	59	58	61	60	57	61	56	58	61	62	57	74	56	79	58	52	54	33	54	60	66	62	53								
	% 6 - 7 months		2	10	11	5	7	8	10	15	15	13	11	14	11	12	9	10	12	10	8	11	11	12	10	13	19	22	3	8	14	10	11	21								
	% 8 - 10 months		7	4	2	8	8	7	6	10	12	16	15	9	10	9	10	11	7	10	10	11	6	9	6	6	8	14	25	17	9	9	9	11								
	% over 10 months		25	23	21	17	12	11	12	11	11	11	16	16	20	12	20	23	22	19	20	24	9	23	4	22	21	14	39	21	22	16	18	18								
<b>From ICP to final hearing</b>																																										
Currently awaiting hearing	Total cases concluded	70%	21	26	28	30	25	20	25	21	18	26	14	13	33	30	26	29	12	28	37	25	30	27	32	42	30	22	28	31	19	22	29	26								
	% within 8 months		67	42	57	43	32	65	32	33	44	23	50	54	42	27	50	38	33	32	46	36	50	37	25	36	47	32	9	35	57	45	38	40								
	% within 10 months		71	62	75	63	60	90	64	62	56	38	86	69	61	73	85	48	58	54	68	44	60	56	53	52	60	50	61	55	44	66	59	55								
	% over 10 months		29	38	25	37	40	10	36	38	44	38	14	31	39	27	15	52	42	44	32	56	40	44	44	48	40	50	30	45	20	32	40	45								
Total cases awaiting hearing			260	267	268	255	273	287	298	309	321	322	336	350	354	368	381	397	403	427	418	418	420	426	437	428	432	431	432	429				n/a								

**Health and character**

**From receipt of declaration on application to the register to Panel**

	Total received		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	34	34	52	85	n/a	n/a	n/a	34
	Total signed off		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6	19	20	34	n/a	n/a	n/a	6
	Total to Panel		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26	9	15	25	n/a	n/a	n/a	26
	Total waiting to be heard		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	30	31	41	55	n/a	n/a	n/a	30
	Number of cases over 1 month old		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	11	13	11	12	n/a	n/a	n/a	11

**Registration Appeals**

From receipt of notice of appeal to hearing	% within 6 months	70%	74	71	70	42	57	0	0	0	58	12	0	0	25	50	0	25	25	0	50	44	0	50	0	71	57	29	20	55	86	5	32	25	57
	% within 9 months	90%	Not previ ously provi ded	Not previ ously provi ded	93	58	86	100	0	0	75	25	0	0	0	0	0	0	25	11	0	64	0	86	100	71	70	67	98	44	0	0	100		
	Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	11	6	10	2	3	10	6	5	6	2	4	4	3.5	3.5	14	6	2.5	4.5	7	7	5	5.5	3	1	3	n/a	7			5.5

**Protection of title**

	Length of time from receipt to acknowledgement	5 days	n/a	n/a	n/a	6	9	11	6	8	7	8	8	8	9	15	8	6	11	9	7	6	13.5	6.5	2	2	6	4	4.5	1	n/a	8	9	6
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**MIS**

	Length of time from receipt to acknowledgement	5 days	3	3	5	7	7	5	6	4	5	2	1	2	3	1	3	3	3	2	3	5	4	3	4	5	5	5	1	3	n/a	4	3	5
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## CMS action monitoring and NetRegulate Status checking outcomes

### CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
July	7	* There were 7 actions assigned to individuals no longer working in the Department. 6 of which related to re-opened cases
June	7	* There were 7 actions assigned to an individual who no longer works at the HCPC. Of those 7 actions, 5 were less than one week overdue * The new overdue action reporting system will ensure that any actions assigned to an individual no longer working at the HCPC will be assigned to a CM
May	3	* Three tasks were assigned to an historic user in CMS in May. New measures have been put in place to ensure actions assigned to individuals who no longer work at the HCPC are actioned in line with service standards.

### CMS actions - overdue actions (Case Management)

Month	Number	Commentary
July	1038	* The number of overdue actions has reduced since last month * The new overdue action reporting process allows for a clearer identification of priority actions, resulting in the reduction of overdue actions and the identification of ready to obs/ready to close cases.
June	1148	* The number of overdue actions has decreased since last month due to a revised process of monitoring these actions and a specific focus on reviewing and performing overdue actions in June. * Overdue actions are now reviewed as part of the Weekly Case Management Managers' Meeting. * A review of 50 csaes per team took place in June to assist in identifying cases where further action was needed or where they may be ready to obs or close. This exercise has contributed to improved performance against forecast in relation to obs and closures this month in addition to a reduction in the number of overdue actions
May	1446	* Overdue actions increased again in May. Of the 1446 overdue actions, 1368 related to open cases. There were 946 overdue actions in relation to pre-ICP/enquiry cases (508 were overdue chase actions and 195 were letter/email received actions). * Analysis of performance against forecast in relation to obs and pre-ICP case closures, in addition to length of time data, has resulted in a sift of the 50 oldest cases in each team in addition to a more focused review of overdue actions across the case management team to assist in an earlier identification of cases that are ready to obs or ready to close or where the case has stalled and requires action to progress. This is being done in June and should compliment the monthly Case Progression Conference system.

**CMS Actions - outstanding actions (Adjudication)**

Month	Number	Commentary
July	27	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending
June	24	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending
May	23	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending

**CMS actions - overdue actions (Adjudication)**

Month	Number	Commentary
July	14	* There are 14 overdue actions relating to Adjudications activity * The majority relate to hearing follow-up administration which is pending but not overdue by established service standards
June	8	*There are 8 overdue actions relating to Adjudications activity *These actions concern follow-up and general hearing correspondence
May	9	*There are 9 overdue actions relating to Adjudications activity *These actions concern hearing follow up and additional hearing correspondence related to preliminary hearings and witness/registrant enquiries * Hearing levels were slightly reduced in May so team members were able to focus on completing outstanding follow up actions * All complaints related to adjudications work were replied to within the required timescales in May

**Net Regulate status checks**

Month	Number of Issues	Commentary
July	0	There continue to be no issues and the checking process is identifying any corrections.
June	0	There continue to be no issues and the checking process is identifying any corrections.
May	0	There continue to be no issues and the checking process is identifying any corrections.

## **Fitness to Practise Department**

### **Length of Time Pack**

John Barwick, Director of Fitness to Practise  
Activity in Sept 2015



<b>Contents</b>	<b>Page</b>
Overview of service standards for cases	51-52
Analysis of age of cases that met Standard of Acceptance in period April 2015 to March 2016	53
Analysis of age of cases closed PreICP, at time of closure in the period April 2015 to March 2016, measured from receipt of original complaint	54
Snapshot of age of Enquiry cases since receipt (correct as of 31/7/15)	55
Length of Time Open Pre ICP April 2014 - March 2016	56-57
Analysis of ages of cases closed No Case To Answer in the period April 2015 to March 2016	58
Analysis of age of cases at the stage of Investigating Committee Panel deciding there is a Case To Answer	59
Analysis of age of cases where an Investigating Panel reach a decision from April 2015 to March 2016	60
Length time: Cases Inv Committee (excluding further information) April 2011 - March 2016	61
Length of Time : Age of Cases Post ICP April 2014-March 2016	62
Allegations made - Investigating Panel (concluded final hearing cases) April 2011 - March 2016	63
Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2011 - March 2016	64
Length of Time: Allegations made - conclusion of final hearing 2011/12 - 2015/16	65
Analysis of age of cases where a final hearing has concluded in the period April 2015 to March 2016	66
Comparison of age of cases from receipt to conclusion of final hearing, for 2014-15 and April 2015 to March 2016	67
Snapshot of age of Post ICP cases (correct at 31/7/15)	68
Analysis of final hearing outcomes by age at each stage, for the periods 2014-15 and April 2015 to March 2016	69
Age of concluded final hearings at each stage, for the periods 2014-15 and April 2015 to March 2016	70
Comparison of age of concluded final hearings at each stage, by representation, for the periods 2014-15 and April 2015 to March 2016	71
Analysis of length of time to close cases at each stage and combined	72

## Summary of current caseload length of time against standards

To identify any required case escalation activities, all cases are assessed against the following progression standards  
 Those cases outside the standard have an escalation plan and owner, and are assigned a red, amber or green status.  
 Red cases are identified as needing an urgent or higher level intervention than previously tried  
 Amber cases are identified as having potential for more urgent or higher level intervention if the current approach does not progress matters within a defined timescale  
 Green cases may no longer be within their service standard timescale, but are progressing with no further concerns.  
 Trends in red, amber, green cases are reported at the weekly FTP managers' meeting.

From	To	Timescale	Stage
Receipt	SOA	2 months	Enquiry
SOA	Obs	3 months	PreICP
Obs	ICP	3 months	PreICP
ICP	RTF	3 months	PostICP
RTF	Hearing	4 months	PostICP
		<u>15 months</u>	

### Enquiry cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	395	35.7	35.7
3 to 4 mths	205	18.5	54.2
5 to 7 mths	223	20.1	74.3
8 to 12 mths	179	16.2	90.5
13 to 15 mths	48	4.3	94.9
16 to 20 mths	39	3.5	98.4
21 to 24 mths	8	0.7	99.1
>24 mths	10	0.9	100.0
<u>1107</u>		<u>100.0</u>	

### PreICP cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	24	9.1	9.1
3 to 4 mths	27	10.2	19.3
5 to 7 mths	58	22.0	41.3
8 to 12 mths	65	24.6	65.9
13 to 15 mths	29	11.0	76.9
16 to 20 mths	36	13.6	90.5
21 to 24 mths	9	3.4	93.9
>24 mths	16	6.1	100.0
<u>264</u>		<u>100.0</u>	

There are an additional 11 Rule 12 cases, all 0-2 months from receipt

### Post ICP cases (receipt to date)

Age since receipt	Number	%	Cumulative %
0 to 7 mths	20	4.7	4.7
8 to 12 mths	85	19.8	24.5
13 to 15 mths	62	14.5	38.9
16 to 20 mths	88	20.5	59.4
21 to 24 mths	74	17.2	76.7
>24 mths	100	23.3	100.0
<u>429</u>		<u>100.0</u>	

### Post ICP cases (ICP to date)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	183	42.7	42.7
6 to 7 mths	49	11.4	54.1
8 to 12 mths	94	21.9	76.0
13 to 15 mths	34	7.9	83.9
16 to 20 mths	41	9.6	93.5
21 to 24 mths	13	3.0	96.5
>24 mths	15	3.5	100.0
<u>429</u>		<u>100.0</u>	

**Commentary**

<b>Month</b>	<b>Commentary</b>
<b>July</b>	11 cases were reviewed at the monthly Case Progression Conference in July
<b>June</b>	4 cases were reviewed at the monthly Case Progression conference in June
<b>May</b>	7 cases were reviewed at the monthly Case Progression conference in May

**Analysis of age of cases that met Standard of Acceptance in period April 2015 to March 2016**

<b>Age from receipt to SOA</b>	<b>Number</b>	<b>%</b>	<b>Cumulative %</b>
0 to 2 months	57	37	37
3 to 4 months	32	21	58
5 to 8 months	35	23	81
9 to 12 months	12	8	88
13 to 15 months	8	5	94
16 to 20 months	10	6	100
21 to 24 months	0	0	100
>24 months	0	0	100
<b>Mean Months</b>	<b>5</b>		
<b>Median Months</b>	<b>4</b>		
<b>Total Open Cases</b>	<b>154</b>		

<b>Month</b>	<b>Commentary</b>
<b>July</b>	There are no changes this month
<b>June</b>	There are no changes this month
<b>May</b>	The mean and median time has increased by one month

**Analysis of age of cases closed PreICP, at time of closure in the period April 2015 to March 2016, measured from receipt of original complaint**

<b>Age of case closed PreICP</b>	<b>Number</b>	<b>Cumulative number</b>	<b>%</b>	<b>Cumulative %</b>
0 to 4 months	136	136	31	31
5 to 8 months	167	303	38	69
9 to 12 months	95	398	22	91
13 to 16 months	27	425	6	97
17 to 20 months	9	434	2	99
>20 months	5	439	1	100
<b>Mean Months</b>	<b>6</b>			
<b>Median Months</b>	<b>5</b>			
<b>Total Closed Cases</b>	<b>439</b>			

<b>Month</b>	<b>Commentary</b>
<b>July</b>	There is no change in the mean and median values this month.
<b>June</b>	There is no change in the mean and median values this month.
<b>May</b>	The median value has decreased by 1 month as the numbers of closures increases.

**Snapshot of age of Enquiry cases since receipt (correct as of 31/7/15)**

Age since receipt	Number	%	Cumulative %
0 to 2 mths	395	35.7	35.7
3 to 4 mths	205	18.5	54.2
5 to 7 mths	223	20.1	74.3
8 to 12 mths	179	16.2	90.5
13 to 15 mths	48	4.3	94.9
16 to 20 mths	39	3.5	98.4
21 to 24 mths	8	0.7	99.1
>24 mths	10	0.9	100.0
	1107	100.0	

There are an additional 11 Rule 12 cases, all 0-2 months from receipt

**Length of Time Open Pre ICP April 2014 - March 2016**

		2014												2015												2016												
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases awaiting ICP	<b>0-4</b>	198	186	185	183	187	182	185	193	175	167	170	174	159	157	55	51																					
	<b>5-8</b>	52	44	50	43	47	44	51	53	62	45	60	63	50	43	76	72																					
	<b>9-12</b>	25	25	27	23	20	16	21	23	19	27	15	14	23	22	41	51																					
	<b>13-16</b>	7	8	9	12	9	9	12	7	8	10	10	10	10	12	40	37																					
	<b>17-20</b>	2	3	5	3	4	6	5	6	4	5	6	2	3	3	16	28																					
	<b>21-24</b>	2	2	2	0	1	1	3	2	2	3	5	3	2	2	11	9																					
	<b>25-28</b>	1	1	0	2	2	2	2	0	1	1	1	2	2	3	7	8																					
	<b>29-32</b>	1	1	2	1	1	1	0	1	1	1	1	0	2	0	1	3																					
	<b>33+</b>	3	3	3	4	4	4	5	5	4	0	3	4	4	3	7	5																					
<b>Open Cases Pre ICP</b>		291	273	283	271	275	265	284	290	276	259	271	272	255	245	254	264	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

**Commentary**

Month	Current month / variance	Internal Measure	Commentary
<b>July</b>	28%/-45%	Pre ICP - 73% 5 months old or less	The proportion is similar to last month.
<b>June</b>	32%/-43%	Pre ICP - 73% 5 months old or less	The proportion of cases in PreICP has changed significantly this month, due to focusing on older enquiries cases meeting the Standard of Acceptance, and the reduced number of new cases received in the last three months. We are continuing to monitor the impact this activity has on our resource planning.
<b>May</b>	67%/-6%	Pre ICP - 73% 5 months old or less	The proportion of cases outside of the service standard is higher than expected, but has improved since the previous month due to our continued efforts to increase PreICP status cases. We continue to focus on Obs targets each month.



Analysis of ages of cases closed No Case To Answer in the period April 2015 to March 2016

Number of Months	Receipt to NCTA			SOA to NCTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	11	9	9	76	66	66
5-8	51	44	53	25	22	87
9-12	32	28	81	11	9	97
13-16	15	13	94	3	3	99
17-20	3	3	97	1	1	100
21-24	1	1	97	0	0	100
25-28	2	2	99	0	0	100
29-32	0	0	99	0	0	100
33-36	1	1	100	0	0	100
>36	0	0	100	0	0	100
Mean Months	11			6		
Median Months	9			4		
Total	116			116		

Month	Commentary
July	Receipt to conclusion average time has increased by 2 months. The average time from SOA to conclusion has increased by 1 month
June	There are no significant changes
May	There are no changes in the mean and median times this month

Source of complaint	Receipt to NCTA		SOA to NCTA	
	Mean months	Median months	Mean months	Median months
Article 22(6)/Anon	14	14	4	4
Employer	8	5	4	3
Other	12	12	12	12
Other Registrant	0	0	0	0
Police	25	25	4	4
Professional Body	0	0	0	0
Public	8	7	4	3
Self Referral	9	11	5	3

Month	Commentary
July	There are no significant changes this month
June	There are no significant changes this month
May	There are no significant changes this month

Analysis of age of cases at the stage of Investigating Committee Panel deciding there is a Case To Answer

Number of Months	Receipt to CTA			SOA to CTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	14	11	11	66	51	51
5-8	34	26	37	34	26	78
9-12	28	22	59	11	9	86
13-16	23	18	77	11	9	95
17-20	16	12	89	2	2	96
21-24	5	4	93	3	2	98
25-28	3	2	95	0	0	98
29-32	2	2	97	1	1	99
33-36	3	2	99	1	1	100
> 36	1	1	100	0	0	100
Mean months	11			6		
Median months	9			4		
Total number of Cases	129			129		

February	Commentary
July	There are no significant changes this month
June	There are no significant changes this month
May	The mean and median times have increased this month, due to the push to conclude older cases. The times to process the case from SOA met have not increased, demonstrating the complexity of getting information to meet SOA.

Source of complaint	Receipt to CTA		SOA to CTA	
	Mean months	Median months	Mean months	Median months
Article 22(6)/Anon	13	13	3	3
Employer	13	11	6	4
Other	0	0	0	0
Other Registrant	18	18	7	7
Police	0	0	0	0
Professional Body	17	17	12	12
Public	19	19	6	6
Self Referral	12	12	6	5

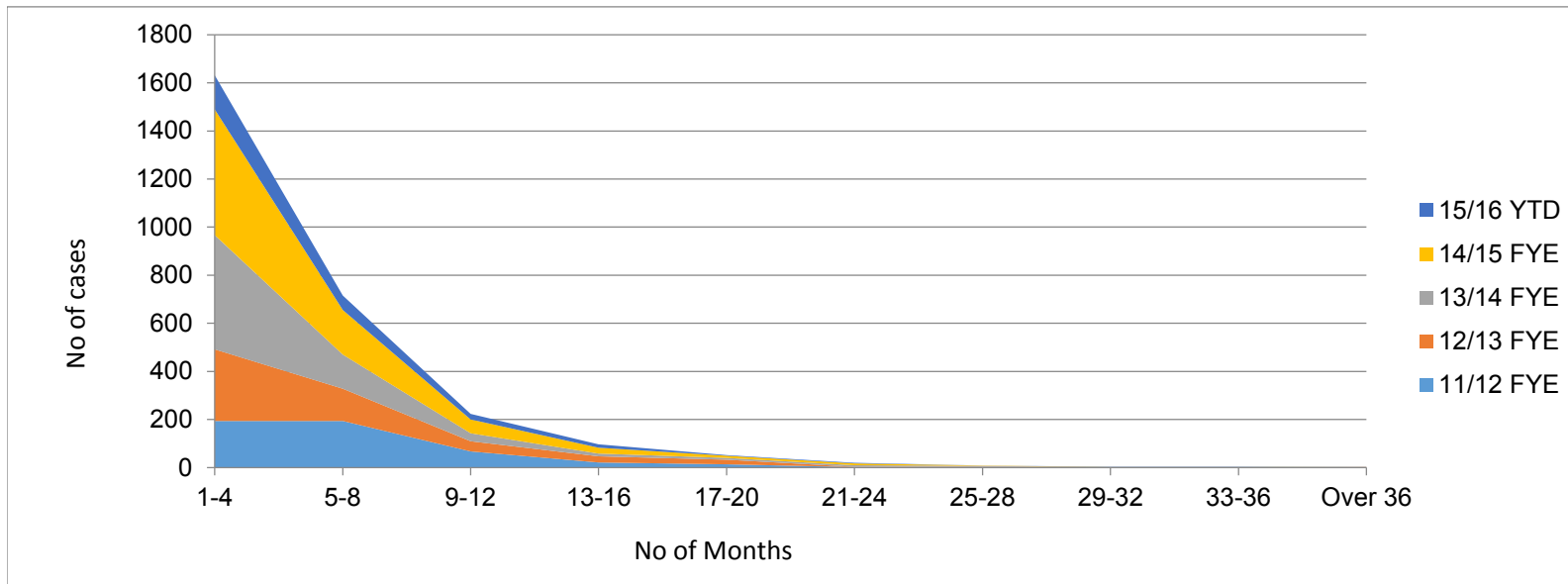
Month	Commentary
July	There are no significant changes this month
June	There are no significant changes this month
May	There are no significant changes this month

Analysis of age of cases where an Investigating Panel reach a decision from April 2015 to March 2016 (cases requiring further information are excluded)

Number of Months	Receipt to conclusion at ICP			SOA to conclusion at ICP		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	25	10	10	142	58	58
5-8	85	35	45	59	24	82
9-12	60	24	69	22	9	91
13-16	38	16	85	14	6	97
17-20	19	8	93	3	1	98
21-24	6	2	95	3	1	99
25-28	5	2	97	0	0	99
29-32	2	1	98	1	0	100
33-36	4	2	100	1	0	100
> 36	1	0	100	0	0	100
Mean months	11			6		
Median months	9			4		
Total number of Cases	245			245		

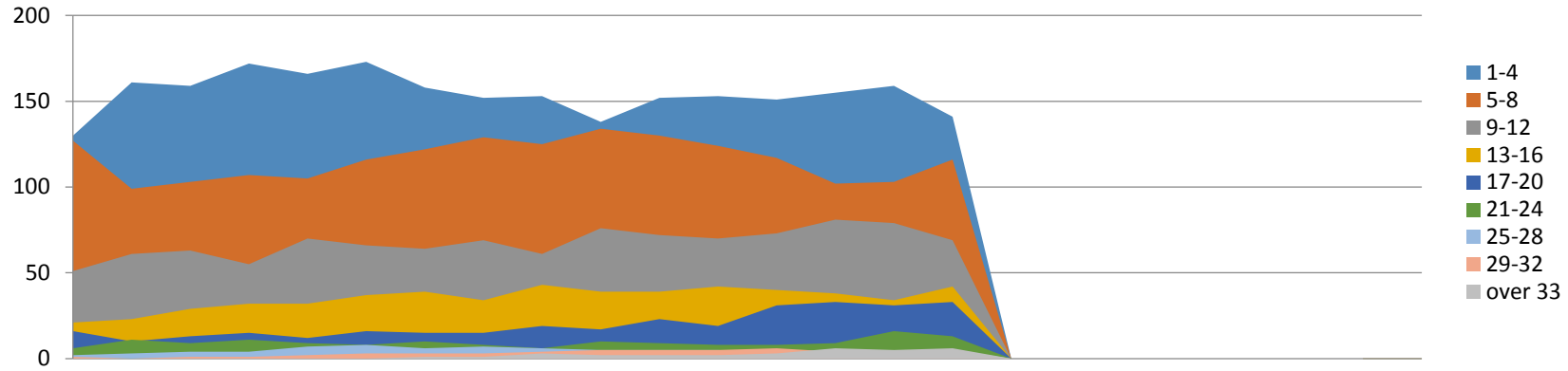
Month	Commentary
July	The median time to conclusion has decreased by a month. The average time from SOA to ICP has increased by 1 month
June	There are no significant changes this month
May	There are no changes in the receipt to conclusion times, or the SOA met to conclusion types.

**Length time: Cases Inv Committee (excluding further information) April 2011 - March 2016**



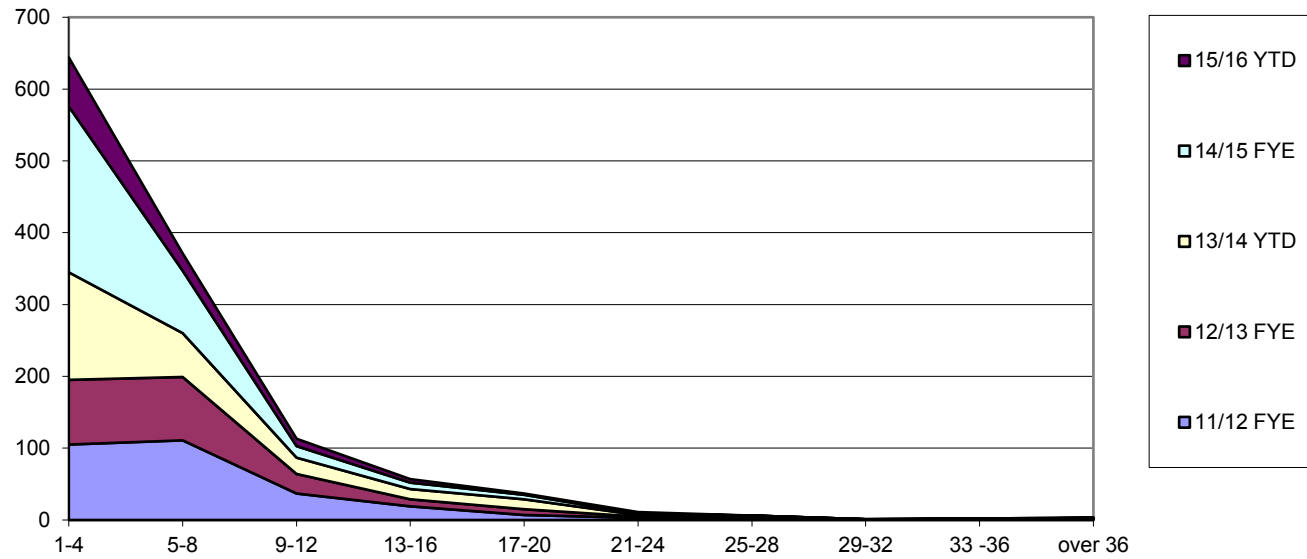
Number of Months	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD	%	Cumulative %
1-4	194	298	475	523	142	58	58
5-8	194	134	142	186	59	24	82
9-12	68	41	34	58	22	9	91
13-16	21	26	12	24	14	6	97
17-20	14	19	8	8	3	1	98
21-24	2	2	6	7	3	1	99
25-28	3	2	3	1	0	0	99
29-32	1	0	0	1	1	0	100
33-36	0	0	1	1	1	0	100
Over 36	1	1	1	1	0	0	100
<b>Mean Months</b>	7	6	5	5	6		
<b>Median Months</b>	5	4	3	3	4		
<b>Total Cases</b>	498	523	682	810	245		

**Length of Time : Age of Cases Post ICP April 2014-March 2016**



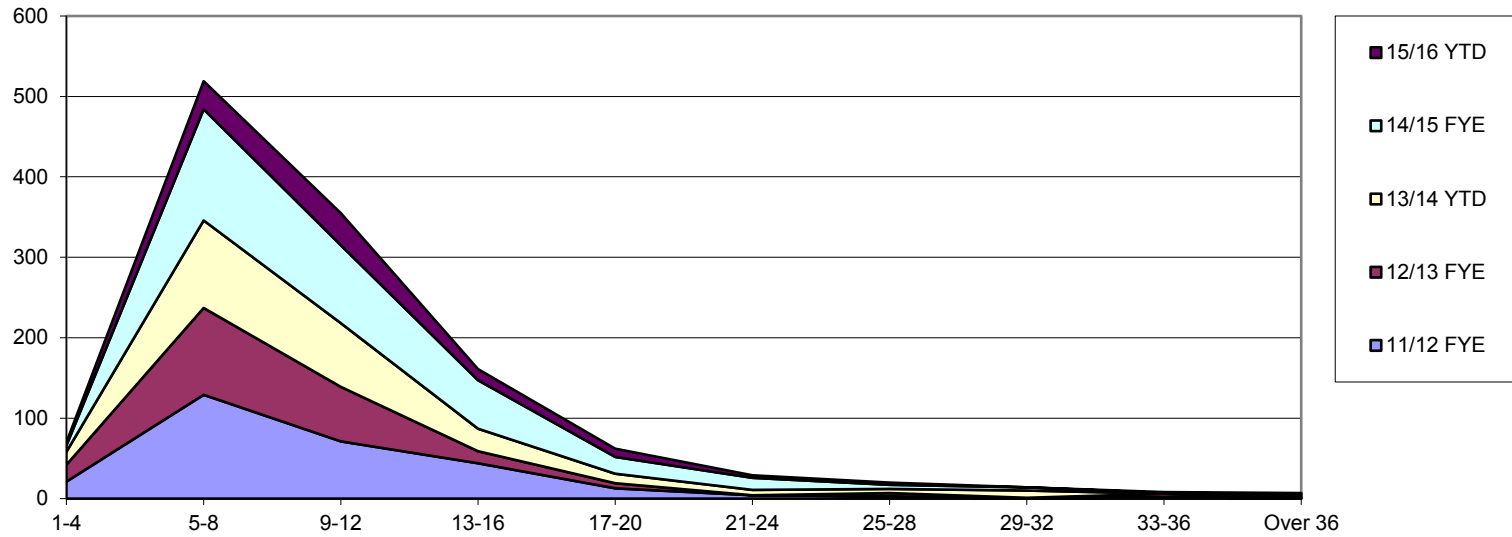
		2014												2015												2016											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting final hearing (from ICP)	1-4	130	161	159	172	166	173	158	152	153	138	152	153	151	155	159	141																				
	5-8	127	99	103	107	105	116	122	129	125	134	130	124	117	102	103	116																				
	9-12	51	61	63	55	70	66	64	69	61	76	72	70	73	81	79	69																				
	13-16	21	23	29	32	32	37	39	34	43	39	39	42	40	38	34	42																				
	17-20	16	10	13	15	12	16	15	15	19	17	23	19	31	33	31	33																				
	21-24	6	11	9	11	9	8	10	8	6	10	9	8	8	9	16	13																				
	25-28	2	3	4	4	7	8	6	7	6	5	5	5	3	3	1	5																				
	29-32	1	0	1	1	2	3	3	3	4	5	5	5	6	4	4	4																				
	over 33	0	0	0	0	0	0	1	1	3	2	2	2	3	6	5	6																				
<b>Total cases awaiting hearing</b>		354	368	381	397	403	427	418	418	420	426	437	428	432	431	432	429																				
<b>Total cases fixed this month</b>		44	21	32	35	38	48	51	37	26	38	25	23	29	29	32	29																				
<b>Cases ready to fix, but no date yet</b>		83	95	115	127	128	123	134	145	156	175	162	179	210	181	185	167																				
<b>Cases fixed previous months and awaiting hearing</b>		90	74	73	63	84	98	115	127	123	118	121	113	94	107	105	96																				
<b>Cases being prepared by external lawyers</b>		167	166	154	151	151	161	140	138	133	128	133	136	138	136	142	166																				

**Allegations made - Investigating Panel (concluded final hearing cases) April 2011 - March 2016**



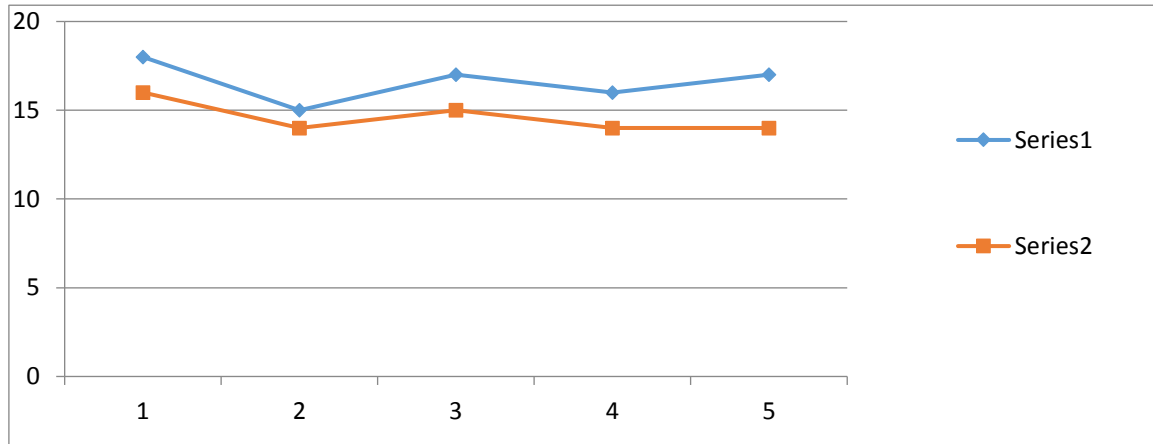
Number of Months	11/12 FYE	12/13 FYE	13/14 YTD	14/15 FYE	15/16 YTD	%	Cumulative %
1-4	105	90	150	231	68	61	61
5-8	111	88	61	87	24	22	83
9-12	37	27	23	16	10	9	92
13-16	19	10	14	9	5	5	96
17-20	7	8	14	6	2	2	98
21-24	3	2	2	2	2	2	100
25-28	2	2	2	0	0	0	100
29-32	1	0	0	0	0	0	100
33 -36	1	0	0	1	0	0	100
over 36	1	1	1	0	0	0	100
<b>Mean Months</b>	7	7	6	5	5		
<b>Meadian Months</b>	5	5	4	4	4		
<b>Total Cases</b>	287	228	267	352	111		

**Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2011 - March 2016**



Number of Months	11/12 FYE	12/13 FYE	13/14 YTD	14/15 FYE	15/16 YTD	%	Cumulative %
1-4	21	21	16	8	4	4	3.6
5-8	129	108	109	138	35	31.5	35.1
9-12	71	68	79	97	40	36	71.2
13-16	44	15	28	60	14	13	83.8
17-20	13	6	12	21	10	9	92.8
21-24	4	0	7	15	3	3	95.5
25-28	3	4	5	5	3	3	98.2
29-32	0	1	9	4	0	0	98.2
33-36	2	4	0	1	1	1	99.1
Over 36	0	1	2	3	1	0.9	100.0
<b>Mean Months</b>	10	9	11	11	11		
<b>Median Months</b>	8	8	9	9	10		
<b>Total Cases</b>	287	228	267	351	111		

**Length of Time: Allegations made - conclusion of final hearing 2011/12 - 2015/16**



April	Cases 11/12	Cases 12/13	Cases 13/14 YTD	Cases 14/15	Cases 15/16	%	Cumulative %
1-4	0	0	1	0	0	0	0
5-8	18	23	21	19	7	6	6
9-12	71	66	95	123	35	32	38
13-16	79	62	49	80	23	21	59
17-20	57	37	26	62	20	18	77
21-24	31	13	26	24	13	12	88
25-28	14	6	17	21	4	4	92
29-32	3	10	13	8	3	3	95
33-36	7	5	10	5	2	2	96
Over 36	7	6	11	10	4	4	100
<b>Mean Months</b>	<b>17</b>	<b>16</b>	<b>17</b>	<b>16</b>	<b>17</b>		
<b>Median Months</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>14</b>		
<b>Total Cases</b>	<b>287</b>	<b>228</b>	<b>267</b>	<b>351</b>	<b>111</b>		



**Analysis of age of cases where a final hearing has concluded in the period April 2015 to March 2016**

<b>Age since receipt</b>	<b>Number</b>	<b>%</b>	<b>Cumulative %</b>	<b>Age since SOA</b>	<b>Number</b>	<b>%</b>	<b>Cumulative %</b>
0 to 5 months	0	0	0	0 to 5 months	0	0	0
6 to 7 months	1	1	1	6 to 7 months	4	4	4
8 to 12 months	13	12	13	8 to 12 months	38	34	38
13 to 15 months	21	19	32	13 to 15 months	18	16	54
16 to 20 months	25	23	54	16 to 20 months	25	23	77
21 to 24 months	19	17	71	21 to 24 months	13	12	88
>24 months	32	29	100	>24 months	13	12	100
<b>Mean Average</b>	21				17		
<b>Median Average</b>	20				14		
<b>Total Number of Cases</b>	111				111		

<b>Month</b>	<b>Commentary</b>
<b>July</b>	There are no significant changes in the conclusion times this month
<b>June</b>	The mean average has increased by a month, since last month, due to conclusion of older cases
<b>May</b>	The mean and median time to conclude from receipt and also the time from SOA was met to conclusion has increased by 1 month. This is a direct result of concentrating on older cases and the complexity of scheduling older cases with vulnerable witnesses.

Comparison of age of cases from ICP decision to conclusion of final hearing, for 2014-15 and April 2015 to March 2016

Number of Months	14/15 YTD	% of cases	Cumulative %	15/16 YTD	% of cases	Cumulative %
1-4	8	2	2	4	4	4
5-8	138	39	42	35	32	35
9-12	97	28	69	40	36	71
13-16	60	17	86	14	13	84
17-20	21	6	92	10	9	93
21-24	15	4	97	3	3	95
25-28	5	1	98	3	3	98
29-32	4	1	99	0	0	98
33-36	1	0	99	1	1	99
>36	3	1	100	1	1	100
<b>Mean Months</b>	11			11		
<b>Median Months</b>	9			10		
<b>Total Cases</b>	351	100	100	111	100	100

Month	Commentary
July	There are no significant changes this month
June	There are no significant changes
May	There are no changes this month

Snapshot of age of Post ICP cases (correct at 31/7/15)

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 7 months	20	5	5	0 to 7 months	73	17	17
8 to 12 months	85	20	24	8 to 12 months	124	29	46
13 to 15 months	62	14	39	13 to 15 months	64	15	61
16 to 20 months	88	21	59	16 to 20 months	70	16	77
21 to 24 months	74	17	77	21 to 24 months	42	10	87
>24 months	100	23	100	>24 months	56	13	100
<b>Mean months</b>	19			<b>Mean months</b>	15		
<b>Median months</b>	18			<b>Median months</b>	14		
<b>Total cases</b>	429			<b>Total cases</b>	429		

Age since ICP	Number	%	Cumulative %
0 to 5 mths	183	42.7	42.7
6 to 7 mths	49	11.4	54.1
8 to 12 mths	94	21.9	76.0
13 to 15 mths	34	7.9	83.9
16 to 20 mths	41	9.6	93.5
21 to 24 mths	13	3.0	96.5
>24 mths	15	3.5	100.0
	<u>429</u>	<u>100.0</u>	

Analysis of final hearing outcomes by age at each stage, for the periods 2014-15 and April 2015 to March 2016

Type of Sanction	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Caution	17	15	14	12	19	15	14	14
Conditions of Practice	20	18	18	16	23	23	21	19
Consensual disposal	25	18	22	15	13	10	11	9
No Further Action	16	13	12	12	36	36	36	36
Not Well Founded	18	16	15	13	25	25	18	15
Suspension	19	18	16	14	19	18	15	12
Struck Off	19	18	16	15	20	15	15	12
<b>Total mean average</b>	19		16		21		16	
<b>Total median average</b>	17		13		20		15	
<b>Total number of cases</b>	351				111			

Month	Commentary
July	The mean closure time has increased by 1 month
June	There is no significant change this month
May	The focus on older cases has increased the total time from receipt to closure. This is likely to continue throughout 2015-16.

Age of concluded final hearings at each stage, for the periods 2014-15 and April 2015 to March 2016

Source of Complaint	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Anonymous / Article 22(6)	28	19	22	14	0	0	0	0
Employer	19	18	17	15	20	18	16	14
Other	17	17	15	14	26	26	24	24
Other Registrant	16	15	12	11	0	0	0	0
Police	16	14	16	14	0	0	0	0
Professional Body	19	21	17	19	0	0	0	0
Public	18	14	14	11	22	14	20	14
Self Referral	16	16	12	10	21	18	16	11
<b>Total mean average</b>	19		16		21		16	
<b>Total median average</b>	17		13		20		15	
<b>Total number of cases</b>	351				111			

Month	Commentary
July	The mean closure time has increased by one month
June	There are no significant changes
May	The small numbers in each group makes statistical analysis of changes early in the year difficult.

Comparison of age of concluded final hearings at each stage, by representation, for the periods 2014-15 and April 2015 to March 2016

	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
Type of representation	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Represented	20	19	17	15	23	22	18	16
Represented Self	17	15	15	13	21	21	18	18
None	19	17	16	14	18	16	14	12
<b>Total mean average</b>	19		16		21		16	
<b>Total median average</b>	17		14		20		15	
<b>Total number of cases</b>	351				111			

Month	Commentary
July	The mean closure time has increased by one month
June	There are no significant changes
May	The length of time for represented registrants (either self representation, or by a representative) appears to be increasing. This trend will be explored in future months.

**Analysis of length of time to close cases at each stage and combined**

	April 2015 to March 2016		
Stage of case	Number closed	Mean average	Median average
PreICP	519	6	5
No Case to Answer	116	9	8
Final Hearing	111	21	20
<b>All cases</b>	<b>746</b>	<b>9</b>	<b>7</b>

	Receipt to conclusion	%	Cumulative %	SOA to conclusion	%	Cumulative %
0 to 2	105	14	14	35	15	15
3 to 4	122	16	30	41	18	33
5 to 8	220	29	60	32	14	48
9 to 12	139	19	79	46	20	68
13 to 15	52	7	86	20	9	77
16 to 20	48	6	92	27	12	89
21 to 24	23	3	95	13	6	94
>24	37	5	100	13	6	100
<b>Total</b>	<b>746</b>	<b>100</b>		<b>227</b>	<b>100</b>	

Month	Commentary
<b>July</b>	The median length of time has increased by one month
<b>June</b>	The mean time closure for final hearings has increased by one month. This is expected as we concentrate on older cases.
<b>May</b>	The median time for PreICP closures has decreased from 7 to 5 months as a result of focus on these cases. There is no change in the NCTA closure times. The Final Hearing mean and median have also increased by 1 month as a result of closing the older cases at hearing. Overall, the mean and median times are 9 and 7 months which is comparable to previous years.

Month	Commentary
<b>July</b>	Currently 95% of our cases are closed within 24 months from receipt.
<b>June</b>	There are no changes this month, with 94% of cases closed in less than 24 months
<b>May</b>	The proportion of cases closed in less than 24 months is similar to previous years, at 94%