

Council, 26 March 2014

Fitness to Practise Report

Executive summary and recommendations

Introduction

This report sets out the main activities of the Fitness to Practise Department since the last meeting of Council. It includes statistical information and highlights key work undertaken.

Decision

The Council is requested to discuss the document.

Background information

None

Resource implications

The resources for the Department are set out in the annual workplan and budget 2013–14.

Financial implications

None

Appendices

Fitness to Practise Report

Date of paper

17 March 2014

Fitness to Practise Department

Management Information Pack

Kelly Holder, Director of Fitness to Practise
Mar-14

Fitness to Practise Department – Executive Summary

Case Information

The statistical information and commentary on information relating to the work of the Fitness to Practise Department can be found in the management information pack. This document draws out some of the key information provided in the pack and other relevant information

Key Forecast and Management Information Summary (pages 6-7)

The number of open cases both at the Pre ICP and Enquiry and at the Cases awaiting hearing stage is higher than was forecasted. This is in part due to a lower number of cases being closed pre ICP than was anticipated. We have reviewed the workings of the case progression conference and are reviewing all cases that are older than 15 months to assess whether any further action can be taken to bring those cases to their conclusion.

We have recently undertaken a recruitment campaign for 6 new case managers (3 replacement posts and 3 new posts). In early 2014-15 we will be looking at the mix of cases that each case manager is allocated and at alternative ways of case allocation, management and investigation.

Cases received: Profession and Source of Complaint April 2009-March 2014 (pages 10-11)

52 per cent of the 1883 cases received between April and February are about social workers. 64 per cent of the referrals from members of the public are about social workers. As part of the 2014-15 FTP work plan we are looking further developments to our feedback mechanisms which will link to

the work we undertake to ensure the accessibility of our processes.

The number of cases received remains broadly in line with forecast. We are looking at the mix and complexity of those cases to ensure appropriate resources are allocated to the management and investigation of cases.

Investigating Panel decisions and referrals April 2012-March 2014 (pages 14-18)

The number of cases considered in February 2014 by panels of the Investigating Committee was lower than forecast. This linked to the decision in December 2013 not to send obs letters to potentially vulnerable registrants in the run up to the holiday period when they would not be able to access support and guidance. We are currently undertaking a piece of work looking at the provisions we have in place to support registrants and this will form a key part of the 2014-15 work plan. The case to answer percentage is currently 50 per cent which is as forecast.

Pre ICP Case Information April 2013-March 2014 (pages 19-23)

Between 9 and 12 per cent of cases are closed every month without consideration by an Investigating Committee Panel because those cases do not meet the standard of acceptance for allegations. We undertake an audit of those cases to ensure the correct processes have been followed when considering whether to close those cases. Taking into account all closure type before final hearing, the percentage of cases referred is circa 20 per cent of all cases received.

Investigating Panel Decisions by profession and source of allegation April 2009-March 2014 (page24)

The case to answer percentage for all complainant types is currently 50 per cent. For complaints from members of the public it is 16 per cent and for employers it is 64 per cent. We will analyse further the reasons for this in the FTP annual report.

Interim Order Cases April 2013-March 2014 (pages 27-34)

There are 14 cases where the interim order is due to expire within the next 6 months. If those cases are not concluded in that time frame then arrangements will need to be made to apply to extend those orders in the high court. Those cases are regularly reviewed to ensure the necessary action is being taken.

Panel Hearing Decisions (Preliminary and Final Hearings) April 2009-March 2014 (pages 35-40)

297 non GSCC transfer cases were listed between April 2013 and February 2014 with 258 cases concluded. 19 cases were concluded via the consent process which is 7 per cent of the cases concluded.

As part of our work reviewing decisions, we are analysing the reasons for the number of adjourned/part heard cases and the number of not well founded cases. Not well founded cases in the YTD are 26 per cent of the total concluded cases.

The number of hearings listed in February was less than anticipated due to employee changes in November 2013.

Health and Character Declarations April 2012-March 2014 (pages 66-69)

The number of health and character declarations open at the end of February was 36. This is lower than any other month in 2013-14. We are planning for the anticipated peak of health and character declarations between June and November 2014

Suitability Scheme August 2012-March 2014 (pages 70-72)

We held our first Adjudication panel under the scheme in February 2014 and the individual was placed on the prohibited list.

Cases at judicial review or high court/court of sheriff (page 76)

The PSA have referred three cases to the High Court under the provisions of Section 29 (4) of the National Health Service Reform and Health Care Professions Act 2002.

There are currently 5 open appeals from registrants against hearing decisions, 2 registration appeals and one case where an individual is seeking permission to apply for judicial review.

The individual who was found guilty of misuse of title has appealed the decision.

GSCC transfer cases August 2012-March 2014 (pages 79-86)

At the end of February there were 7 open cases pre ICP and 36 open post ICP. We are anticipating concluding those cases shortly. Further analysis of GSCC transfer cases will be undertaken as part of the annual report preparation.

Mediation Pilot

One case has been referred for mediation and the mediation is due to be held in April 2014

Stakeholder Meetings

Members of the department met with the following groups between January and March 2014:

CQC Ambulance Advisory Group
NHS Counter Fraud
Law Commission
Patients Association
Charter
Directors of Fitness to Practise Forum
Health Professions Council South Africa
DH Themed meetings on the proposed fourth session bill
Legal Service Tender Debriefs
Employer Events – Bristol and Inverness
TCM's National Forum for Mediation in Health and Social Care

Projects and Work plan

The Work plan update provided as appendix to the work plan provides more detail on the activity of the department. We have recently issued a research brief on 'Preventing small problems from becoming big problems: a study of competency drift and disengagement in health and care professionals'

We provided an evidence submission to the Health Select Committee on Complaints and raising concerns.

We are also continuing with our quality assurance activity and the activity to review and ensure case progression.

Employees

Following recent recruitment and resignations, there are currently 2 vacant posts within the department. The current FTP headcount is 82 including 3 individuals on maternity leave and one individual on sabbatical. Zoe Maguire has returned from maternity leave as Head of Adjudication.

We are anticipating recruiting for 7 additional posts in 2014-15. Those posts are Case Manager*3, Case Manager Advancement*1, Case Support Officer, Scheduling Officer and Trainer. The three case manager posts were recruited for in the most recent round of Case Manager recruitment.

Contents

	Page
Forecast Summary	6-7
Cases received: By source April 2012 - March 2014	8-9
Case Received: Profession & source of complaint April 2009 - March 2014	10-11
Length of Time Open Pre ICP April 2012 - March 2014	12-13
Investigating Panel Decisions and Referrals April 2012 - March 2014	14-18
Pre ICP Case Information April 2013 - March 2014	19-23
Investigating Panel Decisions by profession and source of allegation April 2009 - March 2014	24
Length of Time Investigating Committee Panel April 2009 - March 2014	25-26
Interim Order Cases April 2013 - March 2014	27-34
Panel Hearing Decisions (Preliminary and Final Hearings) April 2009 - March 2014	35-40
CCC and HC final hearings - Scheduling and Resources	41-47
Outcome of final hearing by representation April 2013 - March 2014	48
Final Hearings: Decision by profession April 2011 - March 2014	49
Review Hearing: Decision by profession April 2011 - March 2014	50-51
Length of Time Age of Case Post ICP April 2012 - March 2014	52-56
Length of time: Allegations Made - Investigating Panel (Concluded Final Hearing Cases) April 2009 - March 2014	57
Length of time: Investigating Panel - Case Conclusion (Concluded Final Hearing Cases) April 2009 - March 2014	58
Length of Time: Allegations Made - Conclusion of Final Hearing 2009/10 to 2013/14	59
Registration Appeals April 2012 - March 2014	60-62
Protection of Title April 2012 - March 2014	63-65
Health and Character Declarations April 2012 - March 2014	66-69
Suitability Scheme August 2012 - March 2014	70-72
MIS Cases April 2012 - March 2014	73-75
Cases at Judicial Review or High Court/Court of Sherrif April 2013 - March 2014	76
Complaints relating to FTP Cases or Service April 2012 - March 2014	77-78
GSCC transfer cases August 2012 - March 2014	79-86
PSA Learning Points April 2012 - March 2014	87
Internal Operational Management Information	88-94
Internal Measuring tools Report 2013 - 2014	95-98
CMS Action Monitoring and Net Regulate Status Checks	99-102

Key Forecast and Management Information Summary

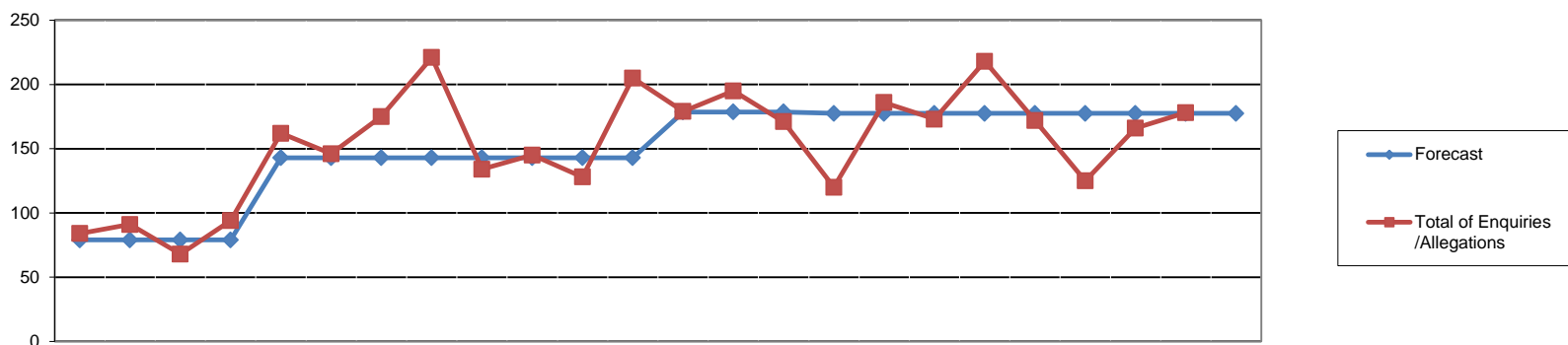
	13/14 Actual												13/14 Forecast				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
Cases Received	179	195	171	120	186	173	218	172	125	166	178		2,144	2,147	2,099		
Cases pre ICP & Enquiry	918	976	1,001	985	1,039	1040	1086	1115	1098	1059	1143		892	959	1,027		
Cases closed pre ICP	67	87	99	72	76	96	92	78	89	94	76		1,314	1,302	1,150		
Case to Answer percentage	38%	49%	61%	52%	57%	59%	53%	48%	53%	46%	47%		50%	50%	52%		
Cases awaiting hearing	260	267	268	262	273	286	298	309	321	323	336		288	319	332		
Cases per case manager	45	42	46	47	46	48	52	53	47	45	42		42	42			

NB: this does not include GSCC transfer cases

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	42/-3	45	45	<p>* The number of cases per Case Manager has reduced in February. It is now below forecast levels</p> <p>* Whilst there is sufficient headcount and the average number of cases per case manager is below forecast, it should be noted that the distribution of cases is uneven. This is accounted for by a number of new starters commencing in post, a number of case managers finishing up and working down their case loads and sickness absence and some performance issues.</p>
January	51/+5	45	45	<p>* The number of cases per Case Manager has increased from last month and remains above forecast.</p> <p>* This is in part explained by a number of Case Managers leaving</p> <p>* The Case Managers recruited in November commenced in post in January.</p> <p>* Cases are not evenly distributed amongst Case Managers because there are three new starters who have not completed their induction and are not yet ready to take on full caseloads. Further, there are some on going sickness and capability issues which have necessitated a reduction in some caseloads in order to manage those issues</p> <p>* Temporary Case Managers will remain in post until the end of March in order to provide sufficient resource to cover the transition between Case Managers leaving and new starters becoming fully trained.</p>
December	47/+2	45	45	<p>* The number of cases per Case Manager remains above forecast but has decreased since last month</p> <p>* The distribution of cases amongst Case Managers is uneven due to health and capability issues and also due to a number of temporary Case Managers in post who are unable to take on a full case load</p> <p>* Case Manager recruitment was completed in November. 5 new Case Managers are due to commence in post in January 2014. This will provide sufficient resource to ensure a more even distribution of cases</p>

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



	2012			2013									2014									09/10	10/11	11/12	12/13	13/14			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Forecast	79	79	79	79	143	143	143	143	143	143	143	143	179	179	179	177	177	177	178	178	178	178	178	178	n/a				
Enquiries	64	69	45	76	145	134	162	200	120	130	116	191	162	184	157	111	168	167	209	167	120	162	172	243	275	500	1,170	1779	
Allegations	20	22	23	18	17	12	13	21	14	15	12	14	17	11	14	9	18	6	9	5	5	4	6	529	484	425	201	104	
Total of Enquiries /Allegations	84	91	68	94	162	146	175	221	134	145	128	205	179	195	171	120	186	173	218	172	125	166	178	772	759	925	1,653	1,883	
Article 22(6)/Anon	7	0	3	8	1	4	5	7	5	3	7	8	11	6	2	4	4	5	7	14	2	5	9	107	166	283	58	69	
Employer	22	32	14	35	57	40	40	59	41	28	23	44	47	63	42	49	58	46	58	45	34	48	48	260	217	289	435	538	
Other	0	19	4	3	10	3	6	13	5	12	7	5	4	7	9	4	5	8	10	10	6	6	2	59	18	33	87	71	
Other Registrant	6	6	7	2	5	20	5	10	13	10	4	11	5	6	10	7	8	2	7	3	2	14	6	39	74	53	99	70	
Police	1	4	0	2	2	5	2	2	1	3	3	2	4	3	4	2	5	5	4	2	2	3	2	40	25	27	27	36	
Professional body	2	0	0	0	0	1	2	6	2	4	3	1	1	1	1	2	0	1	4	1	0	1	1	1	3	12	21	13	
Public	27	18	30	34	65	54	75	92	46	53	52	88	76	74	73	29	67	72	77	70	58	58	77	266	256	228	634	731	
Self-referral	19	12	10	10	22	19	40	32	21	32	29	46	31	35	30	23	39	34	51	27	21	31	33	NA	NA	NA	NA	355	

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	178/+4	174	2,061	* The number of new cases received in February was as forecast. * The total of cases received YTD is 1883 against a revised FYE forecast of 2061.
January	166/-12	178	2,099	* The number of new cases received in January was marginally below forecast * The total number of cases received year to date is 1705 against a Financial Year End forecast (FYE) of 2,099 * If the number of new cases received for the remainder of the financial year remains below forecast, the may have an impact on the number of days required for hearings in the next financial year. However, this must be balanced against the number of open cases being carried over into the new financial year
December	125/-53	178	2,099	* The number of new cases received in December is below forecast. However, this may be explained by the fact that the HCPC offices were closed from 24 December until 2 January. Therefore any new cases received during this period will not be logged until January 2014. *This is in part offset by the higher than forecast number of new cases received in October and therefore should not impact on resources or the number of days required for final hearings * The total number of cases received year to date is 1445 against a Financial Year End (FYE) forecast of 2,099

Cases Received: Profession & source of complaint April 2009 - 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	1	1	0	0	0	1	1	5	9	4	7	4
Biomedical scientists	2	20	2	3	0	1	4	16	39	36	66	37	48
Chiropractists & podiatrists	8	15	2	3	1	3	23	9	76	74	55	53	64
Clinical scientists	0	0	0	1	0	0	0	2	4	10	9	9	3
Dietitians	2	8	0	0	0	0	5	3	12	9	12	13	18
Hearing aid dispensers	0	2	0	0	0	1	14	1	n/a	44	23	25	18
Occupational therapists	2	38	4	2	3	1	20	27	79	63	96	76	97
ODPs	4	18	2	2	1	1	3	26	37	39	63	45	57
Orthoptists	0	0	0	0	1	0	0	1	2	0	2	2	2
Paramedics	11	59	4	11	6	1	30	125	162	188	253	262	247
Physiotherapists	2	28	5	7	8	0	54	12	127	104	118	123	116
Practitioner psychologists	3	16	6	9	1	1	92	13	149	117	139	179	141
Prosthetists & orthotists	0	1	0	0	0	0	1	0	7	1	2	1	2
Radiographers	2	25	3	0	3	0	8	11	47	40	58	55	52
Social workers	33	294	42	32	12	4	470	102	n/a	n/a	n/a	733	989
SLTs	0	13	0	0	0	0	6	6	26	25	25	33	25
Total	69	538	71	70	36	13	731	355	772	759	925	1,653	1,883

Commentary

Month	Commentary
February	<ul style="list-style-type: none">* Fitness to practise referrals in relation to Social Workers remain just over half (52%) of the total referrals received in YTD.* Members of the public remain the largest referral group, accounting for 39% of the total.* 64% of referrals from members of the public in YTD relate to Social Workers.
January	<ul style="list-style-type: none">* 53% of fitness to practise referrals received relate to Social Workers* Members of the public remain the largest complainant group* Almost 47% of referrals made in relation to Social Workers come from the public
December	<ul style="list-style-type: none">* Fitness to Practise referral in relation to Social Workers remain at approximately half (52%) of the total number of referrals received* Members of the public are the largest complainant group* Almost two thirds of complaints from the public relate to Social Workers.

Length of Time Open Pre ICP April 2012 - March 2014

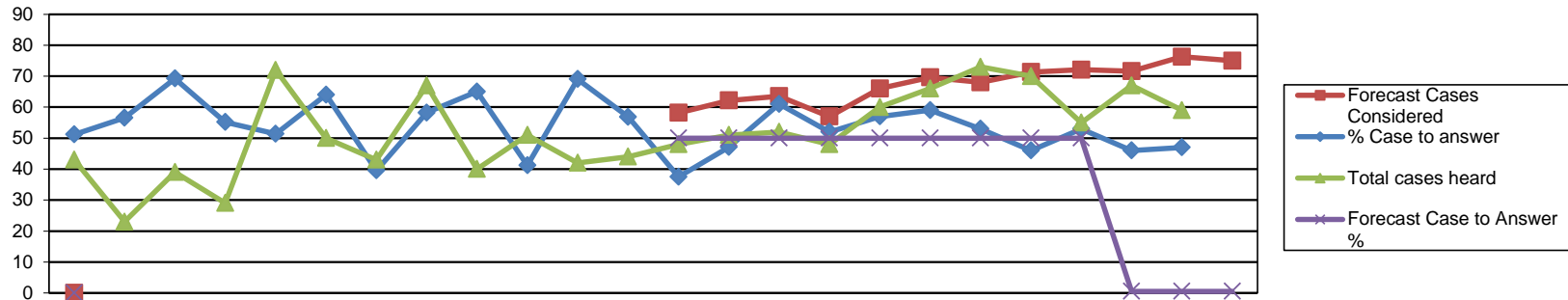
	Months	2012												2013												2014											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases awaiting ICP	0-4	139	143	113	137	120	202	222	149	139	146	151	160	155	159	163	183	206	217	229	203	178	189	192	155	159	163	183	206	217	229	203	178	189	192		
	5-8	53	58	62	66	50	43	30	25	29	26	22	20	34	33	38	40	41	47	51	60	65	65	69	34	33	38	40	41	47	51	60	65	65	69		
	9-12	37	38	27	29	20	20	16	14	14	14	13	15	9	12	12	8	13	14	13	18	16	20	21	9	12	12	8	13	14	13	18	16	20	21		
	13-16	13	12	21	21	21	14	12	10	9	6	8	8	11	9	8	7	6	6	3	0	5	5	7	11	9	8	7	6	6	3	0	5	5	7		
	17-20	8	4	2	7	7	10	12	12	13	8	6	4	2	5	7	6	5	2	1	3	3	2	3	2	5	7	6	5	2	1	3	3	2	3		
	21-24	2	1	3	3	2	3	1	1	1	7	8	10	9	4	3	2	2	3	4	1	1	2	1	9	4	3	2	2	3	4	1	1	2	1		
	25-28	0	1	1	1	2	0	1	1	0	0	0	1	1	2	7	9	10	3	1	1	1	1	2	1	2	7	9	10	3	1	1	1	1	2		
	29-32	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	6	7	4	3	0	0	0	0	0	0	0	6	7	4	3	0	0		
	over 33	1	1	1	1	1	1	0	0	0	1	1	1	1	1	0	0	0	0	0	0	0	3	3	1	1	0	0	0	0	0	0	0	3	3		
Open Cases Pre ICP		253	258	230	265	223	294	295	213	206	208	209	219	222	225	238	255	283	298	309	290	272	287	298	222	225	238	255	283	298	309	290	272	287	298		

Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
February	64%/-9%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * Although the internal measure for cases obs'd within 5 months of receipt (73%) remained unmet, the February figure of 64% is a marked improvement on January. * The project to address the length of time of cases, which was reported in January, is moving forward. * As reported previously, performance against the internal measure should improve once new Case Managers are in post.
January	59%/-14%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The internal measure is that 73% of cases received should be obs'd within 5 months of receipt * The internal measure has not been met in that 41% of cases are more than 5 months old since receipt and have not yet been obs'd * The Management Team has commenced a project specifically addressing the length of time cases take to progress through the FTP process. Additionally, the Case Progression Conference has shifted focus to also provide further scrutiny of older cases * It is anticipated that performance against this internal measure will improve once the newly appointed Case Managers are in post and have completed their initial training as this will result in a more even distribution of cases amongst Case Managers and provide sufficient resource to enable Case Managers to progress cases to obs stage in a timely manner
December	64%/-9%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The internal measure is that 73% of cases received should be obs'ed within 5 months of receipt * The internal measure has not been met in that 36% of cases are more than 5 months old since receipt and have not yet been obs'ed * It is anticipated that performance against this internal measure will improve once the newly appointed Case Managers are in post and have completed their initial training as this will result in a more even distribution of cases amongst Case Managers and provide sufficient resource to enable Case Managers to progress cases to obs stage in a timely manner * The Case Management team monitors case progression on a weekly and monthly basis

Investigating Panel decisions and referrals April 2012 - March 2014



		2012			2013									2014						10/11	11/12	12/13	13/14						
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD
Case to Answer	Forecast Cases Considered	n/a												58	62	64	57	66	70	68	71	72	72	76	75				
	Total cases heard	43	23	39	29	72	50	43	67	40	51	42	44	48	51	52	48	60	66	73	70	55	67	59	533	516	543	649	
	Referred to CCC (Reg representations)	12	7	16	13	20	19	11	26	13	15	17	12	14	17	15	16	18	19	24	16	14	21	16	178	176	181	190	
	Referred to CCC (Rep representations)	1	0	3	0	5	2	1	3	3	2	1	8	2	4	5	4	2	5	3	4	2	3	4	22	19	29	38	
	Referred to CCC (No representations)	9	6	8	3	11	9	5	10	9	3	8	2	2	3	10	4	11	14	9	11	10	6	7	79	49	83	87	
	Referred to HC (Reg representations)	0	0	0	0	1	2	0	0	1	0	0	1	0	0	0	0	2	0	0	1	2	0	1	6	6	5	6	
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	2	0	0	
	Referred to HC (No representations)	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	1	1	0	0	0	1	1	0	5	0	3	4	
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Forecasted Cases Referred	n/a												27	29	30	28	32	34	33	35	35	35	37	37	n/a	n/a	n/a	394	
Total case to answer	22	13	27	16	37	32	17	39	26	21	29	25	18	24	31	24	34	39	36	32	29	31	28	306	254	304	326		
Forecast Case to Answer %	n/a												50	50	50	50	50	50	50	50	50	50	50	50	50	n/a	n/a	n/a	n/a
% Case to answer	51	57	69	55	51	64	40	58	65	41	69	57	38	47	61	52	57	59	53	46	53	46	47	57	49	56	50		
No case to answer	Not referred (Reg representations)	17	7	7	8	26	11	21	24	11	25	7	12	23	21	19	15	21	19	25	29	21	25	24	195	197	176	242	
	Not referred (Rep representations)	2	1	1	3	4	4	3	0	2	1	6	1	2	2	1	2	0	3	3	3	3	3	3	13	21	28	25	
	Not referred (No representations)	0	2	2	1	4	0	2	2	0	0	1	4	4	2	0	5	4	2	4	2	1	6	3	10	29	18	33	
	Total cases not referred	19	10	10	12	34	15	26	26	13	26	23	17	29	25	20	22	25	24	32	34	25	34	30	223	246	231	300	
Further Information	2	0	2	1	1	3	0	2	1	4	2	2	1	2	1	2	1	3	5	4	1	2	1	21	18	20	23		

**Commentary
Cases Considered**

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	59/-17	76	811	<ul style="list-style-type: none"> * The number of cases considered in February was below forecast. * This reflects the very low number of cases obs'd (36) in December, resulting from of a management decision not to send obs letters to potentially vulnerable registrants in the run-up to Christmas when they would be unable to access advice or support over the holiday period. * YTD 649 cases have been considered against a revised forecast of 811 (20% below forecast). * The ICP review work is continuing.
January	67/-5	72	759	<ul style="list-style-type: none"> * The number of cases considered in January was marginally below forecast * YTD 590 cases have been considered against a forecast of 660 (11% below forecast) * Analysis of numbers of cases being put to ICP remains a live project * Failure to achieve the higher than forecast projection for cases considered is the result of numbers of registrants requesting an extension of time to respond to allegations.
December	55/-17	72	759	<ul style="list-style-type: none"> * The number of cases considered in December was significantly below forecast. This reflects the shorter working month during the Christmas holiday period. * YTD 523 cases have been considered against a forecast 588 (13% below forecast). * January projections show that the forecast for cases considered next month should be exceeded. * The ICP work reported in November is continuing.

Cases concluded

Month	Current month / variance	Month forecast	Year forecast	Commentary
February	58/-17	75	716	* Of 58 cases considered at ICP, one was referred back for further information - a case conclusion rate of 98%.
January	65/-5	70	740	* Of the 67 cases considered at ICP, two were referred back for further information- a case conclusion rate of 97%
December	54/-16	70	740	* Of 55 cases considered at ICP only one was referred for further information - a case conclusion rate of 98%.

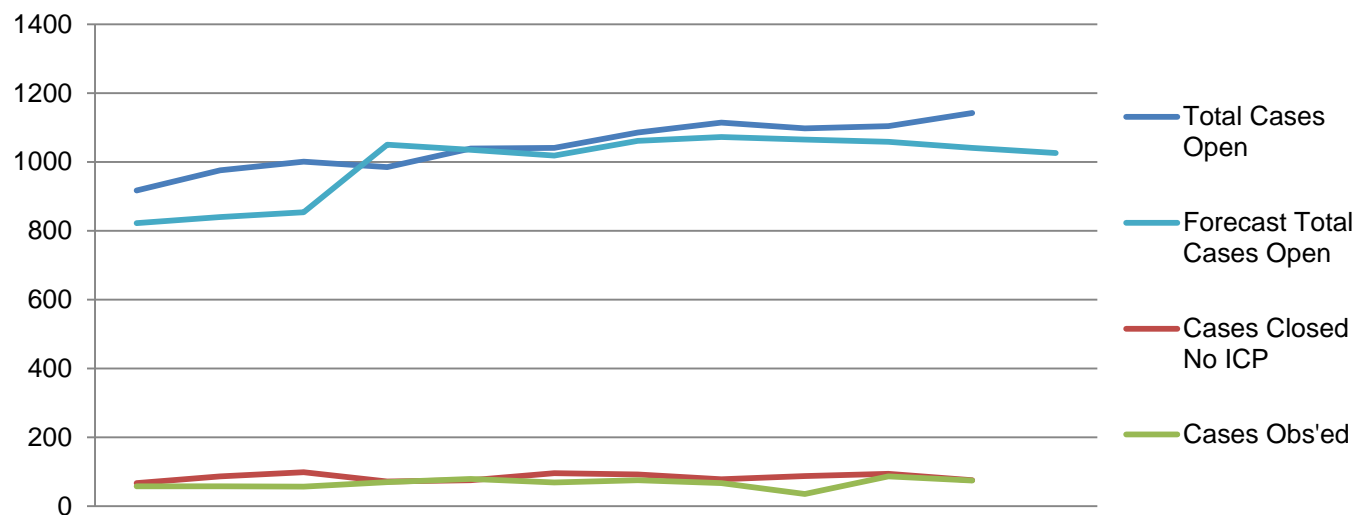
Case to answer

Month	Current month / variance	Month forecast	Year forecast	Commentary
February	28/-9	50%	53%	* 28 cases were referred by ICP. * The case to answer rate is 47% for the month and 52% YTD.
January	31/-4	50%	50%	* 31 cases were referred by ICP * The case to answer rate is 46% for the month and 51% YTD, which is broadly in line with forecast.
December	29/-6	50%	50%	* 29 cases were referred by ICP. * The case to answer rate is 54% for the month and 53% for YTD.

Total cases moving out of pre-ICP stage

Month	Current month / variance	Month forecast	Year forecast	Commentary
February	134/-25	159	1,691	* The total number of cases moving out of pre-ICP was below forecast. * As in January a lower than forecast number of cases concluded at ICP was accompanied by below forecast numbers of cases closed pre-ICP.
January	159/-25	184	1,889	* The total number of cases moving out of pre-ICP was below forecast, though significantly higher than in December. As well as a slightly lower than forecast number of cases concluded at ICP cases closed pre-ICP were also below forecast.
December	142/-42	184	1,889	* The total number of cases moving out of pre-ICP was significantly below forecast. * As reported above, the number of cases concluded at ICP was below forecast and there was also a shortfall in pre-ICP case closures. The shorter working month because of the Christmas holiday is a major factor in this.

Pre - ICP case information April 2013 - March 2014



	2013												2014												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	YTD	
Forecast cases received	179	179	179	177	177	177	178	178	178	178	178	178	179	179	179	177	177	177	178	178	178	178	178	178		
Cases Received	179	195	171	120	186	173	218	172	125	166	178		179	195	171	120	186	173	218	172	125	166	178		1,883	
Allegations Open	222	229	238	255	283	298	309	290	272	295	298		222	229	238	255	283	298	309	290	272	295	298		2,989	
Enquiries Open	696	747	763	730	756	743	777	825	826	810	845		696	747	763	730	756	743	777	825	826	810	845		n/a	
Total Cases Open	918	976	1,001	985	1,039	1,041	1,086	1,115	1,098	1,105	1,143		918	976	1,001	985	1,039	1,041	1,086	1,115	1,098	1,105	1,143		n/a	
Forecast Total Cases Open	823	841	855	1,051	1,036	1,019	1,062	1,073	1,065	1,059	1,041	1,027	823	841	855	1,051	1,036	1,019	1,062	1,073	1,065	1,059	1,041	1,027	n/a	
Percentage of Cases in Pre ICP Remit	24	23	24	26	27	29	28	26	25	27	26		24	23	24	26	27	29	28	26	25	27	26			
Cases Considered at CPC	5	2	3	2	5	13	6	3	2	1	11		5	2	3	2	5	13	6	3	2	1	11		53	
Cases Closed No ICP	67	87	99	72	76	96	92	78	88	94	76		67	87	99	72	76	96	92	78	88	94	76		925	
% of Cases Closed no ICP	10	12	13	10	10	13	12	10	11	12	9		10	12	13	10	10	13	12	10	11	12	9			
Forecast % cases closed No ICP	16	16	16	9	16	16	11	12	14	14	15	15	16	16	16	9	16	16	11	12	14	14	15	15	n/a	
Cases Obs'ed	58	58	57	70	79	69	76	67	36	87	75		58	58	57	70	79	69	76	67	36	87	75		732	
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	62	64	65	66	70	68	68	67	66	70	70	69	804	
% of Pre ICP cases Obs'ed	26	25	24	27	28	23	25	23	13	29	25		26	25	24	27	28	23	25	23	13	29	25			
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	28	28	28	26	28	28	28	28	28	30	30	30		

Open cases

Month	Current mon	Month	Year End	Commentary
February	1143/+73	1,041	1058	* The number of open cases remains above forecast (7%). * This again largely reflects a lower than forecast number of pre-ICP case closures.
January	1105/+46	1,059	1027	* The number of open cases remains slightly (4%) above forecast. * This is again largely attributable to a lower than forecast number of pre-ICP case closures.
December	1098/+33	1,065	1027	* The number of open cases remains marginally (3%) above forecast, though the impact is lower than in November. * This is explained by the below forecast number of pre-ICP case closures though is mitigated by a below forecast number of new cases received. * Appointing extra temporary case manager resource pending the start in January of new permanent case managers has helped bring the number of open cases closer to forecast levels.

Cases considered at Case Progression Conference

Month	Number of Cases	Cumulative Total	Commentary
February	11	53	* As planned, the number of cases considered at the February Case Progression Conference was significantly higher. * Of the 11 cases 8 were pre- ICP and 3 post-ICP cases. * No specific trends or issues were identified.
January	1	42	* A much higher number of cases can be expected at the February and subsequent Case Progression Conferences. This will reflect a shift towards providing a greater level of challenge as well as support to case managers in relation to progression of the oldest cases. * The additional conferences focusing on the remaining GSCC transfer cases have now moved from fortnightly to weekly.
December	2	41	* No specific trends or issues were identified at the December Case Progression Conference. * In addition, fortnightly conferences continue to be held to focus specifically on the remaining GSCC transfer cases.

Cases closed pre ICP

Month	Current	Month	Year End	Commentary
February	9%/-2	11%	11%	* 76 cases were closed against a forecast of 120. * 925 cases have been closed pre-ICP in YTD.
January	12%/-2	14%	15%	* 94 cases were closed against a forecast of 113. * 849 cases have been closed pre-ICP in YTD.
December	11%/-3	14%	15%	* 88 cases were closed in December against a forecast of 114. * As noted elsewhere, this largely reflects the short working month pre-Christmas. * 755 cases have been closed pre-ICP in YTD.

Cases obs'ed

Month	Current	Month	Year end	Commentary
February	75/+1	70	781	* The number of cases obs'd in February again exceeded forecast and so made further inroads into the December shortfall.
January	87/+17	70	830	* The number of cases obs'd in January was very high and goes some way towards making up the December shortfall.
December	36/-37	73	830	* The low number of cases obs'd reflects a management decision not to send obs letters after 18 December. This was to ensure registrants would not receive these letters over the holiday period when they would be unable to access HCPC staff or other sources of advice or support. * The aim will be to claw back this shortfall over the remainder of 2013/14.

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

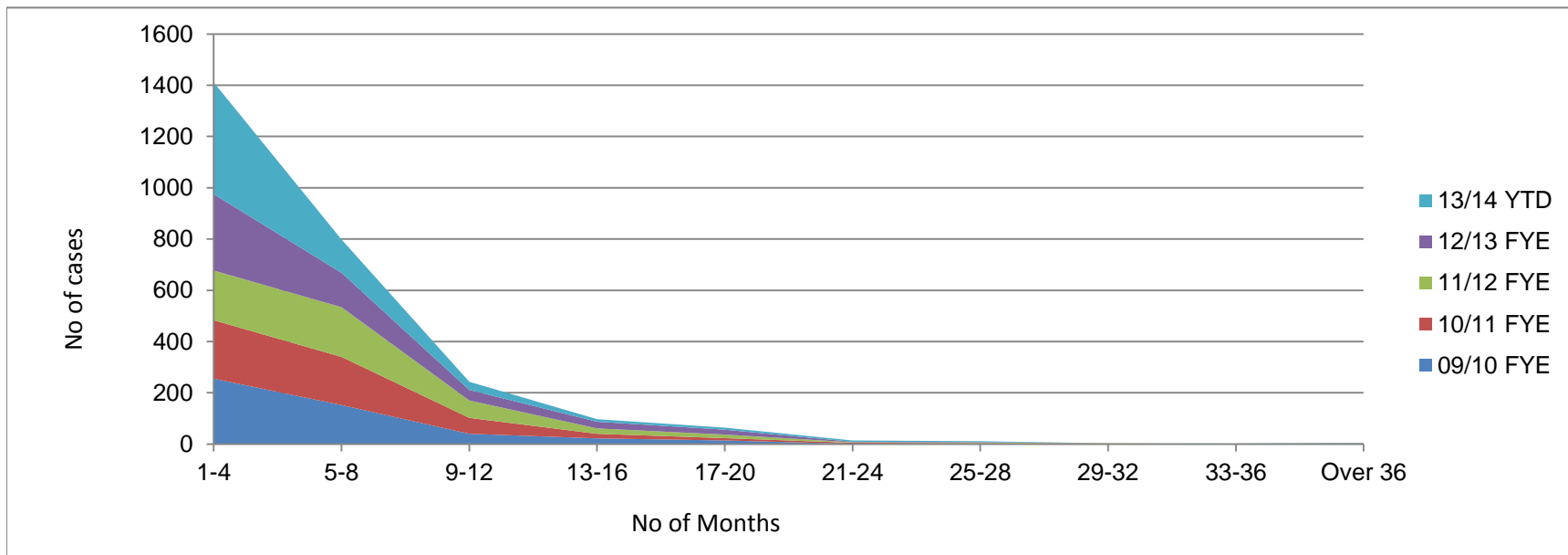
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	1	0	0	1
Biomedical scientists	8	0	13	2	0	23
Chiropodists & podiatrists	19	1	8	0	0	28
Clinical scientists	1	0	1	0	0	2
Dietitians	4	1	1	1	0	7
Hearing aid dispensers	2	0	3	0	0	5
Occupational therapists	11	3	25	0	0	39
ODPs	9	0	14	0	0	23
Orthoptists	0	0	0	0	0	0
Paramedics	43	0	46	1	1	91
Physiotherapists	33	4	31	0	0	68
Practitioner psychologists	25	0	9	0	0	34
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	14	1	12	1	0	28
Social workers	125	13	142	4	0	284
SLTs	6	0	8	1	0	15
Total YTD	300	23	315	10	1	649

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
4	2	1	3	1
26	37	37	26	23
53	60	40	27	28
3	4	10	3	2
7	13	5	14	7
	13	12	9	5
60	48	55	44	39
49	32	37	37	23
0	1	1	1	0
115	113	139	128	91
93	86	65	69	68
38	66	60	67	34
4	4	0	1	1
34	33	39	35	28
			58	284
13	21	15	21	15
499	533	516	543	649

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Article 22(6)/Anon	8	1	13	0	0	22
Employer	93	13	179	7	0	292
Other	3	0	13	0	1	17
Other Registrant	11	1	4	1	0	17
Police	7	0	12	0	0	19
Professional body	1	0	8	0	0	9
Public	100	4	19	0	0	123
Self referral	77	4	67	2	0	150
Total YTD	300	23	315	10	1	649

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
70	94	139	72	22
211	208	204	263	292
15	13	14	24	17
32	37	22	22	17
29	28	21	17	19
2	2	5	2	9
140	151	111	109	123
n/a	n/a	n/a	34	150
499	533	516	543	649

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



Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	255	228	194	298	436
5-8	152	188	194	134	130
9-12	40	62	68	41	32
13-16	22	18	21	26	10
17-20	14	9	14	19	8
21-24	1	4	2	2	5
25-28	1	2	3	2	3
29-32	1	1	1	0	0
33-36	1	0	0	0	1
Over 36	2	0	1	1	1
Mean Months	6	6	7	6	5
Median Months	4	5	5	4	3
Total Cases	489	512	498	523	626

Commentary

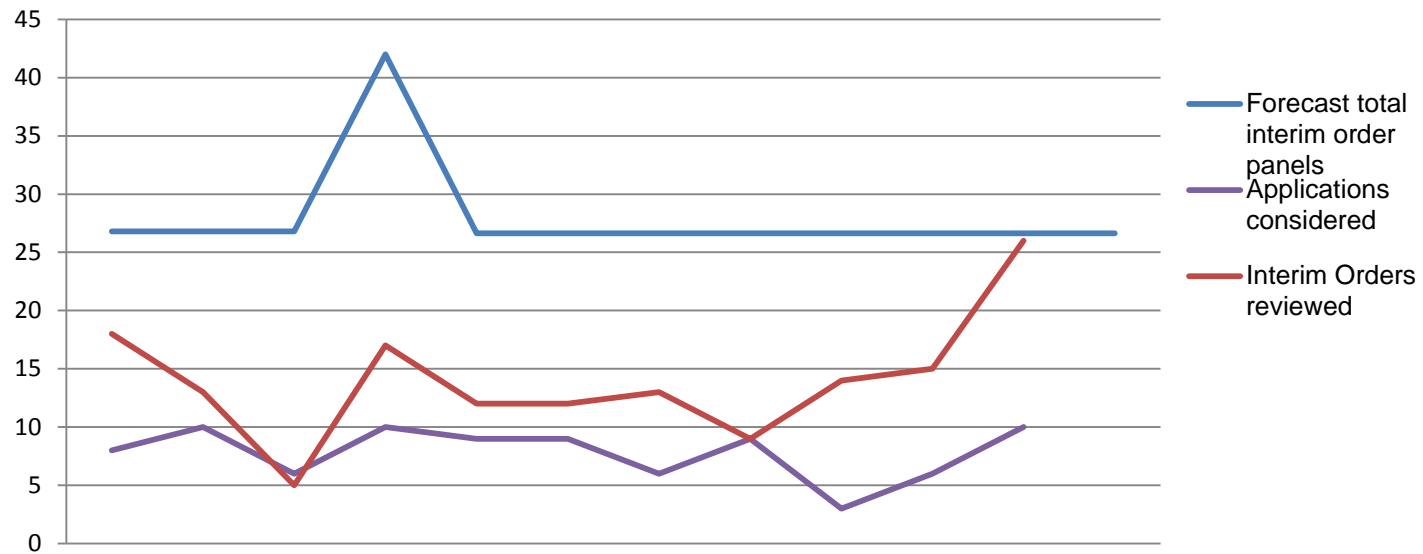
Length of time (YTD)

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation met the Standard of Acceptance to being considered by ICP continues to exceed the forecast.
January	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation met the Standard of Acceptance to being considered by ICP continues to exceed the forecast.
December	3/-3	Median mths - 6	Median mths - 6	*The median length of time from the date the allegation met the Standard of Acceptance to being considered by ICP continues to exceed the forecast.

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

Month	Commentary
February	* The ICP requested further information in one case.
January	* The ICP requested further information in two cases.
December	* The ICP requested further information in one case.

Interim Orders Cases April 2013 - March 2014



	2013				2014								13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecast total interim order panels	27	27	27	42	27	27	27	27	27	27	27	27	n/a
Applications considered	8	10	6	10	9	9	6	9	3	6	10		86
Applications granted	4	10	6	10	8	8	6	9	2	4	8		75
Applications not granted	4	0	0	0	1	1	0	0	1	2	2		11
Interim Orders reviewed	18	13	5	17	12	12	13	9	14	15	26		154
Interim Orders revoked	0	0	0	0	0	0	0	0	0	0	1		1
Total days (all locations)	11	14	9	11	10	8	8	10	9	9.5	15.5		115
% days at Park House	90	80	68	64	90	100	95	85	95	74	97		85
% external	10	20	32	36	1	0	5	15	5	26	3		14

Commentary

Number and location of interim order panels

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	33	27	287	<p>*33 Interim order hearings took place in February, which is higher than forecast</p> <p>*Three interim order applications and one interim order review were adjourned by the panel on the day.</p> <p>*One IO review took place in Scotland. All other reviews took place in London.</p>
January	21/-6	27	287	<p>*21 Interim order hearings were scheduled in January, which is again lower than forecast</p> <p>*One interim order was postponed in advance and one review was adjourned by the panel</p> <p>*One review took place in Cardiff, two sets of reviews took place in an external venue in London All other interim order hearings took place in-house</p>
December	19/-8	27	287	<p>*19 Interim order hearings were listed this month, which is lower than forecast.</p> <p>*One interim order review was postponed in advance and one interim order application was adjourned by the panel.</p> <p>* One interim order review took place in Wales. All other interim order hearings took place in London</p>

Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	14	n/a	n/a	<p>* There are 14 cases that are due to expire within the next 6 months, this is 2 less than last month.</p> <p>* 12 out of the 16 cases are in the Conduct and Competence Committee remit, and 2 are in the Health Committee remit. There are no cases in the Pre ICP stage. 2 of these cases are GSCC transfer cases.</p> <p>*6 cases are currently being investigated by our external solicitors, we are waiting for notification that the final hearing can be fixed. These cases are regularly checked on the WIP by CTM's to ensure We will be presenting 1 case in-house, therefore the CM is currently preparing the case and sending the ready to fix email to the scheduling team.</p> <p>*4 cases have been scheduled for final hearings and are due to take place between March and June 2014. There are 3 cases that are ready to fix, the scheduling team will be treating these cases as a priority.</p>

January	16	n/a	n/a	<p>*Like last month, there are 16 cases that are due to expire within the next 6 months.</p> <p>*Out of the 16 cases, 11 are in the Conduct and Competence Committee remit, 1 case is in the Health Committee remit and 4 are in the Pre ICP stage.</p> <p>*In relation to the 4 cases that are in the pre-ICP stage, they all relate to criminal investigations. 2 cases have concluded and will be put forward to ICP's in February and March. In 1 case we are still waiting for the conclusion of the Criminal investigations before we can proceed. With the other case we have recently received notification that all criminal charges have been dropped, therefore we are reviewing the file to see if there are any misconduct issues or whether the matter should be closed.</p> <p>*5 cases have been scheduled for final hearings and are due to take place between February and June 2014. There are 3 cases that are ready to fix, the scheduling team are currently in the process of fixing dates.</p> <p>*3 cases are currently being investigated by our external solicitors, we are waiting for notification that the final hearing can be fixed. CM's are reviewing these cases on a regular basis.</p> <p>*1 case is currently in the process of being disposed of by conditions, the scheduling team are in the process of fixing a hearing, however the Interim Order is due to expire at the end of March, therefore we will need to instruct BDB.</p>
---------	----	-----	-----	--

December	16	n/a	n/a	<p>*There are 16 cases that are due to expire within the next 6 months. This is the same amount compared to last month.</p> <p>* We will need to instruct BDB on 3 cases and put them on notice for a further 1 case.</p> <p>* Out of the 16 cases, 12 are in the Conduct and Competence Committee remit, 1 case is in the Health Committee remit and 3 are in the Pre ICP stage.</p> <p>*In relation to the 3 cases that are in the pre-ICP stage, we are in the same position as last month in that we are waiting for the conclusion of the Criminal investigations.</p> <p>*5 cases have been scheduled for a final hearing and there are currently 5 hearings that are ready to fix. The scheduling team are currently in the process of fixing these cases.</p> <p>*2 cases are currently being investigated by our external solicitors; CM's are reviewing these cases on a regular basis.</p> <p>*1 case is currently in the process of being disposed by VRA and another case is being disposed of by conditions.</p>
----------	----	-----	-----	--

IOs extended by High Court

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	n/a	n/a	n/a	We have not instructed BDB on any case in February
January	n/a	n/a	n/a	We instructed BDB on 4 cases in January
December	n/a	n/a	n/a	We have not instructed BDB on any case in December

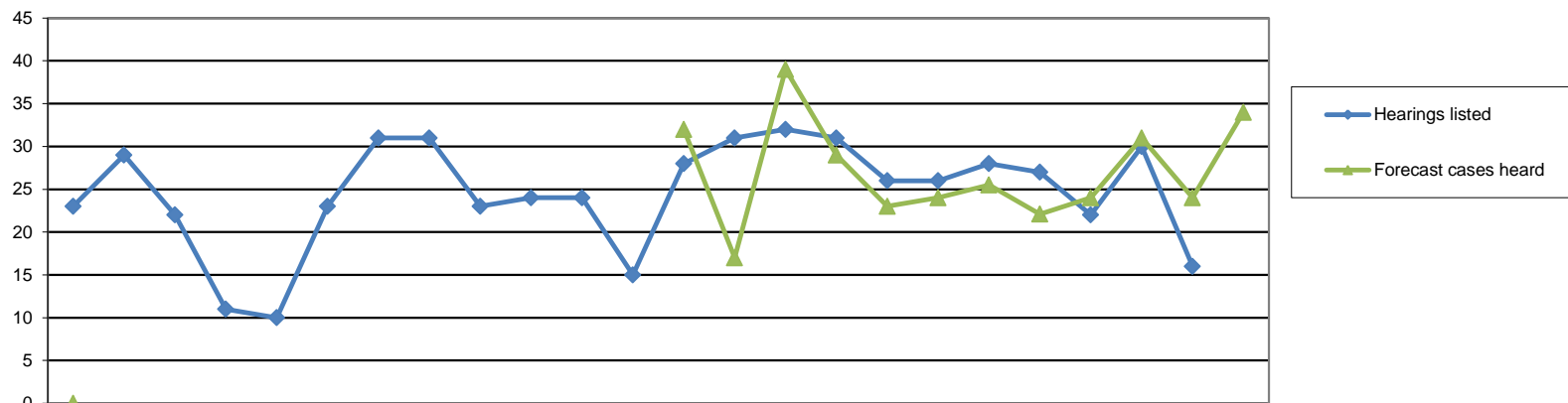
Hearings listed by schedulers during this month for future months

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	14	27	152	*14 interim order hearings have been listed for March and 12 have been listed for April. *Additional resources have been allocated to the scheduling team to assist with the planning of review hearings.
January	21	27	152	*21 interim order hearings have been listed for February so far. *IO activity remains below forecast as the team are prioritising the cases with active interim orders in place.
December	13	27	152	*13 interim order hearings have been listed for January so far *Limited resourcing within the scheduling team has resulted in fewer than expected hearings being listed for future months. This will be rectified when the new scheduling officers have completed their training.

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
February	25 days Mean 19 days Median	20 days Mean 18 days Median	15 days Mean 15 days Median	<p>*10 applications were made in February. This is 4 more than last month.</p> <p>* The length of time has improved compared to last month.</p> <p>*Out of the 10 applications made, 2 cases were within forecast, taking 14 and 15 days. However the remaining 8 cases were outside of our forecast taking from 18-51 days.</p> <p>*For the case that took 51 days to list, the matter was already scheduled for an earlier hearing, however the case was adjourned. The decision to apply for an IO for this case and another case was also made on the 24 December 2013, therefore no scheduling activity could take place until the new year.</p> <p>* We will continue to monitor to ensure we improve on our length of time.</p>
January	33 days Mean 31 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There were 6 applications made in January which is 3 more than last month.</p> <p>*The decision taken to apply for the majority of these IO's took place between mid to late December; however it was challenging to fit the scheduling in before the Christmas break; therefore this had an impact on the length of time.</p> <p>*Out of the 6 applications made, all cases were over forecast taking from 25 to 47 days due to the reasons above.</p> <p>* Although we did not meet forecast this month, the reasons were due to the amount of working days we had in December, therefore it is not a concern at this stage. Next month we will see an improvement.</p>
December	14 days Mean 14 days Median	18 days Mean 16 days Median	15 days Mean 15 days Median	<p>*There were only 3 applications made in December which is 3 less than last month.</p> <p>* The length of time has improved compared to last month.</p> <p>*Out of the 3 applications made, only one case was over the forecast by 1 day, therefore it took 16 days to schedule.</p> <p>* The other 2 cases were within forecast, taking 12 and 14 days.</p> <p>*We will continue to monitor on a monthly basis to ensure we maintain this standard.</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	n/a												4	1	4	2	5	2	4	3	0	3	1	n/a	n/a	n/a	n/a		
	Forecast cases heard	n/a												32	17	39	29	23	24	26	22	24	31	24	34	n/a	n/a	n/a	n/a	n/a
	Forecast cases adjourned	n/a												6	3	8	2	2	2	5	4	4	5	4	5	n/a	n/a	n/a	n/a	n/a
Conduct & Competence and Health Committee	Hearings listed	23	29	22	11	10	23	31	31	23	24	24	15	28	31	32	31	26	26	28	27	22	30	16	351	424	399	266	297	
	Adjourned / cancelled / postponed	3	3	2	0	0	1	6	5	0	1	1	2	4	1	2	2	0	5	1	3	3	2	1			22	24	24	
	Caution	4	7	6	3	0	6	3	2	1	3	5	1	1	5	4	6	1	4	3	3	1	2	3	46	71	44	41	33	
	Conditions of practice	0	2	1	0	0	0	2	0	0	6	1	2	1	2	2	4	3	1	1	2	2	3	2	14	21	13	14	23	
	No further action	0	0	0	0	0	0	0	1	0	0	1	0	2	1	0	0	0	0	0	1	0	1	1	7	3	2	2	6	
	Not well founded / discontinued	6	6	5	3	4	1	7	4	6	4	5	3	6	5	12	6	5	5	9	5	5	6	3	70	83	55	54	67	
	Part heard	2	1	1	1	0	0	0	3	2	1	0	0	2	3	2	0	0	1	0	3	1	2	1	90	107	16	11	15	
	Referred to other committee	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	1	0	1	0	0	0	0	2	5	2	2	4	
	Consent - removed	2	0	0	0	1	0	2	1	3	1	2	0	1	3	1	2	2	2	2	1	3	1	1	n/a	15	12	12	19	
	Consent - caution													0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	n/a	0
	Consent - conditions													0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	n/a	0
	Consent - suspension						n/a							0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	n/a	0
Struck off	2	5	4	2	1	6	5	4	5	4	4	2	3	5	6	5	7	4	3	3	5	6	4	65	62	50	44	51		
Suspended	4	5	3	2	4	8	5	10	6	4	5	5	7	4	3	6	7	4	8	6	2	7	0	38	44	60	61	54		
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	
	Part heard	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
	Removed	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3	1	1	1	1	

Commentary

Final hearing cases and preliminary meetings

Month	Current month / variance	Month forecast	Year forecast	Commentary
February	16	24	295	<p>* Out of the 16 final hearings listed in February, 14 concluded. This is below the forecast for the month.</p> <p>* Scheduling activity was affected in November and December 2013 due to unexpected staff turnover, recruitment and training. This resulted in fewer hearings than expected being scheduled for February.</p> <p>* There is continued focus to schedule maximum number of hearings within resources in March to remain within forecasted targets.</p> <p>* Increased staffing resource has been arranged on the hearings team to achieve this.</p> <p>* There was also 1 preliminary hearing in February, where difficult issues were resolved ahead of hearings in the future.</p> <p>* Effective use of preliminary adjudication reduces the risk of adjournment at final hearings.</p>
January	30	31	279	<p>* Out of the 30 final hearings listed in January, 26 concluded.</p> <p>* This is slightly below the forecast for the month</p> <p>* Hearing activity was limited slightly in January due to a complex hearing taking place throughout the month</p> <p>* Higher rates of hearings than expected in November and December mean that the HCPC remains on target to meet its forecasts for the year.</p> <p>* There were also 3 preliminary hearings in January, where difficult issues were resolved ahead of hearings in the future.</p> <p>* Effective use of preliminary adjudication reduces the risk of adjournment at final hearings.</p>
December	25	24	279	<p>* Out of the 29 final hearings listed in November, 25 concluded.</p> <p>* This exceeded the forecasted total for the month.</p> <p>* Higher than usual levels of hearing activity were scheduled in the first three weeks of December to cater for two weeks without activity during the festive period.</p> <p>* The higher rates of hearings listed and heard in December has placed the HCPC in a strong position to meet its annual target for concluded hearings.</p>

Adjourned / part heard

Month	Current month /	Month forecast	Year forecast	Commentary
February	2	4	68	<ul style="list-style-type: none"> * Two hearings did not conclude as expected in February * This is 13% of the scheduled hearings, which is within the forecasted activity level. * One hearing was adjourned prior to evidence being heard * One hearing failed to conclude after it had started. * One hearing was adjourned at the start by the panel following a request from the registrant, who had experienced unforeseen difficulties with legal representation. * One hearing adjourned part heard after three days. This was because the registrant's representative suffered an injury on route to the hearing
January	4	5	68	<ul style="list-style-type: none"> * Four hearings did not conclude as expected in January, which is slightly below forecasted activity levels. * Two hearings were adjourned prior to evidence being heard * Two hearings failed to conclude after they had started. * Of the hearings adjourned in advance of the event, one could not start due to the unexpected unavailability of the registrant's witness and another was adjournment following a request from the HCPC investigator as new information about the case had come to light. * Of the two hearings that were part heard one progressed slower than expected due to lengthy cross examination of HCPC witnesses and another was unable to conclude because a registrant fell ill during the course of proceedings.
December	4	4	68	<ul style="list-style-type: none"> * Four hearings did not conclude as expected in December, which is in accordance with forecasted activity levels. * Three hearings were adjourned prior to evidence being heard * One hearing failed to conclude after it had started. * Of the hearings adjourned in advance of the event one could not start due to the registrant's ill health, one was adjourned due to the absence of a registrant due to the illness of a family member and one was adjourned at the request of the registrant who had recently lost legal representation * One hearing was part heard after it started due to significant delays relating to disagreements about admissability and the constitution of the panel.

Postponed / adjourned in advance

Month	Number of Cases	Cumulative Total	Commentary
February	1	10	<ul style="list-style-type: none"> * Four requests for postponement were received and considered in advance of hearings in February. * Three of these requests were declined * One application for postponement was approved by the Head of Adjudication because it became clear at a late stage that expert evidence would be required
January	2	9	<ul style="list-style-type: none"> * Four requests for postponement were received and considered in advance of hearings in January. * Two of these requests were declined * Two were approved on the grounds of ill health to the registrants concerned * Both of the requests that were approved were supported by medical evidence
December	0	7	<ul style="list-style-type: none"> * One postponement request was received in advance for a final hearing in December. Further information was requested and this was not provided within the required timescales so the request was declined. * One adjournment requests was considered on the basis of documentation alone in advance of hearings and was declined.

Not well found decisions

Month	Number of Cases	Cumulative Total	Commentary
February	3	60	<ul style="list-style-type: none"> * 21% of the concluded cases in January were not well founded. * 2 cases were not well founded against the statutory grounds and 1 case was not well founded at the impairment stage. * It is encouraging that the HCPC was able to provide the facts of the allegation in every final hearing in February * This suggests that ICP decision making and pre-hearing case management procedures are achieving the intended outcomes
January	6	57	<ul style="list-style-type: none"> * 23% of the concluded cases in January were not well founded. * 2 cases were not well founded on the facts of the allegations, 1 case was not well founded against the statutory grounds and 3 cases were not well founded at the stage of impairment * If the rate of not well founded outcomes remains the same for the final two months of the year we will exceed the forecasted annual total.
December	5	51	<ul style="list-style-type: none"> * 20% of the concluded cases in December were not well founded. * 2 cases were not well founded on the facts of the allegations and 3 cases were not well founded against the statutory grounds. * No cases were not well founded on consideration of impairment in December, which is the most point for this outcome. * The rate of not well founded outcomes was in accordance with forecasted activity

Issues arising

Month	Commentary
February	* A videolink for a witness at external premises had to be arranged 2 days before the event. This was because an earlier vulnerable witness assessment had not been communicated to the adjudications team in advance of the hearing * The Fitness to Practise department have established a workplan to improve cross-department communications with the aim of reducing errors of this nature.
January	* A hearing scheduled to take place over the course of the month had to be adjourned which resulted in significant resource being lost * Concerns were raised by a panel chair about the over-particularisation of allegations leading to delays * A review hearing had to be adjourned because the cases scheduled to take place before it took too long to conclude
December	* One hearing adjourned in September because a panel was inappropriately constituted for a dual registered registrant. * A review hearing was adjourned by the panel just 4 days before the statutory deadline and a new panel had to be called at late notice to reconvene * A hearing in Scotland was delayed for two days because the registrant panel member called to attend had already considered an interim order review in the same hearing.

CCC and HC final hearings - Scheduling and Resource descriptions

	2013						2014					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast hearing days	73	39	89	59	48	49	57	64	55	71	64	74
Cases scheduled HCPC (all hearing types)	28	31	37	23	21	26	51	31	29	34	20	
Days scheduled HCPC (all hearing types)	72	67	76	56	44	53	90	92	60	78	57	
Cases scheduled external (all hearing types)	4	7	5	7	4	5	6	3	6	7	6	
Days scheduled external (all hearing types)	12	21	12	23	8	10	17	17	17	20	16	
Days	84	88	88	79	52	63	107	109	77	98	73	
% cases external	14	23	14	29	85	84	12	10	20	17	23	
% days external	17	31	16	71	15	16	16	16	22	20	22	
Witnesses	40	57	70	45	55	73	75	55	48	78	51	

Days of hearings at HCPC in current month

Month	Current month /	Month forecast	Year end	Commentary
February	78%	88%	88%	<ul style="list-style-type: none"> * In total there were 73 days of final hearing activity arranged in February, including preliminary hearings, voluntary removal agreements and a restoration hearing. * 57 days of activity took place in HCPC premises * This was 78% of all hearings activity scheduled * This is a lower percentage than expected. * All 3 rooms at HCPC premises at 186 Kennington Park Road were used a daily basis and HCPC hearing rooms were divided on 4 occasions during the month to increase hearing capacity. * A number of events such as partner training, council meetings and all employee meetings restricted the use of rooms at HCPC premises on several occasions in February
January	80%	88%	88%	<ul style="list-style-type: none"> * In total there were 98 days of final hearing activity arranged in January, including preliminary hearings, discontinuance applications and voluntary removal agreements. * 78 days of activity took place in HCPC premises * This was 80% of all hearings activity scheduled * This is a lower percentage than expected. * All 3 rooms at HCPC premises at 186 Kennington Park Road were used a daily basis and HCPC hearing rooms were divided on 4 occasions during the month to increase hearing capacity. * Two new rooms have now been refurbished at 186 Kennington Park Road and these will be used from February onwards to increase hearing resource at external premises
December	80%	88%	88%	<ul style="list-style-type: none"> * In total there were 77 days of final hearing activity arranged in December, including preliminary hearings, discontinuance applications and voluntary removal agreements. * 60 days of activity took place in HCPC premises * This was 80% of all hearings activity scheduled * This is a lower percentage than expected. * All 3 rooms at HCPC premises at 186 Kennington Park Road were used a daily basis and HCPC hearing rooms were divided on 7 occasions during the month to increase hearing capacity. * This helped to compensation for the fact that almost 2 weeks of hearing activity were lost in the month during the festive break.

Days of hearings at HPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
February	98%	88%	88%	<ul style="list-style-type: none"> * In total there are 90 days of final hearing activity planned in March * 88 of these are planned at HCPC premises, which is 98% of all hearings activity. * This is a much higher percentage of internal hearing days than planned. * A large percentage of the hearings taking place in March are social work hearings, which can only be held in England * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities. * 2 newly refurbished rooms at this premises are also being used on a daily basis
January	77%	88%	88%	<ul style="list-style-type: none"> * In total there are 73 days of final hearing activity planned in February * This represents a lower level of activity than previous months due to reduced levels of scheduling staff threemonths earlier. 4 new scheduling team members have since been recruited to compensate for this. * 56 of these are planned at HCPC premises, which is 77% of all hearings activity. * This is a lower percentage of internal hearing days than planned but the external activity was all required in line with statutory provisions. * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities. * 2 rooms in the new HCPC premises at 186 Kennington Park Road have been refurbished and will be used for hearings from February onwards
December	82%	88%	88%	<ul style="list-style-type: none"> * In total there are 112 days of final hearing activity planned in December * This represents a high level of activity as the first hearings do not start until 6 January due to the festive closure * 92 of these are planned at HCPC premises, which is 82% of all hearings activity. * This is a lower percentage of internal hearing days than planned because hearings levels are very high and there is insufficient space in HCPC premises on 4 days * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities. * 2 rooms in the new HCPC premises at 186 Kennington Park Road have been refurbish and can be used for hearings activity, which should lessen the need for external hearings later in the year.

Days of external hearings in current month

Month	Current month /	Month forecast	Year forecast	Commentary
February	22%	16%	12%	<ul style="list-style-type: none"> * The 16 days of final hearing activity at external venues in February amounted to 22% of all hearing activity, which is higher than the planned activity schedule. * This included 8 days of hearings in Scotland and 4 days of hearing in Northern Ireland, which were required in accordance with statutory provisions. * One 3 day hearing was held in Manchester. This was in accordance with a panel direction following a preliminary application from the registrant. * A hearing was also held on one day at an external venue in London to make space for a Council Meeting which was taking place at HCPC premises * All of the hearings held at external venues in accordance with statute lasted for 3 days or longer, which is why a higher percentage of hearing days were held externally in February
January	20%	16%	12%	<ul style="list-style-type: none"> * The 20 days of final hearing activity at external venues in January amounted to 20% of all hearing activity, which is higher than the planned activity schedule. * This included 9 days of hearings in Edinburgh and Glasgow, which were required in accordance with statutory provisions. * Two hearings amounting to 6 days in total were held in Manchester. The first of these was held externally following a panel direction to do so and the second was due to limited resources at HCPC premises. * Hearings were also held in Liverpool and Newcastle, amounting to 6 days in total. The hearing in Newcastle was held externally in accordance with a panel direction and the hearing in Newcastle was held externally because * Given the high level of external hearings in December and January the extra resource available at 186 Kennington Park Road must be maximised for the remainder of the year to mitigate the extra expense
December	20%	16%	12%	<ul style="list-style-type: none"> * The 17 days of final hearing activity at external venues in December amounted to 20% of all hearing activity, which is higher than the planned activity schedule. * This included hearings in external venues in Cardiff, Aberdeen and Edinburgh, which were all required in accordance with statutory provisions. We also held two events in Manchester to assist hearing participants and due to limited resources at HCPC premises. * The hearing in Aberdeen was delayed by 2 days whilst a new panel member was sought and had to be extended for the full week. * External hearing activity was higher than usual this month because increased levels of hearings were listed at the beginning of the month to compensate for office closure over the festive period. Extra space outside of HCPC premises was required to achieve this.

Days of external hearings planned

Month	Current month /	Month forecast	Year forecast	Commentary
February	2%	12%	12%	<ul style="list-style-type: none"> * There are only 2 days of external hearings taking place in March * This is much lower than the planned activity schedule * One day of hearing activity is taking place in Northern Ireland in accordance with statutory provisions * On day is taking place at an external premises in London due to limited space at Park House * Making full use of HCPC premises results in significant financial savings for the organisation
January	23%	12%	12%	<ul style="list-style-type: none"> * There are 17 days of hearings planned at external venues in February, which is 23% of all hearings. * This is higher than the planned activity schedule. * 14 days of hearing are being held in Scotland and Northern Ireland in accordance with statutory provisions * One hearing was held in Manchester over three days in accordance with a panel direction * Further efforts will be made in March to use all available resource at HCPC premises to reduce the costs associated with external hearings
December	18%	12%	12%	<ul style="list-style-type: none"> * There are 20 days of hearings planned at external venues in January, which is 18% of all hearings. * This is higher than the planned activity schedule. * 12 days of hearings activity are being held in Manchester, Newcastle and Liverpool to minimise disruption to professionals giving evidence * This will also allow for a higher concentration of hearing activity during the month to compensation for the office closure during the festive period * 8 days of hearing activity are also being held in Scotland in accordance with statutory requirements

Witnesses in current month

Month	Current month /	Month forecast	Year forecast	Commentary
February	2.8 per case	2 per case	2 per case	<ul style="list-style-type: none"> * There were 51 witnesses called for the 18 final hearings held in February. * This is a average of 2.8 witnesses per case, which is slightly above the planned activity schedule. * A larger proportion of cases than usual were social work cases in February * These are often more complex and require more witness evidence
January	2.1 per case	2 per case	2 per case	<ul style="list-style-type: none"> * There were 78 witnesses called for the 38 final hearings held in January. * This is a average of 2.1 witnesses per case, which is in line with the planned activity and resource allocation.
December	1.7 per case	2 per case	2 per case	<ul style="list-style-type: none"> * There were 48 witnesses called for the 29 final hearings held in December. * This is a average of 1.7 witnesses per case, which is in line with the planned activity and resource allocation. * Shorter hearings were scheduled then usual in December due to the office closure, which explains why the amount of witnesses per case was slightly lower this month

Witnesses planned

Month	Current month /	Month forecast	Year end	Commentary
February	2.4 per case	2 per case	2 per case	* There are 25 substantive hearings scheduled in March with an average of 2.4 witnesses warned for each case
January	2.9 per case	2 per case	2 per case	* There are 18 hearings scheduled in February with an average of 2.9 witnesses warned for each case * The amount of witnesses exceeds the planned resource allocation * There are several complex hearings in February taking place over at least four days. These have a high amount of witnesses.
December	2.5 per case	2 per case	2 per case	* There are 22 hearings scheduled in January with an average of 2.5 witnesses warned for each case * The amount of witnesses is within the planned resources allocation

Non standard equipment or special requirements

Month	Commentary
February	* A videolink was used on one occasion at an external premises in February to allow a vulnerable witness to give evidence in a separate room away from the registrant * The HCPC held its first hearing of the Adjudicator in February under the Student Suitability Scheme
January	* Video links were used on two occasions to allow witnesses that were unable to travel to give evidence remotely * Screens were used on one occasion to allow a vulnerable witness to give evidence without facing the registrant * An agreement was made with our transcribers for a new expedited service within 24 hours when our regulator requires transcripts
December	*A daily transcription service continued on a complex case

Outcome of final hearing by representation April 2013 - March 2014

	Self Representation	Represented	No representation	Total
Caution	8	16	9	33
Conditions	3	17	3	23
Cross referred	2	2	0	4
No Further Action	3	2	1	6
Not Well Found	9	41	9	59
Discontinued	0	5	3	8
Not restored	0	0	0	0
Part Heard	7	8	0	15
Register entry amended	0	0	0	0
Removed	0	0	1	1
Restored	0	0	0	0
Struck Off	7	9	35	51
Suspended	7	20	27	54
Consent - removed	0	4	15	19
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	46	124	103	273

Final hearings: Decisions by profession April 2013 - March 2014

	Final Hearings															
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Not impaired	cross referred	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension
Arts therapists	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Biomedical scientists	0	2	0	4	0	0	0	0	0	0	2	6	2	0	0	0
Chiropodists & podiatrists	1	2	1	2	0	0	0	1	0	0	3	3	0	0	0	0
Clinical scientists	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	2	1	0	0	0	0	0	0	0	1	1	1	0	0	0
Hearing aid dispensers	1	0	0	0	0	0	0	0	0	0	2	3	0	0	0	0
Occupational therapists	1	2	1	1	0	0	0	0	0	0	4	9	4	0	0	0
ODPs	5	1	1	2	0	0	0	1	0	0	3	8	2	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Paramedics	8	4	1	22	0	0	0	0	0	0	15	8	2	0	0	0
Physiotherapists	1	2	1	7	1	0	1	0	0	0	5	1	0	0	0	0
Practitioner psychologists	1	2	0	5	5	0	0	0	0	1	1	3	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	6	1	0	4	1	0	0	0	0	0	4	2	0	0	0	0
Social workers	8	5	0	9	0	0	0	0	0	0	8	8	4	0	0	0
SLTs	1	1	0	2	1	0	0	0	0	0	1	2	3	0	0	0
Total 13/14 YTD	33	24	6	59	8	0	1	2	0	1	51	54	19	0	0	0
Total 12/13 FYE	41	13	1	54	n/a	0	0	0	0	1	43	58	10	n/a	n/a	n/a
Total 11/12 FYE	69	29	1	68	n/a	0	0	0	0	2	56	55	7	n/a	n/a	n/a

Review hearings decisions by profession April 2011 - March 2014

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Biomedical scientists	1	0	0	8	2	0	0	4	2	0	0	0	0	17
Chiropodists & podiatrists	0	0	0	7	0	0	0	3	5	0	0	0	0	15
Clinical scientists	1	0	0	1	1	0	0	0	1	0	0	0	0	4
Dietitians	0	0	0	0	1	0	0	1	0	0	0	0	0	2
Hearing aid dispensers	0	0	0	0	1	0	0	0	1	0	0	0	0	2
Occupational therapists	0	0	0	3	3	0	0	4	9	0	0	0	0	19
ODPs	0	0	0	1	1	0	0	2	6	1	0	0	0	11
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Paramedics	2	0	3	4	9	1	0	6	12	1	0	0	0	38
Physiotherapists	1	0	0	3	4	0	0	3	7	1	0	0	0	19
Practitioner psychologists	0	0	0	0	2	0	0	2	1	0	0	0	0	5
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	2	1	0	0	1	6	0	0	0	0	10
Social workers	0	0	0	1	1	0	0	1	4	0	0	0	0	7
SLTs	0	0	0	0	0	0	0	1	7	1	0	0	0	9
Total 13/14 YTD	5	0	3	30	26	1	0	28	56	4			0	153
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4			n/a	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9			n/a	137

Commentary

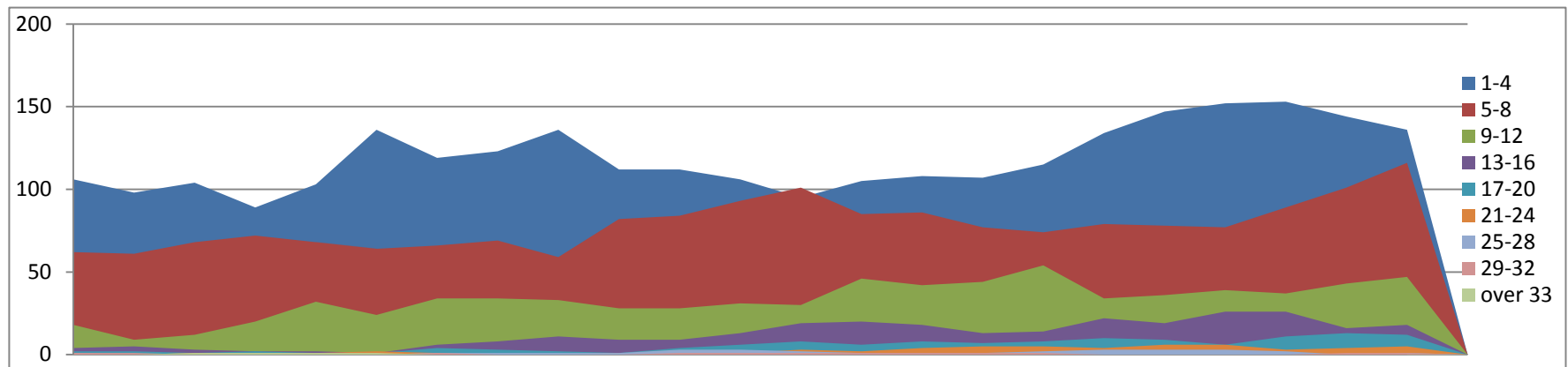
Rev Hearings fixed by schedulers during this month

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	17	12	156	*17 substantive review hearings took place in February, which is higher than planned activity *One review went part-heard, one review was adjourned by the panel and another review was withdrawn on the day
January	13	12	156	*13 substantive reviews were listed for January, which is slightly higher than planned activity. *One review was adjourned on the day by the panel
December	13	12	156	*13 substantive reviews were listed in December, which is higher planned activity for the month *One substantive review was postponed in advance and another review was adjourned by the panel on the day

All hearings listed for future months

Month	Current month / variance	Month forecast	Year forecast	Commentary
February	21	12	156	*6 reviews have been listed for March and 15 have been scheduled for April so far *Reviews due to take place in March were pushed back to February as the final hearing activity for that month was below forecast.
January	21	12	156	*21 reviews have been listed for February so far *Some substantive reviews were purposely listed earlier as the final hearing activity for February is below forecast. There will be a limited amount of reviews held in March to ensure that there are sufficient resources available for final hearings in March.
December	14		156	*14 reviews have been listed for January so far *Due to limited resources within the scheduling team, review hearings are not being scheduled as far in advance as they were previously. There are currently no concerns in meeting statutory deadlines for reviews and case team managers are being kept up to date with potential hearing dates for future reviews.

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



		2012			2013										2014											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases awaiting final hearing (from ICP)	1-4	106	98	104	89	103	136	119	123	136	112	112	106	95	105	108	107	115	134	147	152	153	144	136		
	5-8	62	61	68	72	68	64	66	69	59	82	84	93	101	85	86	77	74	79	78	77	89	101	116		
	9-12	18	9	12	20	32	24	34	34	33	28	28	31	30	46	42	44	54	34	36	39	37	43	47		
	13-16	4	5	3	2	2	1	6	8	11	9	9	13	19	20	18	13	14	22	19	26	26	16	18		
	17-20	2	2	1	2	1	1	4	3	2	1	4	6	8	6	8	7	8	10	9	6	11	13	12		
	21-24	0	0	1	1	1	2	1	0	0	1	1	1	3	2	4	5	5	4	6	6	3	4	5		
	25-28	1	0	0	0	0	0	1	1	1	1	3	3	2	1	1	1	2	3	3	3	2	0	1		
	29-32	1	1	0	0	0	0	1	0	0	0	1	1	1	1	1	1	1	0	0	0	0	1	1		
	over 33	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Total cases awaiting hearing		194	176	190	187	208	229	232	238	242	234	242	254	259	266	268	255	273	286	298	309	321	322	336		
Total cases fixed this month		n/a												36	36	37	36	30	42	34	33	18	26	36		
Cases ready to fix, but no date yet		n/a												65	60	66	80	88	83	83	74	77	95	99		
Cases fixed previous months and awaiting hearing		n/a												88	84	72	66	62	55	58	50	52	49	72		
Cases being prepared by external lawyers		n/a												70	86	93	73	93	106	123	152	174	152	129		

Commentary

Hearings fixed by schedulers during this month

Month	Current month / variance	Year end forecast	Commentary
February	36	320	<p>*36 preliminary and final hearings were fixed by the scheduling team in February</p> <p>*4 additional GSCC transfer cases were fixed by the team</p> <p>*There has been an increase in scheduling activity, as temporary officers have joined the team to assist with the fixing of review hearings.</p> <p>*27 cases were passed to the scheduling team as 'ready to fix' this month, which is lower than previous months</p>
January	26	320	<p>*26 preliminary and final hearings were fixed by the scheduling team in January</p> <p>*12 additional GSCC transfer cases were fixed by the team in this month</p> <p>*There has been a slight increase in scheduling activity this month due to the four new officers reaching the end of their training period</p> <p>*35 cases were passed to the scheduling team as 'ready to fix' in January. This is much lower than the 48 cases in December but is still higher than previous months.</p>
December	18	320	<p>*18 preliminary and final hearings were fixed by the scheduling team in December</p> <p>*No additional GSCC cases were listed for a final hearing this month</p> <p>*The decrease in scheduling activity has been due to multiple changes within the team, as four out of six officers are currently in training</p> <p>*48 cases were passed to the scheduling as 'ready to fix' this month, which is much higher than previous months.</p>

All hearings listed for future months

Month	Number Listed	Commentary
February	58	*18 hearings have been scheduled in March and 40 have been scheduled to take place in April *16 additional GSCC transfer cases have been scheduled for a final hearing in March, none were listed in April.
January	28	*14 hearings have been scheduled in February and 14 have been scheduled to take place in March *These figures are below forecasted activity, but were expected due to the changes within the team affecting the rate of hearings scheduled. *8 additional GSCC cases have been scheduled for February and 14 have been scheduled for March
December	39	*27 final hearings have been scheduled to take place in January and 12 have been listed for February *These figures are below planned activity, but there are no current concerns as there has been a concentrated effort to list GSCC cases for a final hearing.
November	46	21 final hearings have been listed for December and 25 have been scheduled for January *These figures are below planned activity, but there are no current concerns as there has been a concentrated effort to progress SW legacy cases that are ready to be fixed for a final hearing

Hearings ready to fix

Month	Hearings Ready to Fix	Commentary
February	99	*194 cases are currently being managed by the adjudications team *99 cases are ready to fix and are in the process of being scheduled. 7 of these are supplementary allegations to be considered for a joinder application. 10 cases are on hold due to preliminary issues *72 cases have been scheduled and are awaiting their hearing *11 hearings have been postponed in advanced or adjourned and are awaiting instructions for rescheduling *12 hearings have concluded and are awaiting the expiration of their appeal period
January	95	*172 cases are currently being managed by the adjudications team *95 cases are ready to fix and in the process of being scheduled. 9 of these are on hold due to preliminary issues. *49 cases have been scheduled for a final hearing *20 hearings have been postponed in advance or adjourned and are awaiting instructions for rescheduling *8 hearings have concluded and are awaiting the expiration of their appeal period
December	77	*155 cases are currently being managed by the adjudications team *77 cases are ready to fix and are in the process of being scheduled. 11 of these cases are on hold due to preliminary issues. *52 cases have been scheduled and are awaiting their hearing date *16 hearings have been postponed in advance or adjourned and are awaiting instructions for rescheduling *10 hearings have concluded and are awaiting the expiration of their appeal period

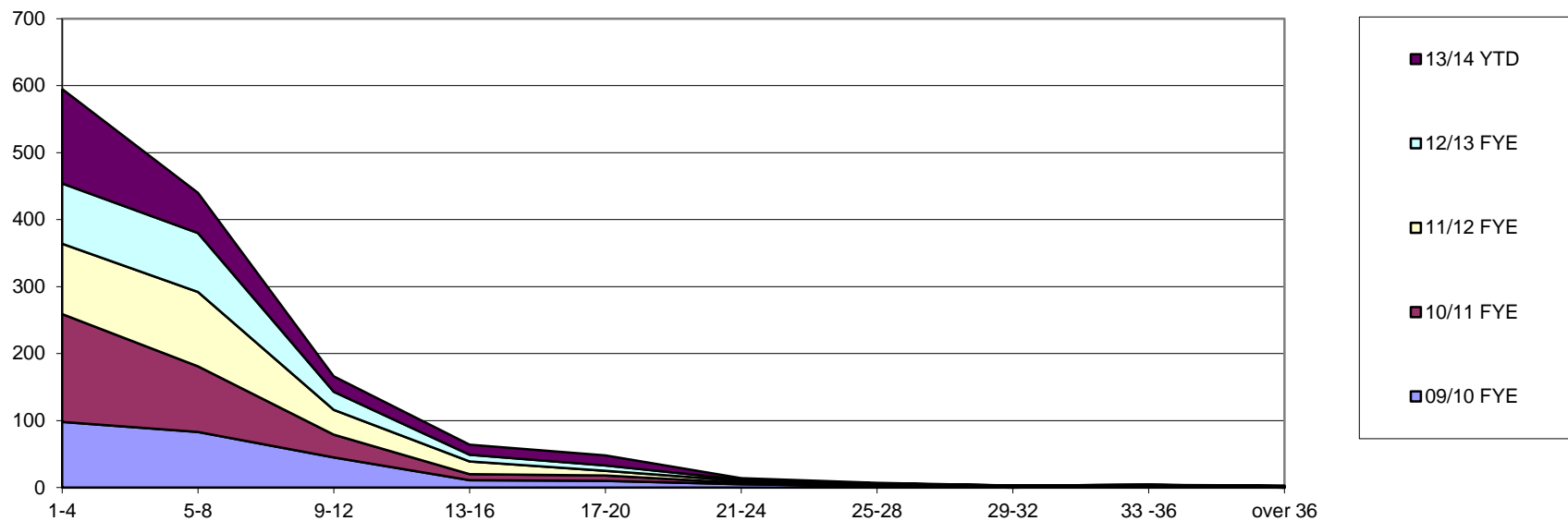
Hearings not ready to fix

Month	End of Month Number	Commentary
February	139	*139 cases are currently with external solicitors and are therefore not ready to fix *4 of these cases were referred over 12 months ago.
January	140	*140 cases are currently with external solicitors and are therefore not ready to fix *Four of these cases were over 12 months ago, which is slightly lower than previous months
December	146	*146 cases are currently with external solicitors and are therefore not ready to fix *5 of these cases were referred in 2012, which is much lower than previous months

Cases over 5 months not yet ready to fix

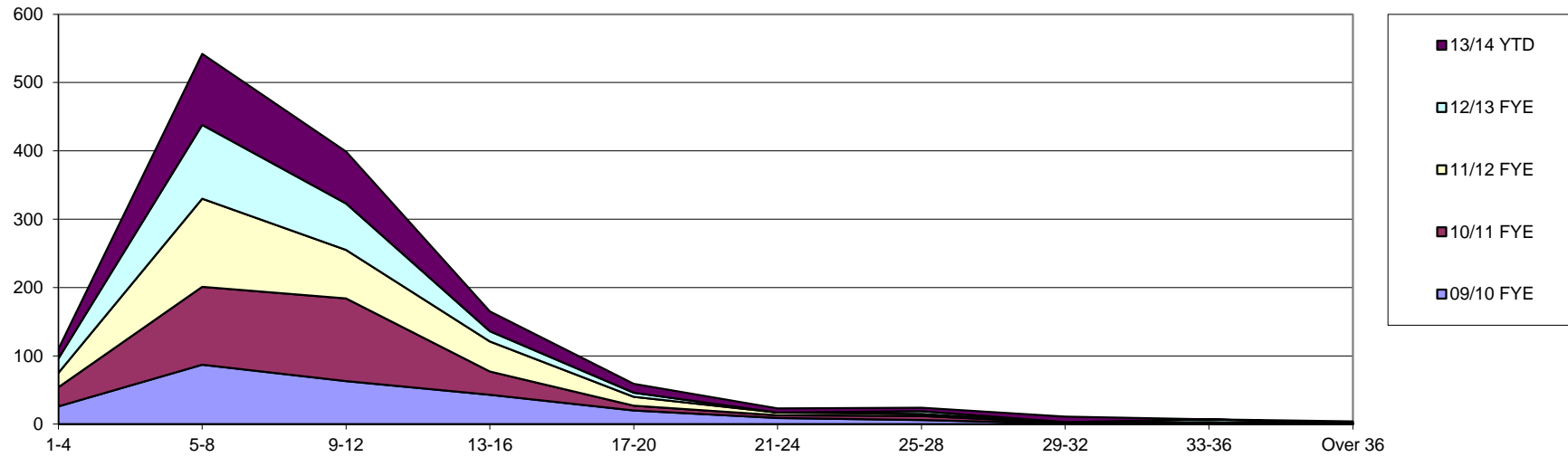
Month	End of Month Number	Commentary
February	34	*There are 34 post-ICP cases over 5 months that are not ready to fix.
January	27	*There are 27 post-ICP cases over 5 months that are not categorised as ready to fix. This is an increase on previous months.
December	24	*There are 24 post-ICP cases over 5 months that are not ready to fix, which is a slight decrease on last months figure.

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



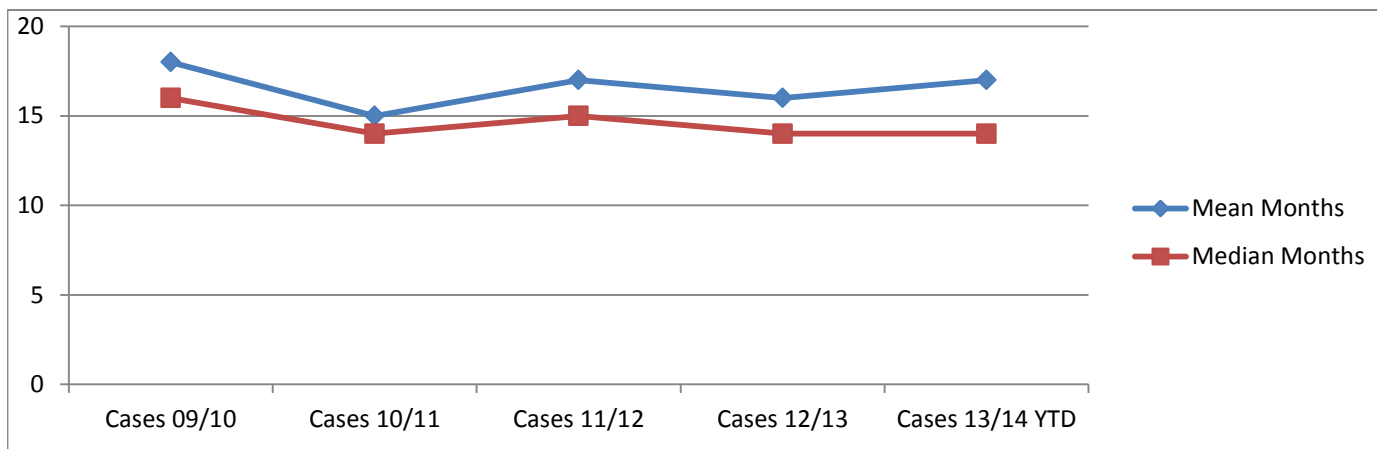
Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	98	161	105	90	141
5-8	83	98	111	88	60
9-12	45	34	37	27	23
13-16	11	9	19	10	15
17-20	10	8	7	8	15
21-24	5	2	3	2	2
25-28	2	0	2	2	1
29-32	0	2	1	0	0
33 -36	2	1	1	0	0
over 36	0	0	1	1	1
Mean Months	7	6	7	7	6
Meadian Months	5	4	5	5	4
Total Cases	256	315	287	228	258

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



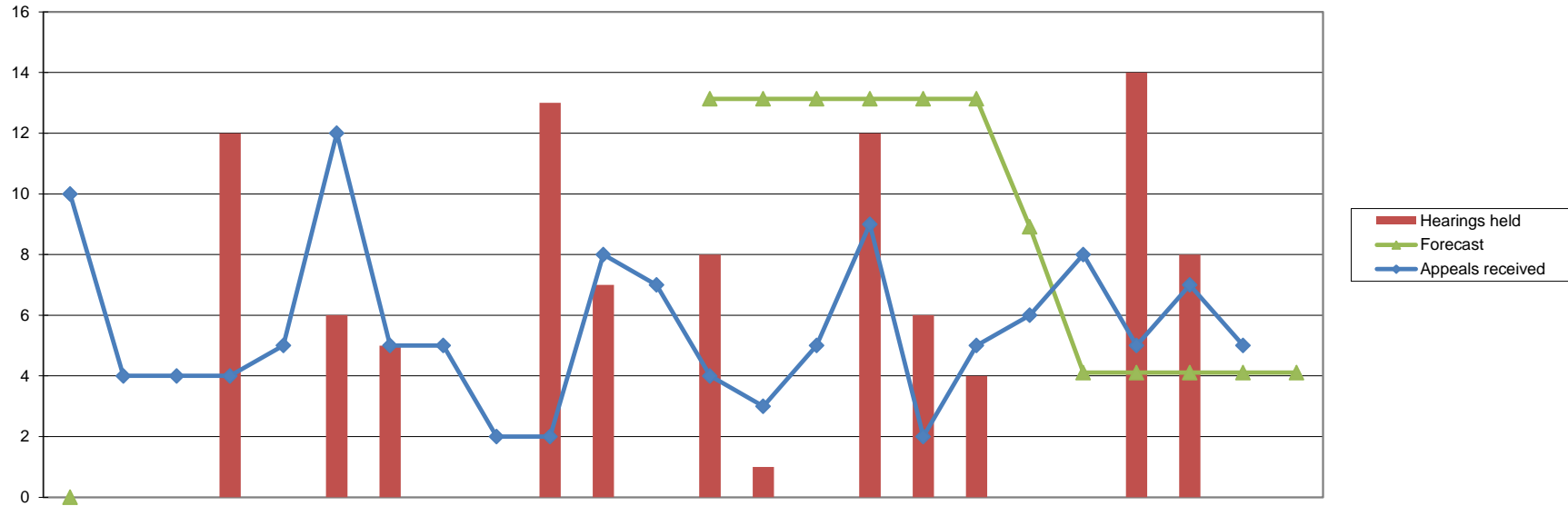
Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	26	28	21	21	14
5-8	87	114	129	108	104
9-12	63	121	71	68	76
13-16	43	34	44	15	29
17-20	20	7	13	6	13
21-24	9	4	4	0	6
25-28	6	6	3	4	5
29-32	1	1	0	1	8
33-36	1	0	2	4	0
Over 36	0	0	0	1	3
Mean Months	11	9	10	9	11
Median Months	9	9	8	8	9
Total Cases	256	315	287	228	258

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



Number of Months	Cases 09/10	Cases 10/11	Cases 11/12	Cases 12/13	Cases 13/14 YTD
1-4	1	1	0	0	1
5-8	23	35	18	23	19
9-12	56	75	71	66	92
13-16	52	104	79	62	45
17-20	45	48	57	37	26
21-24	34	27	31	13	26
25-28	19	9	14	6	17
29-32	12	7	3	10	12
33-36	5	6	7	5	9
Over 36	9	3	7	6	11
Mean Months	18	15	17	16	17
Median Months	16	14	15	14	14
Total Cases	256	315	287	228	258

Registration Appeals April 2012 - March 2014



	2012			2013												2014								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast						n/a							13	13	13	13	13	13	9	4	4	4	4	4
Appeals received	10	4	4	4	5	12	5	5	2	2	8	7	4	3	5	9	2	5	6	8	5	7	5	
Hearings held	0	0	0	12	0	6	5	0	0	13	7	0	8	1	0	12	6	4	0	0	14	8	0	
Adjourned/postponed	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	5	0	0	0	2	0	0	
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
Allowed	0	0	0	8	0	2	2	0	0	4	4	0	3	0	0	5	0	0	0	0	4	2	0	
Dismissed	0	0	0	3	0	3	3	0	0	6	2	0	4	1	0	6	2	4	0	0	7	5	0	
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Remit to ETC	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	
Current active cases	25	29	33	25	30	37	33	38	40	28	33	37	37	34	38	38	38	36	37	42	35	32	39	

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

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	5/+1	4	108	* The number of new appeals is above the forecast (5 against the 4 forecast)
January	7/+3	4	108	* The number of new appeals is above the forecast (7 against the 4 forecast)
December	5/+1	4	108	* The number of new appeals is slightly above the forecast (5 against the 4 forecast)

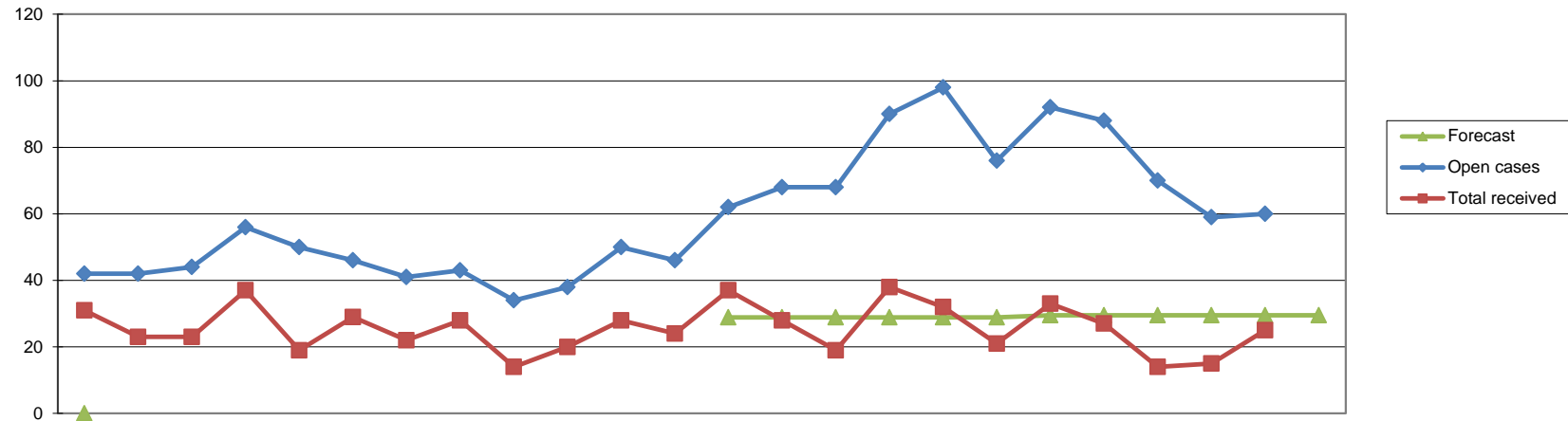
Cases heard

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	0	12	108	* No cases were considered by a Reg Appeal Panel in February 2014. As at 5 March, no cases have been scheduled for March.
January	0	12	108	* 8 appeal cases were considered by a Registration Appeal Panel in January. 1 case was adjourned. No cases have been scheduled for Feb (as at 12 Feb).
December	0	12	108	* 12 appeal cases were considered by a Registration Appeal Panel in December. 2 cases were adjourned or postponed. 7 cases have been scheduled for January.

Length of time (open cases)

Month	Current month / variance	Year end Forecast	Commentary
February	Mean - 3 Median - 2	70% 6 months or less	* Of 37 cases awaiting hearing 27 (72%) were no older than 6 months
January	Mean - 3 Median - 2	70% 6 months or less	* Of 32 cases awaiting hearing 18 (57%) were no older than 6 months
December	Mean - 3 Median - 2	70% 6 months or less	* Of 25 cases awaiting hearing 10 (40%) were older than 6 months

Protection of Title April 2012 - March 2014



	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast												n/a	29	29	29	29	29	29	29	30	30	30	30	30
Public	9	2	10	13	6	12	12	10	3	7	11	4	6	7	10	21	13	5	16	15	9	5	9	
Police	2	1	1	3	4	4	3	1	1	1	3	3	2	0	0	0	3	2	1	1	0	1	0	
HPC	1	0	0	0	0	1	0	0	0	1	0	0	0	2	0	0	1	0	0	1	0	1	0	
Anonymous	0	0	1	4	0	2	0	2	0	2	1	3	0	3	1	0	1	1	2	4	0	5	5	
Professional	19	20	11	17	9	10	7	15	10	9	13	14	27	10	7	11	12	10	12	6	4	3	9	
Other	2	3	1	3	2	7	3	1	0	1	0	0	2	6	1	6	2	3	2	0	1	0	2	
Total received	31	23	23	37	19	29	22	28	14	20	28	24	37	28	19	38	32	21	33	27	14	15	25	
Visits	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Open cases	42	42	44	56	50	46	41	43	34	38	50	46	62	68	68	90	98	76	92	88	70	59	60	

09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	YTD
NA				
32	21	35	99	116
38	12	23	27	10
2	7	7	3	5
31	26	29	15	22
213	252	172	154	111
316	318	266	298	289
3	1	1	1	0
831				

Cases received

Month	Current month /variance	Month forecast	Year end forecast	Commentary
February	25/-7	32	347	* 25 new cases were received in February, which is below forecast. * 289 cases have been received YTD.
January	15/-15	30	354	15 new POT cases were received in January 2014 The number of new cases received in January is 15 cases below the forecast of 30. Year to date 264 cases have been received which is 30 cases below the YTD forecast of 294.
December	14/-16	30	354	*14 new cases received in December 2013. *The number of new cases received in December was below the forecast of 30. *Year to date 249 cases have been received which is 15 cases below the YTD forecast of 264.

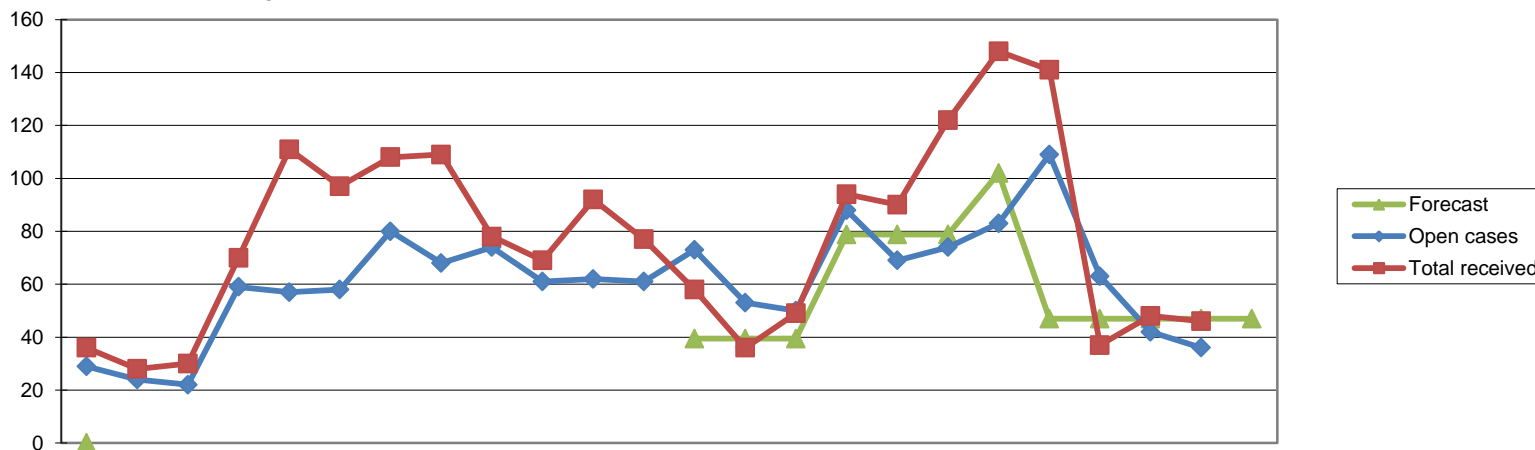
Length of time (open cases)

Month	Current month / variance	Commentary
February	Mean - 2 Median - 1	* There were 60 open cases at the end of February. * Of these open cases 26 were older than three months. * 22 were less than one month old.
January	Mean - 2 Median - 1	68 open and reopened POT cases at the end of January 2014. Of the 68 open cases 34 cases were 3 months or older 13 open cases were less than 1 month old
December	Mean - 2 Median - 1	*70 open cases in the month of December *Of the 70 open cases 31 cases were 3 months or older. *12 open cases were less than 1 month old.

Common issues / issues arising

Month	Commentary
February	* There has continued to be a focus on older POT cases and this has led to a reduction in the number of cases over three months old as well as a reduction in the total number of open cases.
January	*The number of open POT cases has marginally decreased in comparison to last month. The Case Managers in CT3 and 7 have been encouraged to focus on the progression of their POT cases, in particular those which are 3 months or older.
December	*The number of open POT cases has decreased in comparison to last month. This can be explained by the number of new Health and Character cases received has reduced significantly in December, together with a temporary Case Manger (CM) in place on CT3, who is currently managing all of the new Health and Character Cases. This has enabled the CM's within CT3 and 7 to focus on the progression of the POT cases.

Health and Character Declarations April 2012 - March 2014



		2012		2013									2014									09/10	10/11	11/12	12/13	13/14				
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	YTD
Forecast		NA											39	39	39	79	79	79	102	47	47	47	47	47						
Received	Renewal	0	0	0	1	1	1	4	32	1	0	0	0	0	1	1	0	3	0	2	6	0	0	1	154	4	8	40	14	
	Readmission	5	8	5	4	5	9	4	6	5	22	30	21	12	12	12	9	7	9	19	17	9	8	1	53	74	51	124	115	
	Admission	31	20	25	65	105	86	100	71	72	47	62	56	46	23	36	85	80	113	127	118	28	40	44	282	334	356	740	740	
	Self-referral	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	209	149	0	1	0	
	Total received	36	28	30	70	111	97	108	109	78	69	92	77	58	36	49	94	90	122	148	141	37	48	46	698	561	415	905	869	
Considered	Considered by panel	11	22	23	20	79	49	16	84	40	53	51	43	33	4	31	31	38	44	76	65	47	40	29	387	461	322	491	438	
	Referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	61	60	15	0	1	
	Admission rejected	0	1	1	1	6	4	1	5	2	2	3	2	2	0	6	0	1	2	0	0	0	0	0	2	7	6	28	11	
	Readmission rejected	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	3	0	1	3	2	3	2	7	14	6	2	16	
	Renewal rejected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	
	Not referred to FTP	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	66	87	13	3	0	
	Admission accepted	7	18	19	19	73	45	15	79	38	51	48	41	31	4	25	25	31	42	75	62	45	37	27	204	247	256	453	404	
	Readmission accepted	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	32	45	23	2	6	
	Renewal accepted	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	1	2	2	0	
Open cases	29	24	22	59	57	58	80	68	74	61	62	61	73	53	50	88	69	74	83	109	63	42	36							

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	46/-18	64	968	* 46 new cases were received in February which is well below the revised forecast. * 869 cases have been received YTD.
January	48/+1	47	691	*48 new Health and Character case were received in January 2014. This figure is marginally in line with the forecast figure of 47. *823 cases have been received year to date. *We have received an additional 226 cases against the year to date forecast of 597.
December	37/-10	47	692	*37 cases were received in December 2013. *The number of new cases received in December was 10 lower than forecast and considerably lower than October and November. *775 have been received to date against a year end forecast of 786 cases.

Cases closed

Month	Current month / variance	Commentary
February	47	*47 cases were closed in February, of which 18 did not need to be put before a Registration Panel.
January	48	*48 cases were closed in January 2014 of which 27 cases did not require to be presented before a Registration Panel.
December	11	*11 cases were closed in December, 1 of which did not need to go to a Reg Panel.

Length of time (open cases)

Month	Current month / variance	Measuring Tool	Commentary
February	Mean - 1 Median - 1	95% 1 month or less	* 37 cases were open at the end of February. * Of these cases 27 (72%) were less than a month old. * Of the 10 cases received more than a month ago 7 are older than two months.
January	Mean - 1 Median - 1	95% 1 month or less	* 42 cases were open at the end of January 2014. * Of these open cases 29 (69%) were less than a month old. *The number of open cases which are <i>older than one month</i> (13 cases) has significantly decreased.
December	Mean - 1 Median - 1	95% 1 month or less	* 44 H&C cases were open at the end of December. * Of these open cases 21 (47%) were 1 month or less than a month old.

Common issues / issues arising

Month	Commentary
February	* The older cases relate in the main to matters where employer disciplinary proceedings are ongoing.
January	* The number of open cases which are <i>older than one month</i> (13 cases) has significantly decreased. The number of Health and character cases received this month is generally in line with the forecast figure and this has allowed for the older cases to be progressed and closed.
December	* 31 of the 37 H&C cases received in December were assigned to the temporary CM in CT3. One CM left HCPC/CT7 for a period of 3 months (secondment to PSA).

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
Total received	16	10	0	1	2	0	5	0	0	1	0	1	1	2	3	0	0	1	1	34	10
Considered by assessment panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Considered by adjudicator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Added to prohibited list	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	1
Open cases	n/a								9	9	5	6	7	9	12	12	12	11	11	103	

Common issues / issues arising

Month	Commentary
February	* This referral was received from an Education Provider advising us of a Students criminal convictions and child protection concerns. The student is currently on the programme.
January	* The new referral was received from an Education Provider advising that a student was required to withdraw from a programme following fitness to practise concerns. This is a similar theme to the cases we already have
December	*There were no new Suitability referrals received in December which is the same as last month, therefore there is no change in the themes and issues as previously reported

Cases received

Month	Current month / variance	Commentary
February	1	* 1 referral under the Suitability Scheme was received in February * There was 1 case closure in February * There are currently 11 open Suitability cases
January	1	* 1 referral under the Suitability Scheme was received in January * There were 2 case closures in January * There are currently 11 open Suitability cases
December	0	* No referrals under the Suitability Scheme were received in December * There were no case closures in December * There are currently 12 open Suitability cases

Cases considered by assessment panel or adjudicator

Month	Current month / variance	Commentary
February	1	One case was considered by an Adjudication Panel and the student was placed on the prohibited list
January	0	* An Adjudication Panel will meet on 26 February to consider one case
December	0	* The case that will be put forward to an Adjudication Panel has been postponed until February 2014

Miscellaneous (MIS) cases April 2012 - March 2014

	2012			2013									2014									12/13	13/14		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE
Cases received	48	40	36	51	225	48	75	60	43	81	67	72	102	97	73	120	135	87	91	90	70	66	66	846	997
Cases closed	29	34	62	356	88	65	99	55	57	109	85	93	130	81	94	106	159	73	110	71	73	85	72	2,186	1054
Cases open	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	40	69	67	106	82	96	77	96	93	74	68		

MIS cases - received

Month	Number of Cases	Commentary
February	66	<ul style="list-style-type: none"> * In February a total of 66 MIS cases were received. * The CSO Team processed 63 of the MIS cases received. * the remaining 3 were actioned by Case Managers.
January	66	<ul style="list-style-type: none"> * In January a total of 66 MIS cases were received. * The CSO Team dealt with 64 of the MIS cases received in January. * The remaining 2 cases were actioned by case managers.
December	70	<ul style="list-style-type: none"> * In December a total of 70 MIS cases were received and logged against a forecast of 114 cases. * The CSO Team dealt with 69 of the MIS cases. * The remaining case was actioned by the case management team.

MIS Cases - Open cases

Month	Current month / variance	Commentary
February	90	<ul style="list-style-type: none"> * At the end of February 2014, there were 90 active MIS cases. * 23 of those cases have been reopened and 67 are currently open. * The CSO Team are currently dealing with 48 of the active MIS cases. * The number of active MIS cases has reduced by 10% since January 2014
January	101	<ul style="list-style-type: none"> * At the end of January 2014, there were 101 open/reopened MIS cases. * There are 72 open and 29 reopened MIS cases. * The CSO Team are dealing with 63 of these cases. * There are a high number of active MIS cases due to the high volume of queries being received by FtP, many of which require additional/follow up work.
December	119	<ul style="list-style-type: none"> * At the end of December 2013, there were a total of 119 open/reopened MIS cases. * There are 92 open and 27 reopened MIS cases - 79 of which are being dealt with by the CSO Team. * There are a high number of active MIS cases due to the high volume of queries being received by FtP, many of which require additional/follow up work.

MIS cases - common themes

Month	Commentary
February	*The majority of MIS cases opened related to Social Workers, most of which require additional information and follow up before they can be closed or progressed to an FtP case.
January	*The majority of MIS cases opened related to Social Workers, most of which require additional information and follow up before they can be closed or progressed to an FtP case.
December	*The majority of MIS cases opened related to Social Workers, most of which require additional information and follow up before they can be closed or progressed to an FtP case.

Cases that would be subject to CHRE/PSA audit

Month	Current month / variance	Commentary
February	34	14 of the 34 related MIS cases received in February 2014 have been closed.
January	30	16 of the 30 FtP related MIS cases received in January 2014 have been closed.
December	31	6 of the 31 FtP related MIS cases received in December 2013 have been closed

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

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

Month	Number of Cases	Commentary
February	4	<p>*The PSA has referred the Conduct and Competence Committee's decision in two cases to the High Court under the provisions of Section 29 (4) of the National Health Service Reform and Health Care Professions Act 2002.</p> <p>*Other High Court cases include: an appeal against a strike off decision and two appeals to the County Court in respect Registration Appeals Panels decision to dismiss registration appeals.</p>
January	0	<p>*External solicitors have been instructed to apply to the High Court to extend Interim Orders imposed on 4 registrants that are due to expire before the cases have concluded.</p> <p>*The High Court consented to remit one case back to the CCC where the registrant had appealed against a striking off order.</p>
December	1	<p>*The PSA has referred the Conduct and Competence Committee's decision in one case to the High Court under the provisions of Section 29 (4) of the National Health Service Reform and Health Care Professions Act 2002.</p> <p>*External solicitors have been de-instructed to apply for an IO extension in relation to one case where an application to discontinue the allegations is to be made due to the Registrant being terminally ill.</p>

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
Complaints received	N/A	N/A	4	7	6	6	13	16	11	15	17	8	8	17	14	20	18	15	17	23	12	15	7
Complaints responded to	N/A	N/A	1	4	2	15	10	18	12	10	21	8	7	10	15	12	26	14	13	20	18	13	10
Open complaints	N/A	N/A	3	6	10	1	3	1	0	5	1	1	2	9	9	17	9	10	14	12	7	9	6

12/13 FYE	13/14 YTD
103	166
101	158

Complaints common issues

Month	Commentary
February	2 complaints related to preICP closure decisions, 2 to ICP panel decisions, 2 relating to service or advice given by Case Manager, and 1 relating to the length of time the investigation is taking
January	4 complaints related to perceived standards of service; 5 related to preICP decision making; 1 to ICP decision making; 1 to perceptions of hearing, 1 to external legal investigation service and 1 to the drafting of the allegations in the case.
December	*5 complaints related to service or communication issues, 6 to decisions (2 pre ICP closures, 4 closures at ICP), 6 related to the process of investigation.

Complaints received

Month	Number	Commentary
February	7	This is lower than the rolling average (13 per month)
January	15	This is slightly higher than the rolling average (13 per month)
December	12	This number is in line with the rolling average (13 per month)

Complaints responded to

Month	Number	Commentary
February	10	The mean and median turnaround for responses was 11.6 and 12 days respectively. This is in line with recent performance.
January	13	The mean and median turnaround for responses was 14 and 10 days respectively. These times reflect the impact of Christmas and New Year break. Update letters were sent prior to this break to ensure parties were kept updated on progress.
December	18	The mean and median turnaround for responses was 12 working days. This remains above HCPC standard of 10 working days and relates to the volume and complexity of cases and their review in order to compose the response. In cases where the standard was not met, complainants received a written update.

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
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18	13	11	10	7	456	263
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1	0	1	1	1	0	3	33	15
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70	63	57	54	52	43	36	431	690

ICP considerations																					12/13 FYE	13/14 YTD
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5	1	4	3	1	2	3	123		
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5	1	4	3	1	2	3	120	46	
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5	1	4	3	1	2	2	100	32	
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0	0	1	20	14	
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100	100	100	100	67	83	70	

Final Hearings																					12/13 FYE	13/14 YTD
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10	6	15	10	6	11	9	24		
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3	0	5	0	0	2	0	4	21	
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0	0	1	0	1	1	13	
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	1	6	
No further action	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0	1	2	3	0	1	1	0	1	17	
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	2	0	1	0	0	8	
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1	0	0	1	0	0	0	3	7	
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1	1	1	1	3	5	5	7	24	
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6	6	1	2	2	7	31	

Review cases																					
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	0	1	3	3	14	12
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	5	1
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Struck off	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	4
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	2	1	5	5
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	2
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Interim Orders heard																					
IOA	13	6	4	3	0	6	1	0	1	0	0	0	1	0	0	0	0	0	1	33	3
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	2	9	2	4	6	2	13	57

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
February	217	7	*The number of open GSCC transfer cases in the pre-ICP stage continue to reduce but remains above the 9 month reforecast position of 4 open cases. *Two cases remain in the Enquiry stage.
January	217	10	*The number of open pre-ICP cases is above the forecast position of 7 open cases for the month. *Two cases remain in the Enquiry stage. 3 of the 7 cases in the pre-ICP stage are scheduled to be considered by a panel of the Investigating Committee in February and March.
December	217	11	*The number of open pre-ICP cases continues to reduce but the number of open cases is above the forecast position of 9 open cases for the month. *Of the open cases only 2 remain in the Enquiry stage. One case is the subject of an on-going sensitive Police investigation. In the other cases we are waiting for further documentation from the Registrant's employer.

Cases closed pre-ICP

Month	Total to date	Total this month	Commentary
February	43	3	*3 cases were closed without being referred to the Investigating Committee.
January	40	0	*No cases were closed without being referred to the Investigating Committee
December	40	1	*1 case was closed without being referred to the Investigating Committee.

Cases Obse'd

Month	Total to date	Total this month	Commentary
February	70	1	*The number of cases obs'ed in February was in line with forecast.
January	169	1	*The number of cases obs'ed in January was in line with forecast.
December	168	2	*The number of cases obs'ed in December exceeded the forecast of 1 case.

Cases considered at ICP

Month	Total to date	Total this month	Commentary
February	174	3	*Three cases were considered at ICP in February. This was above the forecast position for the month.
January	171	2	*Two cases were considered at ICP in January. This was slightly above the forecast of 1 case.
December	169	1	*One cases was considered at ICP in December. This was slightly below the forecast of 2 cases.

Cases referred

Month	Total to date	Total this month	Commentary
February	133	3	*Two cases were referred to a final hearing.
January	130	2	*All two cases considered by ICP were referred.
December	128	1	*The one case considered by the ICP was referred.

Case to answer

Month	Total to date	Total this month	Commentary
February	70%	67%	*Two out of the three cases considered by ICP were referred for final hearing. However, this has not had any impact on the year to date case to answer rate.
January	70%	100%	*All cases considered were referred.
December	68%	100%	*The one case considered was referred.

Open post-ICP cases

Month	Total to date	Total this month	Commentary
February	36	36	*The number of open cases awaiting hearing is slightly above the reforecast position of 33 open cases. *The number of open cases continues to reduce. Weekly case conferences continue to be held to ensure the active progression of the remaining pre and post ICP legacy cases.
January	43	43	*The number of open cases awaiting hearing is above the forecast position of 23 open cases. *The number of open cases has reduced by 10 cases compared with the previous month. *Weekly case conferences continue to be held to ensure the active progression of the remaining pre and post ICP GSCC legacy cases.
December	52	52	*The number of open cases awaiting hearing is above the forecast position of 32 open cases. *Regular case conferences continue to be held to ensure the active progression of the remaining GSCC transfer cases. Case conferences are due to be held on a weekly basis from January 2014.

Final hearing cases heard

Month	Total to date	Total this month	Commentary
February	125	9	*The number of final hearing cases heard in February is in line with forecast. *No cases were adjourned, cancelled or postponed.
January	116	11	*The number of final hearing cases heard in January was in line with forecast. *Two cases were adjourned, cancelled or postponed. One case went part heard.
December	105	6	*The number of final hearing cases heard in December was four below the forecast. *No cases were adjourned, cancelled or postponed. No cases went part heard. *A weekly case conference is being held to ensure that the remaining transfer cases are scheduled for final hearing as soon as possible.

Open review cases

Month	Total to date	Total this month	Commentary
February	47	0	*This is broadly in line with the forecast
January	47	0	*This is broadly in line with the forecast
December	44	0	*This is broadly in line with the forecast

Review cases heard

Month	Total to date	Total this month	Commentary
February	23	3	*The number of review cases heard was in line with the 9 month reforecast position.
January	20	3	*The number of review cases heard was below the forecast of 12 cases for the month.
December	17	1	*The number of review cases heard was below the forecast of 12 cases for the month.

Interim order cases heard

Month	Total to date	Total this month	Commentary
February	113	2	*Two IO review cases and one IO application were considered in February.
January	110	6	*Six IO review cases involving GSCC transfer cases were considered in January and reflects when the Interim Orders were originally imposed.
December	104	4	*Four IO review cases involving GSCC transfer cases were considered in December and reflects when the Interim Orders were originally imposed.

PSA learning points received April 2012 - March 2014

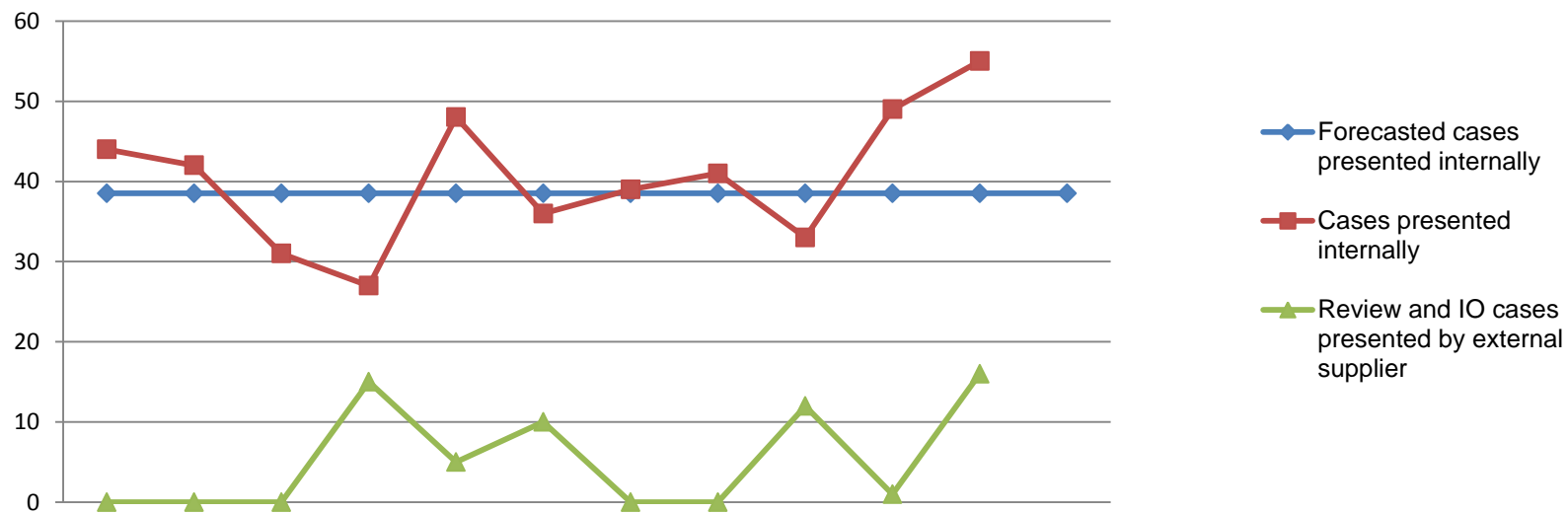
	2012				2013									2014										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Learning points received	13	10	12	12	7	6	11	7	8	9	0	9	11	20	6	15	8	8	1	19	41	0		

12/13	13/14
FYE	YTD
104	138

Issues arising and learning points

Month	Commentary
February	* The PSA did not issue any learning points in February
January	<ul style="list-style-type: none"> * Learning points were received in relation to 21 cases in December * This is higher than in all previous months * 5 of these learning points (24%) concerned social work cases * All but three cases included more than one concern and there were 41 concerns in total * 6 learning points related to the investigation of a concern by the HCPC, involving the particularisation or drafting of allegations, the support provided to a complainant and failure to call a witnesses to the hearing. * 35 concerns raised related to decisions made by the panel at the final hearing, involving inadequate detail or inconsistencies in the decision, lenient sanctions, failure to consider relevant case law, referrals to the health committee and failure to control the cross examination of a witness.. * The HCPC has analysed and responded in writing to each concern raised. * The HCPC did not agree with 61% of the concerns raised
Dec	<ul style="list-style-type: none"> * Learning points were received in relation to 18 cases in December * This is higher than in all but one month so far in 2013/14 * 7 of these learning points concerned social work cases * All but two cases included more than one concern * 6 concerns raised related to the investigation of a concern by the HCPC, involving the drafting of allegations, failure to call witnesses and inappropriate presentation of the case * 23 concerns raised related to decisions made by the panel at the final hearing, involving inadequate detail or inconsistencies in the decision, lenient sanctions, failure to consider relevant case law and misapplication of HCPC guidance. * The HCPC has analysed and responded in writing to each concern raised.

Internal operational management commentary April 2013 - March 2014



	2013												2014												13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	39	462
Cases presented internally	44	42	31	27	48	36	39	41	33	49	55	39	44	42	31	27	48	36	39	41	33	49	55	39	445
Review and IO cases presented by external supplier	0	0	0	15	5	10	0	0	12	1	16	0	0	0	0	15	5	10	0	0	12	1	16	0	59

Cases presented internally

Month	Current month / variance	Month forecast	Year end forecast	Commentary
February	55/+16	39	462	* The number of cases presented internally was again markedly above forecast. These cases included one voluntary removal application and one application for restoration to the register.
January	49/+10	39	462	* The number of cases presented internally was significantly above forecast. These cases included one final hearing and one voluntary removal application.
December	33/-6	39	462	* The number of cases presented internally was below forecast though nonetheless high for a month including the Christmas holiday period. * External solicitors presented 12 Review/IO cases.

Forthcoming cases to present internally

Month	Current month / variance	Commentary
February	58	* There are currently 22 cases listed for internal presenting in March and 36 in April. * The lower March figure reflects that a high number of final hearings is listed for that month.
January	50	* There are currently 46 cases listed for internal presenting in February and 4 in March. * While high the February figure would be higher still but for a further 16 review and IO cases being presented by external solicitors.
December	51	* There are currently 46 cases listed for internal presenting in January and 5 in February. * More Review and IO cases are to be listed for February as there are few final hearings listed for that month. External solicitors will be instructed to present February Review and IO cases because there will be few final hearings for them to present. This will release case manager resource to other work priorities.

Review and IO cases presented by external supplier

Month	Current month / variance	Month forecast	Year forecast	Commentary
February	16	0	0	* External solicitors presented 4 IO reviews and 12 Article 30 review cases in February.
January	1	0	0	* External solicitors presented one IO review in January.
December	12	0	0	* External solicitors presented 12 Review or IO cases in December.

Internally presented cases - common issues

Month	Commentary
February	No issues arising
January	No issues arising
December	No issues arising

Resourcing and absence - Case Management teams

Month	Commentary
February	<p>* Changes: 2 case managers and a case team manager left HCPC in February. A new replacement case team manager will take up post on 03/03/14. Recruitment for new case managers is underway and interviews are scheduled for 05-06/03/14. Temporary case managers remain in post to cover the interim.</p> <p>* Leave: annual leave in February was manageable. Sick leave among case managers was very high (30 days) but largely reflects the long term sick absence of one case manager.</p> <p>* Training: none.</p>
January	<p>* Changes: 4 new case managers and 1 new advancement case manager commenced in post in January, which are replacement posts for case managers who resigned. 3 case managers and a case team manager handed in their resignations in January and will leave HCPC on various dates in February. Recruitment to replace these posts is in train and the temporary case managers will remain in post until the end of March to provide resource in the interim.</p> <p>* Leave: annual leave in January was at manageable levels. There were several days of sick leave in January.</p> <p>* Training: A number of case managers attended external training (Bond Solon) on questioning and interview techniques for complaints handling.</p>
December	<p>* Changes: two additional temporary case managers were recruited to provide cover pending the start in January of new permanent case managers.</p> <p>* Leave: annual leave was high over the Christmas period.</p> <p>* Recruitment: recruitment for five case managers has been completed and successful candidates will take up post on 13/01/14.</p> <p>* Training: a meeting/briefing session for the whole case management team was held on 13/12/13.</p>

Resourcing and absence - Administration team

Month	Commentary
February	* Changes: a Team Administrator has been successful in his application for a Case Support Officer vacancy and will take up his new post in mid-March. Recruitment of a replacement Team Administrator is in hand. * Training: no training took place in February. * Absence: sickness and annual leave were within acceptable levels.
January	* Changes: no changes. * Training: no training took place in January. * Absence: annual leave was high, largely because one team member was on leave for 2 weeks and another for 1 week.
December	* Changes: the Admin Manager is now not expected to return from sick absence until March 2014 at the earliest. In the meantime a Team Administrator continues to act up in a team co-ordinator role with management support from the Case Support Manager. * Training: no training took place in December. * Absence: annual leave was high over the Christmas period.

Resourcing and absence - Scheduling team

Month	Commentary
February	*Changes: Two temporary scheduling officers have joined the team to assist with the scheduling of review hearings *Training: Two scheduling officers attended a training day on facilitation skills, two agency workers are being trained on scheduling processes *Absences: Sickness and leave were within acceptable levels
January	*Changes: No changes *Training: The Scheduling Manager and Lead Scheduling Officer attended a training day off-site *Absences: sickness and annual leave remain within acceptable levels
December	*Changes: Three scheduling officers commenced their post and two members of the team left the organisation. One of the officers was an agency worker who assisted the team for five months *Training: The scheduling team undertook a bespoke excel training course. Four scheduling officers are currently in training. *Absences Sickness and annual leave were within acceptable levels

Resourcing and absence - Hearings team

Month	Commentary
February	<p>* Changes: A new hearing officer joined the team on 11 February 2014 to replace a hearing officer that moved to the case management team in January 2014.</p> <p>* Training: 2 hearing team managers attended a business writing training course.</p> <p>* Absences: Annual leave was within acceptable levels. There was no sick leave in February. This is the third month out of the last four in which there has been no sick leave on the hearings team.</p>
January	<p>* Changes: One hearing officer joined the case management team. Successfully recruitment took place for a new hearing officer who will start on 11 February 2014. One hearing officer went on maternity leave. Maternity cover is already in place.</p> <p>* Training: Hearing team managers had two days of managerial training each in January.</p> <p>* Absences: Sickness and annual leave were within acceptable levels.</p>
December	<p>* Training and all team meetings were undertaken utilising days when there were no hearings due to Christmas period</p> <p>* Leave was encouraged during the Christmas and New Year period when there were no hearings</p> <p>* There were no days of sickness in the hearings team in December.</p>

FTP Internal Measuring Tools Report 2013-

Fitness to practise		2012		2013												2014												Average 12/13	Average 13/14
		Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
From date allegation made to notifying registrant of full allegation																													
Cases obs'ed each month	Total cases obs'ed	64 / 129	26	48	48	61	49	57	58	43	33	57	49	51	60	59	57	70	79	68	76	68	36	87	75	48	67		
	% within 5 months	73%	77	69	77	72	88	84	88	95	97	84	96	88	92	83	93	86	91	94	91	94	86	89	89	85	90		
	% within 7 months	85%	96	77	85	84	90	91	90	95	97	88	98	94	93	86	98	93	92	94	92	96	89	94	93	90	93		
	% within 10 months	95%	96	83	92	89	96	91	92	95	100	95	100	94	95	92	100	96	96	96	95	99	94	97	97	94	96		
	% over 10 months	5%	4	17	8	11	4	9	8	5	0	5	0	6	5	8	0	4	4	4	5	1	6	3	3	6	4		
	Mean months	3.5	4	5	4	5	3	2	2	2	1	3	1	1	2	3	1	2	2	1	2	2	3	2	2	2.8	2		
Median months	2.5	3	3	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1.6	1			
Cases yet to be obs'ed	Total cases to be obs'ed		188	163	132	132	110	96	86	101	121	98	93	95	94	93	99	98	105	121	123	107	109	105	101	118	105		
	% of cases 5 months and under		63	64	58	62	53	49	55	63	64	62	59	62	66	63	65	69	73	74	72	64	62	59	58	60	65.909091		
	% 6 - 7 months		11	8	8	11	15	14	6	5	10	7	6	66	2	10	11	5	7	8	10	15	15	13.3	11	14	9.7545455		
	% 8 - 10 months		9	10	11	10	10	9	15	11	7	7	8	6	7	4	2	8	8	7	6	10	12	16.2	15	9	8.6545455		
	% over 10 months		18	18	23	17	22	28	24	21	19	24	27	26	25	23	21	17	12	11	12	11	11	11.4	16	22	15.490909		
From ICP to final hearing																													
	Total cases concluded		18	25	19	10	10	22	24	21	21	22	23	13	21	26	28	30	25	20	25	21	18	26	14	19	23.090909		
	% within 8 months	70%	77	60	58	70	40	45	37.5	57	43	59	74	62	67	42	57	43	32	65	32	33	44	23	50	57	44.363636		
	% within 10 months		11	24	26	30	50	32	45.5	19	67	59	87	77	71	62	75	63	60	90	64	62	56	38	86	44	66.090909		
	% over 10 months		11	16	16	10	10	23	17	24	33	41	13	23	29	38	25	37	40	10	36	38	44	38	14	20	31.727273		
Currently awaiting hearing																													
	Total cases awaiting hearing		194	176	194	189	215	232	236	241	242	234	242	254	260	267	268	255	273	287	298	309	321	322	336	221	290.54545		
	Length of time from receipt to acknowledgement	5 days	n/a												n/a												n/a	2.125	

Health and character

From receipt of declaration on application to the register to Panel

Case heard or closed	Total cases heard or closed % within 1 month	95%	8	18	20	41	48	60	35	50	41	80	81	82	90	78	51	75	77	97	134	121	57	32		47	81.2
			88	83	85	88	94	75	91	94	88	n/a	n/a	n/a	90	79	76	84	83	85	83	85	80	66		87	81.1
Cases waiting to be heard	Total cases waiting to be heard % over 1 month old		14	11	20		38	22	20	29	21	58	65	40	73	53	50	88	69	74	83	77	63	42		31	67.2
			7	27	15		8	14	10	14	19	34	35	50	14	23	36	15	33	23	9	54	52	31		21	29
	Length of time from receipt to acknowledgement (median)	5 days	n/a											n/a	n/a	n/a	4.7	4	4	4	5	6	4	2	n/a	4.2125	

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	57	0	0	0	58	12	0	85.625	34.909091
	% within 9 months		100	100	100	n/a	n/a	n/a	92	100	n/a	n/a	n/a	n/a	Not previously provided	Not previously provided											
	Length of time from receipt to acknowledgement (median)	5 days	n/a											n/a	n/a	n/a	11	6	10	1.5	3	10	6	5	n/a	6.5625	

Protection of title

	Length of time from receipt to acknowledgement	5 days	n/a											n/a	n/a	n/a	6	9	11	6	8	7	8	7.5	n/a	7.8125
--	--	--------	-----	--	--	--	--	--	--	--	--	--	--	-----	-----	-----	---	---	----	---	---	---	---	-----	-----	--------

MIS

	Length of time from receipt to acknowledgement	5 days	n/a											3	3	5	7	7	5	6	4	5	2.3	1.4	n/a	4.4272727
--	--	--------	-----	--	--	--	--	--	--	--	--	--	--	---	---	---	---	---	---	---	---	---	-----	-----	-----	-----------

Fitness to practise measuring tools

Month	Commentary
Feb	* 89% of cases obs'd in February were obs'd within 5 months of the case having met the SOA for allegations, again exceeding the internal measure (73%)
Jan	* 89% of cases obs'd in January were obs'd within 5 months of the case having met the SOA for allegations, which exceeds the internal measure (73%)
Dec	* 86% of cases obs'd in December were obs'd within 5 months of the case having met the Standard of Acceptance (SOA) for allegations, which is in line with the internal measure (73%)

Health and character measuring tools

Month	Commentary
Feb	* Acknowledgement times for Health & Character cases were a median of 2 days and a mean of 3.8.
Jan	* Average acknowledgement times are 4 calendar days and median of 4 days in January 2014.
Dec	* The average acknowledgement times for H&C cases is 6.4 days and median is 5 days. Intake for December (37 new cases) was considerably below (141) and xx% of the cases concluded in November.

Registration appeals measuring tools

Month	Commentary
Feb	* 0 cases were heard in February
Jan	* 8 cases were heard in January
Dec	* 12 cases were heard in December

Protection of title measuring tools

Month	Commentary
Feb	* Acknowledgement times were a median of 7.5 days and a mean of 8.8.
Jan	* The Average acknowledgement times are 8 calendar days and median a of 6.5 calendar days. * The average acknowledgement of 8 calendar days has been contributed to by two POT cases which were acknowledged considerably late. Generally the acknowledgment times for POT cases has reduced considerably and the other cases have been acknowledged on average within 6 Calendar days. * A new Case Manager commenced her post in Case Team 3 this month, who will also manage new POT cases.
Dec	*Average acknowledgement time is 7 days. *There has been a renewed focus to ensure that POT cases are acknowledged promptly, however, due to the high level of Health and Character cases from November, this has continued to have an impact on the POT cases.

MIS cases measuring tools

Month	Commentary
Feb	* The average acknowledge time for MIS cases in Februray 2014 was 1.4 days. * The acknowledgement time was in line with the service level standards.
Jan	* The average acknowledgement time for MIS cases in January was 2.3 days. * The acknowledgement time was in line with the service level standards.
Dec	* The average acknowledgement time for MIS cases in December was 5 calender days. * The acknowledgement time was in line with the set service level standard.

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
February	2	* Two actions were assigned to an Historic User in CMS in February * The management team continues to monitor any actions assigned to an Historic User on a weekly basis
January	2	* Two actions were assigned to an Historic User in CMS in January * The management team continues to monitor any actions assigned to an Historic User on a weekly basis
December	2	* There were two actions assigned to an Historic User in CMS in December * The number of actions assigned to Historic User is monitored on a weekly basis

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
February	609	<ul style="list-style-type: none"> * The number of overdue actions has decreased since last month * Overdue actions are monitored on a weekly basis by the management team to ensure that cases are progressed expeditiously and risk assessments are performed at each of the required stages * Actions are prioritised each week at the Weekly Case Team Manager meeting
January	678	<ul style="list-style-type: none"> * The number of overdue actions has increased significantly over last month. * This reflects a focus during the last week of January on obsing cases. * The number of overdue actions is monitored weekly and managers ensure high risk or older outstanding actions are prioritised
December	542	<ul style="list-style-type: none"> * The number of overdue actions has decreased significantly since last month * This reflects a focus on reviewing and actioning overdue tasks in December and the additional resource provided by the temporary Case Managers who commenced in post in November and December * 41 overdue actions related to closed cases * 315 overdue actions relate to chase and letter/email received actions * Overdue actions continue to be monitored on a weekly basis by the management team to ensure timely completion of actions on cases

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
February	6	There are 6 overdue actions allocated to the 'hearings team unallocated' profile
January	4	There are 4 overdue responses to letters in CMS
December	5	*There are 5 email and letter actions in the "unallocated" profile in FTP cases.

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
February	6	*There are currently 6 overdue actions allocated to members of the adjudication team *Most overdue actions are used to manage the scheduling of final hearings and these are not included in this count.
January	2	There are also 2 overdue responses to preliminary enquiries Overdue actions are used to manage the scheduling of some hearings and these are not included in this count
December	68	*There are 68 overdue actions within adjudications *the majority of outstanding actions continue to be witness availability emails that are deliberately unactioned as part of the scheduling process

Net Regulate status checks

Month	Number of Issues	Commentary
February		There continue to be no issues and the checking process is identifying any corrections.
January		There continue to be no issues and the checking process is identifying any corrections.
December		There continue to be no issues and the checking process is identifying any corrections.