

Council, 24 September 2014

Fitness to Practise Report

Executive summary and recommendations

**Introduction**

The report provides an update about the activities of the Fitness to Practise Department.

**Decision**

The Council is requested to discuss the report.

**Background information**

None

**Resource implications**

The resources for the Department are set out in the annual workplan and budget 2014-15.

**Financial implications**

As above.

**Appendices**

None

**Date of paper**

9 September 2014

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## **Fitness to Practise Directorate – Executive Summary**

The following provides an update about the work of the Fitness to Practise Directorate in July 2014.

### **Case Information**

The statistical information on information relating to the work of the Fitness to Practise Department can be found in the management information pack which contains the 3 month reforecast. Key information is highlighted below:

### **Commentary on cases against forecast**

- The number of new Fitness to Practise Cases exceeded the forecast in July (209 versus 185). This is a 13% increase on the month in the 3 month reforecast. There are 679 new cases since April, against 655 in the 3 month reforecast. There are therefore no concerns currently, but we will continue to monitor these trends, and any subsequent changes to the times to get them to Investigating Committee Panel, or any changes in the case to answer rate.
- We have more cases in the pre Investigating Committee Panel remit open than forecast, at 1234 versus 1208. This is 2% higher than anticipated in the 3 month forecast. . The current length of time, recruitment and case mix weighting elements of work will continue to address and review the number of open cases, and to ensure the appropriate progression of all cases. We are using team members from Case Teams 3 and 7 for Fitness to Practise cases, whilst ensuring the Protection of Title, Registration Appeal and Health and Character Declaration Cases are closely monitored.
- A lower number of letters requesting registrants to provide their initial observations (obs) were sent in July than forecast at 66 versus 76 in the month. In the last 3 months, we have not achieved the forecast of obs'ing 73% of cases within 5 months of receipt. There have been some resourcing issues which we are addressing by the deployment of temporary employees in the Case Management team. This should provide cover and relief for case managers whilst the new starters are working through their induction periods.
- We are working on a system of greater enforcement of obs due dates and analysis of which cases to prioritise for obs. Enforcement of this should provide a more even flow of obs throughout the month and the year.
- The Case to Answer rate at Investigating Committee Panel was higher in July than forecast (55% versus 50%). The average for the year to date is 54%. However, the number of cases considered by an Investigating Committee Panel is currently lower than forecast, We will keep under review the case to answer rate to ensure the impact on the number of hearings that are required to be scheduled is managed appropriately.
- The rate of requests for further information at Investigating Committee Panel remains higher than the previous year. Year to date there have been 13 cases, last year there were 25. Whilst this is currently a small number of cases, we will monitor these trends as it could lead to an impact on open caseload, and also on

Investigating Committee Panel resource later in the year. Historically, cases that are found further information are more likely to be case to answer when they return to Investigating Committee Panel

### **Post Investigating Committee Panel cases**

- Post Investigating Panel cases continue to be above forecast, with 397 non-GSCC cases, versus 368 forecast. This is 8% higher than forecast. This is in a part a consequence of higher Case to Answer rate towards end of 2013-14 year and priority being given to fixing GSCC transfer cases. We continue to monitor this closely in line with current financial position, and the trend to longer hearings (and therefore more spend and reduced capacity of hearings team, venues). At the end of July around 30% of cases were scheduled for a future hearing, 40% were with our lawyers for preparation, and just under 30% were with our scheduling team awaiting a date to be fixed for a final hearing.
- We have scheduled more final hearings in July than forecasted. We are looking closely at the resource constraints to conclude the remaining GSCC final hearings and maintain the forecast activity in non-GSCC cases. September hearings activity is currently scheduled above forecast, following increased numbers of cases brought forward from Kingsley Napley as a result of our weekly monitoring of older cases. The numbers of cases listed in August was lower than forecasted, due to inability to fix hearings in the summer months due to party availability. The scheduling team are already scheduling in the period up to December 2014 and it is envisaged that the forecast numbers will be achieved by the 6 month forecast period. We have also recruited temporary scheduling resource to aid in the fixing of cases.

### **GSCC transfer cases**

- At the end of July there were two cases that are in a pre Investigating Committee Panel status. These are likely to be considered by an Investigating Committee Panel in October 2014. There is a further case that is still at an enquiry stage, and is subject to a complex ongoing police investigation. It is unlikely that this will be resolved before November 2014.
- There are 15 final hearing cases. Of these, seven have dates fixed between July and October. Of the remaining eight cases, it is anticipated that five will also be concluded by December, with the remaining three concluded by early 2015.

### **Length of time**

- In the period 1 April to 31 July, 528 cases were closed at either pre-Investigating Committee Panel, Investigating Committee Panel or final hearing stage. Of these, 430 (82%) were closed within 12 months of receipt of the original complaint, 466 (88%) were closed within 15 months of receipt, and 512 (97%) were closed within 24 months.
- The mean and median closure times for this combined group remains at 8 and 6 months respectively.

- It is likely that more older cases will be reviewed and closed (at each stage) over the coming quarter, and these proportions of closed cases will change. We anticipate that there should be only a small proportion of cases outside the service standards at the end of March 2015. More detail on the length of time to progress cases can be found in the Council Paper responding to the Professional Standards Authority 2013-14 performance review.

### **High Court/Court of Sherrif cases**

- One section 29 case was considered by the High Court in July and the PSA were successful in their appeal
- Two registrants (in a joined application) have been granted permission to seek judicial review of a decision
- One registrant has had her application for judicial review dismissed

### **Non-FTP cases**

- New protection of title cases are below forecast this month (15 versus 33), but the open cases remain stable. We are monitoring these numbers to ensure that service standards are not affected by using team members to manage FTP cases. The magistrates court is due to reconsider
- New health and character cases are lower than forecast in July (69 versus 100), but the open case numbers remain stable. The numbers of new cases were increasing towards the end of the month, and have continued into August so it may be that the expected increase in numbers in the forecast is slightly delayed. We will know more when August figures are completed. The number of cases closed (either without a panel, or at a meeting) has again kept pace with the numbers of new cases, although there is a rise in open cases this month. The number of open cases remains within manageable parameters, and we have looked at ways of managing this activity. There is flexibility within case teams 3 and 7 to manage these and other non-FTP cases comfortably. Currently, there are no concerns with this activity as the pattern matches previous years.
- Suitability cases: there were 3 new cases in July. We will continue to monitor this for any emerging trends, as we are expecting the number of new cases to decrease over time as the suitability scheme is due to finish in July 2016

### **Other Activity**

#### **Stakeholder Meetings**

Department of Health  
 Care Quality Commission  
 Kingsley Napley  
 F1F9  
 CHSEO

## **Case Management System**

We have now received the fix from our suppliers to the remaining issue with the document storage libraries. This fix is in test. Once concluded, the major project to look at enhancements to the case management system will begin. These enhancements include:

- improved functionality for users, such as easier searching of records and more safeguards in ensuring all essential data fields are completed;
- automated retention and destruction functions to ensure this Council policy is easily auditable; and
- addition of key fields to more easily manage and report on complaints or interim orders, and to improve the way we share information with other organisations such as CQC or the Care Councils in Scotland, Wales and Northern Ireland, with whom we have existing information sharing agreements.

## **Disengagement**

We are continuing to work with Picker Europe and Zubin Austin on a research project and literature review on the causes of disengagement. It is anticipated that Council will consider this research at its meeting in December.

## **Guidance for Employers**

We began two research projects. The first was a general survey which was open for all employers to complete (this survey was available on our website and was directly emailed to a number of employers) and the second was telephone interviews with employers who have had recent experience of the fitness to practise process. The feedback and information we gathered from these projects will help in the work we are doing to develop and enhance the fitness to practise process from an employer's perspective and our employer specific information sources.

## **Feedback Mechanisms**

We liaised with the other health and social care regulators about their approach to gathering feedback from those who are involved in the fitness to practise process. We are now considering what approach is most appropriate for us and are scoping out a pilot.

## **Information Sharing Agreements/Memorandum's of Understanding**

We agreed and signed (in August 2014) a Memorandum of Understanding (MoU) with the Disclosure and Barring Service (DBS). This MoU is intended to promote cooperation at an operational level and facilitate effective and efficient sharing of information concerning safeguarding children and adults.

We continue to work with the Care Quality Commission (CQC) on a revised MoU and a new Joint Operating Protocol.

### **Public Law and other Portfolio Services Legal Services tender exercise**

The procurement exercise has begun with the development of PQQ. Legal advice to support the process from a neutral supplier is being identified.

It is anticipated that the award will be made in the first quarter of 2015.

### **Recruitment**

We have conducted and completed a recruitment campaign for Case Managers, following a number of leavers and internal promotions. There remain two posts that will need to be readvertised as there has been a further resignation, and one post offered was declined in preference to a role in another organization.

The FTP Training Advisor post recruitment campaign did not yield suitable candidates and is being readvertised with an agency. It is anticipated that this post can be appointed in early September.

### **Partner Recruitment**

After a period of intense recruitment and training, new Partners have commenced hearings activity, and some longer serving Partners' terms of office have concluded.

# **Fitness to Practise Department**

## **Management Information Pack**

Kelly Holder, Director of Fitness to Practise  
Jul-14

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Glossary	Headline description	Further information
<b>Adjournments</b>	The case starts its hearing activity but has a request from a party to cease	
<b>Allegations</b>	These are drafted by the Case Manager before the case is considered at ICP. The IC Panel can amend these allegations if they wish, based on their review of the information in front of them.	The allegations are what the Registrant is asked to comment on in their observations. The allegations are also used by the external investigators to investigate and present the case in a public hearing.
<b>Allegations made: Investigating Panel (chart)</b>	This chart shows the number and age of cases from the time the case met the standards of acceptance, until the final ICP decision. Only cases that have concluded at a final hearing are included.	
<b>Cancellations</b>	A hearing or meeting does not proceed due to being administratively cancelled	
<b>Case to answer rate</b>	The rate of cases that an Investigating Committee Panel find that meet the realistic prospect test.	The Case to Answer rate is the total number of cases referred for external investigation, divided by the total number of cases concluded at ICP. It does not include cases that require further information gathering by the Case Manager.
<b>Closed PreICP</b>	A case that does not meet the standard of acceptance can be closed without sending it to an Investigating Committee Panel.	Cases that are closed preICP are those where requests have been made for information to meet the allegation, but have not been provided, or where the case does not relate to HCPC fitness to practise standards.
<b>Complaints</b>	Complaints about FTP decisions, processes or service are logged centrally and reviewed at Executive Management Team. In FTP, a central logging and response process exists to ensure the 10 working day service standard is met, and issues with complaints are escalated appropriately.	Issues from review of complaints are reviewed and fed into the training, guidance or improvement workstreams in FTP
<b>Enquiry cases</b>	These cases are identifiable to an HCPC registrant, but do not currently meet the HCPC's Standard of Acceptance	Cases are anticipated to meet the standard of acceptance within four months of receipt of the original complaint.
<b>Forecast</b>	This is the number of cases that are expected and budgeted for in the annual budget planning process.	There is a re-forecast at 3, 6 and 9 months of the budget year to ensure any changes in activity are resourced or re-planned.
<b>Full year effect (FYE)</b>	This is the summary of activity in any completed year, described from 1 April to 31 March	
<b>Further Information at ICP</b>	These cases have been considered by the Investigating Committee Panel, but are considered to have insufficient detail to make a case to answer decision.	The Case Manager requests further information and the case is returned to a future IC Panel.
<b>GSCC transfer cases</b>	These cases were transferred on 1 August 2012, on the closure of the General Social Care Council	These cases are analysed and presented separately in the management commentary from those relating to social workers in England, which were received after 1 August 2012 directly by HCPC
<b>Health and Character Declarations</b>	If a Registrant declares an issue with their physical or mental health, or a caution or conviction, FTP can investigate and constitute a hearing to decide if the issue is compatible with being on HCPC register.	HCPC team members have administrative rights to close cases in line with the policy. Those cases that require review by a panel go to the Investigating Committee.
<b>High Court activity</b>	Professional Standards Authority have the power to appeal a decision made by an HCPC panel. Registrants also have the right to appeal a Panel decision or to request a judicial review of our processes or decisions.	These cases are presented by external lawyers at the High Court. HCPC can re-hear cases under certain circumstances.
<b>ICP</b>	The Investigating Committee is one of the committees that consider cases. The ICP decide if the realistic prospect test is met on the information in front of it, and refers cases for further (external) investigation.	The Investigating Committee Panel is not a public hearing, and uses the information contained in the papers prepared by the Case Manager to reach its decision.
<b>Interim Orders</b>	Interim orders can be applied for when there is considered to be significant risk to the public or the registrant from their alleged impairment of fitness to practise. An order can be applied for at any stage.	Orders can be granted or refused by a Panel. For those that are granted, they must be reviewed regularly (at 6 months from imposition, then every 3 months until the expiry - usually 18 months). Orders still required after the maximum 18 months have to be applied for extension at the relevant High Court.

<b>Internal measuring tools</b>	A range of time based measures for cases at each of the stages in the process are used to ensure that cases are progressing as expected, or that complex cases have the appropriate escalation actions.	Our case management system generates weekly and monthly reports to ensure any cases that are outside the service standards can be identified.
<b>Length of time</b>	Cases are measured from a number of points in their lifetime. These measures have service standards associated with them, and are used to trigger escalation activity for cases that exceed them. Information is taken from the Case Management System	Measures are taken from: receipt of the original complaint, the time the case meets the standard of acceptance, the time the case has been sent to the Registrant for observations; the date of the final IC Panel; the conclusion of the external investigation; the point at which the case is ready and then fixed for a final hearing; the conclusion of the final hearing.
<b>Length of time Age of Post ICP (chart)</b>	This chart shows the number and age of cases, measured from the ICP decision of case to answer. These cases have been to ICP.	
<b>Length of time Cases Inv Committee (excluding further information) - (chart)</b>	This chart shows the number and age of cases measured from the Standard of Acceptance for ICP cases that have concluded.	These cases may be closed no case to answer, or sent for investigation by external lawyers. Cases where an IC Panel asked for more information are excluded.
<b>Length of time: Allegations made to conclusion of final hearing (chart)</b>	This chart shows the number and age of cases that have concluded at a final hearing. The measure is the time taken from the meeting of the Standard of Acceptance to the conclusion of the final hearing.	
<b>Length of time Investigating Panel - Case Concluded (chart)</b>	This chart shows the time taken from the investigating committee panel decision to the conclusion of the final hearing.	
<b>Length of time Open PreICP (chart)</b>	This chart shows the number of cases and their age from the Standard of Acceptance. These cases have not been to ICP yet.	
<b>Mean and median average</b>	The mean is the average of the data, the median is the middle point of the range of the data	
<b>Obs (Observations)</b>	When a case meets the Standard of Acceptance, it is prepared to go to an Investigating Committee Panel. At the point of reaching the SOA, the Registrant is informed that there is a case against them, and invited to give their observations (Obs) on the complaint made against them.	Any Obs that come back after the 28 day period allowed for the Registrant's response go to the Investigating Committee Panel
<b>Part Heard</b>	A case starts its hearing activity, but does not conclude in the allotted time.	Further hearing time is arranged by the Scheduling team, liaising with all parties.
<b>Post ICP cases</b>	These cases have been considered by an Investigating Committee Panel and have a case to answer decision	The cases may be with external investigators (30%), Ready to fix (40%) or have a confirmed final hearing date that is in the future.
<b>Pre ICP cases</b>	These cases have met HCPC's Standard of Acceptance, but have not yet been considered by an Investigating Committee panel.	These cases may have Obs returned, or still be in the process of creating the allegations on which the Registrant is asked to provide Observations. ICP dates are generally arranged up to two months in advance. Cases are expected to have been to ICP for a decision within eight months of receipt of the original complaint.
<b>Preliminary meetings</b>	Can be used to manage aspects of the case, such as witness orders, use of the time available, or admissibility of evidence.	Preliminary meetings can be held virtually, or in person.
<b>Profession</b>	There are 16 professions regulated by HCPC	The management commentary breaks down the trends in new complaints, and also outcome of key decision stages by profession.
<b>Protection of Title</b>	If an individual uses one of the protected titles described in HCPC's Order, a prosecution can be pursued.	
<b>PSA Learning Points</b>	Professional Standards Authority review all final hearing decisions to ensure consistency and also that HCPC is not unduly lenient. They have the power to appeal these decisions. A monthly learning points letter is sent to HCPC containing their observations.	We review all learning points and respond to PSA with our views, including whether we agree with their opinion. We share these responses with our panels for individual learning, and also use case studies in our induction and refresher training courses.
<b>Ready to Fix (RTF)</b>	A case where the external investigation has concluded and can be scheduled for a final is described as ready to fix	The scheduling team at HCPC take RTF cases and liaise with all parties before fixing or confirming the date and location of the hearings. We assume approximately 30% of all post ICP cases will be RTF at any stage.

<b>Realistic Prospect Test</b>	This is set out in the standard of acceptance Council policy, and describes the likelihood of a Registrant's fitness to practise being found impaired.	It is a core component of the Standard of Acceptance policy.
<b>Registration Appeals</b>	Registrants who are refused entry to HCPC register can appeal.	Panels are arranged to consider the appeal.
<b>Representation</b>	Registrants may be represented by a union. Representation may happen at any stage in the process.	The management commentary reviews the outcome of decisions at ICP and at final hearing against whether the Registrant was engaged with the process. The registrant may represent themselves, by represented by others, or there may be no engagement from the registrant or a representative.
<b>Review of substantive decisions</b>	Cases where a suspension or caution is applied at a final hearing must be reviewed by an independent prior to the order expiring.	These panels can continue the original order, vary it, or allow it to expire. Following a period of suspension, Panels can strike a registrant off the register.
<b>Source of complaint</b>	These are categorised as: article 22(6)/Anonymous; Employer; Other; Other Registrant; Police; Professional body; Public; Self referral	The management commentary breaks down the trends in these different sources, and helps to guide FTP guidance development work.
<b>Standard of Acceptance (SOA)</b>	This is set out in Council's policy	
<b>Year to date (YTD)</b>	This is the summary of the information in the period 1 April to 31 March in the current budget year	

Key Forecast and Management Information Summary (FTP cases only)

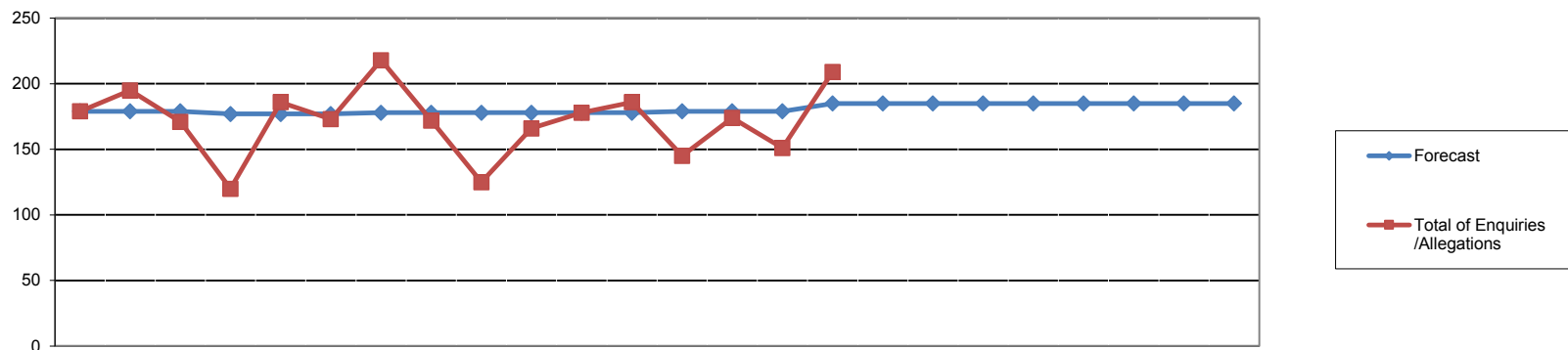
	13/14 Actual													14/15 Actual											14/15 Forecast						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end	
Cases Received	179	195	171	120	186	173	218	172	125	166	178	186	2069	145	174	151	209									2,149	2,131				
Cases pre ICP & Enquiry	918	976	1001	985	1039	1040	1086	1115	1098	1059	1143	1162	1162	1147	1173	1193	1234									1,015	1,173				
Cases closed pre ICP	67	87	99	72	76	96	92	78	89	94	76	98	1024	81	71	73	79									1,415	1,158				
Case to Answer percentage	38%	49%	61%	52%	57%	59%	53%	48%	53%	46%	47%	59%	50%	47%	57%	58%	55%									50%	50%				
Cases awaiting hearing	260	267	268	262	273	286	298	309	321	323	336	350	350	354	368	381	397									417	449				
Cases per case manager (preICP)	45	42	46	47	46	48	52	53	47	45	42	54	54	53	52	50	51									42	49				
Case per case manager (post ICP)	N/A												N/A		17	16	16	17									25	19			

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

**Cases per case manager**

Month	Current month / variance	Month forecast	Year end forecast	Commentary
<b>July</b>	51/+6 (pre-ICP) 17/-8 (post-ICP)	45 (Pre ICP) 25 (Post ICP)	45 (Pre ICP) 25 (Post ICP)	<p>* The number of pre-ICP cases per case manager continues to be above forecast. As noted in June's commentary, that was anticipated due to a known temporary dip in resources as a result of Case Managers leaving and a slight lag in new Case Managers commencing in post.</p> <p>* Two new Case Managers will be commencing in post on 18 August. We are also taking on three temporary Case Managers in August to provide cover in relation to both the DEC and FTP work streams, to match the annual seasonal variations in these new cases.</p>
<b>June</b>	50/+5(pre-ICP) 16/-9 (ost-ICP)	45 (Pre ICP) 25 (Post ICP)	45 (Pre ICP) 25 (Post ICP)	<p>* The number of pre-ICP cases remains above forecast. However, this was anticipated and planned for as indicated in the commentary for April and May. New starters commenced in post in June and those who commenced in May are now progressing through their inductions and are able to take on more cases.</p> <p>* It is expected that the number of cases per case manager will stabilise in August as there have been further resignations within the Case Management Team and recruitment for replacement posts is currently underway.</p> <p>* As indicated last month, the number of new cases received is broadly in line with forecast as is the number of cases being obs'd, therefore it is predicted that the current caseloads will remain stable until replacement posts commence</p> <p>*Authorisation for Temp posts to cover any spikes in cases (both FTP and DEC) has been granted</p>
<b>May</b>	52/+7 (Pre ICP) 16/-1 (Post ICP)	45 (Pre ICP) 25 (Post ICP)	45 (Pre ICP) 25 (Post ICP)	<p>* As indicated from April's commentary, the number of pre-ICP cases per Case Manager is above forecast. This is expected to be the case until July, at which time it is anticipated that pre-ICP case loads should reduce to at or around forecast levels. This is because new starters from earlier in the year (April, May and June) will have progressed through their inductions.</p> <p>* It is noted that the number of new cases received YTD is broadly in line with forecast, therefore it is reasonable to expect that there will be sufficient Case Manager resource in July to allow case loads to return to forecast levels</p> <p>* The forecast Post-ICP caseload per Case Manager is 25. The current average post-ICP caseload is significantly lower than forecast. However, these cases are not evenly distributed within the Case Management Team due to a number of factors- new starters not yet trained in the post-ICP process, competence and sickness etc. There will be a redistribution of post-ICP cases amongst the team in June.</p>

Enquiries and Allegations Received by type: April 2013-March 2015



	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Forecast</b>	179	179	179	177	177	177	178	178	178	178	178	178	179	179	179	185	185	185	185	185	185	185	185	185
<b>Enquiries</b>	162	184	157	111	168	167	209	167	120	162	172	181	140	166	149	204								
<b>Allegations</b>	17	11	14	9	18	6	9	5	5	4	6	5	5	8	2	5								
<b>Total of Enquiries /Allegations</b>	179	195	171	120	186	173	218	172	125	166	178	186	145	174	151	209								
<b>Article 22(6)/Anon</b>	11	6	2	4	4	5	7	14	2	5	9	8	4	9	4	7								
<b>Employer</b>	47	63	42	49	58	46	58	45	34	48	48	55	37	55	43	65								
<b>Other</b>	4	7	9	4	5	8	10	10	6	6	2	10	6	1	4	5								
<b>Other Registrant</b>	5	6	10	7	8	2	7	3	2	14	6	8	8	6	5	7								
<b>Police</b>	4	3	4	2	5	5	4	2	2	3	2	1	3	2	0	0								
<b>Professional body</b>	1	1	1	2	0	1	4	1	0	1	1	1	1	2	2	3								
<b>Public</b>	76	74	73	29	67	72	77	70	58	58	77	62	58	62	60	93								
<b>Self-referral</b>	31	35	30	23	39	34	51	27	21	31	33	41	28	37	33	29								

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
	n/a		n/a	n/a
275	500	1,452	1,960	659
484	425	201	109	20
759	925	1,653	2,069	679
166	283	58	77	24
217	289	435	593	200
18	33	87	81	16
74	53	99	78	26
25	27	27	37	5
3	12	21	14	8
256	228	634	793	273
NA	NA	NA	396	127

Cases Received: Profession & source of complaint April 2010 - March 2015

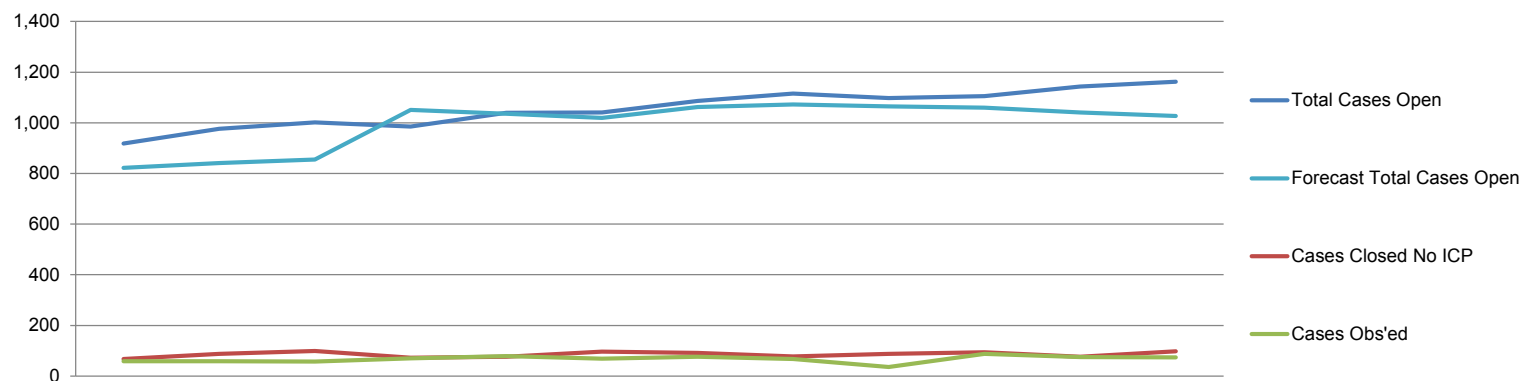
	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
Arts therapists	0	3	0	0	0	0	0	2	9	4	7	4	5
Biomedical scientists	1	7	0	2	0	0	1	1	36	66	37	50	12
Chiropodists & podiatrists	1	8	0	0	1	2	11	3	74	55	53	71	26
Clinical scientists	0	0	0	0	0	0	0	2	10	9	9	3	2
Dietitians	0	3	0	0	0	1	1	3	9	12	13	21	8
Hearing aid dispensers	0	0	0	0	0	0	5	4	44	23	25	22	9
Occupational therapists	3	10	0	1	0	1	6	9	63	96	76	105	30
ODPs	0	11	0	0	1	0	0	6	39	63	45	63	18
Orthoptists	0	0	0	1	0	0	0	1	0	2	2	2	2
Paramedics	6	21	2	4	0	2	17	28	188	253	262	266	80
Physiotherapists	3	14	2	1	2	0	19	11	104	118	123	134	52
Practitioner psychologists	2	7	3	7	0	1	32	1	117	139	179	157	53
Prosthetists & orthotists	0	0	0	0	0	0	0	0	1	2	1	2	0
Radiographers	0	11	0	1	1	0	4	6	40	58	55	59	23
Social workers	8	103	9	9	0	1	176	50	n/a	n/a	733	1,085	356
SLTs	0	2	0	0	0	0	1	0	25	25	33	25	3
<b>Total</b>	<b>24</b>	<b>200</b>	<b>16</b>	<b>26</b>	<b>5</b>	<b>8</b>	<b>273</b>	<b>127</b>	<b>759</b>	<b>925</b>	<b>1,653</b>	<b>2,069</b>	<b>679</b>

**Commentary**

<b>Month</b>	<b>Commentary</b>
<b>July</b>	<p>* Social workers represent 52% of the fitness to practise referrals received YTD.</p> <p>* Members of the public are the largest source of fitness to practise referrals. They represent the largest complainant group for referrals made in relation to Social Workers (49% YTD). This can increase the amount of time to meet the standard of acceptance for those cases that progress to an ICP. However, complaints from members of the public have a higher rate of closure before meeting the standard of acceptance. We are monitoring these trends and escalating cases that take more time to meet SOA.</p>
<b>June</b>	<p>* Social Workers continue to represent over half (52%) of the fitness to practise referrals received YTD. This has remained consistent since the onboarding of Social Workers in August 2012.</p> <p>* Members of the public are the largest complainant type, accounting for 37% of the referrals received YTD</p> <p>* 46% of referrals received in relation to Social Workers have come from members of the public, YTD.</p>
<b>May</b>	<p>* Fitness to practise referrals in relation to Social Workers constitute 57% of the total number of referrals received YTD</p> <p>* Members of the public remain the largest complainant type, accounting for 40% of the referrals received YTD</p> <p>* 43% of FTP referrals made in relation to Social Workers YTD have come from Members of the Public</p>

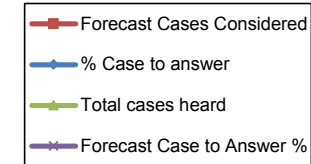
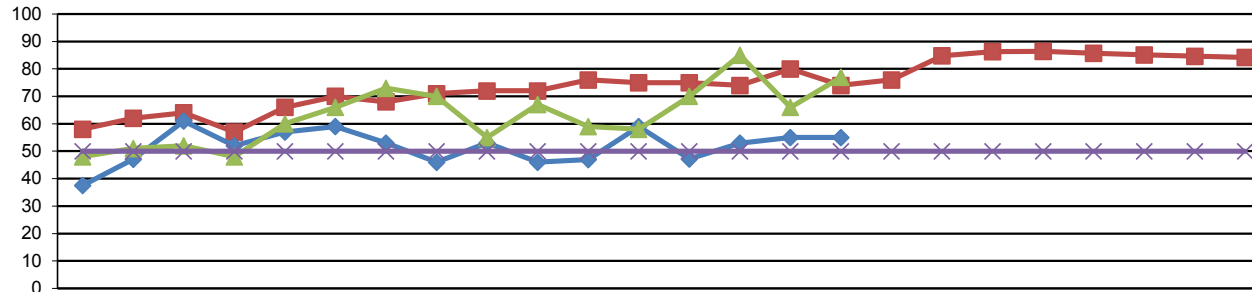


Pre - ICP case information April 2013 - March 2015



	2013			2014												2015												13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD			
Forecast cases received	179	179	179	177	177	177	178	178	178	178	178	178	179	179	179	185	185	185	185	185	185	185	185	185	185	n/a	n/a		
Cases Received	179	195	171	120	186	173	218	172	125	166	178	186	145	174	151	209										2,069	679		
Allegations Open	222	229	238	255	283	298	309	290	272	295	298	307	291	273	283	271										307	679		
Enquiries Open	696	747	763	730	756	743	777	825	826	810	845	855	856	900	910	963										855	900		
Total Cases Open	918	976	1,001	985	1,039	1,041	1,086	1,115	1,098	1,105	1,143	1,162	1,147	1,173	1,193	1,234										1,162	1,173		
Forecast Total Cases Open	823	841	855	1,051	1,036	1,019	1,062	1,073	1,065	1,059	1,041	1,027	1,140	1,121	1,098	1,208	1,229	1,230	1,221	1,212	1,205	1,199	1,186	1,173	1,027	1,121			
Percentage of Cases in Pre ICP Remit	24	23	24	26	27	29	28	26	25	27	26	26	25	23	24	22													
Cases Considered at CPC	5	2	3	2	5	13	6	3	2	1	11	9	6	7	5	2										82	94		
Cases Closed No ICP	67	87	99	72	76	96	92	78	88	94	76	98	81	71	73	79										1,023	20		
% of Cases Closed no ICP	10	12	13	10	10	13	12	10	11	12	9	11	10	8	8	8													
Forecast % cases closed No ICP	16	16	16	9	16	16	11	12	14	14	15	15	11	11	11	11	11	11	11	11	11	11	11	11		n/a	n/a		
Cases Obs'ed	58	58	57	70	79	69	76	67	36	87	75	74	73	74	76	66										1,095	132		
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	80	79	77	85	86	86	86	85	85	84	83	82		804	893		
% of Pre ICP cases Obs'ed	26	25	24	27	28	23	25	23	13	29	25	24	25	27	27	24													
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	27	27	27	27	27	27	27	27	27	27	27	27					

Investigating Panel decisions and referrals April 2013 - March 2015



		2013												2014												2015																					
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar										
Case to Answer	Forecast Cases Considered	58	62	64	57	66	70	68	71	72	72	76	75	75	74	80	74	76	85	86	86	86	85	85	84																						
	Total cases heard	48	51	52	48	60	66	73	70	55	67	59	58	70	85	66	77																														
	Referred to CCC (Reg representations)	14	17	15	16	18	19	24	16	14	21	16	20	17	33	22	23																														
	Referred to CCC (Rep representations)	2	4	5	4	2	5	3	4	2	3	4	4	2	2	2	7																														
	Referred to CCC (No representations)	2	3	10	4	11	14	9	11	10	6	7	10	14	10	9	10																														
	Referred to HC (Reg representations)	0	0	0	0	2	0	0	1	2	0	1	0	0	0	1	0																														
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																														
	Referred to HC (No representations)	0	0	0	0	1	1	0	0	1	1	0	0	0	0	2	1																														
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																														
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																														
Referred to IC (No representations)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0																															
Forecasted Cases Referred		27	29	30	28	32	34	33	35	35	35	37	37	37	36	39	36	37	42	42	42	42	42	41	41																						
Total case to answer		18	24	31	24	34	39	36	32	29	31	28	34	33	45	36	41																														
Forecast Case to Answer %		50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50																							
% Case to answer		38	47	61	52	57	59	53	46	53	46	47	59	47	53	55	55																														
No case to answer	Not referred (Reg representations)	23	21	19	15	21	19	25	29	21	25	24	14	32	28	21	28																														
	Not referred (Rep representations)	2	2	1	2	0	3	3	3	3	3	3	6	2	4	3	2																														
	Not referred (No representations)	4	2	0	5	4	2	4	2	1	6	3	2	3	2	2	3																														
	Total cases not referred	29	25	20	22	25	24	32	34	25	34	30	22	37	34	26	33																														
Further Information		1	2	1	2	1	3	5	4	1	2	1	2	0	6	4	3																														

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
533	516	543	707	298
178	176	181	210	95
22	19	29	42	13
79	49	83	97	43
6	6	5	6	1
3	2	0	0	0
5	0	3	4	3
1	0	0	0	0
0	0	0	0	0
0	0	0	1	0
n/a	n/a	n/a	n/a	n/a
306	254	304	360	155
n/a	n/a	n/a	n/a	n/a
57	49	56	53	53
195	197	176	256	109
13	21	28	31	11
10	29	18	35	10
223	246	231	322	130
21	18	20	25	13

**Commentary**

**Cases Considered**

Month	Current month / variance	Month forecast	Year end forecast	Commentary
July	77/-2	79	899	* The number of cases considered in July was very close to forecast. * The YTD figure is 10 short of forecast (a shortfall of less than 1%).
June	66/-14	80	899	* The lower numbers of cases considered in June may reflect a high level of annual leave among Case Managers during the month, resulting in a conscious decision among those taking leave to list cases in July to avoid over-burdening colleagues with having to take over cases and present them at ICPs.
May	85/+11	74	899	* The high number of cases considered in May reflects the high obs numbers in the early part of 2014. * Following EMT consideration of the outcome of the review work a number of individually small but cumulatively significant changes to the management of ICPs will be implemented over the next few months.

Investigating Panel Decisions by profession and source of allegation April 2009 - March 2015

By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	0	0	0	0
Biomedical scientists	2	0	8	0	0	10
Chiropodists & podiatrists	8	0	2	0	0	10
Clinical scientists	0	0	0	0	0	0
Dietitians	2	0	2	0	0	4
Hearing aid dispensers	1	0	0	0	0	1
Occupational therapists	8	1	2	1	0	12
ODPs	4	0	11	0	0	15
Orthoptists	1	0	0	0	0	1
Paramedics	20	2	17	0	0	39
Physiotherapists	10	1	9	1	0	21
Practitioner psychologists	9	2	7	0	0	18
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	1	0	8	0	0	9
Social workers	62	7	82	2	0	153
SLTs	2	0	3	0	0	5
<b>Total YTD</b>	<b>130</b>	<b>13</b>	<b>151</b>	<b>4</b>	<b>0</b>	<b>298</b>

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
2	1	3	1	0
37	37	26	23	10
60	40	27	31	10
4	10	3	2	0
13	5	14	7	4
13	12	9	5	1
48	55	44	47	12
32	37	37	25	15
1	1	1	0	1
113	139	128	100	39
86	65	69	71	21
66	60	67	36	18
4	0	1	1	0
33	39	35	32	9
		58	311	153
21	15	21	15	5
<b>533</b>	<b>516</b>	<b>543</b>	<b>707</b>	<b>298</b>

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			FI	CCC	HC	
Article 22(6)/Anon	3	0	3	0	0	6
Employer	42	7	99	3	0	151
Other	7	0	4	0	0	11
Other Registrant	2	0	4	0	0	6
Police	4	0	4	0	0	8
Professional body	0	0	0	0	0	0
Public	30	1	10	0	0	41
Self referral	42	5	27	1	0	75
<b>Total YTD</b>	<b>130</b>	<b>13</b>	<b>151</b>	<b>4</b>	<b>0</b>	<b>298</b>

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
94	139	72	23	6
208	204	263	321	151
13	14	24	17	11
37	22	22	17	6
28	21	17	21	8
2	5	2	9	0
151	111	109	133	41
n/a	n/a	34	166	75
<b>533</b>	<b>516</b>	<b>543</b>	<b>707</b>	<b>298</b>

## Summary of current caseload length of time against standards

To identify any required case escalation activities, all cases are assessed against the following progression standards

Those cases outside the standard have an escalation plan and owner, and are assigned a red, amber or green status.

Red cases are identified as needing an urgent or higher level intervention than previously tried

Amber cases are identified as having potential for more urgent or higher level intervention if the current approach does not progress matters within a defined timescale

Green cases may no longer be within their service standard timescale, but are progressing with no further concerns.

Trends in red, amber, green cases are reported at the weekly FTP managers' meeting.

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

### Enquiry cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	419	43.5	43.5
3 to 4 mths	172	17.9	61.4
5 to 7 mths	181	18.8	80.2
8 to 12 mths	132	13.7	93.9
13 to 15 mths	30	3.1	97.0
16 to 20 mths	13	1.3	98.3
21 to 24 mths	10	1.0	99.4
>24 mths	6	0.6	100.0
<u>963</u>		<u>100.0</u>	

### Post ICP cases (receipt to date)

Age since receipt	Number	%	Cumulative %
0 to 7 mths	39	9.8	9.8
8 to 12 mths	129	32.5	42.3
13 to 15 mths	77	19.4	61.7
16 to 20 mths	69	17.4	79.1
21 to 24 mths	49	12.3	91.4
>24 mths	34	8.6	100.0
<u>397</u>		<u>100.0</u>	

### PreICP cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	27	10.0	10.0
3 to 4 mths	51	18.8	28.8
5 to 7 mths	59	21.8	50.6
8 to 12 mths	71	26.2	76.8
13 to 15 mths	25	9.2	86.0
16 to 20 mths	23	8.5	94.5
21 to 24 mths	6	2.2	96.7
>24 mths	9	3.3	100.0
<u>271</u>		<u>100.0</u>	

### Post ICP cases (ICP to date)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	199	50.1	50.1
6 to 7 mths	45	11.3	61.5
8 to 12 mths	90	22.7	84.1
13 to 15 mths	30	7.6	91.7
16 to 20 mths	17	4.3	96.0
21 to 24 mths	11	2.8	98.7
>24 mths	5	1.3	100.0
<u>397</u>		<u>100.0</u>	

200 cases (74%) have obs letter sent  
Mean time from SOA to Obs = 2 months  
Median time from SOA to Obs = 1 month

170 cases (63%) have ICP scheduled in August  
and September

Cases under investigation: 151 (38%)  
Cases being scheduled: 122 (31%)  
Cases with fixed hearing date: 124 (31%)

**Commentary**

<b>Month</b>	<b>Commentary</b>
<b>July</b>	Changes in this data are reviewed weekly at the FTP Managers' Meeting. The proportion of cases outside the service standards is stable and expected to continue at similar levels until November 2014, by which time the majority of final hearings with a scheduled date will have completed, and the escalation actions to progress pre-ICP cases will have taken effect. There are now no cases with a red status, and 154 cases with an amber rating. The amber rating shows that we have reviewed and taken action on older cases, and there is a pending action on each of these cases. There are 99 cases with a green rating, indicating no current concerns or requirements for further escalation.
<b>June</b>	Changes in this data are reviewed weekly at the FTP Managers' Meeting. There are now no cases with a red status, and 125 cases with an amber rating. There are 100 cases which have a green rating..
<b>May</b>	This new analysis shows the proportions of all open cases that fall within the service standards in terms of time only. This analysis is reviewed monthly to determine if any additional activity is required on individual cases. It is also used to assist in resource planning and impact on activity later in the year. The cases outside the service standard timescales reflect the complexity of new cases and the time taken to get information to meet the standard of acceptance from certain complainant types. The cases that fall outside of the service standards have all been reviewed individually and have escalation action plans. Cases are risk assessed as red, amber, green depending on whether further intervention is required. There are currently 5 cases in total in the red status and 94 amber cases (out of the 740 cases that are outside of their service standard). We continue to monitor this monthly for trends.

**Length of Time Open Pre ICP April 2013 - March 2015**

		2013												2014												2015											
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												
<b>Cases awaiting ICP</b>	<b>0-4</b>	155	159	163	183	206	217	229	203	178	189	192	206	198	186	185	183																				
	<b>5-8</b>	34	33	38	40	41	47	51	60	65	65	69	63	52	44	50	43																				
	<b>9-12</b>	9	12	12	8	13	14	13	18	16	20	21	24	25	25	27	23																				
	<b>13-16</b>	11	9	8	7	6	6	3	0	5	5	7	6	7	8	9	12																				
	<b>17-20</b>	2	5	7	6	5	2	1	3	3	2	3	1	2	3	5	3																				
	<b>21-24</b>	9	4	3	2	2	3	4	1	1	2	1	2	2	2	2	0																				
	<b>25-28</b>	1	2	7	9	10	3	1	1	1	1	2	1	1	1	0	2																				
	<b>29-32</b>	0	0	0	0	0	6	7	4	3	0	0	1	1	1	2	1																				
	<b>over 33</b>	1	1	0	0	0	0	0	0	0	3	3	3	3	3	3	4																				
<b>Open Cases Pre ICP</b>		222	225	238	255	283	298	309	290	272	287	298	307	291	273	283	271	0	0	0	0	0	0	0	0												

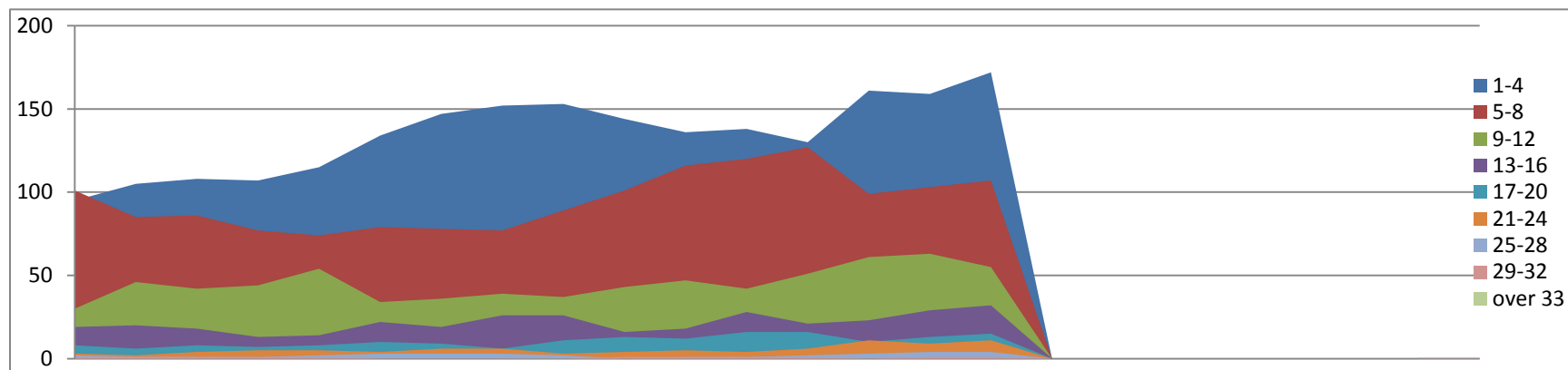
## Commentary

### Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
July	68%/-5%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> <li>* It is expected that 73% of cases received are obs'd within 5 months of receipt</li> <li>* Although the internal measure was not met in July, performance against this measure improved by 3% compared with June</li> <li>* It is noted that fewer than forecast number of cases were obs'd in July. If this were to continue month on month, it would have a real impact on the length of time taken to progress cases through the process</li> <li>* It is noted that there have been some long term sickness absences and less than forecast resources in terms of Case Team Managers in July, which may account for the performance against this measure this month. Temporary Case Manager posts have been authorised and recruitment for the vacant Case Team Manager post is underway.</li> </ul>
June	65%/-8%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> <li>* It is expected that 73% of cases received are ob'd within 5 months of receipt</li> <li>* The internal measure was not met in June as 65% of cases have been obs'd within 5 months of receipt YTD</li> <li>* It is noted that annual leave levels in June were high, which may account for the dip in performance against this measure compared with May</li> <li>* Monitoring and oversight of progression of cases through the FTP process is a specific focus of the FTP Management Team and forms part of the weekly FTP Managers' Meeting</li> </ul>
May	68%/-5%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> <li>* It is expected that 73% of cases received are ob'd within 5 months of receipt</li> <li>* The internal measure was not met in May as 68% of cases have been obs'd within 5 months of receipt YTD</li> <li>* This remains the same as April. It is noted that this is an improvement in performance against this measure from March.</li> <li>* Monitoring and oversight of progression of cases through the FTP process is a specific focus of the FTP Management Team and forms part of the weekly FTP Managers' Meeting</li> </ul>

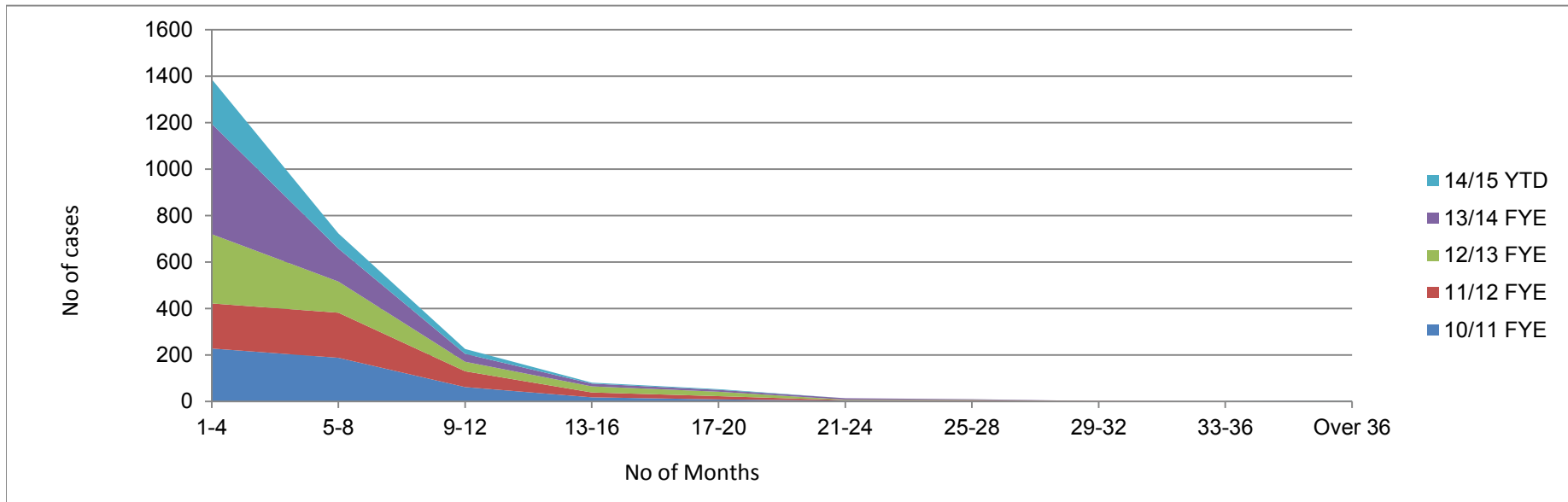


**Length of Time : Age of Cases Post ICP April 2013-March 2015**



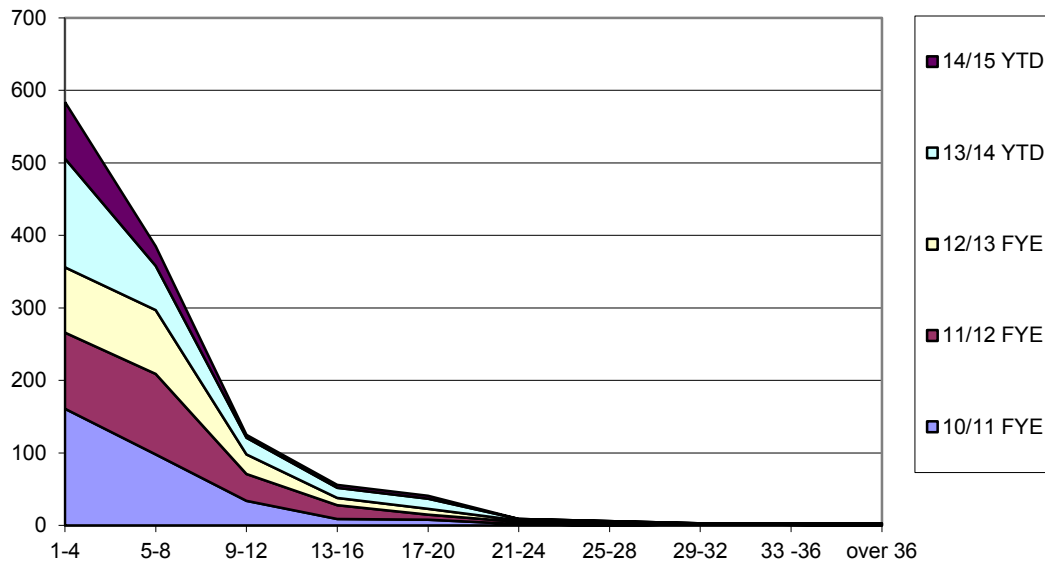
		2013			2014										2015											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases awaiting final hearing (from ICP)	1-4	95	105	108	107	115	134	147	152	153	144	136	138	130	161	159	172									
	5-8	101	85	86	77	74	79	78	77	89	101	116	120	127	99	103	107									
	9-12	30	46	42	44	54	34	36	39	37	43	47	42	51	61	63	55									
	13-16	19	20	18	13	14	22	19	26	26	16	18	28	21	23	29	32									
	17-20	8	6	8	7	8	10	9	6	11	13	12	16	16	10	13	15									
	21-24	3	2	4	5	5	4	6	6	6	3	4	5	4	6	11	9	11								
	25-28	2	1	1	1	2	3	3	3	3	2	0	1	1	2	3	4	4								
	29-32	1	1	1	1	1	0	0	0	0	0	1	1	1	1	0	1	1								
	over 33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
<b>Total cases awaiting hearing</b>		259	266	268	255	273	286	298	309	321	322	336	350	354	368	381	397									
<b>Total cases fixed this month</b>		36	36	37	36	30	42	34	33	18	26	36	42	44	21	32	35									
<b>Cases ready to fix, but no date yet</b>		65	60	66	80	88	83	83	74	77	95	99	91	83	95	115	127									
<b>Cases fixed previous months and awaiting hearing</b>		88	84	72	66	62	55	58	50	52	49	72	90	90	74	73	63									
<b>Cases being prepared by external lawyers</b>		70	86	93	73	93	106	123	152	174	152	129	127	167	166	154	151									

**Length time: Cases Inv Committee (excluding further information) April 2010 - March 20115**



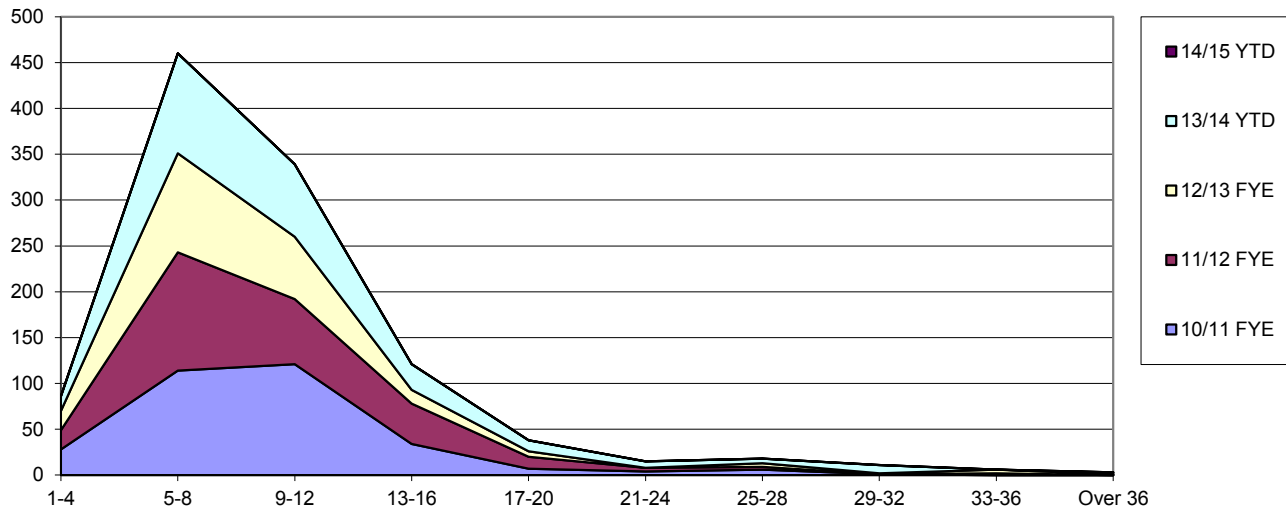
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD	14/15 % of cases	14/15 Cumulative % of cases
1-4	228	194	298	475	192	67.4	67.4
5-8	188	194	134	142	65	22.8	90.2
9-12	62	68	41	34	21	7.4	97.5
13-16	18	21	26	12	4	1.4	98.9
17-20	9	14	19	8	3	1.1	100.0
21-24	4	2	2	6	0	0.0	100.0
25-28	2	3	2	3	0	0.0	100.0
29-32	1	1	0	0	0	0.0	100.0
33-36	0	0	0	1	0	0.0	100.0
Over 36	0	1	1	1	0	0.0	100.0
<b>Mean Months</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>		
<b>Median Months</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>		
<b>Total Cases</b>	<b>512</b>	<b>498</b>	<b>523</b>	<b>682</b>	<b>285</b>		

**Allegations made - Investigating Panel (concluded final hearing cases) April 2010 - March 2015**



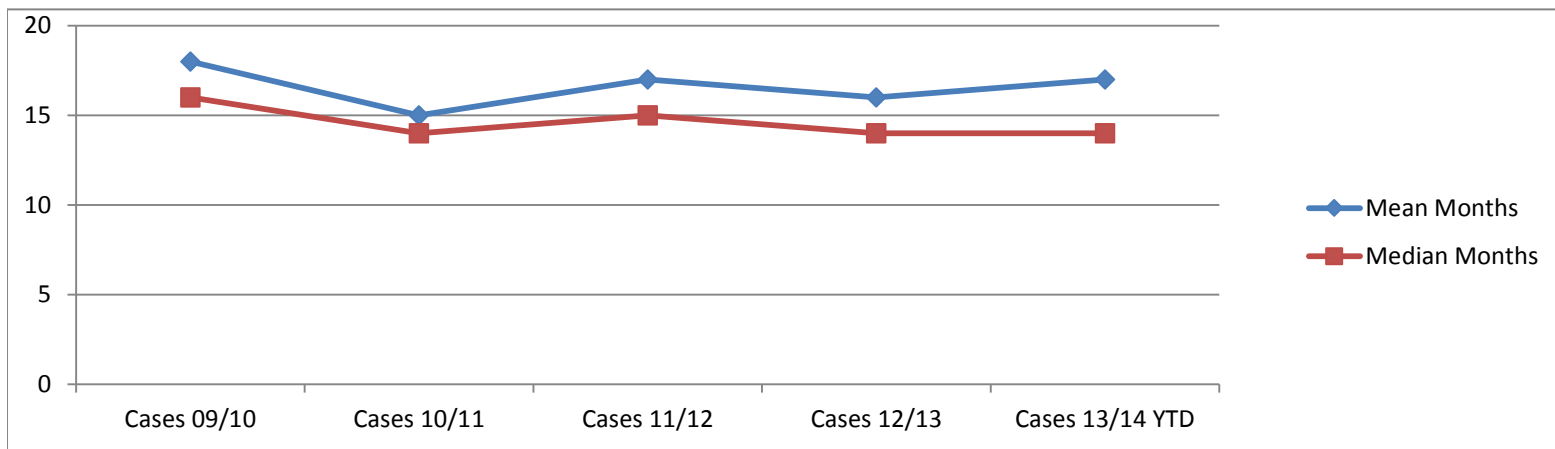
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD	14/15 YTD	14/15 % of cases	14/15 Cumulative %
1-4	161	105	90	150	78	66.1	66.1
5-8	98	111	88	61	27	22.9	89.0
9-12	34	37	27	23	4	3.4	92.4
13-16	9	19	10	14	4	3.4	95.8
17-20	8	7	8	14	4	3.4	99.2
21-24	2	3	2	2	0	0.0	99.2
25-28	0	2	2	2	0	0.0	99.2
29-32	2	1	0	0	0	0.0	99.2
33-36	1	1	0	0	1	0.8	100.0
over 36	0	1	1	1	0	0.0	100.0
<b>Mean Months</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>5</b>		
<b>Meadian Months</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>4</b>		
<b>Total Cases</b>	<b>315</b>	<b>287</b>	<b>228</b>	<b>267</b>	<b>118</b>		

**Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2010 - March 2015**



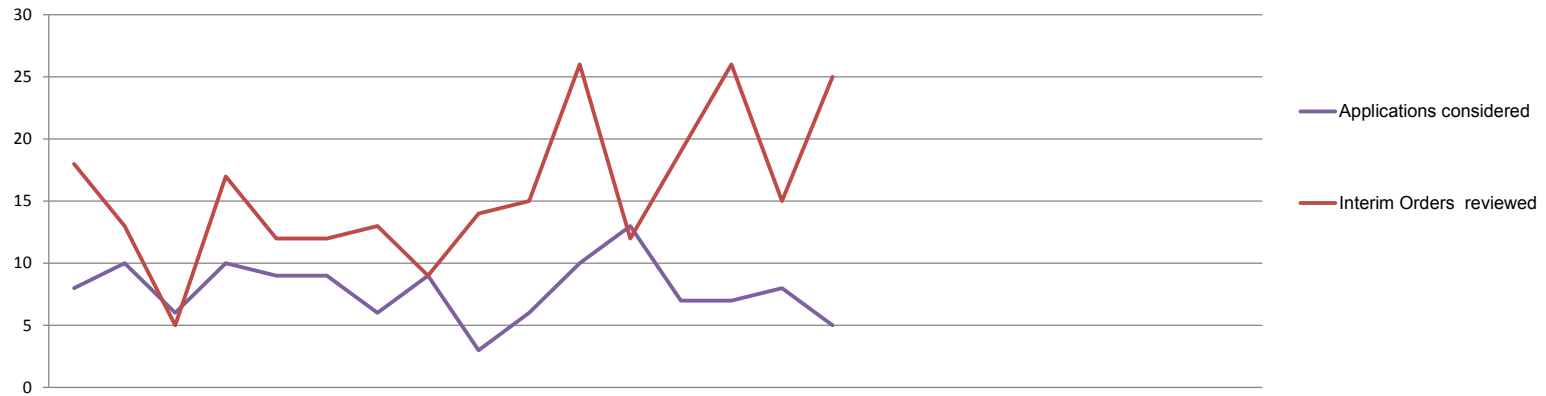
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD	14/15 YTD	14/15 % of cases	14/15 Cumulative % of cases
1-4	28	21	21	16	3	2.5	2.5
5-8	114	129	108	109	54	45.8	48.3
9-12	121	71	68	79	29	24.6	72.9
13-16	34	44	15	28	20	16.9	89.8
17-20	7	13	6	12	7	5.9	95.7
21-24	4	4	0	7	3	2.5	98.2
25-28	6	3	4	5	1	0.9	99.1
29-32	1	0	1	9	0	0	99.1
33-36	0	2	4	0	0	0	99.1
Over 36	0	0	1	2	1	0.9	100
<b>Mean Months</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>11</b>		
<b>Median Months</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>9</b>		
<b>Total Cases</b>	<b>315</b>	<b>287</b>	<b>228</b>	<b>267</b>	<b>118</b>		

**Length of Time: Allegations made - conclusion of final hearing 2009/10 - 2013/14**



Number of Months	Cases 10/11	Cases 11/12	Cases 12/13	Cases 13/14	Cases 14/15 YTD	14/15 % of cases	14/15 Cumulative % of cases
1-4	1	0	0	1	0	0.0	0.0
5-8	35	18	23	21	7	5.9	5.9
9-12	75	71	66	95	49	41.5	47.5
13-16	104	79	62	49	24	20.3	67.8
17-20	48	57	37	26	19	16.1	83.9
21-24	27	31	13	26	4	3.4	87.3
25-28	9	14	6	17	7	5.9	93.2
29-32	7	3	10	13	4	3.4	96.6
33-36	6	7	5	10	0	0.0	96.6
Over 36	3	7	6	11	4	3.4	100.0
<b>Mean Months</b>	<b>15</b>	<b>17</b>	<b>16</b>	<b>17</b>	<b>16</b>		
<b>Median Months</b>	<b>14</b>	<b>15</b>	<b>14</b>	<b>14</b>	<b>13</b>		
<b>Total Cases</b>	<b>315</b>	<b>287</b>	<b>228</b>	<b>269</b>	<b>118</b>		

Interim Orders Cases April 2013 - March 2015



	2013			2014												13/14		14/15										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD		
Applications considered	8	10	6	10	9	9	6	9	3	6	10	13	7	7	8	5										99	27	
Applications granted	4	10	6	10	8	8	6	9	2	4	8	13	6	6	6	5										88	23	
Applications not granted	4	0	0	0	1	1	0	0	1	2	2	0	1	1	2	0										11	4	
Interim Orders reviewed	18	13	5	17	12	12	13	9	14	15	26	12	19	26	15	25										166	85	
Interim Orders revoked	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0										1	1	
IO instructed for High Court extension										4	0	3	0	2	1	3											6	
Total days (all locations)	11	14	9	11	10	8	8	10	9	10	16	11	14	14	12	14										126	54	
% days at Park House	90	80	68	64	90	100	95	85	95	74	97	90	93	82	88	96										86	90	
% external	10	20	32	36	1	0	5	15	5	26	3	10	7	18	12	4										14	10	

## Commentary

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

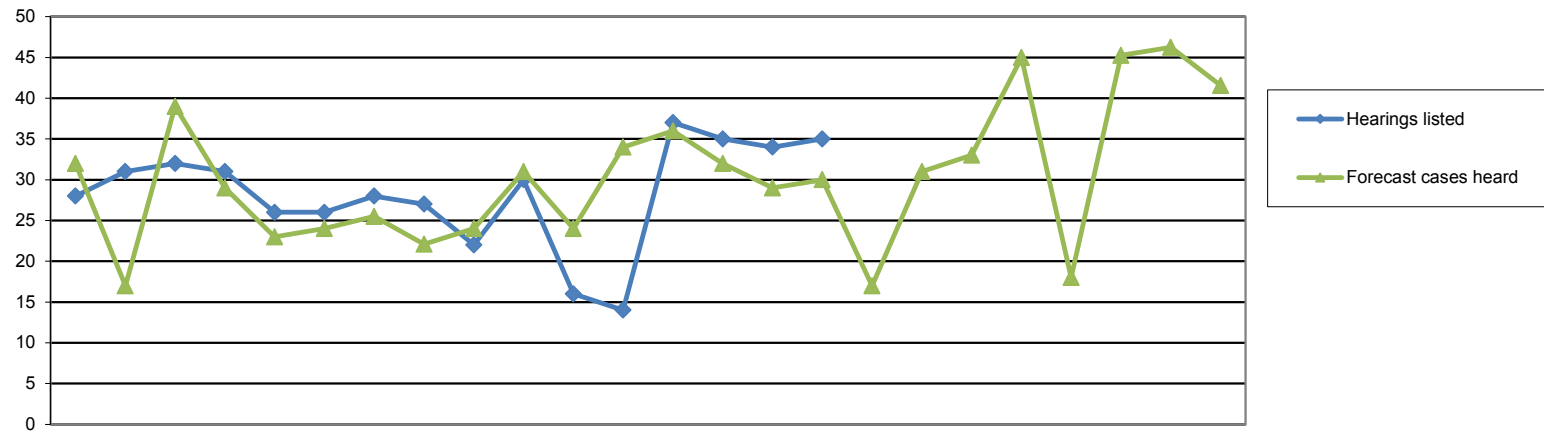
Month	Current month / variance	Month forecast	Year end forecast	Commentary
July	18	n/a	n/a	<p>*There are a total of 18 cases due to expire within the next 6 months, which is an increase of 4 cases compared to last month. 14 of these cases are in the Conduct and Competence Committee remit of which 5 are scheduled for final hearing. 1 case is in the Health Committee remit, and 3 cases are at the Pre Investigating stage.</p> <p>*There are currently 4 cases that are ready to fix for final hearing. The scheduling team are treating these cases as a priority with the aim of fixing them before the end of this year.</p> <p>* In relation to the 3 cases at the Pre Investigating Panel stage, 2 cases have been scheduled for ICP's in September. The remaining case has on-going criminal proceedings, therefore we have to wait for them to conclude before we can proceed with our investigations.</p> <p>* We instructed BDB in relation to one case in July, as it is likely that the IO will expire before the matters has been listed for Final Hearing. This case is subject to enhanced scrutiny with our Instructed Solicitors.</p> <p>* We have identified one case that we need to instruct BDB on in August</p> <p>* Once Interim Order was extended for a period of three months in the High Court in July. This is being closely monitored within the department to endure that the Final Hearing concludes prior to the expiry of the Interim Order</p>
June	14	n/a	n/a	<p>*There are a total of 14 cases due to expire within the next 6 months, this is a similar number to last month. Out of the 14 cases, 8 have been listed for final hearing and 3 cases are ready to fix, therefore they are currently with the scheduling team.</p> <p>*None of the cases listed are GSCC transfer cases.</p> <p>*10 cases are in the Conduct and Competence Committee remit, 1 case is in the Health Committee remit, 1 remains in the Investigating Committee remit and 2 cases are at the Pre Investigating stage. Out of the 10 cases in the Conduct and Competence Committee remit, 9 of these either are ready to fix or have a final hearing date set. The remaining 1 case has on-going investigations with KN, and we need to instruct BDB to apply for an extension to the High Court.</p> <p>*We also need to instruct BDB on a further 2 cases, this is because the final hearing dates are very close to the Interim order expiry date, therefore we need to instruct as a precautionary measure in case the final hearing does not conclude.</p>
May	13	n/a	n/a	<p>*There are 13 cases that are due to expire within the next 6 months; this has reduced by 6 cases compared to last month. 6 of these cases have been listed for final hearing and 2 are ready to fix</p> <p>*10 cases are in the Conduct and Competence Committee remit, 2 are in the Health Committee remit, and like last month 1 remains in the Investigating Committee remit post ICP. Similar to the last few months, there are no cases in the Pre ICP stage.</p> <p>*We have identified 1 case in which we will need to instruct BDB to apply for an extension to the High Court. This relates to a Health case where we are currently obtaining an expert report. The remaining 4 cases are currently being investigated by our external solicitors.</p>

**Mean and median Length of Time**

<b>Month</b>	<b>Current month / variance</b>	<b>Year cumulative Total</b>	<b>Forecast</b>	<b>Commentary</b>
<b>July</b>	25 days Mean 18 days Median	21 days Mean 18 days Median	15 days Mean 15 days Median	*5 applications were made in July, which is 3 less than last month, with the length of time ranging from 17- 39 days. *There were 2 cases that had hearings listed for June, however the matters were adjourned by the Panel so a new date had to be scheduled for July. This has impacted on the length of time for last month as these cases took 34 and 39 days to list. *We will continue to monitor on a monthly basis to ensure that we keep in line with the forecast.
<b>June</b>	17 days Mean 15 days Median	20 days Mean 19 days Median	15 days Mean 15 days Median	*There were 8 applications made in June, which is 1 more case compared to last month. *The length of time has improved with 3 cases taking between 9 and 14 days from the date of the decision to apply, to the date of the hearing. This was in line with our forecast. *4 cases took between from 16-18 days which is slightly over our forecast and 1 case took 43 days. The case which took 43 days was originally listed in May, however the Panel agreed to the registrant's adjournment request, therefore a date was listed for June. *There has been an overall improvement and we will continue to monitor on a monthly basis.
<b>May</b>	21 days Mean 21 days Median	23 days Mean 22 days Median	15 days Mean 15 days Median	*There were 7 applications made in May., which is only one more case compared to last month. *2 of the applications took 14 days from the date of the decision to apply, to the date of the hearing. This was in line with our forecast. *The remaining 5 cases were over forecast taking from 20-26 days. However, there is an overall improvement from last month, therefore we will continue to monitor on a monthly basis.



Panel Hearings Decisions (Preliminary and Final Hearings) April 2009 - March 2015



	2013												2014												2015												10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Preliminary hearings	4	1	4	2	5	2	4	3	0	3	1	5	0	6	1	6	0	6	1	6	0	6	1	6	n/a	n/a	n/a	34	13												
Forecast cases heard	32	17	39	29	23	24	26	22	24	31	24	34	36	32	29	30	17	31	33	45	18	45	46	42	36	32	29	30	17	31	33	45	18	45	46	42	n/a	n/a	n/a	325	404
Forecast cases adjourned	6	3	8	2	2	2	5	4	4	5	4	5	4	3	3	3	2	3	3	5	2	5	5	4	4	3	3	3	2	3	3	5	2	5	5	4	n/a	n/a	n/a	49	40
Conduct & Competence and Health Committee	Hearings listed	28	31	32	31	26	26	28	27	22	30	16	14	37	35	34	35	37	35	34	35	37	35	34	35	424	399	266	311	141											
	Adjourned / cancelled / postponed	4	1	2	2	0	5	1	3	3	2	1	1	1	2	6	2	1	2	6	2	1	2	6	2			22	24	25	11										
	Caution	1	5	4	6	1	4	3	3	1	2	3	3	5	2	5	8	5	2	5	8	5	2	5	8	71	44	41	36	20											
	Conditions of practice	1	2	2	4	3	1	1	2	2	3	2	3	4	4	3	2	4	4	3	2	4	4	3	2	21	13	14	26	13											
	No further action	2	1	0	0	0	0	0	1	0	1	1	0	2	1	1	0	2	1	1	0	2	1	1	0	3	2	2	6	4											
	Not well founded /wholly discontinued	6	5	12	6	5	5	9	5	5	6	3	2	9	5	7	3	9	5	7	3	9	5	7	3	83	55	54	69	24											
	Part heard	2	3	2	0	0	1	0	3	1	2	1	0	3	3	2	4	3	3	2	4	3	3	2	4	107	16	11	15	12											
	Referred to other committee	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	2	2	4	0											
	Consent - removed	1	3	1	2	2	2	2	1	3	1	1	1	1	1	0	4	1	1	0	4	1	1	0	4	15	12	12	20	6											
	Consent - caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	0	0											
	Consent - conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	0	0											
	Consent - suspension	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	0	0											
	Struck off	3	5	6	5	7	4	3	3	5	6	4	1	6	5	7	4	6	5	7	4	6	5	7	4	62	50	44	52	22											
	Suspended	7	4	3	6	7	4	8	6	2	7	0	3	6	11	3	7	6	11	3	7	6	11	3	7	44	60	61	57	27											
	Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
		No further action	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0	1											
Not well found		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0												
Part heard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0																
Removed		0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	0	0																
Cases concluded (excluding GSCC)	22	27	28	29	26	20	27	21	18	26	14	13	33	30	26	28	33	30	26	28	33	30	26	28					118												

Commentary

CCC and HC final hearings - Scheduling and Resource descriptions

	2013			2014												2015			13/14	14/15						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Forecast hearing days	73	39	89	59	48	49	57	64	55	71	64	74	90	80	73	69									644	312
Cases scheduled HCPC (all hearing types)	28	31	37	23	21	26	51	31	29	34	20	42	38	32	38	34									373	142
Days scheduled HCPC (all hearing types)	72	67	76	56	44	53	90	92	60	78	57	92	80	84	78	67									837	309
Cases scheduled external (all hearing types)	4	7	5	7	4	5	6	3	6	7	6	2	5	10	4	1									62	20
Days scheduled external (all hearing types)	12	21	12	23	8	10	17	17	17	20	16	2	17	40	12	6									175	75
Days	84	88	88	79	52	63	107	109	77	98	73	94	97	124	90	73									1012	384
% cases external	14	23	14	29	85	84	12	10	20	17	23	2	18	0	10	3									28	8
% days external	17	31	16	71	15	16	16	16	22	20	22	98	1	1	13	97									30	28
Witnesses	40	57	70	45	55	73	75	55	48	78	51	87	94	97	61	60									61	78

**Days of hearings at HCPC planned**

Month	Current month /	Month forecast	Year forecast	Commentary
July	92%	92%	88%	<ul style="list-style-type: none"> <li>* In total there are 51 days of final hearing activity planned in August</li> <li>* 47 of these are planned at HCPC premises, which is 87% of all hearings activity.</li> <li>* This is in accordance with the planned activity schedule.</li> <li>* Fewer final hearings were scheduled in August do to limited availability of required participants during the summer holiday period.</li> <li>* Higher levels of hearings than forecast will need to be scheduled in September-December to make up for this deficit in forcast hearings.</li> </ul>
June	87%	88%	88%	<ul style="list-style-type: none"> <li>* In total there are 90 days of final hearing activity planned in July</li> <li>* 78 of these are planned at HCPC premises, which is 87% of all hearings activity.</li> <li>* This is in accordance with the planned activity schedule.</li> <li>* There are fewer hearings in July that need to be held externally due to statutory requirements so we have been able to make effective use of HCPC premises</li> <li>* Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities and the old council chamber will be split on 6 occasions</li> </ul>
May	67%	88%	88%	<ul style="list-style-type: none"> <li>* In total there are 124 days of final hearing activity planned in June</li> <li>* 84 of these are planned at HCPC premises, which is 67% of all hearings activity.</li> <li>* This is lower than the planned activity schedule.</li> <li>* A lesser percentage of hearings are GSCC transfer cases earlier in the year so there is more external activity due to statutory requirements</li> <li>* 5 hearings of 4 days or over had to be scheduled outside of England in accordance with statutory requirements</li> <li>* Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities and the old council chamber will be split on 7 occasions</li> </ul>

Outcome of final hearing by representation April 2014 - March 2015

	Represented self	Represented	No representation	Total
Caution	7	9	4	20
Conditions	3	7	3	13
No Further Action	2	2	0	4
Not Well Found	9	11	3	23
Discontinued in full	0	1	0	1
Not restored	0	0	0	0
Register entry amended	0	0	0	0
Removed	1	0	1	2
Struck Off	0	7	15	22
Suspended	3	4	20	27
Consent - removed	0	0	6	6
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
<b>Total</b>	<b>25</b>	<b>41</b>	<b>52</b>	<b>118</b>

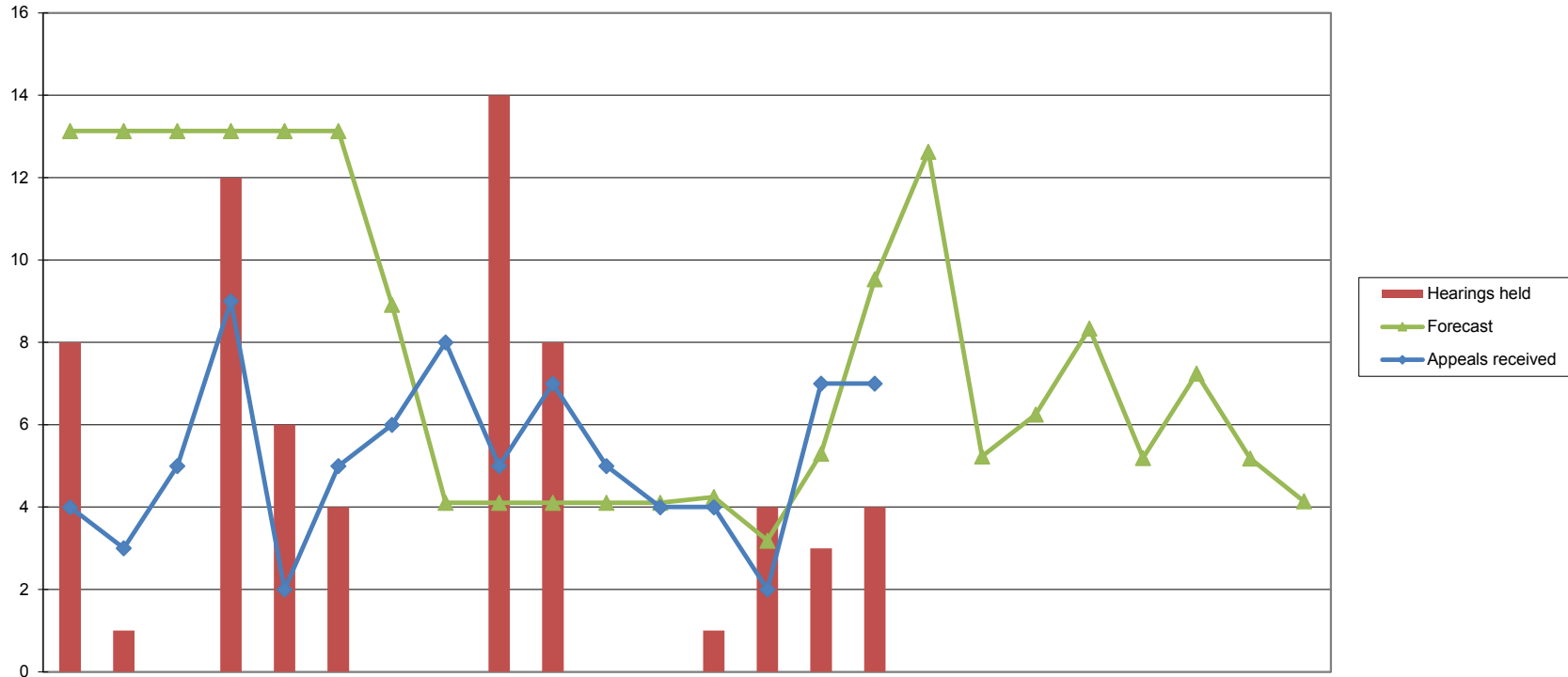
Final hearings: Decisions by profession April 2014 - March 2015

	Final Hearings																Total	
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Not impaired	cross referred	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension		
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biomedical scientists	2	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	
Chiropodists & podiatrists	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	
Occupational therapists	2	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	
ODPs	1	2	1	2	0	0	0	2	0	2	2	0	0	0	0	0	0	
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Paramedics	2	0	0	3	0	0	0	0	0	1	2	7	3	0	0	0	0	
Physiotherapists	1	2	1	3	0	0	0	0	0	6	1	0	0	0	0	0	0	
Practitioner psychologists	0	0	0	1	0	0	0	0	0	0	2	1	0	0	0	0	0	
Prosthetists & orthotists	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Radiographers	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	
Social workers	10	6	1	9	1	0	1	0	0	7	13	2	0	0	0	0	0	
SLTs	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total 14/15 YTD</b>	<b>20</b>	<b>13</b>	<b>3</b>	<b>23</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>22</b>	<b>27</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>118</b>
<b>Total 13/14 YTD</b>	<b>36</b>	<b>27</b>	<b>6</b>	<b>60</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>52</b>	<b>57</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>269</b>
<b>Total 12/13 FYE</b>	<b>41</b>	<b>13</b>	<b>1</b>	<b>54</b>	<b>n/a</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>43</b>	<b>58</b>	<b>10</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>221</b>
<b>Total 11/12 FYE</b>	<b>69</b>	<b>29</b>	<b>1</b>	<b>68</b>	<b>n/a</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>56</b>	<b>55</b>	<b>7</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>287</b>

Review hearings decisions by profession April 2011 - March 2015

	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	1	0	0	0	0	0	0	0	0	1
Biomedical scientists	2	0	0	2	2	0	0	1	5	0	0	0	0	12
Chiropodists & podiatrists	0	0	0	0	1	0	0	3	0	0	0	0	0	4
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Hearing aid dispensers	0	0	1	1	0	0	0	0	1	0	0	0	0	3
Occupational therapists	1	0	0	0	2	0	0	2	5	0	0	0	0	10
ODPs	0	0	0	0	2	0	0	0	3	0	0	0	0	5
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	0	1	3	0	1	3	1	0	0	0	0	9
Physiotherapists	0	0	0	2	2	0	0	0	0	0	0	0	0	4
Practitioner psychologists	0	0	0	0	0	0	0	0	2	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	1	1	0	0	0	0	2
Social workers	1	0	0	0	0	1	0	0	1	1	0	0	0	4
SLTs	0	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>Total 14/15 YTD</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>21</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>58</b>
<b>Total 13/14 YTD</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>30</b>	<b>27</b>	<b>1</b>	<b>0</b>	<b>32</b>	<b>57</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>160</b>
<b>Total 2012/13 FYE</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>19</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>48</b>	<b>4</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>132</b>
<b>Total 2011/12 FYE</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>23</b>	<b>17</b>	<b>0</b>	<b>3</b>	<b>26</b>	<b>49</b>	<b>9</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>	<b>137</b>

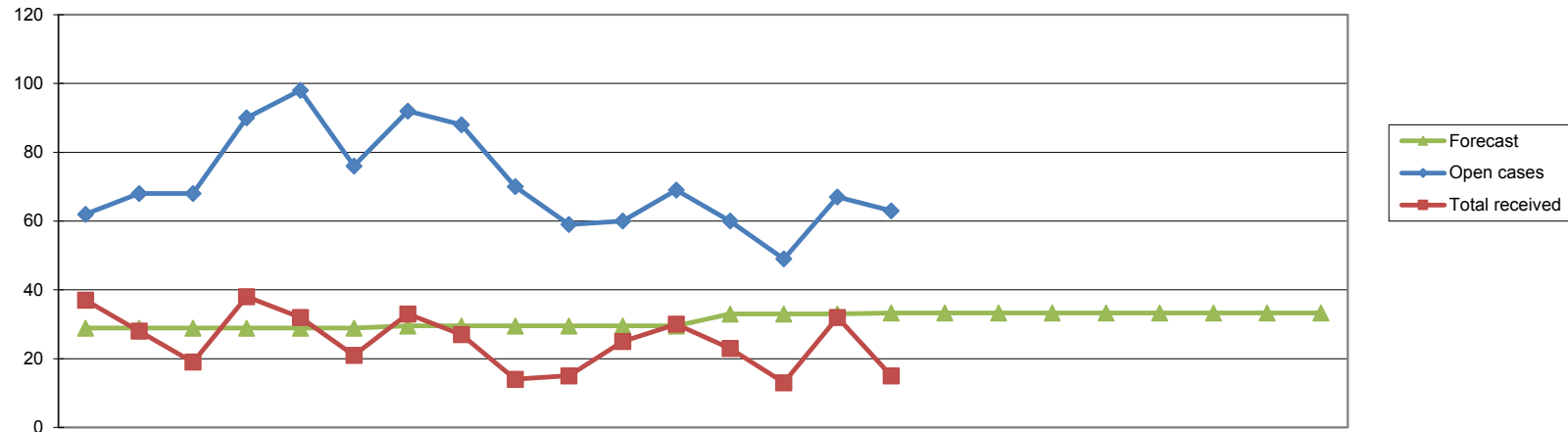
Registration Appeals April 2013 - March 2015



	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	13	13	13	13	13	13	9	4	4	4	4	4	4	3	5	10	13	5	6	8	5	7	5	4
Appeals received	4	3	5	9	2	5	6	8	5	7	5	4	4	2	7	7								
Hearings held	8	1	0	12	6	4	0	0	14	8	0	0	1	4	3	4								
Adjourned/postponed	0	0	0	1	5	0	0	0	2	0	0	0	3	1	1	0								
Withdrawn	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
Allowed	3	0	0	5	0	0	0	0	4	2	0	0	0	2	0	2								
Dismissed	4	1	0	6	2	4	0	0	7	5	0	0	1	1	1	1								
Substitute decision	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0								
Remit to ETC	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1								
Current active cases	37	34	38	38	38	36	37	42	35	32	39	41	42	40	31	49								

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
n/a	n/a	n/a	n/a	n/a
53	48	68	63	20
37	59	43	53	12
4	7	4	8	5
3	7	0	1	0
22	20	20	14	4
8	29	17	29	4
0	0	0	1	0
2	4	2	1	2

Protection of Title April 2013 - March 2015

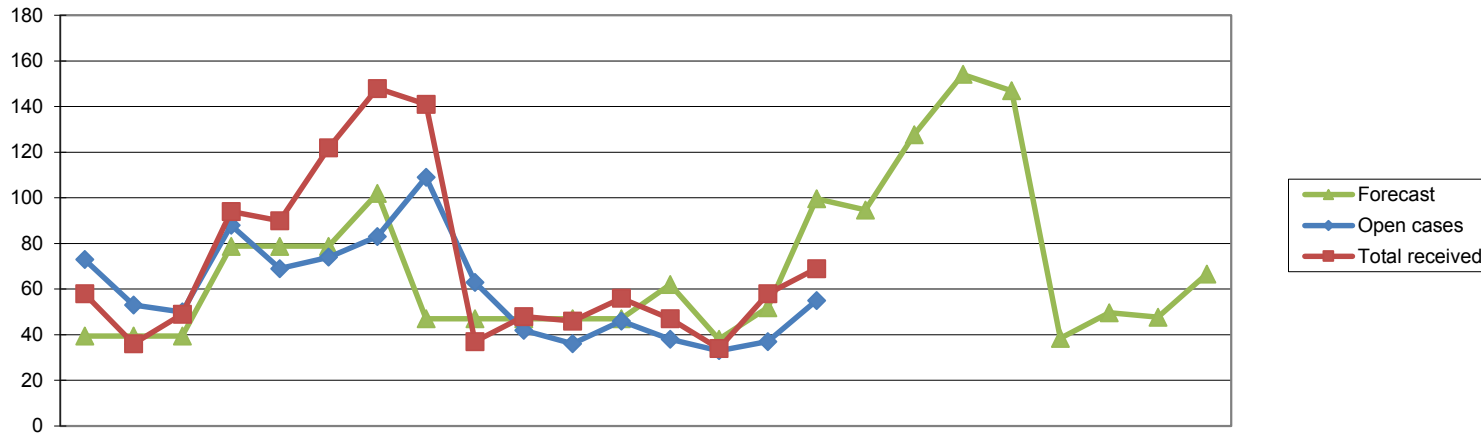


	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Forecast</b>	29	29	29	29	29	29	30	30	30	30	30	30	33	33	33	33	33	33	33	33	33	33	33	33
<b>Public</b>	6	7	10	21	13	5	16	15	9	5	9	16	12	4	17	8								
<b>Police</b>	2	0	0	0	3	2	1	1	0	1	0	1	0	1	1	0								
<b>HCPC</b>	0	2	0	0	1	0	0	1	0	1	0	1	0	0	2	1								
<b>Anonymous</b>	0	3	1	0	1	1	2	4	0	5	5	3	2	1	1	1								
<b>Professional</b>	27	10	7	11	12	10	12	6	4	3	9	8	9	7	10	5								
<b>Other</b>	2	6	1	6	2	3	2	0	1	0	2	1	0	0	1	0								
<b>Total received</b>	37	28	19	38	32	21	33	27	14	15	25	30	23	13	32	15								
<b>Visits</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Open cases</b>	62	68	68	90	98	76	92	88	70	59	60	69	60	49	67	63								

10/11	11/12	12/13	13/14	14/15
FYE	FYE	FYE	FYE	YTD
21	35	99	132	41
12	23	27	11	2
7	7	3	6	3
26	29	15	25	5
252	172	154	119	31
			26	1
318	266	298	319	83
0	0	0	0	0



### Health and Character Declarations April 2013 - March 2015



		2013			2014									2015											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Received	Forecast	39	39	39	79	79	79	102	47	47	47	47	47	62	38	52	100	95	128	154	147	38	50	48	67
	Renewal	0	1	1	0	3	0	2	6	0	0	1	2	7	3	2	1								
	Readmission	12	12	12	9	7	9	19	17	9	8	1	19	12	9	7	8								
	Admission	46	23	36	85	80	113	127	118	28	40	44	35	28	22	49	60								
	Self-referral	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	<b>Total received</b>	58	36	49	94	90	122	148	141	37	48	46	56	47	34	58	69								
Considered	Considered by panel	33	4	31	31	38	44	76	65	47	40	29	22	34	16	19	23								
	Referred to FTP	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0								
	Admission rejected	2	0	6	0	1	2	0	0	0	0	0	0	0	2	0	1								
	Readmission rejected	0	0	0	2	3	0	1	3	2	3	2	2	3	0	0	0								
	Renewal rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0								
	Not referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	Admission accepted	31	4	25	25	31	42	75	62	45	37	27	20	31	14	18	22								
	Readmission accepted	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0								
	Renewal accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	<b>Open cases</b>	73	53	50	88	69	74	83	109	63	42	36	46	38	33	37	55								

10/11	11/12	12/13	13/14	14/15
FYE	FYE	FYE	FYE	YTD
N/A	N/a	N/a	692	977
4	8	40	16	13
74	51	124	134	36
334	356	740	775	159
149	0	1	0	0
561	415	905	925	208
461	322	491	460	92
60	15	0	1	0
7	6	28	11	3
14	6	2	18	3
0	0	1	0	1
87	13	3	0	0
247	256	453	424	85
45	23	2	6	0
1	2	2	0	0

Suitability Scheme August 2012 - March 2015

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

Miscellaneous (MIS) cases April 2013 - March 2015

	2013			2014									2015												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases received	102	97	73	120	135	87	91	90	70	66	66	78	86	65	83	71									
Cases closed	130	81	94	106	159	73	110	71	73	85	72	83	88	80	79	70									
Cases open	40	69	67	106	82	96	77	96	93	74	68	63	61	46	50	51									

13/14	14/15
FYE	YTD
1,075	305
1,454	317

Cases at judicial review or high court/court of sheriff stage April 2013 - March 2015

	2013			2014									2015									13/14	14/15			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Judicial review - received	0	0	1	0	0	0	0	0	0	0	1	0	2	0	1	0									2	3
Judicial review - open	2	2	3	2	1	1	1	1	1	1	1	2	0	4	3	4	4									
High court - PSA received	0	0	0	0	0	0	0	0	1	0	2	0	0	1	1	1								3	3	
High court - PSA open	3	3	0	0	0	0	0	0	1	1	3	2	1	2	3	4										
High court - Registrant received	0	0	0	0	0	0	3	3	0	0	1	0	1	1	0	1								7	3	
High Court - Registrant open	1	1	0	0	0	0	3	6	6	6	5	5	5	6	6	7										
IO extension application at High Court	0	0	0	1	0	0	2	2	0	0	0	0	0	2	1	0								5	2	
Registration appeals at County Court	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0								2	0	

Month	Number of Cases	Commentary
July		*PSA referred one case under their powers. There was a further appeal from a registrant.
June		*The PSA has referred the Conduct and Competence Committees's decision in one case. However, the PSA have stayed proceedings pending the outcome of the review of the order which the HCPC initiated under Article 30(2) of the Health and Social Work Professions Order 2001. *One of the PSA referrals was due to be heard at the High Court on 2 July. *Of the open judicial review cases 4 relate to two registrants.
May		*1 appeal against a strike off decision was received this month. *The PSA has referred the Conduct and Competence Committee's decision in one case where a one year caution order had been imposed to the High Court under the provisions of Section 29 (4) of the National Health Service Reform and Health Care Professions Act 2002.

Complaints relating to FTP cases or service April 2012 - March 2015

	2012			2013									2014									2015									12/13 FYE	13/14 YTD	14/15 YTD							
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov	Dec	Jan	Feb	Mar	
Complaints received	N/A	N/A	4	7	6	6	13	16	11	15	17	8	8	17	14	20	18	15	17	23	12	15	7	9	13	16	9	23									103	175	61	
Complaints responded to	N/A	N/A	1	4	2	15	10	18	12	10	21	8	7	10	15	12	26	14	13	20	18	13	10	11	11	17	16	14										101	169	58
Open complaints	N/A	N/A	3	6	10	1	3	1	0	5	1	1	2	9	9	17	9	10	14	12	7	9	6	4	6	5	0	9												

Complaints common issues

Month	Commentary
July	14 complaints were received in July. Issues with communication related to 4 complaints, 2 related to preICP decisions to close the case, 3 to ICP decisions, and 1 (each) for customer service, advice and quality of investigation. Two complaints related to multiple or previous complaints. The mean and median response times were 10.5 days
June	16 complaints were responded to in June. The mean and median response times were 13 and 12 days. 6 complaints related to Panel decisions, 4 related to service times for responses, 4 related to investigations carried out by HCPC, and 2 related to other issues: offering mediation and publishing information on the website.
May	17 complaints were responded to in May; 5 related to decisions (3 pre-ICP, 2 at ICP), 4 related to perceived communication issues with HCPC, 1 related to the approach taken to investigating the complaint, 1 was relating to a Freedom of Information request, 1 to the behaviour of a Panel and the remainder being reiterations of previous complaints. The mean and median response times were 19 and 13 days respectively.

GSCC transfer cases August 2012 - March 2014

	2012			2013						2014												2015			12/13	13/14	13/14								
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18	13	11	10	7	5	4	4	4	3											
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1	0	1	1	1	0	3	1	1	0	0	0											
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70	63	57	54	52	43	36	23	19	18	17	15											
<b>ICP considerations</b>																																			
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5	1	4	3	1	2	3	1	1	0	0	2								123	52	3	
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5	1	4	3	1	2	3	1	1	0	0	2								120	47	3	
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5	1	4	3	1	2	2	1	1	0	0	1								100	33	2	
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0	0	1	0	0	0	0	1								20	14	1	
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100	100	100	100	67	100	100	0	0	50								83	70	150	
<b>Final Hearings</b>																																			
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10	6	15	10	6	11	9	17	0	2	4	4									24	119	10
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3	0	5	0	0	2	0	3	0	0	2	0									4	24	2
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0	0	1	0	1	3	0	1	0	0									1	16	1
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	1	0	0	0	1									1	7	1
No further action	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	2	0
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0	1	2	3	0	1	1	0	2	0	0	0	1									1	15	1
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	0	2	0	1	0	0	0	0	0									0	8	0
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	1	0
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1	0	0	1	0	0	0	1	0	0	0	1									3	8	1
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1	1	1	1	3	5	5	2	0	0	2	1									7	26	3
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6	6	1	2	2	5	0	1	0	0									7	36	1

Review cases																														
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	0	1	3	3	1	8	4	2	2				14	13	16
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0				1	1	2
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0				0	1	0
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1				5	1	1
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				2	0	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0				0	1	0
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0				0	0	1
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
Restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
Struck off	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	3	2	0	0				0	4	5
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	2	1	0	2	0	1	1				5	5	4
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0				1	0	2
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0				0	1	0
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0				0	2	1
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				0	0	0
Interim Orders heard																														
IOA	13	6	4	3	0	6	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0				33	3	0
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	2	9	2	4	6	2	0	1	0	0	1				13	57	2

**Summary of cases received:**

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

**Open cases pre-ICP**

Month	Total to date	Total this month	Commentary
July	217	3	* 2 cases are in the pre-ICP stage and one is in the enquiry stage as the Standard of Acceptance is still not met. This is because, while some case records have been received from the registrant's former employer, others are still awaited (expected by end of August). Of the 2 cases in the pre-ICP stage, one is subject to an ongoing police investigation and in the other we are still awaiting documents from the CPS.
June	217	4	*3 cases are in the pre-ICP stage and one case is in the enquiry stage as it still does not meet the Standard of Acceptance threshold. This is due to awaiting case records from the registrant's former employer which have now been received. Of the three cases in the pre-ICP stage, one case is due to be considered by the Investigating Committee in July, one case is the subject of ongoing police investigations and the final case we are waiting for documents from the police/CPS following the conclusion of criminal proceedings.
May	217	4	*Of the remaining open cases, 1 case remains in the enquiry stage due pending the receipt of documents from the registrant's employer. *Of the three cases in the pre-ICP stage, one cases is due to be considered by a panel of the Investigating Committee in July. In the other two cases we are waiting on the conclusion of Police investigations.



PSA learning points received April 2013 - March 2015

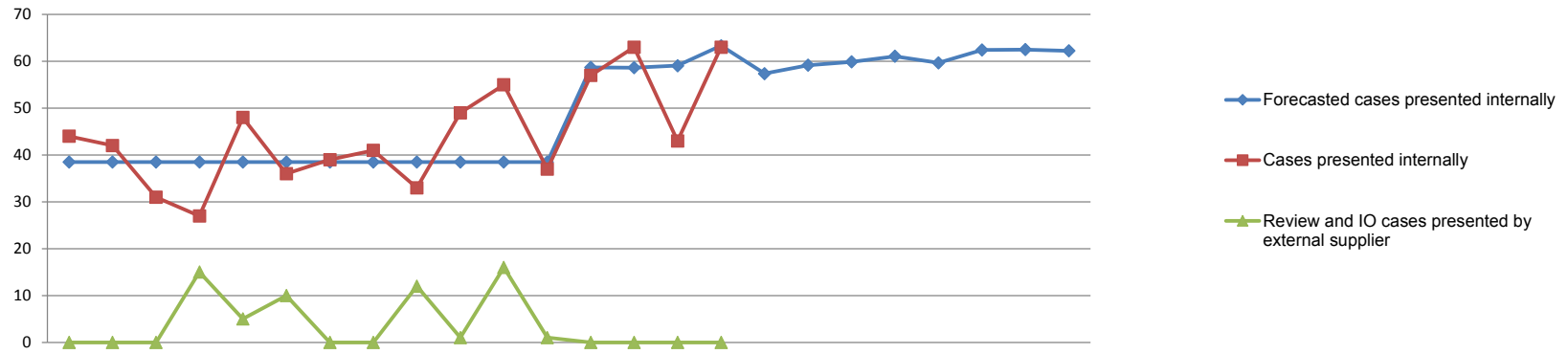
	2013			2014									2015												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Learning points received	9	11	20	6	15	8	8	1	19	21	0	15	11	13	9	0									
Reviewable cases heard that month	41	45	46	49	55	40	47	46	36	50	42	33	48	55	42	46									
Reviewable cases in previous 3 months	n/a	n/a	n/a	132	140	150	144	142	133	129	132	128	125	123	145	143									

12/13	13/14	14/15
FYE	FYE	YTD
104	133	33

Issues arising and learning points

Month	Commentary
July	* There were no learning points received in July
June	* Learning points were received for cases where the statutory deadline for appeal expired in May 2014. These cases concluded in February 2014. * 9 cases were highlighted. There were 42 applicable hearings in February so learning points were received in 21% of cases, which is broadly in line with previous months. * 12 points were raised in relation to adjudication matters, including lenient outcomes, suitability of Conditions, limited reasoning at impairment and sanction stages and insufficient information about the evidence that was considered. * Only 2 points related to the investigation of cases. These both related to the standard of allegations put before the Committee. * The sanctions most likely to generate concern remained Cautions and Conditions of Practice. * There was also an increased focus on the adjudication of cases involving dishonesty.
May	* Learning points were received for cases where the statutory deadline for appeal expired in April 2014. These cases concluded in January 2014. * 13 cases were highlighted. There were 55 applicable hearings in January so learning points were received in 24% of cases. * 16 points were raised in relation to adjudication matters, including lenient decisions, reasoning on impairment and sanction, suitability of conditions, consideration of next sanction up. * Only 3 points related to the investigation of cases. These were allegation drafting, use of discontinuance and identification of witnesses. * The sanction most likely to generate concern was Cautions. * There was also an increased focus on the drafting of Conditions of Practice.

Internal operational management commentary April 2013 - March 2014



	2013			2014									2015												13/14	14/15	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	59	59	59	63	57	59	60	61	60	62	63	62	n/a	n/a	
Cases presented internally	44	42	31	27	48	36	39	41	33	49	55	37	57	63	43	63										482	226
Review and IO cases presented by external supplier	0	0	0	15	5	10	0	0	12	1	16	1	0	0	0	0										60	0

FTP Internal Measuring Tools Report 2013-15

Fitness to practise		2012												2013												2014											
		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											
<b>From date allegation made to notifying registrant of full allegation</b>																																					
Cases obs'ed each month	Total cases obs'ed	64 / 129	60	59	57	70	79	68	76	68	36	87	75	74	75	74	76	66																			
	% within 5 months	73%	92	83	93	86	91	94	91	94	86	89	89	86	88	81	87	88																			
	% within 7 months	85%	93	86	98	93	92	94	92	96	89	94	93	89	91	86	92	92																			
	% within 10 months	95%	95	92	100	96	96	96	95	99	94	97	97	96	95	96	96	98																			
	% over 10 months	5%	5	8	0	4	4	4	5	1	6	3	3	4	5	4	4	2																			
	Mean months	3.5	2	3	1	2	2	1	2	2	3	2	2	2	2	2	2	2																			
Median months	2.5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1																				
Cases yet to be obs'ed	Total cases to be obs'ed		94	93	99	98	105	121	123	107	109	105	101	95	88	74	70	73																			
	% of cases 5 months and under		66	63	65	69	73	74	72	64	62	59	58	61	60	57	61	56																			
	% 6-7 months		2	10	11	5	7	8	10	15	15	13	11	14	11	12	9	10																			
	% 8-10 months		7	4	2	8	8	7	6	10	12	16	15	9	10	9	10	11																			
	% over 10 months		25	23	21	17	12	11	12	11	11	11	16	16	20	12	20	23																			
<b>From ICP to final hearing</b>																																					
Total cases concluded	Total cases concluded		21	26	28	30	25	20	25	21	18	26	14	13	33	30	26	29																			
	% within 8 months	70%	67	42	57	43	32	65	32	33	44	23	50	54	42	27	50	38																			
	% within 10 months		71	62	75	63	60	90	64	62	56	38	86	69	61	73	85	48																			
	% over 10 months		29	38	25	37	40	10	36	38	44	38	14	31	39	27	15	52																			
<b>Currently awaiting hearing</b>																																					
Total cases awaiting hearing	Total cases awaiting hearing		260	267	268	255	273	287	298	309	321	322	336	350	354	368	381	397																			
	Length of time from receipt to acknowledgement	5 days	n/a	n/a	n/a	3	2	2	2	2	2	2	2	2	2	2	2	2																			

Average 12/13	Average 13/14	Average 14/15 YTD
48	67	73
85	90	86
90	92	90
94	96	96
6	4	4
3	2	2
2	1	1
118	104	76
60	66	59
14	10	11
9	9	10
22	16	19
19	22	30
57	45	39
44	66	67
20	32	33
n/a	2	2

**Health and character**

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

<b>Case heard or closed</b>	Total cases heard or closed % within 1 month		90	78	51	75	77	97	134	121	57	32	25	37	21	14	19	36
	95%		90	79	76	84	83	85	83	85	80	66	54	66	44	48	15	52
<b>Cases waiting to be heard</b>	Total cases waiting to be heard % over 1 month old		73	53	50	88	69	74	83	77	63	42	27	44	6	33	41	14
			14	23	36	15	33	23	9	54	52	31	20	20	15	30	22	26
	Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	5	4	4	4	5	6	4	2	7	7	8	7	1

47	73	21
87	78	44
31	62	6
21	28	15
n/a	5	7

**Registration Appeals**

<b>From receipt of notice of appeal to hearing</b>	% within 6 months																	
	70%		74	71	70	42	57	0	0	0	58	12	0	0	25	50	0	25
	% within 9 months																	
	90%		Not previously provided	Not previously provided	93	58	86	100	0	0	75	25	0	0	0	0	0	0
	Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	11	6	10	2	3	10	6	5	6	2	4	4	3.5

86	32	25
98	44	0
n/a	7	

**Protection of title**

	Length of time from receipt to acknowledgement	5 days	n/a	n/a	n/a	6	9	11	6	8	7	8	8	8	9	15	8	6
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n/a	8	9
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**MIS**

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

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

Month	Number	Commentary
July	2	* Two overdue actions were assigned to an Historic User in CMS in July.
June	1	* One overdue action was assigned to an Historic User in CMS in June. This is evidence of effective weekly monitoring of the overdue actions.
May	1	* One overdue action was assigned to an Historic User in CMS in May. This is evidence of effective weekly monitoring of the overdue actions.

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

Month	Number	Commentary
July	942	* The number of overdue actions increased since last month. This is in part due to high levels of annual leave and sickness absence coupled with less Case Team Manager cover than forecast * The highest number of overdue actions relate to letter and email received and chase actions * Overdue actions are monitored weekly and prioritised according to risk, age and business objectives
June	810	* The number of overdue actions increased since last month * The highest number of overdue actions relate to letter and emails received tasks and chase actions. This is in part due to high annual leave levels over June * The number of overdue actions is monitored each week
May	688	* The number of overdue actions has reduced significantly since last month * The highest number of overdue actions relate to letter and email received tasks (161), which become overdue on the date the task is applied to the case and chase actions (271) * Overdue actions are reviewed on a weekly basis and are prioritised in order of age and risk

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

Month	Number	Commentary
July		<ul style="list-style-type: none"> <li>* Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending</li> <li>* There are currently 11 outstanding actions that are not related to the scheduling of hearings</li> <li>* These relate to outstanding correspondence with hearing participants regarding attendance at hearings, expenses or preliminary issues.</li> </ul>
June	14	<ul style="list-style-type: none"> <li>* There are currently 14 outstanding actions allocated to members of the adjudication team</li> <li>* The majority relate to preliminary adjudication where a decision is pending from a panel chair.</li> <li>* There are 9 outstanding actions relating to correspondence from managers in the team .</li> <li>* These relate to complaints and the service standard for response to each has not yet expired</li> </ul>
May	12	<ul style="list-style-type: none"> <li>* There are currently 12 outstanding actions allocated to members of the adjudication team</li> <li>* The majority relate to preliminary adjudication where a decision is pending from a panel chair.</li> <li>* There are 4 outstanding actions relating to correspondence from managers in the team .</li> </ul>

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

Month	Number	Commentary
July		<ul style="list-style-type: none"> <li>* There are currently 9 overdue actions relating to hearing team activity.</li> <li>* These relate to either matters of preliminary adjudication awaiting panel decisions or responses to complaints about final hearing activity</li> </ul>
June		There were 7 overdue actions relating to hearings team activity
May	9	There are 7 overdue actions allocated to the 'hearings team unallocated' profile

**Net Regulate status checks**

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