

Fitness to Practise – Kelly Johnson

Case Information

The statistical information and commentary on that information relating to the work of the Fitness to Practise Department can be found in the management information pack. As suggested by Council at its meeting, this document draws out some of the key information provided in the pack and other pertinent information.

Number of open cases pre-Investigating Committee Panel

At the end of August 2013 there were 1,039 non GSCC transfer cases open. It is currently anticipated that by the end of the year this number will be 959.

Of the 859 new cases that have been received between April 2013 and August 2013, 438 of them (51%) are about social workers. 321 (or 37 %) of the new cases received in the period are from members of the public.

The internal measure is that 73% of pre-ICP cases should be 5 months old or less. In August 2013 73% of cases under investigation were less than five months old since receipt with no ICP date fixed. The types of cases that are older than 5 months old continue to be those involving on-going disciplinary investigations or capability proceedings which are delayed due to the long-term absence of the registrant. We hold monthly case progression conferences, which require a review of cases that are more than 4 months old with no ICP date fixed. The

case progression conferences focus on cases over 5 months old to ensure matters are progressed as quickly as possible. 17 cases were considered at case progression conference between April and August 2013. We have now extended the case progression conference to include post ICP cases and liaison with the Hearings Team in order to identify means by which to facilitate the progression of cases to final hearing.

At the end of August 2013, the number of cases per case managers was above forecast. However factors such as performance and sickness management, new starters, movers and annual leave have contributed to an uneven distribution of case loads. Recruitment authorisation has been given to a proposed plan to address some of these issues.

Case to referred to final hearing

Of the non-social work transfer cases considered by an Investigating Committee panel between April 2013 and August 2013 the case to answer percentage was 58 per cent. We have closed 401 cases between April and August 2013 without referral to an Investigating Committee Panel because the case did not meet the standard of acceptance for allegations. This is below forecast but in part counterbalanced by the fact a higher number than forecast cases were obs'd in August 2013.

Number of cases awaiting hearing

At the end of August 2013, there were 273 non social work transfer cases awaiting consideration by a substantive hearing

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
10-2013	b	INF	CER	Director's Report Committee Ocotber 2013	Final DD: None	Internal RD: None

panel with 88 cases ready to fix and in the process of being scheduled.

General Social Care Council Transfer Cases

At the end of August there were 25 cases within the pre ICP and enquiry remit and 70 in the Post ICP remit. 66 final hearings concerning transfer cases have now taken place.

Meetings and other Stakeholder Events

Public Protection Event
Dutch Ministry Visit
Unite
Unison Meeting
PHECC
Employer Event – Wrexham & London
Professional Standards Authority Complaints Workshop
Professional Standards Authority Seminar – Francis
Recommendation 235
SLT Managers Forum in West Midlands
Gary Blisset, GB Training

Resources

Josephine Fox (formerly Quality Compliance Officer) has been appointed to the newly created post of Quality Compliance Manager. Claire Pryor (previously Case Manager (Advancement) and Laura Quatermain (previously Case Manager) have been appointed to the two vacant positions of Quality Compliance Officers. The team is now fully established

and once in post, developments are planned to enhanced our compliance and audit activity. We are also recruiting for the vacant case manager positions created by Claire and Laura's moves.

We have established a new Case Team (Case Team 7) following the appointment of Victoria Gardner to Case Team Manager. This team will have a mixed case load and will mirror the case structure of Case Team 3 which is now managed by Amita Malhorta (previously Case Support Manager). Imran Inamdar has been appointed to the vacancy created by Amita and is due to start in post on 14 October 2013.

Sarita Khaira has been appointed to the newly created post of Head of FTP Service Improvement. This is a fixed term post to cover components of Eve Seall's maternity leave. The operational components of her role are being covered by John Barwick, Head of Investigations.

Recruitment is underway in the Scheduling and Hearings team to cover the current vacancies in that team

Other

The Fitness to Practise Committee agenda for October 2013 includes an update on the 2013-14 work plan.

Date	Ver.	Dept/Cmte	Doc Type	Title	Status	Int. Aud.
10-2013	b	INF	CER	Director's Report Committee Ocotber 2013	Final DD: None	Internal RD: None

Fitness to Practise Management Information Pack

Purpose of the pack

This document provides an overview of what is contained within the Fitness to Practise Management Information Pack. The pack is in under continual review and new reports are developed as needs arise. It provides detail on the internal measures that are used to monitor and track the work of the department. There will be some months or years where data and commentary has not been previously recorded. Where this has occurred a reference to n/a or none previously recorded can be seen. When developing new reports, consideration is also given to why that report is needed and the benefits it will bring to monitoring the work of the department.

The Fitness to Practise Management Information Pack is used by the FTP department to review and monitor the work of the department and is considered by the Executive Management Team on a monthly basis. It will also be provided to Council at each of their meetings.

Reports

This section of this document sets out what each report contains.

Forecast Summary

This report and commentary sets out the key forecast information and management information used to monitor the work of the department. The year- end forecast sets out what the forecast activity and case numbers were when the budget was approved by Council, a reforecast is then carried out on a 3,6 and 9 month basis. Reforecasts are done on a regular basis to ensure resources match anticipated activity and so that action can be taken to ensure the continued effective management of case activity. This may for example, lead to resources being reallocated where required. The forecast numbers throughout the pack are revised when the 3,6 and 9 month reforecasts are undertaken. This means that the total number divided by the monthly activity will not always match.

The number of open cases for both pre ICP and Enquiry Cases and Cases awaiting hearing fluctuates depending on the time taken to progress cases through the different phases. The increase in number of cases that are open has also been influenced by the onset of regulation of social workers in England in August 2012. Some allegations that were received at the time of the transfer are now starting to be dealt with by final hearing panels. It is important also to look at the length of time cases are taking to conclude rather than the raw numbers of cases that are open at any point in the process.

The commentary in this document provides detail on the cases per case manager and any relevant operational issues that may be affecting this.

Cases received: By source April 2012-March 2014

This report and commentary sets out the number of allegations and enquiries received by allegation type. An enquiry is not counted as an allegation until it meets the Standard of Acceptance for Allegations. The commentary sets out whether the number of cases received is expected to have an impact on resources. The table provides a breakdown on what the forecast is and what happens when it is revised on a 3,6 and 9 month basis

Cases Received: Profession and source of complaint April 2009-March 2014

This report sets out the number of allegations and enquiries received by profession and source of allegation and any issues that arise out of this.

Length of Time Open Pre ICP April 2012-March 2014

This report sets out the length of time cases that have met the Standard of Acceptance for Allegations have been open at the end of the particular month that is being reported upon. The internal measure for managing such cases is that there should be 73 % of cases open less than 5 months from referral. Cases that are open for a longer period are considered at the monthly case progression conferences to determine what action should be taken.

Pre ICP Case Information April 2013-March 2014

This report sets out more detail on cases that are in the pre ICP phase of the process and the number of cases that are closed without consideration by the ICP. Cases are closed without consideration by the ICP because they do not meet the Standard of Acceptance for Allegations. The report also provides commentary on the number of cases where the registrant has been asked to provide their observations on the allegation that has been made against them. This links directly to the number of final hearings that are likely to take place six months later given that these cases will be considered by an ICP who will decide whether to refer the case. Commentary is also provided on cases considered by the case progression conference and the reasons for the number of open cases.

Investigating Committee Panel Decisions and Referrals April 2012-March 2014

This report sets out the decision making by panels of the Investigating Committee, the number of cases that are considered and concluded on a monthly basis and the case to answer percentage. It has been forecasted that there will be a case to answer percentage of 50%. This is reviewed on a regular basis to assess any impact on hearing resources.

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

This report sets out the decisions made by ICP's by profession and source of allegation and whether further information was requested. It also sets out which committee the case was referred to.

Length of Time Investigating Committee Panel Decisions April 2009-March 2014

This report sets out the length of time it has taken for a case to be concluded at ICP from the date the case met the standard of acceptance for allegations.

Interim Order Cases April 2013-March 2014

This report sets out the number of interim order matters considered and the resources allocated to them. It provides more detail on the length of time for such cases and on cases that are within 6 months of the interim order expiring.

Panel Hearing Decisions (Preliminary and Final Hearings) April 2012-March 2014

This report sets out the decisions that were made by final hearing panels and provides commentary on the number of cases that were concluded and how that compares against forecast, the number of adjourned and part heard cases and any administrative issues that have arisen with cases. It also provides commentary on the activity that has taken place or is planned, where hearings have taken place and the number of witnesses that are planned to attend or have attended hearing. More detail is also provided on cases where non- standard measures have been taken to ensure that a hearing proceeds as planned.

CCC and HC final hearings – Scheduling and Resources

This report provides information on the resources used to schedule and manage hearings.

Outcome of final hearing by representation April 2013-March 2014

This report provides information on the outcome of a case compared to whether the registrant attended the hearing and was represented at that hearing.

Final Hearing Decision by profession April 2011- March 2014

This report sets out the outcomes of final hearings where the case was concluded.

Review hearing by profession April 2011-March 2014

This report sets out the review hearings that have taken place in accordance with Article 30 of the Health and Social Work Professions Order 2001 and the decisions that have been reached by panels in such cases. Commentary is also provided on planned and upcoming activity/

Length of time Age of Case Post ICP – April 2012-March 2014

This report sets out the length of time since the date of the ICP cases have been open that have not yet had a final hearing. Commentary is provided on the activity that the Scheduling team have undertaken to arrange such cases and what activity is planned. Commentary will be provided in future months on the impact considering cases that are post case-to-answer at case progression conferences. Strategies for progressing older cases will be discussed in a similar way to how those conferences are used pre ICP.

Length of time: Allegations made to Investigating Panel (Concluded final hearing cases) April 2009 – March 2014

This report sets out how long it took for cases that were concluded by final hearing panels to progress from allegation to the Investigating Panel.

Length of time: Investigating Panel - Case conclusion (Concluded final hearing cases) April 2009-March 2014

This report sets out how long it took for cases that were concluded by final hearing panels to progress from the Investigating Panel to conclusion at final hearing.

Registration Appeals April 2012-March 2014

This report sets out detailed statistical information regarding the registration appeals process.

Protection of Title April 2012-March 2014

This report sets out detailed statistical information regarding the protection of title process.

Health and Character Declarations April 2012-March 2014

This report sets out detailed and statistical information regarding the health and character process.

Suitability Scheme August 2012-March 2014

This report sets out detailed and statistical information regarding the suitability scheme process.

MIS cases April 2012-March 2014

This report sets out detailed statistical information regarding MIS cases. MIS cases are cases which do not (as yet) meet one of the other categories of cases that are dealt with by the FTP directorate. This includes cases where further activity needs to be undertaken to identify the registrant who is being complained about. This report also documents cases which are closed in this process which would be subject to the Professional Standards Authority initial stages audit.

Cases at judicial review or High Court/Court of Sheriff April 2012- March 2014

This report provides detail on cases considered at the High Court or Court of Sheriff and the number of open cases.

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

This report provides detail on the complaints that received about cases or the services provided by the FTP department. The number of open cases at the end of the month is dependent on when in the month those cases were received.

GSCC transfer cases August 2012- March 2014

This report provides detail on the legacy cases that were transferred from the GSCC on 1 August 2012 and the activity that is taking place to manage these cases.

PSA learning points April 2012-March 2014

This report provides detail on cases that have been considered by the PSA in accordance with their section 29 jurisdiction and any learning points that have arisen out of such cases.

Internal Operational Management Information

This report provides information on cases that have been presented internally by members of the FTP team. The report also sets out resourcing and absence issues across the department and any impact this has had on planned activity.

Internal Measuring Tools March 2012 – April 2014

This report provides information on the measuring tools that are used to manage the work of the department. Such tools aid in ensuring activity is delivered as planned and to identify areas of concern.

CMS Action Monitoring and Net Regulate Status Checking outcomes

This report sets out the number of overdue and outstanding actions within the case management system. It also provides commentary on the activity that has been taken to check the fitness to practise statuses that are applied to Net Regulate. This check is done in relation to both public and non public facing statuses.

Fitness to Practise

Management Information and Commentary

2013-2014

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Key Forecast and Management Information Summary

	13/14 Actual												13/14 Forecast				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
Cases Received	181	196	173	120	192								2,144	2,147			
Cases pre ICP & Enquiry	918	976	1,001	985	1,039								892	959			
Cases closed pre ICP	67	87	99	72	76								1,314	1,302			
Case to Answer percentage	38%	49%	61%	52%	57%								50%	50%			
Cases awaiting hearing	260	267	268	262	273								288	319			
Cases per case manager	45	42	46	47	46								42	42			

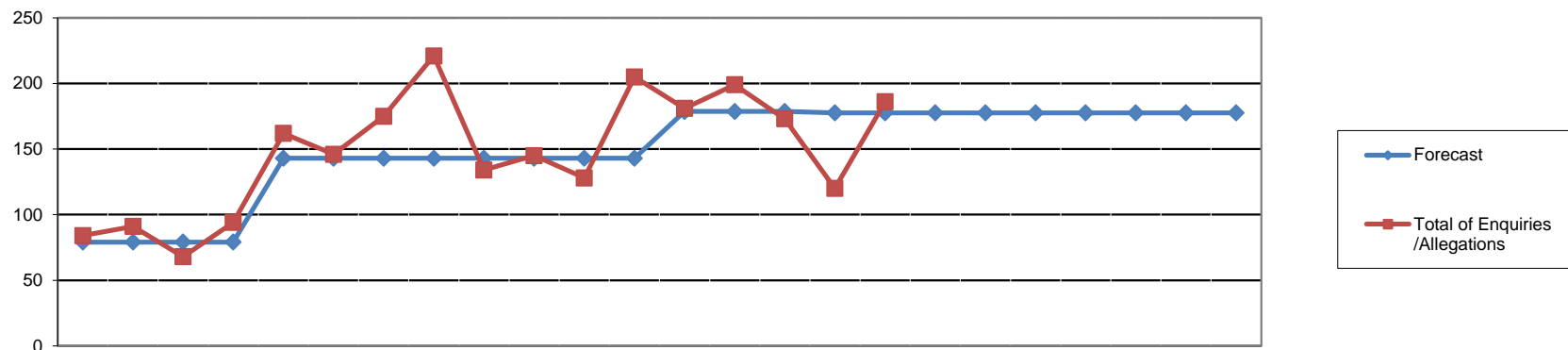
NB: this does not include GSCC transfer cases

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	46/+4	42	42	<p>* The number of cases per Case Manager is above forecast but has reduced since last month</p> <p>* The distribution of cases across the Case Management Team is evening out. However, factors such as performance and sickness management, new starters and managing annual leave have contributed to the uneven distribution of cases across the team</p> <p>* Recruitment for all Case Management posts is complete and therefore there will be adequate resource, going forward, to manage caseloads and ensure a more even distribution across the team</p>
July	47/+5	42	42	<p>* The number of cases per case manager remains above forecast for July and has month on month for the year to date</p> <p>* This is due to moving fewer than forecast numbers of cases out of pre-ICP stage in 2012/13 and the consistently fewer than forecast number of pre-ICP closures for the year to date</p> <p>* Caseloads are not currently evenly distributed due to a number of new starters still working through their inductions but they are more even than at any other point year to date</p> <p>* Caseloads are expected to continue to stabilise as the two fixed term Case Manager posts commenced at the end of July</p> <p>* There are high levels of annual leave being taken in August which will affect caseloads and their management in the short term</p>

June	46/+4	42	42	<ul style="list-style-type: none"> * The number of cases per Case Manager remains above forecast for June. * This is due to carrying over a higher than forecast number of cases at the end of the 2012/13 financial year moving fewer than forecast number of cases out of pre-ICP stage month on month since April. * The number of cases are not evenly distributed due to a number of new starters commencing in April and May. * Caseloads are beginning to even out. * Authorisation has been received for recruitment of two 12 month fixed term contract positions for Case Managers, which will provide sufficient capacity to manage and progress cases under investigation.
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Enquiries and Allegations Received by type: April 2012-March 2014



	2012			2013									2014									09/10	10/11	11/12	12/13	13/14			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Forecast	79	79	79	79	143	143	143	143	143	143	143	143	179	179	179	177	177	177	177	177	177	177	177	177	n/a				
Enquiries	64	69	45	76	145	134	162	200	120	130	116	191	164	188	159	111	168								243	275	500	1,170	790
Allegations	20	22	23	18	17	12	13	21	14	15	12	14	17	11	14	9	18								529	484	425	201	69
Total of Enquiries /Allegations	84	91	68	94	162	146	175	221	134	145	128	205	181	199	173	120	186								772	759	925	1,653	859
Article 22(6)/Anon	7	0	3	8	1	4	5	7	5	3	7	8	11	6	2	4	4								107	166	283	58	17
Employer	22	32	14	35	57	40	40	59	41	28	23	44	47	64	43	49	58								260	217	289	435	111
Other	0	19	4	3	10	3	6	13	5	12	7	5	5	7	9	4	5								59	18	33	87	12
Other Registrant	6	6	7	2	5	20	5	10	13	10	4	11	5	6	10	7	8								39	74	53	99	11
Police	1	4	0	2	2	5	2	2	1	3	3	2	4	4	4	2	5								40	25	27	27	8
Professional body	2	0	0	0	0	1	2	6	2	4	3	1	1	1	1	2	0								1	3	12	21	2
Public	27	18	30	34	65	54	75	92	46	53	52	88	76	76	74	29	67								266	256	228	634	152
Self-referral	19	12	10	10	22	19	40	32	21	32	29	46	32	35	30	23	39								NA	NA	NA	NA	67

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	186/+9	177	2,147	<p>* A higher than forecast number of new cases was received in August.</p> <p>* This is in part explained by the new logging process in that cases that were logged as MIS cases last month have met the ID verification requirements to them to be logged (or converted) into FTP cases)</p> <p>* This is not likely to impact on the number of days required for final hearings given the shortfall in cases received against forecast last month</p>
July	120/-57	177	2,147	<p>* Fewer than forecast number of new cases were received in July.</p> <p>*This can in part be explained by a change to the new case logging process, resulting in a higher number of MIS cases being logged, 30 of which have been identified as cases which are likely to become FTP cases</p> <p>* As in the previous month, it is not anticipated that this will impact on the number of days required for Final Hearings for the year given the higher than forecast number of cases carried over from 2012/13 and the higher than forecast number of cases obsed this month</p>
June	173/-6	179	2,144	<p>*Slightly fewer than forecast number of new cases were received in June.</p> <p>*It is not anticipated that this will impact on the number of cases going to ICP or the number of days required for Final Hearing given the higher than forecast number of cases carried over in March 2013 and the higher than forecast number of cases received in April and May.</p>

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

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
Arts therapists	0	0	0	0	0	0	0	0	5	9	4	7	0
Biomedical scientists	1	12	0	0	0	0	0	6	39	36	66	37	19
Chiropodists & podiatrists	7	7	1	2	0	1	7	5	76	74	55	53	30
Clinical scientists	0	2	0	1	0	0	0	0	4	10	9	9	3
Dietitians	1	3	0	0	0	0	3	1	12	9	12	13	8
Hearing aid dispensers	0	2	0	0	0	0	8	0	n/a	44	23	25	10
Occupational therapists	1	17	3	1	0	0	7	10	79	63	96	76	39
ODPs	2	8	2	2	1	0	2	12	37	39	63	45	29
Orthoptists	0	0	0	0	1	0	0	1	2	0	2	2	2
Paramedics	4	37	2	9	4	1	13	61	162	188	253	262	131
Physiotherapists	2	10	2	3	5	0	25	3	127	104	118	123	50
Practitioner psychologists	4	6	3	7	1	1	40	5	149	117	139	179	67
Prosthetists & orthotists	0	0	0	0	0	0	1	0	7	1	2	1	1
Radiographers	0	11	2	0	2	0	4	4	47	40	58	55	23
Social workers	9	137	15	11	5	2	208	51	n/a	n/a	n/a	733	438
SLTs	0	5	0	0	0	0	3	1	26	25	25	33	9
Total	31	257	30	36	19	5	321	160	772	759	925	1,653	859

Commentary

Month	Commentary
August	<ul style="list-style-type: none"> * Over 50% of cases received relate to Social Workers * Members of the public continue to represent the largest complainant group * 47% of cases received in relation to Social Workers come from referrals made by members of the public * It is not uncommon for members of the public to raise concerns about a number of social workers in a single FTP referral (which need to be logged as separate, but linked, cases) * Further analysis in relation to the specific issues leading to FTP referrals regarding Social Workers is being undertaken * There are no issues in relation to the cases received regarding the 15 other professions regulated by the HCPC
July	<ul style="list-style-type: none"> * The majority of cases continue to be in relation to Social Workers * This is consistent with the percentage of the Register that Social Workers represent * We are currently receiving more complaints from members of the public than any other complaint group, the majority of these complaints relate to social workers where a pattern appears to be that a complainant will complain about more than one social worker. Further analysis will be done over the course of the year * There are no issues arising in relation to the number of allegations received in relation to the other 15 professions
June	<ul style="list-style-type: none"> *The majority of allegations received relate to Social Workers. *This reflects to percentage of the Register that Social Workers make up. *It is not unusual for complainants to raise concerns about a number of social workers, resulting in a number of linked cases. *The types of issues raised and the sensitive nature of material involved in Social Worker cases means that they are often more labour intensive and take longer to progress to ICP or case closure stage.

Length of Time Open Pre ICP April 2012 - March 2014

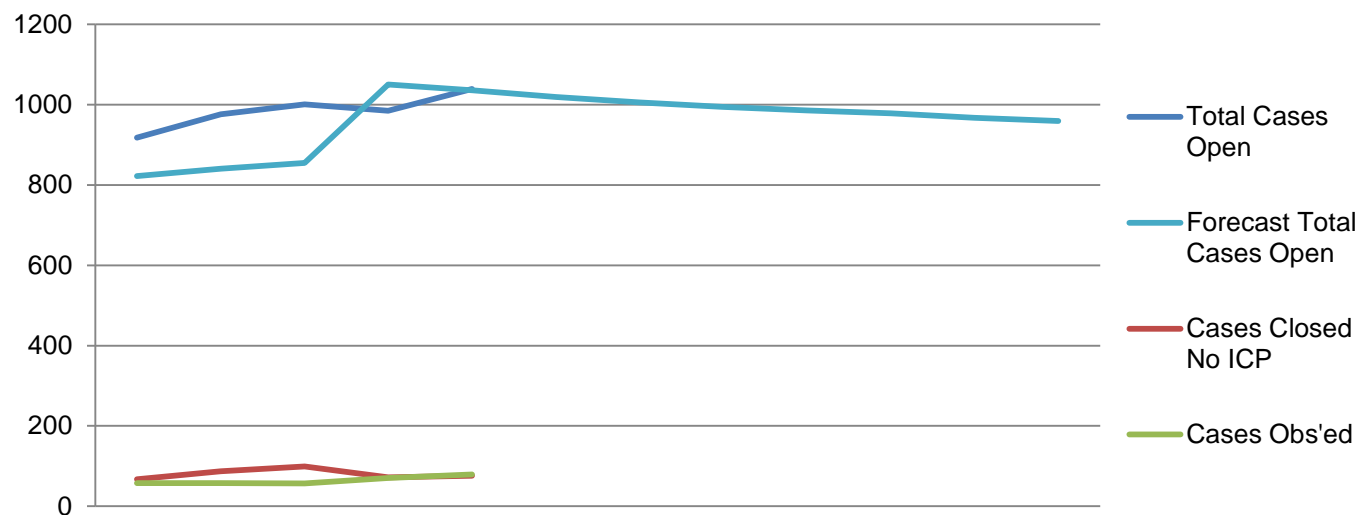
		2012												2013												2014											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting ICP	0-4	139	143	113	137	120	202	222	149	139	146	151	160	155	159	163	183	206																			
	5-8	53	58	62	66	50	43	30	25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

Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
August	73%/	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The percentage of cases that are five months old or less, that have not yet been obs'ed, is exactly in line with the internal measure, which is 73% * This represents a 1% decrease since last month * The age of cases and the length of time taken to progress a case through the FTP process are monitored closely each month
July	74%/+1%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The measure is currently being exceeded by 1% * The progression of cases is closely monitored within the Case Management Team and will continue to be. * Recruitment for the vacant and additional posts created within the Case Management Team is almost complete. This will ensure that we have sufficient resource to ensure the monitoring and timely progression of cases
June	74%/+1%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> *The measure is being exceeded by 1%. It is noted that this is down by 1% from last month. *The measure has been consistently met for the year to date. * Close monitoring of the progression of cases is a particular focus within the management team on the Case Management side, with a number of mechanisms to check the progress of cases on a weekly and monthly basis. *Resources for additional recruitment to ensure we have capacity to effectively progress cases in a timely manner have been allocated.

Pre - ICP case information April 2013 - March 2014



	2013					2014							13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Forecast cases received	179	179	179	177	177	177	177	177	177	177	177	177	
Cases Received	181	199	173	120	192								865
Allegations Open	222	229	238	255	283								1,227
Enquiries Open	696	747	763	730	756								n/a
Total Cases Open	918	976	1,001	985	1,039								n/a
Forecast Total Cases Open	823	841	855	1,051	1,036	1,019	1,005	994	986	978	968	959	n/a
Percentage of Cases in Pre ICP Remit	24	23	24	26	27								
Cases Considered at CPC	5	2	3	2	5								17
Cases Closed No ICP	67	87	99	72	76								401
% of Cases Closed no ICP	10	12	13	10	10								
Forecast % cases closed No ICP	16	16	16	9	16	16	16	16	16	16	16	16	n/a
Cases Obs'ed	58	58	57	70	79								322
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	804
% of Pre ICP cases Obs'ed	26	25	24	27	28								
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	

Open cases

Month	Current mon	Month	Year End	Commentary
August	1039/+3	1,036	959	*Number of open cases is slightly above the forecast for the month. This is in part due to the higher than forecast number of new cases being received in August. *The higher than forecast number of cases being obs'ed has contributed to reducing the number of open cases.
July	985/-65	1,051	959	*Number of open cases is below forecast for the month. * This may be explained by the fewer than forecast number of cases received and the higher than forecast number of cases closed this month. *Lower than forecast number of open cases is not likely to impact on resources in terms of number of days required for Final Hearings .
June	1,001/+146	855	892	*Number of open cases continues to be above forecast. *This is in part due to carrying over a higher than forecast number of open cases into the new financial year as well as the below forecast number of cases being obs'd and closed pre-ICP. *Two additional Case Managers to be appointed on a 12 month contract are in the process of being recruited and are due to start at the end of July. *This will provided additional resource to ensure that cases are progressed in a timely manner. *The additional CMs will help to reduce the average caseload per CM to a more optimum level. expected levels.

Cases considered at Case Progression Conference

Month	Number of Cases	Cumulative Total	Commentary
August	5	17	*The Case Progression Conference was extended this month to consider post ICP cases. Of the cases considered 3 were post ICP.
July	2	12	* 2 cases were considered at the Case Progression Conference in July. * Strategies were agreed for managing the cases and may lead to case closure in August if the information required is not received * The August Case Progression Conference will involve post-ICP cases and liaison with the Hearings Team in order to identify means by which to facilitate the progression of cases to Final Hearing
June	3	10	*3 cases were considered at the Case Progression Conference in June. *All cases involved complex issues and strategies for progressing the cases were agreed. *From August the CPC will also considered post ICP cases.

Cases closed pre ICP

Month	Current	Month	Year End	Commentary
August	10%/-6	16%	16%	*The number of cases closed in August without being referred to ICP was below forecast. However, an above forecast number of cases were obs'd in August. * 401 cases have been close pre-ICP for the year to date.
July	10%/+1%	9%	16%	*The forecast was exceeded by 1% this month. 72 cases were closed pre-ICP in July. *A total of 325 cases have been closed pre-ICP for the year to date.
June	99/-6	105	1,314	*The forecast number of pre-ICP case closures this month were not met although the shortfall is less than the previous month. *There is a shortfall of 56 cases closed pre-ICP against the forecast. *Mechanisms are in place to ensure that cases which do not meet the SoA are closed in a timely manner. *This needs to be balanced against ensuring we discharge our statutory duty by investigating and proceeding with matters appropriate. *Training on the application of the SoA was held this month.

Cases obs'ed

Month	Current	Month	Year end	Commentary
August	79/+9	70	787	*79 cases were obs'ed in August. *This exceeds the forecast by 9 cases.
July	70/+4	66	787	* 70 cases were obs'ed in July. * This exceeded the forecast by 4 cases. * We monitor the number of obs sent on twice weekly basis * The obs forecast for August is higher than July and there are high levels of annual leave planned for August. A close monitoring of obs numbers will take place in August. * Completion of recruitment within the Case Management Team, including the commencement of two new Case Team Manager positions, will provide the appropriate level of resource to ensure cases are obs'ed in line with forecast.
June	57/-8	65	792	*61 cases including GSCC transfer cases were obs this month which is slightly below the forecast. *The Case Management team continue to monitor the number of obs sent on a twice weekly basis. *This includes highlighting to CTMs the cases that need to be obs and the deadline by when the obs need to be drafted. *There are a number of new Case Managers who are still in induction and whose obs output is lower than the more experienced CMs. *As the new CMs progress through their training we anticipate a more even spread of cases and a higher rate of obs production. *Obs targets for July and subsequent months will be adjusted to reflect the shortfall that needs to be addressed.

**Commentary
Cases Considered**

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	60/-6	66	753	<p>*60 cases were considered at ICP in August which is 6 below forecast. YTD 259 cases have been considered at ICP against a forecast of 307</p> <p>*The below forecast figure is in part explained by the lower than forecast number of cases that have been obs'd earlier in the year.</p> <p>*As the number of cases being obs'ed has been above forecast for the previous two months the number of cases being considered by ICP should exceed the forecast.</p>
July	48/-9	57	753	<p>*48 cases were considered at ICP in July which is 9 below forecast. YTD 199 cases have been considered at ICP against a forecast of 241.</p> <p>*The below forecast figure is in part explained by the lower than forecast number of cases being obs'd in previous months.</p> <p>*As part of the process of monitoring the progress of cases, a list of cases which are ready to obs is now sent to case managers on a weekly basis and highlights those cases where obs are overdue. This approach has improved performance against the forecast and in July the number of obs sent out exceeded the forecast.</p>
June	52/-12	64	783	<p>*52 cases were considered at ICP in June which is 12 below forecast. YTD 151 cases have been considered against a forecast of 184.</p> <p>*The below forecast figure is in part explained by the lower than forecast number of cases being obs'd in previous months.</p> <p>*The progress of the number of cases being obs'd continues to be monitored during the month to ensure cases that are ready to obs are obs'd in a timely manner.</p> <p>*On-going obs targets have been revised to address the shortfall in obs numbers.</p>

Cases concluded

Month	Current month / variance	Month forecast	Year forecast	Commentary
August	59/-6	65	737	*59 cases were concluded at ICP in August. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 98% which is consistent with previous months.
July	46/-10	56	737	*46 cases were concluded at ICP in July. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 96% which is consistent with previous months.
June	51/-9	60	736	*51 cases were concluded at ICP in June. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 98%.

Case to answer

Month	Current month / variance	Month forecast	Year forecast	Commentary
August	57/+7	50%	50%	*34 cases were referred by ICP. *The Case to Answer (CTA) rate in August is above the forecast. This should not have an impact on hearing resources as the number of cases being considered by ICP has been below forecast over the last three months.
July	52/+2	50%	50%	*24 cases were referred by ICP. *The Case to Answer (CTA) rate in July is in line with the forecast. *This needs to be viewed in the context of a lower than forecast number of cases being considered by ICPs over the past 3 months.
June	60/+10	50%	50%	*31 cases were referred by ICP. *The Case to Answer (CTA) rate in June is above forecast. *This needs to be viewed in the context of the below forecast CTA rate in April and May as well as the lower than forecast number of cases being considered at ICP.

Total cases moving out of pre-ICP stage

Month	Current month / variance	Month forecast	Year forecast	Commentary
August	134/-58	192	2,039	<p>*The total number of cases moving out of pre-ICP stage was below forecast in August.</p> <p>*This is explained by the lower than forecast number of pre-ICP case closures and cases being considered and concluded by ICP in previous months.</p> <p>*The above forecast number of cases being obs'd in the previous two months should see an increase in the number of cases being referred to ICP.</p>
July	118/-10	128	2,039	<p>*The total number of cases moving out of pre-ICP stage was below forecast in July.</p> <p>*This is in part explained by the lower than forecast number of pre-ICP case closures and cases being obs'd in previous months.</p> <p>*Case loads per Case Manager remain above the forecast level which has an impact on the progression of cases. Case loads are expected to stabilise once the recently recruited additional Case Managers have completed their initial inductions.</p>
June	150/+2	148	2,050	<p>*The total number of cases moving out of pre-ICP stage was slightly above forecast in June.</p> <p>*The cumulative total of number of cases moving out of pre-ICP is 400, which is 61 below forecast for the year to date.</p> <p>*This is in part explained by the lower than forecast number of pre-ICP case closures and cases being obs'd in preceding months.</p> <p>*Overtime was continued in June to facilitate case progression although take up has tailed off in June.</p> <p>*Analysis on resources and workload has continued on a weekly basis to ensure resources are used to best effect.</p> <p>*CTMs and CMs continue to monitor older cases to ensure barriers to progression are resolved.</p>

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

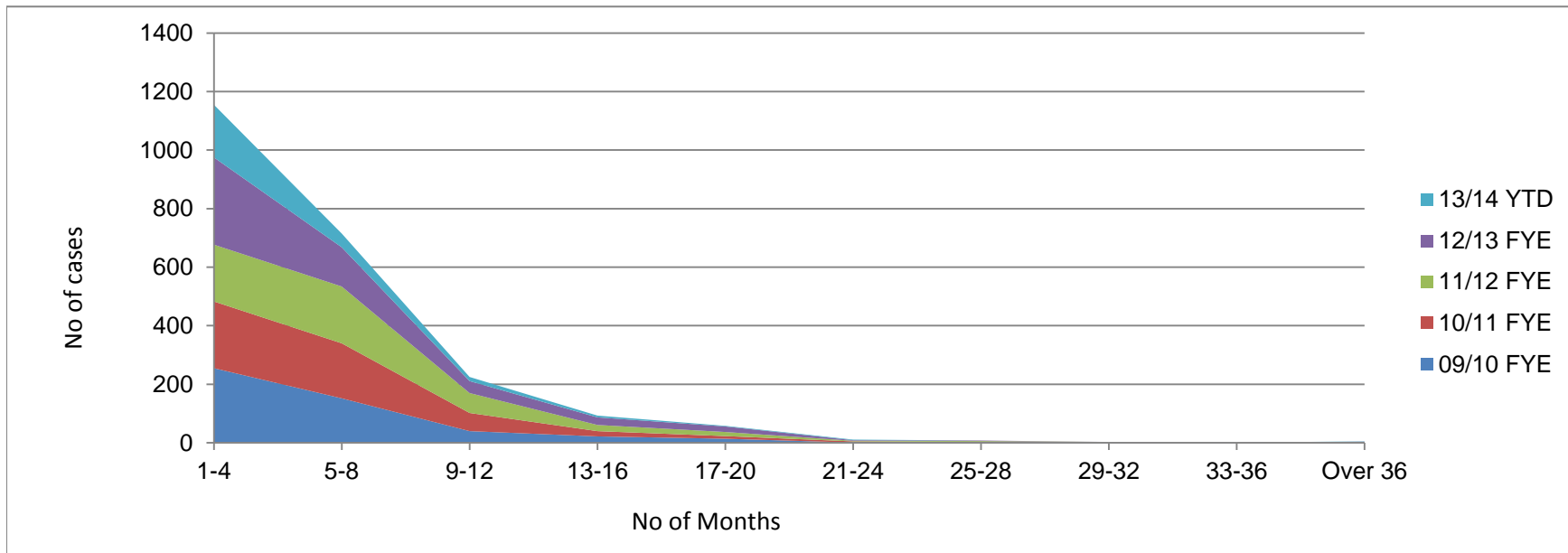
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	1	0	0	1
Biomedical scientists	3	0	1	0	0	4
Chiropodists & podiatrists	8	0	5	0	0	13
Clinical scientists	1	0	0	0	0	1
Dietitians	0	0	0	0	0	0
Hearing aid dispensers	1	0	2	0	0	3
Occupational therapists	6	1	10	0	0	17
ODPs	4	0	7	0	0	11
Orthoptists	0	0	0	0	0	0
Paramedics	14	0	19	0	1	34
Physiotherapists	11	0	16	0	0	27
Practitioner psychologists	9	0	1	0	0	10
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	10	1	4	1	0	16
Social workers	54	5	58	2	0	119
SLTs	0	0	2	0	0	2
Total YTD	121	7	127	3	1	259

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
4	2	1	3	1
26	37	37	26	4
53	60	40	27	13
3	4	10	3	1
7	13	5	14	0
	13	12	9	3
60	48	55	44	17
49	32	37	37	11
0	1	1	1	0
115	113	139	128	34
93	86	65	69	27
38	66	60	67	10
4	4	0	1	1
34	33	39	35	16
			58	119
13	21	15	21	2
499	533	516	543	259

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Article 22(6)/Anon	4	1	6	0	0	11
Employer	41	3	75	2	0	121
Other	0	0	4	0	1	5
Other Registrant	5	0	0	1	0	6
Police	4	0	5	0	0	9
Professional body	0	0	4	0	0	4
Public	36	1	8	0	0	45
Self referral	31	2	25	0	0	58
Total YTD	121	7	127	3	1	259

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
70	94	139	72	11
211	208	204	263	121
15	13	14	24	5
32	37	22	22	6
29	28	21	17	9
2	2	5	2	4
140	151	111	109	45
n/a	n/a	n/a	34	58
499	533	516	543	259

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



Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	255	228	194	298	180
5-8	152	188	194	134	47
9-12	40	62	68	41	14
13-16	22	18	21	26	6
17-20	14	9	14	19	2
21-24	1	4	2	2	2
25-28	1	2	3	2	0
29-32	1	1	1	0	0
33-36	1	0	0	0	0
Over 36	2	0	1	1	1
Mean Months	6	6	7	6	4
Median Months	4	5	5	4	3
Total Cases	489	512	498	523	252

Commentary

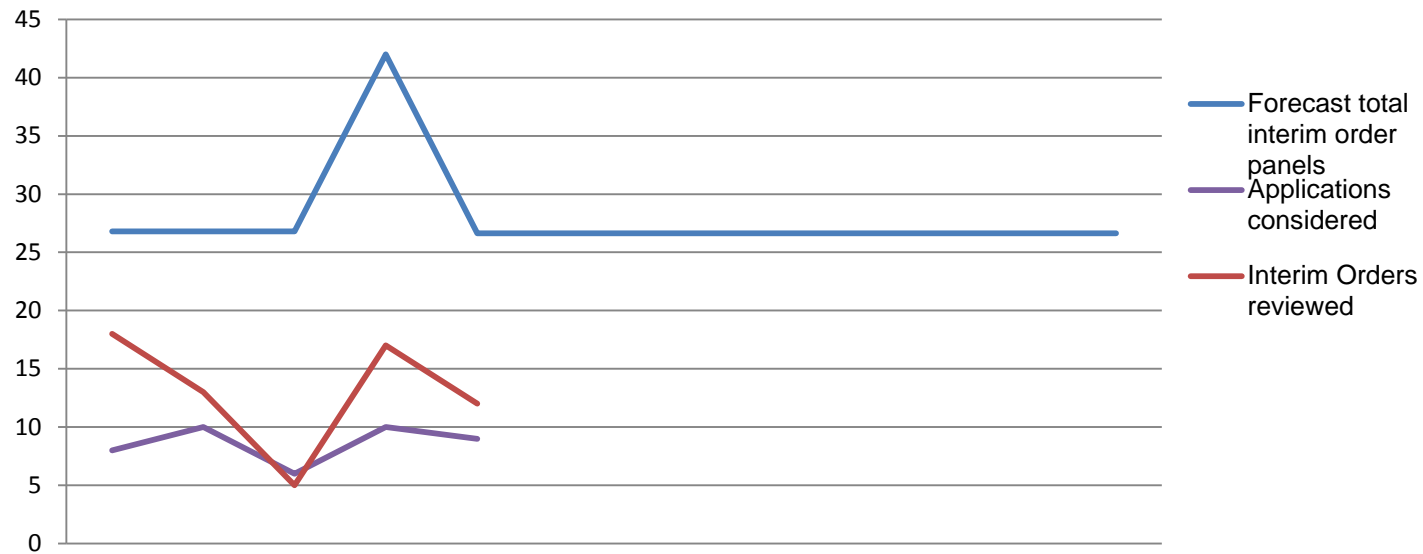
Length of time (YTD)

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation was made to ICP stage continues to exceed the forecast.
July	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation was made to ICP stage (YTD) is 3 months. *This continues to exceed the forecast.
June	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation was made to ICP stage (YTD) is 3 months. *This continues to exceed the forecast. *Monthly case progression conferences are continued to ensure that cases are being progressed and that any barriers to progression are identified and resolved where possible.

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

Month	Commentary
August	*The ICP requested further information in one case. *Particulars were amended by the ICP in 1 case considered in July.
July	*There were no particular issues arising.
June	*Particulars were amended by the ICP in 12 cases.

Interim Orders Cases April 2013-March 2014



	2013					2014							13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecast total interim order panels	27	27	27	42	27	27	27	27	27	27	27	27	n/a
Applications considered	8	10	6	10	9								43
Applications granted	4	10	6	10	8								38
Applications not granted	4	0	0	0	1								5
Interim Orders reviewed	18	13	5	17	12								65
Interim Orders revoked	0	0	0	0	0								0
Total days (all locations)	11	14	9	11	10								55
% days at Park House	90	80	68	64	90								78
% external	10	20	32	36	1								20

Commentary

Number and location of interim order panels

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	21/-6	27	322	<p>*21 Interim Order hearings took place this month, which is lower than forecast activity</p> <p>* One IO review was cancelled in advance and one was adjourned by the panel</p> <p>*One IO hearing took place in Cardiff, all other hearings took place at Park House</p> <p>*There are no concerns at present as the team are proactivley scheduling the final hearings of cases with IO's in place.</p>
July	29/+2	27	322	<p>*29 Interim Orders took place this month, which is higher than planned activity.</p> <p>*The majority of hearings were held in Park House, but a higher than usual number of reviews and applications were heard in London external venues and Cardiff</p>
June	11/-14	25	232	<p>*There were only 13 Interim order panels that took place in June, this is considerably low compared to the last few months.</p> <p>*5 interim orders were adjourned in advance due to various reasons.</p>

Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	18	n/a	n/a	<p>*This month there are 18 cases that are due to expire within the next 6 months. This is 5 more than the previous month.</p> <p>*1 case has a final hearings scheduled for October.</p> <p>*6 are ready to fix and 4 cases are going to an ICP Panel within the next 2 months.</p> <p>*2 cases are currently being investigated by our external solicitors and 4 cases are in the pre-ICP stage where we are waiting for the conclusion of the Police investigations.</p>
July	13	n/a	n/a	<p>*This month there are 13 cases that are due to expire within the next 6 months. This is the same as the previous month.</p> <p>*2 cases had final hearings scheduled this month.</p> <p>*2 cases have final hearings scheduled for August.</p> <p>*1 case is ready to obs, 1 is ready to fix and 1 case is going to an ICP.</p> <p>*3 cases are currently being investigated by our external solicitors and 1 case is in the pre-ICP stage where we are waiting for the conclusion of the employer's investigation.</p>

June	13	n/a	n/a	<p>*This month there are currently 13 cases that are due to expire within the next 6 months, this is an increase of 2 case compared to last month.</p> <p>*4 of these case have been fixed for final hearing and 1 case is currently being fixed by the scheduling team.</p> <p>*For the remaining 8 cases, like last month there are 3 cases that are in the Investigating Committee remit.</p> <p>*One case is now ready to obs, 1 case is going to an ICP Panel in August, the remaining case has an on-going employer investigation taking place, therefore we have to wait for that to conclude before we can proceed with our investigations.</p> <p>*There is a case in the Health Committee remit and we are currently waiting for the registrant to visit our expert *This will be monitored to ensure the registrant attends the appointment and we are in receipt of the report in a timely manner.</p> <p>*The remaining 4 cases are in the Conduct and Competence Committee remit, 3 of these cases are currently being investigated by our external solicitors.</p> <p>*Case Team Managers are monitoring their progress on a fortnightly basis, the remaining case will be closed as the we have received information the registrant has passed away.</p>
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IOs extended by High Court

Month	Current month / variance	Month forecast	Year end forecast	Commentary
July	n/a	n/a	n/a	1 case was extended this month.
June	n/a	n/a	n/a	0 This month 7 YTD 1 Live cases with extension
May	n/a	n/a	n/a	0 This month 6 YTD 1 Live cases with extension

Hearings listed by schedulers during this month for future months

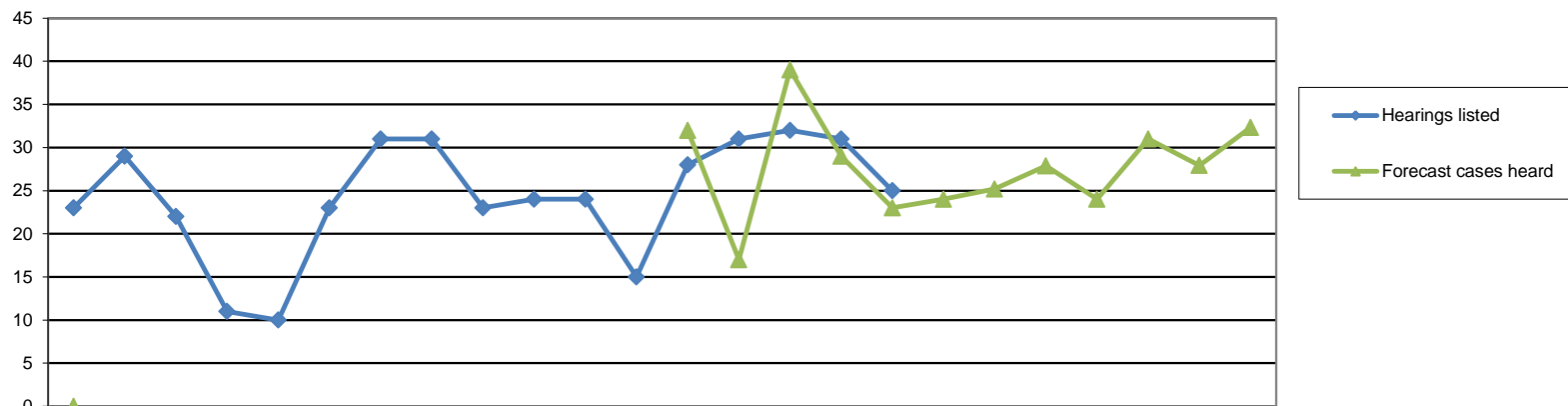
Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	16	27	313	*16 IO hearings have been scheduled to take place in September and 5 in October so far.
July	20	27	313	*20 IO's have been listed to take place in August and 7 in September so far.
June	34	27	313	*34 IO reviews and application are scheduled to take place in July and 16 have been listed in August so far.

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
August	14 days Mean 12 days Median	20 days Mean 18 days Median	15 days Mean 15 days Median	<p>There were 9 applications made in July</p> <ul style="list-style-type: none"> * The length of time has again improved this month and we are still meeting our internal measures. * In August out of the 9 cases 7 were listed between 10-15 days. * There were only 2 cases that were over the forecast. Once case took 18 days and the other took 26 days. * In relation to the case that took 26 days, the matter was a health case and we were waiting for medical documents. * We continue to monitor on a monthly basis to ensure we maintain this standard.
July	20 days Mean 18 days Median	21 days Mean 19 days Median	15 days Mean 15 days Median	<ul style="list-style-type: none"> * There were 10 applications made in July * The length of time has again improved this month * We are still above the internal measure * In July there were 6 cases that were listed between 16-35 days from the date of decision to apply for an IO * The case that was listed 35 days after the decision to apply was adjourned due to an error in the Notice of Hearing, thus causing the delay * The Scheduling Manager has arranged for all IO Apps/Reviews to be held at an external venue to ensure that they are listed within the internal service standard * We continue to monitor the length of time on a monthly basis

June	19 days Mean 18 days Median	22 days Mean 20 days Median	15 days Mean 15 days Median	*There were 6 applications made in June. *The length of time has improved since last month *We are still above the measure *In June there were 5 cases above average ranging from 16-31 days. *For the case that took 31 days, the hearing was adjourned by the Panel at the beginning of the month, so a new hearing had to be scheduled. *In our monthly IO meeting this issue has been address with the Scheduling Manager *This will continually be monitored.
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Panel Hearings Decisions (Preliminary and Final Hearings) April 2009 - March 2014



	2012			2013												2014												09/10	10/11	11/12	12/13	13/14									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD												
Preliminary hearings	n/a												4	1	4	2	5													n/a	n/a	n/a	n/a								
Forecast cases heard	n/a												32	17	39	29	23	24	25	28	24	31	28	32													n/a	n/a	n/a	n/a	n/a
Forecast cases adjourned	n/a												6	3	8	2	2	2	5	6	5	6	6													n/a	n/a	n/a	n/a	n/a	
Conduct & Competence and Health Committee	Hearings listed	23	29	22	11	10	23	31	31	23	24	24	15	28	31	32	31	25													351	424	399	266	147						
	Adjourned / cancelled / postponed	3	3	2	0	0	1	6	5	0	1	1	2	4	1	2	0	0															22	24	7						
	Caution	4	7	6	3	0	6	3	2	1	3	5	1	1	5	4	6	1													46	71	44	41	17						
	Conditions of practice	0	2	1	0	0	0	2	0	0	6	1	2	1	2	2	4	3													14	21	13	14	12						
	No further action	0	0	0	0	0	0	0	1	0	0	1	0	2	1	0	0	0													7	3	2	2	3						
	Not well founded	6	6	5	3	4	1	7	4	6	4	5	3	6	5	5	7	4													70	83	55	54	27						
	Part heard	2	1	1	1	0	0	0	3	2	1	0	0	2	3	2	1	0													90	107	16	11	8						
	Referred to other committee	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	1													2	5	2	2	3						
	Consent - removed	2	0	0	0	1	0	2	1	3	1	2	0	1	3	1	2	2													n/a	15	12	12	9						
	Consent - caution													0	0	0	0	0													n/a	n/a	n/a	n/a	0						
	Consent - conditions													0	0	0	0	0													n/a	n/a	n/a	n/a	0						
	Consent - suspension													0	0	0	0	0													n/a	n/a	n/a	n/a	0						
	Struck off	2	5	4	2	1	n/a	5	4	5	4	4	2	3	5	6	5	7													65	62	50	44	26						
	Suspended	4	5	3	2	4	8	5	10	6	4	5	5	7	4	3	6	7													38	44	60	61	27						
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													1	0	0	0	0							
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													1	1	0	0	0							
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													0	1	0	0	0							
	Part heard	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0													0	0	1	1	0							
	Removed	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0													3	1	1	1	1							

Commentary

Final hearing cases and preliminary meetings

Month	Current month /	Month forecast	Year forecast	Commentary
August	25	29	339	<p>* 25 cases were concluded at final hearings in August (excluding SW cases).</p> <p>* This was above the forecasted total for August, which enabled us to continue catching up as the we were below the forecast in the previous month</p> <p>* In previous years it has been difficult to plan hearings in August due to summer holidays but we have been more sucessful in catering for this this year</p> <p>* Whilst we did not conclude as many cases at final hearings as last month we were able to use the extra room space to hear almost twice as many review hearings.</p>
July	30	29	339	<p>* 30 cases were concluded at final hearings in July (excluding SW cases).</p> <p>* This was above the forecasted total for July, which enabled us to catch up slightly as the we were below the forecast in the previous month</p> <p>* All recruitment and training was completed for scheduling officers and hearing officers earlier in the year which placed us in the stronger position to schedule and manage higher hearing loads.</p>
June	28	31	339	<p>*28 cases were concluded at final hearings in June (excluding SW cases).</p> <p>*This was 3 hearing below the forecasted total of concluded hearing for June but in two cases that did not conclude a significant amount of evidence was heard before the adjourned part heard.</p> <p>*We will need to catch up slightly in July because of this but hearing loads are highly than forecasted so it is expected that we will be able to conclude more than the forecasted 26 hearings next month.</p>

Adjourned / part heard

Month	Current month /	Month forecast	Year forecast	Commentary
August	0	2	68	<p>*No non-social work cases were adjourned at the hearing or part-heard in August</p> <p>*This was below the forecast for the month, which again allowed us to exceed our forecasted target for concluded hearings</p> <p>*We held 2 oral preliminary hearings and 3 electronic hearings to assist with pre hearing case management and ensure final hearings were able to progress efficiently when they were due to commence</p> <p>*We also resolved 3 adjournment applications by email in August</p>
July	1	2	68	<p>*Only one case was adjourned part heard in July due to a shortage of time to conclude and no cases were postponed or adjourned in advance</p> <p>*This was below the forecast for the month, which allowed us to exceed our forecasted target for concluded hearings</p> <p>*We held 2 preliminary hearings to assist with pre hearing case management and ensure final hearings were able to progress efficiently when they were due to commence</p> <p>*We also resolved 2 adjournment applications by email (both were declined) and 3 preliminary issues electronically, including an application for a vulnerable witness and applications for disclosure from a 3rd party</p>
June	4	8	68	<p>*4 cases were adjourned or part heard in June.</p> <p>*This was below forecast and enabled us to conclude almost as many cases as we had forecast for the month, despite there being 8 cases fewer scheduled than we expected.</p> <p>*We held 4 preliminary hearings in June, which helped us to resolve legal and evidential disputes prior to the start of a hearing.</p> <p>*We also dealt with a further 5 preliminary dispute by obtaining a panel direction by email.</p> <p>*Resolving preliminary matters in advance of a hearing reduced the likelihood of the being adjourned part heard in the middle of evidence being heard.</p>

Postponed / adjourned in advance

Month	Number of Cases	Cumulative Total	Commentary
August	0	7	<ul style="list-style-type: none"> * No hearings were adjourned or postponed in advance in August (excluding social work cases) * 2 applications for postponement were considered by hearings team management in advance of hearings and both were declined
July	0	7	<ul style="list-style-type: none"> * No hearings were adjourned or postponed in advance in July. * 2 cases were considered electronically in advance of hearings and were declined * 2 applications were considered by Hearing Team Management in advance of hearings (as they were received more than 14 days in advance of the hearing) and both were declined. * Communication with registrants in advance, through pre hearing forms and communication with witnesses through our support programme may have resulted in a reduction of postponement/ adjournment request in advance of hearings this year.
June	2	7	<ul style="list-style-type: none"> *5 postponement / adjournment requests were received in advance for hearings scheduled in May. *Of these 2 were considered as postponement requests by Lead Hearing Officers (on behalf of the HOA) and were declined *The remaining 3 were received within 14 days of the hearing and were considered in advance by the panel chair as adjournment requests. *Two of these were accepted and the hearing was adjourned (one on the basis of a registrant's ill health and another because the registrant indicated just before the hearing that he wanted to attend but could not afford to). *As the adjournment rate was lower than forecasted this did not have any unforeseen resource implications in terms of rescheduling requirements

Not well found decisions

Month	Number of Cases	Cumulative Total	Commentary
August	4	27	<ul style="list-style-type: none"> * 3 of the concluded cases in July were not well founded (12%) * This is lower than previous rates (in 2012/2013 22% of final hearings were NWF) * This does not include SW cases (2 of which were discontinued and 2 which were NWF in August) * Further research is being undertaken to analyse the link between discontinued cases and poor decision making at ICPs
July	7	23	<ul style="list-style-type: none"> *7 of the concluded cases in July were not well founded (23%) This is slightly higher than previous rates (in 2012/13 22% of final hearings were NWF). *This does not include cases that were discontinued in advance of final hearings, of which there was only 1 partial discontinuance in July * A review of NWF and discontinued cases is currently being undertaken to establish whether there is a connection between this outcome and poor decision making at ICPs
June	5	16	<ul style="list-style-type: none"> *5 of the concluded cases in June were not well founded (18%) This is slightly lower than previous rates (in 2012/13 22% of final hearings were NWF). *This does not include cases that were discontinued in advance of final hearings, of which there were 7 in May. *Discontinuing a case where it is clear there is no realistic prospect of proving the allegations is fairer on the registrant than holding a public hearing to dispose of the allegations. *It also reduced stress for witnesses and results in significant cost and resource savings for the HCPC

Issues arising

Month	Commentary
August	* Case presenters are being reminded that they must not attempt to discuss case management issues with panellists outside of hearings. This is managed through the adjudications team, which is not involved in the investigation of a case. * A number of challenges have been made by members of the media about decisions to conduct hearings in private. An FTP Publications policy has been drafted to clarify the way in which information is distributed at hearings. Internal guidance is also being developed. * Adjournments prior to Interim Order applications should, in almost all cases, be considered by the full panel.
July	* Timing of Review Hearings - a review hearing overran impacting on the planned schedule for the day * Drafting of Competency allegations - regular workshops are organised to train case managers on the drafting of allegations and ongoing training is provided to panel members on decision making at ICP * Unplanned absence of a legal assessor resulting in the need to reschedule and IO review hearing
June	* Travel difficulty for panel member delaying the start of the hearing * Discrepancies in documentation - quality assurance mechanisms are in place * Concerns around the drafting of allegations - regular training provided to team * Late arrival of transcription/logging services * Panel complaint about the facilities at 186 KPH causing mild irritation

CCC and HC final hearings - Scheduling and Resource descriptions

	2013					2014						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast hearing days	162	96	53	59	48	49	57	64	55	71	64	74
Cases scheduled HCPC (all hearing types)	28	31	37	23	21							
Days scheduled HCPC (all hearing types)	72	67	76	56	44							
Cases scheduled external (all hearing types)	4	7	5	7	4							
Days scheduled external (all hearing types)	12	21	12	23	8							
Days	84	88	88	79	52							
% cases external	14	23	14	29	85							
% days external	17	31	16	71	15							
Witnesses	40	57	70	45	55							

Days of hearings at HCPC in current month

Month	Current month /	Month forecast	Year end	Commentary
August	85%	88%	88%	<p>*In total there were 52 days of final hearing activity arranged in August (excluding social work hearings)</p> <p>*44 of these days took place in HCPC premises</p> <p>*This was 85% of all hearings activity scheduled</p> <p>*This was in accordance with the planned activity schedule</p> <p>* A larger percentage of social work hearings were held in August in order to prioritise transfer cases</p> <p>*The old Council Chamber was divided on 4 occasions to cater for increased hearing loads</p>
July	71%	88%	88%	<p>*In total there were 79 days of final hearing activity arranged in July (excluding social work hearings)</p> <p>*56 of these days took place in HCPC premises</p> <p>*This was 71% of all hearings activity scheduled</p> <p>*This was lower than the planned percentage of internal hearings, largely because we had a 7 day and a 3 day hearing that had to be held in Cardiff</p>
June	86%	88%	88%	<p>*In total there were 88 days of hearing activity arranged in June.</p> <p>*76 of these days took place in HCPC premises.</p> <p>*This was 86% of all hearings activity scheduled</p> <p>*This is only very marginally lower than the planned activity percentage and represented an effective use of HCPC facilities for hearing activity.</p>

Days of hearings at HPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
	85%	88%	88%	<p>*In total there are 66 days of final hearing activity planned in September (excluding social work hearings).</p> <p>*56 of these are planned at HCPC premises, which is 85% of all hearings activity.</p> <p>* This corresponds with the planned activity profile.</p> <p>* Again there are a large amount of social work hearings scheduled to take place in September - 30 days</p> <p>* Hearings are being held in 186 Kennington Park Road on every day in September to make effective use of the facilities available to us</p>
July	80%	88%	88%	<p>*In total there are 52 days of final hearing activity planned in August (excluding social work hearings).</p> <p>*44 of these are planned at HCPC premises, which is 85% of all hearings activity.</p> <p>*This is below the planned activity percentage but higher than in previous months.</p> <p>* Hearing levels are lower for non social work professions in August because there are a high level of social work hearings scheduled to take place- 39 days</p>
June	75%	88%	88%	<p>*In total there are 101 days of hearing activity planned in July.</p> <p>* of these are planned at HCPC premises, which is of all hearings activity.</p> <p>*This is below the planned activity percentage.</p> <p>*There is 1 bank holiday in August</p> <p>*HCPC Council and a summer meal during the month so external premises are being used more frequently to cater for heavy hearing loads and a limited number of days and rooms internally</p>

Days of external hearings in current month

Month	Current month /	Month forecast	Year forecast	Commentary
August				<p>*There were 8 days of final hearing activity at external venues in August.</p> <p>*This is 15%, which is in accordance with the planned activity schedule.</p> <p>*This included hearings in external venues in Cardiff, Edinburgh, Glasgow and Belfast..</p> <p>*Each of these hearings had to take place outside of England due to statutory provisions.</p> <p>*We did not hold any final hearing at alternative locations in England in August, which has reduced our hearing costs for the month.</p> <p>* This may free up some of our budget to ensure difficult/lengthy hearings are able to conclude on time towards the end of the year by using external premises if necessary.</p>
July	29	12	12	<p>*There were 23 days of hearing activity at external venues in July.</p> <p>*This is 29%, which is above the planned activity schedule.</p> <p>*This included hearings in external venues in Manchester, Swindon, Glasgow, Cardiff and Belfast.</p> <p>*21 days of hearing activity had to take place outside of England due to statutory provisions.</p> <p>*We held one external hearing in Swindon in order to enable a registrant to fulfill his duties as a carer</p> <p>* We held one hearing in Manchester in order to cater for a registrant's disability</p> <p>*This higher rate of external hearings is a trend; it is due to the particular circumstances of these cases.</p>
June	14	12	12	<p>*There were 12 days of hearing activity at external venues in July.</p> <p>*This is in accordance with the planned activity schedule.</p> <p>* This included hearings in external venues in London, Edinburgh, Cardiff and Woking.</p> <p>*5 days of hearing activity had to take place outside of England due to statutory provisions.</p> <p>*We listed 5 events at external premises in London due to unavailability of HCPC premises on days when other internal events such as Committee meetings were taking place.</p> <p>*We held one external hearing in Woking in order to cater for a registrant's disability.</p>

Days of external hearings planned

Month	Current month /	Month forecast	Year forecast	Commentary
				<p>*There are 10 days of hearings planned at external venues in September, which is 15% of all hearings.</p> <p>* This is in accordance with the planned activity schedule</p> <p>* All but one of the external hearings will be held outside of England in accordance with statutory requirements</p> <p>* A one day hearing is being held at the Barbican in London due to a shortage of space at HCPC premises</p> <p>* We are making use of our premises at 186 Kennington Park Road on every day in September</p>
July	20%	12%	12%	<p>*There are 8 days of hearings planned at external venues in August, which is 20% of all hearings.</p> <p>*Each of the external hearings was held outside of England in accordance with statutory requirements</p> <p>*As this is in excess of the planned activity percentage increased use of internal facilities will have to be undertaken later in the year to make up for this.</p> <p>*We now have the use of two extra rooms at 186 KPR which will be used on a daily basis to cover ICPs and smaller hearings to create increased capacity</p>
June	26%	12%	12%	<p>*There are 26 days of hearings planned at external venues in June, which is 26% of all hearings.</p> <p>*As this is in excess of the planned activity percentage increased use of internal facilities will have to be undertaken later in the year to make up for this.</p> <p>*We now have use of two extra rooms at 186 KPR which will be used on a daily basis to create increased capacity</p>

Witnesses in current month

Month	Current month /	Month forecast	Year forecast	Commentary
	2.4 per case	2 per case	2 per case	*There were 59 witnesses called for the 25 final hearings held in August (excluding social work cases). *This is a average of 2.4 witnesses per case, which is slightly above the planned activity and resource allocation. * Cases with complex allegations tend to require more live evidence and there have been a number of lengthy hearings this month.
July	1.9 per case	2 per case	2 per case	*There were 45 witnesses called for the 23 final hearings held in June (excluding social work cases). *This is a average of 1.9 witnesses per case, which corresponds with the planned activity and resource allocation.
June	1.7 per case	2 per case	2 per case	*There were 54 witnesses called for the 32 hearings held in June. *This is a average of 1.7 witnesses per case, which corresponds with the planned activity and resource allocation.

Witnesses planned

Month	Current month /	Month forecast	Year end	Commentary
August	2.2 per case	2 per case	2 per case	*There are 25 non social work final hearings scheduled in August with an average of 2.2 witnesses warned per case. *This is within the planned resources allocation
July	2.1 per case	2 per case	2 per case	*There are 23 non social work final hearings scheduled in July with an average of 2.1 witnesses warned per case. *This is within the planned resources allocation
June	1.8 per case	2 per case	2 per case	*There are 39 final hearings scheduled in June with an average of 1.8 witnesses warned per case. *This is within the planned resources allocation

Non standard equipment or special requirements

Month	Commentary
August	* In August we used screens on two occasions so that vulnerable witnesses could give evidence without having to face the registrant. * In one hearing we employed a dyslexia advocate throughout the hearing to assist the registrant. We also used coloured paper for all hearing material and powerpoint presentations * Registrants were able to give evidence remotely at two hearings by use of teleconferencing.
July	*A videolink was conducted from an external venue in Cardiff to a witness in Australia *We used the teleconference facilities on 4 occasions in July to communicate with witnesses at remote locations. * Use of additional technologies at hearings helps to reduce travel costs and progress investigations expeditiously.
June	*We were required to use a security guard for 2 days of a hearing in June because one hearing participant had a prior conviction for GBH on another hearing participant. *A videolink was used on one occasion so a registrant who was unable to attend for health reasons could communicate with the panel.

Outcome of final hearing by representation April 2013 - March 2014

	Self Representation	Represented	No representation	Total
Caution	2	8	7	17
Conditions	0	10	2	12
Cross referred	0	1	0	1
No Further Action	1	1	1	3
Not Well Found	3	21	3	27
Discontinued	0	5	3	8
Not restored	0	0	0	0
Part Heard	0	0	0	0
Register entry amended	0	0	0	0
Removed	0	0	1	1
Restored	0	0	0	0
Struck Off	3	3	20	26
Suspended	4	7	16	27
Consent - removed	0	0	9	9
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	13	56	62	131

Final hearings: Decisions by profession April 2011 - March 2014

	Final Hearings													
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	2	0	0	3	0	0	0	0	2	4	0	0	0	0
Chiropodists & podiatrists	0	2	0	1	0	0	0	0	2	1	0	0	0	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	2	1	0	0	0	0	0	1	1	1	0	0	0
Hearing aid dispensers	1	0	0	0	0	0	0	0	1	3	0	0	0	0
Occupational therapists	1	0	1	0	0	0	0	0	3	3	2	0	0	0
ODPs	3	1	0	0	0	0	0	0	1	4	1	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Paramedics	4	3	0	9	0	0	0	0	8	7	2	0	0	0
Physiotherapists	1	1	1	5	1	0	0	0	2	0	0	0	0	0
Practitioner psychologists	0	1	0	3	5	0	0	1	0	1	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	3	0	0	2	1	0	0	0	3	1	0	0	0	0
Social workers	2	1	0	3	0	0	0	0	1	2	2	0	0	0
SLTs	1	0	0	1	1	0	0	0	1	0	1	0	0	0
Total 13/14 YTD	18	11	3	27	8	0	0	1	26	27	9	0	0	0
Total 12/13 FYE	41	13	1	54	n/a	0	0	1	43	58	10	n/a	n/a	n/a
Total 11/12 FYE	69	29	1	68	n/a	0	0	2	56	55	7	n/a	n/a	n/a

Review hearings Decisions by profession April 2011 - March 2014

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Biomedical scientists	0	0	0	5	1	0	0	1	1	0	0	0	0	8
Chiropodists & podiatrists	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Clinical scientists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Dietitians	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Hearing aid dispensers	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Occupational therapists	0	0	0	1	2	0	0	2	3	0	0	0	0	8
ODPs	1	0	0	1	1	0	0	2	2	0	0	0	0	7
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Paramedics	0	0	1	1	5	0	0	2	5	0	0	0	0	14
Physiotherapists	0	0	0	2	3	0	0	3	3	0	0	0	0	11
Practitioner psychologists	0	0	0	0	1	0	0	0	1	0	0	0	0	2
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Social workers	0	0	0	0	0	0	0	0	2	0	0	0	0	2
SLTs	0	0	0	0	0	0	0	1	1	1	0	0	0	3
Total 13/14 YTD	1	0	1	12	14	0	0	10	22	1			0	61
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4			n/a	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9			n/a	137

Commentary

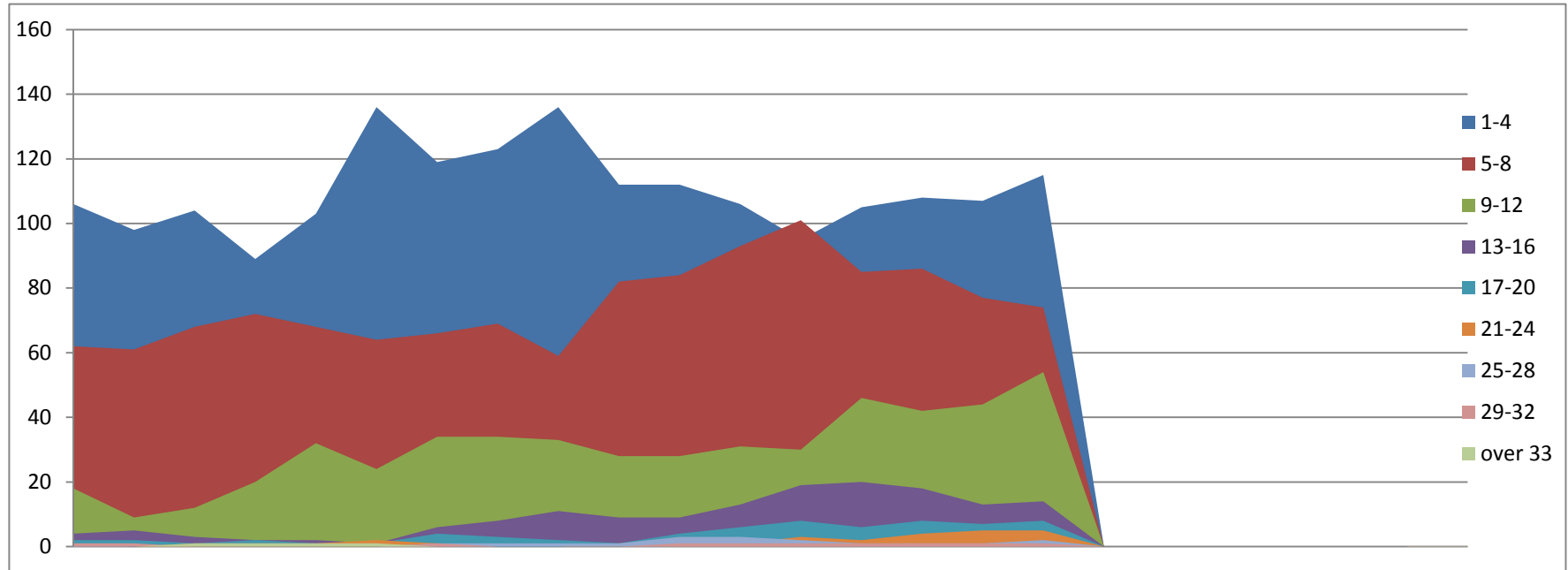
Rev Hearings fixed by schedulers during this month

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	22	22	141	*22 substantive review hearings were heard in August, which is within planned activity for the month.
July	14	13	141	*14 substantive review hearings were scheduled and concluded for the month of July, meaning that we are working slightly above planned activity for the month. *We are expecting to be above forecast for the coming months but should return to forecast levels towards the end of the year.
June	12	12	141	*12 review hearings were listed in June by the scheduling team but two were cancelled in advance. The cancellations take us below the expected figures for the month. *There are no concerns at present as we will be above forecast in the coming months.

All hearings listed for future months

Month	Current month / variance	Month forecast	Year forecast	Commentary
August	17	12	141	*17 reviews have been listed for September and 5 have been listed for October so far *Kingsley Napley (KN) continue to assist with presenting review cases where appropriate
July	22	22	141	22 substantive reviews have been listed for August and 11 have been listed for September so far. *There are no resourcing concerns as we had planned for higher than usual activity in July and August. KN will continue to assist with the presenting of review cases where appropriate.
June	13/+1	12	141	*13 substantive reviews have been listed in July and 19 have been listed in August. *Although these figures are above forecast there are no resourcing issues as there will be a reduction in final hearings activities in comparison to previous months, and KN present cases there are no presenting resources available in-house.

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



		2012												2013												2014											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting final hearing (from ICP)	1-4	106	98	104	89	103	136	119	123	136	112	112	106	95	105	108	107	115																			
	5-8	62	61	68	72	68	64	66	69	59	82	84	93	101	85	86	77	74																			
	9-12	18	9	12	20	32	24	34	34	33	28	28	31	30	46	42	44	54																			
	13-16	4	5	3	2	2	1	6	8	11	9	9	13	19	20	18	13	14																			
	17-20	2	2	1	2	1	1	4	3	2	1	4	6	8	6	8	7	8																			
	21-24	0	0	1	1	1	2	1	0	0	1	1	1	3	2	4	5	5																			
	25-28	1	0	0	0	0	0	1	1	1	1	3	3	2	1	1	1	2																			
	29-32	1	1	0	0	0	0	1	0	0	0	1	1	1	1	1	1	1																			
	over 33	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0																			
Total cases awaiting hearing		194	176	190	187	208	229	232	238	242	234	242	254	259	266	268	255	273																			
Total cases fixed								n/a					36	36	37	36	30																				
Cases ready to fix								n/a					65	60	66	80	88																				
Cases being prepared								n/a					158	170	165	139	155																				

Commentary

Hearings fixed by schedulers during this month

Month	Current month / variance	Year end forecast	Commentary
August	30	328	<p>*30 preliminary and final hearings were scheduled by the team during this month, including the rescheduling of 4 final hearings</p> <p>*This is the second month of reduced activity due to team changes and long holiday periods. Two temporary officers continue to work within the team to provide support</p> <p>*There are no current concerns with activity as the team continue to schedule beyond the planned activity for each month.</p>
July	36	328	<p>*36 preliminary and final hearings were fixed this month, including the rescheduling of 8 hearings that were either postponed or adjourned.</p> <p>*There has been a reduction in activity this month due to changes within the team. Two temporary officers have been sourced to ensure that final hearing activity stays within expected levels.</p>
June	37-2	339	<p>*37 preliminary and final hearings were fixed by scheduling officers this month, including the rescheduling of 9 hearings that were postponed or adjourned.</p> <p>*There has been a reduction in activity in comparison with previous months due to training and absences, but activity is generally above forecast in the first quarter.</p>

All hearings listed for future months

Month	Number Listed	Commentary
August	76	*34 final hearings have been listed to take place in September and 42 have been listed for October so far *This is much higher than the planned activity of 26 and 30 hearings
July	68	*34 final hearings have been listed for August and 32 hearings have been scheduled to take place in September so far. *This is higher than the planned activity of 25 and 26 hearings. *The higher than planned activity that we have experienced in recent months compensates for the lower than planned activity in April. We should achieve annual activity plan by the end of the year and remain within budget.
June	74	*41 final hearings have been scheduled to take place in July and 33 in August so far. *This is much higher than the planned activity of 31 and 25 hearings.

Hearings ready to fix

Month	Hearings Ready to Fix	Commentary
	88	<p>*208 cases are currently being managed by the adjudications team</p> <p>*88 are ready to fix and are in the process of being scheduled, 15 of which are on hold due to preliminary issues. These are being actively reviewed by the management team</p> <p>*80 cases have been listed and are awaiting a hearing date</p> <p>*16 cases have been either adjourned or postponed in advance</p> <p>*22 cases are awaiting the expiration of their appeal period.</p>
July	80	<p>*214 cases are currently being managed by the adjudications team.</p> <p>*80 are ready to fix and are in the process of being scheduled, 12 of which are on hold due to preliminary issues. These are being actively managed in the meetings with case management and KN.</p> <p>*95 cases have been listed and are awaiting a hearing date</p> <p>*17 cases have been postponed/adjourned in advance and 22 are awaiting the expiration of their appeal period</p>
June	66	<p>*213 cases are being actively managed by the adjudications team.</p> <p>*66 are ready to fix and are in the process of being scheduled - 9 of which are on hold due to preliminary issues.</p> <p>*98 cases have been listed and are awaiting a hearing date</p> <p>*27 hearings have been postponed or adjourned and are waiting to be rescheduled and 20 cases have concluded and are awaiting the expiration of their appeal period.</p>

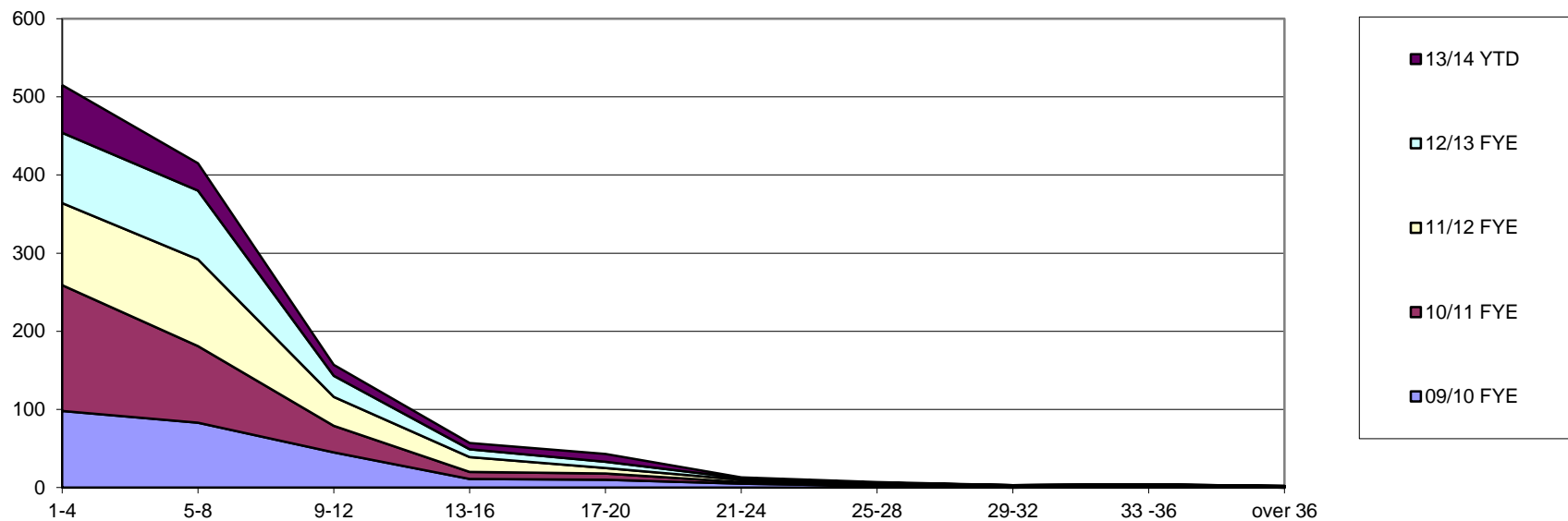
Hearings not ready to fix

Month	End of Month Number	Commentary
August	128	*128 cases are currently with our solicitors and are therefore not ready to fix *15 of these cases were referred to them in 2012 *Despite there being an increase of cases overall, there continues to be a reduction in 2012 cases being managed by them.
July	119	*119 cases are currently with KN and are therefore not ready to fix *17 of these were 'case to answer' in 2012 *For the first time there has been a slight decrease in both the number of 2012 and overall non RTF cases *According to the WIP report, 73% of KN's cases are within their service standard. 27% of their post-ICP cases are overdue.
June	123	*123 cases are currently with KN and are therefore not ready to fix. *20 of these were 'case to answer' in 2012. *There was a slight increase in non RTF cases and a slight decrease in 2012 cases.

Cases over 5 months not yet ready to fix

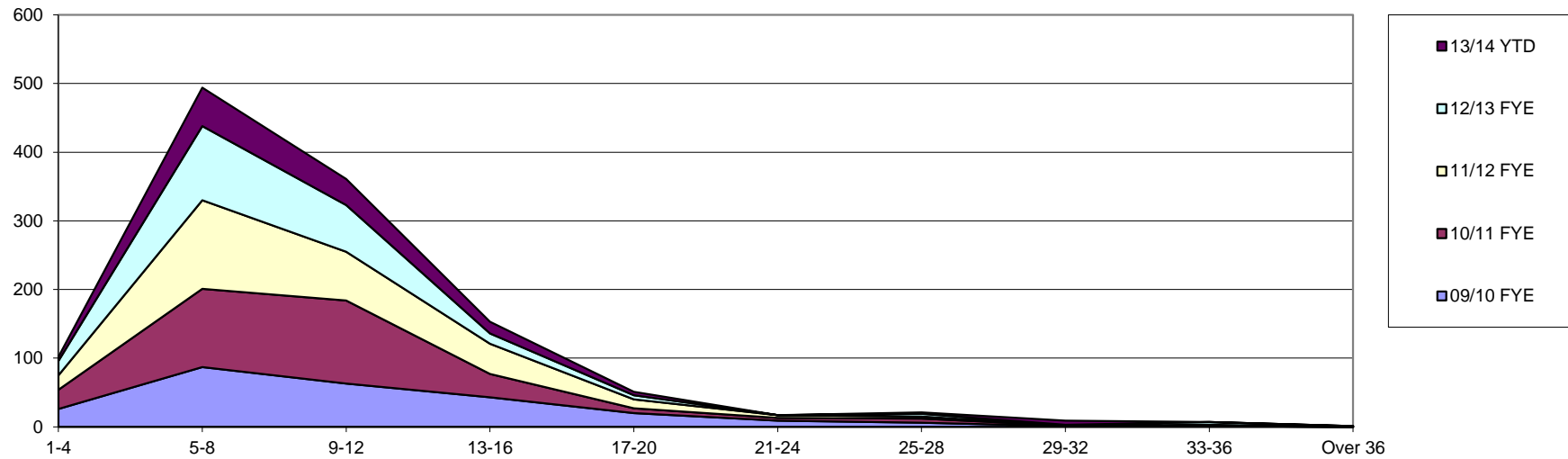
Month	End of Month Number	Commentary
August	23	*There are 23 post-ICP cases over five months that have not been listed as ready to fix, which is a slight increase from last month *Adjudication managers are now attending case progression conferences to discuss issues with post-ICP cases
July	21	*There are 21 post-ICP cases over five months that have not been listed as ready to fix. *Scheduling Manager continues to review the Work In Progress Data provided by KN to ensure cases are being progressed. *Adjudication team managers will be attending case progression conferences to discuss outstanding issues with post-ICP cases
June	21	*There are 21 post-ICP cases over five months that have not been listed as ready to fix. *Scheduling Manager co-ordinates review of Work In Progress data to escalate cases.

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



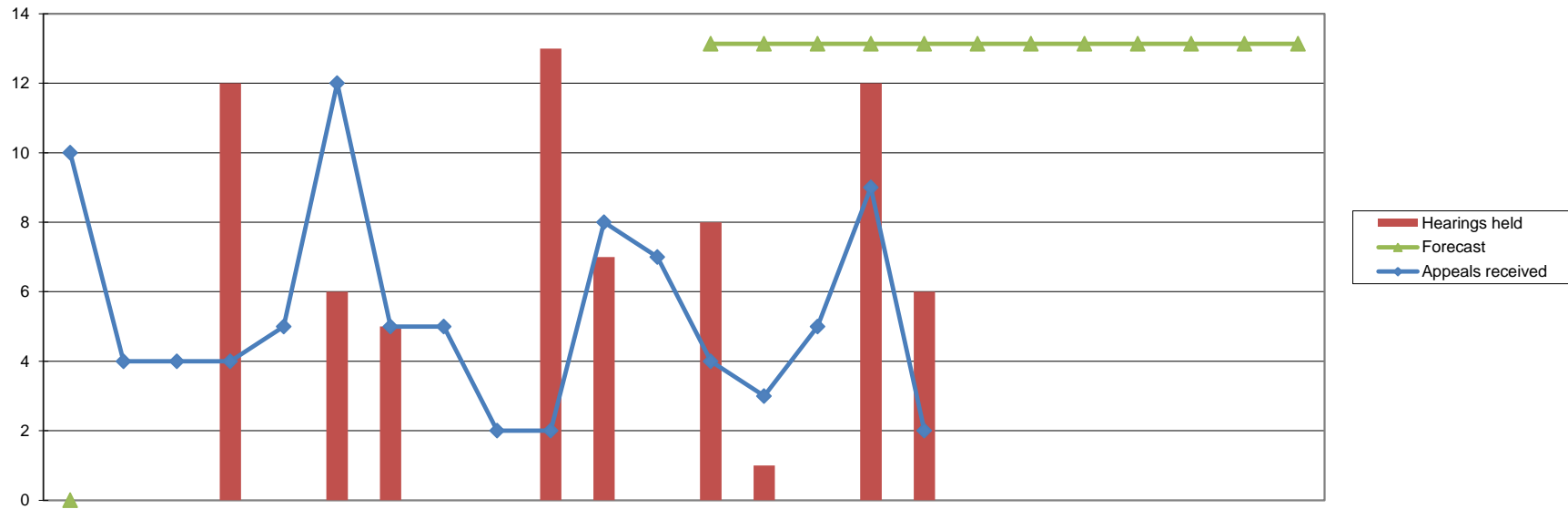
Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	98	161	105	90	61
5-8	83	98	111	88	35
9-12	45	34	37	27	14
13-16	11	9	19	10	8
17-20	10	8	7	8	10
21-24	5	2	3	2	1
25-28	2	0	2	2	1
29-32	0	2	1	0	0
33 -36	2	1	1	0	0
over 36	0	0	1	1	0
Mean Months	7	6	7	7	7
Meadian Months	5	4	5	5	5
Total Cases	256	315	287	228	130

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



Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	26	28	21	21	6
5-8	87	114	129	108	56
9-12	63	121	71	68	38
13-16	43	34	44	15	17
17-20	20	7	13	6	5
21-24	9	4	4	0	0
25-28	6	6	3	4	2
29-32	1	1	0	1	6
33-36	1	0	2	4	0
Over 36	0	0	0	1	0
Mean Months	11	9	10	9	10
Median Months	9	9	8	8	8
Total Cases	256	315	287	228	130

Registration Appeals April 2012-March 2014



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

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
n/a	n/a	n/a	n/a	158
29	53	48	68	23
38	37	59	43	27
4	4	7	4	6
1	3	7	0	1
14	22	20	20	8
7	8	29	17	13
0	0	0	0	0
13	2	4	2	0

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	2/-11	13	158	* Only 2 new appeals were received in August compared to a forecast of 13.
July	9/-4	13	158	* The number of new appeals received in July was the highest in YTD but nonetheless remains below forecast.
June	5	13	158	*5 cases were received in June, which continues to be below forecast.

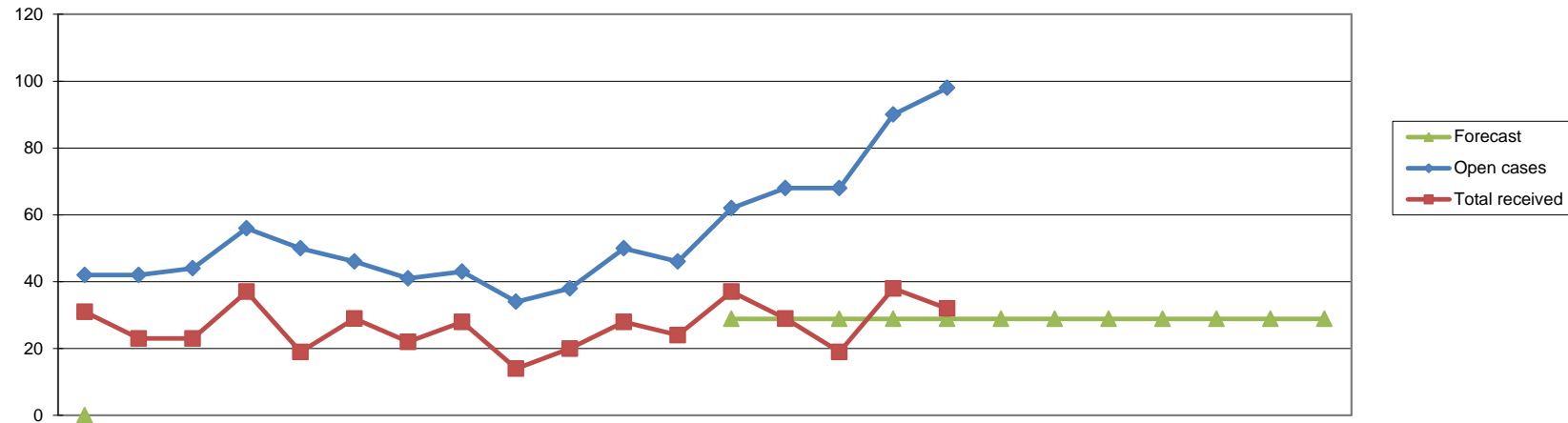
Cases heard

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	6	12	114	* The unavailability through annual leave of the BDB advocate meant few cases could be listed for August. * Numbers listed in September will also be low as it has not been possible to hold the case conferences which are needed before cases are listed for hearing. A new CTM is currently being inducted and will become operational in late September/early October.
July	12	12	114	* The 15 hearings predicted in June for July in the event reduced to 12 because a small number of cases were not ready to be heard. Only 6 cases are listed for hearing in August as the BDB presenting officer is absent on leave for much of the month.
June	0	12	114	*No appeals were heard in June but 15 are listed for hearing in July.

Length of time (open cases)

Month	Current month / variance	Year end Forecast	Commentary
August	Mean - 3 Median - 2	70% 6 months or less	* Of 32 cases awaiting hearing 20 (63%) were no older than 6 months. * This reduction in performance reflects the comments made above in relation to the resource difficulties in arranging case conferences.
July	Mean - 3 Median - 2	70% 6 months or less	* Of 32 cases awaiting hearing 26 (81%) were no older than 6 months.
June	Mean - 3 Median - 2	70% 6 months or less	*Of 33 cases awaiting hearing 23 (70%) were no older than 6 months.

Protection of Title April 2012 - March 2014



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

09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	YTD
NA				
32	21	35	99	57
38	12	23	27	5
2	7	7	3	3
31	26	29	15	5
213	252	172	154	67
				17
316	318	266	298	154
3	1	1	1	0
				386

Cases received

Month	Current month/ variance	Month forecast	Year end forecast	Commentary
August	32	29	347	* The 32 cases received in August was marginally over forecast. The YTD figure of 155 is 10 above forecast.
July	38	29	347	* The 38 new cases received in July was above forecast. However the low number in June means the YTD figure of 123 is only 7 over forecast.
June	19	29	347	*Only 19 new cases were received in June, which is below forecast.

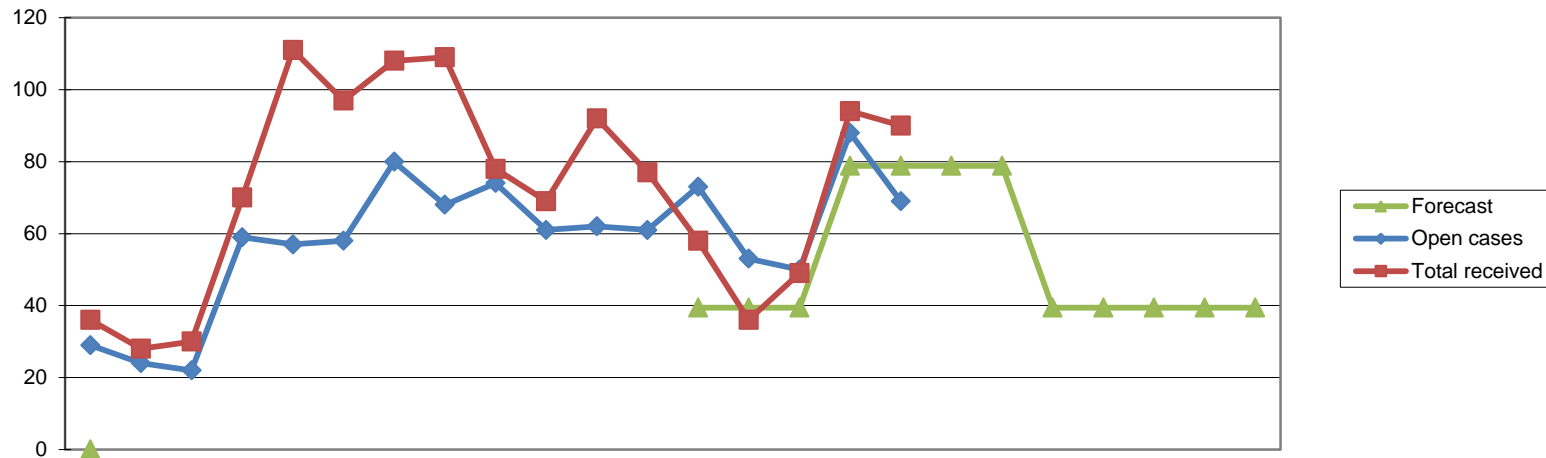
Length of time (open cases)

Month	Current month / variance	Commentary
August	Mean – 2 Median - 1	* Of 98 open cases 24 were older than 3 months. * 27 were less than 1 month old.
July	Mean – 2 Median - 1	* Of 90 open cases 21 were older than 3 months. * 31 were less than 1 month old.
June	Mean – 2 Median - 1	*Of 68 cases with investigations in progress 13 were older than 3 months. *33 were less than 1 month old.

Common issues / issues arising

Month	Commentary
August	* See July comments.
July	* The profile of cases remains unchanged. * The number of open cases has increased in July. We are hoping for the inhand case numbers to reduce as we near the end of the increase in health and character activity. This also coincided with increased capacity as the new Case Team 7 is created, which will mirror the current Case Team 3 and therefore provide a greater capability going forward to manage the POT (and also H&C and Reg Appeal) workstreams. The new managers for CT3 & CT7 take up post on 27/08/13 but will not become fully operational until they have completed a period of induction. The impact of the increased capacity will therefore not become apparent before September. Once this restructuring has been implemented increased resource can, if necessary, be deployed to target POT cases.
June	*The profile of cases remains unchanged. *Despite the below forecast number of new cases received in June the number of cases with investigations in progress has remained static. *This reflects the start of the seasonal growth in H&C cases together with a greater focus on progressing the team's FTP caseload. *The team is also currently without a direct manager after the previous incumbent's resignation. *A replacement has been successfully recruited and should take up post later in August.

Health and Character Declarations April 2012 - March 2014



	2012			2013									2014					09/10	10/11	11/12	12/13	13/14								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	YTD	
Forecast	NA												39	39.4	39.4	78.8	78.8	78.8	78.8	39.4	39.4	39.4	39.4	39.4	631					
Received	0	0	0	1	1	1	4	32	1	0	0	0	0	1	1	0	3									154	4	8	40	5
Readmission	5	8	5	4	5	9	4	6	5	22	30	21	12	12	12	9	7									53	74	51	124	52
Admission	31	20	25	65	105	86	100	71	72	47	62	56	46	23	36	85	80									282	334	356	740	270
Self-referral	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0									209	149	0	1	0
Total received	36	28	30	70	111	97	108	109	78	69	92	77	58	36	49	94	90									698	561	415	905	327
Considered																														
Considered by panel	11	22	23	20	79	49	16	84	40	53	51	43	33	4	31	31	38									387	461	322	491	137
Referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0									61	60	15	0	1
Admission rejected	0	1	1	1	6	4	1	5	2	2	3	2	2	0	6	0	1									2	7	6	28	9
Readmission rejected	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3								7	14	6	2	5	
Renewal rejected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0								1	0	0	1	0	
Not referred to FTP	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								66	87	13	3	0	
Admission accepted	7	18	19	19	73	45	15	79	38	51	48	41	31	4	25	25	31									204	247	256	453	116
Readmission accepted	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3								32	45	23	2	6	
Renewal accepted	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0								12	1	2	2	0	
Open cases	29	24	22	59	57	58	80	68	74	61	62	61	73	53	50	88	69													

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	90/+11	79	631	* 90 new cases were received in August, which is again well above forecast. The YTD figure of 327 is 19% over forecast. * 41 (45%) were social worker applications.
July	94/ +15	79	631	* 94 new cases were received in July, which is well above the seasonally adjusted forecast of 79. * 40 (43%) were social worker applications, which is a lower proportion than in recent months.
June	49	39	631	*49 new cases were received in June, which - although not an increase on previous months other than May - probably marks the start of the seasonal growth as students complete courses and begin to apply for registration. *26 (53%) of these were social worker applications, which is broadly in line with recent months.

Cases closed

Month	Current month / variance	Commentary
August	88	* 77 cases were closed, of which 39 did not need to go to a registration panel.
July	75	* 75 cases were closed, of which 44 did not need to go to a registration panel.
June	51	*51 cases were closed, of which 20 did not need to go to a registration panel.

Length of time (open cases)

Month	Current month / variance	Measuring Tool	Commentary
August	Mean – 1 Median - 1	95% 1 month or less	<p>* 69 cases were open at the end of August (as against 88 in July). As there has been no diminution in the numbers of new cases this has required a considerable effort, which has inevitably been to the detriment of other workstreams handled by Case Team 3, particularly Protection of Title work.</p> <p>* 46 of these cases (67%) were less than a month old.</p> <p>* The majority of the oldest cases continue to relate to applicants who have declared disciplinary proceedings by an employer.</p>
July	Mean – 1 Median - 1	95% 1 month or less	<p>* 88 cases were open at the end of July, which reflects the usual seasonal increase in applications for registration.</p> <p>* Of these 76 (86%) were less than a month old.</p> <p>* A focus on progressing the older cases has had some success and it remains the case that the great majority of the older cases that remain unresolved are awaiting the conclusion of outstanding disciplinary proceedings.</p>
June	Mean – 1 Median - 1	95% 1 month or less	<p>*50 cases were open at the end of June.</p> <p>*Of these 32 (64%) were less than 1 month old.</p> <p>*The majority of the older cases continue to relate to applicants subject to disciplinary proceedings but a management review is being conducted of the older cases to see whether any can be progressed more quickly.</p>

Common issues / issues arising

Month	Commentary
August	* No further issues arising.
July	* Work registrations dept are doing to revise application forms/guidance to reflect the legal changes to the requirement for disclosure of cautions/convictions should, once implemented, result in fewer cases as applicants will have a clearer understanding of what cautions/convictions they need no longer declare.
June	*No issues beyond those previously identified.

Suitability Scheme August 2012 - March 2014

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

Common issues / issues arising

Month	Commentary
August	*Most of the cases received are referred by Education Providers advising the HCPC of students being removed from their course following a Fitness to Practise hearing.
July	* The open cases all relate to matters that were referred by Education Providers following the completion of their own disciplinary proceedings * The matters referred relate to character issues such as convictions and plagiarism and also competency concerns following practise placements
June	*The issues arising appear to be either in relation to character matters (such as convictions declared by students or those applying for entry to a Social Work degree programme) or competency matters that have arisen during practice placements. *So far there have been no matters referred that have resulted in cases being considered by an assessment panel or an adjudicator.

Cases received

Month	Current month /	Commentary
August	1	* One case was received and logged under the suitability scheme in August * No cases were closed in August * There are currently 7 open Suitability cases
July	1	* One case was received and logged under the suitability scheme in July * No cases were closed in July * There are currently 6 open Suitability cases
June	0	*No cases were received in June. *4 cases were closed in June.

Cases considered by assessment panel or adjudicator

Month	Current month /	Commentary
August	0	*No cases have been put before an assessment panel or adjudication panel since the inception of the Suitability Scheme.
July	0	*No cases have been put before an assessment panel or adjudication panel since the inception of the Suitability Scheme.
June	0	*No cases have been put before an assessment panel or adjudication panel since the inception of the Suitability Scheme.

Miscellaneous (MIS) cases April 2012 to March 2014

	2012			2013									2014									12/13	13/14				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Cases received	48	40	36	51	225	48	75	60	43	81	67	72	102	97	73	120	135									846	527
Cases closed	29	34	62	356	88	65	99	55	57	109	85	93	130	81	94	106	159									1,702	570
Cases open	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	40	69	67	106	82										

MIS cases - received

Month	Number of Cases	Commentary
August	135	<p>*In August 2013, a total of 135 MIS cases were received and logged.</p> <p>*The Case Support Team dealt with 94 of these cases, again above the forecast figure of 50.</p> <p>*The remaining 41 cases are potential FtP cases, where further identifiable information is required, in accordance with the new case logging arrangements.</p>
July	120	<p>*In July 2013, a total of 120 MIS cases were received and logged.</p> <p>76 of these cases were dealt by the case support team, again above the forecast figure of 50.</p> <p>*The remainder of 44 are potential FtP cases, where further identifiable information is required, in accordance with the new case logging arrangements.</p>
June	73	<p>*In June 2013, 73 MIS cases were received and logged, again this month the number of MIS cases received is almost double in relation to the forecast of 50.</p> <p>*A number of potential FtP cases are being considered as MIS cases to ensure the correct registrant's are identified before the case can become an FtP case.</p> <p>*There have also been a high number of health and character enquiries.</p>

MIS Cases - Open cases

Month	Current month / variance	Commentary
August	82	<p>*At the end of August 2013 there were a total of 82 open/re-opened MIS cases, of which 71 of these cases are within the case support team.</p> <p>*There has been an on-going increase in referrals, in particular in relation to social workers, where follow-up work is required, such as further identifiable information, which explains the reasons for the increase in the number of open MIS cases.</p>
July	106	<p>*At the end of July 2013 there were a total of 120 open/re-opened MIS cases, of which 65 cases are within the case support team.</p> <p>*There has been an on-going increase in referrals, in particular in relation to social workers, where follow-up work is required, such as further identifiable information, which explains the reasons for the increase in the number of open MIS cases.</p>
June	92	<p>*At the end of June 2013 there were a total of 92 open/re-opened MIS cases, of which 62 cases are within the case support team.</p> <p>*The number of open cases could be explained by the increase in the number of MIS referrals over the past few months which is now having an effect on the months going forward.</p> <p>*Many MIS cases require follow up work, such as requesting for further identifiable information.</p>

MIS cases - common themes

Month	Commentary
August	*There have been continuous referrals about multiple social workers which account for the continuous increase in the MIS caseloads amongst the case support team. Many of these MIS cases require follow-up work, including the monitoring and managing of the case load, thereby leading to more open/re-opened cases each month.
July	*There has been an increase in the number of MIS cases requiring follow-up work and monitoring and managing the case loads. This month an experienced case support officer left the organisation and the 1 remaining temporary support officer was also transferred to another team. The loss of these resources has had some impact on the work of the team, given that the workload remains high and continues to increase. Two new case support officers started at the end of the month, and as they are trained up this will help the team and to better manage their workloads. The case support team has also this month been trained to prepare appeal and health and character bundles to assist case team 3.
June	*Again this month the work of the case support team has been significantly high, due to the high workload within the case management teams. *Extra resources have been recruited within the team, 2 temporary case support officers (although 1 officer left at the end of the month). *Both have helped with the ICP follow-up decisions and chaser letters. *This has been a significant help to the team and has allowed the team to take on further work to assist the case teams

Cases that would be subject to CHRE/PSA audit

Month	Current month / variance	Commentary
August	75	*75 FtP related MIS cases were closed in August 2013, which would be subject to an audit.
July	35	*35 FtP related MIS cases were closed in July 2013, which would be subject to an audit.
June	22	*22 FtP related MIS cases were closed in June 2013, which would be subject to an audit.

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

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

Month	Number of Cases	Commentary
August	0	*Interim Orders (IOs): no cases were extended at the High Court this month. *JR: 1 case remains open.
July	1	*IOs: 1 case was extended at High Court this month, 7 extended YTD. *JR: The decision in the JR claim that was heard in June was handed down. The claim was denied
June	0	*IOs: no cases were extended at High Court this month, 6 extended YTD.

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

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

12/13 FYE	13/14 YTD
103	77
101	70

Complaints common issues

Month	Commentary
August	In August 18 complaints were received. 26 complaints were responded to. Of these: 13 related to decisions to close cases pre and post ICP decisions, with 5 related to HCPC conduct of the investigation process. The remaining complaints related to communication and response times, constitution of the final hearing panel, requests for representation during the hearing process by HCPC, and information about Freedom of Information issues.
July	* In July 20 complaints were received. * 12 complaints were responded to. Of these: 6 related to decisions of panels; 2 related to systems or processes, 2 related to queries about FtP/Protection of Title(POT) cases but were not complaints; 1 related to a data security breach; 1 related to (correct) publication of an outcome on the webpage
June	*In June there were 14 complaints received. *15 complaints were responded to. *Of these 6 related to timeliness of response during the investigation or hearing. *4 complaints related to the decisions of either ICP panel or the decision to close the case pre ICP (2 of each). *Two complaints related to how HCPC was perceived to make reasonable adjustments to support disabilities in the investigation or hearing stages, and a further two related to HCPC processes (specifically standard of acceptance). *There was a repeated complaint - first made in 2011 - regarding HCPC post hearing publication on the website.

Complaints received

Month	Number	Commentary
August	18	The number was higher than the rolling average
July	20	* The number was higher than the rolling average
June	14	*The rolling average number of complaints received is 11 per month. *June was therefore slightly higher than this number.

Complaints responded to

Month	Number	Commentary
August	26	The mean turnaround was 10 days, the median was 10 days. This continues to be in line with HCPC timescales
July	18	* The mean turnaround time was 8 days, the median was 7 days. This continues to be in line with HCPC timescales
June	15	*The mean and median response time was 12 days. *This is in line with HCPC complaints turnaround times. *A further 6 complaints received in late June have already been responded to in early July.

GSCC transfer cases August 2012 - March 2014

	2012			2013					2014						12/13	13/14							
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25								456	181	
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1								33	9	
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70								431	385	
ICP considerations																							
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5								123	37	
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5								120	32	
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5								100	19	
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0								20	13	
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100								83	59	
Final Hearings																							
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10								24	45	
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3								4	14	
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1								1	10	
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1								1	4	
No further action	0	0	0	0	0	0	0	0	2	0	0	0	0								0	2	
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0	1								1	10	
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0								0	5	
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0	0								0	1	
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1								3	6	
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1								7	8	
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2								7	13	

Review cases															
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	14	4
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	5	1
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	2	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Restored	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	0	1
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	5	2
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Consent	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	33	2
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	13	32

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
August	217	25	*The number of open pre-ICP cases continues to reduce and is in line with forecast. *5 cases were heard and concluded at ICP. *1 case is listed for ICP in September.
July	217	27	* This is broadly in line with forecast. * Four cases are listed for ICP in August 2013
June	217	33	*There has been a further reduction in the open cases pre ICP (which includes cases in the Enquiry status). *The forecast originally estimated that all pre ICP cases would be closed by the end of June however the small number remaining require further investigation. *Nine of the cases are listed for ICP in July and August. *A further three have been considered by ICP but referred back for further information

Cases closed pre-ICP

Month	Total to date	Total this month	Commentary
August	37	1	*One case was closed without consideration by the Investigating Committee in July. This is below the forecast of 3 cases for August.
July	36	0	* No cases were closed without consideration by the Investigating Committee in July.
June	36	1	*The cases closed for June is broadly in line with forecast, but slightly lower over the year as fewer cases were closed pre ICP in previous months.

Cases Obsed

Month	Total to date	Total this month	Commentary
August	160	3	*3 cases were obs'ed in July which was above the forecast of 2.
July	160	0	* No cases were obs'ed in July which is below the forecast of 3. * Cases are regularly reviewed to assess whether they are ready for the allegation to be drafted.
June	160	4	*The number of cases obs'ed in June 2013 was higher than the forecasted 0 as it was originally anticipated that all pre ICP cases would be closed by this point.

Cases considered at ICP

Month	Total to date	Total this month	Commentary
August	160	5	*Five cases were considered at ICP which was above the forecast of 0. *This is due to the lower than predicted numbers being considered earlier in the year. *One case is listed for ICP in September 2013.
July	155	5	* Five cases were considered at ICP which was above the forecast of 0 *This is due to the lower numbers than predicted being considered in earlier in the year. * Four cases are listed for ICP in August 2013
June	150	13	*The number of cases heard at ICP exceeded the forecast for June. *This is due to the lower numbers than predicted being considered in previous months. *Thirteen cases are listed for ICP in July and August.

Cases referred

Month	Total to date	Total this month	Commentary
August	119	5	*All five cases considered by ICP were referred. *The number of cases referred is higher than forecast as no cases were due to be considered by ICP in August.
July	114	4	* The number of cases referred is higher than forecast as no cases were due to be considered by ICP in July. * The overall number of cases referred to hearing is in line with the forecast.
June	110	3	*The number of cases referred broadly meets the forecast for June 2013 *It was lower in the previous month due to the lower number considered.

Case to answer

Month	Total to date	Total this month	Commentary
August	59%	100%	*All cases considered were referred. *The case to answer rate is higher than forecast (55%) but is now closer to the forecast than in previous months.
July	68%	80%	* The case to answer rate was higher than forecast (55%) *Although the referral rate is higher than predicted, the actual number of cases is in line with original predictions as we received fewer cases from the GSCC than originally anticipated.
June	66%	27%	*The case to answer rate for June was much lower than previous months and has reduced the total case to answer rate for GSCC transfer cases. *Although the referral rate is higher than predicted, the actual number of cases is in line with original predictions as we received fewer cases from the GSCC than originally anticipated.

Open post-ICP cases

Month	Total to date	Total this month	Commentary
August	70	70	*The number of open cases awaiting hearing is higher than the 58 forecast. *This is due to the below forecast number of cases being referred to ICP or being closed pre-ICP.
July	76	76	* The number of open cases awaiting hearing is slightly higher than the 69 forecast. * There were a slightly number of hearings in July than anticipated
June	75	75	*The number of open cases post ICP is higher than the 29 anticipated in the forecast. *This is due to the lower number of hearings held in recent months.

Final hearing cases heard

Month	Total to date	Total this month	Commentary
August	68	10	* The number of hearings listed was slightly lower than the 11 forecast. * Seven of the 10 cases listed were concluded in August. * This is lower than the 12 forecast. We will need to prioritise scheduling the part heard SW cases and all other outstanding cases to catch up in forthcoming months.
July	58	8	* The number of hearings listed was slightly lower than the 11 forecast. * Six of the 8 cases listed were concluded in July.
June	50	12	*The number of cases concluded in June was slightly lower than predicted as 4 cases were adjourned / postponed.

Open review cases

Month	Total to date	Total this month	Commentary
August	29	29	*This is broadly in line with forecast.
July	29	29	*This is broadly in line with forecast.
June	27	27	*This is broadly in line with forecast.

Review cases heard

Month	Total to date	Total this month	Commentary
August	15	0	*This is broadly in line with forecast.
July	15	2	*This is broadly in line with forecast.
June	13	1	*This is broadly in line with forecast.

Interim order cases heard

Month	Total to date	Total this month	Commentary
	87	5	*The number of GSCC transfer interim order review cases considered in August was above the forecast of one case.
July	82	9	* No GSCC transfer interim order cases were forecast to be considered in July, however the review requirements depend on the date the order was imposed.
June	73	3	*This is broadly in line with forecast.

PSA learning points received April 2012 - March 2014

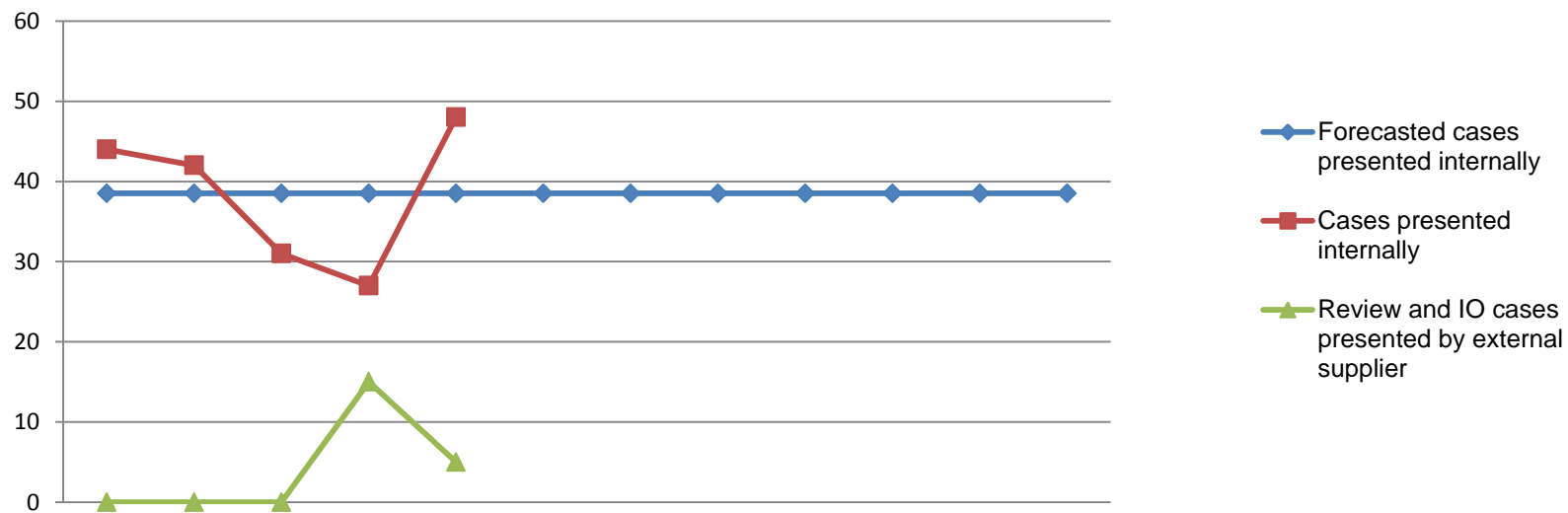
	2012				2013								2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Learning points received	13	10	12	12	7	6	11	7	8	9	0	9	9	11	20	6	15								

12/13	13/14
FYE	YTD
104	61

Issues arising and learning points

Month	Commentary
Aug	<ul style="list-style-type: none"> * 15 feedback points were received in August * These cover hearings from May and June 2013 and one corrected comment from April 2013 * This is higher than in previous months * 2 new areas of concern were identified, including the level of detail and accuracy of Case Investigation Reports and the level of detail included in discontinuance decisions. * Two points raised concern about the leniency of decisions * The most common concerns were about limited information on findings of impairment and omissions in the allegations drafted. * We disagreed entirely or in part with 4 of the points raised
July	<ul style="list-style-type: none"> * 6 feedback points were received in July * These cover hearings from April and May 2013 * This is lower than in previous months * 2 of the PSA Learning points related to the level of detail in the published decision * 2 raised concerns about the PSA's view on leniency of a decision * 1 point addressed a lack of questions put to a registrant giving evidence * 1 point question the panels interpretation of a legal point * 2 points suggested that the panel's decision was lenient
June	<ul style="list-style-type: none"> *Two sets of learning points were received during June. *These cover hearings from February to April 2013. *This is higher than in previous months. *Nine of the points relate to the level of the detail in the published decision. *Two PSA learning points relate to the production of separate decisions in health cases. *Other PSA learning points are specific to individual cases, but reference an unnecessary application for an Interim Suspension Order that was already covered by the existing sanction, typographic errors in the decision and a technical detail about a Vetting and Barring case. *HCPC did not disagree with any of the learning points.

Internal operational management commentary April 2013- March 2014



	2013					2014							13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	462
Cases presented internally	44	42	31	27	48								192
Review and IO cases presented by external supplier	0	0	0	15	5								20

Cases presented internally

Month	Current month / variance	Month forecast	Year end forecast	Commentary
August	48/+9	39	462	*48 cases were presented internally in August. This is above forecast. *External solicitors were used to present some Review and IO cases however they were instructed on fewer cases compared with the previous month.
July	27/-12	39	462	*27 cases were presented internally in July. *This is below forecast but is accounted for by the fact that external solicitors were instructed to present some Review and IO cases. *The use of external solicitors for presenting Review and IO cases will continue to be reviewed in order to free up Case Manager resource to focus on case progression.
June	31	39	462	*31 cases were presented internally in June. *This excludes 14 GSCC transfer cases that were also presented. *This is below forecast.

Forthcoming cases to present internally

Month	Current month / variance	Commentary
August	44	*There are 25 and 19 Review and IO cases (inc GSCC transfer cases) listed for internal presenting in September and October. *External suppliers have been instructed to present 10 Review and IO cases in September.
July	48	*There are 36 and 12 Review and IO cases (inc GSCC transfer cases) listed for internal presenting in August and September. *External suppliers have been instructed to present 5 Review and IO cases in August and 11 cases in September.
June	50	*There are 50 and 40 cases (inc GSCC transfer cases) listed for internal presenting in July and August. *In view of the below number of forecast hearings that KN are presenting KN have been instructed to present 15 IO and A.30 review hearings in July.

Review and IO cases presented by external supplier

Month	Current month / variance	Month forecast	Year forecast	Commentary
August	5	0	0	*5 cases were presented by external suppliers. *External suppliers are only used to present IO and Review cases where there is capacity within existing resource agreements.
July	15	0	0	*15 cases were presented by external suppliers. *The use of external suppliers was cost neutral as there was capacity in the existing agreement due to below forecast number of cases going to ICP. *External suppliers have been used in order to free up Case Manager resource in view of the above forecast number of cases per Case Manager.
June	0	0	0	*There were no Review or IO cases presented by external suppliers in June.

Internally presented cases - common issues

Month	Commentary
August	*No issues arising
July	*No issues arising
June	*Presenting officers have been briefed to apply for the hearing to be held in private where proceedings may include the disclosure of information regarding barring decisions made by DBS.

Resourcing and absence - Case Management teams

Month	Commentary
August	<p>* Changes:</p> <p>* One fixed term contract Case Managers commenced in post in August, the other fixed term Case Manager is due to commence mid-September.</p> <p>* One Case Team Manager commenced in post in August and one will commence in September.</p> <p>* The Case Support Manager interviews will take place in September.</p> <p>* Leave:</p> <p>* There were high levels of annual leave across the Case Management Team in August, resulting in the close management and redistribution of work across the team.</p>
July	<p>Changes:</p> <p>* Two new Case Managers appointed on 12 month fixed term contracts started.</p> <p>* Two new Case Support Officers started.</p> <p>* Interviews for two Case Team Managers were held and appointments made. The new appointees will be in post in late August.</p> <p>* Case Support Team Manager post will be advertised in August following the promotion of the current postholder to Case Team Manager.</p> <p>* Training sessions for Case Team Managers and Case Managers on the mediation pilot were run.</p>
June	<p>* Changes: One Case Manager left in June.</p> <p>* Two new 12 month fixed term contract Case Manager positions have been approved and will be recruited for in July.</p> <p>* The two replacements Case Support Officer positions have been recruited and will commence towards the end of July.</p> <p>* The replacement for the Case Manager who finished in June is anticipated to return to work in July (he was on a sabbatical).</p> <p>* We have also commenced the recruitment campaign for two Case Team Manager positions, with interview dates set for July.</p> <p>* It is anticipated that the individuals will be in post in mid-August but there may be a period of induction prior to the Case Team Managers being allocated to their Case Teams.</p> <p>* Absences: Sickness and holiday leave was within expected levels in June.</p> <p>* However, a lot of annual leave has been booked for July, which will be discussed and addressed in Weekly Meetings to ensure that work is covered during periods of absence.</p> <p>* Also, the Admin team is dealing with on going sickness absence of one Admin Officer.</p> <p>* A 6 month contract position to cover this period of absence has been approved and will be recruited for in July or August.</p> <p>* A FTP workshop was run to incorporate a number of areas for refresher training involving the pre-ICP case management processes.</p> <p>* These workshops were run as two half day workshops.</p>

Resourcing and absence - Administration team

Month	Commentary
August	<p>* Changes: A new Team Administrator (6 month contract) has been appointed and is due to start on 9 Sept. The Team Coordinator who has been appointed on a 6 month contract started in their role.</p> <p>* Training: No training took place in August</p> <p>* Absences: team took 4 days annual leave - One member of the team is on long term sick leave and another member of the team had an extended period of sickness absence.</p>
July	<p>*Changes: Interviews for the Team Administrator (6 month contract) post have been scheduled for August. Approval has also been given for the appointment for a Team Coordinator on a temporary basis.</p> <p>*Training: One member attended Equality and Diversity training</p> <p>Absences: The team took 6 days of annual leave. One member of the team is on long term sick leave and another member of the team had an extended period of sickness absence.</p>
June	<p>*Changes: A new Team Administrator joined the team on a temporary basis to provide cover for a team member who is long term sickness absence.</p> <p>*Training: No training took place in June</p> <p>*Absences: The team took 11 days of annual leave. One team member is on long term sick leave</p>

Resourcing and absence - Scheduling team

Month	Commentary
August	<p>*Changes: Two substantive scheduling officer roles were advertised and one post was successfully appointed. Recruitment for the second scheduling officer will take place next month. Two temporary officers continue to work in the team to ensure business continuity</p> <p>*Training: The Scheduling Manager and Lead Scheduling Officer participated in Managing Diversity training</p> <p>*The team took 28 days of annual leave this month, absence due to sickness were within acceptable levels</p>
July	<p>*Changes: One scheduling officer has left the team to commence a new post in registrations. The new Lead Scheduling Officer post was recruited internally, leaving two vacancies within the team, Recruitment for those posts are currently underway and two temporary officers have been sourced to ensure business continuity.</p> <p>*Training: 3 officers participated in managing diversity training and the entire team undertook CMS refresher training.</p> <p>*Absences: the team took 14 days of annual leave this month</p> <p>*Absence due to sickness were within acceptable levels</p>
June	<p>*Changes: One scheduling officer has been promoted internally to the registrations team.</p> <p>*Recruitment plans are currently underway for a replacement post as well as a new lead scheduling officer role, which will be advertised next month.</p> <p>*A temporary officer will be in post to cover the recruitment period</p> <p>*Training: continuation of inductions for the new scheduling officers</p> <p>*Absences: The team took 9.5 days of annual leave this month.</p> <p>*Absence due to sickness were within acceptable levels.</p>

Resourcing and absence - Hearings team

Month	Commentary
August	The 12 month secondment post has been recruited. An additional fixed term hearing officer post has been recruited to cover a maternity vacancy.
July	<p>* There is currently one agency worker in the hearings team to cover a 12 month secondment of a hearing officer to a case management post. This post is being recruited for in August for 12 months</p> <p>* Training: One hearings team manager took a 2 day introduction to management course in July. 3 members of the hearings team took a one day proof reading course.</p> <p>*Absences: Annual leave and sickness absence was within acceptable levels and all hearings were covered by hearing staff. The 2 hearings team managers covered hearings on 5 occasions in total to assist.</p>
June	<p>*A Hearings Officer has been appointed on a 12 month secondment to a Case Manager post, and this post will be back filled.</p> <p>*The two Hearing team Managers are now in post, with line management responsibility for the Hearings Officers.</p>

FTP Internal Measuring Tools Report 2013-14

Fitness to practise		2012												2013												2014												Average	Average
		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	12/13	13/14											
From date allegation made to notifying registrant of full allegation																																							
Cases obs'ed each month	Total cases obs'ed	64 / 129	26	48	48	61	49	57	58	43	33	57	49	51	60	59	57	70	79													48	65						
	% within 5 months	73%	77	69	77	72	88	84	88	95	97	84	96	88	92	83	93	86	91													85	89						
	% within 7 months	85%	96	77	85	84	90	91	90	95	97	88	98	94	93	86	98	93	92													90	92						
	% within 10 months	95%	96	83	92	89	96	91	92	95	100	95	100	94	95	92	100	96	96													94	96						
	% over 10 months	5%	4	17	8	11	4	9	8	5	0	5	0	6	5	8	0	4	4													6	4						
	Mean months	3.5	4	5	4	5	3	2	2	2	1	3	1	1	2	3	1	2	2													2.8	2						
Median months	2.5	3	3	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1													1.6	1							
Cases yet to be obs'ed	Total cases to be obs'ed		188	163	132	132	110	96	86	101	121	98	93	95	94	93	99	98	105													118	97.8						
	% of cases 5 months and under		63	64	58	62	53	49	55	63	64	62	59	62	66	63	65	69	73													60	67.2						
	% 6 - 7 months		11	8	8	11	15	14	6	5	10	7	6	66	2	10	11	5	7													14	7						
	% 8 - 10 months		9	10	11	10	10	9	15	11	7	7	8	6	7	4	2	8	8													9	5.8						
	% over 10 months		18	18	23	17	22	28	24	21	19	24	27	26	25	23	21	17	12													22	19.6						
From ICP to final hearing																											0												
	Total cases concluded		18	25	19	10	10	22	24	21	21	22	23	13	21	26	28	30	25													19	26						
	% within 8 months	70%	77	60	58	70	40	45	37.5	57	43	59	74	62	67	42	57	43	32													57	48.2						
	% within 10 months		11	24	26	30	50	32	45.5	19	67	59	87	77	71	62	75	63	60													44	66.2						
	% over 10 months		11	16	16	10	10	23	17	24	33	41	13	23	29	38	25	37	40													20	33.8						
Currently awaiting hearing																											0												
	Total cases awaiting hearing		194	176	194	189	215	232	236	241	242	234	242	254	260	267	268	255	273													221	264.6						
	Length of time from receipt to acknowledgement	5 days	n/a												n/a n/a n/a 3 2												n/a	2.5											

Health and character

From receipt of declaration on application to the register to Panel

Case heard or closed	Total cases heard or closed % within 1 month		8	18	20	41	48	60	35	50	41	80	81	82	90	78	51	75	77	47	74.2
		95%	88	83	85	88	94	75	91	94	88	n/a	n/a	n/a	90	79	76	84	83	87	82.4
Cases waiting to be heard	Total cases waiting to be heard % over 1 month old		14	11	20		38	22	20	29	21	58	65	40	73	53	50	88	69	31	66.6
			7	27	15		8	14	10	14	19	34	35	50	14	23	36	15	33	21	24.2
	Length of time from receipt to acknowledgement (median)	5 days	n/a											n/a	n/a	n/a	4.7	4	n/a	4.35	

Registration Appeals

From receipt of notice of appeal to hearing	% within 6 months % within 9 months																					
		70%	75	78	100	n/a	n/a	n/a	77	88	n/a	90	88	89	74	71	70	42	57	85.625	62.8	
		90%	100	100	100	n/a	n/a	n/a	92	100	n/a	n/a	n/a	n/a	previo usly provid ed	previo usly provid ed		93	58	86	98.4	79
	Length of time from receipt to acknowledgement (median)	5 days	n/a											n/a	n/a	n/a	11	6	n/a	8.5		

Protection of title

	Length of time from receipt to acknowledgement	5 days	n/a											n/a	n/a	n/a	6	9	n/a	7.5
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MIS

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

Month	Commentary
August	* 91% of cases were obsd within 5 months of receipt in August, which exceeds the internal measure, which is 73%. * The percentage of cases obsd within 5 months of receipt has increased by 5% since last month. * Obs figures and case progression are closely monitored on a weekly and monthly basis.
July	* 86% of cases were obsd within 5 months of receipt in July. * This represents a 13% decrease from June, however it still exceeds the internal measure, which is 73%.
June	*The number of cases obsd within 5 months of receipt is 93%, which exceeds our internal service standard.

Health and character measuring tools

Month	Commentary
August	* The seasonally high intake of new cases has continued but the proportion concluded within a month has remained steady at 83%. * 33% of open cases are over a month old.
July	* Despite a high volume of new cases the proportion concluded within one month in July (84%) has increased significantly over May - June. * There is a high number of open cases (88) but only 15% are over a month old.
June	*The proportion of older cases has increased - most involve employer disciplinary proceedings. *These will be reviewed closely during Case Review Meetings with Case Managers during July.

Registration appeals measuring tools

Month	Commentary
August	* Performance has improved on July and should continue on an upward trajectory as the new Case Team Manager becomes operational in late September/early October.
July	* Performance on managing Registration Appeals has deteriorated significantly. This is the result of the team manager post being vacant since the previous manager left at very short notice in May. A replacement will be in post 27/08/13 though will not become operational for some weeks following a period of induction. In the meantime this workstream is being reprioritised in order to reduce the backlog of cases before the new incumbent takes over.
June	*Performance on handling Registration Appeals remains in line with internal measuring tools

Protection of title measuring tools

Month	Commentary
August	* At 9 days the median length of time to acknowledgement has worsened and this continues to reflect the high volume of Health & Character cases received by Case Team 3.
July	* At 6 days the length of time to acknowledgement is slightly outside the 5 day standard. This reflects the impact on the team of the seasonal increase in H&C cases.
June	Commentary not previously provided

MIS cases measuring tools

Month	Commentary
August	The average acknowledgement time for an MIS case for August 2013 was 7 calendar days, and a median of 6 calendar days, which again this month falls outside of the service times. Again this month there has been an increased number of MIS cases together with the new case support officers undergoing training and the experienced case support officers being on annual leave. The number of actions currently being performed for the case management teams have also increased, including taking on new tasks, such as completing registration appeal bundles, at short notice.
July	* The average length of time to acknowledge receipt of a MIS case in July was 6 days, which falls outside the service standard of 5 days. * The reason for the increased length of time to acknowledge receipt can be explained by the increased number of MIS cases received in July, the resignation of two experienced members of the Case Support Team and the increased level of case support required due to the high caseloads of Case Managers
June	* The average length of time to acknowledge receipt of a MIS case in June was 5 days. * This is directly in line with our Service Standards. * However, the length of time to respond to MIS cases has increased since last month * This can in part be explained by the increased number of MIS cases received in June in addition to the resignation of two experienced Case Support Officers

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
August	1	* There was one action assigned to a Historic User in CMS in August
July	0	* There were no actions assigned to a Historic User in CMS in July
June	3	*There were three outstanding actions assigned to an Historic User in May. *These actions are monitored on a weekly basis to ensure that appropriate action is taken. *Two of the actions related to MIS cases and one related to a DEC case.

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
August	778	<ul style="list-style-type: none"> * The number of overdue actions in August has increased significantly since July. * This is in part explained by the high levels of annual leave taken within the Case Management Team in August, resulting in work having to be reallocated across the Case Management Team. * It is expected that the number o overdue actions will reduce in September due to low leave levels and a full complement of Case Managers and Case Team Managers in post. * The largest number of overdue actions continue to relate to chase actions (249) and letter/email received actions (193). * Overdue actions are monitored on a weekly basis, adopting a risk based approach. * Enhanced reporting on the number, type and distribution of overdue actions across the FTP Department as a whole has been developed, including a prioritisation system. This will be rolled out in September.
July	490	<ul style="list-style-type: none"> *The number of overdue actions in July remains high (although less than June). * The majority of overdue actions continue to be letter/email received actions (161) and chase actions (174). * Some overdue actions. * Overdue actions are reviewed on a weekly basis, with a focus on prioritising risk assessments, draft obs and letter/email received actions. * We are working to enhance reports on overdue actions to allow for better monitoring.
June	513	<ul style="list-style-type: none"> *The number of overdue actions in June remained high. *This is a reflection of the higher than forecast number of cases under investigation within the Case Management Team. *Overdue actions are monitored on a weekly basis and the tasks to be prioritised are discussed at the Weekly Meeting. *Tasks to be prioritised are risk assessments, obs drafting and reviewing further information received. *The Case Support team takes on basic day to day tasks to assist Case Managers in progressing their cases. *The creation of 2 new fixed term Case Manager positions will provide adequate resource and we expect to see a reduction in the number of overdue actions when those posts commence.

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
		<p>*There are 5 outstanding actions in the 'unallocated' profile this month. These actions are all within cases are not automatically flagged to members of the adjudication team.</p> <p>*Out of the 5 actions, one was a postponement request and another was a witness travel form, which should have been allocated to the administration team.</p> <p>*There has been an overall reduction in actions being allocated incorrectly. The adjudication team will continue to monitor this and feed back to case teams where necessary.</p>
July	14	<p>*There are 14 outstanding actions allocated to the 'unallocated' user profile in July. These actions are mainly within cases and cannot be monitored or picked up by the adjudication team.</p> <p>*There may be some confusion within case teams on the purpose of the 'Hearings team unallocated' profile, which should only be used for scheduling requests. letter and email actions are to be allocated to the hearings/scheduling officer concerned or to the scheduling manager for reallocation.</p>
June	N/A	Commentary not previously provided

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
August	87	<p>*There are 87 overdue actions within the adjudication team.</p> <p>*There has been a large reduction in overdue actions in comparison to last month</p> <p>*The majority of outstanding actions were witness availability emails, closely followed by chaser actions for the hearings team to contact witnesses in advance of their hearing.</p>
July	154	<p>* There are 154 overdue actions within the adjudication team.</p> <p>*The adjudication management team will focus on the overdue 'email received' letter received' and 'hearing follow up' actions.</p> <p>*The majority of outstanding email actions were witness availability emails, which the scheduling team left unactioned as a way of making them easy to find when scheduling hearings.</p>
June	N/A	Commentary not previously provided

Net Regulate status checks

Month	Number of Issues	Commentary
August	14 non-public statuses; 0 sanction statuses	This number of non-public discrepancies continues to be monitored.
July	13 Non-public statuses 0 sanction statuses	*The non-public statuses were under investigation statuses that had either not been applied or not removed following the closure of a case. *The frequency of these errors has much reduced in recent months, although is slightly higher this months and will continue to be monitored.
June	4 Non-public statuses 1 sanction status	*A striking off status was added before appeal period had expired for 1 individual. *The non-public statuses were under investigation statuses that had either not been applied or not removed following the closure of a case. *The frequency of these errors has much reduced in recent months and will continue to be monitored.