

Council, 17 September 2013

Fitness to Practise Management Information Pack

Executive summary and recommendations

Introduction

This report sets out statistical information and commentary about the work of the Fitness to Practise Department. Also provided as appendix is a document setting out the purpose and meaning of each report.

Decision

The Council is invited to discuss the report

Background information

None

Resource implications

Accounted for in the 2013-14 budget and work plan

Financial implications

Accounted for in the 2013-14 budget and reforecasts

Appendices

Appendix One - Explanation of the Fitness to Practise Management Information Pack
Appendix Two - Fitness to Practise Management Information Pack

Date of paper

01 September 2013

**Fitness to Practise
Management Information and Commentary
2013-2014**

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Fitness to Practise Management Information Pack

Purpose of the pack

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

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

Reports

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

Forecast Summary

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

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

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

Cases received by source April 2012-March 2014

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

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

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

Length of Time Allegations April 2012 – March 2014

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

Pre ICP Case Information April 2013-March 2014

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

Investigating Committee Panel Decisions and Referrals April 2012-March 2014

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

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

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

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

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

Interim Order Cases April 2013-March 2014

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

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

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

Outcome of final hearing by representation April 2013-March 2014

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

Final Hearing Decision by profession April 2011- March 2014

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

Review hearing by profession April 2011-March 2014

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

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

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

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

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

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

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

Registration Appeals April 2012-March 2014

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

Protection of Title April 2012-March 2014

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

Health and Character Declarations April 2012-March 2014

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

Suitability Scheme August 2012-March 2014

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

MIS cases April 2012-March 2014

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

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

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

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

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

GSCC transfer cases August 2012- March 2014

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

PSA learning points April 2012-March 2014

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

Internal Operational Management Information

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

FTP Internal Measuring Tools

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

CMS Action Monitoring and Net Regulate Status Checking outcomes

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

Forecast Summary

	13/14 Actual												13/14 Forecast				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
Cases Received	181	196	173	120									2,144	2,147			
Cases pre ICP & Enquiry	918	976	1001	985									892	959			
Cases closed pre ICP	67	87	99	72									1,314	1,302			
Case to Answer percentage	38	49	61	52									50	50%			
Cases awaiting hearing	260	267	268	262									288	319			
Cases per case manager	45	42	46	47									42	42			

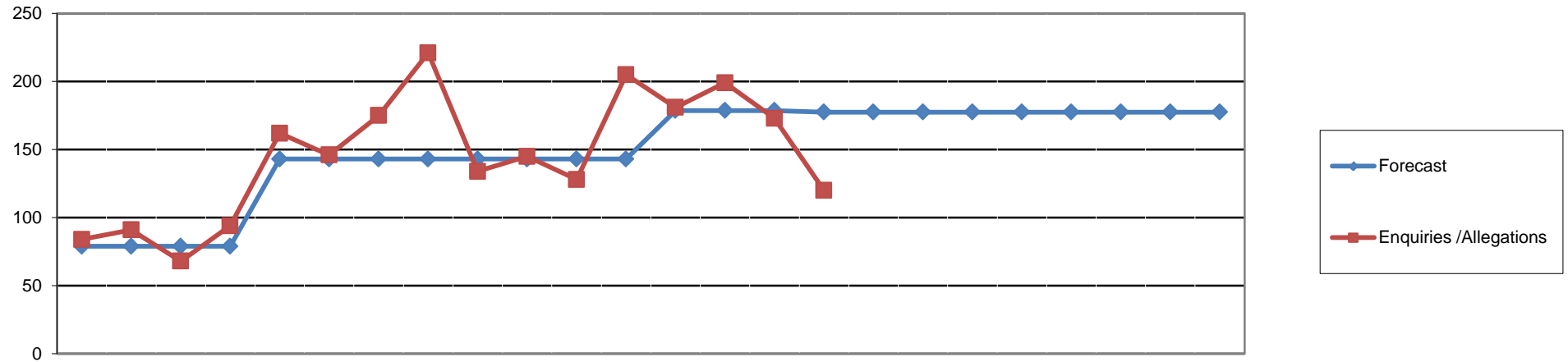
NB: this does not include GSCC transfer cases

Cases per case manager

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	47/+5	42	42	<ul style="list-style-type: none"> * The number of cases per case manager remains above forecast for July and has month on month for the year to date * This is due to moving fewer than forecast numbers of cases out of pre-ICP stage in 2012/13 and the consistently fewer than forecast number of pre-ICP closures for the year to date * Caseloads are not currently evenly distributed due to a number of new starters still working through their inductions but they are more even than at any other point year to date * Caseloads are expected to continue to stabilise as the two fixed term Case Manager posts commenced at the end of July * We are aware of high levels of annual leave being taken in August which will affect caseloads and their management in the short term
June	46/+4	42	42	<ul style="list-style-type: none"> * The number of cases per Case Manager remains above forecast for June. * This is due to carrying over a higher than forecast number of cases at the end of the 2012/13 financial year moving fewer than forecast number of cases out of pre-ICP stage month on month since April. * The number of cases are not evenly distributed due to a number of new starters commencing in April and May. * Caseloads are beginning to even out. * We have received authorisation for recruitment of two 12 month fixed term contract positions for Case Managers, which will provide sufficient capacity to manage and progress cases under investigation.

May	45/-3	42	42	<p>*The number of cases per Case Manager remains above forecast in May.</p> <p>*This is in part due to the higher number of cases under investigation carried over into the new year and the fewer than forecast number of cases closed pre-ICP.</p> <p>*The cases are not evenly distributed at the moment due to the high number of new starters who commenced in April and are therefore building up their caseloads as they move through their training and induction periods.</p> <p>*It is anticipated that caseloads will stabilise in July when most of the new starters will have completed their induction periods.</p> <p>*We have recently recruited two temporary Case Support Officers to provide additional assistance to the Case Management Team in addition to the creation of a 12 month fixed term Case Manager position, which should ensure sufficient resource for the Case Management team and will result in stabilised case numbers.</p>
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Cases received: By source April 2012 - March 2014



	2012			2013									2014									09/10	10/11	11/12	12/13	13/14			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Forecast	79	79	79	79	143	143	143	143	143	143	143	143	179	179	179	177	177	177	177	177	177	177	177	177	NA				
Enquiries	64	69	45	76	145	134	162	200	120	130	116	191	164	188	159	111									243	275	500	1,170	622
Allegations	20	22	23	18	17	12	13	21	14	15	12	14	17	11	14	9									529	484	425	201	51
Enquiries /Allegations	84	91	68	94	162	146	175	221	134	145	128	205	181	199	173	120									772	759	925	1,653	673
Article 22(6)/Anon	7	0	3	8	1	4	5	7	5	3	7	8	11	6	2	4									107	166	283	58	17
Employer	22	32	14	35	57	40	40	59	41	28	23	44	47	64	43	49									260	217	289	435	111
Other	0	19	4	3	10	3	6	13	5	12	7	5	5	7	9	4									59	18	33	87	12
Other Registrant	6	6	7	2	5	20	5	10	13	10	4	11	5	6	10	7									39	74	53	99	11
Police	1	4	0	2	2	5	2	2	1	3	3	2	4	4	4	2									40	25	27	27	8
Professional body	2	0	0	0	0	1	2	6	2	4	3	1	1	1	1	2									1	3	12	21	2
Public	27	18	30	34	65	54	75	92	46	53	52	88	76	76	74	29									266	256	228	634	152
Self-referral	19	12	10	10	22	19	40	32	21	32	29	46	32	35	30	23									NA	NA	NA	NA	67

Commentary

Cases received

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	120/-57	177	2,147	<p>*We received fewer than forecast number of new cases in July.</p> <p>*This can in part be explained by a change to the new case logging process, resulting in a higher number of MIS cases being logged, 30 of which have been identified as cases which are likely to become FTP cases</p> <p>* As in the previous month, it is not anticipated that this will impact on the number of days required for Final Hearings for the year given the higher than forecast number of cases carried over from 2012/13 and the higher than forecast number of cases obsed this month</p>
June	173/-6	179	2,144	<p>*We received slightly fewer than forecast number of new cases in June.</p> <p>*It is not anticipated that this will impact on the number of cases going to ICP or the number of days required for Final Hearing given the higher than forecast number of cases carried over in March 2013 and the higher than forecast number of cases received in April and May.</p>
May	196/+17	179	2,144	<p>*We received a slightly higher than forecast number of cases in May.</p> <p>*This, of itself, should not impact on the ability of the Case Management Team to manage the additional cases or impact on the number of days required for Final Hearings.</p> <p>*It is noted that a higher than forecast number of cases was also received in April (albeit it only 2) in addition to carrying over a higher than forecast number of open cases from March 2013.</p> <p>*There is an above forecast number of cases under investigation, resulting in higher than forecast caseloads per Case Manager.</p> <p>*We completed additional recruitment for Case Managers. All are in post as of May.</p> <p>*This will provide the resource required to manage the cases under investigation.</p> <p>*It is noted that there will be lead in time for this to take effect in order for training and induction to be completed.</p> <p>*We continued to offer overtime in May to assist with progressing cases.</p>

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

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
Arts therapists	0	0	0	0	0	0	0	0	5	9	4	7	0
Biomedical scientists	1	7	0	0	0	0	0	4	39	36	66	37	12
Chiropodists & podiatrists	7	5	1	0	0	1	4	2	76	74	55	53	20
Clinical scientists	0	2	0	1	0	0	0	0	4	10	9	9	3
Dietitians	1	2	0	0	0	0	3	1	12	9	12	13	7
Hearing aid dispensers	0	2	0	0	0	0	8	0	NA	44	23	25	10
Occupational therapists	1	15	3	1	0	0	7	5	79	63	96	76	32
ODPs	2	4	2	0	1	0	1	10	37	39	63	45	20
Orthoptists	0	0	0	0	1	0	0	1	2	0	2	2	2
Paramedics	4	30	2	7	4	1	13	50	162	188	253	262	111
Physiotherapists	2	9	1	2	3	0	24	3	127	104	118	123	44
Practitioner psychologists	3	4	3	7	0	1	30	4	149	117	139	179	52
Prosthetists & orthotists	0	0	0	0	0	0	1	0	7	1	2	1	1
Radiographers	0	8	1	0	0	0	3	4	47	40	58	55	16
Social workers	6	106	12	10	5	2	158	37	NA	NA	NA	733	336
SLTs	0	5	0	0	0	0	2	0	26	25	25	33	7
Total	27	199	25	28	14	5	254	121	772	759	925	1,653	673

Commentary

Month	Commentary
July	<p>* The majority of concerns raised continue to be in relation to Social Workers</p> <p>* This is consistent with the percentage of the Register that Social Workers represent</p> <p>* We are currently receiving more complaints from members of the public than any other complaint group, the majority of these complaints relate to social workers where a pattern appears to be that a complainant will complain about more than one social worker. Further analysis will be done over the course of the year</p> <p>* There are no issues arising in relation to the number of allegations received in relation to the other 15 professions</p>
June	<p>*The majority of allegations received relate to Social Workers.</p> <p>*This reflects to percentage of the Register that Social Workers make up.</p> <p>*It is not unusual for complainants to raise concerns about a number of social workers, resulting in a number of linked cases.</p> <p>*The types of issues raised and the sensitive nature of material involved in Social Worker cases means that they are often more labour intensive and take longer to progress to ICP or case closure stage.</p>
May	Commentary not previously provided

Length of Time Open Pre ICP April 2012 - March 2014

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

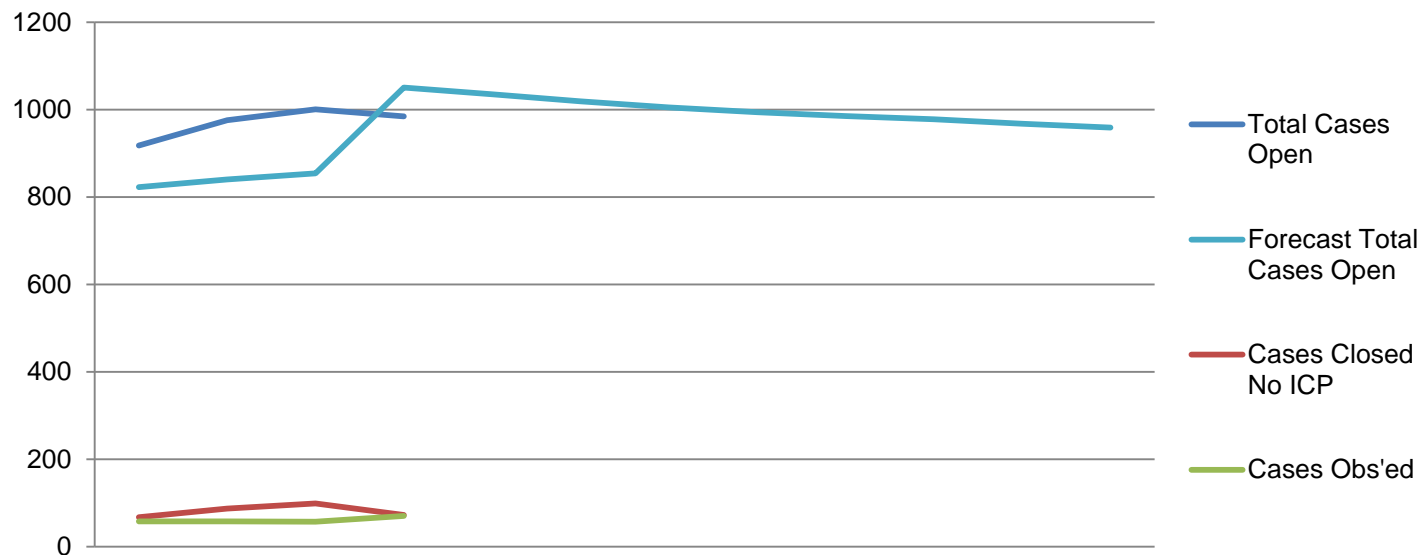
Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
July	74%/+1%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * We are currently exceeding the measure by 1%. * We have met or exceeded the measure month on month for the year to date * The progression of cases is closely monitored within the Case Management Team and will continue to be. * Recruitment for the vacant and additional posts created within the Case Management Team is almost complete. This will ensure that we have sufficient resource to ensure the monitoring and timely progression of cases

June	74%/+1%	Pre ICP - 73% 5 months old or less	<p>*We are currently exceeding the measure by 1%. It is noted that this is down by 1% from last month.</p> <p>*We have consistently met this measure for the year to date. *</p> <p>Close monitoring of the progression of cases is a particular focus within the management team on the Case Management side, with a number of mechanisms to check the progress of cases on a weekly and monthly basis.</p> <p>*We have also received resources for additional recruitment to ensure we have capacity to effectively progress cases in a timely manner.</p>
May	75%/+2%	Pre ICP - 73% 5 months old or less	<p>*The internal measure is that 73% of cases under investigation should be 5 months old or less with no ICP date fixed.</p> <p>*We have continued to meet this measure for the year to date, which is indicative of the work being undertaken by the Case Management Team in relation to progressing cases through the FTP process.</p> <p>*We review workload priorities on a weekly basis to identify the tasks that take priority where there is resource to meet these demands.</p>

Pre - ICP case information April 2013 - March 2014



	2013				2014								13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Forecast cases received	179	179	179	177	177	177	177	177	177	177	177	177	
Cases Received	181	199	173	120									673
Allegations Open	222	229	238	255									944
Enquiries Open	696	747	763	730									n/a
Total Cases Open	918	976	1,001	985									n/a
Forecast Total Cases Open	823	841	855	1,051	1,036	1,019	1,005	994	986	978	968	959	n/a
Percentage of Cases in Pre ICP Remit	24	23	24	26									
Cases Considered at CPC	5	2	3	2									
Cases Closed No ICP	67	87	99	72									325
% of Cases Closed no ICP	10	12	13	10									
Forecast % cases closed No ICP	16	16	16	9	16	16	16	16	16	16	16	16	n/a
Cases Obs'ed	58	58	57	70									243
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	n/a
% of Pre ICP cases Obs'ed	26	25	24	27									
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	

Cases closed pre ICP

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	10%/+1%	9%	16%	<p>* We exceeded forecast by 1% this month. We closed 72 cases pre-ICP in July.</p> <p>* We have closed a total of 325 cases pre-ICP for the year to date.</p>
June	99/-6	105	1314	<p>*We did not meet the forecast number of pre-ICP case closures this month although the shortfall is less than the previous month.</p> <p>*We currently have a shortfall of 56 cases closed pre-ICP against the forecast.</p> <p>*Mechanisms are in place to ensure that cases which do not meet the SoA are closed in a timely manner.</p> <p>*This needs to be balanced against ensuring we discharge our statutory duty by investigating and proceeding with matters appropriate.</p> <p>*Training on the application of the SoA was held this month.</p>

May	88/-14	102	1314	<p>*We did not meet the forecast number of pre-ICP case closures this month.</p> <p>*It is noted that we did not meet the forecast in April, meaning there is a shortfall of 53 against the forecast number of pre-ICP case closures for the year to date.</p> <p>*The Case Management Team continues to hold weekly meetings at which available resources are discussed and work is moved around according to who is best placed to deal with it.</p> <p>*We are also continuing to develop the Case Support role in order to enhance the support provided to Case Managers.</p>
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Cases obs'ed

Month	Current	Month	Year	Commentary
July	70/+4	66	787	<p>* 70 cases were obs'ed in July</p> <p>* This exceeded the forecast by 4 cases.</p> <p>* We monitor the number of obs sent on twice weekly basis</p> <p>* The obs forecast for August is higher than July and there are high levels of annual leave planned for August. A close monitoring of obs numbers will take place in August.</p> <p>* Completion of recruitment within the Case Management Team, including the commencement of two new Case Team Manager positions, will provide the appropriate level of resource to ensure cases are obs'ed in line with forecast.</p>

June	57/-8	65	792	<p>*61 cases including GSCC transfer cases were obs this month which is slightly below the forecast.</p> <p>*The Case Management team continue to monitor the number of obs sent on a twice weekly basis. *This includes highlighting to CTMs the cases that need to be obs and the deadline by when the obs need to be drafted.</p> <p>*There are a number of new Case Managers who are still in induction and whose obs output is lower than the more experienced CMs.</p> <p>*As the new CMs progress through their training we anticipate a more even spread of cases and a higher rate of obs production.</p> <p>*Obs targets for July and subsequent months will be adjusted to reflect the shortfall that needs to be addressed.</p>
May	58/-6	64	792	<p>*We offered overtime in May to assist Case Managers in progressing their cases and drafting obs within internal service standards.</p> <p>*We continue to monitor the number of obs sent twice weekly in addition to the completing the obs tracker.</p> <p>*As the new Case Managers progress through their training and induction and are able to take on higher caseloads, we anticipate a more even spread of cases and a higher rate of obs production.</p>

Cases considered at case progression conference

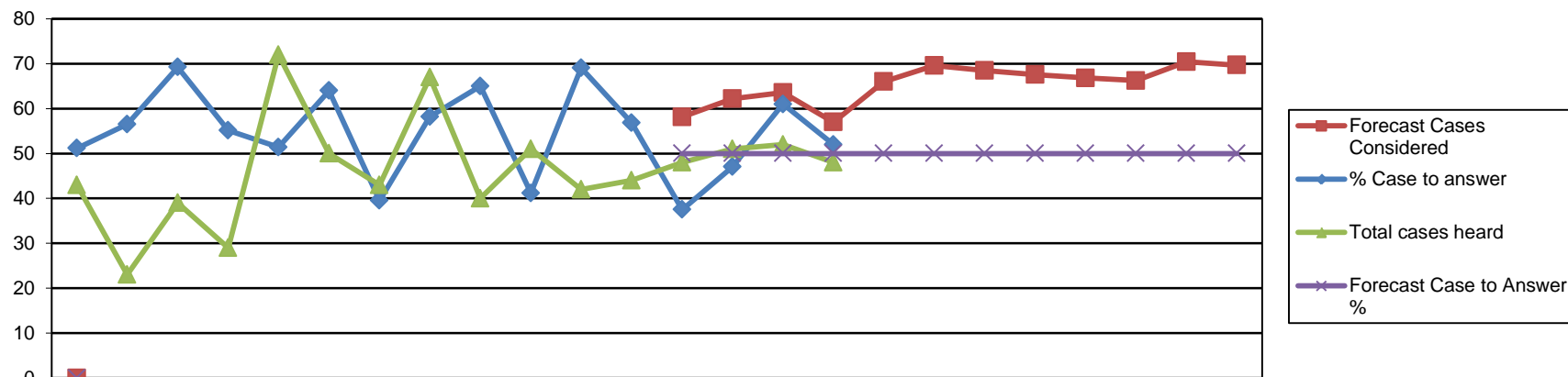
Month	Number of Cases	Cumulative Total	Commentary
July	2	12	<p>* Two cases were considered at the Case Progression Conference in July.</p> <p>* Strategies were agreed for managing the cases and may lead to case closure in August if the information required is not received</p> <p>* The August Case Progression Conference will involve post-ICP cases and liaison with the Hearings Team in order to identify means by which to facilitate the progression of cases to Final Hearing</p>
June	3	10	<p>*Three cases were considered at the Case Progression Conference in June.</p> <p>*All cases involved complex issues and strategies for progressing the cases were agreed.</p> <p>*From August the CPC will also considered post ICP cases.</p>
May	2	7	<p>*Two cases were considered at the Case Progression Conference in May.</p> <p>*To ensure cases which may be suitable for referral to the CPC are being appropriately identified, Case Team Managers are now required to provide reasons why the case has not been referred to CPC.</p>

Open cases

Month	Current month	Month forecast	Year forecast	Commentary
July	985/-65	1051	959	<p>* The number of open cases is below forecast for the month.</p> <p>* This may be explained by the fewer than forecast number of cases received and the higher than forecast number of cases closed this month.</p> <p>* The lower than forecast number of open cases is not likely to impact on resources in terms of number of days required for Final Hearings .</p>

June	1001/+146	855	892	<p>*The number of open cases continues to be above forecast.</p> <p>*This is in part due to carrying over a higher than forecast number of open cases into the new financial year as well as the below forecast number of cases being obs'd and closed pre-ICP.</p> <p>*Two additional Case Managers to be appointed on a 12 month contract are in the process of being recruited and are due to start at the end of July.</p> <p>*This will provided additional resource to ensure that cases are progressed in a timely manner.</p> <p>*The additional CMs will help to reduce the average caseload per CM to a more optimum level. expected levels.</p>
May	976/+135	841	892	<p>*The number of open cases is 135 higher than forecast.</p> <p>*This is as a result of carrying over a higher than forecast number of open cases into the new financial year (partly as a consequence of a higher than forecast number of new cases being received in March 2013) and higher than forecast numbers of new cases being received in April and May (albeit only marginally).</p>

Investigating Panel decisions and referrals April 2012 - March 2014



		2012			2013									2014									10/11	11/12	12/13	13/14			
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Case to Answer	Forecast Cases Considered												NA	58	62	64	57	66	70	68	68	67	66	70	70				
	Total cases heard	43	23	39	29	72	50	43	67	40	51	42	44	48	51	52	48									533	516	543	199
	Referred to CCC (Reg representations)	12	7	16	13	20	19	11	26	13	15	17	12	14	17	15	16									178	176	181	62
	Referred to CCC (Rep representations)	1	0	3	0	5	2	1	3	3	2	1	8	2	4	5	4									22	19	29	15
	Referred to CCC (No representations)	9	6	8	3	11	9	5	10	9	3	8	2	2	3	10	4									79	49	83	19
	Referred to HC (Reg representations)	0	0	0	0	1	2	0	0	1	0	0	1	0	0	0	0									6	6	5	0
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									3	2	0	0
	Referred to HC (No representations)	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0									5	0	3	0
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									1	0	0	0
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									0	0	0	0
Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0									0	0	0	1	
Forecasted Cases Referred	NA												27	29	30	28	32	34	34	33	33	32	35	34	NA	NA	NA	NA	
Total case to answer	22	13	27	16	37	32	17	39	26	21	29	25	18	24	31	24	0	0	0	0	0	0	0	0	306	254	304	97	
Forecast Case to Answer %	NA												50	50	50	50	50	50	50	50	50	50	50	50	N/A	N/A	N/A	NA	
% Case to answer	51	57	69	55	51	64	40	58	65	41	69	57	38	47	61	52									57	49	56	49	
No case to answer	Not referred (Reg representations)	17	7	7	8	26	11	21	24	11	25	7	12	23	21	19	15								195	197	176	78	
	Not referred (Rep representations)	2	1	1	3	4	4	3	0	2	1	6	1	2	2	1	2								13	21	28	7	
	Not referred (No representations)	0	2	2	1	4	0	2	2	0	0	1	4	4	2	0	5								10	29	18	11	
	Total cases not referred	19	10	10	12	34	15	26	26	13	26	23	17	29	25	20	22	0	0	0	0	0	0	0	0	223	246	231	96
Further Information	2	0	2	1	1	3	0	2	1	4	2	2	1	2	1	2									21	18	20	6	

Commentary

Cases heard

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	48/-9	57	753	<p>*48 cases were considered at ICP in July which is 9 below forecast. YTD 199 cases have been considered at ICP against a forecast of 241.</p> <p>*The below forecast figure is in part explained by the lower than forecast number of cases being obs'd in previous months.</p> <p>*As part of the process of monitoring the progress of cases, a list of cases which are ready to obs is now sent to case managers on a weekly basis and highlights those cases where obs are overdue. This approach has improved performance against the forecast and in July the number of obs sent out exceeded the forecast.</p>
June	52/-12	64	783	<p>*52 cases were considered at ICP in June which is 12 below forecast. YTD 151 cases have been considered against a forecast of 184.</p> <p>*The below forecast figure is in part explained by the lower than forecast number of cases being obs'd in previous months.</p> <p>*The progress of the number of cases being obs'd continues to be monitored during the month to ensure cases that are ready to obs are obs'd in a timely manner.</p> <p>*Ongoing obs targets have been revised to address the shortfall in obs numbers.</p>
May	51/-11	62	783	<p>*48 cases were considered at ICP in May which is 11 below forecast. YTD 99 cases have been considered at ICP against a forecast of 120.</p> <p>*The below forecast figure is in part explained by the lower than forecast number of cases being obs'd in previous months.</p> <p>*The progress of the number of cases being obs'd continues to be monitored during the month to ensure cases that are identified as being ready to obs are obs'd in a timely manner.</p> <p>*This now includes sending a weekly list of RTO cases to case managers which highlights which obs are overdue.</p> <p>*A CTM and LHO continue to meet on a monthly basis to ensure ICP days are fully utilised and to cancel any days which have few cases listed.</p>

Cases concluded

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	56/-10	56	737	<p>*46 cases were concluded at ICP in June. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 96% which is consistent with previous months.</p>
June	51/-9	60	736	<p>*51 cases were concluded at ICP in June. Although the number of cases being considered at ICP is below forecast, the conclusion rate is 98%.</p>
May	49/-6	58	736	<p>*49 cases were concluded at ICP in May, which is a conclusion rate of 96%.</p>

Case to answer

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	52/+2	50%	50%	*24 cases were referred by ICP. *The Case to Answer rate in July is in line with the forecast. *This needs to be viewed in the context of a lower than forecast number of cases being considered by ICPs over the past 3 months.
June	60/+10	50%	50%	*31 cases were referred by ICP. *The Case to Answer rate in June is above forecast. *This needs to be viewed in the context of the below forecast CTA rate in April and May as well as the lower than forecast number of cases being considered at ICP.
May	49/-1	50%	50%	*24 cases were referred by ICP. *The Case to Answer rate in May is in line with forecast however this needs to be seen in the context of a below forecast number of cases being considered by ICPs. *If the number of cases being considered by ICP remains below forecast the impact on required hearing resources (including the use of KN time) will need to be considered.

Total cases moving out of pre-ICP stage

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	118/-10	128	2039	*The total number of cases moving out of pre-ICP stage was below forecast in July. *This is in part explained by the lower than forecast number of pre-ICP case closures and cases being obs'd in previous months. *Case loads per Case Manager remain above the forecast level which has an impact on the progression of cases. Case loads are expected to stabilise once the recently recruited additional Case Managers have completed their initial inductions.
June	150/+2	148	2050	*The total number of cases moving out of pre-ICP stage was slightly above forecast in June. *The cumulative total of number of cases moving out of pre-ICP is 400, which is 61 below forecast for the year to date. *This is in part explained by the lower than forecast number of pre-ICP case closures and cases being obs'd in preceding months. *We have continued to offer overtime in June to facilitate case progression although take up has tailed off in June. *We also continue to analyse resources and workload on a weekly basis to ensure resources are used to best effect. *CTMs and CMs continue to monitor older cases to ensure barriers to progression are resolved.

<p>May</p>	<p>136/-9</p>	<p>155</p>	<p>2050</p>	<p>*The total number of cases moving out of pre-ICP stage remains below forecast in May. *The cumulative number of cases moving out of pre-ICP stage is 250, which is 63 below forecast for the year to date. *This is in part explained by the lower than forecast number of pre-ICP case closures in April and May. *As previously mentioned, the combined impact of lower than forecast pre-ICP closures and obs numbers coupled with higher than forecast new cases received means that caseloads are higher and available resources to manage the higher caseloads are under greater pressure. *We have offered overtime in April and May in order to facilitate case progression. *We also continue to analyse resources and workload on a weekly basis to ensure they used to best effect. *We continue to hold monthly Case Progression Conferences to monitor older cases and explore more efficient case management techniques.</p>
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Investigating Panel Decisions by profession and source of allegation April 2009 - March 2014

Profession	No Case to Answer	FI	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	1	0	0	1
Biomedical scientists	2	0	1	0	0	3
Chiropodists & podiatrists	6	0	4	0	0	10
Clinical scientists	1	0	0	0	0	1
Dietitians	0	0	0	0	0	0
Hearing aid dispensers	0	0	1	0	0	1
Occupational therapists	5	1	8	0	0	14
ODPs	2	0	6	0	0	8
Orthoptists	0	0	0	0	0	0
Paramedics	10	0	15	0	1	26
Physiotherapists	8	0	11	0	0	19
Practitioner psychologists	8	0	0	0	0	8
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	9	1	4	0	0	14
Social workers	45	4	42	0	0	91
SLTs	0	0	2	0	0	2
Total YTD	96	6	96	0	1	199

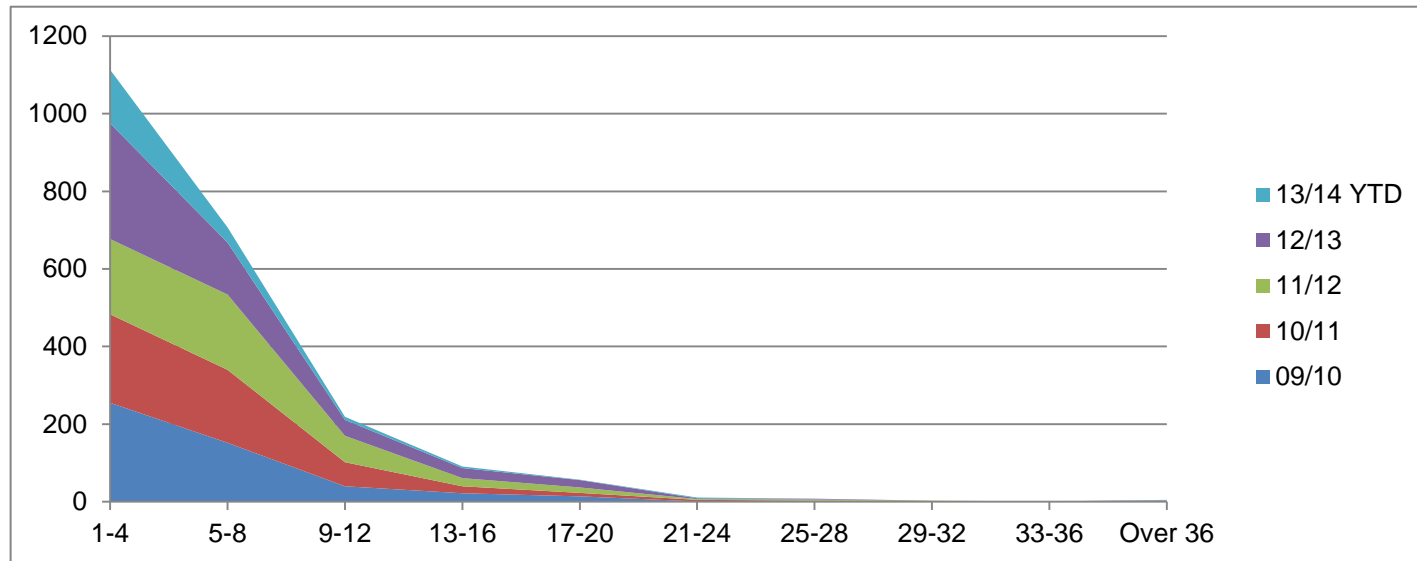
09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
4	2	1	3	1
26	37	37	26	3
53	60	40	27	10
3	4	10	3	1
7	13	5	14	0
	13	12	9	1
60	48	55	44	14
49	32	37	37	8
0	1	1	1	0
115	113	139	128	26
93	86	65	69	19
38	66	60	67	8
4	4	0	1	1
34	33	39	35	14
			58	91
13	21	15	21	2
499	533	516	543	199

By source of allegation

	No Case to Answer	FI	Case to Answer			Total YTD
			CCC	HC	IC	
Article 22(6)/Anon	4	1	6	0	0	11
Employer	36	3	55	0	0	94
Other	0	0	2	0	1	3
Other Registrant	4	0	0	0	0	4
Police	4	0	4	0	0	8
Professional body	0	0	4	0	0	4
Public	29	0	4	0	0	33
Self referral	19	2	21	0	0	42
Total YTD	96	6	96	0	1	199

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
70	94	139	72	11
211	208	204	263	94
15	13	14	24	3
32	37	22	22	4
29	28	21	17	8
2	2	5	2	4
140	151	111	109	33
n/a	n/a	n/a	34	42
499	533	516	543	199

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



Number of Months	09/10	10/11	11/12	12/13	13/14 YTD
1-4	255	228	194	298	138
5-8	152	188	194	134	39
9-12	40	62	68	41	8
13-16	22	18	21	26	4
17-20	14	9	14	19	1
21-24	1	4	2	2	2
25-28	1	2	3	2	0
29-32	1	1	1	0	0
33-36	1	0	0	0	0
Over 36	2	0	1	1	1
Mean Months	6	6	7	6	4
Median Months	4	5	5	4	3
Total Cases	489	512	498	523	193

Commentary

Length of time (YTD)

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

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

Month	Commentary
July	*There were no particular issues arising.
June	*Particulars were amended by the ICP in 12 cases.
May	*A paper on the findings of the audit of ICP decisions between October 2012 and March 2013 was taken to the May FTP Committee meeting.

Interim Orders Cases April 2013-March 2014



	2013				2014								13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecast total interim order panels	27	27	27	42	27	27	27	27	27	27	27	27	N/A
Applications considered	8	10	6	10									34
Applications granted	4	10	6	10									30
Applications not granted	4	0	0	0									4
Interim Orders reviewed	18	13	5	17									53
Interim Orders revoked	0	0	0	0									0
Total days (all locations)	11	14	9	11									45
% days at Park House	90	80	68	64									76
% external	10	20	32	36									25

Commentary

Number and location of interim order panels

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	29/+2	27	322	*29 Interim Orders took place this month, which is higher than planned activity. *The majority of hearings were held in Park House, but a higher than usual number of reviews and applications were heard in London external venues and Cardiff
June	11/-14	25	232	*There were only 13 Interim order panels that took place in June, this is considerably low compared to the last few months. *5 interim orders were adjourned in advance due to various reasons.
May	27/+2	25	232	*There were 27 Interim Order panels that took place in May 2013, which is only 2 above the forecast. *Again like last month, we will continue to monitor this to ensure the amount remains at a consistent level.

Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	13	NA	NA	*This month there are 13 cases that are due to expire within the next 6 months. This is the same as the previous month. *2 cases had final hearings scheduled this month. *2 cases have final hearings scheduled for August. *1 case is ready to obs, 1 is ready to fix and 1 case is going to an ICP. *3 cases are currently being investigated by our external

June	13	NA	NA	<p>*This month there are currently 13 cases that are due to expire within the next 6 months, this is an increase of 2 case compared to last month.</p> <p>*4 of these case have been fixed for final hearing and 1 case is currently being fixed by the scheduling team.</p> <p>*For the remaining 8 cases, like last month there are 3 cases that are in the Investigating Committee remit.</p> <p>*One case is now ready to obs, 1 case is going to an ICP Panel in August, the remaining case has an on-going employer investigation taking place, therefore we have to wait for that to conclude before we can proceed with our investigations.</p> <p>*There is a case in the Health Committee remit and we are currently waiting for the registrant to visit our expert *This will be monitored to ensure the registrant attends the appointment and we are in receipt of the report in a timely manner.</p> <p>*The remaining 4 cases are in the Conduct and Competence Committee remit, 3 of these cases are currently being investigated by our external solicitors.</p> <p>*Case Team Managers are monitoring their progress on a fortnightly basis, the remaining case will be closed as the we have received information the registrant has passed away.</p>
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May	11	NA	NA	<p>*There has been a decrease since last month on the number of cases where an interim order is due to expire within the next 6 months, there are currently 10 cases.</p> <p>*Four of these cases have been fixed for a final hearing and will be monitored to ensure that the final hearings conclude.</p> <p>*For the remaining 6 cases, there are 3 cases still in the Investigating Committee stage</p> <p>*We are currently waiting for on-going Police / employer investigations to conclude before we can put the matter forward to an ICP panel.</p> <p>*We will have to instruct BDB in one of these cases as there is an on-going Trial which has not yet concluded, therefore we will instruct them by the end of June.</p> <p>*One case is in the Health Committee remit and we are currently waiting for information regarding the registrant's health.</p> <p>*Once received the final hearing can be scheduled.</p> <p>*Another case is in the Conduct and Competence Committee remit and KN are currently investigating the matter.</p> <p>*For the remaining case, the interim order expires at the beginning of July</p> <p>*We have instructed BDB to make an application to the High Court to extend the interim order.</p> <p>*The final hearing for this case was scheduled for the 20 - 24</p> <p>*May, however the registrant made an application for an adjournment which was approved by the Panel Chair.</p> <p>*The registrant will be out of the country until mid June, therefore the scheduling team are in the process of obtaining her availability.</p>
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IOs extended by High Court

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	NA	NA	NA	1 case was extended this month.

June	NA	NA	NA	0 This month 7 YTD 1 Live cases with extension
May	NA	NA	NA	0 This month 6 YTD 1 Live cases with extension

Hearings listed by schedulers during this month for future months

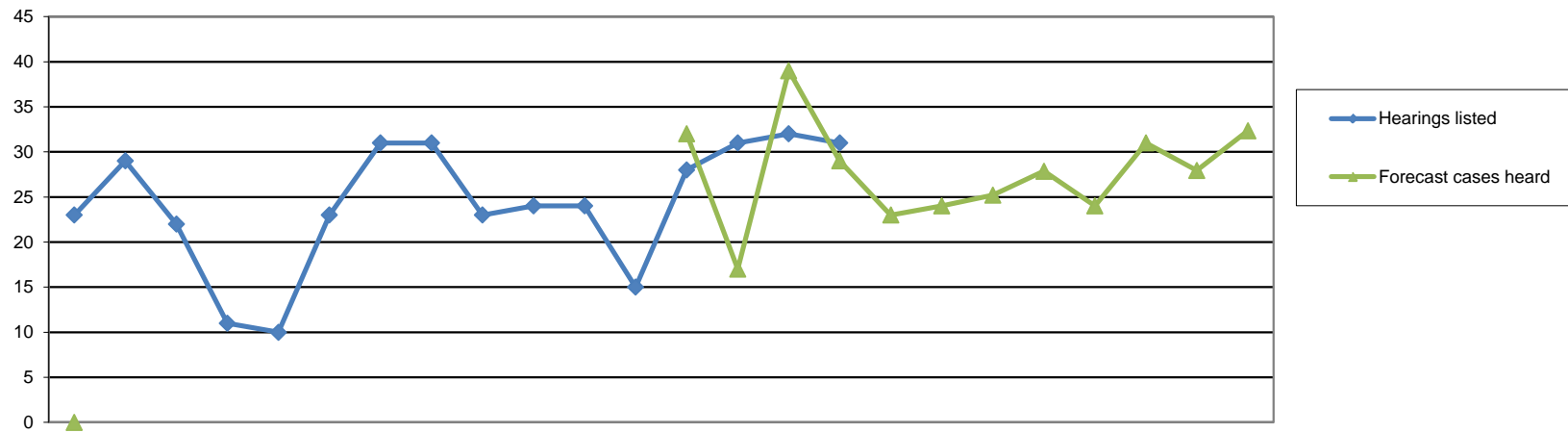
Month	Current month / variance	Month forecast	Year forecast	Commentary
July	20	27	313	*20 IO's have been listed to take place in August and 7 in September so far.
June	34	27	313	*34 IO reviews and application are scheduled to take place in July and 16 have been listed in August so far.
May	11	27	232	*11 reviews have been listed for June and 17 reviews have been scheduled for July so far.

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
July	20 days Mean 18 days Median	21 days Mean 19 days Median	15 days Mean 15 days Median	* There were 10 applications made in July * The length of time has again improved this month * We are still above the internal measure * In July there were 6 cases that were listed between 16-35 days from the date of decision to apply for an IO * The case that was listed 35 days after the decision to apply was adjourned due to an error in the Notice of Hearing, thus causing the delay

June	19 days Mean 18 days Median	22 days Mean 20 days Median	15 days Mean 15 days Median	<p>*There were 6 applications made in June.</p> <p>*The length of time has improved since last month</p> <p>*We are still above the measure</p> <p>*In June there were 5 cases above average ranging from 16-31 days.</p> <p>*For the case that took 31 days, the hearing was adjourned by the Panel at the beginning of the month, so a new hearing had to be scheduled.</p> <p>*In our monthly IO meeting this issue has been address with the Scheduling Manager</p> <p>*This will continually be monitored.</p>
May	28 days Mean 20 days Median	23 days mean 20 days Median	15 days Mean 15 days Median	<p>*Out of the 7 applications made this month, six cases were above average ranging from 16 to 61 days from date of decision to apply to date of IO application hearing.</p> <p>*For the case that took 61 days, a Panel was previously scheduled, but the matter was adjourned as the Panel agreed to the registrants request for more time to prepare.</p> <p>*A new hearing had to be scheduled causing a delay.</p> <p>*One case was within forecast, taking 13 days.</p> <p>*We will continue to closely monitor this next month with the scheduling team.</p>

Panel Hearings Decisions (Preliminary and Final Hearings) April 2009 - March 2014



		2012			2013									2014									09/10	10/11	11/12	12/13	13/14								
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD					
	Preliminary hearings	NA												4	1	4	2																		
	Forecast cases heard	NA												32	17	39	29	23	24	25	28	24	31	28	32	NA	NA	NA	NA	NA					
	Forecast cases adjourned	NA												6	3	8	2	2	2	5	6	5	6	6	6	NA	NA	NA	NA	NA					
Conduct & Competence and Health Committee	Hearings listed	23	29	22	11	10	23	31	31	23	24	24	15	28	31	32	31													351	424	399	266	122	
	Adjourned / cancelled / postponed	3	3	2	0	0	1	6	5	0	1	1	2	4	1	2	0															22	24	7	
	Caution	4	7	6	3	0	6	3	2	1	3	5	1	1	5	4	6													46	71	44	41	16	
	Conditions of practice	0	2	1	0	0	0	2	0	0	6	1	2	1	2	2	4													14	21	13	14	9	
	No further action	0	0	0	0	0	0	0	1	0	0	1	0	2	1	0	0													7	3	2	2	3	
	Not well founded	6	6	5	3	4	1	7	4	6	4	5	3	6	5	5	7													70	83	55	54	23	
	Part heard	2	1	1	1	0	0	0	3	2	1	0	0	2	3	2	1													90	107	16	11	8	
	Referred to other committee	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0													2	5	2	2	2	
	Consent - removed	2	0	0	0	1	0	2	1	3	1	2	0	1	3	1	2														15	12	12	7	
	Consent - caution														0	0	0	0																	
	Consent - conditions														0	0	0	0																	
Consent - suspension														0	0	0	0																		
Struck off	2	5	4	2	1	6	5	4	5	4	4	2	3	5	6	5													65	62	50	44	19		
Suspended	4	5	3	2	4	8	5	10	6	4	5	5	7	4	3	6													38	44	60	61	20		
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													1	0	0	0	0		
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													1	1	0	0	0		
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													0	1	0	0	0		
	Part heard	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0													0	0	1	1	0		
	Removed	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0													3	1	1	1	1		

Commentary

Final hearing cases and preliminary meetings

Month	Current month /	Month forecast	Year forecast	Commentary
July	30	29	339	<p>* 30 cases were concluded at final hearings in July (excluding SW cases).</p> <p>* This was above the forecasted total for July, which enabled us to catch up slightly as the we were below the forecast in the previous month</p> <p>* All recruitment and training was completed for scheduling officers and hearing officers earlier in the year which placed us in the stronger position to schedule and manage higher hearing loads.</p>
June	28	31	339	<p>*28 cases were concluded at final hearings in June (excluding SW cases).</p> <p>*This was 3 hearing below the forecasted total of concluded hearing for June but in two cases that did not conclude a significant amount of evidence was heard before the adjourned part heard.</p> <p>*We will need to catch up slightly in July because of this but hearing loads are highly than forecasted so it is expected that we will be able to conclude more than the forecasted 26 hearings next month.</p>
May	32	17	339	<p>*32 cases were concluded at final hearings in May (excluding SW cases).</p> <p>*This was above the forecasted total for May.</p> <p>*As extra staff were employed in May we were able to cover more hearings which enabled us to catch up slightly as the total concluded cases for last month was below that forecasted.</p>

Adjourned / part heard

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

May	4	3	53	<p>*4 cases were adjourned or part heard in May.</p> <p>*This was slightly over forecast but broadly in line with expected targets given that last month was under forecast.</p> <p>*There were 6 preliminary hearings (2 oral hearings and 4 'electronic' hearings) in May so that preliminary matters could be resolved in advance and cases were less likely to adjourn part-heard</p>
April	4	6	68	<p>*This was in line with expected forecasts</p> <p>*There was an increased use of preliminary hearings (4 oral hearings and 6 'electronic' hearings) in April so that preliminary matters could be resolved in advance.</p>

Postponed / adjourned in advance

Month	Number of Cases	Cumulative Total	Commentary
July	0	7	<p>* No hearings were adjourned or postponed in advance in July.</p> <p>* 2 cases were considered electronically in advance of hearings and were declined</p> <p>* 2 applications were considered by Hearing Team Management in advance of hearings (as they were received more than 14 days in advance of the hearing) and both were declined.</p> <p>* Communication with registrants in advance, through pre hearing forms and communication with witnesses through our support programme may have resulted in a reduction of postponement/ adjournment request in advance of hearings this year.</p>
June	2	7	<p>*5 postponement / adjournment requests were received in advance for hearings scheduled in May.</p> <p>*Of these 2 were considered as postponement requests by Lead Hearing Officers (on behalf of the HOA) and were declined</p> <p>*The remaining 3 were received within 14 days of the hearing and were considered in advance by the panel chair as adjournment requests.</p> <p>*Two of these were accepted and the hearing was adjourned (one on the basis of a registrant's ill health and another because the registrant indicated just before the hearing that he wanted to attend but could not afford to).</p> <p>*As the adjournment rate was lower than forecasted this did not have any unforeseen resource implications in terms of rescheduling requirements</p>
May	NA	NA	<p>*2 postponement / adjournment requests were received in advance for hearings scheduled in May.</p> <p>*Of these 1 was considered as a postponement requests by Lead Hearing Officers (on behalf of the HOA) and it was declined.</p> <p>*The second was received within 14 days of the hearing and was considered in advance by the panel chair as an adjournment request.</p> <p>*This was accepted on the basis that the registrant had to travel overseas urgently as her father was gravely ill.</p>

Not well found decisions

Month	Number of Cases	Cumulative Total	Commentary
July	7	23	<p>*7 of the concluded cases in July were not well founded (23%) This is slightly higher than previous rates (in 2012/13 22% of final hearings were NWF).</p> <p>*This does not include cases that were discontinued in advance of final hearings, of which there was only 1 partial discontinuance in July</p> <p>* A review of NWF and discontinued cases is currently being undertaken to establish whether there is a connection between this outcome and poor decision making at ICPs</p>
June	5	16	<p>*5 of the concluded cases in June were not well founded (18%) This is slightly lower than previous rates (in 2012/13 22% of final hearings were NWF).</p> <p>*This does not include cases that were discontinued in advance of final hearings, of which there were 7 in May.</p> <p>*Discontinuing a case where it is clear there is no realistic prospect of proving the allegations is fairer on the registrant than holding a public hearing to dispose of the allegations.</p> <p>*It also reduced stress for witnesses and results in significant cost and resource savings for the HCPC</p>
May	NA	NA	<p>*5 of the concluded cases in May were not well founded (16%)</p> <p>*This is lower than previous levels of NWF cases.</p> <p>*This does not include cases that were discontinued in advance of final hearings, of which there were 2 in May.</p>

Issues arising

Month	Commentary
July	<p>* Timing of Review Hearings - a review hearing overran impacting on the planned schedule for the day</p> <p>* Drafting of Competency allegations - regular workshops are organised to train case managers on the drafting of allegations and ongoing training is provided to panel members on decision making at ICP</p> <p>*Unplanned absence of a legal assessor resulting in the need to reschedule and IO review hearing</p>
June	<p>* Travel difficulty for panel member delaying the start of the hearing</p> <p>*Discrepancies in documentation - quality assurance mechanisms are in place</p> <p>*Concerns around the drafting of allegations - regular training provided to team</p> <p>*Late arrival of transcription/logging services</p> <p>*Panel complaint about the facilities at 186 KPH causing mild irritation</p>
May	<p>*Late arrival of transcription/logging services</p> <p>*Delay to start of panel due to issues with bundles</p> <p>*Administrative failure to order lunch for panel members with particular needs</p>

CCC and HC final hearings - Scheduling and Resource descriptions

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

Days of hearings at HCPC in current month

Month	Current month /	Month forecast	Year forecast	Commentary
July	71%	88%	88%	<p>*In total there were 79 days of final hearing activity arranged in July (excluding social work hearings)</p> <p>*56 of these days took place in HCPC premises</p> <p>*This was 71% of all hearings activity scheduled</p> <p>*This was lower than the planned percentage of internal hearings, largely because we had a 7 day and a 3 day hearing that had to be held in Cardiff</p>
June	86%	88%	88%	<p>*In total there were 88 days of hearing activity arranged in June.</p> <p>*76 of these days took place in HCPC premises.</p> <p>*This was 86% of all hearings activity scheduled</p> <p>*This is only very marginally lower than the planned activity percentage and represented an effective use of HCPC facilities for hearing activity.</p>
May	67%	88%	88%	<p>*In total there were 67 days of hearing activity in HCPC premises in May.</p> <p>*This was 67% of all hearings activity.</p> <p>*This is lower than the planned activity percentage.</p> <p>*There were several Committee meetings in HCPC premises in May which restricted our use of rooms. *The main reason why we were unable to conduct more days internally in may was because several hearings that had been scheduled for a long period of time concluded early or were adjourned.</p> <p>*The most severe of these was a hearing scheduled for 9 days which adjourned on the 2nd day Instances like this resulted in resources at HCPC premises being tied up and no hearing being booked to use them.</p>

Days of hearings at HPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
July	80%	88%	88%	<p>*In total there are 50 days of final hearing activity planned in August (excluding social work hearings).</p> <p>*42 of these are planned at HCPC premises, which is 80% of all hearings activity.</p> <p>*This is below the planned activity percentage but higher than in previous months.</p> <p>* Hearing levels are lower for non social work professions in August because there are a high level of social work hearings scheduled to take place- 39 days</p>
June	75%	88%	88%	<p>*In total there are 101 days of hearing activity planned in July.</p> <p>* of these are planned at HCPC premises, which is of all hearings activity.</p> <p>*This is below the planned activity percentage.</p> <p>*There is 1 bank holiday in August</p> <p>*HCPC Council and a summer meal during the month so external premises are being used more frequently to cater for heavy hearing loads and a limited number of days and rooms internally</p>
May	77%	88%	88%	<p>*There are 80 days of hearing activity planned at HCPC premises in June, which is 77% of all hearings activity.</p> <p>*This is below the planned activity percentage.</p> <p>*There is 1 bank holiday and two panel training days in June</p> <p>*External venues are being used more often in May to cater for increased hearing loads.</p>

Days of external hearings in current month

Month	Current month /	Month forecast	Year forecast	Commentary
July	29	12	12	<p>*There were 23 days of hearing activity at external venues in July. *This is 29%, which is above the planned activity schedule.</p> <p>*This included hearings in external venues in Manchester, Swindon, Glasgow, Cardiff and Belfast.</p> <p>*21 days of hearing activity had to take place outside of England due to statutory provisions.</p> <p>*We held one external hearing in Swindon in order to enable a registrant to fulfill his duties as a carer</p> <p>* We held one hearing in Manchester in order to cater for a registrant's disability</p> <p>*This higher rate of external hearings is a trend; it is due to the particular circumstances of these cases.</p>
June	14	12	12	<p>*There were 12 days of hearing activity at external venues in July.</p> <p>*This is in accordance with the planned activity schedule.</p> <p>* This included hearings in external venues in London, Edinburgh, Cardiff and Woking.</p> <p>*5 days of hearing activity had to take place outside of England due to statutory provisions.</p> <p>*We listed 5 events at external premises in London due to unavailability of HCPC premises on days when other internal events such as Committee meetings were taking place.</p> <p>*We held one external hearing in Woking in order to cater for a registrant's disability.</p>

May	31%	12%	12%	<p>*There were 21 days of hearing activity at external venues in May.</p> <p>*This included hearings in external venues in London, Scotland and Wales.</p> <p>*6 hearings had to take place outside of England due to statutory provisions.</p> <p>*We listed 4 events at external premises due to a shortage of space in HCPC premises.</p> <p>*Unfortunately, as indicated earlier, some of the large events scheduled in HCPC premises went on to finish early or were adjourning leading to resources being unused</p>
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Days of external hearings planned

Month	Current month /	Month forecast	Year forecast	Commentary
July	20%	12%	12%	<p>*There are 8 days of hearings planned at external venues in August, which is 20% of all hearings. *Each of the external hearings was held outside of England in accordance with statutory requirements</p> <p>*As this is in excess of the planned activity percentage increased use of internal facilities will have to be undertaken later in the year to make up for this.</p> <p>*We now have the use of two extra rooms at 186 KPR which will be used on a daily basis to cover ICPs and smaller hearings to create increased capacity</p>
June	26%	12%	12%	<p>*There are 26 days of hearings planned at external venues in June, which is 26% of all hearings.</p> <p>*As this is in excess of the planned activity percentage increased use of internal facilities will have to be undertaken later in the year to make up for this.</p> <p>*We now have use of two extra rooms at 186 KPR which will be used on a daily basis to create increased capacity</p>

May	23%	12%	12%	<p>*There are 18 days of hearings (23%) booked in external venues in May.</p> <p>*Hearings are taking place in Northern Ireland, Scotland and Wales as required by statute.</p> <p>*We are holding a hearing in Woking as we have residual credit from a previous event that was cancelled.</p> <p>*As a result this is creating no additional cost.</p> <p>*External premises are being used in London on 3 occasions due to a shortage of space to conclude the final days of lengthy hearings in HCPC premises.</p>
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Witnesses in current month

Month	Current month /	Month forecast	Year forecast	Commentary
July	1.9 per case	2 per case	2 per case	<p>*There were 45 witnesses called for the 23 final hearings held in June (excluding social work cases).</p> <p>*This is a average of 1.9 witnesses per case, which corresponds with the planned activity and resource allocation.</p>
June	1.7 per case	2 per case	2 per case	<p>*There were 54 witnesses called for the 32 hearings held in June.</p> <p>*This is a average of 1.7 witnesses per case, which corresponds with the planned activity and resource allocation.</p>
May	1.4 per case	2 per case	2 per case	<p>*There were 40 witnesses called for the 28 final hearings conducted in May.</p> <p>*This is an average of 1.4 per case, which corresponds with the planned activity and resource allocation.</p>

Witnesses planned

Month	Current month /	Month forecast	Year forecast	Commentary
July	2.1 per case	2 per case	2 per case	*There are 23 non social work final hearings scheduled in July with an average of 2.1 witnesses warned per case. *This is within the planned resources allocation
June	1.8 per case	2 per case	2 per case	*There are 39 final hearings scheduled in June with an average of 1.8 witnesses warned per case. *This is within the planned resources allocation
May	1.7	2 per case	2 per case	*There are 32 final hearings scheduled in June, with an average of 1.7 witnesses warned per case. *This is within the planned resource allocation.

Non standard equipment or special requirements

Month	Commentary
July	*A videolink was conducted from an external venue in Cardiff to a witness in Australia *We used the teleconference facilities on 4 occasions in July to communicate with witnesses at remote locations. * Use of additional technologies at hearings helps to reduce travel costs and progress investigations expeditiously.
June	*We were required to use a security guard for 2 days of a hearing in June because one hearing participant had a prior conviction for GBH on another hearing participant. *A videolink was used on one occasion so a registrant who was unable to attend for health reasons could communicate with the panel.

May	<ul style="list-style-type: none">*Telecommunications were used in one hearings at Park House in May to communicate with a witness that was too unwell to attend the hearing.*The old council chamber was split on 4 separate occasions to create more space for hearings at HCPC premises.*Screens were used in hearings on three occasions to protect vulnerable witnesses in a case of a sexual and/or violent nature
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Outcome of final hearing by representation April 2013 - March 2014

	Represented Self	Was Represented	No representation	Total
Caution	2	7	7	16
Conditions	0	7	2	9
Cross referred	0	0	0	0
No Further Action	1	1	1	3
Not Well Found	2	19	2	23
Discontinued	0	5	3	8
Not restored	0	0	0	0
Part Heard	0	0	0	0
Register entry amended	0	0	0	0
Removed	0	0	1	1
Restored	0	0	0	0
Struck Off	2	2	15	19
Suspended	2	7	11	20
Consent - removed	0	0	7	7
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	9	48	49	106

Final hearings: Decisions by profession April 2011 - March 2014

Final Hearings														
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	0	0	3	0	0	0	0	1	3	0	0	0	0
Chiropodists & podiatrists	0	2	0	0	0	0	0	0	2	1	0	0	0	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	2	1	0	0	0	0	0	1	0	1	0	0	0
Hearing aid dispensers	1	0	0	0	0	0	0	0	1	1	0	0	0	0
Occupational therapists	1	0	1	0	0	0	0	0	2	2	1	0	0	0
ODPs	3	1	0	0	0	0	0	0	1	3	1	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	4	2	0	9	0	0	0	0	6	7	2	0	0	0
Physiotherapists	1	1	1	5	1	0	0	0	2	0	0	0	0	0
Practitioner psychologists	0	0	0	1	5	0	0	1	0	1	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	2	0	0	2	1	0	0	0	2	1	0	0	0	0
Social workers	2	1	0	2	0	0	0	0	0	1	1	0	0	0
SLTs	1	0	0	1	1	0	0	0	1	0	1	0	0	0
Total 13/14 YTD	16	9	3	23	8	0	0	1	19	20	7	0	0	0
Total 12/13 FYE	41	13	1	54	NA	0	0	1	43	58	10	NA	NA	NA
Total 11/12 FYE	69	29	1	68	NA	0	0	2	56	55	7	NA	NA	NA

Review hearings Decisions by profession April 2011 - March 2014

	Review Hearings													
	Adjourned/Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	0	0	0	4	1	0	0	1	1	0	0	0	0	7
Chiropodists & podiatrists	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Hearing aid dispensers	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Occupational therapists	0	0	0	1	2	0	0	1	3	0	0	0	0	7
ODPs	1	0	0	1	1	0	0	1	2	0	0	0	0	6
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	1	0	2	0	0	2	4	0	0	0	0	9
Physiotherapists	0	0	0	1	1	0	0	1	2	0	0	0	0	5
Practitioner psychologists	0	0	0	0	1	0	0	0	1	0	0	0	0	2
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Social workers	0	0	0	0	0	0	0	0	2	0	0	0	0	2
SLTs	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Total 13/14 YTD	1	0	1	9	9	0	0	6	17	1			0	44
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4			NA	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9			NA	137

Commentary

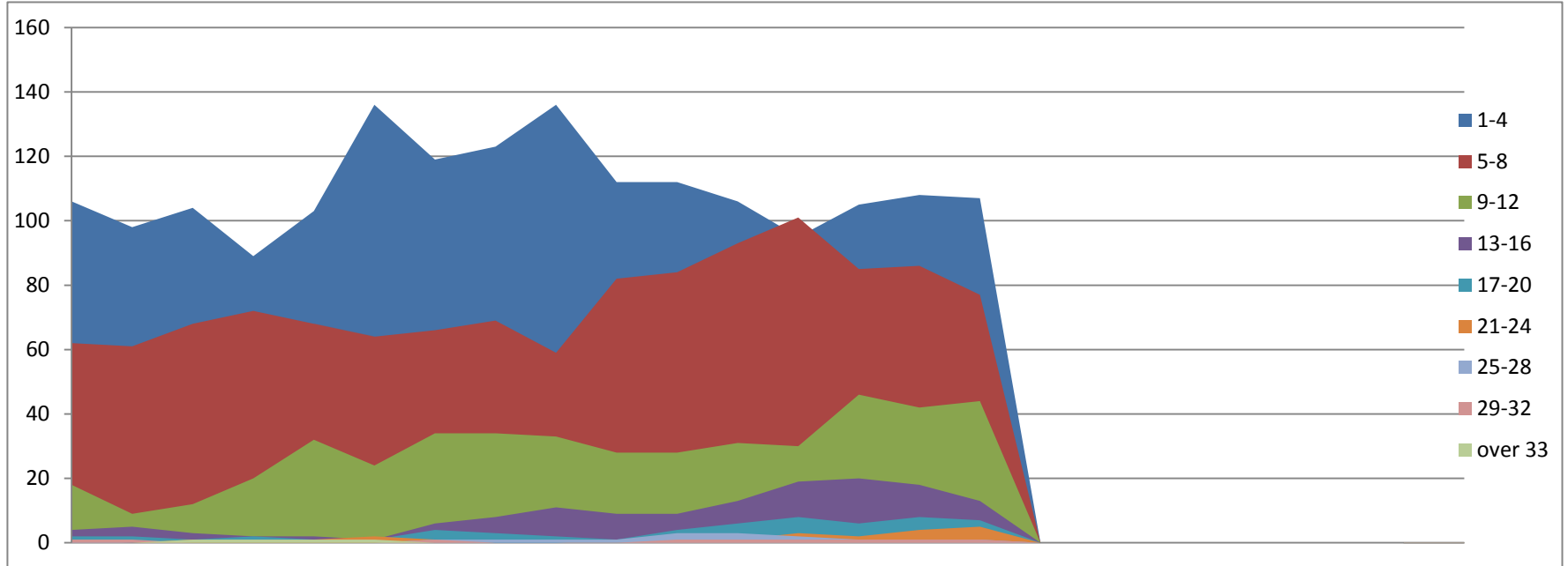
Rev Hearings fixed by schedulers during this month

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	14	13	141	* 14 substantive review hearings were scheduled and concluded for the month of July, meaning that we are working slightly above planned activity for the month. *We are expecting to be above forecast for the coming months but should return to forecast levels towards the end of the year.
June	12	12	141	*12 review hearings were listed in June by the scheduling team but two were cancelled in advance. The cancellations take us below the expected figures for the month. *There are no concerns at present as we will be above forecast in the coming months
May	10/-2	12	141	*15 review hearings were fixed by the scheduling team in May but 4 were adjourned or postponed in advance. *This takes us just below the expected figures for this month, but there are no concerns at present as we were above forecast in April.

All hearings listed for future months

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	22	22	141	22 substantive reviews have been listed for August and 11 have been listed for September so far. *There are no resourcing concerns as we had planned for higher than usual activity in July and August. KN will continue to assist with the presenting of review cases where appropriate.
June	13/+1	12	141	*13 substantive reviews have been listed in July and 19 have been listed in August. *Although these figures are above forecast there are no resourcing issues as there will be a reduction in final hearings activities in comparison to previous months, and KN present cases there there are no presenting resources available in-house.
May	11/-1	12	141	*11 hearings have been listed in June and 9 in July so far

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



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

Commentary

Hearings fixed by schedulers during this month

Month	Current month / variance	Year forecast	Commentary
July	36	328	*36 preliminary and final hearings were fixed this month, including the rescheduling of 8 hearings that were either postponed or adjourned. *There has been a reduction in activity this month due to changes within the team. Two temporary officers have been sourced to ensure that final hearing activity stays within expected levels.
June	37-2	339	*37 preliminary and final hearings were fixed by scheduling officers this month, including the rescheduling of 9 hearings that were postponed or adjourned. *There has been a reduction in activity in comparison with previous months due to training and absences, but activity is generally above forecast in the firstquarter.
May	36/+5	337	*36 final hearings were listed by the scheduling team this month and 7 hearings were rescheduled following a postponement/adjournment. *These numbers are inclusive of the GSCC transfer cases

All hearings listed for future months

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

May	85	<p>*47 final hearings have been scheduled to take place in June and 38 in July so far.</p> <p>* We planned to hold 47 hearings in June and 31 in July.</p> <p>*The slightly higher than forecast activity in July will help to compensate for the lower than planned activity in April.</p>
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Hearings ready to fix

Month	Hearings Ready of Fix	Commentary
July	80	<p>*214 cases are currently being managed by the adjudications team.</p> <p>*80 are ready to fix and are in the process of being scheduled, 12 of which are on hold due to preliminary issues. These are being actively managed in the meetings with case management and KN.</p> <p>*95 cases have been listed and are awaiting a hearing date</p> <p>*17 cases have been postponed/adjourned in advance and 22 are awaiting the expiration of there appeal period</p>
June	66	<p>*213 cases are being actively managed by the adjudications team.</p> <p>*66 are ready to fix and are in the process of being scheduled - 9 of which are on hold due to preliminary issues.</p> <p>*98 cases have been listed and are awaiting a hearing date</p> <p>*27 hearings have been postponed or adjourned and are waiting to be rescheduled and 20 cases have concluded and are awaiting the expiration of their appeal period.</p>
May	60	<p>*223 cases being actively managed by the adjudications team.</p> <p>*60 are ready to fix and in the process of being scheduled – 11 of these are on hold due to preliminary issues.</p> <p>*117 hearings have been scheduled and are awaiting their hearing date.</p> <p>*26 hearings have been adjourned/postponed in advance and 20 are awaiting the expiration of their appeal period.</p>

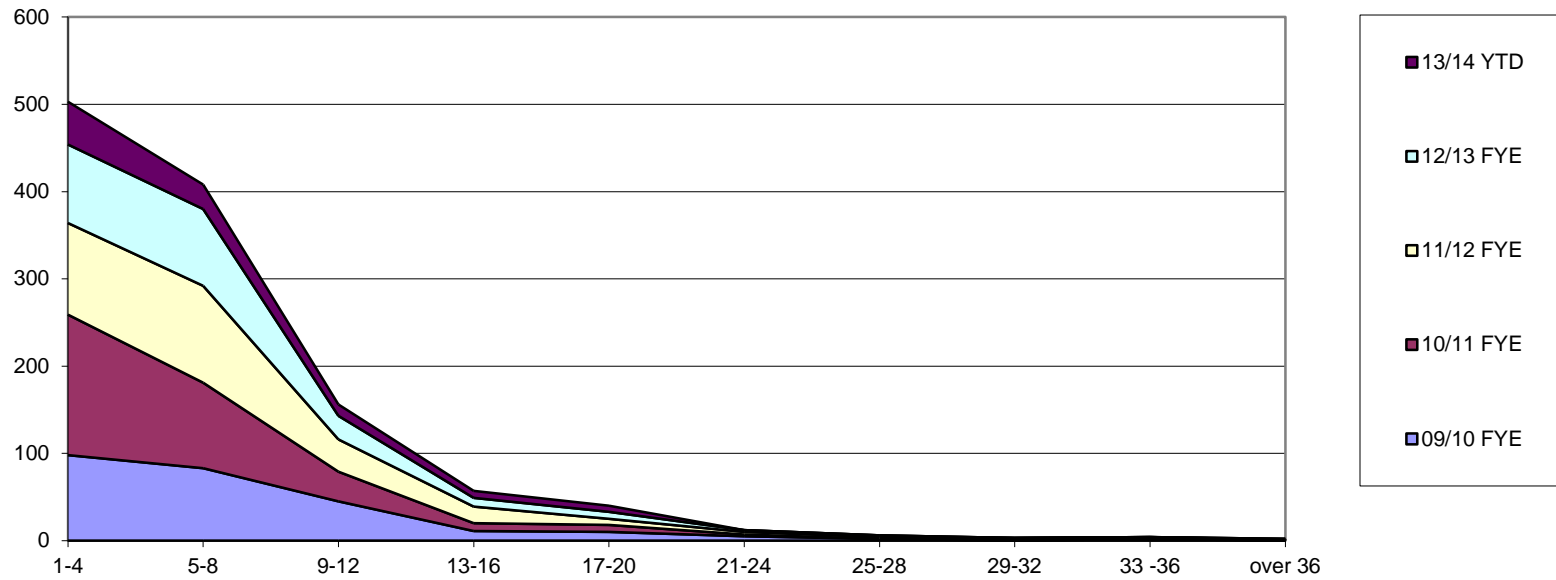
Hearings not ready to fix

Month	End of Month Number	Commentary
July	119	<p>*119 cases are currently with KN and are therefore not ready to fix</p> <p>*17 of these were 'case to answer' in 2012</p> <p>*For the first time there has been a slight decrease in both the number of 2012 and overall non RTF cases</p> <p>*According to the WIP report, 73% of KN's cases are within their service standard. 27% of their post-ICP cases are overdue.</p>
June	123	<p>*123 cases are currently with KN and are therefore not ready to fix.</p> <p>*20 of these were 'case to answer' in 2012.</p> <p>*There was a slight increase in non RTF cases and a slight decrease in 2012 cases.</p>
May	121	<p>*121 cases are currently with KN and not ready to fix. 24 of these were 'case to answer' in 2012.</p> <p>*There is a slight increase in the non rtf cases from last month, but a reduction in the 2012 cases.</p> <p>*The management team meet with KN on monthly basis to monitor the progress of older cases.</p>

Cases over 5 months not yet ready to fix

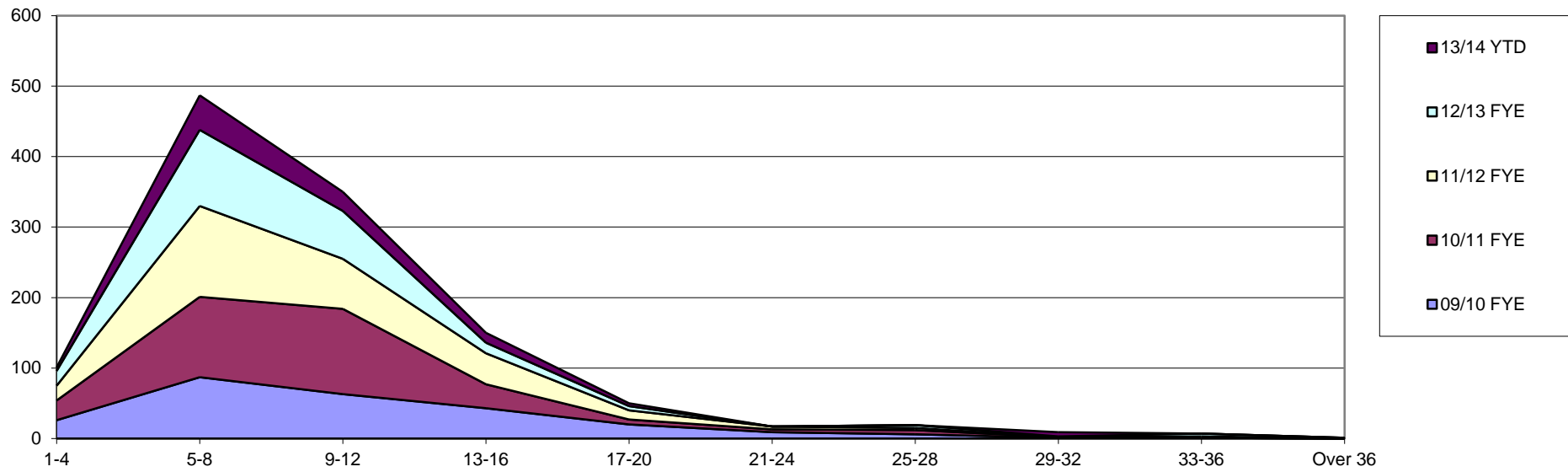
Month	End of Month Number	Commentary
July	21	<p>*There are 21 post-ICP cases over five months that have not been listed as ready to fix.</p> <p>*Scheduling Manager continues to review the Work In Progress Data provided by KN to ensure cases are being progressed.</p> <p>*Adjudication team managers will be attending case progression conferences to discuss outstanding issues with post-ICP cases</p>
June	21	<p>*There are 21 post-ICP cases over five months that have not been listed as ready to fix.</p> <p>*Scheduling Manager co-ordinates review of Work In Progress data to escalate cases.</p>
May		Commentary not previously provided

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



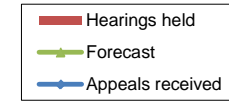
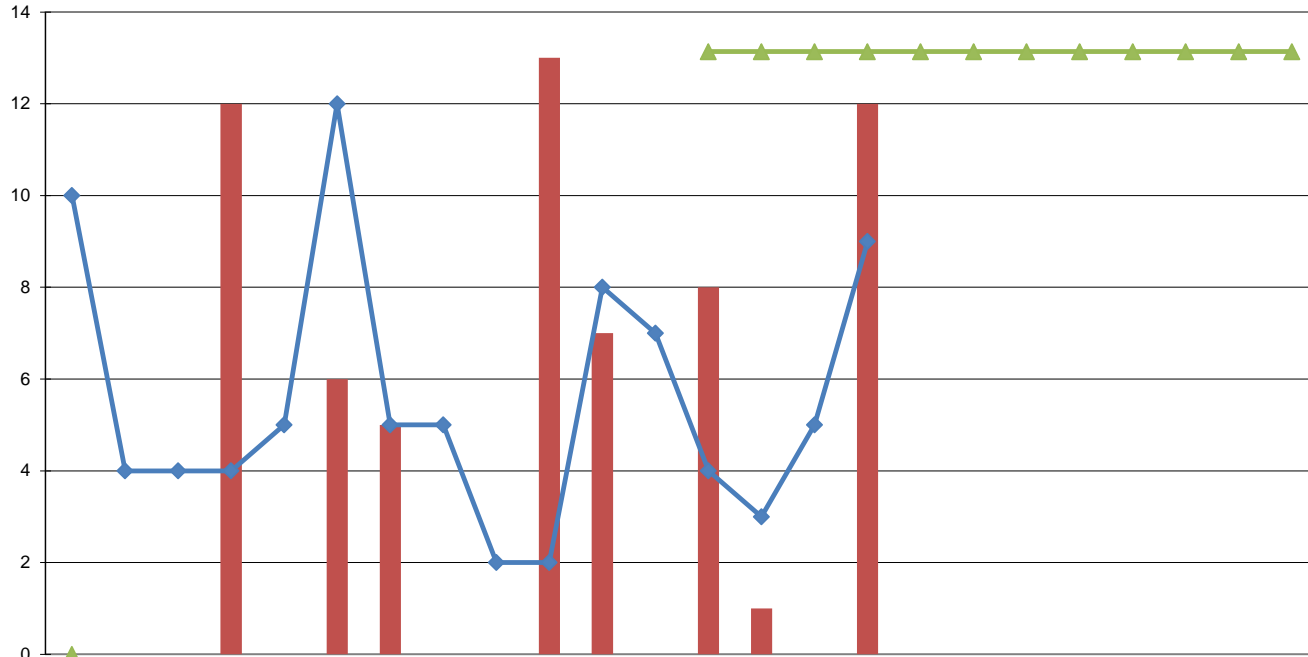
Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	98	161	105	90	49
5-8	83	98	111	88	28
9-12	45	34	37	27	13
13-16	11	9	19	10	8
17-20	10	8	7	8	7
21-24	5	2	3	2	0
25-28	2	0	2	2	0
29-32	0	2	1	0	0
33 -36	2	1	1	0	0
over 36	0	0	1	1	0
Mean Months	7	6	7	7	6
Meadian Months	5	4	5	5	5
Total Cases	256	315	287	228	105

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



Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	26	28	21	21	5
5-8	87	114	129	108	49
9-12	63	121	71	68	27
13-16	43	34	44	15	14
17-20	20	7	13	6	4
21-24	9	4	4	0	0
25-28	6	6	3	4	0
29-32	1	1	0	1	6
33-36	1	0	2	4	0
Over 36	0	0	0	1	0
Mean Months	11	9	10	9	10
Median Months	9	9	8	8	8
Total Cases	256	315	287	228	105

Registration Appeals April 2012 -March 2014



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

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
NA	NA	NA	NA	158
29	53	48	68	21
38	37	59	43	21
4	4	7	4	1
1	3	7	0	1
14	22	20	20	8
7	8	29	17	11
0	0	0	0	0
13	2	4	2	0

Commentary

Cases received

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	9/-4	13	158	* The number of new appeals received in July was the highest in YTD but nonetheless remains below forecast.
June	5	13	158	*5 cases were received in June, which continues to be below forecast.
May	3	13	158	*Only 3 new appeals were received in May, which is below forecast.
April	4	13	158	*Only 4 cases received in Apr (of which 1 has been closed as out of time). *This is well below forecast. *Of the 3 going to hearing, 2 are Health & Character Declarations refused by a Registration Panel and the other is a psychologist grandparenting appeal.

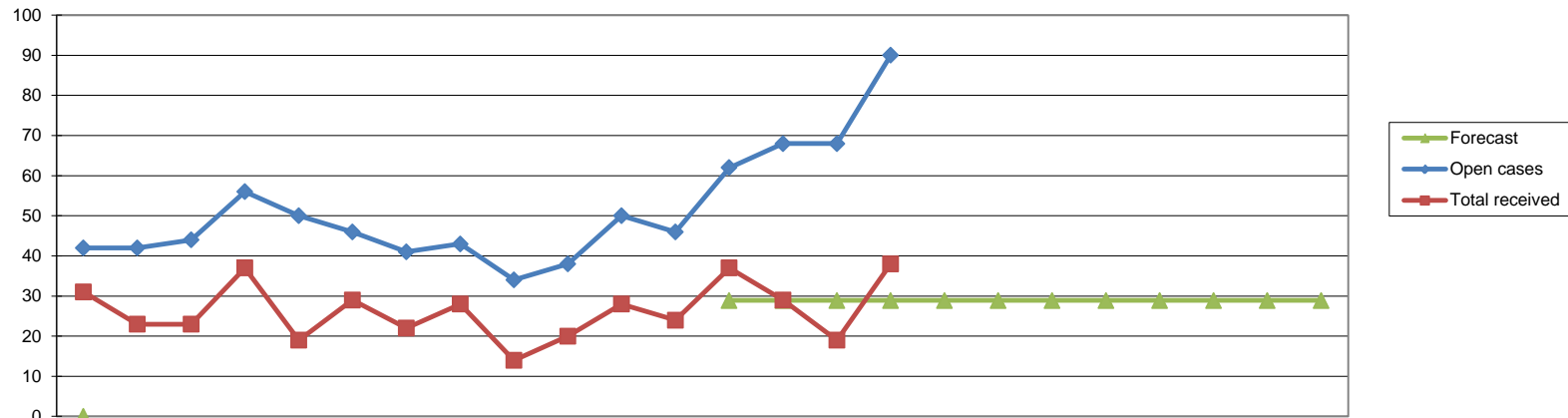
Cases heard

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	12	12	114	* The 15 hearings predicted in June for July in the event reduced to 12 because a small number of cases were not ready to be heard. Only 6 cases are listed for hearing in August as the BDB presenting officer is absent on leave for much of the month.
June	0	12	114	*No appeals were heard in June but 15 are listed for hearing in July.
May	1	12	114	*Only 1 appeal was heard in May.

Length of time (open cases)

Month	Current month / variance	Year Forecast	Commentary
July	Mean - 3 Median - 2	70% 6 months or less	* Of 32 cases awaiting hearing 26 (81%) were no older than 6 months.
June	Mean - 3 Median - 2	70% 6 months or less	*Of 33 cases awaiting hearing 23 (70%) were no older than 6 months.
May	Mean - 3 Median - 2	70% 6 months or less	*Of 34 cases awaiting hearing 24 (71%) were no older than 6 months.

Protection of Title April 2012 - March 2014



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

09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	YTD
NA				
32	21	35	99	44
38	12	23	27	2
2	7	7	3	2
31	26	29	15	4
213	252	172	154	55
316	318	266	298	122
3	1	1	1	0

Cases received

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	38	29	347	* The 38 new cases received in July was above forecast. However the low number in June means the YTD figure of 123 is only 7 over forecast.
June	19	29	347	*Only 19 new cases were received in June, which is below forecast.
May	29	29	347	*29 new cases were received in May, which is precisely in line with forecast. *As usual the majority of complaints related to the chiropody and physiotherapy professions.
April	37	29	347	*37 cases were received in April, which is well above forecast. *As usual the majority of complaints were from professionals and related to chiropody and physiotherapy.

Length of time (open cases)

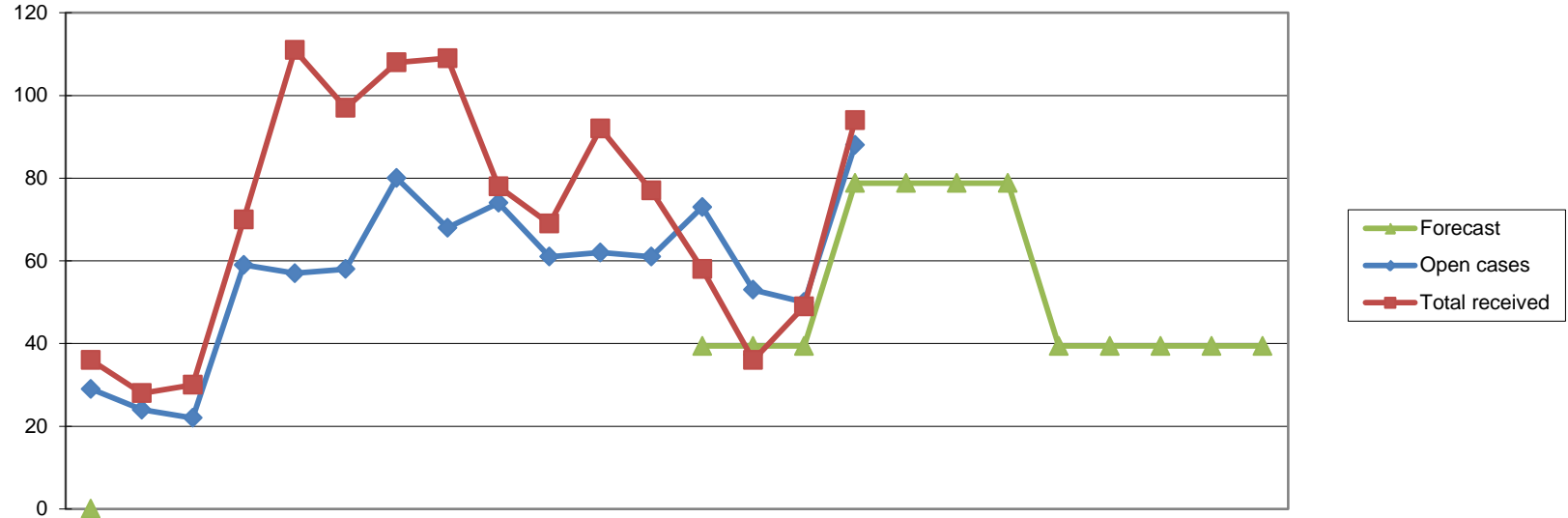
Month	Current month / variance	Commentary
July	Mean – 2 Median - 1	* Of 90 open cases 21 were older than 3 months. * 31 were less than 1 month old.
June	Mean – 2 Median - 1	*Of 68 cases with investigations in progress 13 were older than 3 months. *33 were less than 1 month old.
May	Mean – 2 Median - 1	*Of 68 open cases 13 were older than 3 months. *29 open cases were less than 1 month old.

Common issues / issues arising

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

May	*The majority of cases continued to relate to the chiropody and physiotherapy professions.
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Health and Character Declarations April 2012 - March 2014



		2012			2013									2014					09/10	10/11	11/12	12/13	13/14								
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	YTD	
	Forecast	NA											39	39	39	79	79	79	79	39	39	39	39	39						631	
Received	Renewal	0	0	0	1	1	1	4	32	1	0	0	0	0	1	1	0										154	4	8	40	2
	Readmission	5	8	5	4	5	9	4	6	5	22	30	21	12	12	12	9										53	74	51	124	45
	Admission	31	20	25	65	105	86	100	71	72	47	62	56	46	23	36	85										282	334	356	740	190
	Self-referral	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0										209	149	0	1	0
	Total received	36	28	30	70	111	97	108	109	78	69	92	77	58	36	49	94										698	561	415	905	237
Considered	Considered by panel	11	22	23	20	79	49	16	84	40	53	51	43	33	4	31	31										387	461	322	491	99
	Referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1										61	60	15	0	1
	Admission rejected	0	1	1	1	6	4	1	5	2	2	3	2	2	0	6	0										2	7	6	28	8
	Readmission rejected	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2										7	14	6	2	2
	Renewal rejected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0										1	0	0	1	0
	Not referred to FTP	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0										66	87	13	3	0
	Admission accepted	7	18	19	19	73	45	15	79	38	51	48	41	31	4	25	25										204	247	256	453	85
	Readmission accepted	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3										32	45	23	2	3
	Renewal accepted	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0										12	1	2	2	0
		Open cases	29	24	22	59	57	58	80	68	74	61	62	61	73	53	50	88													

Cases received

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	94/ +15	79	631	* 94 new cases were received in July, which is well above the seasonally adjusted forecast of 79. * 40 (43%) were social worker applications, which is a lower proportion than in recent months.
June	49	39	631	*49 new cases were received in June, which - although not an increase on previous months other than May - probably marks the start of the seasonal growth as students complete courses and begin to apply for registration. *26 (53%) of these were social worker applications, which is broadly in line with recent months.
May	36	39	631	*36 new cases were received in May, which is marginally below forecast. *21 (58%) of these related to social worker applications, which matches the previous month.

Cases closed

Month	Current month / variance	Commentary
July	75	* 75 cases were closed, of which 44 did not need to go to a Registration Panel.
June	51	*51 cases were closed, of which 20 did not need to go to a Registration panel.
May	78	*78 cases were closed, of which 36 did not need to be referred to a Registration Panel. *21 of the 36 were social worker applications for admission or readmission.

Length of time (open cases)

Month	Current month / variance	Measuring Tool	Commentary
July	Mean – 1 Median - 1	95% 1 month or less	* 88 cases were open at the end of July, which reflects the usual seasonal increase in applications for registration. * Of these 76 (86%) were less than a month old. * A focus on progressing the older cases has had some success and it remains the case that the great majority of the older cases that remain unresolved are awaiting the conclusion of outstanding disciplinary proceedings.

June	Mean – 1 Median - 1	95% 1 month or less	<p>*50 cases were open at the end of June.</p> <p>*Of these 32 (64%) were less than 1 month old.</p> <p>*The majority of the older cases continue to relate to applicants subject to disciplinary proceedings but a management review is being conducted of the older cases to see whether any can be progressed more quickly.</p>
May	Mean – 1 Median - 1	95% 1 month or less	<p>*53 cases were open at the end of May, a significant reduction on the figure for April (73).</p> <p>*Of these open cases 41 (77%) were less than 1 month old.</p> <p>*The majority of the older cases related to applicants subject to disciplinary proceedings.</p>

Common issues / issues arising

Month	Commentary
July	* Work Registrations Dept are doing to revise application forms/guidance to reflect the legal changes to the requirement for disclosure of cautions/convictions should, once implemented, result in fewer cases as applicants will have a clearer understanding of what cautions/convictions they need no longer declare.
June	*No issues beyond those previously identified.
May	*Cases where the applicant is subject to ongoing disciplinary proceedings cannot be referred to a Panel until those proceedings are concluded.

Suitability Scheme August 2012 - March 2014

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

Common issues / issues arising

Month	Commentary
July	<p>* The open cases all relate to matters that were referred to us by Education Providers following the completion of their own disciplinary proceedings</p> <p>* The matters referred relate to character issues such as convictions and plagiarism and also competency concerns following practise placements</p>
June	<p>*The issues arising appear to be either in relation to character matters (such as convictions declared by students or those applying for entry to a Social Work degree programme) or competency matters that have arisen during practice placements.</p> <p>*So far there have been no matters referred that have resulted in cases being considered by an assessment panel or an adjudicator.</p>
May	<p>*The issues arising appear to be in relation to character issues such as plagiarism or convictions.</p> <p>*A number of referrals made by education providers also relate to competency issues that have arisen in the course of practice placements.</p>

Cases received

Month	Current month /	Commentary
July	1	* One case was received and logged under the suitability scheme in July * No cases were closed in July * There are currently 6 open Suitability cases
June	0	*No cases were received in June. *4 cases were closed in June.
May	1	*One referral was made under the Student Suitability Scheme in May. *It relates to the removal of a student from a Social Work degree programme following a fitness to practise panel hearing. *There have been a total of 35 cases received under the Suitability Scheme since its inception, 8 of which remain open.

Cases considered by assessment panel or adjudicator

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

MIS cases April 2012 to March 2014

	2012				2013								2014												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases received	48	40	36	51	225	48	75	60	43	81	67	72	102	97	73	120									
Cases closed	29	34	62	356	88	65	99	55	57	109	85	93	130	81	94	106									
Cases open	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40	69	67	106									

12/13 FYE	13/14 YTD
846	392
1543	411

MIS cases - received

Month	Number of Cases	Commentary
July	120	<p>*In July 2013, a total of 120 MIS cases were received and logged. 76 of these cases were dealt by the case support team, again above the forecast figure of 50.</p> <p>*The remainder of 44 are potential FtP cases, where further identifiable information is required, in accordance with the new case logging arrangements.</p>
June	73	<p>*In June 2013, 73 MIS cases were received and logged, again this month the number of MIS cases received is almost double in relation to the forecast of 50.</p> <p>*A number of potential FtP cases are being considered as MIS cases to ensure the correct registrant's are identified before the case can become an FtP case.</p> <p>*There have also been a high number of health and character enquiries.</p>
May	97	<p>*In May 2013, 97 MIS cases were received and logged, again this month the number of MIS cases received is almost double in relation to the forecast of 50.</p> <p>*A number of potential FtP cases are being considered as MIS cases to ensure the correct registrant's are identified before the case can become an FtP case.</p> <p>*There are also a high number of referrals in relation to unidentified social workers.</p>

MIS Cases - Open cases

Month	Current month / variance	Commentary
July	106	<p>*At the end of July 2013 there were a total of 120 open/re-opened MIS cases, of which 65 cases are within the case support team.</p> <p>*There has been an on-going increase in referrals, in particular in relation to social workers, where follow-up work is required, such as further identifiable information, which explains the reasons for the increase in the number of open MIS cases.</p>
June	92	<p>*At the end of June 2013 there were a total of 92 open/re-opened MIS cases, of which 62 cases are within the case support team.</p> <p>*The number of open cases could be explained by the increase in the number of MIS referrals over the past few months which is now having an effect on the months going forward.</p> <p>*Many MIS cases require follow up work, such as requesting for further identifiable information.</p>
May	69	<p>*At the end of May 2013 there were a total of 58 open/re-opened MIS cases.</p> <p>*The number of open cases can be explained by the increase in the number of MIS referrals, in particular, where the registrant is unknown and further information is being sought.</p>

MIS cases - common themes

Month	Commentary
July	<p>There has been an increase in the number of MIS cases requiring follow-up work and monitoring and managing the case loads. This month an experienced case support officer left the organisation and the 1 remaining temporary support officer was also transferred to another team. The loss of these resources has had some impact on the work of the team, given that the workload remains high and continues to increase.</p> <p>Two new case support officers started at the end of the month, and as they are trained up this will help the team and to better manage their workloads.</p> <p>The case support team has also this month been trained to prepare appeal and health and character bundles to assist case team 3.</p>

June	<p>*Again this month the work of the case support team has been significantly high, due to the high workload within the case management teams.</p> <p>*Extra resources have been recruited within the team, 2 temporary case support officers (although 1 officer left at the end of the month).</p> <p>*Both have helped with the ICP follow-up decisions and chaser letters.</p> <p>*This has been a significant help to the team and has allowed the team to take on further work to assist the case teams</p>
May	<p>*The work of the case support team has evolved immensely.</p> <p>*Through training and experience their ability to handle a variety of MIS cases has grown.</p> <p>*Accordingly, a number of potential FtP cases are initially being considered as MIS cases to ensure the correct registrant's are identified before the case can become an FtP case.</p> <p>*There are also a high number of referrals in relation to unidentified social workers and these matters require follow up work.</p>

Cases that would be subject to CHRE/PSA audit

Month	Current month / variance	Commentary
July	35	*35 FtP related MIS cases were closed in July 2013, which would be subject to an audit.
June	22	*22 FtP related MIS cases were closed in June 2013, which would be subject to an audit.
May	39	*39 FtP related MIS cases were closed in May 2013, which would be subject to an audit.

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

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

Month	Number of Cases	Commentary
July	1	*IOs: 1 case was extended at High Court this month, 7 extended YTD. *JR: The decision in the JR claim that was heard in June was handed down. The claim was
June	0	*IOs: no cases were extended at High Court this month, 6 extended YTD.
May	0	*IOs: no cases were extended at High Court this month, 6 extended YTD, 1 live case with an extension to IO

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

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

12/13 FYE	13/14 YTD
103	59
101	44

Complaints common issues

Month	Commentary
July	<p>* In July 20 complaints were received. * 12 complaints were responded to. Of these: 6 related to decisions of panels; 2 related to systems or processes, 2 related to queries about FtP/POT cases but were not complaints; 1 related to a data security breach; 1 related to (correct) publication of an outcome on the webpage</p>
June	<p>*In June there were 14 complaints received. *15 complaints were responded to. *Of these 6 related to timeliness of response during the investigation or hearing. *4 complaints related to the decisions of either ICP panel or the decision to close the case pre ICP (2 of each). *Two complaints related to how HCPC was perceived to make reasonable adjustments to support disabilities in the investigation or hearing stages, and a further two related to HCPC processes (specifically standard of acceptance). *There was a repeated complaint - first made in 2011 - regarding HCPC post hearing publication on the website.</p>
May	<p>*In May, there were 17 complaints received. *The mean response time was 13 days, and median time was 10 days. *Four complaints related to response time from FTP to parties in the case regarding progress. *A further four complaints related to decisions taken by the Investigating Committee. *Two complaints related to support given to complainants to make a complaint, and two related to submission of further evidence for consideration following a case closure decision. *There were also complaints on the following areas (one each): decision to close a case pre-ICP; further correspondence on a previously responded complaint; request to remove details from HCPC website; equality and diversity matters; postponement of a hearing.</p>

Complaints received

Month	Number	Commentary
July	20	* The number was higher than the rolling average
June	14	*The rolling average number of complaints received is 11 per month. *June was therefore slightly higher than this number.
May	17	*The number of complaints received was higher than the rolling average for the last 12 months (currently 10 per month). *The numbers and complexity have affected the response times.
April	8	*The number of complaints in April was lower than in previous months. *This allowed a faster turn around time than the HCPC standard response.

Complaints responded to

Month	Number	Commentary
July	20	* The mean turnaround time was 8 days, the median was 7 days. This continues to be in line with HCPC timescales
June	15	*The mean and median response time was 12 days. *This is in line with HCPC complaints turnaround times. *A further 6 complaints received in late June have already been responded to in early July.
May	9	*Nine complaints were not responded to within the month due to the 15 working day period and their arrival after the 16th May

GSCC transfer cases August 2012 - March 2014

	2012			2013					2014						12/13 FYE	13/14 YTD							
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			Oct	Nov	Dec	Jan	Feb	Mar	
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27										456	156
Cases closed pre-ICP		13	N/A	N/A	N/A	6	1	7	6	5	2	1	0									33	8
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76										431	315
ICP considerations																							
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5										123	32
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5										120	27
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4										100	14
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1										20	13
% CTA	0	93	86	96	84	91	41	92	40	71	27	80										83	52
Final Hearings																							
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8										24	35
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2										4	11
Caution	0	0	0	0	0	0	0	1	2	0	5	2										1	9
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1										1	3
No further action	0	0	0	0	0	0	0	0	2	0	0	0										0	2
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0										1	9
Part heard	0	0	0	0	0	0	0	0	3	0	2	0										0	5
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0										0	1
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0										3	5
Struck off	0	0	0	0	1	2	0	4	4	1	0	2										7	7
Suspended	0	0	0	0	0	0	1	6	8	1	1	1										7	11
Review cases																							
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2										14	4
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0										1	0
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0										0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0										0	1
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0										5	1
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0										2	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1										0	1
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0										0	0

Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Restored	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	0	0
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	5	1
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Consent	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	33	1
IOR	0	0	1	0	1	1	10	0	7	8	3	9	13	27

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	27	* This is broadly in line with forecast. * Four cases are listed for ICP in August 2013
June	217	33	*There has been a further reduction in the open cases pre ICP (which includes cases in the Enquiry status). *The forecast originally estimated that all pre ICP cases would be closed by the end of June however the small number remaining require further investigation. *Nine of the cases are listed for ICP in July and August. *A further three have been considered by ICP but referred back for further information
May	217	45	*The forecast estimated that only 12 cases would be open at the end of May. *Cases can only be closed pre ICP where they meet the criteria for closure, or obs'ed where sufficient information has been gathered. *A review was undertaken of open GSCC cases in May 2013 to ensure that they were progressing in a timely manner and no cases should be closed pre ICP or were ready to obs. *This review indicated that cases were being managed effectively with no undue delay.

Cases closed pre-ICP

Month	Total to date	Total this month	Commentary
July	36	0	* No cases were closed without consideration by the Investigating Committee in July.
June	36	1	*The cases closed for June is broadly in line with forecast, but slightly lower over the year as fewer cases were closed pre ICP in previous months.
May	35	2	*Slightly fewer cases were closed pre ICP than forecast. *This also occurred in the preceding month (see above for information about the recent case review).

Cases Obsed

Month	Total to date	Total this month	Commentary
July	160	0	* No cases were obs'ed in July which is below the forecast of 3. * Cases are regularly reviewed to assess whether they are ready for the allegation to be drafted.
June	160	4	*The number of cases obs'ed in June 2013 was higher than the forecasted 0 as it was originally anticipated that all pre ICP cases would be closed by this point.
May	156	2	*The number of cases obs'ed in May 2013 was only 1 fewer than forecast. *April 2013 was also lower than anticipate (see above for information about the recent case review).

Cases considered at ICP

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

May	137 (134 heard, 3 FI)	8	<p>*The number of cases heard at ICP was 1 fewer than forecast.</p> <p>*April was also below forecast.</p> <p>*The lower obs number in the preceding month account for the lower than expected number being considered.</p> <p>*14 cases are listed for ICP in June 2013 and 4 for July 2013.</p> <p>*The higher number of cases listed for June in part makes up the shortfall in April 2013 and May 2013 as only 3 were initially forecast for that month.</p>
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Cases referred

Month	Total to date	Total this month	Commentary
July	114	4	<p>* The number of cases referred is higher than forecast as no cases were due to be considered by ICP in July.</p> <p>* The overall number of cases referred to hearing is in line with the forecast.</p>
June	110	3	<p>*The number of cases referred broadly meets the forecast for June 2013</p> <p>*It was lower in the previous month due to the lower number considered.</p>
May	107	5	<p>*The number of cases referred meets the forecast for May 2013.</p> <p>*It was lower in the previous month due to the lower number considered.</p>

Case to answer

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

May	81%	71%	<p>*The case to answer rate for May 2013 has not impacted the overall case to answer rate for transfer cases.</p> <p>*Although the referral rate is higher than predicted, the actual number of cases is in line with original predictions as we received fewer cases from the GSCC than originally anticipated.</p>
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Open post-ICP cases

Month	Total to date	Total this month	Commentary
July	76	76	<p>* The number of open cases awaiting hearing is slightly higher than the 69 forecast.</p> <p>* There were a slightly number of hearings in July than anticipated</p>
June	75	75	<p>*The number of open cases post ICP is higher than the 29 anticipated in the forecast.</p> <p>*This is due to the lower number of hearings held in recent months.</p>
May	80	80	<p>*All cases are assessed following the case to answer decision to determine the best way in which to manage the case.</p> <p>*A number of cases have been, heard, have been listed or are ready for listing.</p> <p>*The number of open cases post ICP is higher than the 37 anticipated in the forecast.</p> <p>*This is due to the lower number of hearings held in April 2013 than anticipated.</p>

Final hearing cases heard

Month	Total to date	Total this month	Commentary
July	58	8	<p>* The number of hearings listed was slightly lower than the 11 forecast.</p> <p>* Six of the 8 cases listed were concluded in July.</p>
June	50	12	<p>*The number of cases concluded in June was slightly lower than predicted as 4 cases were adjourned / postponed.</p>
May	38	10	<p>*The number of cases heard in May 2013 was again lower than forecast and combined with the lower number in April 2013 leaves a shortfall over the two months of 36 cases.</p> <p>*38 final hearings are scheduled to take place up to November 2013.</p>

Open review cases

	Total to date	Total this month	Commentary
Month			
July	29	29	*This is broadly in line with forecast.
June	27	27	*This is broadly in line with forecast.
May	28	28	*This is broadly in line with forecast.

Review cases heard

	Total to date	Total this month	Commentary
Month			
July	15	2	*This is broadly in line with forecast.
June	13	1	*This is broadly in line with forecast.
May	12	1	*This is broadly in line with forecast.

Interim order cases heard

	Total to date	Total this month	Commentary
Month			
July	82	9	* No GSCC transfer interim order cases were forecast to be considered in July, however the review requirements depend on the date the order was imposed.
June	73	3	*This is broadly in line with forecast.
May	70	7	*This is broadly in line with forecast.

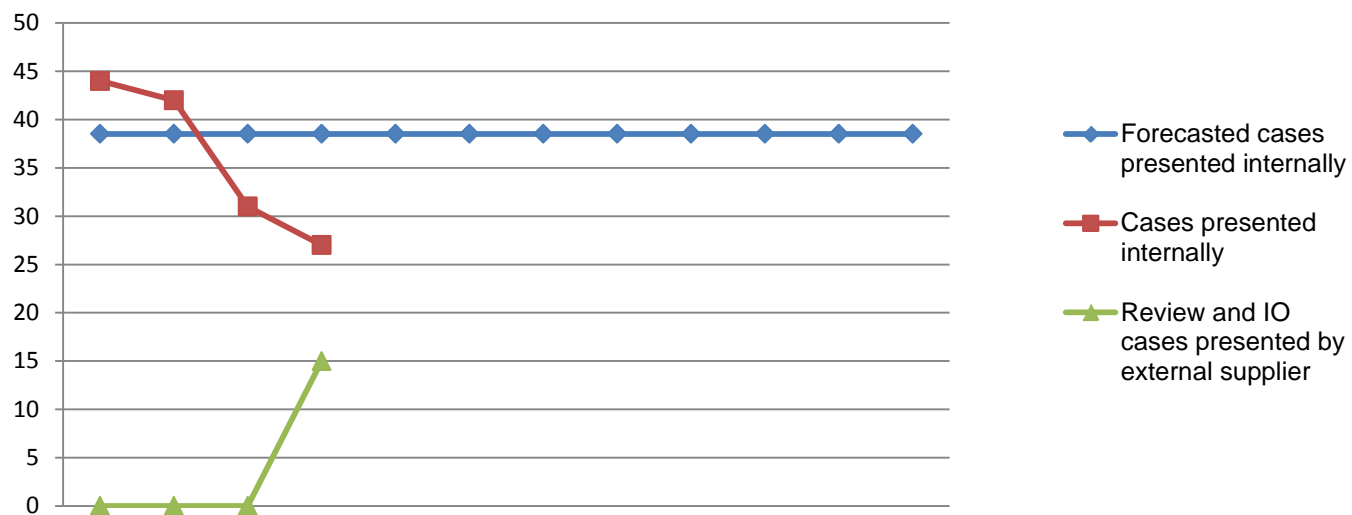
PSA learning points received April 2012 - March 2014

	2012												2013												2014												12/13	13/14
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Learning points received	13	10	12	12	7	6	11	7	8	9	0	9	9	11	20	6									9	11	20	6									104	46

Issues arising and learning points

Month	Commentary
July	<ul style="list-style-type: none"> * 6 feedback points were received in July * These cover hearings from April and May 2013 * This is lower than in previous months * 2 of the points related to the level of detail in the published decision * 2 raised concerns about the leniency of decision * 1 point addressed a lack of questions put to a registrant giving evidence * 1 point question the panels interpretation of a legal point * We disagreed with the 2 points which suggested that the panel's decision was lenient
June	<ul style="list-style-type: none"> *Two sets of learning points were received during June. *These cover hearings from February to April 2013. *This is higher than in previous months. *Two learning points relate to the production of separate decisions in health cases. *Other learning points are specific to individual cases, but reference an unnecessary application for an Interim Suspension Order that was already covered by the existing sanction, typographic errors in the decision and a technical detail about a Vetting and Barring case. *HCPC did not disagree with any of the learning points. <p style="text-align: right;">*Nine of the points relate to the level of the detail in the published decision.</p>
May	<ul style="list-style-type: none"> *11 feedback points were received from PSA during May. *This in slightly higer that in previous months. *No cases were referred to a s29 case conference or appealed to the High Court. *There were some reoccurring themes in the feedback points. *These were over reliance on 3rd party investigations, lack of detail in review determinations incomplete determinations in relation to consent orders. *Some of the point raised were similar to those that appeared in the April feedback letter and we will continue to focus upon these in case management workshops and panel refresher training.

Internal operational management commentary April 2013- March 2014



	2013				2014								13/14 YTD	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	39	462
Cases presented internally	44	42	31	27										144
Review and IO cases presented by external supplier	0	0	0	15										15

Cases presented internally

Month	Current month / variance	Month forecast	Year forecast	Commentary
July	27/-12	39	462	*27 cases were presented internally in July. *This is below forecast but is accounted for by the fact that external solicitors were instructed to present some Review and IO cases. *The use of external solicitors for presenting Review and IO cases will continue to be reviewed in order to free up Case Manager resource to focus on case progression.
June	31	39	462	*31 cases were presented internally in June. *This excludes 14 GSCC transfer cases that were also presented. *This is below forecast.
May	42	39	462	*42 cases were presented internally in May. *This excludes 12 GSCC transfer cases that were also presented. *This is slightly above forecast.

Forthcoming cases to present internally

Month	Current month / variance	Commentary
July	48	*There are 36 and 12 Review and IO cases (inc GSCC transfer cases) listed for internal presenting in August and September. *External suppliers have been instructed to present 5 Review and IO cases in August and 11 cases in September.
June	50	*There are 50 and 40 cases (inc GSCC transfer cases) listed for internal presenting in July and August. *In view of the below number of forecast hearings that KN are presenting KN have been instructed to present 15 IO and A.30 review hearings in July.
May	41 (+18 GSCC)	*There are 41 and 18 cases (inc GSCC transfer cases) listed for internal presenting in June and July respectively. *The lower number of cases for internal presenting in July is accounted for by the fact that KN has been instructed to present a number of review hearings in July and August in order to free up Case Manager resource.

Review and IO cases presented by external supplier

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

Internally presented cases - common issues

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

Resourcing and absence - Case Management teams

Month	Commentary
July	Changes: *Two new Case Managers appointed on 12 month fixed term contracts started. *Two new Case Support Officers started. *Interviews for two Case Team Managers were held and appointments made. The new appointees will be in post in late August. *Case Support Team Manager post will be advertised in August following the promotion of the current postholder to Case Team Manager. *Training sessions for Case Team Managers and Case Managers on the mediation pilot were run.

June	<p>*Changes: One Case Manager left in June.</p> <p>*Two new 12 month fixed term contract Case Manager positions have been approved and will be recruited for in July.</p> <p>*The two replacements Case Support Officer positions have been recruited and will commence towards the end of July.</p> <p>*The replacement for the Case Manager who finished in June is anticipated to return to work in July (he was on a sabbatical).</p> <p>*We have also commenced the recruitment campaign for two Case Team Manager positions, with interview dates set for July.</p> <p>*It is anticipated that the individuals will be in post in mid-August but there may be a period of induction prior to the Case Team Managers being allocated to their Case Teams.</p> <p>*Absences: Sickness and holiday leave was within expected levels in June.</p> <p>*However, a lot of annual leave has been booked for July, which will be discussed and addressed in Weekly Meetings to ensure that work is covered during periods of absence.</p> <p>*Also, the Admin team is dealing with on going sickness absence of one Admin Officer.</p> <p>*A 6 month contract position to cover this period of absence has been approved and will be recruited for in July or August.</p> <p>*A FTP workshop was run to incorporate a number of areas for refresher training involving the pre-ICP case management processes.</p> <p>*These workshops were run as two half day workshops.</p>
May	<p>*Changes: One Case Team Manager and one Case Support Officer resigned this month.</p> <p>*In addition, 3 temporary members of staff have been recruited to provide additional resource to the Case Support and Admin teams (including providing cover for the vacant CSO position until a replacement is appointed).</p> <p>*Training: Staff attended the all employee training day in Eltham.</p> <p>*Absences: Annual leave and sick leave were within expected levels.</p>

Resourcing and absence - Administration team

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

May	<p>*Changes: There were no team changes on May.</p> <p>*Training: No training was conducted in May.</p> <p>*Absences: The team took 8 days annual leave. One member of staff had two weeks paternity leave. Absence due to sickness was within normal levels.</p>
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Resourcing and absence - Scheduling team

Month	Commentary
July	<p>*Changes: One scheduling officer has left the team to commence a new post in registrations. The new Lead Scheduling Officer post was recruited internally, leaving two vacancies within the team, Recruitment for those posts are currently underway and two temporary officers have been sourced to ensure business continuity</p> <p>*Training: 3 officers participated in managing diversity training and the entire team undertook CMS refresher training.</p> <p>*Absences: the team took 14 days of annual leave this month</p> <p>*Absence due to sickness were within acceptable levels</p>
June	<p>*Changes: One scheduling officer has been promoted internally to the registrations team.</p> <p>*Recruitment plans are currently underway for a replacement post as well as a new lead scheduling officer role, which will be advertised next month.</p> <p>*A temporary officer will be in post to cover the recruitment period</p> <p>*Training: continuation of inductions for the new scheduling officers</p> <p>*Absences: The team took 9.5 days of annual leave this month.</p> <p>*Absence due to sickness were within acceptable levels.</p>
May	<p>*Changes: Three scheduling officers commenced their substantive posts in May.</p> <p>*One of these roles was new and two were replacement posts.</p> <p>*Training: Induction training has commenced for the three new scheduling officers</p> <p>*Absences: The Scheduling team took 20 days of annual leave this month.</p>

Resourcing and absence - Hearings team

Month	Commentary
July	<p>* There is currently one agency worker in the hearings team to cover a 12 month secondment of a hearing officer to a case management post. This post is being recruited for in August for 12 months</p> <p>* Training: One hearings team manager took a 2 day introduction to management course in July. 3 members of the hearings team took a one day proof reading course.</p> <p>Absences: Annual leave and sickness absence was within acceptable levels and all hearings were covered by hearing staff. The 2 hearings team managers covered hearings on 5 occasions in total to assist.</p>
June	<p>*A Hearings Officer has been appointed on a 12 month secondment to a Case Manager post, and this post will be back filled.</p> <p>*The two Hearing team Managers are now in post, with line management responsibility for the Hearings Officers.</p>
May	<p>*Changes: A second lead hearing officer position was created June.</p> <p>*The successful applicant was promoted from a hearing officer position and the vacancy created by this was also successfully filled by a scheduling officer.</p> <p>*2 new hearing officers started working in May in accordance with the workplan.</p> <p>*Training: No training was conducted in May.</p> <p>*Absences: Hearing officers took annual leave on 23 days in May.</p> <p>*Sickness absence was within acceptable levels.</p>

FTP Internal Measuring Tools Report 2012-13

Fitness to practise		2012												2013												2014												Average 12/13	Average 13/14
		Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar													
From date allegation made to notifying registrant of full allegation																																							
Cases obs'ed each month	Total cases obs'ed	64 / 129	26	48	48	61	49	57	58	43	33		57	49	51	60	59	57	70									48	62										
	% within 5 months	73%	77	69	77	72	88	84	88	95	97		84	96	88	92	83	93	86									85	89										
	% within 7 months	85%	96	77	85	84	90	91	90	95	97		88	98	94	93	86	98	93									90	93										
	% within 10 months	95%	96	83	92	89	96	91	92	95	100		95	100	94	95	92	100	96									94	96										
	% over 10 months	5%	4	17	8	11	4	9	8	5	0		5	0	6	5	8	0	4									6	4										
	Mean months	3.5	4	5	4	5	3	2	2	2	1		3	1	1	2	3	1	2									2.8	2										
	Median months	2.5	3	3	3	2	1	1	1	1	1		1	1	1	1	1	1	1									1.6	1										
Cases yet to be obs'ed	Total cases to be obs'ed		188	163	132	132	110	96	86	101	121		98	93	95	94	93	99	98								118	96											
	% of cases 5 months and under		63	64	58	62	53	49	55	63	64		62	59	62	66	63	65	69								60	65.75											
	% 6-7 months		11	8	8	11	15	14	6	5	10		7	6	66	2	10	11	5								14	7											
	% 8-10 months		9	10	11	10	10	9	15	11	7		7	8	6	7	4	2	8								9	5.25											
	% over 10 months		18	18	23	17	22	28	24	21	19		24	27	26	25	23	21	17								22	21.5											
From ICP to final hearing																											0												
Currently awaiting hearing	Total cases concluded		18	25	19	10	10	22	24	21	21		22	23	13	21	26	28	30								19	26.25											
	% within 8 months	70%	77	60	58	70	40	45	38	57	43		59	74	62	67	42	57	43								57	52.25											
	% within 10 months		11	24	26	30	50	32	46	19	67		59	87	77	71	62	75	63								44	67.75											
	% over 10 months		11	16	16	10	10	23	17	24	33		41	13	23	29	38	25	37								20	32.25											
Currently awaiting hearing																											0												
	Total cases awaiting hearing		194	176	194	189	215	232	236	241	242		234	242	254	260	267	268	255								221	262.5											
	Length of time from receipt to acknowledgement	5 days	NA												NA												NA	3											

Health and character

From receipt of declaration on application to the register to Panel

Case heard or closed	Total cases heard or closed		8	18	20	41	48	60	35	50	41	80	81	82	90	78	51	75	47	73.5
	% within 1 month	95%	88	83	85	88	94	75	91	94	88	NA	NA	NA	90	79	76	84	87	82.25
Cases waiting to be heard	Total cases waiting to be heard		14	11	20		38	22	20	29	21	58	65	40	73	53	50	88	31	66
	% over 1 month old		7	27	15		8	14	10	14	19	34	35	50	14	23	36	15	21	22
	Length of time from receipt to acknowledgement (median)	5 days	NA											NA	NA	NA	4.7	NA	4.7	

Registration Appeals

From receipt of notice of appeal to hearing	% within 6 months	70%	75	78	100	N/A	N/A	N/A	77	88	N/A	90	88	89	74	71	70	42	85.625	64.25
	% within 9 months	90%	100	100	100	N/A	N/A	N/A	92	100	N/A	NA	NA	NA	Not previously provided	Not previously provided	93	58	98.4	75.5
	Length of time from receipt to acknowledgement (median)	5 days	NA											NA	NA	NA	11	NA	11	

Protection of title

	Length of time from receipt to acknowledgement	5 days	NA											NA	NA	NA	6	NA	6
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MIS

	Length of time from receipt to acknowledgement	5 days	NA											3	3	5	7	NA	4.5
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Fitness to practise measuring tools

Month	Commentary
July	* 86% of cases were obsd within 5 months of receipt in July. * This represents a 13% decrease from June, however it still exceeds the internal measure, which is 73%
June	*The number of cases obsd within 5 months of receipt is 93%, which exceeds our internal service standard
May	Commentary not previously provided

Health and character measuring tools

Month	Commentary
July	* Despite a high volume of new cases the proportion concluded within one month in July (84%) has increased significantly over May - June. * There is a high number of open cases (88) but only 15% are over a month old.
June	*The proportion of older cases has increased - most involve employer disciplinary proceedings. *These will be reviewed closely during Case Review Meetings with Case Managers during July.
May	Commentary not previously provided

Registration appeals measuring tools

Month	Commentary
July	* Performance on managing Registration Appeals has deteriorated significantly. This is the result of the team manager post being vacant since the previous manager left at very short notice in May. A replacement will be in post 27/08/13 though will not become operational for some weeks following a period of induction. In the meantime this workstream is being reprioritised in order to reduce the backlog of cases before the new incumbent takes over.
June	*Performance on handling Registration Appeals remains in line with internal measuring tools
May	Commentary not previously provided

Protection of title measuring tools

Month	Commentary
July	* At 6 days the length of time to acknowledgement is slightly outside the 5 day standard. This reflects the impact on the
June	Commentary not previously provided
May	Commentary not previously provided

MIS cases measuring tools

Month	Commentary
July	* The average length of time to acknowledge receipt of a MIS case in July was 6 days, which falls outside the service standard of 5 days. * The reason for the increased length of time to acknowledge receipt can be explained by the increased number of MIS cases received in July, the resignation of two experienced members of the Case Support Team and the increased level of case support required due to the high caseloads of Case Managers
June	* The average length of time to acknowledge receipt of a MIS case in June was 5 days. * This is directly in line with our Service Standards. * However, the length of time to respond to MIS cases has increased since last month * This can in part be explained by the increased number of MIS cases received in June in addition to the resignation of two experienced Case Support Officers
May	*The average acknowledgement time for an MIS case for May 2013 was 3 (2.9) calendar days, and a median of 2 calendar day. *These are good acknowledgement times and are well within the service standards, taking into account the significant increase in the MIS caseloads.

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
July	0	* There were no actions assigned to a Historic User in CMS in July
June	3	*There were three outstanding actions assigned to an Historic User in May. *These actions are monitored on a weekly basis to ensure that appropriate action is taken. *Two of the actions related to MIS cases and one related to a DEC case.
May	2	*There were only three outstanding actions assigned to a Historic User in May. *This is evidence of the effectiveness of the weekly monitoring in place. *Both actions related to MIS cases.

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
July	490	*The number of overdue actions in July remains high (although less than June). * The majority of overdue actions continue to be letter/email received actions (161) and chase actions (174). * Some overdue actions. * Overdue actions are reviewed on a weekly basis, with a focus on prioritising risk assessments, draft obs and letter/email received actions. * We are working to enhance reports on overdue actions to allow for better monitoring.
June	513	*The number of overdue actions in June remained high. *This is a reflection of the higher than forecast number of cases under investigation within the Case Management Team. *Overdue actions are monitored on a weekly basis and the tasks to be prioritised are discussed at the Weekly Meeting. *Tasks to be prioritised are risk assessments, obs drafting and reviewing further information received. *The Case Support team takes on basic day to day tasks to assist Case Managers in progressing their cases. *The creation of 2 new fixed term Case Manager positions will provide adequate resource and we expect to see a reduction in the number of overdue actions when those posts commence.
May	510	*The number of overdue actions in May was high.*This is not unexpected given the high caseloads being managed within the department. *The majority of overdue actions continue to be chases and letter and email received actions. *Overdue actions are monitored on a weekly basis and in times of high workloads, consideration is given to which tasks take priority according to risk and importance. *Generally these tasks are risk assessments, obs drafting and reviewing new information received.

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
July	14	*There are 14 outstanding actions allocated to the 'unallocated' user profile in July. These actions are mainly within cases and cannot be monitored or picked up by the adjudication team. *There may be some confusion within case teams on the purpose of the 'Hearings team unallocated' profile, which should only be used for scheduling requests. Letter and email actions are to be allocated to the hearings/scheduling officer concerned or to the scheduling manager for reallocation.
June	N/A	Commentary not previously provided
May	N/A	Commentary not previously provided

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
July	154	* There are 154 overdue actions within the adjudication team. *The adjudication management team will focus on the overdue 'email received' letter received' and 'hearing follow up' actions. *The majority of outstanding email actions were witness availability emails, which the scheduling team left unactioned as a way of making them easy to find when scheduling hearings.
June	N/A	Commentary not previously provided
May	N/A	Commentary not previously provided

Net Regulate status checks

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

May	23 Non-public statuses 1 Sanction status	<p>*The non-public statuses were under investigation statuses that had either not been applied or not removed following the closure of a case.</p> <p>*The frequency of these errors has reduced in recent months, but further improvements in this area are needed and will continue to be monitored.</p> <p>* A striking off order was applied in advance of the expiry of the 28 day appeal period.</p>
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