
Fitness to Practise Directorate – Management Commentary

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

Case Information

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

Commentary on cases against forecast

New cases: We had 217 versus 186 forecast, which is 17% higher than anticipated. For the year to date, we have had 1233 versus 1202, so the number of cases is broadly in line with our plans (3% higher). We will continue to look at the projected key milestones for requesting observations from the Registrant and Investigating Committee Panel(ICP) dates based on the date that new cases were received.

43% of new cases received this year were from members of the public. This is higher than last year (38%). These cases tend to require more pre ICP work (seeking further information etc), but also have a higher closure rate earlier in the process. We will continue to monitor the effects of this throughout the year. The second highest rate of new cases comes from employers at 28%, which is down on the previous year. The number of self-referrals is at 17%. Both employer and self-referral complaints have a higher conversion rate to Case to Answer and final hearings than those that come from the public.

55% of new cases received this year relate to social workers. The next highest rate is for paramedics (11%)

Ongoing cases: We have 1365 ongoing pre ICP cases, versus 1301 forecast. This is a 5% increase on the number anticipated. We have reforecast for the remainder of the year as part of the six-month reforecast and are monitoring any changes in these numbers. . All Case Manager vacancies have now been filled, with start dates between November and January. We are also continuing to use temporary resources We are not anticipating issues in completing the required case progression activities in the next 6 months.

We continue to monitor the number of cases per Case Manager, with an increase in the average numbers this month. We expect to be in line with forecast by the end on this budget year, assuming the pre ICP closure rate can be met, and there is no sudden increase in the new cases.

Extraordinary case progression meetings held in October considered cases which were older than 12 months pre ICP with no ICP date in the future. 48 Red and Amber risk cases (based on age from receipt and previous activity to date) were identified and will

be reviewed. The remainder of the green cases will be reviewed in November and December.

Obs: 66 cases were obs'ed this month (501 cases year to date). We were forecasting 76 cases (or 516 year to date). We continue to not meet the obs, although the year to date rate is only 3% under the forecast. We have re-forecasted for the remainder of the year and - once recruitment is concluded and new employees trained - at this stage, there is nothing to indicate any concerns on delivering the required case progression activities in this year based on these assumptions.

Cases closed Pre Investigating Committee: we closed 66 cases in October, versus 99 forecast. In the year to date, we have closed 524 cases, versus the planned 549 (a reduction of 5%). This remains a key factor in the ongoing caseload. We have a number of workplan activities for the remainder of this year and into next year to review the Standard of Acceptance and other policies. This will assist in how we manage earlier closure of cases where appropriate.

Cases considered at Investigating Committee

We held 66 cases in September (506 cases year to date). We forecast 79 cases (and 525 cases year to date). So the activity at ICP is around 4% under that planned. However, there have been 27 further information decisions so far this year, compared with 25 cases for 2013-14. These cases will require a further ICP decision later in the year. We will continue to look at the reasons for requests for further information.

The Case to answer rate is 57% versus 50% forecast. The figure for the year to date is 54%.

Interim Orders: In October 13 new application was sought and 11 were granted, and all 18 reviews were continued. In the year to date 43 of the 49 IO applications were granted (88%). This is comparable to previous years.

Cases awaiting final hearing and hearings activity

There are 418 open cases, versus 427 forecast to be open at this time. We are continuing to review older cases. We have weekly teleconferences and monthly supplier meetings with our external legal services provider to ensure appropriate review of cases

Currently, 32% of these post ICP cases are under investigation by our external lawyers. A further 38% of the cases are with our scheduling team who are actively arranging hearings. The remaining 30% have a final hearing fixed for a date in the future.

There were 4 preliminary hearings (as forecasted), with 45 hearings listed. 37 of these concluded in line with the forecast. The number of final hearing days used at 124 was in line with the forecast (125).

Length of time

We have revised the format of the management commentary to consolidate all of the length of time analysis into one document,

In the period April to October 2014, we closed 939 cases at either pre-ICP, ICP or final hearing stage. Of these, 849 (90%) were closed within 18 months of receipt of the original complaint.

The mean and median closure times for this combined group are 9 and 7 months respectively. For cases closed at pre-ICP stage, the mean and median times were 6 and 4 months; for cases closed no case to answer at ICP it was 8 and 7 months; and for those closed at final hearing it was 18 and 17 months.

The mean time taken to close cases pre-ICP has increased by one month since July 2014. This is due to increased time to receive information to meet the standard of acceptance. The mean and median times to conclude final hearings has also increased from 17 and 14 months due to the targeting of some older cases.

An analysis of the open cases at each stage shows the current age of cases yet to conclude. Of the 1081 open Enquiry cases, the mean and median age from receipt is currently 5 and 3 months respectively. This reflects the trend we have already identified in requesting and receiving information in the form that meets our standard of acceptance. There is no change in the overall position of these cases since the report in July 2014.

Of the 284 open pre-ICP cases, the mean and median age from receipt is 9 and 7 months respectively. These cases took a mean and median of 4 and 3 months respectively to reach the SOA stage, and a mean and median of 5 and 3 months from SOA being met to their current position. There is no change in the overall position of these cases since the report in July 2014.

Of the 418 current post ICP cases, the mean and median age from receipt is 16 and 15 months respectively. For these cases, the mean and median time taken to reach SOA were 4 and 3 months respectively. The cases then took a further 5 and 3 months (mean and median) respectively from SOA to ICP. The cases have taken a further 7 and 6 months (mean and median) months from ICP to date. In the July 2014 report, the post ICP cases that were open had a mean and median time from receipt of 15 and 13 months respectively. We are working with our external lawyers to ensure we identify any delays to these cases, and provide instruction to conclude the case effectively. We do have a number of cases that are delayed by complex criminal trials which are contributing to this increase.

Using our Case Management System data and our existing Case Progression Conferences, we have identified and targeted a group of cases that fall outside the service standards and have reviewed their status, adding escalation actions which are overseen by our Investigations Managers in order to target any remaining investigations

and to advance the case to Investigating Committee. We have also reviewed the oldest post ICP cases with our external lawyers as part of our weekly and monthly service level agreement meetings. We expect this work to continue for the foreseeable future.

Non-FTP case activity

Registration Appeals: 9 new cases were received, against a forecast of 6. This increase is likely to be linked to appeals of the output from the recently processed Health and Character Declaration cases. Overall, the year to date number of cases is slightly above forecast at 49 (46 forecast). There are 63 cases open. We are reviewing case management and scheduling resources allocated to these and other non-FTP cases to ensure they progress to service standards.

Protection of Title: The number of cases received was broadly on forecast (29 versus 33 forecast), but the numbers received year to date are lower (155 versus 159). The number of open cases is higher than planned at 87, and is a direct result of using non-FTP team Case Managers to process FTP cases and vacancies. We do not envisage any concerns in managing this activity in the coming months.

Health and Character declarations: 127 cases were received, against a plan of 154. Year to date there are 543 cases, versus the expectation of 570 cases. It appears that the seasonal trend so far has been managed well. There are 81 cases open, which is within the planned activity.

Suitability scheme: 0 new cases were received, and 8 remain open. There are no concerns with this level of finite activity.

MIS: 97 new cases were received in September. There are no concerns with this activity, as the open MIS caseload is 72.

High Court: There were no new high court cases from PSA, from Registrants or as Judicial Reviews. There are currently 15 open High Court cases (8 from Registrants, 3 from PSA and 4 judicial reviews). There were 2 Interim Order extensions at the High Court. We continue to monitor on a monthly basis.

There were no learning points from PSA for the fourth month in a row. We have written to PSA to understand if there are any planned for receipt.

GSCC transfer cases August 2012-March 2014 – update on open activity

There are currently two cases that are in a pre ICP status. These are likely to be sent to ICP in November 2014. There is a further case that is still at an enquiry stage, and is subject to a complex ongoing police investigation. It is unlikely that this will be resolved before the end of 2014.

There are 12 final hearing cases. Of these, eight have dates fixed between now and January. Of the remaining four cases, it is anticipated that they also be concluded by February 2015.

Other Activity;

Kelly Holder goes on maternity leave on 12 December 2014. John Barwick is Interim Director of Fitness to Practise in her absence.

We met with the registrant representative bodies in early November, as part of the FTP Partnership Forum. We discussed a range of policy and operational issues, and discussed our plans to review a number of key policy and practice note guidance.

The closing date for submissions of pre-qualification questionnaires for procurement of legal services for public law and other portfolio services was 21 November. The procurement process is expected to conclude by March 2015.

The FTP team are currently working with the Policy and Standards team on reviewing the information that is available for employers. It is anticipated that the new information will be published in March 2014. We are also developing our work around feedback mechanisms and further information for the directorate on dealing with vulnerable registrants.

Recruitment

We have recruited a number of posts for the Case Management team. Five Case Managers have been recruited, including one in the Case Advancement Team. These team members will start between November and January. Recruitment is underway for a Case Team Manager following a resignation.

A number of temporary Case Managers have been in place to cover this period of recruitment and our resource planning assumes that these temporary posts will cease in March, once the substantive team members are recruited and trained.

The Fitness to Practise Training Advisor started in post on 10 November.

Partners

We delivered further Partner Refresher training during September as planned with colleagues in Partners' team.

Fitness to Practise Department

Management Information Pack

Kelly Holder, Director of Fitness to Practise
Nov-14

Contents	Page
Forecast Summary	9-10
Enquiries and Allegations Received by type: April 2013-March 2015	11
Cases Received: Profession & source of complaint April 2010 - March 2015	12-13
Pre ICP Case Information April 2013 - March 2015	14
Investigating Panel Decisions and Referrals April 2013 - March 2015	15-16
Investigating Panel Decisions by profession and source of allegation April 2009 - March 2015	17
Interim Order Cases April 2013 - March 2015	18-20
Panel Hearing Decisions (Preliminary and Final Hearings) April 2009 - March 2015	21
CCC and HC final hearings - Scheduling and Resources	22-23
Outcome of final hearing by representation April 2014 - March 2015	24
Final Hearings: Decision by profession April 2014 - March 2015	25
Review Hearing: Decision by profession April 2011 - March 2015	26
Registration Appeals April 2013 - March 2015	27
Protection of Title April 2013 - March 2015	28
Health and Character Declarations April 2013 - March 2015	29
Suitability Scheme August 2012 - March 2015	30
MIS Cases April 2013 - March 2015	31
Cases at Judicial Review or High Court/Court of Sherrif April 2013 - March 2015	32
Complaints relating to FTP Cases or Service April 2012 - March 2015	33
GSCC transfer cases August 2012 - March 2015	34-36
PSA Learning Points April 2013 - March 2015	37
Internal Operational Management Information	38
Internal Measuring tools Report 2013 - 2015	39-40
CMS Action Monitoring and Net Regulate Status Checks	41-42

Key Forecast and Management Information Summary (FTP cases only)

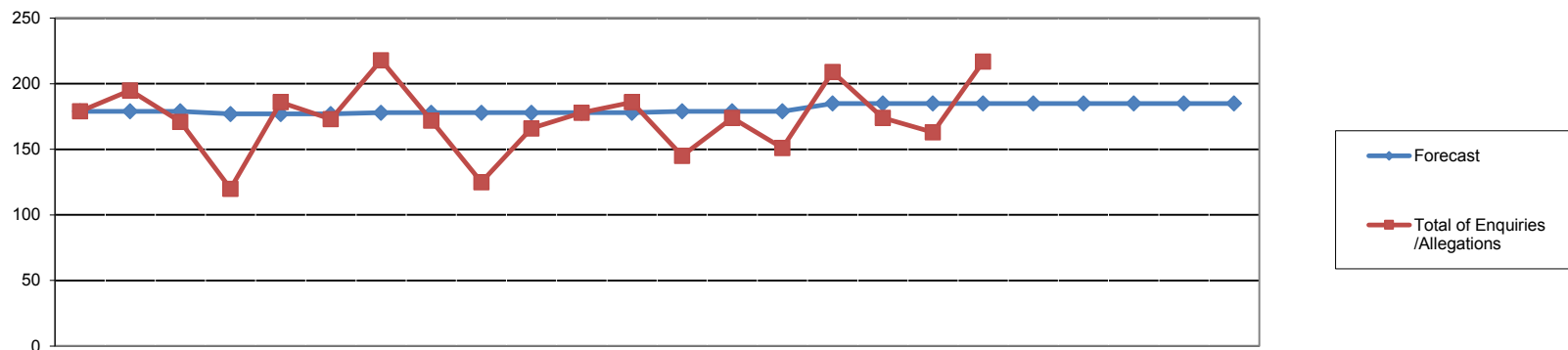
	13/14 Actual													14/15 Actual											14/15 Forecast						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end	
Cases Received	179	195	171	120	186	173	218	172	125	166	178	186	2069	145	174	151	209	174	163	217							2,149	2,131	2,131		
Cases pre ICP & Enquiry	918	976	1001	985	1039	1040	1086	1115	1098	1059	1143	1162	1162	1147	1173	1193	1234	1194	1276	1365							1,015	1,173	1,264		
Cases closed pre ICP	67	87	99	72	76	96	92	78	89	94	76	98	1024	81	71	73	79	73	81	66							1,415	1,158	1,122		
Case to Answer percentage	38%	49%	61%	52%	57%	59%	53%	48%	53%	46%	47%	59%	50%	47%	57%	58%	55%	49%	57%	57%							50%	50%	50%		
Cases awaiting hearing	260	267	268	262	273	286	298	309	321	323	336	350	350	354	368	381	397	403	427	418							417	449	468		
Cases per case manager (preICP)	45	42	46	47	46	48	52	53	47	45	42	54	54	53	52	50	51	46	44	52							42	49	45		
Case per case manager (post ICP)	N/A												N/A		17	16	16	17	16	15	16							25	19	25	

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

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	52/+7 (pre-ICP) 16/-9 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	<p>* The number of pre-ICP cases per Case Manager has risen to above forecast. The number of new referrals received in October was higher than forecast (216 against a forecast of 185).</p> <p>* It is also noted that we have not met the obs and pre-ICP case closure forecast this month, which is a contributing factor to the rise in the overall number of cases under investigation and therefore the number of cases per Case Manager.</p> <p>* We are currently carrying a number of vacancies for Case Manager posts (4 plus a Case Advancement Case Manager post), which we have covered with Temporary Case Managers (currently 6 in post). This cover has proved invaluable in assisting us in progressing cases whilst recruitment is finalised. However, Temporary Case Managers are unable to take on the full range of cases or tasks expected of a permanent Case Manager, thus limiting the pool to which cases can be distributed.</p> <p>* There have also been a number of sickness absences and on going performance issues which have further limited the capacity of some Case Managers to take on new cases, thus resulting in an increase in case loads across the Case Management Team.</p> <p>* We have completed recruitment for the Case Manager vacancies and expect all new starters to be in post by early in the New Year. We are also intending to retain the Temporary Case Managers during the induction periods of the new starters to provide additional resource which will allow a more even distribution of cases and more efficient progression</p>
September	44/-1 (pre-ICP) 15/-10 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	<p>* The number of pre- and post-ICP cases per Case Manager is below forecast. Like last month, the number of new referrals received was slightly lower than forecast (163 against a forecast of 185).</p> <p>* The distribution of cases amongst Case Managers is not even. This is due to a combination of new starters, temporary Case Managers and two Case Managers who left the organisation in September.</p> <p>* Five of the six Temporary Case Managers will remain in post until February 2015 and one will finish up in December 2014. This will provide sufficient cover whilst recruitment for the vacant Case Manager posts takes place.</p> <p>* Cases with no ICP that are older than 12 months have been reviewed in our Case Progression conferences, and escalations added. These are being followed up by Case Team Managers to ensure these cases move to the next stage of the investigation.</p>
August	46/+1 (pre-ICP) 16/-9 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	<p>* The number of pre-ICP cases per Case Manager has fallen to the point that caseloads are broadly in line with forecast levels. This may in part be due to a slightly lower than forecast number of new referrals received in August (174 against a forecast of 185).</p> <p>* However, the distribution of cases amongst Case Managers is not even. There were two new Case Managers who commenced in post in August and three other Case Managers who are still within their Induction Period. In addition the caseloads of the Case Advancement Case Managers had to be redistributed within the Case Advancement Team, resulting in a temporary spike in caseloads. Therefore actual caseloads vary.</p> <p>* Caseloads should stabilise and become more even within the next couple of months as the new starters progress through their Induction Periods.</p>

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



	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	179	179	179	177	177	177	178	178	178	178	178	178	179	179	179	185	185	185	185	185	185	185	185	185
Enquiries	162	184	157	111	168	167	209	167	120	162	172	181	140	166	149	204	168	160	216					
Allegations	17	11	14	9	18	6	9	5	5	4	6	5	5	8	2	5	6	3	1					
Total of Enquiries /Allegations	179	195	171	120	186	173	218	172	125	166	178	186	145	174	151	209	174	163	217					
Article 22(6)/Anon	11	6	2	4	4	5	7	14	2	5	9	8	4	9	4	7	9	2	2					
Employer	47	63	42	49	58	46	58	45	34	48	48	55	37	55	43	65	40	47	53					
Other	4	7	9	4	5	8	10	10	6	6	2	10	6	1	4	5	7	11	16					
Other Registrant	5	6	10	7	8	2	7	3	2	14	6	8	8	6	5	7	6	3	7					
Police	4	3	4	2	5	5	4	2	2	3	2	1	3	2	0	0	2	2	2					
Professional body	1	1	1	2	0	1	4	1	0	1	1	1	1	2	2	3	2	1	2					
Public	76	74	73	29	67	72	77	70	58	58	77	62	58	62	60	93	86	67	101					
Self-referral	31	35	30	23	39	34	51	27	21	31	33	41	28	37	33	29	22	30	34					

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
	n/a		n/a	n/a
275	500	1,452	1,960	1203
484	425	201	109	30
759	925	1,653	2,069	1233
166	283	58	77	37
217	289	435	593	340
18	33	87	81	50
74	53	99	78	42
25	27	27	37	11
3	12	21	14	13
256	228	634	793	527
NA	NA	NA	396	213

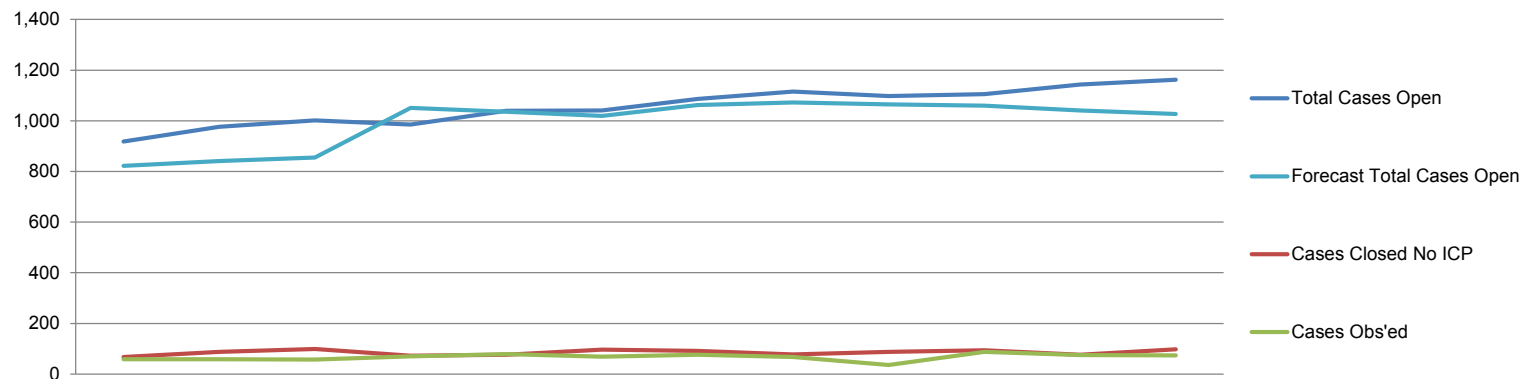
Cases Received: Profession & source of complaint April 2010 - March 2015

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
Arts therapists	0	3	0	1	0	0	1	3	9	4	7	4	8
Biomedical scientists	1	14	0	4	0	0	3	2	36	66	37	50	24
Chiropodists & podiatrists	1	11	0	0	1	2	17	6	74	55	53	71	38
Clinical scientists	0	1	0	0	0	0	0	2	10	9	9	3	3
Dietitians	0	3	0	0	0	1	1	3	9	12	13	21	8
Hearing aid dispensers	0	0	0	0	0	2	7	4	44	23	25	22	13
Occupational therapists	5	21	4	2	1	1	13	15	63	96	76	105	62
ODPs	0	15	3	0	1	0	1	14	39	63	45	63	34
Orthoptists	0	0	0	1	0	0	0	1	0	2	2	2	2
Paramedics	9	39	4	7	0	2	27	52	188	253	262	266	140
Physiotherapists	3	21	3	2	4	0	28	13	104	118	123	134	74
Practitioner psychologists	2	11	10	9	1	1	53	3	117	139	179	157	90
Prosthetists & orthotists	0	0	0	0	0	0	0	0	1	2	1	2	0
Radiographers	0	24	3	1	1	1	6	11	40	58	55	59	47
Social workers	16	173	23	15	2	2	367	84	n/a	n/a	733	1,085	682
SLTs	0	4	0	0	0	1	3	0	25	25	33	25	8
Total	37	340	50	42	11	13	527	213	759	925	1,653	2,069	1,233

Commentary

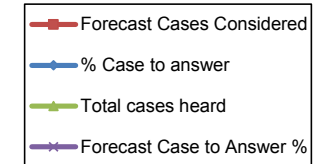
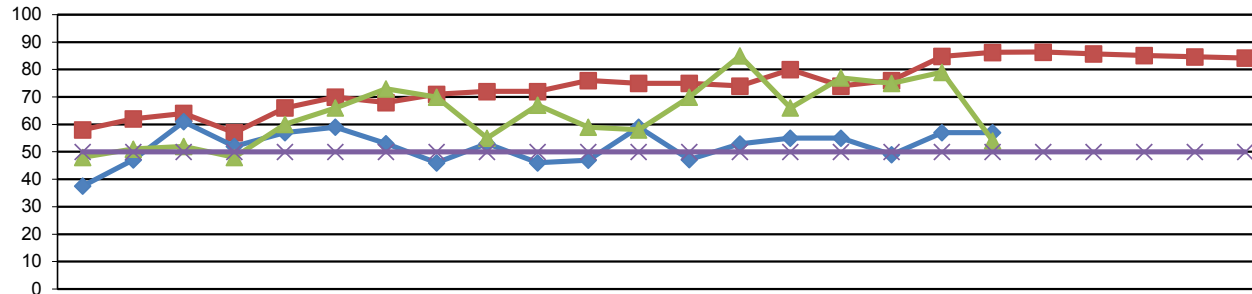
Month	Commentary
October	<ul style="list-style-type: none"> * 55% of all fitness to practise referrals received YTD relate to Slocail Workers * The largest complainant type remains members of the public, representing 43% of all referrals received YTD * Members of the public remain the largest complainant group in relation to referrals regarding Social Workers (54% YTD)
September	<ul style="list-style-type: none"> * The nuber of fitness to practise referrals received YTD relating to Social Workers remains stable at 54% of all referrals received * 42% of all fitness to practise referrals received have come from members of the public. This is compared with employers, with 28% of all referrals made YTD coming from this complainant group. * Members of the public remain the largest source of fitness to practise referrals in relation to Social Workers (53% YTD).
August	<ul style="list-style-type: none"> * 55% of fitness to practise referrals received YTD relate to Social Workers * Members of the Public remain the largest source of fitness to practise referrals with 42% of all referrals made YTD coming from this complainant category. Members of the public represent the largest complainant group for fitness to practise referrals in relation to Social Workers (53% YTD). * Work is being undertaken in relation to increasing efficiency in our investigation of referrals made by members of the public.

Pre - ICP case information April 2013 - March 2015



	2013			2014												2015												13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD			
Forecast cases received	179	179	179	177	177	177	178	178	178	178	178	178	179	179	179	185	185	185	185	185	185	185	185	185	185				
Cases Received	179	195	171	120	186	173	218	172	125	166	178	186	145	174	151	209	174	163	217							2,069	2,202		
Allegations Open	222	229	238	255	283	298	309	290	272	295	298	307	291	273	283	271	287	265	284							307	1,233		
Enquiries Open	696	747	763	730	756	743	777	825	826	810	845	855	856	900	910	963	907	1011	1081							855	900		
Total Cases Open	918	976	1,001	985	1,039	1,041	1,086	1,115	1,098	1,105	1,143	1,162	1,147	1,173	1,193	1,234	1,194	1,276	1,365							1,162	1,173		
Forecast Total Cases Open	823	841	855	1,051	1,036	1,019	1,062	1,073	1,065	1,059	1,041	1,027	1,140	1,121	1,098	1,208	1,229	1,230	1,221	1,212	1,205	1,199	1,186	1,173		1,027	1,121		
Percentage of Cases in Pre ICP Remit	24	23	24	26	27	29	28	26	25	27	26	26	25	23	24	22	24	21	21										
Cases Considered at CPC	5	2	3	2	5	13	6	3	2	1	11	9	6	7	5	2	4	9	4							95	160		
Cases Closed No ICP	67	87	99	72	76	96	92	78	88	94	76	98	81	71	73	79	73	81	66							1,023	37		
% of Cases Closed no ICP	10	12	13	10	10	13	12	10	11	12	9	11	10	8	8	8	8	8	6										
Forecast % cases closed No ICP	16	16	16	9	16	16	11	12	14	14	15	15	11	11	11	11	11	11	9	10	11	12	13	13		n/a	n/a		
Cases Obs'ed	58	58	57	70	79	69	76	67	36	87	75	74	73	74	76	66	70	76	66							1307	134		
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	80	79	77	85	86	86	86	85	85	84	83	82		804	893		
% of Pre ICP cases Obs'ed	26	25	24	27	28	23	25	23	13	29	25	24	25	27	27	24	24	29	23										
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	27	27	27	27	27	27	27	27	27	27	27	27					

Investigating Panel decisions and referrals April 2013 - March 2015



		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
Case to Answer	Forecast Cases Considered	58	62	64	57	66	70	68	71	72	72	76	75	75	74	80	74	76	85	86	86	86	85	85	84
	Total cases heard	48	51	52	48	60	66	73	70	55	67	59	58	70	85	66	77	75	79	54					
	Referred to CCC (Reg representations)	14	17	15	16	18	19	24	16	14	21	16	20	17	33	22	23	14	29	15					
	Referred to CCC (Rep representations)	2	4	5	4	2	5	3	4	2	3	4	4	2	2	2	7	4	5	3					
	Referred to CCC (No representations)	2	3	10	4	11	14	9	11	10	6	7	10	14	10	9	10	16	8	10					
	Referred to HC (Reg representations)	0	0	0	0	2	0	0	1	2	0	1	0	0	0	1	0	0	0	0					
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
	Referred to HC (No representations)	0	0	0	0	1	1	0	0	1	1	0	0	0	0	2	1	1	0	0					
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Referred to IC (No representations)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Forecasted Cases Referred	27	29	30	28	32	34	33	35	35	35	37	37	37	36	39	36	37	41	42	42	42	42	41	41	
Total case to answer	18	24	31	24	34	39	36	32	29	31	28	34	33	45	36	41	35	42	28						
Forecast Case to Answer %	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	
% Case to answer	38	47	61	52	57	59	53	46	53	46	47	59	47	53	55	55	49	57	57						
No case to answer	Not referred (Reg representations)	23	21	19	15	21	19	25	29	21	25	24	14	32	28	21	28	28	27	18					
	Not referred (Rep representations)	2	2	1	2	0	3	3	3	3	3	3	6	2	4	3	2	7	3	2					
	Not referred (No representations)	4	2	0	5	4	2	4	2	1	6	3	2	3	2	2	3	2	1	1					
	Total cases not referred	29	25	20	22	25	24	32	34	25	34	30	22	37	34	26	33	37	31	21					
	Further Information	1	2	1	2	1	3	5	4	1	2	1	2	0	6	4	3	3	6	5					

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
533	516	543	707	506
178	176	181	210	153
22	19	29	42	25
79	49	83	97	77
6	6	5	6	1
3	2	0	0	0
5	0	3	4	4
1	0	0	0	0
0	0	0	0	0
0	0	0	1	0
n/a	n/a	n/a	394	478
306	254	304	360	260
n/a	n/a	n/a	n/a	50
57	49	56	53	53
195	197	176	256	182
13	21	28	31	23
10	29	18	35	14
223	246	231	322	219
21	18	20	25	27

Commentary
Cases Considered

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	60/-26	86	899	* The low number of cases considered in October reflects an unusually high number of cases (27) listed for October having to be relisted for November/December ICP dates when the registrant requested more time to respond to the allegation. Some analysis will be undertaken of this.
September	73/-12	85	899	* The slightly lower number of cases considered in September reflects the lower number of cases obs'd in July and, to a lesser extent, August (66/70 compared to totals in the mid-70s for the three previous months). Numbers of cases obs'd in September have returned to previous levels and this should work through into the October/November figures for cases considered.
August	77/+1	76	899	* The number of cases considered in August and the YTD figures are broadly in line with the forecast. * There is on going work being done in relation to the management and administration of ICP days to ensure that the process and its management operates as efficiently as possible.

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

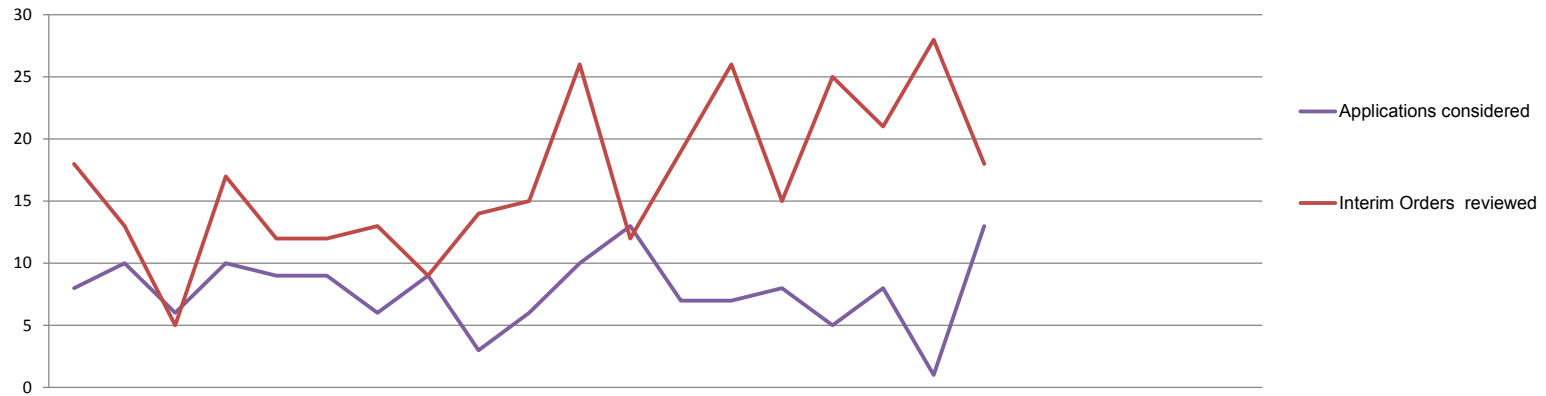
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	1	0	0	1
Biomedical scientists	2	0	14	0	0	16
Chiropodists & podiatrists	17	0	4	0	0	21
Clinical scientists	0	0	0	0	0	0
Dietitians	3	0	3	0	0	6
Hearing aid dispensers	1	0	2	0	0	3
Occupational therapists	11	1	7	1	0	20
ODPs	8	1	14	0	0	23
Orthoptists	2	0	0	0	0	2
Paramedics	29	3	37	0	0	69
Physiotherapists	18	1	16	1	0	36
Practitioner psychologists	20	3	8	0	0	31
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	4	0	15	1	0	20
Social workers	99	18	131	2	0	250
SLTs	5	0	3	0	0	8
Total YTD	219	27	255	5	0	506

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
2	1	3	1	1
37	37	26	23	16
60	40	27	31	21
4	10	3	2	0
13	5	14	7	6
13	12	9	5	3
48	55	44	47	20
32	37	37	25	23
1	1	1	0	2
113	139	128	100	69
86	65	69	71	36
66	60	67	36	31
4	0	1	1	0
33	39	35	32	20
		58	311	250
21	15	21	15	8
533	516	543	707	506

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD	
			FI	CCC	HC		IC
Article 22(6)/Anon	4	0	8	0	0	12	
Employer	67	10	151	4	0	232	
Other	10	0	5	0	0	15	
Other Registrant	5	0	5	0	0	10	
Police	5	0	8	0	0	13	
Professional body	1	0	0	0	0	1	
Public	63	8	19	0	0	90	
Self referral	64	9	59	1	0	133	
Total YTD	219	27	255	5	0	506	

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
94	139	72	23	12
208	204	263	321	232
13	14	24	17	15
37	22	22	17	10
28	21	17	21	13
2	5	2	9	1
151	111	109	133	90
n/a	n/a	34	166	133
533	516	543	707	506

Interim Orders Cases April 2013 - March 2015



	2013			2014												13/14		14/15										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD		
Applications considered	8	10	6	10	9	9	6	9	3	6	10	13	7	7	8	5	8	1	13							99	49	
Applications granted	4	10	6	10	8	8	6	9	2	4	8	13	6	6	6	5	8	1	11							88	43	
Applications not granted	4	0	0	0	1	1	0	0	1	2	2	0	1	1	2	0	0	0	2							11	6	
Interim Orders reviewed	18	13	5	17	12	12	13	9	14	15	26	12	19	26	15	25	21	28	18							166	152	
Interim Orders revoked	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0							1	1	
IO instructed for High Court extension										4	0	3	0	2	1	3	0	0	0									
Total days (all locations)	11	14	9	11	10	8	8	10	9	10	16	11	14	14	12	14	14	12	12							126	92	
% days at Park House	90	80	68	64	90	100	95	85	95	74	97	90	93	82	88	96	96	92	83							86	90	
% external	10	20	32	36	1	0	5	15	5	26	3	10	7	18	12	4	4	8	17							14	10	

Commentary

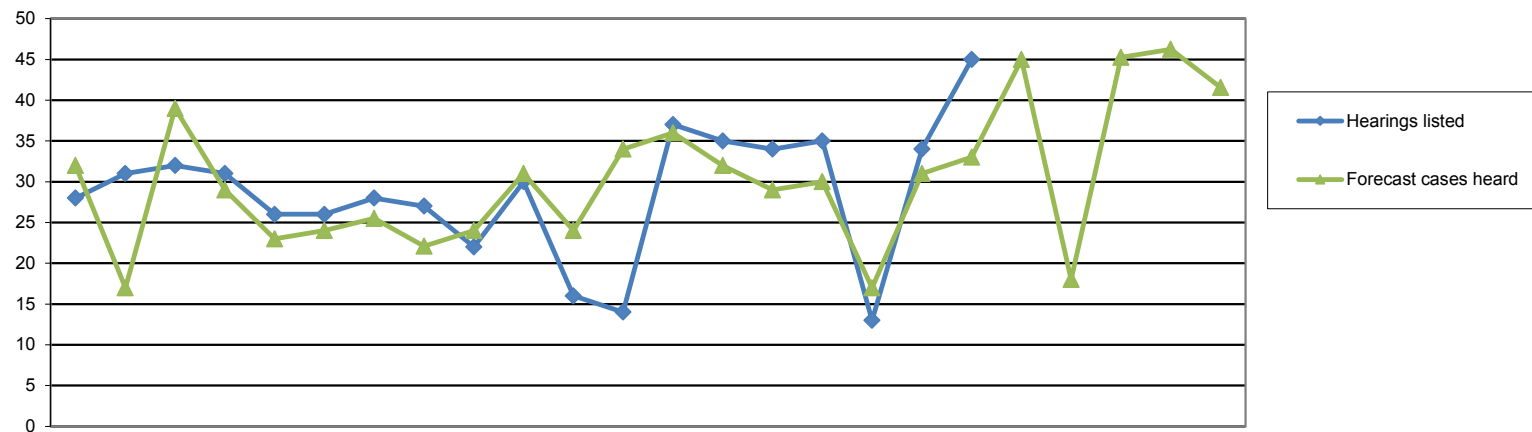
Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
October	25	n/a	n/a	<p>*There are a total of 25 cases due to expire within the next 6 months, which is a decrease of 3 cases compared to last month. 15 of these cases are in the Conduct and Competence Committee remit of which 6 are scheduled for final hearing. 1 case is in the Health Committee remit, and 9 cases are at the Pre Investigating stage.</p> <p>*There are currently 2 cases that are ready to fix for final hearing. The scheduling team are treating these cases as a priority.</p> <p>* In relation to the 9 cases at the Pre Investigating Panel stage, 3 cases have been scheduled for ICP's in November. The remaining cases has on-going criminal proceedings, therefore we have to wait for them to conclude before we can proceed with our investigations. 2 of the cases at the Pre – Investigating Committee Panel are GSCC transfer cases.</p> <p>*Out of the 25 cases, we have already instructed BDB to apply for an extension to the High Court for 2 cases.</p>
September	28	n/a	n/a	<p>*There are a total of 28 cases due to expire within the next 6 months, which is an increase of 6 cases compared to last month. Although it is a high number, 13 of these cases have been scheduled for a final hearing.</p> <p>*Out of the remaining 15 cases, 8 are at the Pre-ICP stage with 4 going to an Investigating Panel in October or November. The remaining Pre-ICP cases involve on-going criminal proceedings which have not yet concluded. 2 of these cases are GSCC transfer cases.</p> <p>*The remaining 7 cases are in the Conduct and Competence Committee remit. 2 of which are ready to fix for final hearing. The scheduling team are treating these cases as a priority with the aim of fixing them before the end of this year.</p>
August	22	n/a	n/a	<p>*There are a total of 22 cases due to expire within the next 6 months, which is a further increase of 4 cases compared to last month.</p> <p>*2 of the cases listed are GSCC transfer cases and are both in the Pre Investigating remit. There are a further 5 cases that are at the Pre Investigating stage. 5 of these cases have on-going lengthy criminal investigations.</p> <p>*14 cases are in the Conduct and Competence Committee remit and 1 case is in the Health Committee remit. Out of these 15 cases, 8 have been fixed for a final hearing and 1 case is currently in the process of being fixed for a final hearing. . The remaining 6 cases have on-going investigations with KN.</p> <p>* We have identified 2 case that we need to instruct BDB on, these cases are being closely monitored to ensure the cases are dealt with expeditiously.</p>

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
October	18 days Mean 18 days Median	19 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There was a total of 13 applications made in October, which is an increase of 12 cases compared to last month.</p> <p>*3 cases were scheduled within forecast taking between 8 -15 days.</p> <p>*4 cases took between from 16-18 days which is slightly over our forecast. The remaining 3 cases took from 21 – 35 days. For the case that took 35 days to list, the matter was already scheduled for an earlier hearing on the 3 October, however the case was adjourned by the Panel. If the matter was heard on that day, the case would have taken 15 days to list which is within forecast.</p> <p>*Overall the length of time from the date of the decision to apply and the date the hearing took place is broadly in line with our forecast.</p>
September	11 days Mean 11 days Median	20 days Mean 11 days Median	15 days Mean 15 days Median	<p>*There was only 1 interim order application made in September, which is a decrease of 7 compared to last month.</p> <p>* This case took 11 days from the date of the decision to apply, to the date of the hearing which is within forecast.</p> <p>*Again there has been an improvement with meeting our forecast, but we will continue to monitor.</p>
August	15 days Mean 16 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There were a total of 8 interim order applications made in August, which is 3 more than last month.</p> <p>*The length of time has improved significantly, ranging from 11 -17 days.</p> <p>*4 cases took between 11 and 15 days which is in line with our forecast. The remaining 4 cases took between 16 and 17 days which is just slightly over our forecast. Overall the length of time from the date of the decision to apply and the date the hearing took place is broadly in line with our forecast.</p> <p>*We will continue to monitor this to ensure we remain consistent.</p>

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



	2013												2014												2015												10/11	11/12	12/13	13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD
Preliminary hearings	4	1	4	2	5	2	4	3	0	3	1	5	0	6	1	6	3	3	4	0	6	1	6	3	3	4	n/a	n/a	n/a	12	0										
Forecast cases heard	32	17	39	29	23	24	26	22	24	31	24	34	36	32	29	30	17	31	33	45	18	45	46	42	36	32	29	30	17	31	33	45	18	45	46	42	n/a	n/a	n/a	325	404
Forecast cases adjourned	6	3	8	2	2	2	5	4	4	5	4	5	4	3	3	3	2	3	3	5	2	5	5	4	4	3	3	3	2	3	3	5	2	5	5	4	n/a	n/a	n/a	49	40
Conduct & Competence and Health Committee	Hearings listed	28	31	32	31	26	26	28	27	22	30	16	14	37	35	34	35	13	34	45	37	35	34	35	13	34	45	424	399	266	311	233									
	Adjourned / cancelled / postponed	4	1	2	2	0	5	1	3	3	2	1	1	1	2	6	2	0	4	4	1	2	6	2	0	4	4		22	24	25	19									
	Caution	1	5	4	6	1	4	3	3	1	2	3	3	5	2	5	8	2	2	7	5	2	5	8	2	2	7	71	44	41	36	31									
	Conditions of practice	1	2	2	4	3	1	1	2	2	3	2	3	4	4	3	2	2	2	4	4	4	3	2	2	2	4	21	13	14	26	21									
	No further action	2	1	0	0	0	0	0	1	0	1	1	0	2	1	1	0	0	1	0	2	1	1	0	0	1	0	3	2	2	6	5									
	Not well founded /wholly discontinued	6	5	12	6	5	5	9	5	5	6	3	2	9	5	7	3	4	10	8	9	5	7	3	4	10	8	83	55	54	69	46									
	Part heard	2	3	2	0	0	1	0	3	1	2	1	0	3	3	2	4	1	2	5	3	3	2	4	1	2	5	107	16	11	15	20									
	Referred to other committee	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	2	2	4	0									
	Consent - removed	1	3	1	2	2	2	2	1	3	1	1	1	1	1	0	4	0	3	2	1	1	0	4	0	3	2	15	12	12	20	11									
	Consent - caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	0	0									
	Consent - conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	0	0									
	Consent - suspension	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	n/a	0	0									
	Struck off	3	5	6	5	7	4	3	3	5	6	4	1	6	5	7	4	0	7	8	6	5	7	4	0	7	8	62	50	44	52	37									
	Suspended	7	4	3	6	7	4	8	6	2	7	0	3	6	11	3	7	4	3	8	6	11	3	7	4	3	8	44	60	61	57	42									
	Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0									
No further action		0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1										
Not well found		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0										
Part heard		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0										
Removed		0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	1	1	1	1										
Cases concluded (excluding GSCC)	22	27	28	29	26	20	27	21	18	26	14	13	33	30	26	28	12	28	37	33	30	26	28	12	28	37					194										

CCC and HC Final Hearings - Scheduling and Resource descriptions

	2013			2014												2015			13/14	14/15						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Forecast hearing days	73	39	89	59	48	49	57	64	55	71	64	74	90	80	73	69	51	124	83						644	570
Cases scheduled HCPC (all hearing types)	28	31	37	23	21	26	51	31	29	34	20	42	38	32	38	34	20	31	34						373	227
Days scheduled HCPC (all hearing types)	72	67	76	56	44	53	90	92	60	78	57	92	80	84	78	67	54	94	106						837	563
Cases scheduled external (all hearing types)	4	7	5	7	4	5	6	3	6	7	6	2	5	10	4	1	2	9	4						62	35
Days scheduled external (all hearing types)	12	21	12	23	8	10	17	17	17	20	16	2	17	40	12	6	4	29	18						175	126
Days	84	88	88	79	52	63	107	109	77	98	73	94	97	124	90	73	58	123	124						1012	689
% cases external	14	23	14	29	85	84	12	10	20	17	23	2	18	0	10	3	9	23	11						28	11
% days external	17	31	16	71	15	16	16	16	22	20	22	98	1	1	13	3	7	24	15						30	9
Witnesses	40	57	70	45	55	73	75	55	48	78	51	87	94	97	61	60	46	87	103						61	78

Days of hearings at HCPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
October	75%	88%	88%	<ul style="list-style-type: none"> * In total there are 36 hearings and 120 days of final hearing activity planned in November * 90 of these are planned at HCPC premises, which is 75% of all hearings activity. * The percentage of external hearings is higher than expected for November * Hearing levels are above the planned activity schedule, which was for 113 days of hearing. * Scheduling higher than the planned activity schedule in November has helped to meet workload forecasts but resulted in an need for more external space in November. * In order to make effective use of HCPC premises extra rooms at 186 Kennington Park road will be used on every day and the Old Council Chamber will be segregated on 5 occasions
September	90%	88%	88%	<ul style="list-style-type: none"> * In total there are 125 days of final hearing activity planned in October * 112 of these are planned at HCPC premises, which is 90% of all hearings activity. * Hearing levels are above the planned activity schedule, which was for 83 days of hearing. * Scheduling higher than the planned activity schedule in September and October has compensated for lower than expected hearing levels in April and July. * Increased hearing levels were managed despite there being a lower use of external premises than expected * In order to make effective use of HCPC premises extra rooms at 186 Kennington Park road were used on every day and the Old Council Chamber was segregated on 9 occasions
August	78%	88%	88%	<ul style="list-style-type: none"> * In total there are 131 days of final hearing activity planned in September * 102 of these are planned at HCPC premises, which is 78% of all hearings activity. * Hearing levels above the planned activity schedule, which was for 124 days of hearing. * Scheduling higher than the planned activity schedule in September has compensated for lower than expected hearing levels in July. * In order to hold this many hearings in September there was an increased reliance on external premises. * In order to make effective use of HCPC premises extra rooms at 186 Kennington Park road were used on every day and the Old Council Chamber was segregated on 5 occasions

Outcome of final hearing by representation April 2014 - March 2015

	Represented self	Represented	No representation	Total
Caution	8	16	7	31
Conditions	6	11	4	21
No Further Action	3	2	0	5
Not Well Found	21	18	6	45
Discontinued in full	0	2	0	2
Not restored	0	0	0	0
Register entry amended	0	0	0	0
Removed	1	0	1	2
Struck Off	4	7	26	37
Suspended	5	5	32	42
Consent - removed	0	0	11	11
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	48	61	87	196

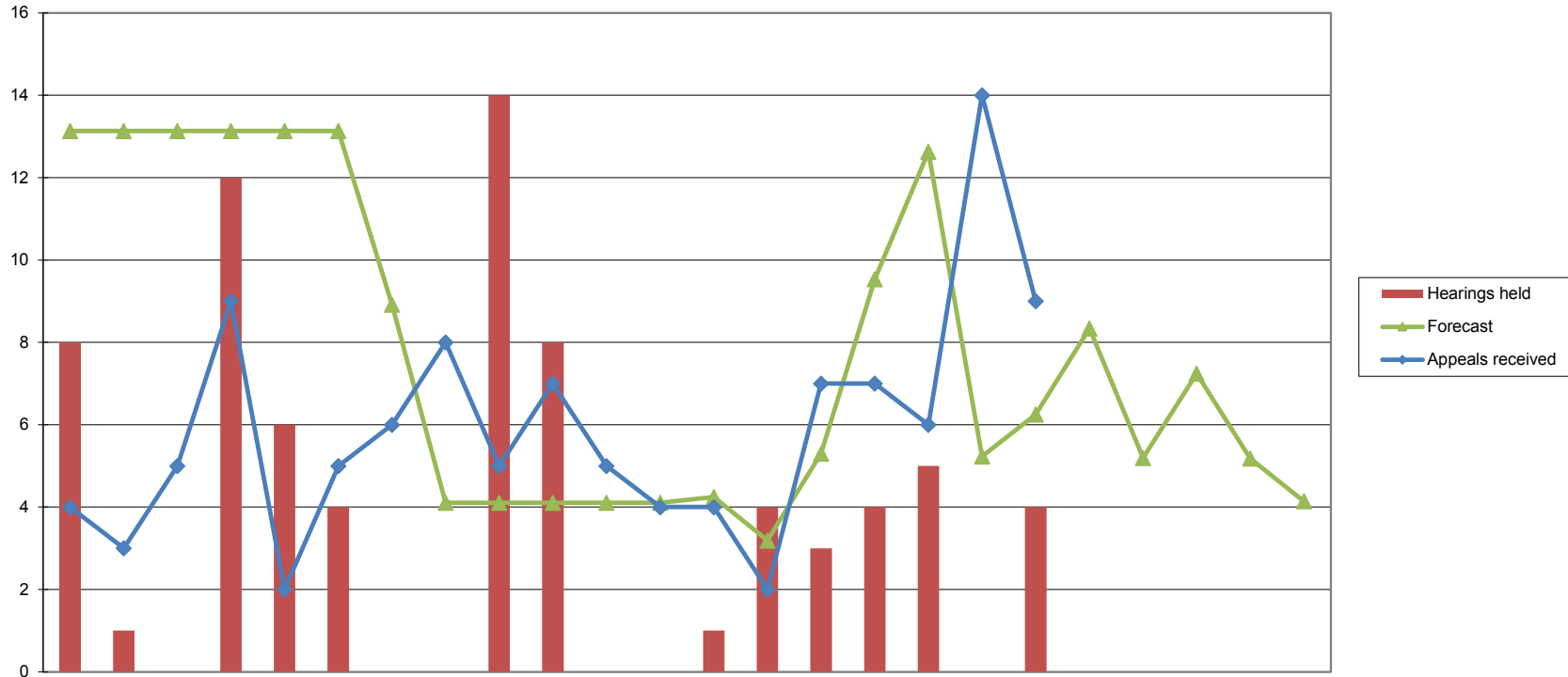
Final hearings: Decisions by profession April 2014 - March 2015

	Final Hearings																	Total
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Not impaired	cross referred	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension		
Arts therapists	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biomedical scientists	3	1	0	5	0	0	0	0	0	0	1	0	0	0	0	0	0	
Chiropodists & podiatrists	0	0	0	3	0	0	0	0	0	0	0	1	0	0	0	0	0	
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dietitians	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	
Occupational therapists	3	1	0	3	0	0	0	0	0	0	3	2	0	0	0	0	0	
ODPs	2	2	1	2	0	0	0	2	0	0	3	2	0	0	0	0	0	
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Paramedics	2	0	0	7	0	0	0	0	0	1	3	10	7	0	0	0	0	
Physiotherapists	2	4	1	5	0	0	0	0	0	0	8	1	0	0	0	0	0	
Practitioner psychologists	0	1	0	1	0	0	0	1	0	0	0	2	1	0	0	0	0	
Prosthetists & orthotists	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Radiographers	0	0	0	1	0	0	0	0	0	0	4	2	0	0	0	0	0	
Social workers	16	8	2	17	2	0	1	0	0	1	14	21	3	0	0	0	0	
SLTs	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total 14/15 YTD	31	21	4	45	2	0	1	0	0	2	37	42	11	0	0	0	0	196
Total 13/14 YTD	36	27	6	60	9	0	1	2	0	1	52	57	20	0	0	0	0	269
Total 12/13 FYE	41	13	1	54	n/a	0	0	0	0	1	43	58	10	n/a	n/a	n/a	n/a	221
Total 11/12 FYE	69	29	1	68	n/a	0	0	0	0	2	56	55	7	n/a	n/a	n/a	n/a	287

Review hearings decisions by profession April 2011 - March 2015

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Biomedical scientists	2	0	0	2	2	0	0	2	6	0	0	0	0	14
Chiropodists & podiatrists	0	0	0	0	1	0	0	3	2	0	0	0	0	6
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Hearing aid dispensers	0	0	1	1	0	0	0	0	1	0	0	0	0	3
Occupational therapists	3	0	1	2	3	0	0	3	7	0	0	0	0	19
ODPs	0	0	0	0	2	0	1	0	5	0	0	0	0	8
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	0	2	6	0	3	3	3	0	0	0	0	17
Physiotherapists	0	0	1	3	2	0	0	1	1	0	0	0	0	8
Practitioner psychologists	0	0	0	0	0	0	1	0	2	0	0	0	0	3
Prosthetists & orthotists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Radiographers	2	0	0	0	0	0	0	2	1	0	0	0	0	5
Social workers	1	0	0	0	1	1	0	1	2	1	0	0	0	7
SLTs	0	0	0	1	1	0	0	0	2	0	0	0	0	4
Total 14/15 YTD	8	0	3	12	19	1	5	15	34	1	0	0	0	98
Total 13/14 YTD	5	0	3	30	27	1	0	32	56	5	0	0	0	159
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4	n/a	n/a	n/a	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9	n/a	n/a	n/a	137

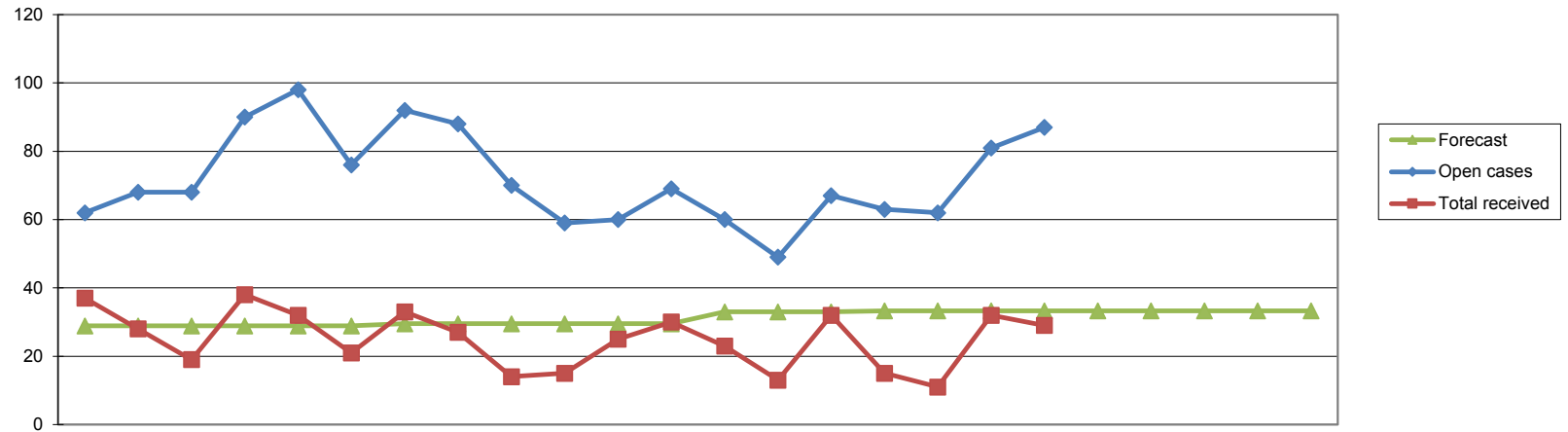
Registration Appeals April 2013 - March 2015



	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	13	13	13	13	13	13	9	4	4	4	4	4	4	3	5	10	13	5	6	8	5	7	5	4
Appeals received	4	3	5	9	2	5	6	8	5	7	5	4	4	2	7	7	6	14	9					
Hearings held	8	1	0	12	6	4	0	0	14	8	0	0	1	4	3	4	5	0	4					
Adjourned/postponed	0	0	0	1	5	0	0	0	2	0	0	0	3	1	1	0	2	0	0					
Withdrawn	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Allowed	3	0	0	5	0	0	0	0	4	2	0	0	0	2	0	2	1	0	1					
Dismissed	4	1	0	6	2	4	0	0	7	5	0	0	1	1	1	1	2	0	3					
Substitute decision	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0					
Remit to ETC	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	2	0	0					
Current active cases	37	34	38	38	38	36	37	42	35	32	39	41	42	40	31	49	47	58	63					

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
n/a	n/a	n/a	n/a	n/a
53	48	68	63	49
37	59	43	53	21
4	7	4	8	7
3	7	0	1	0
22	20	20	14	6
8	29	17	29	9
0	0	0	1	0
2	4	2	1	4

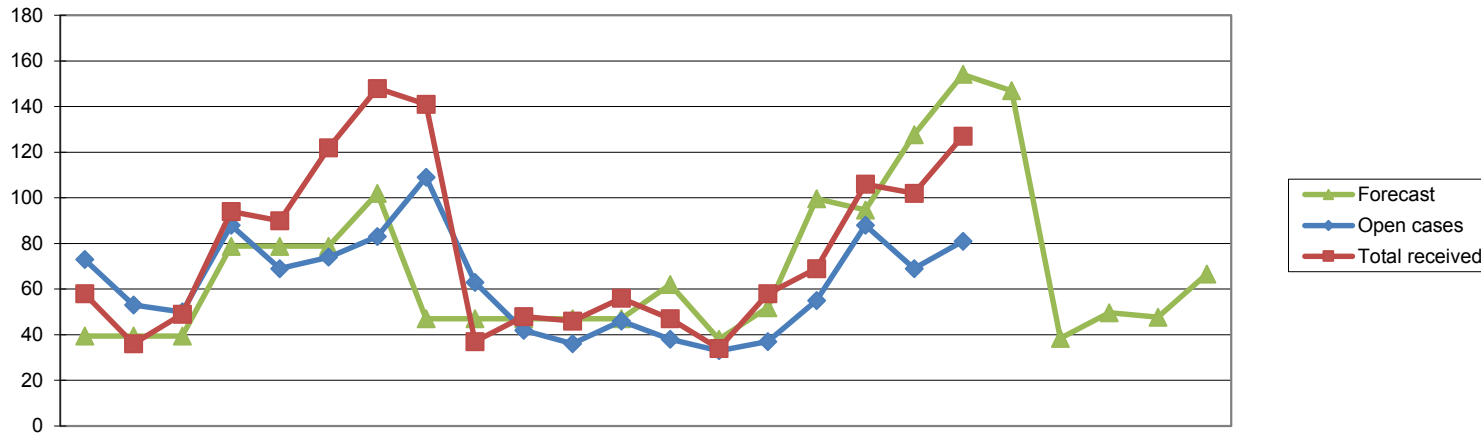
Protection of Title April 2013 - March 2015



	2013			2014									2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	29	29	29	29	29	29	30	30	30	30	30	30	33	33	33	33	33	33	33	33	33	33	33	33
Public	6	7	10	21	13	5	16	15	9	5	9	16	12	4	17	8	6	20	5					
Police	2	0	0	0	3	2	1	1	0	1	0	1	0	1	1	0	0	0	0					
HCPC	0	2	0	0	1	0	0	1	0	1	0	1	0	0	2	1	3	0	2					
Anonymous	0	3	1	0	1	1	2	4	0	5	5	3	2	1	1	1	0	0	1					
Professional	27	10	7	11	12	10	12	6	4	3	9	8	9	7	10	5	2	12	19					
Other	2	6	1	6	2	3	2	0	1	0	2	1	0	0	1	0	0	0	2					
Total received	37	28	19	38	32	21	33	27	14	15	25	30	23	13	32	15	11	32	29					
Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Open cases	62	68	68	90	98	76	92	88	70	59	60	69	60	49	67	63	62	81	87					

10/11	11/12	12/13	13/14	14/15
FYE	FYE	FYE	FYE	YTD
21	35	99	132	72
12	23	27	11	2
7	7	3	6	8
26	29	15	25	6
252	172	154	119	64
			26	3
318	266	298	319	155
0	0	0	0	0

Health and Character Declarations April 2013 - March 2015



		2013			2014									2015											
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast		39	39	39	79	79	79	102	47	47	47	47	47	62	38	52	100	95	128	154	147	38	50	48	67
Received	Renewal	0	1	1	0	3	0	2	6	0	0	1	2	7	3	2	1	0	4	16					
	Readmission	12	12	12	9	7	9	19	17	9	8	1	19	12	9	7	8	7	7	7					
	Admission	46	23	36	85	80	113	127	118	28	40	44	35	28	22	49	60	99	91	104					
	Self-referral	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
	Total received	58	36	49	94	90	122	148	141	37	48	46	56	47	34	58	69	106	102	127					
Considered	Considered by panel	33	4	31	31	38	44	76	65	47	40	29	22	34	16	19	23	54	74	73					
	Referred to FTP	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1					
	Admission rejected	2	0	6	0	1	2	0	0	0	0	0	0	0	2	0	1	2	3	0					
	Readmission rejected	0	0	0	2	3	0	1	3	2	3	2	2	3	0	0	0	0	0	0					
	Renewal rejected	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0					
	Not referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
	Admission accepted	31	4	25	25	31	42	75	62	45	37	27	20	31	14	18	22	52	71	72					
	Readmission accepted	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
	Renewal accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Open cases	73	53	50	88	69	74	83	109	63	42	36	46	38	33	37	55	88	69	81						

10/11	11/12	12/13	13/14	14/15
FYE	FYE	FYE	FYE	YTD
N/A	N/a	N/a	692	977
4	8	40	16	33
74	51	124	134	57
334	356	740	775	453
149	0	1	0	0
561	415	905	925	543
461	322	491	460	293
60	15	0	1	1
7	6	28	11	8
14	6	2	18	3
0	0	1	0	1
87	13	3	0	0
247	256	453	424	280
45	23	2	6	0
1	2	2	0	0

Suitability Scheme August 2012 - March 2015

	2012			2013						2014												2015						12/13	13/14	14/15				
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE
Total received	16	10	0	1	2	0	5	0	0	1	0	1	1	2	3	0	0	1	1	4	3	1	1	3	1	1	0				34	14	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	0	0	0	0	1	0				0	0	1	
Considered by adjudicator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0				0	1	0	
Added to prohibited list	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0				7	1	0	
Open cases				n/a					9	9	5	6	7	9	12	12	12	11	11	13	17	15	7	10	9	9	8						75	

Miscellaneous (MIS) cases April 2013 - March 2015

	2013			2014									2015												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases received	102	97	73	120	135	87	91	90	70	66	66	78	86	65	83	71	54	73	97						
Cases closed	130	81	94	106	159	73	110	71	73	85	72	83	88	80	79	70	71	92	77						
Cases open	40	69	67	106	82	96	77	96	93	74	68	63	61	46	50	51	53	52	72						

13/14	14/15
FYE	YTD
1,075	529
1,694	557

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

	2013			2014									2015									13/14	14/15			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Judicial review - received	0	0	1	0	0	0	0	0	0	0	0	1	0	2	0	1	0	2	0	0					2	5
Judicial review - open	2	2	3	2	1	1	1	1	1	1	1	2	0	4	3	4	4	6	6	4						
High court - PSA received	0	0	0	0	0	0	0	0	0	1	0	2	0	0	1	1	1	0	1	0					3	4
High court - PSA open	3	3	0	0	0	0	0	0	0	1	1	3	2	1	2	3	4	2	3	3						
High court - Registrant received	0	0	0	0	0	0	3	3	0	0	1	0	1	1	0	1	2	0	0					7	5	
High Court - Registrant open	1	1	0	0	0	0	3	6	6	6	5	5	5	6	6	7	8	8	8							
IO extension application at High Court	0	0	0	1	0	0	2	2	0	0	0	0	0	2	1	0	0	0	2					5	5	
Registration appeals at County Court	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0					2	0	

Month	Number of Cases	Commentary
October		* No new High Court appeals have been received. Interim order extensions were granted in 2 cases.
September		*The Professional Standards Authority have decided to refer to the High Court the Conduct and Competence Committee's decision to impose a five year caution order.
August		*Two new High Court appeals cases were received in August. One is an appeal against a strike off decision. The other relates to claim made following an unsuccessful appeal against a 12 month suspension order.

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

	2012			2013									2014									2015									12/13 FYE	13/14 YTD	14/15 YTD				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				Oct	Nov	Dec	Jan
Complaints received	N/A	N/A	4	7	6	6	13	16	11	15	17	8	8	17	14	20	18	15	17	23	12	15	7	9	13	16	9	23	18	19	17				103	175	115
Complaints responded to	N/A	N/A	1	4	2	15	10	18	12	10	21	8	7	10	15	12	26	14	13	20	18	13	10	11	11	17	16	14	19	15	8				101	169	100
Open complaints	N/A	N/A	3	6	10	1	3	1	0	5	1	1	2	9	9	17	9	10	14	12	7	9	6	4	6	5	0	9	8	12	9						

Complaints common issues

Month	Commentary
October	8 complaints were responded to with an average of 10 and median of 9 days. 7 of the complaints related to complaints that had been previously responded to and had to be escalated. One of these were not responded to as complainant contacted us to explain that she did not want any further contact from the HCPC so complaint response was stopped. 7 related to the investigation, preICP or ICP decision. 1 related to a final hearing and the way a witness was portrayed in the decision. 2 complaints were concerned about the length of time it had taken to schedule the final hearing. 2 related to breaches and 2 in regards to communication from the Case Manager. 2 complaints had multiple concerns about the way the cases had been handled.
September	15 complaints were responded to, with an average of 8 and median of 10 days. Six complaints related to perceived service deficiencies. These included the perceptions of the volume and timing of communications about the case, issues with evidence, language used in written or face to face contact with stakeholders, or suggestion that data had been breached. Five complaints related to the investigation or preICP or ICP decision. Three complaints related to complaints that had been previously responded to. One complaint related to a witness believing that they should be stood down during a pause in proceedings.
August	Both the mean and median response time to the 19 complaints responded to in August was 11 days. Six responses related to decisions (4 at PreICP, 1 at ICP, 1 at Final Hearing). Three complaints related to the nature of HCPC's investigation, six related to communication or asking for further advice. One complaint related to perception of poor service, one complaining about a Panel and two were reiterations of previous complaints that have been responded to.

GSCC transfer cases August 2012 - March 2014

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

Review cases																															
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	0	1	3	3	1	8	4	2	2	5	1	9		14	13	31
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	2		1	1	4
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	1	0
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0		5	1	3
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		2	0	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	1	0
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0		0	0	1
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Struck off	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	1	0	3	2	0	0	1	0	1		0	4	7
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	2	1	0	2	0	1	1	2	0	5		5	5	11
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0		1	0	2
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0		0	1	0
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0		0	2	2
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0
Interim Orders heard																															
IOA	13	6	4	3	0	6	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0		33	3	0
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	2	9	2	4	6	2	0	1	0	0	1	0	0	1		13	57	3

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
October	217	3	*In one case the criminal proceedings have concluded and final information is being sought prior to the case being obsed. In a second case the obs have been sent. In the third case the police investigation is still on-going.
September	217	3	*There is no change from last month on these cases. We are still awaiting the outcome of ongoing police investigations and prosecutions before being in a position to progress these cases.
August	217	3	*There is no change from last month on these cases.

PSA learning points received April 2013 - March 2015

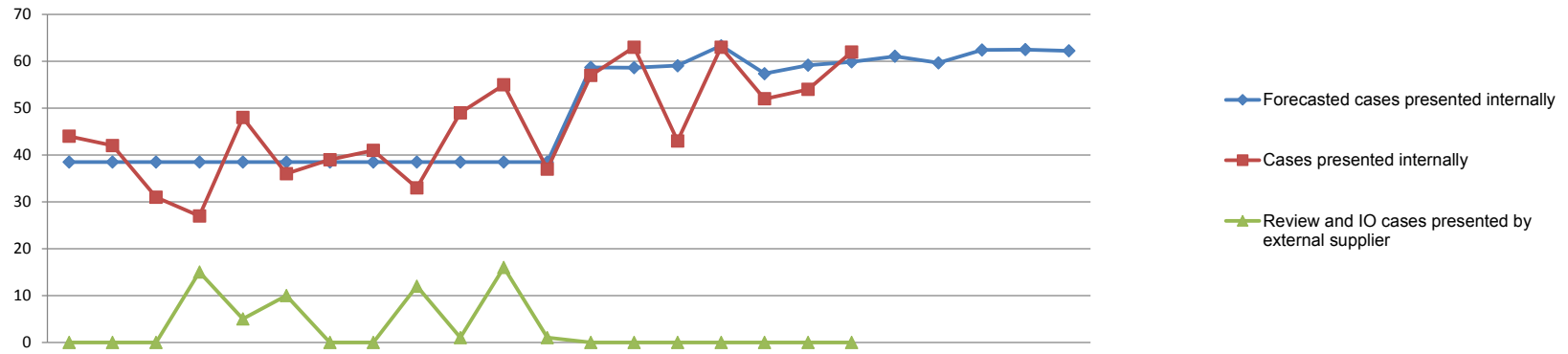
	2013													2014													2015													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				
Learning points received	9	11	20	6	15	8	8	1	19	21	0	15	11	13	9	0	0	0	0																					
Reviewable cases heard that month	41	45	46	49	55	40	47	46	36	50	42	33	48	55	42	46	30	42	50																					
Reviewable cases in previous 3 months	n/a	n/a	n/a	132	140	150	144	142	133	129	132	128	125	123	145	143	118	118	122																					

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

Issues arising and learning points

Month	Commentary
October	* There were no learning points received in October
September	* There were no learning points received in September
August	* For the second month running no learning points were received from PSA * The HCPC has not received notification from the PSA of any changes to its reviewing procedures

Internal operational management commentary April 2013 - March 2014



	2013	2014												2015												13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	59	59	59	63	57	59	60	61	60	62	63	62	462	724	
Cases presented internally	44	42	31	27	48	36	39	41	33	49	55	37	57	63	43	63	52	54	62						482	394	
Review and IO cases presented by external supplier	0	0	0	15	5	10	0	0	12	1	16	1	0	0	0	0	0	0	0	0	0	0	0	0	60	0	

FTP

Fitness to practise		2012												2013												2014											
		Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar											
From date allegation made to notifying registrant of full allegation																																					
Cases obs'ed each month	Total cases obs'ed	64 / 129	60	59	57	70	79	68	76	68	36	87	75	74	75	74	76	66	70	75	66																
	% within 5 months	73%	92	83	93	86	91	94	91	94	86	89	89	86	88	81	87	88	87	81	83																
	% within 7 months	85%	93	86	98	93	92	94	92	96	89	94	93	89	91	86	92	92	94	87	89																
	% within 10 months	95%	95	92	100	96	96	96	95	99	94	97	97	96	95	96	96	98	94	92	92																
	% over 10 months	5%	5	8	0	4	4	4	5	1	6	3	3	4	5	4	4	2	6	8	8																
	Mean months	3.5	2	3	1	2	2	1	2	2	3	2	2	2	2	2	2	2	2	3	3																
Median months	2.5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1																	
Cases yet to be obs'ed	Total cases to be obs'ed		94	93	99	98	105	121	123	107	109	105	101	95	88	74	70	73	81	72	73																
	% of cases 5 months and under		66	63	65	69	73	74	72	64	62	59	58	61	60	57	61	56	58	61	62																
	% 6-7 months		2	10	11	5	7	8	10	15	15	13	11	14	11	12	9	10	12	10	8																
	% 8-10 months		7	4	2	8	8	7	6	10	12	16	15	9	10	9	10	11	7	10	10																
	% over 10 months		25	23	21	17	12	11	12	11	11	11	16	16	20	12	20	23	22	19	20																
From ICP to final hearing																																					
Total cases concluded	Total cases concluded		21	26	28	30	25	20	25	21	18	26	14	13	33	30	26	29	12	28	37																
	% within 8 months	70%	67	42	57	43	32	65	32	33	44	23	50	54	42	27	50	38	33	32	46																
	% within 10 months		71	62	75	63	60	90	64	62	56	38	86	69	61	73	85	48	58	54	68																
	% over 10 months		29	38	25	37	40	10	36	38	44	38	14	31	39	27	15	52	42	44	32																
Currently awaiting hearing																																					
Total cases awaiting hearing			260	267	268	255	273	287	298	309	321	322	336	350	354	368	381	397	403	427	418																
Length of time from receipt to acknowledgement	5 days		n/a	n/a	n/a	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2																

Average 12/13	Average 13/14	Average 14/15 YTD
48	67	72
85	90	85
90	92	90
94	96	95
6	4	5
3	2	2
2	1	1
118	104	76
60	66	59
14	10	10
9	9	10
22	16	19
19	22	28
57	45	38
44	66	64
20	32	36
n/a	2	2

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		90	78	51	75	77	97	134	121	57	32	25	37	21	14	19	36	43	49	38
	95%		90	79	76	84	83	85	83	85	80	66	54	66	44	48	15	52	41	48	29
Cases waiting to be heard	Total cases waiting to be heard % over 1 month old		73	53	50	88	69	74	83	77	63	42	27	44	6	33	41	14	14	12	77
			14	23	36	15	33	23	9	54	52	31	20	20	15	30	22	26	15	11	6
	Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	5	4	4	4	5	6	4	2	7	7	8	7	1	5	1	1

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

Registration Appeals

From receipt of notice of appeal to hearing	% within 6 months		74	71	70	42	57	0	0	0	58	12	0	0	25	50	0	25	25	0	50
	% within 9 months	70%	Not previously provided	Not previously provided	93	58	86	100	0	0	75	25	0	0	0	0	0	0	0	0	25
	Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	11	6	10	2	3	10	6	5	6	2	4	4	3.5	3.5	14	6

86	32	25
98	44	0
n/a	7	

Protection of title

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

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

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
October	1	One action was assigned to an Historic User in CMS in October.
September	1	One action was assigned to an Historic User in CMS in September.
August	1	One overdue action was assigned to an Historic User in CMS in August. This is evidence of effective weekly monitoring of the overdue actions.

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
October	1069	* The number of overdue actions in October increased compared to the previous month. However, this could in part be related to the higher than forecast number of new cases received (where new case actions become overdue the day after they are created) and also the fact that two Case Managers finished up in October, requiring their case loads to be redistributed between the existing Case Managers.
September	807	* The number of overdue actions in September dropped by 329 compared with August. This may be as a result of additional Case Manager resource. * Overdue actions are prioritised and monitored twice weekly within the Case Team Manager group.
August	1136	* The number of overdue actions increased since last month. This is in part due to high levels of annual leave in August, compounded by the Bank Holiday weekend. Further, there were two new Case Managers and 4 Temporary Case Managers who commenced in post in August, which may be a contributing factor to this number as they are getting up to speed with use of CMS * The highest number of overdue actions continues to be in relation to letters and emails received and chasers * Overdue actions are now monitored twice weekly amongst the Case Team Management group and priorities in relation to performing overdue actions are set at the start of each week * The additional resources and further planned recruitment for September should see the number of overdue actions decrease in September

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
October	11	<ul style="list-style-type: none"> * Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending * There are currently 11 outstanding actions that are not related to the scheduling of hearings * These relate to outstanding correspondence with hearing participants regarding expenses and preliminary adjudication and enquires about hearings from other interested parties.
September	9	<ul style="list-style-type: none"> * Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending * There are currently 9 outstanding actions that are not related to the scheduling of hearings * These relate to outstanding correspondence regarding expenses claims, witness orders and a complaint regarding the publication of a hearing outcome.
August	7	<ul style="list-style-type: none"> * Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending * There are currently 7 outstanding actions that are not related to the scheduling of hearings * These relate to outstanding correspondence with hearing participants regarding attendance at hearings, expenses or preliminary issues.

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
October	10	<ul style="list-style-type: none"> *There are 10 overdue activity relating to hearings team activity *These relate to hearing follow up and additional correspondence with hearing participants * All three hearing managers were in the office for the final two weeks of the month so more resource was available to work on outstanding correspondence.
September	12	<ul style="list-style-type: none"> *There are 12 overdue activity relating to hearings team activity *These relate to hearing follow up and post hearing enquiries from interested parties. * The service target is to complete all follow-up administration within 5 days of a concluded hearing
August	10	<ul style="list-style-type: none"> *There are 10 overdue activity relating to hearings team activity *These relate to hearing follow up and miscellaneous correspondence in case files

Net Regulate status checks

Month	Number of Issues	Commentary
October	0	There continue to be no issues and the checking process is identifying any corrections.
September	0	There continue to be no issues and the checking process is identifying any corrections.
August	0	There continue to be no issues and the checking process is identifying any corrections.

Fitness to Practise Department

Length of Time Pack

Kelly Holder, Director of Fitness to Practise
Nov-14

Contents	Page
Overview of service standards for cases	45-46
Analysis of age of cases that met Standard of Acceptance in period April to October 2014	47
Analysis of age of cases closed PreICP, at time of closure in the period April to October 2014, measured from receipt of original complaint	48
Snapshot of age of Enquiry cases since receipt (correct as of 31/10/14)	49
Length of Time Open Pre ICP April 2013 - March 2015	50-52
Analysis of ages of cases closed No Case To Answer in the period April to October 2014	53-54
Analysis of age of cases at the stage of Investigating Committee Panel deciding there is a Case To Answer	55-56
Analysis of age of cases where an Investigating Panel reach a decision (cases requiring further information are excluded)	57
Length time: Cases Inv Committee (excluding further information) April 2010 - March 20115	58
Length of Time : Age of Cases Post ICP April 2013-March 2015	59
Allegations made - Investigating Panel (concluded final hearing cases) April 2010 - March 2015	60
Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2010 - March 2015	61
Length of Time: Allegations made - conclusion of final hearing 2009/10 - 2013/14	62
Analysisi of age of cases where a final hearing has concluded in the period April to October 2014	63
Comparison of age of cases from receipt to conclusion of final hearing, for 2013-14 and April to October 2014	64
Snapshot of age of Post ICP cases (correct at 31/10/14)	65-66
Analysis of final hearing sanctions by age at each stage, for the periods 2013-14 and April to October 2014	67
Age of concluded final hearings at each stage by complaint source, for the periods 2013-14 and April to October 2014	68
Comparison of age of concluded final hearings at each stage, by representation, for the periods 2013-14 and April to October 2014	69
Analysis of length of time to close cases at each stage and combined	70-71

Summary of current caseload length of time against standards

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

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

Enquiry cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	411	38.0	38.0
3 to 4 mths	266	24.6	62.6
5 to 7 mths	176	16.3	78.9
8 to 12 mths	166	15.4	94.3
13 to 15 mths	27	2.5	96.8
16 to 20 mths	21	1.9	98.7
21 to 24 mths	4	0.4	99.1
>24 mths	10	0.9	100.0
	<u>1081</u>	<u>100.0</u>	

Post ICP cases (receipt to date)

Age since receipt	Number	%	Cumulative %
0 to 7 mths	36	8.6	8.6
8 to 12 mths	106	25.4	34.0
13 to 15 mths	90	21.5	55.5
16 to 20 mths	92	22.0	77.5
21 to 24 mths	41	9.8	87.3
>24 mths	53	12.7	100.0
	<u>418</u>	<u>100.0</u>	

PreICP cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	20	7.0	7.0
3 to 4 mths	57	20.1	27.1
5 to 7 mths	79	27.8	54.9
8 to 12 mths	61	21.5	76.4
13 to 15 mths	21	7.4	83.8
16 to 20 mths	26	9.2	93.0
21 to 24 mths	9	3.2	96.1
>24 mths	11	3.9	100.0
	<u>284</u>	<u>100.0</u>	

Post ICP cases (ICP to date)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	197	47.1	47.1
6 to 7 mths	56	13.4	60.5
8 to 12 mths	91	21.8	82.3
13 to 15 mths	33	7.9	90.2
16 to 20 mths	21	5.0	95.2
21 to 24 mths	10	2.4	97.6
>24 mths	10	2.4	100.0
	<u>418</u>	<u>100.0</u>	

Month	Commentary
Oct	The next Case Progression conference is in early November, when an update on the 48 red and amber cases will be made, along with the next tranche of cases for first review.
Sept	There are no significant changes in the proportions of cases in the service standards. We have identified through the Case Progression Conferences a number of older cases which are being actively progressed. We continue to monitor these cases as they progress through the investigation and hearing processes. We have revised the reporting system with our external investigators, and continue to have focussed weekly teleconferences on cases that are outside of the service standards, or where there has been a period of inactivity. We have reviewed 48 red and amber cases, and assigned escalation plans. These cases will be re-reviewed in November.
Aug	There are no significant changes in the proportions of cases outside the service standards this month. All cases over 12 months old are being reviewed by the Investigations Managers, and a case progression plan agreed. This work will be reported on in September.

Analysis of age of cases that met Standard of Acceptance in period April to October 2014

Age from receipt to SOA	Number	%	Cumulative %
0 to 2 months	155	38.5	38
3 to 4 months	102	25.3	64
5 to 8 months	83	20.6	84
9 to 12 months	35	8.7	93
13 to 15 months	17	4.2	97
16 to 20 months	5	1.2	99
21 to 24 months	4	1.0	100
>24 months	2	0.5	100
Mean Months	5		
Median Months	3		
Total Open Cases	403		

Analysis of age of cases closed PreICP, at time of closure in the period April to October 2014, measured from receipt of original complaint

Age of case closed PreICP	Number	Cumulative number	%	Cumulative %
0 to 4 months	271	271	45	45
4 to 8 months	228	499	38	84
9 to 12 months	62	561	10	94
13 to 16 months	16	577	3	97
17 to 20 months	13	590	2	99
>20 months	6	596	1	100
Mean Months	6			
Median Months	4			
Total Open Cases	596			

Snapshot of age of Enquiry cases since receipt (correct as of 31/10/14)

Age since receipt	Number	%	Cumulative %
0 to 2 mths	411	38.0	38.0
3 to 4 mths	266	24.6	62.6
5 to 7 mths	176	16.3	78.9
8 to 12 mths	166	15.4	94.3
13 to 15 mths	27	2.5	96.8
16 to 20 mths	21	1.9	98.7
21 to 24 mths	4	0.4	99.1
>24 mths	10	0.9	100.0
	1081	100.0	

Length of Time Open Pre ICP April 2013 - March 2015

		2013												2014												2015											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting ICP	0-4	155	159	163	183	206	217	229	203	178	189	192	206	198	186	185	183	187	182	185																	
	5-8	34	33	38	40	41	47	51	60	65	65	69	63	52	44	50	43	47	44	51																	
	9-12	9	12	12	8	13	14	13	18	16	20	21	24	25	25	27	23	20	16	21																	
	13-16	11	9	8	7	6	6	3	0	5	5	7	6	7	8	9	12	9	9	12																	
	17-20	2	5	7	6	5	2	1	3	3	2	3	1	2	3	5	3	4	6	5																	
	21-24	9	4	3	2	2	3	4	1	1	2	1	2	2	2	2	0	1	1	3																	
	25-28	1	2	7	9	10	3	1	1	1	1	2	1	1	1	0	2	2	2	2																	
	29-32	0	0	0	0	0	6	7	4	3	0	0	1	1	1	2	1	1	1	0																	
	over 33	1	1	0	0	0	0	0	0	0	3	3	3	3	3	3	4	4	4	5																	
Open Cases Pre ICP		222	225	238	255	283	298	309	290	272	287	298	307	291	273	283	271	275	265	284	0	0	0	0	0												

Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
October	62%/-11%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The internal measure is that 73% of all cases received are obs'd within 5 months of receipt. * The internal measure has not been met as 62% of fitness to practise referrals have been obs'd within 5 months of receipt YTD. * Performance against this measure has improved since August. * However, it is noted that performance against forecast in relation to obs and pre-ICP case closures has been below expectations. * This is in part due to resource limitations as a result of long term absences, on going performance issues and staff turnover. * Case progression is a specific focus of the Case Management Team, with an increased focus on proactive progression of cases and changes to the monthly Case Progression Conference to reflect this.

September	61%/-12%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * It is expected that 73% of cases received are obs'd within 5 months of receipt * The internal measure has not been met as 61% of fitness to practise referrals have been obs'd within 5 months of receipt YTD (as opposed to 73%) * Performance against this measure may be accounted for by the fewer than forecast number of cases obs'd and closed pre-ICP in June, July, August and Spetember. * Resource levels have stabilised in terms of head count (see later tab). However, at present the distribution of cases and presenting tasks is uneven due to Case Manager turnover, the number of new starters and the limited capacity of Temporary Case Managers to take on the full range of Case Manager duties due to the abridged and accelarated nature of their iunductrion periods. * Capacity within the available resource will stabilise as the new starters move through the induction periods. * Case progression and length of time has become (and will remain) a specific focus of the Management Team. We are ulitsing existing case progression channels and mechanisms (the monthly Case Progression Conference, twice weekly meetings with the Case Team Manager group, more targeted review of older cases at monthly Case Review Meetings) to ensure the timely progression of cases so that performance against this internal measure improves.
August	58%/-15%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * It is expected that 73% of cases received are obs'd within 5 months of receipt * The internal measure has not been met as 58% of fitness to practise referrals have been obs'd within 5 months of receipt YTD (as opposed to 73%) * Fewer than forecast cases were obs'd in June, July and August, which may in part account for the drop in performance against the internal measure * Resource levels have been below forecast throughout the Summer period in addition to high levels of annual leave, this is also a contributing factor to performance against this measure * Resource levels are set to improve with new Case Managers commencing in post in August and September in addition to further recruitment planned for September and the introduction of Temporary Case Managers (x 4) to assist during the Induction periods of new Case Managers * Review of the annual leave policy in relation to the total number of Case Managers who can be on annual leave at a given time has taken place to ensure that there is adequate cover in place each month * More rigorous monitoring of older cases and overdue actions has been implemented within the existing case progression and monitoring mechanisms in place

Analysis of ages of cases closed No Case To Answer in the period April to October 2014

Number of Months	Receipt to NCTA			SOA to NCTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	38	17	17	155	71	71
5-8	104	47	65	43	20	90
9-12	39	18	83	17	8	98
13-16	22	10	93	4	2	100
17-20	13	6	99	0	0	100
21-24	2	1	100	0	0	100
25-28	0	0	100	0	0	100
29-32	1	0	100	0	0	100
33-36	0	0	100	0	0	100
>36	0	0	100	0	0	100
Mean Months	8			4		
Median Months	7			3		
Total	219			219		

Analysis of ages of cases closed No Case To Answer in the period April to October 2014

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

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

Number of Months	Receipt to CTA			SOA to CTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	44	16	16	174	66	66
5-8	101	43	59	58	24	90
8-12	69	25	83	16	6	95
13-16	22	7	90	8	3	98
17-20	19	8	99	4	2	100
21-24	3	1	99	0	0	100
25-28	0	0	99	0	0	100
29-32	2	1	100	0	0	100
33-36	0	0	100	0	0	100
> 36	0	0	100	0	0	100
Mean months	9			4		
Median months	8			3		
Total number of Cases	260			260		

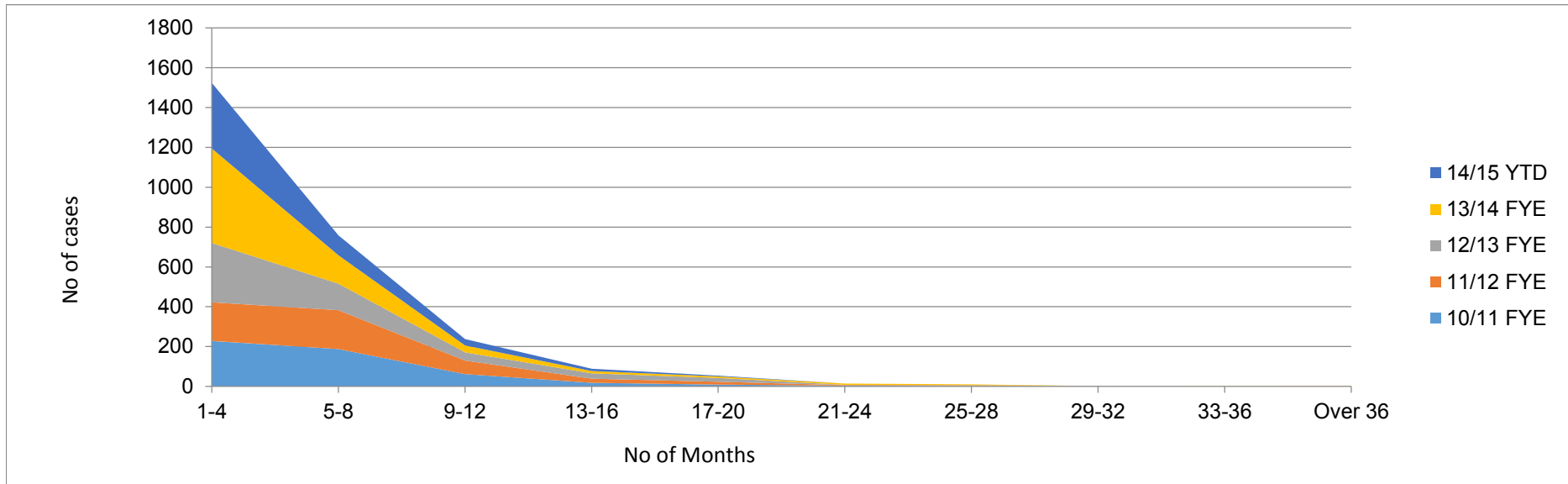
Analysis of age of cases at the stage of Investigating Committee Panel deciding there is a Case To Answer

Source of complaint	Receipt to CTA		SOA to CTA	
	Mean months	Median months	Mean months	Median months
Article 22(6)/Anon	16	11	6	3
Employer	8	7	5	4
Other	9	8	5	5
Other Registrant	9	9	4	3
Police	8	8	5	5
Professional Body	n/a	n/a	n/a	n/a
Public	8	5	4	2
Self Referral	9	6	4	3

Analysis of age of cases where an Investigating Panel reach a decision (cases requiring further information are excluded)

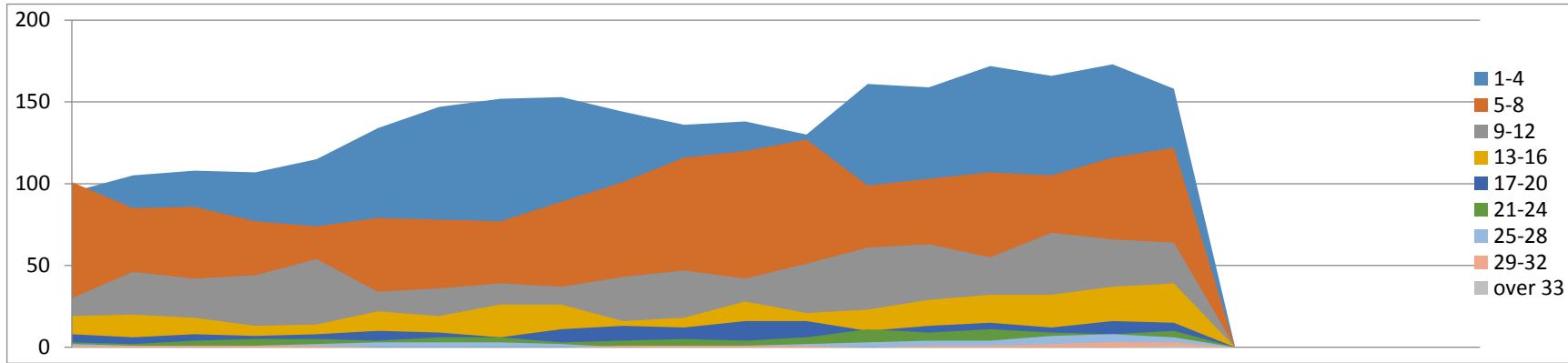
Number of Months	Receipt to conclusion at ICP			SOA to conclusion at ICP		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	82	17	17	329	69	69
5-8	205	43	60	101	21	90
8-12	108	23	82	33	7	97
13-16	44	9	92	12	3	99
17-20	32	7	98	4	1	100
21-24	5	1	99	0	0	100
25-28	0	0	99	0	0	100
29-32	3	1	100	0	0	100
33-36	0	0	100	0	0	100
> 36	0	0	100	0	0	100
Mean months	9			4		
Median months	7			3		
Total number of Cases	479			479		

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



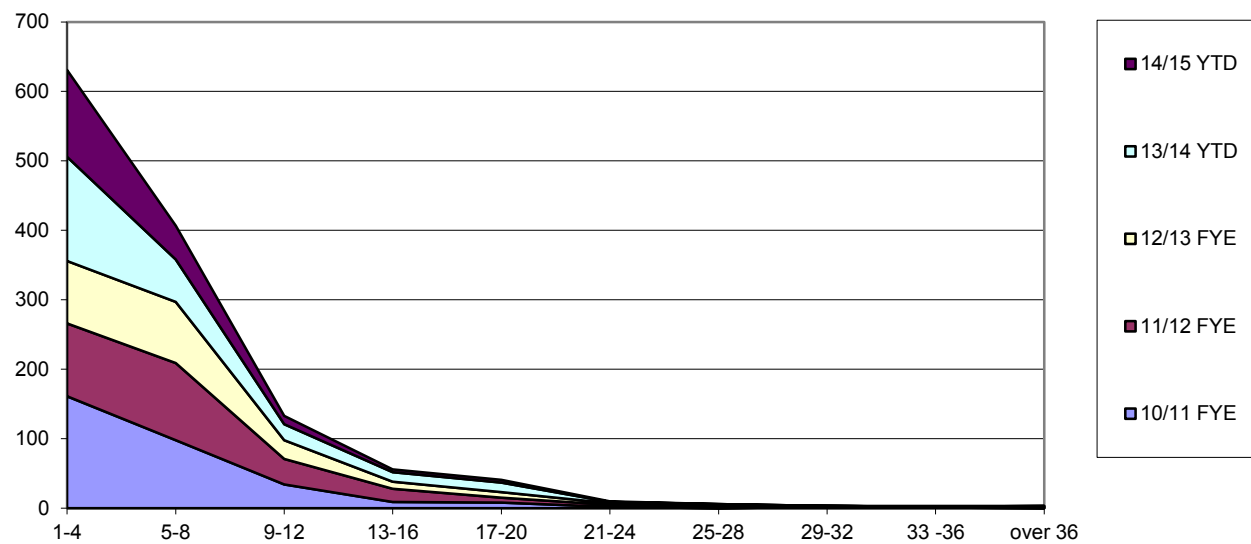
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD	%	Cumulative %
1-4	228	194	298	475	329	69	69
5-8	188	194	134	142	101	21	90
9-12	62	68	41	34	33	7	97
13-16	18	21	26	12	12	3	99
17-20	9	14	19	8	4	1	100
21-24	4	2	2	6	0	0	100
25-28	2	3	2	3	0	0	100
29-32	1	1	0	0	0	0	100
33-36	0	0	0	1	0	0	100
Over 36	0	1	1	1	0	0	100
Mean Months	6	7	6	5	4		
Median Months	5	5	4	3	3		
Total Cases	512	498	523	682	479		

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



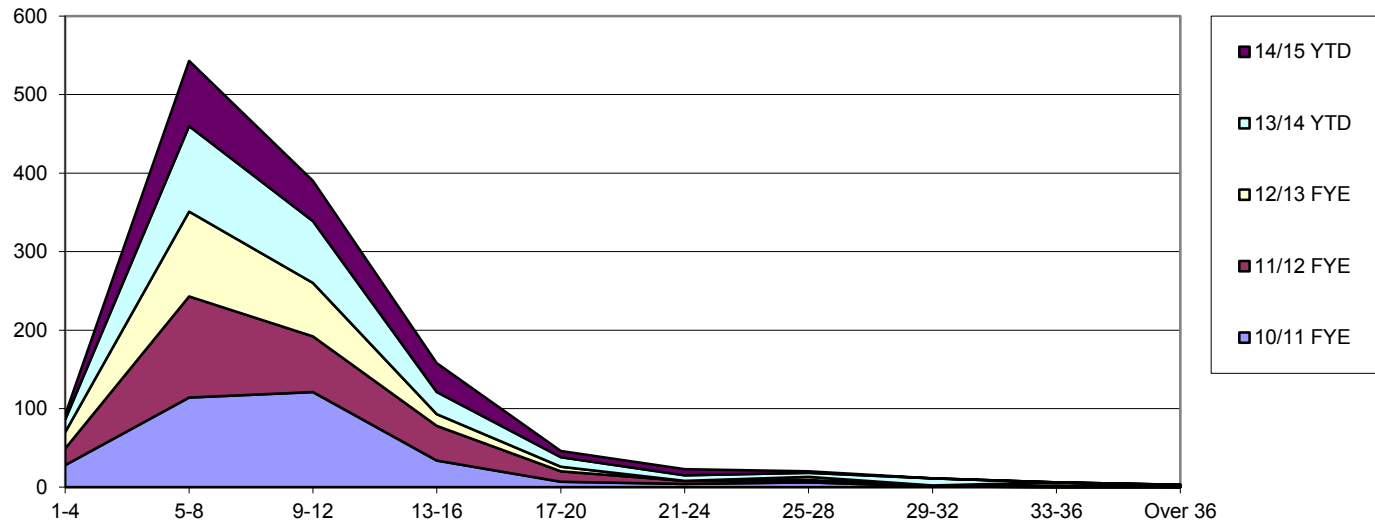
Months	2013												2014												2015											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting final hearing (from ICP)																																				
1-4	95	105	108	107	115	134	147	152	153	144	136	138	130	161	159	172	166	173	158																	
5-8	101	85	86	77	74	79	78	77	89	101	116	120	127	99	103	107	105	116	122																	
9-12	30	46	42	44	54	34	36	39	37	43	47	42	51	61	63	55	70	66	64																	
13-16	19	20	18	13	14	22	19	26	26	16	18	28	21	23	29	32	32	37	39																	
17-20	8	6	8	7	8	10	9	6	11	13	12	16	16	10	13	15	12	16	15																	
21-24	3	2	4	5	5	4	6	6	3	4	5	4	6	11	9	11	9	8	10																	
25-28	2	1	1	1	2	3	3	3	2	0	1	1	2	3	4	4	7	8	6																	
29-32	1	1	1	1	1	0	0	0	0	1	1	1	1	0	1	1	2	3	3																	
over 33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1																	
Total cases awaiting hearing	259	266	268	255	273	286	298	309	321	322	336	350	354	368	381	397	403	427	418																	
Total cases fixed this month	36	36	37	36	30	42	34	33	18	26	36	42	44	21	32	35	38	48	51																	
Cases ready to fix, but no date yet	65	60	66	80	88	83	83	74	77	95	99	91	83	95	115	127	128	123	134																	
Cases fixed previous months and awaiting hearing	88	84	72	66	62	55	58	50	52	49	72	90	90	74	73	63	84	98	115																	
Cases being prepared by external lawyers	70	86	93	73	93	106	123	152	174	152	129	127	167	166	154	151	151	161	140																	

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



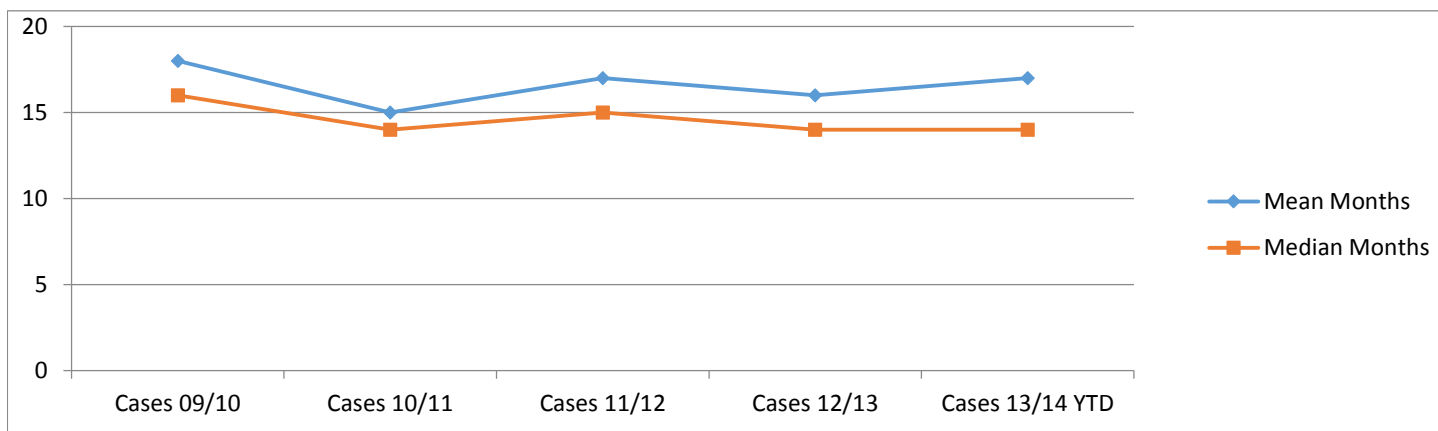
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD	14/15 YTD	%	Cumulative %
1-4	161	105	90	150	125	64	64
5-8	98	111	88	61	49	25	89
9-12	34	37	27	23	12	6	95
13-16	9	19	10	14	4	2	97
17-20	8	7	8	14	4	2	99
21-24	2	3	2	2	1	1	99
25-28	0	2	2	2	0	0	99
29-32	2	1	0	0	0	0	99
33 -36	1	1	0	0	1	1	100
over 36	0	1	1	1	0	0	100
Mean Months	6	7	7	6	5		
Meadian Months	4	5	5	4	4		
Total Cases	315	287	228	267	196		

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



Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD	14/15 YTD	%	Cumulative %
1-4	28	21	21	16	6	3	3.1
5-8	114	129	108	109	83	42.3	45.4
9-12	121	71	68	79	51	26	71.4
13-16	34	44	15	28	37	19	90.3
17-20	7	13	6	12	8	4	94.4
21-24	4	4	0	7	8	4	98.5
25-28	6	3	4	5	2	1	99.5
29-32	1	0	1	9	0	0	99.5
33-36	0	2	4	0	0	0	99.5
Over 36	0	0	1	2	1	0.5	100.0
Mean Months	9	10	9	11	11		
Median Months	9	8	8	9	9		
Total Cases	315	287	228	267	196		

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



Number of Months	Cases 10/11	Cases 11/12	Cases 12/13	Cases 13/14 YTD	Cases 14/15	%	Cumulative %
1-4	1	0	0	1	0	0	0
5-8	35	18	23	21	12	6	6
9-12	75	71	66	95	72	37	43
13-16	104	79	62	49	47	24	67
17-20	48	57	37	26	34	17	84
21-24	27	31	13	26	8	4	88
25-28	9	14	6	17	12	6	94
29-32	7	3	10	13	5	3	97
33-36	6	7	5	10	1	1	97
Over 36	3	7	6	11	5	3	100
Mean Months	15	17	16	17	16		
Median Months	14	15	14	14	14		
Total Cases	315	287	228	267	196		

Analysis of age of cases where a final hearing has concluded in the period April to October 2014

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 5 months	0	0	0	0 to 5 months	0	0	0
6 to 7 months	0	0	0	6 to 7 months	2	1	1
8 to 12 months	42	21	21	8 to 12 months	82	42	43
13 to 15 months	46	23	45	13 to 15 months	37	19	62
16 to 20 months	51	26	71	16 to 20 months	44	22	84
21 to 24 months	28	14	85	21 to 24 months	8	4	88
>24 months	29	15	100	>24 months	23	12	100
Mean Average	18				16		
Median Average	17				14		
Total Number of Cases	196				196		

Comparison of age of cases from receipt to conclusion of final hearing, for 2013-14 and April to October 2014

Number of Months	13/14 YTD	% of cases	Cumulative %	14/15 YTD	% of cases	Cumulative %
1-4	16	6	6	6	3	3
5-8	109	41	47	83	42	45
9-12	79	30	76	51	26	71
13-16	28	10	87	37	19	90
17-20	12	4	91	8	4	94
21-24	7	3	94	8	4	98
25-28	5	2	96	2	1	99
29-32	9	3	99	0	0	99
33-36	0	0	99	0	0	99
>36	2	1	100	1	1	100
Mean Months	11			11		
Median Months	9			9		
Total Cases	267	100	100	196	100	100

Snapshot of age of Post ICP cases (correct at 31/10/14)

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 7 months	36	9	9	0 to 7 months	120	29	29
8 to 12 months	106	25	34	8 to 12 months	140	33	62
13 to 15 months	90	22	56	13 to 15 months	55	13	75
16 to 20 months	92	22	78	16 to 20 months	48	11	87
21 to 24 months	41	10	87	21 to 24 months	27	6	93
>24 months	53	13	100	>24 months	28	7	100
Mean months	16			Mean months	12		
Median months	14			Median months	11		
Total cases	418			Total cases	418		

Snapshot of age of Post ICP cases (correct at 31/10/14)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	197	47.1	47.1
6 to 7 mths	56	13.4	60.5
8 to 12 mths	91	21.8	82.3
13 to 15 mths	33	7.9	90.2
16 to 20 mths	21	5.0	95.2
21 to 24 mths	10	2.4	97.6
>24 mths	10	2.4	100.0
	418	100.0	

Analysis of final hearing outcomes by age at each stage, for the periods 2013-14 and April to October 2014

Type of Sanction	2013-14				April - October 2014			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Caution	13	12	12	10	17	15	15	11
Conditions of Practice	16	15	16	13	17	14	14	16
Consensual disposal	22	18	20	15	25	17	21	15
No Further Action	22	17	20	15	12	12	10	10
Not Well Founded	19	17	17	13	17	16	15	13
Suspension	19	17	18	15	18	17	15	13
Struck Off	19	17	18	16	19	18	16	14
Total mean average	18		17		18		16	
Total median average	16		14		17		14	
Total number of cases	267				158			

Age of concluded final hearings at each stage, for the periods 2013-14 and April to October 2014

Source of Complaint	2013-14				April - October 2014			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Anonymous / Article 22(6)	23	23	20	17	24	26	20	19
Employer	17	15	16	13	19	17	17	15
Other	20	13	19	13	17	17	14	16
Other Registrant	36	36	35	35	16	17	13	15
Police	20	21	19	21	14	13	14	13
Professional Body	18	18	18	18	16	15	12	11
Public	23	21	22	18	17	16	13	12
Self Referral	12	12	10	10	16	12	12	9
Total mean average	18		17		18		16	
Total median average	16		14		17		14	
Total number of cases	267				196			

Comparison of age of concluded final hearings at each stage, by representation, for the periods 2013-14 and April to October 2014

Type of representation	2013-14				April - October 2014			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Represented	19	16	17	14	19	17	17	12
Represented Self	18	15	16	12	16	12	14	11
None	18	15	17	14	18	15	15	12
Total mean average	18		17		18		16	
Total median average	16		14		17		14	
Total number of cases	267				196			

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

	April – October 2014		
Stage of case	Number closed	Mean average	Median average
PreICP	524	6	4
No Case to Answer	219	8	7
Final Hearing	196	18	17
All cases	939	9	7

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

	Receipt to conclusion	%	Cumulative %	SOA to conclusion	%	Cumulative %
0 to 2	118	13	13	65	16	16
3 to 4	191	20	33	90	22	37
5 to 8	263	28	61	56	13	51
9 to 12	140	15	76	88	21	72
13 to 15	75	8	84	41	10	82
16 to 20	86	9	93	44	11	93
21 to 24	35	4	97	8	2	94
>24	31	3	100	23	6	100
Total	939	100		415	100	